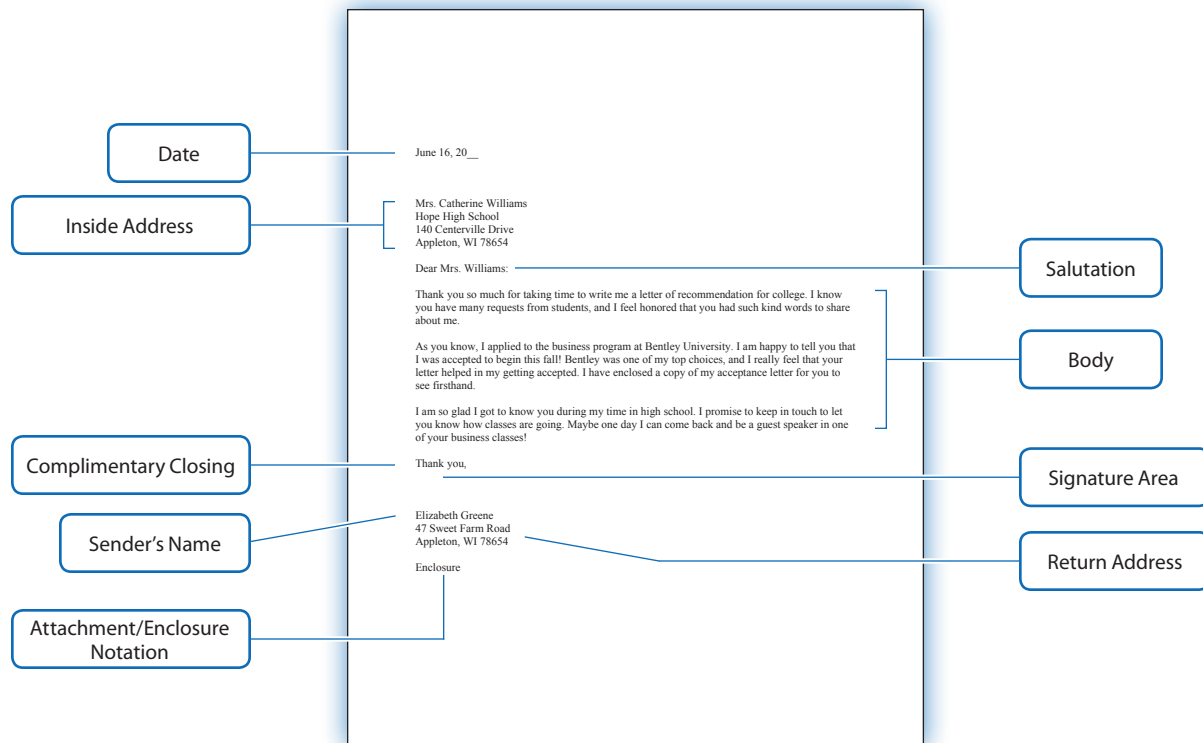


4

Personal Business Letter



Parts

Description

| | |
|--------------------------------------|---|
| Date | The date the letter is written. |
| Inside Address | Includes the following information of the person receiving the letter: courtesy title (Mr., Mrs., or Ms.), first and last name and his/her job title (if applicable), company name (if applicable), street address, city, state, and zip code. |
| Salutation | Includes the greeting (opening) of the letter, followed by the receiver's courtesy title and last name. Note: If you know the person well and usually address them by their first name, it is acceptable to use the first name of the person. |
| Body | Includes the details of the letter. The first paragraph should introduce and state the reason for the letter. The following paragraphs should provide details for why the letter is being written and any background information that supports the message. |
| Complimentary Closing | Typically includes a closing phrase and is used to show respect and appreciation for the person reading the letter. |
| Signature Area | The space for the sender's signature. |
| Sender's Name | Includes the sender's first and last name, followed by his/her job title (if applicable). |
| Return Address | The address of the person sending the letter (sender). Includes the street address, city, state, and zip code. |
| Attachment/Enclosure Notation | Indicates another document is attached or enclosed with the letter. |

4 Personal Business Letter

Scenario

Elizabeth Greene asked Mrs. Williams, one of her teachers, to write a letter of recommendation when she was applying to colleges this past winter. Elizabeth loved Mrs. Williams and was lucky to have her for three business classes at Hope High School. She was applying to business programs at a few colleges and thought Mrs. Williams' recommendation letter would help her to get accepted. The letter was great. Elizabeth was accepted to her first choice college, and now she needs to thank Mrs. Williams for the letter. She also wants to let her know about the good news!



Document Setup

| | |
|---------------------|---|
| Start Up | Using word processing software, create a NEW document. |
| File Name | Save the file as: Doc4_Practice |
| Orientation | Portrait |
| Margins | Top 2", 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. Key the date, then quadruple space.
4. Key the inside address, then double space.
5. Key the salutation, then double space.
6. Key the body of the letter in single space, then double space between paragraphs.
7. Key the complimentary closing, then quadruple space.
8. Key the sender's name and address in single space, then double space.
9. Key the enclosure notation.
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.
13. Sign the sender's name in the signature area if required by your instructor.

Document 4: **Personal Business Letter**

LEFT 1"

TOP 2"

RIGHT 1"

June 16, 20__

Mrs. Catherine Williams
Hope High School
140 Centerville Drive
Appleton, WI 78654

Dear Mrs. Williams:

Thank you so much for taking time to write me a letter of recommendation for college. I know you have many requests from students, and I feel honored that you had such kind words to share about me.

