

Business Documents & Technology

- Student Notes

Directions:

Fill in the blanks.

Business Documents Segment

1. Steps to Document Creation

- Include:
 - plan
 - gather information
 - _____ research
 - outline
 - write
 - create the first _____ of the document

2. Steps to Document Creation

- Include:
 - revise
 - check the layout and format
 - check for _____ errors
 - make corrections
 - edit
 - perform a _____ spelling/grammar check
 - make corrections
 - finalize

3. Tips for Writing

- Include:
 - knowing the purpose (why) and the subject (who) of the document being _____
 - always focusing on the receiver and show empathy
 - keeping it _____, rather than being wordy or technical
 - ensuring the message is understandable and concise

4. Professional Writing Skills

- Are demonstrated by:
 - sending messages promptly
 - using _____ paper
 - ensuring accurate formatting of documents
 - using high printing quality
 - checking for and removing all _____ and grammatical errors

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5. Types of Messages

- Include:
 - positive
 - _____
 - persuasive

Important: Always make sure the type of message matches the response the receiver is looking for.

6. Positive Messages

- Are also known as goodwill messages
- Are _____ messages intended to generate feelings of support and approval
 - usually bearing good or neutral news
- Are designed to create a _____ impression of the writer and his/her company
- Examples include:
 - congratulations, appreciation and acceptance messages, job offers

7. Positive Messages

- Should be written using the direct approach
 - straightforward _____ which leads with the main point
- Include:
 - opening
 - announce information
 - explanation
 - present details and _____ information
 - close
 - build goodwill by being sincere and friendly

8. Negative Messages

- Are messages bearing bad news
- Can create a bad impression of the writer and his/her company
- Must be worded sensitively using _____ rather than negative words
- Examples include:
 - order/credit refusal
 - _____ denials
 - poor evaluation/termination messages

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9. Negative Messages

- Should be written using the indirect approach
 - subtle strategy which leads with explanation and _____
- Include:
 - opening
 - use _____ — gentle openings providing a cushion before bad news is presented
 - explanation
 - provide information and logical reasoning

10. Negative Messages

- Include:
 - negative Information
 - relate _____ to decision
 - provide alternatives if available
 - close
 - build _____ by personalizing and staying away from negative subject

11. Persuasive Messages

- Are designed to make the reader want to take action immediately
- Must contain interesting and _____ information
- Should be written using an indirect approach
 - gain attention in the beginning then proceed with explanation and main point
- Examples include:
 - sales messages, requests and _____ messages, application cover letters

12. Letter Formatting

- Includes:
 - equal margins
 - usually the default margins set by the word _____
 - one inch side, top and bottom margins, if not set
 - side _____ can be increased for short letters

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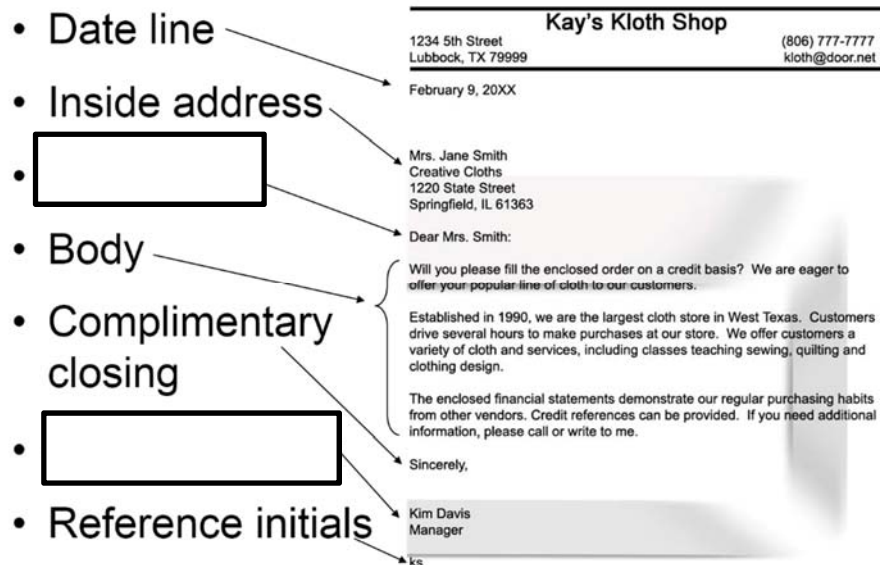
13. Letter Formatting

