



## Ethiopian TVET-System



# Clerical Work Support Level-II

Based on August 2012 G.C. Occupational Standard

**Module Title: -Producing Simple Word Processed Documents**

**TTLM Code: - EIS CWS2 TTLM05 0919v1**

**This module includes the following Learning Guides**

**LG14: Preparing to produce documents**

**LG Code: -EIS CWS2 M05 LO 01-LG 14**

**LG15. Produce documents**

**LG Code: -EIS CWS2 M05 LO 02-LG 15**

**LG16. Finalize documents**

**LG Code: -EIS CWS2 M05 LO 03-LG 16**



This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Using safe work practices
- Ensuring **ergonomic**, **work organisation**, energy and resource **conservation requirements**
- Identifying **document** purpose, audience and presentation requirements,
- Identifying **organizational** and task **requirements** for document layout and design

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- Use safe work practices to ensure **ergonomic**, **work organisation**, energy and resource **conservation requirements** are addressed
- Identify **document** purpose, audience and presentation requirements, and clarify with relevant personnel as required
- Identify **organizational** and task **requirements** for document layout and design

### Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number -- to ---.
3. Read the information written in the “Information Sheets --”. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check --” **in page -**.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check ---1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet ---”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #--.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



## Information Sheet-1

## CONTENT-1 Using safe work practices(4 hrs)

### Introduction

Produce Simple Word Processed Documents requires keyboarding skills acquired during the training duration in Level I and Level II. The trainees always required to develop accuracy and speed in order to produce promptly any documents, without delay, pertaining to business activities effectively and efficiently.

**This unit of competence covers three learning outcomes, namely:**

1. Preparing to produce documents
2. Producing documents
3. Finalizing documents

Each learning outcome has particular contents. For example, Learn outcome one preparing to produce documents covers four learning contents, namely: Using safe work practices; Ensuring ergonomic, work organization, energy and resource conservation requirements; Identifying document purpose, audience and presentation requirements; and Identifying organizational and task requirements for document layout and design. Each learning outcome has a Learning Guide. This learning guide has a particular learning contents which came from Occupational Standards.

Learning outcome two producing documents has also three learning contents under it: **Formatting** document using appropriate **software functions**; Using system features to identify & manipulate **screen display options and controls**; and Using manuals, user documentation and online help to overcome problems.

The last learning outcome again has three contents: Previewing, **checking**, adjusting and **printing** final document; Preparing document within **designated time lines**; and **Naming and storing document** and exit application without information loss/damage.

This learning guide deals with the first learning outcomes and the others will be discussed in the next learning guides that follow hereafter.



**Safe work practices:**

Workplace organization facilitates the smooth flow of activities. Companies should establish Safe Work Practices/Safe Job Procedures for addressing significant hazards or for dealing with circumstances that may present other significant risks/liabilities for the company. They should reflect your company's approach to controlling hazards.

Some regulations require employers to have written procedures/instructions for specific activities/conditions. The number of practices/procedures and the degree of detail will depend on the range of work activities your company performs. It is important that management and supervision are involved in the development of safe work practices and that they provide adequate training for workers likely to follow these practices.

**Safe work practices** are generally written methods outlining how to perform a task with minimum risk to people, equipment, materials, environment, and processes.

Safe job procedures are a series of specific steps that guide a worker through a task from start to finish in a chronological order. Safe job procedures are designed to reduce the risk by minimizing potential exposure.

All safe work practices should be kept in a location central to the work being performed and readily available to the workforce. Some safe work practices will require specific job procedures, which clearly set out in a chronological order each step in a process.

Safe work procedures should be included in the company's "Worker Orientation" program. All workers should be aware of the fact that safe job procedures have been established, are in effect, are written down and must be followed.



### ***Ergonomics, work organization, energy and resource conservation requirements***

**Ergonomics**—The root of the term “ergonomics” stems from the Greek “nomos” meaning rule, and “ergo” meaning work. Therefore, Ergonomics means work rules. In other words, Ergonomics is the study of efficiency, comfort and safety of people in their working environment. It will be clear already that the benefits of ergonomics can appear in many different forms, in productivity and quality, in safety and health, in reliability, in job satisfaction and in personal development.

The reason for this breadth of scope is that its basic aim is efficiency in purposeful activity—efficiency in the widest sense of achieving the desired result without wasteful input, without error and without damage to the person involved or to others. In general, The aim of ergonomics is to ensure that the working situation is in harmony with the activities of the worker.

#### **Ergonomic requirements may include:**

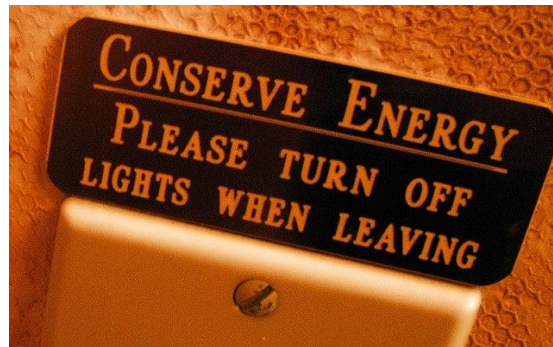
- ☞ avoiding radiation from computer screens
- ☞ chair height, seat and back adjustment
- ☞ document holder
- ☞ footrest
- ☞ keyboard and mouse position
- ☞ lighting
- ☞ noise minimization
- ☞ posture
- ☞ screen position
- ☞ workstation height and layout

#### **Work organization requirements**

Work organization should be made in such a way that it can easily facilitate the requirements of performance of a task effectively and efficiently. Work organization requirements may include: exercise breaks, mix of repetitive and other activities, rest periods. Exercise breaks helps to divide huge task into small tasks that can be easily manageable. Mix of repetitive tasks also helps to bring similar tasks together for easy performance. Rest periods refer to the relaxation break to refresh you. This may take fifteen minutes tea break.

## Energy and Resource *conservation requirements*

Energy conservation is one of the words you are hearing more and more. **Energy conservation** is not about making limited resources last as long as they can, that would mean that you are doing nothing more than prolong a crisis until you finally run out of energy resources all together. Conservation is the process of reducing demand on a limited supply and enabling that supply to begin to rebuild itself. Many times the best way of doing this is to replace the energy used with an alternate.



**Figure 1:** Energy Conservation Method

## Energy Conservation Techniques

There are some techniques which help to make energy conservation:

- ☞ **Education:** Education is probably the most powerful of the energy conservation techniques that can be used. Education is about more than teaching people the importance of conservation, it is about showing the alternative choices that can be used in construction, manufacturing and other processes.
- ☞ **Zero Energy Balance:** Zero Energy Balance is more than techniques of conserving energy in green construction. It is a process of re-evaluating and retrofitting manufacturing and commercial operations so that they can harvest and store energy, as well as take and replace it onto the grid to relieve brown out stresses.

**Figure 2:**  
Energy conservation result



- ☞ **Alternative Power:** The use of alternative power is one of the most key energy conservation techniques because almost all of the transition models require that the existing processes be upgraded or replaced to more energy efficient models too.



- ☞ **Reduced Demand:** There are numerous initiatives that are working to reduce the overall demand on the energy resources of the world. This can range everywhere from education programs to changing the type of energy requirements.
- ☞ **Research & Development:** Continued funding of research and development projects in the energy conservation field is how we discover the changes that can be made to reduce consumption and discover renewable methods to provide us with the energy that modern life requires. It should be one of the energy conservation techniques that are most valued as it is what holds the promise for leading to a solution to the world's energy crisis.

### Resource conservation

Water, electricity, office supplies, manufacturing and production materials, building materials etc. form resources that a company uses. Conservation of such resources is an important environmental measure taken by companies. These include restrictions and reductions in the use of resources, recovery of (re)usable resources from waste products, recycling of resources after adequate processing. Thus company purchasing decisions are increasingly including environmental concerns in their choice of supplies, materials and refills.

Resource conservation measures have also covered maintaining regulatory compliance, chemical source reduction, emissions control, equipment review and construction support, and product stewardship. Increased 'returnable' content in a product or its packaging has also been used in conservation efforts to ensure working safely requirements. Protecting the environment is the right social and business policy to business success and prevention of pollution.

**Figure 1:** Zero landfill waste





**Document purpose, audience and presentation requirements,**

When writing a document, think about its purpose, audience, and design or presentations requirements. Good technical writing has to focus on its audience's needs. For all of us, **an audience** is a group of people with similar needs and similar levels of technical and subject matter expertise and who will be using the document. once I am asked to write a document, I start by identifying my audience's needs and ask myself the following questions before I begin writing:

- ☞ Who will use this document?
- ☞ How will each audience use this document?
- ☞ What information does each audience need in this document for them to use it?

First, identify your audience, design of presentation and the type of information embodied in it. The document must provide sufficient information for the audience to use it with appropriate design. Therefore, you must determine what knowledge each audience has and what additional information each audience needs in the document.

During the writing process, it is helpful to position yourself as a reader. Ask yourself whether you can focus easily on each point you make. One technique that effective writers use is to begin a fresh paragraph for each new idea they introduce.