As you know, I applied to the business program at Bentley University. I am happy to tell you that I was accepted to begin this fall! Bentley was one of my top choices, and I really feel that your letter helped in my getting accepted. I have enclosed a copy of my acceptance letter for you to see firsthand.

I am so glad I got to know you during my time in high school. I promise to keep in touch to let you know how classes are going. Maybe one day I can come back and be a guest speaker in one of your business classes!

Thank you,

Elizabeth Greene
47 Sweet Farm Road
Appleton, WI 78654

Enclosure

BOTTOM 1"



Envelope

What is an envelope?

An envelope is a container in which to send a letter. There are many sizes of envelopes used for different types of stationery. When a letter is typed on an 8.5" x 11" sheet of paper, a No. 10 envelope should be used. When the paper is folded in thirds, the paper fits perfectly.

Why is creating a typed envelope important?

Besides giving your correspondence a professional look, a typed envelope can actually aid in the delivery of mail. An easy-to-read font will allow mail to easily move through the mailing process at the post office.

Examples

- Standard Business Envelope (No. 10 – size 9 ½" x 4")
- Smaller Business Envelope (No. 6 ¾ – size 6 ½" x 3")
- Executive Envelope (No. 9 – size 8" x 3")

Goal

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

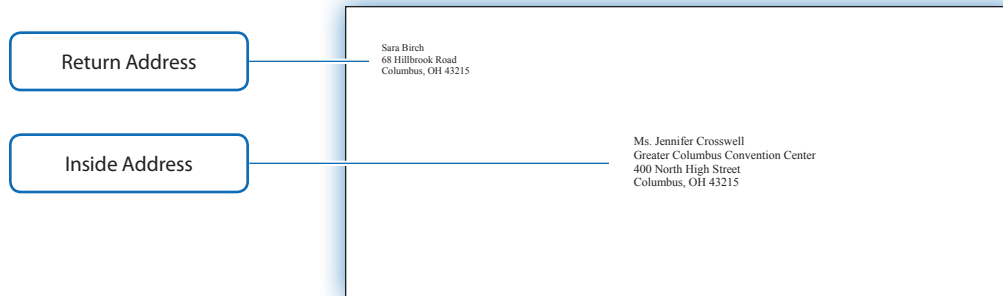
Skills

- Understanding the parts of an envelope
- Using proper envelope format
- Setting margins (optional)*
- Setting line spacing (optional)*
- Formatting font sizes (optional)*
- Setting tabs (optional)*



5

Envelope



| Parts | Description |
|-----------------------|--|
| Return Address | Includes the sender's name, street address, city, state, and zip code. |
| Inside Address | Includes the following information of the person receiving the letter: courtesy title (Mr., Mrs., or Ms.), first and last name and his/her job title (if applicable), company name (if applicable), street address, city, state, and zip code. |

5

Envelope

Scenario

In Document 2: Block Style Business Letter, Sara Birch wrote a letter to the Greater Columbus Convention Center in hopes of getting hired as a volunteer. To give her application a more professional look, the envelope should be prepared using word processing software.



Document Setup

| | |
|---------------------|--|
| Start Up | Using word processing software, create a NEW document. |
| File Name | Save the file as: Doc5_Practice |
| Orientation | Landscape |
| Margins | Top .5", Left .5", Right .5", Bottom .5" |
| Line Spacing | Single |
| Font, Size | Times New Roman, 12 pt., unless otherwise noted. |



Instructions

1. If using your word processing software's built in envelope feature, key the delivery address (inside address) and the return address as shown in the Practice Document.
2. If you are not using the envelope feature, refer to the Practice Document as you follow the instructions below.
3. Follow the Document Setup instructions provided.
4. Key the sender's name and return address in 10 pt.
5. Position the cursor 2" from the top of the envelope by leaving six blank lines after the return address.
6. Set a left tab at 3.5".
7. Tab to 3.5" and key the inside address.
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 5: Envelope

LEFT .5"

Sara Birch
68 Hillbrook Road
Columbus, OH 43215

TOP .5"

RIGHT .5"

If not using your word processing software's built-in envelope feature, tab the inside address as shown

Ms. Jennifer Crosswell
Greater Columbus Convention Center
400 North High Street
Columbus, OH 43215

BOTTOM .5"

Business Letterhead



What is business letterhead?

A letterhead takes the place of the return address on various types and formats of letters. It often includes the company logo, and if done in color, matches the company's color scheme. Located in the header and sometimes the footer of the document, a letterhead not only gives the printed letter a unique look, but it helps the recipient easily identify the company. It may contain various font styles and sizes as well as a logo or other graphic design.

Why is using a business letterhead important?

Use of a business letterhead on all communication provides a professional, consistent look. It provides a clear view of the contact information and helps readers recognize businesses through identity and branding.

Examples

- Standard letterhead
- Specialized letterhead (from a specific department within the company)
- Custom letterhead (typically includes the name of a person within the company)

Goal

Use word processing software to learn and practice how to create and format a business letterhead.

