

International Formatting (Mexico)

Goals

- Improve speed and accuracy
- Refine language arts skills in the use of abbreviations
- Format international documents

A. Type 2 times.

A. WARMUP

1 On 4/25/05 Jamie exercised by "power walking" on the 11
 2 athletic tracks. She also zipped along the city's favorite 23
 3 route (Polk Street & Bell Avenue). It was a quick walk! 34
 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

SKILLBUILDING

B. PROGRESSIVE PRACTICE: ALPHABET

If you are not using the GDP software, turn to page SB-7 and follow the directions for this activity.

C. Type the paragraph 2 times, concentrating on each letter typed.

C. TECHNIQUE PRACTICE: CONCENTRATION

4 El uso de la bicicleta es muy popular en Barranquilla.
 5 Cuando el tiempo es bueno a toda la gente joven le gusta ir
 6 a pasear en bicicletas. Me gusta ir a montar en bicicleta,
 7 especialmente cuando hace sol y el tiempo es agradable.

LANGUAGE ARTS

D. Study the rules at the right.

D. ABBREVIATIONS

RULE ►
abbreviate measure

In technical writing, on forms, and in tables, abbreviate units of measure when they occur frequently. Do not use periods.

14 oz 5 ft 10 in 50 mph 2 yrs 10 mo

RULE ►
abbreviate lowercase

In most lowercase abbreviations made up of single initials, use a period after each initial but no internal spaces.

a.m.	p.m.	i.e.	e.g.	e.o.m.
Exceptions:	mph	mpg	wpm	

RULE ►
abbreviate =

In most all-capital abbreviations made up of single initials, do not use periods or internal spaces.

OSHA	PBS	NBEA	WWW	VCR	MBA
Exceptions:	U.S.A.	A.A.	B.S.	Ph.D.	P.O.
	B.C.	A.D.			

Edit the sentences to correct any errors in the use of abbreviations.

- 8 A mixture of 25 lb of cement and 100 lb of gravel was used.
- 9 The desk height must be reduced from 2 ft. 6 in. to 2 ft 4 in.
- 10 The 11 a. m. meeting was changed to 1 p. m. because of a conflict.
- 12 The eom statement was published over the Internet on the W.W.W.
- 13 She enlisted in the U.S.M.C. after she received her MBA degree.
- 14 His Ph. D. dissertation deals with the early history of NATO.

FORMATTING

E. INTERNATIONAL URLs

Uniform resource locators (URLs) identify a site on the World Wide Web where specific information can be found. In

international URLs, an abbreviation for a country is often included in the URL, as shown in red below.

Country	Uniform Resource Locator (URL)
Canada	http://www.pearlson.animate.chap2.ca
France	http://www.education.grad.up.fr
Germany	http://www.mercedes.de
Japan	http://www.sushi.co.jp
Mexico	http://www.reloj.baja.mx

F. WORD PROCESSING: INSERT SYMBOL

Accents and other marks are used in many languages to indicate how words should be pronounced. Some examples of accents

used in Mexico, where Spanish is spoken, are shown below.

Symbol	Spanish Word	English Translation
ñ	Señor, Señorita	Mr., Mrs.
í	el río	river
ó	adiós	good-bye

DOCUMENT PROCESSING

Correspondence 87-79

E-Mail Message



Reference Manual

Refer to page R-5C and
R-5D: E-Mail Message.

abbreviate lowercase



Reference Manual

Refer to page R-12C of
the Reference Manual for
a review of list formatting.

abbreviate =

Today is April 15, your second day, and you will prepare an e-mail message and a business report with a table. Begin with the e-mail. Type the e-mail greeting, Hi, Mr. Noriega:, and the body shown below in correct format. Type Hiroki as

the closing, and type this signature: Hiroki Kayano | E-Mail: hkayano@worldtech.com | Phone: +1.702.555.1839. Save the e-mail message, but do not send it.

