

Using Computers

Word Processing Module

Task 4

Objective

Using Word to write a letter.

When writing a letter there are certain conventions to stick to when laying the document out on the paper. Your name and address, your telephone number appear at the top right, the name and address of the person you are writing to then follows at the left etc. Word allows you to set up all of the alignments etc without the need to insert lots of spaces or tabs.

Task 4

Your members are concerned about a particular company who delivers to the workplace on a weekly basis. A few members have complained amongst themselves about the delivery person who recently has become very abusive, using strong language and to be very uncooperative. They have now come to you to seek advice and to ask if you would write to the managing director of his workplace stressing the need to resolve the situation. You should forward a copy to your Manager and Area Representative.

Use names of the people, company etc from your own workplace or, if you prefer, use the information below:-

Company Name	I.M. Kool Engineering Services
	Unit 9
	Riverside Road
Address	Reservoir Road
	Hull
	HU6 7QD
Managing Director	Mr Simon Smedley
Union	AMICUS
Area Representative	Roger Ramsden
Manager	Jim Johnson
Area of problem	Delivery

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Reported By

Harry Haribo

Methodology Task 4:-

To begin with, lay out your letter like this: -

<your name>
<your address line 1>
<your address line 2>
<your town>
<your post code>

Date (You can type the date in normally into this space OR you could tell Word to insert the current date (as recorded on your computer) by clicking Insert – Date and Time – select the appropriate date format and then click OK).

Mr Simon Smedley
Managing Director
I.M. Kool Engineering Services
Unit 9
Riverside Road
Reservoir Road
Hull
HU6 7QD

Re: Deliveries of Orders

Dear <Managing Director>

<in your first paragraph explain that you are the union rep in the area, that your members have contacted you regarding an issue. Explain what the problem is.>

<in your second paragraph explain that the current situation is causing an unacceptable risk to the workers in the area and that it must be resolved immediately. >

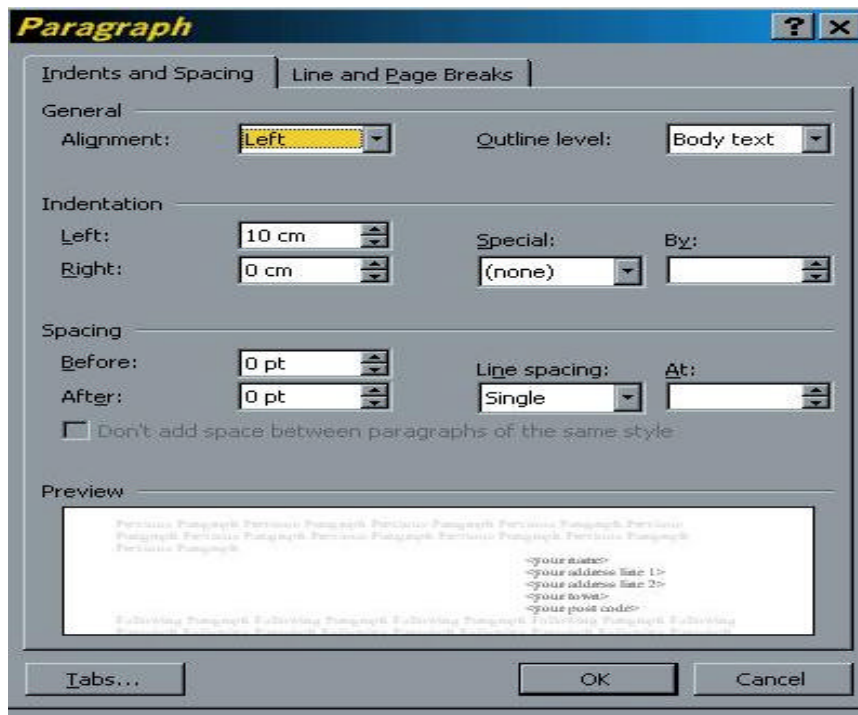
<finally, it's never a bad idea to 'butter up' a manager when you need something from them... tell them that you feel sure that they were unaware of this and will undoubtedly do everything in their power to resolve the problem now it has been brought to their attention, for example>

Yours sincerely
(leave enough room here for your signature)
<your name>
Trade Union Representative

Copies for information:-
<Area Representative>
<Your Company Manager>

Once you have finished your letter in its basic form Save it on your disk as task 4. You can now begin to format your document.