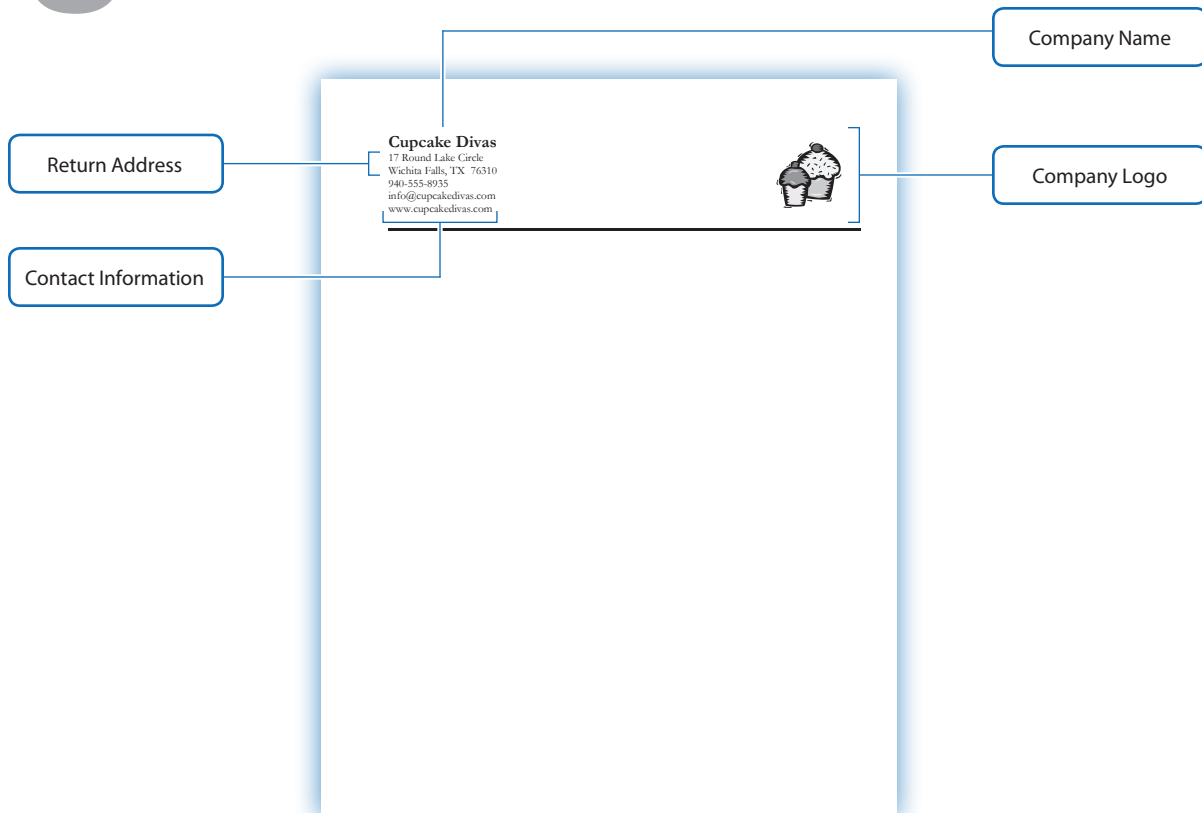
Skills

- Understanding the parts of business letterhead
- Formatting the header
- Changing font styles
- Formatting font size
- Inserting and formatting clip art
- Formatting a line shape



6

Business Letterhead



Parts

Description

| | |
|----------------------------|---|
| Company Name | Identifies the company name and is often the largest element on the page. |
| Return Address | Includes the street address, city, state, and zip code. |
| Contact Information | Includes the company's phone, fax, Web site address, e-mail address, and any other important contact information. |
| Company Logo | Includes a visual representation of the business using a combination of text, graphics, and/or color. |

6

Business Letterhead

Scenario

Alyssa Gauthier is interning this semester with the marketing and sales director at Cupcake Divas, a local specialty bakery. Cupcake Divas is in the process of revamping its company image, and Alyssa has been asked to design the letterhead for the bakery. Alyssa knows the importance of conveying a consistent look on all of the bakery's correspondence, such as customer appreciation and thank you letters. By using a letterhead for its letters, Cupcake Divas' name, address, telephone number, Web site, and e-mail will be easy to find and formatted in a professional way. Until the final logo is created by the professional designers, Alyssa uses a simple clip art image to depict what the bakery sells.



Document Setup

| | |
|---------------------|--|
| Start Up | Using word processing software, create a NEW document. |
| File Name | Save the file as: Doc6_Practice |
| Orientation | Portrait |
| Margins | Top 2", Left 1", Right 1", Bottom 1" |
| Line Spacing | Single |
| Font, Size | Garamond, 12 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. In the header of the document, key the company name using Garamond, 18 pt. bold.
4. Key the return address, telephone number, e-mail, and Web site in Garamond, 12 pt., then double space.
5. Insert a 7" black horizontal line, 3 pt. weight.
6. To act as the logo for Cupcake Divas, insert a clip art image of a cupcake or other bakery item and place it in the right section of the header.
7. Format the size of the clip art to 1" high by 1" wide.
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 6: **Business Letterhead**

LEFT 1"

TOP 2"

RIGHT 1"

Cupcake Divas

17 Round Lake Circle
Wichita Falls, TX 76310
940-555-8935
info@cupcakedivas.com
www.cupcakedivas.com



1" x 1"



↑
7" Horizontal Line, 3 pt. Weight

BOTTOM 1"



News Release

What is a news release?

Sometimes known as a press release, a news release gives the media information that is valuable, accurate, and attention-grabbing. Readers can get a sense of what's new and what's going on. Although the document should be written with an objective tone, the document can also be a great promotional tool.

Why is using a news release important?

A news release announces a possible story to journalists, the public, companies, and other organizations. It informs the reader of the details of a story. A news release may prompt journalists to dig deeper into a story or conduct an interview for further information.

