

Level 4

Word Processing

Practice

Your documents, when edited and formatted, should look similar to these:

Exercise 1 - DRAFT

To Bernie,

I would like to have all our fire points serviced, as soon as possible. The last assessment was carried out one year ago. Our offices are open from 9 a.m. to 5 p.m. Monday to Friday. We are closed between 1 p.m. and 2 p.m.

I look forward to hearing from you.

Yours sincerely

Jackie Kay

In-house Computer Design

info@inhouse.ie

034-235470



Number of words: 63

Exercise 2 - NOTES

My Meeting Notes

The meeting took place on **4th February 2015** in Meeting Room 2. The new products and sales thereof were discussed. It was decided that more of Product Item #74 will be ordered in order to keep up with demand. The sales team performance had increased by **16%** which is the best since 1982.

The next meeting will take place on **6th February 2016**.

Number of words: 63



Exercise 3 - COMPANY INFORMATION

Green Grass Garden Centre.

The Green Grass Garden Centre specialises in outdoor gardening and offers a wide selection of trees, shrubs, vines, perennials, houseplants, seasonal colour, sod and more. We also have a range of beautiful pet products.

The centre doesn't only stock a wide variety of products, we also design landscapes. We are here to assist you from simple planting to a complete landscape renovation.

Look out for our "how to" video guides and garden tips.



Exercise 4: MEMORANDUM

MEMORANDUM

To: All Staff

From: Anna Lee, Executive Assistant

Date: July 15, 2015

Subject: Reception Door Security

It has come to our attention that the door in reception is being left open during the day. This poses a security risk. At great cost, the door in reception has been fitted with a quality security code. It is therefore very important that this door stays locked at all times.

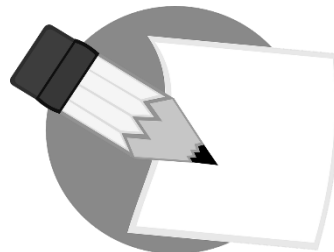
Please ensure that you close the door securely and use your security code to enter the building.

Thank you for your cooperation!

Best,

Anna Lee

Anna Lee



Exercise 5 - COURTESY EMAIL

Dear Mr O'Malley

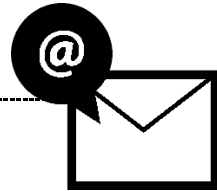
This is a courtesy e-mail to thank you for your order.

I also want to confirm that the goods have been shipped to you today via international air mail delivery. Please look out for the packages in your mail in the next few days.

Thank you for your custom; it's very much appreciated.

Kind regards,

Thomas Freehill



Exercise 6 – TELEPHONE MESSAGE

Download the file telephone_message.

While you were out

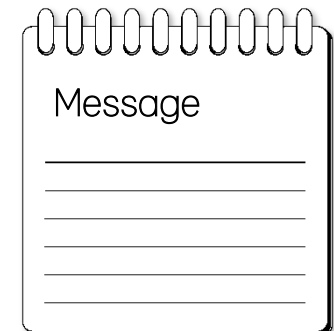
For: Gerry McManus (Manager)

Date: 15th December 2015

Time: 3.10 p.m.

Message: Kieran Smith from Software Solutions Ltd. called. He said that he would be late for their meeting tomorrow morning. He will be there at about 10 a.m. as he has a meeting with staff at 9 a.m. He has emailed the completed report to you. He asked if you could print the statistics required for the meeting. He is in meetings this afternoon but you can contact him after 5.30 p.m. if you have any questions. His phone number is: 0233-345398.

Message taken by: Lisa



Exercise 7 - AGENDA

AGENDA

Team Meeting

Date: 10th March

Place: Room 7

Objectives:

- Review purpose of team
- Adopt ground rules for collaborative planning
- Identify challenges to goal/vision
- Plan next steps
- Evaluate meeting

9:00 Welcome, review agenda and confirm next meeting time and place

9:15 Review purpose of team

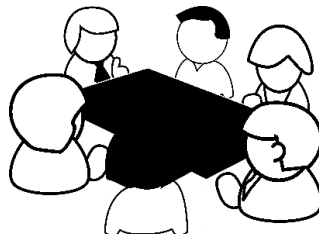
9:30 Review, revise and adopt ground rules for meetings

10:45 Identify challenges to the goal/vision and strategies for addressing challenges

12:45 Plan next steps: roles for next meeting; objectives for next meeting: discuss training of trainers, selection of coaches and demonstration sites, etc.