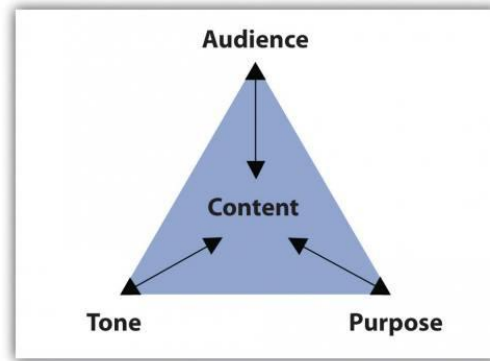
Paragraphs separate ideas into logical, manageable chunks. One paragraph focuses on only one main idea and presents coherent sentences to support that one point. Because all the sentences in one paragraph support the same point, a paragraph may stand on its own. To create longer assignments and to discuss more than one point, writers group together paragraphs.

Three elements shape the content of each paragraph:

- ☞ Purpose. The reason the writer composes the paragraph.
- ☞ Tone. The attitude the writer conveys about the paragraph's subject.
- ☞ Audience. The individual or group whom the writer intends to address.



**Figure 2:** Purpose, Audience, Tone, and Content Triangle



The assignment’s purpose, audience, and tone dictate what the paragraph covers and how it will support one main point.

**Documents may include:**

- ☞ agendas
- ☞ briefing papers
- ☞ envelopes
- ☞ faxes
- ☞ labels
- ☞ letters
- ☞ mail merges
- ☞ memos
- ☞ minutes
- ☞ short reports
- ☞ simple one-page flyers
- ☞ standard form letters

Each document presented above has our peculiar design and purpose of writing. For example, to write a business letter, a business letter has its own designs and styles. It also used to communicate with internal and external customers concerning business activities. On the contrary, Memorandum (short form is Memos) is used to communicate only with internal audience and also has own writing style and designed. Agendas are matters to be discussed during the committee meetings. Minutes, on the other hand, the document which emerges from the committee meetings and it is the resolution/outcome of the agenda. We will take the training of Agenda and Minutes documents in Level III. Now, we shall start taking training on the design and style of some main documents such as: Letters, Memos, Short report writing and How to make mail merges.

**Business Letter**

**A) Letter** – when we talk about letter we are talking about a business letter (Amharic or English). Business letter has main parts and writing style. It has, in general, eight main and eight supplementary parts. It has also four basic writing styles such as:

- 1) **Full/Extremely/ Blocked;** (10hrs for practice)
- 2) **Blocked/Modified/ Blocked;**(10hrs)
- 3) **Semi-Blocked;**(10hrs)and
- 4) **Indented letter styles.**(4 hrs)

**i) Parts of a business letter(10hrs)**



*Business Letter has as little as eight parts and as much as 16 parts. Eight parts are called **main parts** of a business letter and another eight parts are **supplementary parts**. Any Business Letter must display the main 8 parts while writing a letter, because they are essential parts. No business letter can have all 16 parts at one instance but use them when you find appropriate to use among them. These two parts are displayed below:*

**The eight basic parts are:**

1. **Letterhead or Return address or Sender’s address** – this gives, in print, the name

<b>Main Business Letter Parts</b>	<b>Supplementary Parts</b>
<ol style="list-style-type: none"> <li>1) Letterhead or Sender’s Name and address</li> <li>2) Date /current date/</li> <li>3) Inside / Receiver’s address</li> <li>4) Salutation</li> <li>5) Body of the letter/ Message Parts</li> <li>6) Complimentary close</li> <li>7) Signer’s Name &amp; Title</li> <li>8) Typist initials</li> </ol>	<ol style="list-style-type: none"> <li>1) Reference No</li> <li>2) Attention line</li> <li>3) Subject</li> <li>4) COMPANY NAME</li> <li>5) Enclosure</li> <li>6) Carbon Copy /CC/</li> <li>7) Post Script /PS/</li> <li>8) Blind Carbon Copy /BCC/</li> </ol>

and address of the company. **Contents:**

- ☞ Name of the organization
- ☞ Emblem/Logo
- ☞ Telephone number
- ☞ Fax number
- ☞ e-mail
- ☞ P.O.B number
- ☞ Name of Town / City

The design may depend on the need of the organization

Coverage – The heading/header may cover up to the first 12 lines. If the organization has many telephone addresses, please insert some addresses in the footer part with motto of the organization. This reduces the sophistication of the heading with addresses.

2. **The Date Line** – It shows current month, day and the year. Type today’s date after header, entering/leaving two blank spaces, starting at the center or more to the right edge. Then advance/leave 4 or 5 lines after the date line.

**Writing Options:** October 30, 20\_\_\_\_ or 30<sup>th</sup> October 20\_\_\_\_



**3. The Inside Address / Receiver’s Address** – which includes both the full name and the mailing address of the addressee. Enter/advance twice

**Options:**

- |                             |                             |                       |
|-----------------------------|-----------------------------|-----------------------|
| 1. Name of the organization | 2. Individual’s name, title | 3. Individual’s Title |
| P.O.B.number                | Department                  | Department            |
| Town/City                   | Organization                | Organization          |
|                             | P.O.B. number               | P.O.B. number         |
|                             | Town/City                   | Town/City             |

**4. Salutation** – is an opening greeting and always begins with Dear. It should match with the options mentioned above. It is always typed at the left margin and always proceeded and followed by a blank line. It is almost followed by a colon.

- Options:** 1. Ladies and Gentlemen:                    or    **Ladies or Gentlemen:**  
 2. Dear Ato \_\_\_/W/ro \_\_\_/W/rt\_\_\_ or    **Dear Mr. \_\_\_/Mrs. \_\_\_/Miss \_\_\_:**  
 3. Dear Sir/Madam/Miss:

**5. The Body of the letter** – it contains message of a letter. It is the main part of a letter which initiates the writer of a letter to write this letter.

- Content of the body:** 1. always typed in single spaced line.  
 2. A blank line is always there between paragraphs  
 3. Before and after the body there is always one blank line.

**6. The Complimentary Closing:** - Closing is the sign-off phase. Proceeded by one blank line from the body and followed by 2-6 lines depending on the size of the letter. If the letter is too short on a paper may allow 6 lines to stretch in order to balance the top and bottom space of your letter. If your letter is long enough allow minimum of 2 lines for pen signing signature to balance the space available.

- ☞ Most often, it begins at, or near, the center.
- ☞ It usually ends with a comma./for standard & closed punctuation styles/
- ☞ Only the first letter is capitalized.

**Samples: 1. The truly family 2. The sincerely family 3. The cordially family**

- |                   |                       |                       |
|-------------------|-----------------------|-----------------------|
| Yours truly,      | Sincerely yours,      | Cordially yours,      |
| Truly yours,      | Sincerely,            | Cordially,            |
| Very truly yours, | Very sincerely yours, | Very cordially yours, |
| Yours very truly, | Yours very sincerely, |                       |

Other options: Best regards, Best wishes, Regards, Respectfully, Respectfully yours, Thank you, Thanks, Love, Take care, etc.

**7. The Signer’s Identification** – which is typed under the space left blank for him to write his name, may be the name or the title (or dept.) or both of the signer. Ordinarily three blank lines are left for the penned signature; but this can be changed depending on the blank space left below. This space may be as few as two or as many as six blank lines for the penned signature.



**8. The Reference Initials/Symbols** – this is usually typist/secretary's initial who writes the letter. This may include:

- a) Signer's initials if his/her name is not properly written in its appropriate place.
- b) Composer's initials – sometimes the composer differs from the secretary, at this time initials of the person is included to indicate this person.
- c) Secretary's/typist's initials -Initials are normally typed at the left margin without periods in either lowercase letters or all-caps.,preceeded by one blank line from the signer's identification.

**Options:**

- 1) **/ab** - when the secretary's/typist's name is written. This includes first letter of her and father's names. e.g. Alemitu Birru is typed as /ab - hyphen and with lowercase letters.
- 2) **XY/ab**– only when the signer's and secretary's initials are included.
- 3) **XY/DE/ab**- only when signer's, composer's and secretary's names are included.

## II. SUPPLEMENTAL BUSINESS LETTER PARTS

In the course of many years of business communication, the business letter has picked up a number of extra parts to serve particular purposes. While none of these are essential for getting the message across to addressee, they do serve as aids to him/her to the writer, and to both their secretaries. The supplemental parts are also eight(8) in type like the basic parts. They are:

**1) The Reference Line** – is used in business where records are kept in numerical files or where transactions are handled by a very large staff as references. it is a line (when replying, refer to:) printed in the letterhead.

e.g Refer to: File 187/985/16  
file No/ letter No/year

**2) An Attention Line** – an extension of the inside address, it is typed between the inside address and salutation, preceded and followed by one blank line. It can be basic when the letter is addressed to the organization. It shortens its way.

