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ABSTRACT

The student materials present exercises designed to simulate the job performed by a clerk-typist. The content of the course covers job instructions, form letters, a rough draft business report, invoices, purchase requisition, purchase order, telephone conversation, and rating scale--telephone personality. Also included in the document are a pretest and post test for the unit and a glossary. (LJ)

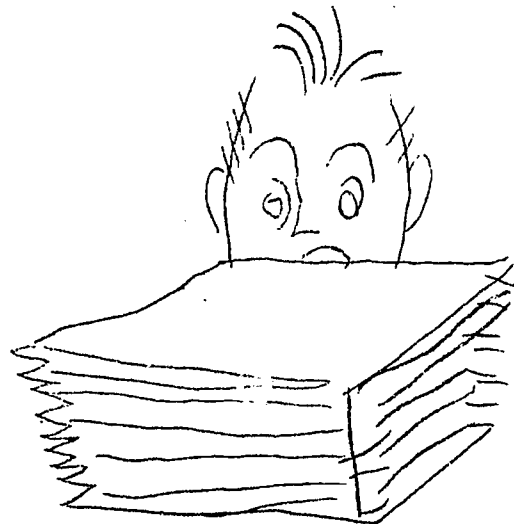
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CLERK-

TYPIST



EXPLORATION



ED114687

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VT-102-217

CLERK-TYPIST EXPLORATION

General Objectives

The student will become familiar with some of the tasks performed by a clerk-typist.

The student will understand the business terminology introduced in this project.

Specific Objectives

The student will be able to define the following business terms introduced in this project: Body of letter, complimentary close, date line, extensions, form letter, inside address, invoice, letterhead, proofreaders' marks, purchase order, purchase requisition, purchasing agent, reference initials, rough draft, salutation, surname, and typed name and title.

Given an example and an explanation of form letters and the information to fill-in two form letters, the student will be able to print the correct information on two form letters.

Given a chart of Proofreaders' Marks and a rough draft business report, the student will be able to write a corrected copy of that report.

Given a sample invoice and an explanation, the student will be able to find and correct errors in extensions.

Given a sample invoice and an explanation, the student will be able to calculate the extensions and total.

Given an approved purchase requisition and an example of a purchase requisition and purchase order, the student will be able to complete a purchase order form including extensions and total.

Given a partial telephone conversation, the student will demonstrate ability to handle a telephone call in a manner which contributes to good public relations for the company.

Given a rating scale, the student will evaluate his own telephone personality by listening to a recording of himself handling a phone call.

PRE-TEST: CLERK-TYPIST EXPLORATION

I. MATCHING

Match the terms in Column B to the statement in Column A which best describes it.

Column A

- _____ 1. A business form used for billing a customer for merchandise purchased in a(n) _____.
- _____ 2. The closing line of a letter such as "Sincerely yours," is a(n) _____.
- _____ 3. One's name or family name is a(n) _____.
- _____ 4. A business form sent to another company to order supplies or merchandise is a(n) _____.
- _____ 5. A subtotal found by multiplying the quantity by the unit price is a(n) _____.
- _____ 6. The design at the top of a sheet of business stationery giving the company's name and address is a(n) _____.
- _____ 7. The notation at the end of a letter which identifies the typist is the _____.
- _____ 8. The greeting or opening line of a letter is the _____.
- _____ 9. A business letter which contains a message which can be sent to many people is a(n) _____.

Column B

- A. complimentary close
- B. extention
- C. invoice
- D. letterhead
- E. form letter
- F. proofreaders' marks
- G. purchase order
- H. purchase requisition
- I. reference initials
- J. salutation
- K. surname

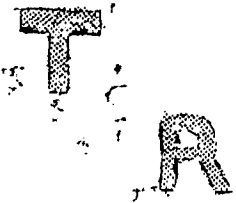
II. CORRECTING ROUGH DRAFT COPY

In the space provided below, rewrite the following paragraph making all the indicated corrections.

