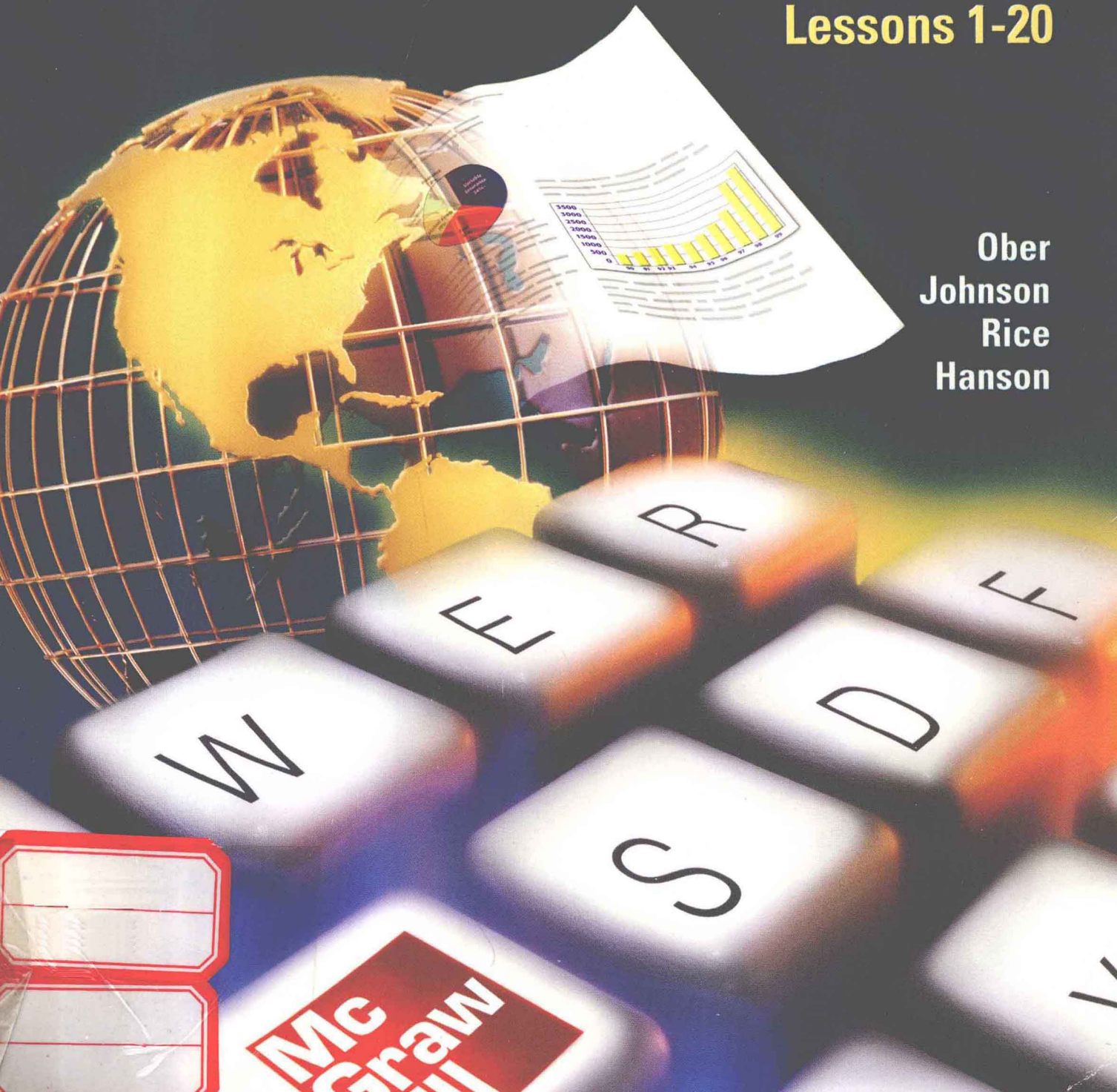


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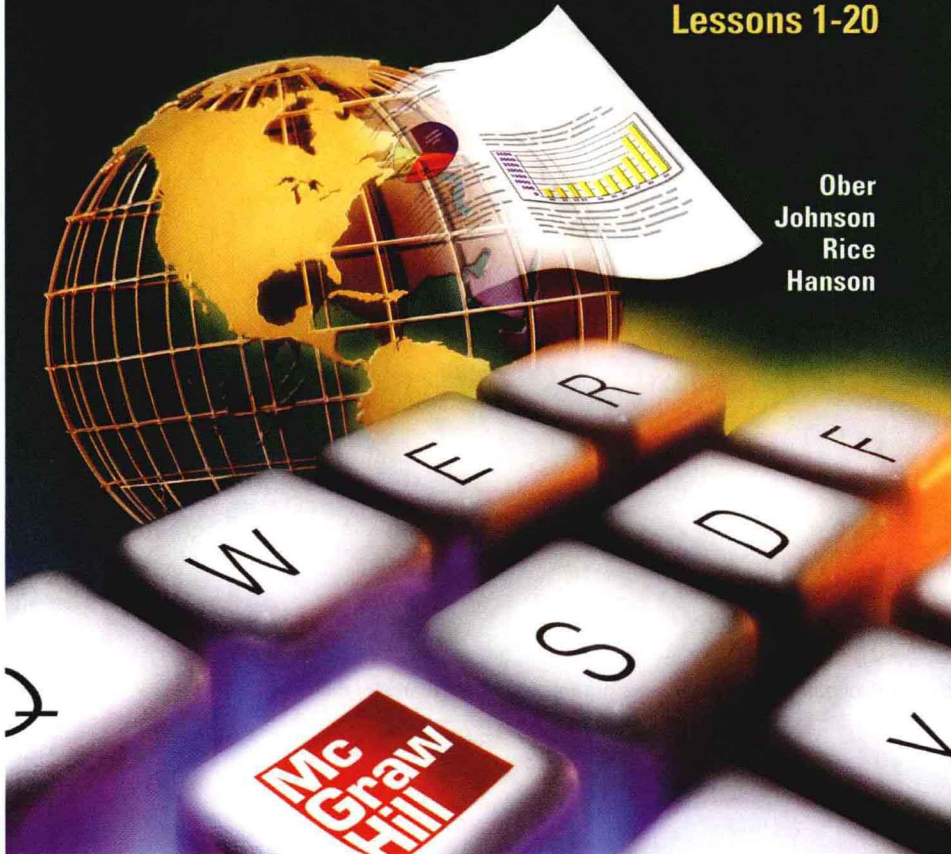
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Lessons 1-20

Ober
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Gregg College Keyboarding Lessons 1–20, 5th Edition