**Options for writing:**

- Attention Sales Department
- Attention: Credit Manager
- Attention of the President
- ATTENTION Legal Department s
- ATTENTION OF THE PRESIDENT
- Attention of Mr. John Hall

**3. THE SUBJECT LINE** – is a preview of the message & so is typed b/n the salutation and the body. It may be arranged in many styles. A subject line is usually introduced by



the word “Subject”(by the Latin term “In Re or Re”) in all-caps followed by a colon. Type the subject line between the salutation and the body of the letter. Leave one blank line before and after the subject line. Follow the word Subject with a colon and two spaces. Samples:

SUBJECT: Your Application	RE: The State Vs Government
SUBJECT: Special New Sales	In Re Park Forest Vs Wood yard
SUBJECT: Invoice No. 123A	Subject: Agreement of Salary
Subject: Our Special Sale	In Re: Salary
RE: Salary	

4. **THE COMPANY NAME:** is typed in all-caps. Double-space below the complimentary closing. The name of the organization is typed

- ☞ If the letter needs stretching
- ☞ If the employer simply wants it there, and
- ☞ Whenever the letter involves a contractual matter

5. **Enclosure Notations** – are signals to remind both the sender and receiver of a letter that something is enclosed (attached) in the same envelope. Enclosure notes can be left out properly only when a letter is formal. Whenever an item is sent with a letter, the word Enclosure is typed on the line below the reference initials.

**Examples:** Encl., 2 Enclosures; 3 Encl. and so on

6. **A Carbon Copy (CC) or Photocopy (PC) Notations** – it is typed under the enclosure notation to indicate the addresses that carbon/photo copies (hence “CC”/”PC”) are being sent to the persons indicated. On the name and address of individuals/organizations to whom a copy of the letter/memo is/is going to be/sent.

**Samples**

With different addresses	When the address is the same	
<b>CC/PC::</b> <ul style="list-style-type: none"> <li>• Ministry of Education</li> </ul> <b>Addis Abeba</b> <ul style="list-style-type: none"> <li>• AtoTayeLema</li> </ul> Hawassa University <b>Hawassa</b>	<b>CC/PC:</b> <ul style="list-style-type: none"> <li>• Office of the Ministers</li> <li>• Office of Minister of State</li> <li>• Finance Minister</li> <li>• Ministry of Education</li> </ul> <b>Addis Abeba</b>	<b>CC/PC:</b> <ul style="list-style-type: none"> <li>• AtoLemaYifru</li> <li>• Ministry of Finance</li> <li>• Dr. Solomon Zerga</li> <li>• Ministry of of Education</li> </ul> <b>Addis Abeba</b>

7. **A Post Script** – is an extra/extension of paragraph added at the very bottom of the letter and is treated as such. It is indented or blocked as the other paragraphs. The initials PS., PS:, P.S., or PS- are typed at the start of the paragraph. Or short message

8. in a sentence form which is not included in the message part or an idea which you need to get special attention. **Samples:**

**Indented & Blocked paragraph**

**Blocked paragraph style**

**Indented style**

Clerical Work Support L – II EIS CwS2TTLM 09 19V1 LG01	Version I: Sept. 2019 Author :federal TVET agency
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PS: \_\_\_\_\_ PS: \_\_\_\_\_ PS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. **A Blind Carbon Copy (BCC:) notation** – indicates to whom copies of the letter are being sent without the addressee’s/receiver’s knowledge. It is not typed on the original copy. To type a “BCC” notes, a typist prints the original letter and top sheet of carbon copy/print copy types the “BCC” note an inch/on the 7<sup>th</sup> line/ from the top of the paper at the left margin. **e.g.**

**BCC:**

- Dr. KetemaDori  
Ministry of Finance
- AtoTayeBoli  
Ministry of Education  
**Addis Abeba**

**Letter Margins Setting Table:**

Letter Style	Inch	Body of letter	Page Margins → Layout	Margins
Short Letter	4'	Up to 100 words	Wide	Top 1' Bottom 1' Left 2' Right 2'
Average Letter	5'	101 - 200 words	Moderate	Top 1' Bottom 1' Left 0.75' Right 0.75'
Long Letter	6'	Above 200 words	Narrow	Top 0.5' Bottom 0.5' Left 0.5 Right 0.5'

**Note:** Only when it is necessary to use the supplemental parts, the secretary must know the exact insertion place of each supplemental part in her/his letter while typing a letter. Certainly, no doubt! Nevertheless, this does not mean that s/he uses all supplemental parts at one instance at the same time. Never! This is merely to indicate the exact insertion place of each part.

**Principal letter styles:**

- 1) **Full Blocked/Extremely Blocked** – has no indentions; all lines begin at the margin. It is the easiest style of all styles.
- 2) **Blocked/Modified blocked** – has date, complimentary closing and signer’s name and title indented to center or near it. It is widely used style among others.





- 3) **Semi blocked** – also has paragraphs uniformly indented together with date, complimentary closing and signer's name & title. Less widely used style.
- 4) **Indented** – also has indented steps in its address and closing parts. Oldest style of all styles.

☞ **See below** the practical four principal letter samples carefully.

### **Important tips: make adjustments when writing letters (2 hrs)**

1. Font type – Times New Roman/as general rule/
2. Adjust space and paragraph spacing at 1.0
3. Adjust style at No Spacing position
4. Adjust font size at 12
5. **Always Justify** the body of the letter /alignment **Justify** or /Ctrl + j/
6. Depending on the letter size, adjust margins at for
  - Short letter (4 inch) – wide / Page Layout → Margins → Wide
  - Medium letter (5 inch) – Moderate /Page Layout → Margins → Moderate
  - Long letter (6 inch) – narrow / Page Layout → Margins → Narrow
7. **Advice!** To develop speed increase your **short cut keys** knowledge
  - e.g.
    - **Ctrl + S = to save**
    - **Ctrl + j = to justify**
    - **Ctrl + c = to copy**
    - **Ctrl + x = to cut**
    - **Ctrl + v = to paste**
    - **Ctrl + a = to select all**
    - **Ctrl + p = to print**
8. When you want to **indent a paragraph** – please use **TAB key** which forwards the first line of a paragraph 5 spaces from the margin.  
(10 hrs for practice it)

**Main Parts of Business Letter**

**1. Sender's/Return address**  
**Business or Organization Name**  
 ☎ 0112201895    ✉ 881    Fax 01122011885

---

**2. Date**  
 Date: 17/03/2017

*2 spaces b/n this part*

**3. Inside/Receiver's Address**  
 Miss Alicia C. Alvarez  
 1476 Protacio Street  
 1200 Pasay City

**4. Salutation /introductory greeting**  
 Dear Miss Alvarez

**5. Body of the Letter/ Message**

This letter illustrates the full-blocked or the extreme-blocked style. This style frequently uses the open punctuation in which no punctuation is used after any part of the letter except the message. Open punctuation is commonly used with full-blocked arrangements as both styles are time-savers for the typist.

Each line starts at the left margin (including the Date, Complimentary Closing, and Signer's Name and Title) and is typed single spaced. The advantage of using this form is that the typist does not have to use the Tab key. Because this style is the easiest and fastest to type, it is at present the most popular style in government and business correspondence.

One disadvantage of this style is that it gives the appearance of a lopsided letter.

**6. Complimentary Closing /Closing greeting/**  
 Yours very truly

*For Hand Written Signature  
 2 - 3 spaces possible based on the letter size*

**7. Signer's Name & Title**  
 LEO DEL ROSARIO  
 CONSULTANT

**8. Typist initials**  
 /ee

**Full-blocked/Extreme-blocked style**

---

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 ☎ 0112207707 / 0112200700

a) Full/Extremely Blocked letter style



(10 hrs for practice it)



**Business or Organization Name**

☎0112201895

✉881

Fax 01122011885

Date: 17/03/2017

Miss Loreta T. Mirafior  
1563 Prudencio St., Sampaloc  
10008 Manila

Dear Nuss Nuraflor:

This letter is typed in Blocked /Modified Block letter style. Note that all lines begin at the left margin except the Date, Complimentary Closing and Signer's Name and Title. They start from the center, or slightly to the right off center on the page. Some authors refer to this form as the "Modified block with block paragraphs".

This style is usually typed with mixed or standard punctuation. The Salutation is followed by a colon, and the Complimentary Close, by comma. This form of punctuation is widely used in most business correspondences.

To facilitate typing the Date and the Closing Lines, set the tabular stop at the Center or slightly off to the right of the paper so that you can tabulate if whenever you wish.

Very truly yours,

LEO DEL ROSARIO  
CONSULTANT

/ee

Blocked /Modified-block Letter style with standard Punctuation

We Strive to Deliver Quality Training & Continuous Improvement ←

Motto

☎0112207707 /0112200700

**b) Blocked/Modified Blocked letter style**



(10 hrs for practice it)



Business or Organization Name

☎ 0112201895

✉ 881

Fax 01122011885

Date: 17/03/2017

Miss Loreta T. Mirafior  
1563 Prudencio St., Sampaloc  
10008 Manila

Dear Nuss Nuraflor:

This letter is typed in Blocked /Modified Block letter style. Note that all lines begin at the left margin except the Date, Complimentary Closing and Signer's Name and Title. They start from the center, or slightly to the right off center on the page. Some authors refer to this form as the "Modified block with block paragraphs".

This style is usually typed with mixed or standard punctuation. The Salutation is followed by a colon, and the Complimentary Close, by comma. This form of punctuation is widely used in most business correspondences.

To facilitate typing the Date and the Closing Lines, set the tabular stop at the Center or slightly off to the right of the paper so that you can tabulate if whenever you wish.

