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Qatar Banking Studies and Business
Administration | Secondary School

ICT Skills

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Grade 12 | Business



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قَسَمًا بِمَنْ رَفَعَ السَّمَاءَ	قَسَمًا بِمَنْ نَشَرَ الضِّيَاءَ
قَطَرٌ سَتَبَقَى حُرَّةً	تَسْمُو بِرُوحِ الْأَوْفِيَاءِ
سِيرُوا عَلَى نَهْجِ الْأَلَى	وَعَلَى ضِيَاءِ الْأَنْبِيَاءِ
قَطَرٌ بِقَلْبِي سِيرَةٌ	عِزٌّ وَأَمْجَادُ الْإِبَاءِ
قَطَرُ الرِّجَالِ الْأَوَّلِينَ	حُمَاتُنَا يَوْمَ النِّدَاءِ
وَحُمَائِمُ يَوْمِ السَّلَامِ	جَوَائِحُ يَوْمِ الْفِدَاءِ

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About this Learner Resource

The purpose of this Learner Resource is to provide you with the underpinning knowledge required to assist you in completing assessment/s in BSBITU201 Produce simple word processed documents.

This Learner Resource also contains activities for you to test your knowledge and examples of skills application.

Throughout this Learner Resource you will see icons that identify important information, provide opportunities to test your knowledge and practice skills as well as suggested times to begin a formal assessment. These icons are displayed as follows:



Practice

This icon is used to highlight an ideal time to test your knowledge or practise what you have learnt.

How will I be assessed?

In order to achieve competency in BSBITU201 Produce simple word processed documents you will need to demonstrate the skills and knowledge required for the unit.

Your teacher will decide with you how and when you will be assessed.

Copyright

Parts of this Learner Resource (text and graphics) may have been obtained from other sources and are reproduced within the laws and rights of copyright.

About this unit:

Welcome to the Learner Resource for BSBITU201 Produce simple word processed documents. In this Learner Resource you will be learning about the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

It is suggested that to meet all the requirements of BSBITU201 Produce simple word processed documents you will need to complete the following tasks

- Read the information contained in this Learner Resource.
- Complete the activities.
- Complete all the required assessment/s for this unit.

The topics in this Learner Resource are:

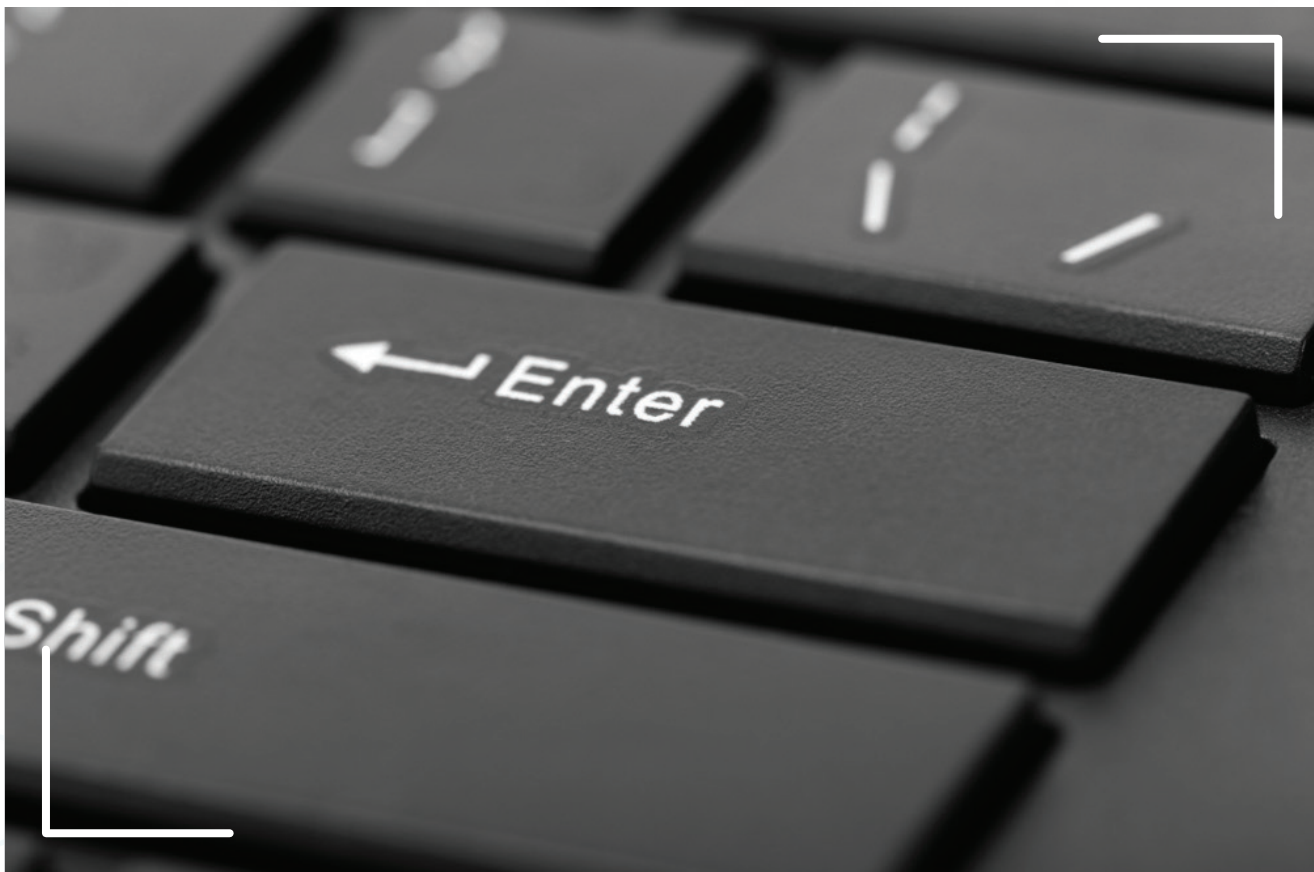
- Prepare to produce documents.
- Produce documents.
- Finalise documents.



Introduction

You are about to commence a vocational course where you will be required to demonstrate your competency in correctly operating word processing applications in the production of workplace documents.

Throughout this workbook reference will be made to the business of Qatar Connect. Qatar Connect is a business that we assume you are working for. It assembles, installs and sells a variety of communication equipments, including mobile phones and accessories, Internet and computer network connections, wireless and marine communication supplies.



Prepare to produce documents

Use safe work practices to ensure ergonomic, work organisation and conservation requirements are addressed

The ergonomic requirement of the individual employee is a significant occupational health and safety issue. As this unit focuses on using the computer to produce simple word processed documents, we need to be aware of the design of the office environment and the individual workstation.

It is recommended that you consider the following to prevent WHS issues when operating computers at workstations within an office environment:

- style of workstation or desk, depending upon the functions to be performed.
- workstation or desk height.
- placement of workstation within the office.
- placement of keyboard to align with computer monitor and body, mouse and computer monitor, in-out tray, and other equipments regularly used.
- computer monitor stand, wrist or forearm rests or document holders, and their placement.
- placement of storage facility for items needed to be accessed regularly, such as training manuals, paper, envelopes, pens and so on.
- placement of necessary filing cabinets.
- adequate leg room underneath workstation or desk.
- footrest.

- lighting, including optimum lighting for the required task(s), reduction of glare and reflections from work surfaces.
- noise of nearby equipment or machinery.
- provision of privacy and place to talk without interrupting others
- air quality, temperature, including impact from heating/cooling vents.
- adjustable chair to provide proper support and height.
- telephone headset for frequent use.
- cabling protection.

The following workplace hazards may exist in an office environment.

Mechanical, tripping and slipping:

- cables or electrical cords running along the floor.
- boxes or obstacles left in open spaces or doorways.
- spilled liquids left on the floor.
- filing cabinets with drawers left open.

Physical hazards:

- poorly designed chairs and equipment.
- poor lighting.
- monitor glare.
- over reaching for objects.
- bending or lifting incorrectly.
- insufficient or no rest breaks.
- heat and smoke from photocopiers and printers.
- bad work organisation (staying on one task too long or an unbalanced workload)

- hot components in photocopiers and printers.
- noise pollution (telephone, machines, talking, heavy traffic outside)
- air pollution (ozone from printers, copiers, no free flowing or fresh air)

Mental hazards:

- excessive workload.
- insufficient task variety and repetitive tasks.
- job dissatisfaction and lack of recognition of tasks completed.
- poor working conditions.
- office bullying.
- inadequate management style.
- overloaded power circuits.
- damaged cords or plugs.
- faulty equipment.



Practice

Practice activity 1

Look at the checklist below and answer the questions about your current workstation.

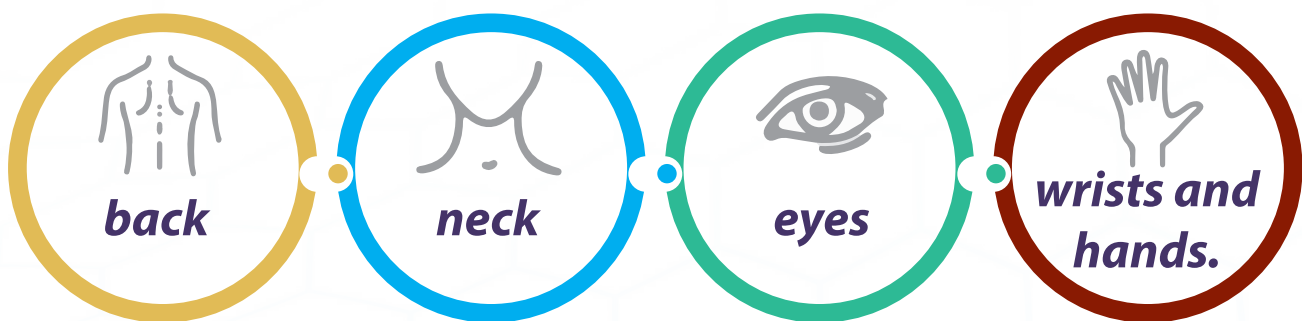
Workstation environment	Yes	No
<i>Do you have an individual workstation?</i>		
<i>Is there enough space around your furniture to gain access to the workstation and move around it comfortably?</i>		
<i>Is your desk large enough to accommodate all your work?</i>		
<i>Is your desk at the correct height?</i>		
<i>Is your chair comfortable and able to be adjusted?</i>		
<i>Is your computer screen at a comfortable reading distance?</i>		
<i>Is the height and angle of your monitor correct?</i>		
<i>Is there sufficient space to move your mouse effectively?</i>		
<i>Is the keyboard angled correctly?</i>		
<i>Do you have to twist your neck to see your work?</i>		
<i>Are document holders available?</i>		
<i>Can you place your feet on the floor or is there a footrest available?</i>		
<i>Is the monitor clean and the image stable?</i>		
<i>Does your monitor reflect glare from windows and other objects?</i>		
<i>Is the lighting satisfactory, not too bright or too dull?</i>		

Ergonomic exercises

Many employees spend most of their day using the computer. It is essential that correct posture is maintained throughout the day to avoid muscle or joint strain.

Ergonomic exercises are exercises that are done at the workstation during the day with the aim to prevent injuries to the body. Changing your posture throughout the day is important in preventing injuries and the build up of tightness and stiffness in joints and muscles. It is also important to try to stand up throughout the day. When we sit, the load on our lumbar spine is increased therefore giving your lower back a break is crucial.

Parts of the body that should be stretched or exercised throughout the day include:



It is difficult to maintain a good posture throughout the day, and often a combination of long working hours and fatigue can lead to bad posture such as rounded shoulders, slumping over the desk, leaning on your elbows and overreaching for the mouse and the phone.

Common injuries that can be caused by not stretching or doing some ergonomics exercises can include eye strain from looking at the computer for too long, headaches, stiff and tight neck and shoulders, stiffness through the upper back and pain and stiffness in the lower back.

Stretches or ergonomic exercises should never cause pain. These should be done throughout the day during your rest breaks.

Developing touch typing skills helps to reduce strain in moving the head frequently in order to look at the keyboard, particularly when typing from a document.

When typing, you should ensure that your fingers are curved over the keyboard with each of your thumbs over the spacebar. Wrists should not be raised and elbows should be alongside your body.

At your workstation you should exercise frequently to prevent injuries from overuse. Be mindful of wrists, arms, shoulders, neck and head, taking adequate breaks from repetitive tasks such as using a keyboard and a mouse .

Eye strain is also a common problem when working at the computer for long periods of time. Look away from the monitor frequently to give your eyes a rest. Blinking often, will stop your eyes from drying out.

If ergonomic requirements are not considered, then a worker could suffer all, or any of the following:

- aggravation of an existing injury or illness.
- neck, shoulder, back, or repetitive strain injury.
- eye strain or damage.



