

Exercise | 5

Skills Covered

- Format a Business Letter
- Insert the Date and Time
- Use Uppercase Mode
- Change Case
- Create an Envelope

Software Skills Write business letters as a representative of your employer to communicate with other businesses, such as clients or suppliers, or to communicate with individuals, such as prospective employees. For example, you might write a business letter to request a job quote from a supplier or to inquire about a loan from a bank.

Application Skills You are the assistant to Mr. Frank Kaplan, the Franchise Manager for Whole Grains Bread. He has asked you to type a letter to a franchisee about opening a new shop outside California. In this exercise, you will compose a full-block business letter, and print an envelope for it.

TERMS

- Full block** A style of letter in which all lines start flush with the left margin—that is, without a first-line indent.
- Modified block** A style of letter in which some lines start at the center of the page.
- Return address** The author's address, typically appearing at the very top of the letter as well as in the upper-left corner of an envelope.
- Letterhead** Paper with a company's name and address already printed on it.
- Inside address** The recipient's address typed in the letter above the salutation.
- Salutation** The line at the start of a letter including the greeting and the recipient's name, such as *Dear Mr. Doe*.
- Computer's clock** The clock/calendar built into your computer's main processor to keep track of the current date and time.
- Field** A placeholder for data that might change.
- Case** The specific use of upper- or lowercase letters.
- Delivery address** A recipient's address printed on the outside of an envelope.

NOTES

Format a Business Letter

- There are different styles of business letters.
 - ⊙ In a **full-block** business letter, all lines start flush with the left margin.
 - ⊙ In a **modified-block** business letter, certain lines start at the center of the page.
- ✓ *Modified-block business letters will be covered in Exercise 6.*
- The parts of a business letter are the same regardless of the style.
- ⊙ Vertical spacing is achieved by inserting blank lines between letter parts, or adjusting the paragraph spacing.

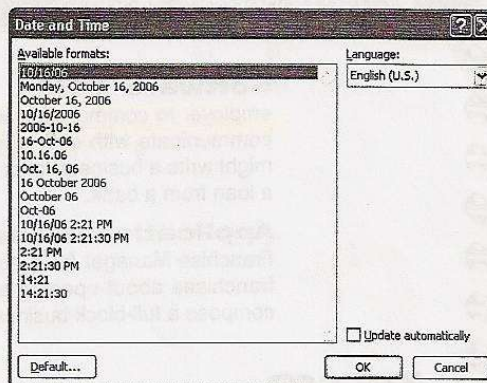
- Refer to the illustration on page 65 to identify the parts of a business letter.
 - **Return address** (may be omitted if the letter is printed on **letterhead** stationery)
 - Date
 - **Inside address**
 - **Salutation**
 - Body
 - Signature line
 - Title line (the job title of the letter writer)
 - Reference initials (the initials of the person who wrote the letter, followed by a slash, followed by the initials of the person who typed the letter)
- ✓ Whenever you see "yo" as part of the reference initials in an exercise, type your own initials.
- Special notations (included only when appropriate):
 - Mail service notation indicates a special delivery method. It is typed in all capital letters, two lines below the date. Typical mail service notations include *CERTIFIED MAIL*, *REGISTERED MAIL*, or *BY HAND*.
 - Subject notation identifies or summarizes the letter topic. The word *Subject* may be typed in all capital letters or with just an initial capital. It is placed two lines below the salutation.
 - ✓ The word *Re* (meaning with regard to) is sometimes used in place of the word *Subject*.
 - Enclosure or attachment notation indicates whether there are other items in the envelope. It is typed two lines below the reference initials in any of the following styles: *ENC.*, *Enc.*, *Encl.*, *Enclosure*, *Attachment*.
 - ✓ If there are multiple items, the number may be typed in parentheses following the notation.
 - Copy notation indicates if any other people are receiving copies of the same letter. It is typed two lines below either the enclosure notation, or reference initials, whichever is last. It may be typed as *Copy to:*, *cc:*, or *pc:* (photocopy) with the name(s) of the recipient(s) listed after the colon.

