

# BUSINESS LETTER BLOCK STYLE

<b>FRIENDS AND NEIGHBORS</b> 516 W. Iowa Street Dermott, AR 71638-2039 (870) 555-0183	<b>Letterhead</b>
December 7, 200- <b>About 2 inches or 2 lines below letterhead</b>	<b>Date</b>
↓ 4	
Mr. Alex P. Perkla Homemade Construction 571 S. Pecan Street Dermott, AR 71638-2225	<b>Letter Address</b>
↓ 2	
Dear Mr. Perkla	<b>Salutation</b>
↓ 2	
Thank you for helping to make this year's Friends and Neighbors Dinner a success.	<b>Body</b>
 The tables and benches your crews built, delivered, and set up were put to good use. Meals were enjoyed by 376 people who might otherwise have spent their holiday alone and hungry.	
 Homemade Construction has a positive reputation in the community. That reputation is well deserved.	
↓ 2	
Sincerely	<b>Complimentary Close</b>
↓ 4	
Chuck L. Fosgate, Chair Friends and Neighbors Dinner	<b>Signature Lines</b>
↓ 2	
Enclosures	<b>Enclosure Notation</b>

# BUSINESS LETTER SIMPLIFIED STYLE

**FRIENDS AND NEIGHBORS**  
516 W. Iowa Street  
Dermott, AR 71638-2039  
(870) 555-0183

December 7, 200- **About 2 inches or 2 lines below letterhead**

↓ 4

Mr. Alex P. Perkla  
Homemade Construction  
571 S. Pecan Street  
Dermott, AR 71638-2225

↓ 2

Holiday Gratitude  
↓ 2

Thank you for helping to make this year's Friends and Neighbors Dinner a success.

The tables and benches your crews built, delivered, and set up were put to good use. Meals were enjoyed by 376 people who might otherwise have spent their holiday alone and hungry.

Homemade Construction has a positive reputation in the community. That reputation is well deserved.

↓ 4

Chuck L. Fosgate, Chair  
↓ 2  
vu  
↓ 2  
Enclosures

Letterhead

Date

Letter  
Address

Subject Line

Body

Signature  
Lines

Reference  
Initials  
Enclosure  
Notation

## HEADING FOR SECOND AND ADDITIONAL PAGES OF LETTERS AND MEMOS

**About 1 inch**

Mr. Alex P. Perkla  
Page 2 **(use appropriate page number)**  
December 7, 200-

↓ 2

Body of message is continued. At least two lines of text should be carried to continuation pages.

# PERSONAL-BUSINESS LETTER MODIFIED BLOCK STYLE

**About 2 inches**

143 W. Mulberry Street  
Dermott, AR 71638-1200  
December 7, 200-

↓ 4

Mr. Alex P. Perkla  
Homemade Construction  
571 S. Pecan Street  
Dermott, AR 71638-2225

↓ 2

Dear Mr. Perkla

↓ 2

Thank you for helping to make this year's Friends and Neighbors Dinner a success.

The tables and benches your crews built, delivered, and set up were put to good use. Meals were enjoyed by 376 people who might otherwise have spent their holiday alone and hungry.

Homemade Construction has a positive reputation in the community. That reputation is well deserved.

↓ 2

Sincerely

↓ 4

Chuck L. Fosgate, Chair  
Friends and Neighbors Dinner

↓ 2

Enclosures

Return  
Address

Date

Letter  
Address

Salutation

Body

Complimentary  
Close

Signature  
Lines

Enclosure  
Notation

# TRADITIONAL MEMO

## Memo Headings

About 2 inches

**TO:** Marketing Department Staff

↓ 2

**FROM:** Paula Pierz, Manager *pp*

↓ 2

**DATE:** September 25, 200-

↓ 2

**SUBJECT:** Staff Meeting

↓ 2

## Body

Representatives of ACE Computer Corporation will be here October 7, 8, and 9 to conduct training sessions for us. These all-day sessions will be held in Conference Room A; equipment will be installed there for our use. Please bring the following materials with you:

- Operating system manual.
- Graphics software manual.
- Word processing software manual.
- Samples of letters, memos, reports, and proposals you have completed during the past six months.