Exploring business careers is a lot of fun. While learning about oneself and jobs in the business world, one can discover a career which could be fun because it lets him do things he likes to do. It is wise to stop and think about one's interests (deciding before) on a career. Be sure also that it's a career in which there are opportunities to get ahead as one gains more skill and experience.

III. INVOICE

Find the errors in the invoice below. If a number is incorrect, draw one straight line through it and write the correct number above it.



DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Sold Mr. John R. Andrews
to: 407 Colorado Avenue
Portsmouth, VA 23701

Date: March 12, 19--

Invoice No: 121720

Cust. Order No: 121720

Terms: 2/10, n/30

Shipped Via: REA Express

Quantity	Description	Unit Price	Total
3	Shirts, #306	\$ 4.29	\$ 12.87
3	Dresses, #317	21.79	66.47
4	Ties, # 400	5.98	<u>22.92</u>
		TOTAL	\$102.26

IV. PURCHASE ORDER

Complete the blank purchase order form using the information on the approved purchase requisition below. The unit pieces are: Glasses (#2171), \$.75 each; Mug trees (#1556), \$2.25; and Canisters, (#2230), \$4.73.

T
R

Purchase
Requisition

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Requisition No: 10223

Deliver To: Housewares Dept.

Date Issued: February 1, 19--

Location: Second Floor

Date Required: February 8, 19--

Approved by:

Quantity	Description
8 doz.	Glasses, #2171
14	Mug Trees with 4 mugs, #1556
2 doz.	Kitchen Canisters, 4-pc., #2230

T
R

Purchase
Order

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

TO: Better Home Products, Inc.
4754 Michigan Avenue
Chicago, IL 60614

Date:

Order No: 432207

Terms: 2/10, n/30

Ship Via: REA Express

Quantity	Description	Unit Price	Total

v

V. MULTIPLE CHOICE-USE OF TELEPHONE

In each of the following questions, a situation is described which might occur if you handle the telephone in your office. Write the letter of the best answer in the blank to the left of the question number.

- ___ 1. A customer calls yelling and screaming about the poor service she got in your housewares department and demands to talk with the president of the company who is in conference at the moment. You should
- a. connect him with the president immediately.
 - b. offer to have the president return his call when he completes his conference.
 - c. find out which clerk was involved and call him to the phone to apologize.
 - d. tell the customer the president is in conference, but you will be glad to connect her to the supervisor of the department.
- ___ 2. Your supervisor is in a staff meeting which is not to be interrupted. Her child's teacher calls from school. Her son has an upset stomach, and his teacher wants his mother to come pick him up immediately. You should
- a. knock on the door and make this announcement to the entire group.
 - b. leave your desk and go pick up the child yourself.
 - c. write your supervisor a note and quietly give it to her.
 - d. hold the message until the meeting is over.
- ___ 3. Your company has ordered office supplies from Jones Stationery. When the shipment arrives, you notice that they've sent you someone else's letterhead. Your entire supply is exhausted. When you call you should
- a. yell at the supervisor of the Sales Department about the poor service.
 - b. calmly explain the urgency and ask when you might expect to receive your letterhead.
 - c. tell them you will take your business elsewhere if this happens again.
 - d. ask for the president. That way you can be sure the service will improve.

C L E R K - T Y P I S T

You have just been hired as a clerk-typist in the Credit Department of T & R Department Store at 235 High Street in Portsmouth (23704). Your supervisor, Miss Susan A. Smith, is the credit manager. Miss Smith has left the following instructions on your desk for your first few days of work. She has asked that each assignment be completed in order. Check each assignment to be sure it is complete and correct. Remember, you want to make a good impression during your first days on the job. Put the job number and your name in the upper right hand corner before giving your work to your supervisor. (Your teacher will collect these for her.)

Find EXHIBIT A at the back of this booklet. EXHIBIT A is a copy of Collection Letter 2 with all of the parts of the letter labeled. You will want to learn these names in order to do your job better. Study this letter and say the names of the parts to yourself as you look at them before you go on to Job 1 on the next page.

