

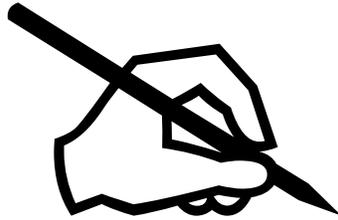
Integrating Computers into Learning Activities and Demonstrations

Communications

Level

OBS

Creating a Letter of Various Styles Using a Word Processor



Goal: To use a word processor to write a letters.

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

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

Contents:

- Starting Microsoft Word
- Learning Word's Basic Features:
 - Page set-up
- Save, Print
- Final Project, On your Own!

Letters

Many people are unaware that Microsoft Word comes with a “wizard” which will walk you through the steps of creating a letter. We are going to use this method to create a business letter. We will also discuss the different styles and formats available to you as we go through the steps.



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.

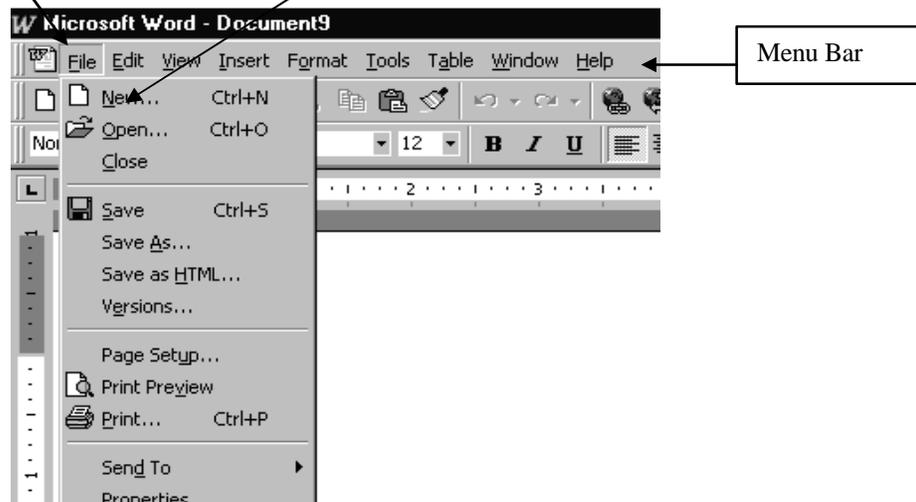
Wizards

Some of the documents you can create using wizards include: legal pleadings, memos, letters, faxes, reports, theses, directories, newsletters, manuals, brochures, calendars, Web pages, time sheets, agendas, résumés, purchase orders, and invoices. Simply click New on the File menu, click the tab for the type of document you want, and then double-click the wizard. You are now ready to begin creating the letter with the help of the wizard. **REMEMBER!** You cannot use the New document on the tool bar, you **MUST** use the menus.



Time for you to try. You should follow all the steps along with the instructions that follow.

- Click on File in the menu and New.

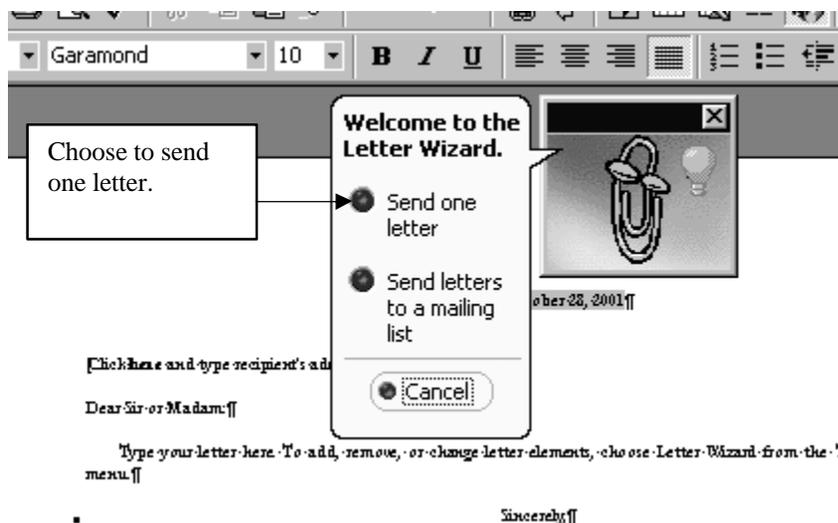


- The following dialog box will appear:



- Click on the Letters and Faxes tab.
- Click on the Letter Wizard
- Click on OK

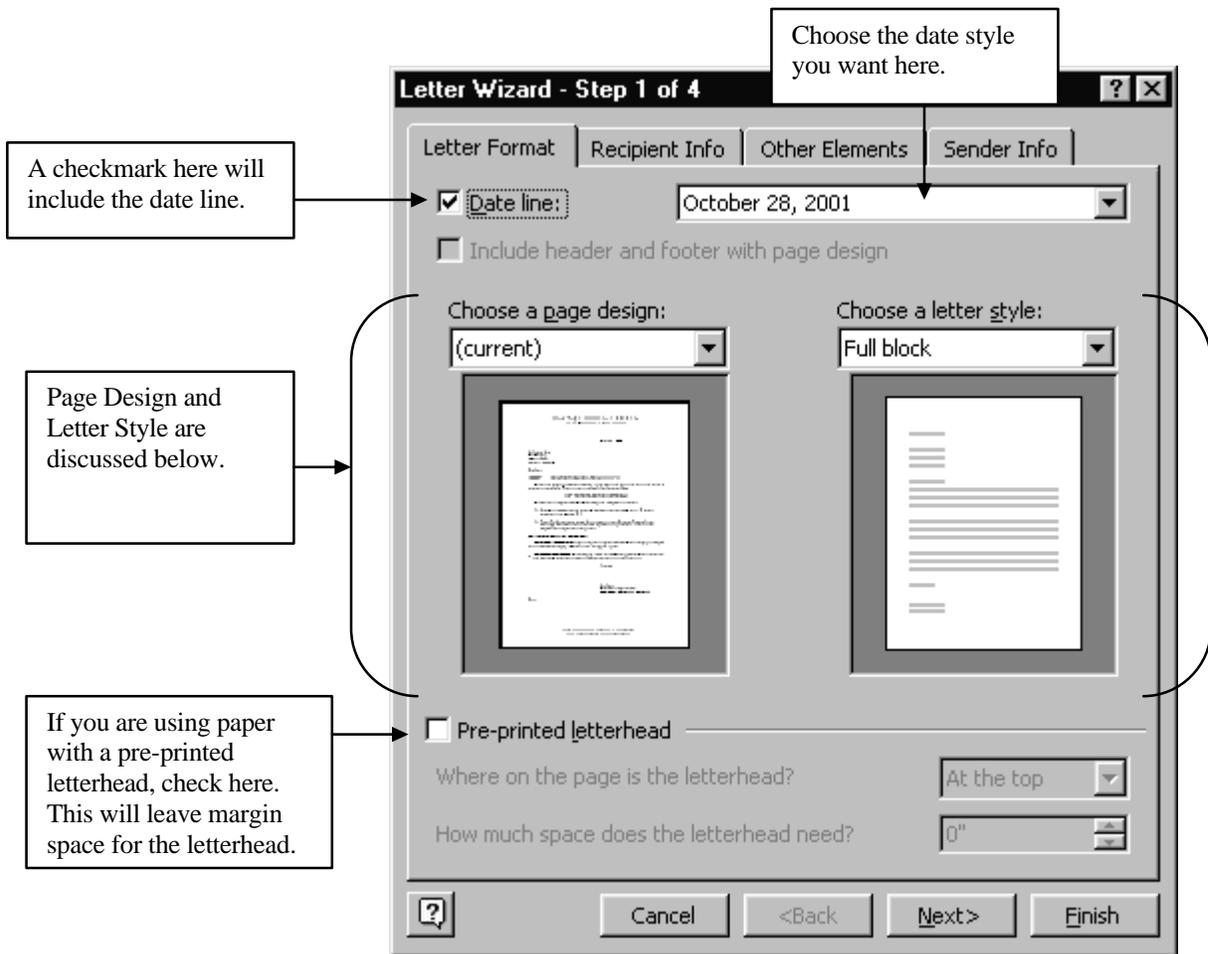
You are now presented with a screen similar to the following, with the Help Assistant asking you if you want to send one letter or a number of letters to a mailing list.