Very truly yours,

LEO DEL ROSARIO  
CONSULTANT

/ee

Semi-block Letter style

We Strive to Deliver Quality Training & Continuous Improvement ←

Motto

☎ 0112207707 /0112200700

### c) Semi Blocked letter style



(4 hrs to practice)



**HAWASSA TEGBARE ED TVET COLLEGE**

☎ 0462201895

✉ 881

Fax 04622011885

March 25, 2016

ELECTRO SALES ENGINEERING  
304 South Bumby Avenue  
Orlando, Florida

ATTENTION: MR. JOHN W. COWLEY

Gentlemen:

SUBJECT: SALES REPRESENTATION IN ORLANDO

Thank you for your letter of June 20 in which you inquired about the possibility of becoming a sales representative for our company.

We are presently represented in your area by the William M. Jones Company of Orlando and do not contemplate making any change. However, we will keep your letter on file for possible future reference.

Your interest in our company is appreciated. We promise you, if there is any anticipated changes we will inform you on time.

Very truly yours,

ELECTRONIC RESEARCH, INC.

John E. Markley, Jr.  
Vice president

JEM/rw

*Indented Letter Style*

We Strive to Deliver Quality Training & Continuous Improvement

☎ 0462203707 / 0462200200

d) Indented letter style

**የአማርኛ የሥራ ደብዳቤ አገልግሎት (10 hrs)**







1) የላኪስምናአድራሻ /አንደኢንግሊዝኛየመ/ቤቱስምናአድራሻበሄደርይዘጋጃል።/

2) ቀን - ደብዳቤውየተጻፈበትቀን

3) የተቀባይስምናአድራሻ .

4) የመግቢያሰላምታ

5) መልዕክቱክፍል - ለደብዳቤመጻፍያነሳሳውጉዳይሆኖበሶስትአንቀጽቢቀመጥመልካምነው።

6) የመዝግያሀረግ - ብዙውንጊዜከሰላምታጋርወይምወቅታዊመፈክርሊሆንይችላል።

7) የፈራሚስምናማዕረግ - ለብዕርፊርማበቂቦታበማስቀረትይጻፋል።

8) የተያቢ/የአርቃቂ/

መለያናቸው።በምህጻርየተያቢስምየመጀመሪያፊደልናየአባትየመጀመሪያፊደልንበማስቀመጥሲተየ ብየተተየበውበማንኛንደሆነለማመልከትየምንጠቀመውክፍልሲሆንበደብዳቤውአጻጻፍላይችግርቢፈ ጠርጊላፊነትለመውሰድያገለግላል።

ለ) ተጨማሪየሥራደብዳቤክፍሎችየሚባሉትደግሞ /አስፈላጊሆኖስናገኝየምንጠቀምባቸው/

1) የደብዳቤቁጥር- ደብዳቤበአሁኑውቅትያለቁጥርወጪተደርጎአይላክም። ይህምበደብዳቤውጨኢናገቢመዝገብላይስመዘገብከመዝገብላይየሚሰጥቁጥርነው።

2) በተለይ ለ\_\_\_\_\_ - ደብዳቤውበመ/ቤቱአድራሻተጽፎደብዳቤውግንበመ/ቤቱውስጥላሉትክፍሎችላኪውኢንዲሰጥበሚፈ ልግበትጊዜለይቶለማመልከትየሚረዳሲሆንለምሳሌ፣ በተለይለሰውሀብትተብሎሊጠቀስይችላል። ከተቀባይ መ/ቤቱስምበመቀጠልበመሐሉአንድባደቦታበመተው።

3) ጉዳዩ፣ - የመልዕክቱንበአጭሩለመግለጽሲፈለግየምንጠቀምበትነው።

4) የመ/ቤቱስም - ይህደግሞከመግቢያሀረጉቀጥሎየመ/ቤቱንስምየሚጻፍሲሆንግላማው 1ኛ ደብዳቤየኮንትራትውልከሆነ 2ኛ ደብዳቤአጭርሆኖበወረቀቱላይወደላይከተንጠለጠለፀሐፊዋ/ው ደብዳቤውንለመዘርጋት 3ኛ አንዳንድጊዜየድርጅቱኃላፊዎችየመ/ቤቱስምኢዚያቦታላይኢንዲጻፍላቸውሲፈልጉሲገባይችላል።

5) አባሪ - ከደብዳቤውጋርተጨማሪሰነድወይምዕቃካለለተቀባዩለማስታወስሊጻፍይችላል።



6) ግልባጥ፣

ከተቀባዩበተጨማሪየተጻፈውደብዳቤሌሎችየሚመለከታቸውክፍሎችእንዲያውቁትለማድረግሲፈለግሚጻፍነው።

7) ድህረጽ-ሁፍ - ትኩረትመስጠትየተፈለገጉዳይንለአፅንኦትሲባልሊገባይችላል።

8) ስውርግልባጭ

ከተቀባዩእውቅናውጭደብዳቤውንሌሎችአካላትእንዲያውቁትሲፈለግዋናውንከፒፕሪንትበማድረግበሌሎችኮፒዎችላይእንዲያውቀው/ቁትየተፈለገውን መ/ቤት/ቶች/ ስም/ሞችእናአድራሻበመጻፍመላክሲፈለግሚዘጋጅነው።

ለማጠቃለል ፣ ከተጨማሪክፍሎችበአማርኛደብዳቤአጻጻፍላይበተለይ

- የደብዳቤቁጥር
- ጉዳዩ ፣ እና
- ግልባጭ

የደብዳቤውዋናክፍልእስከሚመስሉድረስበደብዳቤአጻጻፍላይአዘውትሮመጠቀምእየተለመደመጥቷል።በአረፍተነገር መሀልሁለትነጥብከመጠቀምአንድባዶታመተውበአብዛኛተመራጭእየሆነስለመጣይህንንማስተዋልያስፈልጋል።

ሌላውየቢሮውስጥማስታወሻ /Inter-Office Memorandum

/የሚመለከትሲሆንይህደብዳቤዋናመሪቃላትያሉትበመሆኑከዋናውየስራደብዳቤአጻጻፍስልትይለያል።

መሪቃላትያስናቸውምየፊትለፊቱመጻፍሚገባንንነገርስለሚያመለክቱየተሰጠስያሜነው።

እነዚህመሪቃላት

- ለ፣ \_\_\_\_\_
- ከ፣ \_\_\_\_\_
- ቀን፣ \_\_\_\_\_
- ጉዳዩ፣ \_\_\_\_\_

ለመልዕክቱንተቀባይያመለክታል። ከየመልዕክቱንላኪውያመለክታል።

ቀንመልዕክቱየተጻፈበትንቀንያመለክታል። ጉዳዩደግሞዋናውንመልዕክትይመለክታል።

ያጻጻፍስልታቸውም፡ 4 በ 0፣ 3 በ 1፣ እና 2 በ 2 በማትይለያሉ።

የደብዳቤናሙናዎቹንክታችይመልክቱ



የላኪ መ/ቤት ስምና አድራሻ

☎0112222000

✉987

ፋክስ 0113223444

ቁጥር 32/243/2456/35

ቀን: 24/03/2011 ዓ/ም

**ለአንድ ደንበኞች/አድራሻ አዲስ አበባ**

**ጉዳይ: የተመራጭ ስልጠኞች ቀበላት ተቀባይ ስልጠና**

በላኪዎን በደረጃ አንድ፣ ሁለት፣ ሦስት እና ሌሎች በተለያዩ ሙያዎች ዘርፎች ያሰለጠናቸውን ሰልጠኞች በጋራ ወር ማለት ሰኔ 27/2011 ዓ/ም ያስመርቃል።

ስልጠኞች ከመመረቃቸው በፊት በንድፈ ሀሳብ እና በተግባር የተደገፈ ስልጠና በተሰጣቸው በኋላ የሰለጠኑትን ሙያ በተግባር እንዲለማመዱትና የበለጠ እውቀትና ክህሎት እንዲያይብሩ በማለት ወደ ተለያዩ የመንግስትና የግል ተቋማት በመላክ የትብብር ስልጠና እንዲወስዱ ተደርጓል።

በዚህ ዓመት በዚህ መልክ ያሰለጠናቸውን ለማስመረቅ ጥረት በማድረግ ላይ ስለመገኘት የተለመደው ትብብራችሁ እንዲይለዩን ተስፋ በማድረግ ልትቀበሉን የምትችሉትን ተመራጭ ስልጠኞች ብዛትና ልዩ ሙያ እንዲሁም ስለሰለጠኗቸው የሙያዎች ማብራሪያ ቢያስፈልግ በፍ ብሎ በተገለጸው የበላኝ አድራሻ እንድትገልጹልን ትብብራችሁን እየጠየቅን በዚህ በፊትም ሆነ ለወደፊት በዚህ አቅጣጫ ለተደረገልን ትብብር ሁሉ በቅድሚያ ልናመሰግን እንወደለን።

በሰላም ጋር

የበላኝ ዲግ

**ግልባጭ**

- ለአዲስ አበባ መስተዳደር
  - ለትምህርት ሚኒስትር
  - ለአዲስ አበባ ሠ/ማ/ጉዳይ ቢሮ
- አዲስ አበባ

እኔ

**የሙሉ ግጥም ደብዳቤ አገገፍ ስልት**

ጥራት ያለው ስልጠና ለመስጠት እንተጋለን!  
☎116 2 200 002/01144446 456 456

(10 hrs)