Job 1

The Credit Department often has reason to send form letters to our customers, especially for collection purposes (when they are late paying their bills). A form letter is a letter that contains a message which can be sent to many people. Usually, most of this letter will be typed--only the date, the inside address, and the salutation must be filled in. Mrs. Avis Jones and Mr. Karl Stone are now 60 days late with payment for goods purchased from our store. It is time to send them a strong reminder--Collection Letter 2. (This is the same letter as EXHIBIT A.) Their addresses appear below. Fill in the required information on the letters which appear on pp. 5-6. Be sure to use the appropriate salutation. Print as neatly as you can.

Mrs. Avis R. Jones
478 Poplar Lane
Portsmouth, VA 23701

Mr. Karl S. Stone
4609 Deep Creek Blvd.
Chesapeake, VA 23323

Job 2

Your employer, Miss Smith, has written the report on p. 7 to appear in this month's edition of the company newsletter. Miss Smith has done a rough draft (a first copy with corrections indicated by proofreaders' marks). Your instructions are to make a corrected copy of the report in your best handwriting.

You have a chart of Proofreaders' Marks (EXHIBIT B) on p. 14. Study this chart and compare these marks with the marks in the report to determine what corrections should be made. You may refer to this chart as often as necessary to complete this task. When you have finished, Miss Smith will expect you to know these marks and be able to make indicated corrections on future rough drafts.

Skip a line between lines of the report as you write on your notebook paper. Use only one side of each sheet of paper. Remember neatness is important.

Job 3

An invoice is a bill for goods purchased. This form shows the number (quantity) of each item purchased, a description of the item, the price per item (unit price), and the totals per item and for the entire order. You will find a sample invoice (EXHIBIT C) on p. 15.

In examining EXHIBIT C, you will notice that the amounts in the Total column are found by multiplying the number of items purchased (Quantity) by the price per item (Unit Price). This invoice shows that the customer bought three (3) shirts priced at \$7.98 for a total of \$23.94. When you multiply the quantity by the unit price, the total you find is called an extension.

The invoices on pp. 8-9 are complete and correct except for the extensions and totals. The first invoice (#356601) has extensions and a total, but one or perhaps more of these figures is incorrect. Check the extensions. If you find one is incorrect, draw one straight line through that amount and write the correct amount above it. Then, this invoice will have to be rewritten using the blank form on p. 10. Print neatly.

Invoice #356602 has no extensions or total. You are to find these amounts and fill them in on the invoice form as neatly as possible. Remember these invoices will be mailed to our customers. They must look very neat and businesslike if we are to maintain the good reputation of our company.

Job 4

When our company needs to order goods to replace those that have been sold, a stock clerk will complete a form called a purchase requisition. This form gives a description of the item needed and the quantity needed. The purchase requisition is then given to the purchasing agent, the person in charge of buying for the company, for his approval. If you will look at EXHIBIT D on p. 16, you will see a sample copy of a purchase requisition which has been approved by Mr. Charles Brown, our purchasing agent.

Once approval has been given by the purchasing agent, the clerk-typist (you) will prepare another form, a purchase order. This is a written order which will be sent to the company from whom you wish to purchase goods. A purchase order also contains unit prices and extensions which did not appear on the purchase requisition. You will see a sample purchase order (EXHIBIT E) also on p. 16.

An approved purchase requisition is shown on p. 11. On the next page you will find a blank purchase order form. Complete this purchase order for the items on the approved requisition. The unit prices are: dresses (#1051), \$12.00; shirts (#305), \$5.13; ties (#417), \$4.61. Find the extensions and total of the purchase order. This is purchase order no. 432211. Remember, neatness is important to our company's image.

Job 5.

Many times the responsibilities of a clerk-typist include answering the telephone and dealing with customer problems. It is important to do this well so that you will not cause your company to lose customers.

Read the beginning of the phone conversation on p. 13. Decide how you should reply to the customer's question. Plan (in writing) the remainder of the conversation.

Ask your teacher to show you how to operate the tape recorder. Tape the entire conversation. Then, use the rating scale on p. 14 to evaluate your telephone personality.

