

Professional Business Associates

STYLE & REFERENCE MANUAL 2015-16 Edition

Professional Business Associates has established a standard style for all documents that are produced for the Workplace Skills Assessment Program. These styles can be found on the following pages. Please review the styles carefully in preparing the Workplace Skills Assessment Program documents. **Documents must be prepared using the formats specified in this manual. The *Style & Reference Manual* is the final authority for grading of Competitive Events.**

Formatting Notes

- **Documents in the *Style & Reference Manual* may not show the correct top margins due to the instruction box at the top of the page.**
- Use left justification of documents unless otherwise indicated.
- Use a 12-point Times New Roman font unless otherwise indicated—including headers and footers.
- Default line spacing should be single spaced.
- Default paragraph spacing before and after should be 0 pt.
- Spacing Guidelines:
 - One or two spaces may be used between the two-letter state abbreviation and the ZIP code.
 - One or two spaces may be used following the end-of-sentence punctuation.
 - One or two spaces may be used after a colon.
 - For a dash, use either the dash key or two hyphens (no spaces before, between, or after).
 - Spacing must be consistent throughout the document.
- When using the abbreviation for Post Office in an inside address, it should be as follows:
P.O.
- In a series, the comma before the conjunction is optional.
- Main and subheadings should be keyed in boldface in all documents except in the report format.
- Header and footer margins are .5" unless otherwise indicated.
- All signature lines will be 2".
- Enumerations and bullets are formatted the same way in letters and memos. (See memo for example.)
- All long quotes are indented .5" from the right and left margins.
- For reports: MLA Style should be followed. Bullets should not be used. Enumeration may be used.
- **Please note: the *Style & Reference Manual* is the final authority for grading Competitive Events.**

PRODUCTION STANDARDS

Criteria for the evaluation of computer-generated items

I. Method of Evaluation

- A. Student completion time will be used to determine ranking in case of a tie.
- B. The same evaluator determines the document's scoring level and calculates points earned.
- C. Another evaluator calculates and verifies total points earned.
- D. Left justification of documents is to be used unless otherwise indicated.
- E. Use a 12-point Times New Roman font unless otherwise indicated.
- F. Default line spacing should be single spaced.
- G. Default paragraph spacing before and after should be 0 pt.
- H. Spacing Guidelines:
 - One or two spaces may be used between the two-letter state abbreviation and the ZIP code.
 - One or two spaces may be used following the end of sentence punctuation.
 - One or two spaces may be used after a colon. For a dash, use either the dash key or two hyphens (no spaces before, between, or after).
- I. Spacing must be consistent throughout the document.
- J. A word cannot have more than one error; for example, the word "bokkeepre" contains only one error.
- K. Software templates may be used where applicable but must be modified to meet the standards of Professional Business Associates.
- L. A contestant may receive pro-rated credit for only one partially completed job.
- M. More than one style may be accepted if a model is not shown in the *Style & Reference Manual*.

II. Scoring/Errors

Four levels of scoring:

0 errors	(100% of assigned point value of each document)
1 error	(90% of assigned point value of each document)
2 errors	(70% of assigned point value of each document)
3 or more errors	(0% of assigned point value of each document)

Each occurrence of the following counts as one error:

1. Misspelling
2. Typographical error
3. Grammatical error
4. Incorrect punctuation
5. Incorrect capitalization
6. Incorrect hyphenation
7. Addition of word(s)—each word added is an error
8. Omission of word(s)—each word omitted is an error
9. Omission of enclosure or attachment notation
10. Omission of reference initials
11. Omission of contestant number and/or job number in footer (must have both). If all or part is missing, count as one error.
12. Format error: If it is clearly evident that the Style & Reference Manual format is not followed, 0% of the assigned point value for that document is awarded. If it is clearly evident that an attempt was made to follow the Style & Reference Manual format, format mistakes will count as one error each.

Letter
First Page Top Margin: 2"
Second and Subsequent Page Top Margin: 1"
Side Margins: 1"
Use open punctuation

November 16, 20__ (use current date unless otherwise specified)

(QS)

Mr. Larry Brown, President
Brown Office Supplies
1101 HorteZ Road
Chicago, IL 60601-1234

(DS)

Dear Mr. Brown

(DS)

ACCOUNT BALANCE (if no subject line, then only *DS* after salutation)

(DS)

Your current balance on the enclosed invoice is long overdue. We are planning to turn your records over to a collection agency soon.