Ergonomic exercises reduce the risk of neck, back and shoulder strain.

It is the responsibility of each individual to position their computer and keyboard to reduce the possibility of workplace injury.



Practice

Practice activity 2

Tick off the following to ensure that your computer and keyboard are correctly positioned.

<i>Arrange your work area so that you are directly facing both the computer and the keyboard. This avoids unnecessary twisting and turning</i>	
<i>The monitor should be at eye level when sitting. Check to see you are looking directly at the top line of the screen. This reduces the chance of stressing your neck muscles.</i>	
<i>Place monitor at arm's length away from you to reduce visual fatigue.</i>	
<i>Tilt your screen to reduce glare.</i>	
<i>Provide enough workspace for the keyboard, mouse, and other attachments so you are able to move about freely without bumping into things.</i>	
<i>Adjust your chair so that the keyboard is at elbow level. Your forearms, wrists and hands should be in a straight line parallel to the floor as you type.</i>	





Practice

Practice activity 3

Go to the following website, locate the section on exercises in the workplace. Read through these exercises and practice them.

www.ergonomicsnow.com.au/resources/exercises.

The conditions of your employment will indicate meal breaks. However, you must organise your work day to include exercise breaks and rest periods regularly. Walking to the water cooler or photocopier or printer will provide rest periods. It is important that you use this time to complete eye, neck and back, hand and wrist exercises.

You are required to adjust your workspace, furniture and equipment every time you use the computer facilities. You will be observed and assessed throughout this course on your ability to consistently demonstrate appropriate ergonomic practices.

Conservation techniques

Environmentally sustainable work practices are procedures adopted within a work environment that contribute to a reduction in the use of the earth's limited resources. It is generally accepted that we must conserve and manage these resources for our own needs so that we do not compromise the ability of future generations to meet their needs.

Some states and countries will have laws that apply to large corporations. There may also be laws that relate to specific industries which ensure that materials are disposed of appropriately.

Organisations will also have policies and procedures in place to minimise wastage. For example, some businesses will have policies for the shredding of paper or the correct disposal or recycling of consumables.

Vodafone Qatar is proactive in promoting environmentally sustainable work practices.

Read the following advertisement to see one way in which it is pursuing its environmentally sustainable ideals.

Hand it on.

Bring in your old mobile phone for recycling and get 10% off a new handset.



Hand it on

Bring in your old mobile phone for recycling and get %10 off a new handset

Hundreds of thousands of unwanted mobile phones are discarded every year. When dumped in landfills, the metals and chemicals from these handsets leak out and pollute the land, air and water.

But there is a better way.

Vodafone has launched Qatar's first mobile phone recycling programme. If you've got an old mobile phone that you don't need anymore, bring it in-store and drop it in our handset recycling box. Phones that no longer work will be dismantled and recycled in a responsible way, while phones that do will be given a new life elsewhere.

What's in it for you?

To thank you for recycling your old mobile phone and taking care of our environment, we'll give you a voucher for %10 off the price of a brand new handset.

So go on, hand it on

Sustainable workplace practices:

- Use of email instead of printing and mailing correspondence.
- Water conservation.
- Paper recycling – prepare note pads from scrap paper.
- Make double-sided paper copies where possible.
- Shredding of confidential waste paper for recycling.
- Return of mobile phones.
- Recycling of printer cartridges.
- Use of energy efficient lighting.
- Electronic filing and archiving.
- Use of power-saving options and stand-by functions on office equipment.
- Turning office equipment off at power source when not in use
- Car pooling.

Read the news article below to see what other procedures Vodafone Qatar has implemented in support of its environmentally sustainable work practices.

News

Vodafone Qatar offers 'green' ideas to all companies

Friday 22 October 11:13 | 2010 CET

Vodafone Qatar is encouraging all companies to adopt some of its 'simple yet effective' ideas to 'make a world of difference' in protecting the environment following the success of its 'Green Office' drive. To kick start the campaign, Vodafone introduced video-conferencing facilities to cut down on business travel and reduce carbon emissions, and purchased non-polluting, energy efficient items such as office furniture and carpets that can be reused and recycled at the company's Qatar Science and Technology Park headquarters. The operator says nurturing a 'Green' world is one of the pillars of its Vodafone Corporate Responsibility, which aims to lead activities that protect environment and its resources. Ultimately, all paper used at Vodafone Qatar is collected and recycled by Al Sawaidi, the only paper recycling facility in Qatar. Staff training and education in environmental issues is a key factor to the success of the campaign, Vodafone said.



Practice activity 4

List the practices you believe could be implemented at school to assist with conservation techniques.

This image shows a blank sheet of white paper designed for writing or drawing. It features several horizontal dashed lines spaced evenly down the page. At the bottom, there is a decorative border consisting of a light blue hexagonal pattern, resembling a honeycomb or molecular structure. The overall design is clean and minimalist, suitable for educational or creative purposes.



Practice

Practice activity 5

A company's policy on taking breaks when using the computer is to take 1 minute every 20 minutes for a stretch. Based on the company's policy, calculate the answers to the following questions.

For each hour of work, what is the total time you should spend stretching?

.....

If you work for four hours, what is the total time you should spend stretching?

.....

In a seven hour working day, what is the total time you should spend stretching?

.....

Another company has a policy which states that after each hour on the computer, its staff need to take a break away from the computer for five minutes. Based on this company's policy, calculate the answers to the following questions.

If you work for five hours, how much time is spent on taking a break?

.....

If a working week is 35 hours excluding lunch breaks, how much time does staff spend on taking a break away from the computer?

Write your answer first in minutes and then in hours.

.....





Practice

Practice activity 6

Angelina's boss has asked her to print off 6 copies of a report. The report has 7 pages. How many papers does Angelina need to put in the printer?

.....

Angelina has been typing a long document for her boss. The document was originally 129 pages but after proof reading it has been reduced to 85. How many pages has the document been reduced by?

.....

The 85-page document is finished and Angelina is photocopying 9 copies for board members. How many pages are these in total?

.....

Angelina has just received an order of printing papers. There are 15 reams of paper. She has been asked to distribute the papers to the Accounts Department, the Human Resources Department and the Marketing Department.

How many reams of paper will each Department receive?

.....



Practice

Practice activity 7

Read the following paper conservation procedures and then answer the questions.

Qatar Connect **Office Conservation Procedures (extract)**

Paper Wastage

- *Make sure you proofread and edit documents on screen before printing.*
- *Where possible, print on both sides of the paper.*
- *Use printed documents no longer needed as scrap paper. Write on the back for informal notes or memos.*
- *Use the duplex facility of the photocopier for double-sided copies.*

What should you do before printing a document?

Why?

What could you use as scrap paper?

What does the duplex facility of a photocopier do?



Practice

Practice activity 8

Complete the following ergonomic and occupational health and safety audit.

Item	Meets WHS requirements
<i>Workstation/desk – Is it of a suitable height? Is there sufficient room to place the materials I need on it, in addition to computer equipment?</i>	
<i>Workstation/desk – Is there sufficient leg room underneath, and is there a footrest if required?</i>	
<i>Chair – Is this adjustable to lower or raised height if required? Does it provide proper support?</i>	
<i>Computer and monitor – Is the computer placed in the correct position for sight and avoidance of monitor radiation, or is it adjustable?</i>	
<i>Keyboard – Is this placed in the correct position to avoid straining or stretching, or is it adjustable?</i>	
<i>Mouse – Is this placed in the correct position to avoid straining or stretching, or is it adjustable for left hand/right hand use?</i>	
<i>Document holders – Are these present and placed correctly?</i>	

Item	Meets WHS requirements
<i>Wrist or forearm rests – Are these present and placed correctly if required?</i>	
<i>Lighting – Is lighting sufficient for the task to be performed?</i>	
<i>Glare/reflection/shadowing – Has glare/reflection/shadowing been eliminated or minimised?</i>	
<i>Noise – Is there any adverse noise impact, or is the noise level low or minimised by partitioning?</i>	
<i>Air quality – Is the air quality good?</i>	
<i>Air flow – Is air flow good? Are there any adverse air flow impacts from heating or cooling outlets?</i>	
<i>Cabling – Is all cabling secured?</i>	
<i>Exits – Are all exits clearly marked and accessible?</i>	
<i>Evacuation – Are evacuation plans described and known?</i>	
<i>Are there any other safety issues which need to be addressed?</i>	



Practice

Practice activity 9

You will need your Teacher for this activity.

Sit at a workstation in your simulated workplace or computer lab. Adjust your workspace, desk, chair and equipment, and yourself, for safe operation of the computer. Then ask your Teacher to comment on whether you are ready to commence work in a safe manner.

List below any ergonomic issues identified by your teacher that you may have overlooked.



Practice

Practice activity 10

Think about the possible hazards that could exist in your work environment. List some examples for each of the following:

Floor

Workstation

Environment and surroundings



Practice

Practice activity 11

List three things that could cause mechanical, slipping or tripping hazards.

List at least three physical risks at work.

List at least two mental risks at work.

List at least two electrical hazards at work.



Practice

Practice activity 12

Observe and investigate your simulated workplace or computer lab, then describe three ways in which energy and/or resources are, or could be, conserved.



Practice

Practice activity 13

List at least two things that you can do in an office to reduce paper waste?

List two things that you can do to conserve energy resources in the workplace.

List two resources that can be re-used.

Identify document purpose, audience, and presentation requirements

As you prepare to produce documents, you will need to consider:

- What the document is?
- What is the purpose of the document?
- Who is the audience?
- What are the presentation requirements?

Documents:

A document can mean many different things, and a document itself can designate a purpose. Following are some of the documents you may be required to prepare.

- Agendas.
- Briefing papers.
- Envelopes.
- Faxes.
- Labels.
- Simple displays, advertisements and flyers.
- Standard form letters.
- Letters.
- Mail merges.
- Memos.
- Minutes.
- Short reports.

Purpose:

The purpose of a document will very much depend upon your workplace, and the work carried out in that workplace. The purpose of the document will also help in deciding how to format the document.

Some examples of documents that are prepared to meet a particular purpose are listed below.

- A document called a 'receipt' is for the purpose of recording that one person has given money or goods or services to another, and the other person is acknowledging that he or she has received the money or goods or services.
- A document called an 'agreement' will generally be for the purpose of recording something which two or more people have agreed upon, such as selling and buying a house.
- An 'invoice' is prepared for the purpose of billing someone for goods or services.
- A 'referral' will be prepared for the purpose of recording that one person is of the opinion that another person should see a third party for some purpose, such as in the case of an accountant referring a client to a stock broker.
- A 'letter of introduction' serves to provide a formalised introduction of one person to another.

Generally, the purposes of preparing documents can be summarized as follows:

- to provide information.
- to give instructions.
- to persuade the reader.
- to respond to questions or situations.





Practice

Practice activity 14

Complete the table below by providing two more examples of workplace documents that could be prepared for each purpose.

<i>To provide information</i>	<i>Agenda</i>
<i>To give instructions</i>	<i>Procedures manual</i>
<i>To persuade the reader</i>	<i>Sales brochure</i>
<i>To respond to questions or situations</i>	<i>Acknowledgement letter</i>



Practice

Practice activity 15

Assume you are working for Qatar Connect.

List five documents that you could be asked to prepare and describe the purpose of each.

Document	Purpose

Audience

The more clearly you identify the reader, the easier it will be to create the content for the document as well as select a style and graphic method of presentation that will appeal to them or catch their attention and make sure they read it.

Your audience will be supervisors, other employees, customers/clients, suppliers, financial institutions, government departments, other business organisations etc.



Practice

Practice activity 16

The table below lists possible readers or audience types.

<i>Work team</i>	<i>Mail processing department</i>	<i>All staff including casuals</i>	<i>Customers</i>
<i>Suppliers</i>	<i>Complaining customer</i>	<i>General public</i>	<i>Managers</i>

Match the reader or audience to one of the documents below.

Document	Audience
<i>Agendas</i>	
<i>Meeting schedules</i>	
<i>Apology letter</i>	
<i>Sales information</i>	
<i>Notice of closure due to stocktake</i>	
<i>Rosters</i>	
<i>Trading terms</i>	
<i>Address labels</i>	



Practice

Practice activity 17

Assume you work for Qatar Connect in the Sales Department. The table below lists possible readers of your department's documents.

<i>Sales Trainer</i>	<i>Product Trainer</i>	<i>Chief Financial Officer</i>
<i>Employees</i>	<i>Safety Officer</i>	<i>Administration Manager</i>

Match the audience to one of the documents below.

<i>All staff memo</i>	
<i>Sales Training Schedule</i>	
<i>Amended manual handling policy</i>	
<i>Agenda Product Training meeting</i>	
<i>Minutes for weekly Manager's</i>	
<i>Meeting</i>	
<i>Schedule of aged accounts receivable</i>	

Presentation requirements:

The exact type of document presentation will depend upon the purpose of the document, the audience and the type of work carried out in the particular workplace.