¶ As you know, sales in our international divisions have been accelerating since the advent of our new Jefe automobile. As a result, several new manufacturing plants will open in the next eight years. The first five of these plants will open in France and Germany.

¶ To market our new manufacturing plants and promote the Jefe, our Marketing Division is planning to open new Web sites on the Jefe home page. The following links will be added to advertise our plant expansion:

- *Bordeaux, France*: <http://www.bordeaux.fr.jefe.new.html>
- *Toulouse, France*: <http://www.toulouse.fr.jefe.new.html>
- *Grenoble, France*: <http://www.grenoble.fr.jefe.new.html>
- *Hamburg, Germany*: <http://www.hamburg.de.jefe.new.html>
- *Stuttgart, Germany*: <http://www.stuttgart.de.jefe.new.html>

¶ You will be notified when the Web sites go online. Until then, plan to work with your Marketing Division personnel to implement the marketing plan we discussed at our meeting last month (the Henderson Proposal). When the sites go online, we hope to maximize our exposure on the WWW. If they are as successful as we believe they will be, our promotional campaign may also be implemented at our plants in Piedras Negras, Morelia, and Cancún.

Type the report on A4-size paper.

MEXICO TRAVEL DESTINATIONS
Most Popular Attractions
April 15, 20--

Since the mid-1990s, national parks in Mexico have become popular tourist sites for visitors from the Americas, Europe, and Asia. As a result, an increasing number of requests have been made for travel brochures and maps from our Visitors' Bureau. Therefore, in the next few weeks, we will be publishing several new brochures and maps to accommodate these requests.

BROCHURES

The brochures will include a detailed description of the site, providing information on beginning and ending visitation schedules, highlights of the site, and popular photography locations. Brochures will be prepared on the sites and locations shown in the table below. The fourth column indicates how many years each site has been ranked among the top ten most popular sites in Mexico.

Type the copy at the right in boxed table format, inserting the table into the report.

abbreviate measure

Area | Site | State | Top 10

Northern	Cumbres de Majalca	Chihuahua	2 yrs
Northern	Cumbres de Monterrey	Nuevo Leon	2 yrs
Northern	Sierra del Pinacate	Mexicali	4 yrs
Central	El Tepozteco	Morelos	10 yrs
Central	Iztaccíhuatl y Popocatépetl	Morelos	10 yrs
Central	Malinche	Puebla	3 yrs
Southern	Bonampak/Yaxchilan Monuments	Chiapas	7 yrs
Southern	Chichén Itzá	Merida	15 yrs
Southern	Dzibilchaltún	Yucatán	5 yrs
Southern	Sian Káan Biosphere Reserve	Quintana Roo	4 yrs

Accent used in Sian Káan

(Continued on next page)

MAPS

Maps will be supplied for the locations listed above, with detailed insets to guide visitors from the nearest cities to the tourist attractions. Walking trails and resting stations will be highlighted, and approximate walking times will be noted on the maps. Individual maps will be prepared for each area (northern, central, and southern), and a comprehensive map for all three visitor areas will also be available. Please send any advertising pieces you wish to promote to Señor Garcia, Public Relations Director.

is used in Señor



International Formatting (France)

Goals

- Type at least 45wpm/5'/5e
- Format international documents

A. Type 2 times.

A. WARMUP

1 On May 4, 2004, Kaye gave a dazzling talk on graphics; 11
 2 it was quite fantastic! She is also writing an excellent 23
 3 book about graphics with text. It might sell for \$23.85. 34
 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

SKILLBUILDING

B. DIAGNOSTIC PRACTICE: SYMBOLS AND PUNCTUATION

If you are not using the GDP software, turn to page SB-2 and follow the directions for this activity.

C. PACED PRACTICE

If you are not using the GDP software, turn to page SB-14 and follow the directions for this activity.

Keyboarding Connection



Protecting Your Files With Antivirus Programs

A virus is a computer program intentionally written to contaminate your computer system. Viruses can enter your system from files downloaded from the Internet or can be acquired from infected files sent to you via e-mail, diskette, or other storage media.

