

LESSONS 1-60

GREGG

College Keyboarding at ing ows™

dition

Ober, Hanson, Johnson, Rice, Poland, Rossetti

LESSONS 1-60

GREGG

College Keyboarding & Document Processing for Windows™

8th Edition

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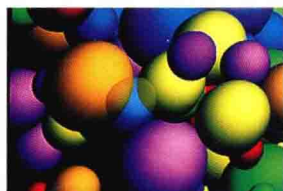
**Gregg College Keyboarding and Document Processing for Windows, Eighth Edition,
Lessons 1-60**

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PART THREE

Correspondence, Reports, and Employment Documents



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Preface

Gregg College Keyboarding & Document Processing for Windows, 8th Edition, is a multicomponent 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. To facilitate the choice and use of materials, the core components of this instructional system are available in either a kit format or a book format. *Keyboarding for Windows, 4th 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 for Windows, 8th 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, a student data disk for use with the correlated software instructional program, and a student word processing manual.

Kit 1: Lessons 1-60. This kit provides the text, word processing manual, and software 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, build basic speed and accuracy, and 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 software 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 & Document Processing for Windows, 8th Edition*, offers a textbook for the first course (*Gregg College Keyboarding & Document Processing for Windows, 8th Edition, Lessons 1-60*), for the second course (*Gregg College Document Processing for Windows, 8th Edition, Lessons 61-120*),

for a two-semester course (*Gregg College Keyboarding & Document Processing for Windows, 8th Edition, Lessons 1-120*), as well as for a third-semester course (*Gregg College Keyboarding & Document Processing for Windows, 8th Edition, Lessons 121-180*). In each instance, the content of these textbooks is identical with that of the corresponding textbooks in the kit format.

Supporting Materials

Gregg College Keyboarding & Document Processing for Windows, 8th Edition, includes the following additional components.

Instructional Materials. The special support materials provided for the instructor can be used with either the kits or the textbooks. Special instructor's editions of the textbooks (Lessons 1-60 and Lessons 61-120) contain annotated student pages. Solution keys for all of the formatting exercises in Lessons 1-180 are contained in separate booklets for different word processing programs used with this program. Separate instructor's notes booklets for different word processing programs contain specific suggestions for teaching the features of that program and contain lesson-by-lesson tips. A separate Instructor's Manual contains teaching and grading suggestions for the entire program. Finally, test booklets are available that contain masters of the objective and alternate 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.

Acknowledgments

We wish to express our appreciation to all the instructors and students who have used the previous editions and who have contributed much to this 8th Edition.

Scot Ober	Robert Hanson
Jack Johnson	Arlene Rice
Robert Poland	Albert Rossetti

Introduction

Goals: To type 29 wam/3'/5e; to format simple reports.

A. STARTING A LESSON

Each lesson begins with the goals for the 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 29 wam (words a minute) on a 3-minute timing with no more than 5 errors and to format simple reports.

B. BUILDING STRAIGHT-COPY SKILL

Warmups: Beginning with Lesson 11, each lesson starts with a warmup paragraph that reviews alphabet, number, and symbol keys. Type the warmup paragraph twice.

Skillbuilding: The skillbuilding portion of each lesson includes a variety of drills

to build both speed and accuracy. 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 in various lessons and are available for extra practice.

C. MEASURING STRAIGHT-COPY SKILL

Straight-copy skill is measured in wam (words a 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.

Timings in Lessons 1-60 and Lessons 61-120 are of equal difficulty as measured by syllabic intensity (average number of syllables per word).

D. BUILDING FORMATTING AND DOCUMENT PROCESSING SKILL

Each new document format presented is illustrated and explained. A formatting reference manual is included in the front of the textbook for quick reference. Marginal notes are sometimes used to remind you of special directions.

Symbols are used on sample documents and within document processing activities to provide visual formatting reminders. For example, ↓ 3 ds means that you should set double spacing, then

press Enter 3 times.

All word processing commands needed to format documents are explained and practiced in the word processing manual. A special "GO TO" icon (shown at the left) in the textbook alerts you to the need to refer to the manual. The document processing icon is used in the manual to remind you to complete the appropriate document processing exercises in the textbook.



