

Word Specialist

Included in this section:

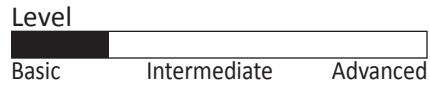
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As the Microsoft Word Specialist for The Office Specialist.com, you will use Microsoft Word to create, format, and revise a variety of business documents. Each Word project includes an example of what your finished document should look like. Look for the letter icons in the step-by-step project instructions. Each icon directs you to a specific part of the finished sample.



Project #: W-1

Word Specialist



Project Title

Acceptance Letter

New Skills:

- Saving a document as a different name
- Keying in content
- Editing text
- Changing line spacing
- Using spell check
- Formatting a block-style letter
- Inserting a symbol



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College Concierge

Squeaky Clean

Lawn Enforcement

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist
Project #: W-1

| |
|---|
| Customer Name: College Concierge |
| Assigned to: You, the MS Word Specialist |
| Project Title: Acceptance Letter |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 14.

Project Description

College Concierge has received the approved text for an acceptance letter that the University of Learning will be printing on their existing letterhead. This will be a block-style letter, with all of the lines left-justified.

Your Job

As the Microsoft Word Specialist, you will create an original acceptance letter file for the university. You can use the Save As function to create and save different versions of the letter. The text has only been provided as a hard copy and needs to be keyed into a Microsoft Word document. The letter provided is a draft and requires careful proofreading.

Tips and Strategies

1. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
2. Be sure the finished document is formatted as a block-style letter.
3. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-1 Acceptance Letter** in your “Word Projects” folder within the “College Concierge Projects” folder.
3. Unless otherwise noted, the font should be set to Times New Roman 12 point, and line spacing between paragraphs should be set to 1.5 point. Set 1 inch margins on all sides.
4. Key the content from **Document W-1**. Correct all errors that you find in the text as you key it in. There are 6 spelling, grammar, and punctuation errors in total. Your final version should not include any of the errors that you found in the document. Use spell check to help locate the errors.
 - Key the date, applicant’s name, and greeting as shown in **Document W-1**. See icon **A**
 - Key the body content as shown in **Document W-1**. See icon **B**
 - Key the complimentary close. On the fourth line below the complimentary close, key the sender’s name and official title as shown in **Document W-1**. See icon **C**
 - Key the footer as shown in **Document W-1** using point size 10. See icon **D**
5. Carefully proofread your work for spelling, grammar, and accuracy. Be sure that your finished document is a block-style letter.
6. Resave the file.
7. Print a copy of the document if required by your instructor.

Document W-1

(Date)

(Applicant's Name)
(Address)
(City, State Zip Code)

A

Dear (Applicant's name):

B

Congratulations on your acceptance to the University of Learning.

You are now challenged with making the very important decision of selecting which college or university you are going to attend. We know that this can often be an extremely difficult decision for the young man or woman about to enter college?

At University of Learning, we recognize the importance of your decision and the commitment it entails to learn and develop by means of association with an outstanding center of learning. As awesome as it may sound, this decision may very well have an impact on the quality of your life.

I believe that University of Learning offers not only an a superb educational experience, but also promotes individual growth and development. Sixty percent of our faculty holds PhDs or law degrees and we offer our students over 320 courses.

We encourage you to visit our campus if you can. If you have not made a commitment as to where you will attend college next fall, I hope you will carefully evaluate the information contained in this letter and seriously consider our university.

My very best wishes to you for a successful collegiate experience, and I sincerely hope you will be joining us in the fall.

C

Sincerely,

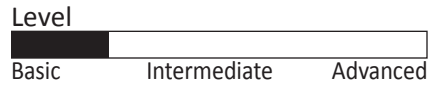
Robin Smart
Director of Admissions

D

© University of Learning, Acceptance Letter, <current date>

Project #: W-2

Word Specialist



Project Title

Price List of Services

New Skills:

- Creating a table
- Using a border style
- Formatting columns
- Inserting a logo



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Jazz My Wheels

Word Specialist
Project #: W-2

| |
|---|
| Customer Name: Lawn Enforcement |
| Assigned to: You, the MS Word Specialist |
| Project Title: Price List of Services |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 18.

| |
|---|
| Project Description |
| Lawn Enforcement does more than just perform lawn care—they offer a full range of tree services as well. Most of their customers are not aware of the extensive list of landscape services they offer, nor do they realize how reasonable the prices are. A list of services with prices will help get the word out as they expand into new communities. |
| Your Job |
| As the Microsoft Word Specialist, you will create a list of services with prices that can be used in many different ways: as a handout, a worksheet, a flyer, and as an insert for mailings. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.2. The list will need to have specific services and pricing. There is a specific order to the list—it is categorized by type of service. This helps readers look at the list a little longer and with more interest as to how they could improve upon what they are currently receiving in services.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-2 Price List of Services** in your “Word Projects” folder within the “Lawn Enforcement Projects” folder.
3. Set the page size to 8.5 inches wide x 11 inches high with the top margin set at 0.5 inch. Set the left, right, and bottom margins at 1 inch.
4. Unless otherwise noted, the font should be set to Arial 12 point.
5. At the top left-hand corner, insert the Lawn Enforcement logo from the “Logos” folder. Resize the logo so it is in proportion with the rest of your document as shown in **Document W-2**. See icon **A**
6. At the top right-hand corner, create a text box 5.5 inches wide by 1 inch tall. Key the title using point size 16, bold, and underlined. See icon **B**
7. Directly under the title, key the subtitle using bold and italic. Center-align all text in the text box. See icon **C**
8. One line below the logo, insert a two-column, 38-row table. The left column should be 5 inches wide and the right column should be 1.5 inches wide.
9. Change the border style for the bottom of the first row to a double line.
10. In the first row, key the headings using point size 14, bold, and vertically and horizontally center-align the headings within the cells.
11. In the second row, key the text as shown in **Document W-2**. Use all caps and bold for the section headings and bold, initial caps only, for the section subheadings.
12. Bold and center-align the contents of the right column. See icon **D**
13. Carefully proofread your work for accuracy and format.
14. Resave the file.
15. Print a copy of the document if required by your instructor.

A



B Lawn Enforcement Price List

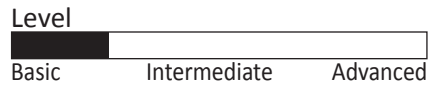
C *In Pursuit of Your Lawn's Order*

D

| Services | Prices |
|---|----------------------------|
| LAWN CARE | |
| Standard care includes: | \$ 75.00 monthly |
| Mow | |
| Trim | |
| Fertilize | |
| Blower clear-up | |
| Extra care includes: | \$ 125.00 monthly |
| Mow with clean equipment (no cross pollination) | |
| Edge | |
| Quarterly pest control | |
| Sweep and wash down to clean up | |
| Garden tilling | |
| Premier care includes: | \$ 200.00 monthly |
| Custom lawn care | |
| Control weeds | |
| Pest management | |
| Detaching | |
| Use catch basket | |
| Seasonal plant and flower replacement | |
| Spot re-seed and re-sod | |
| ADD-ON SERVICES | |
| Disease control | \$ 25.00 |
| Aeration | \$ 10.00 |
| Fall leaf removal | \$ 35.00 |
| Total lawn renovation | \$ 400.00 |
| Landscaping and/or lighting | Will bid |
| Soil testing | \$ 20.00 |
| Sprinkler repair | Will bid |
| Add sprinkler system | \$ 100.00-\$ 300.00 |
| Yard clean up | Will bid |
| TREE & SHRUB SERVICE | |
| Trim trees and top Pines | \$ 75.00 per |
| Trim Palm and Yucca trees | \$ 50.00 per |
| Pruning | \$ 30.00 per |
| Trim bushes | Will bid |
| Remove stumps | \$ 250.00 per |
| Root control | Will bid |

Project #: W-3

Word Specialist



Project Title

Business Memo to Staff

New Skills:

- Inserting a logo
- Aligning text
- Using superscript
- Formatting a memo



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Squeaky Clean

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College Concierge

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist Project #: W-3

Customer Name: Squeaky Clean

Assigned to: You, the MS Word Specialist

Project Title: Business Memo to Staff

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 15.

Project Description

Squeaky Clean has decided to expand its business to include both routine services as well as detail-cleaning rotation services. Their goal is to be more competitive and to give customers choices when having their houses cleaned. They want to send a memo to their staff to announce this change. Memos and business letters are the most common types of business communication. Memos are almost always used within an organization.

Your Job

As the Microsoft Word Specialist, you will create a business memo from the company owners to the cleaning staff that announces their plan to expand their services and explains how it will be introduced to their customers. The new service is called Detail-Cleaning Rotation. The client will supply the content for the memo, but formatting and keying the text will be your task. This memo will be short, to the point, and with no salutation or complimentary close.

Tips and Strategies

1. Memos have a specific format that is very different from a business letter: a 1 inch margin on all four sides and the writer's initials should always appear next to the name(s) at the top of the memo.
2. Keep memos short and to the point.
3. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
4. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-3 Business Memo to Staff** in your “Word Projects” folder within the “Squeaky Clean Projects” folder.
3. Set the page size to 8.5 inches wide x 11 inches high with a 1 inch margin on all sides.
4. Unless otherwise noted, the font should be set to Arial 12 point.
5. At the top center of the page, insert the Squeaky Clean logo from the “Logos” folder. Resize the logo so it is in proportion with the rest of your document as shown in **Document W-3**. See icon **A**
6. Three lines below the logo, key the title, center-aligned, bold, all caps, with one space between each letter. See icon **B**

Note: Deselect the all caps feature after you key the title.

7. Three lines below the title, key the text in the top section, left-aligned and double-spaced, as shown in **Document W-3**. To create the initials for Joe's and Marie's names, use two different script-like fonts in point size 14 and then select the superscript feature. Make sure the text aligns as shown in **Document W-3**. See icon **C**
8. Single-space and insert a solid line that extends from margin to margin.
Tip: Hold down the Shift key and use the hyphen key or use the border or line tool.
9. Single-space and key the text for the body of the memo as shown in **Document W-3**. Left-align and double-space between paragraphs. See icon **D**
10. Key the footer as shown in **Document W-3**. See icon **E**
11. Carefully proofread your work for accuracy and format.
12. Resave the file.
13. Print a copy of the document if required by your instructor.

Document W-3

A



B

MEMORANDUM

To: Susan Albright, Betty Shines, Nancy Workman, Beth Duster, Cleaning Staff

From: Joe and Marie Whiteglove, ^{JW & MW} Owners C

Date: January 10, 20__

Subject: New Service Strategy

D

We are about to announce a new service to our current and potential customers. We have made a commitment to establish ourselves as the most unique and comprehensive cleaning service in our market area.

To ensure that everyone is fully aware of what this will mean for our business and your earning power, we are requiring everyone to attend an informational meeting this Wednesday in our conference room beginning at 8:00 a.m.

We will introduce our new promotional materials and share the distribution strategy that will begin the Monday after this meeting. Everyone will walk away with a packet of materials to use with your customers and a demonstration of our new Web site that will be live that same week.

A continental breakfast will be available for everyone along with a goody bag of new cleaning supplies.