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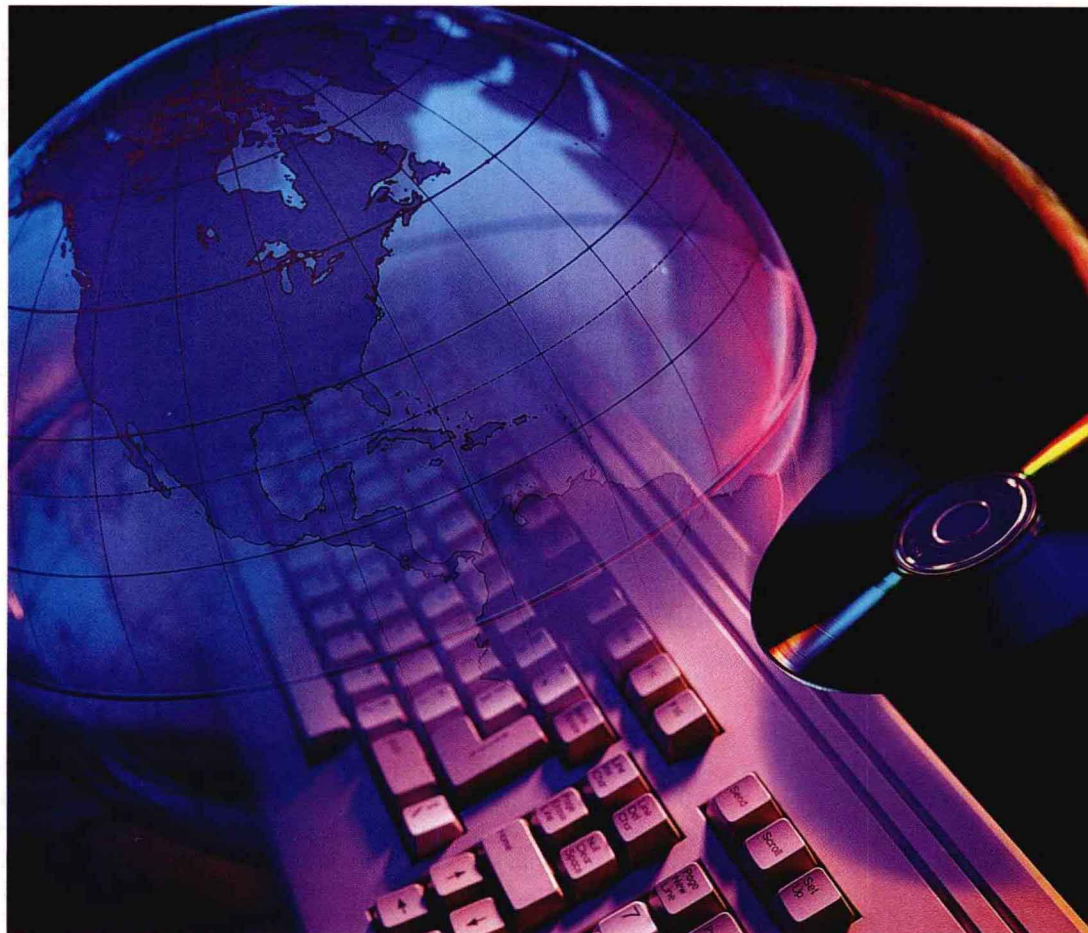
8 9 0 DOW/DOW 0 9 8 7 6 5 4

About Keyboarding

Each day the world becomes more and more technologically advanced. As a result, learning new skills for the world of work is even more important.

One such skill that can prepare you for virtually any job in the world is keyboarding. From accountants to zoologists and every occupation in between, the ability to quickly and accurately type information is an essential skill that can increase your chances of being hired (or getting your dream job).

Formerly referred to as “typing,” keyboarding is the act of entering data by means of designated computer keys. Today, as we rely more and more on computers to handle everyday work and leisure activities, the art of accurately conveying information is a necessity. So whether you are emailing a relative, developing a class presentation, or downloading map directions, keyboarding knowledge can make the job easier.



Preface

Gregg College Keyboarding & Document Processing Lessons 1–120, 9th Edition, is a multi-component instructional program designed to give the student and the instructor a high degree of flexibility and a high degree of success in meeting their respective goals. For student and instructor convenience, the core components of this instructional system are available in either a kit format or a book format. *Gregg College Keyboarding Lessons 1–20, 5th Edition*, is also available for the development of touch-typing skills for use in shorter computer keyboarding classes.

THE KIT FORMAT

Gregg College Keyboarding & Document Processing Lessons 1–120, 9th Edition, provides a complete kit of materials for both courses in the keyboarding curriculum generally offered by colleges. Each kit, which is briefly described below, contains a softcover textbook and a student word processing manual.

Kit 1: Lessons 1–60. This kit provides the text and word processing manual for the first course. Since this kit is designed for the beginning student, its major objectives are to develop touch control of the keyboard and proper typing techniques, to build basic speed and accuracy, and to provide practice in applying those basic skills to the formatting of letters, reports, tables, memos, and other kinds of personal and business communications.

Kit 2: Lessons 61–120. This kit provides the text and word processing manual for the second course. This course continues the development of basic typing skills and emphasizes the formatting of various kinds of business correspondence, reports, tables, electronic forms, and desktop publishing projects from unarranged and rough-draft sources.

THE BOOK FORMAT

For the convenience of those who wish to obtain the core instructional materials in separate volumes, *Gregg College Keyboarding Lessons 1–120, 9th Edition*, offers textbooks for the first course: *Gregg College Keyboarding & Document Processing Lessons 1–60, 9th Edition*, or *Gregg College Keyboarding Lessons 1–20, 5th Edition*. For the second course, *Gregg College Document Processing Lessons 61–120* is offered, and for the two-semester course, *Gregg College Keyboarding & Document Processing Lessons 1–120* is available. In each instance, the content of the textbooks is identical to that of the corresponding textbooks in kit format. Third semester instruction is available in *Gregg College Document Processing Lessons 121–180*.

SUPPORTING MATERIALS

Gregg College Keyboarding & Document Processing Lessons 1–120, 9th Edition, includes the following additional components:

Instructional Materials. Supporting materials are provided for instructor use with either the kits or the textbooks. The special Instructor's Wraparound Edition offers lesson plans and reduced size student pages to enhance classroom instruction. Distance learning tips, instructional methodology, adult learner strategies, and special needs features are also included in this wraparound edition. Solution keys for all of the formatting exercises in Lessons 1–180 are contained in separate booklets used with this program. Finally, test

booklets are available with the objective test formats and alternative document processing tests for each part.

Computer Software. IBM-compatible computer software is available for the entire program. The computer software provides a complete instructional system.