Examples

- News Release to announce the launch of a new product
- News Release to announce an individual's achievement
- News Release to announce a contest winner
- News Release to announce a special event

Goal

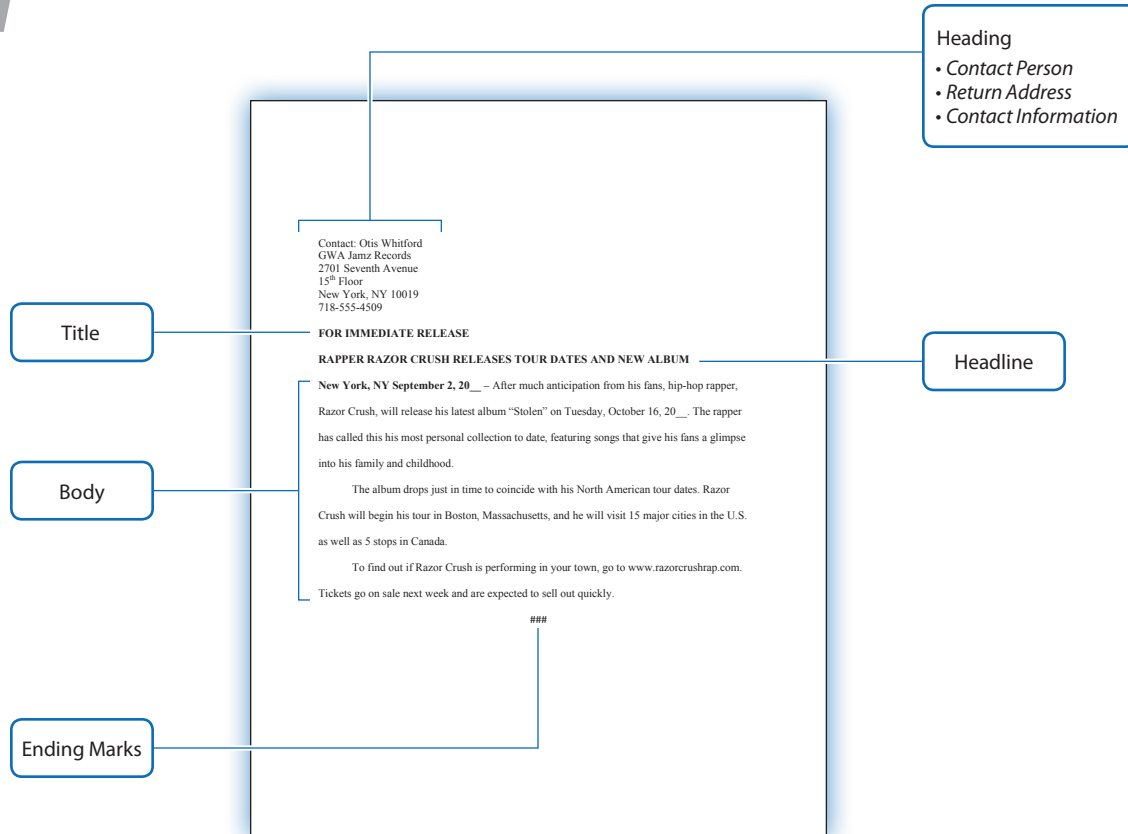
Use word processing software to learn and practice how to create and format a news release.

Skills

- Understanding the parts of a news release
- Using proper news release format
- Setting margins
- Using the change case feature
- Setting line spacing
- Using the default tab



News Release



Parts

Description

| | |
|---------------------|--|
| Heading | If a company letterhead is not used, the heading should include the following information of the person sending the news release: first and last name, job title (if applicable), company name, street address, city, state, zip code, and phone number. The heading may also include additional contact information, such as fax, e-mail, and Web site. |
| Title | Includes the text “FOR IMMEDIATE RELEASE” keyed in all caps and bold. |
| Headline | A brief statement that is meant to capture the journalist’s attention. It should be short and draw interest for the reader to read on. It is keyed in all caps and bold. |
| Body | The body always begins with the date and city where the news release originates. The use of bold is optional. The content should include the who, what, where, when, and why, and any other useful and interesting information. |
| Ending Marks | Indicate the end of the news release. |

7

News Release

Scenario

This year's hottest new rap artist, Razor Crush, is finally ready to release his new album and tour dates. Crush has never headlined a tour. Last year, he opened for Dwane Swagga and established a tremendous fan base. He is excited to go on tour himself and is hopeful that his fans will love the tracks on his new album "Stolen."



Document Setup

| | |
|---------------------|--|
| Start Up | Using word processing software, create a NEW document. |
| File Name | Save the file as: Doc7_Practice |
| Orientation | Portrait |
| Margins | Top 2", Left 1", Right 1", Bottom 1" |
| Line Spacing | Single (unless otherwise noted), 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 single space, key the heading as shown.
4. Change line spacing to double with no additional spaces before and after paragraphs.
5. Key the text "For Immediate Release."
6. Key the headline of the news release.
7. Key the body of the news release. Note: Do not indent the first paragraph.
8. Key the ending marks center-aligned on the last line.
9. Format the text "For Immediate Release" to bold, all caps.
10. Format the headline of the news release to bold, all caps.
11. Bold the location and date in the first paragraph as shown.
12. Carefully proofread your work for format and grammatical accuracy.
13. Resave the file.
14. Print a copy of the document if required by your instructor.

Document 7: **News Release**

LEFT 1"

TOP 2"

RIGHT 1"

Contact: Otis Whitford
GWA Jamz Records
2701 Seventh Avenue
15th Floor
New York, NY 10019
718-555-4509

FOR IMMEDIATE RELEASE**RAPPER RAZOR CRUSH RELEASES TOUR DATES AND NEW ALBUM**

New York, NY September 2, 20__ – After much anticipation from his fans, hip-hop rapper, Razor Crush, will release his latest album “Stolen” on Tuesday, October 16, 20__. The rapper has called this his most personal collection to date, featuring songs that give his fans a glimpse into his family and childhood.