It is important that you contact our accounting department immediately to arrange an easy payment plan that will be satisfactory to both parties.

Please contact Roger Owens, your account representative, at 601-555-0014.

(DS)

Sincerely

(QS)

Nancy Wells
Chief Executive Officer

(DS)

xx

(DS)

Enclosure(s)

(DS)

c Roger Owens
Harvey Rosen

LETTER—Second and Subsequent Page Header
At left margin: Name of Addressee or Company
(key the word *Page* followed by the page number) Page 2
Date
Spacing of Header Information: **SS**

Memorandum

Top Margin: 1"

Side Margins: 1"

Memo headings are 12 pt. bold

MEMORANDUM (16 pt. bold font)**(DS)****TO:** Tom Carlson, Julie Smith, Roger Meyer, Edna Renick**(DS)****FROM:** Harvey Rosen, Financial Services**(DS)****CC:** Nancy Wells, CEO**(DS)****DATE:** September 9, 20__**(DS)****SUBJECT:** Mandatory Payroll Deductions**(DS)**

It has come to my attention that some employees believe that payroll deductions are optional. Please share the following information with the employees in your respective departments. It can be found on page 23 of our Personnel Manual.

Professional Business Associates is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state, and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub.

I've attached the Compensation section from our HR Manual for your reference. Highlights from this section are listed below.

1. Direct Deposit
2. Payroll Deadlines
3. Making Changes to Tax Withholdings (W-4)
4. W-2 Form by January 30 of each year, current and former employees are provided W-2 Form for income tax purposes

If any of your employees have questions, please let me know; and I'll be more than happy to address them on an individual basis. Thank you for your time and attention to this matter.

(DS)

xx

(DS)Enclosure(s) or Attachment(s) (*use whichever is appropriate, if any*)**MEMORANDUM—Second and Subsequent Page Header****At left margin:** Name of Recipient**(at top left margin, key the word Page followed by the page number)** Page 2

Date

Spacing of Heading Information: SS

PROFESSIONAL BUSINESS ASSOCIATES (bold)
(DS)
Minutes (bold)
(DS)
Regular Meeting of Board of Directors (bold)
(DS)
September 22, 20__ (bold)
(QS)

A regular meeting of the Board of Directors of Professional Business Associates was called to order at 5454 Cleveland Avenue, Columbus, Ohio, at 10 a.m. pursuant to the notice sent to all Directors in accordance with the bylaws.

(DS)

The following directors were present, constituting all the directors: Jared G. Allison II, Kenneth L. Calderone, Deborah Dean Daniels, and Gary Guyot.

Jared G. Allison II, Chairman, presided and David K. Rust, Assistant Secretary, recorded the proceedings of the meeting.

The minutes of the last meeting were approved.

Mr. Allison introduced Gregory A. Horn, Executive Vice President of Operations, who reported on August operations. Although sales were satisfactory, future prospects looked good. Gary Guyot reviewed the recommendations for building a new facility or renovating the existing facility to accommodate the corporation's information processing needs over the next ten years.

The next meeting of the Board will be held on November 24, 20__, at 10 a.m.

There being no further business, the meeting was adjourned at 1:05 p.m.

(QS)

Secretary

2" Line

MINUTES—Second and Subsequent Page Header
At left margin: Name of Company
(key the word Page followed by the page number) Page 2
Date
Spacing of Heading Information: SS

NEWS RELEASE (*bold*)

(DS)

From Nancy Wells
5454 Cleveland Avenue
Columbus, OH 43231-4021
614-555-5555

(DS)

Release June 1, 20__

(QS)

PROFESSIONAL BUSINESS ASSOCIATES EXPANDS (*bold*)

(QS)

Professional Business Associates is expanding its facilities by adding another 65,000 square feet of office space. The renovations should be completed by June 15, 20__. The expansion project, headed by Myrtle Warden, is anticipated to cost approximately \$15.5 million. An additional 350 employees will be hired over the next two years.