You can protect your computer by purchasing an antivirus program. These programs periodically scan your computer system for viruses. They also scan files that you bring into the system. Some antivirus manufacturers allow you to download a trial copy of their software from their Web site. You can try the software for a few days before you decide if you want to buy it.

YOUR TURN If you want to visit antivirus sites to find out what they have to offer, search for **antivirus software** on your search engine.

D. Take two 5-minute timed writings. Review your speed and errors.

Goal: At least 45wpm/5'/5e

D. 5-MINUTE TIMED WRITING

4 Technology surrounds us. It is everywhere you look. 11
5 People use cellular phones to speak to one another just 22
6 about anywhere. They carry their pagers so that they can be 34
7 reached at any time. Everyone, from the busy executive to 45
8 the college student, is now quite used to being available 57
9 at all hours of the day or night. 64

10 In recent years, busy travelers have become used to 74
11 using their laptops everywhere. They use computer ports in 86
12 airports, hotel rooms and lobbies, and even taxis. This 97
13 technology allows the busy traveler to have access to the 109
14 Internet while on the go. Using the laptop, the user can 120
15 access the latest weather report, sports scores, and news, 132
16 almost as soon as they happen. 138

17 Using the latest technology, you can keep up with your 150
18 work and maintain contact with your office. You can even 161
19 access your bank accounts and pay bills while waiting in 172
20 traffic. Also, if you are in a new place, you can find a 184
21 restaurant or call for directions as needed. The technology 196
22 options that have become available to almost everyone are 207
23 quite amazing. We are living in a small world that seems to 219
24 be getting smaller each day. 225

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

FORMATTING

E. DOT-STYLE TELEPHONE NUMBERS

In the United States, hyphens are used in telephone numbers. A hyphen is used after the 3-digit area code and after the first 3 digits of the telephone number; for

example, 701-555-1234. Another format, used in many countries, is to replace the hyphens with periods; for example, 701.555.4832 or 818.555.3424.

F. INTERNATIONAL TELEPHONE ACCESS CODES

Special access codes are needed to make a phone call from one country to another. To make an international call, dial the IDD (International Direct Dialing) code first. Then dial the country code for the country you are calling, next the area code (if any), and finally the phone number. The IDD code in many countries changes periodically.

The United States and Canada have the same IDD (011) and country code (1). When you provide a United States (or

Canadian) telephone number in a document being sent to an international address, use a plus sign (+) in front of the area code, instead of the IDD code, followed by 1 (the country code for the United States). For example, if you are writing a letter to an international address and you are giving your own phone number in Los Angeles, you would express your number as +1.323.555.8923. Some of the more common access codes are listed below.

Country	From U.S. to Foreign Country		From Foreign Country to U.S.	
	IDD Code	Country Code	IDD Code	Country Code
Canada	011	1	011	1
France	011	33	00	1
Germany	011	49	00	1
Italy	011	39	00	1
Japan	011	81	001	1
Mexico	011	52	98	1
Taiwan	011	886	002	1
United Kingdom	011	44	00	1

Note: The United States and Canada have the same IDD (011) and country code (1).

DOCUMENT PROCESSING

Today is April 16, your third day, and you will prepare a letter, a table, and an e-mail message. Begin with the letter.

Correspondence 88-80

Business Letter
in Block Style

Type the letter on
A4-size paper.

16 April 20-- | Mr. Henry R. Defforey | Human Resources Director | Gemey Techtronics | Avenue Raymond Poincare | 75116 Paris | FRANCE | Dear Mr. Defforey:

¶ I am pleased that we will be involved in an employee exchange this coming year. As we discussed earlier, the exchange of our 26 production employees will benefit both companies.