There are some general presentation techniques that should be used when preparing documents. For example:

- use of specific documents for specific purposes.
- correct spelling, grammar and punctuation.
- understandable and relevant content.
- serviceable and possibly 'attractive' layout.
- professional product.

The business organisation you work for will also have requirements of how certain documents should look, what colour to use, size and type of font etc. These instructions are called style guides and will usually be found in the organisation's procedures manual.



Practice

Practice activity 18

Identify the type of document and describe the purpose of each of the documents in Appendix 1.

Type of document	Purpose of the document



Practice

Practice activity 19

Read the descriptions below and identify the name of the document.

Description	Document
<i>Order of business at a meeting</i>	
<i>Used to send a business letter by mail</i>	
<i>Combines a standard letter with names and addresses to individualise the correspondence</i>	
<i>Record of what is discussed at a meeting</i>	
<i>Send a copy of an order form electronically</i>	
<i>The organisation uses the same letter to send to everyone</i>	



Identify organisational and task requirements

Different organisations will have different requirements as to how documents should be prepared.

Employees should refer to procedures manuals and style guides to determine what protocols should be followed when preparing and formatting documents; how they should be saved and where they should be filed; and previewing, checking and printing before finally sending to the appropriate person.

Most organisations have a business or a company logo combined with corporate colours. These colours are used on all business stationery products. Many organisations continue this theme through to their advertising, shop fronts, delivery vehicles, employee uniforms etc.

To decide on this colour scheme and logo, organisations will consider the following:

- Does it match the type of industry?
- Are the colours compatible?
- Are all the words easily identifiable?
- Does the logo represent our business?
- Will this colour and logo be easily recognisable by the public?



Practice

Practice activity 20

In the space below draw and colour a logo for Qatar Connect. Before you begin, think about the considerations above.

Layout refers to the way items or parts of a document are set out on the page. Depending on the layout, it can be pleasing to the eye or annoying. For example, a letter that is displayed either too far to the top of the page or too far to the left of the page will not be as easy to read or as pleasing to see as a letter that is spaced evenly across and down the page. Not only will it be easier to read, it also conforms to the standard format for business letters.

Most organisations will provide a template for you to follow when preparing the document. If not, Word has many templates that can be used for different kinds of documents.



Practice

Practice activity 21

Open MS Office Word and create a new document. Select the letterhead option and scroll down to find the 'Professional Services business letterhead'.

Find a template for each of the following that you think would be appropriate for Qatar Connect. List the name of this template below and explain why you think the style you have chosen is appropriate for Qatar Connect

Document	Style	Explanation
<i>Agendas</i>		
<i>Business cards</i>		
<i>Flyers</i>		
<i>Letters</i>		

Once you have decided on the overall look and design, you will be able to 'play' with other elements of the document such as headings, borders, graphics etc. These can all enhance the document so that it is more likely to catch the eye of the reader.

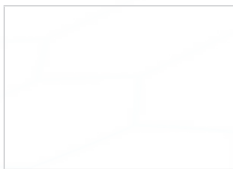
It may be necessary to include your own photographs or graphics from the clip art section.



Practice

Practice activity 22

Go to the clip art section of MS Office Word and select a graphic that would be appropriate to use in the letterhead for Qatar Connect. Scale the image down to a size that fits the space below, print it and attach it to your workbook.



Shapes and diagrams may also be a useful tool to enhance the quality and appearance of your document. Look at the options that are available.



Practice

Practice activity 23

Create the following diagram.

EMERGENCY EVACUATION PROCEDURES

Sound the alarm

Warn others

Escape using fire exits only

Meet at the designated assembly point

Organisations will often require that footers and headers be used in all documents. It is common to insert the filename as a footer. This enables the document to be easily retrieved.

The use of standardised headers and footers is also common. For example, a letterhead template can be used for all correspondence. This template can contain the business logo and address details etc as a header and a footer can be used to further advertise the business eg a brief statement including their vision statement, or a comment thanking their customers etc.



Practice

Practice activity 24

Carry out the following instructions. You will need access to your computers for this activity.

- 1 Create a document and insert the following as a header.
QATAR CONNECT.
- 2 Insert the following as a footer.
Qatar's largest supplier of communication equipment
- 3 Save the document as letterhead_template_example and close the file.
- 4 Retrieve the file letterhead_template_example and insert the 'Emergency evacuation procedures' diagram that you created in the previous activity.





Practice

Practice activity 25

Answer the following questions.



Question 1

Where is the Office button located?



Question 2

Write down three command Buttons found on the Office Button menu?



Question 3

Write down the name of three groups found on the Home tab.



Question 4

Write down three Buttons found in the font Group and explain their functions.



Question 5

Explain how you could use the Find and Replace function.

--



Practice

Practice activity 26

You have already created a logo for Qatar Connect in previous activities. Use these ideas as well as the template styles in MS Office Word to create an electronic version of the logo. You can include graphics (actual photographs or clip art) if you prefer. The colours you select will become your corporate colours for Qatar Connect. You will be required to use this letterhead for some of the activities in this book.



Practice

Practice activity 27

- Create a folder called 'Word Process Documents', a sub folder called 'Qatar Connect', another sub folder called 'Activities'.
- Insert your logo for Qatar Connect as a header. We will use it in future activities as a letterhead for Qatar Connect.
- Check other samples of letterhead from the Word templates.
- Make up the following information and add to the letterhead design.
 - Address including PO Box.
 - Email address eg info @ qatconnect.
 - Website address.
 - Telephone Number.
- Select an appropriate font size and style Add the following as a footer.

Qatar's largest supplier of communication equipment.
- The layout and design of the footer is to be consistent with the header, using the same corporate colours.
- Save as letterhead template in the activities sub folder.



Practice

Practice activity 28

Find appropriate clip art graphics for the following. In each case, scale the graphic down to a size that will fit in the space provided.

Ergonomics

Hazards

Electrical fault

Business document

Procedures manual

Business





Practice

Practice activity 29

Create the following list using an appropriate Smart Art facility of Word. The purpose of workplace documents is :

- To provide information.
- To give instructions.
- To persuade the reader.
- To respond to questions or situations.

Produce documents

Formatting documents to meet organisational requirements

Documents prepared in the workplace should follow organisational requirements. As mentioned previously, procedures manuals and style guides will determine how certain documents should be prepared.

However, there will be times when you are required to prepare a document for which there is no template. You need to be aware of the basic formatting options available.

The following activities assume you are working for Qatar Connect. You will be required to demonstrate a range of formatting techniques. Because the use of formatting functions varies according to the version of Word you are using, instructions will not be given as to how to perform the specific formatting function. Your Teacher will give you these instructions in class.



Composing and typing business letters is a common word processing task.

A business letter will be one of the most common types of documents that you will be required to prepare.

Business letters are sent out for a variety of reasons including:

- To inform customers of new products or changes to service agreements.
- To formalise an agreement with suppliers.
- To offer a job to an applicant.
- To report on the progress of a project.

A business letter will usually consist of the following:

- **Letterhead** – the company letterhead will always provide details of company name, logo, contact details including telephone, fax, email, web and postal address.
- **Date** – the date that the letter is prepared.
- **Inside address** – this is the address of the recipient of the letter. This will include the name if known, title, postal address and location including post or zip codes if available.
- **Salutation** – the formal introduction to the letter will usually be Dear Sir or Dear Madam. The recipient's name will be used if it is known to the sender.
- **Body of the letter** – The body consists of the introductory and closing paragraphs. In between will be a paragraph for each new topic introduced by the sender.
- **Closing** – the formal closing will usually be 'Yours sincerely' or 'Yours faithfully'.
- **Signature block** – this is a space between the formal closing and the name and title of the sender and allows sufficient space for the sender to insert their signature.
- **Name and title** – this is the name of the sender and their formal title within the business.
- **Enclosures** – where additional information is enclosed with the letter, it is indicated below the name and title by the abbreviation enc or encs where there is more than one enclosure.

Look at the format of a business letter on the next page.



Letterhead

(Hit enter 4 – 6 times depending on the size of the letter)

Current date

(Hit enter 4 times)

Inside Address

(Hit enter 3 times)

Salutation

(Hit enter twice)

Introductory paragraph

Body of the letter (one paragraph for each new point)

Conclusion

(Hit enter twice)

Closure

(Hit enter 4 times)

Signature block

Name and title

(Hit enter twice)

Enclosures



Business





Practice

Practice activity 30

Prepare the letter below using the format on the previous page as a guide.
Save as letter1.



QATAR CONNECT

PO Box 1435
Doha QATAR

www.qatconnect.com.qa
info@qatconnect.com.qa

3385 4172

21 October 20XX

The Manager
Oryx Travel Centre PO Box 3480
Doha QATAR

Dear Sir

Our sales staff consisting of 10 people will be attending a sales conference in London in December and we would like you to arrange a quote for travel to and from London and accommodation while in London.

The conference is during the week commencing Monday 12 December. We would like our staff to travel on Friday 9 December and return on Saturday 17 December. Either Heathrow or Gatwick will be suitable destination airports.

Accommodation required will be single standard rooms in a 4-5 star hotel in the Chelsea area.

We look forward to receiving your quotation.

Yours faithfully

Khalid Al Dosari
Administration Manager



Practice activity 31

Type the brochure advertising a display of communication equipment. Use the style guide below.

Style guide

Times New Roman 12 pt

Headings to be in upper case

Line spacing is 1.15

Create a folder called Word Processed Documents, a sub folder called Qatar Connect, another sub folder called Activities and save the file as advert_ver1 in the 'Activities' sub folder.

QATAR CONNECT

Qatar's largest supplier of communication equipment Introduces
2017 – 2018 New Product Range

Qatar Convention Centre
13 – 15 September 2013
10.00 am – 10.00 pm

Visit daily workshops on the latest in:
Marine communication
Networking your home computer
Satnav for company cars

Business



Practice activity 32

Locate the file named advert_ver1 and make the following changes.

- Change the heading (QATAR CONNECT) to bold and 14 pt.
- Make the words 'New product Range' all in upper case.
- Change the location, date and time to bold.
- Change the workshops to bold and italics.
- Centre the document vertically.
- Save as advert_ver2.

Practice activity 33

Create a new document by typing up the manual handling policy on the next page. Observe the following style guide.

Style guide

Use default margins (normal)

Times New Roman 11 pt

Headings to be in upper case, bold and centred

Sub headings to be centred

Side headings to be aligned to the left and bold

Line spacing is 1

Dot points Dot points to be used for lists

Review your work by using the spell and grammar check.
Save as manual_handling_ver1 in the activities sub folder.



QATAR CONNECT

Policy on Manual Handling Operations (Version 1)

Introduction

Qatar Connect recognises that manual handling is one of the most common causes of absence through injury at the workplace. This policy is therefore intended to help reduce the risk of manual handling injuries and promote good practice in all lifting, handling and carrying operations.

What is Manual Handling?

Manual handling is defined as:

‘Any transporting or supporting of a load (including lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force’.

Arrangements

In order to reduce the risk of injury from manual handling operations Qatar Connect will:

- Eliminate hazardous manual handling activities, so far as is reasonably practicable.
- Assess the risks associated with those manual handling activities that cannot be avoided.

The object of the risk assessment will be to reduce the risk of injury to the lowest level that is reasonably practicable taking into account:

- the task.
- the load.
- the individual.
- the working environment.

Employee duties

Employees should ensure that they:

- Comply with any instruction and training provided in safe manual handling techniques.
- Do not put their own health and safety or that of others at risk by carrying out an unsafe manual handling activity.
- Use appropriate equipment provided to eliminate or reduce manual handling.
- Report problems including physical and medical conditions (eg pregnancy) which may affect their ability to undertake manual handling activities to their line manager.



Practice

Practice activity 34

Locate the file 'manual_handling_ver1' and make the following changes.

- Side headings to be underlined.
- Customise the left and right hand to 1.5 cm.
- Change the paper size to A5 with portrait orientation.
- Justify the alignment of the paragraphs.
- Use the thesaurus to find an alternative word for 'eliminate' in the second paragraph under Arrangements.
- Save as 'manual_handling_ver2'.

Practice activity 35

Retrieve the file 'advert_ver2' and make the following changes.

- Change the orientation to landscape and paper size to A5.
- Save as 'advert_ver3'.

Practice activity 36

Retrieve the file 'advert_ver2' and make the following changes.

- Change the font for the heading (QATAR CONNECT) to the corporate blue colour and apply a 'shadow' effect.
- Change the bullet to a small black square.
- Add a final line to the advertisement 'For enquiries contact us'.
- Under the line above insert the 'telephone' symbol in front of 3345 8741.
- Save as 'advert_ver4'.