This expanded facility will allow Professional Business Associates to offer many more services, especially in the area of training on specially designed software packages. An open house is tentatively planned for July 5. More details will be forthcoming.

(more ...)

Notes:

- Double space below the last line of the document, center, and insert the symbols # # # (include spaces between number symbol).
- For a one-page news release, omit (more ...) and follow directions above.

**NEWS RELEASE—Second Page Header
(Page number align right) 2**

OUTLINE SPACING (*bold*)

(QS)

I. VERTICAL SPACING

(DS)

- A. Title of Outline
 - 1. Two-inch top margin
 - 2. Followed by three blank lines
- B. Major Headings and Subheadings
 - 1. All major headings followed by double space
 - 2. All subheadings single **spaced**

(DS)

II. HORIZONTAL SPACING

(DS)

- A. Title of Outline Centered Over Line of Writing
- B. Major Headings and Subheadings
 - 1. Identifying Roman numerals at left margin or aligned on periods
 - 2. Identifying letters and numbers for each subsequent level of subheading aligned below the first word of the preceding heading

Notes:

- If complete sentences are used in outlines, they should be followed by an appropriate mark of punctuation.
- Do not use automatic numbering.
- Define a New Multilevel list using the following settings:

Level #	Number alignment	Aligned at	Text indented at
1 (I)	Left	0"	0.25"
2 (A)	Left	0.25"	0.5"
3 (1)	Left	0.5"	0.75"

- Define New List Style settings for each of the three levels to be Times New Roman, Regular, 12 pt. font.

Report
(MLA Style)
Top Margin: 1"
Side Margins: 1"
Spacing of Body: DS

Julie Smith (*Sender's Name*)
(DS)

Roger Meyer (*Recipient's Name*)
(DS)

Marketing Department (*Name of Recipient's Department or Job Title*)
(DS)

8 October 20__ (*use current date in military style (as shown)*)
(DS)

Report Format
(DS)

NOTE: The title is typed in Title Case (not all caps) and is not bold.

Whether written for personal or business use, a report should present a message that is well organized, stated simply, and clear in meaning. A report that does not meet these criteria reflects a lack of planning and preparation.

Planning a Report

Three steps should be taken in planning a report. Selecting the topic is not merely the first step, but also the most important one. It is vital that you choose a topic in which you have sufficient interest to do the necessary related reading and research (LePoole 197).

Preparing the Report

The following three steps should be utilized in preparing the report:

1. Look for data and authoritative statements.
2. Prepare a rough draft of the report, organizing the data into a series of related paragraphs. A sentence that follows enumerated items within the same paragraph should begin at the left margin.
3. Read the rough draft carefully.

Whether the report is typed or printed, it should be neat and arranged in proper format. A neat report presented in an orderly style makes an immediate positive impression on the reader.

Report—Second Page and Subsequent Pages
(*Right margin header—Contestant Number and Page #*) Smith 2

BUSINESS PROFESSIONALS OF AMERICA (*bold*)
(DS)
National Leadership Conference (*bold*)
(QS)

Students from Johnson High School will attend the 20__ National Leadership Conference of Business Professionals of America in New York, New York, April 22-April 26, 20___. The theme of the conference is “Destination: Success.” During the five-day conference, the students will participate in skills assessments, workshops, and an election campaign. Also, they will be enjoying some of the sights in the New York area.

More than 6,000 students nationwide will attend the conference as top representatives from the approximately 55,000 national members.

SALARY CHART (*bold*)
(DS)
Administrative Support Department (*bold*)
(QS)

Position	Current Salary	Percent Increase	Amount Increase	New Salary
Accountant	\$26,000.00	6.5	\$1,690.00	\$27,690.00
Accounting Clerk	19,000.00	5.0	950.00	19,950.00
Administrative Assistant	23,000.00	5.5	1,265.00	24,265.00
Data Entry Clerk	16,500.00	4.5	742.50	17,242.50
Data Processing Programmer	23,500.00	6.0	1,410.00	24,910.00
Executive Assistant	25,000.00	6.5	1,625.00	26,625.00
Office Assistant	16,000.00	0.5	80.00	16,080.00
Office Specialist	19,000.00	5.0	950.00	19,950.00
Total	\$168,000.00		\$8,712.50	\$176,712.50

