

Unit 1

Preparing Documents

- Chapter 1** Creating, Printing, and Editing Documents
- Chapter 2** Formatting Characters
- Chapter 3** Aligning and Indenting Paragraphs
- Chapter 4** Customizing Paragraphs
- Chapter 5** Proofing Documents

Creating, Printing, and Editing Documents

Precheck

Performance Objectives

Upon successful completion of Chapter 1, you will be able to:

- 1 Open Microsoft Word
- 2 Create, save, name, print, and close a Word document
- 3 Create a new document
- 4 Open a saved document
- 5 Save a document with Save As
- 6 Close Word
- 7 Edit a document
- 8 Select text in a document
- 9 Use the Undo and Redo buttons
- 10 Use the Help feature

In this chapter, you will learn to create, save, name, print, open, close, and edit a Word document. Before continuing, make sure you read the *Getting Started* section presented at the beginning of this book. This section contains information about computer hardware and software, using the mouse, executing commands, and customizing settings.

Preview Finished Documents

In this chapter, students will produce the following documents:

- Exercise 1.1. C01-E01-WebResumes.docx
- Exercise 1.2. C01-E02-EmailResumes.docx
- Exercise 1.4. C01-E04-LtrKCC.docx
- Exercise 1.5. C01-E05-SoftwareSuites.docx

Data Files

Before beginning the projects, copy to your OneDrive account the Chapter01 subfolder from the Unit 1 folder and then make Chapter01 the active folder. Do this every time you start a chapter's exercises.

Quick Steps

Open Word

1. Click Word 2013 tile at Windows Start screen.
2. Click *Blank document* template.

Tutorial

Creating, Saving, and Printing a Word Document

Opening Microsoft Word

Microsoft Office 2013 contains a word processing program named Word that you can use to create, save, edit, and print documents. The steps to open Word may vary depending on your system setup. Generally, to open Word, click the Word 2013 tile at the Windows Start screen. At the Word 2013 opening screen, click the *Blank document* template.

Creating, Saving, Naming, Printing, and Closing a Document

When you click the *Blank document* template, a blank document displays on the screen, as shown in Figure 1.1. The features of the document screen are described in Table 1.1.

At a blank document, type information to create a document. A document can contain any information and have any format you choose—for instance, a letter, report, term paper, table, and so on. Some things to consider when typing text are:

- **Word wrap:** As you type to create a document, you do not need to press the Enter key at the end of each line because Word wraps text from one line to the next. A word is wrapped to the next line if it begins before the right margin and continues past the right margin. The only times you need to press Enter are to end a paragraph, create a blank line, and end a short line.

Figure 1.1 Blank Document

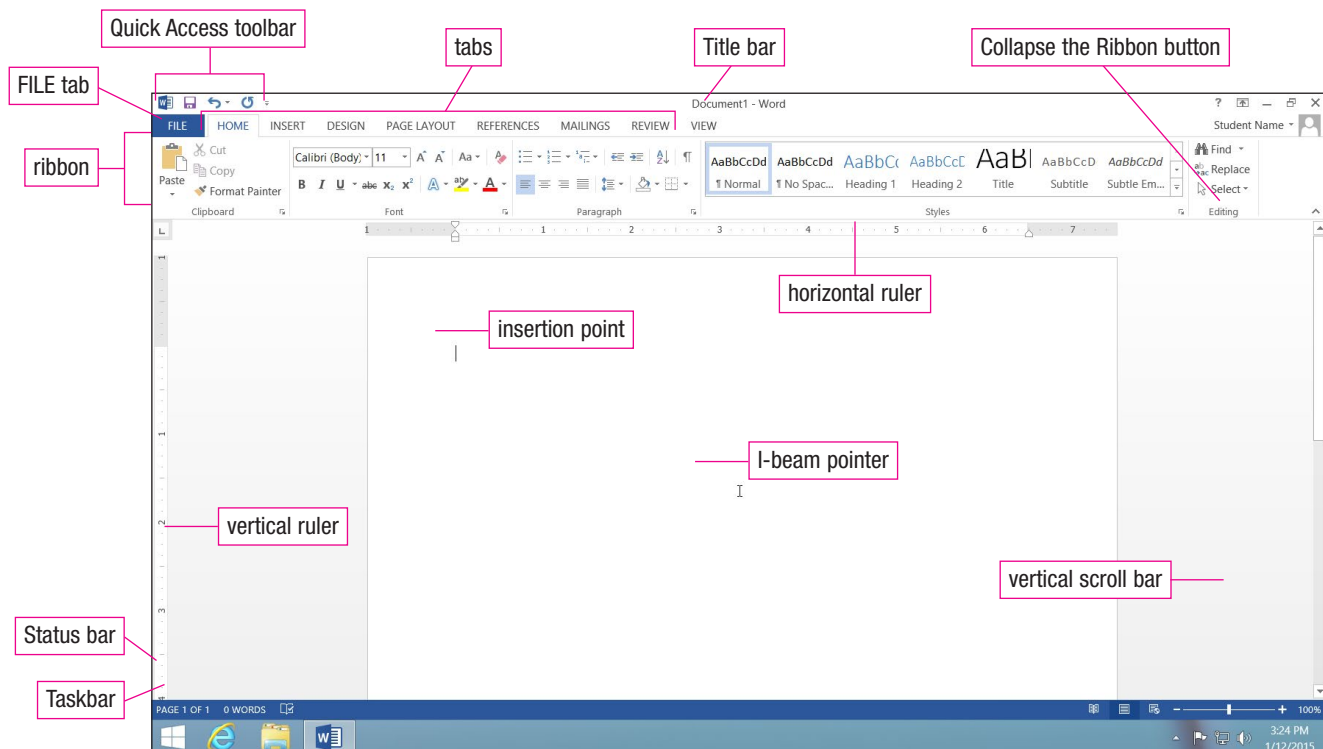


Table 1.1 Microsoft Word Screen Features

Feature	Description
Quick Access toolbar	contains buttons for commonly used commands
FILE tab	when clicked, displays the backstage area that contains buttons and tabs for working with and managing documents
Title bar	displays the document name followed by the program name
tabs	contain commands and features organized into groups
ribbon	contains the tabs, with options and commands divided into groups
Collapse the Ribbon button	when clicked, removes the ribbon from the screen
horizontal ruler	used to set margins, indents, and tabs
vertical ruler	used to set top and bottom margins
I-beam pointer	used to move the insertion point or select text
insertion point	indicates the location of the next character entered at the keyboard
vertical scroll bar	used to view various parts of the document beyond the screen
Status bar	displays the number of pages and words, view buttons, and Zoom slider bar

- **AutoCorrect:** Word contains a feature that automatically corrects certain words as you type them. For example, if you type *adn* instead of the word *and*, Word automatically corrects it when you press the spacebar after the word. AutoCorrect also superscripts the letters that follow an ordinal number (a number indicating a position in a series). For example, if you type *2nd* and then press the spacebar or Enter key, Word will convert this ordinal number to *2nd*.
- **Automatic spelling checker:** By default, Word automatically inserts a red wavy line below any word that is not contained in its Spelling dictionary or automatically corrected by AutoCorrect. These words may include misspelled words, proper names, some terminology, and some foreign words. If the Spelling dictionary underlines a word that is spelled correctly, leave the word as written. However, if the word is spelled incorrectly, you have two choices: delete the word and then type it correctly or position the I-beam pointer on the word, click the *right* mouse button, and then click the correct spelling in the pop-up list that displays.
- **Automatic grammar checker:** Word includes an automatic grammar checker. If the grammar checker detects a sentence that contains a possible grammatical error, Word inserts a blue wavy line below the error in the sentence. You can leave the sentence as written or position the I-beam pointer on the sentence, click the *right* mouse button, and choose from the pop-up list of possible corrections.

- **Spacing punctuation:** Typically, Word uses Calibri, a proportional typeface, as the default typeface. (You will learn more about typefaces in Chapter 2.) When typing text in a proportional typeface, space once (rather than twice) after end-of-sentence punctuation such as a period, question mark, or exclamation point, and after a colon. The letters in a proportional typeface are set closer together, so it is unnecessary to add extra white space at the end of a sentence or after a colon.
- **Option buttons:** As you insert or edit text in a document, you may notice an option button popping up in your text. The name and appearance of this button vary depending on the action. If a word you type is corrected by AutoCorrect, if you create an automatic list, or if you apply autoformatting to text, the AutoCorrect Options button appears. Click this button to undo the specific automatic action. If you paste text in a document, the Paste Options button appears near the text. Click this button to display the Paste Options gallery with buttons for controlling how the pasted text is formatted.
- **AutoComplete:** Microsoft Word and other Office applications include an AutoComplete feature that inserts an entire item when you type a few identifying characters. For example, type the letters *Mond* and *Monday* displays in a ScreenTip above the letters. Press the Enter key or press the F3 key and Word inserts *Monday* in the document.

Using the New Line Command

A Word document is based on a template that applies default formatting. Some basic formatting includes 1.08 line spacing and 8 points of spacing after a paragraph. Each time you press the Enter key, a new paragraph begins and 8 points of spacing is inserted after the paragraph. If you want to move the insertion point down to the next line without including the additional 8 points of spacing, use the New Line command, Shift + Enter.