- Click on the radio button beside Send one letter.

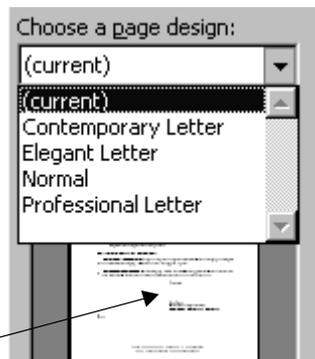
A new dialog box appears that offers you a number of options. We will take a look at the different options.

This is step 1 of 4 in the letter Wizard:



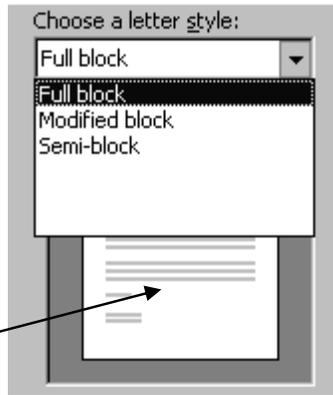
There are a number of items you should understand about this screen to use it to its full potential.

1. To include the date, you would click on the box beside "date line"
2. To choose a date format or style, you would select a style from the pull down menu.
3. To use paper with a pre-printed letterhead, click on the box to the left of this option. Note, if you click on this feature, you will then be offered the opportunity to specify the characteristics of your letterhead.
4. To choose the page design, you would click on the pull down menu. The options available to you are shown in the illustration. Once you click on one, the design will



be previewed for you.

5. To choose the letter style, you would click on the pull down menu. The options available to you are shown in the illustration. Once you click on one, the style will



be previewed for you.

Full Block:

All lines begin at the left margin and there is one blank line between paragraphs.



Modified Block

All lines begin at the left margin, but the date and the closing are set to the right of the centre.



Semi Block

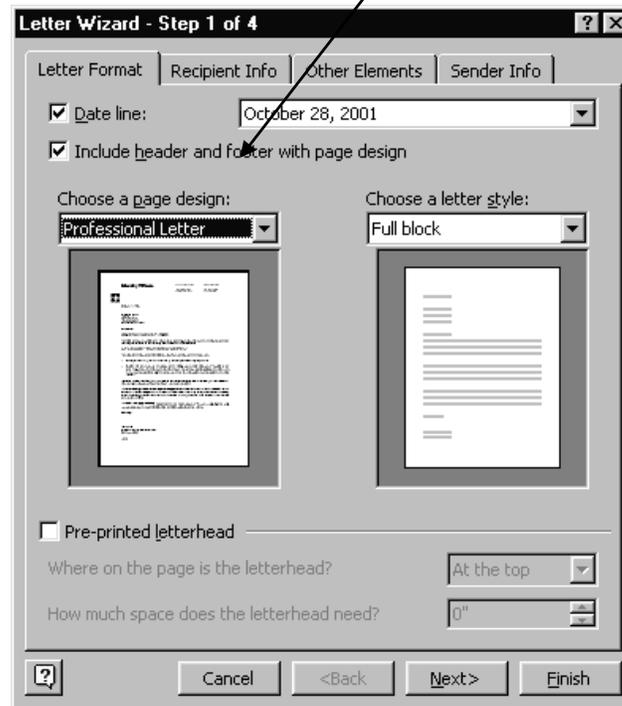
The date and closing are set to the right of the centre of the page. The first sentence of each paragraph is indented.



Time for you to try.

We want to make our choices. For the sake of continuity, we will make the same choices at this point.