E. 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 DEL to delete a character to the right of the insertion point.

F. 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.

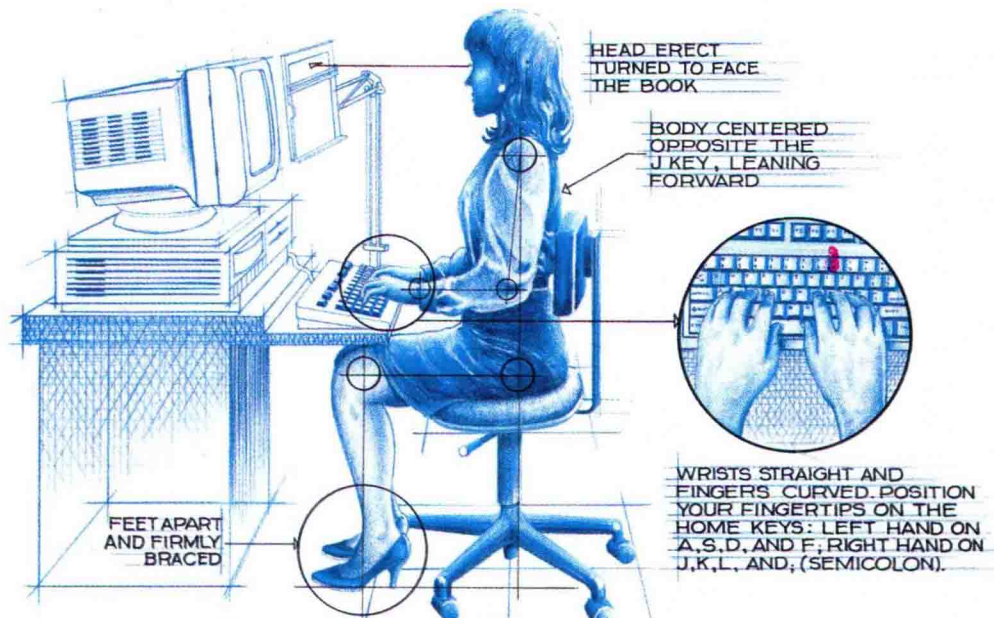
If possible, adjust your workstation as follows:

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 vertically and horizontally as possible to minimize head and eye movement and to avoid neck strain.



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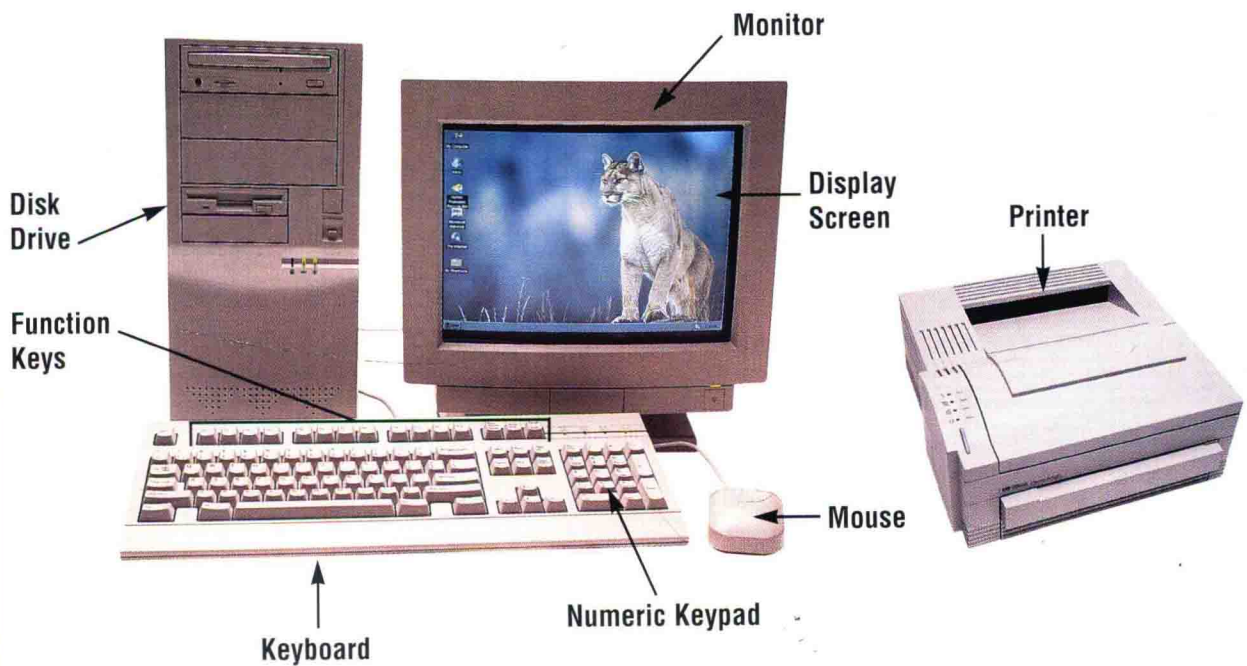
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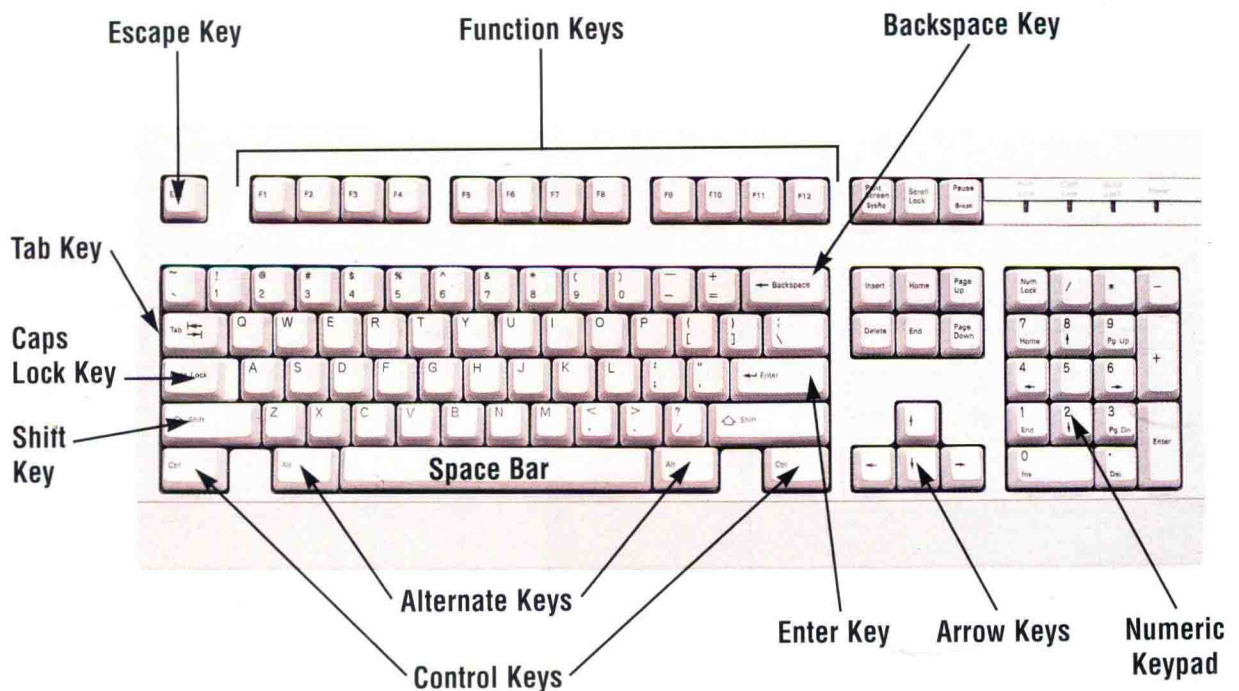
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MAJOR PARTS OF A MICROCOMPUTER SYSTEM