¶ We plan to rotate all 26 employees through the various units of our production process, starting from the raw materials division and continuing right on through our shipping operations. I have enclosed a projected rotation plan for you to review. Included in the plan are all the employee rotations we discussed at our last meeting. Please review the plan and e-mail me if there are any changes you wish to make. You can e-mail me at ssouthern@worldtech.com, or, if you wish to speak to me directly, you can call +1.214.555.9090.

(Continued on next page)

I look forward to working with you this coming year. As soon as we have agreed on the rotation plan, we can make copies for all affected employees. I know that everyone from our end is eagerly anticipating this collaborative effort.

Sincerely, | Sheila T. Southern | Human Resources Manager | hk | Enclosure |
c: Ted Lambeer, Shirley Gouet

Table
88-45

Boxed Table

Type the table on A4-size paper.

Apply 20 percent shading to the column headings.

ROTATION PLAN		
Tech-Group Inc. and Gemey Techtronics		
Department	Rotation Start Date	Rotation End Date
Raw Materials	3 July 20--	August 11 20--
Board <u>as</u> sembly	14 August 20--	22 September 20--
Drive and As sembly	25 (Sept) 20--	3 November 20--
Power Unit	6 November 20--	15 December 20--
Testing & Evaluation	18 December 20--	2 February 20--

Correspondence
88-81

E-Mail Message

Type the e-mail greeting, Hi, Mr. Deforey:, and the body shown below in correct format. Type Hiroki as the closing, and type this signature: Hiroki Kayano | E-Mail: hkayano@worldtech.com | Phone: +1.702.555.1839. Save the e-mail message, but do not send it.

I am sending you this e-mail to alert you to a change we must make in the rotation plan I sent you last week. We will have to refit several of our board assembly production unit relay systems during the week of 14 August through 18 August. To avoid significantly altering the remaining rotation plan, I would like to suggest that we use one-half of the drive assembly rotation period to complete the board assembly rotation. Please respond to my e-mail as soon as possible so that we can make whatever changes are necessary.

International Formatting (Germany)

Goals

- Improve speed and accuracy
- Refine language arts skills in spelling
- Format international documents

A. Type 2 times.

A. WARMUP

1 Did Jacqueline get 62% of the vote in the election on 11
 2 9/04/00? I think Buzz* (*Kelly) voted for her at 7:35 p.m. 23
 3 that evening, and she was really excited when Jackie won. 34
 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

SKILLBUILDING

B. MAP

Follow the GDP software directions for this exercise in improving keystroking accuracy.

C. Take a 1-minute timed writing on the first paragraph to establish your base speed. Then take four 1-minute timed writings on the remaining paragraphs. As soon as you equal or exceed your base speed on one paragraph, advance to the next, more difficult paragraph.

C. SUSTAINED PRACTICE: PUNCTUATION

4 One of the strengths you must have if you are going to 11
 5 be a success in business is good writing skills. You must 23
 6 practice your writing skills every day if you want them to 35
 7 improve. Perfection of writing skills takes much practice. 46

8 You must always strive to write clearly, concisely, 11
 9 and accurately. Remember always that your writing can be 22
 10 examined by more people than just the one to whom you have 34
 11 written. It's often looked at by other readers as well. 45

12 You want to be sure that your letters always convey a 11
 13 positive, helpful attitude. Don't forget, you represent 22
 14 more than yourself when you write--you also represent your 34
 15 company! This is an important, useful rule to remember. 45

16 Try to stay away from negative words like "can't" or 11
 17 "won't." Readers also do not like phrases such as "because 23
 18 of company policies" or "due to unforeseen circumstances." 34
 19 Using these words and phrases never helps resolve problems. 46
 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

LANGUAGE ARTS

D. Type this list of frequently misspelled words, paying special attention to any spelling problems in each word.

Edit the sentences to correct any misspellings.

