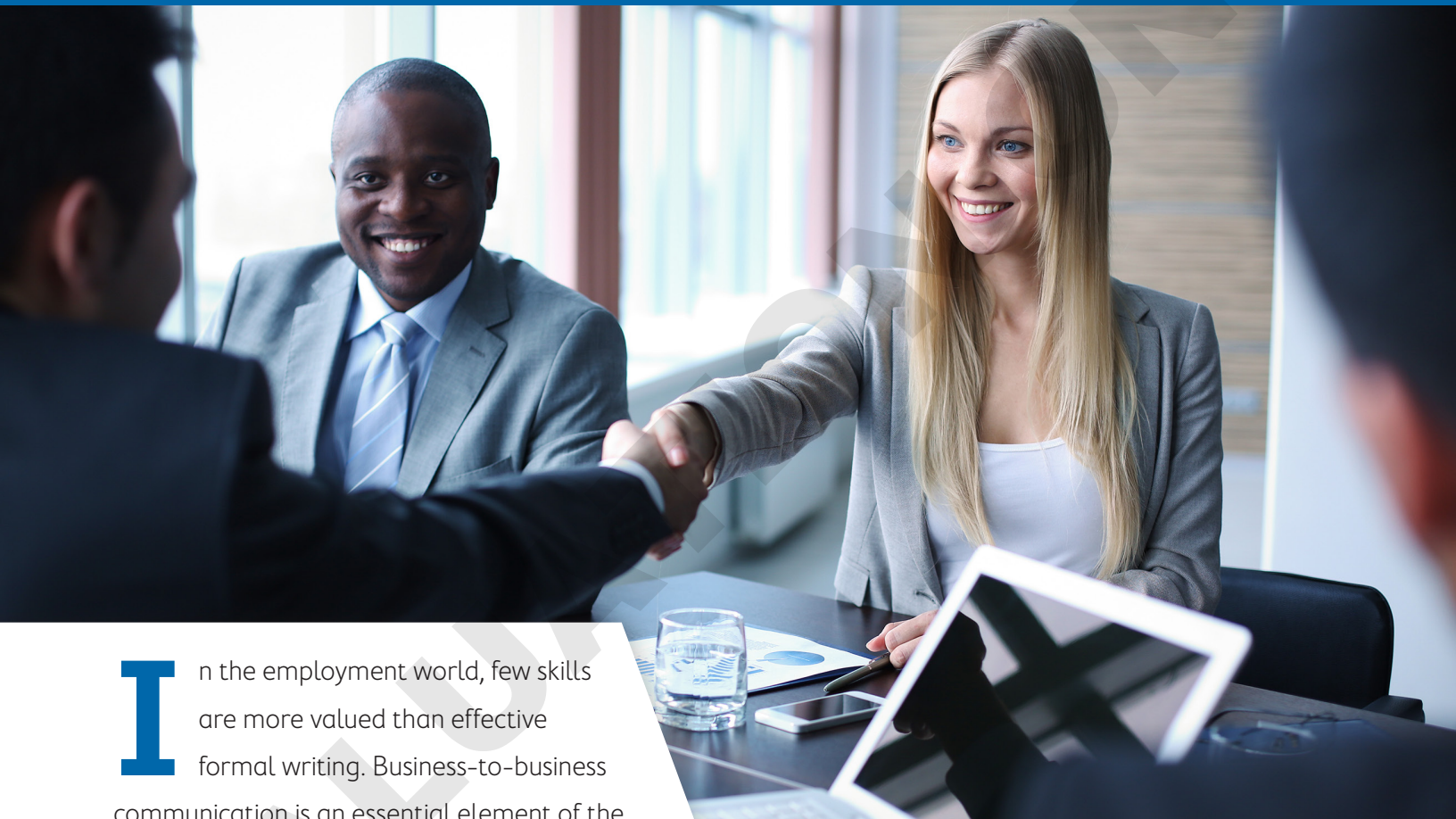


WORD

1

Creating and Editing Business Documents



In the employment world, few skills are more valued than effective formal writing. Business-to-business communication is an essential element of the employment network; it's the oil that keeps the whole machine running. You can help further your company's goals by crafting effective business letters that are formal, succinct, and engaging. Of course, in our digital age, simply writing a letter is only half the picture; skills in digital word processing are just as critical. In this chapter, you will create and format a well-crafted business letter that is perfect for the digital age.

LEARNING OBJECTIVES

- ▶ Navigate in a document
- ▶ Enter, select, and edit text
- ▶ Create numbered and bulleted lists
- ▶ Use document views
- ▶ Save documents as different file types

Project: Creating a Well-Formatted Business Letter

School is over, and it's time to line up some interviews. You are seeking a position in the technology field. You've scanned lots of ads and websites, and found a few job openings you're interested in. You know the hiring process will be competitive for most of these positions. To give yourself an edge, you'll need to draft a stellar cover letter—one that will get you noticed right from the start.

Elements of a Professional Business Letter

There are several acceptable styles of business letters. All business letters contain similar elements but with varied formatting. The **block style**, as shown in this image, is the most common business letter style.

Date: two inches from top of page but may vary based on letterhead

November 24, 2021

Inside address:
two to four lines
below the date

Mr. Blake Carter, Hiring Manager
Global Computer Sales and Service
347 Wellington Street
San Francisco, CA 94123

Salutation:
Followed by
a colon

Dear Mr. Carter:

Body

I am applying for the position of Retail Computer Sales Representative advertised on your website. I am a recent Computer Science graduate from Case Western University, where I attained a 3.9 GPA. During the summers, I worked as a sales intern at Best Computers in Cleveland. I am extremely interested in discussing your sales position, which aligns well with my education and sales experience.

