

**T.C.
MİLLÎ EĞİTİM BAKANLIĞI**

BİLİŞİM TEKNOLOJİLERİ

YABANCI DİLDE TEKNİK YAZIŞMA İŞLEMLERİ

Ankara, 2013

- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- **PARA İLE SATILMAZ.**

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DESCRIPTION

ALAN	BİLİŞİM TEKNOLOJİLERİ
DAL/MESLEK	Dal Ortak
MODÜLÜN ADI	Yabancı Dilde Teknik Yazışma İşlemleri
MODÜLÜN TANIMI	Bu modül; teknik yazışma işlemlerinin yabancı dilde kullanma temel bilgi ve becerilerin kazandırıldığı bir öğrenme materyalidir
SÜRE	40/24
ÖNKOŞUL	Bu modül için ön koşul yoktur.
YETERLİK	Teknik yazışma işlemlerini gerçekleştirmek
MODÜLÜN AMACI	Genel Amaç Öğrenci, bu modül ile gerekli ortam sağlandığında; çeviri işlemlerini yaparak teknik yazışmaları gerçekleştirebilecektir. Amaçlar 1. Mesleki yayınların çevirisini yapabilecektir. 2. Teknik yazışma işlemlerini gerçekleştirebilecektir.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Yabancı dil laboratuvarı. Donanım: Projeksiyon cihazı.
ÖLÇME VE DEĞERLENDİRME	Modül içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendireceksiniz. Öğretmen modül sonunda ölçme aracı (çoktan seçmeli test, doğru-yanlış vb.) kullanarak modül uygulamaları ile kazandığınız bilgi ve becerileri ölçerek sizi değerlendirecektir.

INTRODUCTION

Dear Student;

Nowadays, knowing of foreign language is a fact that cannot be ignored. And everyone knows this fact. It has become an important part of people's daily lives. If people know a foreign language, they can find a job easily. In addition, It is possible to achieve better wages.

We live in the time period described as the information age. The information age has accelerated the development of technology. In addition, information life and of time the validity is short increasingly. Therefore, the information obtained must be kept up to date. At this point, you need to know a foreign language in order to be a step ahead.

Today, English has been adopted by the whole world and was accepted as a world language. All issued information are translated into English and are published.

This module is about Communication skills in information technology. This module includes English equivalents and usage patterns of the basic definition and terms. With this module you will follow the developments in the field of information technology and will have the knowledge of translating technical English into target language.

LEARNING ACTIVITY-1

AIM

Students will be able to translate the technical definitions and texts according to the technique

SEARCH

- Research the basic translation techniques.
- Prepare a report of your findings.
- Make a presentation to your teacher and your friends in your classroom.

1. TRANSLATION

1.1. Translation Techniques

1.1.1. Word for Word Translation

The syntax of the source language (SL) remains the same and words are translated into target language in most general terms. The words used in cultural context are translated as the exact counterpart word in SL. This method may be used as a preliminary study while translating difficult texts.

Examples: Normative¹ criticism² of functionalism³ in the social⁴ sciences⁵...
Sosyal⁴ bilimlerde⁵ işlevselliğin³ normatif¹ eleştirisi²...

1.1.2. Literal Translation

The grammar and syntax of the SL is transferred according to the TL grammar but the meaning of the words do not change according to the context. Literal translation can be exploited as a pretranslation activity to find out the problematic points and to get rid of ambiguity and obscurity. This is a kind of word-for-word translation. This can be applied when the content and form of the source text overlap with those of the target text. As it is not always possible to make a successful translation at word level, other translation methods which seek equality at text level should be used.

Example: John asked where the **bathroom** was. He looked tired and his face **was red**.
John **banyo odasının** yerini sordu. O yorgun görünüyordu ve yüzü **kırmızıydı**.

PS: This method is generally used for **the manuals of electronic devices.**

1.1.3. Faithful Translation

Despite the limitations in the TL the meaning of the context in SL is translated as closely as possible to the TL. Cultural terms are changed and word choices of the translator are kept to the text of the author.

Example: This **school of thought** developed as a **reaction**...
Bu **düşünce ekolü** bir **reaksiyon** olarak geliştirilmiştir...

1.1.4. Semantic Translation

Semantic translation being different from faithful translation gives much more importance to aesthetic value. Mostly used in poetry translations.

Example: **And the sun with its** brightness, **and the snow with its** whiteness...
Tüm parlaklığıyla güneş, **tüm beyazlığıyla** kar...

1.1.5. Idiomatic Translation

Idiomatic translation reconstructs the meaning of the original message however it uses a SL idiom to provide substance rather than translate the phrase literally.

Example: I do not like Tuesdays. **It is indeterminate sort of day.** (Belirsiz türden bir gün.)
Salı günlerini sevmem. **Salı sallanır.**

1.1.6. Free Translation

It reproduces the matter without the manner, or the content without the form of manner, or the content without the form of the original. Usually it is a paraphrase much longer than the original.

Example: When Jack was studying at Harvard University...
Jack Amerika'nın en prestijli üniversitesi olan Harvard da okuyorken...

1.1.7. Adaptation Translation

This is the 'freest' form of translation. It is used mainly for plays (comedies) and poetry; the themes, characters, plots are usually preserved, the SL culture converted to the TL culture and the text rewritten.

Example: “**Woman in Red**” was adapted into Turkish as “**Aşık Oldum**” (The original should have been “**Kırmızılı kadın**”)
I bought this gun **under neighbourhood watch program.**
Halamdan yadigâr rahmetli kocasının beylik tabancasıymış.

1.1.8. Communicative Translation

Communicative translation attempts to render the exact contextual meaning of the original in such a way that both content and language are readily acceptable and comprehensible to the readership.

Example: Wash and go!
Yıkla ve çık!

No transpassing!!
Girilmez!!

How is it going?
Nasıl gidiyor?

1.2. Sample Translations

➤ Sample 1 (Communicative and semantic translation)

A LOOK AT TOMORROW

Futurists love computers. After all, 40 years ago electronic digital computers didn't exist; today microchips as tiny as a baby's fingernail are making all sorts of tasks faster and easier. Surely the future holds still more miracles.

