

Letters

Personal & Business

FBLA-PBL Format

(including special software
program to learn state abbreviations)

CREATING BUSINESS LETTERS

Business letters represent the organization you work for. Spelling errors, poor grammar, or poor formatting (letter construction) reflect badly on your company. Large and prosperous companies have the money to hire competent people who can spell and organize their thoughts well. They write good business letters. Companies like to do business with prosperous companies because of the impression that if they are large and prosperous they must have a good product and be doing well. What kind of impression, then, do you think is made when a letter is sloppy, has spelling errors, etc.?

Objectives

When you complete this unit, you will be able to:

- Create Block style letters following the FBLA-PBL Format Guide
- Change Line Spacing
- Show Vertical and Horizontal Rulers on a document
- Set Font Styles and Font Sizes
- Create a Block Style Personal Letter
- Use Open punctuation
- Spell Check Your Document
- Use Headers
- Create new folders and save documents
- Create a Block Style Business Letter
- Use Advanced Letter Features—Mailing Notation, Attention Line, Subject Line, Second Page Heading, Company Name, Enclosure Notation, Copy Notation, and Postscript
- Use numbered and bulleted paragraphs
- Practice writing skills by creating letters
- Use Letterhead from the Microsoft Office templates
- Insert Clip Art into the Letterhead
- Resize clip art and text boxes
- Use the correct official USPS State and US Possession abbreviations
 - ⇒ Practice the State/Possession abbreviation quiz on the special software provided by Ellsworth Publishing Company until you can take the quiz with 100% accuracy.



General Guidelines

Font Size: 12

Font Style: Times, Times New Roman, or Arial

Spacing: 1 or 2 spaces after punctuation ending a sentence (stay consistent within the Document)

1 space after a semicolon

1 space after a comma

1 or 2 spaces after a colon (stay consistent within the document)

1 space between state abbreviation and ZIP

Line Spacing: Single spacing

Letters: Block Style (all lines begin at the Left Margin) with Open Punctuation

Top Margin: 2 inches

Side and Bottom Margins: 1 inch

This is the example.
Don't type from this;
directions begin on the
next page.

Current Date

Mr. David Miller
2814 E. Watkins Rd.
Phoenix, AZ 85066

Dear Mr. Miller

My husband and I are building a home in the mountains. We have been looking around for Soapstone stoves. I understand you carry this line. I know they are very expensive, but I understand that ACE Hardware has a sale in June. Our house is not yet completed so we can wait for the sale to purchase the stove. Since we have a few months to wait for the sale, I wanted to have you put away a Soapstone stove and consider it sold. I am willing to put a down payment on it to secure it.

I will be in the store next Monday to put a down payment on the stove.

Sincerely

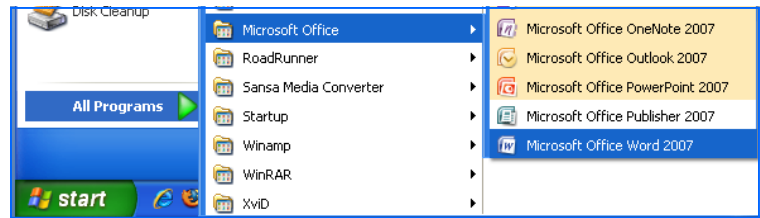
Barbara Smith
3200 E. Galveston St.
Chandler, AZ 85224

LETTER - PERSONAL

Top Margin: 2"
Side Margins: 1"

Open a Blank Word Document

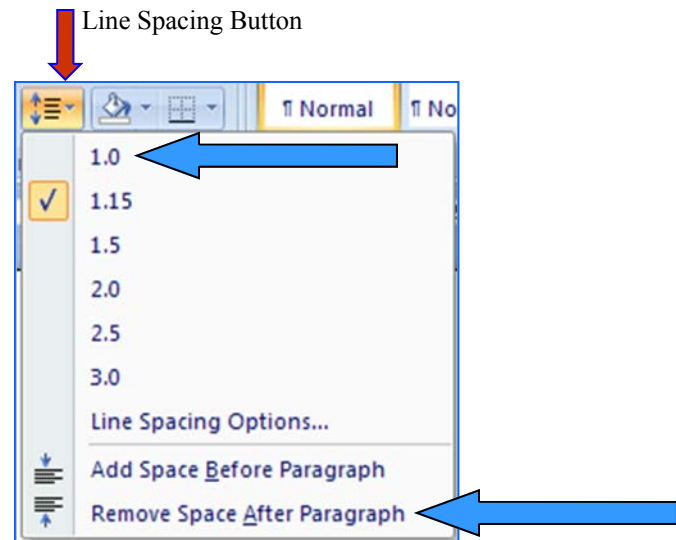
- Click on Start
- Rest pointer on All Programs
- Rest pointer on Microsoft Office
- Click on Microsoft Office Word 2007



Set Line Spacing to 1.0

When you first open a Word 2007 document, it has some **default** (pre-set) settings. You need set your line spacing to 1.0 with no extra space after paragraphs.