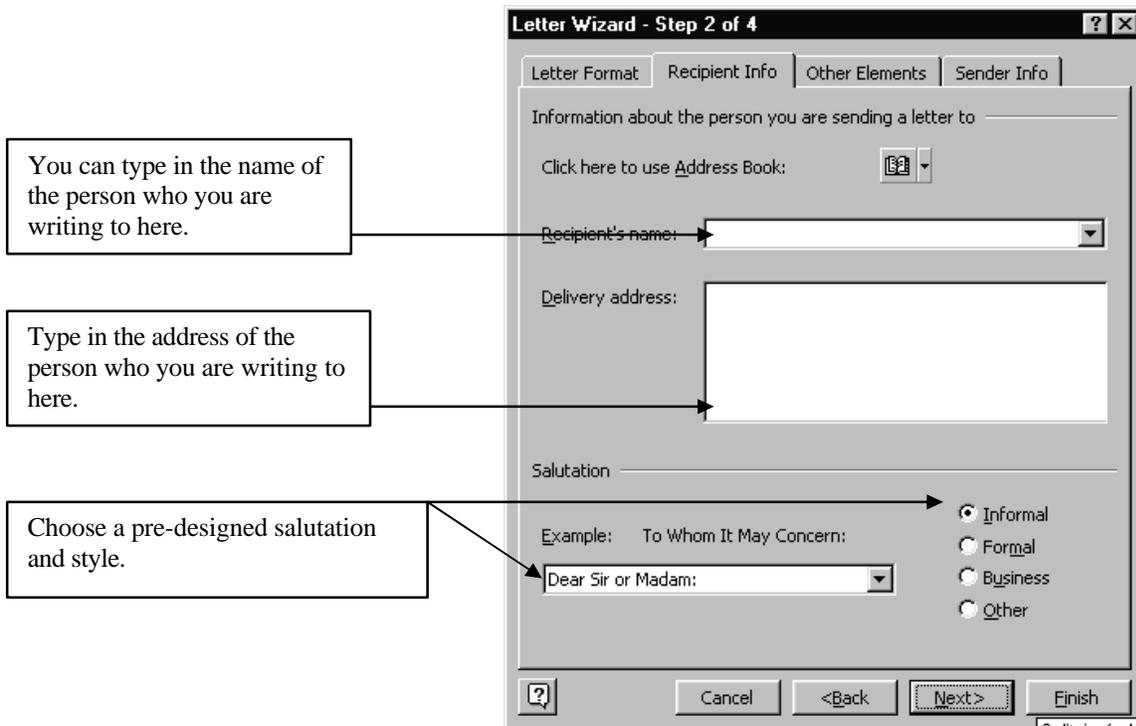
- Click on Profession Design and Full Block Style. Your dialog box should resemble the following: (note the new item)



This style includes a header and footer with the style. They are useful for multiple page letters.

- Click on **NEXT**

This is step 2 of 4 of the letter wizard.





Time for you to try.

We want to make our choices. For the sake of continuity, we will make the same choices at this point.

- Click in the Recipients name area and type: **Mr. Frank House**
- Press the Tab key; this will position your cursor in the address box. Type in the address: **987 Cottage Lane**
Oshawa, ON L01 1S0
- Click Business to choose a : (colon) after the salutation. Notice the Salutation is already set up for you!

- Click **Next**

This is step 3 of 4 in the letter Wizard:

This step is for you to designate if you want to include certain elements such as a Subject line or reference line. It also allows you to CC other people.

CC used to mean Carbon Copy. When we used type writers, you would put a piece of carbon paper between two pieces of paper to allow you to make two copies of a letter.

In Word, the term is Courtesy copy. If you need to send a copy of the letter to someone else, you can include their name here.

We are going to include a reference line and Mailing instructions.

- Click beside Reference line,
- Then choose RE:
- Type **Pay Raise**
- Click on Mailing Instructions
- Choose Confidential from the drop down list.

Your screen should look similar to the example.

The screenshot shows the 'Letter Wizard - Step 3 of 4' dialog box. It has four tabs: 'Letter Format', 'Recipient Info', 'Other Elements', and 'Sender Info'. The 'Include' section contains four items: 'Reference line' (checked, dropdown: 'RE: Pay Raise'), 'Mailing instructions' (checked, dropdown: 'CONFIDENTIAL'), 'Attention:' (unchecked, dropdown: 'Attention:'), and 'Subject:' (unchecked, dropdown: 'Subject:'). Below this is the 'Courtesy copies (cc)' section with a 'Click here to use Address Book' link and an address book icon. At the bottom, there is a 'Cc:' label and an empty text box. The bottom of the dialog features a help icon, 'Cancel', '<Back', 'Next>', and 'Finish' buttons.