THE COMPUTER KEYBOARD



Business letter in block style

(open punctuation)

HT center page ↓
HiTech Construction Associates
4200 Cedar Avenue, Minneapolis, MN 55404-1839 612-555-9267

September 5, 19— +4x

Ms. Joan R. Hunter
Bolwater Associates
One Parklands Drive
Darien, CT 06820-3214 +2x

Dear Ms. Hunter +2x

In a separate envelope, 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. I understand that this workshop will be applicable for both our office and construction workers and that separate sessions will be held to accommodate all of our workers. +2x

To enhance the quality and relevance of the workshop, we have made several changes to the contract. We revised Paragraph 4-b to require that the instructor for this workshop be a full-time employee of Bolwater Associates. We made changes to Paragraph 10-c to require our prior approval of the syllabus for the workshop. +2x

If these revisions are satisfactory, please sign and return one copy of the contract for our files. We look forward to this unique opportunity to enhance the health and well-being of our employees. +2x

Sincerely +4x

John R. Merritt
John R. Merritt, Director
Human Resources Department +2x

urs

Business letter in modified-block style

(standard punctuation)

HT center page ↓
HiTech Construction Associates
4200 Cedar Avenue, Minneapolis, MN 55404-1839 612-555-9267

tab to centerpoint September 5, 19— +4x

Ms. Joan R. Hunter
Bolwater Associates
One Parklands Drive
Darien, CT 06820-3214 +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. I understand that this workshop will be applicable for both our office and construction workers, and that you will conduct two workshops for each group. +2x

To enhance the quality and relevance of the workshop, we have made the following changes to the contract: +2x

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

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

tab to centerpoint Sincerely, +4x

John R. Merritt
John R. Merritt, Director
Human Resources Department +2x

urs

Enclosure: Legal Department

Business letter in simplified style

HT center page ↓
HiTech Construction Associates
4200 Cedar Avenue, Minneapolis, MN 55404-1839 612-555-9267

September 5, 19— +4x

Ms. Joan R. Hunter
Bolwater Associates
One Parklands Drive
Darien, CT 06820-3214 +3x

WORKSHOP CONTRACT +3x

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. I understand that this workshop will be applicable for both our office and construction workers and that you will conduct separate sessions for each group. +2x

To enhance the quality and relevance of the workshop, we have made the following changes to the contract: +2x