Some of the computer experiments now going on inspire exciting visions of the future. For example, scientists are working on devices that can electronically perform some sight and hearing functions, which could make life easier for the blind and deaf. They're also working on artificial arms and legs that respond to the electric impulses produced by the human brain. Scientists hope that someday a person who's lost an arm could still have near-normal brain control over an artificial arm.

YARIN'A BAKIŞ

Gelecekçiler bilgisayarı severler. 40 yıl önce elektronik dijital bilgisayarların bulunmadığını anımsayalım, günümüzde bebek tırnağı kadar minicik mikroçipler her tür işi daha çabuk ve kolay yapıyor. Kuşkusuz gelecekte daha birçok mucize beklenebilir.

Şimdilerde sürmekte olan kimi bilgisayar deneyleri geleceğin görünümüne ilişkin ipuçları veriyor. Sözelimi, bilim adamları görmezler ve sağırlar için yaşamı kolaylaştırabilecek olan, görme ve duyma işlevlerini elektronik olarak yerine getirebilecek aygıtlar üzerinde çalışıyorlar. Aynı zamanda insan beyninin çıkardığı elektrik uyarılara tepki gösteren yapay kol ve bacaklar üzerinde çalışıyorlar. Bilim adamları birgün, kolunu kaybeden bir kimsenin yapay kol üzerinde olağana yakın bir beyin denetimi yapabileceğini umuyorlar.

➤ **Sample 2 (Communicative and semantic translation)**

Why ebooks? They continue to be cool. They also are easy to create, inexpensive, can be developed quickly, and can be bought while you sleep.

Neden e-kitaplar? Bunlar harika olmaya devam ediyorlar. Ayrıca bunlar kolay tasarlanırlar, ucuzdurlar, çabuk geliştirilebilirler ve siz uyurken de alınabilirler.

➤ **Sample 3 (Semantic and literal translation)**

THE PROFESSION OF THE JUDGES

ARTICLE 134-The qualifications of judges, their rights, duties, compensations, and the manner of their appointment, promotion, transfer (temporary or definite), prosecution about the offences concerning their profession and taking decisions in order to hear the case and other personal affairs are determined by law according to the independence of the courts.

HÂKİMLİK MESLEĞİ

Madde 134-Hâkimlerin nitelikleri, atanmaları, hakları ve ödevleri, aylık ve ödenekleri, meslekte ilerlemeleri, görevlerinin veya görev yerlerinin geçici veya sürekli olarak değiştirilmesi haklarında disiplin kovuşturulması açılması ve disiplin cezası verilmesi, görevleriyle ilgili suçlarından dolayı soruşturma yapılmasına ve yargılanmalarına karar verilmesi, meslekten çıkarılmayı gerektiren suçluluk veya yetersizlik halleri ve diğer özlük işleri, mahkemelerin bağımsızlığı esasına göre, kanunla düzenlenir.

➤ **Sample 4 (Semantic and literal translation)**

PART TWO
Fundamental Rights And Duties

SECTION ONE
General Provisions

I. The Qualification and the Protection of the Fundamental Rights

ARTICLE 10- Every person has individual, inviolable, untransferable and unrenouncable fundamental rights and freedoms.

The state removes all political, economic and social obstacles which limit the fundamental rights and freedoms of individuals irreconcilable with the peace of persons, social justice and the principles of the state of law; it provides the conditions required for the development of the material and moral existence of individuals.

İKİNCİ KISIM
Temel haklar ve ödevler

BİRİNCİ BÖLÜM
Genel hükümler

I. Temel hakların niteliği ve korunması.

MADDE 10 - Herkes, kişiliğine bağlı, dokunulmaz, devredilmez, vazgeçilmez temel hak ve hürriyetlere sahiptir.

Devlet, kişinin temel hak ve hürriyetlerini, fert huzuru, sosyal adalet ve hukuk devleti ilkeleriyle bağdaşamayacak surette sınırlayan siyasî, iktisadî ve sosyal bütün engelleri kaldırır; insanın maddî ve manevî varlığının gelişmesi için gerekli şartları hazırlar

➤ **Sample 5 (Semantic and literal translation)**

III. Equality

ARTICLE 12-Every person is equal before the law without exception of language, race, sex, political opinions, philosophical thoughts, religion and sect.

No privilege may be granted to any person, family, group or class.

III. Eşitlik.

MADDE 12- Herkes, dil, ırk, cinsiyet, siyasî düşünce, felsefî inanç, din ve mezhep ayrımı gözetilmeksizin, kanun önünde eşittir.

Hiçbir kişiye, aileye, zümreye veya sınıfa imtiyaz tanınamaz.

➤ Sample 6 (Literal and word for word translation)

ASSEMBLING

1. Check that each functional unit is perpendicular to the floor (use wedges if necessary)
2. Remove the lifting squares (1 square in every top corner, 13 mm spanner).
3. Check that the circuit breaker can be plugged-in.
4. Continue to lay out the functional units whilst carrying out the same verifications.
5. Carry out the coupling of the functional units together (4 points at the front, 3 at the back).

MONTAJ

1. Her işlevsel birimin zemine dik olduğunu KONTROL ediniz. (Gerekirse takoz kullanınız)
2. Kaldırma karelerini ÇIKARINIZ (Her üst köşede 1 kare, 13mm somun anahtarı)
3. Akım kesicinin fişe takılabildiğini kontrol ediniz.
4. Aynı kontrolleri yaparak işlevsel birimleri hazırlamaya devam ediniz.
5. İşlevsel birimleri birbirine bağlama işini yapınız. (4 nokta önde, 3 arkada)

➤ Sample 7 – Sentence translation (Semantic and communicative translation)

He is his father's Son.

Semantic Translation: O babasının oğludur.

Communicative Translation: Hık demiş babasının burnundan düşmüş, or O tıpkı babasına çekmiş.

My mother is younger than I am.

Semantic Translation: Annem benden daha genç.

Communicative Translation: Annem benden daha enerjik or Annem hayata benden daha çokbađlı.

I am me.

Semantic Translation: Ben benim.

Communicative Translation: Beni kimseyle karşılaştırma or Ben herkes deđilim or Ben herkesten farklıyım.

Time is money.

