

Word Chapter 3 — Creating a Business Letter with a Letterhead and Table

MULTIPLE CHOICE

1. Business documents can include all of the following EXCEPT ____.
- a. resumes
 - b. personal letters
 - c. proposals
 - d. newsletters

ANS: B PTS: 1 REF: WD 138

2. An effective business document should ____.
- a. have a professional appearance
 - b. convey its message concisely
 - c. convey its message clearly
 - d. all of the above

ANS: D PTS: 1 REF: WD 138

3. A letterhead should contain all of the following EXCEPT ____.
- a. the complete legal name of the individual or company
 - b. the telephone number
 - c. the mailing address
 - d. the company's objective

ANS: D PTS: 1 REF: WD 141

4. All of the following are guidelines about the appearance of letterhead elements EXCEPT ____.
- a. use fonts that are easy to read
 - b. make the font size of your name the same size as the rest of the text in the letterhead
 - c. consider formatting your name in bold
 - d. choose colors that convey your goals

ANS: B PTS: 1 REF: WD 142

5. The ____ tab automatically appears when a shape is selected in a document.
- a. Shape Options
 - b. Drawing Tools Format
 - c. Shape Styles Gallery
 - d. all of the above

ANS: B PTS: 1 REF: WD 143

6. Word provides a(n) ____ button, which increases the font size of selected text each time you tap or click the button.
- a. Grow Font
 - b. Increase Font Size
 - c. Font Size
 - d. Enlarge Selected Text

ANS: B PTS: 1 REF: WD 147

7. The Increase Font Size button appears on the ____ tab.
- a. FONTS
 - b. HOME
 - c. STYLES
 - d. LAYOUTS

ANS: B PTS: 1 REF: WD 147

8. If you tap or click the Increase Font Size button too many times and make the font size too big, you can tap or click the ____ button until the desired font size is displayed.

- a. Decrease Font Size
- b. Small Font
- c. Reduce Font
- d. Reduce Selected Text

ANS: A PTS: 1 REF: WD 147

9. Files containing ____ are available from a variety of sources.
- a. task panes
 - b. search terms
 - c. colors
 - d. graphics

ANS: D PTS: 1 REF: WD 148

10. ____ is a predefined graphic.
- a. Clip art
 - b. A content control
 - c. A task unit
 - d. A building block

ANS: A PTS: 1 REF: WD 148

11. To display the Color gallery, with the graphic selected, tap or click the Color button in the ____ group on the PICTURE TOOLS FORMAT tab.
- a. Format
 - b. Tools
 - c. Options
 - d. Adjust

ANS: D PTS: 1 REF: WD 151

12. Having used the Color gallery to change the color of a graphic, with the graphic selected, tap or click ____ in the Color gallery to change a graphic back to its original color.
- a. No Recolor
 - b. Restore
 - c. Revert
 - d. Default Color

ANS: A PTS: 1 REF: WD 151

13. As an alternative to using the Color button on the PICTURE TOOLS FORMAT tab to display the Color gallery, you can right-click the graphic, click ____ on the shortcut menu, click the Picture button, expand the PICTURE COLOR section, and select the desired options.
- a. Format Picture
 - b. Image Options
 - c. Colors and Themes
 - d. Change Colors

ANS: A PTS: 1 REF: WD 151

14. You can make one color in a graphic ____, that is, removing its color.
- a. opaque
 - b. transparent
 - c. translucent
 - d. transfigured

ANS: B PTS: 1 REF: WD 152

15. You would make a color in a graphic ____ if you wanted to remove part of a graphic or see text or colors behind a graphic.
- a. opaque
 - b. transparent
 - c. translucent
 - d. transfigured

ANS: B PTS: 1 REF: WD 152

16. To display the Rotate gallery, with the graphic selected, tap or click the Rotate Objects button in the ____ group on the Picture Tools Format tab.