TAB → The album drops just in time to coincide with his North American tour dates. Razor Crush will begin his tour in Boston, Massachusetts, and he will visit 15 major cities in the U.S. as well as 5 stops in Canada.

TAB → To find out if Razor Crush is performing in your town, go to www.razorcrushrap.com. Tickets go on sale next week and are expected to sell out quickly.

###

BOTTOM 1"



Resumé

What is a resumé?

A resumé is a professionally presented document that introduces you to a prospective employer. A resumé is the first piece of communication an employer often gets from you. It highlights your education and work experience as well as any clubs, sports, or organizations you have participated in. Awards or accomplishments that may be related to the job you are applying for are also included.

Why is using a resumé important?

This professional introduction is meant to encourage the opportunity for an interview that can lead to a job offer. It is important to convey how you can meet the needs of this organization by showcasing your abilities and skills.

Examples

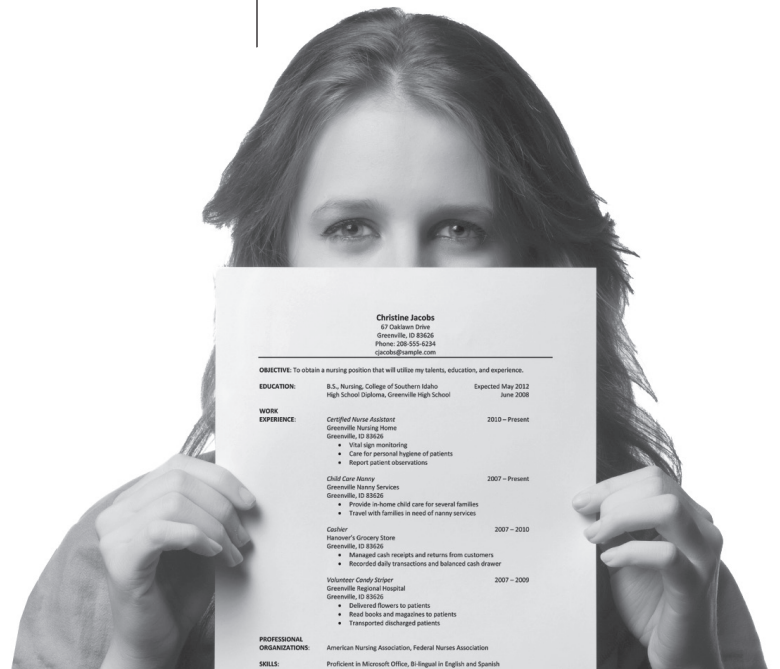
- Chronological resumé
- Functional resumé (skills based)
- Combination resumé

Goal

Use word processing software to learn and practice how to create and format a professional resumé.

Skills

- Understanding the parts of a resumé
- Using proper resumé format
- Using correct line spacing
- Setting margins
- Formatting text
- Setting left and right aligned tabs
- Inserting a line shape



Christine Jacobs
67 Oaklawn Drive
Greenville, ID 83626
Phone: 208-555-4234
cjacob@tampl.com

OBJECTIVE: To obtain a nursing position that will utilize my talents, education, and experience.

EDUCATION: B.S., Nursing, College of Southern Idaho Expected May 2012
High School Diploma, Greenville High School June 2008

WORK EXPERIENCE:

Certified Nurse Assistant 2010 – Present
Greenville Nursing Home
Greenville, ID 83626

- Vital sign monitoring
- Care for personal hygiene of patients
- Report patient observations

Child Care Nanny 2007 – Present
Greenville Nanny Services
Greenville, ID 83626

- Provide in-home child care for several families
- Travel with families in need of nanny services

Cashier 2007 – 2010
Hansen's Grocery Store
Greenville, ID 83626

- Managed cash receipts and returns from customers
- Recorded daily transactions and balanced cash drawer

Volunteer Candy Stripper 2007 – 2009
Greenville Regional Hospital
Greenville, ID 83626

- Delivered flowers to patients
- Read books and magazines to patients
- Transported discharged patients

PROFESSIONAL ORGANIZATIONS: American Nursing Association, Federal Nurses Association

SKILLS: Proficient in Microsoft Office, Bi-lingual in English and Spanish

8

Resumé

Christine Jacobs
67 Oaklawn Drive
Greenville, ID 83626
Phone: 208-555-6234
cjacobs@sample.com

OBJECTIVE: To obtain a nursing position that will utilize my talents, education, and experience.

EDUCATION: B.S., Nursing, College of Southern Idaho Expected May 2012
High School Diploma, Greenville High School June 2008

WORK EXPERIENCE:

Certified Nurse Assistant 2010 – Present
Greenville Nursing Home
Greenville, ID 83626

- Vital sign monitoring
- Care for personal hygiene of patients
- Report patient observations

Child Care Nanny 2007 – Present
Greenville Nanny Services
Greenville, ID 83626

- Provide in-home child care for several families
- Travel with families in need of nanny services

Cashier 2007 – 2010
Hanover's Grocery Store
Greenville, ID 83626

- Managed cash receipts and returns from customers
- Recorded daily transactions and balanced cash drawer

Volunteer Candy Striper 2007 – 2009
Greenville Regional Hospital
Greenville, ID 83626

- Delivered flowers to patients
- Read books and magazines to patients
- Transported discharged patients

PROFESSIONAL ORGANIZATIONS: American Nursing Association, Federal Nurses Association