Semantic Translation: Vakit nakittir

Communicative Translation: Vakit nakittir.

Both Semantic and communicative translations overlap.

Business is business

Semantic translation: İş iştir.

Communicative Translation: İşin iyisi kötüsü olmaz or İşinin kıymetini bil or İnsan yaptığı işi iyi yapmalıdır.

Button your lips.

Semantic Translation: Dudaklarına kilit vur.

Communicative Translation: Çeneni kapat.

I shall go on a trip to recharge my batteries.

Semantic Translation: Aküyü şarj etmek için geziye çıkacağım.

Communicative Translation: Dinlenmek için geziye çıkacağım.

I cried because I hadn't any shoes until I saw a man who hadn't any feet.

Semantic Translation: Ayakları olmayan bir adamı görene dek, ayakkabım yok diye ağladım.

Communicative Translation: Benden daha önemli sorunları olan birini görene dek halime üzuldüm or Benden çok daha kötü durumda birini görünce, kendi dertlerimi unuttum or (halime şükrettim)

If you cannot beat them, join them.

Semantic Translation: Eğer onları yenemiyorsan, onlara katıl.

Communicative translation: Bükemediğin eliöp.

APPLICATION ACTIVITY

Use translation techniques in Learning Activity -1 as much as possible.

Steps Of Process	Suggestions
➤ Translate the text below	➤ Use dictionary for the unknown words ➤ Make further research on translation techniques

What is a computer?

A computer is an electronic device that manipulates information, or "data." It has the ability to store, retrieve, and process data. You can use a computer to type documents, send email, and browse the internet. You can also use it to handle spreadsheets, accounting, database management, presentations, games, and more.

For beginning computer users, the computer aisles at an electronics store can be quite a mystery, not to mention overwhelming. However, computers really aren't that mysterious. All types of computers consist of two basic parts:

- **Hardware** is any part of your computer that has a **physical structure**, such as the computer monitor or keyboard.
- **Software** is any **set of instructions** that tells the hardware what to do. It is what guides the hardware and tells it how to accomplish each task. Some examples of software are web browsers, games, and word processors etc.

CHECKLIST

If you have behaviors listed below, evaluate yourself putting (X) in “Yes” box for your earned skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Have you acquired the translation skills according to the techniques?		
2. Have you compared the translation techniques in accordance with the most preferred ones?		
3. Have you had the knowledge of which translation technique is the most suitable for Information Technology sector?		

EVALUATION

Please review your "No" answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

MEASURING AND EVALUATION

Match the technical statements in English with their translations in Turkish below

Technical Statements

1. “Stop End Of Day” _____
2. Accessible from the HMI screen _____
3. On the end of day, click on button “Production stop initialisation”. _____
4. All robots in production mode go on “Decompression trajectory”. _____
5. After Dumping all the robots go on “Dressing trajectory”. _____
6. To validate the starting production, click on button “Start of production”. _____
7. To validate the robots departure, push the green push button “Enabling mode”. _____
8. All the robots finish the dressing trajectory and go in drain trajectory. _____
9. When the drain is finish, all the Robots go on home position. _____
10. The installation is ready for the production. _____

Teknik Komutlar

- A. Robot sistemi artık üretime hazırdır.
- B. Tüm robotlar temizlik ve bakım konumundan tahliye konumuna geçer
- C. Tahliye işlemi sona erdikten sonra Robotlar hazır konumlarına geri döner.
- D. Üretim kipinde bulunan tüm robotlar basınç tahliye gezinesine girer.
- E. Yükleri boşaltıldığında robotları temizlik ve bakım gezinesine getirin.
- F. Robotların yerlerine geçmesini yeşil « Etkin Modu » düğmesine basarak onaylayın.
- G. Üretime başlama işlemini onaylamak için « Üretim Başlangıç » düğmesine basın.
- H. HMI ekranından erişilebilir
- İ. İş günü sona erdiğinde « Üretim Durdurma Başlatma » düğmesine basın.
- J. “İş günü sonunda durdurma”.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity

LEARNING ACTIVITY-2

AIM

Students will be able to acquire the basic writing skills about technical writings according to the technique.

RESEARCH

- Research the basic formats of business letters.
- Research the basic types of electronic portfolio, reports, brochures and surveys.
- Prepare a report of your findings.
- Make a presentation to your teacher and your friends in your classroom.

2. TECHNICAL WRITINGS

Business letters are formal paper communications between, to or from businesses and usually sent through the Post Office or sometimes by courier. Business letters are sometimes called "snail-mail" (in contrast to email which is faster). This lesson concentrates on business letters but also looks at other business correspondence. It includes:

- letter
- memo
- fax
- email

Most people who have an occupation have to write business letters. Some write many letters each day and others only write a few letters over the course of a career. Business people also read letters on a daily basis. Letters are written from a person/group, known as the sender to a person/group, known in business as the recipient. Here are some examples of senders and recipients:

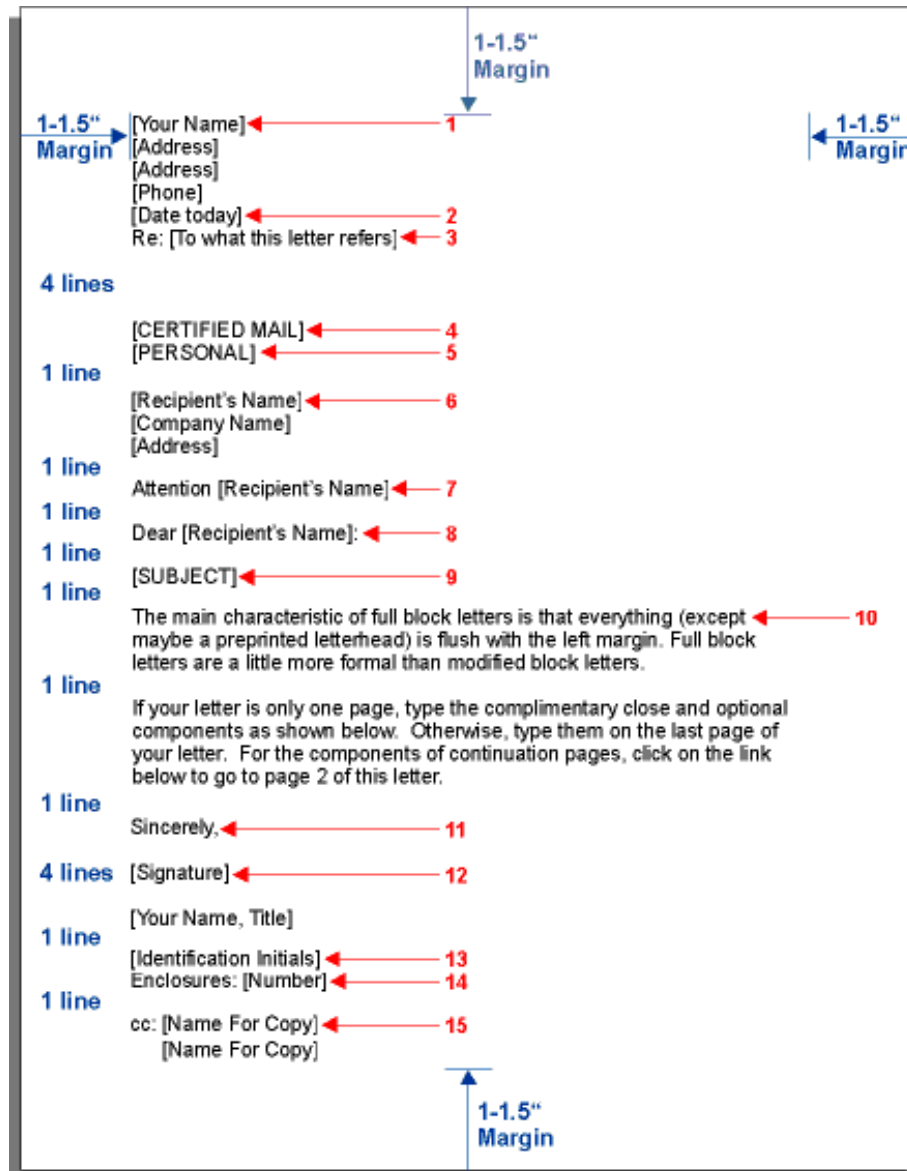
- business «» business
- business «» consumer
- job applicant «» company
- citizen «» government official
- employer «» employee
- staff member «» staff member

There are many reasons why you may need to write business letters or other correspondence:

- to persuade
- to inform
- to request
- to express thanks
- to remind
- to recommend
- to apologize
- to congratulate
- to reject a proposal or offer
- to introduce a person or policy
- to invite or welcome
- to follow up
- to formalize decisions

Read through the following pages to learn more about the different types of business letters, and how to write them. You will learn about formatting, planning, and writing letters, as well as how to spot your own errors. These pages are designed to help you write business letters and correspondence, but they will also help you learn to read, and therefore respond to, the letters you receive. You will also find samples that you can use and alter for your own needs.

2.1. Business Letter Layout



Picture 2.1: Business letter layout

1. Return Address: If your stationery has a letterhead, skip this. Otherwise, type your name, address and optionally, phone number. These days, it's common to also include an email address.

2. Date: Type the date of your letter two to six lines below the letterhead. Three are standard. If there is no letterhead, type it where shown.

3. Reference Line: If the recipient specifically requests information, such as a job reference or invoice number, type it on one or two lines, immediately below the Date (2). If you're replying to a letter, refer to it here. For example,

Re: Job # 625-01
Re: Your letter dated 1/1/200x.

4. Special Mailing Notations: Type in all uppercase characters, if appropriate. Examples include

- SPECIAL DELIVERY
- CERTIFIED MAIL
- AIRMAIL

5. On-Arrival Notations: Type in all uppercase characters, if appropriate. You might want to include a notation on private correspondence, such as a resignation letter. Include the same on the envelope. Examples are:

- PERSONAL
- CONFIDENTIAL

6. Inside Address: Type the name and address of the person and/or company to whom you're sending the letter, three to eight lines below the last component you typed. Four lines are standard. If you type an Attention Line (7), skip the person's name here. Do the same on the envelope.

7. Attention Line: Type the name of the person to whom you're sending the letter. If you type the person's name in the Inside Address (6), skip this. Do the same on the envelope.

8. Salutation: Type the recipient's name here. Type Mr. or Ms. [Last Name] to show respect, but don't guess spelling or gender. Some common salutations are

- Ladies:
- Gentlemen:
- Dear Sir:
- Dear Sir or Madam:
- Dear [Full Name]:
- To Whom it May Concern:

9. Subject Line: Type the gist of your letter in all uppercase characters, either flush left or centered. Be concise on one line. If you type a Reference Line (3), consider if you really need this line. While it's not really necessary for most employment-related letters, examples are below.

- SUBJECT: RESIGNATION
- LETTER OF REFERENCE
- JOB INQUIRY

10. Body: Type two spaces between sentences. Keep it brief and to the point.

11. Complimentary Close: What you type here depends on the tone and degree of formality. For example,

- Respectfully yours (very formal)
- Sincerely (typical, less formal)
- Very truly yours (polite, neutral)
- Cordially yours (friendly, informal)

12. Signature Block: Leave four blank lines after the Complimentary Close (11) to sign your name. Sign your name exactly as you type it below your signature. Title is optional depending on relevancy and degree of formality. Examples are

- John Doe, Manager
- P. Smith
- Director, Technical Support
- R. T. Jones - Sr. Field Engineer

13. Identification Initials: If someone typed the letter for you, he or she would typically include three of your initials in all uppercase characters, then two of his or hers in all lowercase characters. If you typed your own letter, just skip it since your name is already in the Signature Block (12). Common styles are below.

- JAD/cm
- JAD:cm
- Clm

14. Enclosure Notation: This line tells the reader to look in the envelope for more. Type the singular for only one enclosure, plural for more. If you don't enclose anything, skip it. Common styles are below.

- Enclosure
- Enclosures: 3
- Enclosures (3)

15. cc: Stands for courtesy copies (formerly carbon copies). List the names of people to whom you distribute copies, in alphabetical order. If addresses would be useful to the recipient of the letter, include them. If you don't copy your letter to anyone, skip it.

