

Document 10 Outline

Scenario

In preparation for writing an MLA style report, Scarlett Ross created an outline. She included an introduction and conclusion as well as three main points she planned to cover in her report. Her Technology Education teacher, Ms. Jones, encouraged her to brainstorm as many ideas to include in the paper as she could. Organizing her research in an outline first helps give the report a logical and structured base.

Note: This outline will be referenced in the creation of Document 11: MLA Style Report.



Document Setup

Start Up	Using word processing software, create a NEW document.
File Name	Save the file as: Doc10_Practice
Orientation	Portrait
Margins	Top 1", Left 1", Right 1", Bottom 1"
Line Spacing	Single, no additional spacing before and after paragraphs
Font, Size	Times New Roman, 12 pt.



Instructions

1. Follow the Document Setup instructions provided.
2. Refer to the Practice Document as you follow the instructions below.
3. Using all caps and center-aligned, key the title of the outline as shown, then triple space.
4. Using the Roman Numeral and tab shown, key the first 1st level heading, then double space.
5. Using the capital letter and tab shown, key the 2nd level sub-headings using single space.
6. Using the Arabic numbers and tabs shown, key the 3rd level items using single space.
7. Continue to key the outline, paying careful attention to the line spacing and tabs as shown.
8. Carefully proofread your work for format and grammatical accuracy.
9. Resave the file.
10. Print a copy of the document if required by your instructor.

Document 10: **Outline**

LEFT 1"

TOP 1"

RIGHT 1"

- THE HISTORY OF THE POTATO CHIP
- TAB →
- I. Introduction
- A. What potato chips are
- B. Why potato chips are so popular
- TAB →
1. Convenient
2. Salty
- TAB →
3. Come in wide variety of flavors
- C. Who invented potato chips and when
1. George Crum
2. 1853
- II. Change
- A. What potato chips were like in the beginning
1. Cut by hand
2. Sold in restaurants
- B. What potato chips are like now
1. Invention of the mechanical potato peeler
2. Different seasonings
- III. Production
- A. What the process is in general
- B. What the process is more specifically
- IV. Packaging
- A. How potato chips were sold in the beginning
- B. How potato chips are packaged now
1. Material of bags
2. Puffed with nitrogen gas
- V. Conclusion
- A. Potato chips have changed over time
- B. The potato chip making process is simple
- C. Packaging has evolved

BOTTOM 1"



MLA Style Report

What is an **MLA style report**?

An MLA style report is an academic report widely accepted in schools and universities today. There are many acceptable formats for reports. One of the most common is MLA style, which stands for Modern Language Association. This writing convention is widely accepted among teachers, scholars, and librarians. MLA style will dictate line spacing and paragraph alignment, as well as text citation and bibliography format. For complete and specific current rules on MLA documentation, check with the latest edition of the *MLA Handbook for Writers of Research Papers*.

Why is using a **report** important?

Whether informal or formal, reports serve as an important writing tool. Reports are not just for students or researchers. Most business organizations use reports to give details about financial data or marketing research.

Examples

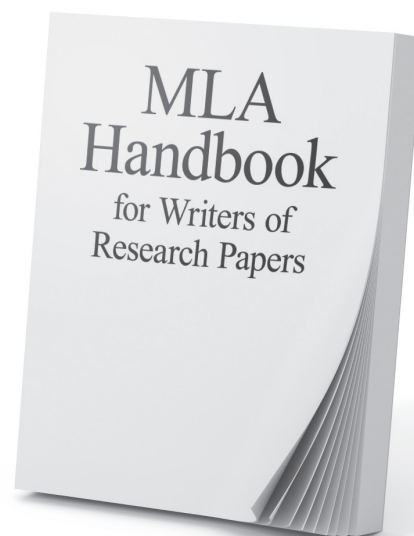
- Informative report
- Persuasive report
- Research report
- Business report

Goal

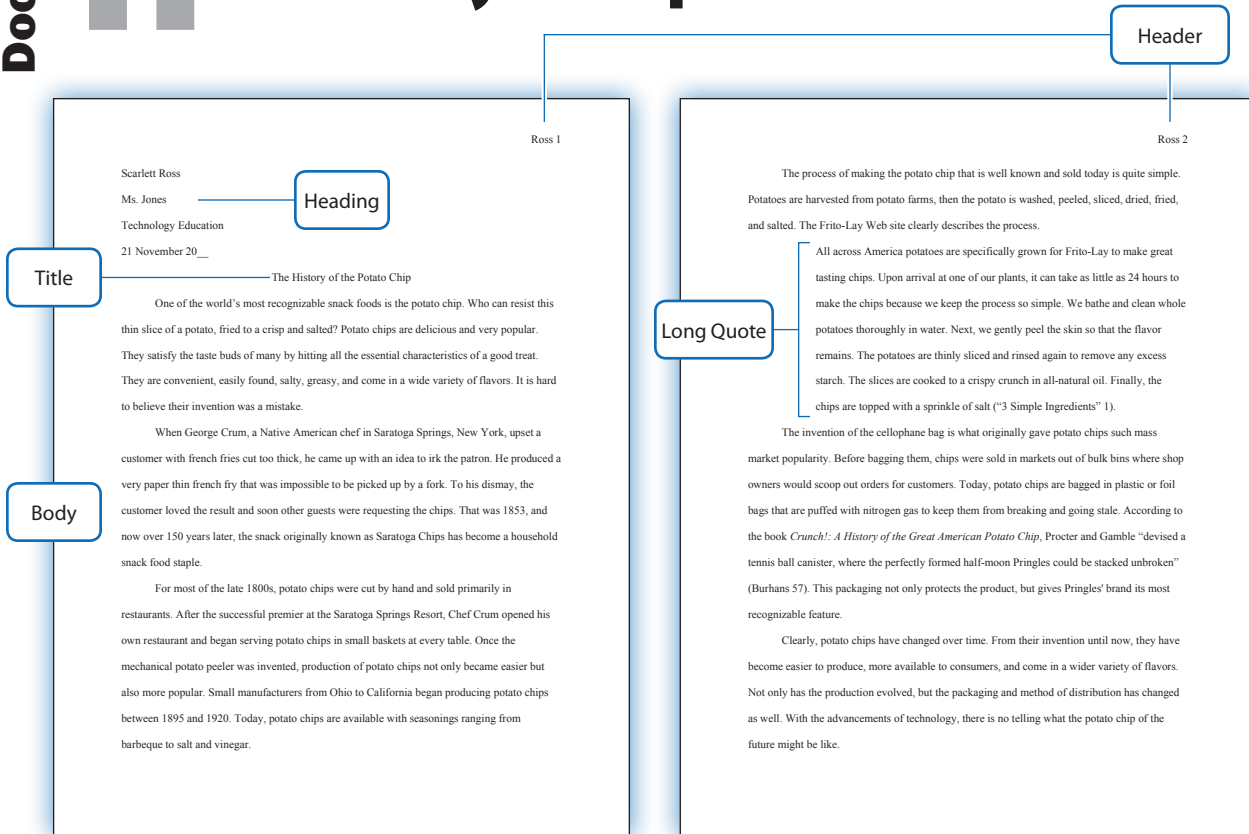
Use word processing software to learn and practice how to create and format an MLA style report.