D. SPELLING

- 20 means valve entry patient officer similar expenses industry
- 21 quality judgment academic provisions previously cooperation
- 22 foreign closing indicated secretary especially construction
- 23 monitoring assessment continuing registration manufacturing
- 24 products policies capacity presently accordance implemented

- 25 Every company officer will have simaler expenses next week.
- 26 In my judgement, we must insist on co-operation from all.
- 27 My secretery said that she traveled to a foriegn country.
- 28 We must continue monitering the progress for assesment.
- 29 The new policeis must be implimented for all products.

FORMATTING

E. METRIC UNITS OF MEASUREMENT

The metric system of measurement was devised in 1670. It is based on units of 10 and is used by almost every nation in the world. The five common measurements in

the metric system are length, area, volume, capacity, and weight and mass. The table below gives the basic units of measure used in the metric and U.S. systems.

Quantity	Metric Units of Measure	U.S. Units of Measure
Length	millimeter, centimeter, meter, kilometer	inch, foot, yard, mile
Area	square centimeter, square meter, hectare	square inch, square foot, square yard
Volume	cubic centimeter, cubic decimeter, cubic meter, liter, hectoliter	cubic inch, cubic foot, fluid ounce, pint, gallon
Weight	milligram, gram, kilogram, tonne	ounce, pound, ton

DOCUMENT PROCESSING

Correspondence 89-82

E-Mail Message

! Highlighted words
are spelling words
from the language
arts activities.

Today is April 17, your fourth day, and you will prepare an e-mail message, a business letter, and a multipage business report with tables. Begin with the e-mail. Type the e-mail greeting, Hi, Mr. Neubuerger:, and the body shown below in correct for-

mat. Type Hiroki as the closing, and type this signature: Hiroki Kayano | E-Mail: hkayano@worldtech.com | Phone: +1.702.555.1839. Save the e-mail message, but do not send it.

- | The total conversion of our manufacturing plant in Wiesbaden to a metric system, which was discussed previously, is six months away. Ms. Schneider has asked for your continuing support and cooperation as you prepare employees who are presently transferring to the Wiesbaden plant in accordance with the provisions of our policies. Please send me the summary report used when you were monitoring the conversion last year.
- | The metric system will be quite foreign to many employees, especially the younger ones, who were not involved in the planning stages. The summary report will give them a head start on metrification as indicated in the assessment.
- | Call Ms. Schneider Thursday morning (+1.702.555.2354) to discuss the Frankfurt plant closing. Plant operations will be transferred to Wiesbaden in July. She has asked that you use your judgment to monitor the quality of the operation closely until the transfer has been fully implemented.

Correspondence 89-83

Business Letter in Block Style

Type the letter on
A4-size paper.

17 April 20-- | Ms. Geraldine Sommer | Marketing Department | Deutsch Lebensmittel, Inc. | Mannesmannufer 2 | D-40213 Dusseldorf | GERMANY |

Dear Ms. Sommer:

- | Amalia Rios has asked that I send a copy of the summary report on metrics that we completed last year. As you recall, I sent you that report previously to share with the new employees at our Stuttgart plant.
- | If you wish, you can e-mail me the copy that accompanied the report, and my secretary will distribute it as needed.

Sincerely, | Klaus Neubuerger | Human Resources Manager | hk

Type the report on
A4-size paper.



Insert clip art that is
related to measurements
and similar to this example.

Set the clip art at a size
of about 1-inch square,
and place it at the left
margin even with the first
line of the paragraph.

METRIC SUMMARY REPORT

April 17, 20--

1 The metric system was devised by Gabriel Mouton, a French man, in 1670. It is a system based on units of 10 and is considered by some to be more accurate and easier to use than the imperial system of measure used in the United States. When it was first defined, a meter was considered to be 1/10,000,000 of the distance from the Pole to the Equator.

1 The most common metric measurements are for length, area, volume, capacity, and weight and mass. For our Wiesbaden plant, the most crucial measurements for new employees from the U.S. will be volume and weight. Comparisons between these two measures appear in Table 1 (comparing volume measures) and Table 2 (comparing weight measures).

