

6

OFFICIAL DOCUMENT PREPARATION

6.1 LET'S START

As written communication is powerful media of communication in a business organization, every Office Executive has to deal with various types of documents viz. letters, notices, agenda, circulars, memoranda, office orders etc. time and again. It is expected that the an executive is conversant with the objective of generating each type of document along with its proper display.

In the previous lesson, you have learnt how to manage document using word processor. In this lesson, you will learn different styles of business letters, how to generate notices, memoranda, office orders, notices etc. and how to use various formatting features while preparing effective official documents. You will also learn about techniques of writing resumes which will be very helpful to create your own profile while writing job applications.

6.2 OBJECTIVES

After going through this lesson, you will be able to:

- know the different styles of display of Business Letters
- generate notices, office orders, circulars, memoranda, resume etc. using Word Processor
- find out the utility of above official documents in an office
- create and modify styles
- write your own resume

6.3 LEARNING COMPETENCIES

After going through this lesson, you will be able to acquire the following

competencies:

- Display of Business Letters in different styles
- Generate and display different types of official documents
- Write and display resume

6.4 DISPLAY OF BUSINESS LETTER

Display or layout of Business Letter refers to the placing, spacing and indenting of the various parts of Business Letters. The following are the most commonly used styles of typing business letters:

- a. Indented Style
- b. Block Style/Fully Blocked Style
- c. Semi Block Style

The above styles of typing the letters are discussed as under:

6.4.1 Indented Style

This is the oldest style of typing a letter. The word “indented” generally refers to the beginning of first line of each paragraph by indenting i.e. giving five or seven spaces from the left set margin and typing the remaining lines of each paragraph from the left set margin.

A specimen of the indented style of business letter is given below.

Telephone No.....	Sales Tax No.....
Mobile No.	Tin No.....
E-Mail:.....	

CONCEPT TECHNOLOGY

23-A, Patel Road
New Delhi –110008

Ref. No. CT/43/Accounts/2013

23rd May,....

M/S. Mehta & Co.
110, Prashant Vihar
New Delhi –110085

KIND ATTENTION: MR. ASHOK KUMAR

Sub: Request for Due Payment

Dear Sirs,

We regret to bring to your kind notice that we have not as yet received due payment of Rs. 86000/- against our Invoice No. 2345 dated March 23, for the supply of 10 Nos. of Steel Cabinets. The Cabinets were supplied to you in compliance with your Order No. 9087 dated February 12,

As we are sure that goods supplied to you are in line with your specifications and meet your entire satisfaction, there is no possibility of any complaint from your side. We, therefore, sincerely request you to send us a cheque for Rs. 86000/- to settle the pending invoice without any further delay. A copy of the above Invoice is enclosed for your ready reference.

We assure you of our best attention in all future transactions.

Thanking you,

Yours faithfully,
for Concept Technology

(Vijay Kumar)
Accounts Manager

Encl: as above

6.4.2 Block Style/Fully Blocked Style

This style is also called American style of typing the letters. The word “Block” generally refers to the starting of all the parts of the letter, including the first line of each paragraph from the left set margin. A specimen of the Fully Blocked style of business letter is given below:

Telephone No.....

Sales Tax No.....

Mobile No.

Tin No.....

E-Mail:.....

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Thanking you,

Yours faithfully,
for Concept Technology

(Vijay Kumar)
Accounts Manager

Encl: as above.

6.4.4 Semi- Block Style

Semi-Block style is the mixture of both the indented style and the block

style. In this style, there is no indentation in the first line of each paragraph in the body of the letter. All the lines of the paragraph start from the left set margin. All the other parts of the letter are typed more or less in the same way as in the indented style. It gives a neat and balanced look to the letter.

A specimen of the Semi -Block style of business letter is given below.

Telephone No.....

Sales Tax No.....

Mobile No.

Tin No.....

E-Mail:.....

CONCEPT TECHNOLOGY

23-A, Patel Road
New Delhi –110008

Ref. No. CT/43/Accounts/2013

23rd May,....

M/S. Mehta & Co.
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Thanking you,

Yours faithfully,
for Concept Technology

(Vijay Kumar)
Accounts Manager

Encl: as above

INTEXT QUESTIONS 6.1

1. Name the various styles of display of business letters.
 2. How is the first line of each paragraph displayed in Fully Blocked Style?
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6.5 GENERATING OFFICIAL DOCUMENTS

Office Executive should ensure that all the documents being prepared and submitted to the senior executives and outside parties should look professional and have a consistent appearance. Word Processing packages provide us facility of formatting the documents with the facility of Graphical User Interface which helps us to format the documents using the feature: what we see is what we get as print.

Official documents generated by an Office Executive are supposed to have a proper layout.