My education provided me with the following technical skills that will allow me to make a positive contribution to Global Computer:

- An understanding of real-world computer needs
- An awareness of the latest technologies available
- The ability to analyze problems and apply the suitable hardware and software solutions
- Hands-on experience with a wide variety of computer equipment

My experience at Best Computers provided me with the following sales-related knowledge that would benefit Global Computer:

- Skill in using consultative sales abilities to learn about clients' needs
- Adeptness in analyzing client requirements and addressing their business issues
- Competence in clearly stating solutions and demonstrating product benefits to the client
- Proficiency in handling objections
- Ability to provide a training and implementation plan that ensures high customer satisfaction

I am impressed with your excellent products and reputation. I am confident that I am a strong candidate, and I will contact you in the near future to arrange an interview.

**Complimentary
close:** Followed
by a comma

Sincerely,

Signature

Stella Martin

What's Important in a Cover Letter?

Now that you know the fundamentals of a proper business letter, you will explore the best approach to creating a cover letter that, along with your résumé, is sure to impress hiring managers. Keep the following points in mind:

- ▶ *Purpose*: Use a cover letter to introduce yourself and explain why you fit the job requirements.
- ▶ *Application Tracking System (ATS)*: The first review of your application documents (cover letter and résumé) is likely to be done by an ATS software program. You may wish to conduct an Internet search to learn how best to write your documents so that they will not be overlooked by an ATS.
- ▶ *File Types*: Some file types work better than others relative to an ATS, and some employers may request that you submit your documents using a specific file type.
- ▶ *Audience Awareness*: Study the job description and conduct an online search of the company to learn as much as you can.
- ▶ *Beginning, Middle, and End*: Introduce yourself and include an attention grabber; highlight, but don't duplicate, outstanding points from your résumé; close the letter expressing your enthusiasm for the company and position.
- ▶ *Importance of Fresh Eyes*: An error in your documents could cause an employer to eliminate you. Ask friends or colleagues to proof your documents.

Navigating in a Document

If you are working in a multipage document, it's helpful to know various techniques for moving through it quickly. You can navigate using the scroll bar at the right side of the screen, or you can use keystrokes.

Navigating with the Scroll Bar

The scroll bar lets you navigate through documents; however, it does not move the insertion point. After scrolling, you must click in the document where you want to position the insertion point. There are two ways you can use the scroll bar. You can click the up and down arrows at the top and bottom of the scroll bar to scroll one line at a time, or you can drag the scroll box to move quickly through a multipage document. By clicking in the gray area above or below the scroll box, you'll be able to move up and down the document one screen at a time.





When the mouse pointer is in the text area, it resembles an uppercase "I" and is referred to as an I-beam. The insertion point is positioned at the location where you click the I-beam and it begins flashing. Wherever the insertion point is flashing is where the action begins.



View the video "Using the Scroll Bar to Navigate."

Keyboard Navigation Tips


Whether you use the mouse or the keyboard to navigate is up to you. Navigating with the keyboard always moves the insertion point, so it will be with you when you arrive at your destination. Here are some handy keyboard navigation tips:



- ▶ The right and left arrow keys  and  move the insertion point one character to the right or left, while the up and down arrow keys  and  move the insertion point one line up or down.
- ▶ **Ctrl** + **End** moves to the end of the document.

- ▶ **Ctrl**+**Home** moves to the beginning of the document.
- ▶ **End** moves to the end of the line.
- ▶ **Home** moves to the beginning of the line.

DEVELOP YOUR SKILLS: W1-D1

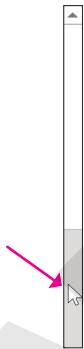
In this exercise, you will use the scroll bar and keyboard to navigate in a document. When you use the scroll bar, you have to position the insertion point. When you use the keyboard, the insertion point moves with you.

1. Start Word.
2. Click the **Blank Document** **template** on the Word start screen.
3. Make sure the Word window is **maximized** .


Next you will open an existing document so you can practice navigating.
4. Choose **File**→**Open** to display the Open screen in Backstage view (which is another name for the contents of the File tab).
5. Navigate to your **Word Chapter 1** folder and open **W1-D1-MyVirtualCampus**.
6. Move the mouse pointer through the text in the body of the document and notice that it looks like an I-beam .
7. Move the mouse pointer into the left margin area and note that now the white selection arrow  is visible.

Navigate with the Scroll Bar and Keyboard

8. Click the gray area below the scroll box to move the document down one screen.








Notice that the insertion point has not moved.

9. Move the mouse pointer back into the document text and click the **I-beam**  anywhere within the text to position the insertion point.


The insertion point appears where you clicked. If the background is highlighted, you accidentally selected the text by double-clicking. Deselect by clicking the I-beam somewhere else within the text.

10. Drag the **scroll box** down and position the insertion point after the last period at the end of the text.
11. Drag the **scroll box** to the top of the scroll bar and position the insertion point before the word *My* at the top of the document.



12. Tap the down arrow  on your keyboard to move the insertion point down into the top line of the first paragraph.
13. Tap  to move the insertion point to the end of the line and then tap  to move the insertion point to the beginning of the line.
14. Press + to move the insertion point to the end of the document.
15. Choose **File**→**Close**, and if you are prompted to save changes, click **Don't Save**.

The Word interface now shows a blank gray screen.

Entering Text



When you type using the keyboard, the text will appear wherever you've set the flashing insertion point. Therefore, you must position the insertion point at the desired location before typing. When you insert text, existing text moves to the right as you type. Also, text automatically wraps to the next line when you reach the right-hand margin, meaning that you do not need to tap  when you reach the end of a line. This feature is known as **Word Wrap**.

Using the Enter Key

You use the  key to begin a new **paragraph** or to insert blank lines in a document. Anything that ends by tapping  is considered to be a paragraph. Thus, short lines such as a date line, an inside address, or even blank lines themselves are considered paragraphs.

Tapping  inserts a paragraph symbol in a document. These and other symbols are visible when you show **formatting marks**.

Showing and Hiding Formatting Marks

Although formatting marks appear on the screen, you will not see them in the printed document. Viewing these symbols can be important when editing a document. For example, you may need to see the formatting marks to determine whether the space between two words was created with the  or .