2.2. Business Letters

2.2.1. Resumes / CV

A resume (AmE) or CV (BrE) is usually requested by a prospective employer as a record of your qualifications and professional experience. CV stands for the Latin words

"curriculum vitae", meaning "the course of one's life". This resume summarizes the work experience and education of an individual who does sales, service, and training related to computer hardware and and software as well as other office equipment.

Mark Lloyd
 1100 Zenith Dr.
 Austin, TX. 78700
 (512) 000-0000

Qualifications Summary	Over fifteen years experience providing total customer service through selling, servicing, and training of electronic office equipment and computer software and hardware.
Experience	<p>Crawford Business Machines, Austin, TX (1982-Present) <u>Service and Sales Representative</u></p> <ul style="list-style-type: none"> ➤ Build and test complete computer systems. ➤ Service customer equipment on site and in house. ➤ Provide training on equipment and software. ➤ Inside sales of supplies and equipment. ➤ Maintain supply and parts inventory. ➤ Manage daily office operations.
	<p>Precision Methods, Inc. Austin, TX (1981-1982) <u>Field Service Representative</u></p> <ul style="list-style-type: none"> ➤ Inspected and evaluated computer storage media at customers' facilities. ➤ Responsible for seven state area. <p>Home Craftsman Company, Austin, TX (1979-1981) <u>Installation Technician</u></p> <ul style="list-style-type: none"> ➤ Measured and installed custom windows and doors.
	<p>Part Time Jobs (1977-1979) <u>Grocery clerk</u></p> <ul style="list-style-type: none"> ➤ Bergstrom Air Force Base Commissary, Austin, TX ➤ Tom Thumb Grocery Store, Austin, TX
Education	<p>Austin Community College, Austin, TX Major: <u>A.S. Physical Science</u> Estimated completion date: Fall 1997 61 hours completed, 3.9 out of 4.0 grade point average.</p> <p>Southwest School of Electronics, Austin, TX <u>Electronic Technician Certificate</u> Del Valle H.S., Del Valle, TX</p>
Activities and interests	Computers, basketball, running, movies
REFERENCES PROVIDED UPON REQUEST.	

2.2.2. Application Letter

In this application letter, the writer is seeking an interview for a database programming job. She reviews the parts of her work experience that relate directly to the job.

1103 West Glen Cove
Round Rock, Texas 78677
August 5, 2011

Personnel Assistant
TG Employee Credit Bank of Texas
P.O. Box 112335
Austin, Texas 78715

Dear Personnel Assistant:

I am writing about your newspaper ad in the August 1 Austin-American Statesman concerning your need for an experienced programmer in the database environment. I believe that I have the qualifications and experience that you are looking for.

As for my experience with database programming, I have worked for the past year as a programmer/analyst in the Query database environment for Advanced Software Creations. In that capacity, I have converted a large database that was originally written in a customized C language database into the Query database environment. I am currently working on a contract with Texas Parks and Wildlife to make major modifications to its existing Query database application. On both of these assignments, I have also served as customer contact person.

Related to this database-programming experience is the work I have been doing to write and market an automated documentation utility for Query database applications. This product was written using a combination of C, Pascal, and Query programming languages. I was responsible for the authorship of the Pascal and Query programs. The Pascal programs are completely responsible for the user interface and system integration management.

Enclosed you will find a resume, which will give you additional information on my background and qualifications. I would welcome a chance to talk further with you about the position you are seeking to fill. I can be reached by phone between 9:00 a.m. and 6:00 p.m. at (513) 545-1098.

Sincerely,
Virginia Lopez
Encl.: resume

2.2.3. Complaint letter

This writer is attempting to get the rebate as promised with her purchase of a printer.

0000 McDougal Rd, #123
Del Valle, TX 78000
February 12, 2011

Magnon Computer Systems, Inc.
P.O. Box 3919
El Camino, AZ 80006

Gentlemen:

This letter is in reference to my purchase of a Magnon JX-200 inkjet printer from Best Price #104 in Austin, Texas on November 11, 1993. Specifically, I am writing about your company's rejection of my request for a rebate as advertised for JX-200 printer.

I originally paid \$269.97 (excluding tax) for the Magnon JX-200 inkjet printer and have since been waiting for the promised \$30 Magnon rebate which was advertised by your company. I just received your letter and was surprised to find you had rejected my rebate claim. I believed I had made it clear as to the reason why I could not provide you with all of the material requested on the rebate coupon, particularly the serial number label from the shipping box, in the original letter (January 15) I sent you with the claim.

Once again, let me emphasize that there were no coupons available at the time when I purchased the BJ-200. Even after repeated visits to Best Price, I did not receive coupons until three weeks later. Unfortunately I had already disposed of the shipping box and consequently the serial number label attached to it and was unable to provide it as requested by the rebate instructions.

This was the reason that I sent a photocopy of the purchase receipt in the original letter even though it was not required. I am now including the original letter with the photocopy of the purchase receipt and a photocopy of the serial number located at the rear of the printer.

Although I am quite happy with the printer, I am very concerned about the problems I am having with this rebate. Especially disturbing is the fact that you stamped **MUST BE RESUBMITTED AND POSTMARKED BY JANUARY 31, 1994** on the letter you sent me while the envelope (photocopy included) clearly shows that it was not mailed until February 4, 1994.

In the interest of fair play and in keeping a future customer satisfied, I hope there will be no further delays in resolving this problem. I expect to receive the rebate within the month and thank you for your prompt attention to this matter.

Sincerely,
Maria S. Alguien
Encl.: Copies of original letter, sales receipt, serial number

2.2.4. Adjustment Letter

An adjustment letter is one that answers a complaint letter. It is also called a compensation letter. In this letter, the representative for a shipping company is responding to a request for compensation for damaged crystal stemware.

Green Tree Freight Co., Inc.
Columbus, Ohio 45453
(315) 565-6789
March 26, 2011

Mrs. Phoebe F. Hughes
Complete Table, Inc.
P.O. Box 3132
Austin, TX 78703

Subj.: March 24 letter about damaged freight

Dear Mrs. Hughes:

I have just received your March 24 letter about the damaged shipment you received through Green Tree Freight and regret the inconvenience that it has caused you.