Exercise 1.1A Creating a Document

Part 1 of 2

1. Open Word by clicking the Word 2013 tile at the Windows Start screen. At the Word opening screen, click the *Blank document* template. (These steps may vary. Check with your instructor for specific instructions.)
2. At the blank document, type the information shown on the next page with the following specifications:
 - a. Correct any errors highlighted by the spelling checker or grammar checker as they occur.
 - b. Press the spacebar once after end-of-sentence punctuation.
 - c. To insert the word *Wednesday* near the end of the document, type **Wedn** and then press the F3 key. (This is an example of the AutoComplete feature.)
 - d. To insert the word *November*, type **Nove** and then press the Enter key. (This is another example of the AutoComplete feature.)
 - e. Press Shift + Enter after typing *November 18, 2015*. (This moves the insertion point to the next line without adding 8 points of additional spacing.)
 - f. When typing the last line (the line containing the ordinal numbers), type the ordinal number text and AutoCorrect will automatically convert the letters in the ordinal numbers to superscripts.
3. When you are finished typing the text, press the Enter key once.

Check Your Work

Figure 1.2 Exercise 1.1A

Web page resumes fall into two categories: individuals who build a personal web page and bring it to the employer's attention; and companies that allow you to enter your details either into their standard resume form or by cutting and pasting your file on to their site. The resume is then indexed and stored on their site for future employers to search through. If you intend to set up your web page as a substitute resume, you must apply the same level of professionalism that you would to a conventional resume. The key difference with a web page resume is that you can include far more information, provided that it is appropriately indexed and the site is easily navigable. However, the initial key pages of the site should convey all the critical information of a conventional resume. Use the extra potential of a website for additional optional information in links that employers can choose to follow. Keep in mind that website resumes become public documents, which potentially can be accessed by anyone, including your current boss.

Quick Steps

Save a Document

1. Click Save button on Quick Access toolbar.
2. Click desired location.
3. Click Browse button.
4. Type document name in *File name* text box.
5. Press Enter or click Save button.



Saving a Document

Save a document if you want to use it in the future. You can choose from a variety of methods to save a document, such as clicking the Save button on the Quick Access toolbar, clicking the FILE tab and then clicking the *Save* or *Save As* option, and using the keyboard shortcut Ctrl + S. When you choose one of these options, the Save As backstage area displays, as shown in Figure 1.3. At this backstage area, click the desired location for saving your document. For example, click the *OneDrive* option preceded by your name if you are saving to your OneDrive or click the *Computer* option if you are saving to your computer.

Figure 1.3 Save As Backstage Area

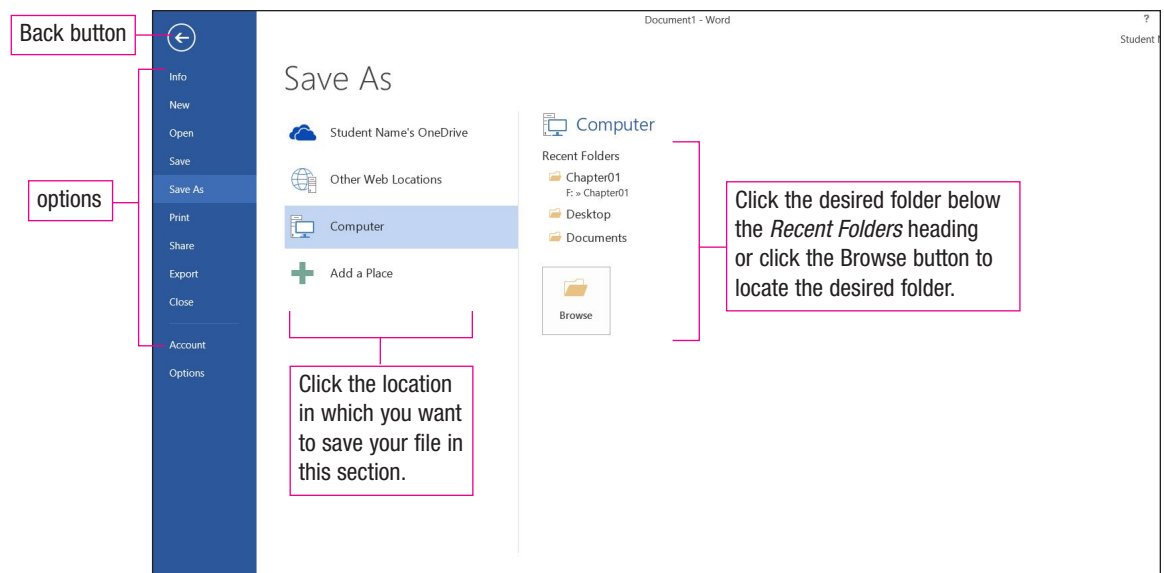
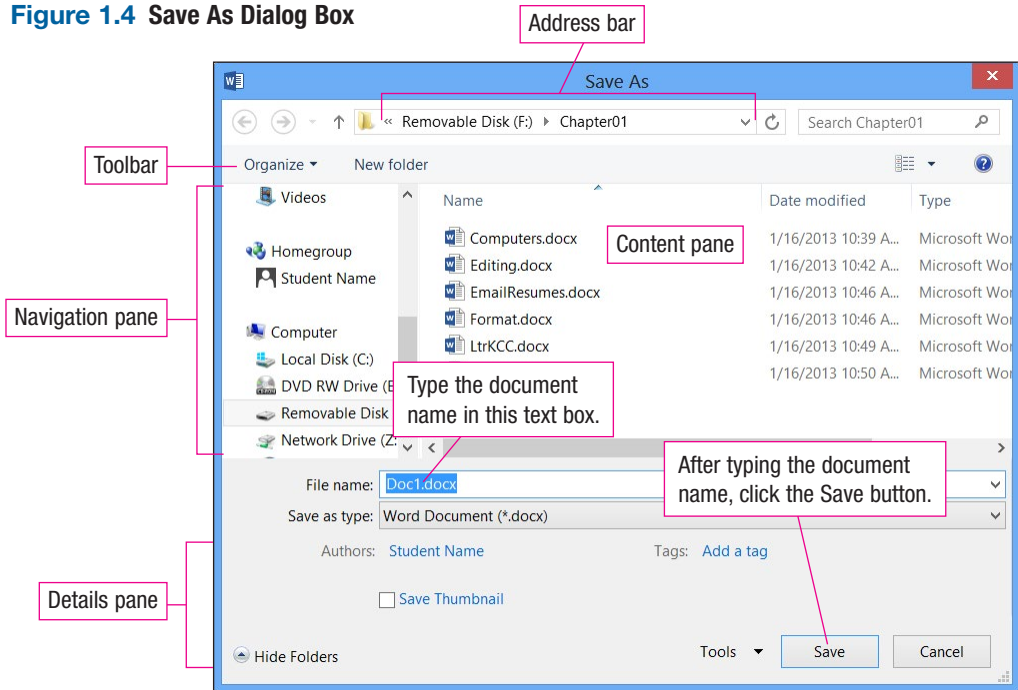


Figure 1.4 Save As Dialog Box



After specifying the place, click the Browse button and the Save As dialog box displays, as shown in Figure 1.4. If you are saving to your computer, double-click the *Computer* option to display the Save As dialog box. At this dialog box, type the name of the document in the *File name* text box and then press Enter or click the Save button. You can go directly to the Save As dialog box without displaying the Save As backstage area by pressing the F12 key.

Naming a Document

Document names created in Word and other applications in the Office suite can be up to 255 characters in length, including the drive letter and any folder names, and may include spaces. File names cannot include any of the following characters:

forward slash (/)	question mark (?)
backslash (\)	quotation mark (“)
greater-than symbol (>)	colon (:)
less-than symbol (<)	semicolon (;)
asterisk (*)	pipe symbol ()

Quick Steps

Print a Document

Click Quick Print button on Quick Access toolbar.

OR

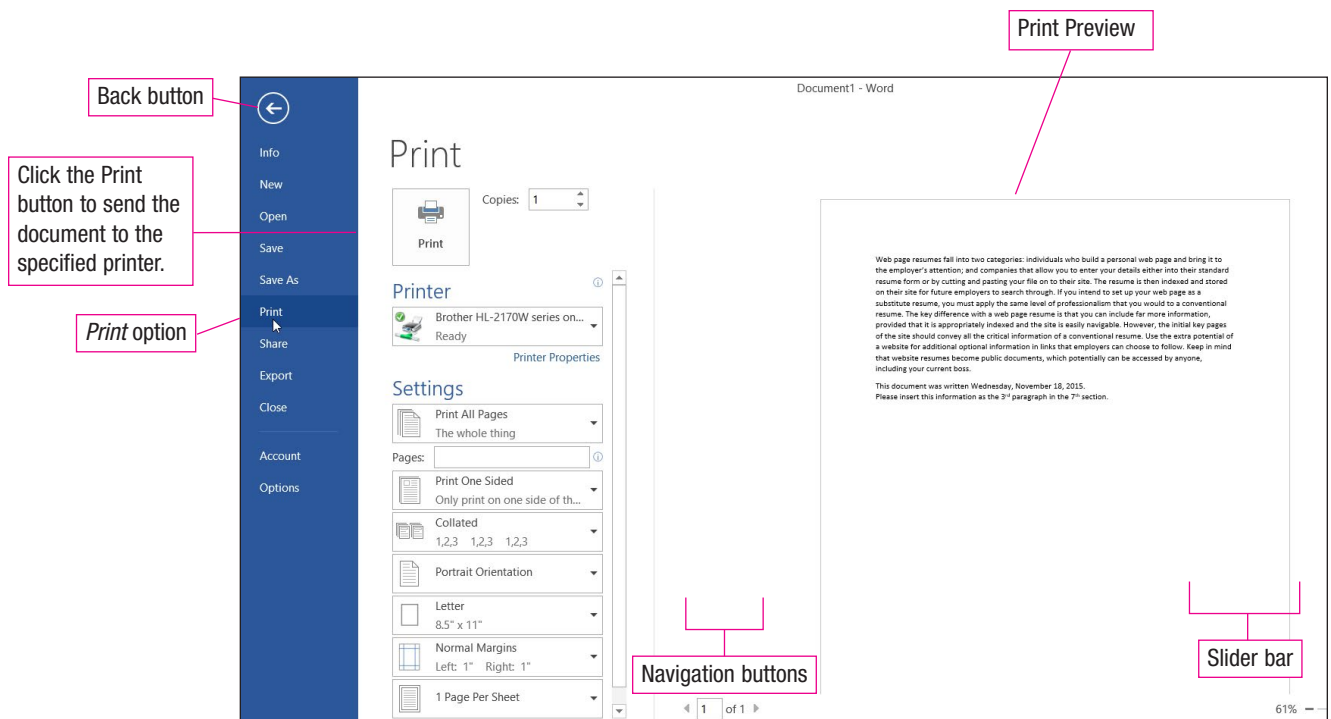
1. Click FILE tab.
2. Click *Print* option.
3. Click Print button.