Paragraph symbols appear when you tap .



¶
 ¶
 Mr. Blake Carter, Hiring Manager¶
 Global Computer Sales and Service¶
 347 Wellington Street¶
 San Francisco, CA 94123¶
 ¶
 Dear Mr. Carter:¶
 ¶
 I am applying for the position of Retail Computer Sales.


Dots appear between words when you tap .

To toggle the formatting marks on and off, you can use the **Show/Hide** button.

 Home→Paragraph→Show/Hide 

DEVELOP YOUR SKILLS: W1-D2

In this exercise, you will turn on the Show/Hide button to show formatting marks. Next you'll type a paragraph, allowing Word Wrap to end lines automatically at the right-hand margin. Then you'll use the **Enter** key to end the first paragraph and start another paragraph.

1. Choose **File**→**New**.
2. Click the **Blank Document** template to start a new document.
3. Choose **File**→**Save As** and navigate to your **Word Chapter 1** folder.
4. Name the file **W1-D2-CoverLtrTips** and then click the **Save** button at the bottom of the dialog box.
5. Choose **Home**→**Paragraph**→**Show/Hide**  to show formatting marks.

All new documents contain a paragraph symbol directly to the right of the insertion point; you won't see it if you don't turn on the Show/Hide feature. Paragraph symbols carry formatting in them. In this example, the Blank Document template formatting includes the default Calibri font and 1.08 line spacing.


Tip!

Feel free to turn the Show/Hide button on and off as needed.

6. Type the following text and let Word Wrap do its thing:

Your cover letter may be the first impression a company has of you. You want to be certain it's a good impression. Research the company on its website before preparing a cover letter. The more you know about what a company is doing, the better you can explain how you can contribute to the company.

If you make a typo, use **Backspace** or **Delete** to remove it. Remember to position the insertion point next to the typo.
7. Tap **Enter** to create a new paragraph.

Notice the paragraph symbol . Also notice the extra space between the end of the paragraph and the insertion point. That is due to the default line spacing of 1.08.
8. Type the following text:

Proofreading is critical. Errors in a cover letter will likely eliminate you. Don't go it alone. Ask others to proof your letter as well.
9. Save and close the file.

The document window is blank once again.

Selecting Text

You must **select** (highlight) text if you wish to perform an action on it. Suppose you want to delete a line. You select the line first and then delete it. Whether you use the mouse or the keyboard to select text is up to you.

The most common way to select text is to click and drag the I-beam through the text you wish to select, but there are more efficient methods:

- ▶ To select a single word, double-click that word.
- ▶ To select a paragraph, triple-click it.
- ▶ To select a single sentence from the first letter to the period, hold **Ctrl** and click anywhere within the sentence.
- ▶ To select single lines of text, hover your mouse in the left margin and click to the left of the line you wish to select.
- ▶ To quickly select multiple lines, click and drag.

Note!

The Mini toolbar appears when you select text. It contains frequently used commands. You can choose a command or ignore the toolbar; if you ignore the toolbar, it will fade away.



View the video “Selecting Text with the Mouse.”

Here are some handy mouse and keyboard combinations for selecting text:

- ▶ Press click+**Shift**+click to select awkward amounts of text, such as the end of one line and the beginning of the next. Simply click at the beginning of a text block, hold down **Shift**, and click at the end of the text block.
- ▶ Press **Ctrl**+click to select a sentence.
- ▶ Press **Ctrl**+**A** to select the entire document.

Tip!

If you're ever working with the Mac version of Microsoft Office, simply use the **cmd** key in place of the **Ctrl** key, and most of the shortcuts will work in exactly the same way.

DEVELOP YOUR SKILLS: W1-D3

In this exercise, you will practice various selection techniques.

1. Navigate to the **Word Chapter 1** folder in your file storage location and open **W1-D3-CoverLtr**.
2. Follow these steps to select text using the left margin:

A Mr. Blake Carter, Hiring Manager
Global Computer Sales and Service
347 Wellington Street
San Francisco, CA 94123

B Dear Mr. Carter:


C I am applying for the position of Retail Computer Sales advertised on your website. I am a recent Computer Science graduate from Case Western University, where I attained a 3.9 GPA. During the summers, I worked as an intern in the sales department at Best Computers in Cleveland. I am extremely interested in discussing your sales position, which aligns well with my education and sales experience.

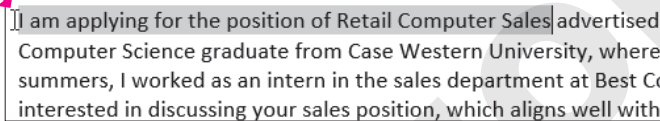
- A** Place the **selection arrow** in the margin to the left of the first line of the inside address; click to select the line. The Mini toolbar appears; you can ignore it for now.
- B** Use the **selection arrow** to select this line. (Notice that the previously selected line is no longer selected.)
- C** Select this paragraph by double-clicking the **selection arrow** in the margin to the left of the paragraph; deselect by clicking anywhere in the document text.

3. Using the **selection arrow**, drag down the left margin to select text.
4. Click anywhere in the body of the letter to deselect.
5. Triple-click with the **selection arrow** anywhere in the left margin to select the entire letter, and then deselect it.
6. Double-click any word to select it.
7. Double-click a different word; notice that the previous word is deselected and then deselect the latest selection.

Select Nonadjacent Text

You can select multiple locations simultaneously.

8. Double-click to select one word.
9. Press and hold **Ctrl** as you double-click another word; release **Ctrl**.
Both selections are active. You can select as many nonadjacent areas of a document as desired using the **Ctrl** key.
10. Move the **I-beam**  to the start of the first main paragraph, click to position the insertion point, and then hold down **Shift** and click after *Sales*.