SKILLS: Proficient in Microsoft Office, Bi-lingual in English and Spanish

AWARDS: Nursing Student of the Year January 2012
CNA A+ Award September 2010

REFERENCES: Provided upon request.

| Parts | Description |
|-----------------------------------|--|
| Contact Information | Includes person’s full first and last name and middle initial (optional), street address, city, state, zip code, phone, and e-mail address. |
| Job Objective | Indicates the type of job you are looking for in a clear and concise phrase. |
| Section Headings | Keyed in all caps and bold, these headings identify the various sections of a resumé. Headings may vary, but often include the following parts: objective, education, work experience, professional organizations, skills, awards, and references. |
| Education | Listed in reverse chronological order, with the most recent degree completed first. Includes the name of the college, university, trade school, or high school along with the major and degree/diploma earned, and the date of graduation—actual or anticipated. |
| Work Experience | Listed in reverse chronological order, with the most recent place of employment first. Includes the job title, employer, location (city and state), dates, job duties, and responsibilities. |
| Professional Organizations | Lists professional memberships in relevant organizations and any leadership positions held within the organizations. |
| Skills | Lists skills that may be of interest to the employer. For example, computer and software skills, languages, licenses, or certifications. |
| Awards | Lists academic, athletic, and professional awards or scholarships. |
| References | Indicates that references are available with the text “Provided upon request.” |

8

Resumé

Scenario

Christine Jacobs is just about to finish nursing school. With graduation and state board exams quickly approaching, she has decided to begin her job search. Christine spotted this posting in the *Greenville Times'* most recent help wanted ads:

"IMMEDIATE OPENING – Entry-level nurses needed at South County Hospital. Please submit a resumé to our Human Resources Department."



Document Setup

| | |
|---------------------|---|
| Start Up | Using word processing software, create a NEW document. |
| File Name | Save the file as: Doc8_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

- Follow the Document Setup instructions provided.
- Refer to the Practice Document as you follow the instructions below.
- Key the first and last name, using 14 pt., bold, and center-aligned.
- Key the address and contact information using 12 pt. and center-aligned.
- Insert a single border line under the e-mail address as shown.
- Key the OBJECTIVE as shown, then double space.
- Set a left aligned tab at 1.5" and 2" and a right aligned tab at 6".
- Key the EDUCATION section as shown, then double space between sections.
- Use the 1.5" tab to align the school data and the 6" tab to align the dates of graduation.
- Key the WORK EXPERIENCE section as shown.
- Use the 1.5" tab to align the employer's name and the 6" tab to align the dates of employment.
- Align the employer's address with its name by using the tab.
- Italicize the job titles.
- Use the 2" tab to align the job duties. Apply a standard bullet to each duty as shown.
- Key the remaining headings and the corresponding text as shown.
- Format the section headings using bold.
- Carefully proofread your work for format and grammatical accuracy.
- Resave the file.
- Print a copy of the document if required by your instructor.

Document 8: **Resumé**

LEFT 1"

TOP 1"

RIGHT 1"

Christine Jacobs

67 Oaklawn Drive
 Greenville, ID 83626
 Phone: 208-555-6234
 cjacobs@sample.com

OBJECTIVE: To obtain a nursing position that will utilize my talents, education, and experience.

EDUCATION: B.S., Nursing, College of Southern Idaho Expected May 2012
 High School Diploma, Greenville High School June 2008

WORK EXPERIENCE:

Certified Nurse Assistant 2010 – Present
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 Greenville, ID 83626

- Vital sign monitoring
- Care for personal hygiene of patients
- Report patient observations

Child Care Nanny 2007 – Present

Greenville Nanny Services
 Greenville, ID 83626

- Provide in-home child care for several families
- Travel with families in need of nanny services

Cashier 2007 – 2010

Hanover's Grocery Store
 Greenville, ID 83626

- Managed cash receipts and returns from customers
- Recorded daily transactions and balanced cash drawer

Volunteer Candy Striper 2007 – 2009

Greenville Regional Hospital
 Greenville, ID 83626

- Delivered flowers to patients
- Read books and magazines to patients
- Transported discharged patients

PROFESSIONAL ORGANIZATIONS:

American Nursing Association, Federal Nurses Association

SKILLS:

Proficient in Microsoft Office, Bi-lingual in English and Spanish

AWARDS:

Nursing Student of the Year January 2012
 CNA A+ Award September 2010

REFERENCES:

Provided upon request.

BOTTOM 1"



Cover Letter

What is a cover letter?

A cover letter is a form of communication that introduces your resumé to its recipient. By accompanying a resumé with a cover letter, you can let a prospective employer know what job you are interested in and how you came to know about it. A cover letter is used to highlight the parts of your resumé that show why you are qualified for the job.

Why is using a cover letter important?

A cover letter serves as an important component to the application process. Including a cover letter completes the package of your interest in a position and communicates your objective to obtain an interview. Cover letters serve as a way to summarize your resumé and tailor your qualifications specifically to the job you are applying for.

Examples

- Cover letter mailed with a resumé
- Cover letter included as part of a portfolio
- Cover letter included in the body of an e-mail
- PDF version of a cover letter sent via e-mail as an attachment

Goal

Use word processing software to learn and practice how to create and format a cover letter.