Skills

- Understanding the parts of a report
- Using proper report format in MLA style
- Inserting page numbers
- Using first line indents
- Using block indents



MLA Style Report



Parts	Description
Header	Includes the author's last name and page number.
Heading	Includes the author's name, instructor's name, course name, and date (day, month, and year).
Title	Includes the title of the report keyed in initial caps style.
Body	Includes the introduction, body, and conclusion of the report.
Long Quote	Used to indicate the quotation is longer than four lines. Start the quote on a new line, indenting the entire quote one-inch from the left margin. Omit quotation marks from the quotation.

11 MLA Style Report

Scenario

Once the outline was prepared and her research was complete for the MLA style report about the history of the potato chip, Scarlett Ross composed the report. She formatted the report using MLA style that includes a header with her last name and page number. The MLA style also requires a heading, which appears only on the first page. It includes her name, her teacher's name, Ms. Jones, the class she did the assignment for, and the date. The date is formatted as day, month, year. The title is centered using initial caps, the entire report is double spaced, and long quotes are left-indented 1".



Document Setup

Start Up	Using word processing software, create a NEW document.
File Name	Save the file as: Doc11_Practice
Orientation	Portrait
Margins	Top 1", Left 1", Right 1", Bottom 1"
Line Spacing	Double, no additional spacing before and after paragraphs
Font, Size	Times New Roman, 12 pt.



Instructions

1. Follow the Document Setup instructions provided.
2. Refer to the Practice Document as you follow the instructions below.
3. In the header of the document, key the writer's last name, followed by the page number, right-aligned.
4. Key the heading as shown.
5. Continue to key the title and the body of the report. Be sure to indent the first line of each paragraph and block indent the long quotation as shown.
6. Carefully proofread your work for format and grammatical accuracy.
7. Resave the file.
8. Print a copy of the document if required by your instructor.

Document 11: **MLA Style Report**

LEFT 1"

TOP 1"

Ross 1

RIGHT 1"

Scarlett Ross

Ms. Jones

Technology Education

21 November 20__

The History of the Potato Chip

TAB → One of the world's most recognizable snack foods is the potato chip. Who can resist this thin slice of a potato, fried to a crisp and salted? Potato chips are delicious and very popular. They satisfy the taste buds of many by hitting all the essential characteristics of a good treat. They are convenient, easily found, salty, greasy, and come in a wide variety of flavors. It is hard to believe their invention was a mistake.

TAB → When George Crum, a Native American chef in Saratoga Springs, New York, upset a customer with french fries cut too thick, he came up with an idea to irk the patron. He produced a very paper thin french fry that was impossible to be picked up by a fork. To his dismay, the customer loved the result and soon other guests were requesting the chips. That was 1853, and now over 150 years later, the snack originally known as Saratoga Chips has become a household snack food staple.

TAB → For most of the late 1800s, potato chips were cut by hand and sold primarily in restaurants. After the successful premier at the Saratoga Springs Resort, Chef Crum opened his own restaurant and began serving potato chips in small baskets at every table. Once the mechanical potato peeler was invented, production of potato chips not only became easier but also more popular. Small manufacturers from Ohio to California began producing potato chips between 1895 and 1920. Today, potato chips are available with seasonings ranging from barbeque to salt and vinegar.

BOTTOM 1"

Document 11: **MLA Style Report**

Ross 2

TAB → The process of making the potato chip that is well known and sold today is quite simple. Potatoes are harvested from potato farms, then the potato is washed, peeled, sliced, dried, fried, and salted. The Frito-Lay Web site clearly describes the process.

1" BLOCK INDENT →

All across America potatoes are specifically grown for Frito-Lay to make great tasting chips. Upon arrival at one of our plants, it can take as little as 24 hours to make the chips because we keep the process so simple. We bathe and clean whole potatoes thoroughly in water. Next, we gently peel the skin so that the flavor remains. The potatoes are thinly sliced and rinsed again to remove any excess starch. The slices are cooked to a crispy crunch in all-natural oil. Finally, the chips are topped with a sprinkle of salt (“3 Simple Ingredients” 1).

TAB → The invention of the cellophane bag is what originally gave potato chips such mass market popularity. Before bagging them, chips were sold in markets out of bulk bins where shop owners would scoop out orders for customers. Today, potato chips are bagged in plastic or foil bags that are puffed with nitrogen gas to keep them from breaking and going stale. According to the book *Crunch!: A History of the Great American Potato Chip*, Procter and Gamble “devised a tennis ball canister, where the perfectly formed half-moon Pringles could be stacked unbroken” (Burhans 57). This packaging not only protects the product, but gives Pringles' brand its most recognizable feature.

TAB → Clearly, potato chips have changed over time. From their invention until now, they have become easier to produce, more available to consumers, and come in a wider variety of flavors. Not only has the production evolved, but the packaging and method of distribution has changed as well. With the advancements of technology, there is no telling what the potato chip of the future might be like.



Works Cited Page

What is a works cited page?

A list of sources used for a research paper and formatted in MLA style is called a works cited page. This page appears as the last page of the research report and its page number reflects that. It is double spaced and is formatted using hanging indents. Citations are alphabetized and formatted according to the type of source it is. It is recommended that writers consult a current MLA Style Guide for the order of citation components and the punctuation between those components.

Why is using a works cited page important?

Providing evidence of your research gives your paper credibility and validity. Each in-text citation gives only an abbreviated reference to the full work in which you quoted or paraphrased the material. By offering an alphabetized, properly formatted works cited page, readers of your paper can reference the original work you quoted from.

Examples

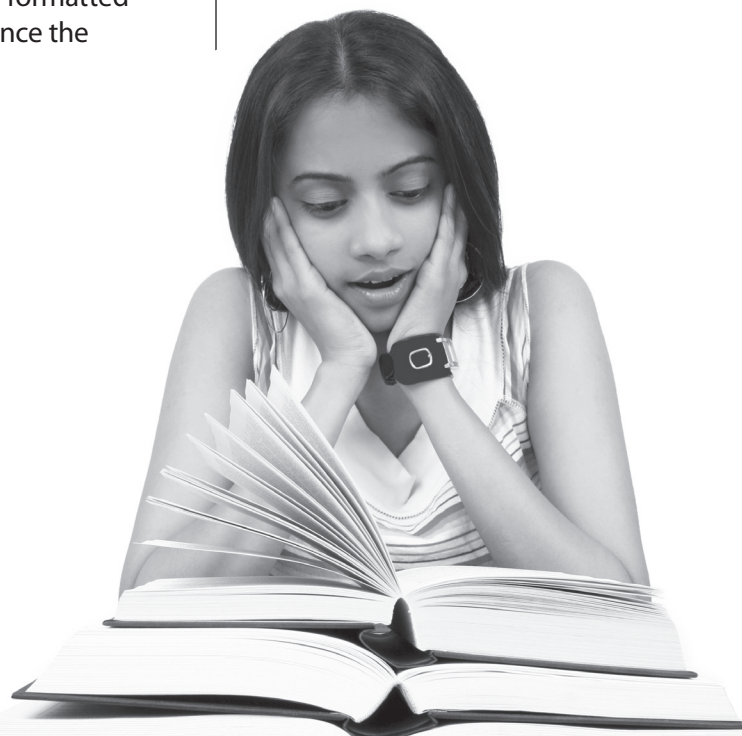
- Works cited page used in an informative report
- Works cited page used in a persuasive report
- Works cited page used in a research report
- Works cited page used in a business report