I am applying for the position of Retail Computer Sales advertised
Computer Science graduate from Case Western University, where
summers, I worked as an intern in the sales department at Best Co
interested in discussing your sales position, which aligns well with

11. Click to deselect.

Using Numbered and Bulleted Lists

Numbered and bulleted lists are effective in drawing your reader's attention to items of interest. You can turn them on before you begin typing or apply them after you have typed the list. Numbered lists are automatically renumbered if you insert or delete an item. A good example of when to use a numbered list is when sequence is important, as in a series of steps in a procedure. Items in a bulleted list have no sequence.

Once you've created a list, each time you tap **Enter**, a new list item will appear. Tapping **Tab** once you've created this new item will **demote** the item, indenting it to the right and creating a subitem. **Shift** + **Tab** will do the opposite: **promote** an item by moving it back to the left. Items can be demoted multiple times, allowing the user to create up to eight levels of subitems.


Note!

Be sure to check whether the ATS used by a prospective employer can read numbered and bulleted lists.




View the video "Promoting and Demoting Lists."

☰ Home → Paragraph → Bullets 


☰ Home → Paragraph → Numbering 

DEVELOP YOUR SKILLS: W1-D4

In this exercise, you will create and format numbered and bulleted lists. Because correctness is important, you'll also work with proofreading tools.



1. Choose **File**→**Save As** and save your letter as: **W1-D4-CoverLtr**
2. If necessary, choose **Home**→**Paragraph**→**Show/Hide**  to display formatting marks.
3. Position the insertion point at the end of the last line in the first body paragraph.
4. Tap **Enter** twice and type this text:
My college education provided me with the following technical skills that will allow me to make a positive contribution to Global Computer: **Enter**

Type a Numbered List

5. Choose **Home**→**Paragraph**→**Numbering**  to turn on numbers.
6. Type this text, tapping **Enter** at the end of each item to generate the next number:
 1. **An understanding of real-world computer needs** **Enter**
 2. **An awareness of the latest technologies available** **Enter**
 3. **The ability to analyze problems and apply the appropriate hardware and software solutions**

Notice the arrow formatting marks following the numbers. They represent tabs, which were automatically generated by the numbering system.
7. Begin typing the last item, purposely misspelling *experience*, but don't tap **Spacebar** yet:
 4. **Tab** **Hands-on expeience**
8. Now, as you tap **Spacebar**, watch how **AutoCorrect** fixes the misspelling for you.
This proofreading tool makes corrections automatically. It also fixes common punctuation errors and capitalizes the names of days and months if you do not.
9. Finish typing the fourth item: **with a wide variety of computer equipment.**
4. → Hands-on experience with a wide variety of computer equipment ¶
10. Tap **Enter** three times at the end of item 4: once to generate the next number, once to turn off numbering, and once again to add space between paragraphs.
11. Type this text:
My experience at Best Computers provided me with the following sales-related knowledge that would benefit Global Computer: **Enter**

Continue a Numbered List

12. Choose **Home**→**Paragraph**→**Numbering** .
*Notice that numbering restarted at 1. The system assumes you are starting a new list. There may be times when you want to continue numbering even though some regular text is entered within the list. A **smart tag** pop-up appears next to the number.*
13. Click the **AutoCorrect Options**  smart tag and then click **Continue Numbering** to continue the previous list with the number 5.
Another smart tag appears.

14. Right-click where the insertion point is flashing to the right of the number 5. From the menu that appears, choose **Restart at 1**.


Remember that numbered lists are typically used when sequence is important. In this example, the items you type are not in sequence, so you will change to a bulleted list.

15. Choose **Home**→**Paragraph**→**Bullets** .

16. Type the following list:

- **Skill in using consultative sales skills to learn about clients' needs**
- **Adeptness in analyzing client requirements and addressing their business issues**
- **Competence in articulating solutions and demonstrating product benefits to the client**
- **Proficiency in handling objections**
- **Ability to provide a training and implementation plan that ensures high customer satisfaction**

Because numbering is typically used when sequence is important and in this case the list is not in sequential order, you decide to use bullets for the first list as well.

17. Move the mouse pointer to the left margin next to the first numbered item, press and hold down the mouse button, and drag down through the fourth item.
18. Choose **Home**→**Paragraph**→**Bullets**  to apply bullets.
19. Click in the body to deselect the bullets and then save your letter.
-

Editing Text

There are many tools for editing documents, allowing you to insert and delete text. Remember, you must position the insertion point before you begin typing. You can use **Backspace** and **Delete** to remove one character at a time. If you select a block of text, you can use **Backspace** or **Delete** to remove the entire block, or you can type over the selected text to replace it.


Spell checker and grammar checker automatically help you edit text as you type by placing a squiggly red line under words that might be misspelled and a double blue line under words that may be grammatically incorrect. Right-clicking on underlined words presents options for correcting the potential error. Spell checker and grammar checker are only editing aids; you must use your own good judgment when deciding what action to take.

You can look up synonyms from within the document you are editing in order to enhance your word choice. You can view a list of synonyms by right-clicking a word and choosing Synonyms from the menu. For a more extensive list, choose Thesaurus from the submenu to open the Thesaurus task pane.


DEVELOP YOUR SKILLS: W1-D5

In this exercise, you will insert and delete text, and you will use the pop-up menu to find synonyms.



1. Choose **File**→**Save As** and save your file as: **W1-D5-CoverLtr**

- In the first line of the first main paragraph, click the **I-beam**  in front of *advertised* to position the insertion point.

I am applying for the position of Retail Computer Sales advertised
Computer Science graduate from Case Western University, where



- Type **Representative** and then tap .
- In the third line of the first paragraph, position the insertion point between the *a* and *n* in *an*.

I am applying for the position of Retail
a recent Computer Science graduate from
the summers, I worked as an intern in

- Tap  to remove the *n* and then tap .
- The a is underlined in blue indicating a grammar error, but you can ignore it, and it will eventually go away.*

- Type: **sales**
- In the third line of the first paragraph, drag the mouse pointer across **in the sales department** to select (highlight) the words.