Table 1. METRIC/U.S. COMPARISONS FOR VOLUME

Metric Unit	Metric Example	U.S. Equivalent
Cubic centimeter	1 cubic centimeter	0.061 cubic inches
Cubic decimeter	1,000 cubic centimeters	0.053 cubic ft
Cubic meter	1,000 cubic decimeters	1.31 cubic yards
Liter	1 cubic decimeter	1.76 pints
Hectoliter	100 liters	21.99 gallons

Table 2. METRIC/U.S. COMPARISONS FOR WEIGHT

Metric Unit	Metric Example	U.S. Equivalent
Milligram	1 milligram	0.015 grain
gram	1,000 milligrams	0.035 ounce
Kilogram	1,000 grams	2.205 lbs pounds
Tonne	1,000 kilograms	0.984 ton

! Insert 1 blank line
between the two
tables.

(Continued on next page)



Reference Manual

Refer to page R-12C of the Reference Manual for a review of list formatting.

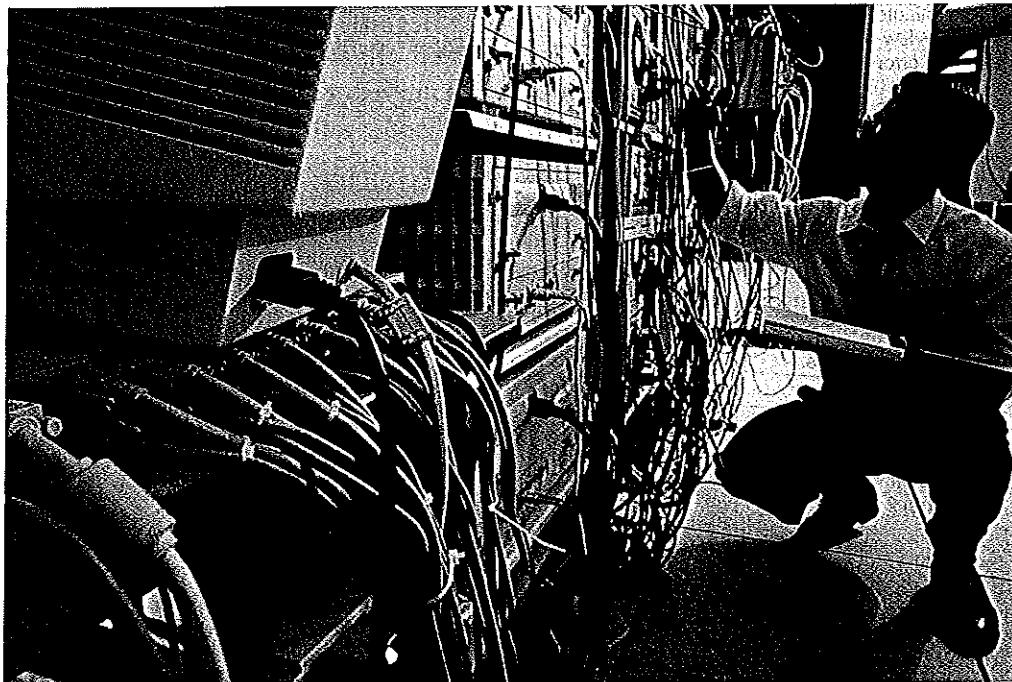


The tilde (~) is usually found next to the 1 on the top row of the keyboard.

Employees will quickly adapt to the metric system when they use it ~~on a daily basis~~. Although we encourage all employees to make calculations in the metric system, it may be helpful for the first few days if they are aware of the conversion factors involved in comparing the ~~2~~ measurement systems. The following conversions may therefore be helpful to them:

- Multiply inches by 2.5 to get centimeters
- Multiply feet by 0.305 to get meters
- Multiply miles by 1.6 to get kilometers
- Divide ~~lbs~~ by 2.2 to get kilograms
- Multiply ounces by 28 to get grams
- Multiply fluid ounces by 30 to get milliliters
- Multiply gallons by 3.8 to get liters

More ~~detailed~~ conversions and metric information can be obtained by visiting the ~~web~~ site for the U.S. ~~metric~~ association at <http://lamar.colostate.edu/~hillger/>.