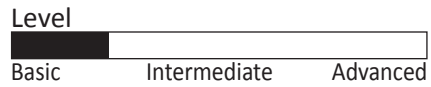
In addition, a competition is planned called Share What You've Got. If the name hasn't given it away, what we can do is come prepared with more ideas for spreading our news. The prize for our contest will be well worth your contribution.

E

© Squeaky Clean, Business Memo to Staff, <current date>

Project #: W-4

Word Specialist



Project Title

Address Labels

New Skills:

- Creating a sheet of labels
- Editing text



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Lawn Enforcement

College Concierge

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist Project #: W-4

Customer Name: Squeaky Clean

Assigned to: You, the MS Word Specialist

Project Title: Address Labels

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 15.

Project Description

Squeaky Clean is committed to marketing their growing business and has decided to do a promotional mailing. They will begin by canvassing two large housing developments that have great potential for new customers. Two mailings are scheduled, one week after the other.

Your Job

As the Microsoft Word Specialist, you will create address labels. The labels will be affixed to the promotional piece for mailing. The client has supplied the addresses for the first mailing.



Tips and Strategies

1. Since the sender does not have the mailing recipients' names, each address will begin with "Resident."
2. Only the property address number will change. The street name, city, state, and zip code will remain the same for each label. Check your work carefully.
3. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
4. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-4 Address Labels** in your “Word Projects” folder within the “Squeaky Clean Projects” folder.
3. Unless otherwise noted, the font should be set to Arial 12 point.
4. Using the labels feature, select Options and then select product number Avery 5160 Address Labels for letter-size envelopes.
5. In the Print box, choose Full page of the same label.
6. In the label block, key the first address from your list as shown in **Document W-4** and then select New Document.

Note: *You will now have a full sheet of the same label. You will be replacing the existing numeric addresses that are currently all the same.*

7. In each label block, key the numeric street addresses as they appear in **Document W-4**.
See icon 
 8. Delete the remaining addresses on the page after you finish keying the text for the 10 addresses provided. You should only end up with 10 labels. See icon 
 9. Carefully proofread your work for accuracy and format.
 10. Resave the file.
 11. Print a copy of the document if required by your instructor.
- Note:** *Before printing business envelope labels, insert a sheet of Avery 5160 address labels into the printer’s manual feeder.*

Document W-4

A

Note: These are the addresses to key.

| |
|---|
| Resident 5571 Broadway Ave. Shoreline, CA 92618 |
| Resident 5572 Broadway Ave. Shoreline, CA 92618 |
| Resident 5573 Broadway Ave. Shoreline, CA 92618 |
| Resident 5574 Broadway Ave. Shoreline, CA 92618 |
| Resident 5575 Broadway Ave. Shoreline, CA 92618 |
| Resident 5576 Broadway Ave. Shoreline, CA 92618 |
| Resident 5577 Broadway Ave. Shoreline, CA 92618 |
| Resident 5578 Broadway Ave. Shoreline, CA 92618 |
| Resident 5579 Broadway Ave. Shoreline, CA 92618 |
| Resident 5580 Broadway Ave. Shoreline, CA 92618 |

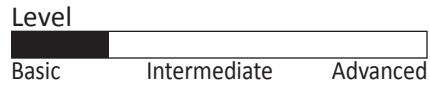
B

Note: This is an example of what the finished product will look like when you print.

| |
|---|
| Resident 5571 Broadway Ave. Shoreline, CA 92618 |
| Resident 5572 Broadway Ave. Shoreline, CA 92618 |
| Resident 5573 Broadway Ave. Shoreline, CA 92618 |
| Resident 5574 Broadway Ave. Shoreline, CA 92618 |
| Resident 5575 Broadway Ave. Shoreline, CA 92618 |
| Resident 5576 Broadway Ave. Shoreline, CA 92618 |
| Resident 5577 Broadway Ave. Shoreline, CA 92618 |
| Resident 5578 Broadway Ave. Shoreline, CA 92618 |
| Resident 5579 Broadway Ave. Shoreline, CA 92618 |
| Resident 5580 Broadway Ave. Shoreline, CA 92618 |

Project #: W-5

Word Specialist



Project Title

Report in MLA Style

New Skills:

- Formatting an MLA Style report
- Inserting page numbers
- Inserting page breaks



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College Concierge

Lettuce-Do-Lunch

Lawn Enforcement

Word Specialist
Project #: W-5

Customer Name: Jazz My Wheels

Assigned to: You, the MS Word Specialist

Project Title: Report in MLA Style

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 17.

Project Description

Jazz My Wheels wants to have small colleges and trade schools offer coursework to master the skills used in its business. Articles have been written about the growing popularity of these types of services with speculation that it would be perfect as a franchise offering. Schools are paying attention and are starting to structure coursework that can be offered for interested students.

Your Job

The owner of Jazz My Wheels is asking for a prepared report using Modern Language Association (MLA) style that he can provide to a few small colleges that are beginning to show interest in offering coursework in this field. Your job as the Microsoft Word Specialist is to create this report.

Tips and Strategies

1. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
2. Because the various colleges' Academic Committees will be closely reviewing what is submitted, use the MLA as a reference for formatting. This resource is the authority on how to prepare and format scholarly reports.
3. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-5 Report in MLA Style** in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
3. Unless otherwise noted, the font should be set to Times New Roman 12 point.
4. Set up the document in proper MLA report-style format as follows:
 - a. Set the page margins to 1 inch on all sides.
 - b. Insert a header that includes the last name of the Jazz My Wheels owner and the page number, right-aligned, as shown in **Document W-5**. See icon **A**
 - c. Use only one space after periods and other punctuation marks.
 - d. Set up the document so that all text is double-spaced.
5. On the first line of your document, key the text as shown in **Document W-5**. See icon **B**
6. Center-align the title of the report exactly as shown in **Document W-5**. See icon **C**
7. Key the body of the text as shown in **Document W-5**. Indent each paragraph using the default tab setting of 0.5 inch. See icon **D**
8. Insert a page break after the last paragraph in the report (before the Works Cited text). Key the Works Cited page as shown in **Document W-5**. See icon **E**
9. Carefully proofread your work for accuracy and format.
10. Resave the file.
11. Print a copy of the document if required by your instructor.

A Shine 1

B Robert Shine, CEO
Jazz My Wheels
<current date>

C Customize Your Life with Your Car

D Welcome to Jazz My Wheels, one of the Philadelphia area’s top custom automotive shops. Our expertise is backed by over 15 years of experience in the industry, while our commitment to our customers is best described in three words: Quality, Service, and Pride. Our services include, but are not limited to, auto security, window tinting, custom audio/video systems, performance upgrades, wheel/tire packages, and auto detailing.

A custom car is a passenger vehicle that has been modified in either of the following two ways. First, a custom car may be altered to improve its performance, often by altering or replacing the engine and transmission. Second, a custom car may be a personal “styling” statement by the re-styler/re-builder, making the car look “unique” and unlike any car that might have been factory finished.

Additionally, our auto detailing centers are committed to complete customer satisfaction. Our professionally trained staff utilizes the most effective and proven systems to bring and maximize value to our customers’ investment. Our auto detailing centers use proven methods and specific systems to ensure customer satisfaction and consistency in service.

One of our specialties is car restorations and customizations, which allow owners to pick and choose exactly how they want their car to look and feel. Auto restorations can be done by our professionally trained mechanics or by owners who want to rebuild their car in their own time. Our shops have a wide range of paint, floor mats, replacement parts, and accessories that customers can choose for their vehicle.

Shine 2

The duration of car restoration projects varies depending on how much work is required, what parts need to be ordered, and how much time a person has to do the work. Car owners who want to customize their cars on their own can visit several different auto stores to look at what interior and exterior parts and accessories they have for sale. Restoring automobiles at auto shops is another option owners have if they don't feel they can make the changes on their own. Mechanics order and install the parts and ensure that they are working properly. Working on bumpers, engines, transmissions, seat covers, and new exterior paint are common jobs required during auto restorations.

Shine 3

Works Cited

E

Carver, Ted. "Car Restoration at its Best." *Car and Driver Magazine*

9 October 2009. <<http://en.wiki.org/wiki/CarCare>>.

Project #: W-6

Word Specialist



Project Title

List of Menu Items with Prices

New Skills:

- Setting tabs with dot leaders
- Removing grid lines within a table



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Lettuce-Do-Lunch

Jazz My Wheels

College Concierge

Squeaky Clean

Lawn Enforcement

Word Specialist
Project #: W-6

| |
|--|
| Customer Name: Lettuce-Do-Lunch |
| Assigned to: You, the MS Word Specialist |
| Project Title: List of Menu Items with Prices |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 16.

| |
|--|
| Project Description |
| Lettuce-Do-Lunch is looking to have an enlarged menu board created. To accomplish this task, you will need to provide the vendor with a list of menu items and prices. |
| Your Job |
| As the Microsoft Word Specialist, you will create and design a list of menu items and their prices that will be passed along to a vendor who builds large, hand-printed menu boards. The client will give you a list that needs to be prepared in an organized manner. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. The menu items need to be presented as a list to make it easy for customers to place their orders.2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
 2. Save the document as **Project W-6 List of Menu Items** in your “Word Projects” folder within the “Lettuce-Do-Lunch Projects” folder.
 3. Set the page size to 8.5 inches wide x 11 inches high and set the left and right margins at 1 inch. Set the top and bottom margins at 0.5 inch.
 4. Unless otherwise noted, the font should be set to Arial 12 point.
 5. At the top of your document, insert a table with two columns and 46 rows. Set the width of the first column to 5 inches and set the width of the second column to 1.5 inches.
 6. In row 1, merge the cells and set a left tab at 2 inches. Hit the CTRL + Tab keys and then key the title as shown in **Document W-6**, using point size 16, bold and all caps. See icon **A**
 7. At the top left-hand corner of row 1, insert the Lettuce-Do-Lunch logo from the “Logos” folder. Resize the logo so it is in proportion with the text in that row. See icon **B**
 8. In row 2, key the text using point size 14, bold, all caps, and center-aligned. See icon **C**
 9. In row 3, merge the cells and key the text using point size 14 bold. See icon **D**
 10. Select rows 4 through 13 and set a left indent at 0.2 inch and a right tab with dot leaders at 4.9 inches. Key the text as shown in **Document W-6**.
- Tip: Use the CTRL + Tab key to tab within a cell.*
11. In row 14, merge the cells and key the text using 14 point bold. See icon **E**
 12. Select rows 15 through 22 and set a left indent at 0.2 inch and verify the dot leaders are still set. Key the text as shown in **Document W-6**.
 13. In row 23, merge the cells and key the text using 14 point bold as shown in **Document W-6**.
 14. Select rows 24 through 32 and set a left indent at 0.2 inch and verify the dot leaders are still set. Key the text as shown in **Document W-6**.
 15. In row 33, merge the cells and key the text using 14 point bold as shown in **Document W-6**.
 16. Select rows 34 through 37 and set a left indent at 0.2 inch and verify the dot leaders are still set. Key the text as shown in **Document W-6**.
 17. In rows 38 and 39, merge the cells in each row and key the text as shown in **Document W-6**.
 18. Select rows 40 through 42 and set a left indent at 0.2 inch and verify the dot leaders are still set. Key the text as shown in **Document W-6**.