Notes:

- Titles and subtitles should be boldfaced.
- Column headings may be centered over column or blocked at left of column. Column headings should be boldfaced. For two-line column headings, align headings at bottom of cell.
- Borders are optional unless otherwise stated.
- Always align contents to the bottom of the cell.
- Use currency style as shown. Currency style: Dollar signs on 1st and total row ONLY (if applicable).
- All columns containing numbers should be right or decimal aligned.
- All columns containing text should be left aligned.
- The body of the table may be single or double-spaced.
- Tables formatted as an individual document should be centered horizontally and vertically. Tables within a document should be centered horizontally unless otherwise indicated. DS before and after the table.
- Total line should be boldfaced.

SALARY CHART (bold)
(DS)
Administrative Support Department (bold)

(QS)

Underline column headings and DS after heading

<u>Position</u>	<u>Current Salary</u> (DS)	<u>Percent Increase</u>	<u>Amount Increase</u>	<u>New Salary</u>
Accountant	\$26,000.00	6.5	\$1,690.00	\$27,690.00
Accounting Clerk	19,000.00	5.0	950.00	19,950.00
Administrative Assistant	23,000.00	5.5	1,265.00	24,265.00
Data Entry Clerk	16,500.00	4.5	742.50	17,242.50
Data Processing Programmer	23,500.00	6.0	1,410.00	24,910.00
Executive Assistant	25,000.00	6.5	1,625.00	26,625.00
Office Assistant	16,000.00	0.5	80.00	16,080.00
Office Specialist	<u>19,000.00</u>	5.0	<u>950.00</u>	<u>19,950.00</u>
Total	\$168,000.00		\$8,712.50	\$176,712.50

Notes:

- Titles and subtitles should be boldfaced.
- Column headings may be centered over column or blocked at left of column. Column headings should be boldfaced. For two-line column headings, align headings at bottom of cell.
- Borders are optional unless otherwise stated.
- Always align contents to the bottom of the cell.
- Use currency style as shown. Currency style: Dollar signs on 1st and total row ONLY (if applicable). Single rule (underline) above the total numbers (if applicable).
- All columns containing numbers should be right or decimal aligned.
- All columns containing text should be left aligned.
- The body of the table may be single or double-spaced.
- Tables formatted as an individual document should be centered horizontally and vertically. Tables within a document should be centered horizontally unless otherwise indicated. DS before and after the table.
- Total line should be boldfaced.

PROFESSIONAL BUSINESS ASSOCIATES (*bold, all caps*)

(DS)

Agenda (*bold*)

(DS)

Regular Meeting of Board of Directors (*bold*)

(DS)

Tuesday, March 29, 20__, 1 p.m. (*bold*)

(DS)

Board Room, Sixth Floor (*bold*)

(QS)

1. Call to Order—Nancy Wells, Chief Executive Officer

(DS)

2. Roll Call—Harvey Rosen, Secretary

3. Reading of the Minutes—Harvey Rosen, Secretary

4. Treasurer’s Report—Julie Smith, Treasurer

5. Other Officer Reports

6. Committee Reports

Accounting—Larry Owens

Social—Bernice Adams **(SS)**

Fundraising—Kathy Ludwig

(DS)

7. Unfinished Business

Dues Increase **(SS)**

Name Change

(DS)

8. New Business

Purchase of Folders **(SS)**

Anniversary Celebration

(DS)

9. Date of Next Meeting

(DS)

10. Adjournment

Notes:

- Do not enumerate if times are used.
- If times are used, they can be aligned at the colon or left aligned.
- Numbers may be left or right aligned.
- Indents are all ¼” from previous level.
- Do not include “Date of Next Meeting” unless a date is provided.