T

E

R

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Our charge customers have an excellent record of prompt payment of their accounts. Your promptness in making payments has always helped us maintain this record.

Our records show that your account is now 60 days past due. If your check is in the mail to us, please disregard this reminder. If you have misplaced your statement or for some reason are unable to meet this obligation, please make a note of it at the bottom of this letter and return this letter to us as soon as possible. If we do not hear from you within ten (10) days, we shall have to turn your account over to our attorneys for collection. Please help us avoid this undesirable course of action.

We look forward to continuing our pleasant association with you.

Sincerely,

(Miss) Susan A. Smith
Credit Manager

T
E
R

6.

D E P A R T M E N T S T O R E

235 High Street
Portsmouth, VA 23704

Our charge customers have an excellent record of prompt payment of their accounts. Your promptness in making payments has always helped us maintain this record.

Our records show that your account is now 60 days past due. If your check is in the mail to us, please disregard this reminder. If you have misplaced your statement or for some reason are unable to meet this obligation, please make a note of it at the bottom of this letter and return this letter to us as soon as possible. If we do not hear from you within ten (10) days, we shall have to turn your account over to our attorneys for collection. Please help us avoid this undesirable course of action.

We look forward to continuing our pleasant association with you.

Sincerely,

(Miss) Susan A. Smith
Credit Manager

X RAYS--HELPFUL OR HARMFUL?*

Are X rays necessary for diagnosis of medical problems or do they increase the patient's risks? In months recent, much controversy[#] has risen over whether Americans are getting overdoses of X ray. ⁹Current studies show that small amounts of X ray will probably cause no ~~no~~ permanent damage. Overexposure to X rays could, however cause cell damage and irreversible cells changes which have been implicated in some cancers and Leukemias or could, when reproductive organs are exposed, result in damage to future children.

Danger of overexposure is increasing for two reasons. Improvements in equipment now make it possible for X rays to reveal more than ever before so doctors are finding more uses for them. Also, the increasing number of ^{malpractice} suits encourages doctors to practice "defensive" medicine. That means more X rays.

All ^sradiation is thought to be potentially harmful. The exact limits of acceptable radiation remain undetermined. ⁱⁿfor this reason, ~~The~~ American College of Radiology suggests that patients keep records of all radiation exposures and tell the doctor or dentist how often you've been X-rayed in the past 12 months. Ask the doctor if he thinks additional exposure is advisable and why he thinks so. If you find his answers unsatisfactory, consult another practitioner.

*Summary of "How Dangerous Are X Rays?" U.S. News and World Report.
March 10, 1975.

D E P A R T M E N T S T O R E

235 High Street
Portsmouth, VA 23704

Sold to: Mr. John R. Andrews
407 Colorado Avenue
Portsmouth, VA 23701

Date: November 19, 19--


Invoice No: 356601

Cust. Order No: 356601

Terms: 2/10, n/30

Shipped Via: REA Express

Quantity	Description	Unit Price	Total
1	Man's Suit, #753	\$75.00	\$75.00
2	Shirts, #305, White	7.95	14.19
2	Ties, #417	6.50	<u>12.50</u>
	TOTAL		\$101.69


 DEPARTMENT STORE

 235 High Street
 Portsmouth, VA 23704

 Sold Mrs. Sandra S. Mason
 to: 1404 Dent Place
 Chesapeake, VA 23325

Date: November 19, 19--

Invoice No: 356602

Cust. Order No: 356602

Terms: 2/10, n/30

Shipped Via: REA Express

Quantity	Description	Unit Price	Total
1	Dress, #1051, Red & White	\$18.99	
2	Scarves, #953	3.75	
1	Pantsuit, #1133	34.95	
1	Blouse, #1212	15.00	
	TOTAL		

T
R

D E P A R T M E N T S T O R E

235 High Street
Portsmouth, VA 23704

Sold
to:

Date:

Invoice No:

Cust. Order No:

Terms:

Shipped Via:

Quantity	Description	Unit Price	Total

PURCHASE
REQUISITIONT
R

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Requisition No: 10224

Deliver To: Clothing Dept.

