

LETTER PACKET

MRS. KIEL
KEYBOARDING

Letter 1

Business Letter: block style, standard punctuation

Mr. Nelson Guttman / 1403 King Street / South Bend, IN 46628 / Dear Mr. Guttman:

¶ When you have a complaint about a product or a service, do you know how to write a letter that gets results? All too often, people write letters that aggravate a problem rather than alleviate it. They get so wound up in their anger or frustration that they do not explain the problem or how they want the problem solved. Three simple steps will help you get action.

¶ First, you need to clearly explain what the problem is. Be sure to provide complete information, but keep it "short and sweet." Usually one or two sentences is enough. Next, you need to explain what you have done in your efforts to resolve the problem. Identify the steps you followed in the order in which they happened. Include all pertinent facts but leave out any unnecessary information. If you have support documents, be sure to enclose them. Finally, explain clearly what it is you want done. Be reasonable. Don't ask for a million dollars if the product cost \$19.95.

¶ Writing a good complaint letter is just one sample of the many kinds of writing that are covered in our "Communications for Today" course at the Parker Institute. The enclosed brochure provides additional details. Don't waste another letter—sign up today. / Sincerely, / Margaret Tomahsah, Director

Letter 2

Business Letter: modified-block style with indented paragraphs, standard punctuation

Mr. Augusto Finelli
572 Mount Vernon Avenue
Alexandria, VA 22301

Dear Mr. Finelli:

In response to your question of March 22, yes, it is possible for two different calculators to give you two different answers when entering a sequence of mathematical operations. The reason is the way the calculator "looks at" the sequence.

In order to find the value of an expression that contains more than one operation, mathematicians developed an "order of operations." First you do all the multiplications and divisions from left to right of the mathematical symbol. After completing all the multiplications and divisions, you then do all the additions and subtractions from left to right. In the example $10 + 20 - 2 \times 4$, you would first multiply 2×4 to get 8. Then you would add $10 + 20$ to get 30. Finally, you would subtract 8 from 30 to get the answer 24.

It is possible to change the order of operation by using "grouping symbols" such as the parentheses () and the square brackets []. Operations within grouping symbols must be done first. Using the same numbers as above, but using grouping symbols, $10 + (20 - 2) \times 4$, the answer is different. First you subtract 2 from 20 to get 18. Next you add 10 to 18 to get 28. Finally, you multiply 28 times 4 to get 112.

Calculators that follow the order of operations are called scientific calculators. Those that do not follow the order are called non-scientific. The latter group calculates the operations in the order they are entered into the calculator. Obviously, you were using a scientific calculator and your friend was using a non-scientific calculator.

Very truly yours,
Charles F. Nance

Letter 3

Personal-Business Letter: block style, standard punctuation

Use the current date and send the letter by Federal Express.

*Mr. David Mabunczyk
629 Burns Drive, Apartment D
Milstadt, IL 62260*

Dear David:

Finally, here are the more humorous quotes on Italian Renaissance manners that I found in my archived class materials.

- Do not offer anyone a fruit from which you have already taken a bite.*
- Do not blow your nose and then open and look inside your handkerchief, as if pearls or rubies had dropped out of your head.*
- Do not speak while yawning.*
- Do not clean your teeth with your napkin or your finger.*
- Do not stick out your tongue, rub hands together, or groan out loud.*
- Do not talk too much, especially if your knowledge is small.*

I hope this will complete your collection nicely, David. Call me again if you need anything else.

Sincerely,

*Joel Carmen
321 Schaeffer Lane
Hometown, IL 60456*

P.S. Let me know if you need help with finalizing plans for the Renaissance Festival.