STRUCTURE

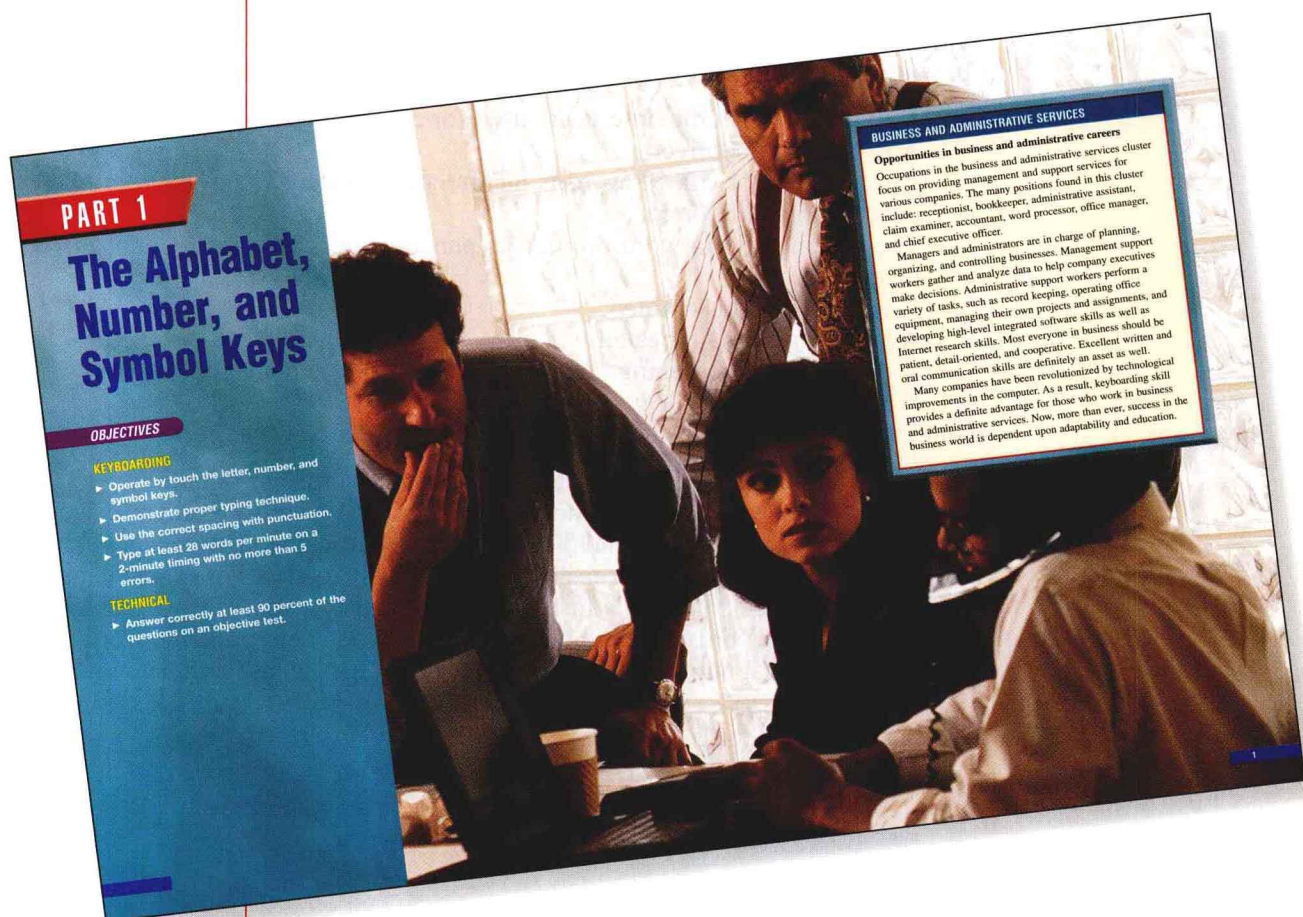
Gregg College Keyboarding Lessons 1–20 opens with a two-page part opener that introduces students to the focus of the instruction. Objectives are presented, and opportunities within career clusters are highlighted. The unit opener familiarizes students with the lesson content to be presented in the five lessons for the unit.

Every lesson begins with a *Warmup* that should be typed as soon as students are settled at the keyboard. Alphabet, number, and symbol keys are all introduced in the 20 lessons so that they can learn the keyboard rapidly and logically. Drill lines provide the practice necessary to achieve keyboarding skill.

An easily identifiable *Skillbuilding* section can be found in every lesson. Each presents to the student a variety of different activities designed to improve speed and accuracy. Skillbuilding exercises include Technique Timings, Diagnostic Practices, Paced Practices, and 1- and 2-Minute Timings.

Many of the skillbuilding sections also include a *Pretest*, *Practice*, and *Posttest* routine. This routine is designed to build speed and accuracy skills as well as confidence. The Pretest helps identify speed and accuracy needs. The Practice activities consist of a variety of intensive enrichment drills. Finally, the Posttest measures improvement.

Comprehensive reviews are also interspersed throughout the lessons to reinforce learned skills and knowledge.



Introduction

GOALS

- Type at least 28wpm/2'/5e
- Format simple reports

STARTING A LESSON

Each lesson begins with the goals for that lesson. Read the goals carefully so that you understand the purpose of your practice. In the example at the left, the goals for the lesson are to type 28wpm (words per minute) on a 2-minute timing with no more than 5 errors and to format simple reports.

BUILDING STRAIGHT-COPY SKILL

Warmups. Each lesson begins with a warmup that reinforces learned alphabet, number, and/or symbol keys.

Skillbuilding. The skillbuilding portion of each lesson includes a variety of drills to individualize your keyboarding speed and accuracy development. Instructions for completing the drills are always provided beside each activity.

Additional skillbuilding drills are included in the back of the textbook. These drills are used to help you meet your individual goals.

MEASURING STRAIGHT-COPY SKILL

Straight-copy skill is measured in wpm (words per minute). All timings are the exact length needed to meet the speed goal for the lesson. If you finish a timing before time is up, you have automatically reached your speed goal for the lesson.

Counting Errors. Specific criteria are used for counting errors. Count an error when:

1. Any stroke is incorrect.
2. Any punctuation after a word is incorrect or omitted. Count the word before the punctuation as incorrect.
3. The spacing after a word or after its punctuation is incorrect. Count the word as incorrect.
4. A letter or word is omitted.
5. A letter or word is repeated.
6. A direction about spacing, indenting, and so on, is violated.
7. Words are transposed.

(**Note:** Only one error is counted for each word, no matter how many errors it may contain.)

Determining Speed. Typing speed is measured in words per minute (wpm). To compute wpm, count every 5 strokes, including spaces, as 1 “word.” Horizontal word scales below an activity divide lines into 5-stroke words. Vertical word scales beside an activity show the number of words in each line cumulatively totaled. For example, in the illustration shown, if you complete a line, you have typed 8 words. If you complete 2 lines, you have typed 16 words. Use the bottom word scale to determine the word count of a partial line. Add that number to the cumulative total for the last complete line.

23	Ada lost her letter; Dee lost her card.	8
24	Dave sold some of the food to a market.	16
25	Alva asked Walt for three more matches.	24
26	Dale asked Seth to watch the last show.	32
	1 2 3 4 5 6 7 8	

CORRECTING ERRORS

As you learn to type, you will probably make some errors. To correct an error, press **BACKSPACE** (shown as ← on some keyboards) to delete the incorrect character. Then type the correct character.

If you notice an error on a different line, use the up, down, left, or right arrows to move the insertion point immediately to the left or right of the error. Press **BACKSPACE** to delete a character to the left of the insertion point or **DELETE** to delete a character to the right of the insertion point.

TYPING TECHNIQUE

Correct position at the keyboard enables you to type with greater speed and accuracy and with less fatigue. When typing for a long period, rest your eyes occasionally by looking away from the screen. Change position, walk around, or stretch when your muscles feel tired. Making such movements and adjustments may help prevent your body from becoming too tired. Additionally, long-term bodily damage, such as carpal tunnel syndrome, can be prevented.