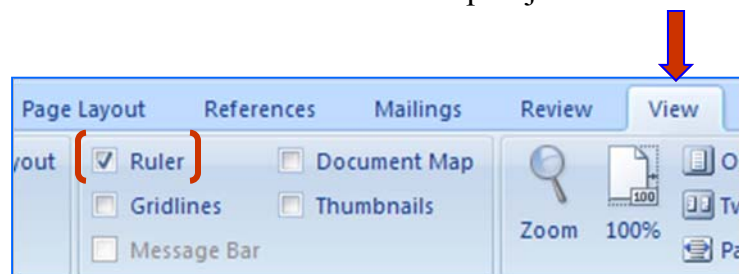
- Click on the Line Spacing button.
- Click on the 1.0 setting for single spacing.
- Click on the Line Spacing button to open it again.
- Click Remove Space After Paragraph (if necessary).



Show Vertical and Horizontal Rulers

It is helpful to see the vertical and horizontal rulers to measure and line up objects in a document, and to set tabs.

- Click the View tab.
- Click Ruler box (if it does not already have a check mark).

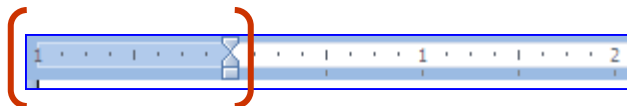


You should see a **horizontal ruler**, see below, on the top part of your document screen. You will also see a **vertical ruler** down the left part of your document screen.



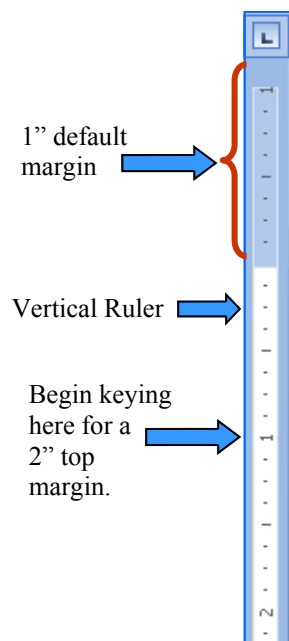
Set Font Styles, Font Sizes, and 2" Top Margin

Letters have 1" right and left margins, which are **default** margins (**pre-set by Microsoft** when you first open a Word document). You can see the 1" left margin in the shaded area of the horizontal ruler below.



The top margin of a letter should be 2". Notice in the vertical ruler to the right that there is a 1" default top margin. So, in order to start keying at 2", you must press the enter key four or five times until your cursor looks to be about even with the 1" on the vertical ruler. (The 1" default margin + spacing down 1" = 2".)

- Click on the Home tab.
- Select the Times New Roman font style and 12 font size.
- Press the Enter key about 4 or 5 times. Does it look even with the 1" mark on the vertical ruler?



Create a Block Style Personal Letter, Assignment #PBL-1

↓4

Press Enter 4-5 times to leave 1 more inch from the top margin.

Current Date ↓4

Press Enter 4 times to Inside Address—who you are sending the letter to.

Mr. David Miller
2814 E. Watkins Rd.
Phoenix, AZ 85066

↓2

Press Enter 2 times to double space to the Salutation (Dear Mr. Miller).

Dear Mr. Miller ↓2

Press Enter 2 times to double space to the body of the letter.

NOTICE: There is NO colon after the Salutation. This is called **OPEN PUNCTUATION**.

My husband and I are building a home in the mountains. We have been looking around for Soapstone stoves. I understand you carry this line. I know they are very expensive, but I understand that ACE Hardware has a sale in June. Our house is not yet completed so we can wait for the sale to purchase the stove. Since we have a few months to wait for the sale, I wanted to have you put away a Soapstone stove and consider it sold. I am willing to put a down payment on it to secure it.

I will be in the store next Monday to put a down payment on the stove. ↓²

Sincerely ↓⁴

NOTICE: There is NO comma after the Closing line (Sincerely). Open punctuation contains NOTHING after the Salutation or Closing line.

Press Enter 4 times to the typed signature. This allows enough space for a written signature.

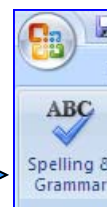
Barbara Smith
3200 E. Galveston St.
Chandler, AZ 85224

The Personal style letter contains personal information after the typed signature.

There are NO reference initials (initials of the typist) because it is assumed the author is the typist.

Spell Check Your Document

- As you look at your document, misspellings are often indicated by a red wavy line under the word. Right click on the word and the suggestions for the correct spelling are shown on the top of the pop up menu. Click on one of the words to replace the misspelled word in your document, or correct the misspelling on your own.
- To check the whole document, click on the **Review** tab, click on the Spelling & Grammar button and follow the prompts.