25. Each time you press the ____ key, Word carries forward custom tab stops to the next paragraph.
- a. SHIFT
 - b. ENTER
 - c. CTRL
 - d. F2

ANS: B PTS: 1 REF: WD 166

26. In the ____ letter style, all components of the letter begin flush with the left margin.
- a. modified block
 - b. block
 - c. modified semi-block
 - d. all of the above

ANS: B PTS: 1 REF: WD 166

27. In the ____ letter style, the date, complimentary close, and signature block are positioned approximately one-half inch to the right of center or at the right margin.
- a. modified block
 - b. block
 - c. modified semi-block
 - d. all of the above

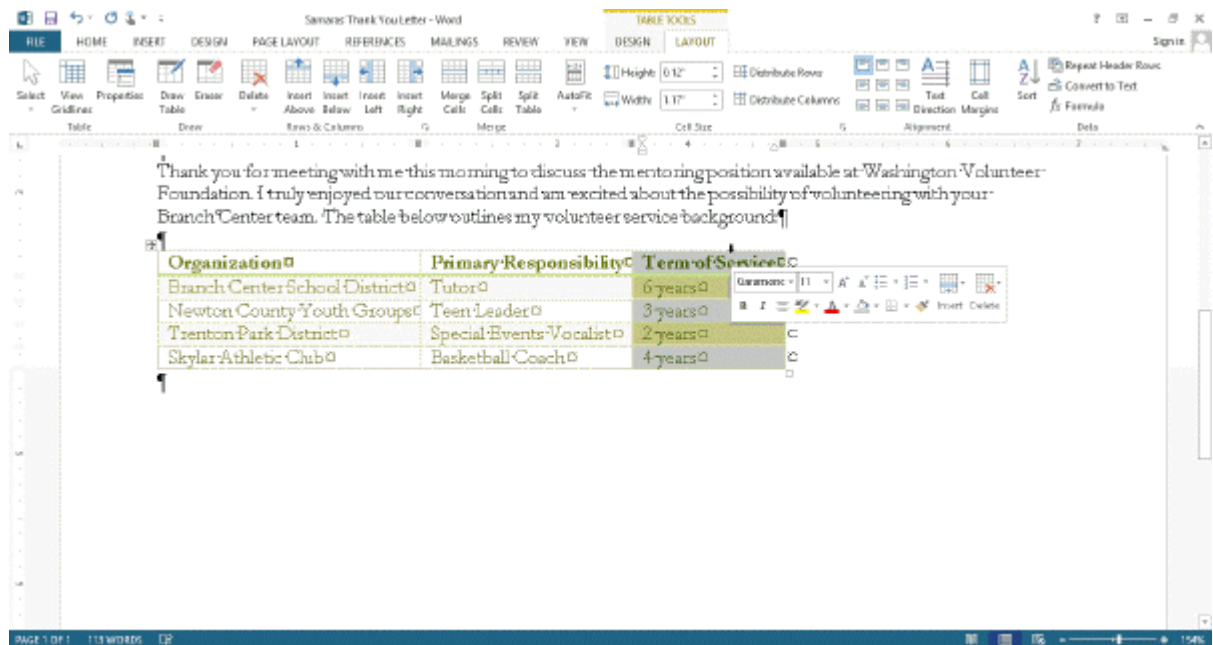
ANS: A PTS: 1 REF: WD 166

28. Pressing the ____ key instructs Word to replace a building block name with the stored building block entry.
- a. F1
 - b. F2
 - c. F3
 - d. F4

ANS: C PTS: 1 REF: WD 172

29. To advance rightward from one cell to the next in a table, press the ____ key.
- a. TAB
 - b. BACKSPACE
 - c. HOME
 - d. ENTER

ANS: A PTS: 1 REF: WD 175



38. The Bullets button is available on the HOME tab of the Ribbon in the ____ group.
- a. Special Characters
 - b. Format
 - c. Paragraph
 - d. Options
- ANS: C PTS: 1 REF: WD 184
39. When you press the ____ key without entering any text after the automatic bullet character, Word turns off the automatic bullets feature.
- a. ENTER
 - b. ESC
 - c. ALT
 - d. CTRL
- ANS: A PTS: 1 REF: WD 185
40. To print a mailing label, tap or click the Labels button on the MAILINGS tab in the ____ group.
- a. Building Block
 - b. AutoText
 - c. Template
 - d. Create
- ANS: D PTS: 1 REF: WD 187

MULTIPLE RESPONSE

Modified Multiple Choice

1. ____ is a part of the complete mailing address that should appear on a letterhead.
- a. City
 - b. Postal code
 - c. State
 - d. Room or suite number
- ANS: A, B, C, D PTS: 1 REF: WD 141
2. Borders may be added ____ a paragraph.
- a. above
 - b. below
 - c. to the left of
 - d. in the middle of
- ANS: A, B, C PTS: 1 REF: WD 160
3. When ____ is pressed after entering an email address or web address, Word automatically formats the address as a hyperlink, that is, in a different color and underlined.
- a. ENTER
 - b. ESC
 - c. SPACEBAR
 - d. F3
- ANS: A, C PTS: 1 REF: WD 162
4. In a business letter, the inside address usually contains the addressee's ____.
- a. complimentary close
 - b. business affiliation
 - c. courtesy title
 - d. full geographical address
- ANS: B, C, D PTS: 1 REF: WD 166
5. To split cells, position the insertion point in the cell to split, ____, enter the number of columns and rows into which you want the cells split in the Split Cells dialog box, and tap or click the OK button.
- a. tap or click the Cell Options button in the Cells group on the TABLE TOOLS LAYOUT tab