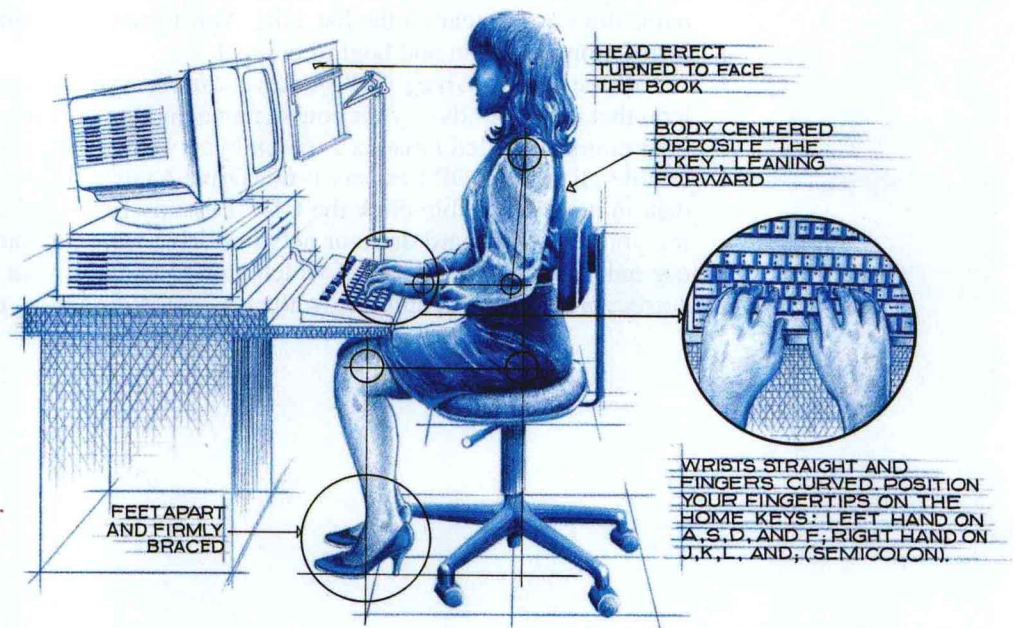
If possible, adjust your workstation as follows:

Chair. Adjust the height so that your upper and lower legs form a 90-degree angle and your lower back is supported by the back of the chair.

Keyboard. Center your body opposite the J key, and lean forward slightly. Keep your forearms horizontal to the keyboard.

Screen. Position the monitor so that the top of the screen is just below eye level and about 18 to 26 inches away.

Text. Position your textbook or other copy on either side of the monitor as close to it as vertically and horizontally possible to minimize head and eye movement and to avoid neck strain.



Before You Begin

USING MICROSOFT WINDOWS

If you are using *Gregg College Keyboarding & Document Processing Lessons 1–120, 9th Edition*, you must know how to use a mouse, and you must know some basic information about Microsoft Windows.

Before you begin Lesson 1, turn to the Introduction section in your word processing manual and read the information presented there. Note: If you are using the book with Lessons 1–20, then use Windows Help to familiarize yourself with Windows. You will learn how to navigate within a program and learn the skills you will need to use Windows.

Moving around, or navigating, within a program with a mouse involves pointing, clicking, double-clicking, and dragging.

Through Windows Help, you will learn the names and functions of the different parts of a window. You will want to pay close attention to the menu bar and command names as well as how to select options in a dialog box.

STARTING YOUR PROGRAM

Once you have completed the Introduction, you are ready to begin Lesson 1. If you are using the *Gregg College Keyboarding & Document Processing Lessons 1–120, 9th Edition*, software that is correlated with this textbook, you must first start Windows. To start the *Gregg College Keyboarding & Document Processing Lessons 1–120* software, in the Program Manager, locate the Glencoe Keyboarding group icon. Double-click the icon to open the group window. If you will be saving your data to a disk, insert your data disk into the correct drive before you continue.

In the Glencoe Keyboarding group window, if there is a *Gregg College Keyboarding & Document Processing Lessons 1–120, 9th Edition* icon, double-click that icon to start the program. Choose the correct class; then choose your name from the class list. If your name does not appear on the list, click *New* to add your name to the list. Then follow the instructions to log in and begin Lesson 1.

If there is no *Gregg College Keyboarding & Document Processing* icon, select the icon that corresponds to your course name and the location of your data. For example, if your course is called *Lessons 1–60* and you will be saving your data to a disk in drive A, double-click the GDP Lessons 1–60 (Drive A) icon. If you will be saving your data to a disk in drive B, double-click the GDP Lessons 1–60 (Drive B) icon. If you will be saving your data to a hard drive or network drive, you may have an icon specified for your use only. (If you are unsure of which icon to use, ask your instructor.) Double-click the correct program icon, and follow the on-screen directions to log in and begin Lesson 1.

About Your Book

Unit 1

Keyboarding: The Alphabet

LESSON 1
A S D F J K L ;
Enter Space Bar

LESSON 2
H E O R

LESSON 3
M T P C

LESSON 4
Right Shift V . W

LESSON 5
Review

The **Unit Opener** helps you organize your study of unit concepts. The visual listing previews what will be taught in the unit.

New Keys

GOALS

- Touch-type the RIGHT SHIFT, V, period, and W keys
- Count errors
- Type at least 13wpm/1/3e



A. Type 2 times.

A. WARMUP

- 1 the farmer asked her to feed the mares;
- 2 the late callers came to mop the floor;

NEW KEYS

B. Type each line 2 times.



B. THE RIGHT SHIFT KEY

- To capitalize letters on the left half of the keyboard:
1. With the J finger at home, press and hold down the RIGHT SHIFT key with the Sem finger.
 2. Press the letter key.
 3. Release the RIGHT SHIFT key and return fingers to home position.

3 ::: ;A; ;A; ::: ;S; ;S; ::: ;D; ;D; :::
4 Art Alf Ada Sal Sam Dee Dot Flo Ted Tom
5 Amos Carl Chet Elsa Fred Sara Todd Elda
6 Carl Amos took Sara Carter to the races

C. THE V KEY

7 fff fvf fvf vfv fff fvf fvf vfv fff fvf
8 Val eve Eva vet Ava vat Eve ova Vel vee
9 have vase Vera ever vast Reva dove vest
10 Dave voted for Vassar; Val voted for me

D. THE . KEY

11 lll l.l l.l .l. lll l.l l.l .l. lll l.l
12 dr. dr. ea. ea. sr. sr. Dr. Dr. Sr. Sr.
13 a.m. acct. A.D. p.m. Corp. amt. Dr. Co.
14 Selma left. Dave left. Sarah came home.

Color Coding is used in the early lessons to let you easily differentiate which finger is used. On the keyboard chart shown at the beginning of each new-key lesson, new keys are highlighted, previously learned keys are labeled but not highlighted, and unlearned keys are blank. You will have a sense of progress as you move through the 20 new-key lessons.