Instructions to the MS Word Specialist (Continued)

19. In rows 43-46, merge the cells and key the text as shown in **Document W-6**.

Note: *Row 43 is left blank.*

20. Hide the grid lines within the table by changing the Borders setting to None.

21. Carefully proofread your work for accuracy and format.

22. Resave the file.

23. Print a copy of the document if required by your instructor.



LETTUCE-DO-LUNCH

MENU

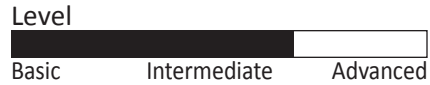
PRICE

| | | |
|----------|---|--------|
| D | Cold Sandwiches | |
| | Ham & Cheese..... | \$5.40 |
| | Turkey, Ham & Cheese..... | \$5.70 |
| | Tuna & Cheese..... | \$5.40 |
| | Vegetarian with Cheese..... | \$5.40 |
| | Ham, Salami & Pepperoni..... | \$6.10 |
| | Chicken Salad..... | \$5.10 |
| | B.L.T..... | \$6.10 |
| | Turkey, Roast Beef & Cheese..... | \$7.40 |
| | Corned Beef & Cheese..... | \$6.50 |
| | Turkey, Roast Beef, Ham & Cheese..... | \$7.70 |
| E | Hot Sandwiches | |
| | Pastrami & Cheese..... | \$5.70 |
| | Classic Reuben..... | \$6.40 |
| | Italian Meatball..... | \$5.70 |
| | French Dip with Au Jus..... | \$6.70 |
| | Chicken Parmesan..... | \$6.40 |
| | Grilled Chicken..... | \$5.70 |
| | Tuna Melt..... | \$5.70 |
| | Turkey, Bacon & Cheese..... | \$6.15 |
| | Finger Foods | |
| | Mozzarella Sticks..... | \$4.90 |
| | Garlic Bread..... | \$2.50 |
| | Chicken Tenders..... | \$4.50 |
| | French Fries..... | \$1.50 |
| | Onion Rings..... | \$3.00 |
| | Chips..... | \$2.00 |
| | Muffins..... | \$2.25 |
| | Cookies..... | \$2.25 |
| | Carrot Cake..... | \$1.50 |
| | Salads | |
| | Chef Salad..... | \$7.45 |
| | Asian Chicken..... | \$6.45 |
| | Chicken Salad..... | \$7.75 |
| | Garden Salad..... | \$5.45 |
| | Dressing – Ranch, Bleu Cheese, Asian, Italian, Honey Mustard, Ranch | |
| | Beverages | |
| | Soft Drinks..... | \$1.75 |
| | Bottled Water..... | \$2.00 |
| | Sports Drinks..... | \$2.50 |

Fixing's: Lettuce, Tomato, Onion, Oil & Vinegar, Salt & Pepper, Oregano
 Breads: White, Wheat, Rye, Sourdough, Pita, Squaw, Nine-Grain
 Cheese: Provolone, Cheddar, Swiss, Pepper Jack, Colby-Monterey Jack

Project #: W-7

Word Specialist



Project Title
Press Release

New Skills:

- Formatting a press release
- Using word count
- Using the thesaurus lookup function
- Formatting and aligning text



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Lettuce-Do-Lunch

Jazz My Wheels

College Concierge

Squeaky Clean

Lawn Enforcement

Word Specialist
Project #: W-7

| |
|---|
| Customer Name: Lettuce-Do-Lunch |
| Assigned to: You, the MS Word Specialist |
| Project Title: Press Release |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 16.

| |
|---|
| Project Description |
| Lettuce-Do-Lunch, a small local restaurant, is about to kick off three new menu items that have been submitted by a student group at the local high school. The new menu items were the result of the school's recipe contest. Lettuce-Do-Lunch is excited about the new menu items and has decided to prepare a press release. |
| Your Job |
| As the Microsoft Word Specialist, you will prepare a press release to the local news media that will advertise the high-school students' new additions to the menu. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. The local newspaper limits the number of characters that can be submitted to their paper to 2,500. Make sure you do not go over this number or they will eliminate your press release from consideration.2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
 2. Save the document as **Project W-7 Press Release** in your “Word Projects” folder within the “Lettuce-Do-Lunch Projects” folder.
 3. Set the page size to 8.5 inches wide x 11 inches high with a 1 inch margin on all sides.
 4. Unless otherwise noted, the font should be set to Times New Roman 12 point.
 5. At the top right-hand corner of the page, insert the Lettuce-Do-Lunch logo from the “Logos” folder. Resize the logo so it is in proportion with the rest of your document as shown in **Document W-7**. See icon **A**
 6. In the upper left-hand corner across from the logo, insert a text box and key the contact information, left-aligned, single-spaced, point size 10, and bold, as shown in **Document W-7**. See icon **B**
 7. Double-space and key the heading, left-aligned, point size 12, bold, all caps, as shown in **Document W-7**. See icon **C**
 8. Double-space and key the introduction, left-aligned, point size 12, bold, all caps, as shown in **Document W-7**. See icon **D**
 9. Double-space and key the body of the press release as shown in **Document W-7**, left-aligned, point size 12, with a 0.5 inch tab indent at the beginning of each new paragraph (but do not indent the first paragraph beginning with the date). See icon **E**
 10. Use the thesaurus tool to find alternative words for the following two underlined words:
stage
enormous
- Note:** Select an alternative word and, in parentheses, insert the text.
11. Double-space and insert the symbols as shown to indicate the end of the press release. See icon **F**
 12. Use the word count feature to verify that your press release is under 2,500 characters.
 13. At the bottom line of your document, type the number of characters followed by the words “characters in the press release.” See icon **G**
 14. Carefully proofread your work for accuracy and format. Be sure to check the final character count and verify that your press release is under 2,500 characters.
 15. Resave the file.
 16. Print a copy of the document if required by your instructor.

B Lettuce-Do-Lunch
James Hungry, Owner
1151 Main Street
Shore Point, CA 90001
Phone: 1-714-555-0313
Fax: 1-714-555-0313
JH@lettucedolunch.com
www.lettuce-do-lunch.com



C FOR IMMEDIATE RELEASE

D LETTUCE-DO-LUNCH ANNOUNCES THE ADDITION OF THREE NEW MENU ITEMS CREATED AS A RESULT OF A RECIPE CONTEST BY OUR NEIGHBORING SHORELINE HIGH SCHOOL STUDENTS

E <current date> - James Hungry's Lettuce-Do-Lunch Restaurant has added three new items to its menu, ranging from the classic to the original.

Lettuce-Do-Lunch is eager to share the reason why the three new items are being offered. During this past year, James Hungry has been getting lots of student requests and suggestions from the local Shoreline High School about adding more salad choices to its menu. At the beginning of the school year, a group of students met with Hungry about an idea they had that could help identify what would be the most requested salad by the school's student body—a recipe contest.

Hungry was open to the idea and agreed to add the winning salad recipes to the menu starting in January for the New Year. Well, the idea was so appealing to the student body, they got local businesses near the café to contribute prizes for the first, second, and third place winners. Hungry agreed to offer a free lunch combo for every entry that made it to the second round of the competition.

The contest was off and running starting October 1st. The contest was open until October 12th. One hundred and ninety recipes were submitted. With a group of student representatives as judges, that number was narrowed to 50. These 50 contestants were asked to make the salad, submit a picture, and include a description of how it tastes. A booth was set up and the students

were encouraged to come by to vote on the salad they found the most appealing and would most likely buy at the café.

Nine lucky contestants moved on to the final stage (insert alternative word) of the competition—the taste test. It was decided that the student body officers; the captains of the football, baseball, volleyball, tennis, swimming, golf, and basketball teams; and the jazz band members would be the taste testers. There were three favorites among that group that received enormous (insert alternative word) raves and they are the following: Crazy Chopped Salad, Beca’s Signature Salad, and the Snowcrest Chicken Salad.

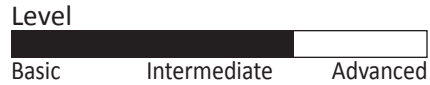
These amazing-tasting salads have proudly been added to the Lettuce-Do-Lunch menu and dedicated to the student winners who worked so hard at making sure their local eatery had something on the menu that represented their school’s requests. These salads will remain a tribute to the school for years to come. Come one, come all and taste for yourself!

F ###

G _____ characters in the press release

Project #: W-8

Word Specialist



Project Title

Business Letterhead

New Skills:

- Inserting headers and footers
- Creating business letterhead
- Inserting and resizing images
- Inserting and formatting text boxes

Important Note: This project is required for and integrated with Projects W-17 and A-10.



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College Concierge

Squeaky Clean

Lawn Enforcement

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist Project #: W-8

Customer Name: College Concierge

Assigned to: You, the MS Word Specialist

Project Title: Business Letterhead

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 14.

Project Description

College Concierge needs to design letterhead for University of Learning to be used by the director of admissions.

Your Job

As the Microsoft Word Specialist, you will create personalized business letterhead for University of Learning's Director of Admissions, Robin Smart. This letterhead will be used to communicate all correspondence to students and their families, vendors, and staff.

Tips and Strategies

1. A business's letterhead provides a professional representation of the business or organization. It serves as an identifier, like a signature.
2. Since the logo is the most important element on a letterhead, it should be the largest item.
3. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
4. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-8 Business Letterhead** in your “Word Projects” folder within the “College Concierge Projects” folder.
3. Set the top margin at 2 inches, allowing enough space to create the university’s entire masthead (the top portion of the letterhead). Set the left, right, and bottom margins at 1 inch.
4. Unless otherwise noted, the font should be set to Times New Roman 12 point.
5. In the header of the document, key the name of the university as shown in **Document W-8**. Use center-align, font Arial bold with a shadow effect (optional), and point size 14. See icon **A**.
6. Double-space and insert the University of Learning logo from the “Logos” folder. Resize the logo so it is in proportion with the rest of the information in the header. See icon **B**.
7. To the right of the logo, insert a text box along the right margin. Key the university’s address, center-aligned, using point size 10, and remove the text box lines as shown in **Document W-8**. See icon **C**.
8. To the left of the logo, insert a text box and key the text, center-aligned, using point size 10, as shown in **Document W-8**. See icon **D**.
9. Switch to the footer. Key in the university’s motto, center-aligned, as shown in **Document W-8**. See icon **E**.
10. Close the header and footer.
11. Carefully proofread your work for accuracy and format.
12. Resave the file.
13. Print a copy of the document if required by your instructor.