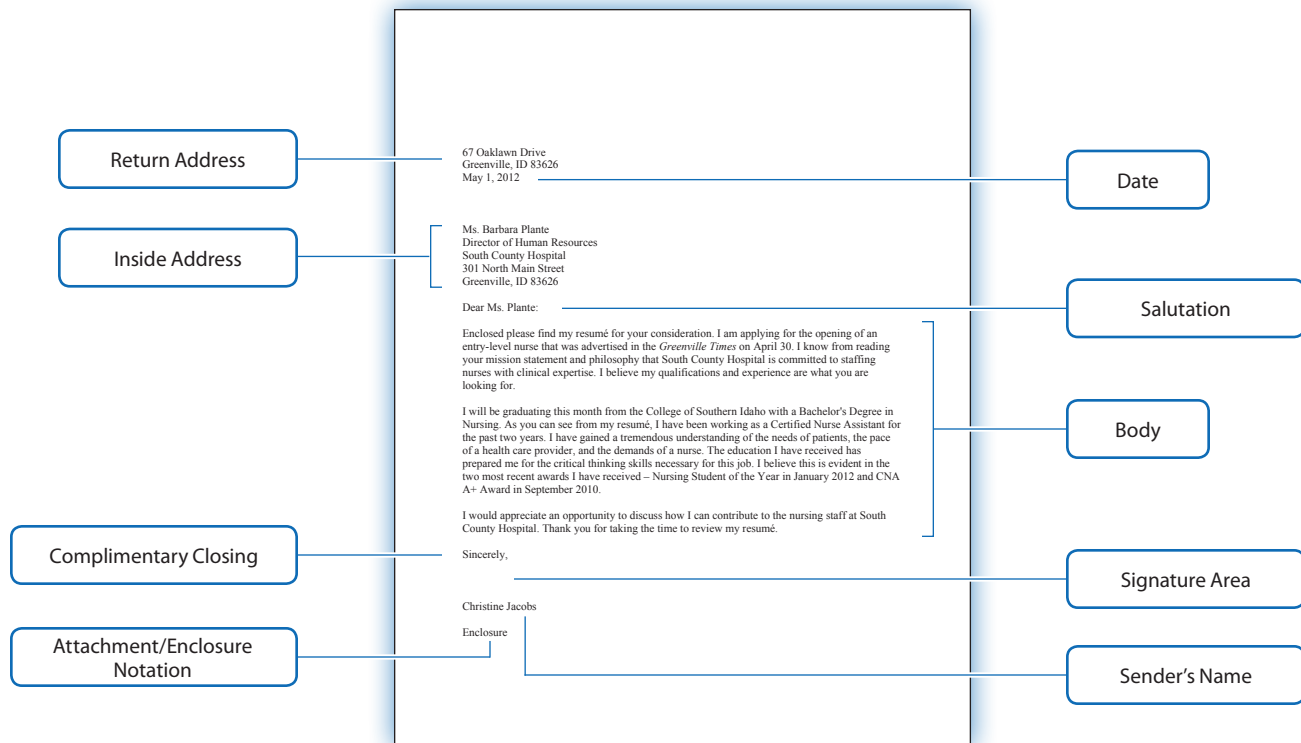
Skills

- Understanding the parts of a cover letter
- Using proper block style business letter format
- Using correct line spacing
- Setting margins



9

Cover Letter



| Parts | Description |
|--------------------------------------|---|
| Return Address | The address of the person sending the letter (sender). Includes the street address, city, state, and zip code. Note: The return address does not include the sender's name. |
| Date | The date the letter is written. |
| Inside Address | Includes the following information of the person receiving the letter: courtesy title (Mr., Mrs., or Ms.), first and last name and his/her job title (if applicable), company name (if applicable), street address, city, state, and zip code. |
| Salutation | Includes the greeting (opening) of the letter, followed by the receiver's courtesy title and last name. |
| Body | The introductory paragraph includes the title of the position you are applying for and how you learned of this position. The following paragraph(s) include reference to the enclosed resumé and emphasis on your personal qualifications which directly relate to the position you are applying for. The last paragraph thanks the employer for his/her time and for considering you for the position. |
| Complimentary Closing | Typically includes a closing phrase and is used to show respect and appreciation for the person reading the letter. |
| Signature Area | The space for the sender's signature. |
| Sender's Name | Includes the sender's first and last name, followed by his/her job title (if applicable). |
| Attachment/Enclosure Notation | Indicates another document is attached or enclosed with the letter. |

9

Cover Letter

Scenario

In Document 8: Resumé, Christine Jacobs was preparing her resumé for a job posting she saw in the *Greenville Times* for an entry-level nursing position. Her cover letter will complete the application package she intends to send to South County Hospital. In preparation for submitting her credentials, Christine researched South County Hospital's nursing department to find out their philosophy and mission. She also called the hospital to get the correct name and spelling of the Human Resource Director so that the letter would be addressed to a specific person.



Document Setup

| | |
|---------------------|---|
| Start Up | Using word processing software, create a NEW document. |
| File Name | Save the file as: Doc9_Practice |
| Orientation | Portrait |
| Margins | Top 2", 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. Key the return address and date shown, then quadruple space.
4. Key the inside address, then double space.
5. Key the salutation, then double space.
6. Key the body of the letter in single space, then double space between paragraphs.
7. Key the complimentary closing, then quadruple space.
8. Key the sender's name, then double space.
9. Key the enclosure notation.
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.
13. Sign the sender's name in the signature area if required by your instructor.

Document 9: **Cover Letter**

LEFT 1"

TOP 2"

RIGHT 1"

67 Oaklawn Drive
Greenville, ID 83626
May 1, 2012

Ms. Barbara Plante
Director of Human Resources
South County Hospital
301 North Main Street
Greenville, ID 83626

Dear Ms. Plante:

Enclosed please find my resumé for your consideration. I am applying for the opening of an entry-level nurse that was advertised in the *Greenville Times* on April 30. I know from reading your mission statement and philosophy that South County Hospital is committed to staffing nurses with clinical expertise. I believe my qualifications and experience are what you are looking for.