Goal

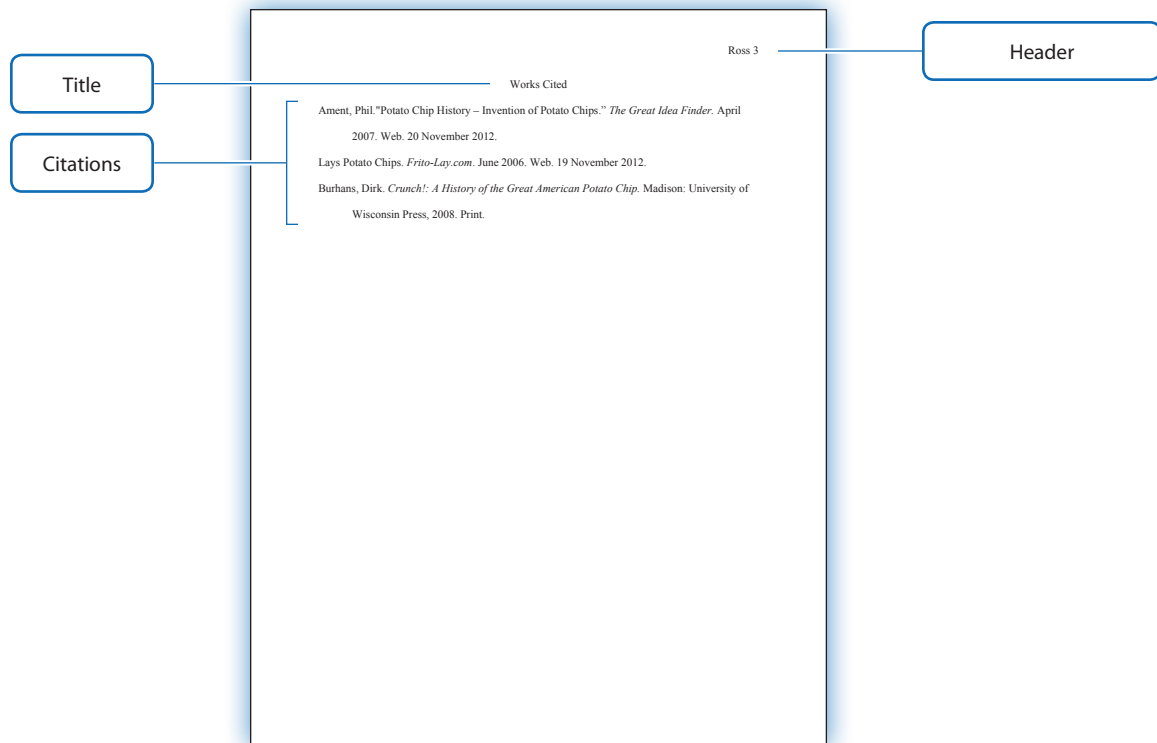
Use word processing software to learn and practice how to create and format an MLA style works cited page.

Skills

- Understanding the parts of a works cited page
- Using proper format on a works cited page in MLA style
- Inserting page numbers
- Renumbering page numbers
- Using hanging indents
- Sorting text A-Z



12 Works Cited Page



Parts

Description

Header	Includes the author's last name and page number. Often renumbered to reflect the last page of the report.
Title	Identifies the sources/references page of the report with the text "Works Cited." Text is center-aligned and written in initial caps.
Citations	Includes a list, in alphabetical order, of all of the sources used in the report. Sources/references may include any of the following: books, journals, newspaper articles, magazine articles, Web sources, and personal interviews. Note: It is important to consult the guidelines in the <i>MLA Handbook for Writers of Research Papers</i> for proper works cited format.

Document 12 Works Cited Page

Scenario

During her research on the history of potato chips, Scarlett Ross kept track of the books and Web sources that she referred to, quoted, and paraphrased in her report. Using that information, she has now created the works cited page. Her report finished on page 2, so her works cited page is numbered page 3. She has formatted the header's page number to restart at page 3 since she has created this document as a separate file from her report. As proper MLA format dictates, the page has a centered title, double spacing, hanging indents, and is alphabetized.



Document Setup

Start Up	Using word processing software, create a NEW document.
File Name	Save the file as: Doc12_Practice.
Orientation	Portrait
Margins	Top 1", Left 1", Right 1", Bottom 1"
Line Spacing	Double, no additional spacing before and after paragraphs
Font, Size	Times New Roman, 12 pt.



Instructions

1. Follow the Document Setup instructions provided.
2. Refer to the Practice Document as you follow the instructions below.
3. Insert a page number in the header preceded by the writer's last name. The header should be right aligned and formatted to begin on page 3 in Times New Roman.
4. Key the title "Works Cited" as shown.
5. Using a .5" hanging indent with each entry, key the citations as shown.
6. Sort the list of citations from A-Z.
7. Carefully proofread your work for format and grammatical accuracy.
8. Resave the file.
9. Print a copy of the document if required by your instructor.

Document 12: **Works Cited Page**

LEFT 1"

TOP 1"

Ross 3

RIGHT 1"

Works Cited

Ament, Phil. "Potato Chip History – Invention of Potato Chips." *The Great Idea Finder*. April
HANGING INDENT .5" → 2007. Web. 20 November 2012.

Lays Potato Chips. *Frito-Lay.com*. June 2006. Web. 19 November 2012.

Burhans, Dirk. *Crunch!: A History of the Great American Potato Chip*. Madison: University of
Wisconsin Press, 2008. Print.

BOTTOM 1"



Agenda

What is an agenda?

An agenda is a sequential list of events for a meeting, seminar, or program. It is a logical and well thought-out plan for both the organizer and participants and can improve the efficiency and productivity of a decision process. Agendas are easy to read and provide structure for the topics to be discussed or presented.

Why is using an agenda important?

Using an agenda is important because:

1. It communicates important information.
2. It provides an outline for the meeting.
3. It can be used as a checklist to ensure that all information is covered.
4. It provides a focus for the meeting.
5. If distributed ahead of time, it allows participants to prepare for the discussion.