የላኪ መ/ቤት ስምና አድራሻ

☎0112222000

✉987

ፋክስ 0113223444

ቁጥር 32/243/2456/35

ቀን: 24/03/2011 ዓ/ም

**ለአትዋጥ ቴ/ሙትብ/ አጀገላ አዲስ አበባ**

**ጉዳይ: የተመራቂ ስልጠኞች ቀበላ ትብብር ስለመጠየቅ**

ከላጀችን በደረጃ አንድ፣ ሁለት፣ ሦስት እና አራት በተለያዩ ሙያዎች ዘርፎች ያሰለጠናቸውን ሰልጠኞች በያዘው ወር ማለት ሰኔ 27/2011 ዓ/ም ያስመርቃል።

ስልጠኞቹ ከመመረቃቸው በፊት በንድፈ ሀሳብ እና በተግባር የተደገፈ ስልጠና ከተሰጣቸው በኋላ የሰለጠኑትን ሙያ በተግባር እንዲለማመዱ እና የበለጠ እውቀትና ክህሎት እንዲያዳብሩ በማለት ወደ ተለያዩ የሙያ ገቢያትና የግል ተቋማት በመላክ የትብብር ስልጠና እንዲወስዱ ተደርጓል።

በዚህ ዓመት በዚህ መልክ ያሰለጠናቸውን ለማስመረቅ ጥረት በማድረግ ላይ ስለሚገኙ የተለመደው ትብብራችሁ እንዲይለዩን ተስፋ በማድረግ ልትቀበሉን የምትችሉትን ተመራቂ ስልጠኞች ብዛትና ልዩ ሙያ እንዲሁም ስለሰለጠኗቸው የሙያዎች ማብራሪያ ቢያስፈልግ ከፍ ብሎ በተገለጸው የኮሌጅ አድራሻ እንዲገልጹልን ትብብራችሁን እየጠየቅን በዚህ በፊትም ሆነ ለወደፊት በዚህ አቅጣቢ ለተደረገልን ትብብር ሁሉ በቅድሚያ ልናመሰግን እንወደዳለን።

ከሠላምታ ጋር

የኮሌጁ ሊዩ

**ግልባጭ**

- ለአዲስ አበባ መስተዳድር
  - ለትምህርት ሚኒስትር
  - ለአዲስ አበባ ሠ/ማ/ጉዳይ ቢሮ
- አዲስ አበባ

እኔ

**የግጥም ደብዳቤ አገገፍ ስልት**

ጥራት ያለው ስልጠና ለመስጠት እንተጋለገ!  
☎116 2 200 002/0114446 456 456



(10 hrs)



የላኪ መ/ቤት ስምና አድራሻ

☎0112222000

☒987

ፋክስ 0113223444

ቁጥር 32/243/2456/35  
ቀን: 24/03/2011 ዓ/ም

**ለኢትዮጵያ ቴሌቪዥን አጀንሳ  
አዲስ አበባ**

**ጉዳይ: የተመራቂ ስልጠኞች ቅበላ ትብብር ስለመጠየቅ**

በአጀንሳ በደረጃ እንደ፣ ሆለት፣ ሦስት እና አራት በተለይ ሙያዎች ዘርፎች ያሰለጠናቸውን ሰልጠኞች በያዝነው ወር ማለት ሰኔ 27/2011 ዓ/ም ያስመርቃል።

ስልጠኞቹ በመመረቃቸው በፊት በንድፈ ሀሳብ እና በተግባር የተደገፈ ስልጠና በተሰጣቸው በኋላ የሰለጠኑትን ሙያ በተግባር እንዲለማመዱትና የበለጠ እውቀትና ክህሎት እንዲያዳብሩ በማለት ወደ ተለያዩ የመንግስትና የግል ተቋማት በመላክ የትብብር ስልጠና እንዲወስዱ ተደርጓል።

በዚህ ዓመት በዚህ መልክ ያሰለጠናቸውን ለማስመረቅ ጥረት በማድረግ ላይ ስለመገኘት የተለመደው ትብብራችሁ እንዲይለገግ ተስፋ በማድረግ ልትቀበሉን የምትችሉትን ተመራቂ ስልጠኞች ብዛትና ልዩ ሙያ እንዲሁም ስለሰለጠኗቸው የሙያዎች ማብራሪያ ቢያስፈልግ በፍ ብሎ በተገለጸው የኮሌጅ አድራሻ እንዲገልጹልን ትብብራችሁን እየጠየቅን በዚህ በፊትም ሆነ ለወደፊት በዚህ አቅጣቢ ለተደረገልን ትብብር ሆኑ በቅድሚያ ልናመሰግን እንወደዳለን።

ከሠላምታ ጋር

የኮሌጁ ዲን

**ግልባጭ**

- አዲስ አበባ መስተዳድር
  - ለትምህርት ሚኒስትር
  - አዲስ አበባ ሠ/ማ/ጉዳይ ቢሮ
- አዲስ አበባ

እኔ

**የኮሌጁ ግጥም ደብዳቤ አገናኛ ስልት**

ጥራት ያለው ስልጠና ለመስጠት እንተጋለግ!  
☎116 2 200 002/0114446 456 456



## **B) INTER-OFFICE MEMORANDIUM (In short Memo) 4hrs**

**Inter-office memorandum** is a form used to convey messages between persons/departments in the same organization/company. It can be prepared on a half-page paper or a full-page paper depending on the size of message to be conveyed. Inter-office memorandums has four guide words:

☞ **TO:**

☞ **FROM:**

☞ **DATE:**

☞ **SUBJECT:**

- ✓ **TO:** Name of the receiver of the message
- ✓ **FROM:** Name of the sender of the message
- ✓ **DATE:** The date on which the memo is written.
- ✓ **SUBJECT:** The message to be transmitted.

### **Attention:**

After guide words use **colon (:)** and again after a colon leave two spaces. And then, leave single space between parts and guide words; except below guide words (next to the last guide word, Subject and the body or message of the memo). There leave triple spaces (3 spaces) between the last guide word and the message. Two line Guide words should be typed with single line spacing.

☞ **Memos are different from business letters in that it doesn't include :**

- 1) Full addresses
- 2) The Salutation
- 3) The Complimentary closing (end of letter closing)
- 4) The Signature, etc.

☞ **Memos may include:**

- 1) Reference initials
- 2) Enclosure notations, and
- 3) Carbon copy notations.

☞ **Personal Titles are usually omitted from the memo heading. They are included on the envelope, however.**

☞ **Styles of Inter-Office Memorandums**

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- There are three styles of Inter-Office Memorandums. These are:
  - 1) four by Zero (4 X 0);
  - 2) Three by One (3 X 1); and
  - 3) Two by Two (2 X 2) Styles.

## 1) Four by Zero /4 x 0/ Style (6 hrs)

### INTER-OFFICE MEMORANDUM

Double Space(DS)

TO: All Communication Processors  
 FROM: Mr. John, Director  
 DATE: March 17, 2017  
 SUBJECT: Company Correspondence

Single Space (SS)  
 SS  
 SS  
 Triple Spaces (TS)

Correspondence within a company/organization is frequently typed on interoffice forms, either half or full sheets, depending on the length of the message. The following points describe the features of an Interoffice Memo:

1. **Spacing** twice after printed headings to set the left margin stop for typing the heading items and the body. Set the right margin stop an equal distance from the right edge. These margin adjustments will usually give you side margins of one inch.
2. **Full addresses, the Salutation, the Complimentary Close, and the Signature** are omitted.
3. **Personal titles** are usually omitted from the memo heading. They are included on the envelope, however.
4. **TS** between the Headings and Message. Single Space and Block the Paragraphs, but Double Space between them.
5. **Reference initials, Enclosure notation, and Carbon Copy notation** are included.

**Special colored envelopes** are usually used for interoffice memos. Type the addressee's name, personal title, and business title or name of department for the address. COMPANY MAIL is typed(in all Capitals) in the postage.

Xx  
 SS  
 CC: Elena Bolen, Assistant to the President

## 2) Three by One /3 X 1/ Style (6 hrs)

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## **INTEROFFICE MEMORANDUM**

**TO:** AOST Training Dept. **DATE:** MARCH 23, 2017

**FROM:** Training Vice Dean

**SUBJECT:** Night School Refreshment Program

The dates for our Night School Trainees have been set. Level I program will begin on April 1, 2017 and ends on April 30. All those who attend level I training will receive 20 hours of instruction during the training.

Level II training will be available to those trainees who successfully completed Level I training last year. We expect approximately 27 trainees to attend the Level II training session. It will begin on May 1, 2017.

ee

3) **Two by Two /2 X 2/ Style (6 hrs)**

### **INTEROFFICE MEMORANDUM**

**TO:** Registrar Office of the College

**FROM:** AOST Training Dept.

**SUBJECT:** Night School Refreshment Program

**DATE:** MARCH 23, 2017

The dates for our Night School Trainees have been set. Level I program will begin on April 1, 2017 and ends on April 30. All those who attend level I training will receive 20 hours of instruction during the training.