Date Issued: January 15, 19--

Location: First Floor

Date Required: January 20, 19--

Approved By: *Charles Brown*

Quantity	Description
30	Dresses, #1051, assorted sizes
25	Shirts, #305, assorted sizes
43	Ties, #417, assorted colors

T
R

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Purchase Order No.:

Date:

Ship Via; XYZ Express

Terms: 2/10, n/30

TO

QUANTITY	STOCK NO.	DESCRIPTION	UNIT PRICE	AMOUNT

TELEPHONE CONVERSATION

Often you will be asked to handle complaints from customers. Today, you have received a call from Mrs. Carla Anderson. Mrs. Anderson placed a special order for a light blue raincoat, size 10. The order was to have been delivered to our store a week ago. The raincoat still has not been received. The beginning of the conversation is recorded below. Read through the conversation carefully. Be sure you think about the best answer to preserve the goodwill of the customer. Remember, you represent the company; you cannot afford to let your emotions rule your conversation.

Clerk-typist: "Good afternoon, T & R Department Store, (Your name)."

Mrs. Anderson: "Good afternoon. This is Carla Anderson. I placed a special order for a light blue raincoat, size 10, about three weeks ago with the understanding that you would receive it last week. I've received no notification of its arrival so I thought I would check with you on it."

Clerk-typist: "Will you hold for a minute while I check on that order for you, Mrs. Anderson?"

Mrs. Anderson: "Yes. Thank you. I sure hope it's in. I really need that coat or I wouldn't have ordered it."

Clerk-typist: "Yes ma'am. Just a minute." (Checks records and finds that the order has not been received because the company was temporarily out of that item. Shipment can be expected next week, but Mrs. Anderson was not notified of the delay. Comes back to phone.)

"Mrs. Anderson,...

TELEPHONE PERSONALITY--RATING SCALE

After listening to your recorded phone conversation, rate each characteristic of your telephone personality by placing a check in the appropriate box. Use the scale below:

- 4 - Excellent
- 3 - Very Good
- 2 - Average
- 1 - Poor

CHARACTERISTIC	4	3	2	1
1. Attentiveness-listens carefully hoping to avoid asking the other party to repeat himself.				
2. Clarity-ease with which one can be understood.				
3. Courtesy-politeness, eagerness to be of assistance.				
4. Forcefulness-degree of conviction with which one speaks.				
5. Inflection-rise or fall in tone of voice to give emphasis.				
6. Poise-ease and confidence with which one speaks				
7. Tempo-speed with which one speaks.				
8. Vocabulary-uses words the other part will understand				
9. Volume-not too loud or not too soft				

Review your recording and this rating scale with your supervisor (teacher) for suggestions in improving your telephone personality.

At the completion of this assignment, you are ready to take your post-test. Ask your instructor to give you a copy.

T
R

Collection Letter 2

DEPARTMENT STORE

Letterhead -

235 High Street
Portsmouth, VA 23704

November 9, 1975 - Dictz Line

Inside
Address) Mr. James L. Smith
202 King Street
Portsmouth, VA 23704

Salutation Dear Mr. Smith:

Our charge customers have an excellent record of prompt payment of their accounts. Your promptness in making payments has always helped us maintain this record.

Body

Our records show that your account is now 60 days past due. If your check is in the mail to us, please disregard this reminder. If you have misplaced your statement or for some reason are unable to meet this obligation, please make a note of it at the bottom of this letter and return this letter to us as soon as possible. If we do not hear from you within ten (10) days, we shall have to turn your account over to our attorneys for collection. Please help us avoid this undesirable course of action.

We look forward to continuing our pleasant association with you.