Practice activity 37

Retrieve the file 'manual_handling_ver2' and make the following changes.

- Change the second line of the heading all to upper case using the switching upper/lower case function.
- Change the font size of this line to 10 and font style to bold.
- Save as 'manual_handling_ver3'.

Practice activity 38

Type up the following document and save as 'whs_ver1'.



QATAR CONNECT

Workplace Health and Safety (WHS) Policy

Introduction

What is WHS? Why do we have it?

WHS has been put into practice to promote the health and safety of employees and to prevent diseases and accidents in the workplace. Both the employer and employee have responsibilities:

- Management have a legal obligation to comply with WHS legislation.
- Employers must provide a safe and healthy working environment regardless of the size of the business.
- Training and reviews of working practices should be in place for early detection and to prevent injury.
- The employee needs to be aware of hazards and risks and take special care to ensure their own safety and that of colleagues and visitors to the workplace.
- The employee should undergo training and constantly reflect and review on working practices.
- The employee should use safety procedures and equipment.

Identifying hazards in your office

When you are working in an office you need to continuously ensure that you are working properly. It is easy to slip into 'old' or 'bad' habits. Make a point to frequently check that your workspace and equipment is 'safe' and that you are working using best health and safety practices.

This is particularly important if you share your working space with others as they will change the equipments to suit their needs.



Click on the Show/Hide button. This key shows your paragraph marks and other hidden formatting symbols.

Practice activity 39

Retrieve 'whs_ver1', click on the show/hide button and make the following changes.

- Change the first line of the heading to upper case, bold and 16pt.
- Change the second and third line of the heading to bold and 14 pt.
- Change each of the side headings to bold.
- Change the line spacing to 1.5.
- Justify the paragraphs.
- Insert a page break so that the section 'Identifying hazards in your workplace' begins on a new page.
- Insert page numbering at the bottom of the page.
- Save the document as 'whs_ver2'.

Practice activity 40

Type the following information. After the headings, set the following tab stops: Left Tab at 2; Right Tab at 4 and a Decimal Tab at 5. Save as 'salesbonus_ver1'.

Qatar Connect Monthly Sales Bonuses

<i>Aisha Mohd</i>	<i>City Centre</i>	<i>125,348</i>	<i>1,253.48</i>
<i>Isam Ahmed</i>	<i>Landmark</i>	<i>212,600</i>	<i>2,126.00</i>
<i>Mansoor Madi</i>	<i>Lagoona</i>	<i>75,650</i>	<i>756.50</i>
<i>Saif Mustafa</i>	<i>The Mall</i>	<i>85,788</i>	<i>857.88</i>
<i>Thani Khalid</i>	<i>Airport</i>	<i>114,629</i>	<i>1,146.29</i>

Business



Practice activity 41

Create a table and enter the same information as above.

- Insert a table with 4 columns and 7 rows.
- Enter the data above.
- Insert a new row below 'Monthly Sales Bonuses' and insert the following column headings: Employee Name, Location, Total Sales, Bonus.
- Merge the columns in the first row and make the heading bold and 16 pt.
- Merge the columns in the second row and make the heading bold and 14 pt.
- Right align columns 3 and 4.
- Insert a footer to include the file name.
- Save as 'salesbonus_ver2'.

Practice activity 42

Retrieve 'salesbonus_ver2' and make the following changes:

- Change the colour of the border to dark blue.
- Change the width of the border to 2 ¼ pt.
- Shade the first three rows a light blue colour.
- Save as 'salesbonus_ver3'.

Practice activity 43

Retrieve 'advert_ver3' and insert an appropriate page border.

Fonts

You will be aware that there are many fonts available. A common mistake is to use something that is different to try and make a point or catch the reader's attention. The problem with this is that most times the message becomes very difficult to read. Keep to the more common fonts.

Times New Roman is commonly used with learning and books and is often used in novels, textbooks and newspapers.

Arial is also used in newspapers, headlines or advertising. It is easier to read than other fonts, especially when it is reduced in size to 10 point.

Special fonts can be used to draw attention to a **word or phrase**. Increasing the size of the font can also do this. Changing styles such as **bold can be used to highlight something important**, *italics can be used for quotes* and underlining for headings.

Always print a draft before finalising the document and check that the visual effect is appropriate to the audience.

Keep the following in mind when designing and formatting documents:

White space is the space around the text. Keep sufficient space and don't let the text become too crowded. Ensure top and bottom margins are generous. Leave sufficient space around images and text boxes.

Headings provide signposts to the reader to guide them through the document. They need to be big enough to distinguish them from the remainder of the document.

Images such as graphs, photographs, charts and diagrams are an important means of assisting in getting your point across. Readers will always look at the visual element of a page before reading.

A professional impression is what you should be looking for when you have completed your document. Don't use more than two fonts in the one document, ensure all text is readable, don't overdo colour (black and white

can be just as professional) and most importantly proofread and proofread again. An error in your document conveys a very unprofessional impression.



Screen display options and controls

When you are working in a document you may need to adjust the screen or turn on other viewing options. There are features to enlarge the current document or add non-printing gridlines to improve alignment and layout in a brochure or an advertisement.

Click on the Views tab and go to the document views. This group of buttons allows you to change the way the document is displayed on the screen. The 'default' setting is the 'print layout' view. This displays the document exactly as it will be printed.

Full screen reading allows you to see the whole page on the screen. All toolbars and panes are turned off but a menu with additional editing options is available at the top of the screen.

Other views include web layout, outline view and draft view.

Practice activity 44

- Retrieve the 'file manual_handling_ver3'.
- See how this file is displayed using all the features of the document views.
- Activate the 'Full Screen Reading' and highlight the heading only.

The show/hide group uses boxes to switch viewing options on or off. Turn each of these on and off to see how your screen changes.

The zoom group allows you to zoom in or out of a document as well as being able to view two pages, side by side.

Practice activity 45

- Retrieve the file 'manual_handling_ver3'.
- Use the zoom feature to see both pages side by side.
- Use the zoom slider to view the document at 120% and 75%.



Help options

You should be well aware by now of the help options that are available. Generally, there are three types of help available to you.

A manual is a book of instructions that usually accompanies a product when you purchase it. Instructions may include installing a printer or learning how to print only certain pages of a document.

Many organisations store their manuals on disk, allowing the reader to find and print only the information they require.

Tutorials are provided for employees to learn how to perform certain functions. Organisations will frequently provide user documentation for staff to consult when they require assistance.

The help feature for Office Word is also available as a means of identifying how to find a feature or perform a certain word function.

Practice activity 46

Click on the 'Help' button and find the instructions to change a line of print from upper case to lower case.

Practice activity 47

Name the parts of the business letter below.



Practice activity 48

Part A

Retrieve the electronic letterhead template that you created in activity 26 and prepare the following document. Save in the activities sub folder as agenda.

Agenda

Weekly Meeting – Department Managers

Date 20 September 20XX

Time 9.15 am – 11.15 am

Venue Board Room

Attendance General Manager
Department Managers
Staff Supervisors

- 1) Discussion of minutes of previous meeting.
- 2) New corporate stationery (Administration Manager)
- 3) Workplace injuries (Factory Manager)
- 4) New product range (Sales manager)
- 5) Implementation of company templates and style guides (Admin Supervisor)
- 6) Other business.
- 7) Date, time and venue of next meeting.

Part B

Make the following changes to the agenda file and save as agenda_20Sept20XX.

- Heading (Agenda) to be all upper case, bold, underline and Arial 16 pt.
- Sub heading to be bold and Arial 14 pt.
- Remainder of the agenda to be Arial 12 pt.
- Format for agenda items to be numbered 1. and not 1).

Practice activity 49

Retrieve your letterhead template and prepare the following memo template.
Observe the style guide for creating the template.
Save in the activities sub folder as memo_template.

Style Guide for Memo template

Heading (Memo) to be upper case, bold and 20 pt

Sub headings to be upper case, bold and 14 pt

Horizontal line to be 1.5 pt in weight.

MEMO

DATE:

FROM:

TO:

SUBJECT:

Practice activity 50

Answer the following questions.

Question 1

What is a memorandum?

Question 2

Write down the standard four headings that are usually part of a memorandum.

Question 3

Business



What can you do to ensure that any changes made to a file do not affect the original and that both files are stored permanently?

Question 4

Explain what the term Page Orientation means and explain what the two types of page orientation are.

Question 5

What is a watermark and when could you use it?

Question 6

Explain how you would sort a text in a document.

Practice activity 51

Retrieve the memo_template file that you created in activity 49 and prepare the following memo from the notes supplied by the General Manager. The meeting referred to is the one you prepared the agenda for in activity 48. Save as memo1_Sept20XX

Please prepare the following memo to go out to all staff attending the weekly staff meeting.

Please note the commencement time of the next weekly meeting. This is earlier than usual due to the fact that I will be attending a Product Update presented by the Product Trainer at 12.30 pm that day.

Minutes for this meeting are to be prepared and distributed by the Factory Manager.

Practice activity 52

Following is a common method of preparing a business letter. Line spacing of 1 is selected and where additional line spaces are required they are indicated. Use the default margins and Arial 12 pt.

Retrieve your letterhead template and prepare the following letter.

L E T T E R H E A D

(Hit enter 4 – 6 times depending on the size of the letter)

Use the current date (Hit enter 4 times)

Mr Mario Carlos Sales Manager
Euro Communication Supplies PO Box 1125
London UK (Hit enter 3 times)

Dear Sir (Hit enter 2 times)

Thank you for your recent presentation of the latest in communication equipment. We are fully aware of how competitive our industry is and how important it is to be able to offer our customers the most up-to-date equipment. (Hit enter 2 times)

We are planning to launch our new product range later this year and would appreciate it if you could allow one of your representatives to attend. Their knowledge would be invaluable and it would assist us with our own customer enquiries. (Hit enter 2 times)

I look forward to meeting with you again next year. (Hit enter 2 times)

Yours sincerely (Hit enter 4 times)

Thomas West
General Manager (Hit enter 4 times)

Business



Practice activity 53

Retrieve your letterhead template and prepare the following letter. Use Arial 12 pt with single spacing. Customise the margins to 1.5" for both the left and right hand margins.

L E T T E R H E A D

(Current date using correct format)

Hussain Qassim Director
Network Services PO Box 1124
Doha QATAR

Dear Hussain

For Super-B network security development

Thank you for meeting with us last week to discuss your company's tender for the development of our Super-B network security upgrade.

We have now received the rest of your supporting documentation and are considering your tender along with those of the other applicants.

We hope to be able to inform you of our decision by the end of the month. If you have any questions, please do not hesitate to contact me.

Yours sincerely

Thomas West
General Manager

Practice activity 54

Retrieve your letterhead template and prepare the following letter. Use Arial 12 pt with single spacing. Customise the margins to 1.5" for both the left and right hand margins.

(Current date using correct format)

Mr Massoud Alsafar
QIC
PO Box 4213
Doha QATAR

Dear sir

We are currently undertaking a review of our insurance policies. Can you please confirm that the policy details below are accurate. Use 1.5 line spacing for the table.

Policy No	Type	Expiry Date	Sum Insured
QC 764924	Public Liability	21 December 20XX	QR 5,000,000
QC56841	Vehicle Comprehensive	15 November 20XX	QR 155,000
QC56842	Vehicle Third Party	15 November 20XX	QR 2,150
QC764854	Fire & Theft	18 March 20XX	QR 685,550
QC764901	Office Equipment	30 June 20XX	QR 35,865

I look forward to your response. Yours sincerely

Thomas West
General Manager

Business



Practice activity 55

Retrieve your letterhead template and prepare the following letter.

Use default margins, Arial 12 pt with single spacing

(Current date using correct format)

Maria Calvino
PO Box 1114
Doha QATAR

Dear Maria

Application for Administrative Assistant position

I am writing in response to your application for the position of Administrative Assistant with our company.

Unfortunately, your application was not successful. We were overwhelmed with applications of a very high standard, including many with qualifications and experience that more closely matched the selection criteria for the position.

Thank you for your application. As we are a growing company, we expect to be advertising more positions of a similar nature late this year. I wish you good luck.

Yours sincerely

Ramy Sayed
Administration Manager

Practice activity 56

Retrieve your memo template.

Assume you are the Sales Manager and you have to send a memo to the Administration Manager informing him of the monthly bonuses that are to be paid. Include the following information in your memo.

Use tabs to display the information. The second column should be a left tab on 2, the third column should be a right tab on 4 and the fourth column should be a decimal tab on 5.

Save as Memo2_Sept20XX.