Level II training will be available to those trainees who successfully completed Level I training last year. We expect approximately 27 trainees to attend the Level II training session. It will begin on May 1, 2017.

ee

Enclosure

## የአግርኛ ፊደላት በኮምፕዩተር ሲገፉ

CAP LOCK	ፊደላት /ኢ/	1	2	3	4	5	6	7	CAP	CAP	
		ፎ	ሀ	ነ	ሐ	ሃ	ወ	ዐ			ሠ
	h	ሀ	ሁ	ሂ	ሃ	ሄ	ህ	ሆ	ሠ		1
SHIFT	H	ሐ	ሑ	ሒ	ሓ	ሔ	ሕ	ሖ	ሠ		2
Cap Lock	H	ኀ	ኁ	ኂ	ኃ	ኄ	ኅ	ኆ	ሠ		3
Cap Lock	H	ኸ	ኹ	ኺ	ኻ	ኼ	ኽ	ኾ	Shift		4
	l	ለ	ሉ	ሊ	ላ	ሌ	ል	ሎ		ሊ	5
	m	መ	ሙ	ሚ	ማ	ሜ	ም	ሞ		ሚ	6
	s	ሰ	ሱ	ሲ	ሳ	ሴ	ስ	ሶ	ሠ	ሲ	7
SHIFT	S	ሠ	ሡ	ሢ	ሣ	ሤ	ሥ	ሦ	ሠ		8
CAP lock	S	ሸ	ሹ	ሺ	ሻ	ሼ	ሽ	ሾ		ሸ	9
	r	ረ	ሩ	ሪ	ራ	ሪ	ሮ	ሮ		ሮ	10
	q	ቀ	ቂ	ቄ	ቆ	ቈ	ቊ	ቄ		ቆ	11
	b	በ	ቡ	ቢ	ባ	ቤ	ብ	ቦ		ቢ	12
	t	ተ	ቲ	ቲ	ታ	ቲ	ት	ቲ		ቲ	13
SHIFT	T	ጠ	ጡ	ጢ	ጣ	ጤ	ጥ	ጦ		ጢ	14
Cap Lock	T	ጸ	ጹ	ጺ	ጻ	ጼ	ጽ	ጾ	ሠ		15
Cap Lock	T	ፀ	ፁ	፺	፻	፼	፽	፾	Shift		16
	c	ቸ	ቸ	ቸ	ቸ	ቸ	ቸ	ቸ		ቸ	17
Shift	C	ቸ	ቸ	ቸ	ቸ	ቸ	ቸ	ቸ		ቸ	18
	n	ነ	ኑ	ኒ	ና	ኑ	ን	ኖ		ኒ	19
Shift	N	ኘ	ኙ	ኚ	ኛ	ኜ	ኝ	ኞ		ኚ	20
	x	አ	ኦ	ኦ	ኦ	ኦ	ኦ	ኦ	ሠ		21
Shift	X	ዐ	ዐ	ዐ	ዐ	ዐ	ዐ	ዐ	ሠ		22
	k	ከ	ከ	ከ	ከ	ከ	ከ	ከ		ከ	23
	d	ደ	ደ	ደ	ደ	ደ	ደ	ደ		ደ	24
	j	ጆ	ጆ	ጆ	ጆ	ጆ	ጆ	ጆ		ጆ	25
	g	ገ	ገ	ገ	ገ	ገ	ገ	ገ		ገ	26
	w	ወ	ወ	ወ	ወ	ወ	ወ	ወ		ወ	27
	z	ዘ	ዘ	ዘ	ዘ	ዘ	ዘ	ዘ		ዘ	28
Shift	Z	ዘ	ዘ	ዘ	ዘ	ዘ	ዘ	ዘ		ዘ	29
	f	ፈ	ፈ	ፈ	ፈ	ፈ	ፈ	ፈ		ፈ	30
	p	ፐ	ፐ	ፐ	ፐ	ፐ	ፐ	ፐ		ፐ	31
shift	P	ፐ	ፐ	ፐ	ፐ	ፐ	ፐ	ፐ		ፐ	32
	v	ቨ	ቨ	ቨ	ቨ	ቨ	ቨ	ቨ		ቨ	33
Shift	Y	የ	የ	የ	የ	የ	የ	የ		የ	34

- CapsLock በማብራቅ ፊደሉን መቅታ፣ W እና A በመጫን የሚገፉ ፊደላት፣ ፈ ሚ ጅ የመባባሳት ናቸው። በነዚህ ውጭ የሌሎች ፊደላት ካገቡት Insert → Symbols በሚለው ውስጥ ገብቶ መፈለግ እና ማግኘት ይቻላል።



## C) Report Writing Mechanism/Short Report/(20 hrs)

### I. Name and placement of parts and Opening page

#### 1. Main heading – centered and lines are double-spaced.

- 1) **Title** – in all capitals, is the main line
- 2) **Subtitle** – (if used) – tells more about the purpose of content of the report.
- 3) **By-Line** – name of the author – tells who prepared the report.
- 4) **Text (Body)** – a triple space below the main heading. The text is usually typed in double-spacing (i.e. to provide room for making corrections).

The basic assumption in spacing reports is if the report is to be read critically, as by an author or teacher, it should be typed with double-spacing. Therefore, room for making corrections is provided; but if it is final and only for reading, the report may be 1.5 line-spaced.

#### 2. Minor Headings

- i. **Major subheading**, centered, in capital and small letter combinations, underscored, preceded by 2 blank lines and followed by one.
- ii. **Minor subheadings** (side headings), at left margin all caps, preceded by 2 blank lines and followed by one blank line.
- iii. **Balance line**, used only on 1-page reports that seem too high on the page. This may be date, report number, reference source, course name, etc. at the left margin to balance the placement of the report.
- iv. **Top Margin**: leave a 2-inch (12-line) top margin by starting on line 13.
- v. **Side Margin**: for every short reports (200 or fewer words in the body), use a 6-inch line.
- vi. **Bottom Margin**: seek a bottom margin of 2 inches for both very short and short reports. Short ones can have bottom margins as narrow as 1 ½ inches.

### II. Multipage Reports

The first page of a multi-page report is just formatted like a one-page report. Do not type a page number on the first page. To format continuation pages:

- 1) **Insert page number** using a footer
- 2) **Quotations**: quotations that fit within 3 lines should be run into the text and enclosed in quotation marks.
- 3) **Longer Quotations** are displayed in single spacing with/without quotation marks(permissible but not required) and are indented 5 spaces from both margins (left and right margins). Double-space before and after the long quotation.



- 4) **Paragraph Heading:** are indented and underscored. Do not underscore a period after a paragraph.
- 5) **Separation Line:** is a line that separates the text from the footnote and it is 1- or 2-inches long, a single-spaced below the text.
- 6) **Foot Notes:** some writers use footnotes instead of endnotes. As you type the last word of the footnote **clickReferences** and **clickAB<sup>1</sup> insert footnote** and you will get short line that separate the report from footnote and the number at end of your current page that indicate footnote number and then write footnote to show your reference. After completion of your footnote return to your report and proceed your job.

When writing a report, the report may be unbound, top bound or left-bound report. See the table below, the margins setting of each report.

### Report margins setting

Margins	Unbound Report	Bound Report	
<b>Top</b>			
Front	2”*	2 ½ “	
Other Pages	1”	1 ½ “	7 <sup>th</sup> line
<b>Left</b>	1 ¼ “	1 ½ “	
Right	1 ¼ “	1”	
Bottom	1” – 1 ½ “	1” – 1 ½”	

2”\* - 2 inches

- See the sample Report writing mechanism below.

### STRETCHING A SHORT MANUSCRIPT

<sup>1</sup> Footnotes



## A Report for Typing I

By Richard Hall

There are **three ways to stretch short reports**. You may use **double-spacing**, use **side headings**, and use a **balance line** near the bottom of the paper.

### DOUBLE-SPACING

Reports may be single-spaced, but they stretch twice as far when they are double-spaced.

### SIDEHEADINGS

**Side Headings**, which are preceded by two blank lines and followed by one, take four lines.

### BALANCE LINE

A **balance line** is a date, a report number, or some other some other point of information that is typed below a report. Such a line is intended to help balance a report that looks too high on the page.

**November 19, 2017**

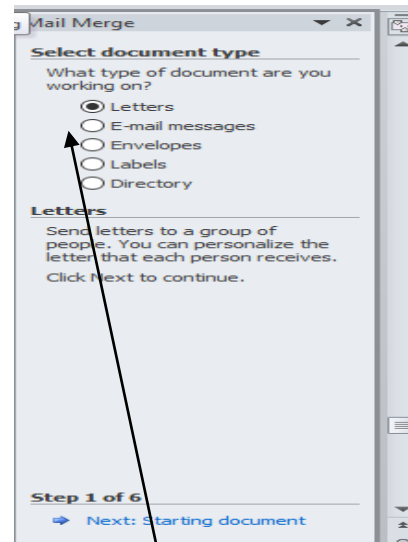
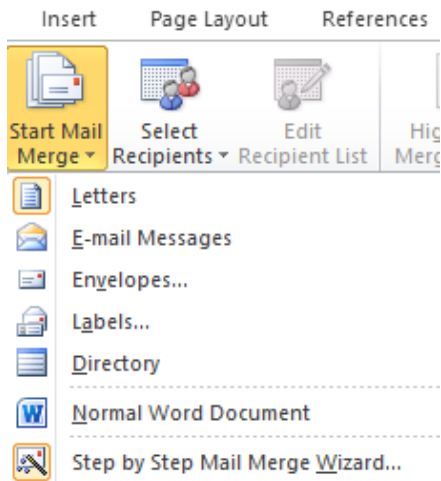
### MAILINGS(10 hrs)

**Mail Merges** – it is a mechanism of duplicating a document in many copies for dispatching same document to different recipients only with changing/inserting the names and addresses of the individuals/organizations.