International Formatting

(Japan)

Goals

- Type at least 45wpm/5'/5e
- Format international documents

A. Type 2 times.

A. WARMUP

1 James used a dozen of Harold's power trucks to quickly 11
 2 move over 17 large boxes on 11/30/00. I think these trucks 23
 3 (just the diesels) may need maintenance work on 3/24/01. 34
 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

SKILLBUILDING

PPP

PRETEST

PRACTICE

POSTTEST

PRETEST

Take a 1-minute timed writing. Review your speed and errors.

PRACTICE

Speed Emphasis:
 If you made no more than 1 error on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:
 If you made 2 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

B. PRETEST: Close Reaches

4 Uncle Bert chased a fast, weary fox into the weeds of 11
 5 the swamp. He hoped to grab the old gray fox under the 22
 6 bridge with a rope as he darted swiftly from his cold lair. 34
 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

C. PRACTICE: Adjacent Keys

7 as asked asset based basis class least visas ease fast mass
 8 op opera roped topaz adopt scope troop shops open hope drop
 9 we weary wedge weigh towed jewel fewer dwell wear weed week

D. PRACTICE: Consecutive Fingers

10 sw swamp swift swoop sweet swear swank swirl swap sway swim
 11 un uncle under undue unfit bunch begun funny unit aunt junk
 12 gr grade grace angry agree group gross gripe grow gram grab

E. POSTTEST: Close Reaches

POSTTEST
 Repeat the Pretest timed writing and compare performance.

F. Take two 5-minute timed writings. Review your speed and errors.

Goal: At least
45wpm/5'6e

F. 5-MINUTE TIMED WRITING

13 Anyone with a supervisory position will occasionally 11
14 have to deal with a problem employee. If you learn to deal 23
15 with this type of worker in a good way, it will benefit 34
16 everyone within the organization. As a manager, you should 46
17 address the problem as soon as you are made aware of it. 57
18 However, if you are extremely upset, it may be best to wait 69
19 until you calm down and have time to plan what you will 80
20 say. Avoid using an approach based on reaction, which can 86
21 often be ineffective and too emotional. Speaking up too 92
22 quickly might bring you unwanted results. 103

23 When you talk to an employee, be sure you get to the 111
24 real issue. Present the facts and tell the employee exactly 122
25 what he or she is doing wrong on the job. Do not express 134
26 your own personal opinion. You need to present a positive 146
27 and mutually fair solution to the employee in question to 157
28 solve a problem. At the end of the meeting, ask the person 169
29 to explain his or her problem to you and the changes that 181
30 are necessary. By following this procedure, you know that 192
31 everyone understands what is happening. Set up a time to 204
32 meet in a few days to follow up with this person. 215

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 225

DOCUMENT PROCESSING

Correspondence 90-84

Business Letter
in Block Style

Type the letter on
A4-size paper.

Today is April 18, your fifth day, and you will prepare several letters, an e-mail message, and a table. Begin with the letter.

18 April 20-- | Mr. Kouji Tachikawa | Chief Technology Officer | Tadashi Corporation | 7-1, Shiba 5-chome | Minato-ku, Tokyo 108-8001 | JAPAN |

Dear Mr. Tachikawa:

- ¶ It is a distinct pleasure to learn that we will be working together to develop the training manual to be used in our joint venture. Your company has long been known for its excellence in developing instructional materials, and Carroll Technology is pleased to play a collaborative part with you in this venture.
- ¶ Our development teams have been working with their counterparts in Tadashi over the past several weeks. Your suggestion that we pool our personnel resources was indeed an excellent one that will give us a head start in the development stage.