Qatar Connect September Sales Bonuses

<i>Aisha Mohd</i>	<i>City Centre</i>	<i>125,348</i>	<i>1,253.48</i>
<i>Isam Ahmed</i>	<i>Landmark</i>	<i>212,600</i>	<i>2,126.00</i>
<i>Mansoor Madi</i>	<i>Lagoon</i>	<i>75,650</i>	<i>756.50</i>
<i>Saif Mustafa</i>	<i>The Mall</i>	<i>85,788</i>	<i>857.88</i>
<i>Thani Khalid</i>	<i>Airport</i>	<i>114,629</i>	<i>1,146.29</i>

Practice activity 57

Retrieve memo2_Sept20XX.

The Sales Manager would like the third column to show dirhams. Change the tab to a decimal tab and include dirhams.

Practice activity 58

Retrieve your letterhead template and prepare the following minutes of meeting.

Minutes of Meeting

Weekly Meeting – Department Managers

Date: 13 September 20XX

Time: The meeting commenced at 9.00 am

Venue: Board Room.

Present: General Manager, Sales Manager, Factory Manager, Administration Manager

1. Minutes of the previous meeting.
 - (i) The minutes of the previous meeting were read and accepted.
2. General Manager's Report.
 - (i) Preliminary 20XX budget was presented.
 - (ii) GM requested Department Managers to review department budget figures.
 - (iii) GM requested the Factory manager to submit forecast production schedules for the next quarter.
3. Sales Manager's Report.
 - (i) SM reported on monthly sales figures.
 - (ii) SM requested the Administration manager to approve staff training proposal.
4. Other business.
 - (i) GM to notify all staff about the next social activity.

Practice activity 59

Prepare the following brochure. It is to be displayed on A5 paper using portrait orientation. Use Tahoma and bold for lines 1 and 4. Save as brochure_ver1.

QATAR CONNECT

Qatar's largest supplier of communication equipment

Introduces

20XX – 20XX New Product Range

Qatar Convention Centre

13 – 15 September 20XX

10.00 am – 10.00 pm

Visit daily workshops on the latest in

Marine communication

Networking your home computer

Satnav for company cars

Practice activity 60

Retrieve the file 'brochure'. Make the following changes:

- Change the workshops to bold.
- Insert a coloured border around the brochure.
- Increase the width of the border.
- Change the colour of the text.

Are you happy with the colours you have chosen?

Go to print preview to check that you are satisfied with your selection of colours.

Can the display of your brochure be improved? If so, make appropriate changes.

Practice activity 61

Type the following standard letter. This document is sent to all potential customers who make an enquiry. Create appropriate merge fields. Use the normal format for business letters. Save as standardletter_1

«Date»

«First Name» «Last Name»

«Address Line 1»

«Address Line 2»

Dear «Title» «First Name»

Thank you for your enquiry today about our products and services. Our sales staff will contact you shortly to discuss with you further your specific requirements.

I have enclosed a copy of our latest sales catalogue together with an invitation to attend our 20XX – 20XX product launch. At this launch you will also have access to any of our daily workshops.

A credit application form is also attached. If you decide to become one of our valued customers, we would like to be able to offer you credit terms. As soon as you return this application, one of our finance officers will contact you to confirm credit terms and conditions of sale.

Again, thank you for your enquiry and be assured that we look forward to forming a strong business relationship with you.

Yours sincerely

Thomas West

General Manager

Practice activity 62

Use the following to create a new address list that can be merged into documents.

Save as QC_mailinglist

Title	First Name	Last Name	Address Line 1	Address Line 2
Ms	Samer	Moussa	PO Box 2145	Doha QATAR
Mr	Fahad	Almari	706 Alfarden Tower	Al Markhyra Qatar
Mr	Saleh	Hassan	45 Al Gharaffa Compound	Al Gharaffa Qatar
Mr	Yousuf	Hamad	PO Box 7823	Doha QATAR
Ms	Aisha	Al Shamari	PO Box 2091	Al Rayaana QATAR

Practice activity 63

Retrieve the mailing list created in the previous activity and add the following address:

Mr Jassim Sayed

PO Box 4590

Doha QATAR

Practice activity 64

Merge the standard letter (standardletter_1) with the new potential customer in activity 63.

Practice activity 65

Prepare the following standard letter to be sent to all customers in our mailing list. Use standard formatting for business letters and save as standardletter_2.

28 June 2018

«Title» «First Name» «Last Name»

«Address line 1»

«Address line 2»

Dear «Title» «Last Name»

Qatar Connect has made some staffing changes over the past month and we would like to inform all our customers who the sales representatives are for their area. We have included their contact numbers as well as email addresses.

Sales District	Salesperson	Contact Number	Email address
Doha Central	Eisha Mahardy	3325 8741	eisha@qatcon.com.qa
Al Khor/Al Shamal	Tim Nelson	4452 1058	tim@qatcon.com.qa
Al Rayaan	Maria Carlos	5528 6374	maria@qatcon.com.qa
Al Wakhra	Ashraf Al Emadi	3358 1415	ashraf@qatcon.com.qa
Industrial Area	Sherif Al Nasser	4474 3187	sherif@qatcon.com.qa
Airport/Port	Jocelyn Wong	6652 4179	jocelyn@qatcon.com.qa

Please do not hesitate to contact these people if you would like more information about any of our products.

Yours sincerely

Thomas West
General Manager

Practice activity 66

Merge standardletter_2 with the current mailing list.

Practice activity 67

Retrieve the file memo2_september20XX prepared in activity . Copy and paste the table into a new document.

Make the following changes:

- Insert the following column headings – Name, Location, Sales, Bonus
- Re sort the list into alphabetical order according to location and print a copy on A5 paper in landscape. Save as sept_sales_ver1 and print a copy.

Qatar Connect September Sales Bonuses

<i>Aisha Mohd</i>	<i>City Centre</i>	<i>125,348</i>	<i>1,253.48</i>
<i>Isam Ahmed</i>	<i>Landmark</i>	<i>212,600</i>	<i>2,126.00</i>
<i>Mansoor Madi</i>	<i>Lagoon</i>	<i>75,650</i>	<i>756.50</i>
<i>Saif Mustafa</i>	<i>The Mall</i>	<i>85,788</i>	<i>857.88</i>
<i>Thani Khalid</i>	<i>Airport</i>	<i>114,629</i>	<i>1,146.29</i>

Practice activity 68

Retrieve the file - sept_sales_ver1 and make the following changes:

- Re-sort in descending order according to Sales.
- Insert a border around the document that is wider than the default setting.
- Apply appropriate colours to the text, border and display document
- Save as sept_sales_ver2.
- Preview the document to ensure the colours do not hide or disguise the text.

Practice activity 69

Question 1

Identify two useful tools available in Full Screen Reading mode and describe how you would use them.

Question 2

Which group has the Rule and Gridline check boxes?

Question 3

When are Gridlines in a document useful?

Question 4

Which view should you use to get an idea of how the document will look like when printed?

Question 5

Which view would be best suited to editing, reading and highlighting areas of a document?

Question 6

Where on the screen does the Minimise, Maximise and Close button appear?

Question 7

Describe the purpose of the Minimise, Maximise and Close buttons.

Question 8

Where is the zoom (status bar) located?

Question 9

When you use the Zoom Group of buttons, what is the maximum number of pages that can be displayed on the screen at one time?



Practice activity 70

List the three types of Help available to you.

1.
.....
2.
.....
3.
.....

Practice activity 71

Use MS Word Help option to find the following features. Prepare a simple set of procedures or instructions for each.

- Inserting columns .
- Inserting section breaks.
- Inserting page numbers.
- Inserting a text box.

How to insert columns

.....

.....

.....

Inserting section breaks

.....

.....

.....

Inserting page numbers

.....

.....

.....

Inserting a text box

.....

.....

.....

Finalise documents

Preview, check, adjust and print final document

Organisational requirements will vary in terms of procedures and style guides. However, all organisations will insist on the following:

- correct spelling, punctuation and grammar.
- neat and effective layout.
- attention to details.
- adherence to any instructions.

Task requirements

Whether or not the organisation has many, some, or few requirements, each task will have its own particular requirements. For example, the requirements involved in typing a letter will be different to the requirements involved in updating a customer information file, or preparing a PowerPoint presentation. These may involve using different programs, using different templates and typing styles, and using different presentation styles.

Previewing

Organisational requirements and procedures will ensure that all documents are previewed prior to printing.

The print preview command will also provide an opportunity for the person who has prepared the document to ensure that it will meet organisational procedures, style guides and criteria such as appearance, colours, font size and ability to be easily read.

Checking

All documents need to be checked for accuracy. This implies checking for spelling, punctuation and grammar.

While MS Office Word will automatically check for spelling, punctuation and grammar, it is wise to carefully check each identified and possible error. There are variations in spelling between American and UK versions.

While preliminary checks can be made on the computer screen, it is advisable to print the document and perform a second check. Mistakes overlooked on the screen can be identified in this way.

Adjusting

Once you have previewed and checked a document, you may find it needs to be corrected. Adjustments may include:

- the layout.
- spacing, alignment, or headings not placed correctly.
- errors in spelling, grammar or punctuation.
- incorrectly placed words, sentences or paragraphs.
- incorrect section or page breaks.
- changing page orientation or margins for better page placement.

Printing

We have already mentioned the value of the print preview function. This enables any obvious errors to be identified prior to printing the page and perhaps wasting paper if there is an error.

Other print options include the number of copies, whether the document is to be printed back to back or on single pages. If it is a long document, a selection of text can be printed. Other options also include page orientation and paper size.



Always check print requirements to ensure paper is not wasted unnecessarily.

Practice activity 72

Proofread the following memo, underline any errors and write the correction above.

To: All Staff
From: Jessica
Date: 13 June 2010
Re: Moving offices

This is to remind all staff that we will be moving offices on the 15 July 20XX.

Everyone needs to ensure the contents of their desks are packed up by 13 July, We will be closing the office: on the 14 and 15 July for the move.

Regards
Jessica

Business



Practice activity 73

Create a new document and type the following sentence exactly as it appears below.

Mohamed Al Jassim will not be able to attend the confrence in Al Khor next week.

Select the text and go to the review tab and click on 'spelling and grammar'.

When the spell check stops at Jassim, click ignore all.

When the spell check stops at confrence press auto correct.

When the spell check stops at Khor, press add to dictionary.

Practice activity 74

Retrieve the file 'whs_ver2'. Perform a print preview.

Print two copies of the document back to back.

Select the text in dot points only and print this selected text.

Move the cursor to page 2 of the document and print the current page only.

Change the paper size to A5 and portrait orientation and perform a print preview.

Practice activity 75

Preview the following letter, underline any errors and write the correction above. You should be able to find 12 errors. Look out for errors in spelling, punctuation, grammar and letter format.

15 October 20XX

Ms Helen Jones
General Manager
Jones & Jones
123 International Lane
Melbourne VIC 3000

Dear Ms Jones

There are several formats for preparing business letters. There are also many variations of each format. To simplify matters, we are demonstrating the block format on this page, one of the two most common formats. For authoritative advise about all the variations, we highly recomend The Gregg Reference Manual, 9th ed. (New York: McGraw-Hill, 2011), a great reference tool for workplace comunications.

When you use the block form to right a business letter, all the information is typed on the left- hand margin, with one-inch margins all around. After your own adress which is usually in the letterhead, hit enter one to three times depending on the size of the letter and insert the date. Hit enter another four times and type the inside address of the party to whom the letter is addressed.

Hit enter another three times before the salutation and then skip twice after. Type the body of your letter as illustrated here, with no indentation at the begining of paragraphs. Insert line breaks between paragraphs.

After typing the body of the letter, enter the closing, leave 4 - 6 blank line, then type your name and title (if applicable), all flush left. Sign the letter in the blank space above your typed name. Now doesn't that look professional?

yours sincere

John Davis
Administrative Assistant

Business



Practice activity 76

Complete the following instructions:

1. Type a draft copy of the letter in the previous activity.
2. Save as draft1.
3. Print a copy.
4. Proofread your own work from the printed copy and mark corrections on the page.
5. Retrieve 'draft1' and make the corrections that you have identified.
6. Save as 'draft2'.
7. Print a new copy and hand it to either your Teacher or a student sitting next to you and ask them to also proofread your work and mark any corrections they believe should be made.
8. Retrieve 'draft2' and make any further corrections that are necessary.
9. Save as 'draft3'.

Prepare document within designated timelines

This sounds a simple task. Your supervisor asks you to prepare a document. However, what other considerations will you have to take into account?

If you have no other tasks to complete, you will probably have no problem completing this request.

You will also have to assess what is required to complete this document.

- Is it a document you are familiar with?
- What templates are available?
- Will you have to consult organisational procedures and style guides etc?
- Does the document contain technical language?
- Do you have to do any other research to complete the task?

If you do have competing tasks to complete at the same time, you will have to prioritise. This means you will have to rank your duties or tasks in order of importance.