Printing a Document

Click the FILE tab and the backstage area displays. The buttons and options at the backstage area change depending on the option selected at the left side of the backstage area. If you want to remove the backstage area without completing an action, click the Back button located in the upper left corner of the backstage area or press the Esc key on your keyboard.

Many of the files you create will need to be printed. A printing of a document on paper is referred to as **hard copy**, and a document displayed on the screen is referred to as **soft copy**. Print a document with options at the Print backstage area, shown in Figure 1.5 on the next page. To display this backstage area, click the FILE tab and

Figure 1.5 Print Backstage Area



then click the *Print* option. Another method for displaying the Print backstage area is to use the keyboard shortcut **Ctrl + P**.

Click the *Print* button, located near the upper left side of the backstage area, to send the document to the printer and specify the number of copies you want printed with the *Copies* option. Below the *Print* button are two categories: *Printer* and *Settings*. Use the gallery in the *Printer* category to specify the desired printer. The *Settings* category contains a number of galleries, each with options for specifying how you want your document printed, including whether you want the pages collated when printed; the orientation, page size, and margins of your document; and how many pages of your document you want to print on a sheet of paper.



Another method for printing a document is to insert the Quick Print button on the Quick Access toolbar and then click the button. This sends the document directly to the printer without displaying the Print backstage area. To insert the button on the Quick Access toolbar, click the *Customize Quick Access Toolbar* button that displays at the right side of the toolbar and then click *Quick Print* at the drop-down list. To remove the Quick Print button from the Quick Access toolbar, right-click the button and then click *Remove from Quick Access Toolbar* at the drop-down list.

Quick Steps

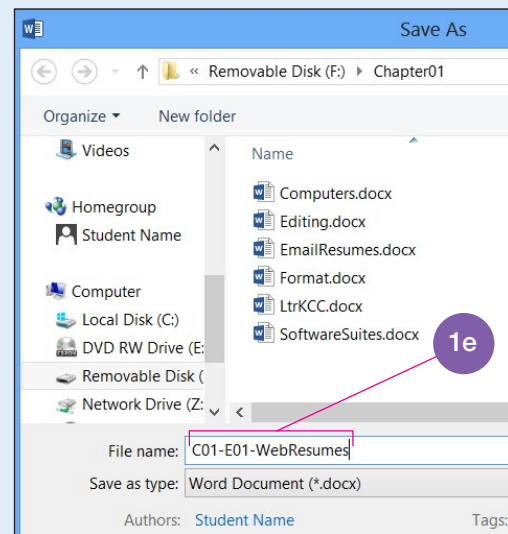
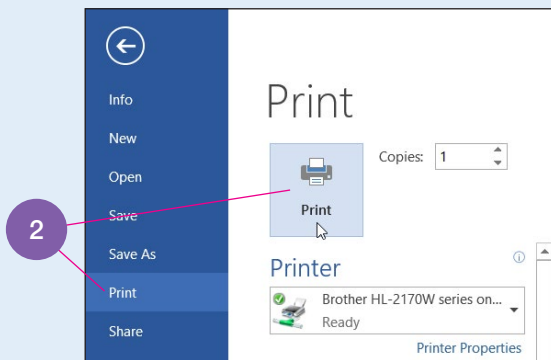
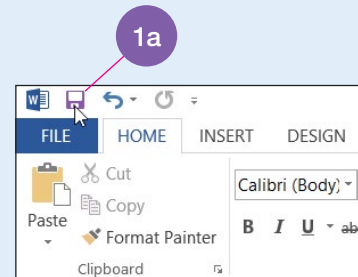
Close a Document

1. Click **FILE** tab.
 2. Click *Close* option.
- OR
Press **Ctrl + F4**.

Closing a Document

When you save a document, it is saved on your OneDrive or other storage medium and remains in the document screen. To remove the document from the screen, click the **FILE** tab and then click the *Close* option or use the keyboard shortcut **Ctrl + F4**. When you close a document, it is removed and a blank screen displays. At this screen, you can open a previously saved document, create a new document, or close Word.

1. Save the document you created in Exercise 1.1A and name it **C01-E01-WebResumes** (for Chapter 1, Exercise 1, web resumes document) by completing the following steps:
 - a. Click the Save button on the Quick Access toolbar.
 - b. At the Save As backstage area, click the OneDrive option preceded by your name if you are saving to your OneDrive or click the *Computer* option if you are saving to your computer or USB flash drive.
 - c. Click the Browse button.
 - d. At the Save As dialog box, if necessary, navigate to the Chapter01 folder.
 - e. Click in the *File name* text box (this selects any text in the box), type **C01-E01-WebResumes**, and then press the Enter key.
2. Print the document by clicking the FILE tab, clicking the *Print* option, and then clicking the Print button at the Print backstage area.



3. Close the document by clicking the FILE tab and then clicking the *Close* option.

Check Your Work

Quick Steps

Create a New Document

1. Click FILE tab.
 2. Click *New* option.
 3. Click *Blank document* template.
- OR
Press Ctrl + N.

Creating a New Document

When you close a document, a blank screen displays. To create a new document, first display a blank document. To do this, click the FILE tab, click the *New* option, and then click the *Blank document* template. You can also open a new document using the keyboard shortcut Ctrl + N or by inserting a New button on the Quick Access toolbar. To insert the button, click the Customize Quick Access Toolbar button that displays at the right side of the toolbar and then click *New* at the drop-down list.

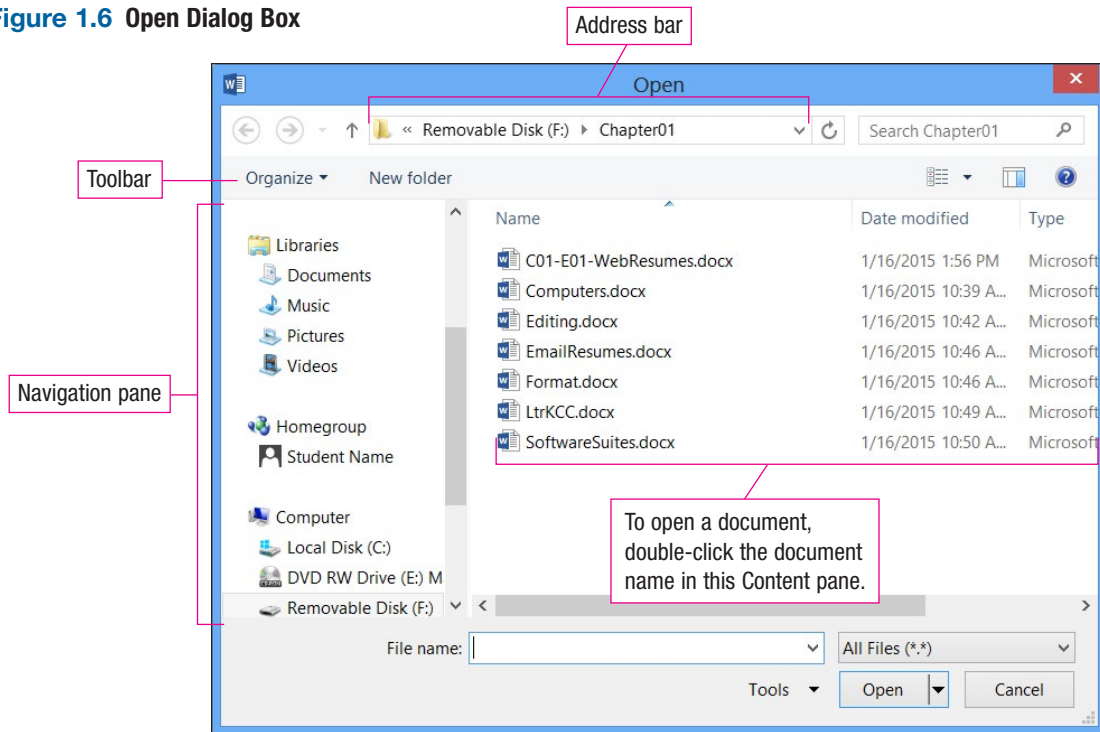
Tutorial

Opening a Document

Opening a Document

After you save and close a document, you can open it at the Open dialog box, shown in Figure 1.6 on the next page. To display this dialog box, click the FILE tab and then click the *Open* option. This displays the Open backstage area. You

Figure 1.6 Open Dialog Box



can also display the Open backstage area by using the keyboard shortcut Ctrl + O, inserting an Open button on the Quick Access toolbar, or clicking the [Open Other Documents](#) hyperlink that displays in the lower left corner of the Word 2013 opening screen.

At the Open backstage area, click the desired location (such as your OneDrive or *Computer*) and then click the Browse button. (If you are opening a document from your computer or USB flash drive, double-click the *Computer* option.) When you click the Browse button (or double-click the *Computer* option), the Open dialog box displays. You can go directly to the Open dialog box without displaying the Open backstage area by pressing Ctrl + F12. At the Open dialog box, open a document by double-clicking the document name in the Content pane.