Handwritten examples are used to make lessons more realistic since many letters, reports, etc., are originally conceived with pen and paper. Incorporating handwritten manuscript also enhances your ability to accurately read and type at the same time.

29 tor inventor detector debtor orator doctor factor
 30 lly industrially logically legally ideally really
 31 ert convert dessert expert invert diverts asserts
 32 ink shrink drink think blink clink pink sink rink

E. PROGRESSIVE PRACTICE: ALPHABET

If you are not using the GDP software, turn to page SB-7 and follow the directions for this activity.

F. HANDWRITTEN PARAGRAPH

F. Take two 1-minute timings. Review your speed and errors.

In this book you have learned the reaches for all alphabetic and number keys. You have also learned a few of the symbol keys. In the remaining lessons you will learn the other symbol keys. You will also build your speed and accuracy when typing.

G. DIAGNOSTIC PRACTICE: NUMBERS

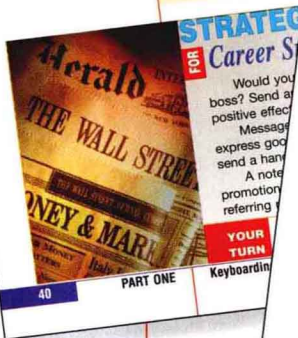
If you are not using the GDP software, turn to page SB-5 and follow the directions for this activity.

H. 2-MINUTE TIMING

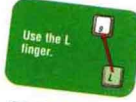
H. Take two 2-minute timings. Review your speed and errors.

Goal: At least 25wpm/2/5e

From the tower John saw that the six big planes would crash as they zoomed quickly over treetops on their way to the demonstration that was scheduled to begin very soon. We hope there is no accident and that the pilots reach their destinations safely.



E. Type each line 2 times.



E. THE 9 KEY

16 lo91 lo91 991 991 1919 1919 9 99 999 9,999 9:99
 17 99 lads 99 lights 99 labs 99 legs 99 lips 99 logs
 18 Their 99 cans of No. 99 were sold to 99 managers.
 19 He had 39 pens, 59 pads, 97 pencils, and 9 clips.

SKILLBUILDING

F. Type each line 2 times.

F. NUMBER PRACTICE: 5, 7, 3, AND 9

20 The 57 tickets were for the April 3 show at 9:59.
 21 Mary was to read pages 33, 57, 95, and 97 to him.
 22 Kate planted 53 tulips, 39 mums, and 97 petunias.
 23 Only 397 of the 573 coeds could register at 5:39.

G. Type each line 2 times. Keep other fingers at home as you reach to the Shift keys.

G. TECHNIQUE PRACTICE: SHIFT KEY

24 Vera Rosa Tao Fay Jae Tab Pat Yuk Sue Ann Sal Joe
 25 Andre Fidel Pedro Chong Alice Mike Juan Fern Dick
 26 Carlos Caesar Karen Ojars Julie Marta Scott Maria
 27 Marge Jerry Joan Mary Bill Ken Bob Ray Ted Mel Al

H. PROGRESSIVE PRACTICE: ALPHABET

If you are not using the GDP software, turn to page SB-7 and follow the directions for this activity.

I. Take two 2-minute timings. Review your speed and errors.

Goal: At least 19wpm/2/5e

I. 2-MINUTE TIMING

28 Jazz paid for six seats and quit because he
 29 could not get the views he wanted near the middle
 30 of the field. In August he is thinking of going
 31 to the ticket office early to purchase tickets.

Timings are used to improve both accuracy and speed. Timings measure how well you are progressing in keyboarding skill development. Additionally, timings bolster your self-confidence and ability.

Lesson 15

Review

GOAL

- Type at least 23 wpm/2'/5e



A. Type 2 times.

A. WARMUP

1 Jeffrey Mendoza quickly plowed six fields so 9
 2 that he could plant 19 rows of beets, 28 rows of 18
 3 corn, 37 rows of grapes, and 45 rows of olives. 29
 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

SKILLBUILDING

B. Take three 12-second timings on each line. The scale below the last line shows your wpm speed for a 12-second timing.

B. 12-SECOND SPEED SPRINTS

4 The lane to the lake might make the auto go away.
 5 They go to the lake by bus when they work for me.
 6 He just won and lost, won and lost, won and lost.
 7 The man and the girl rush down the paths to town.

C. Tab 1 time between columns. Type 2 times.

C. TECHNIQUE PRACTICE: TAB KEY

8 aisle Tab→ break Tab→ crank Tab→ draft Tab→ earth
 9 Frank Guinn Henry Ivan Jacob
 10 knack learn mason night
 11 print quest rinse
 12 Umberto Victor Wally

D. Type each line 2 times. Try not to slow down for the capital letters.

D. TECHNIQUE PRACTICE: SHIFT KEY

13 Sue, Pat, Ann, and Gail left for
 14 The St. Louis Cardinals and New
 15 Dave Herr took Flight 481 for Mem
 16 An address for Karen Cook is 5 Ba
 17 Harry Truman was born in Missouri

Skillbuilding practice in every lesson offers an individualized plan for speed and accuracy development. A variety of skillbuilding exercises, including Technique Practice, Pretest/Practice/Posttest, Sustained Practice, 12-Second Speed Sprints, Diagnostic Practice, Progressive Practice, Paced Practice, and Number Practice, provides the foundation for progress in your skill development.

Reference Manual

A. MULTIPAGE BUSINESS LETTER

(page 1; with on-arrival notation, international address, subject line, and table)

Standard & Poor's
 CONFIDENTIAL
 Mr. Lester Thompson, Director
 British Manual Broadcasting
 24 Portland Place
 London W1N 4BB
 ENGLAND
 Dear Mr. Thompson:
 Subject: International Study Tour
 I have been invited by the Federal Communications Commission to participate in a study of television news programming in European countries. The enclosed report explains the purpose of the study in detail.
 I have been assigned to lead a study group through six European countries to gather firsthand information on this topic. In addition to me, our group will consist of the following members:

Name	Organization	Location
Mr. Kathleen Conroy	WPCB-TV	Los Angeles, CA
Mr. Michael Cook	Miami Herald	Miami, FL
Mr. Richard Logan	Cable News Network	Atlanta, GA
Mr. Barbara Brooks	Associated Press	Chicago, IL

 Our initial plans are to spend at least one full day in each of the countries, meeting with the news programming staff of one or two of the major networks.

B. MULTIPAGE BUSINESS LETTER

(page 2; with company name; multiline list; enclosure, delivery, copy, postscript, and blind copy notations)

having their facilities, viewing recent broadcasts, and getting a firsthand view of actual news operations. Our tentative itinerary calls for us to arrive at Heathrow Airport at 7:10 p.m. on Tuesday, July 23. Would it be possible for us to do the following:

- Meet with various members of your staff sometime on July 28. We would be available from 9:30 a.m. until 1:30 p.m.
- Receive a copy of your programming log for the week of July 26-30 and especially a minute-by-minute listing of the programming segments for your national news reporting.
- I would appreciate your contacting Barbara Azar, our liaison, at 202.555.1943 to let us know whether we may study your operations on July 25.