From your account of the problem, I am quite sure that your request for the \$240 adjustment on the damage to the 2 crates of Valjean Cristal stemware will be granted. A certain amount of breakage of this sort does unavoidably occur in cross-country shipping; I am sorry that it was your company that had to be the one to suffer the delay.

I must remind you to keep the damaged crates in the same condition in which you received them until one of our representatives can inspect them. That inspection should take place within 2 weeks.

If all is in order, as it sounds to be in your letter, you can expect the full reimbursement within 2 weeks after our representative's inspection. I hope this unfortunate accident will not keep you from having merchandise shipped by Green Tree Freight in the future.

Sincerely,
David F. Morgan, Customer Relations
Green Tree Freight Co., Inc.
Columbus, Ohio 45453
(315) 565-6789

2.2.5. Inquiry letters

2.2.5.1. Letter Requesting Information

This writer is seeking information on certain aspects of an operating system. This is a solicited inquiry in that it is addressed to a company that seeks customers and their business.

0000 Paul's Path
Austin, TX 78700
July 12, 2011

Technical Support
Red Hat Software, Inc.
4201 Research Commons, Suite 100
Research Triangle Park, NC 27709

Dear Technical Support Department:

Hardware Support

I am writing this letter to ask you some technical questions about hardware support in version 5.1 of Red Hat Linux. I saw Red Hat Software's advertisement for version 5.1 of Linux in the June, 2011, issue of Linux Journal. I was quite impressed with the capabilities as listed in the advertisement, and I would like to learn some more about the product. Before I make the decision to purchase the software, I need to be certain that it will work properly on my computer.

I have three hardware support questions that I would like you to answer. I have reviewed the technical support information at Red Hat Software's home page, but I have not been able to find answers to my questions. The three hardware-related questions that I have are as follows:

1. Does the latest release of Red Hat Linux support the Diamond Viper 330 PCI video card? This card uses the Riva chipset released by NVIDIA Corporation.
2. If Red Hat Linux does not currently have a driver for this card, is there a timetable for when the card will be supported?
3. Is there an online site for the latest list of supported hardware. This would be a great aid to me in the future, as I often upgrade my machine.

I am aware that some of the early versions of Red Hat Linux were not able to support some of Diamond Multimedia's products, and I hope that new drivers have been created in this latest software release. If the latest release of Red Hat Linux can support my video hardware, I will definitely purchase the product. I feel that the price on the product is exceptional, and the range of features is outstanding.

For your convenience, you can respond to me by e-mail. My e-mail address is garyc@nnn.com. If you prefer to respond by telephone, you can reach me at (512) 000-

0000. I appreciate any assistance that you are able to provide me.

Sincerely,

Andrea Philips

2.2.5.2. Letter of Sending Information

What to say when you send information.

Technical Support
Red Hat Software, Inc.
4201 Research Commons, Suite 100
Research Triangle Park, NC 27709
July 20, 2011

Ms. Andrea Philips
0000 Paul's Path
Austin, TX 78700

Dear Ms. Philips

Hardware Support

Thank you for your letter of 12 July enquiring about our hardware support.

Red Hat Software offer a full range of technical services to help you in the maintenance and development of operating systems and compatibility problems of hardware. I have pleasure in enclosing our latest releases and driver list from which you can see that our versions are highly compatible with most video cards including Diamond Viper 330 PCI video card.

I look forward to calling you in a few days.

Yours sincerely

James T. Brown
Technical Support Manager

2.2.5.3. Letter of changing Information

When a person or company changes important information, such as an address, price, or date, it is necessary to send valued customers a letter with the new information. This letter informs customers of a change in price.

Red Hat Software, Inc.
4201 Research Commons, Suite 100
Research Triangle Park, NC 27709
November 21st, 2011

Alicia Hathoway
14 Sparks Rd
Arrington, Tennessee, 37014

Dear Ms. Hathoway:

Forthcoming Price Change

Latest release of our operating system is going on sale next month and we wanted you to be among the first to know.

As you probably know, technological developments and hardware variety have skyrocketed throughout world this year. Due to our increase in R&D expenses, we are finding it necessary to raise the price of our operating system from \$228 to \$275.

We hope that you will consider purchasing operating system for next year despite this change. Red Hat Software has been together for 23 years, and relies on operating system holders to buy 25% of the operating system releases. To purchase the latest release of our operating system, please visit our website at www.redhatsoftware.net, or call the sales agent representative at (615) 395-8750.

We look forward to having you in our audience again next year.

Yours truly,

Colin Fairchild

Colin Fairchild
Promotional Director

2.2.5.4. Order Letters

Letters dealing with orders and payments for merchandise form a bulk of business activity. As a result, serious thinking and care should be exercised in drafting these letters. A little carelessness may result in loss of the customers or good will. Therefore order letters should be exact cordial and tactful. They should be definite and complete that the reader may feel it exactly as the writer wishes. Any error or incompleteness may mean further corresponding shipping delays complicated billing repacking and loss of business.

An order letter need not be preceded by an inquiry or offer. Information received from catalogue and advertisement also helps people and parties in placing and sale. Hence it has great importance. Proper care should be taken in drafting of the order to ensure efficient handling and to eliminate all doubts resulting in loss of time and possibly of the market.

The desired facts are as under:

1. Details about what you are ordering or reserving.
2. Directions for shipment.
3. Manner of payments.

SAVE AND DELETE COMPUTER CENTER

East Daan Bago
Samal, Bataan
March 28, 2006

Mr. Eric Ramos
Sales Manager
Enigma Corporation
Angeles City

Dear Mr. Ramos,

Please send us one (1) box of 3.5 sony diskettes and (1) 17" red fox monitor, color black. Terms of payment will be the same as those of our previous orders.

We would appreciate it very much if you could send these items immediately.

Very truly yours,
Merecel Navarro
Manager
Lindsay Office and Computing Products
P.O. Box 1879
Spokane, Washington 98989
February 14, 2011

Subject: Furniture and Hardware order

Please ship the following items from your sales catalog dated January 31, 2011:

ITEM	CATALOG	COLOR	QTY	PRICE
PC Desk	HN-33080-WB	Sandalwood	10	\$478.60 ea.
PC case	HN-36887-WK	Black	2	431.40 ea.
PC Chair	HP-56563-SE	Grey	4	422.00 ea.
Printer	HN-5344C-K	Black	2	135.90 ea.
Mouse	K5-299907-A	Black	10	16.95 ea.