Examples

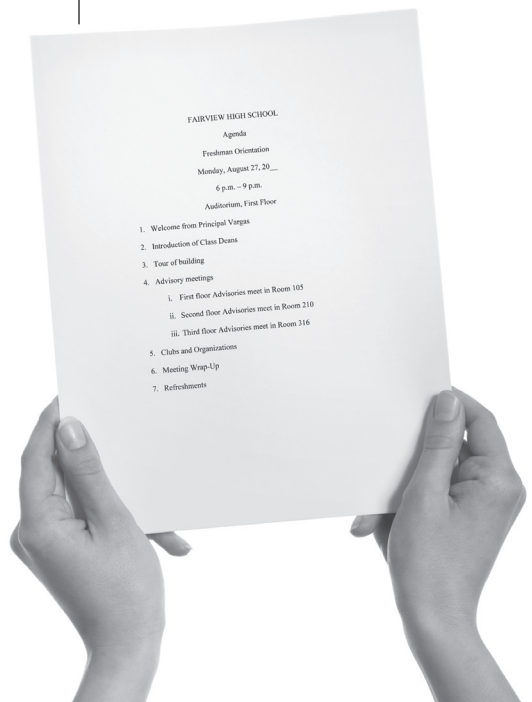
- Monthly staff meeting agenda
- Itinerary of orientation day
- Schedule of events for manager trainings

Goal

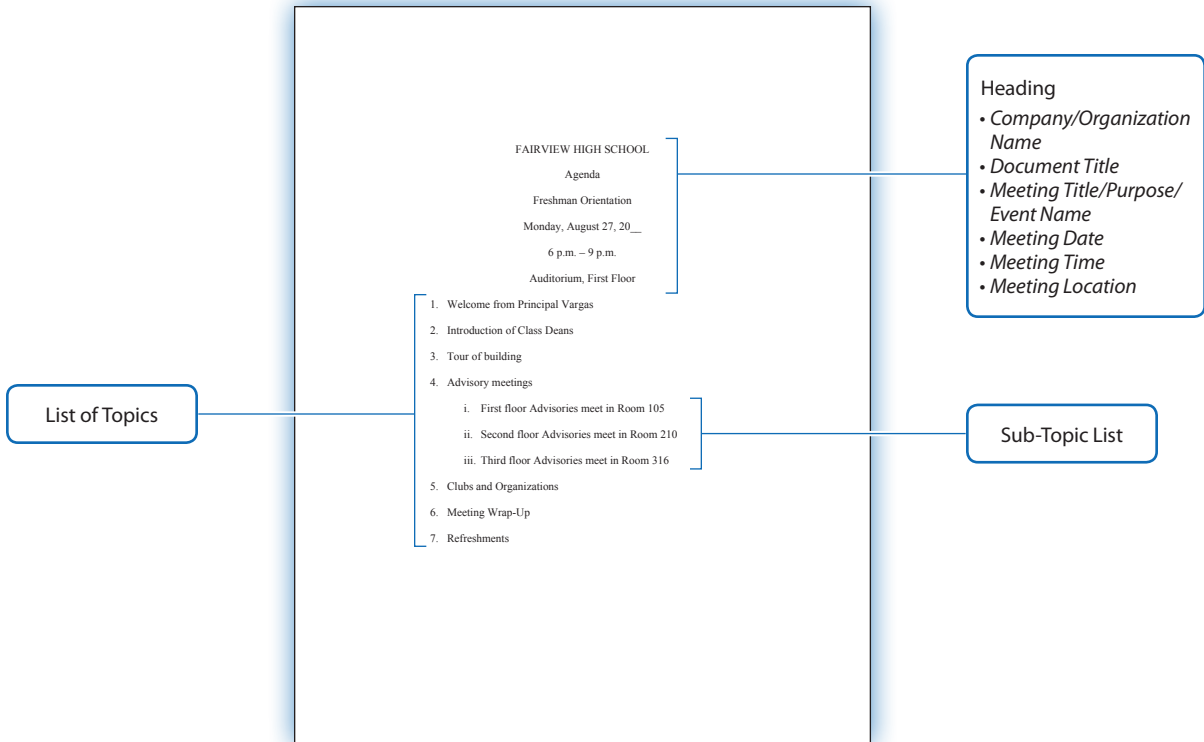
Use word processing software to learn and practice how to create and format an agenda.

Skills

- Understanding the parts of an agenda
- Using proper agenda format
- Setting margins
- Aligning text
- Setting line spacing
- Formatting multi-level numbered lists
- Using various numbering styles



Document 13 Agenda



Parts	Description
Heading	Includes the following: Name of the Company/Organization holding the meeting Document Title: "Agenda" Meeting Title, Purpose of the Meeting, or Name of the Event Meeting Date Meeting Time Meeting Location
List of Topics	Numbered list that briefly describes the content or topic to be considered.
Sub-Topic List	Detailed description of the content or topic to be considered.

Document 13 Agenda

Scenario

Each year, Fairview High School holds an orientation for its incoming freshman class. This year, the day is being held three days before school opens and is meant to calm the nerves of the new students. Since many of the students have never set foot into Fairview High, this day will help them become familiar with the layout of the building and get to know some of the people they are about to spend the next four years with. Prior to orientation, the administration of Fairview High School sent letters home to students and included the orientation day agenda.



Document Setup

Start Up	Using word processing software, create a NEW document.
File Name	Save the file as: Doc13_Practice
Orientation	Portrait
Margins	Top 2", Left 1.75", Right 1.75", Bottom 1"
Line Spacing	Double, no additional spacing before and after paragraphs
Font, Size	Times New Roman, 12 pt.



Instructions

1. Follow the Document Setup instructions provided.
2. Refer to the Practice Document as you follow the instructions below.
3. Key the heading of the agenda as shown.
4. Using both number styles, key the multi-level numbered list as shown. Be sure to use the tab key before keying the sub-topic list.
5. Carefully proofread your work for format and grammatical accuracy.
6. Resave the file.
7. Print a copy of the document if required by your instructor.

Document 13: **Agenda**

LEFT 1.75"

TOP 2"

RIGHT 1.75"

FAIRVIEW HIGH SCHOOL

Agenda

Freshman Orientation

Monday, August 27, 20__

6 p.m. – 9 p.m.

Auditorium, First Floor

1. Welcome from Principal Vargas
2. Introduction of Class Deans
3. Tour of building
4. Advisory meetings
 - i. First floor Advisories meet in Room 105
 - ii. Second floor Advisories meet in Room 210
 - iii. Third floor Advisories meet in Room 316
5. Clubs and Organizations
6. Meeting Wrap-Up
7. Refreshments

BOTTOM 1"



E-mail

What is e-mail?

E-mail, or electronic mail, is a form of correspondence that is sent via the Internet. Since e-mail is such a common mode of transmitting messages, it has become more acceptable to communicate this way. It is faster than traditional mail—hard copies sent in envelopes through the postal service. Not only does the message itself have an area for text, but other files can be attached to the message such as letters, pictures, or video. E-mail messages can be sent to one person or to many people at the same time.

Why is using e-mail important?

Your relationship with the recipient of your e-mail will dictate the etiquette you should use in your message. E-mail can have the formality of a letter or may be sent in place of a memo within an organization. Messages sent to your personal acquaintances may have a much friendlier tone, but when sending business communications, e-mail should follow a similar set of standards like those used for business letters. E-mail messages should have an appropriate salutation, proper spelling and grammar, and a polite and professional tone. Regardless of who the recipient of the e-mail is, always maintain a polite and courteous tone. Avoid using texting acronyms such as LOL or IDK or emoticons.