Sincerely,
 METRO BROADCASTING COMPANY
 Denise J. Watterson
 General Manager
 Enclosures: FCC Report, Biographical Sketches
 Delivery notation: By FedEx
 Copy notation: Barbara Azar, Manoli Cruz
 Postscript: PS: The Federal Communications Commission will reimburse your organization for any expenses associated with our visit.
 Blind copy notation: Public Relations Officer, FCC

EMAIL MESSAGE IN MICROSOFT OUTLOOK/INTERNET EXPLORER

Hi, Andy and Cindy:
 Attached is the draft job description for the new desktop publishing position we're going to be advertising in our March issue. Would you please review it for accuracy, completeness, and adherence to company policy.
 I'd appreciate your getting back to me with any suggested changes by Thursday. Thanks.
 Heather R. Hill
 hrhill@hills.com
 Phone: 520-222-1100 Fax: 520-222-1100

D. EMAIL MESSAGE IN NETSCAPE NAVIGATOR

Hi, Susan:
 Would you be available to meet with me next Monday, July 18, for about three hours to show me commercial sites available that might be suitable for our new website?
 An indication on the phone yesterday, these are my requirements:
 An approximately three-quarter of an acre
 1. Approximately 3000 sq ft of office space
 2. 24-hour access
 3. 24-hour access to the Internet
 4. 24-hour access to the Internet
 5. 24-hour access to the Internet
 6. 24-hour access to the Internet
 7. 24-hour access to the Internet
 8. 24-hour access to the Internet
 9. 24-hour access to the Internet
 10. 24-hour access to the Internet
 Please call me to see if you think you are available. I can meet with you either at the meeting or at your office.
 Françoise Merrill
 Francoise.Merrill@net.com
 AOL Keyword: Fran
 1000 Avenue of the Stars
 Suite 2000
 Washington, DC 20002
 Phone: 202-462-2818
 Fax: 202-462-2818

Reference Manual material found in the front of the book enables you to easily locate information regarding the proper way to format business letters, reports, email messages, memoranda, and other forms of written communication. Elements such as line spacing, placement of letterhead and body text, etc., are all illustrated in detail for your instructional support. Additionally, 50 "must-know" rules for language arts in business contexts are included with examples in the Reference Manual to help improve writing skills.

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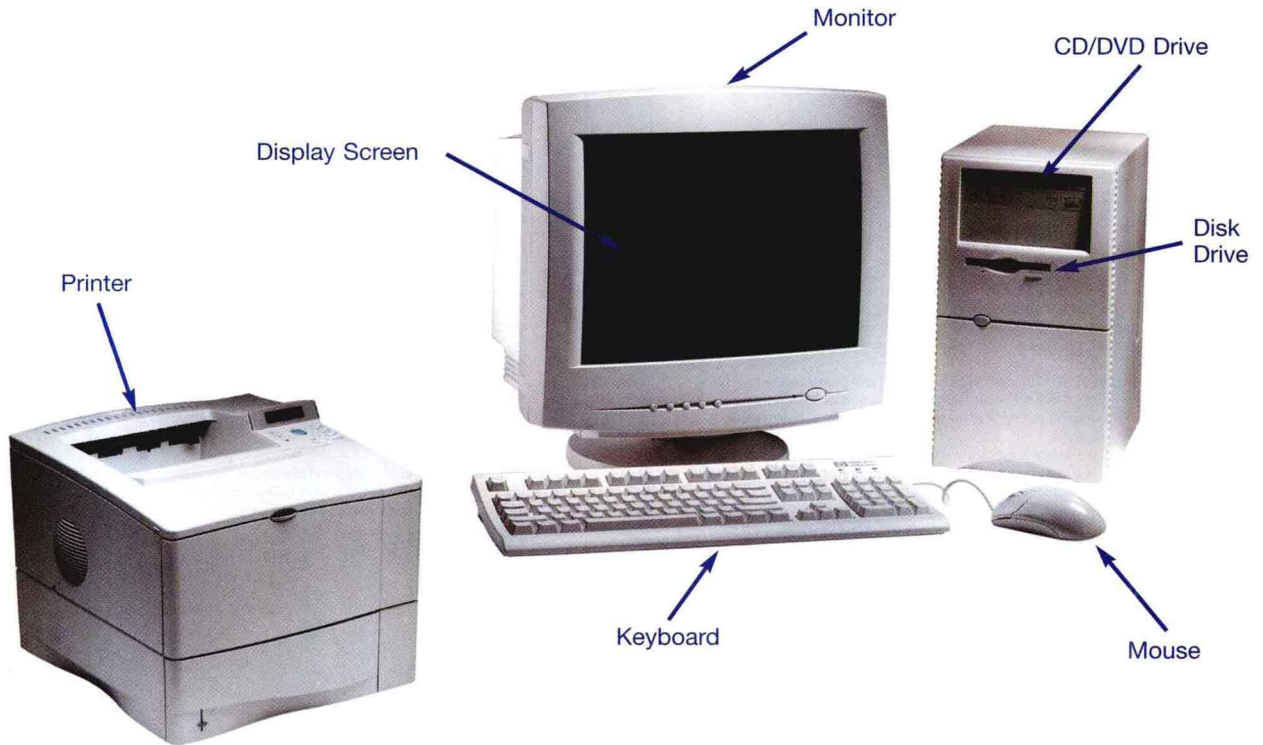
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open, R-13B
percent signs, R-13D
in reports, R-8B
ruled, R-13C
subtitle, R-13A, R-13B
table number, R-13C
title, R-13A
title block, R-13D
total line, R-13A, R-13D
vertical placement, R-13D