Treat  
bulleted items  
as paragraphs.

Align text  
for readability.

The attached brochure will more fully describe the training we will receive. Please read it before the first session.

These classes will provide a good introduction to our equipment and software. It is important that we all attend. Sessions covering advanced applications will be scheduled after the first of the year.

↓ 2

## Reference Initials

eb

↓ 2

Attachment  
Notation

Attachment

# ENVELOPES

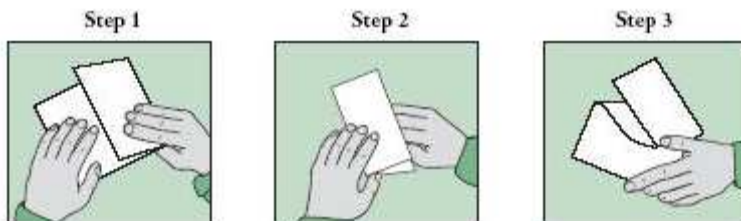
Business and personal-business letters are usually mailed in No. 10 envelopes (4 1/8" x 9 1/2"), but personal-business letters can also be mailed in No. 6 3/4 envelopes (3 5/8" x 6 1/2").

Business envelopes typically have the return address preprinted; therefore, return addresses are keyed only for personal-business letters or when a letterhead envelope is not available. You can use the envelope feature of your word processing program to create the mailing address and, if necessary, the return address for these and other envelope sizes. As you do so, remember these guidelines:

- An address must contain at least three lines; addresses of more than six lines should be avoided.
- The last line of an address must contain the city, the state, and the ZIP Code (preferably the nine-digit code).
- Mailing addresses may use title case or be keyed in uppercase with no punctuation.
- Place mailing notations that affect postage (e.g., CERTIFIED or REGISTERED) below the stamp position.
- Place other notations (e.g., CONFIDENTIAL or PERSONAL) below the return address.

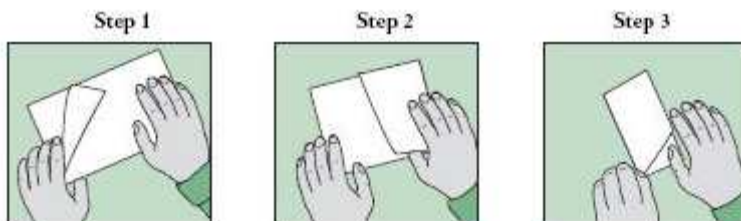
## FOLDING AND INSERTING CORRESPONDENCE

Large envelopes (No. 10)



- Step 1: With document face up, fold slightly less than 1/3 of sheet toward top.  
Step 2: Fold top of sheet to within 1/2" of bottom fold.  
Step 3: Insert document into envelope with last crease toward bottom of envelope.

Small envelopes (No. 6 3/4)



- Step 1: With document face up, fold bottom up to 1/2" from top.  
Step 2: Fold right third to left.  
Step 3: Fold left third to 1/2" from last crease and insert last creased edge first.

# PROPOSAL

◆ *One Park Place*

**TO:** Arthur Lofdahl, Owner  
**FROM:** Ellen Husset, Manager *eh*  
**DATE:** June 6, 200-  
**SUBJECT:** Reallocation of Lobby Space

On a typical day, more than 3,000 people pass through the lobby of One Park Place, many of them carrying a cup of hot coffee. We could provide a service to those tenants and their clients by installing a coffee kiosk in our lobby.

## **Background**

More than 50 percent of Americans over age 18 drink coffee daily. About one-third of the coffee-drinking public consumes a specialty coffee beverage each day.