The items ordered above should be shipped C.O.D. to this address:

CLAIMS DIVISION, LAW DEPARTMENT
City of Austin
P.O. Box 96
Austin, Texas 78767-0096

The costs above reflect a discount of 50/10, with net due in 30 days after the invoice date. The merchandised is to be shipped by your company's own truck line at a rate of 7 percent of the total net cost.

We are remodeling our offices and have a target completion date of March 30, 2011. If there is any reason you see that you can keep your part of this schedule, please let me know immediately.

Sincerely,

Berenice Chamala
Supervisor, Clerical Services

2.2.5.5. Letter of request for payment

Sometimes it is necessary to remind customers that they owe you money!

Bluetech Inc.
30 Silverstone Ave
Kamloops, BC
V2A 8B1
Tel:250-429-0002

February 21st, 20--

Mr. Ken Davis
Hanson's Montessori School
15 Main St.
Kamloops, BC
V2A 7B5

Our ref: #223

Dear Mr. Davis:

Outstanding Invoice

Our records show that you have an outstanding balance dating back to January, 200-. Your January invoice was for \$445.00 and we have yet to receive this payment. Please find a copy of the invoice enclosed.

If this amount has already been paid, please disregard this notice. Otherwise, please forward us the amount owed in full by March 1st, 20--. As our contract indicates, we begin charging 5% interest for any outstanding balances after 30 days.

Thank you in advance for your cooperation. We hope to continue doing business with you in the future.

Sincerely,

Maria McPhee

Maria McPhee
Accountant

Enclosure: Invoice #22

- **Some useful vocabulary:** records, outstanding balance, invoice, enclosed, disregard, indicates, cooperation

2.2.5.6. Letter of Internal Memorandum

An inter-office memo, also called memorandum or internal letter, is written communication between employees and/or employer within the same company (Figures 1, 2, & 3). If you are using a customer/company situation, use external letters to communicate the information.

A memo should include:

- the main topic of discussion
- a brief summary (background information, etc.)
- may include graphics
- explain what information you are looking for and why
- conclusion, i.e. asking for a task to be completed
- if appropriate, reference any attachments

To: All Staff Members Concerned
From: May Grace Cruz, Manager
Date: 26.04.2011

Subject: Seminar on Customer Relations

Attached is the program for our seminars on Customer Relations in line with our objective of extending the best assistance to our customers in cheerfulness and courtesy.

The seminar will be held of July 15, 2008 at 9:00 A.M. to noontime. Snacks and lunch will be served.

Regards,

To: All Concerned Personnel
From: Melanie Ramos, Manager

Date: 10.01.2011

Subject: Office Maintenance and Cleanliness

Effective immediately, you are ordered to help observe the following:

Return the chairs and office equipment their proper places after usage.

Clear the office tables of unnecessary pieces of paper.

Littering pieces of paper, cigarette butts, empty wrappers, are strictly prohibited.

Vandalism and mobbing in any form is not allowed.

Regards,

2.3. Reports

2.3.1. Recommendation & Feasibility Reports

In this recommendation report, the writer compares several models of laptop against specific requirements and then recommends one.

➤ Sample report

Comparison of Laptop Computers

The purpose of this comparison is to help prospective laptop purchasers in their decision. In today's mobile climate, the average person can make good use of a reliable portable computer; this report is designed to help in that search. Of the many perspective computers, only several brands have been selected for this comparison. Those that have been selected are Pentium computers that boast the new MMX technology. MMX technology lends itself to portable computers because of the added internal processor cache, graphics acceleration, and lower power usage. The first two features add to the speed of the machine and the last to the travelling lifetime.

This report will compare laptop computers on the basis of the following: (1) features, (2) performance in hardware tests, and (3) price.

Options for Laptop Computers

Of the many laptops available, some equipped with MMX, only four specific computers were chosen. These computers are equipped with MMX processors and stood out among other MMX computers for their performance as well as their value. Those chosen for this comparison are the Compaq Presario 1080, the Dell Latitude LM M166ST, the Gateway 2000 Solo 2200 166MMX, and the Micron Transport XPE P166. These computers all have Pentium 166 processors with a variety of other features that will be discussed in the following.

Points of Comparison

The industry of computers is an ever growing and continually more competitive market. Many computer manufactures are emerging with well made, reliable systems that make a valid argument for themselves. Several of these computers are discussed below.

Features: Many different features are available on today's computer, but only the standard, essential features will be discussed here. These features are grouped into subheadings below for ease of use.

Memory: Each computer has a processor speed of 166 MHz. The Compaq has the least amount of standard memory with 16 MB, with a maximum of 48 MB. Both the Dell and Gateway computers come with 40 MB installed with their maximums being 72 and 80

MB respectively. The Micron had the most standard memory at 48 MB, having a maximum at 80 MB also. The Micron machine rates best in this area [1:144-145].

Weight: For laptop computers, travel weight, that is the weight of all of the required equipment and carrying case, is very important. The Compaq and Dell come in with the lowest travel weight at 8.5 pounds. The Gateway came in right behind them with 8.6 pounds travelling. Of the four computers, the Micron was the heaviest, weighting in at 9.1 pounds. The Dell and Compaq are the best in the weight department [1:144-145].

Battery: Another key factor for laptop computers is the length of time they can operate away from an outlet. The Dell computer had the longest rated battery life with a rating of 4 to 5 hours. Compaq's computer had a rating of 3 hours while Gateway and Micron's laptops were rated with 2.5 and 2.25 hours, respectively. Dell's computer has the best rating for battery life [1:144-145].

Storage: All computers rely on their storage unit to operate for the use of programs and storing information. The Presario had the smallest standard hard drive at 1.4 GB. Both the Dell and the Gateway computers had 2.1 GB hard drives. Micron rates at the top for this category for its 3 GB hard drive [1:144-145].

Overall, the Latitude from Dell gets the best rating for this section. It's light weight and long battery life aid in portability, and while its hard drive and memory are average for this group, they are more than sufficient for good performance.