Enter your Name and Assignment #PBL-1, and Date in the Header

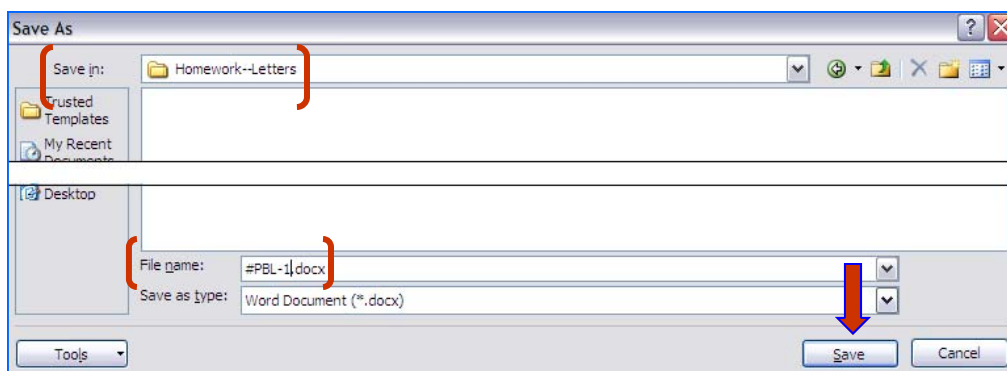
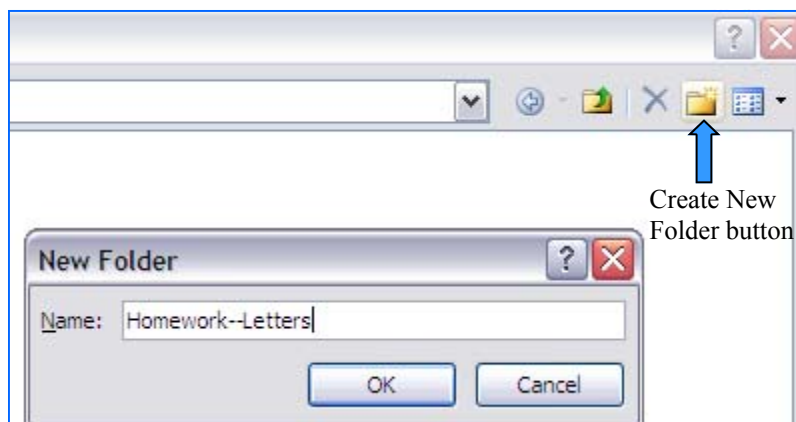
- Click on the **Insert** tab. Click the Header button.
- Select Blank (Three Columns).
- Click in the left **placeholder** [Type Text] and key your name, #PBL-1.
- Select the next placeholder and key in the current date.
- Select the last placeholder and depress the Delete key.
- Click on Close Header and Footer button.



Save Assignment #PBL-1

(Ask your instructor which drive or folder to save in.)

- Click the Office Button.
- Click Save As:
- The Save in: box should show where you are saving the document—to a USB drive, Drive A, or to your computer hard drive. Usually the My Documents folder on your computer's hard drive shows first. Assume you want to save to a new folder in the My Documents folder.
- Click on the Create New Folder button.
- Name the New Folder: Homework—Letters
- Click OK



- Enter as the File name: #PBL-1
- Click the Save button.

Print Assignment #PBL-1 and Turn it in to your Teacher

- Click the Office button. Click Print
- Click OK.
- Close Document, or continue to open a new document.

If you are still in a Word document, you may obtain a new Word document quickly:

- Click the Office Button. Click on New.
- Click on Blank and recent.
- Click the Create button (bottom, right).

Assignment #PBL-2, Personal Letter in Times New Roman, 12

Use **Open Punctuation**, which has **no** punctuation after the Salutation or Closing lines. Create a 2" top margin. Don't be concerned about where words are divided; your computer will divide them properly. Your lines may end differently than these.

Use today's date. Inside Address: Mr. Dean Staples, 2155 N. Main, Seattle, WA 98101.
Dear Mr. Staples ¶ (New paragraph) We have been a satisfied customer of yours for about eleven years. Mr. Gene Cook, one of your employees, came last week to clean our air ducts. We looked at the main duct upstairs and it was still full of dust. The downstairs air return duct was not cleaned. ¶ We already paid for this service, as you can see by the enclosed paid bill. We feel we deserve better service than this and respectfully request that you call us to set up another cleaning appointment. ¶ Sincerely yours ¶ Marvin Goodman ¶ 1968 N. 3rd Street ¶ Seattle, WA 98101 ¶ *(Double space after the state and zip)* Enclosure: Paid bill

Put your Name, Assignment #PBL-2 and date in the header. Close Header & Footer. Save as #PBL-2 in the Homework—Letters folder, and print.