1:00 Discuss meeting evaluation

Light Lunch



Exercise 8 QUOTATION

ABC Painting & Renovators

P.O. Box 42

Cavan

Co. Cavan

Website: <http://www.abcpainting.com>

Email: sales@abcpainting.com

Quotation No. 273

Date: 12th November 2015

Our Ref. ABC273

Mr Kevin McBrien

7 Mountain View Offices

Cavan

S/No Product ID Description of Work

Thank you for the opportunity to quote. We are pleased to quote as follows:

Painting of offices unit at 7 Mountain View Offices

Amount: €2,500.00

Price includes

- All surface preparation
- 1 undercoat and 2 finishing coats to the colour of your choice
- Supply of paint and labour/ workmanship



PAYMENT TERMS: 30% deposit required to start work. Balance 70% on completion

VALIDITY: 90 days from the date of this quote

We trust that you will find our quote satisfactory and look forward to working with you. Please contact us should you have any questions at all.

Colm Davey

for ABC Painting and Renovation

Exercise 9 LETTER

Maggie McGreevy

Maggie's B & B

Ballinamore

Co. Leitrim

Phone: 0935023543

Email: info@maggiebb.com

January 10th, 2016

Mr. John Smith

Euro Bank

Dublin 8

Dear Mr. Smith,

I, Maggie McGreevy, am writing this letter to indicate that I authorise Joe Clarke to act on my behalf with regard to the bank account #MBB2384 while I am out of town between the dates of February 1, 2016 and March 31, 2016.

I appreciate both your and Mr. Clarke's assistance in this matter.

Please do not hesitate to contact me should you have any queries.

Sincerely,

Maggie McGreevy

Maggie McGreevy



Exercise 10 BLOG



Learning to Deal With Difficult People

The Bottom Line:

Difficult people can make your workday less enjoyable. With the right strategies, you can learn to deal with them effectively. If you have to work with difficult people every day, you probably dread going to work each morning. What's more, you might get so stressed that you can't concentrate on the job. Have you ever wondered why some people are difficult to work with? "Individuals behave in a difficult manner because they have learned that doing so keeps others off balance and incapable of effective action. Worst of all, they appear immune to all the usual methods of communication and persuasion designed to convince or help them change their ways," says Robert M. Bramson, Ph.D., author of *Coping with Difficult People*.

Bramson offers some strategies for coping with such people.

How to Cope

Avoid these "don'ts" when dealing with difficult people:

- Don't take difficult people's behaviour personally. Their troublesome behaviour is habitual and affects most people with whom they come in contact.
- Don't fight back or try to beat them at their own games. They have been practising their skills for a lifetime, and you're an amateur.
- Don't try to appease them. Difficult people have an insatiable appetite for more.
- Don't try to change them. You can only change your responses to their behaviour.

Here's how you can cope effectively with 3 common types of difficult people.

Openly Aggressive People

Stand up to them, but don't fight. Overly aggressive people expect others to either run away from them or react with rage. Your goal is simply to assertively express your own views, not try to win a battle of right and wrong.

Snipers

Difficult people are experts at making sneak attacks in subtle ways, such as humorous put-downs, sarcastic tones of voice, disapproving looks and innuendoes. Respond to a sniper with a question. "That sounds like you're making fun of me. Are you?"

Complainers

These are fearful people who have little faith in themselves and others because they believe in a hostile world. Their constant discouragement and complaining can bring everyone to despair. "Don't try to argue these difficult people out of their negativity. Instead, respond with your own optimistic expectations," says Bramson.

Source: Insights for Achievement, Goddard Enterprises, Inc.

<http://newletterville.com/Newsletter%20Samples/Insights%20For%20Achievement%20Vol%202,%20Issue%202.pdf>

Exercise 11 LETTER OF REFERENCE

Mrs Eimear Connelly

Computer Design School

Email: eimear@computerschool.ie

Phone: 023459964

15th October 2015

Siobhan White

The I.T. College

Reference for assistant teacher, Brigid Donovan

Dear Ms White,

I hope this letter finds you well. I am Eimear Connolly, Administrative Director at the Computer Design School. I am writing regarding Ms. Brigid Donovan's application for the training program your college is offering. I have known her for the past five years as a colleague and our school has benefited greatly by the excellent work she has produced here.