There are many ways of making mail merges. Here only one built-in with step will be discussed.

Open your document or type your document and then Mailings → start Mail Merge and select → Step by Step Mail Merge Wizard... at this time you will get a panel at the right corner and then follow the steps shown below carefully following the instructions of each step by clicking **Next** step 1 of 6 up to the completion of all steps. Finally you will get your document duplicated. Even you will return back to make some adjustments by clicking **Previous**.





**Step 1** – selecting type of document from the given alternatives **letters** (e-mail message, etc.)

**Step 2** – click Next and then select starting document. Here there are three alternatives. Among them select the default **Use the current document** if your document is the current one. Otherwise click **start from existing document and open it from the place you saved it**.

**Step 3** – select recipients – (**Use an existing list** or **Type a new list**) when you select the last one **Type a new document**. At this time, from coming option click **Create ...** in the coming dialog box(**New Address List**) insert recipients names and addresses of each recipient using **New Entry** for each new recipient. When you completed inserting all names and addresses of recipients, click **OK**. And then Save Address List comes in the **File Name** box write File Name for your address list. And then click. **Ok** and **Next**. Step 4 will come.

**Step 4** – insert **Address Block** and click **OK**, and then **Greeting Line** and click **OK** by selecting from the options in their appropriate letter placement area.

**Step 5** – gives you see how the name and address of the recipients appear on your letter. You can see all recipients one by one.

**Step 6** – click Finish and Merge. From coming options select the one that satisfy your requirement.

<b>Information Sheet- 4</b>	<b>CONTENT–4</b> Identifying <b>organizational</b> and task <b>requirements</b> for document layout and design (4 hrs)
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### **Organizational and Task Requirements**

When preparing documents for a particular purpose, document layout and design should align with organizational and task requirements. Organization requires the document to contain the necessary features, organization’s identification logo/emblem/, its name, date, document title, file name, etc. based on the task requirements. These **Organizational requirements may include:**

- organization’s colour scheme
- organization’s logo
- consistent corporate image
- content restrictions
- established guidelines and procedures for document production
- house styles
- observing copyright legislation
- organisation name, time, date, document title, filename etc. in header/footer
- templates

➤ A **logo** (abbreviation of **logotype**, is a graphic mark, emblem, or symbol used to aid and promote public identification and recognition. It may be of an abstract or figurative design or include the text of the name it represents as in a word mark.

**Figure 1:** Log of Red Cross and Red Crescent



➤ **User manuals and user guides** are book-like documents with contents which describe the features and operation of the machine.  
e.g Computer software manuals and guides

Observing organization requirements while preparing business document layout and design is essential.



This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- **Formatting** document appropriate **software functions**
- Using system features to identify & manipulate **screen display options and controls**
- Using manuals, user documentation and online help to overcome problems

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- **Format** document using appropriate **software functions** to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements
- Use system features to identify and manipulate **screen display options and controls**
- Use manuals, user documentation and online help to overcome problems with document presentation and production

### Learning Instructions:

8. Read the specific objectives of this Learning Guide.
9. Follow the instructions described in number --- to ---.
10. Read the information written in the “Information Sheets ---”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
11. Accomplish the “Self-check ---” **in page -.**
12. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check ----).
13. If you earned a satisfactory evaluation proceed to “Information Sheet ---”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #---.
14. Submit your accomplished Self-check--. This will form part of your training portfolio.



## Information Sheet-1

## CONTENT-1 *Formatting* document appropriate software functions (10 hrs)

### Formatting

Business readers expect documents to be set up in a certain way. **Standard formatting** is a generally accepted way to set up a document so its appearance follows a convention. Writers use standard formatting so their business documents are consistent in appearance with what the reader expects. Letters, reports, graphics, headings, and other elements are visual cues that make it easy for the reader to locate and understand information.

**A visual cue** is an element the reader sees and interprets to have a particular meaning. For example, a red octagonal sign is a visual cue to a driver to stop at the intersection.

The appearance of a document is the first impression your writing makes on the reader. That first glance at your message should be an open invitation to the receiver. Format refers to how written information is presented on the printed page or screen. Another term for format is layout. The arrangement of text and graphics in relation to the white space on the page determines the visual appeal to the reader.

**White space** includes margins, space between paragraphs, and any other blank space on the page. Without properly formatted elements, the reader can easily become lost or distracted. If your message lacks visual appeal, it may be discarded even before it is read.

**Readability** is a measure of how easy it is for the reader to understand your writing and locate information within a document. Readability is achieved through a combination of clear writing and effective formatting. Together, these elements help obtain the response you need from the reader.

**Writing** is most readable when it is presented in small segments with adequate white space. Information presented in long paragraphs is uncomfortable for the reader and physically tiring to read, since the eyes are given few breaks. Putting all of these points together, you can use the following techniques to enhance readability.

- Introduce the message with a short paragraph.
- Use headings.
- Use standard fonts and sizes.
- Vary font style.
- Use parallel structure.



- Use formatting and organizational symbols.
- Use high quality paper.

A well-formatted document appears open and inviting. The **Formatting may include:**

- alignment on page – /paragraph/
- columns - /Page Layout – Columns - as per your requirement/
- company logo/letterhead - /Insert – Header /Footer/ - copy logo & paste and adjust the size/
- enhancements to format - borders, patterns and colours - /Page Layout /
- enhancements to text - colour, size, orientation - /Page Layout /
- headers/footers - /insert/
- margins - /Page Layout/
- **page orientation** - /Page Layout/

**Software functions may include:**

- default settings - settings which appear when opening an application.
- document protection – password – Home/File – Save As – Tools – General Options – write your password.
- grammar check
- headers/footers - insert – Header/Footer
- indent - Page Layout – indent
- line spacing
- page numbers – insert – page number – select the options and click.
- page set up - Page Layout – margins/orientation/size.
- paragraph formatting
- spell check
- tabs
- **text formatting**

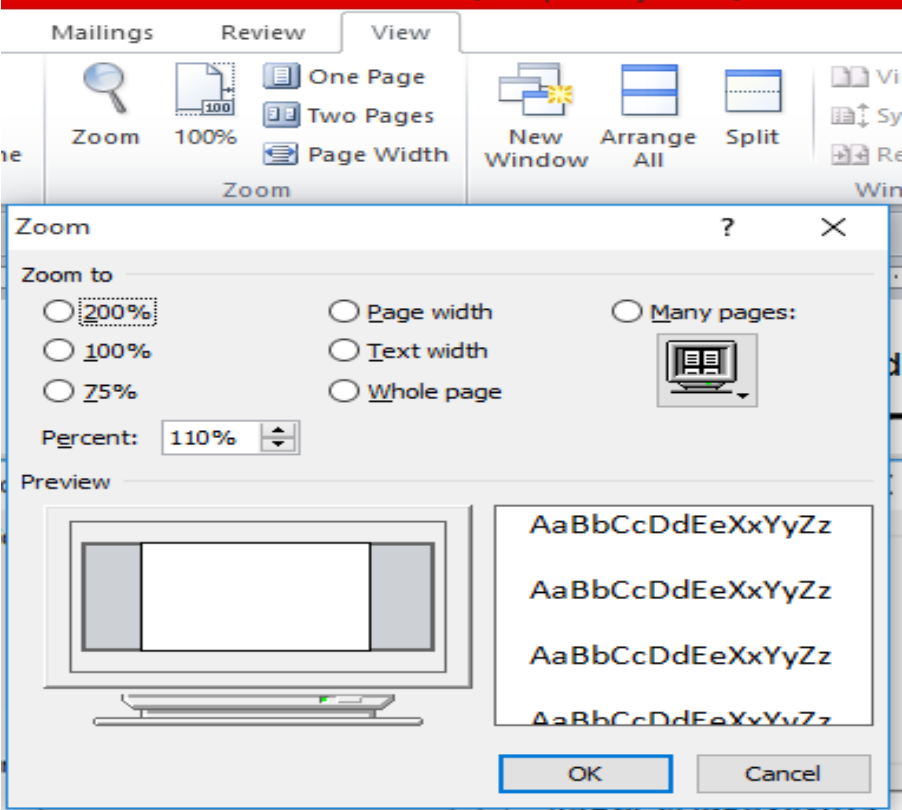
## Formatting and Organizational Symbols

Highlight important information or set off related items by using bulleted lists, numbered lists, asterisks, underlining, or boldface type. Numbered lists should be used only when the order of the items is important, such as sequential steps. If the order of the items is not important, use a bulleted list. Always treat lists consistently throughout a document.