Assignment #PBL-3 , Business Letter in Times New Roman, 12

The Business Letter with Open Punctuation is very similar to the Personal Letter above. It is assumed that a business letter is written on letterhead stationery which contains company information. The differences are:

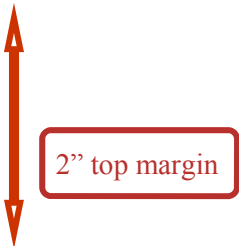
- Instead of personal information after the name in the Closing, enter the Title.
- Double space after the Title and enter the Reference Initials of the typist in lower case. If the first letter automatically capitalizes, just select it and change it.

Sincerely

Lucille Whitmer
Claims Department

tl (Trudy Lamb is the secretary for the Claims Department)

Create the following Business Letter which is patterned after the letter style used for FBLA-PBL competition:



Current Date ↓₄

FBLA - PBL
1912 Association Drive
Reston, VA 20191-1591
Phone: 555-555-5555 Fax: 666-666-6666

Ms. Jayson Lewis
2009 E. Galveston St.
Tyler, TX 75703

Dear Ms. Lewis

This letter is keyed in block style with open punctuation. All lines, including the date, inside address, salutation, body of the letter, and closing begin at the left margin. A double space is left between all letter parts except before the inside address and the writer's name, which has a quadruple space (4 returns).

This letter style is to be used for FBLA-PBL competition.

Sincerely ↓₄

Barbara Small
Director of Education

xx (Initials of the typist in lower case)

Put your Name, Assignment #PBL-3 and date in the header. Save as #PBL-3 in the Homework—Letters folder, and print.

Assignment #PBL-4, Business Letter in Arial, 12

- Check Line Spacing
- Change fonts to Arial, 12
- Enclosure is a double space below the reference initials

Use today's date. Inside Address: Mr. and Mrs. Terry Glase, 2001 West Monroe St., Chandler, AZ 85224

Dear Mr. and Mrs. Glase

Here's a copy of your new brochure! ¶ Under separate cover I am sending you the 400 that you ordered. The four-color printing is beautiful. It was the right decision to use the Fall cover photo. The bright red leaves of the maple trees are breathtaking. This brochure will be very effective for you, I am sure. ¶ We look forward to working with you again. We will keep the printer's copy in our current files for one year. ¶

Thank you ¶ Austin Burke ¶ Sales Manager ¶ Reference Initials: (Your initials) ¶ Enclosure: New brochure

Put your Name, Assignment #PBL-4 and date in the header. Close Header & Footer. Save as #PBL-4 in the Homework—Letters folder, and print.

Assignment #PBL-5, Business Letter in Arial, 12

- Check Line Spacing
- Arial, 12, fonts
- Enclosure is a double space below the reference initials
- The copy notation "c Mr. Burns, Engineering Department" is a double space below the enclosure. This informs the person who receives the letter that Mr. Burns has a copy and is aware of the information.

Use today's date. Inside Address: Mr. Charles Johansen, 215 E. Main, Mesa, AZ 85202.

Dear Mr. Johansen ¶ As you requested yesterday over the telephone, I am enclosing the price sheet for repairing the wheels on your luggage. Thank you for e-mailing us a photo of the damage. It is very unusual for that type of break to occur. Usually it happens during baggage handling at the airport when a piece of luggage falls off the conveyer belt. ¶ We are pleased that you enjoy the luggage and we are sure it will last a long time for you. ¶

Sincerely ¶ Lucille Whitmer ¶ Claims Department ¶ Reference Initials: (Your initials) ¶ Enclosure: Price sheet ¶ c Mr. Burns, Engineering Department.

Put your Name, Assignment #PBL-5 and date in the header. Close Header & Footer. Save as #PBL-5 in the Homework—Letters folder, and print.

Advanced Letter Features

The following advanced letter features are from the latest FBLA-PBL Format Guide. Assignment #PBL-6 and #PBL-7 will use these advanced features.

Mailing Notation:	A mailing notation is keyed a double space below the date in ALL CAPS followed by a double space before the inside address.
Attention Line:	An attention line is keyed as the first line of the inside address. When an attention line is used, the salutation is “Ladies and Gentlemen”.
Subject Line:	A subject line should be keyed a double space below the salutation in ALL CAPS. The subject line begins at the left margin. The word “subject:” or “re” are not used when keying the subject line.
Second Page Heading:	If a letter contains more than one page, key a heading at the top of each subsequent page. Key the first line of the inside address, page number, and date at the left margin beginning one inch from the top of the paper. Double space below the date before continuing the body of the letter.
	Ms. Terra Green Page 2 Current Date
Company Name:	Key the company name a double space below the complimentary close in ALL CAPS. Quadruple space to the writer’s name.
Enclosure Notation:	Place an enclosure (or attachment) notation a double space below the reference initials. If multiple enclosures are referred to in the letter, follow the word “enclosures” with a colon and list each enclosure.
Copy Notation:	Use a lowercase “c” by the name of the person(s) to receive a copy. Place the copy notation a double space below the last line of the enclosure notation or the reference line if there is no enclosure.
Postscript:	A postscript should be keyed as the last line in the letter. It should be preceded by a double space and begin at the left margin. The initials “P.S.” should not be used.