## **Problem**

The fourth-floor cafeteria serves only regular and decaffeinated coffee and doesn't have space to brew flavored coffees or make espresso. Therefore, our tenants and their clients who want something other than basic coffee must go elsewhere to purchase their beverages.

The nearest specialty coffee shop is four blocks west of One Park Place, which makes it inconvenient for tenants and guests. In addition, carrying coffee through crowded streets or while toting a briefcase or package can be messy. Last Tuesday, I observed four coffee spills before 7:30 a.m.

## **Recommendation**

I recommend that we reallocate lobby space to accommodate a freestanding coffee kiosk and seating for 10–15 customers. Specifically, I recommend we pursue one of the following options (prioritized):

- Offer our cafeteria food management company the opportunity to lease the space to operate a kiosk.
- Solicit lease/operate kiosk bids from independent vendors.
- Install and operate the kiosk ourselves.

After researching the topic, I am confident we can provide this service with little or no remodeling. If you concur that this service will distinguish our property from others in the area, I'd appreciate the opportunity to discuss the details and cost comparisons with you. If we act within the next month, we can have the service available by October 1.

# REVERSE CHRONOLOGICAL RÉSUMÉ

## Justine Schneiderman

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2401 W. College Ave., Apt. 3  
Denver, CO 80219-6000

303.555.0165

[schne381@rockymt.net](mailto:schne381@rockymt.net)

- OBJECTIVE** Entry-level customer-service position in a financial institution that encourages career development and provides advancement opportunities.
- EDUCATION** A.S. degree in Business expected May 2006  
Peak Community College, Denver, CO  
GPA 3.0 (overall) 3.1 (major) / 4.0 scale
- RELATED EXPERIENCE** Teller (Internship) Summer 2005  
Rocky Mountain Bank, Aurora, CO
- Provided high-quality customer service
  - Maintained and accurately reconciled cash drawer
  - Used Vertex computer system
  - Implemented theft management procedures
  - Responded to questions about bank's products
- OTHER EXPERIENCE** Hostess/Server 2003–present  
Sullivan's Steak House, Denver, CO
- Greeted guests; maintained balanced seating
  - Created a friendly, relaxing atmosphere for guests
  - Promoted daily specials
  - Processed orders courteously, quickly, and accurately
  - Developed strong interpersonal communication skills
  - ❖ Named *Employee of the Month* five times
- Custodial Assistant 2004–2005  
Peak Community College, Denver, CO
- Cleaned and sanitized facilities
  - Operated industrial cleaning equipment
  - Prioritized tasks and budgeted time effectively
  - ❖ Nominated for Outstanding Student Employee Award
- Summer jobs as camp counselor, stable hand, and babysitter
- ACTIVITIES/ INTERESTS** Member, Business Club  
Member, Concert Choir  
Volunteer, Special Olympics  
Enjoy horseback riding and hiking
- REFERENCES** Available upon request.

# SOLICITED FUNCTIONAL RÉSUMÉ

Qualifications of  
MYRON BAKER WILSON  
for the position of  
SALES REPRESENTATIVE with ZENITH, INC.

235 Cates Hill Road, Apt. 228  
Berlin, NH 03570-1552

603-555-0185 (home)  
603-555-0141 (work)

## QUALIFICATIONS

Experienced  
Sales Associate

Eight years of retail sales experience  
Choose merchandise  
Create eye-catching displays  
Help customers find products to meet their needs  
Suggest companion or complementary products

Motivated

Promoted to Department Manager after only two years  
Rearranged display area for improved traffic flow  
Associate of the Month five times

Organized

Schedule three full- and eight part-time workers  
Coach daughter's T-ball team  
Worked full-time while completing degrees  
Chaired Student Coalition child care committee (ECC)  
Co-founder of Business Commuter Club (GMU)

Effective Communicator

Conduct seasonal product-use seminars  
Trained sales associates to use POS terminal  
Prepared flyer describing special order policy  
Presented Child Care Center proposal to college  
administrative committee