Insert the Date and Time

- Word can automatically enter today's date into a document.
- When you type the first four letters of the name of the current month, Word prompts you to press Enter to automatically complete the word.

- You can also use the Date and Time dialog box to insert the current date and/or time in a document.
- The inserted date and time are based on your **computer's clock**. A variety of date and time formats are available.
- If you want, you can insert the date and/or time as a **field**, so that they update automatically whenever you save or print the document.

Date and Time dialog box



Use Uppercase Mode

- Use uppercase mode to type all capital letters without pressing the Shift key.
- Uppercase mode affects only letter characters.
- When Uppercase mode is on, the Caps Lock indicator on your keyboard is lit.

Change Case

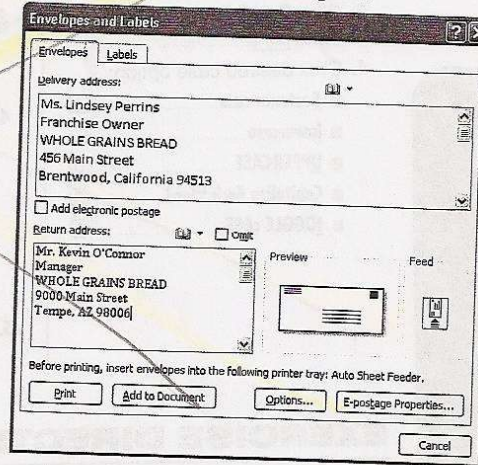
- You can easily change the **case** of selected text in a document using the Change Case button in the Font group on the Home tab of the Ribbon.
- There are five case options:
 - Sentence case: First character in a sentence is uppercase.
 - lowercase: All characters are lowercase.
 - UPPERCASE: All characters are uppercase.
 - Capitalize Each Word: First character in each word is uppercase.
 - TOGGLE cASE: Case is reversed for all selected text.

Create an Envelope

- Use Word's Envelopes and Labels feature to automatically set up an envelope for printing.
- If a letter document is open on-screen, Word picks up the inside address for the envelope's **delivery address**.
- You can type any delivery address as well as a return address.
- You can select to omit the return address if you are printing on an envelope that has the return address pre-printed, or if you plan to use return address labels.
- Before printing an envelope, you should be certain the envelope is correctly inserted in your printer, and that the printer is set to print an envelope.
- Consult your printer's manual or ask your instructor for information on printing envelopes.
- Alternatively, you can print on standard paper to see how the content will display, without using an envelope.

- You can print the envelope immediately or add it to the beginning of the open document and save it to print later.

Envelopes tab of the Envelopes and Labels dialog box



PROCEDURES

Format a Full-Block Business Letter

1. Start 2" from the top of the page.
 - ✓ If you are using stationery with a printed letterhead, you may have to adjust the spacing.
2. Insert the date.
3. Leave one blank line and type the mail service notation.
4. Leave three blank lines and type the inside address.
5. Leave a blank line and type the salutation.
6. Leave one blank line and type the subject notation.
7. Leave a blank line and type the letter body.
8. Leave a blank line and type the closing.
9. Leave three blank lines and type the signature line.

10. On the next line, type the title.
11. Starting on the next line, type the lines of the return address.
 - ✓ If you are using letterhead stationery, omit the return address.
12. Leave a blank line and type the reference initials.
13. Leave a blank line and type the enclosure notation.
14. Leave a blank line and type the copy notation.

Insert the Date and/or Time

1. Position the insertion point.
2. Type first four characters of name of current month.
3. Press **Enter**.

OR

1. Click **Insert** tab.
2. Click **Date & Time**.
3. Click the desired format.
 - ✓ Select **Update automatically** checkbox if you want date and/or time to update when you save or print document.
4. Click **OK**.

Use Uppercase Mode

1. Press **Caps Lock**.
2. Type text.

To turn off Uppercase Mode:

- Press **Caps Lock**.