If a document is open, Word will display the folder name where the document is located below the *Current Folder* heading in the Open backstage area with your OneDrive or the *Computer* option selected. Click this folder name to display the folder contents. In addition to the current folder, the Open backstage area also displays a list of the most recently accessed folders below the *Recent Folders* heading. Open a folder by clicking the folder name.

Quick Steps

Open a Document

1. Click FILE tab.
2. Click *Open* option.
3. Click desired location.
4. Click Browse button.
5. Double-click document name.

Opening a Document from the Recent Documents List

At the Open backstage area with *Recent Documents* selected, the Recent Documents list displays the most recently opened documents. By default, Word displays the 25 most recently opened documents. To open a document from the Recent Documents list, scroll down the list and then click the desired document. The Word 2013 opening screen also displays a list of the most recently opened documents. Click a document name in the Recent list at the opening screen to open the document.

Tutorial

Pinning a Document to the Recent List

Pinning a Document to the Recent Documents List

If you want a document to remain in the Recent Documents list at the Open backstage area, “pin” the document to the list. To pin a document, position the mouse pointer over the desired document name and then click the small, left-pointing stick pin that displays at the right side of the document name. This changes the left-pointing pin to a down-pointing stick pin. The next time you display the Open backstage area, the document you “pinned” displays at the top of the Recent Documents list.

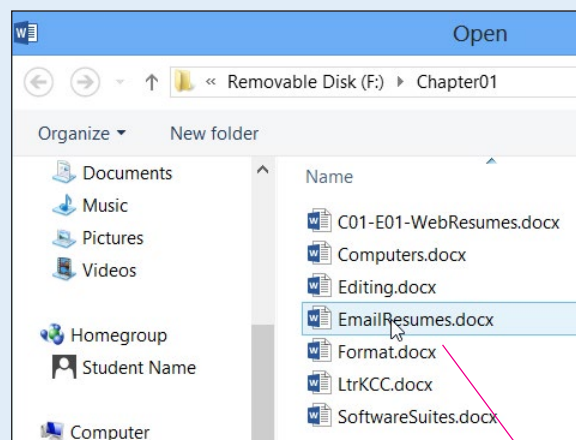
You can also pin a document to the Recent list at the Word 2013 opening screen. When you pin a document, it displays at the top of the Recent list as well as the Recent Documents list at the Open backstage area. To “unpin” a document from the Recent or Recent Documents list, click the pin to change it from a down-pointing pin to a left-pointing pin. You can pin more than one document to a list. Another method for pinning and unpinning documents is to use the shortcut menu. Right-click a document name and then click *Pin to list* or *Unpin from list*.

In addition to pinning documents to a list, you can pin a folder to the Recent Folders list. Pin a folder in the same manner as you pin a document. If you access a particular folder on a regular basis, consider pinning it to the list.

Exercise 1.2A Opening and Pinning/Unpinning a Document

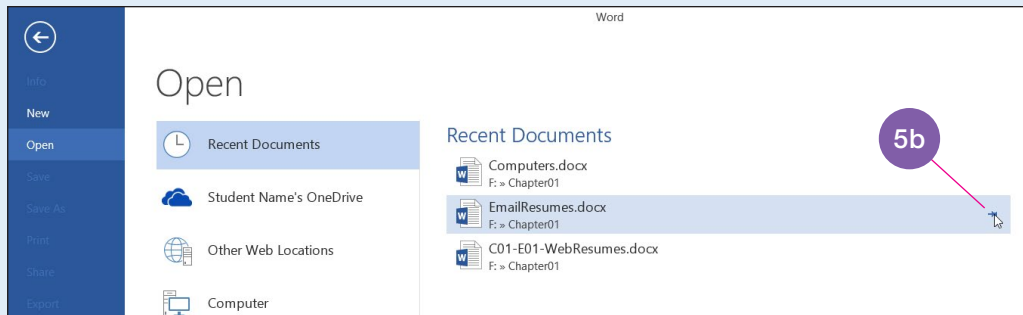
Part 1 of 2

1. Open the **EmailResumes.docx** document by completing the following steps:
 - a. Click the FILE tab and then click the *Open* option.
 - b. At the Open backstage area, click the desired location. (For example, click your OneDrive if you are using your OneDrive account or click the *Computer* option if you are opening a document from your computer's hard drive or a USB flash drive.)
 - c. Click the *Chapter01* folder that displays below the *Recent Folders* heading. (If the folder name does not display, click the Browse button and then navigate to the Chapter01 folder.)
 - d. At the Open dialog box, double-click **EmailResumes.docx** in the Content pane.
2. Close **EmailResumes.docx**.
3. Open **Computers.docx** by completing steps similar to those in Step 1.
4. Close **Computers.docx**.
5. Pin the **EmailResumes.docx** document to the Recent Documents list by completing the following steps:
 - a. Click the FILE tab and then, if necessary, click the *Open* option.



1d

- b. Hover the mouse pointer over **EmailResumes.docx** in the Recent Documents list and then click the left-pointing stick pin that displays at the right side of the document. (This moves the document to the top of the list and changes the left-pointing stick pin to a down-pointing stick pin.)



6. Click **EmailResumes.docx** at the top of the Recent Documents list to open the document.
7. With the insertion point positioned at the beginning of the document, type the text shown below.
8. Unpin the **EmailResumes.docx** from the Recent Documents list by completing the following steps:
 - a. Click the FILE tab and then click the *Open* option.
 - b. Click the down-pointing stick pin that displays at the right of **EmailResumes.docx** in the Recent Documents list. (This changes the pin from a down-pointing stick pin to a left-pointing stick pin.)
9. Click the Back button to return to the document.

Check Your Work

Figure 1.7 Exercise 1.2A

Emailing Resumes

As an alternative to mailing your resume, some employers are now happy to receive them electronically via email. This can speed up the hiring process and can save money, too. If you are applying for a job that requires some IT knowledge, sending your resume by email will demonstrate that you are comfortable with this type of technology.

Quick Steps

Save a Document with *Save As*

1. Click FILE tab, *Save As*.
2. Click desired location.
3. Click Browse button.
4. Navigate to desired folder.
5. Type document name in *File name* text box.
6. Press Enter.

Saving a Document with *Save As*

If you open a previously saved document and want to give it a new name, use the *Save As* option at the backstage area rather than the *Save* option. Click the FILE tab and then click the *Save As* option. At the *Save As* backstage area, click the desired location and then click the Browse button or click the desired folder below the *Current Folder* or *Recent Folders* heading. At the *Save As* dialog box, type the new name for the document in the *File name* text box and then press Enter.

Quick Steps

Close Word

Click Close button.

OR

Press Alt + F4.



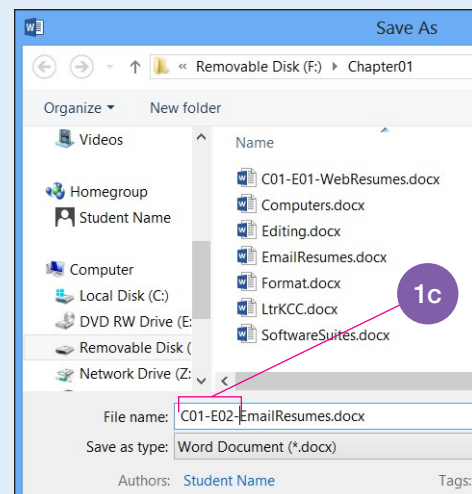
Closing Word

When you are finished working with Word and have saved all necessary information, close Word by clicking the Close button located in the upper right corner of the screen. You can also close Word with the keyboard shortcut Alt + F4.

Exercise 1.2B Saving a Document Using *Save As*

Part 2 of 2

1. With **EmailResumes.docx** open, save the document with a new name by completing the following steps:
 - a. Click the FILE tab and then click the *Save As* option.
 - b. At the Save As backstage area, click the *Chapter01* folder below the *Current Folder* heading or *Recent Folders* heading. (If the folder does not display, double-click your OneDrive or the *Computer* option and then navigate to the Chapter01 folder.)
 - c. At the Save As dialog box, press the Home key on your keyboard to move the insertion point to the beginning of the file name and then type **C01-E02-**. (Pressing the Home key saves you from having to type the entire document name.)
 - d. Press the Enter key.
2. Print the document by clicking the FILE tab, clicking the *Print* option, and then clicking the Print button at the Print backstage area. (If your Quick Access toolbar contains the Quick Print button, click the button to send the document directly to the printer.)
3. Close the document by pressing Ctrl + F4.



Check Your Work

Tutorial

Editing a Document

Editing a Document

When editing a document, you may decide to insert or delete text. To edit a document, use the mouse, the keyboard, or the mouse in combination with the keyboard to move the insertion point to specific locations in the document. To move the insertion point using the mouse, position the I-beam pointer where you want to place the insertion point and then click the left mouse button.

You can also scroll in a document, which changes the text display but does not move the insertion point. Use the mouse with the **vertical scroll bar**, located at the right side of the screen, to scroll through text in a document. Click the up scroll arrow at the top of the vertical scroll bar to scroll up through the document; click the down scroll arrow to scroll down through the document.

A scroll box on the scroll bar indicates the location of the text on the document screen in relation to the remainder of the document. To scroll up one screen at a time,

position the arrow pointer above the scroll box (but below the up scroll arrow) and then click the left mouse button. Position the arrow pointer below the scroll box and click the left button to scroll down a screen. If you hold down the left mouse button, the action becomes continuous. You can also position the arrow pointer on the scroll box, hold down the left mouse button, and then drag the scroll box along the scroll bar to reposition text on the document screen. As you drag the scroll box along the vertical scroll bar in a multiple-page document, page numbers display in a box at the right side of the document screen.

