

# UNIT

## 12

# Keying and Formatting Documents

### REVIEW QUESTIONS

Answer the following questions in the spaces provided.

1. The default top and bottom margins in WordPerfect and Word are

\_\_\_\_\_.

2. \_\_\_\_\_ means the set-up of a document.

3. Where must attention lines be placed on an envelope?

\_\_\_\_\_  
\_\_\_\_\_

4. Fill in the abbreviations for the following provinces and states:

Manitoba \_\_\_\_\_

Ontario \_\_\_\_\_

Quebec \_\_\_\_\_

Washington \_\_\_\_\_

Newfoundland \_\_\_\_\_

Arkansas \_\_\_\_\_

5. You do not have a postage meter. Describe how you could quickly attach stamps to a number of envelopes.

\_\_\_\_\_  
\_\_\_\_\_

6. You are employed in a legal office. What must you follow when preparing documents?

\_\_\_\_\_  
\_\_\_\_\_

7. Describe the various letter styles.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Letters should appear \_\_\_\_\_ on the page.

■ Unit 12 – Keying and Formatting Documents

9. The attention line is placed \_\_\_\_\_ lines below the inside address of a letter.
10. The subject line is placed three lines below the salutation of a letter. True or false?
11. A/An \_\_\_\_\_ is used to add emphasis or to include something omitted from the body of a letter.
12. Where should a filing notation be located on a letter?

---

---

13. What are the names given to stationery that is smaller than standard?

---

---

14. What can you omit when keying degrees/designations after a person's name?

---

---

15. The first page of a report is called the \_\_\_\_\_ or \_\_\_\_\_ page.

16. What are some of the other terms for a preface?

---

---

17. Describe the placement of text within the body of a report.

---

---

---

---

18. A/An \_\_\_\_\_ is the first line of a paragraph that appears by itself at the bottom of a page, whereas a/an \_\_\_\_\_ is the last line of a paragraph that appears on the top of a page.

19. Which word processing feature would you use to automatically number pages in a long report?

---

---

20. Describe how you would create a numbered list in a report.

---

---

---

---

21. A/An \_\_\_\_\_ indicates that not all of the sentence you are quoting is being used.

22. A/An \_\_\_\_\_ appears at the bottom of the page while a/an \_\_\_\_\_ usually appears on a separate sheet at the end of the report.

23. A/An \_\_\_\_\_ is a list of difficult or special technical terms used in a report.

24. When referencing information from the Internet, give the \_\_\_\_\_ address.

25. What is a *bibliography*?

---

---

26. Where do you normally place an index in a report?

---

---

27. Where do you place the dollar sign in a column of figures?

---

---

28. What is an *em dash*?

---

---

29. What are some of the recurring errors you must watch for when proofreading a document?

---

---

---

---

30. What is a *braced heading*?

---

---

■ *Unit 12 – Keying and Formatting Documents*

31. A complimentary closing is used on both a letter and a memorandum. True or false?
32. Which word processing feature would you use to create completed form letters.

---

---

**Note:** Activities, calculations, and questions related to Unit 12 of the *Pitman Office Handbook* are incorporated into the other units of the Workbook.