

VOL 1

EXCEL IN DOCUMENT PROCESSING



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EXCEL IN DOCUMENT PROCESSING



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We hereby declare that this module is our original work. To the best of our knowledge it contains no materials previously written or published by another person. However, if there is any, due acknowledgement and credit are mentioned accordingly in the e-book.

PREFACE

This e-book written specially for polytechnics student, who are pursuing DPK20083 Document Processing, Diploma in Secretarial Science.

The content are the latest syllabus of document processing subject. This course provides students hands on knowledge and skills on proper typing techniques and procedures. This course exposes various types of business documents and format which also emphasizes on building student's accuracy and typing speed using typescripts given.

This book version cover three chapter out of seven chapter that have been included in Document Processing syllabus. Chapter 1 will be covering Proofreaders' Marks. Whereas Chapter 2 Business Report and Academic Report. Meanwhile Chapter 3 Business Letter and Memos.

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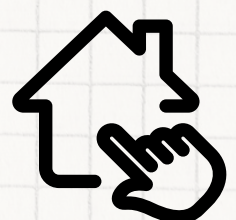
TOPIC 1

Proofreaders' Marks



1.1 Apply the basic of proofreaders' marks

1.2 Tutorial & Answer



INTRODUCTION

Proofreaders' Marks are used to indicate changes or corrections to be made in a rough-draft document that is being revised for final copy. Below is the chart to learn what each proofreader's marks means.

01 Insert



DRAFT - It is ^{not} mine
 FINAL COPY - It is not mine



02 Capitalize



DRAFT - Maple street
 FINAL COPY - Maple Street



03 Delete



DRAFT - a ~~trial~~ draft
 FINAL COPY - a draft



04 Insert Space

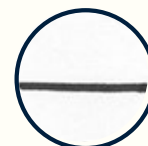


DRAFT - all ~~ready~~ ready to
 FINAL COPY - all ready to



05 Change Word

DRAFT - open the ~~big~~ file
 FINAL COPY - open the file



06 Don't Delete 



DRAFT - a ~~tr~~ue story
FINAL COPY - a true story

07 Use Lowercase 



DRAFT - our ~~P~~resident
FINAL COPY - our President

08 Transpose 



DRAFT - they all ~~see~~
FINAL COPY - they see all

09 Single-Space 



DRAFT - first line }
second line } ss
FINAL COPY - first line
second line

10 New Paragraph 

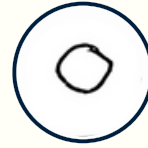


DRAFT -to use it. ~~¶~~ We can
FINAL COPY -to use it.
We can

11 Double Space 

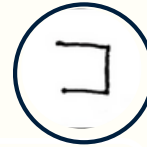
DRAFT - first line }
second line } ds
FINAL COPY - first line
second line

12 Spell Out



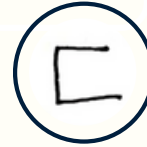
DRAFT - the only 1
 FINAL COPY - the only one

13 Move Right



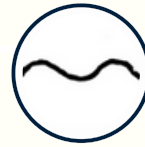
DRAFT - □ Please send
 FINAL COPY - Please send

14 Move Left



DRAFT - □ May 1
 FINAL COPY - May 1

15 Bold



DRAFT - Column heading
 FINAL COPY - **Column heading**

16 Italic



DRAFT - Time Magazine
 FINAL COPY - *Time Magazine*

17 Underline



DRAFT - New ^{ul}Straits Time
 FINAL COPY - New Straits Time

18 Move As Shown 

DRAFT - readers will see
FINAL COPY - will see

19 Omit Space 

DRAFT - data base
FINAL COPY - database

Fill the correct proofreaders' mark and write the final answer after the correction in the box below.

DRAFT	PROOFREADERS'MARK	FINAL COPY
These are added up		
I must <u>you</u> ask		
A list was ^{is} made		
Please take <u>2</u>		
<u>Yours</u> sincerely		
The Management ^{ul}		
Annual Meeting		
The arrival ^{of} of		
These are added up		



Proofread the text below and make correction using the correct proofreaders' marks.

1

How you ^{key} is just vital as as the copy you work from or produce. ^{What} you put on paper is a direct result of the ^{Way} in which you do the job. If you expect to grow quickly in speeds, take charge of your mind. it will then tell your eyes and hands how ^{To} work through the maze ^{of} letters.

2

Keep in home positions all the of finger ^{not} being used strike to a key. do not let them move ^{Out} of position for the next letter ⁱⁿ copy. ^{prize} the control you have over the [#] fingers. see how quickly speed ^{goes} up when you learn that you can make them do just what you expect of them.

3

Even a person ⁱⁿ an important office ^{Position}, as ^{such} the ^{head} of a ^{business}, now operates ^{the} computer to send and get data and to ^{most} complete day-to-day work. Be quick to realize that you can get more done at work when you ^{to} learn ^{key} with ^{great skill}. Be the best person at it and ^{move} up the career ladder.

CLICK HERE

For Answer



4

Success does not mean the same thing to every one. For some, it means to get the top at all costs in power, in fame, and in income. For others it means just to fulfill their basic needs or wants with as little effort as required.

5

Such services as elder or child care, counseling, debt management, and even healthcare may be of much assistance to employees but employers may find it difficult to offer them.

6

Are you one of the people who often look from the copy to the screen at and down at your hands? If you are, you can be sure that you will not build a speed to prize



7

Adalah di maklumkan bahawa mesyuarat agong tahunan persatuan Nuklear Malaysia diadakan akan pd hari Isnin, 29 Ogos 2022 jam 9:00 pg di Permata Dwn, Politeknik Port Dickson. Kehadiran semua ahli amat lah dihargai bagi menjayakan taklimat mesyuarat ini.

8

jadual
Sediakan perjalanan utk Puan Balqis muhammad dgn menggunakan format betul. Beliau bertolak akan dr K.L. ke Kota Bharu Johor Bahru & seterusnya ke Kuala Terengganu dari 5 hingga 7 Disember 2022. Sila pastikan maklumat setiap adalah tepat.



ANSWER ✓

DRAFT	PROOFREADERS'MARK	FINAL COPY
These are added up	Delete	These added up
I must you <u>ask</u>	Transpose	I must ask you
A list was ^{is} made	Change word	A list is made
Please take <u>2</u>	Spell Out	Please take two
<u>Yours sincerely</u>	Bold	Yours sincerely
^{ul} The Management	Underline	<u>The Management</u>
Annual Meeting	Use lowercase	annual meeting
The arrival [#] of	Insert space	The arrival of
These are added up	Don't delete	These are added up

ANSWER ✓**1**

How you key is just as vital as the copy you work from or produce. What you put on paper is a direct result of the way in which you do the job.

If you expect to grow quickly in speeds, take charge of your mind. It will then tell your eyes and hands how to work through the maze of letters.

2

Keep in home position all of the finger not being used to strike a key. Do not let them move out of position for the next letters in your copy.

Prize the control you have over the fingers. See how quickly speed goes up when learn that you can make them do just what you expect of them.

3

Even a person in an important office position, such as the Head of a Business, now operates the computer to send and get data and to complete most day-to-day work. Be quick to realize that you can get more done at work when you learn to key with great skill. Be the best person at it and move up the career ladder.



ANSWER ✓**4**

Success does not mean the same thing to everyone. For some, it mean to get to the top at all costs in power, in fame, and in income. For others, it means just to fulfill their basic needs or wants with as little effort as required.

5

Such services as child or elder care, counseling, debt management, and even health care maybe of much assistance to workers but firms may find it difficult to offer.

6

Are you one of the people who often look from the copy to the screen and down at your hands? If you are, you can be sure that you will not build a speed to prize.



ANSWER ✓**7**

Adalah dimaklumkan bahawa Mesyuarat Agong Tahunan Persatuan Nuklear Malaysia akan diadakan pada hari Isnin, 29 November 2022 jam 9:00 pagi di Dewan Permata, Politeknik Port Dickson.

Kehadiran semua ahli amatlah dihargai bagi menjayakan mesyuarat ini.

8

Sediakan jadual perjalanan untuk Puan Balqis Muhammad dengan menggunakan format yang betul. Beliau akan bertolak dari Kuala Lumpur ke Johor Bahru dan seterusnya ke Kuala Terengganu dari 5 hingga 7 Oktober 2022. Sila pastikan setiap maklumat adalah tepat.



TOPIC 2

Business Report and Academic Report



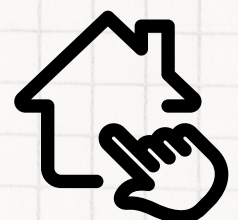
2.1 Build the business report

2.2 Construct multipage business reports

2.3 Build the academic report

2.4 Step to build the report

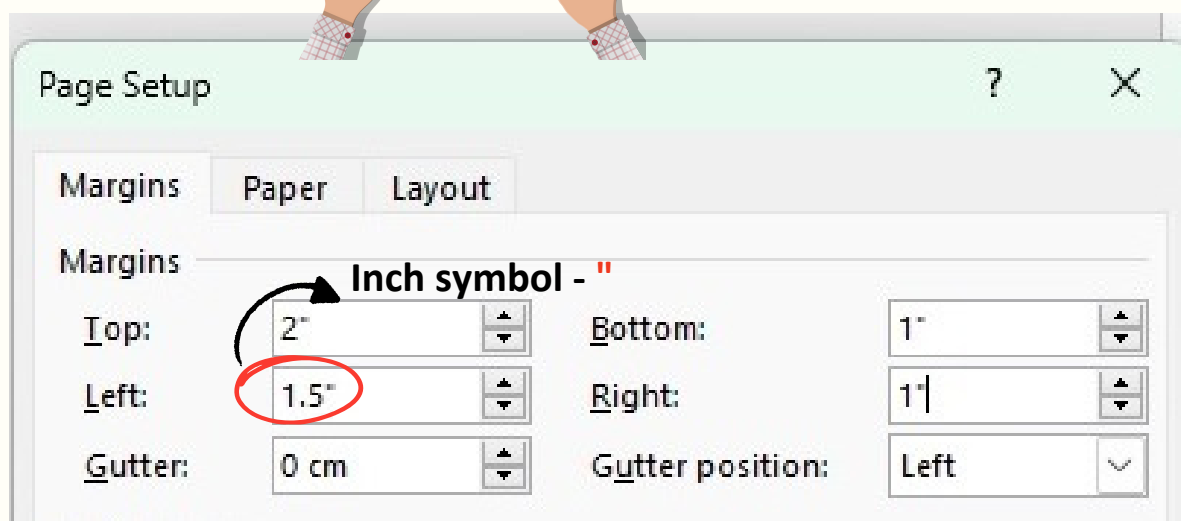
2.5 Tutorial and Answer



Margins for Business Report

	FIRST PAGE	SECOND PAGE
TOP	2"	1"
LEFT	1.5"	1.5"
RIGHT	1"	1"
BOTTOM	1"	1"

IMPORTANT!



Example of Business Report
(One Page and Multiple Page)

2" from top

AN INVESTIGATION OF CORPORATE HEALTH CARE POLICIES

Recent Trends at AMX Industries

Lisa Bonine

December 19, 2023

Corporate health care policies must be studied carefully in order to maximize employee productivity and minimize excessive absenteeism. The reasons for absenteeism and the responsiveness of employers to the needs of the employees must be examined in order to establish realistic health care policies

REASONS FOR ABSENTEEISM

There are many reasons employees are absent from work. Illness and personal emergency are common reasons for absenteeism.

Stress. Illness is often caused by all the stress in the workplace. Employees may have to care for parents and children.

Personal Needs. Recent studies have also shown that absences due to personal needs are increasing. Two important questions must be addressed.

1. Should employers rethink their health care policies?
2. How can a newly instituted health care policy be more responsive to the needs of employees?

EMPLOYER RESPONSIVENESS

Flexible scheduling is one creative way in which employers can respond to the needs of employees. If workers are given the opportunity for a flexible working schedule, stress levels should go down, and personal needs can be addressed.

1.5"

Page 2

1" from top

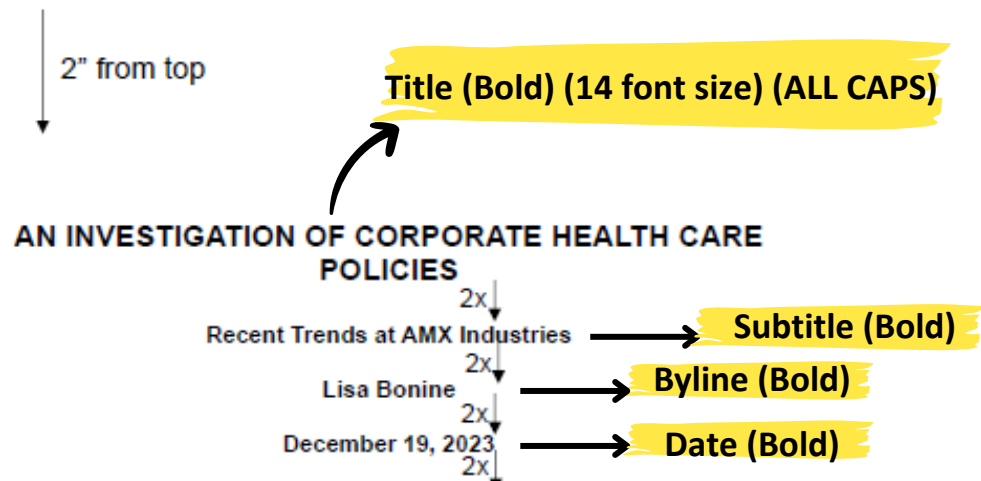
Job candidates lie for any number of reasons. Many applicants have families to support and are willing to do anything to get the job.

CONCLUSION

It is clear that falsification is at hand more than ever, and it is equally clear that the value of ethics has been lost on some applicants. It is therefore up to the employer to figure out how best to test a potential employee's integrity.

2

Parts of Business Report



1. Title

- Subject of the report; type 2 inches from the top of the page with a 14 point font size, in all-caps, in bold; center all title lines, and single-space 2 line titles.

2. Subtitle

- Secondary or explanatory title; center, bold, and type 1 blank line below the title, in upper and lowercase letters.