- Click **Next**

This is step 4 of 4 in the letter Wizard:

We are at the final step of the Letter Wizard. This is where you would fill in your personal details. Your name, address, job title, and the type of closing you wish to use. Look at the diagram that follows. We will fill in the information after you look at it.

If you have set up Word properly, your name should appear, if it doesn't type it in here

If you wish to include your return address, you would type it in here. Or, if you are using letterhead, you can click on Omit.

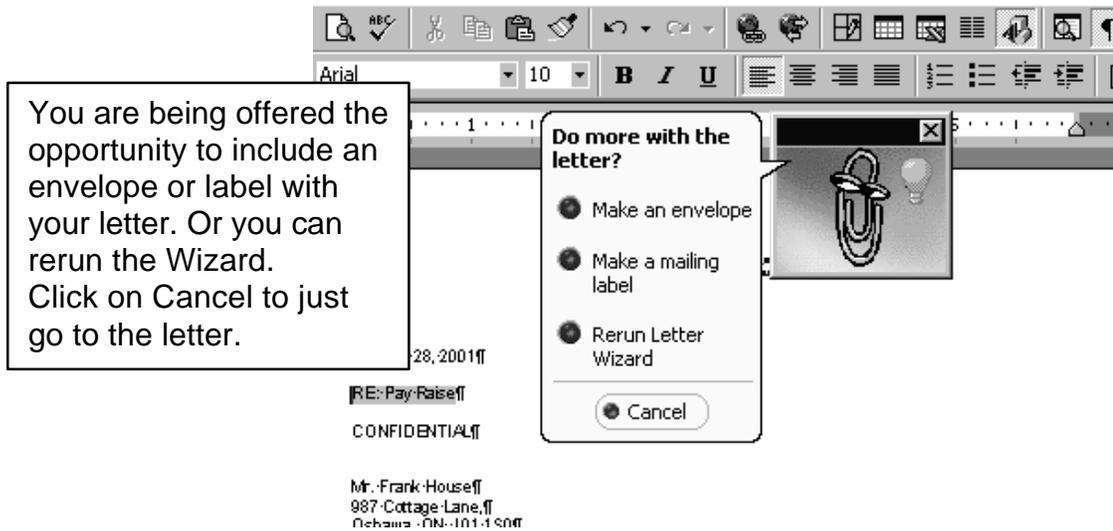
You can specify the type of closing you would like by clicking on the drop down boxes OR by typing in anything you want.



Time for you to try.

- Click in the Sender's Name box and type in your name, if it is not already there.
- Click in the Return Address box and type in your address.
- Choose the complimentary closing **Sincerely**
- Click in the Job Title box and type in **Office Manager**
- That is all we will choose for now, so click on **FINISH**

The 4 steps are finished and you are presented with the Help Wizard again:



Time for you to try.

- Click on Cancel to finish with the wizard.
- Take a moment to look at the letter that is created.
- Notice that all the items you requested are there.
- Save this letter now.
- In the menus, Click on File, Save As...
- Give the document the name **Business letter from a Wizard**

Now that we have created the basic style and format, we have three things left to do.

1. First, we want to change the font or anything else you may like to change.
2. Then we need to type in the actual letter, in paragraph form.
3. Finally, we need to check our document using the spell check, print preview and then proof read it ourselves to catch any mistakes.

Font Changes

This is a personal preference, but 10-point size is often quite small. To change the size of the font, you need to **SELECT** the text, and then change the font size. Let's do that now. There are a number of methods to select text including:

Select:

Click and drag your mouse over the text that you want to select.