It is not simply a matter of allocating your time equally to the tasks. You will have to decide what tasks have to be completed first and allocate your time accordingly. Some tasks will take longer than others. Some tasks can only be completed at a particular time (eg after the bank or the post office opens, or you may not be able to talk with your supervisor until he comes out of a meeting).



Be aware of the difference between 'Urgent' and 'Important' when prioritising tasks.

Practice activity 77

You are an administrative assistant and your jobs for the day are as follows:

- Place an order for more paper.
- Speak to the supervisor about your holiday leave.
- Call a customer advising them of a delivery.
- Send an email confirming travel details for your supervisor for next month.
- Type a memo informing staff of new evacuation procedures.
- Proof read a report to be presented at a meeting in 2 days.
- Filing.

In what order do you think you should complete your tasks? List them below in order of importance.

1.
2.
3.
4.
5.
6.
7.

Practice activity 78

You are working at Qatar Connect as Administration Manager.

Between the hours of 8.30 am and 1.00 pm today, you need to carry out the following tasks:

- Make extensive amendments to the PowerPoint presentation you have prepared for the Sales Manager. He has made handwritten

amendments to a printed draft. These amendments are almost illegible so you will have to consult with him. The Sales Manager requires a printed copy of the amended presentation, no later than 12.00 pm.

- No later than 11.00 am, you have to telephone two customers who have left messages to the effect that they wish to make a complaint about Qatar Connect. You have to find out the exact nature of the complaint, which section of Qatar Connect it relates to; whether the complaint is about a product or service or employee; the details of the applicable product or service or employee, and details of what happened to cause the customers to make the complaint.
- Type a report to the Director in regard to the above complaints.
- Type two fairly long letters dictated by the Director on a dictaphone tape.
- Attend a staff meeting between 10.00 – 10.30 am.
- Obtain some basic details from internet research on a forthcoming Sales Conference in Brussels which the Sales Manager has heard about.

Assume that you have all of the resources you need and that you have good typing and communication skills.

Set out in the table over the page the order in which you would plan to undertake the listed tasks, the time you plan to spend on each task and the reason why you have placed each task in its particular order.

Task and timeframe	Reason(s) why the task will be done in this order
1.	

Task and timeframe	Reason(s) why the task will be done in this order
2.	
3.	
4.	
5.	
6.	

Name and store documents

Saving data

Different businesses and organisations will have different naming protocols.

- always consult training and procedures manuals to identify correct protocols for saving documents.
- even if the workplace does not have any protocols, always be consistent in the way in which you name and save files.
- before you close a file and exit from an application, ask yourself if the document or file has been saved in such a way that you will easily be able to find it again (or your supervisor or colleagues in your absence).

Be aware of the difference between the 'Save' and 'Save As' functions. This is especially important when you are using templates. Be careful not to use 'save' when using templates, otherwise you will save your new document over the top of the template.

Storing data

Regular backups of data are a necessary function in a business or organisation, and backups will often be located off-site, so that they are isolated from any problems which occur in the workplace and can be readily retrieved if necessary.

Ways of storing data

Again, the way in which this is done will depend upon organisational protocols.

Some of the different methods that data can be stored are:

- USB.
- CD.
- Central backup to a website storage facility.
- Cloud storage facilities.
- External hard drive.



A backup can be accomplished by opening and running a backup icon and command, which will backup all of the predetermined files on a computer to a USB or CD, or to an external hard drive or central backup.



Organisational procedures may require individual staff to backup their own files at the end of each day. This is usually done to a USB or an external hard drive.

This provides alternative protection if something goes wrong with the central backup.

Practice activity 79

Complete the following instructions:

- Open the folder, 'word process documents'.
- Open the sub folder 'Qatar Connect'.
- Open the sub folder 'activities'.
- Open the file 'memo template'.
- Open the file 'letterhead template'.
- Create a new folder called 'templates' in your flash drive.
- Save both the open files in this new folder.
- Close both files in the new 'templates' folder in your flash drive.
- Close both files in the 'activities' folder.
- Close the word processing application.



Appendix 1

QATAR CONNECT wll
Style guides

Template memo

Size and colour:	A4 white
Upper margin:	2.5 cm
Lower margin:	1 cm
Left margin:	3 cm
Right margin:	3 cm
Font:	Times New Roman 12
Spacing:	body – single line between paragraphs – two lines

Qatar Connect

C Ring Road

Al Sadd

Telephone: 5698 2395

Facsimile: 5698 2396

Email: sales@qatconnect.com.qa

<www.qatconnectsales.com.qa>

Internal memo

To: recipient
Department: *
From: author
Department: *
Date: *
Time: *
Re: subject matter

body

.....

Business



Template invoice

Size and colour:	A4 white
Margins and spacing:	As provided in template
Font:	Times New Roman 12
Totals and figures:	Right alignment

Qatar Connect

C Ring road

Al Sadd

Telephone: 5698 2395

Facsimile: 5698 2396

Email: sales@qatconnect.com.qa

www.qatconnectsales.com.qa

Tax invoice

To: <i>(Business Name)</i> <i>(PO Box address)</i>		Invoice no: C0598	
Attn: Mr <i>(Contact Person)</i>		Date: 25 July 2009	
Your order <i>(No)</i>		Our reference <i>(No)</i>	
Product quantity	Description	Rate	Amount
Amount of tax			*
Sub total			
Service or repair	Description	Rate	Amount
Amount of tax			*
Sub total			
Total including tax *			

Template telephone message record

DEFQ Sales Pty Ltd

Date: Time:

For: Dept:

*Telephone from: Tel no:

*Telephone to: Tel no:

Message:

..... Taken by:

DEFQ Sales Pty Ltd

Date: Time:

For: Dept:

*Telephone from: Tel no:

*Telephone to: Tel no:

Message:

..... Taken by:

DEFQ Sales Pty Ltd

Date: Time:

For: Dept:

*Telephone from: Tel no:

*Telephone to: Tel no:

Message:

..... Taken by:

..... Business





Semester 1

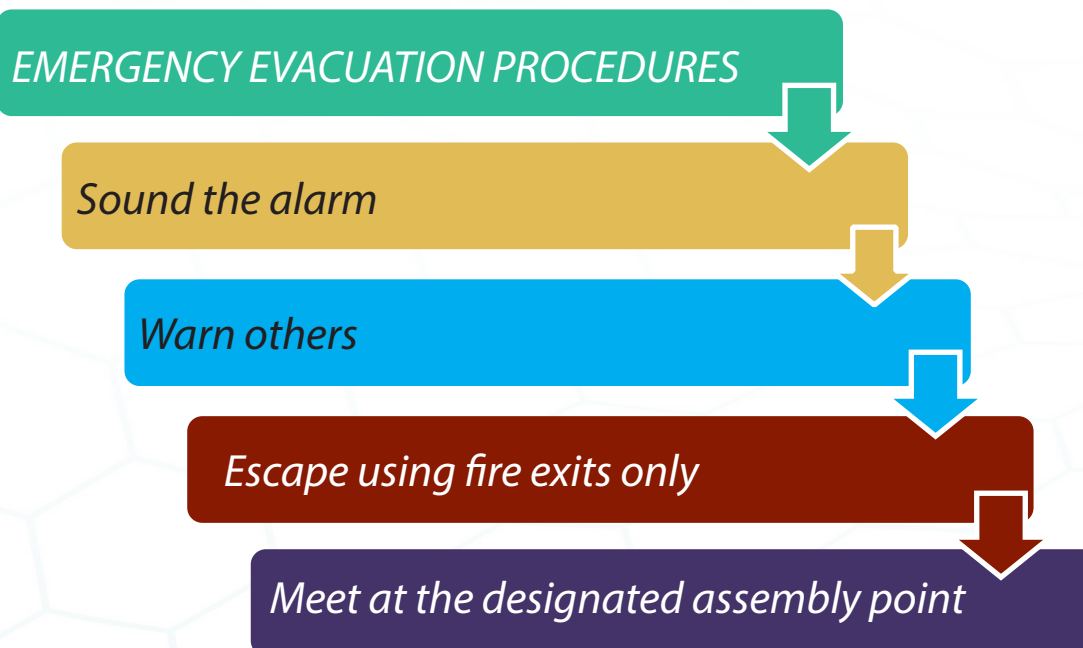
ICT STUDENT ACTIVITIES

Activity 1

1 Use online search to find picture (computer)



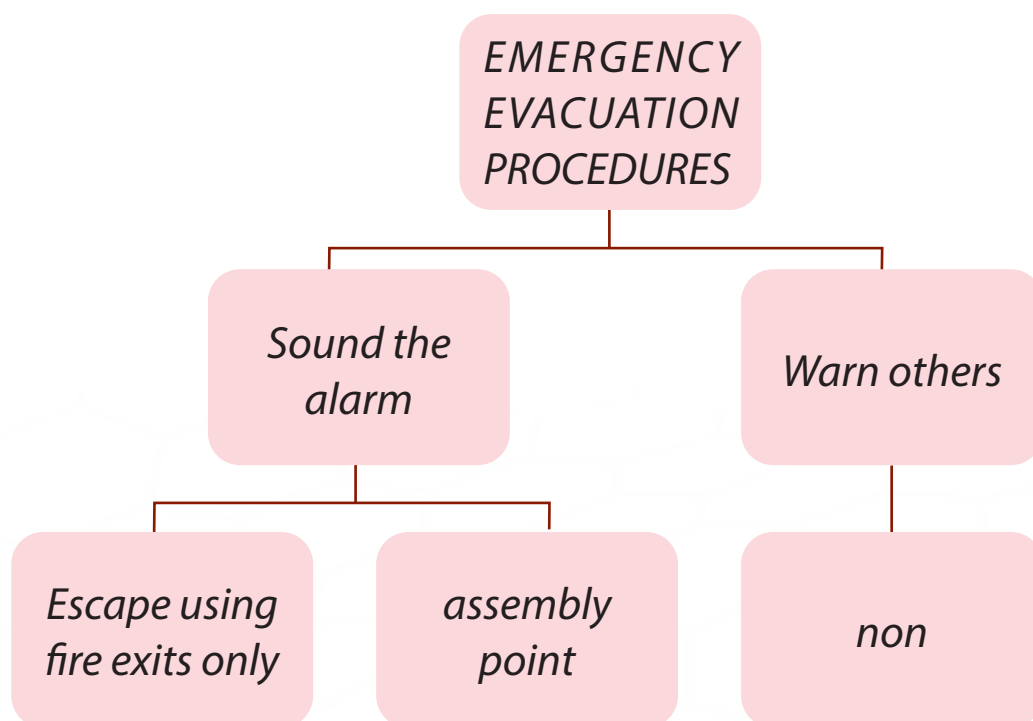
2 Create the following diagram.



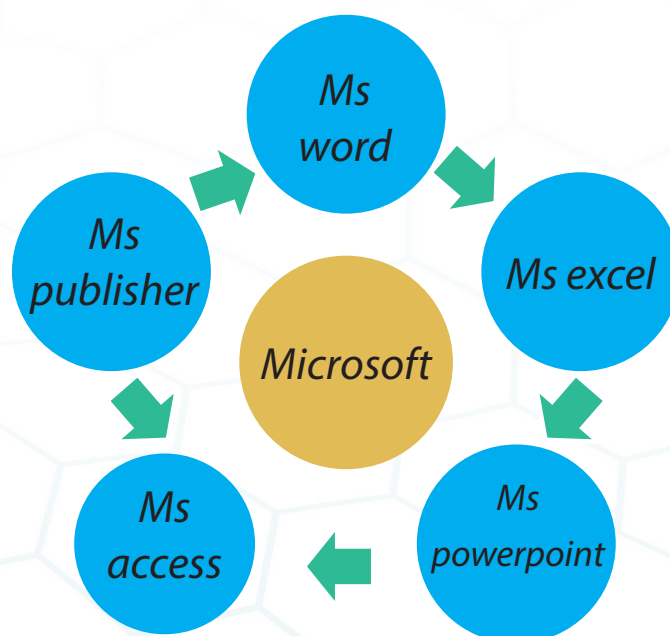
3 Use the screen shoot tool.

Activity 2

4 Create the following diagram.



5 Use SmartArt to create the following diagram.



Activity 3

1 prepare the following memo and save it as work 3

Date	Current date
From	General manager
To	All staff
Subject	Weekly meeting
Message	Please note the commencement time of the next weekly meeting is earlier than usual due to the fact that I will be attending a Produce Update presented by the Product Trainer at 12.30 pm

2 use Microsoft word to design the following Memo

Credit Memo

Date:

[Your Company Name]

[Name]

[Street Address]

[Street Address]

[Phone]

[Phone]

Fax

[e-mail]

Job [Job description]

SN#	Product ID	Description	Qty	UM	Unit Price	Amount
		To adjust IN2005, being 1 unit of printer short shipped on 15/Jun/2004				
1	EPR1000	Minolta Magicolour 2300W Destop Colour Laser	1	Ea	\$1,980.00	\$1,980.00
Total Before Tax						\$1,980.00
Total Tax						\$198.00
Total After Tax						\$2,178.00

Activity 4

Use Microsoft word to design the following Memo

Computer Spares Ltd 100 City Road Southgate Melbourne, Victoria 3000 Australia		Credit Memo ABN/Tax Reg. No : 123456789R	
Attention : Mr Henderson Tel : 9300 0000 Fax : 9300 0001		Credit Memo No CM1003 Date 30/06/2004 Your Ref PO 500 Our Ref IN2005 Terms Cash Sales Person John Job No.	