Complimentary
close - Sincerely,

Typed names (Miss) Susan A. Smith
and title Credit Manager

kf - Reference
initials

EXHIBIT B
PROOFREADER'S MARKS

Mark	Meaning	Copy With Changes Indicated	Corrected Copy
○	Close up.	The book [○] keeper said	The bookkeeper said
/	Delete or leave out.	The levels [/] of work	The level of work
^, ^, ^	Caret; means to insert; insert comma; insert period	If you can attend, [^] we will	If you can attend, we will
¶	New paragraph	was presented yesterday. ¶ One	was presented yesterday. One ...
#	Add space	The car [#] would not	The car would not
∩	Transpose (Turn around)	The (car/blue)	The blue car
[Move left	John R. Smith [Susan Jones	John R. Smith Susan Jones
]	Move right	John R. Smith]Susan Jones	John R. Smith Susan Jones
ke or /	Use lower case	It was a S unny day.	It was a sunny day.
≡ or Cap.	Capitalize	Virginia <u>n</u> ational Bank	Virginia National Bank

T

3

R

EXHIBIT C

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Sold Mr. James L. Smith
to: 202 King Street
Portsmouth, VA 23704

Date: November 19, 19--

Invoice No: 356599

Cust. Order No: 356599

Terms: 2/10, n/30

Shipped Via: REA Express

Quantity	Description	Unit Price	Total
3	Shirts, #306	\$ 7.98	\$23.94
3	Socks, #557	2.25	6.75
1	Shoes, #815	21.45	<u>21.45</u>
	TOTAL		\$52.14

T
R

EXHIBIT D

18

PURCHASE
REQUISITION

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Requisition No: 10223

Deliver To: Housewares Dept.

Date Issued: December 20, 19--

Location: Second Floor

Date Required: December 23, 19--

Approved by: *Charles Brown*

Quantity	Description
35 sets	Teflon cookware, 7-pc., #1643
12 sets	Handy kitchen utensils, 5-pc., #1445
20	Mug trees, with 4 mugs, #1556

T
R

EXHIBIT E

PURCHASE
ORDER

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Better Home Products, Inc.
TO: 4754 Michigan Avenue
Chicago, IL 60614

Date: December 23, 19--

Order No: 432210

Terms: 2/10, n/30

Ship Via: REA Express

Quantity	Description	Unit Price	Total
35 sets	Teflon cookware, 7-pc., #1643	\$15.00	\$525.00
12 sets	Handy kitchen utensils, 5-pc., #1445	6.99	83.88
20	Mug trees, with 4 mugs, #1556	2.25	45.00
	TOTAL		\$653.88

GLOSSARY

Body of letter. Paragraphs or message part of letter.

Complimentary close. Closing line of letter such as, "Sincerely" or "Sincerely yours."

Date line. Month, day, and year in which letter was written.

Extensions. Subtotal on invoice or purchase order which is found by multiplying the quantity by the unit price.

Form letter. Letter which contains a message which can be sent to many people.

Inside address. Address of the person to receive the letter.

Invoice. Business form for billing a customer for merchandise purchased.

Letterhead. Design at the top of a sheet of business stationery giving the name and address of the company.

Proofreaders' marks. Standard set of correction symbols used to indicate changes to be made in a rough draft.

Purchase order. Business form sent to another company when you need to order supplies or merchandise.

Purchase requisition. Form completed by stock clerk to let the purchasing agent know of a need to purchase merchandise or supplies.

Purchasing agent. Person responsible for approving all buying done by the company.

Reference initials. Initials of the typist which appear at the end of a letter.

Rough draft. A first attempt to compose a letter or manuscript which may contain many errors.

Salutation. Greeting of a letter which consists of "Dear" followed by the person's title (Mr., Mrs., Miss, Ms., or Dr.) and the person's surname.

Surname. Last name or family name.

Typed name and title. Name of the person writing the letter and their title or position in the company.

POST-TEST: CLERK-TYPIST EXPLORATION

I. IDENTIFYING LETTER PARTS

In the spaces provided below, write the names of the numbered parts of this letter.

T
R

D E P A R T M E N T S T O R E

235 High Street
Portsmouth, VA 23704

1. November 9, 1975

2. { Mr. James L. Smith
202 King Street
Portsmouth, VA 23704

3. Dear Mr. Smith:

Our charge customers have an excellent record of prompt payment of their accounts. Your promptness in making payments has always helped us maintain this record.