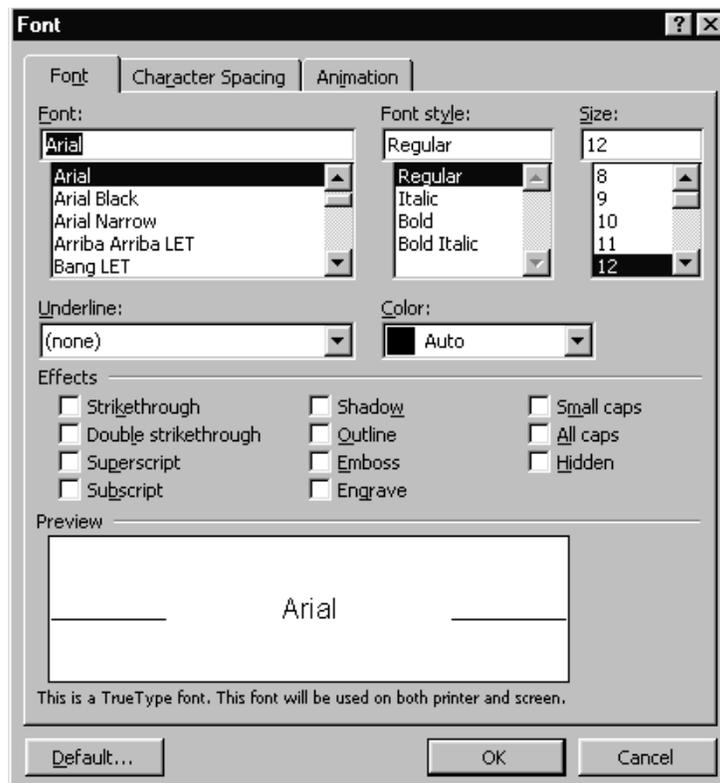
To select all of the text, hold down the CTRL key and touch the letter A



Time for you to try.

We will select our text and change it to ARIAL 12 points.

- Hold down the Ctrl key and type the letter A, this will select all of your text.
- Click on Format from the menu
- Click on Font, a dialog box similar to the example will be shown:



- Choose Arial 12 points, like shown in the dialog box.
- Click OK.

Your font will be more legible now.

Type the Letter

To type in your letter you need to type where the following message appears:

Type your letter here. To add, remove, or change letter elements, choose Letter Wizard from the Tools menu.

Before you delete this message, read it! It says if you want to add any elements later, you would click on Tools in the menu, then Letter Wizard.



Time for you to try.

To easiest way to delete this message is to

- Position your cursor in front of the first word, TYPE
- Hold down the Shift key
- Press the down arrow twice
- This highlights the text, now press Delete.
- Your cursor is positioned in front of Sincerely, press Enter, three times
- Press the up arrow three times.

Now we are ready to type in our letter. If you remember we had included a subject line saying Pay Raise. As the office manager, you need to report on your staff and send in an evaluation. Then you need to recommend whether or not this person is entitled to a raise.



Time for you to try.

- Type in the following letter:

I am writing to inform you that I have completed the staff evaluations for the past year. I must say that I am proud of the people we currently have employed. They work as a team and yet each person is confident working on their own.

Having said that I would like to recommend a standard 5% pay increase across the board. I have assessed our income and costs and feel that we are more than capable of managing this increase.

I trust that you will find this suggestion suitable and will get in touch with me shortly. As soon as I hear from you, I will implement the procedures to have this raise take affect. Thank you for your ongoing support.

Finally Steps

We need to check our document using the spell check, print preview and then proof read it ourselves to catch any mistakes. These are the steps we will follow:

1. Spell Check
2. Print Preview
3. Save again

4. Print
5. Proof Read
6. Make any changes necessary
7. Save the changes
8. Print
9. Sign the letter

Spell Check

To do a spell check you can start it in any fashion available. It is sometimes easier if your cursor is at the top of your document.