SN#	Product ID	Description	Qty	UM	Unit Price	Amount
To adjust IN2005, being 1 unit of printer short shipped on 15/Jun/2004						
1	EPR1000	Minolta Magicolour 2300W Destop Colour Laser	1	Ea	\$1,980.00	\$1,980.00
Total Before Tax						\$1,980.00
Total Tax						\$198.00
Total After Tax						\$2,178.00

Activity 5

Design the following Letterhead

YOUR LOGO
HERE

COMPANY NAME

Dear Recipient,

To get started right away, just tap any placeholder text (such as this) and start typing to replace it with your own.

Think a document that looks this good has to be difficult to format? Think again! To easily apply any text formatting you see in this document with just a tap, on the Home tab of the ribbon, check out Styles.

Sincerely,

Your Name

Street Address
Address 2
City, ST ZIP Code
Country

PHONE
FAX
EMAIL
WEBSITE

Business



Activity 6

Prepare the following invoice and save it as work 6

www.qatartech.com

Tel:44292879

PO Box 1234

Doha-Qatar

Qatartech Company

Bill No:

Customer name:

Title:

Mail box:

Telephone number:

Payment method

Qty.	Item#	Description	Unit Price	Discount	Line Total
				Total	

Seller name:

Signature:



Activity 7

Today you are an employee of Qatar Technology as a sales supervisor and you are required to register sales invoices

prepare the following invoice and save it as work 7

QatarTech

Street Address
City, ST ZIP Code
Phone Enter phone | Fax Enter fax
Email | Website

INVOICE # Invoice No
DATE Enter date

TO:
Name
Company Name
Street Address
City, ST ZIP Code
Phone Enter phone | Email

SHIP TO:
Recipient Name
Company Name
Street Address
City, ST ZIP Code
Phone: Phone

Comments or special instructions:

To get started right away, just tap any placeholder text (such as this) and start typing to replace it with your own.

SALESPERSON	P.O. NUMBER#	REQUISITIONER	SHIPPED VIA	F.O.B. POINT	TERMS
					Due on receipt
QUANTITY	DESCRIPTION#	UNIT PRICE	TOTAL		
			SUBTOTAL		
			SALES TAX		
			SHIPPING & HANDLING		
			TOTAL DUE		

Make all checks payable to Company Name
If you have any questions concerning this invoice, contact Name, Phone, Email

Thank you for your business!

Business



109

Prepare the following invoice and save it as work 8

INVOICE NO.		DATE
BILL TO	SHIP TO	INSTRUCTIONS
Name	Same as recipient	Add additional instructions
Street Address		
City, ST ZIP Code		

[illegible]***SUBTOTAL***

SALES TAX

SHIPPING & HANDLING

TOTAL DUE BY DATE

Thank you for your business!



Activity 9

Agenda

(Weekly –daily- yearly) Meeting – Department (.....)

Meeting NUMBER

Date

Time am – pm

Venue (Room OR Lab)

Attendance Manager - Staff Supervisors

Events

- 1.
- 2.
- 3.

Enclosures

Business



Prepare the following document. Save in the activities sub folder as agenda:

Agenda

Weekly Meeting – Department Managers

Meeting Num: 5

Date: 20 September 2012

Time: 9.15 am – 11.15 am

Venue: Board Room

Attendance: General Manager
Department Managers
Staff Supervisors

Events

1. Discussion of minutes of previous meeting.
2. New corporate stationery (Administration Manager)
3. Workplace injuries (Factory Manager)
4. New product range (Sales manager)
5. Implementation of company templates and style guides (Admin Supervisor)
6. Other business.
7. Date, time and venue of next meeting.

Copy to: General Manager , Staff Supervisors

(Weekly –daily- yearly) Meeting – Department (.....)

Activity 10

Prepare the following document. Save in the activities sub folder as agenda:

Agenda

Monthly Meeting – Department marketing employees

Date: 05 September 2020

Time: 9.15 am – 11.15 am

Venue: Board Room

Attendance:

- General Manager
- Department Supervisors
- Marketing Staff

Events

- Discussion of minutes of previous meeting.
- Current sharing stationery (market plan Manager)
- Office or factory injuries (Factory Manager)
- Predicting of New products (marketing chef)
- Implementation of company templates and style guides (Admin Supervisor)
- Other business.
- Date, time and venue of next meeting.

Activity 11

WEEKLY MEETING Agenda

Design in new document an agenda like this :

Date: 28/01/2021

Time: 8 AM

Attendance:

Ahmed alshameri (general manger)

Mohamed alkaabi (sales manger)

Jassim almohanadi (HR manger)

8:00 am – 4:00 pm	Registration			
8:00 am – 9:00 am	Continental Breakfast			
9:00 am – 10:30 am	Keynote Address: Linda Contreras, Improving on a Good Idea (Grand Ballroom)			
10:45 am - 12:00 pm	Recycling and Upgrading Your Equipment (North Hall)	The High Cost of Advertising (South Hall)	Delivering World- Class Products (East Hall)	Keeping Up with Technology (West Hall)
12:00 pm – 1:30 pm	Lunch Break			
1:30 pm – 3:00 pm	Remodeling Within Your Budget (North Hall)	Sell, Sell, Sell! (South Hall)	Building In Quality from the Ground Up (East Hall)	Improving Performance (West Hall)
3:00 pm – 3:30 pm	Afternoon Break			
3:30 pm – 5:00 pm	Raising Venture Capital (North Hall)	Marketing to Specific Demographics (South Hall)	Raising the Quality Bar (East Hall)	Deciding Whether to Update Your Tools or Build New Ones (West Hall)
5:15 pm – 7:00 pm	Evening Presentation and Dinner (Grand Ballroom)			

Activity 12

Prepare the following document. Save in the activities sub folder as agenda:

Agenda

Yearly Meeting – Department Managers

Meeting No. : 5

Date: 20 September 2012

Time: 9.15 am – 11.15 am

Venue: Community Center

Attendance: administrator
Staff Supervisors

Events

- *Treasurer's Report.*
 - *Budget overview.*
 - *Dues update.*
- *Old Business.*
 - *Status of landscaping bids.*
 - *Status of water quality control*
- *New Business.*
 - *Upcoming events.*
 - *Other new business.*
- *Calendar.*
- *Adjournment.*


Copy to: General Manager , Staff Supervisors

Business



Activity 13

Design the following Brochures



Adventure Works

YOUR LOGO HERE

Adventure Works
One Main Street
Seattle, WA 98006
Phone (425) 555-0125
Fax (425) 555-0145
<http://www.adventure-works.com/>



Your world tour
planning experts

WE MAKE YOU GO ROUND THE
WORLD

Phone: (425) 555 0125

Memories to last a lifetime

How often have you said out loud, "I would love to see the Eiffel Tower someday..." or "My dream in life is to see the pyramids"?




YOUR LOGO HERE

Adventure Works
One Main Street
Seattle, WA 98006
Phone (425) 555-0125
Fax (425) 555-0145
<http://www.adventure-works.com/>


Adventure Works World TOURS

Our mission is to provide you with the most comprehensive and complete planning and travel services so that you can have the adventure of a lifetime that is exciting, comfortable,


Qatar TOURIST Attractions



The **Museum of Islamic Art** is a **museum** located on one end of the seven kilometers long Corniche in the **Qatari** capital, Doha. ... The use of arches and water **features** central to Islamic design. A view from the main cornice street. Water **features** ...



The **Pearl-Qatar** is a **unique & innovative** island development in Doha, **Qatar** that...



SOUQ WAQIF the main traditional market in the city centre, which dates back at ... and traditional folk troupes make it a one-of-a-kind cultural bazaar in **Qatar**...

Activity 14

Design the following Brochures

Qatar museum

Doha

Qatar Museums Authority is a Qatari government entity that oversees the Museum of Islamic Art (MIA), Marhabat, Arab Museum of Modern Art, MIA Park, QM Gallery at Katara, ALRIWAQ DOHA Exhibition Space, the Al Zubarah World Heritage Site Visitor Centre, archaeological projects throughout Qatar, as well as the development of future projects and museums that will



Zubara Fort

DOHA

Zubara Fort was originally built by Sheikh Abdullah bin Jassim Al Thani in 1938 to serve as a Coast Guard station, although some utter that it was built to serve as a police station. It was later renovated into a museum to display diverse exhibits and artworks, most especially for contemporarily topical archaeological





GREAT DEALS

Banana Island

Banana Island beach hotels doha is ideal choice for your vacation your private island is a playground for all ages, with adventures on land and at sea. ... The lagoon pool is the center of the island's action, spreading along golden beach and the ocean beyond.

Activity 15

Design the following Pamphlet

Lab Safety Rules

Science labs offer great opportunities for learning, teaching, and research. They also pose hazards that require proper safety precautions.





Dress appropriately

Tie back long hair, and wear suitable gloves, goggles, and other protective equipment.

Proper supervision

Don't perform lab experiments without instructor supervision (unless given permission to do so).





Know location of emergency numbers & safety equipment

Know the location of safety equipment and emergency phone numbers (such as poison control) so you can access them quickly if necessary.





No food

Don't eat or drink in the lab—and never taste chemicals.



ID hazards

Identify hazardous materials before beginning labs.



Be attentive

Be attentive while in the lab. Don't leave lit Bunsen burners unattended or leave an experiment in progress.

Be careful when handling hot glassware

Turn off all heating appliances when not in use. Keep flammable objects away from your workspace.






Keep a clean workspace

Don't obstruct work areas, floors, or exits. Keep coats, bags, and other personal items stored in designated areas away from the lab. Don't block sink drains with debris.



Handle glassware carefully

Properly dispose of anything that breaks. Report cuts, spills, and broken glass to your instructor immediately.



Clean up

After completing the lab, carefully clean your workspace and the equipment, and wash your hands.



Stay safe when conducting your labs by following these guidelines.

Activity 16

Design the following Pamphlet



Use Microsoft word to design the following flyer :



Activity 17

Use Microsoft word to design the following flyer :



Activity 18

LETTERHEAD

Current date

Inside Address

Salutation

Introductory paragraph

Body of the letter (1 paragraph for each new point)

Closure

Signature Block

Name and Title

Enclosures

Prepare the letter using the outline on the previous page as a guide.

QATAR CONNECT

PO Box 1435
Doha QATAR

www.qatconnect.com.qa
info@qatconnect.com.qa
4172 3385

01 October 2018

The Manager
Oryx Travel Centre
PO Box 3480
Doha QATAR

Dear Sir

Our sales staff consisting of 10 people will be attending a sales conference in London in December and we would like you to arrange a quote for travel to and from London and accommodation.

The conference is during the week commencing Monday 12 December. We would like our staff to travel on Friday 9 December and return on Saturday 17 December. Either Heathrow or Gatwick will be suitable destination airports.

Accommodation required will be single standard rooms in a 5-4 star hotel in the Chelsea area.

We look forward to receiving your quotation.

Yours faithfully

Ahmed AL-Ali
Administration Manager

Business



123

Activity 19

QATAR -Travel

PO Box 2135
Doha QATAR

www.qatar-tarv.com.qa
info@qatar-trav.com.qa
50365478

03 November 2020

The chief sales officer
Regency Travel Centre
PO Box 236
Doha QATAR

Dear Sir

This month we are offering our most valued customers an exceptional opportunity to save on our most popular clothing line. Our records show that you have never ordered apparel with this label. Perhaps you were unaware that we carry the line. Well, we want to give you a chance to become acquainted with it.

We know you will enjoy our cotton/polyester blend that feels like superior quality soft wool but at a fraction of the price. For a limited time, you can purchase a faux wool sweater that is virtually impossible to tell from the real thing at a %25 reduction. Go ahead, take advantage of the opportunity. You won't be disappointed! Fill out the enclosed order form and we will rush your sweaters to you. We are pleased that you have chosen Q- cotton for your clothing needs.

Yours faithfully

Ahmed al-kawari
General Manager

Activity 20

Due to the expiration of an accounting software license in your company, you have been assigned to purchase an accounting software to Make all finance process and a budget for the company.

Write business letter in (MS word) to (Best soft - company) including:

- a. Features of accounting software you are choosing.*
- b. Prices offers or online purchase.*

Your attention to this matter is requested immediately.