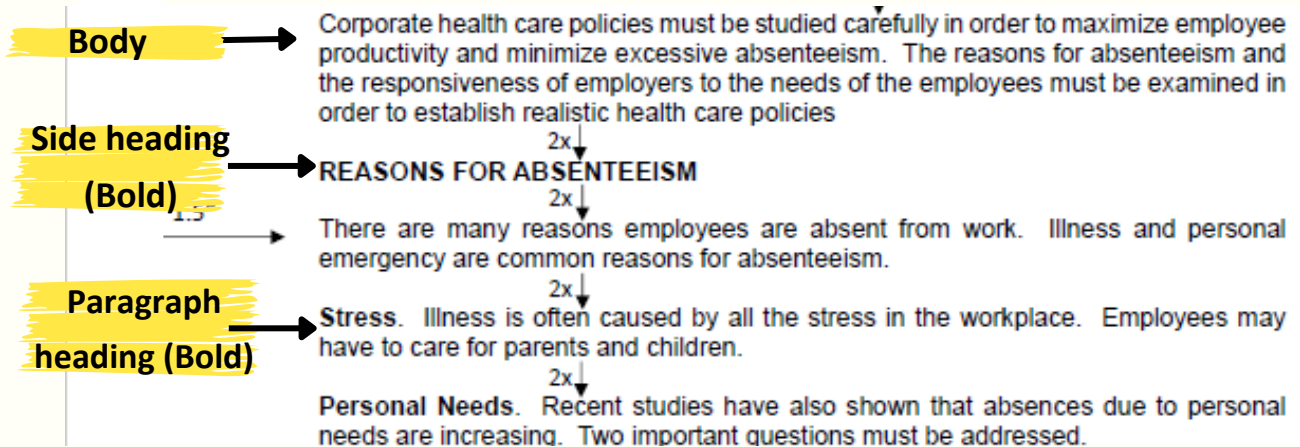
3. Byline

- Name of the writer center, bold, and type 1 blank line below the previous line.

4. Date

- Date of the report; t center, bold, and type 1 blank line below the previous line.

Parts of Business Report



5. Body

- o Text of the report; type single-spaced, 1 blank line below the previous line at the left margin, with 1 blank line between paragraphs.

6. Side heading

- o Major subdivision of the report: type in all-caps and bold, 1 blank line below the previous line at the left margin

7. Paragraph heading

- o Minor subdivision of the report type in bold (followed by a bold period) in upper and lowercase letters, 1 blank line below the previous line, at the left margin

Parts of Business Report

Personal Needs. Recent studies have also shown that absences due to personal needs are increasing. Two important questions must be addressed.

2x ↓

List (Numbered or bulleted items) →

1. Should employers rethink their health care policies?
2. How can a newly instituted health care policy be more responsive to the needs of employees?

2x ↓

EMPLOYER RESPONSIVENESS

2x ↓

Flexible scheduling is one creative way in which employers can respond to the needs of employees. If workers are given the opportunity for a flexible working schedule, stress levels should go down, and personal needs can be addressed.

2x ↓

Page number → 2

Job candidates lie for any number of reasons. Many applicants have families to support and are willing to do anything to get the job.

2x ↓

CONCLUSION

2x ↓

It is clear that falsification is at hand more than ever, and it is equally clear that the value of ethics has been lost on some applicants. It is therefore up to the employer to figure out how best to test a potential employee's integrity.

8. List

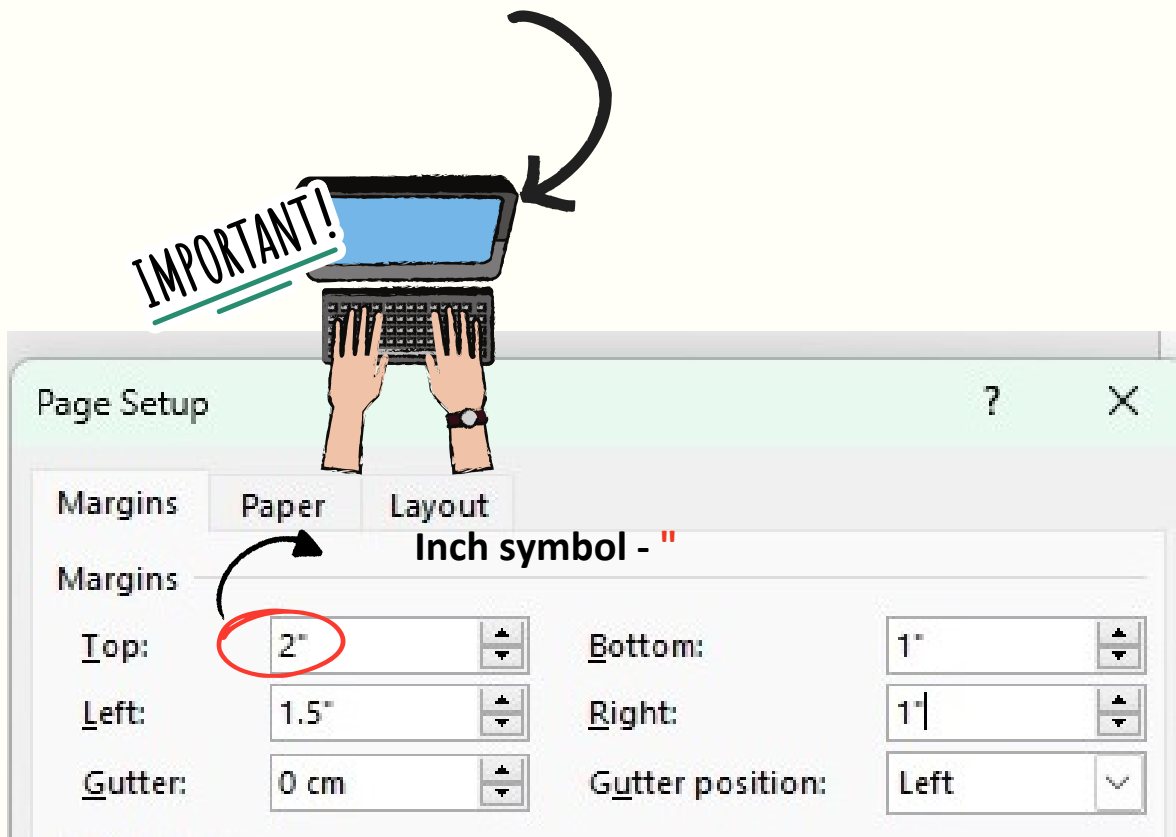
- Numbered or bulleted items; insert 1 blank line above and below the list, using Word's default list format, type single-spaced throughout.

9. Page number

- Inserted on continuing pages only: typed inside the document header at the right margin.

Margins for Academic Report

	FIRST PAGE	SECOND PAGE
TOP	2"	1"
LEFT	1.5"	1.5"
RIGHT	1"	1"
BOTTOM	1"	1"



**Example of Academic Report
(One Page and Multiple Page)**

2" from top

COMMUNICATION DYNAMICS WHEN SOCIALIZING AT WORK

Informal Social Support Systems

Linda Padilla

October 30, 2022

Longer work hours and increasing job demands are leading to social networking on the job. Mixing socially with coworkers requires a different tactic than socializing with friends and family.

BE YOURSELF

Conversation does not have to be trivial. You can take many approaches and may find that you are actually enjoying the process.

Talk About Personal Interests. Personal interests are usually great points to launch a conversation that is relaxed and interesting. Try this:

1. Talk about your favorite hobby. This is an easy way to help you relax since our hobbies bring up pleasant memories.
2. Food is always a safe topic that everyone enjoys. Chat about your favorite restaurant you wouldn't want someone to ask you.

Page 2

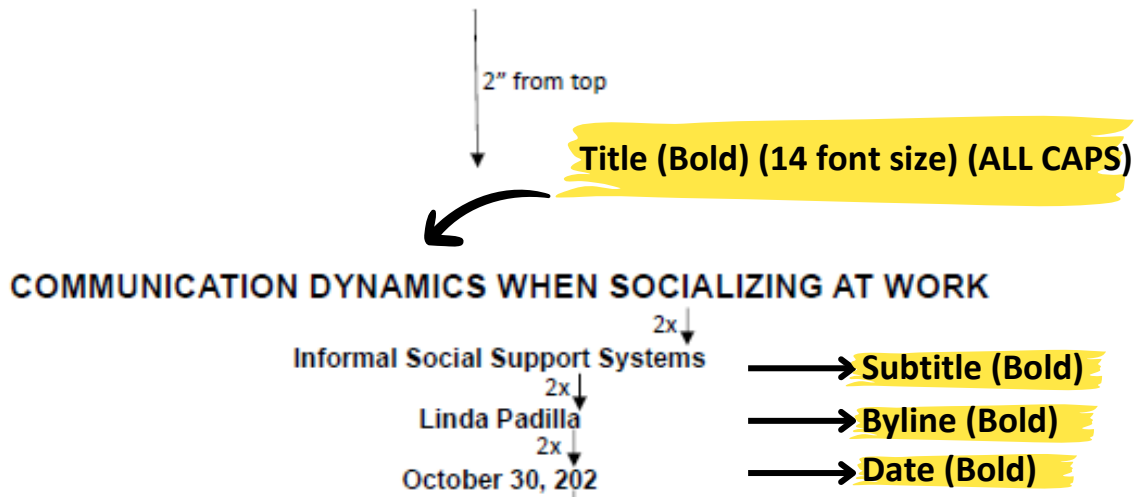
1" from top

2

JUST LISTEN

Finally, don't be afraid to just listen. You don't have to talk all the time. Your coworkers will appreciate a supportive listener, and you might learn something in the process.

Parts of Academic Report



1. Title

- Subject of the report; type 2 inches from the top of the page (change to double spacing). Bold and all caps, with a 14 point font size, 2 line title are double-spaced.

2. Subtitle

- Secondary or explanatory title; center, bold, and type 1 double space below the title, in upper and lowercase letters.

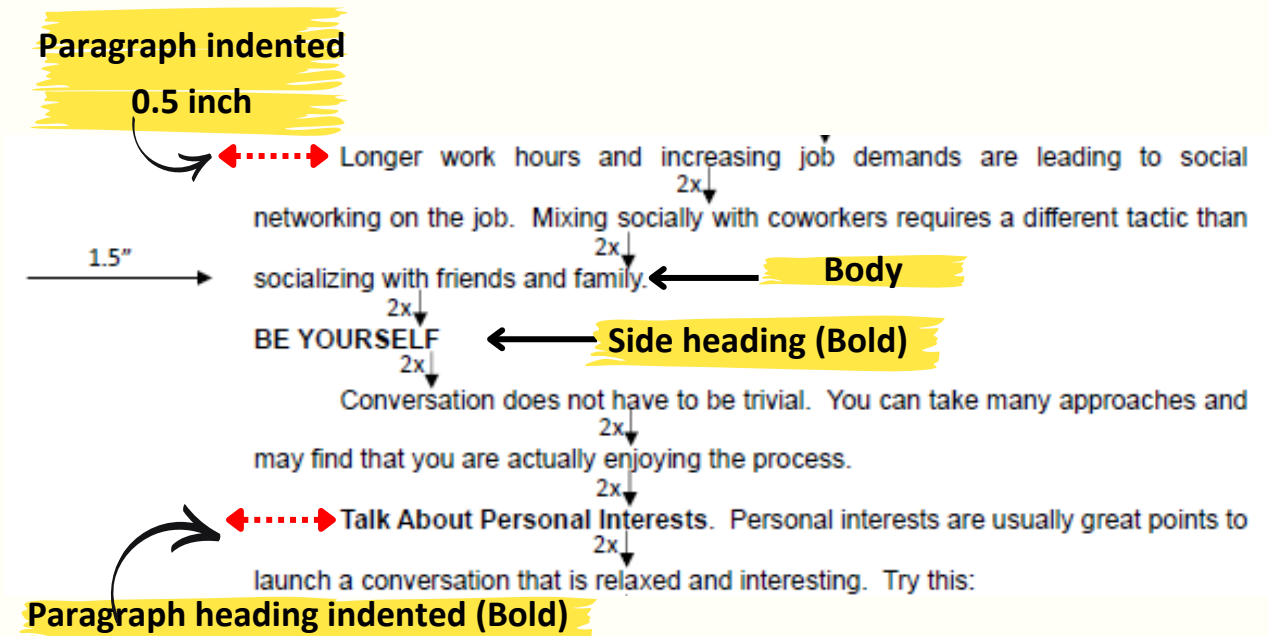
3. Byline

- Name of the writer, center, bold, and type 1 double space below the previous line.

4. Date

- Date of the report center, bold, and type 1 double space below the previous line.

Parts of Academic Report



5. Body

- Text of the report; type double-spaced, the first line of each paragraph is indented 0.5 inch, with 1 blank line between paragraphs. Subsequent pages continue at the default top margin; 1 inch from the top of the page

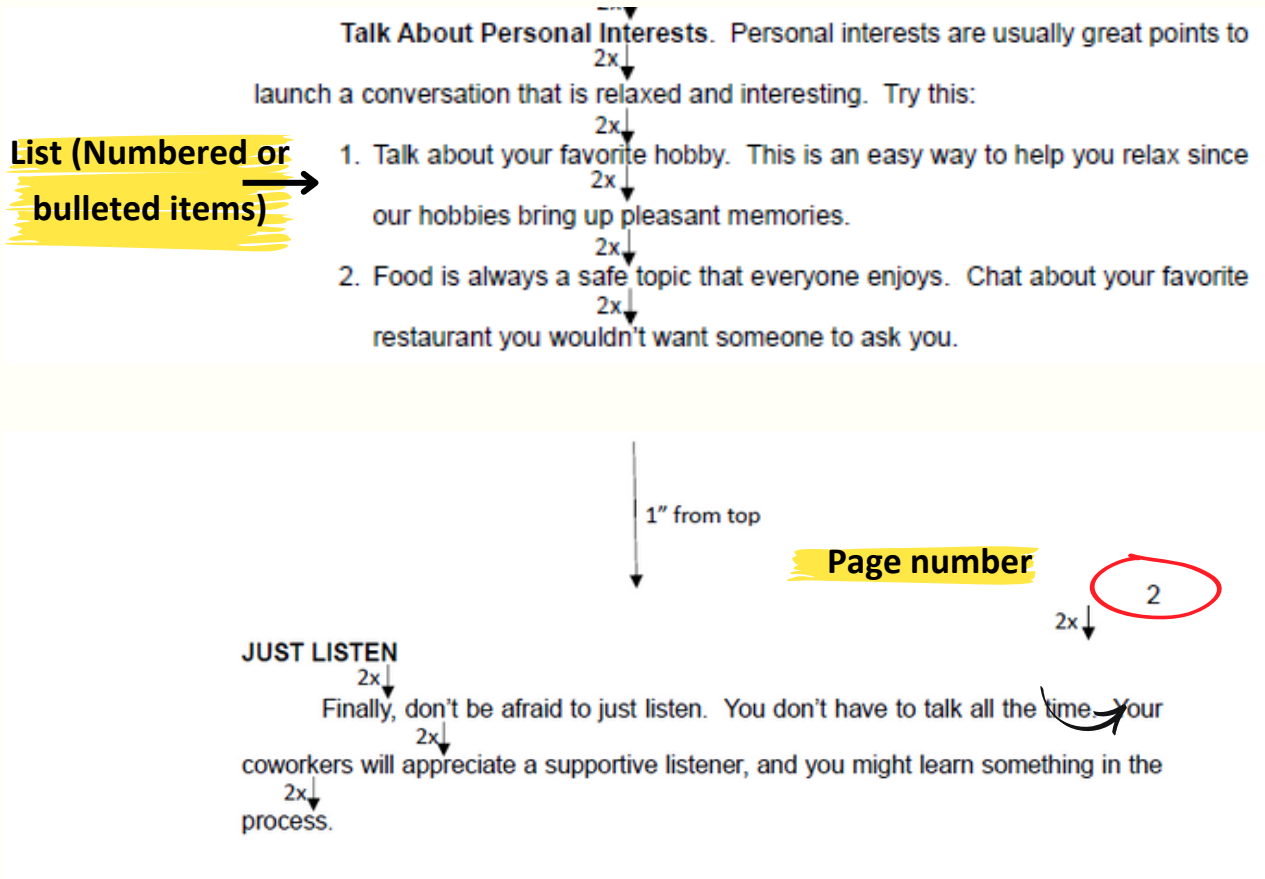
6. Side heading

- Major subdivision of the report: type double space below the previous line at the left margin, in bold and all-caps.