- Includes:
 - text alignment options
 - all text _____ on the left side with a jagged right side
 - preferred by most companies
 - gives more personal _____
 - justified with left and right sides being aligned
 - gives a computer-generated appearance

14. Letter Formatting

- Includes:
 - spacing
 - once after a period, question mark, colon or exclamation point
 - once after a comma or _____
 - once after a period following an initial or abbreviation
 - mixed punctuation
 - colon after _____
 - comma after the complimentary close
 - see block letter example



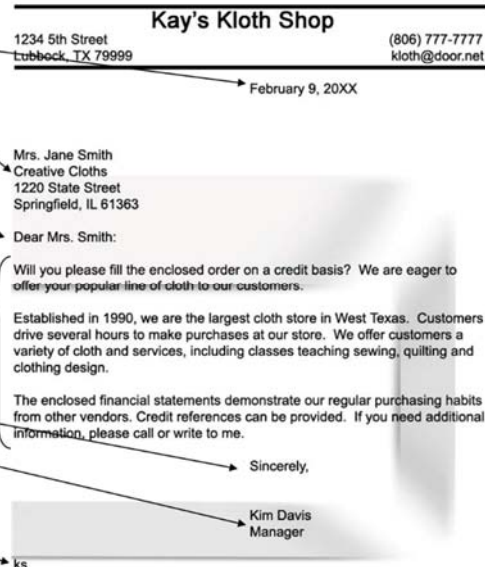
15. Standard Block Format

- Date line
 - Inside address
 - 
 - Body
 - Complimentary closing
 - 
 - Reference initials
- 
- Kay's Kloth Shop**
1234 5th Street
Lubbock, TX 79999
(806) 777-7777
kloth@door.net
- February 9, 20XX
- Mrs. Jane Smith
Creative Cloths
1220 State Street
Springfield, IL 61363
- Dear Mrs. Smith:
- Will you please fill the enclosed order on a credit basis? We are eager to offer your popular line of cloth to our customers.
- Established in 1990, we are the largest cloth store in West Texas. Customers drive several hours to make purchases at our store. We offer customers a variety of cloth and services, including classes teaching sewing, quilting and clothing design.
- The enclosed financial statements demonstrate our regular purchasing habits from other vendors. Credit references can be provided. If you need additional information, please call or write to me.
- Sincerely,
- Kim Davis
Manager
- ks

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16. Modified Block Format

- Date line
 - 
 - Salutation
 - Body
 - Complimentary close
 - Signature block
 - 
- 
- Kay's Kloth Shop**
1234 5th Street
Lubbock, TX 79999
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- February 9, 20XX
- Mrs. Jane Smith
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- The enclosed financial statements demonstrate our regular purchasing habits from other vendors. Credit references can be provided. If you need additional information, please call or write to me.
- Sincerely,
- Kim Davis
Manager
- ks

17. Memorandum Format

- Is used for intra-company communication



Kay's Kloth Shop
1234 5th Street
Lubbock, TX 79999
(806) 777-7777
kloth@door.net

TO: Sales Clerks

FROM: Kay Schulz, Owner

RE: Appointment of Kim Davis as Manager

DATE: February 9, 20XX

I am excited to announce the appointment of Kim Davis as manager of the store. She will begin work on February 15.

Kim comes to us from Brooke's Clothing, where she was in charge of inventory and sales. She has a college degree in management and marketing. It will be her duty to ensure the company runs smoothly and sales continue to increase.

Kim looks forward to working with each of you and deserves your full cooperation and support. Please join me in wishing her success and a sincere welcome to our store.