Examples

- E-mail to request information from a company
- E-mail to thank someone for a meeting
- E-mail to schedule an appointment
- E-mail to a teacher to inquire about a homework assignment

Goal

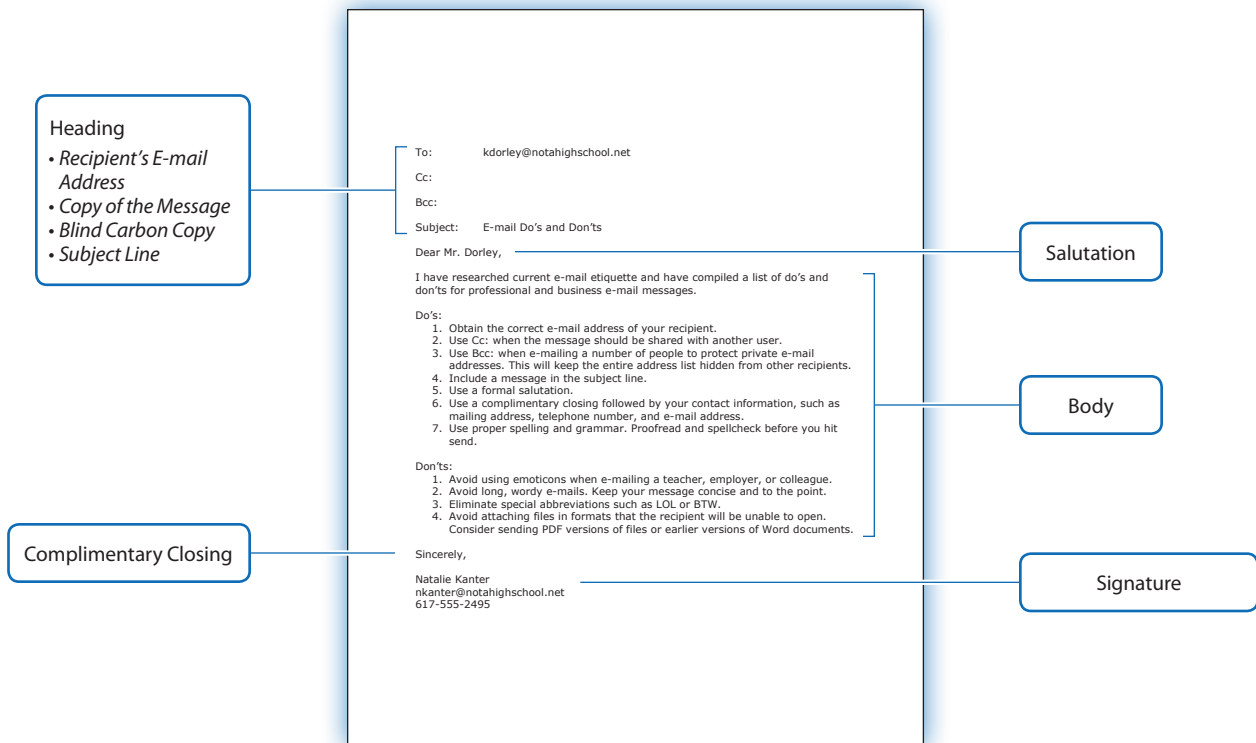
Use word processing software to learn and practice how to create and format an e-mail message.

Skills

- Understanding the parts of an e-mail
- Appropriate use of the subject line
- Appropriate use of the salutation and complimentary closing
- Professional and polite tone in the body of the e-mail message
- Using the auto-numbering feature



Document 14 E-mail



Parts	Description
Heading	Includes the following information fields: To: Includes the recipient's e-mail address. Cc: This field allows you to send a copy of the message to someone else besides the recipient. You can send copies to several people by including all of their addresses in this field. Cc originally stood for "carbon copy" but it has come to stand for "courtesy copy." Bcc: This field allows you to send copies to several people, however, this list of e-mail addresses is hidden from other recipients. Bcc stands for "blind carbon copy." Subject: A brief description of the topic or content of the message.
Salutation	Includes the greeting (opening) of the e-mail, followed by the receiver's courtesy title (Mr., Mrs., or Ms.) and last name.
Body	Contains the content of the message.
Complimentary Closing	Typically includes a closing phrase and is used to show respect and appreciation for the person reading the e-mail.
Signature	Many e-mail programs allow you to include a signature at the bottom of your message. Along with the sender's first and last name, it should include additional information about the sender, such as mailing address, Web site address, and phone number.

Document 14 E-mail

Scenario

Natalie Kanter's teacher asked her to compose an e-mail message to him listing the do's and don'ts when writing business e-mails. Since Mr. Dorley is her teacher, Natalie maintains a formal relationship with him. This means that the rules she wrote about are the exact rules she has followed when composing the e-mail to Mr. Dorley. Since there are multiple e-mail service providers, Mr. Dorley required Natalie to create her message using a blank word processing document to represent the e-mail software that she uses. For this document, assume your word processing page represents an e-mail software program such as MS Outlook.



Document Setup

Start Up	Using word processing software, create a NEW document.
File Name	Save the file as: Doc14_Practice
Orientation	Portrait
Margins	Top 2", Left 1", Right 1", Bottom 1"
Line Spacing	Single, no additional spacing before and after paragraphs
Font, Size	Verdana, 11 pt.



Instructions

1. Follow the Document Setup instructions provided.
2. Refer to the Practice Document as you follow the instructions below.
3. Key the heading of the e-mail left-aligned, double spacing between each heading.
4. Key the salutation, then double space.
5. Key the body of the e-mail in single space, then double space between paragraphs.
6. Select the list of Do's in the second paragraph and apply a numbered list.
7. Select the list of Don'ts in the third paragraph and apply a numbered list.
8. Key the remaining text as shown.
9. Carefully proofread your work for format and grammatical accuracy.
10. Resave the file.
11. Print a copy of the document if required by your instructor.

Document 14: E-mail

LEFT 1"

TOP 2"

RIGHT 1"

To: kdorley@notahighschool.net

Cc:

Bcc:

Subject: E-mail Do's and Don'ts

Dear Mr. Dorley,

I have researched current e-mail etiquette and have compiled a list of do's and don'ts for professional and business e-mail messages.

Do's:

1. Obtain the correct e-mail address of your recipient.
2. Use Cc: when the message should be shared with another user.
3. Use Bcc: when e-mailing a number of people to protect private e-mail addresses. This will keep the entire address list hidden from other recipients.
4. Include a message in the subject line.
5. Use a formal salutation.
6. Use a complimentary closing followed by your contact information, such as mailing address, telephone number, and e-mail address.
7. Use proper spelling and grammar. Proofread and spellcheck before you hit send.