7. Paragraph heading

- Minor subdivision of the report, type 1 double space below the previous line indented 0.5 inch from the left margin, in bold with upper and lowercase letters; followed by a period (also in bold)

Parts of Academic Report



8. List

- o Numbered or bulleted items; using Word's default list indent, double spaced, with 1 double space above and below the list.

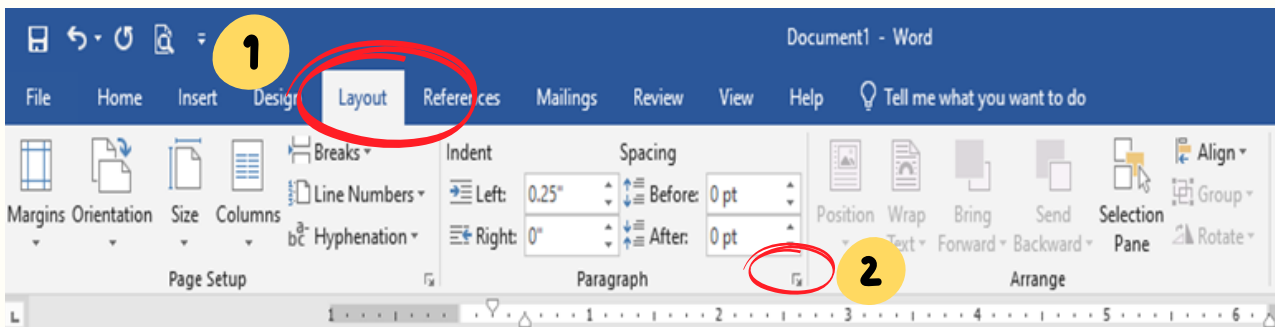
9. Page number

- o Inserted on continuing pages only: typed inside the document header at the right margin.

Important Step to Construct the Business Report & Academic Report

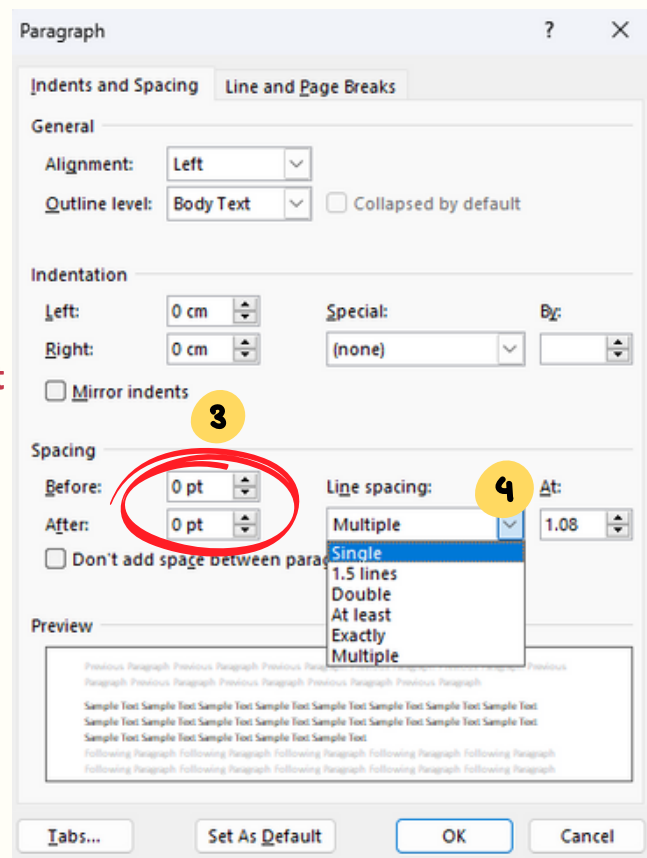
Before typing/constructing your document :

- **ALWAYS** check your layout spacing

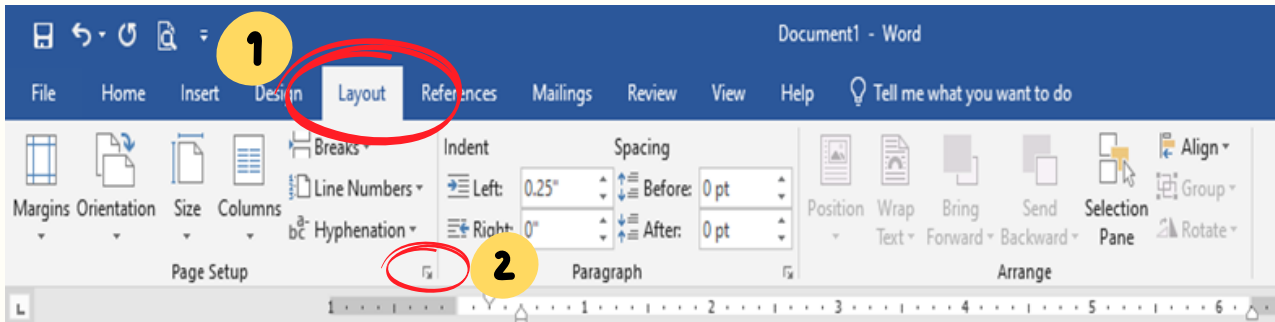


• How to set the layout spacing?

1. Go to **layout**
2. Go to **paragraph setting**
3. Make sure **Before and After** spacing is in **0 pt**
4. Open line spacing and choose **SINGLE SPACING** for business report and choose **DOUBLE SPACING** for academic report



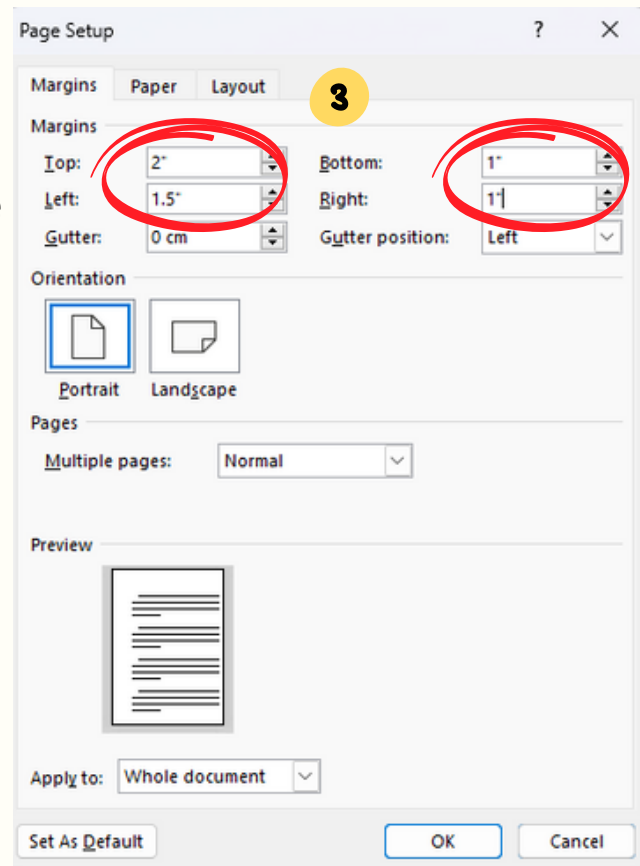
Important Step to Construct the Business Report & Academic Report



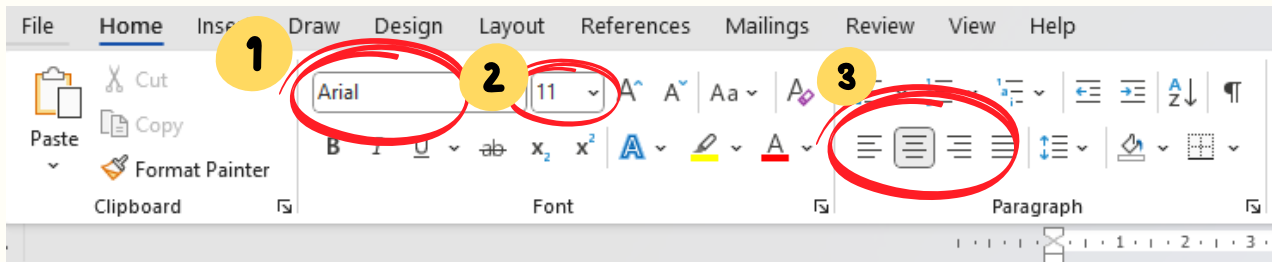
- **How to set the margins?**
- 1. Go to **layout**
- 2. Go to **page setup settings**
- 3. Set the right Margins (**make sure the measurement is in inches "**)

Do you Remember?

- Top - 2"
- Left - 1.5"
- Right - 1"
- Bottom - 1"

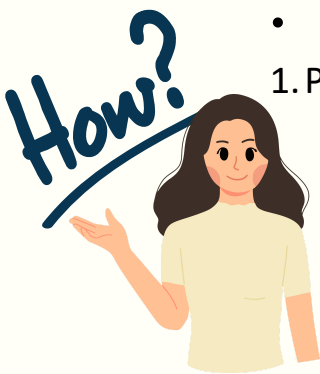


Important Step to Construct the Business Report & Academic Report



- **How to do Title, Subtitle, Byline and Date?**

1. Go to **Home**
2. Set your font to **Arial**
 - a. **Arial 14** for **Title** and
 - b. **Arial 11** for **Subtitle, Byline, Date and Body**
3. Go to paragraph and set **center**



- **How to indented body and paragraph heading?**

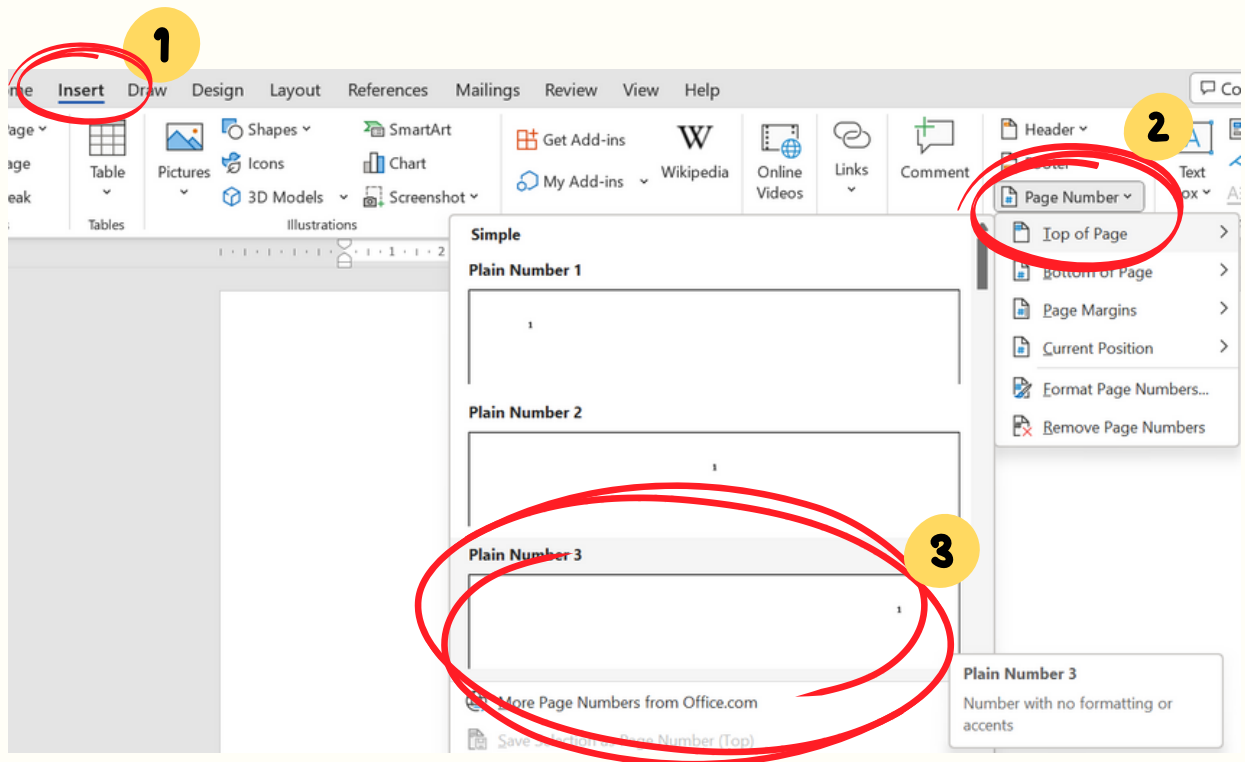
1. Press **TAB** once on your keyboard



Important Step to Construct the Business Report & Academic Report

How to insert page number (on continuing pages only)

1. Go to insert
2. Select **page number** > select **Top of Page**
3. Select **Plain Number 3** (top right corner)



You are responsible to prepare a business report using format that you have learned. This is one-page report regarding the Money Management (use as Title of the report). Use today's date and the writer of this report is Marina Mansor. Proofread and print your work.