Ms. Donovan has been working for our school for five years. She has an excellent track record and is well-known for her sense of initiative and persistence. I am sure that she will grow even more and do a great job in your training programme.

Ms Donovan will hopefully continue to work for us on a part-time basis and we fully support her return to education.

Thank you for your time. If you would like to ask more questions, I will be happy to accommodate you. Simply give me a call at 555-5555.

I wish you all the best.

Yours Sincerely,

Mrs Eimear Connelly

Mrs Eimear Connelly



Exercise 12 - MENU

Download the document [menu](#).



The Snack Bar

MENU

SOUPS

Tomato 'n' Basil (with garlic croutons)

Cream of Mushroom

Fresh Veg Soup (a flavourful clear soup)

BETWEEN THE BREAD

(Choice of sandwiches, grilled, toasted or plain, served with French fries and salad)

Veg. sandwich (sliced vegetables with peppers and mayonnaise) €12.00

Chicken sandwich (marinated chicken with peppers and mayonnaise) €15.00

Veg. Club sandwich (triple decker sandwich with cheese & salad) €15.00

Non-Veg Club sandwich (triple decker sandwich with chicken, ham, and cheese) €17.00

BURGERS

Veg. burger (served with French fries & salad) €12.00

Chicken burger (served with French fries & salad) €15.00

French fries €5.00

PASTA

(Choice of penne, spaghetti, fusilli)

Pasta Alfredo (pasta in thick cream & parmesan with mushroom & veg) €15.00

Pasta Carbonara (pasta cooked with bacon and eggs in cream sauce) €20.00

Pasta Pesto (fresh herbs, spinach & parmesan sautéed to a creamy perfection) €17.00

Pasta Pomodoro (fresh tomato sauce, cheese, basil and oregano) €18.00

PIZZA

Margherita (a classic cheese pizza) €12.00

Spicy veggie (tomatoes, crispy onions, green chillies and cheese) €15.00

Pepperoni pizza (sprinkled with our jalapeno powder and parmesan) €15.00

BBQ chicken pizza (with grilled chicken, red onion and hot chili) €15.00

Cheese and tomato pizza (with goat cheese & sun-dried tomato) €15

SALADS

Italian Salad €12.00

Garden Salad €8.00

Caesar Salad €12.00



The Snack Bar

Exercise 13 - THANK YOU LETTER

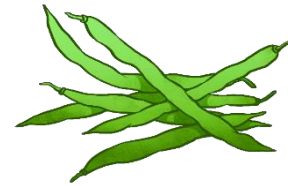
Green Beans Ltd.

Gerard Breen

5th July 2015

Manager

Hilltop Hotel



To the Manager and Staff at the Hilltop Hotel

What a success! Green Beans has now enjoyed its first Annual Conference '**Going and Staying Green**'. The event has had excellent reviews.

On behalf of the Green Beans Ltd. Board of Directors, I want to extend a heart-felt thank you for your commitment to making this event so successful. It was the vision of the Board of Directors and the Planning Committee to inform, entertain, and provide a networking forum for all local businesses in a comfortable environment.

Your generous contribution helped make our vision a reality by helping to offset the cost of holding the Conference in an environment as beautiful and professional as the Hilltop Hotel.

As we continue to grow, please know that partnerships with our sponsors are vital to the success of this chapter. You are truly appreciated.

Thanks again.