A University of Learning

D

Robin Smart, Director of Admissions
E-mail: rsmart@uofl.edu
www.universityoflearning.edu



B

Administration Office
28350 Scholar Circle, Sky, CA 92701
Phone: 434-555-0404
Fax: 434-555-3456

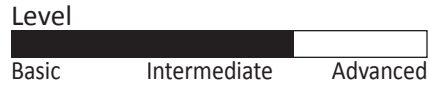
C

E

“We Provide Opportunities for Personal Growth and Cultural Enrichment”

Project #: W-9

Word Specialist



Project Title

Business Envelope

New Skills:

- Inserting and resizing images
- Inserting and formatting text boxes
- Setting margins



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Lawn Enforcement

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist
Project #: W-9

| |
|---|
| Customer Name: College Concierge |
| Assigned to: You, the MS Word Specialist |
| Project Title: Business Envelope |
| Date: (current date, 20xx) |

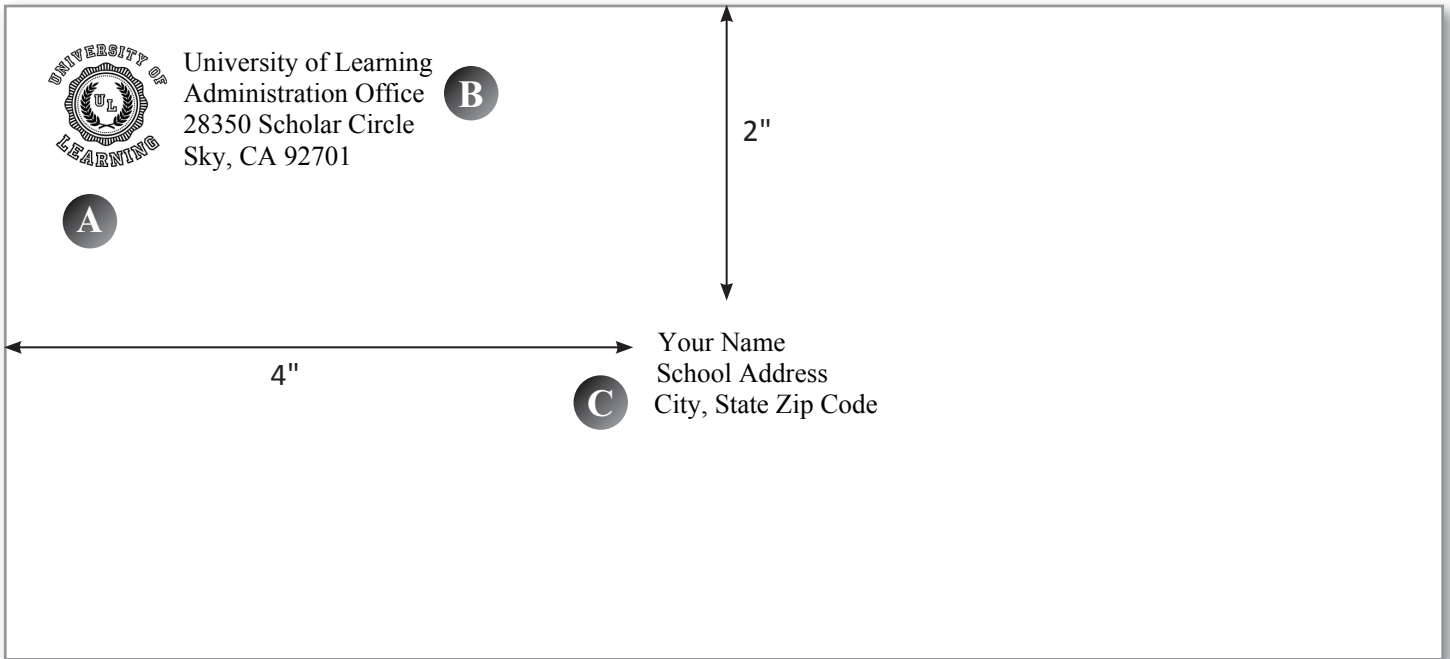
Note: Prior to beginning this project, review the Company Overview provided on page 14.

| |
|--|
| Project Description |
| College Concierge needs to design an envelope for University of Learning to be used for all external correspondence. |
| Your Job |
| As the Microsoft Word Specialist, you will create an envelope for University of Learning's Director of Admissions, Robin Smart. This envelope will be used along with the previously designed letterhead. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. An envelope contains the company's name and address in the top left-hand corner (return address area) and the recipient's address in the center.2. The standard size No. 10 business envelope is 9.5 inches wide x 4.125 inches high.3. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.4. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
 2. Save the document as **Project W-9 Business Envelope** in your “Word Projects” folder within the “College Concierge Projects” folder.
 3. Set the page size to 9.5 inches wide x 4.125 inches high and set the top, bottom, and left margins at 0.25 inch. The right margin should be 1 inch with the orientation set to landscape.
 4. Unless otherwise noted, the font should be set to Times New Roman 12 point.
 5. At the top left-hand corner of the page, insert the University of Learning logo from the “Logos” folder as shown in **Document W-9**. See icon **A**
 6. Insert a text box to the right of the logo as shown in **Document W-9** for the address. Key the address information as shown using point size 12. See icon **B**
- Note:** *Resize the logo so it is in proportion with the number of lines needed for the address.*
7. Remove the text box lines (if applicable).
 8. Insert a text box for the recipient's address approximately 2 inches from the top and 4 inches from the left side of the envelope and key the text as shown in **Document W-9**. To view the finished piece, type your name and the school's address as the recipient and go to Print Preview to see it. See icon **C**
 9. Carefully proofread your work for accuracy and format.
 10. Resave the file.
 11. Print a copy of the document if required by your instructor. Print it on an envelope if available.

Document W-9



Project #: W-10

Word Specialist

Level



Project Title

Fax Cover Page

New Skills:

- Using borders and shading
- Inserting and resizing clip art
- Using tables
- Saving as a template
- Using drawing tools



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Lawn Enforcement

College Concierge

Squeaky Clean

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist
Project #: W-10

| |
|---|
| Customer Name: Lawn Enforcement |
| Assigned to: You, the MS Word Specialist |
| Project Title: Fax Cover Page |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 18.

| |
|---|
| Project Description |
| Lawn Enforcement is looking to cut costs and save time with their paperwork and billing. They purchased a fax machine to reduce postage costs by faxing monthly statements and no-service announcements to their customers. |
| Your Job |
| As the Microsoft Word Specialist, you will design the company's fax cover sheet for their new cost-saving strategy. The client has requested that it include the company's logo and mission statement so that every time they send out a fax, the recipient is reminded of who they are and what they offer. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. The cover sheet should be easy to read.2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-10 Fax Cover Page** in your “Word Projects” folder within the “Lawn Enforcement Projects” folder.
3. Set the page size to 8.5 inches wide x 11 inches high with a 1 inch margin on all sides.
4. Unless otherwise noted, the font should be set to Arial 12 point.
5. At the top right-hand corner of the document, insert a clip art image of your choice that is similar to the one shown in **Document W-10**. Resize the image so it is in proportion with the rest of your document. See icon **A**
6. At the top left-hand corner, create a 3.5 inch wide by 1.5 inch tall text box that is large enough to include the text shown in **Document W-10**. Key in the text as shown. See icon **B**
7. Using the border and shading function, select the double-line border style at 2.25 point width for this text box.
8. Two lines below the text box, key the word FAX using point size 72, bold, left-aligned, all caps, as shown in **Document W-10**. See icon **C**
9. Insert a table with four columns and four rows. Hide the gridlines. Show single line borders to define each row. The first and third columns should be sized to 0.75 inch wide. The second and fourth columns should be sized to 2.5 inches wide. In the first and third columns, key the text using point size 12 as shown in **Document W-10**. See icon **D**
10. Below the table, use the Tab key to indent and then key the text as shown in **Document W-10**, using bold. Use the Tab key to separate each block of text evenly. Insert a check box symbol in front of each word. See icon **E**
11. Draw a line from the left and right margins below the text you just keyed.
12. Below the line, create a 6.5 inch by 3.5 inch text box. Choose a dashed-line border style with a 1.5 inch width and fill the box with a light gray color. In the upper-left corner of the text box, key the text as shown in **Document W-10**. See icon **F**
13. Key the footer using point size 10 as shown in **Document W-10**. See icon **G**
14. Carefully proofread your work for accuracy and format.
15. Save the document as a template by adding the file extension .dot at the end of the file name: **Project W-10 Fax Cover Page.dot**. Save the template in your “Word Projects” folder within the “Lawn Enforcement Projects” folder.
16. Print a copy of the document if required by your instructor.

B

Lawn Enforcement
 Phone: 714-555-3250
 FAX: 714-555-1917

We do it right the first time or it's free!



A

C

FAX

D

| | | | |
|--------|--|--------|--|
| To: | | From: | |
| Phone: | | Date: | |
| Re: | | Pages: | |
| Fax #: | | CC: | |

E

- Urgent
 For Review
 Please Comment
 Please Reply

F

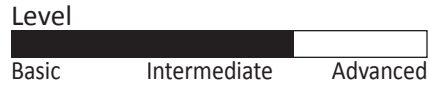
Comments

G

© Lawn Enforcement, Fax Cover Page, <current date>

Project #: W-11

Word Specialist



Project Title

Inventory List of Equipment Per Truck

New Skills:

- Inserting a row
- Merging cells



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Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist
Project #: W-11

| |
|---|
| Customer Name: Lawn Enforcement |
| Assigned to: You, the MS Word Specialist |
| Project Title: Inventory List of Equipment Per Truck |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 18.

| |
|---|
| Project Description |
| After the recent purchase of five new trucks, the owner of Lawn Enforcement has decided to create a list of tools each truck should have on it at all times. The driver assigned to each truck will use the list daily. Each morning, the driver will verify that everything on the list is present and in working order. This inventory check will be repeated again at the end of the day. If anything is missing or broken, it is to be reported with an explanation included. |
| Your Job |
| As the Microsoft Word Specialist, you will create the list of tools each truck will have. The form needs to include a line for the truck number, the name of the driver, and the date the inventory list is completed. The client will provide the list of items. The form will be used on a clipboard and kept in the trucks. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. The form should be easy to use.2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save it as **Project W-11 Inventory List** in your “Word Projects” folder within the “Lawn Enforcement Projects” folder.
3. Unless otherwise noted, the font should be set to Arial 12 point.
4. Set the top and bottom margins at 0.5 inch and set the left and right margins at 1 inch.
5. Insert the Lawn Enforcement logo from the "Logos" folder, center-aligned, and resized to 1 inch in diameter as shown in **Document W-11**. See icon **A**
6. Double-space and key the text using point size 11 as shown in **Document W-11**. See icon **B**
7. Insert a table with 3 columns and 22 rows.
8. In the first row, merge the cells and key the text using point size 14, bold, and center-aligned as shown in **Document W-11**. See icon **C**
9. For the remaining rows, set the width of column one to 5.25 inches and set the width of columns two and three to 0.5 inch. Center-align the text in columns two and three.
10. Key the text as shown in **Document W-11**, filling in the rest of the table. See icon **D**
11. To create space for a written explanation, merge the cells in the last three rows and key the text as shown in **Document W-11**. See icon **E**
12. Double-space below the table and key the text, left-aligned, as shown in **Document W-11**. See icon **F**
13. Double-space and key the text using point size 10, left-aligned, as shown in **Document W-11**. See icon **G**
14. Carefully proofread your work for accuracy and format.
15. Resave the file.
16. Print a copy of the document if required by your instructor.



B Directions: Use the inventory check list to circle YES or NO if equipment is broken or missing.