Assignment #PBL-6. Create a Business Letter with Advanced Letter Features, Times New Roman, 12

Current Date

CONFIDENTIAL

Mailing notation—if none, press Enter key 4 times after the Date.

Attention FBLA-PBL Competitors
FBLA-PBL, Inc.
1912 Association Drive
Reston, VA 20191-1591

Attention line—keyed as the first line of the inside address.

Ladies and Gentlemen

When a non-specific attention line is used, the salutation is “Ladies and Gentlemen.”

LETTER FORMAT WITH ADVANCED FEATURES

If a subject line is used, it is a double space below the salutation in ALL CAPS.

This letter illustrates the placement of all advanced letter parts as described in the enclosed packet. It also illustrates the block style letter with open punctuation. The block style letter with open punctuation is the easiest and fastest style to use. Because it is so easy to use, it has become the most popular letter style.

Please refer to this packet when keying a letter with these features in order to avoid making formatting errors. Remember, when you send out a letter it represents your company. A well-written letter with no spelling errors leaves a favorable impression with clients. On the other hand, a letter with formatting errors and misspellings leaves the impression that the company can't afford good secretaries and may not have a good product either.

Sincerely

FBLA-PBL, INC.

Key the company name a double space below the complimentary close in ALL CAPS. Press the Enter key 4 times to the keyed signature.

Barbara Jones
Director of Education

xx

Use your Reference Initials.

Enclosure

c Ms. Jean Buckley, President/CEO

Good luck in your competition!

A postscript (like a last thought) is the last line in a letter. The initials “P.S.” should **not** be used.

Put your Name, Assignment #PBL-6 and date in the header. Close Header & Footer. Save as #PBL-6 in the Homework—Letters folder, and print.

Assignment #PBL-7, Times New Roman, 12. Create a 2-Page Business Letter with Advanced Letter Features, Numbered Paragraphs

Create the following 2-page letter following correct letter format.

Use Current Date.

Mailing Notation: CONFIDENTIAL.

Attention Line: Scheduling Department.

Inside Address: Westward Ho Movers,
216 N. Sweetwater Rd., Tyler, TX 75701.

Ladies and Gentlemen

Subject: Move on August 20 for Walt and Mary Downs

As I stated on the telephone to Mr. Richman, there were a number of problems with our move by Westward Ho: ¶ The packing sheets were changed to indicate scratches and dents that were not on the original sheets (see the two sets of sheets enclosed). ¶ There is a missing drawer that belongs to the antique credenza (see photo). ¶ The Chinese screen was somehow crushed, ruining the surface. ¶ The white brocade sofa has a number of stains that my cleaning consultant, Mr. Wayland Coils, says will not come out. ¶ One of the legs on the folding table was broken off in a way that repair is impossible. ¶ One of the boxes of glassware fell during transit and most was broken. ¶ Mr. Richman was told that these damages amount to over \$12,000 (see the value, repair, and cleaning statements and estimates enclosed). I have also enclosed statements from two antique authorities who saw the items the day Westward Ho packed them and have since examined the damage. ¶ I have called several times and I feel that I am given the run around. I talked to several different people at your office, I have been put on hold for long periods of time and I eventually hung up a few times. I am becoming impatient with this kind of treatment. Your company has a good reputation for satisfied customers and I know that you will want to keep this reputation. I am looking forward to a satisfactory solution to this problem. ¶ Please fax me the damage claim form and I will immediately complete it and fax it back to you today. I'm sure you will agree that coming to an equitable settlement by October 15 will be an advantage to both of us. ¶ Thank you. ¶ Sincerely ¶ FINANCIAL GROUP, INC. ¶ Mary Downs ¶ General Manager ¶ xx (use your reference initials) ¶ Enclosures ¶ c Mr. Joe Anderson, Attorney ¶ I hope you will take care of this promptly.

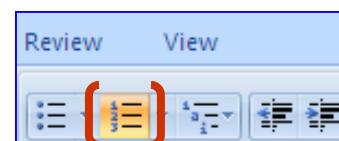
- Select the 2nd - 7th paragraph (beginning with "The packing sheets" and ending with "One of the boxes") and number them by clicking on the Numbering Icon.

Second page: Top Margin: 1", Single spacing, Double space from date to body.

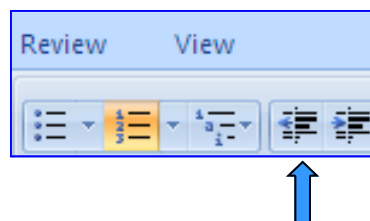
Name of Addressee or Company

Page 2

Date



- Block letters have all paragraphs beginning at the left margin. While the paragraphs are still selected, click on the **Decrease Indent** button to remove the indent and line up the numbered paragraphs at the left margin.
- Click anywhere outside the selected area to deselect.