Just a note, if your Spell check comes up as anything other than Canadian English, you can change it by:

- Clicking on Tools on the Menu
- Click on Language
- Click on Set Language



- Select English (Canadian)
- Click on the Default...
- Click on Yes to change it to Canadian English

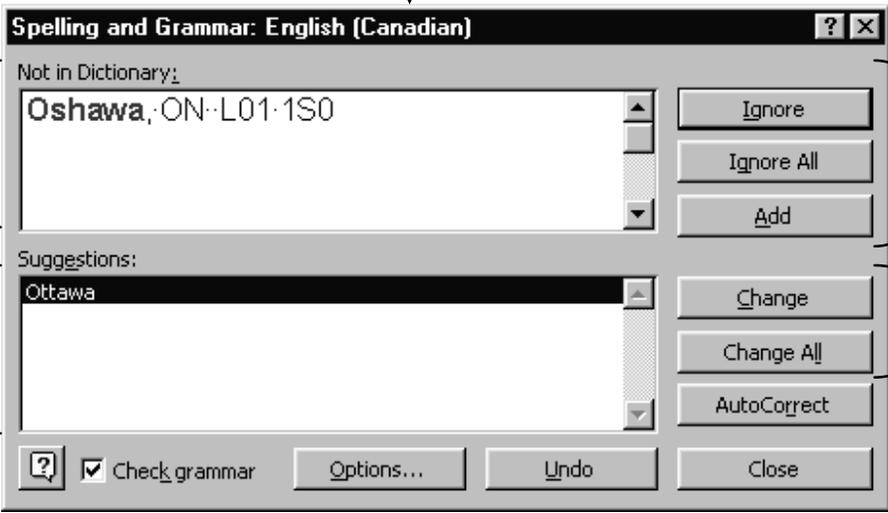
Now we will do a spell check on our letter.



Time for you to try.

- Hold down the Ctrl key and press the HOME key to put you at the top of the document.
- Click on Tools in the Menu then Spelling and Grammar OR Click the Spell Check icon on the Tool Bar. Either method will start your spell check.
- You will be presented with a dialog box similar to the following:

The Title bar will indicate which language your Spelling and Grammar are checked in. Notice ours is Canadian



The first word that is not found in the dictionary is flagged.

Suggested alternative words appear here. If more than one word is shown, you will need to click on the correct one.

You can **Ignore** this change or ignore EVERY occurrence of this word. The last option is to add it to your dictionary.

If the word is indeed wrong you can click on the change button.

- In the example above, Oshawa is flagged. Oshawa is indeed the city we want so we would click on Ignore.
- This would bring us to the next spelling problem. Go through your document correcting errors.
- When you are finished, click the Close button.
- Now would be a good time to click the Save button on your toolbar OR a quick way to save is to hold down the CTRL key and type the letter S. Do either right now.

Print Preview

Before we print we should preview the layout of our document. To do this you can click on File on the menu then Print Preview or the Print Preview button on the toolbar.