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- Include:
 - Title page
 - Letter or memo of transmittal
 - Table of contents
 - Table of figures
 - Executive _____
 - Report text
 - introduction
 - body
 - conclusion
 - _____/bibliography
 - appendices

[illegible]

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20. Graphics in Written Documents

- Allows:
 - data to be presented in a simplified way by using graphics
 - graphics should only be used to explain and _____ difficult data, not for enhancement purposes
- Includes:
 - tables
 - charts
 - maps
 - _____
 - flowcharts

21. Graphics in Written Documents

- Should be inserted into text after their introduction
 - there should be written sentences immediately before or after the graphic to _____ its meaning
- Do not simply state the figure _____ and title

Technology Segment

1. Technology

- Is essential for businesses of all types to regulate and optimize business _____ and communications
- Helps businesses operate more _____ and effectively

2. Technology in Business

- Includes:
 - Internet
 - _____ communications
 - phone systems, fax machines, e-mail, instant message, videoconferencing, etc.
 - computer _____
 - local area network (LAN)
 - school computer lab or business offices
 - wide area network (WAN)
 - has two or more interconnected LANs
 - metropolitan area network (MAN)
 - serves a town or city

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3. Communication Methods

- Include:
 - _____
 - e-mail
 - faxing

4. Communication Procedures

- Include:
 - prepare
 - write down key points
 - identify yourself
 - first and last name, job _____ if applicable
 - identify purpose
 - politely and directly
 - take time to listen
 - give other party time to ask questions
 - review
 - make sure both _____ agree on what should happen next, if additional communication is needed set up specific day and time

5. Log-in Procedure

- Includes:
 - typing in username
 - typing in _____
 - _____ out every time

6. Log-in Tips

- For work computers can include:
 - always remember username and password
 - never give out password
 - reset password _____
- Are meant to uphold system security by managing _____ to files and operations

7. Troubleshooting

- Is the process of solving or determining a problem or an issue, often involves the process of _____
 - identifying the problem by first deciding what is not _____ in a step-by-step manner

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8. Troubleshooting Procedures

- Include:
 - defining the problem
 - _____possible causes
 - formulating a hypothesis about the cause
 - testing _____
 - solving the problem

9. Defining the Problem

- Involves determining what is going on
 - is there an _____message
 - is the screen frozen
 - has there been a _____outage
 - is there new hardware or software installed

10. Eliminate Possible Causes

- By using the facts and evidence to _____exclude possible causes and _____the root of the problem

11. Formulating & Testing a Hypothesis

- Occurs after _____down possible problem source
- Can be done more than once if changing possible _____is required

12. Solving the Problem

- Is the final step in the process
 - make sure to _____to all parties that the problem has been fixed
- Can be done by
 - researching error messages
 - _____larger problems into smaller ones and fixing them one by one
 - restarting programs or computer

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13. Technology Safety & Security Policies

- May concern:
 - computer and software use
 - e-mail
 - Internet
 - _____messaging
 - blogs and personal posting
 - cell phone
 - portable _____device
 - camera phone

14. Technology Safety & Security Policies

- Can protect business by:
 - protecting trade secrets
 - protecting employer, customer and employee _____
 - managing electronic documents and tools
 - limiting _____for employee misconduct
 - conserving company resources
 - preventing e-harassment

15. Technology Safety & Security Policies

- Usually include information stating:
 - do not give out passwords
 - always _____out
 - never visit unprotected _____
 - keep personal information off company computers

16. Ergonomic Techniques

- Deal with _____and arranging equipment so people can use technology easily and safely
- Can include guidelines for safe computer use, gaming, _____, tablets, etc.

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17. Ergonomic Techniques

- Include:
 - sit up tall, push hips all the way back in chair, have feet flat on the floor, have chair at 100 to 110 degree angle
 - position _____ directly in front of chair, even with the front edge of the desk and at elbow height so wrist movement is not restricted
 - place monitor 18 to 24 inches from eyes, with top edge of display screen at eye level
 - take short breaks every hour to _____ the neck, shoulders, arms, wrists and fingers