Put your Name, Assignment #PBL-7 and date in the header. Close Header & Footer. Save as #PBL-7 in the Homework—Letters folder, and print.

Assignment #PBL-8, Times New Roman, 12. Create a 2-Page Business Letter with Advanced Letter Features, Bulleted Paragraphs.

Create the following business letter and follow correct letter format.

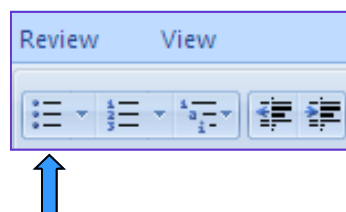
Use Current Date. Mailing Notation: CONFIDENTIAL. Attention Line: Order Department. Inside Address: Cool Daze Air Conditioning, 7639 West Jordan Villa, Salt Lake City, UT 84111.

Ladies and Gentlemen

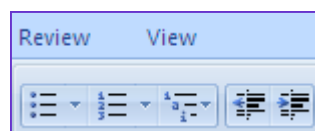
Subject: Cool Daze Model 1755A, Serial No. 3745, Purchase Order #6654

The air conditioner I ordered from Cool Daze on April 1 is not performing according to specifications (see purchase and delivery documents attached). After I called your 800 number, your Mr. Wally Cranks came and inspected the unit. He determined the problem is an internal defective seal, and he recommended replacement with a new unit (see the copy of his report attached). ¶ When I called your office, Mr. William Chatter said you have no units in stock and don't have any scheduled for production until fall. He said you do have several Model 3755A's available at \$500 more. Since the weather is already heating up, I suggest we settle this one of two ways: ¶ Cool Daze supply and install the Model 3755A at no additional cost, or ¶ You remove the air conditioner from our roof by May 1 and immediately refund our money. ¶ Please respond by April 23. ¶ Thank you. ¶ Sincerely ¶ ARIZONA BINDERY ¶ Kim Brown ¶ Plant Supervisor ¶ dj ¶ Enclosures ¶ c Mr. Wally Cranks ¶ I look forward to hearing from you soon.

- Select the last two paragraphs beginning with "Cool Daze" and "You remove"; bullet these paragraphs by clicking on the Bullet Icon.



- Block the bulleted paragraphs. While the paragraphs are still selected, click on the **Decrease Indent** button to remove the indent and line up the bulleted paragraphs at the left margin.
- Click anywhere outside the selected area to deselect.



Put your Name, Assignment #PBL-8 and date in the header. Close Header & Footer. Save as #PBL-8 in the Homework—Letters folder, and print.

Assignment #PBL-9, Arial, 12. Practice Personal Letter Writing Skills

Create a Block style appreciation letter to send to a friend, teacher, or your parents.

- Change fonts to Arial, 12. (Since this is probably going to be a very short letter, you might consider leaving the line spacing at 1.15. Remove Space After Paragraph. If it turns out to be longer, select all lines in the letter and change the line spacing to 1.0)
- Use current date
- Create the Inside Address
- Use an appropriate Salutation (Dear Friend, Dear Mom and Dad, etc.)
- Use open punctuation
- Subject line: Thanks for all you have done for me!
- Include at least three or four short paragraphs telling them what you appreciate that they have done for you. How about actually sending it?
- Use Complimentary Closing of your choice (Yours truly, Love, Sincerely, Regards, etc.)

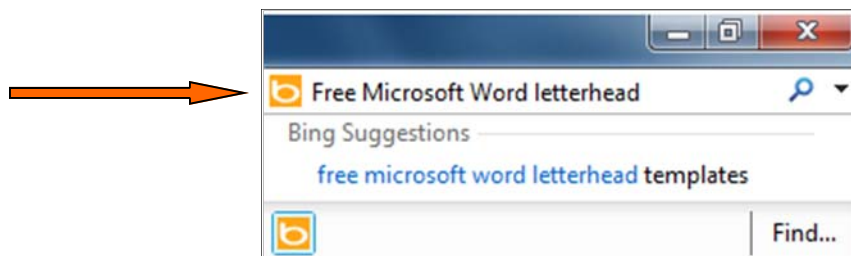
Put your Name, Assignment #PBL-9 and date in the header. Close Header & Footer. Save as #PBL-8 in the Homework—Letters folder, and print. (Remove the header and footer after printing if you are going to mail it.)

Assignment #PBL-10, Arial, 12. Using the Internet to Locate FREE Letterhead Templates—Practice Business Letter Writing Skills

There are several sites on the Internet that offer “Free Letterhead”. It takes some searching to find ones you can use that are truly “free”. Some sites offer free letterhead samples but cleverly lead you to purchase printing the letterhead in greater numbers. Internet sites change and some searching is required. There are a lot of very nice templates that are available. Here is a site and directions this author found for the example here.