Exercise 1.3A Scrolling in a Document

Part 1 of 2

1. Open **Computers.docx** from the Chapter01 folder on your storage medium.
2. Save the document with Save As and name it **C01-E03-Computers**.
3. Position the I-beam pointer at the beginning of the first paragraph and then click the left mouse button.
4. Click the down scroll arrow on the vertical scroll bar several times. (This scrolls down lines of text in the document.) With the mouse pointer on the down scroll arrow, hold down the left mouse button and keep it down until the end of the document displays.
5. Position the mouse pointer on the up scroll arrow and hold down the left mouse button until the beginning of the document displays.
6. Position the mouse pointer below the scroll box and then click the left mouse button. Continue clicking the mouse button (with the mouse pointer positioned below the scroll box) until the end of the document displays.
7. Position the mouse pointer on the scroll box in the vertical scroll bar. Hold down the left mouse button, drag the scroll box to the top of the vertical scroll bar, and then release the mouse button. (The document page numbers displayed in a box at the right side of the document screen as you dragged the scroll box to the top of the vertical scroll bar.)
8. Click on the title at the beginning of the document. (This moves the insertion point to the location of the mouse pointer.)



Check Your Work

Moving the Insertion Point to a Specific Line or Page

Word includes a Go To feature that you can use to move the insertion point to a specific location in a document, such as a line or page. To use the feature, click the Find button arrow located in the Editing group on the HOME tab and then click *Go To* at the drop-down list. At the Find and Replace dialog box with the Go To tab selected, move the insertion point to a specific page by typing the page number in the *Enter page number* text box and then pressing Enter. Move to a specific line by clicking the *Line* option in the *Go to what* list box, typing the line number in the *Enter line number* text box, and then pressing Enter. Click the Close button to close the dialog box.



Find

Moving the Insertion Point with the Keyboard

To move the insertion point with the keyboard, use the arrow keys located to the right of the regular keyboard or use the arrow keys on the numeric keypad. If you use these keys, make sure Num Lock is off. Use the arrow keys together with other keys to move the insertion point to various locations in the document, as shown in Table 1.2.

When moving the insertion point, Word considers a word to be any series of characters between spaces. A paragraph is any text that is followed by a stroke of the Enter key. A page is text that is set off by a soft or hard page break.

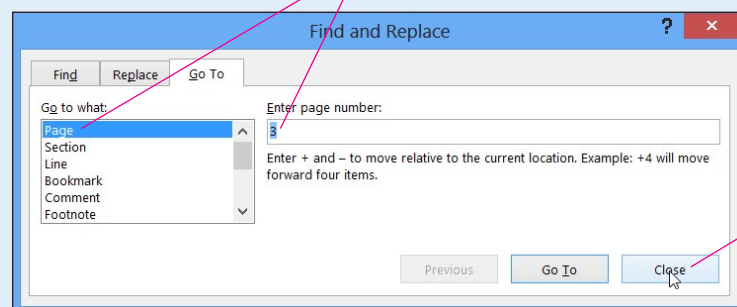
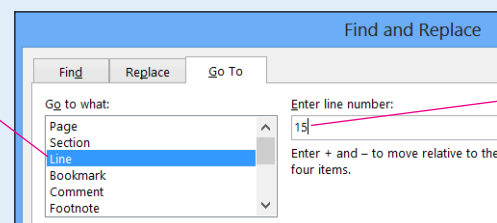
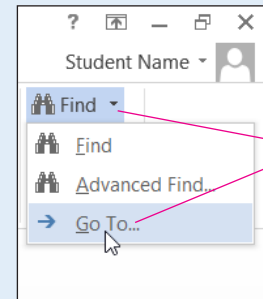
Table 1.2 Insertion Point Movement Commands

To move insertion point	Press
one character left	Left Arrow
one character right	Right Arrow
one line up	Up Arrow
one line down	Down Arrow
one word left	Ctrl + Left Arrow
one word right	Ctrl + Right Arrow
to end of line	End
to beginning of line	Home
to beginning of current paragraph	Ctrl + Up Arrow
to beginning of next paragraph	Ctrl + Down Arrow
up one screen	Page Up
down one screen	Page Down
to top of previous page	Ctrl + Page Up
to top of next page	Ctrl + Page Down

Resuming Reading or Editing in a Document

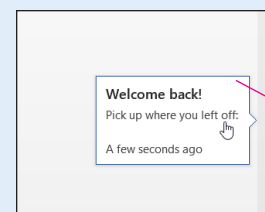
If you open a previously saved document, you can move the insertion point to where the insertion point was last located when the document was closed by pressing Shift + F5. When you work in a multiple-page document and then close the document, Word remembers the page where the insertion point was last positioned. When you reopen the document, Word displays a “Welcome back!” message at the right side of the screen near the vertical scroll bar. The message tells you that you can pick up where you left off and identifies the page where your insertion point was last located. Click the message and the insertion point is positioned at the top of that page.

1. With **C01-E03-Computers.docx** open, move the insertion point to page 3 by completing the following steps:
 - a. Click the Find button arrow located in the Editing group on the HOME tab and then click *Go To* at the drop-down list.
 - b. At the Find and Replace dialog box with the Go To tab selected, click *Line* in the *Go to what* list box.
 - c. Click in the *Enter line number* text box, type **15**, and then press Enter.
 - d. Click *Page* in the *Go to what* box, click in the *Enter page number* text box, type **3**, and then press Enter.
 - e. Click the Close button to close the Find and Replace dialog box.
2. Close the document.
3. Open the document by clicking the FILE tab and then clicking the document name **C01-E03-Computers.docx** that displays at the top of the Recent Documents list.
4. Move the mouse pointer to the right side of the screen to display the “Welcome back!” message. Hover the mouse pointer over the message and then click the left mouse button.



(This positions the insertion point at the top of the third page—the page where the insertion point was positioned when you closed the document.)

5. Press **Ctrl + Home** to move the insertion point to the beginning of the document.
6. Practice using the keyboard commands shown in Table 1.2 on the previous page to move the insertion point within the document.
7. Close **C01-E03-Computers.docx**.



Check Your Work

Inserting and Deleting Text

Editing a document may include inserting or deleting text. To insert text in a document, position the insertion point in the desired location and then type the text. Existing characters move to the right as you type the text. A number of options are available for deleting text. Some deletion commands are shown in Table 1.3.

Table 1.3 Deletion Commands

To delete	Press
character right of insertion point	Delete key
character left of insertion point	Backspace key
text from insertion point to beginning of word	Ctrl + Backspace
text from insertion point to end of word	Ctrl + Delete
to top of next page	Ctrl + Page Down

If you want to type over existing text rather than have it move to the right as you insert new text, you will need to turn on the Overtyping mode. With the Overtyping mode on, anything you type will replace existing text. To turn on the Overtyping mode, click the FILE tab and then click *Options*. At the Word Options dialog box, click *Advanced* in the left panel. In the *Editing options* section, insert a check mark in the *Use overtype mode* check box if you want the Overtyping mode always on in the document. If you want to use the Insert key to turn Overtyping mode on and off, insert a check mark in the *Use the Insert key to control overtype mode* check box. After making your selection, click the OK button located in the lower right corner of the dialog box.

Selecting Text

Use the mouse or the keyboard to select a specific amount of text. Once you have selected the text, you can delete it or perform other Word functions on it. When text is selected, it displays with a gray background, as shown in Figure 1.8 on the next page, and the Mini toolbar displays. The Mini toolbar contains buttons for common tasks. (You will learn more about the Mini toolbar in Chapter 2.)

Selecting Text with the Mouse

Use the mouse to select a word, line, sentence, paragraph, or entire document. Table 1.4 indicates the steps to follow to select various amounts of text. For example, to select a line, click in the selection bar. The selection bar is the space located toward the left side of the document screen between the left edge of the page and the text. When the mouse pointer is positioned in the selection bar, the pointer turns into an arrow pointing up and to the right.

To select sections of text other than a word, sentence, or paragraph, position the I-beam pointer on the first character of the text to be selected, hold down the left mouse button, drag the I-beam pointer to the last character of the text to be selected, and then release the mouse button. You can also select all of the text between the current insertion point and the I-beam pointer. To do this, position the insertion point where you want the selection to begin, hold down the Shift key, click the I-beam pointer at the end of the selection, and then release the Shift key. To cancel a selection using the mouse, click anywhere in the document screen outside the selected text.

Select text vertically in a document by holding down the Alt key while dragging with the mouse. This feature is especially useful when selecting a group of text, such as text set in columns.

Figure 1.8 Selected Text and Mini Toolbar

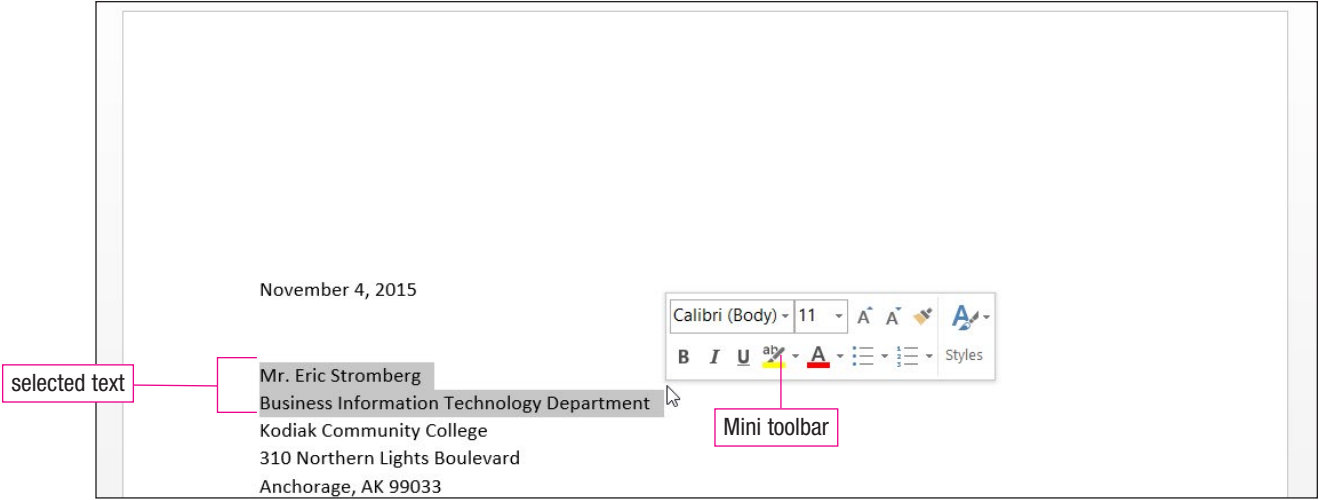


Table 1.4 Selecting Text with the Mouse

To select	Complete these steps using the mouse
a word	Double-click the word.
a line of text	Click in the selection bar to the left of the line.
multiple lines of text	Drag in the selection bar to the left of the lines.
a sentence	Hold down the Ctrl key and then click anywhere in the sentence.
a paragraph	Double-click in the selection bar next to the paragraph or triple-click anywhere in the paragraph.
multiple paragraphs	Drag in the selection bar.