¶ Money is a resource you must learn to manage wisely. So, you can buy the goods and services you need and have some money left to do things you find enjoyable and worth doing.

A budget (make it as Side Heading)

One way to help balance your income and expenses is to prepare a budget. A budget is an itemized spending plan that enables you to set priorities for the money that remains after you have accounted for your fixed expenses.

Prepare a budget (put it as a paragraph heading)

To prepare a budget for a month, list in one column the sources of your money and note when you expect it. In another column, identify what you want to save and list the amount for fixed expenses. For example:

1. For the first column, include gifts you will receive, interest from your savings account, allowances, and wages and tips you earn.
2. For second column, list of the expenses.

Last side heading is Conclusion

After include all your fixed expenses, total each column and subtract the monthly amounts from your monthly income in the first listing you made. That will give you what you have left for comforts, self-improvements, and luxuries.

Please insert.....

Monthly expenses for goods and services for subtitle.....



Sediakan laporan di bawah sebagai muka surat 6. Laporan akan dijilidkan di sebelah kiri. Eja semua singkatan, semak dan cetak kerja yang telah siap.

☆ taip di sini!

1. pembinaan, 2. perkilangan, & 3. peladangan.

Kehadiran mrk. ini menimbulkan banyak kesan positif & kesan negatif (Ahmad, 2019) kpd. aspek ekonomi & sosial negara.

Aspek ekonomi ¶ Kehadiran pekerja asing ini dpt. mengisi kekosongan jwtn. buruh terutama di sektor pembinaan. Tanpa pekerja asing, sektor pembinaan akan terbantut & ini pasti akan turut merencatkan pembangunan negara menjelang 2050. Sekali gus, peranan pekerja asing amat membantu di dlm. merancakkan ekonomi negara.

Aspek sosial

Namun demikian, kedatangan pekerja asing juga menyebabkan berlakunya pengangguran di kalangan tempatan penduduk. Menurut Yusri (2020) perkara ini amat ketara dr. segi peluang pekerjaan kpd. penduduk tempatan. Kebanyakan majikan di negara ini gemar mengambil pekerja asing krn. upahnya kadar yg. murah & mereka tidak memilih jenis pekerjaan (Chowder, 2018).

Masukkan di ☆ daripada sektor-sektor berikut:



You are responsible to prepare an academic report using the right format. This is a one page report regarding the Proper Technique at the Keyboard. (Title of the report). Alex Harrington as the writer of this report. Use today's date. Proofread and print your work.

¶ Appropriate technique at the keyboard is essential for productivity as well as for health reasons. Two essential elements of keyboarding technique are placement proper of the computer monitor and the keyboard.

Monitor (Side Heading) ¶ The computer monitor should be positioned in line with the keyboard, centered on the user. Ideally, the monitor should be slightly below eye level for the most comfortable viewing and

should be tilted slightly away from you, forcing you to look down slightly.

In general, position the monitor as far away as possible while still being able to read the text clearly. To position the monitor appropriately, sit back in the chair and extend your arm horizontally; your middle finger should touch the middle of the screen. This way, you won't need to make excessive movements head to see the viewing area of the screen.

Monitors and Document holders. To minimize head movement, place the document holder at the same height and distance as the monitor and the same angle as the monitors, tilted slightly upward. Place the holder document next to the monitor opposite the mouse.

Monitors and Laptop Computers. Despite their of convenience use, laptop computers are not ergonomic because you cannot adjust the

screen and keyboard independently for the most comfort. If you do a lot of typing on a laptop, consider of the purchasing an external monitors or an keyboard external to avoid straining yourself.

Keyboard (Side Heading)

The keyboard should be in a straight line between your body and the monitor. There is no research showing that ergonomic (split) keyboards are superior to traditional typing keyboards; therefore, using an ergonomic keyboard design is an individual preference.



ANSWER ✓**MONEY MANAGEMENT****Monthly Expenses for Goods and Services****Marina Mansor**

Today's Date

Money is a resource you must learn to manage wisely. So, you can buy the goods and services you need and have some money left to do things you find enjoyable and worth doing.

A BUDGET

One way to help balance your income and expenses is to prepare a budget. A budget is an itemized spending plan that enables you to set priorities for the money that remains after you have accounted for your fixed expenses.

Prepare a Budget. To prepare a budget for a month, list in one column the sources of your money and note when you expect it. In another column, identify what you want to save and list the amount for fixed expenses. For example:

1. For the first column, include gifts you will receive, interest from your savings account, allowances, and wages and tips you earn.
2. For second column, list of the expenses.

CONCLUSION

After include all your fixed expenses, total each column and subtract the monthly amounts from your monthly income in the first listing you made. That will give you what you have left for comforts, self-improvements, and luxuries.

ANSWER ✓

6

daripada sektor-sektor berikut:

1. pembinaan,
2. perkilangan, dan
3. peladangan.

Kehadiran mereka ini menimbulkan banyak kesan positif dan kesan negatif (Ahmad, 2019) kepada aspek ekonomi dan sosial negara.

ASPEK EKONOMI

Kehadiran pekerja asing ini dapat mengisi kekosongan jawatan buruh terutama di sektor pembinaan. Tanpa pekerja asing, sektor pembinaan akan terbantut dan ini pasti akan turut merencatkan pembangunan negara menjelang 2050. Sekaligus, peranan pekerja asing amat membantu di dalam merencanakan ekonomi negara.

ASPEK SOSIAL

Namun demikian, kedatangan pekerja asing juga menyebabkan berlakunya pengangguran di kalangan penduduk tempatan. Menurut Yusri (2020) perkara ini amat ketara dari segi peluang pekerjaan kepada penduduk tempatan. Kebanyakan majikan di negara ini gemar mengambil pekerja asing kerana kadar upahnya yang murah dan mereka tidak memilih jenis pekerjaan (Chowder, 2018).

PROPER TECHNIQUE AT THE KEYBOARD

Alex Harrington

Use today's date

Appropriate technique at the keyboard is essential for productivity as well as for health reasons. Two essential elements of keyboarding technique are proper placement of the computer monitor and the keyboard.

MONITOR

The computer monitor should be positioned in line with the keyboard, centered on the user. Ideally, the monitor should be slightly below eye level for the most comfortable viewing and should be tilted slightly away from you, forcing you to look down slightly.

In general, position the monitor as far away as possible while still being able to read the text clearly. To position the monitor appropriately, sit back in the chair and extend your arm horizontally; your middle finger should touch the middle of the screen. This way, you won't need to make excessive head movements to see the viewing area of the screen.

Monitors and Document holders. To minimize head movement, place the document holder at the same height and distance as the monitor and the same angle as the monitors, tilted slightly upward. Place the document holder next to the monitor opposite the mouse.

2

Monitors and Laptop Computers. Despite their convenience of use, laptop computers are not ergonomic because you cannot adjust the screen and keyboard independently for the most comfort. If you do a lot of typing on a laptop, consider purchasing an external monitor or an external keyboard to avoid straining yourself.

KEYBOARD

The keyboard should be in a straight line between your body and the monitor. There is no research showing that ergonomic (split) keyboards are superior to traditional keyboards; therefore, using an ergonomic keyboard design is an individual preference.

TOPIC 3

Business Letter and Memos



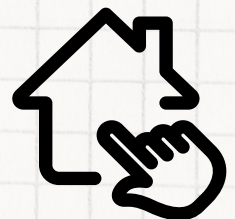
3.1 Apply letter and memo

3.2 Organize business letter in block style

3.3 Organize business letter in modified block style

3.4 Organize the memos

3.5 Tutorial & Answer



What is it?

A format letter that is sent by one company to another

Main Purpose?

To relate a deal, to request or provide information



Business Letter

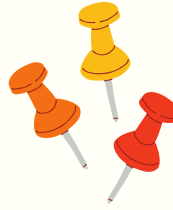
Style / Format

- Business letter styles
- Punctuation style

Components in Business Letter

There are 16 components in Business Letter

REMEMBER!



Before you prepare a business letter, there are several points to be considered such as:

1. **Subject / Title** : Should be specific
2. **Audience / Recipient** : To whom the letter is intended
3. **Purpose** : Make sure the gist of the letter is clear and concise
4. **Style** : Determine the format and the way you organize the writing idea

BLOCK STYLE (ONE PAGE LETTER) Style

↓ 2" from top

Dis 15, 20

↓ 2x

CONFIDENTIAL

↓ 2x

Puan Jamaliah Binti Dato' Jamal
 Manager
 Conquer Management Sdn. Bhd.
 20-A Jalan Sure Aman
 Off Jalan Betik
 54200 Kuala Lumpur

↓ 2x

Dear Madam:

↓ 2x

Subject: Current Account No. 525-11235-04

↓ 2x

I regret having to write to you again calling your attention to the fact that your account is still overdrawn. Two weeks ago, I wrote to you pointing out that you were three hundred ringgit in debt and despite your assurance to put matters right, only fifty ringgit has been paid into your account during the last fourteen days.

↓ 2x

Audience / Recipient

Subject / Title

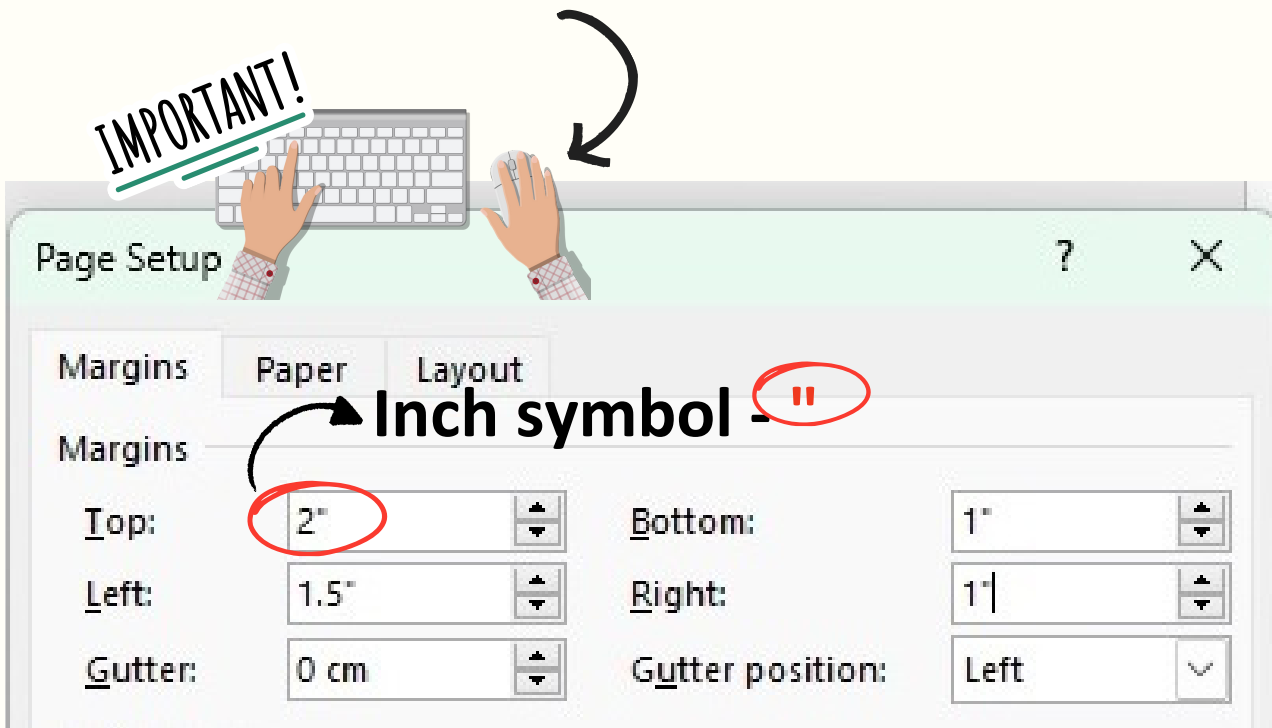
Purpose

TOPIC 3

Apply Letter & Memo

Margins for Business Letter (Block Style & Modified Block Style)

	FIRST PAGE	SECOND PAGE
TOP	2"	1"
LEFT	1.5"	1.5"
RIGHT	1"	1"
BOTTOM	1"	1"



Business Letter Style

Block Style:

- Every line begin at the left margin
- All paragraphs are **not indented**

VS

Modified Block Style:

- The **DATE, COMPLIMENTARY CLOSE, WRITERS NAME & JOB TITLE** are type from the **CENTER** of the paper (**3" from the top ruler**)

Punctuation Style

Open:

- **NO** punctuation follows the salutation or complimentary close

VS

Mixed:

- Requires a **COLON (:)** after the salutation and **COMMA (,)** after the complimentary close