Don'ts:

1. Avoid using emoticons when e-mailing a teacher, employer, or colleague.
2. Avoid long, wordy e-mails. Keep your message concise and to the point.
3. Eliminate special abbreviations such as LOL or BTW.
4. Avoid attaching files in formats that the recipient will be unable to open. Consider sending PDF versions of files or earlier versions of Word documents.

Sincerely,

Natalie Kanter
nkanter@notahighschool.net
617-555-2495

BOTTOM 1"



Table of Contents

What is a **table of contents**?

Very often known as a TOC, a table of contents is a list of sections within a document. Using the TOC feature within word processing software offers the option of hyperlinking each section in the TOC to the appropriate section within the report. This makes working with electronic versions of documents much easier. However, for the creation of this document, only tabs and dot leaders will be used.

Why is using a **table of contents** important?

The table of contents is found at the beginning of the document and provides a quick reference to different sections within a document. If a reader wishes to jump to a particular topic, the use of a table of contents can eliminate having to skim, search, or read the document for the necessary text.

Examples

- A table of contents used in an informative report
- A table of contents used in a persuasive report
- A table of contents used in a research report
- A table of contents used in a business report
- A table of contents used in an academic report

Goal

Use word processing software to learn and practice how to create and format a table of contents.

Skills

- Understanding the parts of a table of contents
- Using tabs
- Using dot leaders



15 Table of Contents

The diagram shows a table of contents with four callout boxes pointing to specific parts: 'Title' points to the main heading 'Table of Contents'; 'Section Headings' points to the main seasonal sections; 'Sub-headings' points to the sub-sections within each season; and 'Page Numbers' points to the numerical values at the end of each line.

Section	Page Number
Table of Contents	
Introduction.....	1
Section 1: Winter (December through February).....	2
Holidays.....	3
Weather.....	5
School Sports.....	6
Professional Sports.....	8
Section 2: Spring (March through May).....	10
Seasonal Veggies.....	11
Seasonal Fruits.....	13
Plants and Flowers.....	18
Section 3: Summer (June through August).....	20
Vacations.....	21
Outdoor Activities.....	23
Beaches, Lakes, and Rivers.....	24
Section 4: Fall (September through November).....	26
Pumpkin Picking.....	27
Fall Foliage.....	28
Back-to-School.....	30
Conclusion.....	32

Parts	Description
Title	Indicates the title of the page with the text: "Table of Contents."
Section Headings	Include the subject headings within the report, followed by a series of dot leaders and the corresponding page numbers.
Sub-headings	Include the sub-headings within the section heading in the report, followed by a series of dot leaders and the corresponding page numbers.
Page Numbers	Often preceded by dot leaders, the page numbers correspond to each heading or sub-heading within the report.

Document 15 Table of Contents

Scenario

Aggie Hicks has completed her report on the “Seasons in New England.” She is required to submit a table of contents for her work to include the different sections and sub-sections of her report. She had the option of using the table of contents feature in her word processing software, but decided to use tabs and dot leaders only.



Document Setup

Start Up Using word processing software, create a NEW document.

File Name Save the file as: Doc15_Practice

Orientation Portrait

Margins Top 1”, Left 1”, Right 1”, Bottom 1”

Line Spacing Single, no additional spacing before and after paragraphs

Font, Size Calibri, 11 pt., unless otherwise noted



Instructions

1. Follow the Document Setup instructions provided.
2. Refer to the Practice Document as you follow the instructions below.
3. Key the title of the document as shown, then double space.
4. Set a left tab at .25” and .5”.
5. Set a right tab with dot leaders at 6.5”.
6. Using the tab key, key the Introduction followed by a tab and the page number. Dot leaders should appear before the page number.
7. Using the tab key, key the section heading followed by a tab and page number. Dot leaders should appear before the page number.
8. Continue keying the table of contents paying careful attention to the tabs as shown.
9. Format the text “Table of Contents” to 14 pt. bold.
10. Carefully proofread your work for format and grammatical accuracy.
11. Resave the file.
12. Print a copy of the document if required by your instructor.

Document 15: **Table of Contents**

LEFT 1"

TOP 1"

RIGHT 1"

Table of Contents

		RIGHT TAB
TAB	Introduction.....	1
	Section 1: Winter (December through February)	2
TAB	Holidays.....	3
	Weather	5
	School Sports	6
	Professional Sports	8
	Section 2: Spring (March through May)	10
	Seasonal Veggies.....	11
	Seasonal Fruits	13
	Plants and Flowers	18
	Section 3: Summer (June through August).....	20
	Vacations.....	21
	Outdoor Activities	23
	Beaches, Lakes, and Rivers	24
	Section 4: Fall (September through November)	26
	Pumpkin Picking.....	27
	Fall Foliage	28
	Back-to-School	30
	Conclusion	32

BOTTOM 1"



Meeting Minutes

What are **meeting minutes**?

Meeting minutes document a meeting in a condensed format and record the important details of an actual meeting. One participant at the meeting is selected to take notes and prepare meeting minutes on anything significant that occurs. That person must note the start and end time, the location, who is in attendance, and who is missing. They then summarize what was discussed and what decisions (if any) were made. This summary does not include word for word what took place, but merely a summary of what was discussed.

Why is using **meeting minutes** important?

For many organizations, meeting minutes serve as an accurate account of significant actions that were taken and issues that were discussed at the meeting. Those not in attendance can rely on the meeting minutes as a communication tool that shares the outcomes of the meeting.

Examples

- Minutes of an annual business meeting
- Minutes of a monthly staff meeting
- Minutes of a school club meeting
- Minutes of a quarterly association meeting

Goal

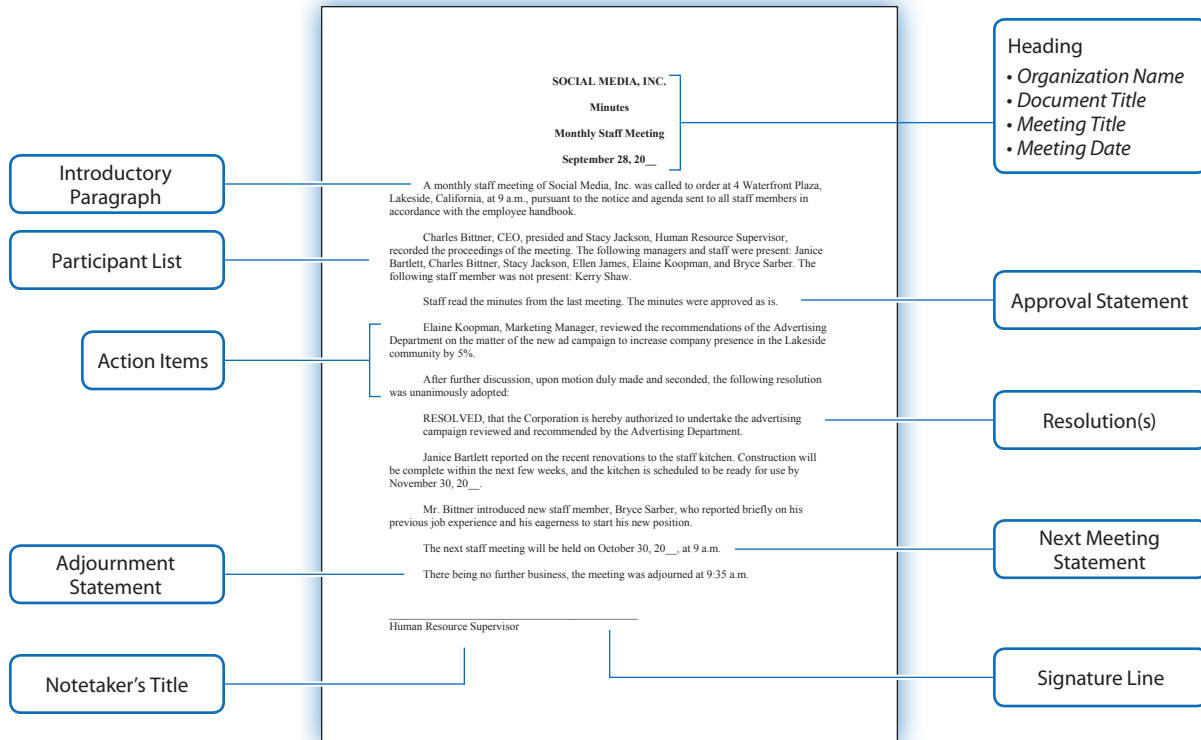
Use word processing software to learn and practice how to create and format meeting minutes.

