

Chapter 9
Office Administration
Key Terms

1. Abstract	G
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3. Attention line	BB
4. Bibliography	A
5. Blind copy notation	L
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28. Précis	AA
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30. Reference initials	G
31. Salutation	CC
32. Signature file	HH
33. Simplified letter style	V
34. Subject line	DD
35. Window/orphan line	FF

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- A. Alphabetical list of all information sources used for a report, including sources for citations included in the report; list of all references consulted by the author that contributed to the content of the report. **(4) Bibliography**
- B. In a business document, citing a passage verbatim from an information source. **(10) Direct quotation**
- C. Arrangement of the words DATE, TO, FROM, and SUBJECT keyed in at the beginning of a memorandum. **(15) Guide words**
- D. If material is enclosed with a business letter, the word “enclosure or attachment” (abbreviated or keyed in full) appears a double-space after the reference initials at the left margin. **(12) Enclosure notation**
- E. Official report of a meeting that summarizes the business that has been transacted, reports that have been presented and discussed, and any other significant events occurring during the meeting. **(20) Minutes**
- F. Key words from a document that are coded in descending order using Roman numerals, letters of the alphabet, and numbers at different levels. **(25) Outline**
- G. Concise summary of all key points in an article or reference that can be prepared in outline or paragraph format. **(1) Abstract**
- H. Reference citations that are indicated in the text with superscripts and are included at the “foot” of the page where the reference is made. **(14) Footnotes**
- I. Travel plan that specifies all details concerning a business trip. **(19) Itinerary**
- J. Basic punctuation style in which no punctuation is keyed in after the salutation or the complimentary closing. **(24) Open punctuation**
- K. Use of information or ideas from secondary sources by writers who intentionally refrain from including documentation giving the original author appropriate credit. **(27) Plagiarism**
- L. Notation placed on copies of a business letter a double-space below the last notation at the left margin, but not on the original copy, when a copy of the letter is sent to another person and the recipient of the letter need not be aware of this. **(5) Blind copy notation**
- M. Type of indentation in which the first line of each entry is flush left and the second and succeeding lines are indented at least one-half inch (one standard tab). **(16) Handing indent**

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- N. Basic punctuation style in which a colon is inserted after the salutation and a comma follows the complimentary closing. **(21) Mixed punctuation**
- O. Formal or informal expression, such as “Sincerely or Cordially yours, included a double-space after the last paragraph of a business letter. **(8) Complimentary closing**
- P. Reference citations that are indicated in the text with superscripts but appear on a separate page at the “end” of the report. **(13) Endnotes**
- Q. Rewriting the original author’s words or ideas while maintaining the author’s intended meaning. **(26) Paraphrasing**
- R. Copies of documents affixed electronically to an electronic mail message and sent to the receiver of the message. **(2) Attachments**
- S. Announcement about a business event that is written in the direct approach. **(23) News release**
- T. Process of giving appropriate credit to information sources within the text (footnotes, endnotes, or in-text citations) and in bibliographic form at the end of the report. **(11) Documentation**
- U. Name of the person to whom a business letter will be sent, along with the person’s complete address. **(18) Inside address**
- V. Format that is similar to the block letter style with all lines beginning at the left margin, but the salutation and complimentary closing are omitted and a subject line is included before the body paragraphs. **(33) Simplified letter style**
- W. Format used when all lines of a business letter begin at the left margin, even the date line, the complimentary closing and the signature line. **(6) Block letter style**
- X. Notations within the text to give appropriate credit to the originator of specific information that is quoted or paraphrased from secondary information sources. **(29) Reference citations**
- Y. Notation that appears a double-space after the enclosure notation at the left margin when a copy of a business letter is sent to one or more persons. **(9) Copy notation**
- Z. Format used for business letters where the date line is centered or may end at the right margin, the complimentary closing and signature line begin at the center point of the line of writing, paragraphs may be

blocked or indented, and all other parts of the letter begin at the left margin. **(22) Modified block letter style**

- AA. Concise summary of all key points in an article or reference, typically prepared only in a paragraph format. **(28) Précis**
- BB. In a business letter addressed to a company or organization, the line beginning with the word “attention” followed by the name of a specific individual who should receive the letter; attention line is placed a double-space below the inside address or as the second line of the inside address. **(3) Attention line**
- CC. Greeting to the receiver of a business letter, such as *Ladies and Gentlemen, Dear Sir or Madam, and Dear Sales Manager*. **(31) Salutation**
- DD. Descriptive phrase that tells what the letter, memorandum, or electronic mail message is about. **(34) Subject line**
- EE. Descriptive phrase that automatically appears within the top margin on each page of a report. **(17) Header**
- FF. One line of a paragraph by itself on the top or bottom of a page of a document. **(35) Widow/orphan line**
- GG. Administrative professional’s initials alone or the writer’s initials followed by the initials of the administrative professional who prepared the business letter keyed in at the left margin a double-space below the signature line on the letter. **(30) Reference initials**
- HH. Sender’s information inserted at the end of an electronic mail message that includes the sender’s name, title, company name, e-mail address, telephone number, and fax number. **(31) Signature file**
- II. Detailed information included in the paragraphs of a business letter. **(7) Body**