November 15, ---- | Mr. Reginald C. Neyland | 2738 Meadow Dr. | Louis- 13
 ville, KY 40220-2710 | Dear Mr. Neyland 20

We are blushing after receiving your letter about your last order. Please 35
 accept our apology and the enclosed notice of a \$200 credit to your 49
 ChargeMaster account #4218-736421-38221. 57

Billing errors rarely occur because two checks are made of prices and ex- 72
 tensions on all our invoices. We are sorry that you were inconvenienced by 87
 one of them. Rest assured that we shall do everything possible to prevent 102
 such errors in your future orders. 109

Please accept the enclosed discount coupon as our way of showing appre- 123
 ciation for your understanding. You may use it when ordering La Habre 137
 products from any of our catalogs. 144

Sincerely yours, | Miss Elaine Rodriguez, Manager | Customer Service De- 157
 partment | xx | Enclosures 162

LETTER #4

November 16, ---- 4

MISS LESLIE GOODHUE) Use USPS style 8
 147 CHERRY HILL RD 11
 JOLIET IL 60433-2133 16

Dear Miss Goodhue 19
 you follow #

Thanks for conveying the interest of students in the keying speeds 35
 achieved by those who have won international typewriting 46
 contests. 48

Margaret Hama won the last international contest, held in 1941. 61
 She keyed for an hour on an electric typewriter at a speed of 74
 149 net words a minute (errors penalized). The next highest 86
 speed was attained by Albert Tangore, who won the 1923 contest on 99
 a manual typewriter at the rate of 147 words a minute. 110

Although # laid 122
 Even though later claims have been made to the title World 134
 Champion Typist, the international contests were discontinued 145
 during World War II and, to our knowledge, have not been started 147
 since resumed.

Good luck to you and you students as you seek championship 161
 speed. 162

Sincerely Yours 165

Ms. Sonya L. Morgan 169
 Director, Education Division 175

xx 176

LETTER #5

Letter 6

Business Letter: modified-block style with indented paragraphs; standard punctuation

[Today's date] / Ms. Amanda Ngubene / 35 Sheridan Court / Bryant, FL 33439
/ Dear Ms. Ngubene: / I am sure you are eagerly anticipating your trip abroad,
which is only seven weeks away. According to my checklist, you still must
make preparations for your vehicle:

To drive in most foreign countries, you need a valid driver's license and a
tourist visa for the country you'll be visiting; an international driving permit
also is commonly accepted. An international driving permit will be useful to
you since you do not speak the language of each country in which you'll be
driving.

An international driving permit application is available through your local
American Automobile Association. The AAA is the only domestic authorized
organization that can issue such a permit.

To obtain an international driving permit, you need the completed
application, passport-size photograph, payment of the appropriate fee, and
proof that you have a valid driver's license from your state.

You have planned an exciting, organized trip, Ms. Ngubene. Please let me
know if I can assist you further to ensure its success. / Sincerely yours, /
Philip Kilpatrick / Travel Coordinator

Letter 7

Personal-Business Letter: modified-block style, standard punctuation

[Current date] / Letters Editor / The Globe-Telegram / P.O. Box 1826 /
Nashua, NH 03061-1826 / Dear Sir or Madam: / Re: Food Irradiation / The
recent article in the Foods section regarding the government's plans to
increase the number of foods that will be treated with irradiation was very
good. However, as usual there have been a number of letters written to the
newspaper about the harmful effects of "radioactive" food. ¶ There is no truth
to the statement that radioactive material is left in the food after irradiation. A
comparison could be made to dental X-rays. When an X-ray is taken, the teeth
are irradiated, but no radioactive material is left in the mouth. One's teeth or
tongue are not radioactive. Nor is food radioactive after irradiation. ¶ The
thought that the food is altered and chemicals created that can harm the body
or cause cancer are equally without merit. FDA scientists have stated that
irradiation causes fewer changes than canning, broiling, or ordinary cooking. ¶
It has been proven that irradiation does cause a loss of vitamins—particularly
vitamins A, B, C, and beta carotene. However, regular cooking also causes a
loss of those vitamins. I am a nutritionist and I would rather eat irradiated
food than to eat or throw out a lot of non-irradiated food that has gone bad. /
Sincerely, / Lois A. LeMond, R.N. / 108 Saranac Drive / Nashua, NH 03062-
1021

LETTER #8

10
April 15, XXXX

Draft -
retype & correct as edited.
Use letterhead
Reduce margins & font size
if necessary to fit on 1 page.