4. { Our records show that your account is now 60 days past due. If your check is in the mail to us, please disregard this reminder. If you have misplaced your statement or for some reason are unable to meet this obligation, please make a note of it at the bottom of this letter and return this letter to us as soon as possible. If we do not hear from you within ten (10) days, we shall have to turn your account over to our attorneys for collection. Please help us avoid this undesirable course of action.

We look forward to continuing our pleasant association with you.

5. Sincerely,

6. { (Miss) Susan A. Smith
Credit Manager

7. kf

1. _____
2. _____
3. _____
4. _____

5. _____
6. _____
7. _____

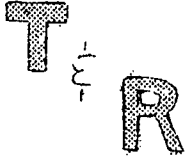
II. CORRECTING ROUGH DRAFTS

In the space provided below, rewrite the following paragraph making all indicated corrections.

The job of clerk-Typist involvess m(Any) skills. one of these, obviously, the is mastery of the typewriter key board. We have^{not} learned this ~~this~~ skill in this course. If I choose to con(tinue) to learn about this skill, ^{Career} My next steps is to ta(ke) General business and Typewriting I at my high^{school}. Then, I can take a c(ourse) entitled clerk-Typist I.

III. INVOICE

Find the extensions and the total on the following invoice.

 DEPARTMENT STORE 235 High Street Portsmouth, VA 23704			
Sold Mrs. Sandra S. Mason to: 1404 Dent Place Chesapeake, VA 23325		Date: November 20, 19-- Invoice No: 356700 Cust. Order No: 356700	
Terms: 2/10, n/30		Shipped Via: REA Express	
Quantity	Description	Unit Price	Total
1 set	Teflon cookware, 7-pc., #1643	\$23.99	
2	Mug trees with 4 mugs, #1556	4.97	
1 doz.	Glasses, #2171	1.50 ea.	

IV. PURCHASE ORDER

Complete the blank purchase order form using the information on the approved purchase requisition below:

PURCHASE
REQUISITION

DEPARTMENT STORE

235 High Street
Portsmouth, VA 23704

Requisition No: 366700

Deliver To: Clothing Dept.

Date Issued: January 19, 19--

Location: Second Floor

Date Required: January 24, 19--

Approved by:

Quantity	Description
2 doz.	Shirts, #306, @ \$3.15
9	Dresses, #1501, @ \$12.00
15	Ties, #417, @ \$4.61

IV. PURCHASE ORDER

PURCHASE
ORDER

D E P A R T M E N T S T O R E

235 High Street
Portsmouth, VA 23704TO: Smith Clothing Manufacturers
4937 S. Main Street
Cleveland, OH 44038Date: January 22, 19--
Order No: 366700
Terms: 2/10, n/30
Ship Via: REA Express

Quantity	Description	Unit Price	Total

V. MULTIPLE CHOICE - TELEPHONE

Write the letter of the phrase which best completes each statement in the blank to the left of the question number.

- _____ 1. Which of the following is not necessary to a pleasing telephone personality?
- Voice inflection.
 - Speaking much louder than usual.
 - Being attentive to the caller.
 - Courtesy.
- _____ 2. If a call comes for your employer while he is in an important, closed-door conference, you should
- put the call through to him immediately.
 - tell the caller he cannot be disturbed right now and ask him to call back.
 - tell the caller that he cannot be reached at the moment and offer to take a message or have him return the call.
 - find out who's calling, then tell him your employer will call him if he has time.
- _____ 3. If a customer is very angry when he calls, you should
- tell him to cool off and call back.
 - yell louder; that'll show him how silly he's acting.
 - hang up; you don't have to listen to that.
 - try to calm him by demonstrating real concern and offering whatever assistance you can.
- _____ 4. You have ordered office supplies from Jones Stationery. A clerk-typist in their sales department calls you with a question you find very unnecessary. You should
- say, "That's a silly question. The information is on the purchase order."
 - try to answer her questions as quickly and clearly as possible.
 - answer her questions, and report her stupidity to her supervisor as soon as possible.
 - tell her you just don't have time for silly questions and hang up.