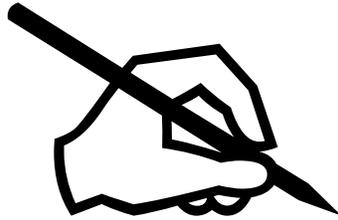


Integrating Computers into Learning Activities and Demonstrations

Level

LBS 4

Creating a Letter of Request Using a Word Processor



Goal: To use a word processor to write a letter of request.

Learning Outcomes: After completing this section, the student should be able to:

- Use Word's main features to create a Letter utilizing:
 - Speller and grammar check
 - Save the completed letter

Contents:

- Starting Microsoft Word
- Learning Word's Basic Features:
 - Margins
 - Date and Time Feature
- Save, Print
- Final Project, On your Own!

Microsoft Logos and all screens captured by permission of Microsoft

Letters

Writing letters has taken on a new identity in the computer age. We tend to use our computer to write our letters. This is an efficient and practical method of correspondence. For example if you need to write a letters to a variety of businesses, rather than typing or writing the information repeatedly, you could use the same letter. The basic information could be the same, but you could add or remove information to personalize it to the individual.

A Letter of Request

In Communications LBS 4, unit 3 you discussed the layout of a Business letter. We will take those components to create the letter in Word.

Full Block Style.

The Full Block style of letter includes:

- All lines begin at the left margin.
- And
- A blank line is left between each paragraph

We will discuss some of Word's features as we go through the setup.



Time for you to try.

- To begin, we will open Word
- Click on Start
- Move your mouse up to Programs
- Move your mouse over to Microsoft Office
- Click on Word.

With Word open, we want to set up our screen to make sure it is the same.

- Click on View in the menus,
- Click on Normal

You are now ready to begin creating the letter.

Letterhead:

Many offices use paper with a Letterhead (logo with the company address) already printed on the paper. Other offices have the logo on computer and insert it right into the

document as they create it in Word. Either way, you need to compensate for the space the Letterhead takes up at the top of the page.

In the first illustration, you would need to measure for the space required for the letterhead. That means take a piece of the letterhead paper and measure the amount of space taken up by the letterhead. Allow at least ¼” to ½” of blank space after the letterhead. Then you would set the TOP margin of the paper to allow this space.

In the second situation, where you would insert the logo from a file on disk, you would just have to position your cursor AFTER the logo and press enter once, then begin you letter.

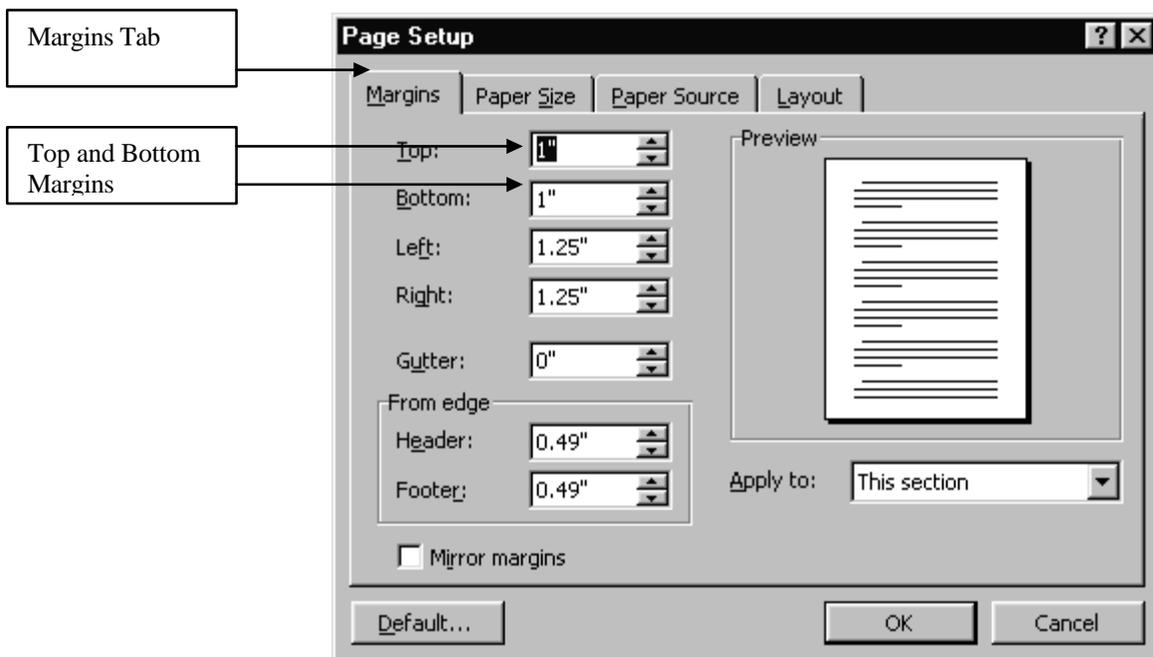
In the first letter we will do, we are going to say that we have a piece of paper with a letterhead on it. That means we will set our top margin to accommodate the space for the letterhead. We will say the letterhead is 1 and ½ inches wide. So we will set our top margin to 2” to allow space for the letterhead.