I will be graduating this month from the College of Southern Idaho with a Bachelor's Degree in Nursing. As you can see from my resumé, I have been working as a Certified Nurse Assistant for the past two years. I have gained a tremendous understanding of the needs of patients, the pace of a health care provider, and the demands of a nurse. The education I have received has prepared me for the critical thinking skills necessary for this job. I believe this is evident in the two most recent awards I have received – Nursing Student of the Year in January 2012 and CNA A+ Award in September 2010.

I would appreciate an opportunity to discuss how I can contribute to the nursing staff at South County Hospital. Thank you for taking the time to review my resumé.

Sincerely,

Christine Jacobs

Enclosure

BOTTOM 1"



Outline

What is an **outline**?

Outlines are formatted lists that show the organization of an essay, research paper, report, or speech. Outlines move from general to specific and define what key points will be covered. Once a topic is decided on, the outline can be prepared. There are four steps in creating an outline. First, create a list of the main ideas you want to include in your paper or speech. Second, categorize similar items together. Third, arrange the items in a logical order. Fourth, prepare the typed outline with headings and sub-headings using Roman numerals, capital letters, and Arabic numerals. Headings should be divided into two or more sub-headings. If a heading cannot be divided into at least two parts, then it should be part of another heading.

Why is using an **outline** important?

Creating an outline helps in the writing process because it helps the writer narrow down what specifics will be covered, and it helps plan the paper or speech logically. Outlines are also used to prompt a speaker during an oral presentation.

Examples

- Essay outline
- Research paper outline
- Oral presentation outline
- Report outline
- Speech outline

Goal

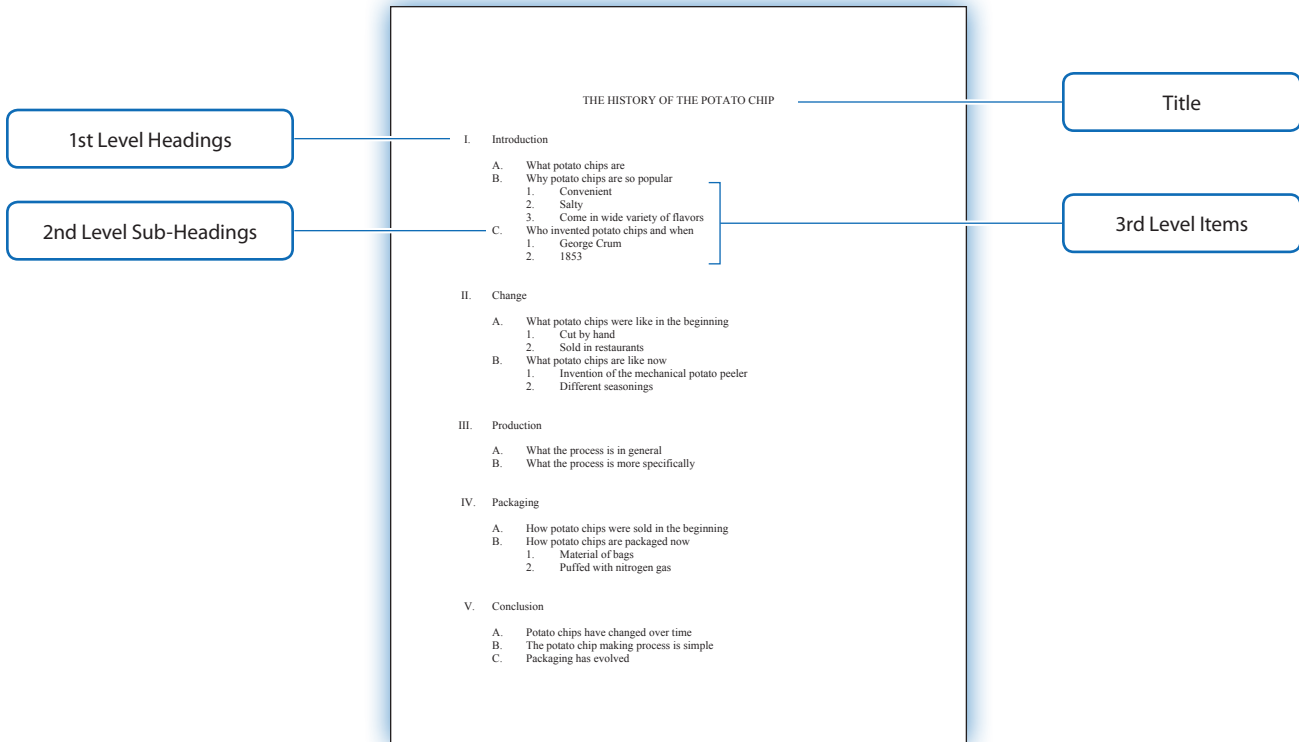
Use word processing software to learn and practice how to create and format an outline.

Skills

- Understanding the parts of an outline
- Centering text horizontally on a line
- Using default tabs
- Using Roman numerals
- Using Arabic numbers



Document 10 Outline



| Parts | Description |
|-------------------------------|---|
| Title | The title of the report the outline is being prepared for. |
| 1st Level Headings | Following a Roman numeral, this word or phrase represents each section of the report. |
| 2nd Level Sub-Headings | Designated with a capital letter, these sub-headings indicate the main topic of each paragraph. |
| 3rd Level Items | Designated with an Arabic number, this list details specific information about the sub-heading of each paragraph. |

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.