

# iCheck™ Series Microsoft® Office 2010

## Real World Applications

### Unit 1: Word 2010: Business Communication

#### Real World Connection Activities

These articles allow you to further explore various computing topics and take a quiz for review.

**Introduction** Learn about how organizations use word processing applications in the real world.

**Directions** Read the information below and apply what you learn to answer the questions. Check your work carefully, and click **Submit Answers**.

#### The Days before Word Processing

When one examines how businesses communicated before the advent of word processing applications such as Microsoft Word, it is not difficult to understand why word processing is the most popular software for personal computers. For much of the last century, all forms of written business communication were produced using typewriters. In order to rearrange text and fix most errors, a document had to be retyped. Typists could use correction fluid or coated transfer paper to fix minor errors, but the resulting blotches were unsightly. Typewriters did not include a “line wrap” feature: A typewriter simply stopped typing when the right margin was reached. Therefore, typists had to estimate when to hyphenate a word before reaching the margin. Electric typewriters resolved some of these problems. Typists would key a line of text that would appear on a small screen. After revising the line for errors, they would press a key and the line would type on the paper.

Another huge drawback of typewriters was the inability to save electronic files. Documents existed only on paper, so copies had to be stored in file cabinets. One could imagine how many documents might pile up in a company’s files. Word processors, small “computers” that were used exclusively for word processing, allowed users to save files on disks, but without much of a file management system or the ability to integrate with other applications. It was just a matter of time before personal computers and word processing applications would change all that.

#### How Businesses Use Microsoft Word

The word processing application Microsoft Word allows people in business to work more efficiently. Text can be quickly moved within or between documents using the Copy and

Paste features. Margins surrounding the text are easy to set, and text automatically wraps to the next line. Users determine whether or not the words at the ends of lines automatically hyphenate. Microsoft Word even finds and corrects errors in spelling and grammar. In addition, documents can be saved as electronic files. With effective file management, these files are easy to locate later.

Some of the most common forms of business communication, and ways in which Word 2010 facilitates their creation, are described below:

- **Memos.** A memo is an informal message sent between employees. A wide variety of templates available through Word 2010 can be used to create memos. (A template provides a framework into which you can insert text.)
- **Business Letters.** Word 2010 allows users to create letterhead (company stationery) with graphics and text. Paragraph formats, such as the block format used in many business letters, are easy to set, and many business letter templates are available through Word 2010. The AutoCorrect feature automatically corrects common spelling errors as you type. AutoText can be used to insert frequently used text, such as form paragraphs that appear in custom letters. For example, you could define a paragraph about your business's annual report and a paragraph about a special company ceremony as AutoText. In a large mailing to stockholders, you could use AutoText to insert the paragraph about the annual report in all letters, and to insert the paragraph about the ceremony only in letters to the most prominent stockholders. Word 2010's mail merge feature enables you to create one document, such as a letter, and address it to many recipients. Addresses from a list are incorporated into the letter, so there is no need to key each recipient's address. You can print the merged letters and even edit individual letters to add personal comments.
- **Business Reports.** Word 2010 lets you add page numbers, headers, footers, page breaks, and section breaks to a report. Print Layout view is an excellent tool for checking page and section breaks as well as the formatting of page numbers, headers, and footers. Word 2010 also includes features for easily inserting footnotes and endnotes in a report. A document window can be split into two panes, with each pane displaying a different part of the document. This feature is especially useful when you need to view the beginning and end of a report at the same time. You can also view two documents side by side. In a lengthy report, the Go To feature allows you to navigate directly to a specific heading, page, section, footnote, or other location.
- **Tables and Charts.** Businesses often want to organize data visually. Tables can be quickly inserted and modified in Word 2010. The AutoFit feature automatically adjusts column width, and the Table Styles feature allows you to quickly apply predefined styles to tables. Word 2010 offers built-in SmartArt diagrams and charts; the user only needs to key the data. Graphics and WordArt can be added to tables or charts.
- **E-mail.** Although Microsoft Outlook is the more common application for composing e-mail, Word 2010 provides features that enable you to send saved documents using Outlook. Businesses often choose to send business letters and

reports as e-mail attachments rather than as printed documents. You can also insert a hyperlink in an e-mail or in an e-mail attachment. For example, a business might decide to include a hyperlink to the company's Web site in an e-mail or attachment.

#### Assessment Questions

1. Name two disadvantages of typewriters as compared to word processing applications.
2. What does the AutoCorrect feature do?
3. Name three Word features that would help you create or format a business report.
4. When would you use the Go To feature?