ITINERARY (bold)
(DS)
Nancy Wells (bold)
(DS)
April 1-3, 20__ (bold)

(QS)

Sunday, April 1 (bold)

(DS)

9:02 a.m. Depart Columbus, Port Columbus International Airport (CMH)
Delta Airlines, Flight 684 (non-stop) (breakfast served)

(DS)

12:32 p.m. Arrive New York City, LaGuardia Airport (LGA)

(DS)

Monday, April 2 (bold)

9:30 a.m. Breakfast appointment with Jane Smith, Chamber of Commerce
representative, at the Plaza Hotel, 200 Broad Street, Circle Restaurant,
regarding survey for possible branch in New York City

1:00 p.m. Meeting with Phil Langton at the Waldorf Hotel, Suite #345

3:30 p.m. Appointment with Francis Evans at Citibank, 410 Norway Avenue,
regarding loan (take last quarter's financial statements)

Tuesday, April 3 (bold)

8:00 a.m. Breakfast with Julie Crampton, Office Enterprises

3:00 p.m. Depart New York City, LaGuardia Airport (LGA) Delta Airlines, Flight
410 (non-stop)

4:15 p.m. Arrive Columbus, Port Columbus International Airport (CMH)

Notes:

- Times can be aligned at the colon or left aligned.
- Indents are ½" from the left margin.
- Detail information begins at 1.5" from the left margin.
- Each entry is single spaced.

ITINERARY—Second and Subsequent Page Header
Itinerary of ____
(key the word Page followed by the page number) Page 2

Ms. Julie Smith, Manager
Human Resources Department
Professional Business Associates
5454 Cleveland Avenue
Columbus, OH 43231-4021

Note:

- One or two spaces may be used between the two-letter state abbreviation and the ZIP code.

Two-Letter State Abbreviations

STATE, DISTRICT, OR TERRITORY	TWO-LETTER ABBREVIATION	STATE, DISTRICT, OR TERRITORY	TWO-LETTER ABBREVIATION
Alabama	AL	Montana	MT
Alaska	AK	Nebraska	NE
Arizona	AZ	Nevada	NV
Arkansas	AR	New Hampshire	NH
California	CA	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	New York	NY
Delaware	DE	North Carolina	NC
District of Columbia	DC	North Dakota	ND
Florida	FL	Ohio	OH
Georgia	GA	Oklahoma	OK
Guam	GU	Oregon	OR
Hawaii	HI	Pennsylvania	PA
Idaho	ID	Puerto Rico	PR
Illinois	IL	Rhode Island	RI
Indiana	IN	South Carolina	SC
Iowa	IA	South Dakota	SD
Kansas	KS	Tennessee	TN
Kentucky	KY	Texas	TX
Louisiana	LA	Utah	UT
Maine	ME	Vermont	VT
Maryland	MD	Virgin Islands	VI
Massachusetts	MA	Virginia	VA
Michigan	MI	Washington	WA
Minnesota	MN	West Virginia	WV
Mississippi	MS	Wisconsin	WI
Missouri	MO	Wyoming	WY

Rules for Alphabetic Filing (ARMA)

The following seven rules provide consistency in simplified filing.

1. Each filing unit in a filing segment is to be considered. This includes prepositions, conjunctions, and articles. The only exception is when the word **The** is the first filing unit in a filing segment. In this case, **The** is the last filing unit. Spell out all symbols (e.g., &, \$, #) and file alphabetically.
2. Alphabetize by arranging files **unit-by-unit** and **letter-by-letter** within each unit.
3. File “nothing before something.” File single unit filing segments before multiple unit filing segments.
4. Ignore all punctuation when alphabetizing. This includes periods, commas, dashes, hyphens, apostrophes, etc. Hyphenated words are considered one unit.
5. Arabic and Roman numbers are filed sequentially before alphabetical characters. All Arabic numerals precede all Roman numerals.
6. Acronyms, abbreviations, and radio and television station call letters are filed as one unit.
7. File under the most commonly used name or title. Cross-reference under other names or titles, which might be used in an information request.