I am applying for the position of Retail Computer Sales Representa
a recent Computer Science graduate from Case Western University
the summers, I worked as a sales intern in the sales department at

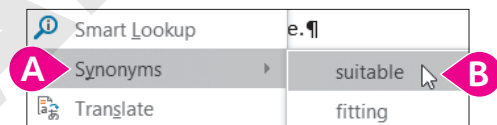
- Tap  to remove the selected words.
- In the first line of the second paragraph, double-click **college** to select it and then tap  to remove it.
- In the third bullet point in the second bulleted list, double-click **articulating** to select it.

• → Adeptness in analyzing client
• → Competence in articulating so

- Type **clearly stating** in its place.

Work with Synonyms









- In the third bullet point in the first bulleted list, right-click **appropriate** to display the pop-up menu.
- Follow these steps to choose a synonym:



- Hover the mouse pointer over the menu at *Synonyms*.
- Move the mouse pointer over to the submenu and choose **suitable** from the list of synonyms.
The word suitable replaces appropriate.
- In the second bullet point in the second list, right-click the word **Adeptness** and then follow the same steps to replace it with the word **Expertise** from the Synonyms menu.
- Save your document.

Working with Views

You can view your documents in several ways. Each **view** is optimized for specific types of work. The views change the way documents appear on the screen, but in most cases they do not impact the appearance of printed documents. You can choose views from the View tab or from the status bar at the bottom right of the screen.

DOCUMENT VIEWS	
View	Description
 Read Mode (View tab)  Read Mode (status bar)	This view provides a book-like reading experience with pages laid out side by side. The Ribbon disappears to display more of your document. You navigate horizontally as in a book.
 Print Layout (View tab)  Print Layout (status bar)	With this default view, your documents look similar to the way they will look when printed. You can see graphics, headers and footers, and multi-column layouts.
 Web Layout (View tab)  Web Layout (status bar)	This view displays your document as it would look as a web page. It appears as one long page without page breaks.
 Outline (View tab)	Outline view is useful for organizing long documents.
 Draft (View tab)	This view simplifies page layout by eliminating elements such as headers and footers and graphic elements. This view is useful when you want to focus on content.

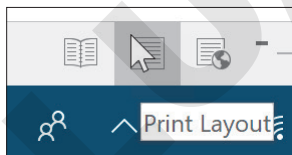



View the video “Using Views.”

DEVELOP YOUR SKILLS: W1-D6

In this exercise, you will try out various views.


1. Locate and mouse over the View buttons on the status bar at the bottom right of the screen and notice the ToolTips that appear.

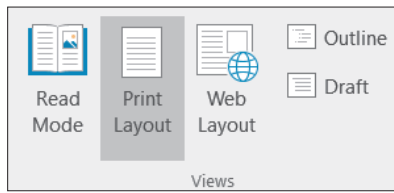


2. Click the first button, **Read Mode** , and notice how the look of your letter has changed.
3. Click the **arrow** at the right side of the window to move to the end of the document.

Note!

Depending on your screen's resolution, both pages may already be visible, in which case the arrow on the right side is not active.

4. Click the **Print Layout**  button on the status bar to return to the previous view.
5. Choose **View→Views** on the Ribbon to display all available views.



Notice that additional view options, which do not appear in the status bar, appear in the Views group.

Saving Your Work in a Different Format

You can save a document in many different formats. Prospective employers may ask you to send your application documents in one of several different formats. The format of a file is specified by the extension added at the end of the filename.

Note!

You may or may not see a file extension in your filenames. There is a default Windows option to hide extensions.

Document Files

Earlier versions of Word saved documents in the **.doc file format**. The current version uses the **.docx** file format. When using **.doc** formats, users may not be able to read files in the **.docx** format. However, you can choose to save your document in the older **.doc** format so users of these earlier versions can read the document.

When you open a document created in earlier versions, the **title bar** displays **[Compatibility Mode]** next to the title. This means features not compatible with older versions are turned off while working in the document.

PDF Files

Using a PDF file (***.pdf**) is great when sharing files with others. If you're not sure what hardware and software the other person has, save your document as a PDF file; the layout and fonts will look the same on various types of computers, software, and operating systems. A prospective employer may ask you to submit your employment application documents as PDF files.

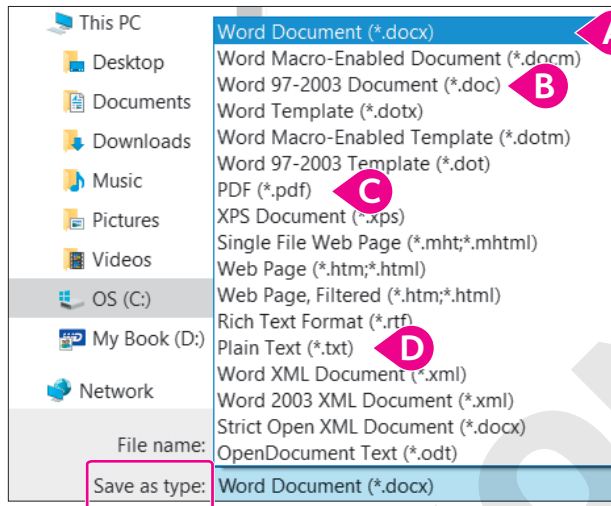
Saving a Document for ATS Analysis

Text files (***.txt**) contain very little formatting, and thus they may be the best format when you are submitting employment application documents that are likely to be scanned into a computer. ATS software can read text files. It's always a good idea to check with prospective employers if they haven't specified a particular file format.

DEVELOP YOUR SKILLS: W1-D7

It's great to have nicely formatted, paper-based documents to hand to an interviewer, if necessary. In addition, many prospective employers may ask to receive your documents electronically. In this exercise, you will assume the employer has asked to receive the document as a PDF file.

1. Choose **File**→**Save As** and navigate to your **Word Chapter 1** folder.
2. Click the **Save As Type** field toward the bottom of the dialog box to display the list of possible file formats.