- b. right-click the cells and then click Divide Cells on the shortcut menu
- c. tap or click the Split Cells button in the Merge group on the TABLE TOOLS LAYOUT tab
- d. tap 'Show Context Menu' button on the mini toolbar and then tap Split Cells on the shortcut menu

ANS: C, D PTS: 1 REF: WD 183

TRUE/FALSE

1. You can use your own creative skills to design and compose business documents.

ANS: T PTS: 1 REF: WD 138

2. Word has a variety of predefined shapes, which are a type of drawing object, that you can insert in documents.

ANS: T PTS: 1 REF: WD 142

3. When you insert an object in a document, Word always inserts it as a floating object.

ANS: F PTS: 1 REF: WD 144

4. An inline object is an object that can be positioned at a specific location in a document or in a layer over or behind text in a document.

ANS: F PTS: 1 REF: WD 144

5. With the In Front of Text wrapping option, a floating object appears behind the text.

ANS: F PTS: 1 REF: WD 144

6. To remove a border from a paragraph, position the insertion point in the paragraph, tap or click the Border button arrow on the HOME tab, and then tap or click the No Border button in the Borders gallery.

ANS: T PTS: 1 REF: WD 161

7. In a business letter, within the message, paragraphs are double-spaced with single-spacing between paragraphs.

ANS: F PTS: 1 REF: WD 165

8. In a business letter, the complimentary close displays two lines below the last line of the message.

ANS: T PTS: 1 REF: WD 166

9. Each time the ENTER key is pressed, any custom tab stops are carried forward to the next paragraph.

ANS: T PTS: 1 REF: WD 166

10. When a custom tab stop is set, the tab marker on the ruler reflects the alignment of the characters at the location of the tab stop.

ANS: T PTS: 1 REF: WD 166

11. To move a custom tab stop, drag the tab marker to the desired location on the ruler.

ANS: T PTS: 1 REF: WD 168

12. To remove a custom tab stop, right-click the tab marker on the ruler and then click Remove on the shortcut menu.

ANS: F PTS: 1 REF: WD 168

13. Some compound words should not be divided at the end of a line.

ANS: T PTS: 1 REF: WD 173

14. The difference between an AutoCorrect entry and a building block is that the building block feature makes corrections automatically as soon as the SPACEBAR or a punctuation key is pressed, whereas the F3 key must be pressed or the AutoCorrect command clicked to instruct Word to make an AutoCorrect correction.

ANS: F PTS: 1 REF: WD 172

15. Each row of a table has an end-of-row mark, which can be used to add columns to the right of a table.

ANS: T PTS: 1 REF: WD 175

16. When at the rightmost cell in a row, press the ENTER key to move to the first cell in the next row; do not press the TAB key.

ANS: F PTS: 1 REF: WD 175

17. Formatting marks, such as the end-of-cell mark, do not print on a hard copy.

ANS: T PTS: 1 REF: WD 175

18. The column boundary, the border to the right of a column, can be dragged until a row is at a desired height.

ANS: F PTS: 1 REF: WD 178

19. The row boundary, the border at the top of a row, can be dragged until the column is at the desired width.

ANS: F PTS: 1 REF: WD 178

20. When you first create a table it is left-aligned; that is, flush with the left margin.

ANS: T PTS: 1 REF: WD 180

21. If you want to move a table to a new location, point to the upper-right corner of the table until the table move handle appears, point to the table move handle, and then drag it to move the entire table to a new location.

ANS: T PTS: 1 REF: WD 183

22. You can undo AutoFormat changes by pressing CTRL+Z.

ANS: T PTS: 1 REF: WD 184

23. To delete the contents of a cell, select the cell contents and then press the DELETE or BACKSPACE key.

ANS: T PTS: 1 REF: WD 184

24. To print a mailing label, tap or click the Labels button in the Create group on the MAILINGS tab, type the delivery address in the Delivery address box, and then tap or click the Print button in the Envelopes and Labels dialog box.