Selecting Text with the Keyboard

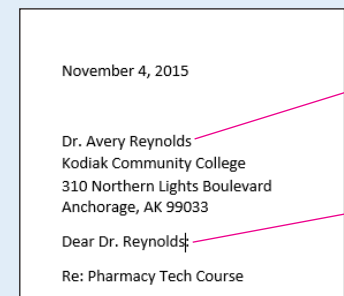
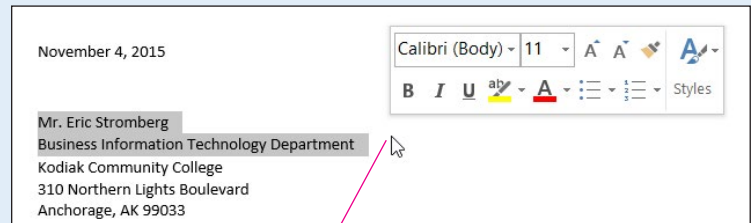
To select a specific amount of text using the keyboard, turn on the Selection mode by pressing the F8 key. With the Selection mode activated, use the arrow keys to select the desired text. If you want to cancel the selection, press the Esc key and then press any arrow key. You can also select text with the commands shown in Table 1.5.

You can customize the Status bar to display text indicating that the Selection mode is activated. To do this, right-click any blank location on the Status bar and then click *Selection Mode* at the pop-up list. When you press the F8 key to turn on the Selection mode, the words *EXTEND SELECTION* display on the Status bar.

Table 1.5 Selecting Text with the Keyboard

To select	Press
one character to right	Shift + Right Arrow
one character to left	Shift + Left Arrow
to end of word	Ctrl + Shift + Right Arrow
to beginning of word	Ctrl + Shift + Left Arrow
to end of line	Shift + End
to beginning of line	Shift + Home
one line up	Shift + Up Arrow
one line down	Shift + Down Arrow
to beginning of paragraph	Ctrl + Shift + Up Arrow
to end of paragraph	Ctrl + Shift + Down Arrow
one screen up	Shift + Page Up
one screen down	Shift + Page Down
to end of document	Ctrl + Shift + End
to beginning of document	Ctrl + Shift + Home
entire document	Ctrl + A

1. Open **LtrKCC.docx**. (This document is located in the Chapter01 folder you copied to your storage medium.)
2. Save the document with Save As and name it **C01-E04-LtrKCC**.
3. Delete the name, *Mr. Eric Stromberg*, and the department, *Business Information Technology Department*, using the mouse by completing the following steps:
 - a. Position the I-beam pointer on the *M* in *Mr.* (in the address).
 - b. Hold down the left mouse button and then drag the mouse down until *Mr. Eric Stromberg* and *Business Information Technology Department* are selected.
 - c. Release the left mouse button.
 - d. Press the Delete key.
4. Position the insertion point at the left margin of the line containing the text *Kodiak Community College*, type the name **Dr. Avery Reynolds**, and then press Shift + Enter.
5. Delete *Mr. Stromberg* in the salutation (after the word *Dear*) and then type **Dr. Reynolds**. (You choose the method for deleting.)
6. Delete the reference line, *Re: Pharmacy Tech Course*, using the Extend Selection key, F8, by completing the following steps:
 - a. Position the insertion point on the *R* in *Re:*.
 - b. Press the F8 key to turn on Selection mode.
 - c. Press the Down Arrow key. (This selects the reference line and the spacing below it.)
 - d. Press the Delete key.
7. Delete the first sentence in the first paragraph using the mouse by completing the following steps:
 - a. Position the I-beam pointer anywhere in the sentence *The North Pacific Computer Technology conference that we attended last week was very educational.*
 - b. Hold down the Ctrl key and then click the left mouse button.
 - c. Press the Delete key.
8. Delete the first sentence in the second paragraph (the sentence that reads *Interest in the program has been phenomenal.*) using the keyboard by completing the following steps:
 - a. Position the insertion point on the first letter of the sentence (the *I* in *Interest*).
 - b. Hold down the Shift key and then press the Right Arrow key until the sentence is selected. Be sure to include the period at the end of the sentence and the space after the period.
 - c. Press the Delete key.
9. Delete the third paragraph in the letter using the mouse by completing the following steps:
 - a. Position the I-beam pointer anywhere in the third paragraph (the paragraph that begins *The instructor for the Medical Coding course*).
 - b. Triple-click the left mouse button.
 - c. Press the Delete key.
10. Save, print, and then close **C01-E04-LtrKCC.docx**.



Using the Undo and Redo Buttons

If you make a mistake and delete text that you did not intend to delete or if you change your mind after deleting text and want to retrieve it, you can use the Undo or Redo button on the Quick Access toolbar. For example, if you type text and then click the Undo button, the text will be removed. You can undo text or commands. For example, if you add formatting such as bolding to text and then click the Undo button, the bolding is removed.



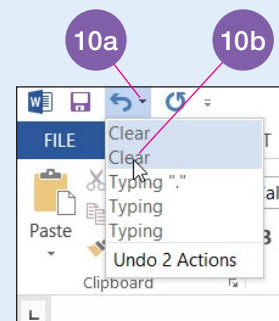
If you use the Undo button and then decide you do not want to reverse the original action, click the Redo button. For example, if you select and underline text and then decide to remove the underlining, click the Undo button. If you then decide you want the underlining back on, click the Redo button. Many Word actions can be undone or redone. Some actions, however, such as printing and saving, cannot be undone or redone.

Word maintains actions in temporary memory. If you want to undo an action that you performed earlier, click the Undo button arrow. This causes a drop-down list to display. To make a selection from this drop-down list, click the desired action and the action, along with any actions listed above it in the drop-down list, is undone.

Exercise 1.5 Deleting and Restoring Text with the Undo and Redo Buttons

Part 1 of 1

1. Open **SoftwareSuites.docx**. (This document is located in the Chapter01 folder you copied to your storage medium.)
2. Save the document with Save As and name it **C01-E05-SoftwareSuites**.
3. Make the changes indicated by the proofreaders' marks on the next page. (Proofreaders' marks are listed and described in Appendix A at the end of this textbook.)
4. Move the insertion point to the end of the document. Press the Backspace key until the last four words of the document (*or into a spreadsheet.*) are deleted. Be sure to delete the space before *or*.
5. Undo the deletion by clicking the Undo button on the Quick Access toolbar.
6. Redo the deletion by clicking the Redo button on the Quick Access toolbar.
7. Type a period after the word *presentation* to end the sentence.
8. Select the first sentence in the first paragraph and then delete it.
9. Select the second paragraph in the document and then delete it.
10. Undo the two deletions by completing the following steps:
 - a. Click the down-pointing arrow to the right of the Undo button.
 - b. Click the *second* Clear listed in the drop-down list. (This will redisplay the first sentence in the first paragraph and the second paragraph. The first sentence will be selected.)
11. With the first sentence of the paragraph selected, press the Delete key.
12. Save, print, and then close **C01-E05-SoftwareSuites.docx**.



Check Your Work

Figure 1.9 Exercise 1.5

Some commercial software vendors bundle and sell a group of software programs as a single package called a software suite, also known as integrated software. Software suites typically include the four most widely used applications: word processing, database management, spreadsheet, and presentation programs. Some, such as Microsoft Office, also include Web page authoring programs because the development of personal Web sites is becoming increasingly important to consumers. Suites are popular because buying a package is cheaper than purchasing each component program separately.

Software suites offer advantages other than price. Because the programs were developed using the same user interface, all programs in the suite work in a similar manner. A user who becomes familiar with one program can easily learn to use the others because the screen layouts, menus, buttons, icons, and toolbars are similar.

Another strong feature of suites is that they allow users to seamlessly integrate files from component programs. For example, information produced using a spreadsheet can be placed into a word processing document, or a database table can be imported into a slide show presentation or into a spreadsheet.