Display of commonly used official documents is discussed as under. However, there may be little variation in display of these documents from one organisation to another.

6.5.1 Memorandum

One of the most common forms of communication within an office environment, the memo or memorandum serves as a quick note to convey information from one section of the company to another. A memorandum is usually drafted by Senior Officers for their subordinates. Generally, a memorandum includes the name of the originator of the document, the intended person/s to whom it is addressed, the date of issue, the general topic, and the body of the document that contains the information to be shared etc.

More informal in appearance and tone than a letter, a memo is set up in a special format. Headings, lists, tables or graphs are often used to make the information more understandable.

Specimen of a Memorandum:

(Name and Address of the Department)
No. and date
MEMORANDUM
Subject:
With reference to his application dated June 2, for recruitment in this department as Accounts Executive, Mr S K Gupta is hereby informed that his name has been registered in the list of the approved candidates and he would be informed whenever there is a vacancy.
(S K Sharma) Manager
To: _____ _____ _____

Note: Sometimes To and From Address are given after the Memo No. and date.

6.5.2 Agenda

An Agenda is referred as an ordered sequence of items to be discussed in a formal meeting. It is a list or program of things to be done or problems to be addressed in a meeting. Objectives of Agenda are discussed as under:

- (1) familiarize participants with the topics to be discussed and issues to be raised,
- (2) indicate what prior knowledge would be expected from the participants,
- (3) indicate what outcome the participants may expect from the meeting.

Specimen of Agenda:

Company's Name and Address
AGENDA
FOR THE
GENERAL BODY MEETING OF BOARD OF DIRECTORS TO BE HELD ON

_____(date)_____ AT _____(time) IN _____ (location)
1. Election of the Chairman of the Meeting.
2. Appointment of Bankers of the Company.
3. Approval of Common Seal of the Company.
4. Discuss the recommendations of the Affiliation Committee
5. Discuss creation of new posts in the Company
6. Any other business
Place: _____ Secretary
Date: _____
To: _____ _____ _____

6.5.3 Minutes of Meeting

The minutes of any meeting serves as an official record of what took place i.e. the points discussed and decisions taken during any meeting. One must be very accurate in doing so.

There are few points before any meeting, which have to be taken into consideration while any minutes are prepared.

Before the Meeting

- Choose your tool: Decide how you will take notes, i.e. pen and paper, laptop computer, or tape recorder.
- Make sure that your tool of choice is in working order and have a backup.

During the Meeting

- Pass around an attendance sheet.
 - Get a list of committee members and make sure you know who is who.
 - Note the time the meeting begins.
 - Don't try to write down every single comment — just the main ideas.
 - Write down motions, who made them, and the results of votes, if any; no need to write down who seconded a motion.
 - Make note of any motions to be voted at future meetings.
 - Note the ending time of the meeting.
-

After the Meeting

- Type up the minutes as soon as possible after the meeting, while everything is still fresh in your mind.
- Include the name of organization, name of committee, type of meeting (daily, weekly, monthly, annual, or special), and purpose of meeting.
- Include the time the meeting began and ended.
- Proofread the minutes before submitting them.

The official copy of the minutes should be entered in the Minutes Book and kept by the Secretary.

Specimen of Minutes of a meeting

MINUTES OF MEETING HELD ON (Date/Time of Meeting) AT (Location of Meeting)

Members Present: (list all members who attended meeting)

Members Apologies: (list members who did not attend the meeting)

Guests: (list any guests who attended such as speakers, or any potential new members)

Body: (Points discussed and decisions taken)

- 1.
- 2.
- 3.

Signatures of Members:

Note: For each agenda item, write the action to be taken by whom and when. Also, try to summarize the discussion at the meeting.

6.5.4. Tender Notice

Tender Notice is a formal, structured invitation to suppliers for the supply of products or services. In the govt. sector, such a process may be required and determined in detail by law to ensure that such competition for the use of public money is open, fair and free from any kind of bias. For example, a government may put a building project and invite parties to make a proposal for the building's construction. An evaluation team will go through the tenders and decide who will get the contract.

Tender Notice	
	Country: India
Ref.	35
Tender Category:	Oil and Gas
Description:	Carrying out mechanical maintenance works for refinery and gas production units in Bihar
Action Deadline:	12 April
View Tender Details:	Refer our website www.xxxx

6.5.5. Circulars

A circular is issued when the communication is to be brought to the notice of several individuals or offices. A circular is issued by Head of the Department to his subordinate officials. A circular letter is also written to gain the attention of people and support, create consciousness, expansion of business etc.