ANS: T PTS: 1 REF: WD 187

25. One way to distribute a document is to post it on cloud storage such as SkyDrive.

ANS: T PTS: 1 REF: WD 188

MODIFIED TRUE/FALSE

1. If you want to use the Color gallery to change a graphic back to its original colors, you can tap or click Restore in the gallery. _____

ANS: F, No Recolor

PTS: 1 REF: WD 151

2. Typing an ordinal followed by a space or a hyphen makes part of the ordinal into a(n) subscript.

ANS: F, superscript

PTS: 1 REF: WD 163

3. Hyperlinks are useful only in online documents. _____

ANS: T PTS: 1 REF: WD 163

4. The Normal style defines line spacing as single and does not insert any additional blank space between lines when you press the ENTER key. _____

ANS: F, No Spacing

PTS: 1 REF: WD 165

5. If you want to conserve ink or toner, you can instruct Word to print draft quality documents.

ANS: T

PTS: 1

REF: WD 186

COMPLETION

1. A(n) _____ object is an object that is part of a paragraph.

ANS: inline

PTS: 1

REF: WD 144

2. A(n) _____ object is an object that can be positioned at a specific location in a document or in a layer over or behind text in a document.

ANS: floating

PTS: 1

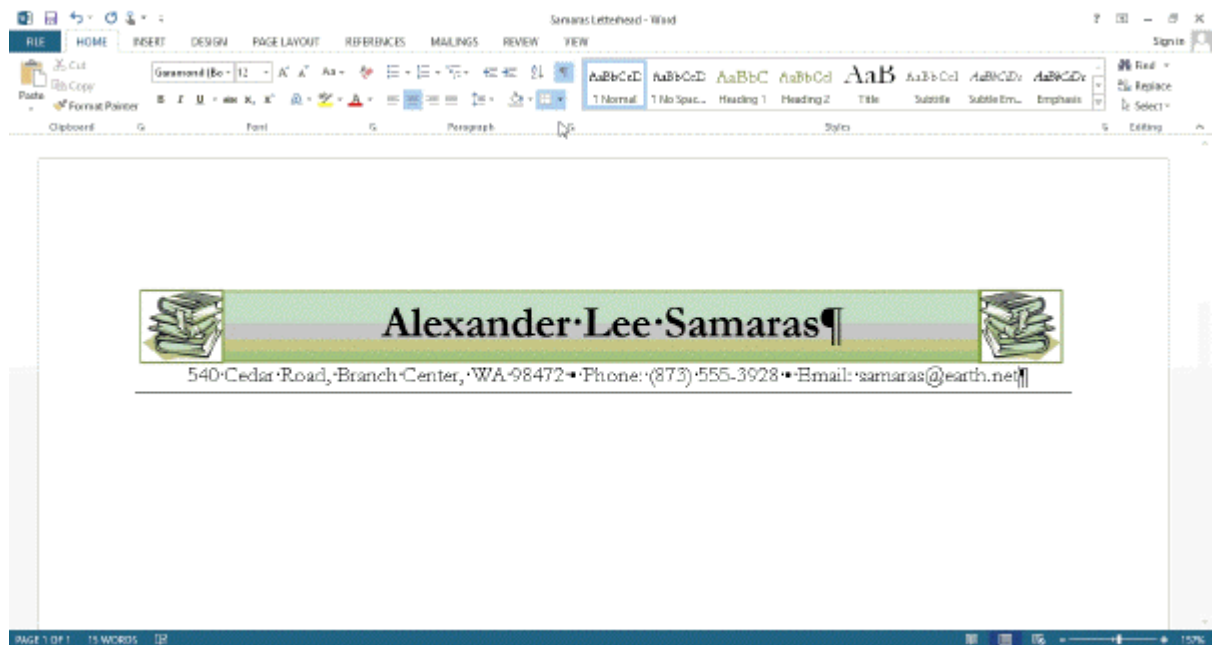
REF: WD 144

3. _____ objects give you more flexibility because you can position them anywhere on the page.

ANS: Floating

PTS: 1

REF: WD 144



4. In Word, as shown in the accompanying figure, a solid line, called a(n) _____, can be drawn at any edge of a paragraph.

ANS: border

PTS: 1 REF: WD 160

5. In Word, the term, _____, refers to returning the formatting to the Normal style.

ANS: clear formatting

PTS: 1 REF: WD 161

6. In a business letter, the _____, which consists of the month, day, and year, is positioned two to six lines below the letterhead.