- A Default format
 - B Older document versions
 - C PDF format
 - D Plain Text format
3. Choose **PDF (*.pdf)** from the menu.
Remember, you may or may not see a file extension in your filenames. There is a default Windows option to hide extensions.
 4. Change the filename to **W1-D7-CoverLtr** and then click the **Save** button at the bottom of the dialog box.
Your document now appears in Adobe Acrobat Reader if you have it installed. If not, it may appear in a browser instead, like Microsoft Edge. In addition, you may be prompted to choose how to open the file. If so, choose Adobe Acrobat Reader.
 5. Click the **Close** button in the upper-right corner of the Adobe screen or whichever application automatically launched the document.
 6. Click the **Close** button in the upper-right corner of the Microsoft Word screen to exit Word. If prompted to save the file before closing, click **Don't Save**.

Self-Assessment



Check your knowledge of this chapter's key concepts and skills using the Self-Assessment in your ebook or online (eLab course or Student Resource Center).



Reinforce Your Skills

REINFORCE YOUR SKILLS: W1-R1

Create an Informal Letter

In this exercise, you will create a letter from Kids for Change to local residents, announcing an upcoming recycling pickup. Because this does not have to be a formal business letter, you will use a more casual style. You will also practice selection and navigation techniques.

1. Start Word.
2. Create a new document based on the **Blank Document** template and save it as:
W1-R1-RecycleLtr
3. Type the return address and then tap twice.
Kids for Change
159 Park Boulevard
Atlanta, GA 30313
4. Type **Nov** to begin the date, use **AutoComplete** to finish entering the month by simply tapping , and then complete the date as: **November 19, 2021**
5. Tap twice.

6. Complete the letter shown in the following illustration, tapping **Enter** wherever a paragraph symbol appears.

*Notice when you type the website address in the second paragraph that it is automatically recognized and formatted as a **hyperlink**.*

Current Resident **Enter**

123 Peach Blossom Lane **Enter**

Atlanta, GA 30313 **Enter**

Enter

Dear Neighbor, **Enter**

Enter

I am the recycling representative for Kids for Change, and our motto is Think Globally, Act Locally. We know that recycling large objects takes extra effort since they do not fit in your city-provided recycle cans. We would like to give you a hand.

Enter

Enter

On November 22, we will collect recyclable objects in your neighborhood. Visit <http://recycleatlanta.org> to ensure you are following the city's recycling guidelines. Please place your recyclables at the curb in front of your house before 9:00 a.m.

Enter

Enter

Thank you for caring about our planet! **Enter**

Enter

Sincerely, **Enter**

Enter

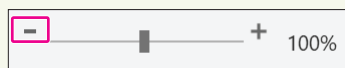
Enter

Enter

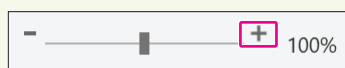
Tania Tulip **Enter**

Recycling Representative

7. Use **Ctrl**+**Home** to position the insertion point at the top of the document.
8. Use the **selection arrow** in the margin to select the return address at the top of the page.
9. When the Mini toolbar appears, click the **Bold** **B** button to bold the return address.
10. Click the **Zoom Out** button enough times to see the entire page.



11. Click the **Zoom In** button enough times to return the screen to 100% and then use **Ctrl**+**End** to position the insertion point at the bottom of the letter.



12. Use **Ctrl**+**Home** to position the insertion point at the top of the letter.
13. Save and close your letter.


REINFORCE YOUR SKILLS: W1-R2

Edit a Document

In this exercise, you will edit a letter from Kids for Change to local residents, inviting them to celebrate Mother Nature Day at Camp Cuyahoga. The group has planned many exciting activities. In the letter, you will create lists and use proofreading tools. You will then save the letter in an older version of Word.

1. Open the file **W1-R2-CuyahogaCamp** and save it as: **W1 - R2 - CuyahogaCampRevised**
You can see the wavy red and double blue lines, indicating typos and grammar errors. The double blue line in the inside address indicates that there are two spaces between the state and zip code. This format is recommended by USPS guidelines.
2. Instruct the grammar checker to ignore the double space by right-clicking the underlined state and zip code and choosing **Ignore Once**.
3. Correct the spelling of *leading* by right-clicking on it and selecting **leading** from the menu that appears.
4. In the second line of that paragraph, right-click on the word **receiving** and replace it with **be receiving**.
5. In the first line of the next paragraph, replace **convening** with **be convening** using the same tool.
6. Correct the spelling of *buug* using the same tool.
7. In the same line in which you corrected bug, right-click **important** and then select **vital** from the Synonyms list.

Create a Bulleted List

8. In the second line of the first paragraph, delete the comma following *scheduled* and type a colon in its place.
9. Use an **arrow key** to position the insertion point in front of *including* and then tap **Enter**.
10. Click the **Bullets**  button.
11. Delete *including* and the space following it.
12. Delete the *h* in *hiking* and replace it with an uppercase **H**.
13. Delete the comma and space following *Hiking* and then tap **Enter**.
14. Continue editing the list of activities until it looks like the illustration:

- Hiking
- Bird watching
- Tree planting
- Bug hunting

15. Display the document in **Read Mode**  and then return to **Print Layout**  view.

Change Document Format

Some recipients will get the letter as an email attachment. For those who may not have the latest version of Word, you will save the letter in an older format.

16. Choose the **Save As** option in Backstage view and navigate to your **Word Chapter 1** folder.
17. Use the Save as Type field to save the file in the **Word 97-2003 Document (*.doc)** format and then click **Save** at the bottom of the dialog box.

Notice [Compatibility Mode] in the title bar.

18. Save and close the letter.

REINFORCE YOUR SKILLS: W1-R3

Edit a Letter and Navigate in a Three-Page Document

In this exercise, you will create a letter for Kids for Change members, announcing a fundraiser to adopt a seal. Donations help to fund research and educate the public about ocean health. In the letter, you will work with lists and proofreading tools. You will save your letter as a PDF file and then you will navigate in a longer document.