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

If these revisions are satisfactory, please sign and return one copy of the contract for our files. We look forward to this unique opportunity to enhance the health and well-being of our employees. +4x

John R. Merritt
JOHN R. MERRITT, DIRECTOR
HUMAN RESOURCES DEPARTMENT +2x

urs

Enclosure
Legal Department

Personal-business letter

(modified-block style; indented paragraphs; standard punctuation)

center vertically ↓

tab to centerpoint January 3, 19— +4x

Mr. Luis Fernandez, Manager
Arvon Industries, Inc.
21 St. Claire Avenue East
Toronto, Ontario M4T 1L9
CANADA

Dear Mr. Fernandez: +2x

As a former employee and present stockholder of Arvon Industries, I protest the planned sale of the Consumer Products Division to Browning Manufacturing Company. +2x

According to published reports, consumer products accounted for 19 percent of last year's corporate profits, and they are expected to account for at least as much 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 the planned sale of this division will have on overall corporate profits, on cash dividends for investors, and on the economics of Louisville and Paducah, 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
901 East Benson, Apt. 3
Ft. Lauderdale, FL 33301

Business letter on executive stationery

(7¼" × 10½"; 1-inch side margins)



center page ↓
WELLINGTON INDUSTRIES
550 Thornail Street, Edison, NJ 08818 201-555-8000

July 18, 19— +4x

Mr. Rodney Eastwood
BHL Resources
52A Northern Ridge
Mt. Stuart, Tasmania 7000
AUSTRALIA

Dear Rodney: +2x

I see no reason why we should continue to consider the locality around Geraldton for our new refinery. Even though the desirability of this site from an economic point of view is undeniable, there is insufficient housing readily available for those workers whom we would have to transfer. +2x

In trying to control urban growth, the city has been either turning down the building permits for new housing or placing so many restrictions on foreign investment as to make it too expensive to build. +2x

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

urs
By fax

Business letter on half-page stationery

(5½" × 8½"; 0.75-inch side margins)



center page ↓
WELLINGTON INDUSTRIES
550 Thornail Street, Edison, NJ 08818 201-555-8000

July 18, 19— +4x

Mr. Rodney Eastwood
BHL Resources
52A Northern Ridge
Mt. Stuart, Tasmania 7000
AUSTRALIA

Dear Rodney: +2x

I do not believe we should continue to consider Geraldton for our new refinery. There is insufficient housing for those workers whom we would have to transfer. In trying to control growth, the city has placed so many restrictions on foreign investment that it is too expensive to build. +2x


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

urs

Business letter formatted for a window envelope



6x ↓
WELLINGTON INDUSTRIES
550 Thornail Street, Edison, NJ 08818 201-555-8000

July 18, 19— +3x

Mr. Rodney Eastwood
BHL Resources
52A Northern Ridge
Mt. Stuart, Tasmania 7000
AUSTRALIA

Dear Rodney: +2x

I see no reason why we should continue to consider the locality around Geraldton for our new refinery. Even though the desirability of this site from an economic point of view is undeniable, there is insufficient housing readily available for those workers whom we would have to transfer. +3x

In trying to control urban growth, the city has been either turning down building permits for new housing or placing so many restrictions on foreign investment as to make it too expensive to build. +2x

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

urs
Enclosure +2x

PS: I thought you might enjoy the enclosed article from a recent *Forbes* magazine on the latest misfortunes of one of your major competitors.

Memo

+6x

MEMO TO: Nancy Price, Executive Vice President +2x

FROM: Arlyn J. Bunch, Operations +2x

DATE: July 18, 19— +2x

SUBJECT: New Refinery Site +2x

As you can see from the attached letter, I've informed BHL Resources that I see no reason why we should continue to consider the locality around Geraldton, Australia, for our new refinery. Even though the desirability of this site from an economic standpoint is undeniable, there is insufficient housing readily available for those workers whom we would have to transfer. As of July 1, the number of appropriate single-family houses listed for sale by real estate agents within a 25-mile radius of Geraldton was as follows: +2x

Castleton Homes	123
Belle Real Estate	5
Red Carpet	11
Geraldton Sales	9
TOTAL	148


In addition, in trying to control urban growth, Geraldton has been either turning down building permits for new housing or placing so many restrictions on foreign investment as to make it too expensive for us to consider building housing ourselves. +2x

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

urs
Attachment

Two-page business letter

(page 1)



6x

200 South Main Street
Salt Lake City, Utah 84101-8675
Phone 801-555-3997
Fax 801-555-3999

May 5, 19—

Mr. Lester Thompson, Director
British Mutual 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 invitation came from Jill Andrews, FCC vice-chair, and I am, of course, delighted to take part in this project. 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 myself, our group will consist of the following members:

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 System	New York, NY
Ms. Barbara Brooks	Associated Press	Chicago, IL

Two-page business letter

(page 2)

Mr. Lester Thompson
Page 2
May 6, 19—

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, 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 evening, 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 very much appreciate your contacting Barbara Azar, our liaison at the Federal Communications Commission (1919 M Street, N.W., Washington, DC 20554; phone: 202-555-3894), to let us know whether we may study your operations on July 28.