C

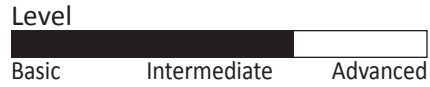
| Inventory Equipment List | | |
|--|-----|----|
| Tree Pruners | Yes | No |
| Electric Chain Saw | Yes | No |
| Wood Chipper | Yes | No |
| Pruning Saw | Yes | No |
| Telescoping Pruners and Pole Saw | Yes | No |
| Silky Zubat Curve Saw | Yes | No |
| Folding Pruning Saw with Replacement Blades | Yes | No |
| All-Purpose Sharpener | Yes | No |
| High Limb Saw | Yes | No |
| Tool Spray | Yes | No |
| Hedge Shears | Yes | No |
| Pointed Nose Bow Saw | Yes | No |
| Branch Puller | Yes | No |
| Grass Shears | Yes | No |
| Thorn Stripper | Yes | No |
| Axe | Yes | No |
| Bar and Chain Oil | Yes | No |
| Grafting and Pruning Knife | Yes | No |
| D Explanation of Equipment Condition: | | |
| | | |

E Driver's Name: _____ Truck #: _____ Date of Use: _____

F © Lawn Enforcement, Inventory Equipment List, <current date>

Project #: W-12

Word Specialist



Project Title

Detailing Overview

New Skill:

- Inserting files into a document



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College Concierge

Lettuce-Do-Lunch

Lawn Enforcement

Word Specialist
Project #: W-12

| |
|---|
| Customer Name: Jazz My Wheels |
| Assigned to: You, the MS Word Specialist |
| Project Title: Detailing Overview |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 17.

| |
|---|
| Project Description |
| Jazz My Wheels is offering technical training classes for adults. Anyone interested in pursuing this type of a business can take these training classes. A committee from Jazz My Wheels has been gathering information to include in the course that they plan to offer next semester at the local community college. They need to look at what has been collected so far and put it together into one document. |
| Your Job |
| As the Microsoft Word Specialist, you will create one document from multiple files. Simply copying and pasting a file can be confusing and take an unnecessary amount of time, especially if the file is lengthy. Instead, you will insert three files into a document, combining them to make one complete document. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.2. Creating one document from multiple files can be done effectively by inserting files into a document.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Set all document margins at 1 inch.
3. Unless otherwise noted, the font should be set to Arial 12 point.
4. On the first line of the document, key the text exactly as shown in **Document W-12.1**.
See icon **A**
5. Save the document as **Project W-12 Description** in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
6. Open a second document in Microsoft Word.
7. On the first line of the document, key the text exactly as shown in **Document W-12.2**.
See icon **B**
8. Save this document as **Project W-12 Who Does It** in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
9. Open a third document in Microsoft Word.
10. On the first line of the document, key the text exactly as shown in **Document W-12.3**.
See icon **C**
11. Save the document as **Project W-12 How Much** in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
12. Open a fourth document in Microsoft Word. Save it as **Project W-12 Detailing Overview** in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
13. On the first line of the document, using all caps, bold, and center-aligned, key the title as shown in **Document W-12.4** and then double-space. See icon **D**
14. Insert the file **W-12 Description** into the document. See icon **E**
15. Double-space and then insert the **W-12 Who Does It** file into the document. See icon **F**
16. Double-space and then insert the **W-12 How Much** file into the document. See icon **G**
17. Review your document and check to be sure that there is one blank line between each paragraph heading in the document.
18. Carefully proofread your work for accuracy and format. Check to be sure that your final document matches **Document W-12.4**.

Instructions to the MS Word Specialist (Continued)

19. Resave the final document in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
20. Print a copy of the document if required by your instructor.

Document W-12.1

A

AUTO DETAILING DESCRIPTION

UK: (**Car valeting**) is the performance of an extremely thorough cleaning, polishing, and waxing of an automobile, both inside and out, to produce a show-quality level of detail. Besides improving appearance, detailing helps to preserve the resale value of a car.

Today, the United States may have more than 50,000 detailers in operation. Some are franchisees of national auto detailing chains. Many have no actual business address, instead working as mobile operators or in vacant parking lots. Detailing/valeting can be practiced for personal satisfaction, and it is also performed to prepare a car for car shows that feature the appearance of cars.

Document W-12.2

B

WHO DOES THIS SERVICE?

Auto detailing services are typically offered at car washes, specialty stores, and auto body repair shops. Car washes generally offer lower-cost detailing for the average consumer. Businesses that specialize in auto detailing will usually target car owners who are selling a vehicle, car enthusiasts or luxury vehicle owners, and fleet or government contracts. Auto body repair shops offer post-repair auto detailing services. According to Consumers' Checkbook, more mobile operators are going to customers' homes or businesses with a truck, a trailer, and a mounted water tank.

Document W-12.3

C

HOW MUCH DOES DETAILING COST?

Fees for auto detailing run an average of **\$58 for a basic package** for passenger cars to **\$89** for larger vehicles such as SUVs and mini-vans. Upgraded packages run an average of **\$147** for passenger cars to **\$188** for larger vehicles.

Prices will vary not only by size of vehicle, but also by geographical location, interior style, and type of services selected. Packages will usually offer the best prices, but most businesses offer a la carte services as well.

Source: http://en.wikipedia.org/wiki/Auto_detailing

D DETAILING OVERVIEW

E AUTO DETAILING DESCRIPTION

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G HOW MUCH DOES DETAILING COST?

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Project #: W-13

Word Specialist

Level

Basic

Intermediate

Advanced



Project Title

Waiver and Release of Liability Form

New Skills:

- Setting tabs
- Changing line spacing
- Inserting page breaks
- Inserting page numbers
in a document
- Using the AutoNumbering
feature



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The Microsoft Office Experts

Squeaky Clean

Lawn Enforcement

College Concierge

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist Project #: W-13

Customer Name: Squeaky Clean

Assigned to: You, the MS Word Specialist

Project Title: Waiver and Release of Liability Form

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 15.

Project Description

Squeaky Clean's business has increased as a result of their new unique service approach. They need more independent cleaning contractors and are also converting the original staff to independent cleaning contractor status.

The company needs a Waiver and Release of Liability Form. Each contractor will be asked to complete and sign this form to alleviate any financial responsibility from the business owners if the contractor is hurt or if damage occurs to property while on the job.

Your Job

As the Microsoft Word Specialist, you will create a Waiver and Release of Liability Form. This form will serve as a legal document and should not have a logo or other noticeable identifiers of the company.

Tips and Strategies

1. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
2. The form should be simple and straightforward.
3. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-13 Waiver and Release** in your “Word Projects” folder within the “Squeaky Clean Projects” folder.
3. Set the page size to 8.5 inches wide x 11 inches high with a 0.5 inch margin on all sides.
4. Unless otherwise noted, the font should be set to Times New Roman 12 point and the text should be double-spaced.
5. Key the title as shown in **Document W-13**, center-aligned, underlined, and all caps. See icon **A**
6. Key the text left-aligned and double-spaced as shown in **Document W-13**.
7. Insert page breaks where appropriate.
8. Use the auto-numbering feature as shown. See icon **B**
9. For the signatures section on the third page of **Document W-13**, set a left-aligned tab at 3 inches. See icon **C**
10. Insert a footer with the page number center-aligned. See icon **D**
11. Carefully proofread your work for accuracy and format.
12. Resave the file.
13. Print a copy of the document if required by your instructor.

A AGREEMENT WITH INDEPENDENT CONTRACTOR

THIS AGREEMENT is entered into by and between _____ (hereinafter “_____”) of _____, _____, and _____ (hereinafter “Contractor”) as of the date set forth below.

WHEREAS, _____ and Contractor hereby enter into a promise and agreement whereby Contractor will render certain work, services, labor, and/or materials to and for the benefit of _____ for valuable consideration.

NOW, THEREFORE, for and in consideration of the mutual promises contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, _____ and Contractor do hereby contract, promise and agree as follows in connection therewith:

B

1. Contractor does hereby agree to render and provide work, services, labor, and/or materials in accordance with the specifications discussed and incorporated herein by reference.
2. _____ does hereby agree to pay Contractor the sum of _____ Dollars (\$_____) upon completion of said work, service, labor, and/or materials to be rendered and provided by Contractor.
3. Contractor is, and will continue to be, an independent contractor and is not to be considered in any way subject to control by _____. Contractor is not, and is never to be, an agent or employee of the _____, and Contractor shall have no power or authority to pledge or attempt to pledge or bind or obligate the _____ in any manner or for any purpose. The _____ has no right to and shall not require Contractor to attend at any place or time for any purpose, to devote any particular time or hours to Contractor’s business, to confine Contractor’s activities to any particular type of customer or any particular territory, to follow schedules or itineraries, to make report of any character, or to refrain from engaging in any other type of business.

4. Contractor acknowledges that time is of the essence in this contract and covenants and agrees that all work, services, labor, and/or materials shall be completed prior to _____.
If Contractor fails to complete or provide all work, services, labor, and/or materials prior to the date specified above, Contractor agrees that _____ shall have the right to procure the services of one or more other contractors to complete or provide such work, services, labor, and/or materials and that _____ shall have the right to set off and deduct the cost and charges of such and other contractors from the amounts due Contractor hereunder.
5. Contractor does hereby for itself, and its heirs, executives, administrators, agents, employees and successors assigns from any and all claims, demands, actions, causes of action, suits at law or in equity, damages, costs, expenses, and losses of any kind or nature whatsoever, whether now known or unknown which may not exist or which may hereafter arise out of or from the work, services, labor, and/or materials to be rendered and provided by Contractor or its subcontractors to or for the benefit of _____.
6. Contractor further warrants and agrees to render and provide said work, services, labor, and/or materials in accordance with the specification attached hereto as Exhibit "A" and in a workmanlike manner and shall keep all property of _____ clear of all liens and encumbrances.
7. The provisions of this Agreement shall be binding upon and used to the benefit of the heirs, personal representatives, successors, and assigns of the parties.
8. In the event of a default under this agreement, the defaulting party shall reimburse the non-defaulting party for all costs and expenses incurred, court costs, and attorney's fees at the trial level, and on appeal.
9. No waiver of any provision of this Agreement shall be deemed or shall constitute a waiver or any other provision, whether or not similar, nor shall any waiver constitute a continuing waiver. No waiver shall be binding unless executed in writing by the party making the waiver.
10. The Agreement shall be governed by and shall be construed in accordance with the laws of the State of _____.

11. The Agreement constitutes the entire Agreement between the parties pertaining to its subject matter and it supersedes all prior contemporaneous agreements, representations, and understandings of the parties. No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing by all parties.

WITNESS THE SIGNATURES of the parties hereto on this _____ day of _____, 20__

C

By: _____

_____ Owners

CONTRACTOR

Project #: W-14

Word Specialist



Project Title

Industry Trend Article

New Skills:

- Inserting bookmarks into a document
- Adding a hyperlink text to bookmarks
- Inserting a drop cap



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Squeaky Clean

College Concierge

Lettuce-Do-Lunch

Lawn Enforcement

Word Specialist Project #: W-14

Customer Name: Jazz My Wheels

Assigned to: You, the MS Word Specialist

Project Title: Industry Trend Article

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 17.