1. Start a new document using the Blank Document template and save it as:
W1-R3-Fundraiser
2. Begin typing the letter.

Remember to use AutoComplete to help with the dates and let Word Wrap do its thing.

August 5, 2021

MEMBER NAME


STREET ADDRESS

CITY STATE ZIP

Dear MEMBER:

Our local chapter of Kids for Change will hold a car wash fundraiser to collect \$300 to adopt a seal at the Center for Seals. We are scheduling the car wash for August 17. The next monthly meeting will be a planning session. Here are some things to think about before the meeting:

Use Numbering and Bullets

3. Type the following list using the **Numbering**  feature:
1. Choose a location. Our options are the parking lots at the following businesses: Jake's Gas Station, Beulah's Diner, or Dick's Grocery Store.
 2. What hours can you volunteer on August 17?
 3. Let me know if you can supply any of the following: hose, vacuum, soap, brushes, sponges, or rags.
 4. Should we set a price or request a donation?
 5. Can you design a flyer for the car wash?

Now you will demote, or indent, some of the items in the list.


4. In the first item, position the insertion point in front of *Jake's*, tap , and then demote the line by tapping .
5. Position the insertion point in front of *Beulah's* and tap to generate the next item.
6. Continue modifying the list, deleting extraneous punctuation and words as shown.

1. → Choose a location. Our choices are the parking lots at the following businesses: ¶
 a. → Jake's Gas Station ¶
 b. → Beulah's Diner ¶
 c. → Dick's Grocery Store ¶

7. In item 3, position the insertion point in front of *hose*, tap , and then demote the line.
8. Organize the list as shown, deleting unnecessary punctuation and words. If Word automatically capitalizes the words in each line, correct this and make everything lowercase.

3. → Let me know if you can supply any of the following: ¶
 a. → hose ¶
 b. → vacuum ¶
 c. → soap ¶
 d. → brushes ¶
 e. → sponges ¶
 f. → rags ¶

Remembering that numbering is typically used only when sequence is important, you decide to change to a bulleted list.

9. Select all list items, including the demoted lists, and apply **Bullets**  to the selected text.
10. Position the insertion point at the end of the last bulleted item and then tap three times to turn off bullets and create a blank line.
11. Type the following sentence, intentionally making the typo as shown:
We're looking forward to a great planning sassion. See you at the meeting!

Proofread Your Letter

12. Correct the spelling error in the last line.
13. Right-click the word **options** in the first bullet point and choose **choices** from the Synonyms menu.
14. Move the insertion point to the end of the document, tap **Enter** twice, and then type the letter closing.




Sincerely, **Enter**

Hobert Chan **Enter**

Kids for Change

Save the Letter in PDF Format

15. Save the file in PDF format and then close Adobe Acrobat Reader (or whatever program launches to view the PDF once saved).
16. Save and close the Word file.

You've discovered a document that gives some helpful hints on car washing, and you plan to include it with the letter to the members.
17. Open the three-page document named **W1-R3-HowToWashACar**.
18. Using the following notes, navigate through this longer document:
 - Use two keystrokes to position the insertion point at the end of the document.
 - Use two keystrokes to move the insertion point to the top of the document.
 - Use an arrow key to move down one line.
 - Use one keystroke to move to the end of the line and then use one keystroke to move to the beginning of the line.
19. Use the following text selection techniques:
 - Position the insertion point at the top of the document and use mouse clicks to select **Introduction**.
 - With *Introduction* still selected, select **How** and **Wash** in the next heading and then click to deselect.
 - Use two keystrokes to select the entire document.
20. Use the following notes to observe the document in various views:
 - Position the insertion point at the top of the document.
 - Display the document in **Read Mode** , using the status bar button, and then page through the document.
 - Display the document in **Web Layout** , using the status bar button.
 - Switch back to **Print Layout**  view using the status bar button.
21. Close the document and exit Word. If it asks you to save changes, click **Don't Save**.



Apply Your Skills

APPLY YOUR SKILLS: W1-A1

Create a Business Letter

In this exercise, you will create a letter from a Universal Corporate Events representative inviting the sales winners at Reukert Enterprises to an orientation meeting for their Paris tour. You will work with proofreading tools and use navigation and text selection techniques.

1. Start Word, create a new document using the Blank Document template, and save it as:
W1-A1-LeeLtr
2. Create the following letter, using AutoComplete with the dates and intentionally making the spelling and grammar errors indicated.

Note that the company name, Reukert, is correctly spelled, but it is not in Word's dictionary. You can ignore the red underline in this case.

September 2, 2021

**Mrs. Suzanne Lee
Reukert Enterprises
8445 Princeton Street
Chicago, IL 60628**

Dear Mrs. Lee:

Congratulations on your outstanding sales achievement. Universal Corporate Events is orginizing your Paris tour, which will departs October 8 and return October 18.

Please plan to attend the orientation meeting on September 14 in the Lake View conference room at 10:00 a.m.

We are looking forwarded to making your trip a memorable event!

Best Regards,

**Jack Bell
Universal Corporate Events**

3. Correct the spelling and grammar errors.
4. In the first sentence, use the Synonyms feature to replace *achievement* with **attainment**.

5. Use the following navigation techniques:

Scroll Bar	Keyboard
<ul style="list-style-type: none"> • Move down one screen. • Move to the top of the document and then position the insertion point at the beginning of the first main paragraph. 	<ul style="list-style-type: none"> • Use two keystrokes to move to the end of the document. • Use one keystroke to move to the beginning of the line. • Use one keystroke to move to the end of the line.

6. Use the following selection techniques:
- Use the **white selection arrow** to select the first line of the first paragraph.
 - Use the keyboard to select the entire document and then click anywhere in the document to deselect.
 - Use the **white selection arrow** to select three adjacent lines and then click anywhere else in the document to deselect.
 - Select three nonadjacent words simultaneously and then deselect.
7. Save and close your letter.