Change Case

1. Select text to format.
2. Click Home tab (Alt)+(H)
Font Group
3. Click Change Case button **Aa** (Z)
4. Click desired case option:
 - ▣ Sentence case (S)
 - ▣ lowercase (L)
 - ▣ UPPERCASE (U)
 - ▣ Capitalize Each Word (C)
 - ▣ TOGGLE cASE (T)

Create an Envelope

1. Click Mailings tab (Alt)+(M)
Create Group
2. Click Envelopes button **✉** (E)
3. Type Delivery address (Alt)+(D)
✓ If inside address is already entered, skip to step 4.
4. Type Return address (Alt)+(R)
OR
Click to select Omit check box (Alt)+(M)
✓ If Omit check box is selected, you cannot type in Return address text box.
5. Click Print to print envelope (Alt)+(P)

OR

Click Add to Document to add envelope to document for printing later (Alt)+(A)

To print an envelope added to a document:

1. Open document containing envelope.
2. Click anywhere within the delivery address or return address.
✓ This insures that the envelope is the current page.
3. Click Office Button **☰** (Alt)+(F)
4. Click Print (P)
5. Click Current page option button (Alt)+(E)
6. Click OK (Enter)

EXERCISE DIRECTIONS

Create the Letter

1. Start Word, if necessary.
2. Create a new document and save it as **05EXPAND_xx**.
3. Set the line spacing to Single and the paragraph spacing to 0 points before and after.
4. Type the letter shown in Illustration A.
 - ✓ Word may display ScreenTips as you type certain parts of the letter (for example, CERTIFIED MAIL). Simply ignore them and continue typing. If Word displays a wavy blue underline, right-click the text and click Ignore Rule on the shortcut menu.
 - Press (Enter) between parts of the letter to leave blank lines as indicated.
 - ✓ Alternatively, you could adjust the paragraph spacing.
5. Set the date so that it does not update automatically.
6. Use Uppercase mode to type the mail notation, and all occurrences of the company name (**Whole Grains Bread**).
5. Change the case of the company name to Capitalize Each Word.
6. Change the case back to all uppercase.
7. Check and correct the spelling and grammar in the document.
 - Ignore all proper names.
 - ✓ If the document does not fit on one page, you may have inserted too many blank lines. Make sure you have non-printing characters displayed so you can see the paragraph marks, count the marks, and delete any extras.
8. Save changes to the document.
9. Preview the document.
10. Print the document.

Create the Envelope

1. Create an envelope for the letter.
 - Use the inside address from the letter as the delivery address.
 - Use your name and address as the return address.
2. Add the envelope to the document.
 - When prompted to save the new return address as the default, choose No.
3. Preview the document.
4. Print the envelope only.
 - ✓ Make sure the insertion point is in the return address or delivery address of the envelope, and select to print the current page in the Print dialog box.
5. Close the document, saving all changes.

Illustration A

Enter 4x

Enter 2x Today's Date

Enter 2x CERTIFIED MAIL

Enter 4x

Ms. Lindsey Perrins
Franchise Owner
WHOLE GRAINS BREAD
456 Main Street
Brentwood, California 94513

Enter 2x

Dear Ms. Perrins:

Enter 2x

Subject: Opening a New Franchise

Enter 2x

Your interest in opening a new franchise in Park City, Utah could not have come at a better time. As you may already know, WHOLE GRAINS BREAD is actively seeking to expand our franchise presence outside of California. As one of our most successful franchisees, we believe you are a prime candidate to pioneer this venture.

Enter 2x

I have enclosed a memo listing some of the factors we consider vital to the success of a new franchise. Although our expansion plans are in an early stage at the moment, we would like very much to sit down with you to share ideas and information. WHOLE GRAINS BREAD welcomes input from our franchisees. Please call my office at your earliest convenience to set up an appointment. I look forward to hearing from you.

Enter 2x

Sincerely,

Enter 4x

Frank Kaplan
Franchise Manager
WHOLE GRAINS BREAD
320 Magnolia Avenue
Larkspur, CA 94939

Enter 2x

Fk/yo

Enter 2x

Enclosure

Enter 2x

Copy to: Mr. Anthony Splendoria, CEO