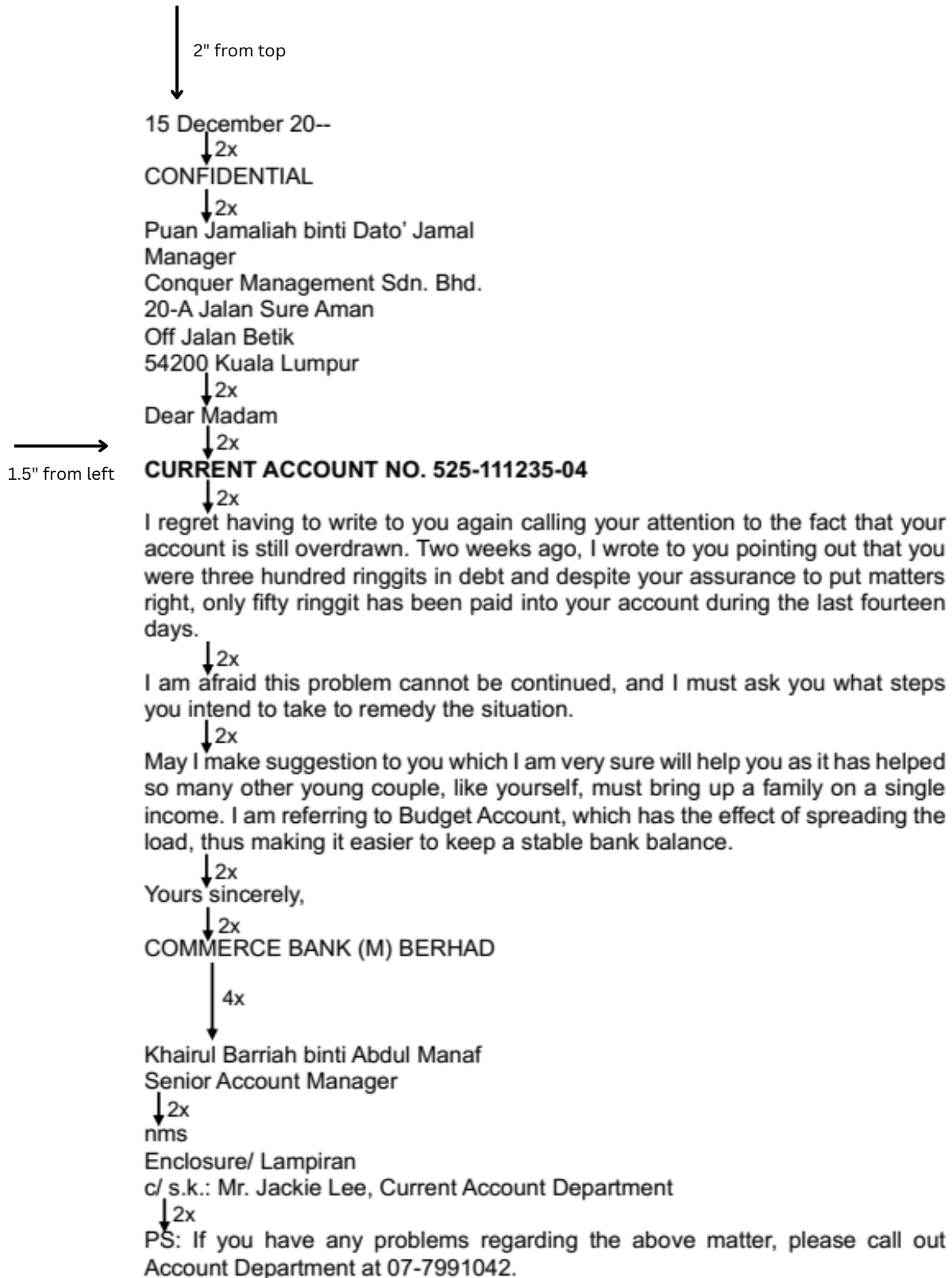


TOPIC 3

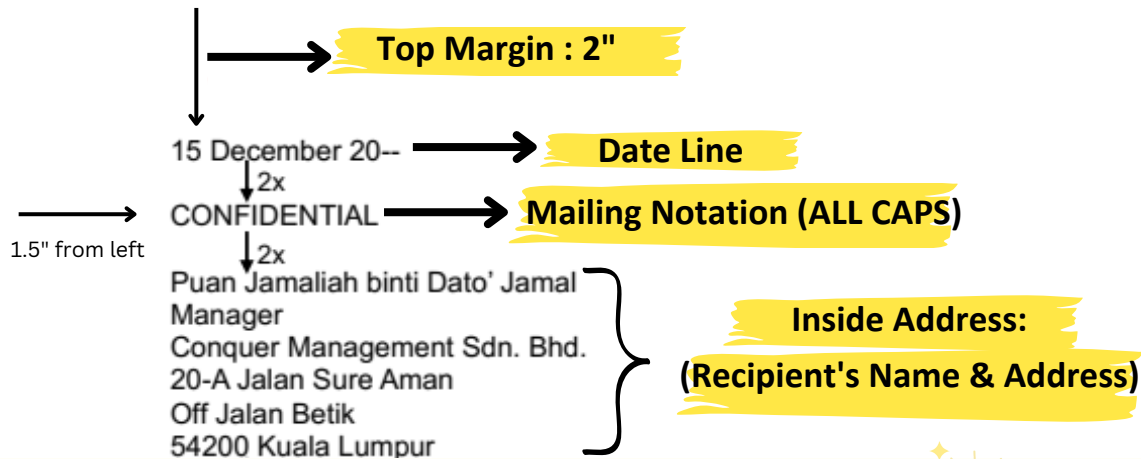
Organize Business Letter in Block Style

Example of Block Style (One Page)

Business Letter



Components / Parts of Business Letter



1. Top Margin

- 2" from the top of the page to insert the letterhead

2. Letterhead

- Printed name, address, telephone number and e-mail address of the company (The sender's identity)

3. Date Line

- Month, day and year of the letter (type 2 inches from the top of the page - the first line of the business letter)

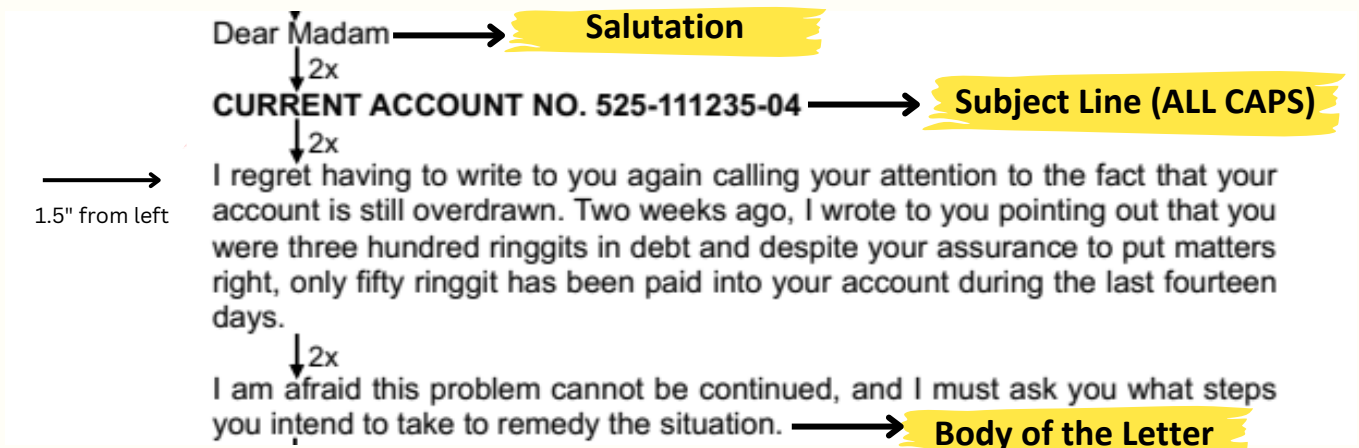
4. Mailing Notation

- Indication of the delivery method and must be written in CAPITAL LETTERS placed under the Date (e.g. : CERTIFIED MAIL)

5. Inside Address

- Name and address of the recipient

Components / Parts of Business Letter



6. Salutation

- Opening greeting (e.g. : Dear Sir/Madam, Tuan/Puan)

7. Standard Punctuation

- A colon (:) after the salutation, and a comma (,) after the complimentary close

8. Subject Line

- The topic of the letter and must be written in CAPITAL LETTER

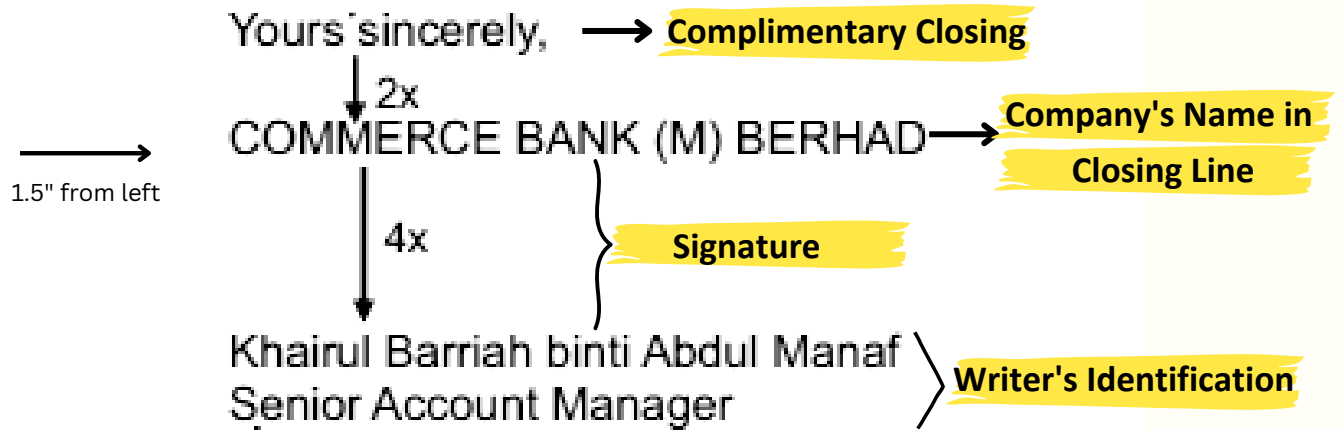
9. Body of the Letter

- Content of the letter
- Begin 2 lines (double spacing) below the subject line

TOPIC 3

Organize Business Letter in Block Style

Components / Parts of Business Letter



10. Complimentary Closing

- Closing farewell (e.g. : Yours Sincerely, Yang Benar)

11. Company's Name in Closing Line

- Sender's Company Name and it is typed in CAPITAL LETTER

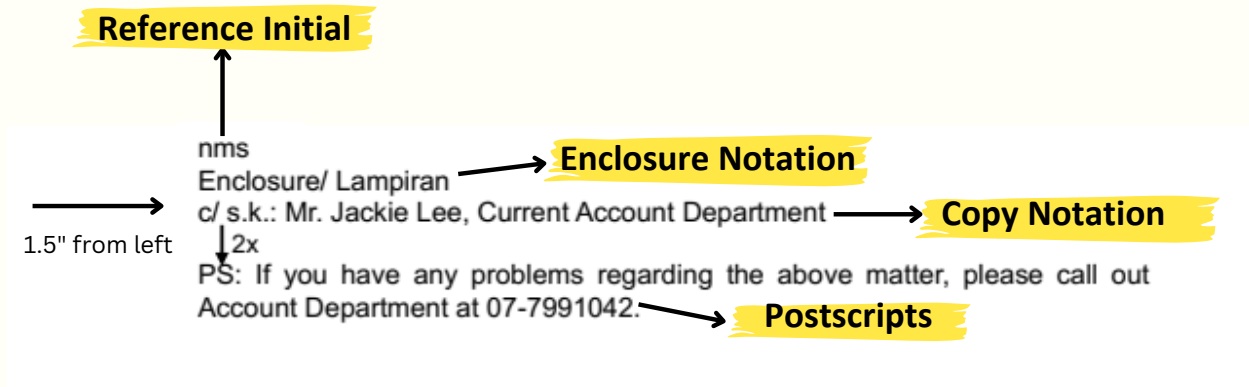
12. Signature

- Writer's signature in handwritten

13. Writer's Identification

- Name and title (if any) of the writer
- **MUST ALLOCATE FOUR (4) lines** below the complimentary closing

Components / Parts of Business Letter



14. Reference Initials

- Initial of the writer (e.g. : Nurul Sakinah binti Ahmad - NSA)

15. Enclosure Notation

- Typed in as Enclosure/s / Lampiran if any enclosure attached

16. Copy Notation

- Enclosure/s - c: Encik Zulhilmi Ali, Manager
- Lampiran - s.k.: Encik Zulhilmi Ali, Manager

17. Postscripts

- A message added at the end of the letter
- Typed in the same way as the paragraph of the letter
 - If the paragraph is indented - so is the postscripts
 - If it is a blocked paragraph - it must be typed in blocked format too

TOPIC 3

Organize Business Letter in Block Style

Example of Block Style Business Letter (Two Pages)

May I make suggestion to you which I am very sure will help you as it has helped so many other young couple, like yourself, have to bring up a family on a single income. I am referring to Budget Account which has the effect of spreading the load, thus making it easier to keep a stable bank balance.

↓ 2x

A list is made of all the household bills that are expected during the coming year. These are added up and the total divided by twelve. The bank will then arrange to transfer each one of these twelve instalments form you current account to a budget account each month. Then as the bills arrive, you simply make out a cheque in settlement. The bank will take care of the rest.

DON'T FORGET

Second Page

Top Margin : 1"

I hope you will consider taking this scheme as you need to solve your financial problem with us immediately.

↓ 2x

Please do not feel hesitate to call me for further assistance.

↓ 2x

Yours sincerely,

↓ 2x

COMMERCE BANK (M) BERHAD

↓ 4x

Khairul Barriah binti Abdul Manaf
Senior Account Manager

↓ 2x

nms

Enclosure

c: Mr. Jackie Lee, Current Account Department

↓ 2x

PS: If you have any problems regarding the above matter, please call out Account Department at 07-7991042.

2

↓ 2x

Page Number

(Top Right Side)

IMPORTANT!

Should you need to do your business letter in two pages,

- A minimum of **two lines of the last paragraph** must be carried forward to the second page
- If the last paragraph **contains three lines, bring all the three lines to the second page**

TOPIC 3

Organize Business Letter in Block Style

Example of Modified Block Style Business Letter with Mixed Punctuation (Two Pages)

↓ 2" from top

15 December 20--

2x
CONFIDENTIAL

2x
Puan Jamaliah binti Dato' Jamal
Manager
Conquer Management Sdn. Bhd.
20-A Jalan Sure Aman
Off Jalan Betik
54200 Kuala Lumpur

2x
Dear Madam:

1.5" → 2x
CURRENT ACCOUNT NO. 525-111235-04

2x
I regret having to write to you again calling your attention to the fact that your account is still overdrawn. Two weeks ago, I wrote to you pointing out that you were three hundred ringgit in debt and despite your assurance to put matters right, only fifty ringgit has been paid into your account during the last fourteen days.

2x
I am afraid this problem cannot be continued and I must ask you what steps you intend to take to remedy the situation.

2x
May I make suggestion to you which I am very sure will help you as it has helped so many other young couple, like yourself, have to bring up a family on a single income. I am referring to Budget Account which has the effect of spreading the load, thus making it easier to keep a stable bank balance.

2x
A list is made of all the household bills that are expected during the coming year. These are added up and the total divided by twelve. The bank will then arrange to transfer each one of these twelve instalments from your current account to a budget account each month. Then as the bills arrive, you simply make out a cheque in settlement. The bank will take care of the rest.

Page 2

2
↓ 2x
I hope you will consider taking this scheme as you need to solve your financial problem with us immediately.

2x
Please do not feel hesitate to call me for further assistance.