So that we can finalize our plans and make the necessary arrangements, may we please hear from you by May 15. If your decision is positive, I will work directly with you in coordinating the details of our visit.

Sincerely,

METRO BROADCASTING COMPANY

Denise J. Watterson
Denise J. Watterson
General Manager

Enclosure: FCC Report
By International Express Mail
c: Barbara Azar

PS: The Federal Communications Commission will reimburse your organization for any expenses associated with our visit, including phone calls, duplicating, and the like.

SPECIAL CORRESPONDENCE FEATURES

FOREIGN ADDRESS. Type the name of a foreign country in all capital letters on a line by itself.

SUBJECT LINE. If used, type a subject line in upper- and lowercase letters below the salutation, with 1 blank line above and below; the terms *Re:* or *In re:* may also be used.

TABLE. Leave 1 blank line above and below a table.

MULTI-PAGE LETTERS. Type the first page on letterhead stationery and the second page on matching plain stationery. On the second page, type the addressee's name, page number, and date as a header, blocked at the left margin. Leave 1 blank line after the page-2 header.

ENUMERATION. Create an enumeration by using the automatic numbering feature. Double-space a list that is part of the body of a double-spaced document. Single-space a list that is part of the body of a single-spaced document, but leave 1 blank line above and below the list.

COMPANY NAME IN CLOSING LINES. If included, type the company name in all capital letters below the complimentary closing, with 1 blank line above and 3 blank lines below it.

REFERENCE INITIALS. Type only the typist's initials (not the signer's) in lowercase letters a double space below the writer's name and/or title. (Optional: You may also include the computer filename; for example: *urs/SMITH.LET*).

ENCLOSURE NOTATION. Type an enclosure notation a single space below the reference initials if an item is enclosed with a letter. Use the term "Attachment" if an item is attached to a memo instead of enclosed in an envelope. Examples: *3 Enclosures, Enclosure; Contract, Attachment.*

DELIVERY NOTATION. Type a delivery notation a single space below the enclosure notation. Examples: *By Certified Mail, By Fax, By Federal Express.*

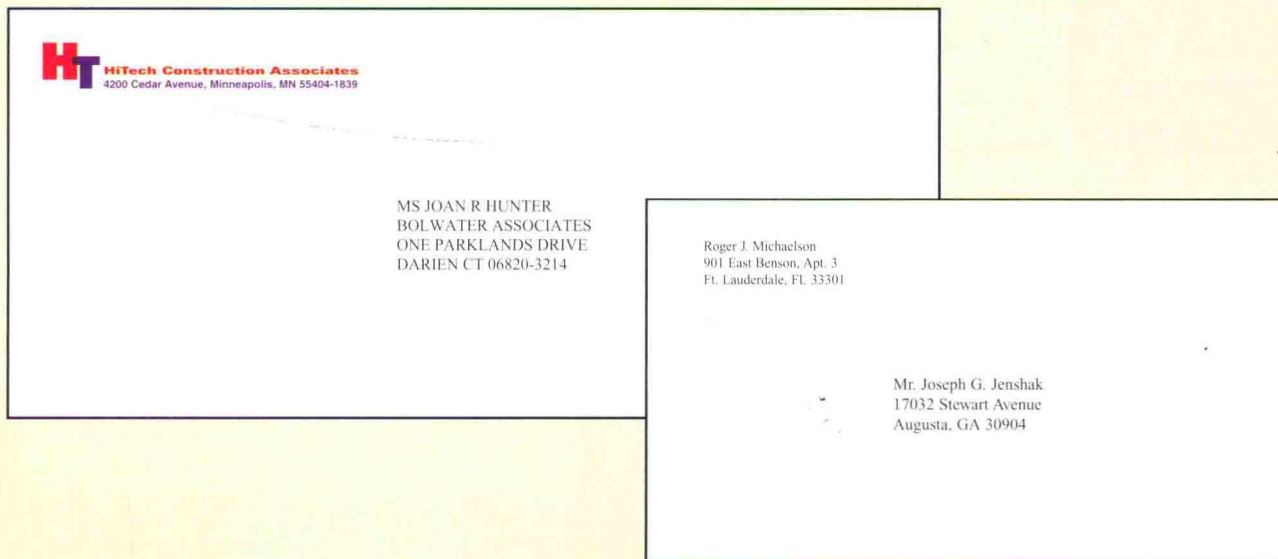
COPY NOTATION. Type a copy notation (c:) a single space below the delivery notation if someone other than the addressee is to receive a copy of the message.