Project Description

Jazz My Wheels wants to begin work on structuring themselves to sell franchises. The company's Board of Directors and investors are going to need to be convinced that franchising is a good business decision. The owner has researched the pros and cons of this business strategy and he will give a presentation to the board next week. The owner has written an article he wants professionally prepared for this presentation.

Your Job

As the Microsoft Word Specialist, you will review the article the owner has written and edit it as necessary. Be prepared to provide several drafts of this multi-page document before getting approval. Each time a draft document is saved, be sure to include in your file name the version number (i.e., version 1 or version 2) to help keep track of the most current draft being presented for approval.

Tips and Strategies

1. To save time and frustration, create bookmarks so that you can easily move from one place to another within your document.
2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
3. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-14 Industry Trend Article** in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
3. Unless otherwise noted, the font should be set to Times New Roman 12 point.
4. Insert a footer that includes the page number center-aligned as shown in **Document W-14.1**. See icon **A**
5. On the first line of the document, using the default margins, key the title using point size 16, bold, and center-aligned as shown in **Document W-14.1**. See icon **B**
6. Double-space and key the subtitle, bold, left-aligned as shown in **Document W-14.1**.
7. Change the first letter of the paragraph to a drop cap, dropped two lines as shown in **Document W-14.1** and then key the text left-aligned. See icon **C**
8. Insert a page break into the document.
9. On the first line of **page two**, key the text as shown in **Document W-14.1**. See icon **D**
10. Insert another page break into the document.
11. On the first line of **page three**, key the text as shown in **Document W-14.1**. See icon **E**
12. Insert another page break into the document.
13. On the first line of **page four**, key the text as shown in **Document W-14.1**. See icon **F**
14. Insert another page break into the document.
15. On the first line of **page five**, key the text as shown in **Document W-14.1**. See icon **G**
16. Select all of the text on **page two** of the document and insert a bookmark. Name the bookmark **step1**. DO NOT use any spaces when naming the bookmark.
17. Go to **page one** and select the text “Step 1. Car Wash.” Then hyperlink the selected text to the bookmark named **step1** in the text display box. Click on Bookmark and select **step1** from the bookmark list.
18. Select all of the text on **page three** of the document and insert a bookmark. Name this bookmark **step2**. DO NOT use any spaces when naming the bookmark.
19. Go to **page one** and select the text “Step 2. Auto Glass.” Hyperlink the selected text to the bookmark named **step2**.

Instructions to the MS Word Specialist (Continued)

20. Select all of the text on **page four** of the document and insert a bookmark. Name the bookmark **step3**. DO NOT use any spaces when naming the bookmark.
21. Go to **page one** and select the text “Step 3. Auto Paint.” Hyperlink the selected text to the bookmark named **step3**.
22. Select all of the text on **page five** of the document and insert a bookmark. Name the bookmark **step4**. DO NOT use any spaces when naming the bookmark.
23. Go to **page one** and select the text “Step 4. Oil Change.” Hyperlink the selected text to the bookmark named **step4**.
24. Go to **page one** of your document. Click on each of the hyperlinks you created to be sure that they are all linked to the correct page within the document.
25. Carefully proofread your work for accuracy and format. Compare your final document to the example shown in **Document W-14.2**.
26. Resave the file.
27. Print a copy of the document if required by your instructor.

Document W-14.1

Note: Text to key on page 1.

B Automotive Franchises

Automotive Industry Trends

C Automotive franchises come in all shapes and sizes. They include motor vehicle parts and supply stores, auto restoration, auto sound systems, wash and detailing, automotive equipment rental and leasing, tire dealers, and automotive repair and maintenance franchises. Studies show that the following franchises, despite the endemic problems in the car industry, remain a solid investment:

- Step 1. Car Wash
- Step 2. Auto Glass
- Step 3. Auto Paint
- Step 4. Oil Change

A

1

Note: Text to key on page 2.

D The profitability of individual car wash franchises depends upon location and marketing campaigns. The industry is highly labor intensive, with annual revenue of \$40,000 per employee.

Note: Text to key on page 3.

E There are over 200 million cars reported on the road overall in the United States. (United States Department of Transport) American drivers are holding on to cars longer. The average age of vehicles in the United States in 2009 was 9.5 years old compared with 9.1 in 2006 and 8.6 in 2003. (Philana Patterson, Journal of Black Enterprise, June 1, 2009)

Note: Text to key on page 4.

F There are more than 200 million vehicles on the road today that will need auto paint repair at some stage. The auto paint industry is booming.

Note: Text to key on page 5.

G The United States automotive oil change industry is booming, with over 4,000 companies and combined annual revenues of \$4 billion. More than 70% of revenue is from oil changes.

Automotive Franchises

Automotive Industry Trends

Automotive franchises come in all shapes and sizes. They include motor vehicle parts and supply stores, auto restoration, auto sound systems, wash and detailing, automotive equipment rental and leasing, tire dealers, and automotive repair and maintenance franchises. Studies show that the following franchises, despite the endemic problems in the car industry, remain a solid investment:

- Step 1. Car Wash
- Step 2. Auto Glass
- Step 3. Auto Paint
- Step 4. Oil Change

1

The profitability of individual car wash franchises depends upon location and marketing campaigns. The industry is highly labor intensive, with annual revenue of \$40,000 per employee.

2

There are over 200 million cars reported on the road overall in the United States. (United States Department of Transport) American drivers are holding on to cars longer. The average age of vehicles in the United States in 2009 was 9.5 years old compared with 9.1 in 2006 and 8.6 in 2003. (Philana Patterson, Journal of Black Enterprise, June 1, 2009)

3

There are more than 200 million vehicles on the road today that will need auto paint repair at some stage. The auto paint industry is booming.

4

The United States automotive oil change industry is booming, with over 4,000 companies and combined annual revenues of \$4 billion. More than 70% of revenue is from oil changes.

5

Project #: W-15

Word Specialist

Level

Basic Intermediate Advanced



Project Title

Employee Personnel Form

New Skills:

- Merging/splitting cells
- Aligning text
- Using shading



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Lawn Enforcement

College Concierge

Squeaky Clean

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist Project #: W-15

Customer Name: Lawn Enforcement

Assigned to: You, the MS Word Specialist

Project Title: Employee Personnel Form

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 18.

Project Description

Lawn Enforcement is hiring more employees due to business growth. This means they need to be more professional about keeping employee records. Lawn Enforcement has decided they need to create a personnel form that will provide contact information for each employee.

Your Job

As the Microsoft Word Specialist, you will create a user-friendly Employee Personnel Form to help Lawn Enforcement keep the information they need in their personnel files. It should be quick and easy to complete.

Tips and Strategies

1. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
2. This form may need to be changed from time to time, so be sure to include a footer with the version number.
3. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-15 Employee Personnel Form** in your “Word Projects” folder within the “Lawn Enforcement Projects” folder.
3. Set the left, right, and top margins at 0.5 inch and set the bottom margin at 0.6 inch.
4. Unless otherwise noted, the font should be set to Arial 12 point.
5. At the top center of your document, insert the Lawn Enforcement logo from the “Logos” folder as shown in **Document W-15**. Resize the logo so it is in proportion with the rest of your document. See icon **A**
6. Directly below the logo, center-aligned, bold, key the company’s name using point size 16 as shown in **Document W-15**. See icon **B**
7. Double-space and insert a table with 3 columns and 22 rows.
8. In the first row, specify the row height to be 0.4.
9. Merge the cells in row 1 and key the text as shown in **Document W-15**. See icon **C**
10. In rows 2 to 22, specify the row height to be 0.3.
11. Merge the cells in row 2 and then split the row into two columns. Key the text as shown in **Document W-15**.
12. Merge the cells in row 3 and then split the row into two columns. Key the text as shown in **Document W-15**.
13. Merge the cells in row 4 and key the text as shown in **Document W-15**.
14. Key the text in rows 5 and 6 as shown in **Document W-15**.
15. Merge the cells in row 7.
16. Merge the cells in row 8 and key the text as shown in **Document W-15**.
17. Continue this process row by row to prepare the form and key the text.
18. To allow more space for the employee’s signature in row 22, hit the Enter key one time before keying the text and hit Enter one time after. See icon **D**
19. Use the Borders and Shading feature to shade row 1 with a light gray fill color.
20. Key the text in the footer using point size 9 as shown in **Document W-15**. See icon **E**

Instructions to the MS Word Specialist (Continued)

21. Carefully proofread your work for accuracy and format.
22. Resave the file.
23. Print a copy of the document if required by your instructor.



B Lawn Enforcement

| Employee Personnel Form C | | |
|---|-----------------------|-----------------------|
| First Name | | Last Name |
| Social Security | | Date of Birth |
| Address | | |
| City | State | Zip Code |
| Phone Number | Cell Phone Number | E-mail Address |
| Spouse's Name (if applicable) | | |
| Phone Number | Cell Phone Number | E-mail Address |
| Emergency Contact Name | | Phone Number |
| Regular Hours | Extra Hours Available | Weekends Available |
| Partner Preference | | Phone Number |
| City | License Number | |
| Bank Name | | |
| Address | | |
| City | State | Zip Code |
| Direct Deposit <input type="checkbox"/> yes <input type="checkbox"/> no | | Deposit Amount |
| Primary Beneficiary | | Secondary Beneficiary |
| D Signature for Verification Purposes: | | |



© Lawn Enforcement, Employee Personnel Form, version 1, <current date>

Project #: W-16

Word Specialist

Level

Basic

Intermediate

Advanced



Project Title

List of Services Handout

New Skills:

- Using find and replace
- Creating and formatting tables
- Inserting a header/footer
- Justifying text
- Inserting symbols
- Creating a bulleted list



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Squeaky Clean

Lawn Enforcement

College Concierge

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist
Project #: W-16

| |
|---|
| Customer Name: Squeaky Clean |
| Assigned to: You, the MS Word Specialist |
| Project Title: List of Services Handout |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 15.

Project Description

Squeaky Clean wants to create a new list of services that includes their Each Visit items and their new service called Detail-Cleaning Rotation. The list will serve as a marketing piece to show potential customers what they can do and show current customers the additional services available on a rotational basis.

Your Job

As the Microsoft Word Specialist, you will create a four-column list of services. The finished product will include the company's name and logo, new phone number, mission statement, and their motto.