## EMPLOYMENT

Monroe Department Store  
Hilltop Mall  
Berlin, NH  
1998 to present

## EDUCATION

Green Mountain University, Gorham, NH  
Bachelor of Business Administration, May 2006  
Evergreen Community College, Gorham, NH  
Associate of Arts in Marketing, May 2002

References and Portfolio Available Upon Request



# SCANNABLE RÉSUMÉ

RAE LYNNE CONRAD  
2362 Arden Drive  
Sarasota, FL 34232-3861  
(941) 555-0151

## OBJECTIVE

A part-time receptionist position in a progressive metropolitan hospital or clinic.

## EDUCATION

Chambers Business University, Bradenton, FL  
Medical Secretary Program  
Certificate to be awarded February 2006

Classes in Medical Terminology, Microcomputer Systems, Machine Transcription, Word Processing, Medical Records Administration, and Business Communication.

## SPECIAL SKILLS

Keyboarding; text accuracy 95 percent at 55 wpm  
Keyboarding; statistics accuracy 95 percent at 25 wpm  
Windows 98 - XP, Microsoft Office, WWW, html  
CPR-certified

## WORK EXPERIENCE

Jake's Café, Sarasota, FL  
Hostess, Cashier, Scheduler  
Server and Table Clearer

## ACTIVITIES AND INTERESTS

Bradenton Community Hospital Hospice Volunteer 2000-present  
CBU Business Club Secretary 2004-05  
Cycling, softball, and handcrafts

## REFERENCES

References may be obtained by writing or phoning:  
Placement Office  
Chambers Business University  
4900 Elizabeth Avenue  
Sarasota, FL 34233-3929  
(941) 555-0189

# MEETING MINUTES

## Staff Council Meeting

November 10, 200-, 2 p.m., Room 272

### Minutes

**Presiding:** M. Provost

**Participants:** B. Aldof, G. Gunderson, T. Hardy, C. Rios, C. Unger (Guest)

Minutes of the November 4 meeting were approved as distributed.

### Reports

- The worker satisfaction survey is ready for distribution. Some concern about distributing it so close to the holiday season. Moved/Seconded/Passed: The survey will be distributed as scheduled.
- C. Unger described the status of negotiations with the company's insurance carrier. Health care costs continue to rise. Additional information will be available at the next meeting.

### Old Business

- Security. Facilities Department is reviewing our proposal that combination locks be installed on first- and second-floor restroom doors. Marked for follow-up in six weeks if no response is received.

### New Business

- Retirement Planning Seminar. Discussion about possibility of sponsoring one for workers. B. Aldof will investigate speakers and costs.

### Announcements

Next meeting November 17. Meeting adjourned at 2:35 p.m.

*Walter Ellington*

Walter Ellington, Recorder

# NEWS RELEASE

## KAMIKA INTERNATIONAL

104 E. Baraga Ave.

Marquette, MI 49855-4738

(906) 555-0177

(906) 555-0178 FAX

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### NEWS RELEASE

**Contact Person:** Marv Carter

September 3, 200-

**For Release:** Immediately

### DENISE RAU NAMED CHIEF EXECUTIVE OFFICER OF KAMIKA INTERNATIONAL

MARQUETTE, MI—Denise Rau has been named Chief Executive Officer of Kamika International, the region's leading producer of cold-weather footwear.

Rau joined Kamika in 1988 after earning her BS degree in Finance from Jackson University. Since then, she has held a variety of posts, most recently Executive Vice President.

In announcing the appointment, Kamika's Board Chairman, Edwin Somerset, said, "Denise has the energy and ideas to propel Kamika into the future. Her experience and her commitment to the company and the people of this region make her an outstanding choice for this important role."

Rau is active in Leadership Marquette, serves on the symphony board, and volunteers with the hospice at County General Hospital. She resides in Marquette with her husband, Fred, and their three children.

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