

***Fundamentals of Business Communication © 2012***  
***Chapter 9: Formatting Letters, Memos, and E-Mails***

**Tools:**

- Printer
- 8.5" x 11" paper
- Scissors

**Directions:**

1. Print
2. Fold paper in half vertically
3. Cut along dashed lines



blind copy

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.

- FOLD -

01 of 28 E-Flash Cards



block-style letter

Formatted so all lines are flush with the left-hand margin; no indentions are used.

- FOLD -

02 of 28 E-Flash Cards



body

The message of a letter.

- FOLD -

03 of 28 E-Flash Cards



complimentary close

The sign-off for the letter in which only the first letter of the first word is capitalized.

- FOLD -

04 of 28 E-Flash Cards

copy notation

Appears below the signature on a letter to indicate that it has been sent to individuals other than the current recipient.

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05 of 28 E-Flash Cards



date

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.

- FOLD -

06 of 28 E-Flash Cards



e-mail

A message that is created, sent, and received digitally (electronically).

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07 of 28 E-Flash Cards



enclosure notation

Alerts the reader to materials that are included in the mailing along with the letter; the word *Enclosure* should be capitalized and italicized; list multiple enclosures or indicate the number of enclosures if there is more than one.

- FOLD -

08 of 28 E-Flash Cards

guide words

Words such as *DATE*, *TO*, *FROM*, and *SUBJECT* that appear at the top of memos.

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09 of 28 E-Flash Cards



headings

Words and phrases that introduce and organize sections of text.

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10 of 28 E-Flash Cards



inside address

The name, title, and address of the recipient.

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11 of 28 E-Flash Cards



memos

Hardcopies used for intra-office communication.

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12 of 28 E-Flash Cards

mixed punctuation

A style in which a colon is placed after the salutation and a comma after the complimentary close.

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13 of 28 E-Flash Cards



modified-block-style letter

Places the date, complimentary close, and signature to the right of the center point of the letter; all other elements of the letter are flush with the left margin.

- FOLD -

14 of 28 E-Flash Cards



netiquette

A set of guidelines, or etiquette, for appropriate behavior on the Internet, including e-mail.

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15 of 28 E-Flash Cards



notations

Notes that appear at the bottom of the memo and are used to indicate specific things to the reader, such as additional recipients.

- FOLD -

16 of 28 E-Flash Cards

open punctuation

A style in which there is no punctuation after the salutation or complimentary close.

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17 of 28 E-Flash Cards



parallel structure

A method of writing in which similar elements are expressed in a consistent way or using the same pattern.

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18 of 28 E-Flash Cards



postscript

Means "after writing" and is information included after the signature.

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readability

A measure of whether or not the document is easy to read.

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20 of 28 E-Flash Cards

reference initials

Lowercase initials included at the end of a letter to indicate who keyed the document; only included if the typist differs from the writer.

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21 of 28 E-Flash Cards



salutation

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.

- FOLD -

22 of 28 E-Flash Cards



signature

Appears after the body of a letter and includes the writer's name and title.

- FOLD -

23 of 28 E-Flash Cards



signature block

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.

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24 of 28 E-Flash Cards

standard formatting

A generally accepted way to set up a document so its appearance follows a convention.

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25 of 28 E-Flash Cards



templates

Predesigned forms supplied in word processing software.

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26 of 28 E-Flash Cards



visual cue

An element the reader sees and interprets to have a particular meaning.

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27 of 28 E-Flash Cards



white space

Margins, space between paragraphs, and any other blank space on the page.

- FOLD -

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