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.

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

body. The message of a letter.

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

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

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.

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

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.

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

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

inside address. The name, title, and address of the recipient.

memos. Hardcopies used for intra-office communication.

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

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.

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

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

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

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

postscript. Means “after writing” and is information included after the signature.

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

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.

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.
**signature.** Appears after the body of a letter and includes the writer’s name and title.

**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.

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

**templates.** Predesigned forms supplied in word processing software.

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

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