

Simply a Better Way to Learn!



S K I L L S U P G R A D I N G

Business Correspondence – Level 2

Course Introduction

This course places emphasis on editing and proofreading business letters covered in Level 1, as well as additional documents required in business.

This course is designed specifically for the correspondence required in a corporate environment.

Students will learn how to create form letters using Microsoft Word's Mail Merge Wizard, how to prepare, organize and write a report using various report styles and supplementary parts, how to prepare proposals and quotations using boilerplates, how to plan meetings and prepare agendas for various types of meetings, and how to take and prepare minutes at a meeting.

The course is designed so that tasks can be completed using a PC or directly in the workbook. A PC will be used to complete the final exam.

Course Prerequisite(s)

Business Correspondence – Level 1

Course Aim

To further upgrade and expand business correspondence skills.

Of Interest to

Those who need a greater level of correspondence skills in their business dealings.

Course Breakdown

Lesson 1:

Editing; Proofreading for Keyboarding, Context, Punctuation, Font, Alignment, and Spacing Errors

Lesson 2:

Creating Form Letters in MS Word; Using MS Word's Mail Merge Wizard to Merge Envelopes and E-mails

Lesson 3:

Purpose and Types of Reports; Informal and Formal Reports; Report Writing Guidelines; Developing the Headings and Outline for a Report; Supplementary Parts – Graphic Aids and Styles, Quotations, Footnotes, Bibliography, Appendices and Glossary; Creating Reports with MS Word Templates

Lesson 4:

Preparing Proposals and Quotations; Creating and Using Boilerplates; Using MS Word's AutoText Entries

Lesson 5:

Types of Meetings; Planning Considerations; Sending Meeting Requests with MS Outlook; Preparing an Agenda; Using MS Word's Agenda Wizard; Preparing Formal and Informal Meeting Minutes

Course Notes

Course manual provided for ongoing reference.

There is a final exam upon completion of the course. Participants who receive 75% or higher on their exam will receive a certificate.