Personal Names

1. Simple Personal Names
Use the last name (surname) as the first filing unit. The first name or initial is the second filing unit. Subsequent names or initials are filed as successive units.
2. Personal Names with Prefixes
Surnames that include a prefix are filed as one unit whether the prefix is followed by a space or not. Examples of prefixes are: D', Da, De, Del, De la, Della, Den., Des, Di, Du, El, Fitz, L', La, Las, Le, Les, Lo, Los, M, Mac, Mc, O', Saint, St., Ste., Te, Ten, Ter, Van, Van de, Van der, Von, Von der.
3. Personal Names with Personal and Professional Titles and Suffixes
Suffixes are not used as filing units except when needed to distinguish between two or more identical names. When needed, a suffix is the last filing unit and is filed as written, ignoring punctuation. Examples of suffixes are: Jr., III.
4. Personal Names which are Hyphenated
Ignore the hyphen and file the two words as one unit.
5. Pseudonyms and Royal and Religious Titles
Pseudonyms are filed as written. Personal names that start with a royal or religious title and are followed by **only** a given name(s) are filed as written.
6. Foreign Personal Names
If the surname is identifiable, file the name as any other personal name is filed. If there is a question about the surname, use the last name as the first filing unit and make a cross-reference from the first name.

7. Nicknames

When a person commonly uses a nickname as a first name, file using the nickname. Cross-reference from the given name only if necessary.

Business Names

When the same filing segment is applicable to more than one location, filing order is determined by an identifying location. In the case of banks, unions, etc., this location may be a branch, local number, post, etc. For most businesses, it will be an address. When using an address, cities are considered first, followed by states or provinces, street names, house number, and then building number, in that order.

Address Arrangement

When the first units of street names are written as numbers, the street names are considered in ascending numeric order and placed together before alphabetic street names.

Street names with compass directions are considered as written. Numbers after compass directions are considered before alphabetic names (for example: East 8th, East Main, Franklin, SE Eighth, Southeast Eighth, etc.)

If a filing unit within an address is not necessary for identification, it does not have to be used.

Business and Organization Names

1. Business and organization names are filed as written, using the business letterhead or trademark as a guide. Names with prefixes follow the example for personal names with prefixes.

Note: When necessary to ensure information retrieval, cross-reference between acronyms and the complete name.

2. Subsidiaries of businesses will be filed under their own name with a cross-reference to the parent company, if needed.
3. Location words in business names will follow the standard rule that each word/filing unit is treated as a separate filing unit.
4. Compass terms in business names: Each word/unit in a filing segment containing a compass term is considered a separate filing unit. If the term includes more than one compass point, treat it as it is written. Establish cross-references as needed.

U.S. Governmental/Political Designations

When filing governmental/political material, the name of the major/governmental/political entity is filed first, followed by the **distinctive** name of the department, bureau, etc.

This rule covers all governmental and political divisions, agencies, department, committees, etc. from the federal to the state, county/parish, city, district, and ward level.

(examples on next page)

EXAMPLES:

Federal

The name of the major governmental entity, United States Government, is filed first followed by the distinctive name of the department, office, service, bureau, etc. For example, Labor is the distinctive part of the name Department of Labor, so it should be filed as Labor Department (of).

United States Government
Agriculture Department (of)
Natural Resources Office (of)
Forestry Service

United States Government
Environmental Protection Agency

State and Local

State, county, parish, city, town, township, and village governmental/political divisions are filed by their distinctive names. The words “county,” “city” “department” etc., if needed and as appropriate, are added for clarity and are considered filing units.

Ohio State (of)
Transportation Department (of)
Motor Vehicles Division (of)

Note: If “of” is not part of the official name as written, it is not added.

Foreign Governments

The distinctive name translated into English is the first filing unit. If needed, the balance of the formal name of the government forms the next filing unit(s). Divisions, departments, and branches follow in sequential order, reversing the written order where necessary to give the distinctive name precedence in the filing arrangement.

States, colonies, provinces, cities, and other divisions of foreign governments are filed by their distinctive or official names as translated into English. Cross-reference written name to official native name where necessary.

Note:

- *The World Almanac* and *Book of Facts* are excellent references for the translation of foreign names into English and for clarification of relations between governments. Another source is the book *Counties, Dependencies, and Areas of Special Sovereignty* published by U.S. Dept. of Commerce, National Bureau of Standards, Institute for Computer Sciences & Technology, Gaithersburg, MD 20899.