POSTSCRIPT NOTATION. Type a postscript notation as the last item, preceded by 1 blank line. Indent the first line of the postscript if the paragraphs in the body are indented.

FORMATTING ENVELOPES

A standard large (No. 10) envelope is 9½ by 4½ inches. A standard small (No. 6¾) envelope is 6½ by 3½ inches. Although either address format shown below is acceptable, the format shown for the large envelope (all capital letters and no punctuation) is recommended by the U.S. Postal Service for mail that will be sorted by an electronic scanning device.

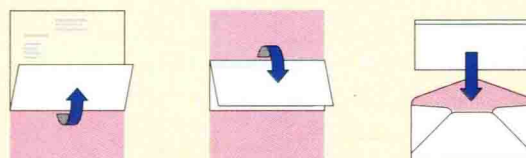
Window envelopes are often used in a word processing environment because of the difficulty of aligning envelopes correctly in some printers. A window envelope requires no formatting, since the letter is formatted and folded so that the inside address is visible through the window.



FOLDING LETTERS

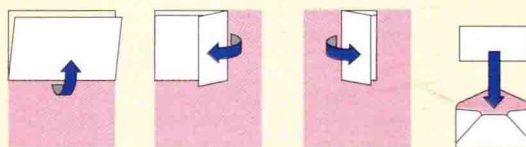
To fold a letter for a large envelope:

1. Place the letter *face up* and fold up the bottom third.
2. Fold the top third down to 0.5 inch from the bottom edge.
3. Insert the last crease into the envelope first, with the flap facing up.



To fold a letter for a small envelope:

1. Place the letter *face up* and fold up the bottom half to 0.5 inch from the top.
2. Fold the right third over to the left.
3. Fold the left third over to 0.5 inch from the right edge.
4. Insert the last crease into the envelope first, with the flap facing up.



To fold a letter for a window envelope:

1. Place the letter *face down* with the letterhead at the top and fold the bottom third of the letter up.
2. Fold the top third down so that the address shows.
3. Insert the letter into the envelope so that the address shows through the window.



Outline

THE FEASIBILITY OF IN-HOUSE MANUFACTURING OF NAIL-POLISH LACQUERS

- I. INTRODUCTION
 - A. Statement of the Problem
 - B. Scope
 - C. Procedures
 - D. Organization of the Report
- II. FINDINGS
 - A. Current Manufacturing Processes
 - 1. Contract Manufacturing
 - 2. In-House Manufacturing
 - B. Market Differentiation
 - 1. Image Advertising
 - 2. Product Characteristics
 - 3. Manufacturing Control
 - C. Advantages and Disadvantages
- III. CONCLUSIONS
 - A. Summary of Findings
 - B. Conclusions and Recommendations

Title page

CONSOLIDATION OF THE PARTS WAREHOUSES AT

SIOUX CITY AND CEDAR FALLS
Maintaining Profitability in a Declining Market

Prepared by:
Catherine Rogers-Busch
Chief Product Engineer
Helene Ponds and Associates

December 5, 19

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SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS	14
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Unbound report (first page)

PREPARING FORMAL REPORTS

Formatting Guidelines for Writers
By Keith Stallings

Formatting formal reports is not a difficult task if you just take the time to study the technical aspects involved. This report discusses report headings, page numbers, reference citations, and the bibliography.

HEADINGS

The major heading in a report is the title. It should be centered and typed in all caps and bold approximately 2 inches from the top of the page. A subtitle or byline, if used, is typed in initial caps a double space below the title. The body of the report begins on the second line below the title or byline.

Side Headings. A side heading (such as "PAGE NUMBERING" shown below) is typed at the left margin in all caps and bold, with a double space before and after it.

Paragraph Headings. A paragraph heading is indented and typed in initial caps and bold a double space below the preceding paragraph. The paragraph heading is followed by a period and two spaces, with the text beginning on the same line.

PAGE NUMBERING

Use the page numbering command of your word processing software to insert a page number at the top right of each page. Suppress the page number on the first page.

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(second page)

for the following reasons:

- Contrary to popular belief, modular homes are generally not less expensive than conventionally constructed homes.
- Zoning regulations and restrictive covenants often forbid the construction of modular homes especially in upscale areas.

The big advantage of modular homes is the speed with which they can be constructed.² Since the River Road development is not subject to time pressures, conventional construction methods were evaluated as the most appropriate for this

¹ Benjamin J. Ashley, "New Sales Versus Resales: Apples to Oranges?" *Real Estate Quarterly*, September 1993, p. 143.

² Jacqueline Miller, *Residential Real Estate: North Georgia Edition*, Georgia Real Estate Association, Atlanta, Georgia, 1995, pp. 216-224.

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² Jacqueline Miller, *Residential Real Estate: North Georgia Edition*, Georgia Real Estate Association, Atlanta, Georgia, 1995, pp. 216-224.