ANS: date line

PTS: 1 REF: WD 166

7. A(n) _____ is a location on the horizontal ruler that tells Word where to position the insertion point when you press the TAB key on the keyboard.

ANS: tab stop

PTS: 1 REF: WD 166

8. When the TAB key is pressed, a(n) _____ formatting mark appears in the empty space between the tab stops.

ANS: tab character

PTS: 1 REF: WD 166

9. If the same text or graphic is used frequently, you can store the text or graphic as a(n) _____ and then insert the stored entry in the open document, as well as in future documents.

ANS: building block

PTS: 1 REF: WD 170

10. Press CTRL+SHIFT+SPACEBAR to enter a(n) _____, which is a special space character that prevents two words from splitting if the first word falls at the end of a line.

ANS: nonbreaking space

PTS: 1 REF: WD 173

11. Press CTRL+SHIFT+HYPHEN to enter a(n) _____, which is a special type of hyphen that prevents two words separated by a hyphen from splitting at the end of a line.

ANS: nonbreaking hyphen

PTS: 1 REF: WD 173

12. When inserting a table, you must specify the total number of rows and columns required, which is called the _____ of the table.

ANS: dimension

PTS: 1 REF: WD 174

13. A Word _____ is a collection of rows and columns.

ANS: table

PTS: 1 REF: WD 174

14. In a Word table, the intersection of a row and a column is called a(n) _____, and is filled with text.

ANS: cell

PTS: 1 REF: WD 174

15. Each cell in a Word table has a(n) _____, which is a formatting mark that assists with selecting and formatting cells.

ANS:
end-of-cell mark
end of cell mark

PTS: 1 REF: WD 175

16. You can drag a(n) _____, which is the border to the right of a column, until the column is the desired width.

ANS: column boundary

PTS: 1 REF: WD 178

17. You can drag a(n) _____, which is the border at the bottom of a row, until the row is the desired height.

ANS: row boundary

PTS: 1 REF: WD 178

18. An entire table can be resized by dragging the _____, which is a small square that displays when pointing to a corner of a table.

ANS: table resize handle

PTS: 1 REF: WD 178

19. Press the _____ key(s) to select the previous cell from the one in which the insertion point appears.

ANS: SHIFT+TAB

PTS: 1 REF: WD 179

20. You cannot use the _____ key to insert a row at the beginning or middle of a table; instead, you use the Insert Rows Above or Insert Rows Below command.

ANS: TAB

PTS: 1 REF: WD 181

MATCHING

Identify the letter of the choice that best matches the phrase or definition.

- | | |
|------------------------|-------------------|
| a. letterhead | f. clip art |
| b. complimentary close | g. building block |
| c. drawing object | h. dimension |
| d. salutation | i. cell |
| e. Clip Organizer | j. inside address |

1. Useful when you use the same text or graphic frequently.
2. The total number of rows and columns required in a table.
3. A predefined graphic.
4. An object that is part of a paragraph.
5. Appears followed by a colon in a business letter.
6. Appears three to eight lines below the date line in a business letter.
7. The intersection of a row and column.
8. Appears two lines below the last line of a message in a letter.
9. A graphic that you create using Word.
10. Section of a letter that identifies an organization or individual.

- | | | |
|------------|--------|-------------|
| 1. ANS: G | PTS: 1 | REF: WD 170 |
| 2. ANS: H | PTS: 1 | REF: WD 174 |
| 3. ANS: F | PTS: 1 | REF: WD 148 |
| 4. ANS: E | PTS: 1 | REF: WD 144 |
| 5. ANS: D | PTS: 1 | REF: WD 166 |
| 6. ANS: J | PTS: 1 | REF: WD 166 |
| 7. ANS: I | PTS: 1 | REF: WD 174 |
| 8. ANS: B | PTS: 1 | REF: WD 166 |
| 9. ANS: C | PTS: 1 | REF: WD 142 |
| 10. ANS: A | PTS: 1 | REF: WD 141 |

ESSAY

1. Discuss letterhead, including its design, required contents, and the placement and appearance of those elements.

ANS:

Letterhead often is the first section a reader notices on a letter. Thus, it is important your letterhead appropriately reflect the essence of the business or individual (i.e., formal, technical, creative, etc.). The letterhead should leave ample room for the contents of the letter. When designing a letterhead, consider its contents, placement, and appearance.