Sincerely,

Gerard Breen, Green Beans Ltd

Exercise 14 - TERMS AND CONDITIONS



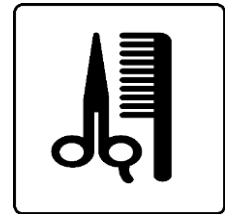
Excerpt: Terms and Conditions

1. Please include payment with your order. Payments by credit/debit card are payments to Office Solutions on whose behalf and to whose account your bank will process such payments.
2. Delivery will normally be within 30 days of your order. The total price includes delivery.
3. By signing the Application, you authorise Office Solutions to automatically charge your credit card for each product specified above and each order, plus shipping, handling and VAT. Credit cards may be charged up to two days prior to the shipping date. Office Solutions may terminate this Agreement without notice if the credit card(s) to which a Customer has authorised charges becomes expired, cancelled, or charges declined by the bank issuing the card for any reason.
4. You will have an opportunity to examine and reject goods you order from us after they have been delivered to you. If for any reason you are not satisfied with your purchase, we will refund or exchange the goods, provided that you have taken reasonable care of such goods and they are in a resalable condition and that such products are returned to us at the Office Solution's address within 14 days of receipt of the goods by you.
 5. Office Solutions reserves the right to change the prices of any products in its product line, and to discontinue any products in its line, including those products selected as part of your order. Announcements of price changes will be issued at least 30 days before going into effect. VAT rates are subject to change without notice.

Exercise 15 - CV

This is an example of how the CV may be improved.

Karen Smart, Hairdresser



CAREER OBJECTIVE

A hard working, reliable and enthusiastic college leaver who has a passion for delivering excellent hair treatments and a high level of customer service. Karen possesses an easy going personality, which she can use to great effect to make customers feel special and want to come back for more. She has a good sense of style, along with excellent hand-eye coordination and steady hands. She is looking for a hairdressing position with an exciting salon.

ACADEMIC QUALIFICATIONS

North College 2012 - 2014

NVQ Level 2 Hairdressing Pass

HAIRDRESSING SKILLS AQUIRED WHILST STUDYING & WORK EXPERIENCE

- Extensive knowledge of past and current hairstyles and trends
- How to advise clients on styles that suit their hair type & lifestyle
- Shampooing and conditioning hair
- Knowledge of head massage, colour application, setting rollers and basic blow dry techniques
- Understanding of how different hair & skin types react to various chemicals and colouring
- Cutting hair using clippers, scissors or razors
- Highly developed sense of colour, contour, and form
- Cleaning the salon, including work areas and equipment
- Shaving and trimming beards and moustaches

KEY COMPETENCIES

- Excellent verbal, writing, and listening skills
- Good manual dexterity, able to work quickly and accurately with hands
- Able to react calmly to aggressive or abusive customers

- Providing services such as bleaching, conditioning, straightening and tinting

SELECTED ACHIEVEMENTS

- Regularly post articles on hairdressing websites about industry related issues
- Learnt about the responsibilities expected of a hair salon manager or owner
- Successfully completed a four-week Advanced First Aid Course.

HOBBIES & INTERESTS

When not working Karen enjoys spending her time socialising with family and close friends. She likes to keep fit and apart from going to the gym, is also a member of the local women's only soccer team. She is keen on learning about the latest fashion trends, and regularly goes to clothes shows around the country.

REFERENCES

Available on request

SAMPLE EXAMINATION

15th November 2015

CONFIDENTIAL

Action Plan Marketing Club

By Robert Middleton, Action Plan Marketing

Excerpt: Social Media Marketing Plan

This plan is based on the interview with Jason O'Brien and Gemma Brady on Social Media and gives an outline of the steps to getting a social media plan into action. This is very much the plan we intend to follow. The report written by Jason and Gemma is included at the end of this document. In about an hour a day or less, you can get the word out about what you're up to, to thousands of people. Make sure to read the report first before you start implementing your plan. A social media guide has been emailed to all staff.

Part 1: Lay the Foundation for Your Social Media Networking

Sign up for Facebook – <http://www.facebook.com>. Complete the profile.

Sign up for LinkedIn – <http://www.linkedin.com> . Complete the profile according to directions.

Sign up for Twitter – <http://www.twitter.com>. Complete the sign up form as required.

Start Up a Blog – <https://www.typepad.com/>

You can use TypePad for the platform or choose your own format. With a blog you will need to not only sign up, but design your page. If you are not technically savvy, you will need some help with this. You don't have to make your blog fancy. Someone should be able to do it for you in a few hours. For more information on setting up and using a blog, please check the social media guide.

Part 2 - Start Putting the Word Out

Start writing on your blog

Post 200 to 500 words on subjects pertaining to your department. Ideally, post once a day, five days a week.

Consult the social media guide to follow all social media etiquette rules.

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