Bibliography for unbound report

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- ↓2x
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- Bullard, Mary Helen, *The Bullard Real Estate Report*, Bullard Consulting Group, Nyack, New York, 1995.
- Heydenburg, Peter, and Rhonda Silver, "Restricting Covenants and the Law," *Journal of Real Estate Law*, Vol. 24, No. 3, Fall 1992, pp. 81-87.
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(third page)

an option for this submarket because of the numerous developments of this type that already exist or are under construction in the area.

Modular homes, which have been partially constructed before being brought to the building site, were likewise rejected because:

Contrary to popular belief, modular homes are generally not less expensive than conventionally constructed homes. Their biggest advantage, instead, is the speed with which they can be constructed. Their major disadvantage relates to the restrictions often placed on them by municipal zoning ordinances.

Since the River Road development is not subject to time pressures, conventional construction methods were evaluated as the most appropriate for this submarket.

Most of the homes sold in Chestnut Log contain at least three bedrooms, but in the lowest price bracket most contain less than 1,600 square feet, as shown below.

↓1 DS

Selling Price	Number of Homes	Days Listed	Average Square Feet
Less than \$90,000	55	145	1,571
\$90,000-\$109,000	29	81	1,917
\$110,000-\$129,999	7	105	2,094
\$130,000-\$149,999	8	85	2,291

↓1 DS
Because several planning experts have noted the importance of overall outside dimensions for first-time home buyers, the home plan selected for this submarket is only 37 feet wide, allowing it to be placed on a 67-foot-wide lot, with adequate footage on both sides.

Market research shows that smaller lots are more appealing because the landscaping needs are minimized. Reducing landscaping is a definite advantage

Unbound report with endnotes

to whether hardware should be purchased or leased. Although many firms decide to purchase their own hardware, others have taken the route of time-sharing or remote processing whereby the costs of processing data can be shared with other users.

TRAINING OPERATORS

Many firms neglect this important phase of designing a computer system. It is not enough to offer a one-week training course in an applications package and then expect proficiency from a worker.¹ Training must occur over time to help those who will be using computers every day on the job.

¹ Neal Swanson, *Information Management*, Glencoe/McGraw-Hill, Westerville, Ohio, 1992, p. 372.
² Christine L. Seymour, "The Ins and Outs of Designing Your Computer System," *Information Processing Trends*, January 1991, p. 23.
³ Lee Bailey, *Computer Systems Management*, The University of New Mexico Press, Albuquerque, New Mexico, 1992, p. 413.

TRAINING OPERATORS

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2. Christine L. Seymour, "The Ins and Outs of Designing Your Computer System," *Information Processing Trends*, January 1991, p. 23.
3. Lee Bailey, *Computer Systems Management*, The University of New Mexico Press, Albuquerque, New Mexico, 1992, p. 413.

Bound report with author/year citations

2

a real estate agent from North Georgia Realty, provided a copy of selected reports that are available only to real estate agents (Miller, 1995, p. 216). Statistics for the Chestnut Log school district for those homes selling during the past year are shown in Table 2.

TABLE 2. CHESTNUT LOG HOME SALES
January Through December

Selling Price	Number of Homes	Days Listed	Average Square Feet
Less than \$90,000	55	145	1,571
\$90,000-\$109,000	29	81	1,917
\$110,000-\$129,999	7	105	2,094
\$130,000-or more	14	185	2,391

The data reflected in Table 2 are based on used homes. According to one source, the typical residential community offers fewer new homes than resales, new homes sell faster, and they average about 20 percent larger than resales (Ashley, 1994, p. 143).

YOUNG FAMILY

Individuals in the young family submarket are making their first purchase of a new home. This submarket represents households from a rental or used-home arrangement. In the market, on the basis of current mortgage rates, these buyers cannot afford more than \$107,000 for a home. And, since family size is still small (less than four), homes of approximately 2,000 square feet are considered to be an adequate size.

References page in APA format

13

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- Roncaro, P. L., & Lance, G. D. (1992, June 2). Losing something in the translation. *Winston-Salem Herald*, pp. 4A, 12A.
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Report in MLA format

Jensen 1

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Sherlon Jensen
Professor Zhao
BusCom 300
8 October 19—

Communication Skills Needed in International Business

International business plays an increasingly important role in the U.S. economy, and U.S. companies recognize that to be competitive nationally, they must be competitive internationally. Reflecting this trend, direct investment by U.S. private enterprises in foreign countries increased from \$409 billion in 1990 to \$528 billion in 1994, an increase of 29 percent in four years (Connor 253). Today, more than 3,000 U.S. corporations have over 25,000 subsidiaries and affiliates in 125 foreign countries, and more than 25,000 American firms are engaged in international marketing (Newby 193, 205).