(Continued on next page)

¶ If I may make one suggestion, I believe it would be helpful for the personnel in our mailing and shipping department to have a better understanding of the labeling procedures used in Japan for distributing the training manuals. Could you please send me some information that might be helpful in this regard? I will do the same for you by sending you the labeling procedures used at Carroll Technology.

Sincerely | Sharla D. Enterline | Project Coordinator | hk | c: Roberta Akiyama, Samuel Hiroshi, Charlene Brandenburger

Correspondence 90-85

E-Mail Message

Type the e-mail greeting, Hi, Ms. Enterline:, and the body shown below in correct format. Type Hiroki as the closing, and type this signature: Hiroki Kayano | E-mail: hkayano@worldtech.com | Phone: +1.702.555.1839. Save the e-mail message, but do not send it.

¶ It is my pleasure to inform you that Samuel Hiroshi will be forwarding to your office a summary of the package labeling procedures used at Tadashi Inc. Employees from many different foreign countries have used these procedures to help them understand mailing requirements in Japan.

¶ After receiving the procedures, feel free to e-mail Mr. Hiroshi with any questions you may have. You can reach him at shiroshi@tadashi.jp.com. If you prefer, you can call Mr. Hiroshi at +81.3.34543113.

Correspondence 90-86

Business Letter in Block Style

Type the letter on
A4-size paper.

18 April 20-- | Ms. Sharla D. Enterline | Project Coordinator | Carroll Technology | 8723 Hill Avenue | Bowling Green, KY 42823 | Dear Ms. Enterline:

¶ The following information is being sent to assist you with Japanese mailing rules. As a service to your employees, I am providing the following summary of these rules.

¶ A Japanese mailing address consists mainly of the name, street address, town, city, ~~pre~~ ^{code} ~~fecture~~, postal ^{an} and country. The illustration below shows how address should appear on an envelope going to Japan.

(Continued on next page)

Address Items	Address Example
Name Street St. Address, Town (1st address) City, Prefecture (2nd address), ^{Postal} Code JAPAN	Mr. Yoshifumi Uda 1-17, Akai-cho Minato-ku, Tokyo 108-8005 JAPAN

Please e-mail me if you have questions about mailing rules in Japan. You can reach me at <shiroshi@tadashi.jp.com>.

Very sincerely, | S. Hiroshi | Shipping(Dept.) | hk | c: K. Tachikawa

Table
90-46

Boxed Table

Your line endings will be different from those shown here.

JAPANESE POSTAL CODE REGULATIONS	
Prepared by Hiroki Kayano	
Postal Code Rule	Example
The first line of a Japanese address is used for the addressee's name.	Mr. Takashi Imaizumi Mr. Kazuki Terada
The second line provides a street name or building number.	Kifune 3-402 (this represents building 402 on the 3rd street within the Kifune neighborhood)
The third line gives the city, prefecture (a district within the city), and postal code.	Meito-ku, Nagoya 112-3844 Minato-ku, Tokyo 105-8436
The fourth line gives the name of the country to which the document or package is being mailed.	JAPAN

Correspondence
90-87

Business Letter
in Block Style

Type the letter on
A4-size paper.

Progress and
Proofreading
Check

Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

18 April 20-- | Mr. Fujio Okuda | Sales Manager | Naruto Publishing Company | 7-35, Kitashinagawa 6-chome | Shinagawa-ku, Tokyo 141-0001 | JAPAN | Dear Mr. Okuda:

| We are pleased to have this opportunity for two of our computer textbooks to be translated into Japanese and for you to do the same for two of your textbooks in the computer area. As we agreed at our meeting in Takasaki last week, sales for both of our book companies should improve substantially with these translations.

| I am enclosing with this letter the first three units of *Computer Essentials* so that your editors can begin the translation process. We will do the same here at Globe Publishing when your first three units from *Global Computers* arrive in Chicago.

| Should your editorial staff have any questions during the translation, they can e-mail me at shaddock@worldtech.com or call me at +1.402.555.3848. Sincerely, | Shannon Haddock | Editorial Director | hk | Enclosure