Quick Steps

Use the Help Feature

1. Click Microsoft Word Help button.
2. Type topic or feature.



Help

Using Help

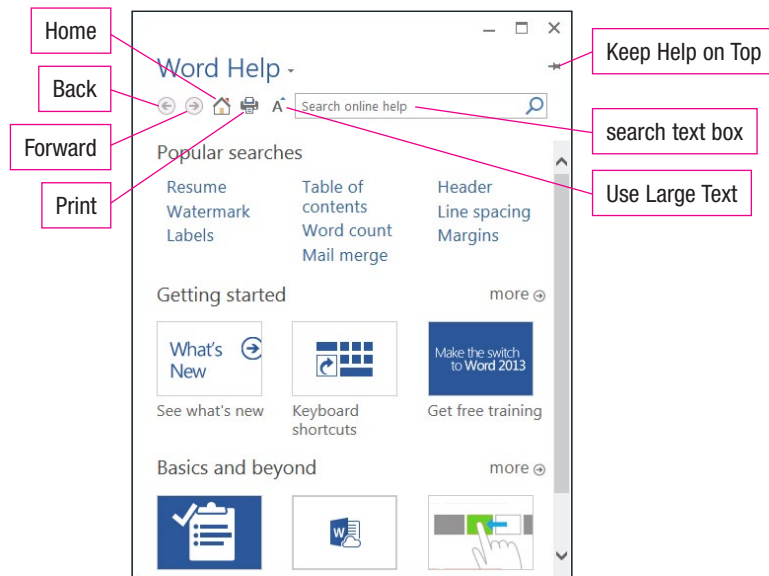
Word's Help feature is an on-screen reference manual containing information about Word features and commands. Word's Help feature is similar to the Help features in Excel, PowerPoint, and Access.

Get help by clicking the Microsoft Word Help button located in the upper right corner of the screen (a question mark) or by pressing the keyboard shortcut F1. This displays the Word Help window, as shown in Figure 1.10 on the next page. In this window, type a topic, feature, or question in the search text box and then press Enter. Topics related to the search text display in the Word Help window. Click a topic that interests you. If the topic window contains a Show All hyperlink in the upper right corner, click this hyperlink and the information expands to show all of the help information related to the topic. When you click the Show All hyperlink, it becomes the Hide All hyperlink.

The Word Help window contains five buttons that display to the left of the search text box. Use the Back and Forward buttons to navigate in the window. Click the Home button to return to the Word Help window opening screen. If you want to print information on a topic or feature, click the Print button and then click the Print button at the Print dialog box. Make the text in the Word Help window larger by clicking the Use Large Text button.

In addition to these five buttons, the Word Help window contains a Keep Help on Top button located near the upper right corner of the window. Click this button and the Word Help window remains on the screen even when you work in a document. Click the button again to remove the window from the screen.

Figure 1.10 Help Window



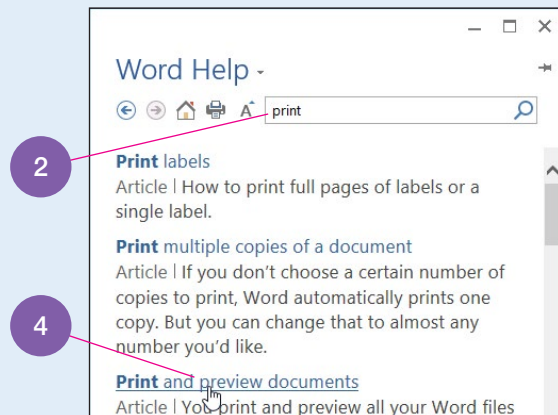
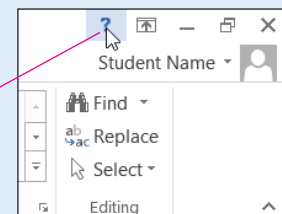
Getting Help from a ScreenTip

If you hover your mouse pointer over certain buttons, the ScreenTip that displays may include a Help icon and the [Tell me more](#) hyperlink. Click [Tell me more](#) and the Word Help window opens with information about the button feature. You can also press the F1 key to display the Word Help window with information about the button feature.

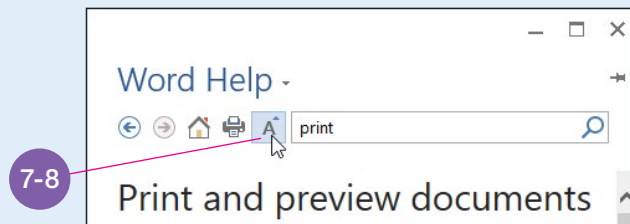
Exercise 1.6A Using the Help Feature

Part 1 of 2

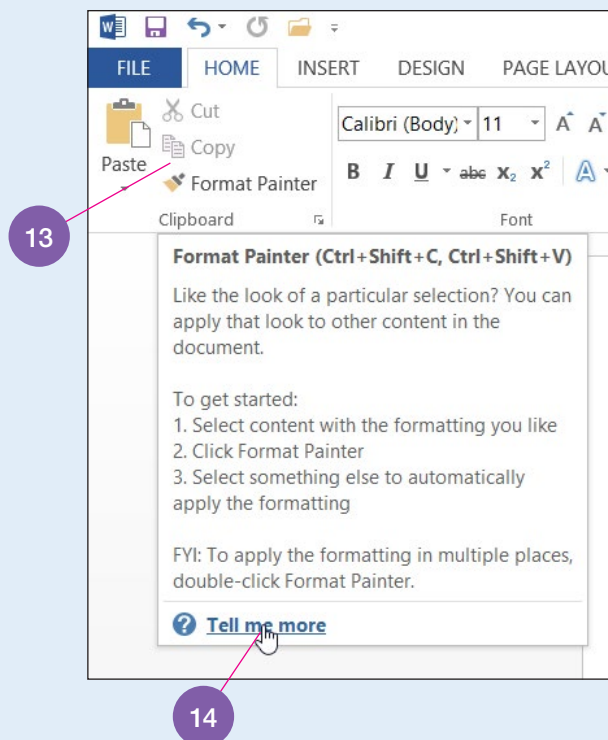
1. At a blank document, click the Microsoft Word Help button located in the upper right corner of the screen.
2. At the Word Help window, click in the search text box and then type **print**.
3. Press the Enter key.
4. When the list of topics displays, click the [Print and preview documents](#) hyperlinked topic.
5. Scroll down the Word Help window and read the information about printing and previewing documents.
6. Click the Print button in the Word Help window. This displays the Print dialog box. If you want to print the topic, click the Print button; otherwise, click the Cancel button to close the dialog box.



7. At the Word Help window, click the Use Large Text button to increase the size of the text in the window.
8. Click the Use Large Text button again to return the text to the normal size.



9. Click the Back button to return to the previous window.
10. Click the Forward button to redisplay the article on printing and previewing a document.
11. Click the Home button to return to the original Word Help screen.
12. Click the Close button to close the Word Help window.
13. Hover your mouse pointer over the Format Painter button in the Clipboard group on the HOME tab.
14. Click the [Tell me more](#) hyperlink that displays at the bottom of the ScreenTip.



15. Read the information in the Word Help window about the Format Painter feature.
16. Click the Close button to close the Word Help window.

Check Your Work

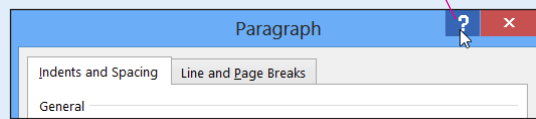
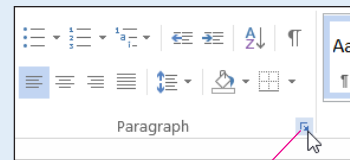
Getting Help in a Dialog Box or Backstage Area

Some dialog boxes and backstage areas contain a Help button that you can click to display a Help window with specific information about the dialog box or backstage area. After reading and/or printing the information, close the dialog box by clicking the Close button located in the upper right corner of the dialog box or close the backstage area by clicking the Back button or pressing the Esc key.

Exercise 1.6B Getting Help in a Dialog Box and Backstage Area

Part 2 of 2

1. At a blank document, click the Paragraph group dialog box launcher that displays in the lower right corner of the Paragraph group on the HOME tab. (The Paragraph group dialog box launcher is a small button containing a diagonally pointing arrow.)
2. Click the Help button that displays in the upper right corner of the dialog box.



3. Read the information that displays in the Word Help window.
4. Close the Word Help window and then close the Paragraph dialog box by clicking the Cancel button located in the lower right corner of the dialog box.
5. Click the FILE tab and then click the *Save As* option.
6. At the Save As backstage area, click the Microsoft Word Help button that displays in the upper right corner of the backstage area.
7. Read the information that displays in the Word Help window.
8. Close the Word Help window.
9. Return to the blank document by clicking the Back button (left-pointing arrow inside a circle) that displays in the upper left corner of the backstage area.








Check Your Work

Chapter Summary

- Open Microsoft Word by clicking the Word 2013 tile at the Windows Start screen. Refer to Figure 1.1 and Table 1.1 for an example and a list of key Word screen features, respectively.
- The Quick Access toolbar is located above the FILE tab and contains buttons for commonly used commands.
- Click the FILE tab and the backstage area displays containing options for working with and managing documents.
- The Title bar is located to the right of the Quick Access toolbar and displays the document name followed by the program name.
- The ribbon area contains tabs with commands and options divided into groups.
- The insertion point displays as a blinking vertical line and indicates the position of the next character to be entered in the document.
- The mouse pointer displays on the screen as an I-beam pointer or an up-pointing arrow.
- Use the vertical scroll bar to view various parts of the document.
- The Status bar displays the number of pages and words, view buttons, and Zoom slider bar.
- Word automatically wraps text to the next line as you type information. Press the Enter key only to end a paragraph, create a blank line, or end a short line.
- Word contains an AutoCorrect feature that automatically corrects certain words as they are typed.
- Word contains both an automatic spelling checker that inserts a red wavy line below words not contained in the Spelling dictionary and an automatic grammar checker that inserts a blue wavy line below text that may contain a grammatical error.
- The AutoComplete feature inserts an entire item when you type a few identifying characters and then press the Enter key or the F3 key.
- Document names can contain a maximum of 255 characters, including the drive letter and folder names, and may include spaces.
- You can move the insertion point by character, word, screen, or page and from the first to the last character in a document. Refer to Table 1.2 for keyboard insertion point movement commands.
- The scroll box on the vertical scroll bar indicates the location of the text in the document screen in relation to the remainder of the document.
- Delete text by character, word, line, several lines, or partial page using specific keys or by selecting text using the mouse or keyboard.
- A specific amount of text can be selected using the mouse or the keyboard. Refer to Table 1.4 for information on selecting text with the mouse and refer to Table 1.5 for information on selecting text with the keyboard.
- Use the Undo button on the Quick Access toolbar if you change your mind after typing, deleting, or formatting text and want to undo the action. Use the Redo button to reinstate something that has been undone with the Undo button.

