

## **Chapter 7**

### **Managing Correspondence and Mail**

#### **Objectives:**

- List the supplies necessary for creating and mailing professional-looking correspondence.
- Identify the types of correspondence used in medical office communications.
- Describe parts of a letter and different letter and punctuation styles.
- Compose a business letter.
- Explain the tasks involved in editing and proofreading.
- Describe the process of handling incoming and outgoing mail.
- Compare and contrast the services provided by the U.S. Postal Service and other delivery services.

#### **Vocabulary:**

- annotate
- body
- clarity
- complimentary close
- concise
- courtesy title
- dateline
- editing
- enclosure
- full-block letter style
- identification line
- inside address
- key
- letterhead
- margin
- modified-block letter style
- notations
- optical character reader (ocr)
- proofreading
- salutation
- signature block
- simplified letter style
- subject line
- template

#### **Assignments:**

\_\_\_\_\_ **Read Chapter 7**—pages 91-111 or (119-138 2<sup>nd</sup> Edition)

\_\_\_\_\_ **Preview Chapter 7 PowerPoint Presentation**

\_\_\_\_\_ **Complete End of Chapter Review**—page 157

\_\_\_\_\_ **Complete Workbook Review**—pages 60-67

***Assessments on back***

**Chapter 7**  
**Managing Correspondence and Mail (continued)**

**Assessments:**

\_\_\_\_\_ Complete **Student Tutorial CD—Administrative Practice**

- ☐ Parts of a Business Letter
- ☐ Basic Rules of Writing
- ☐ Sorting and Opening Mail

\_\_\_\_\_ **Application Activities—Textbook—page 157**

- ☐ #1 Create letter
- ☐ #3 Correct letter

\_\_\_\_\_ **Chapter 7 Exam**