International business is highly dependent on communication. According to Arnold LePoole, chief executive officer of Armstrong Industries, an international supplier of automotive parts:

If a company cannot communicate with its foreign subsidiaries, customers, suppliers, and governments, it cannot achieve success.

The sad fact is that most American managers are ill-equipped to communicate with their international counterparts. (143-144)

Because competent business communications skills are one of the most important components for success in international business affairs, a survey instrument was designed to explore the importance of, level of competence in, and methods of

Works-cited page in MLA format

Jensen 13

↓ 3 DS

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- . *Your Tour of Duty Overseas*. 2nd ed. Oklahoma City: American Press, 1988.
- Newby, Corrine J. "Global Implications for American Business: The Numbers Don't Lie." *Marketing Research Quarterly* 50 (1994): 190-215.
- Roncaro, Paul L., and Glenn D. Lance. "Losing Something in the Translation." *Winston-Salem Herald* 2 June 1992: 4A.
- "Tell It Like It Is: Making Yourself Understood in the New Russia." *International Times* 19 October 1993: 38.

Meeting agenda

↓6x

MILES HARDWARE EXECUTIVE COMMITTEE ↓2x

Meeting Agenda ↓2x

June 7, 19—, 3 p.m. ↓2x

1. Call to order
2. Approval of minutes of May 5 meeting
3. Progress report on building addition and parking lot restrictions (Norman Hedges and Anthony Pascarelli)
4. May 15 draft of Five-Year Plan
5. Review of National Hardware Association annual convention
6. Employee grievance filed by Ellen Burrows (John Landstrom)
7. New expense-report forms (Anne Richards)
8. Announcements
9. Adjournment

Minutes of a meeting

↓6x

RESOURCE COMMITTEE ↓2x

Minutes of the Meeting ↓2x

March 13, 19— ↓2x

ATTENDANCE The Resource Committee met on March 13, 19—, at the Airport Sheraton in Portland, Oregon, in conjunction with the western regional meeting. Members present were Michael Davis, Cynthia Giovanni, Don Madsen, and Edna Pointer. Michael Davis, chairperson, called the meeting to order at 2:30 p.m. ↓2x

OLD BUSINESS The members of the committee reviewed the sales brochure on electronic copyboards. They agreed to purchase an electronic copyboard for the conference room. Cynthia Giovanni will secure quotations from at least two vendors. ↓2x

NEW BUSINESS The committee reviewed a request from the Purchasing Department for three new computers. After extensive discussion regarding the appropriate use of the computers in the Purchasing Department and software to be purchased, the committee approved the request. ↓2x

ADJOURNMENT The meeting was adjourned at 4:45 p.m. The next meeting has been scheduled for May 4 in the headquarters conference room. Members are asked to bring with them copies of the latest resource planning document. ↓2x

Respectfully submitted, ↓2x
↓4x

D. S. Madsen, Secretary

Itinerary

↓6x

PORTLAND SALES MEETING ↓2x

Itinerary for Arlene Gilsdorf ↓2x

March 12-15, 19— ↓2x

Thursday, March 12 ↓2x

Detroit/Minneapolis Northwest 83
Depart 5:10 p.m.; arrive 5:55 p.m.
Seat 8D, nonstop ↓2x

Minneapolis/Portland Northwest 2363
Depart 6:30 p.m.; arrive 8:06 p.m.
Seat 15C, nonstop, dinner ↓2x

Sunday, March 15

Portland/Minneapolis Northwest 360
Depart 7:30 a.m.; arrive 12:26 p.m.
Seat 15H, one stop, breakfast

Minneapolis/Detroit Northwest 748
Depart 1 p.m.; arrive 3:32 p.m.
Seat 10D, nonstop, snack ↓2x

NOTES ↓2x

1. Jack Weatherford, assistant western regional manager, will meet your flight on Thursday and drive you to the airport on Sunday.
2. All seat assignments are aisle seats; smoking is not allowed on any of the flights.
3. Important phone numbers:
Jack Weatherford 503-555-8029, Ext. 87
Airport Sheraton 503-555-4032

Legal document

↓3 DS

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS that I, ATTORNEY LEE FERNANDEZ, of the City of Tulsa, County of Swisher, State of Texas, do hereby appoint my son, Robert Fernandez, of this City, County, and State as my attorney-in-fact to act in my name, place, and stead as my agent in the management of my real estate transactions, chattel and goods transactions, banking transactions, and business operating transactions.

I give and grant unto my said attorney full power and authority to do and perform every act and thing requisite and necessary to be done in the said management as fully, to all intents and purposes, as I might or could do if personally present, with full power of revocation, hereby ratifying all that my said attorney shall lawfully do.

IN WITNESS WHEREOF, I have hereunto set my hand and seal this thirteenth day of April, 1995. ↓2 DS

centerpoint → _____ (L.S.) ↓1 DS

SIGNED and affirmed in the presence of: ↓2 DS

_____ ↓2 DS