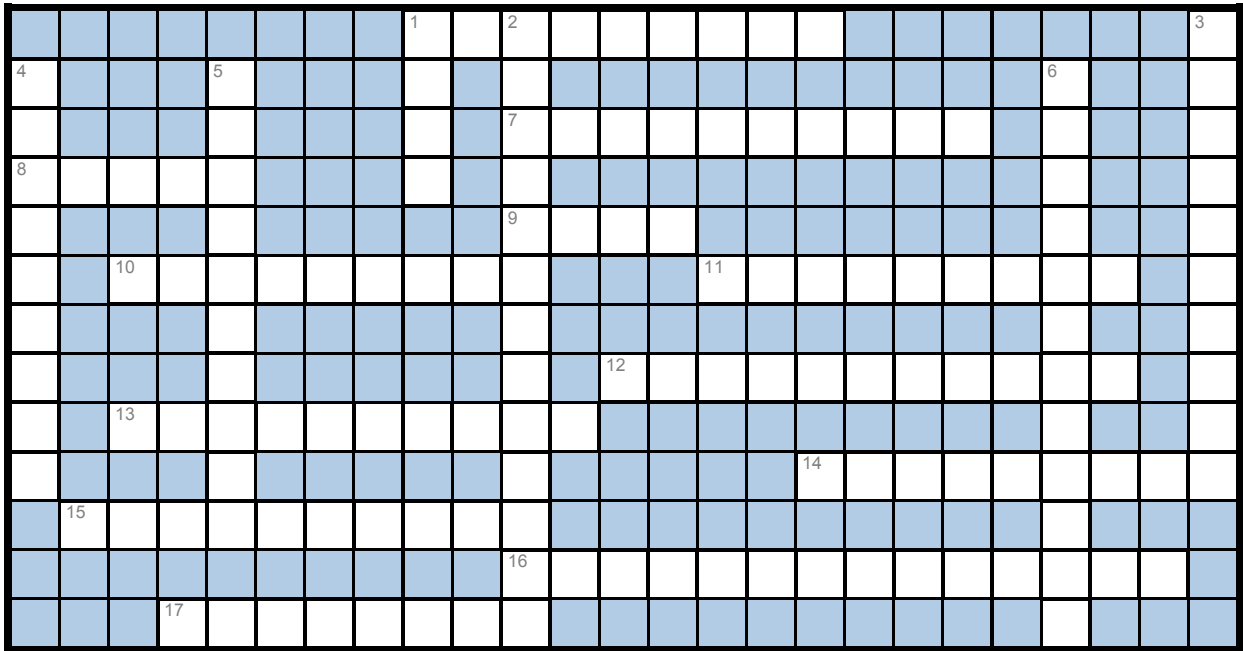


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Chapter 9: Formatting Letters, Memos, and E-Mails

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Across

1. A notation used at the end of a memo or letter to indicate another recipient has received a copy without knowing the current recipient has a copy.
7. The greeting in a letter and always begins with Dear followed by the recipient's first name or, according to your relationship, title and last name.
8. Hardcopies used for intra-office communication.
9. Consists of the month, day, and year; in a letter the month is spelled in full, the day is written in figures and followed by a comma, and the year is full and consists of numbers.
10. An element the reader sees and interprets to have a particular meaning.
11. Notes that appear at the bottom of the memo and are used to indicate specific things to the reader, such as additional recipients.
12. A measure of whether or not the document is easy to read.
13. Words such as DATE, TO, FROM, and SUBJECT that appear at the top of memos.
14. Appears after the body of a letter and includes the writer's name and title.
15. Margins, space between paragraphs, and any other blank space on the page.
16. Appears after the body of a letter and

includes the writer's name, job title, and department; spaces are typically included between the complimentary close and signature block to allow for a handwritten signature.

17. Words and phrases that introduce and organize sections of text.

Down

1. The message of a letter.
2. The name, title, and address of the recipient.
3. A set of guidelines, or etiquette, for appropriate behavior on the Internet, including e-mail.
4. Predesigned forms supplied in word processing software.
5. Means "after writing" and is information included after the signature.
6. Appears below the signature on a letter to indicate that it has been sent to individuals other than the current recipient.