

**Chapter 9**  
**Office Administration**  
**Key Terms**

1. Abstract
2. Attachments
3. Attention line
4. Bibliography
5. Blind copy notation
6. Block letter style
7. Body
8. Complimentary closing
9. Copy notation
10. Direct quotation
11. Documentation
12. Enclosure notation
13. Endnotes
14. Footnotes
15. Guide words
16. Hanging indent
17. Header
18. Inside address
19. Itinerary
20. Minutes
21. Mixed punctuation
22. Modified block letter style
23. News release
24. Open punctuation
25. Outline
26. Paraphrasing
27. Plagiarism
28. Précis
29. Reference citations
30. Reference initials
31. Salutation
32. Signature file
33. Simplified letter style
34. Subject line
35. Window/orphan line

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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.
- B. In a business document, citing a passage verbatim from an information source.
- C. Arrangement of the words DATE, TO, FROM, and SUBJECT keyed in at the beginning of a memorandum.
- 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.
- 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.
- F. Key words from a document that are coded in descending order using Roman numerals, letters of the alphabet, and numbers at different levels.
- G. Concise summary of all key points in an article or reference that can be prepared in outline or paragraph format.
- 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.
- I. Travel plan that specifies all details concerning a business trip.
- J. Basic punctuation style in which no punctuation is keyed in after the salutation or the complimentary closing.
- K. Use of information or ideas from secondary sources by writers who intentionally refrain from including documentation giving the original author appropriate credit.
- 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.
- 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).
- N. Basic punctuation style in which a colon is inserted after the salutation and a comma follows the complimentary closing.

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- O. Formal or informal expression, such as “Sincerely or Cordially yours, included a double-space after the last paragraph of a business letter.
- P. Reference citations that are indicated in the text with superscripts but appear on a separate page at the “end” of the report.
- Q. Rewriting the original author’s words or ideas while maintaining the author’s intended meaning.
- R. Copies of documents affixed electronically to an electronic mail message and sent to the receiver of the message.
- S. Announcement about a business event that is written in the direct approach.
- 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.
- U. Name of the person to whom a business letter will be sent, along with the person’s complete 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.
- 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.
- X. Notations within the text to give appropriate credit to the originator of specific information that is quoted or paraphrased from secondary information sources.
- 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.
- 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.
- AA. Concise summary of all key points in an article or reference, typically prepared only in a paragraph format.
- 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

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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.

- CC. Greeting to the receiver of a business letter, such as *Ladies and Gentlemen, Dear Sir or Madam, and Dear Sales Manager*.
- DD. Descriptive phrase that tells what the letter, memorandum, or electronic mail message is about.
- 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.
- 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.
- 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.
- II. Detailed information included in the paragraphs of a business letter.