Professional Business Associates

Organizational Chart and Company Information

Professional Business Associates develops and sells software, hardware, and services. The services provided are:

1. Systems analysis
2. Software development and design
3. Marketing
4. Training development
5. Hardware and software sales

This large corporation has a branch office in the capital of each membership state. The corporate headquarters is located at 5454 Cleveland Avenue in Columbus, OH 43231-4021, and has 200+ employees. Management includes:

Chief Executive Officer	Nancy Wells
Financial Services Department	Harvey Rosen
Information Technology Department	Tom Carlson
Human Resources Department	Julie Smith
Marketing Department	Roger Meyer
Administrative Support Department	Edna Renick

Chief Executive Officer				
Financial Services	Information Technology	Human Resources	Marketing	Administrative Support
1. Administrative Assistant	1. Data Entry Clerk	1. Human Resources Assistant	1. Information Processing Assistant	1. Administrative Assistant
2. Data Entry Clerk	2. Database Specialist	2. Information Processing Assistant	2. Administrative Assistant	2. Information Processing Specialist
3. Payroll Clerk	3. Information Processing Assistant	3. Administrative Assistant	3. Desktop Publisher	3. Computer Applications Specialist
4. Accounting Clerk	4. Administrative Assistant	4. Medical Support Assistant	4. Graphic Design Assistant	4. Desktop Publishing Assistant
5. Database Assistant	5. Programmer	5. Insurance Benefits Clerk	5. Desktop Publishing/Graphic Assistant	5. Legal Research Assistant
6. Spreadsheet Specialist	6. Software Engineer	6. Management Assistant	6. International Business Coordinator	6. Graphic Design Assistant
7. Accountant	7. PC Servicing/Troubleshooting	7. Payroll Specialist	7. Website Liaison	7. Management Assistant
8. Financial Analyst	8. Network Administrator	8. Wellness Coordinator	8. Management Assistant	
	9. Digital Media Specialist		9. Small Business Liaison	
	10. E-commerce Specialist		10. Research Assistant	
	11. Website Developer			

Proofreader's Marks

SYMBOL	REVISION	EDITED COPY	CORRECTED COPY
	Transpose letters or words.	to efficiently keyboard for a long period	to keyboard efficiently for a long period
	Delete copy.	Send two of three copies	Send three copies
/	Cross the misstroke and write correct letter above.	the major problem	the major problem
	Change copy as indicated.	was mailed The copy will be sent	The copy was mailed
	Close up horizontal space.	the letter head	the letterhead
	Insert copy (caret).	When receive the copy we edited	when we receive the edited copy
	Insert period.	Donald P. Miller	Donald P. Miller
?/	Insert question mark.	Are you sure ?/ I am.	Are you sure? I am.
!/	Insert exclamation point.	No !/ I refuse	No! I refuse....
	Insert punctuation mark.	Mary's comment was. The project must be completed by 1:30, otherwise, it will be of no value.	Mary's comment was, "The project must be completed by 1:30; otherwise, it will be of no value."
#	Insert space.	The text on the shelf	The text on the shelf
<i>lc or /</i>	Use lowercase letters.	THE MAIN Event <i>lc</i>	The Main Event
<i>caps or</i>	Capitalize single letters or words.	eastern; pacific	Eastern; Pacific
DS	Double-space. (Leave one blank line.)	DS Dear Miss Smith Thank you for	Dear Miss Smith Thank you for....
SS	Single-space. (Leave no blank line.)	SS We are happy to announce that	We are happy to announce that
QS	Quadruple-space. (Leave three blank lines.)	QS May 1, 20-- John J. Smith, CEO	May 1, 20-- John J. Smith, CEO
<i>stet or ...</i>	Let it stand; ignore correction.	<i>stet</i> Our proposed seminar will likely be held	Our proposed seminar will likely be held.
	Move copy in the direction of the bracket.	Sincerely yours John Jones Manager BT	Sincerely yours (QS) John Jones Manager Bf
	Begin new paragraph.	at the meeting. Beginning in June our nextat the meeting. Beginning in June our next.....
	Underline or italicize.	All requests <u>must be</u>	All requests <u>must be</u>
//	Align copy.	1. Call to order // 2. Approval of minutes	1. Call to order 2. Approval of minutes
	Spell out word or number.	1945 North Water St.	1945 North Water Street
=/ or	Insert hyphen.	His mother-in-law	His mother-in-law