2x
Yours sincerely,
2x
COMMERCE BANK (M) BERHAD
↓ 4x
Khairul Barriah binti Abdul Manaf
Senior Account Manager

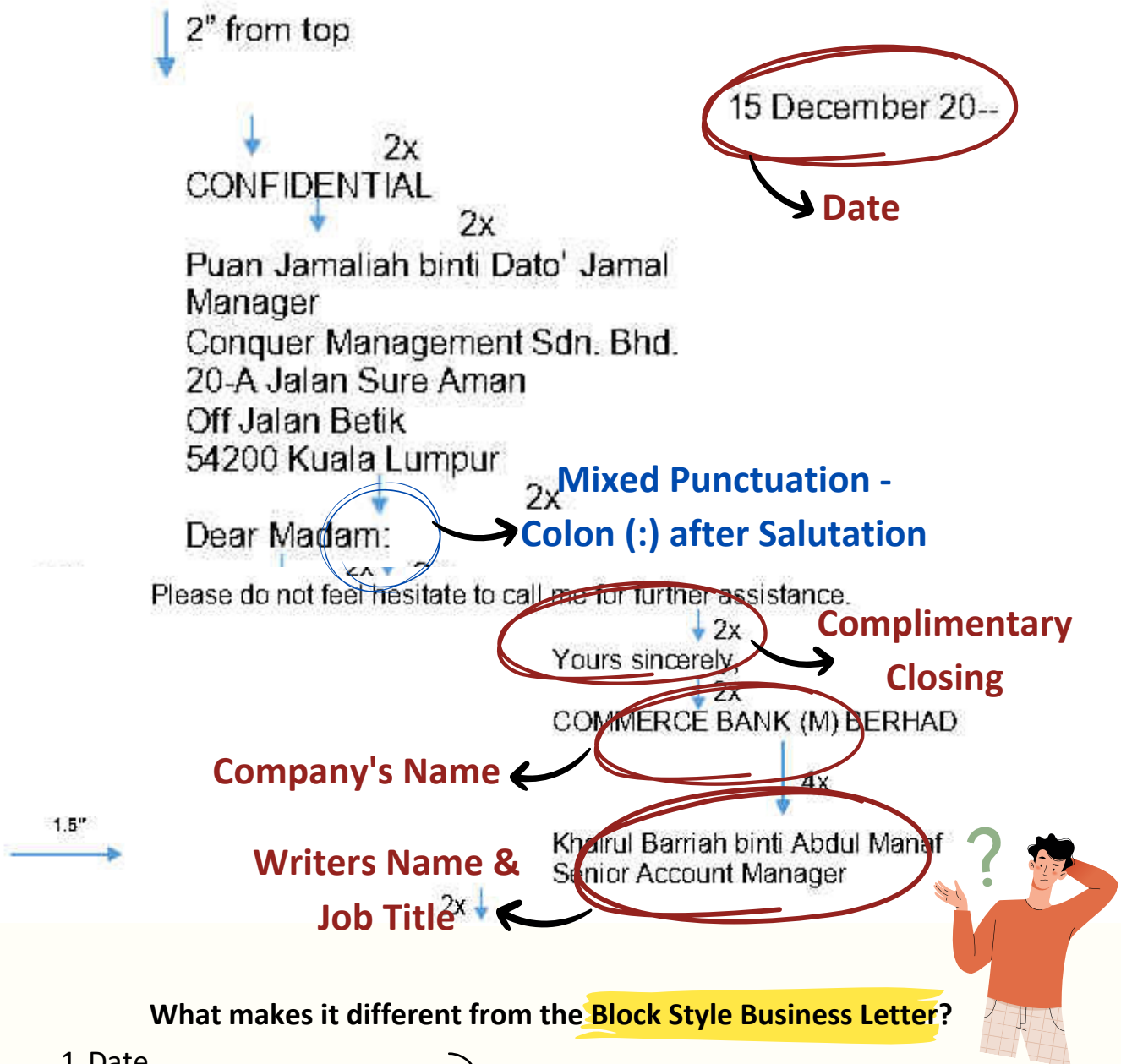
1.5" →

2x
nms
Enclosure/Lampiran
c/s.k.: Mr. Jackie Lee, Current Account Department

TOPIC 3

Organize Business Letter in Modified Block Style

Components / Parts of Business Letter in Modified Block Style with Mixed Punctuation)



What makes it different from the **Block Style Business Letter**?

- 1. Date
- 2. Complimentary Closing
- 3. Company's Name (if any)
- 4. Writers Name & Job Title

are typed from the **CENTER** of the paper
(at 3" of the top ruler)

TOPIC 3

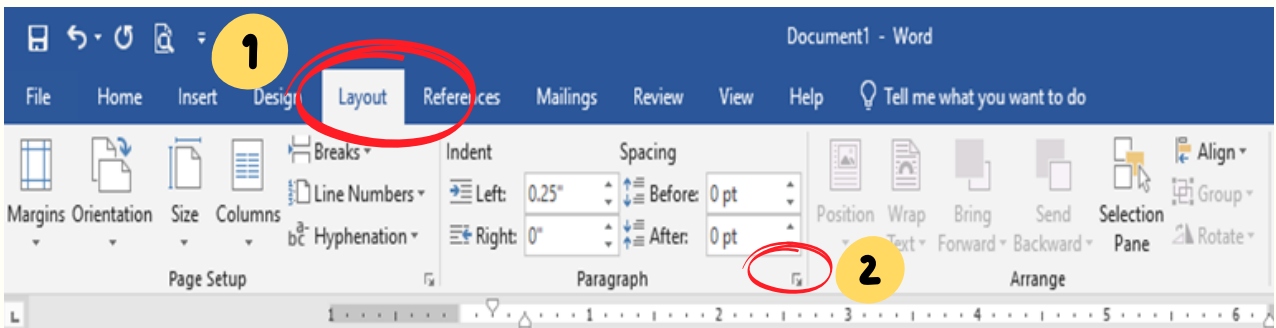
Organize Business Letter in Modified Block Style

Important Step to Construct the Modified Block Style Business Letter

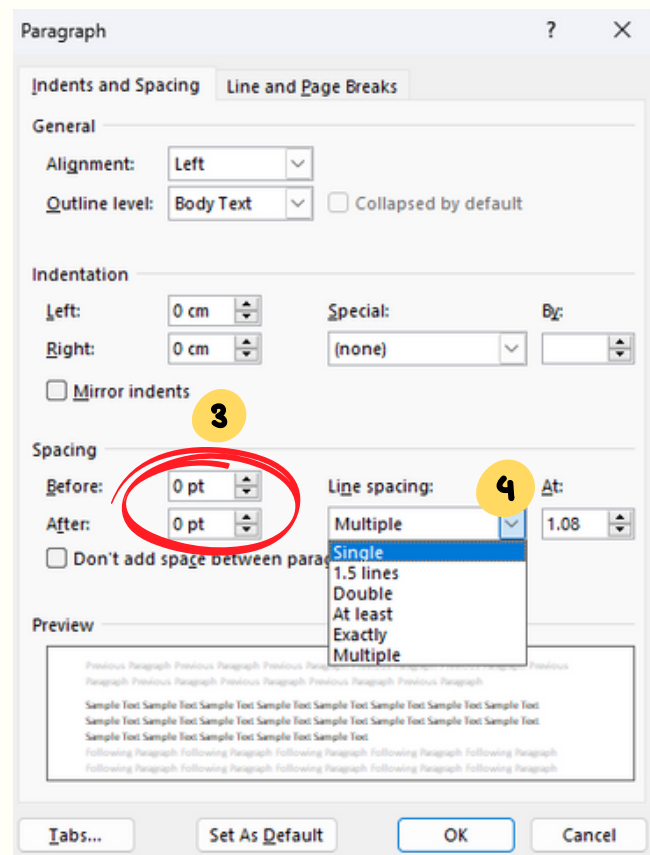


FIRST THING to do before typing/constructing your document :

- **ALWAYS** check your layout spacing



- How to set the layout spacing?
 1. Go to layout
 2. Go to paragraph setting
 3. Make sure **Before and After** spacing is in **0 pt**
 4. Open line spacing and choose **SINGLE SPACING**



TOPIC 3

Organize Business Letter in Modified Block Style

Step 2 (cont.) :

How to set the margin?

- Go to **layout**
- Select **margin**
- Set your margin in the page setup dialog box (make sure the measurement is in inches ")

The image shows a screenshot of the Microsoft Word interface. The top ribbon is set to 'Layout'. A yellow circle with the number '1' is placed over the 'Layout' ribbon tab. A red circle with the number '2' is placed over the 'Margins' button in the ribbon. A pink arrow points from the 'Margins' button to the 'Page Setup' dialog box. The 'Page Setup' dialog box has the 'Margins' tab selected. A yellow circle with the number '3' is placed over the 'Page Setup' title bar. The 'Margins' section of the dialog box shows the following settings:

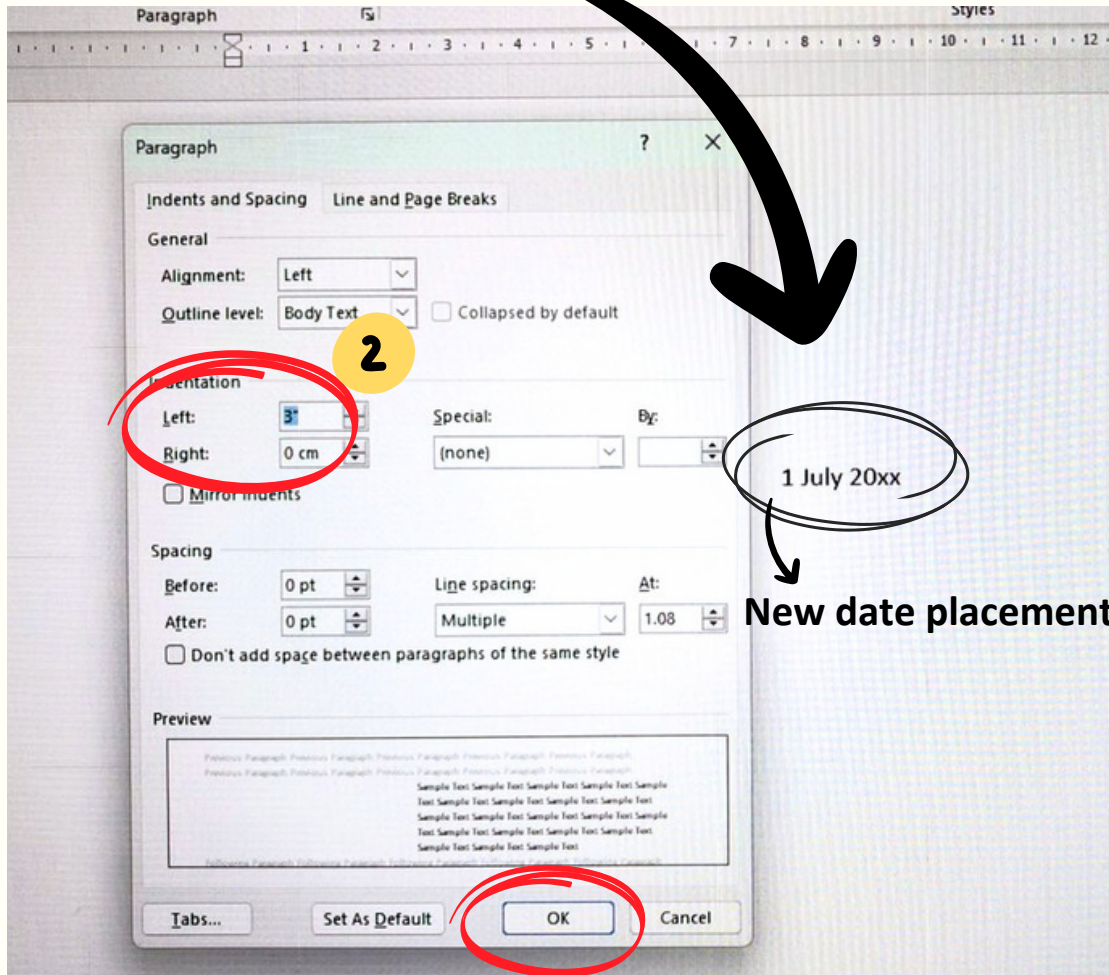
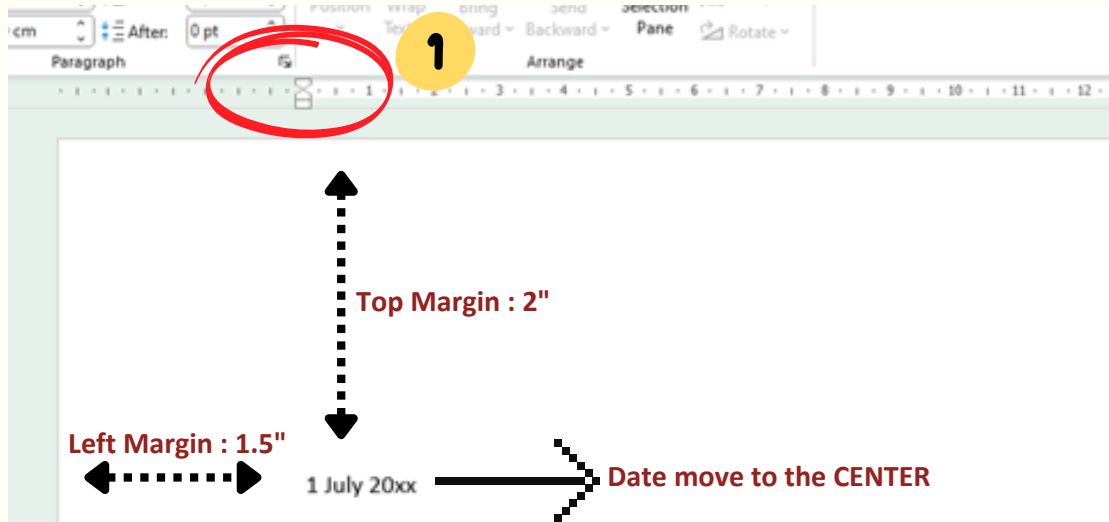
Margin	Value
Top	2"
Bottom	1"
Left	1.5"
Right	1"
Gutter	0 cm
Gutter position	Left

TOPIC 3 Organize Business Letter in Modified Block Style

Step 3 :

Start your business letter with date. The date is written at the CENTER of the paper

- Double click the **top ruler**
- A paragraph text box will appear > set the left indentation to 3"
- Click **OK**



TOPIC 3

Organize Business Letter in Modified Block Style

Step 4 :

How to set the placement of the Complimentary Closing, Company's Name (if any) and Writers Name and their Job Title?

- You can easily follow the same step on how to set the date (Refer page)

Step 5 :

What if you need to do your report in two pages?