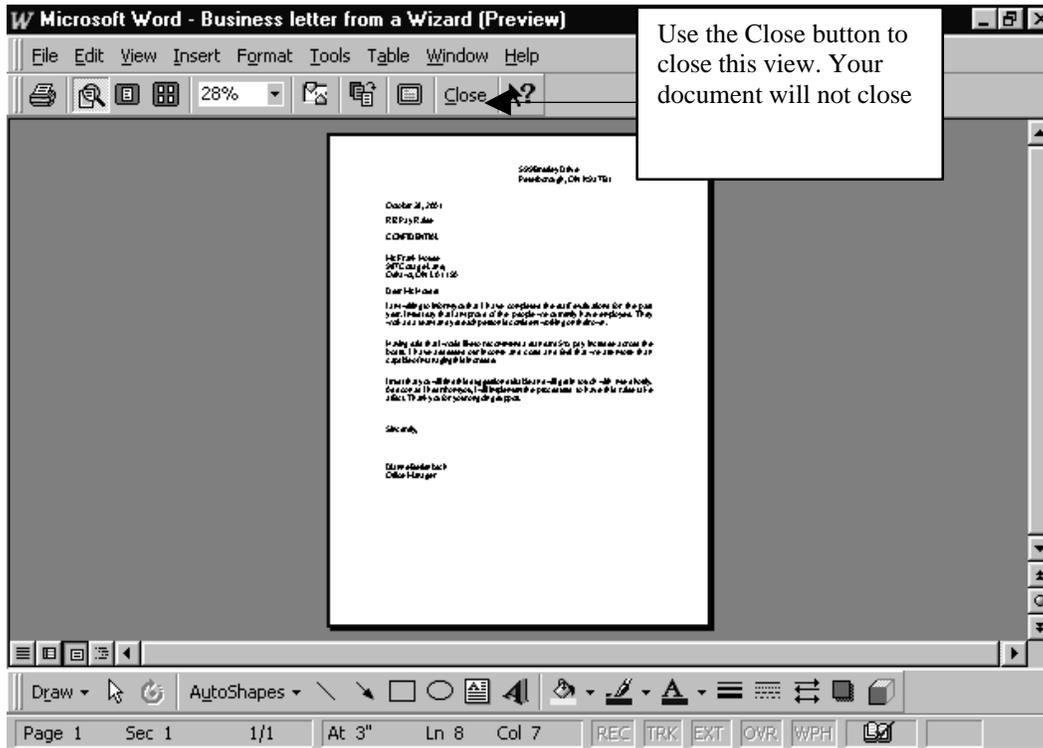


Time for you to try.

- Click on File
- Click on Print Preview
- You will be placed in Print Preview. Your screen will similar to the illustration that follows:

Print Preview

Notice that your words are not legible. This view is mainly to see the layout of your document. By the looks of this screen, the letter looks a little scrunched together. We can improve this by putting in a few extra blank lines wherever appropriate. You can close this view by clicking on the **Close** button



Time for you to try.

We need to add a few blank lines. Position your cursor and press enter as shown below:

1. Position your cursor at the end of the line containing the date. Press Enter.
2. Position your cursor at the end of the line containing the Oshawa address. Press Enter.
3. Position your cursor at the beginning of the line, which reads **I am writing...** Press Enter.
4. Position your cursor at the beginning of the line with your name. Press Enter.
5. Preview your document again. Save again

Print!

Proof Read

Make any changes necessary. Save the changes

Print. Sign the letter; Compare it to the printout at the end of this lesson.
Good Work!



Time for you to try --Final Project.

In this project you will create a business letter using the Letter Wizard. You are going to write a letter to the Computer technical support person (with a cc to your boss) asking him to complete the repairs on your computer. Tell her that you are unable to complete many of the jobs that are assigned to you because of the problems caused by your computer. Many of your projects are date sensitive and you need prompt action to fix the computer so that you can do your job.

From the Wizard Choices include:

- One Letter
- Date line
- Elegant
- Modified Block
- Dear....
- Reference: RE: Computer Problems
- Mail Registered Mail
- CC your boss
- Yours truly,
- Your job title Administrative Secretary

Use your own name and address OR you can make an address up.

1. The computer technician's name and address:

Ms. Samantha Anderson
654 Lansdowne Street
Peterborough, ON K9H 1S1

Salutation: Dear Ms. Anderson

2. Body of the letter:

Type in a letter with two or three paragraphs using your own words. The paragraphs should include:

1. The reason for the letter.
2. What problems you are having with the computer
3. Finally tell her what action you would like her to take.

4. Closing: Yours truly,

5. Signature: Type in your full name.
6. Check the spelling.
7. Save the letter as **Computer Wizard Letter Exercise**
8. Print the letter
9. Sign your name
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!

599 Brealey Drive
Peterborough, ON K9J 7B1

October 28, 2001

RE: Pay Raise

CONFIDENTIAL

Mr. Frank House
987 Cottage Lane,
Oshawa, ON L01 1S0

Dear Mr. House:

I am writing to inform you that I have completed the staff evaluations for the past year. I must say that I am proud of the people we currently have employed. They work as a team and yet each person is confident working on their own.

Having said that I would like to recommend a standard 5% pay increase across the board. I have assessed our income and costs and feel that we are more than capable of managing this increase.

I trust that you will find this suggestion suitable and will get in touch with me shortly. As soon as I hear from you, I will implement the procedures to have this raise take affect. Thank you for your ongoing support.

Sincerely,

Dianne Berlenbach
Office Manager