Skills

- Understanding the parts of a meeting minutes document
- Using proper meeting minutes format
- Setting margins
- Aligning text
- Changing line spacing
- Using correct paragraph alignment
- Formatting a block indent



Document 16 Meeting Minutes



Parts	Description
Heading	Includes the name of the organization, the title of the document, the title of the meeting, and the date of the meeting.
Introductory Paragraph	Includes the name of the organization, the location, the time of the meeting, and the type of meeting.
Participant List	Includes the name of the person conducting the meeting, along with the names of all of those who attended the meeting, and those who were not present at the meeting.
Approval Statement	Includes a statement of whether or not the previous meeting's minutes were approved.
Action Items	Based on the agenda, these items include what decisions or actions were made.
Resolution(s)	Describe(s) the status of how issues are resolved or will be resolved at a later date.
Next Meeting Statement	Includes the date and time of the next meeting.
Adjournment Statement	Includes the time the meeting ended.
Signature Line	Used for the notetaker's signature.
Notetaker's Title	The job title of the person who took the meeting minutes.

Document 16 Meeting Minutes

Scenario

On September 28, 20__, at 9:00 a.m., a monthly staff meeting was held at Social Media, Inc. (SMINC) located at 4 Waterfront Plaza, Lakeside, California. The staff knows from the employee handbook that management at SMINC requires a monthly staff meeting. Charles Bittner, CEO, led the meeting and Stacy Jackson, SMINC's Human Resource Supervisor, recorded the minutes. Janice Bartlett, Ellen James, Elaine Koopman, and Bryce Sarber were present. Absent that day was Kerry Shaw.



Document Setup

Start Up	Using word processing software, create a NEW document.
File Name	Save the file as: Doc16_Practice
Orientation	Portrait
Margins	Top 1", Left 1", Right 1", Bottom 1"
Line Spacing	Single, no additional spacing before and after paragraphs
Font, Size	Times New Roman, 12 pt.



Instructions

1. Before you begin, carefully read the meeting script on the following two pages.
2. Follow the Document Setup instructions provided.
3. Refer to the Practice Document as you follow the instructions below.
4. Key the heading as shown, center-aligned and bold, then double space between lines and before the body.
5. Key the body of the minutes. Indent each paragraph, block indent the resolution, then double space between each paragraph as shown.
6. Triple space and key the ending signature line as shown, then single space.
7. Key the notetaker's title.
8. Carefully proofread your work for format and grammatical accuracy.
9. Resave the file.
10. Print a copy of the document if required by your instructor.

16 Meeting Minutes

Meeting Script

Charles Bittner

Good Morning everyone. How's everyone doing today?

Everyone

Fine.

Charles Bittner

Has anyone heard from Kerry? I know she wasn't feeling well yesterday?

Stacy Jackson

She called this morning. She's going to see her doctor today.

Charles Bittner

That's too bad. Hope she gets better and none of us catch that awful cold. Well, I'm glad we are all here today. We have a lot to cover, and I want to stick to the agenda. Does everyone have a copy of the agenda?

Janice Bartlett

I need one. Sorry.

Charles Bittner

No problem. Stacy, can you pass Janice an agenda? Thanks.

Stacy Jackson

Janice, is your e-mail still not working? I thought I e-mailed copies of these.

Janice Bartlett

No, not yet. Tech support will be here this afternoon to help me with it.

Charles Bittner

Oh, good. That needs to be fixed as soon as possible. Okay, the first item is the approval of last month's minutes.

Please take a second to read them over and let me know if you have any objections. Janice, do you have a copy?

Janice Bartlett

Yes, I'm all set.

(meeting members read quietly for a moment)

Charles Bittner

I motion to approve August's meeting minutes.

Elaine Koopman

I second.

Charles Bittner

All in favor?

Everyone

Yes.

Charles Bittner

Approved. OK. Today we need to talk about the new ad campaign. Elaine?

Elaine Koopman

Sure, Charles. Well, my department had a chance to review the new ad campaign that Ellen's Advertising Department has been working on. We love it. We think that it should really help increase clients. We predict that since it targets the Lakeside area businesses, it's perfect for our 2012 goal. Right now there are 200 businesses in Lakeside that use our services. This ad campaign should result in a 5% increase in new customer contracts. We really want to move forward with it. I think everyone should have had a chance to see the new commercial. It's great. We just need to vote today on going ahead with the campaign.

Document 16 Meeting Minutes

Meeting Script continued

Charles Bittner

Thanks, Elaine. I think the commercial is fantastic.

Janice Bartlett

I motion to accept and move forward with the new ad campaign.

Charles Bittner

I second. All in favor?

Everyone

Yes.

Charles Bittner

Next business is an update on the staff kitchen renovations. I, for one, can't wait to hear about this. It seems like our staff kitchen has been turned upside down forever! I just can't wait to have a hot cup of coffee I made myself again! Janice, how's it going?

Janice Bartlett

Well, Charles, everyone will be happy to know that things are almost done. The cabinets have been installed, and the plumbing is finished. There are only a few finishing touches to do in the next few weeks, including moving the furniture back in. Anyone who is willing to help, please let me know. So, I expect we should be able to use it by November 30. If not, I'll buy coffee for everyone for a week.

Charles Bittner

Great, Janice. And thanks again for heading up this effort. I know it hasn't been easy managing all of the delays. It's going to look great when it's done. Finally, our last agenda item is our new staff member, Bryce Sarber. I'm

sure you've all met Bryce by now, but I wanted to give him some time today to introduce himself.