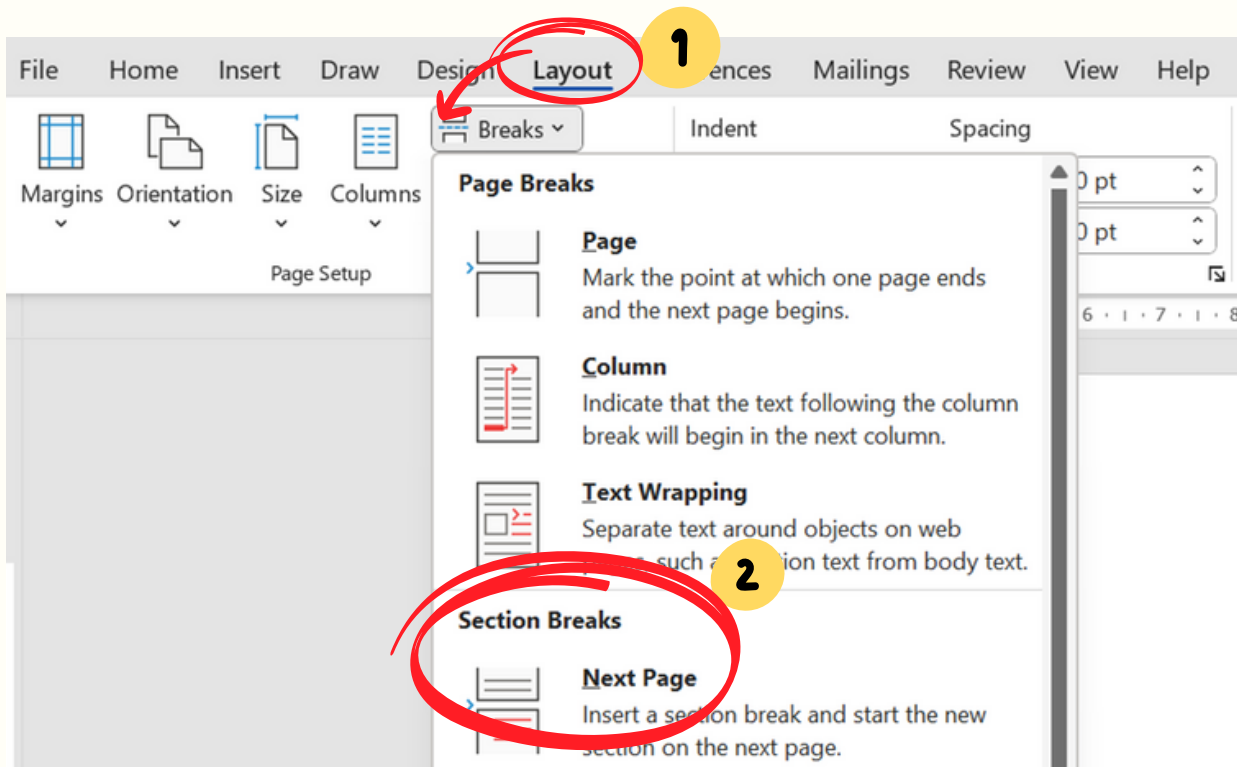
- Remember the rules?
 - A minimum of two lines or the last three lines of the paragraph should be carried forward to the second page
- The margins for the second page is:
 - **Top - 1" Left - 1.5" Right - 1" Bottom - 1"**
- Don't forget to insert the page number at the top right corner



Step 5 (cont.) :

To start the second page

- Place the cursor at the end of the text on the first page
- Go to **layout** and **select breaks**
- Drop down menu will appear > select **next page**



TOPIC 3

Organize Business Letter in Modified Block Style

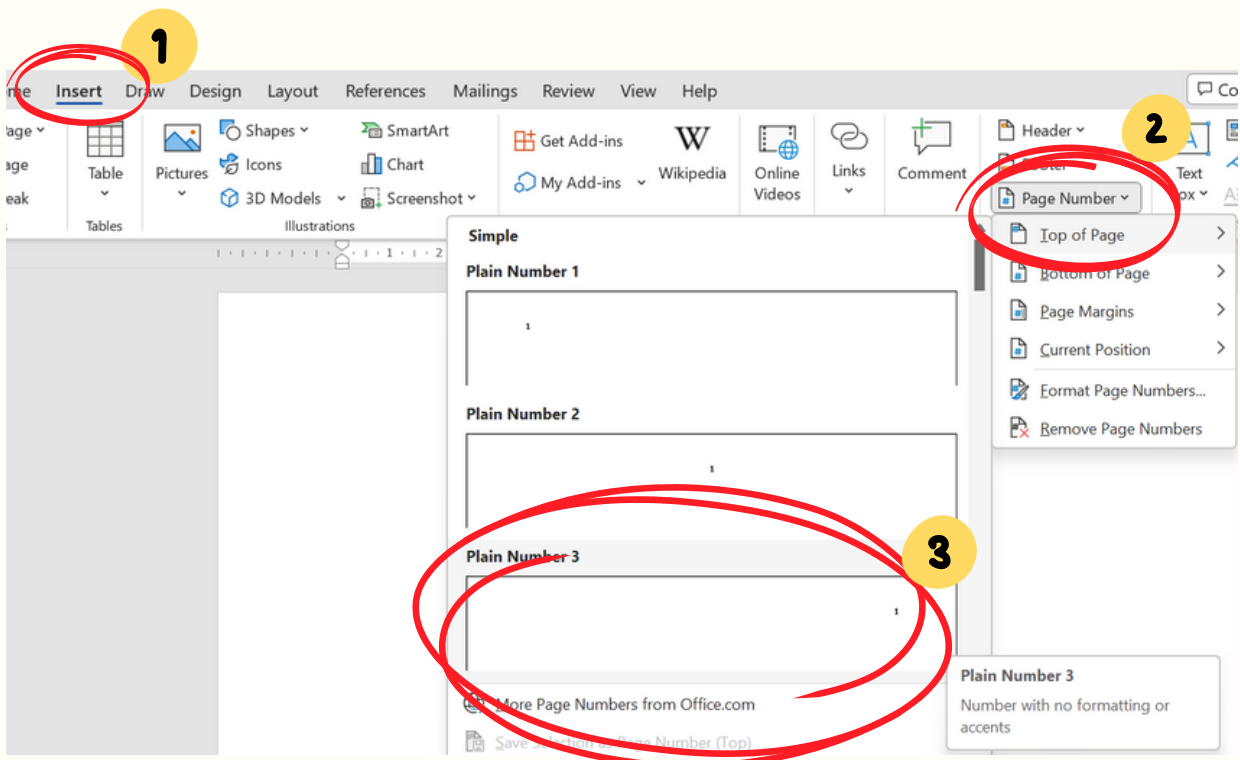
Step 5 (cont.) :

- Once the second page appeared, quickly set the new margin for the second page
- The margins for the second page is:
 - **Top - 1" Left - 1.5" Right - 1" Bottom - 1"**
- Insert page number (2) at the top right side

Step 5 (cont.) :

To insert page number

- Go to **insert**
- Select **page number** > select **Top of Page**
- Select **Plain Number 3** (top right corner)



final
CHECK

ALWAYS check your spelling and make sure everything is in order and you are good to go!

WHAT?

What is Memo?

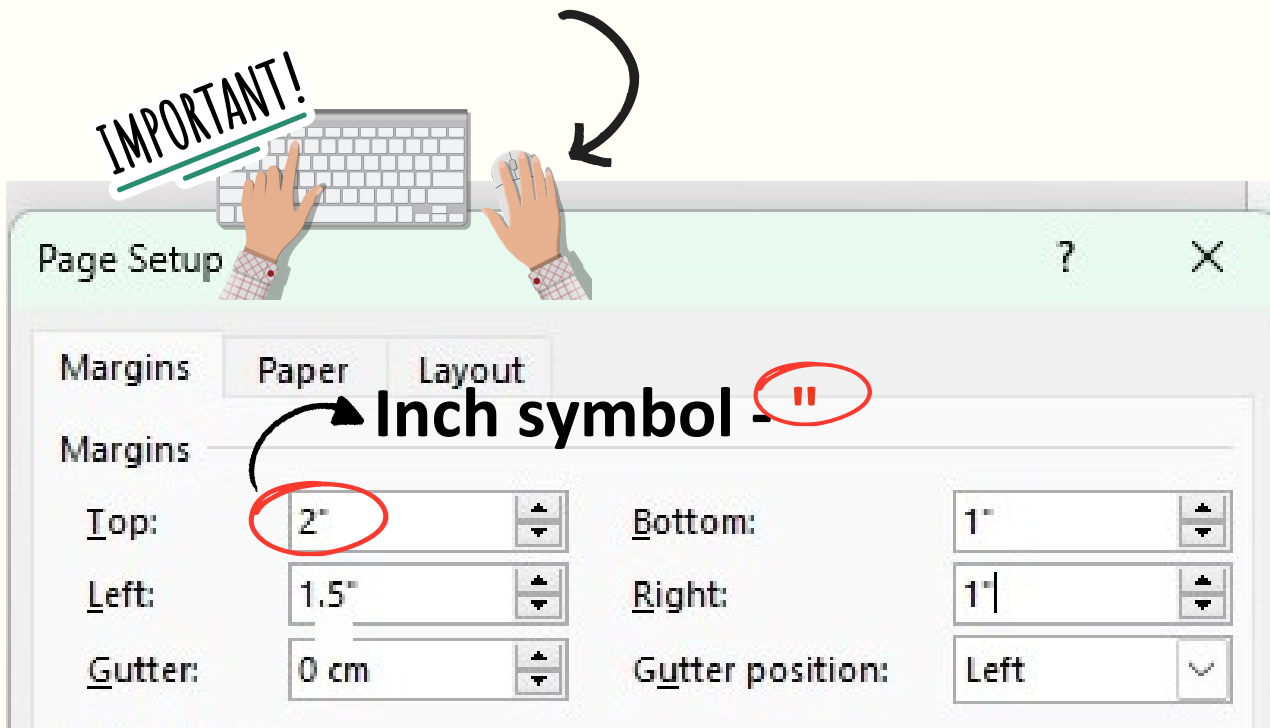
Memorandum or memos for short, is generally brief written message/communication sent from one person or Department within an Organization/Company

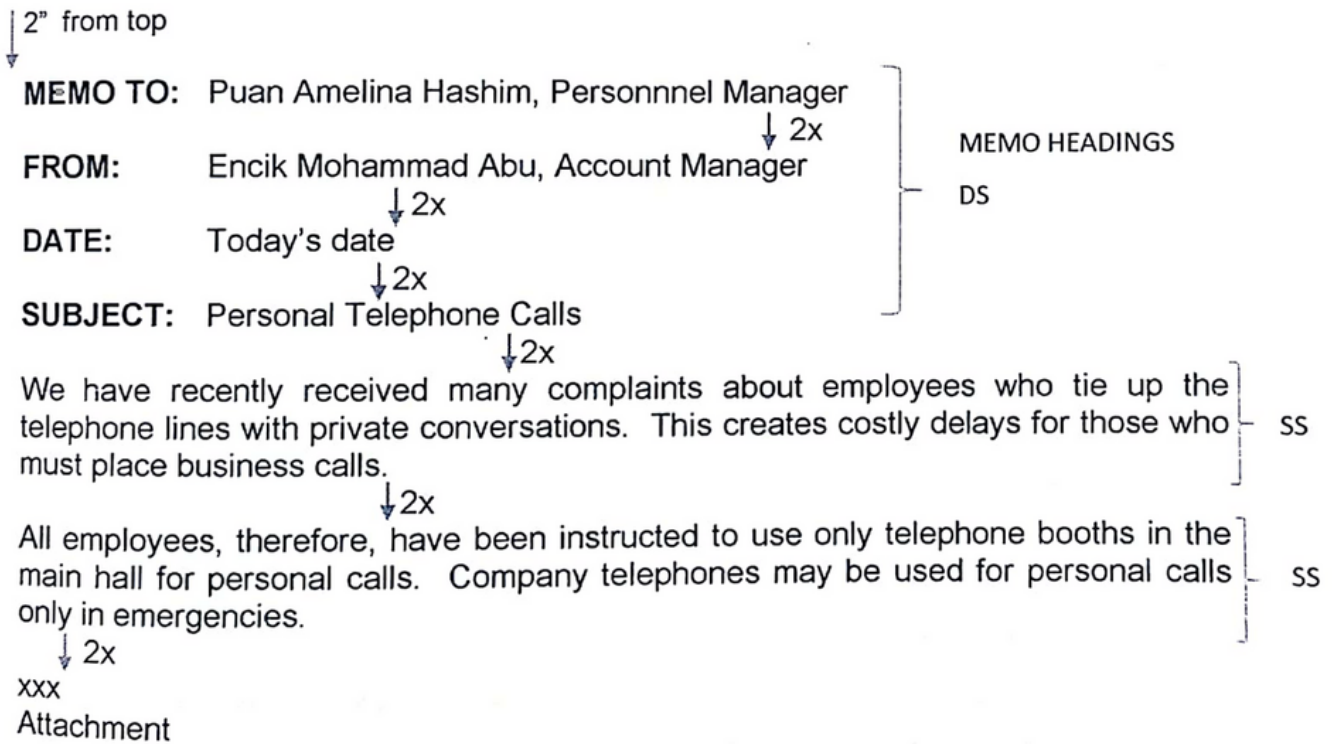
Margins for Memo

REMEMBER!

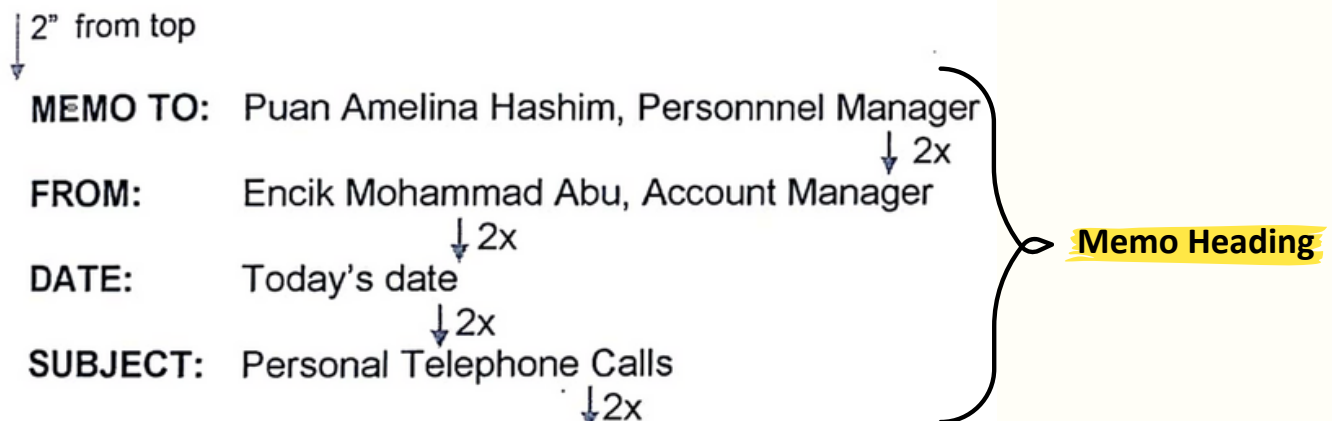
TOP	2"
LEFT	1"
RIGHT	1"
BOTTOM	1"

IMPORTANT!