- Word's Help feature is an on-screen reference manual that contains information about Word features and commands. Click the Microsoft Word Help button or press the F1 key to display the Word Help window.
- The Word Help window contains five buttons to the left of the search text box, including the Back, Forward, Home, Print, and Use Large Text buttons. Use the Keep Help on Top button in the Word Help window to keep the window on the screen even when working in a document.
- If you hover your mouse pointer over certain buttons, the ScreenTip that displays may include a Help icon and Tell me more hyperlink. Click this hyperlinked text to display the Word Help window with information about the button feature.
- Some dialog boxes and backstage areas contain a Help button that you can click to display information specific to the dialog box or backstage area.

Commands Review

FEATURE	RIBBON TAB, GROUP	BUTTON, OPTION	FILE TAB	KEYBOARD SHORTCUT
close document			<i>Close</i>	Ctrl + F4
close Word				Alt + F4
Find and Replace dialog box with Go To tab selected	HOME, Editing	 , <i>Go To</i>		Ctrl + G
new blank document			<i>New, Blank document</i>	Ctrl + N
Open backstage area			<i>Open</i>	Ctrl + O
Open dialog box				Ctrl + F12
Save As backstage area			<i>Save OR Save As</i>	Ctrl + S
Save As dialog box				F12
Print backstage area			<i>Print</i>	Ctrl + P
Select document	HOME, Editing			Ctrl + A
redo action				Ctrl + Y
undo action				Ctrl + Z
Word Help window				F1

End-of-Chapter Review and Assessment

The ebook includes end-of-chapter study tools and assessment activities, which will allow you to demonstrate your mastery of chapter skills.

Key Points Review

If you are a SNAP user, SNAP will automatically score your responses. Log in to your SNAP course and go to the Assignments page to complete the Concepts Check.

Completion: In the space provided at the right, indicate the correct term, command, or number.

1. This is the area located near the top of the screen that contains tabs with commands and options divided into groups. _____
2. This bar, located near the bottom of the screen, displays the number of pages and words, view buttons, and Zoom slider bar. _____
3. This feature automatically corrects certain words as you type them. _____
4. This feature inserts an entire item when you type a few identifying characters and then press the Enter key or F3 key. _____
5. This toolbar contains the Save button. _____
6. Click this tab to display the backstage area. _____
7. Use this keyboard shortcut to display the Print backstage area. _____
8. Use this keyboard shortcut to close a document. _____
9. Use this keyboard shortcut to display a new blank document. _____
10. Use this keyboard command to move the insertion point to the beginning of the previous page. _____
11. Use this keyboard command to move the insertion point to the end of the document. _____
12. Press this key on the keyboard to delete the character left of the insertion point. _____
13. Using the mouse, do this to select one word. _____
14. To select various amounts of text using the mouse, click in this bar. _____
15. Use this keyboard shortcut to display the Word Help window. _____

Study Quiz

Check your understanding by taking this online quiz. If you are a SNAP user, launch the Study Quiz from your Assignments page and the results will be recorded in the grade book.

Skill Exercise

Additional content is available to SNAP users. Log in to your SNAP course and go to the Assignments page to complete the exercise activities.

Chapter Assessment

Applying Your Skills

Demonstrate your knowledge of features learned in this chapter by completing the following assessments.

Assessment

1.1



Type a Document

1. At a **blank document**, type the text in Figure 1.11. (Correct any errors highlighted by the spelling checker as they occur and remember to space once after end-of-sentence punctuation.)
2. Save the document in the Chapter01 folder on your storage medium with the name **C01-A01-CoverLtrs.**
3. Print and then close **C01-A01-CoverLtrs.docx**.

Figure 1.11 Assessment 1.1

Cover letters are an essential component of your job search. During your search and transition, you will write many different letters or emails to “cover” your resume. In essence, cover letters tell your readers why you are contacting them. Often they are your very first opportunity to make an impression on a hiring decision-maker. They offer you the golden opportunity to link your unique set of skills, experiences, talents, and interests with a particular company or job opportunity. They are your formal introduction to people who can be extremely influential in your job search, and they prepare your reader for all of the details, experiences, and accomplishments you have highlighted in your resume.

Assessment

1.2

Edit a Document Containing Proofreaders' Marks

1. Open **Editing.docx**.
2. Save the document with Save As and name it **C01-A02-Editing**.
3. Make the changes indicated by the proofreaders' marks in Figure 1.12 on the next page.
4. Save, print, and then close **C01-A02-Editing.docx**.

Figure 1.12 Assessment 1.2

Editing is

The process of altering the contents of an existing document is called editing. Editing occurs ^{when} ~~anytime~~ something is inserted, deleted, or modified within a document. Editing features allow users to make changes until they are satisfied with the content. Perhaps the most valued ~~word processing~~ editing feature is a spell checker, which matches each word in a document to a word list or dictionary. A spell checker is not context-sensitive. ^{it} ~~It~~ will not flag words that have been spelled correctly but used incorrectly.

No ¶ A grammar checker checks a document for common errors in grammar, usage, and mechanics. Grammar checkers are no substitute for careful review by a knowledgeable editor, but they can be useful for identifying such problems as run-on sentences, sentence fragments, ^{double negatives} and misused apostrophes.

Assessment

1.3

Edit a Document Containing Proofreaders' Marks

1. Open **Format.docx**.
2. Save the document with Save As and name it **C01-A03-Format**.
3. Make the changes indicated by the proofreaders' marks in Figure 1.13.
4. Save, print, and then close **C01-A03-Format.docx**.

Figure 1.13 Assessment 1.3

Word processing programs allow many different types of formatting, ^{which is} or the manipulation of text to change its appearance at the word, paragraph, or document level. Many word processing ^{programs} ~~applications~~ include text, paragraph, and document formatting.

Text formatting features include the ability to change ^{the} font type, size, color, and style ^{such} as bold, italic, or underlined. Users can also adjust the leading ^{which is} (the space between lines) and kerning ^{which is} (the amount of space that appears between letters).

No ¶ Paragraph formatting changes the way a body of text flows on the page. Features related to the appearance of a paragraph include placing the text in columns or tables; aligning the text left, right, center, or justified within the margins; and double ^{spacing} or single-spacing lines.

No ¶ Document formatting lets users specify the form of a document as a whole, defining page numbers, headers, footers, paper size, and margin width. ^{Many word processing programs include a} A style is a special shortcut ^{document} feature that formats text in a single step. Styles allow users to apply text and paragraph formatting to a ^{then} page, and the styles automatically apply those same attributes to other sections of text.

Expanding Your Skills

Explore additional feature options or use Word Help to learn a new skill in creating these documents.

Assessment

1.4



Compose a Document on Saving a Document

1. At a **blank document**, compose a paragraph explaining when you would use Save As when saving a document and what advantages this provides.
2. Save the document with the name **C01-A04-SaveAs**.
3. Print and then close **C01-A04-SaveAs.docx**.

Use Help to Learn about and Then Create a Document

Describing Keyboard Shortcuts

1. Click the Microsoft Word Help button, click in the search text box, type **keyboard shortcuts**, and then press the Enter key.
2. At the Word Help window, click the Keyboard shortcuts for Microsoft Word hyperlink.
3. At the keyboard shortcut window, click the Show All hyperlink.
4. Read through the information in the Word Help window and then close the window.
5. Create a document describing four keyboard shortcuts.
6. Save the document with the name **C01-A05-KeybaordShortcuts**.
7. Print and then close **C01-A05-KeybaordShortcuts.docx**.

Assessment

1.5

Achieving Signature Status

Take your skills to the next level by completing this more challenging assessment.

Assessment

1.6



Create a Cover Letter

1. At a **blank document**, click the No Spacing style thumbnail located in the Styles group on the HOME tab. (Clicking the No Spacing style changes the line spacing to single and removes the 8 points of spacing after each paragraph.)
2. Press the Enter key six times and then type the personal business letter shown in Figure 1.14 on the next page. Type the current date in place of the *Current Date* text and type your first and last names in place of the *Student Name* text. Refer to Appendix B at the end of this textbook for the formatting of a block style personal business letter.
3. Save the completed document with the name **C01-A06-CoverLtr**.
4. Print and then close the **C01-A06-CoverLtr.docx**.

Figure 1.14 Assessment 1.6

3120 Magnolia Drive
Columbia, SC 29167
Current Date

Mr. Nathaniel Jensen
Human Resources Director
Landmark Associates
4450 Seventh Avenue
Columbia, SC 29169

Dear Mr. Jensen:

In response to your advertisement on Monster.com, I would like to apply for the position of Sales Associate Trainee in the Sales and Marketing Department at your company. I have a strong interest in joining a dynamic organization such as Landmark Associates and feel I can make major contributions to the company in a short period of time.

I recently graduated from Columbia Technical College with a degree in Business Operations. For the past two years, I have been employed as an assistant in the Accounting Department at Atlantic Signs where I processed payroll and budget reports. My excellent communication skills and a strong work ethic make me a valuable asset to your training program.

I have enclosed my resume for your review. Please call me at (803) 555-3489 to schedule a meeting to discuss the Sales Associate Trainee position at Landmark Associates.

Sincerely,

Student Name

Enclosure