<b>Information Sheet-2</b>	<b>CONTENT-2</b> Using system features to identify and manipulate <i>screen display options and controls (4 hrs)</i>
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if you want to see your document view in different ways, click view and click the options found at the left side on top of your document, or click the options found at the right side on the bottom of your document. These options refer to the screen display options and control. These **Screen display options and controls** may include:

- maximise/minimise
- layout view
- normal view
- page view
- print preview
- ruler -View – click in the box if there is not thick mark in the box /√/.
- toolbars
- **Zoompercentage**- you can determine your document size view on the screen using zoo dialogue box shown below. **View** → **Zoom**

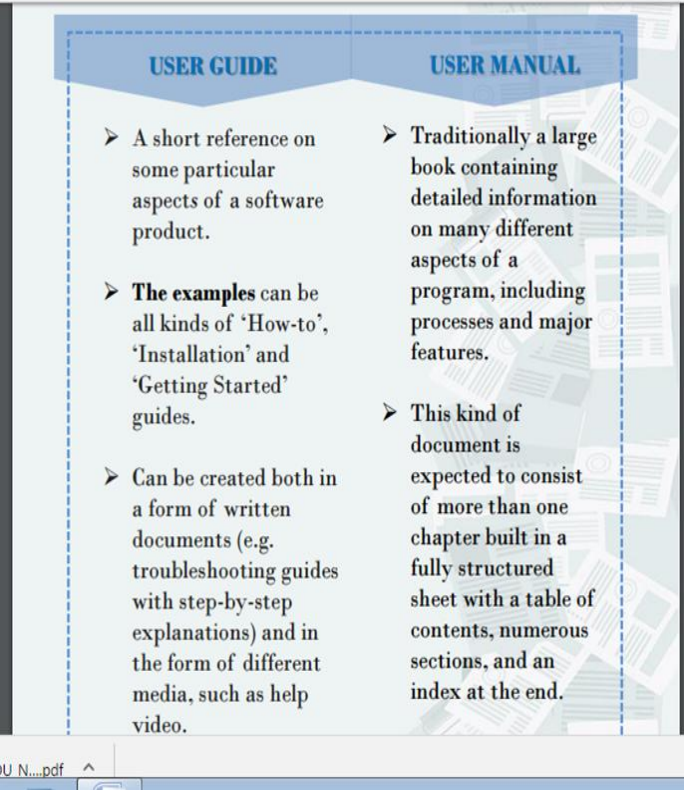




<b>Information Sheet–3</b>	<b>CONTENT-3 Using manuals, user documentation and online help to overcome problems (2 hrs)</b>
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You may encounter problems while you are preparing your documents. To solve this type of problem you can refer to the manuals pertaining to your document or search for user documentations or online help using internet for more information access.

A USER MANUAL OR A USER GUIDE – WHAT’S THE DIFFERENCE? - One of the basic skills of a technical writer is the ability to choose meaningful headings, captions and titles.) So, it’s quite important to define the meaning of some words and phrases in order to be able to use them effectively. There are a variety of terms that are widely used for naming user documents, such as “ user manual”, “ user guide”, “reference guide”, “instructions” etc.



However, in a modern IT world technical writers don’t always take those things into account and call the instructional documents according to some other criteria: today the word “manual” is often associated with something old-fashioned and boring, so end-users are less likely to read such documents. the word “guide” refers to the software industry describing computer tasks, while the term “manual” serves for explaining hardware-related tasks. the term “guide” is considered to be “in fashion” nowadays:





considering a guide as something short and up to a point, there is the opinion that creation of user guides is faster and end-users perceive them more positively.

DOCUMENTATION BEST PRACTICES 10 With this in mind, technical writers prefer guides to manuals. Indeed, such big companies as Microsoft, Apple, IBM tend to name their pieces of documentation “user guides”, or sometimes “user’s guides” regardless of the fact that these documents have all the characteristics of manuals. LET’S CONCLUDE A term “user guide” is more often perceived as something useful and a “manual” is believed to be something boring and useless. Even though this tendency is not relevant in all situations and probably will not make difference in the world, yet it is essential to clearly understand what each type of technical document means.



Instruction Sheet	<b>LG16: Finalizing Documents</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Previewing, **checking**, adjusting and **printing** final document
- Preparing document within **designated time lines**
- **Naming and storing document** and exit application without information loss/damage

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- Ensure final document is previewed, **checked**, adjusted and **printed** in accordance with organisational and task requirements
- Ensure document is prepared within **designated time lines** and organisational requirements
- **Name and store document** in accordance with organizational requirements and exit application without information loss/damage

**Learning Instructions:**

15. Read the specific objectives of this Learning Guide.
16. Follow the instructions described in number -- to --.
17. Read the information written in the “Information Sheets --”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
18. Accomplish the “Self-check --” **in page ---**.
19. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check --).
20. If you earned a satisfactory evaluation proceed to “Information Sheet --”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #--.
21. Submit your accomplished Self-check. This will form part of your training portfolio.



<b>Information Sheet-1</b>	<b>CONTENT-1</b> Previewing, <b>checking</b> , adjusting and <b>printing</b> final document (2 hrs)
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Before printing a document, edit or proofread carefully. This may refer to previewing, checking and adjusting the documents properly. **Checking may include::**

- accuracy of information
- consistency of layout
- ensuring instructions with regard to content and format have been followed
- grammar
- proofreading
- spelling, electronically and manually

### **Use High-Quality Paper for print**

When publishing letters for hardcopy distribution, make sure you use high-quality paper. This will help the presentation of your information look professional. Photocopier paper may not be the best quality for a business letter. It is a good idea to keep a supply of higher-grade paper to use for important correspondence. After completing the necessary checking and corrections, print the document and submit for appropriate person to be signed and sealed. **Printing may include:**

- basic print settings
- multiple copies
- odd or even pages
- print preview
- printer setup
- specified pages
- whole document

These tasks can be performed by using print dialog box:

**Home/File**  **print** and then make adjustments as per your requirement.



<b>Information Sheet-2</b>	<b>CONTENT-2</b> Preparing document within <i>designated time lines</i> <b>(1 hr)</b>
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Document preparation is completed within the designated time line. This time line may be the established time line by relevant person or the time line agreed with customers based on the requirements, or the time line agreed with person requiring the documents, etc. **Designated time lines may include:**

- organizational time line e.g. deadline requirements
- time line agreed with internal/external client
- time line agreed with supervisor/person requiring document/s/

<b>Information Sheet-3</b>	<b>CONTENT-3</b> <i>Naming and storing document</i> and exit application without information loss/damage (1 hr)
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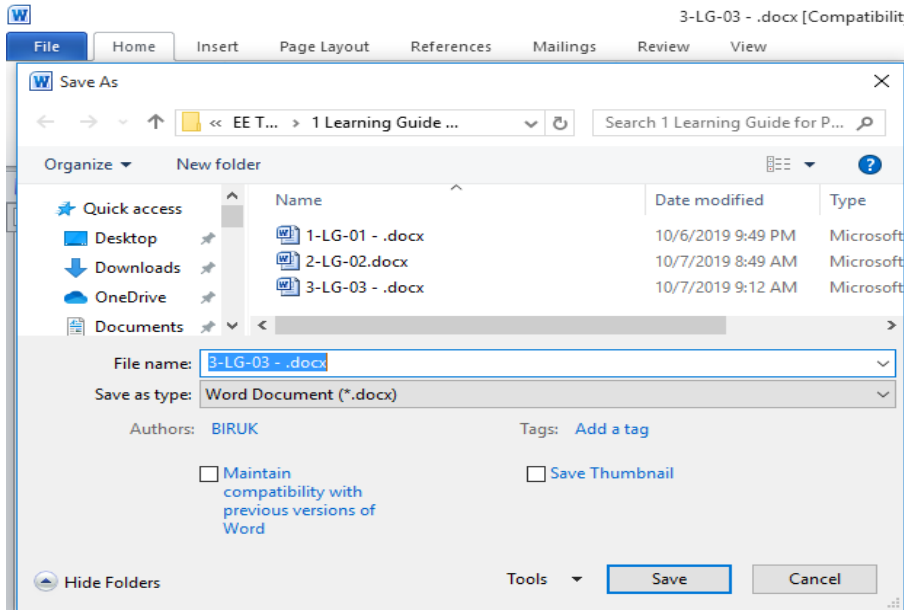
Documents prepared may need to be saved for further reference or later use. **Naming and storing documents may include:**

- appropriate file type
- authorised access
- file names according to organizational procedure e.g. numbers rather than names
- file names which are easily identifiable in relation to the content
- File/directory names which identify the operator, author, section, date, etc.
- filing locations
- organizational policy for backing up files
- organizational policy for filing hard copies of documents
- security
- storage in folders/sub-folders
- storage on hard/floppy disk drives, CD-ROM, tape back-up

Save a document may be accomplished through using the following steps: - for new document -



Home/File → Save /Save As → select the File/Directory Name from the



coming Save As dialog box /Desktop or My Documents or other option/ and then click New Folder → Write appropriate folder name in File name below write your document name finally click Save.