Use a Microsoft Office letterhead template to create the following Block style business letter.

- Open the Microsoft Internet Explorer browser (Start, All Programs, Internet Explorer)
- In the Search Area of your browser screen, enter “Free Microsoft Word Letterhead” and press the Enter key.



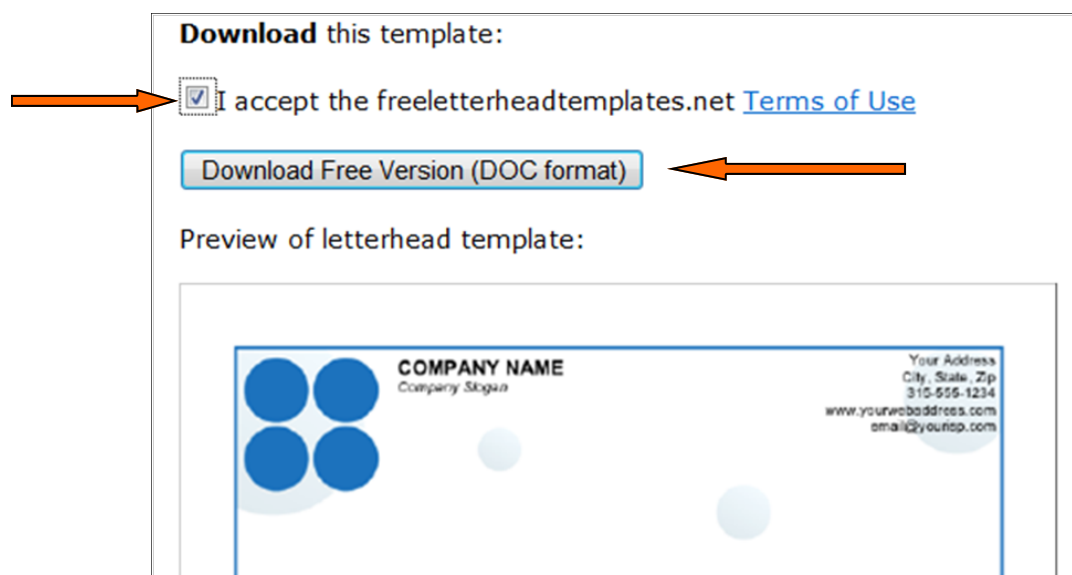
- Several suggested sites appear. You may have to do some searching in several of the suggested sites in order to find a template you like. The listing on the right are paid advertisements of businesses that create letterheads. For this example, the Free Letterhead Templates link was chosen.

<p>Free Word Letterhead Template Free Publisher & Word Templates! Download a free Microsoft Word letterhead template. Find free sample business marketing templates. Edit and print in Microsoft Word or Publisher. www.layoutready.com/Free-Word-Templates/Free-Sample-Letterhead-Template.aspx · Cached page</p> <p>Microsoft Word Templates - Find Microsoft Word Templates and Tutorials Speed up document creation with both commercial and free Microsoft Word templates to create newsletters, letterhead, resumes, and other forms. Learn how to use and create ... desktoppub.about.com/od/templatesword · Cached page</p> <p>Create company letterhead using Word - Word - Microsoft Office Applies to Microsoft Office Word 2003 Microsoft Word 2002 To learn more about how to ... as letters of recommendation, that are formatted for use with company letterhead from Microsoft ... office.microsoft.com/en-us/word-help/create-company-letterhead-using-word-HA001034899.aspx · Cached page</p> <p>Free Letterhead Templates Microsoft Word Templates Do you need corporate identity package for your business? Here is our collection of Free Letterhead Templates. These templates are created using MS Word 97 or www.wordtemplates.org/avery-templates/free-letterhead-templates · Cached page</p> <p>Free Letterhead Templates ← These free letterhead templates are easy to download, customize, and print. These letterhead templates are available in Microsoft Word (.DOC) format. www.freeletterheadtemplates.net · Cached page</p>	<p>microsoft+word+free Compare Prices at Yahoo! Shopping microsoft+word+free At Low Prices shopping.yahoo.com</p> <p>Word 2010 for \$49.94 Buy Microsoft Office Word at \$49.94 for students and teachers! www.AcademicSuperstore.com</p> <p>See your message here</p>
--	--

- In the Categories section, select: Business Letterheads. *You may make another selection if you wish.*
- Next, select Business Letterhead with Dots.



- Scroll down. Accept the Terms of Use. Click on “Download Free Version (DOC) ...”

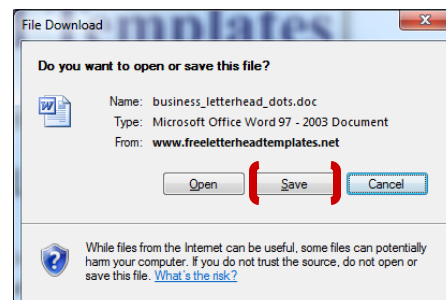


If it doesn't download automatically, you may have to download it manually by clicking on the link “start the download manually”:

Downloading Letterhead Template...