Bryce Sarber

Thanks, Mr. Bittner. Hello everyone. I'm glad to be here. I worked for so long as a sales person for Advertising Innovations right here in Lakeside that I feel like I know some of you already. But I'm eager to start on my sales projects here. I think I have some great ideas that I can bring along and lots of energy. Looks like I'll need it to keep up with all of you.

Charles Bittner

We're happy to have you Bryce. Let us know if you need anything. We all love to help. Alright, the next meeting will be held on October 30. Let's stick to 9 a.m. I think it works best to get the meeting over with before the day gets too crazy. Anyone else have any new business?

Everyone

No.

Charles Bittner

Okay then, meeting adjourned. It's only 9:35 a.m. Who wants to take a walk downstairs to help me with some boxes?

Document 16: Meeting Minutes

LEFT 1"

TOP 1"

RIGHT 1"

SOCIAL MEDIA, INC.**Minutes****Monthly Staff Meeting****September 28, 20__**TAB ALL
PARAGRAPHS

A monthly staff meeting of Social Media, Inc. was called to order at 4 Waterfront Plaza, Lakeside, California, at 9 a.m., pursuant to the notice and agenda sent to all staff members in accordance with the employee handbook.

Charles Bittner, CEO, presided and Stacy Jackson, Human Resource Supervisor, recorded the proceedings of the meeting. The following managers and staff were present: Janice Bartlett, Charles Bittner, Stacy Jackson, Ellen James, Elaine Koopman, and Bryce Sarber. The following staff member was not present: Kerry Shaw.

Staff read the minutes from the last meeting. The minutes were approved as is.

Elaine Koopman, Marketing Manager, reviewed the recommendations of the Advertising Department on the matter of the new ad campaign to increase company presence in the Lakeside community by 5%.

After further discussion, upon motion duly made and seconded, the following resolution was unanimously adopted:

.5" BLOCK INDENT

RESOLVED, that the Corporation is hereby authorized to undertake the advertising campaign reviewed and recommended by the Advertising Department.

Janice Bartlett reported on the recent renovations to the staff kitchen. Construction will be complete within the next few weeks, and the kitchen is scheduled to be ready for use by November 30, 20__.

Mr. Bittner introduced new staff member, Bryce Sarber, who reported briefly on his previous job experience and his eagerness to start his new position.

The next staff meeting will be held on October 30, 20__, at 9 a.m.

There being no further business, the meeting was adjourned at 9:35 a.m.

 Human Resource Supervisor

BOTTOM 1"

Appendix

NBEA Achievement Standards for Communication

Formatting Business Documents reinforces or meets a variety of standards as established by the National Business Education Association (NBEA) in the area of Communication. The following standards assume that both the *Formatting Business Documents* Student Workbook and Assessments have been utilized in the classroom.

Foundations of Communication

Achievement Standard:

Communicate in a clear, complete, concise, correct, and courteous manner on personal and professional levels.

Written Communication

Level 1 Performance Expectations Reinforced or Met:

- Discuss the importance of correct spelling, grammar, word and number usage, punctuation, and formatting
- Write logical, coherent phrases, sentences, and paragraphs incorporating correct spelling, grammar, and punctuation
- Compose simple requests for information, reports, and summaries
- Edit and revise written work
- Take effective notes
- Compose digital communications such as e-mail, text, or instant messaging

Level 2 Performance Expectations Reinforced or Met:

- Develop an outline to facilitate logical and understandable written documents
- Use acceptable standards for grammar, punctuation, and word and number usage
- Document properly both print and digital sources to avoid plagiarism
- Write coherent business messages, instructions, descriptions, summaries, and reports using appropriate formats
- Proofread documents to ensure correct grammar, spelling, and punctuation

Level 3 Performance Expectations Reinforced or Met:

- Use acceptable steps in the writing process
- Apply a variety of specific proofreading techniques to identify and correct errors
- Compare drafts to final documents and make editorial changes

- Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous
- Compose appropriate messages for specific audiences
- Compose and produce a variety of business messages and reports using correct style, format, and content

Level 4 Performance Expectations Reinforced or Met:

- Incorporate information that has been gathered from other sources into written documents by the use of paraphrasing and citations
- Edit business documents to improve content and effectiveness

Employment Communication

Level 2 Performance Expectations Reinforced or Met:

- Write a simple application letter and resumé for a simulated job opportunity

Technological Communication

Achievement Standard:

Use technology to enhance the effectiveness of communication.

Level 1 Performance Expectations Reinforced or Met:

- Demonstrate basic keyboarding and computer functions
- Use basic applications (word processing, spreadsheets, databases, presentations, and graphics)

Level 2 Performance Expectations Reinforced or Met:

- Refine documents using spell check (traditional and contextual), thesaurus, and grammar check tools

Source: *National Standards for Business Education: What America's Students Should Know and Be Able to Do in Business*. Reston, VA: National Business Education Association, 2007. Print.

Formatting BUSINESS DOCUMENTS

Practice Lessons for Word Processing Applications

How to Format Business Documents is an Essential Communication Skill for All Students to Learn!

Using word processing software, the lessons in this book provide students with the guidelines for formatting 16 of the most common and essential documents used in today's business world. Using real-world scenarios, students will learn the importance of how writing effectively and formatting documents properly is an essential ingredient to the success of their professional growth. From resumes, cover letters, and memos, *Formatting Business Documents* is a staple resource and learning tool for every student.

Features

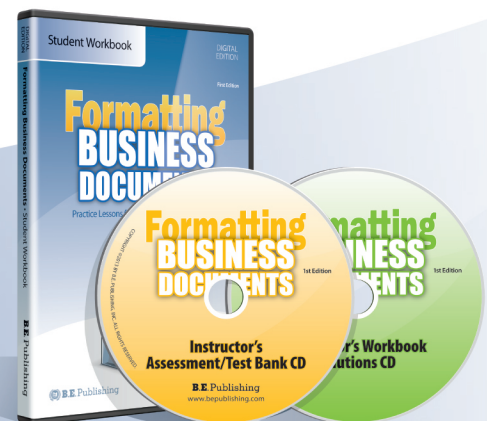
- Lessons can be completed using any word processing application
- Teaches students standard acceptable formats for 16 of the most common business documents
- Includes easy-to-follow visual illustrations of proper document formats
- Designed with teen-based content for maximum interest level
- Aligned with NBEA (National Business Education Association) Standards
- Designed for secondary level students (grades 7 -12)

Covers the Following Business Documents

- | | |
|--------------------------------|-----------------------|
| 1. Memo | 9. Job Cover Letter |
| 2. Block Style Business Letter | 10. Outline |
| 3. Modified Block Style Letter | 11. MLA Style Report |
| 4. Personal Business Letter | 12. Works Cited Page |
| 5. #10 Business Envelope | 13. Agenda |
| 6. Business Letterhead | 14. E-mail Message |
| 7. Press/News Release | 15. Table of Contents |
| 8. Resumé | 16. Meeting Minutes |

Also available:

- Student Workbook Digital Edition
- Instructor's Workbook Solutions CD
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B.E. Publishing

www.bepublishing.com

ISBN: 1-934422-50-9