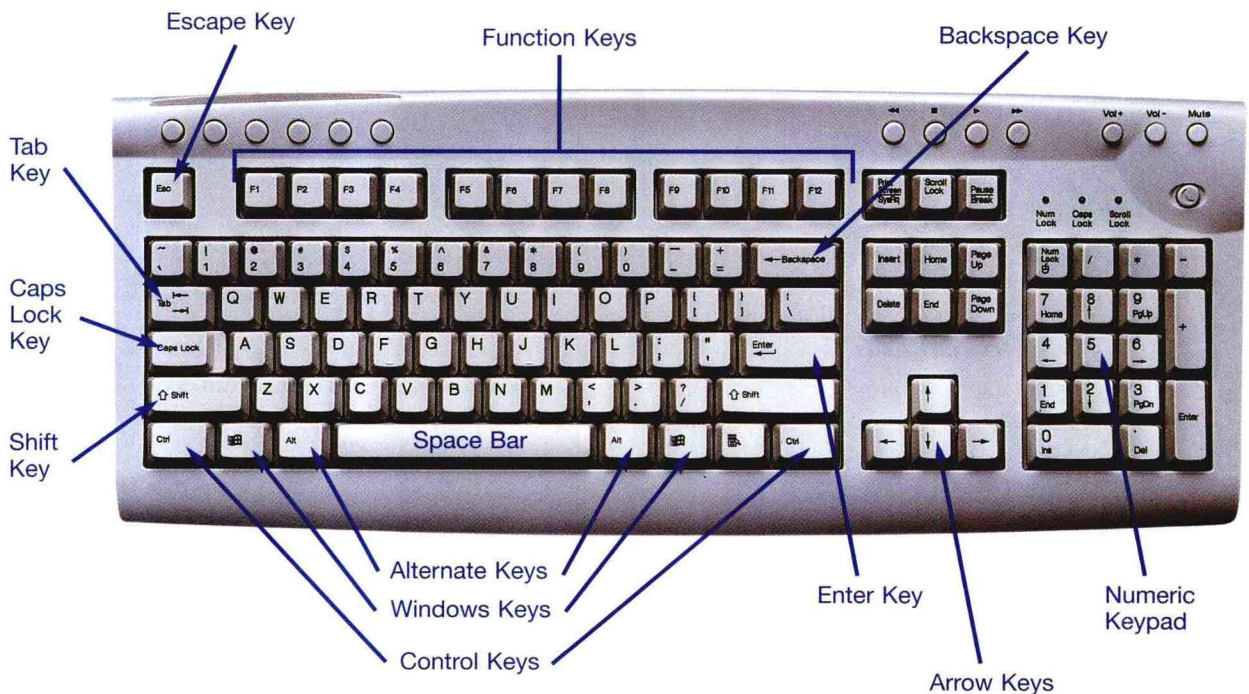
U.S. POSTAL SERVICE STATE ABBREVIATIONS

R-14B

A. MAJOR PARTS OF A MICROCOMPUTER SYSTEM



B. THE COMPUTER KEYBOARD



A. BUSINESS LETTER

(in block style with standard punctuation)

Letterhead NATIONAL GEOGRAPHIC SOCIETY

Date line ↓6X
September 5, 20-- ↓4X

Inside address Ms. Joan R. Hunter
Bolwater Associates
One Parklands Drive
Darien, CT 06820 ↓2X

Salutation Dear Ms. Hunter: ↓2X

Body
You will soon receive the signed contract to have your organization conduct a one-day workshop for our employees on eliminating repetitive-motion injuries in the workplace. As we agreed, this workshop will apply to both our office and factory workers and you will conduct separate sessions for each group.

We revised Paragraph 4b to require the instructor of this workshop to be a full-time employee of Bolwater Associates. In addition, we made changes to Paragraph 10-c to require our prior approval of the agenda for the workshop.

If these revisions are satisfactory, please sign and return one copy of the contract for our files. We look forward to this opportunity to enhance the health of our employees. I know that all of us will enjoy this workshop. ↓2X

Complimentary closing Sincerely, ↓4X
Writer's identification John L. Merritt
John L. Merritt, Director ↓2X

Reference initials fej

1145 17th Street N.W., Washington, D.C. 20036-4688, U.S.A. Telephone: (202) 857-7537 Fax: (202) 429-5776
● Recycled content paper

B. BUSINESS LETTER IN MODIFIED-BLOCK STYLE

(with open punctuation, multiline list, and enclosure notation)

8707 Orion Place
Columbus, OH 43260-4127
Tel 614 430 6000
Fax 614 430 6621

SRA/McGraw-Hill
A Division of The McGraw-Hill Companies

↓6X
→tab to centerpoint
May 15, 20-- ↓4X

Ms. Joan R. Hunter
Bolwater Associates
One Parklands Drive
Darien, CT 06820 ↓2X

Dear Ms. Hunter ↓2X

I am returning a signed contract to have your organization conduct a one-day workshop for our employees on eliminating repetitive-motion injuries in the workplace. We have made the following changes to the contract:

Multiline list

1. We revised Paragraph 4b to require the instructor of this workshop to be a full-time employee of Bolwater Associates.
2. We made changes to Paragraph 10-c to require our prior approval of the agenda for the workshop.

If these revisions are satisfactory, please sign and return one copy of the contract for our files. We look forward to this opportunity to enhance the health of our employees. I know that all of us will enjoy this workshop. ↓2X

→tab to centerpoint
Sincerely ↓4X
John L. Merritt
John L. Merritt, Director ↓2X

pec
Enclosure
Enclosure notation

C. BUSINESS LETTER IN SIMPLIFIED STYLE

(with single-line list, enclosure notation, and copy notation)

30 Ryan Ranch Road
Monterey, CA 93940
Tel 831 993 7900
800 338 9947 ext. 7900
Fax 831 993 7231

CTB/McGraw-Hill
A Division of The McGraw-Hill Companies

↓6X
October 5, 20-- ↓4X

Ms. Joan R. Hunter
Bolwater Associates
One Parklands Drive
Darien, CT 06820 ↓3X

WORKSHOP CONTRACT ↓3X

I am returning the signed contract, Ms. Hunter, to have your organization conduct a one-day workshop for our employees on eliminating repetitive-motion injuries in the workplace. We have amended the following sections of the contract:

Single-line list

- Paragraph 4b
- Table 3
- Attachment 2

If these revisions are satisfactory, please sign and return one copy of the contract for our files. We look forward to this opportunity to enhance the health of our employees. I know that all of us will enjoy this workshop. ↓4X

John L. Merritt
JOHN L. MERRITT, DIRECTOR ↓2X

iww
Enclosure
Copy notation c: Legal Department

D. PERSONAL-BUSINESS LETTER

(in modified-block style and with international address and standard punctuation)

↓6X
→tab to centerpoint
July 15, 20-- ↓4X

Mr. Luis Fernandez, President
Arvon Industries, Inc.
21 St. Claire Avenue East
Toronto, Ontario M4T 1L9
CANADA ↓2X

Dear Mr. Fernandez: ↓2X

As a former employee and present stockholder of Arvon Industries, I wish to protest the planned sale of the Consumer Products Division.

According to published reports, consumer products accounted for 19 percent of last year's corporate profits, and they are expected to account for even more this year. In addition, Dun & Bradstreet predicts that consumer products nationwide will outpace the general economy for the next five years.

I am concerned about the effect that this planned sale will have on overall corporate profits, on cash dividends for investors, and on the economy of Melbourne, where the two consumer-products plants are located.

Please ask your board of directors to reconsider this matter. ↓2X

→tab to centerpoint
Sincerely, ↓4X
Roger J. Michaelson
Roger J. Michaelson
901 East Benson, Apt. 3
Ft. Lauderdale, FL 33301
Return address

A. BUSINESS LETTER ON EXECUTIVE STATIONERY

(7¼" × 10½"; 1-inch side margins; with delivery notation)

Two Penn Plaza
10th Floor
New York, NY 10121-2298
Tel. 212 904 2500
Fax 212 904 6630

Sweet's Group
McGraw-Hill Construction Information Group
A Division of The McGraw-Hill Companies

↓6X
July 18, 20-- ↓4X

Mr. Rodney Eastwood
BBL Resources
52A Northern Ridge
Fayetteville, PA 17222 ↓2X

Dear Rodney: ↓2X

I see no reason that we should continue to consider the locality around Geraldton for our new plant. Even though the desirability of this site from an economic view is undeniable, there is insufficient housing readily available for our workers.

In trying to control urban growth, the city has been turning down the building permits for new housing or placing so many restrictions on foreign investment as to make it too expensive.