Tips and Strategies

1. The header is being set up with center-align to allow room on the upper-left side of the document for a rubber band to be stapled to it. This is so the list can be used as a door hanger.
2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
3. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-16 List of Services** in your “Word Projects” folder within the “Squeaky Clean Projects” folder.
3. Set the page size to 8.5 inches wide x 11 inches high and set the left and right margins at 1 inch. Set the top margin at 2 inches and the bottom margin at 0.5 inch.
4. In Page Setup, choose Layout, and set the header margin to 0.5 and the footer margin to 0.7.
5. Unless otherwise noted, the font should be set to Arial 12 point.
6. In the header of your document, key the text in bold, using point size 16, and center-aligned, as shown in **Document W-16**. See icon **A**
7. Below the company name and phone number, insert the Squeaky Clean logo from the “Logos” folder. Resize the logo so it is in proportion with the rest of your document. See icon **B**
8. Below the logo, key the company’s mission statement, using italic and center-aligned, as shown in **Document W-16**. See icon **C**
9. One line below the mission statement, key the text left-aligned, using point size 12 and bold, as shown in **Document W-16**. Be sure to include standard bullets in your list. See icon **D**
10. On the next line, insert a table with 4 columns and 4 rows. Change the width of the first and third columns to 2.6 inches and the width of the second and fourth columns to 0.43 inch. See icon **E**
11. In row 1, split the cells into two columns and key the headings using point size 12, bold, and center-aligned. Key the subheadings using point size 10. Key the text in parentheses using point size 10, italic, and center-aligned, as shown in **Document W-16**. See icon **F**
12. In the second row, key the main text in the first and third columns using point size 12, left-aligned for the room callouts. Use point size 10 for the remaining text and create a bulleted list. See icon **G**
13. In the second and fourth columns of row 2, include the checkmarks center-aligned, where applicable, as shown in **Document W-16**.
14. Repeat steps 12 and 13 for rows 3 and 4.
15. In the first line below the table, using point size 12, bold, center-aligned, key the company's slogan as shown in **Document W-16**. See icon **H**

Instructions to the MS Word Specialist (Continued)

16. Use the Find and Replace feature to replace the word "sanitize" with the word "disinfect" in the Services Checklist.
17. Key the text in the footer using point size 10, left-aligned, as shown in **Document W-16**.
See icon .
18. Carefully proofread your work for accuracy and format.
19. Resave the file.
20. Print a copy of the document if required by your instructor.

A Squeaky Clean ~ 714-555-1234



C *We specialize in cleaning people's homes. It is our business!! If our quality slips even once, we may have lost a customer forever.*

Services:

- D**
- Weekly
 - Bi-Monthly
 - Monthly

E

F

G

| Every Clean List shows work completed at each visit <i>(check when completed)</i> | | Detail-Cleaning Rotation List shows options for detail cleaning <i>(check specific services provided with each visit)</i> | |
|--|--|---|--|
| Bathrooms <ul style="list-style-type: none"> • clean tile walls, bathtubs, showers • polish shower doors • disinfect vanities and sinks • shine mirrors and chrome fixtures • sanitize and clean floors • vacuum • scrub and sanitize toilets • dust window sills, ledges, and blinds • remove cobwebs • general dusting, including light fixtures | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ | Bathrooms <ul style="list-style-type: none"> • bleach tile grout • remove mildew from shower door • individually clean knickknacks • polish cabinets • hand-wipe baseboards and sills • give floors extra attention • scrub faucets, sinks, and drains • vacuum vents • dust walls to ceiling • wash rugs | <ul style="list-style-type: none"> ✓ ✓ ✓ |
| Eating Area and Kitchen <ul style="list-style-type: none"> • clean and sanitize countertops and sink • clean stove and range hold • wipe glass surfaces and shine chrome • clean fronts of all appliances • vacuum and damp-mop floors • dust window covers, sills, and ledges, • dust and remove cobwebs • clean outside of microwave • spot-clean floors and door frames | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ | Eating Area and Kitchen <ul style="list-style-type: none"> • clean inside of oven and refrigerator • scrub spills on burners • wipe down doors and door frames • clean inside appliances • wipe and polish fronts of cabinets • sanitize floors • hand-wipe all kitchen furniture • pull out refrigerator to clean underneath • remove cobwebs under lower cabinets | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ |
| Living Area and Bedroom(s) <ul style="list-style-type: none"> • hand-wipe flat surfaces • spot-clean floors and door frames • remove cobwebs • dust picture frames and lamps • dust ceiling fans • dust intricate items • dust heavy knickknack areas • dust wood floors • sweep tile floors • vacuum stairs and empty closet floors | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ | Living Area and Bedroom(s) <ul style="list-style-type: none"> • move furniture to clean under • polish wood surfaces • dust walls to ceiling • vacuum chairs and couch cushions • clean fans and light fixtures • wipe light bulbs • clean out cupboard of choice • vacuum corners/edges at baseboards • steam tile floors • clean fireplace(s) | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ |

H Our Service Will Make You Smile!

I © Squeaky Clean, List of Services Handout, <current date>

Project #: W-17

Word Specialist

Level

Basic Intermediate Advanced



Project Title

Welcome Orientation Letter Mailing

New Skills:

- Using mail merge
- Saving a document as a different name

Important Note: Prior to beginning this project, Projects W-8 and A-10 must be completed.



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College Concierge

Squeaky Clean

Lawn Enforcement

Lettuce-Do-Lunch

Jazz My Wheels

Word Specialist Project #: W-17

Customer Name: College Concierge

Assigned to: You, the MS Word Specialist

Project Title: Welcome Orientation Letter Mailing

Date: (current date, 20xx)

Note: Prior to beginning this project, review the Company Overview provided on page 14.

Project Description

College Concierge has a job request from University of Learning. University of Learning is preparing for the fall semester and wants to mail a Welcome Orientation Letter to those students who have accepted enrollment to the university.

Your Job

As the Microsoft Word Specialist, you will create a new correspondence letter and complete a mail merge using existing data. This letter provides the students with very important dates that are critical to their success in getting started at the school. It will be your priority to confirm that the dates you key in are correct. The mail merge feature is an easy way to send this letter to all students who will be attending the university.

Tips and Strategies

1. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.
2. Use a block-style letter format.
3. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open the saved file **Project W-8 Business Letterhead** in the “Word Projects folder” within the “College Concierge Projects” folder.
2. To avoid losing your original letterhead file, save the document as **Project W-17 Welcome Orientation Letter** in your “Word Projects” folder within the “College Concierge Projects” folder.
3. Unless otherwise noted, the font should be set to Times New Roman 11 point, and double-spaced between paragraphs.
4. Set the left, right, and bottom margins at 1 inch. Set the top margin at 2 inches. In the Layout display box, set the header and footer at 0.5 inch.
5. In the header of your document, change the personalized information as shown in **Document W-17**. See icon **A**.
6. One line below the header, key the date as shown in **Document W-17**. See icon **B**.
7. Using the mail merge feature, select the file **Project A-10 Incoming Students**, created for Work Order A-10, in the “Access Projects” folder within the “College Concierge Projects” folder.
Note: This step will connect the main document—the letter (see Document W-17)—to the data source document; the data source document does not actually display on the screen.
Tip: Remember to change postal code to zip code in the mail merge address setup.
8. Insert the merge fields four lines (three blank lines) below the date, left-aligned, as shown in **Document W-17**. See icon **C**.
9. Double-space below the recipient’s address, key the salutation text and insert the merge field, left-aligned, as shown in **Document W-17**. See icon **D**.
10. Double-space below the salutation and key the text for the letter, single-spaced and left-aligned, as shown in **Document W-17**. See icon **E**.
11. Double-space and key the complimentary close as shown in **Document W-17**. See icon **F**.
12. Four lines below the complimentary close, key the signature text as shown in **Document W-17**. See icon **G**.
13. Carefully proofread your work for accuracy and format.
14. Using the Mail Merge feature, merge your letters to a new document.

Instructions to the MS Word Specialist (Continued)

15. Once again, carefully proofread the finished letters for accuracy and format.
16. Resave the file.
17. Print a copy of one or more of the merged letters if required by your instructor.

University of Learning

A

Laurence W. Bright, PhD
Dean of Education
E-mail: lbright@uofl.edu
www.universityoflearning.edu



Administration Office
28350 Scholar Circle, Sky, CA 92701
Phone: 434-555-0404
Fax: 434-555-3456

B

(current date)

C

<<FirstName>> <<LastName>>
<<Address1>>
<<City>>, <<State>> <<Zip>>

D

Dear <<FirstName>>:

E

We are delighted that you will be joining us at University of Learning for the Fall semester. The Orientation Program is scheduled for Sunday, August 29, and Monday, August 30. The Sunday program is a welcome dinner for all new students, where important information can be given in a relaxed atmosphere. The Monday program will be held in McLane Auditorium, De Palmer Hall. This program will start promptly at 8:30 a.m. and will last until 3 p.m.

The second day of orientation will provide you with assistance in completing paperwork and registering for classes, a campus tour, banking information, and information from campus security. Please bring your proof of health insurance, car registration, and a completed I-9 form to the Orientation Program.

There are two important items that we need to bring to your attention prior to your arrival:

1. The housing forms are only available online. Information for completing the forms will be sent via e-mail. The preferred dates of arrival for sign-in at the residence halls are August 26 and 27. We would like to make sure that you are rested and ready for the beginning of your semester!
2. You will need a completed Medical History Form when you meet with the school medical staff during your scheduled appointment. Information on the process for completing the form will be sent via e-mail. You must complete pages 1 and 2 of the form and have your family physician complete pages 3 and 4. The university also requires immunization against measles, mumps, and rubella for all students. By requesting a health physical and immunizations with your home physician, you will save the time and expense of having them done once you arrive.

Again, we welcome and congratulate you on making University of Learning your chosen college to complete your higher learning.

F

Sincerely,

G

Laurence W. Bright, PhD
Dean of Education

“We Provide Opportunities for Personal Growth and Cultural Enrichment”

Project #: W-18

Word Specialist

Level

Basic

Intermediate

Advanced



Project Title

Hours of Operation Sign

New Skills:

- Vertically aligning and centering text
- Creating a table
- Merging cells
- Shading cells
- Inserting rows
- Formatting cells



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The Microsoft Office Experts

Lettuce-Do-Lunch

Jazz My Wheels

College Concierge

Squeaky Clean

Lawn Enforcement

Word Specialist
Project #: W-18

| |
|---|
| Customer Name: Lettuce-Do-Lunch |
| Assigned to: You, the MS Word Specialist |
| Project Title: Hours of Operation Sign |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 16.

| |
|---|
| Project Description |
| Lettuce-Do-Lunch needs a sign to show its hours of operation. Every establishment should post its hours of operation in a highly visible area. Depending on the number of entrances, some establishments post more than one sign. |
| Your Job |
| As the Microsoft Word Specialist, you will create and design an Hours of Operation sign to be placed in a window or on a door to let customers know when Lettuce-Do-Lunch is open for business. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. The sign should be easy to read. The first line, Hours of Operation, should be able to be seen from 10 yards.2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-18 Hours of Operation Sign** in your “Word Projects” folder within the “Lettuce-Do-Lunch Projects” folder.
3. Set the page size to 8.5 inches wide x 11 inches high with a 1 inch margin on all sides.
4. Unless otherwise noted, the font should be set to Arial 12 point.
5. At the top center of the page, insert the Lettuce-Do-Lunch logo from the “Logos” folder as shown in **Document W-18**. Resize the logo so it is in proportion with the rest of your document. See icon **A**
6. Double-space after the logo and key the title, center-aligned, all caps, using point size 36, and bold, as shown in **Document W-18**. See icon **B**
7. Double-space under the title and insert a table center-aligned with two columns and seven rows.
8. Change each row height to 0.6 inch high with vertical alignment and select center.
9. In the table, key the text, left-aligned in both columns, using point size 20, and bold, as shown in **Document W-18**. See icon **C**
10. Insert one row below the last row in the table. Merge the cells in this row and key the text using point size 20, bold, and center-aligned with one added space below the text, as shown in **Document W-18**. See icon **D**
11. Format the table to display a border around the table, but not around each cell. There should be no borders between cells.
12. Shade every other cell to make the information easy to read. See icon **E**
13. Carefully proofread your work for accuracy and format.
14. Resave the file.
15. Print a copy of the document if required by your instructor.