The default margins on a Word document are 1” at the top and bottom, since the page is 11” long. To change margins, you would choose the Page Setup option under the File menu. Then make sure the Margins Tab is selected. Simply choose the size of margin that you would like.



Time for you to try.

- Click on File
- Click on Page Setup
- Click on the Margins Tab. A dialog box similar the example will appear:



- Notice that the 1” is highlighted in the Top Margin space.
- Simply type in **2**
- Click on **OK**
- You have changed the top margin to 2”

Date

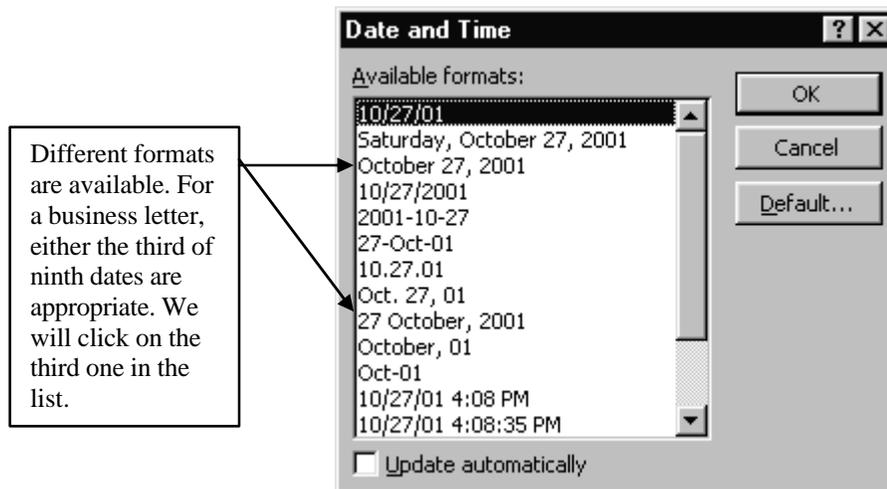
After the letterhead, you would insert the date.



Time for you to try.

We now want to insert the date.

- Click on Insert from the Menus
- Click on Date and Time...



The following dialog box appears:

- Click on the third one in the list. Then click on the OK button. This inserts the current date.
- Press the enter key five times. This allows 4 blank lines between the date and the next amount of text.

Inside Address:

The inside address should contain the complete address of the person you are writing to. Type it in without abbreviations.



Time for you to try.

We will type in the Inside address:

- Type in Mr. James Lily
Manager
ABC Flower Company
798 Lansdowne Street East
Peterborough ON, K8M 3G9
- After the address, press Enter 3 times. Once to go to the next line and twice more to leave 2 blank lines.

Salutation or Letter Greeting

This is where you would type in your “Dear”. Please refer to the Communications exercises to see which titles are appropriate.



Time for you to try.