Please continue to seek out other areas of exploration where we might form a joint partnership. ↓2X

Sincerely, ↓4X
Arlyn J. Bunch

Arlyn J. Bunch
Vice President for Operations ↓2X

mme
By Fax

Delivery notation

B. BUSINESS LETTER ON HALF-PAGE STATIONERY

(5½" × 8½"; 0.75-inch side margins)

1221 Avenue of the Americas
New York, NY 10020-8799

↓4X
July 18, 20-- ↓4X **Business Week**
A Division of The McGraw-Hill Companies

Mr. Rodney Eastwood
BBL Resources
52A Northern Ridge
Fayetteville, PA 17222 ↓2X

Dear Rodney: ↓2X

We should continue considering Geraldton for our new plant. Even though the desirability of this site from an economic view is undeniable, there is insufficient housing readily available.

Please continue to seek out other areas of exploration where we might form a joint partnership. ↓2X

Sincerely, ↓4X
Arlyn J. Bunch

Arlyn J. Bunch
Vice President for Operations ↓2X

adk

C. BUSINESS LETTER FORMATTED FOR A WINDOW ENVELOPE

APA
AMERICAN PRINTING HOUSE
FOR THE BLIND, INC.

↓6X
July 18, 20-- ↓3X

Mr. Rodney Eastwood
BBL Resources
52A Northern Ridge
Fayetteville, PA 17222 ↓3X

Dear Rodney: ↓2X

I see no reason that we should continue to consider the locality around Geraldton for our new plant. Even though the desirability of this site from an economic view is undeniable, there is insufficient housing readily available for our workers.

In trying to control urban growth, the city has been turning down the building permits for new housing or placing so many restrictions on foreign investment as to make it too expensive.

Please continue to seek out other areas of exploration where we might form a joint partnership. ↓2X

Sincerely, ↓4X
Arlyn J. Bunch

Arlyn J. Bunch
Vice President for Operations ↓2X

woc

D. MEMO

(with table and attachment notation)

↓6X
→tab

MEMO TO: Nancy Price, Executive Vice President ↓2X

FROM: Arlyn J. Bunch, Operations ajb ↓2X

DATE: July 18, 20-- ↓2X

SUBJECT: New Plant Site ↓2X

As you can see from the attached letter, I've informed BBL Resources that I see no reason why we should continue to consider the locality around Geraldton for our new plant. Even though the desirability of this site from an economic standpoint is undeniable, there is insufficient housing available. In fact, as of June 25, the number of appropriate single-family houses listed for sale within a 25-mile radius of Geraldton was as follows: ↓2X

Agent	Units
Belle Real Estate	123
Castleton Homes	11
Red Carpet	9
Geraldton Homes	5

↓1X

In addition, in trying to control urban growth, Geraldton has been either turning down building permits for new housing or placing excessive restrictions on them.

Because of this deficiency of housing for our employees, we have no choice but to look elsewhere. ↓2X

llw
Attachment

Attachment notation

Reference Manual

A. MULTIPAGE BUSINESS LETTER

(page 1; with on-arrival notation, international address, subject line, and table)

95 Water Street
New York, NY 10041

↓6X

Standard & Poor's
A Division of The McGraw-Hill Companies

May 13, 20-- ↓2X
On-arrival notation CONFIDENTIAL ↓2X

Mr. Lester Thompson, Director
British Mutual Broadcasting
24 Portland Place
London W1N 4BB
ENGLAND ↓2X

Dear Mr. Thompson:

Subject: International Study Tour ↓2X

I have been invited by the Federal Communications Commission to participate in a study of television news programming in European countries. The enclosed report explains the purpose of the study in detail.

I have been assigned to lead a study group through six European countries to gather firsthand information on this topic. In addition to me, our group will consist of the following members: ↓2X

INTERNATIONAL STUDY TOUR GROUP		
Name	Organization	Location
Mrs. Katherine Grant	WPQR-TV	Los Angeles, CA
Dr. Manuel Cruz	Miami Herald	Miami, FL
Mr. Richard Logan	Cable News Network	Atlanta, GA
Ms. Barbara Brooks	Associated Press	Chicago, IL

↓1X

Our initial plans are to spend at least one full day in each of the countries, meeting with the news programming staff of one or two of the major networks,

B. MULTIPAGE BUSINESS LETTER

(page 2; with company name; multiline list; enclosure, delivery, copy, postscript, and blind copy notations)

2

touring their facilities, viewing recent broadcasts, and getting a firsthand view of actual news operations. Our tentative itinerary calls for us to arrive at Heathrow Airport at 7:10 p.m. on Tuesday, July 27. Would it be possible for us to do the following:

1. Meet with various members of your staff sometime on July 28. We would be available from 8:30 a.m. until 1:30 p.m.
2. Receive a copy of your programming log for the week of July 26-30 and especially a minute-by-minute listing of the programming segments for your national news reporting.

I would appreciate your contacting Barbara Azar, our liaison, at 202.555.3943 to let us know whether we may study your operations on July 25. ↓2X

Sincerely, ↓2X

Company name METRO BROADCASTING COMPANY ↓4X

Denise J. Watterson ↓2X

Denise J. Watterson
General Manager ↓2X

Reference initials rcp
Enclosure notation Enclosures: FCC Report, Biographical Sketches
Delivery notation By FedEx
Copy notation c: Barbara Azar, Manuel Cruz ↓2X

Postscript notation PS: The Federal Communications Commission will reimburse your organization for any expenses associated with our visit. ↓2X

Blind copy notation bc: Public Relations Office, FTC

C. EMAIL MESSAGE IN MICROSOFT OUTLOOK/ INTERNET EXPLORER

Job Description for DTP Position - Message (Plain Text)

To: Andy and Cody

Subject: Job Description for DTP Position

Hi, Andy and Cody:

Attached is the draft job description for the new desktop publishing position we're going to be advertising for next month. Would you please review it for accuracy, completeness, and adherence to company policy.

I'd appreciate your getting back to me with any suggested changes by Thursday so that I can get this position publicized next week.

Thanks.

Sandy

Sandra R. Hill (00srhill@etpi.com)
Phone: 555-0231; Fax: 555-3886

Attachment
Job Description.f...

D. EMAIL MESSAGE IN NETSCAPE NAVIGATOR

Proposed Property Showing - Composition

To: ms.eason@etpi.com

Subject: Proposed Property Showing

Ms. Eason:

Would you be available to meet with me next Monday, July 10, for about three hours to show me commercial lots available that might be suitable for my planned U-Store facility.

As I indicated on the phone yesterday, these are my requirements:

1. Approximately three-fourths of an acre
2. Zoned C-3 (light industrial use)
3. Utilities already installed
4. Cost of no more than \$65,000

IF you have more than three or four potential properties available, would you please select the ones you think best meet my needs for us to view.

Please call me to let me know when you are available. I can meet with you either in the morning or afternoon.

Frances Merritt (frances_merritt@AXL.com)
Property Manager
AXL Enterprises
609 Apache Road
Portsmouth, VA 23701
Phone: 757-555-0858
Fax: 757-555-0859