B HOURS OF OPERATION

| | |
|------------------|-------------------------|
| C Monday | 11 a.m. – 4 p.m. |
| Tuesday | 11 a.m. – 4 p.m. |
| Wednesday | 11 a.m. – 4 p.m. |
| Thursday | 11 a.m. – 4 p.m. |
| Friday | 11 a.m. – 4 p.m. |
| Saturday | 10 a.m. – 3 p.m. |
| Sunday | 10 a.m. – 2 p.m. |

D

**Hours change during school vacations
and summer.
Call 714-555-3381 for details.**

E

Project #: W-19

Word Specialist

Level

Basic

Intermediate

Advanced



Project Title
Grand Opening Flyer

New Skills:

- Creating and designing a flyer
- Using the fill color feature
- Selecting a shadow and dash style (if available)
- Customizing colors



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Lettuce-Do-Lunch

Jazz My Wheels

College Concierge

Squeaky Clean

Lawn Enforcement

Word Specialist
Project #: W-19

| |
|---|
| Customer Name: Lettuce-Do-Lunch |
| Assigned to: You, the MS Word Specialist |
| Project Title: Grand Opening Flyer |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 16.

| |
|---|
| Project Description |
| Lettuce-Do-Lunch would like to distribute flyers throughout the community and on the school’s campus to let customers know about three new menu items. A flyer is a one-sheet document that can take on a variety of formats, sizes, and designs. Flyers can be used to announce events, advertise a product or service, or promote a cause. The primary objective of a flyer is to capture the reader’s attention. |
| Your Job |
| As the Microsoft Word Specialist, you will create and design a promotional flyer that will encourage potential customers to visit the restaurant and try the three new menu items. |
| Tips and Strategies |
| <ol style="list-style-type: none">1. The menu items should be presented as a list, making it easy for customers to place their orders.2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.3. Read through all of the instructions before proceeding with the project. |

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-19 Grand Opening Flyer** in your “Word Projects” folder within the “Lettuce-Do-Lunch Projects” folder.
3. Set the page size to 8.5 inches wide x 11 inches high with a 0.8 inch margin on all sides.
4. Unless otherwise noted, the font should be set to Arial 12 point.
5. At the top left-hand corner, key the name of the restaurant, with a green text color of your choice (optional), using point size 36, bold, and italic, as shown in **Document W-19**. See icon **A**
6. Below the company name, insert an appropriate clip art image (e.g., a salad) that helps illustrate the message. Resize the image to 3 inches wide by 3 inches tall (approximately) as shown in **Document W-19**. See icon **B**
7. To the right of your clip art image, create a text box that is 3 inches wide by 1 inch tall. Select a shadow style (optional) and use fill color RGB: Red 174, Green 64, and Blue 64. Using point size 18, bold, and center-aligned, key the text as shown in **Document W-19**. See icon **C**
8. Create a text box that is 3 inches wide by 1.7 inches tall. Select a dashed line style and gray fill. Using point size 16, with the last line using point size 12, bold, and center-aligned, key the text as shown in **Document W-19**. See icon **D**
9. Double-space and key the text using point size 16, italic, and center-aligned, as shown in **Document W-19**. See icon **E**
10. Insert three line spaces and key the text using point size 12, left-aligned. Insert bullets and bold the name of each menu item as shown in **Document W-19**. See icon **F**
11. Double-space and key the text, left-aligned and bold, as shown in **Document W-19**. See icon **G**
12. Carefully proofread your work for accuracy and format.
13. Resave the file.
14. Print a copy of the document if required by your instructor.

A *Lettuce-Do-Lunch*



C

**Come Try Our
New Menu Items!!**

D

**Try one of our new menu
items and get a FREE
delicious homemade cookie
and drink ...**

Good this month only!

E

*Our three new menu items are being brought to you by the students
at Shoreline High School ...*

F

- **Crazy Chopped Salad:** a Mediterranean-inspired classic chopped salad that has finely chopped artichoke hearts, roasted corn, garbanzo beans, diced tomato, cucumber, and fresh basil tossed in a homemade vinaigrette dressing.
- **Signature Salad:** has a southwestern flavor and lots of hearty ingredients, including barbecue chicken, diced tomatoes, cucumbers, red onion, roasted corn, green chili peppers, avocado, grated cheddar cheese, and cilantro. The salad is tossed in a creamy ranch dressing and finished with thin, crunchy tortilla strips.
- **Snowcrest Chicken Sandwich:** features a juicy, 7-oz. grilled chicken breast on Ciabatta bread with lettuce, vine-ripened tomato, dill pickle chips, and red onion served on the side. The sandwich comes with its own special mustard remoulade sauce.

G

**Call ahead orders for take out: 714-555-3381
We are located next to Surf 'n Sport in Seashore Village.**

Project #: W-20

Word Specialist

Level

Basic

Intermediate

Advanced



Project Title

Newsletter

New Skills:

- Using and formatting with drawing tools
- Using a newsletter format
- Inserting a bullet symbol to separate text
- Inserting shapes and WordArt



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Jazz My Wheels

Squeaky Clean

College Concierge

Lettuce-Do-Lunch

Lawn Enforcement

Word Specialist
Project #: W-20

| |
|---|
| Customer Name: Jazz My Wheels |
| Assigned to: You, the MS Word Specialist |
| Project Title: Newsletter |
| Date: (current date, 20xx) |

Note: Prior to beginning this project, review the Company Overview provided on page 17.

Project Description

Jazz My Wheels is planning to franchise, but before doing so, they want to increase customer awareness about the services they offer. In order to keep loyal, repeat customers, it's important to communicate with them often and give them something of value. One of the ways to do this is through newsletter marketing.

Your Job

As the Microsoft Word Specialist, you will create an introductory newsletter about the company's services. The company's employees have already written the articles to use. Keep it to one page with two columns. Create an eye-catching masthead for the top portion of the newsletter.

Tips and Strategies

1. A newsletter is usually part of a series of publications that is formatted the same way, with stories written as a third-party observer.
2. An example of what your finished document should look like has been provided. Refer to this document for visual guidance as you complete the instructions. When you see an icon in the instructions, look for the matching icon in the finished document.

Tips and Strategies (Continued)

3. Follow these design guidelines:
 - Keep the layout simple and easy to read.
 - Design the heading as the most prominent element on the page.
 - Use a maximum of two to three fonts in the newsletter.
 - Article headings should be no more than 14 point font and text no more than 11 point font.
 - Place the most important information at the top of the newsletter.
4. Read through all of the instructions before proceeding with the project.

Instructions to the MS Word Specialist

1. Using Microsoft Word, open a new document.
2. Save the document as **Project W-20 Newsletter** in your “Word Projects” folder within the “Jazz My Wheels Projects” folder.
3. Set page margins to 0.5 inch on all sides.
4. Unless otherwise noted, the font should be set to Arial 11 point.
5. Starting on the first line of the document, key the title of the newsletter as shown in **Document W-20**. Use bold, point size 40, center-aligned. See icon **A**
6. Key the subtitle using point size 10, italic, center-aligned, and bullet symbols inserted where indicated. See icon **B**
7. Insert a 1-point line border below the subtitle and hit Enter.
8. Format the rest of the page as two 3.25 inch columns. Allow 0.5 inch between the two columns with a line inserted between them.
9. Key the remainder of the text in the newsletter and format as follows. See icon **C**
 - a. Format each newsletter article heading using point size 14, bold, and center-aligned.
 - b. Format the body text of the newsletter using point size 11 and justified as shown in **Document W-20**.
 - c. Use font style bold and effects as shown in **Document W-20** (optional).
10. Carefully proofread your work for accuracy and format. Your newsletter should look similar to **Document W-20**.
11. Resave the file.
12. Print a copy of the document if required by your instructor.

A GREAT DETAILS

B *Jazz My Wheels Newsletter • Issue 10 Volume 3 • by Kevin Stuart and Rodney Edge*

☆NEW CAR UPDATE



C VT Cars purportedly replacing its top performer, the V32, with a new model that will likely compete against the likes of the super sports class. The new model will be powered with a V8. The super car/sports car will be drawn from the VT concept. That VT concept came with a diesel-electric hybrid system with 356 bhp (258 kW) and 800 Nm (590 lb-ft) of torque. But that model featured a turbocharged 8-cylinder diesel engine, which is hard to envision being placed under the hood of any of the competitors. That engine may make it to the streets as a VT-Series car one day, but the new supercar will more likely opt for a 4.4 liter twin-turbo V8 power plant. According to research and development, in order to make a car that is competitive, it will need to be “intelligent and dynamic-looking.” And that’s just what they are doing with the new model.

The Buzz About Body Kits

Of course, with body kit popularity on the rise, they are having a stronger influence among car enthusiasts and playing a large role in the marketplace. People are talking about their future role in the car market. Some dealerships want nothing to do with body kits or their accessories. Some dealers state, “We don’t build cars, sell body kits or parts.” While other companies that specialize in the design of full body kits (www.customcarthings.vroom) say they have the “the largest selection of high quality name brand body kits and ground effects, including carbon fiber, Kevlar and light weight fiberglass hoods, side skirts, and front and rear custom bumpers. All will be shipped factory direct to you!”

**WE ARE NOW OPEN SUNDAYS
10:00 A.M. TO 3:00 P.M.**



Our services are top notch! Learn why ...

- All-inclusive customer service across all brands
- Our technicians and parts consultants are well-trained and certified to answer questions about all the products we carry.
- Services include:
 - Window tinting
 - Remove start and security systems
 - Navigation
 - Wheels 'n tires
 - Custom audio and video
 - “A Cut Above” auto detailing
 - Restorations

coming soon!

Jazz My Wheels has just finished negotiations with the City of Shoreline to sponsor and facilitate a restoration car show scheduled for next year’s July 4th festivities. It will be held at the local fair grounds and will feature a showcase of restored cars from the years 1955 to 1975. Workshops will be offered for the restoration enthusiasts who are interested in learning more about the business of restoration, the most sought after parts, and where to market their finished products.

Our certified mechanic specialists will be on hand to answer any and all questions along with our service providers who will be available to offer on the spot service and parts installations.

Excel Specialist

Included in this section:

| | |
|--|-----|
| Project E-1: Undergraduate Enrollment Demographic Data | 131 |
| Project E-2: Market Analysis | 135 |
| Project E-3: Employee Roster | 139 |
| Project E-4: Top-Selling Products | 143 |
| Project E-5: Employee Productivity Report | 147 |
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| Project E-13: Most Popular Services | 185 |
| Project E-14: Sales History Chart | 191 |
| Project E-15: Sales Forecast Chart | 197 |

As the Microsoft Excel Specialist for The Office Specialist.com, you will use Microsoft Excel to enter and format data in spreadsheets. Each project requires you to use specific Excel features and functions to format and calculate data. Keying data accurately and checking your work will be essential to your success on each Excel project. Review the Tips and Strategies section for shortcuts and tips to help you achieve accurate results. Check for hints in the step-by-step project instructions.