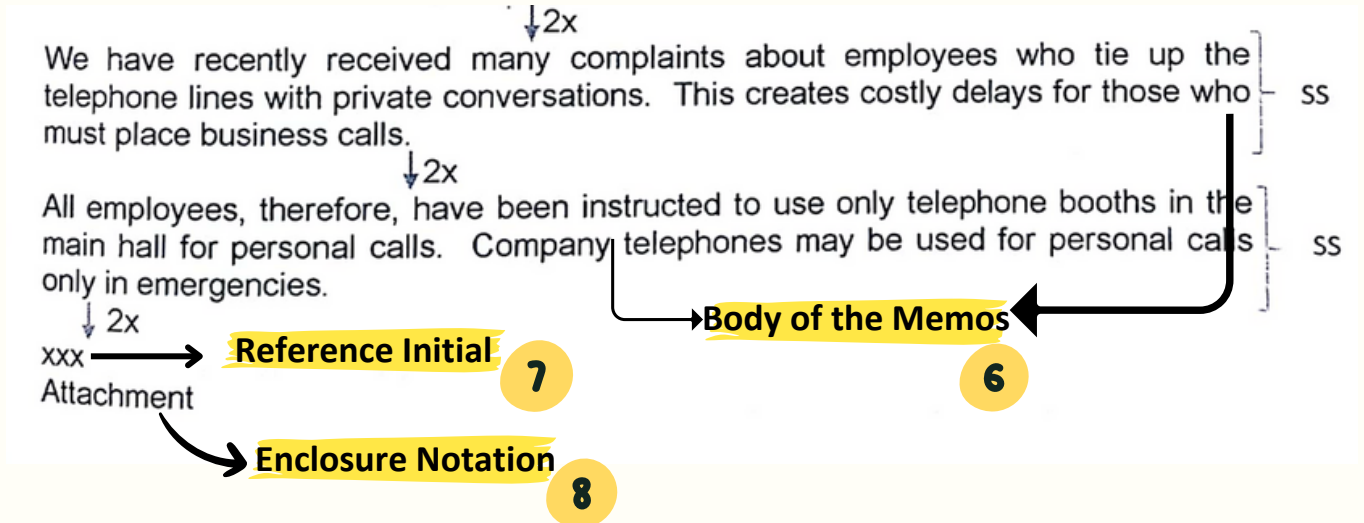




Components / Parts of Memos



Components / Parts of Memos



6. Body

- Content/message of the memo
- Blocked paragraphs (no indent)

7. Reference Initial

- Initial of the sender
- In **small caps and no full stop**

8. Enclosure Notation:

- Indicates if something is attached

Please ensure !!

final
CHECK

- Use Double Spacing (DS) for memo heading and new paragraph
- Use Single Spacing (SS) for body
- Check your spelling and justified your memos

Thank you for yr. letter, which we received on 22/2/2022. We always welcome complaints & suggestions from our customers.

¶ The great outdoor gym & swing Set that you purchased for the children at yr. center was especially designed for durability.

The post, the ladder & the chains are all made of high-quality & long-lasting steel. To protect children from scratches, we provide special rubber-lip covers. The only

parts made of plastic are the swingseats. The plastics seats are made of plastic high-quality, manufactured by Ellis Plastics Inc. Although this plastic is ① of the most durable types available, we followed the manufacturer's recommendation to warning include the on each set of instruction & on each seat. ☆ Insert here! We, therefore, could not provide new swing seats free of charge, as requested.

¶ Pls, don't hesitate to call us for further assistance. If you have any enquiries, do contact our office at 06-6624050. We hope to get an early reply from you.
Insert at ☆

¶ Although we stand firmly behind our lifetime guarantee against defects in the manufacturing of any metal part, we don't provide a lifetime guarantee for the seats.

Please insert the following:

1. This letter will be signed by Pn. Hashimah binti Umar Zaki, the Mgr. of Little Kids & Party Sdn. Bhd.
2. This letter is a Special Delivery
3. The subject of this letter is "outdoor gym & swing set"



Prepare this letter using the **BLOCKED STYLE** format and **OPEN PUNCTUATION**. This letter is for the attention of Encik Muhammad Azmi bin Samad, Chief Operating Officer, Health and Recreation Sdn. Bhd., Menara Mentari, Jalan Perpaduan, 71050 Port Dickson, Negeri Sembilan. Spell all abbreviations and proofread your work carefully. Use today's date



Merujuk perkara di atas, saya mewakili penduduk Lembah Permata ingin aduan membuat bantahan kepada pihak tn. kerana pembinaan perumahan projek baru di atas bukit berhampiran tanah kami.

Projek baru di atas bukit yg. sedang diusahakan oleh pihak tuan amat kami kesali. Ini kerana banyak kesulitan telah menimpa kami yg. berada di bawah bukit tersebut. Antara masalahnya ialah banjir kilat. Dgn. keadaan musim hujan sekarang, sudah ¹⁰ kali kami terpaksa membersihkan rumah masing-masing. sp

★ Masukkan di sini

Selain drp. itu, masalah lain yg. dihadapi ialah pembakaran hutan terbuka bagi meratakan ^{bukit} oleh pekerja tuan juga telah menyebabkan pencemaran udara. Asap hitam yg berkepul-kepul ini tidak baik kpd. penduduk di sekitar malahan manusia sejagat. Tindakan ini secara tidak langsung telah menambahkan ^{alam} pencemaran ^{sekitar}.

Bantahan ini di lakukan demi penduduk keselamatan yg. akan mendiami rumah yang sedang diusahakan oleh pihak tuan. Kecerunan yg. tinggi ke bukit & ditambah pula dgn. ketiadaan pokok-pokok akibat ditebang akan menyebabkan hakisan tanah mudah berlaku. Justeru itu, kami amat berharap pihak tn. akan segera menghentikan projek ini bagi mengelakkan timbulnya masalah serius. Kami berharap amat/pihak tn. dapat mempertimbangkan bantahan ini dgn. bijak. Sekian, terima kasih.

★ Air hujan yang membawa lumpur kuning ini juga mungkin merosakkan perabot kami. Setiap kali banjir, kami terpaksa menggulung permaidani dan sebagainya bagi mengelakkan rosak. Bagi barang-barang berat & sukar dipindahkan, terpaksa berendam di dalam air berlumpur tersebut. Keadaan ini akan lebih serius setelah siap projek perumahan di atas bukit tersebut.

Arahan:

Projek

1. Taipkan "Bantahan Terhadap Pembinaan Perumahan Baru" sebagai tajuk surat.
2. Surat BERDAFTAR ini adalah daripada Persatuan Lembah Permata.
4. Surat ini akan ditandatangani oleh En. Ahmad Hakimi Syarif, Pengerusi.
5. Hantar satu salinan kepada Puan Dahlia Sulaiman, Biro Kebajikan Penduduk.

i

Taipkan surat ini menggunakan format gaya **SEPARA BLOK dan BERTANDA BACA**. Gunakan tarikh hari ini. Alamatkan surat ini untuk perhatian Encik Irfan Nazimudin, Pengurus, Syarikat Dynamic Millennium, No. 5/16 Jalan Teratai, 28700 Bentong, Pahang. Semak semula kerja anda yang telah siap.





Please prepare the memo according to the information given below.

Proofread your work carefully

MEMO TO: All Executive Assistants | FROM: Robbie Holt, Staff Development Coordinator |

DATE: March 25, 20-- | SUBJECT: Standardizing Document Formats

¶ Last month we received our shipment final of new laser printers. The installation of these printers in your offices marked the final phase-out of all ink-jet printers.

¶ Because all of us can now use a variety of standardized fonts in our correspondence, please note the following change: From now on, all titles in tables, correspondence, all reports should be set in Calibri 14. This new formatting change will help us to standardize our communication.

Hal - word underline

¶ The latest edition of the book Quick Reference for the Automated Office has two pages of helpful information on laser printers. I have attached my comments. Please read these pages carefully, and we will discuss them at our next meeting.

xxx | Enclosure





Please prepare the memo according to the information given below.
Proofread your work carefully

MEMO TO: Amy Vigil, Human Resource | FROM: Dan Westphal | DATE: November 23, 20-- | SUBJECT: MedNet Benefit Plan

¶ Thank you for the brochure I received detailing the various options offered to employees through the MedNet plan. I need clarification on some of the services important included in the plan.

¶ Because both my wife and I are employee of Allied Aerospace Industries, do we have the choice of enrolling separately under different options? In our present plan, I know that is appropriate.

¶ We have two dependents. Can we enroll each (under dependent) a different plan option, or it is necessary to choose either one option or the other for both? I know that in the past you have asked for evidence of their dependent status and dates of birth, which I have attached.

¶ If you need any further information products, please let me know. Thank you very much for your help.

xxx | Enclosure



ANSWER ✓

Today's date

SPECIAL DELIVERY

Encik Muhammad Adzmi bin Samad
Chief Operating Officer
Health and Recreation Sdn. Bhd.
Menara Mentari
Jalan Perpaduan
70150 Port Dickson
Negeri Sembilan

Dear Sir

OUTDOOR GYM AND SWING SET

Thank you for your letter, which we received on 22 February 2022. We always welcome complaints and suggestions from our customers.

The great Outdoor Gym and Swing Set that you purchased for the children at your center was especially designed for durability. The post, the ladder and the chains are all made of high-quality and long-lasting steel. To protect children from scratches, we provide special rubber-lip covers. The only part made of plastic are the swing seats. The plastics seats are made of high-quality plastic, manufactured by Ellis Plastics Incorporation. Although this plastic is one of the most durable type available, we followed the manufacturer's recommendation to include the warning on each set of instruction and on each seat.

Although we stand firmly behind our lifetime guarantee against defects in the manufacturing of any metal part, we don't provide a lifetime guarantee for the seats. We, therefore, could not provide new swing seats free of charge, as requested.

2

Please do not hesitate to call us for further assistance. If you have any enquiries, do contact our office at 06-6624050. We hope to get an early reply from you.

Yours sincerely

LITTLE KIDS AND PARTY SDN. BHD.

Hashimah binti Umar Zaki
Manager

xxx

ANSWER ✓

Tarikh hari ini

BERDAFTAR

Encik Irfan Nazimuddin
Pengurus
Syarikat Dynamic Millennium
No. 5/16 Jalan Teratai
28700 Bentong
Pahang

Tuan:

BANTAHAN TERHADAP PEMBINAAN PROJEK PERUMAHAN BARU

Merujuk perkara di atas, saya mewakili penduduk Lembah Permata ingin membuat aduan bantahan kepada pihak tuan kerana pembinaan perumahan projek baru di atas bukit berhampiran tanah kami.

Projek baru di atas bukit yang sedang diusahakan oleh pihak tuan amat kami kesali. Ini kerana banyak kesulitan telah menimpa kami yang berada di bawah bukit tersebut. Antara masalahnya ialah banjir kilat. Dengan keadaan musim hujan sekarang, sudah sepuluh kali kami terpaksa membersihkan rumah masing-masing.

Air hujan yang membawa lumpur kuning ini juga mungkin merosakkan perabot kami. Setiap kali banjir, kami terpaksa menggulung permaidani dan sebagainya bagi mengelakkan rosak. Bagi barang-barang berat dan sukar dipindahkan, terpaksa berendam di dalam air berlumpur tersebut. Keadaan ini akan lebih serius setelah siap projek perumahan di atas.

Selain daripada itu, masalah lain yang dihadapi ialah pembakaran hutan bagi meratakan bukit oleh pekerja tuan juga telah menyebabkan pencemaran udara. Asap hitam yang berkepul-kepul ini tidak baik kepada penduduk di sekitar malahan manusia sejagat. Tindakan ini secara tidak langsung telah menambahkan pencemaran alam sekitar.

Bantahan ini di lakukan demi keselamatan penduduk yang akan mendiami rumah yang sedang diusahakan oleh pihak tuan. Kecerunan yang tinggi ke bukit dan ditambah pula dengan ketiadaan pokok-pokok akibat ditebang akan menyebabkan hakisan tanah mudah berlaku. Justeru itu, kami amat berharap pihak tuan akan segera memberhentikan projek ini bagi mengelakkan timbulnya masalah serius. Kami amat berharap pihak tuan dapat mempertimbangkan bantahan ini dengan bijak. Sekian, terima kasih.

Yang benar,

PERSATUAN LEMBAH PERMATA

Ahmad Hakimi Syarif
Pengerusi

xxx

s.k.: Puan Dahlia Sulaiman, Biro Kebajikan Penduduk

ANSWER ✓

EXERCISE 3

MEMO TO: All Executive Assistants**FROM:** Robbie Holt, Staff Development Coordinator**DATE:** 25 March 20—**SUBJECT:** Standardizing Document Formats

Last month we received our final shipment of new laser printers. The installation of these printers in your offices marked the final phase-out of all ink-jet printers.

Because all of us can now use a variety of standardized fronts in our correspondence, please note the following change: From now on, all titles in tables, correspondence, all reports should be set in Calibri 14. This new formatting change will help us to standardize our communication.

The latest edition of the book *Quick Reference for the Automated Office* has two pages of helpful information on laser printers. I have attached my comments. Please read these pages carefully, and we will discuss them at our next meeting.

xxx
Enclosure

ANSWER ✓

EXERCISE 4

MEMO TO: Amy Vigil, Human Resource

FROM: Dan Westphal

DATE: 23 November 20—

SUBJECT: MedNet Benefit Plan

Thank you for the brochure I received detailing the various options offered to employees through the MedNet plan. I need clarification on some of the important services included in the plan.

Because both my wife and I are employees of Allied Aerospace Industries, do we have the choice of enrolling separately under different options? In our present plan, I know that is appropriate.

We have two dependents. Can we enroll each dependent under a different plan option, or it is necessary to choose either one option or the other for both? I know that in the past you have asked for evidence of their dependent status and dates of birth, which I have attached.

If you need any further information, please let me know. Thank you very much for your help.

xxx
Enclosure

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THANK YOU

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