Your letterhead template should begin downloading in about 5 seconds. If it doesn't, click here to [start the download manually](#). Be sure to remember where you save the file so you can open it in Microsoft Word later. (We recommend saving it to your desktop so you can easily find it.)

- It is recommended that you click the Save button. Watch where it is saved to, or direct it to save to your USB drive.



- Select and type your information in the areas indicated.

The diagram shows a business letter template with the following sections and arrows indicating input areas:

- Logo:** Four blue circles in the top left corner.
- Header:** "Ellsworth Publishing Co. Keyboarding & Ten Key Courses" with an arrow pointing to the company name.
- Contact Information:** "2101 West Main Street, Mesa, AZ 85202, 315-555-1234, www.ellsworthpublishing.com, sales@ellsworths.com" with an arrow pointing to the address.
- Date:** "November 16, 2010" with an arrow pointing to the date.
- Body:** A vertical line in the bottom left corner indicating where to start the letter.

- Change fonts size to 12 for your letter.
- Use current date
- Inside Address: Mr. Samuel Baxter, Lawn Lover Co., 1213 North Gates Drive, Detroit, MI 48204
- Use an appropriate Salutation.
- Subject Line: Lawn Care
- Describe in two long or three short paragraphs what you want done to the lawn, or yard. Ask for an estimation of costs, the date it can be done, if they haul the trash, etc.
- Use appropriate Complimentary Close
- Use your reference initials

Insert tab, Header button, Edit Header. Enter your Name and Assignment #PBL-10, press the tab key and enter the current date. Close Header & Footer. Save in the Homework—Letters folder, and print.

Assignment #PBL-11, LEARN OFFICIAL UNITED STATES POSTAL SERVICE STATE ABBREVIATIONS

Anyone who writes letters needs to know the Official USPS State Abbreviations for both the Inside Address on the letter and the Address on the envelope. In this assignment, study the state abbreviations. When you think you know them, go to the online quiz to check your knowledge. You can take the online quiz as often as you need to in order to achieve 100%.

These twenty State/Possession abbreviations are very easy to remember because they are the first two letters of the State/Possession:

STATE/ POSSESSION	ABBREVIATION
Alabama	AL
Arkansas	AR
California	CA
Colorado	CO
Delaware	DE
Florida	FL
Guam	GU
Idaho	ID
Illinois	IL
Indiana	IN
Massachusetts	MA
Michigan	MI
Nebraska	NE
Ohio	OH
Oklahoma	OK
Oregon	OR
Utah	UT
Washington	WA
Wisconsin	WI
Wyoming	WY

The full abbreviation list of the United States Postal Service may be found at:
www.usps.com/ncsc/lookups/usps_abbreviations.html.

Study these State/Possession abbreviations:

STATE/POSSESSION	ABBREVIATION	STATE/ POSSESSION	ABBREVIATION
Alaska	AK	Nevada	NV
American Samoa	AS	New Hampshire	NH
Arizona	AZ	New Jersey	NJ
Connecticut	CT	New Mexico	NM
District of Columbia	DC	New York	NY
Georgia	GA	North Carolina	NC
Hawaii	HI	North Dakota	ND
Iowa	IA	Pennsylvania	PA
Kansas	KS	Puerto Rico	PR
Kentucky	KY	Rhode Island	RI
Louisiana	LA	South Carolina	SC
Maine	ME	South Dakota	SD
Marshall Islands	MH	Tennessee	TN
Maryland	MD	Texas	TX
Minnesota	MN	Vermont	VT
Mississippi	MS	Virgin Islands	VI
Missouri	MO	Virginia	VA
Montana	MT	West Virginia	WV

For Assignment #PBL-11, go to www.KeyboardingOnline.com. At Login/Password, enter the word "demo" on both lines. Click on the link next to the Nuts 'n' Bolts textbook and take the State/Possession abbreviation quiz. Take it several times—Try to beat your best scores. Can you beat the programmer's score below. He's good, so if you can beat him you are really good! 2-minutes, 100%, is average. Print from the browser, write Assignment #PBL-11 next to your name.

Name: Jay Lewis

Date: Fri, 13 May 2005

Time: 1 Minutes 0 Seconds

Percent correct: 100.00%

State	Correct Abbreviation	Entered Abbreviaion
Florida	FL	FA

The current time at the server in Arizona is: 2:39 pm

Name: Grace Ellsworth

Date: Fri, 13 May 2005

Time: 1 Minutes 15 Seconds

% correct and errors are listed.

Percent correct: 98.21%

State	Correct Abbreviation	Entered Abbreviaion
Florida	FL	FA