

Office Administration – Chapter 9 Key Words

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_____ Admin's initials alone or the writer's initials followed by the admin who prepared the letter, keyed in at the left margin a double-space below the signature line on the letter.

_____ All lines of a business letter begin at the left margin, even the date, complimentary and signature line.

_____ Appears a double-space after the enclosure notation at the left margin when a copy of business letter is sent to one or more persons.

_____ Arrangement of the words DATE, TO, FROM and SUBJECT keyed in at the beginning of a memo.

_____ Citing a passage word for word from an information source.

_____ Concise summary of all key points in an article or reference that can be prepared in outline or paragraph format.

_____ Concise summary of all key points in an article or reference, typically prepared only in a paragraph format.

_____ Copies of documents affixed electronically to an electronic mail and sent to the receiver of the message.

_____ Date line is centered or may end at the right margin, the complementary 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.

_____ Descriptive phrase that automatically appears within the top margin on each page of a report.

_____ Descriptive phrase that tells what the letter, memo or email message is about.

_____ Detailed information included in the paragraphs of a business letter.

_____ Formal or informal expression such as *Sincerely* or *Cordially yours*, included a double-space after the last paragraph.

_____ Greeting to the receiver of the letter.

_____ If material is enclosed with a business letter, the word *enclosure* or *attachment* appears a double-space after the reference initials at the left margin.

_____ 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; is placed a double-space below the inside address or as the second line in the inside address.

_____ Key words from a document that are coded in descending order using Roman numerals, letters or numbers at different levels.

_____ Name of the person to whom a letter will be sent, along with the person's complete address.

_____ No punctuation is keyed in after the salutation or complimentary closing.

_____ Notation on 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.

_____ Notations within the text to give appropriate credit to the originator of specific information that is quoted or paraphrased from secondary information sources.

_____ Official, summarized report of a business meeting.

- _____ One line of a paragraph by itself on the top or bottom of a page of a document.
- _____ Process of giving appropriate credit to information sources within the text and in bibliographic form at the end of the report.
- _____ Reference citations that are indicated in the text with superscripts but appear on a separate page at the end of the report.
- _____ Reference citations that are indicated in the text with superscripts and are included at the “foot” bottom of the page where the reference is made.
- _____ Rewriting the original author’s words or ideas while maintaining the author’s intended meaning.
- _____ Sender’s information inserted at the end of an email that includes name, title, company, email address, phone and fax number.
- _____ Similar to block 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 paragraph.
- _____ Style in which a colon is inserted after the salutation and a comma follow the complementary closing.
- _____ The first line of each entry is flush left and the second and succeeding lines are indented at least ½ inch
- _____ Travel plan that specifies all details concerning a business trip.
- _____ Use of information or ideas from secondary sources by writers who intentionally refrain from including documentation giving the original author appropriate credit.