Specimen of a Circular	
COMPANY'S NAME COMPANY'S Address	
Ref. No.	Date
Dear Sir,	
We have pleasure to inform you that large increase in the volume of our sales has compelled us to move from our old premises at _____ (old address) to new address, which is as under: _____ _____	
It is requested to send all the communication henceforth to our new address.	
Yours faithfully,	
Office Manager (Administration)	

6.5.6 RESUME

Resume is a document used by individuals to present their background and skills to prospective employers. Resume can be used for a variety of reasons but most often for employment. A Resume contains a summary of relevant job experience and education. It is a window through which the prospective employer can evaluate and check the details of the prospective applicants.

This is your first impression and chance to capture your potential employer's attention, to boost his or her interest. This is your ticket into the job of your choice. It does not matter what job you are applying for – whether you are applying for an entry level position at a sales office, you have to have knowledge of drafting effective resume.

A specimen of Resume is given below for your reference.

Career Objective:

To provide high quality of administrative service in a renowned organization, where I can use my professional skills and experience as an Office Executive and contribute towards the growth of the organization .

Core Competencies:

- Knowledge of handling administrative tasks
- Excellent customer service skills with excellent telephone etiquettes
- Ability to communicate effectively in a professional manner
- Comprehensive knowledge of Microsoft Office programs like word processor, spreadsheet, access and outlook
- Ability to perform tasks with minimum supervision and under pressure
- Possess pleasing personality with positive attitude

Summary of Work History or Experience:

Organization:

Duration :

Designation :

Work Profile:

Educational Summary:

(start with latest qualification)

Personal Details:	
Name	:
Date of Birth	:
Father's Name	:
Marital Status	:
Address	:
Mobile No.‘	:
E Mail	:
Date:	Signature
Place:	

6.6 CREATING AND MODIFYING STYLES

We can create styles to our active document according to our needs. The use of styles is quite important when we have to repeatedly use a large document that has to be consistent in formatting. The styles of documents once created are saved for future use.

We can have separate styles for the body of a document for example, Arial font, justified with specific line spacing. When, in one document, we require the different levels of headings i.e. section heading, subsection heading etc., then also the use of styles saves time and energy.

We can also modify an existing style using various options available in word processing packages.

INTEXT QUESTIONS 6.2

1. Write any two steps that you will take during the meeting
 2. What does a Resume contain?
 3. What is a memo?
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6.7 TERMINAL QUESTIONS

1. Explain in detail Indented Style of Business Letter with a specimen.
2. Define Agenda and briefly highlight its purpose.
3. If you were to draft the minutes of a meeting, list the various points that you would have to keep in mind before and after the meeting.
4. You are required to apply for the post of Accounts Executive in XYZ LTD. Draft a resume for the same.

6.8 ANSWERS TO INTEXT QUESTIONS

6.1

1. Indented Style, Block/Fully Blocked Style and Semi Block Style.
2. All the parts of the letter including the first line of each paragraph start from the left set margin.

6.2

1. Any two out of the following:
 - Pass around an attendance sheet.
 - Get a list of committee members and make sure you know who is who.
 - Note the time the meeting begins.
 - Don't try to write down every single comment — just the main ideas.
 - Write down motions, who made them, and the results of votes, if any; no need to write down who seconded a motion.
 - Make note of any motions to be voted at future meetings.
 2. A Resume contains a summary of relevant job experience and education. It is a window through which the prospective employer can evaluate and can check the details of the prospective applicants.
 3. Memorandum is a form of communication within which an organisation conveys information to others in the form of a note.
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TRY IT OUT

Interview a relative or friend who works in an office and discuss the various styles of business letters and official documents followed in their organisation. Note down the various styles you have come across and make a Project File generating different documents.

6.9 CASE STUDY

As a Senior Executive Assistant in a multi-national company, Karan has to often accompany his Executive in various meetings to take down proceedings of the meeting. List the various parts that normally make up the structure of Minutes of Meeting typed by Karan. Also state, why is it important to know the correct layout of official documents.

PRACTICAL WORK TASK

Make a file containing the following:

- a) Type your Resume for the post of Data Entry Operator giving it a proper display.
- b) Collect ten different samples of Tender Notices from your local newspaper. Paste each sample on a paper.
- c) Specimen of different styles of business letters.
- d) Specimen of any three official documents.

6.10 REFERENCES

- Essentials of Business Communication by Dr P N Reddy, Prof H R Appannaiah, B S Raja Rao
- Excellence In Business Communication (6th Edition) by John Thill, Courtland L. Bovee, Publisher: Prentice Hall
- *Business Communications* - Free E-Books on website:
www.e-booksdirectory.com › Business & Investing

Make a file containing the following:

- e) Type your Resume for the post of Data Entry Operator giving it a proper display.
 - f) Collect ten different samples of Tender Notices from your local newspaper. Paste each sample on a paper..
 - g) Prepare Specimen of any three official documents.
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