A letterhead should contain these elements:

- *Complete legal name of the individual, group, or company*
- *Complete mailing address: street address including building, room, suite number, or post office box, along with city, state, and postal code*
- *Phone number(s) and fax number, if one exists*
- *Email address*
- *Web address, if applicable*

Many letterheads also include a logo or other image. If you use an image, select one that expresses your personality or goals.

- *In terms of placement of elements in the letterhead, many letterheads center their elements across the top of the page. Others align some or all of the elements with the left or right margins. Sometimes, the elements are split between the top and bottom of the page. For example, a name and logo may be at the top of the page with the address at the bottom of the page.*
- *With regard to the appearance of letterhead elements, use fonts that are easy to read. Give the organization or individual name impact by making its font size larger than the rest of the text in the letterhead. For additional emphasis, consider formatting the name in bold, italic, or a different color. Choose colors that complement each other and convey the goals of the organization or individual.*

When finished designing the letterhead, determine if a divider line would help to visually separate the letterhead from the remainder of the letter.

PTS: 1

REF: WD 141-WD 142

TOP: Critical Thinking

2. List at least five commonly used AutoFormat As You Type options. In your response, provide both what the initially typed text is and what the AutoFormat result is.

ANS:

- *Quotation marks or apostrophes: Changes straight quotation marks or apostrophes to curly ones*
- *Text, a space, one hyphen, one or no spaces, text, space: Changes the hyphen to an en dash*
- *Text, two hyphens, text, space: Changes the two hyphens to an em dash*
- *Web or email address followed by the SPACEBAR or ENTER: Formats web or email address as a hyperlink*
- *Number followed by a period, hyphen, right parenthesis, or greater than sign, and then a space or tab followed by text: Creates a numbered list*
- *Asterisk, hyphen, or greater than sign and then a space or tab followed by text: Creates a bulleted list*

- *Fraction and then a space or hyphen: Condenses the fraction entry so it consumes one space instead of three*
- *Ordinal and then a space or hyphen: Makes part of the ordinal a superscript*

PTS: 1 REF: WD 163 TOP: Critical Thinking

3. Describe each of the three common business letter styles.

ANS:

Three common business letter styles are the block, the modified block, and the modified semi-block. Each style specifies different alignments and indentations.

- *In the block letter style, all components of the letter begin flush with the left margin.*
- *In the modified block letter style, the date, complimentary close, and signature block are positioned approximately one-half inch to the right of center or at the right margin. All other components of the letter begin flush with the left margin.*
- *In the modified semi-block letter style, the date, complimentary close, and signature block are centered, positioned approximately one-half inch to the right of center or at the right margin. The first line of each paragraph in the body of the letter is indented one-half to one inch from the left margin. All other components of the letter begin flush with the left margin.*

PTS: 1 REF: WD 166 TOP: Critical Thinking

CASE

Critical Thinking Questions

Case 3-1

Your friend Julian is applying for his first job and is looking to produce a cover letter that is letter-perfect in its presentation, not to mention its content. Knowing that you are a recently successful job seeker, he comes to you for advice on the preparation of the letter.

1. Julian wants to get the letter off to a good start. He has designed a personal letterhead with his name at the very top. What is the first thing he should put immediately below the letterhead, and how far below the letterhead should it appear?

a. date line, two to six lines below
b. inside address, three to eight lines below
c. salutation, two to four lines below
d. messages, two lines below

ANS:

A

PTS: 1 REF: WD 166 TOP: Critical Thinking

2. Julian is concerned that he is forgetting something in the inside address. He has the following information: courtesy title, full name, business affiliation, and full geographical address.

a. Yes, he is forgetting the complimentary close.
b. Yes, he is forgetting the job title.
c. Yes, he is forgetting the date line.
d. No, he is not forgetting anything.

ANS:

B

PTS: 1 REF: WD 166 TOP: Critical Thinking

Critical Thinking Questions**Case 3-2**

Your friend is new to using tables, and he is having a lot of difficulty manipulating them. You offer to help him with some tips for selecting items in the table, for starters.

3. If you tap or click at the left edge of a cell, what are you selecting?

a. the table	c. the row in which the cell appears
b. the cell	d. the column in which the cell appears

ANS:

B

PTS: 1 REF: WD 179 TOP: Critical Thinking

4. Which of the following allows you to select the entire table?

a. triple-click the table	c. click to the left of the topmost row
b. click the border at the top of the leftmost column	d. click the table move handle

ANS:

D

PTS: 1 REF: WD 179 TOP: Critical Thinking