- Type in the salutation:

Dear Mr. Lily:

(In a business letter, make sure you use a colon at the end of the line)

- Press enter three times, (once to take you down to the next line and two more times to give you two blank lines between)

Subject Line

This line is optional. If you use a subject line, you may omit the Salutation.

Body of the Letter

The body of the letter is where you would type in the actual letter. You would use proper sentence and paragraph structure. You would NOT indent the first line of each paragraph. You would also leave a blank line between each paragraph.

The body of a letter of inquiry should follow a certain format. Each paragraph should contain the information in a structured form. Be sure to refer to the information given in your communications class. For this letter we will follow basic steps.

1. The first paragraph will contain the reason for writing. You can explain where or how you heard about the company.
2. The second paragraph will contain the details of the inquiry or request.
3. The third paragraph will contain the specific action you are requiring. Be sure to close the letter in a positive, polite and friendly manner.



Time for you to try.

In this letter we are writing to Mr. Lily requesting a quote for his company to come and decorate your offices. Following the steps above we will first explain the reason for our letter, then we will tell what we would like, finally we will ask him to send someone to give us a quote and some ideas.

- Now begin to type your letter. Type the text that follows.

We have just opened our new Training offices on Parkhill Road in Peterborough. We have furnished the offices, but would now like to decorate them with some plants. We were told that your company would come and give us some ideas and quote us a price

- Press Enter at the end of the paragraph, then press Enter one more time to give you a blank line. Now we will start the second paragraph.
- Type in the text that follows.

We have three small administration offices and two main training classrooms. We would like plants, flowers, and dried flower arrangements to help give us a feeling of warmth and ambience. Our main colours are grey and burgundy. Hopefully that will give you some ideas to start.

- Press enter at the end of the paragraph.
- Press enter once more to give you a blank line.
- Type in the final paragraph.

Please call me at 771-1234 to set up a time for you to come and see the office. We would like this done as soon as possible. I look forward to hearing from you, as I have heard very positive comments on your work.

- Press enter at the end of the paragraph.
- Press enter twice more to give you two blank lines between the body of the letter and the closing.

The Complimentary Closing

The closing is lined up with the rest of the letter



Time for you to try.

- Type in the closing:

Sincerely,

Note the comma at the end of the closing.

The Signature

In a business letter, you would leave space after the closing for a written signature and then you would type in the signature. After the typed signature, a title may be included. The title should be on the next line.



Time for you to try.

- Press Enter after the Sincerely,
- Press Enter 5 more times to leave 4 blank lines
- Type in the person's name. In this case we will use your name, typed in Full, properly capitalized.
- Press Enter
- Type in the title **Office Administrator**

Reference Initials and Enclosure Notations

If someone else is typing the letter for you, reference Initials should be included. Also, if you had included other documents, you would designate them as Enclosures. This would tell the person you had included an enclosure. Then if you forgot to include the enclosure the person would know you intended to include one.

All that you have to do now is check your document. Read it over for spelling or grammar mistakes. If you are satisfied, save it and print it. (Compare your document to the example at the end of this module.)

Finally

10. Proof read the letter to make sure it is okay. Make any changes needed.

11. Hand in the letter as the final project

Good Luck! Congratulations!

October 30, 2001

Mr. James Lily
Manager
ABC Flower Company
798 Lansdowne Street East
Peterborough ON, K8M 3G9

Dear Mr. Lily:

We have just opened our new Training offices on Parkhill Road in Peterborough. We have furnished the offices, but would now like to decorate them with some plants. We were told that your company would come and give us some ideas and quote us a price

We have three small administration offices and two main training classrooms. We would like plants, flowers, and dried flower arrangements to help give us a feeling of warmth and ambience. Our main colours are grey and burgundy. Hopefully that will give you some ideas to start.

Please call me at 771-1234 to set up a time for you to come and see the office. We would like this done as soon as possible. I look forward to hearing from you, as I have heard very positive comments on your work.

Sincerely,

D. Berlenbach

Office Administrator