APPLY YOUR SKILLS: W1-A2

Work with Lists and Make Editing Changes

In this exercise, you will create a letter from a Universal Corporate Events representative to a client, suggesting ideas for side trips during its annual kickoff meeting in San Francisco. You will create a bulleted list and make editing changes. Then you will save the letter in the older version .doc format.



1. Open **W1-A2-SFTours** and save it in the older **.doc** format as: **W1-A2-SFToursRevised**
2. Position the insertion point at the end of the letter and type the following bulleted list:
 - **Yacht Charters**
 - **Napa Valley**
 - **Sausalito**
3. Tap **Enter** twice to turn off bullets and create a blank line.
4. Use cut and paste to rearrange the list in alphabetic order.
5. Position the insertion point after *Napa Valley*, generate a new bullet, and then demote the bullet one level.
6. Add to the list as shown:
 - **Napa Valley**
 - **Napa Wine Train**
 - **Hot air balloon rides**
 - **Top-ranked restaurants**
 - **Sausalito**
 - **Ferry boat ride from San Francisco**
 - **Docks and marinas**
 - **Boutiques and art galleries**
 - **Yacht Charters**
 - **Sunset cruise**
 - **Sail under Golden Gate Bridge**
 - **Alcatraz and Angel Island**

7. Position the insertion point at the end of the document and type the closing:

Sincerely,

Geoff Simons

Universal Corporate Events

8. Make the following changes:
- In the first line of the first paragraph, select **needs regarding your** and replace it with: **annual**
 - In the second line of the same paragraph, insert **San Francisco** to the left of *meeting*.
 - In the first bullet point under *Yacht Charters*, insert **dining** between *Sunset* and *cruise*.
9. Display your letter in **Read Mode** , page through to the end if your screen resolution allows it, and then return to **Print Layout**  view.
10. Save and then close the file.

APPLY YOUR SKILLS: W1-A3

Edit and Format a Letter

In this exercise, you will draft a letter to a Universal Corporate Events employee, detailing his responsibilities relative to the Vaughn Storage Device's Kauai event. You will use proofreading tools and add a bulleted list to a letter. You will use navigation and selection techniques and save the document in PDF format. Finally, you will work with different views.

1. Open **W1-A3-WilliamsLtr**, save it as **W1-A3-WilliamsLtrRevised**, and then correct the spelling error.
2. In the first line of the first paragraph, use the Synonyms feature to change *ambassador* to **representative**.
3. In the same line, select **Hawaiian** and replace it with: **Kauai**
4. At the beginning of the second paragraph, insert **and Martin** between *You* and *will*.
5. At the end of the second paragraph, change *entertainment* to: **entertainers**
6. Move the insertion point to the end of the document and add the following text:

The side tours will take place on September 13, 14, 15, and 16. Here's a list of the side tours that attendees will sign up for during the arrival dinner:

- **North Shore Bike Tours**
- **Snorkeling at Salt Pond Beach Park**
- **Catamaran Tour on Na Pali Coast**
- **Surfing at Hanalei Bay**
- **Kehaha Beach Luau**



Sincerely,

Jose Ramirez

Universal Corporate Events

Save the File in PDF

Bill is on assignment out of the country. To be sure the letter reaches him, you will send it as a PDF email attachment.

7. Save the file in PDF format and close the PDF if it automatically opens.
The .docx file is still open.
8. Use the **View** tab on the Ribbon to view the document in **Read Mode**  and then use the button on the status bar to switch back to **Print Layout**  view.
9. Save and close the file and then exit Word.



Project Grader

This chapter does not include Project Grader exercises. Project Grader content is based on the learning objectives for a chapter, and sometimes those learning objectives cannot be accurately graded by the system. Objectives from this chapter that can be accurately graded may be included in later chapters, if applicable.

Extend Your Skills

These exercises challenge you to think critically and apply your new skills in a real-world setting. You will be evaluated on your ability to follow directions, completeness, creativity, and the use of proper grammar and mechanics. Save files to your chapter folder. Submit assignments as directed.

W1-E1 That's the Way I See It

You have decided to start your own landscaping business, and you are going to conduct online research to see what's involved. Your friend is studying for his MBA. You will send him a letter containing the results of your research and ask him what he thinks of your idea.

Create a business letter, including a list of five landscaping tools that your research shows you will need to purchase. Then research what is involved in becoming a certified landscape professional and explain how you plan to earn your certification. Finally, list three tips for running a successful landscaping business. The letter should include at least three paragraphs (one to give an overview of the business, one or more to discuss certification, and one for the conclusion) and a list of three tips. Save the file in the older version .doc format, naming it: **W1-E1-NewBusiness**

W1-E2 Be Your Own Boss

You own Blue Jean Landscaping, a service that helps customers be their own landscapers. You provide the plans and directions and then the customer helps with the labor. A customer would like you to help her landscape her front yard. Use your imagination to decide on your business's location and climate. Conduct online research to determine what plants work well for the climate you envision. Send the client a business letter to propose four plant options that would work well for the location and climate. The letter should contain both an introductory and concluding paragraph, as well as a list of four plant options. Each option should be associated with a sentence or two explaining why it is a good choice. Save the file in PDF format as: **W1-E2-NewClient**

W1-E3 Demonstrate Proficiency

Stormy BBQ is a local BBQ restaurant featuring fresh, locally grown vegetables and local grass-fed pork and beef. As the marketing manager of Stormy BBQ, you've decided to hold a chili cook-off to attract new clients. Use online research to learn how to have a successful cook-off and also research rules for the chefs to ensure that they are competing on a level playing field.

Create a correctly formatted business letter to send to prospective chili chefs listing three important guidelines for a successful cook-off and three competition rules for your chefs. The letter should include both an introductory and concluding paragraph, as well as the rules that have been established. Make up the name and address for the first chef you want to invite. Save your letter in PDF as:

W1-E3-ChiliChef

EVALUATION ONLY