[Teacher]
[school]
[address]
[city, st zip]

Dear {Teacher}

at Coasters, Etc.

You will soon receive information regarding the *Exclusive Math & Science Day* to be held on ~~May 3, XXXX~~. Due to overwhelming success of the program, we request that you announce the upcoming event to students and give them the enclosed flyers to take home.

Wednesday

Math & Science Day is a truly unique event at Coaster's Etc. that we are particularly proud of. The joint effort of Educators and Coasters has made this an annual event that truly puts learning into practice. Through the efforts of educational publishers of science and math books, an activity booklet has been prepared for grade levels K-12 in all areas of science and math.

have published

We encourage you to give your students the opportunity to participate in this unforgettable learning experience. Last year over 15,000 students and teachers participated in this exclusive event. The responses from students and teachers have been superlative and most are expecting a return visit this year. Won't you and your students join us?

The activities booklet can be purchased at a price of \$15 for all activities. Since you may make copies for your students, you will not need to purchase additional materials if you participate in *Math & Science Day* in future years. We sincerely want to make this program as cost-effective as possible for students and teachers.

For every 15 students who purchase a \$16 ticket, we will include one free admission for a teacher or chaperone. Because not all food vendors will have booths open on this exclusive day, a special Picnic in the Park will be provided for fast, delicious food at a great price. For \$4.50 each meal will include a hamburger or a hotdog, potato chips, fruit or ice cream and fruit drink or soft drink.

through our Group Sales office.

Park admission tickets and food tickets must be purchased in advance. You should receive your order form and additional information within a week. Don't let this opportunity slip by this year. Just ask any of the 15,000 people who came last year's *Math & Science Day* - you don't want to miss this.

year's

Sincerely

Melinda O'Neal, Office Manager
Group Sales
DS
Enclosures

P.S. The deadline for placing orders is May 13. Orders placed after May 13 will be held at

"will call"

LETTER #9

5802 Lehman Dr.
Colorado Springs, Co 80918-1123
November 15, ----

Ms. Lorna K. Ryan, director
Placement Services, Inc
350 E. Colfax Ave.
Denver, CO 80203-6285

Dear ms. Ryan

Today's Times Star quotes you as saying in a recent talk that
"more workers fail as a result of personnel traits than because
of weak technical skills."

I want to quote this statement in a paper I am writing titled
"Why beginning workers fail," and I would like to do the re-
search studies to which you referred so that I can include them
in my reference list.

If you will send me the research references you used to support
your statement, I shall be most grateful. I am sure the refer-
ences will be of great help to me in preparing my paper.





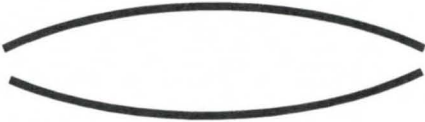
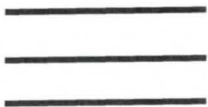
Sincerely Yours

Edward R. Sanchez

Name: _____ Date: _____ Hour: _____

Rough Draft Notes and activities (Proofreaders' Marks)

Please pay attention to these marks. They will be part of your FINAL EXAM!!!

Rough Draft Symbol	Action to do in text
	Insert
	Add space
	Transpose (flip order of words)
	Delete
	Close up (Bring words together)
	Capitalize

Mr. John Doe
12345 Nineteen Mile Road
Clinton Township, Michigan 48038

Dear Mr. John Doe,

Body of letter.....

Sincerely, (Respectfully)

Jason Youngblood
Chippewa Valley High School – Keyboarding Teacher