To move your address to the right hand side of the paper select the lines of text from your name down to and including the date. Now pick **F**ormat + **P**aragraph to display this panel:-



Look for the **L**eft: box. It will say 0 cm. Change this to 10 cm then click OK.

Next, select the line **Re: Deliveries of Orders**. Make this line bold type and underlined.

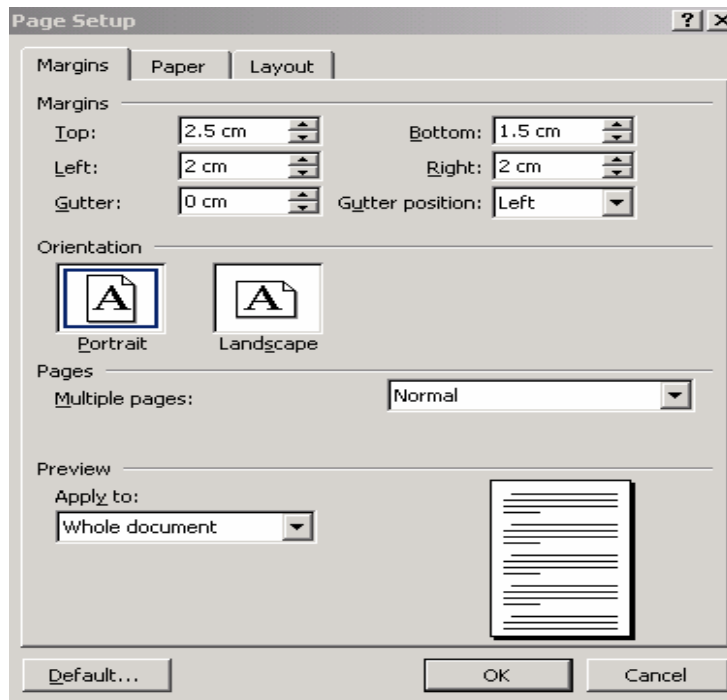
Save your document and print it.

If the letter all appears to be squashed in the top half of the paper you can add blank lines between the addresses etc.

On the other hand, if you have typed a long letter and wanted this to end up on one page you could alter the margins by going to Page Setup.

Working with Page Setup

You will find Page Setup by choosing File – Page Setup. A panel will appear like the one below:



To alter the **margins**, select the margins tab. A margin is the distance of a page's printed content (text and graphics) from the edge of the paper. The default on most PCs will be top and bottom at 2.54 cm, left and right 3.17 cm. To insert a new margin width either click into the box and insert a number or click the up or downward arrow to select.

To alter the **page layout**, locate the orientation and select either portrait ('standing up') or landscape ('on its side'). Letter and most other documents are printed in portrait.

To alter the **paper size**, select the Paper tab. The default on most Pc's will be A4 21 cm wide and 29.7 cm high (this is the European standard paper size). To change the paper size, click on the arrow to the right of A4, select the one you want and the OK.

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Your finished document should look something like this:-

<your name>
<your address line 1>
<your address line 2>
<your town>
<your post code>

Date

Mr Simon Smedley
Managing Director
I.M. Kool Engineering Services
Unit 9
Riverside Road
Reservoir Road
Hull
HU6 7QD

Re: Deliveries of Orders

Dear Mr Smedley

<in your first paragraph explain that you are the union rep in the area, that your members have contacted you regarding an issue. Explain what the problem is.>

<in your second paragraph explain that the current situation is causing an unacceptable risk to the workers in the area and that it must be resolved immediately. >

<finally, it's never a bad idea to 'butter up' a manager when you need something from them... tell them that you feel sure that they were unaware of this and will undoubtedly do everything in their power to resolve the problem now it has been brought to their attention, for example>

Yours sincerely

<your name>

Trade Union Representative

Copies for information:-

<Area Representative>

<Your Company Manager>