General manger

Ahmed al-Jassim

Activity 21

Prepare and arrange the following letter :-

Use Arial 12 pt with single spacing.

Qatar insurance

Ali al-mannai
General Manager

Dear sir

We are currently undertaking a review of our insurance policies. Can you please confirm that the policy details below are accurate.

Policy No	Type	Expiry Date	Sum Insured
QC 764924	Public Liability	21 December 2012	QR 5,000,000
QC56841	Vehicle Comprehensive	15 November 2012	QR 155,000
QC56842	Vehicle Third Party	15 November 2012	QR 2,150
QC764854	Fire & theft	18 March 2013	QR 685,550
QC764901	Office equipment	30 June 2013	QR 35,865

(Current date using correct format)

I look forward to your response.

Yours sincerely

Mr Massoud Mohamed
QIC
PO Box 4213
Doha QATAR

Activity 22

Create a new document to make a C.V

C.V

Name

Birthday

E-mail

Address

Phone

Profile (about yourself)- Summary

Education

Experience & Skills

Page number

Business



➤ **After reading the following text , use all data to make a C.V**

Tony Stev lives in London .25 batter st born in 24 – 05 -1977

His mobile Phone :08926598743 and his e-mail Email : stev@gmail.com

His Experience from 1995 – present in

- Customer Service Representative
- Work with 28 sales professionals covering 2 states (Rhode Island and Connecticut), Support sales reps in opening new accounts and upgrading existing service.
- Quickly and effectively solve customer challenges.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

And his Profile includes :

- More than 7 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.
- Solid computer skills.
- Excellent working knowledge using both IBM and Mac systems; Lotus 3-2-1, Microsoft Excel, WordPerfect, Microsoft Word, CT DataTrac.
- Ability to train, motivate, and supervise customer service employees.
- Develop plan, conduct audits and variance analyses, process payroll and payroll tax reports and filings, and maintain/update accurate inventories.

And he studied in

- Elm Tree Junior College, Providence, RI
- Associate of Arts: Communications & Public Relations 1990

Activity 23

ALI AHMAD



Contact

Address:

177 Great Portland Street,
London W5W 6PQ

Phone:

+44 (0)20 7666 8555

Email:

christoper.m@gmail.com

Languages

Spanish – C2

Chinese – A1

German – A2

Summary

Senior Web Developer specializing in front end development. Experienced with all stages of the development cycle for dynamic web projects. Well-versed in numerous programming languages including HTML5, PHP OOP, JavaScript, CSS, MySQL. Strong background in project management and customer relations.

Skill Highlights

- Project management
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused

Experience

Web Developer - 09/2015 to 05/2019

Luna Web Design, New York

- Cooperate with designers to create clean interfaces and simple, intuitive interactions and experiences.
- Develop project concepts and maintain optimal workflow.
- Work with senior developer to manage large, complex design projects for corporate clients.
- Complete detailed programming and development tasks for front end public and internal websites as well as challenging back-end server code.
- Carry out quality assurance tests to discover errors and optimize usability.

Education

Bachelor of Science: **Computer Information Systems** - 2014

Columbia University, NY

Certifications

PHP Framework (certificate): **Zend, CodeIgniter, Symfony.**

Programming Languages: **JavaScript, HTML5, PHP OOP, CSS, SQL, MySQL.**

Activity 24

Rearrange data to make a C.V

Mary Marshall

Detroit, MI 11111

E. mmmarshall5@email.com P: 555-222-1111

Professional Summary

Certified public accountant looking for position with corporate finance department. Eighteen years of experience in different accounting roles, including working for auditing firm, managing the financial operations for a private contractor, and operating independently. Each role has helped to develop a comprehensive understanding of financial management, budgeting, financial forecasting, and tax preparation. Looking to now employ this knowledge for the benefit of a single organization.

Work History (Experience)

Auditing Consultant

Veritas Financial Services

October 2011 – Current

- Serve as a member of auditing team employed by public and private agencies and entities to review an organization's financial records, review a company's liabilities and assets for another corporation looking to acquire it, or to help clients get a better handle on their own financial operations.
- Review past tax records and any business expenses that may have tax implications to either help prepare return forms for the current year, dispute IRS audit findings, or look for opportunities to file amendments that may decrease a client's tax liability.
- Prepare recommendations based upon audit findings aimed at helping improve each client's tax situation going forward.
- Participated in 23 separate audit cases during tenure.

Activity 25

Profile:

Total five years of experience (which comprises of 3 years in UAE and 2 years in UK) in the field of Information Technology in the area of Network & System Administration on Windows 2003/2000, Windows NT 4.0 based Networks & modern Internet Technology.

Fast learner, self-motivated, applying methods and technical updates in my day-to-day work with a high degree of attention and commitment to work.

Jassim Ali

KHLIFA ST - Doha, Qatar

33219874 - Jassim Ali@gmail.com

Experience in UK:

1. *Worked as a Hardware and Systems Engineer from August 2002 to August 2004 (Part time). Hudson Technology limited, UK*

Duties involved managing and maintaining the Workgroup of the company, maintaining the hardware, and supporting end users day to day activity.

Professional Certifications:

- MCP – Microsoft Certified Professional
- MCSA – Microsoft Certified Systems Administrator [Win 2003] (Messaging)
- MCTS – Microsoft Certified Technology Specialist (Vista)
- ITIL Foundation

Educational Qualification:

- **Bachelor of Computer Application [BCA]**
 - Cambridge University (Passed with Distinction)

Experience of Security and Networking Tools:

- Nessus Vulnerability Scanner.
- GFI LANguard Network Security Scanner.
- Retina Vulnerability Assessment Scanner.
- HP/Compaq Insight Manager, HP Open view.
- Kiwi Cat Tools, Servers Alive, etc...

Personal Details:

Date of Birth : 24th Feb 1983
Nationality : Qatari
Driving License : Qatari Driving License

Activity 26

ALI AL-KAWARI

344 ELM STREET MADISON, SD 57042 #

+1 (970) 333-3833

ali541@mail.com

Summary

Motivated cashier who is highly energetic, outgoing and detail-oriented. Handles multiple responsibilities simultaneously while providing exceptional customer service. Quickly learns and masters new concepts and skills. Passionate about ensuring customers leave shop with a positive experience.

Highlights

- Cash handling accuracy
- Loss prevention
- Mathematical aptitude
- Organized

Experience

CASHIER - 09/2017 to 05/2019

SEARS - SHOP, New York

- Offer exceptional customer service to differentiate and promote the company brand.
- Cooperate with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Keep checkout line clean at all times and maintain neat, orderly product displays.
- Mentor and coach new cashiers.

CASHIER - 09/2015 to 05/2016

SEARS - SHOP, New York

- Offer exceptional customer service to differentiate and promote the company brand.
- Cooperate with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Keep checkout line clean at all times and maintain neat, orderly product displays.
- Mentor and coach new cashiers.

Education

Bachelor of Science: **Business Communication and Business Administration** - 2014
Rohan Community College, NY

Activity 27



Ahmed al-mohanadi

+1 (970) 333-3833
ANTHONY.SMIDTH@MAIL.COM

[HTTPS://LINKEDIN.COM/ANTHONYSMITH](https://linkedin.com/anthonymsmith)
[HTTPS://WWW.BEHANCE.NET/ANTHONYSMITH](https://www.behance.net/anthonymsmith)

Summary

Forward-thinking Video Editor/Motion Graphic Designer with 5+ years of experience. Offering extensive knowledge of storytelling and color correction. Successful at marketing techniques. Knowledgeable about digital media platforms and deadline-oriented editing. Through these qualities, I have confidence in my ability to facilitate positive change and collective effort.

Skills

- Highly proficient with the current version of Adobe After Effects and skilled in the development of motion graphics.
- 3D (C4D, Blender) knowledge desirable.
- Strong organizational and prioritization skills along with keen attention to detail.
- Proficient with the current versions of Adobe Photoshop and Illustrator.
- Good interpersonal and organizational skills, with an ability to work both independently and collaboratively.

Experience

MOTION GRAPHIC DESIGNER - 05/2013 to 05/2019

LUNA, LOS ANGELES

- Creates and develops all aspects of visual design from project inception to implementation on different media.
- Adapt and adjust graphic packages from other regions.
- Works closely with the writer producers and editors.
- Adhere to agreed upon design delivery schedules coordinated with Graphic Producer and Client.
- Strong creative and conceptual vision and excellence in Typography.

Education

CALIFORNIA STATE UNIVERSITY, LOS ANGELES

Bachelor's Degree in Graphic Design

Activity 28

Use Ms Word to prepare the following income statement for first six months of year 2021.

	A	B	C	D	E	F	G
1	Income statement						
2	2015	Jan	Feb	Mar	Apr	May	June
3	Sales	10,000	12,000	15,000	9,000	18,000	20,000
4	Cost of Sales	6,000	7,000	8,000	5,000	13,000	15,000
5	Gross Profit						
6	Selling Expenses	1,000	1,200	1,456	1,111	1,344	1,333
7	Admin Expenses	500	350	600	456	355	555
8	Finance Expenses	500	400	680	433	455	567
9	Total Expenses						
10	Net Profit						

Style guide

1. Use \$ sign for all numbers.
2. Use thousands separator for all number.
3. The heading font must be size 18 point, bold, and Arial.
4. The remaining table font must be size 14, and Arial.
5. Save the document under the name insert object 2.

Formulas

1. Gross Profit = Sales – cost of Sales.
2. Total Expenses = Selling Expenses + Admin Expenses + Finance Expenses.
2. Net Profit = Gross Profit – Total Expenses.

Activity 29

Use Ms Word to prepare the following table then use appropriate formula :

QBS COMPUTER COMPANY						
Products	Sunday	Monday	Tuesday	Wednesday	Thursday	Total
Software	2,455	3,584	2,793	2,705	3,621	
Hardware	4,581	5,141	5,842	6,745	4,873	
Stationery	1,404	1,864	1,739	1,557	1,815	
Books	5,141	5,842	1,404	6,745	2,793	
DVD	2,793	6,745	5,842	1,404	6,745	
CD	6,745	5,842	1,404	2,793	5,842	
AVERAGE						

Style guide

1. Use \$ sign for all numbers.
2. Use thousands separator for all number.
3. The heading font must be size 18 point, bold, and Arial.
4. The remaining table font must be size 14, and Arial.
5. Save the document under the name insert object 3.

Activity 30

Design the following table, use formulas to calculate max value & average each month

Sales2020	July	Aug	Sep	Oct	Nov	MAX
Current Year Expenses	31,058	74,281	80,658	65,048	48,524	
Cost of Sales	65,410	22,843	33,412	21,795	18,632	
Selling Expenses	38,211	15,843	64,651	16,882	14,739	
Admin Expenses	97,744	12,924	78,584	10,627	11,715	
Finance Expenses	65,35	5,200	31,200	5,200	5,850	
Average each month						

Design the following table and use formulas to calculate total:

Products	Sunday	Monday	Tuesday	Wednesday	Thursday	Total
Books	5,141	5,842	1,404	6,745	2,793	
DVD	2,739	6,745	5,842	1,404	6,745	
CD	6,745	842	1,404	2,793	5,842	

Activity 31

Design a personal form (for trip)

Personal Information	
Full name	
Mobile or cellular phone	
Home e-mail address	
Birthday (MM/DD/YYYY)	
Driver's license number	
Business Information	
Company	
Job title	
Business phone	
Business e-mail address	
Manager's name and phone	
Emergency and Medical Information	
Blood type	
Airline Information	Flight # Num
Date	
Airline	
Flight number	
Destination city	
Arrival time	

Activity 32

1. Design the following table :

Item	El- Noor	Al-Forsan	El-Shams	Al-Jassim	Al-Sharq
desk	QAR 36.00	QAR 33.00	QAR 35.00	QAR 24.00	QAR 88.00
chair	QAR 50.00	QAR 55.00	QAR 60.00	QAR 54.00	QAR 59.00
table	QAR 500.00	QAR 543.00	QAR 512.00	QAR 580.00	QAR 560.00
comp-desk	QAR 250.00	QAR 260.00	QAR 230.00	QAR 280.00	QAR 240.00
cupboard	QAR 300.00	QAR 312.00	QAR 319.00	QAR 322.00	QAR 344.00
case	QAR 160.00	QAR 161.00	QAR 168.00	QAR 165.00	QAR 163.00

2. Use hyperlink for all items .

Activity 33

1. By Using " Help" press F1 Search for:

A. Drop list in word 2010.

B. Insert header, footer.

C. Create watermark.

D. Shading text .

2. Create a new 4 document, to paste results.

Activity 34

Design the following table and use Drop down List:-

My favorite sport is.

My favorite food is.

My favorite club is.

My favorite laptop is.

My favorite Color is.