Performance: The various machines were put through their paces to determine their comparative performance. The several different tests are listed below as well as the various computers' performances. The numbers don't mean much on their own and are best used in comparison.

Windows applications: The various computers were tested and scored on the execution time of eight top-selling Windows applications. The Compaq had the lowest score with a 29.4. The final three scored fairly closely together with the Dell coming in at 36.6, the Gateway having a score of 37.5, and the Micron having a score of 39.5 [1:140-141]. The Micron ranks at the top of this category.

Processor: These tests were run by exercising the processor and memory with test that mirror the processor usage of many Window programs. The Latitude has the lowest rating at 322. Next in order for performance was the Presario at 328. The final two machines are fairly the same in this test with the Gateway testing at 331 and the Micron at 332 [1:140-141]. The Micron comes in at the top of this category also.

Battery: Battery life was tested by performing a combination of down time and heavy activity for the extent of the battery lifetime. The Micron and Gateway computers ranked at the bottom with 2 minutes 20 seconds and 2 minutes 19 seconds, respectively. Dell's Latitude was next with a battery life of 2 minutes 30 seconds. Finally, the Compaq was rated at 2 minutes 32 seconds [1:140-141]. The Compaq was at the top in this

category.

In this battery of tests, the Micron appears to be the leader. Although the battery life is lower than two of the machines, the difference is not enough to negate the Transport's superior performance in the other tests.

Cost: The computers were priced by the manufacturers suggested price, but the prices grow considerably when adding options. The Compaq Presario sells for \$4,299 for the average mail order price. The Latitude priced at \$3,999 direct. Gateway's system can be purchased for \$4,724 direct. Finally, and most expensively, the Micron sells for \$5,199 direct.

Table 1. Laptop Computer Comparison				
Compaq Presario	Dell Latitude	Gateway 2000 Solo	Micron Transport	
Cost	\$4,299	\$3,999	\$4,724	\$5,199
Features				
Memory (std./max)	16MB/48MB	40MB/72MB	40MB/80MB	48MB/80MB
Weight (lbs.)	8.5	8.5	8.6	9.1
Battery (hrs.)	3	4-5	2.5	2.25
Storage (GB)	1.4	2.1	2.1	3
Performance:(number is rank compared with the other computers, 1 is best)				
Windows Apps.	4	3	2	1
Processor	3	4	2	1
Battery Life	1	2	3	4
Conclusions				
Table 1 illustrates the preceding comparison				

2.3.2. Technical report

A technical report is a document which serves as a guide to creating the best technical reports. A technical report is a scientific report, or in other words, any report which documents the findings of an assessment conducted by scientific means, can be called a technical report.

➤ **Sample 1**

Technical Report		
Technical report authored by: _____		
Technical report co-authored by: _____ [Mention the name of the author and collaborator of the technical report]		
Date of submission of the technical report: _____ [dd/mm/yy]		
Format of submission of technical report: _____ [Mention the nature of the technical report after compilation, like PDF or in the form of a hard copy]		
Scientific modules the technical report seeks to analyze:		
1.		
2.		
3.		
Brief account of experiments conducted and the conditions under which they were conducted		
[Mention briefly, the nature of the experiments conducted, the kind of factors kept in mind and so on]		
Experiment Conducted	Results Obtained	Inferences Drawn
Final results of the technical report: _____ [Provide a summary of the conclusions derived in the technical report]		
Signature of author and co author: _____ _____		
Signature and stamp of receiving authority: _____		

Picture 2.2: Technical Report

➤ **Sample 2 (Layout)**

The evaluation report should follow a logical structure. What is important is that the structure of the report meets the needs of the donors of the evaluation as well as the principal stakeholders. The following is an example of an evaluation report structure:

Title page:

- Title and nature of evaluation
- Title of Program, phase, duration
- Identification of author, date of submission, commissioning service

Section 1: Summary and Introduction

Summary:

- An overview of the entire report in no more than five pages
- A discussion of the strengths and weakness of the chosen evaluation design

Introduction:

- Description of the Program in terms of needs, objectives, delivery systems etc.
- The context in which the Program operates
- Purpose of the evaluation in terms of scope and main evaluation questions.
- Description of other similar studies which have been done

Section 2: Background

Background:

Section 3: Description of Evaluation Methods (Methodology)

- Design of research
- Implementation of research and collection of data
- Analysis of data

Purpose of the evaluation:

Data-collection instruments used:

- List of persons and organizations consulted, literature and documentation other than technical annexes (e.g. statistical analyses)

Section 4: Discussion of Results

Results:

- The actual results.
- A discussion of the statistical analysis if appropriate.
- Interpretation of results in terms of stated goals and purpose.
- Explanation of the results.
- Strengths and weaknesses shown in the results.
- Unexpected results.

Section 5 Evaluation results:

- Findings
- Conclusions
- Recommendations

Optional Section: Costs and Benefits

Section 6: Summary and Annexes

Summary:

Annexes

- Terms of reference of the evaluation
- References and sources

2.3.3. Free Report

A free report template is a skeletal framework of an account or explanation given for a particular incident or project. The report is usually prepared to be submitted as a base of information to the required authorities that conveys the necessary aspects of the entire incident in a clearly worded and eloquently drafted document format.

_____ REPORT [Provide a suitable name for the report]

Report on: _____ [Mention the incident or item of observation]

Name of the organization: _____ [Provide the name of the authority]

Address: _____ [Mention its mailing address]

Report document prepared by: _____ [Give the name of the person authorized to prepare the document]

Report document submitted on: _____ [Mention the date of submission]

Purpose: [Elucidate the purposes to be accomplished via the document]

- 1.
- 2.

Report Domain [Mention the area of reporting]	Statement [Give a description of the domain under consideration]	Status [Make a note of the position of the subject of the domain]	Possible Changes [Enumerate the changes recommended for the domain]
1.			
2.			
3.			
4.			

Summary: _____ [Provide a conclusion to the report]

Signature: _____ [Seal the document with the drafter's signature]

Picture 2.3: Free Report

2.3.4. Progress Reports

A progress report is a document which outlines the nature of a progress. Such report is usually presented by a company or group of individuals associated with the carrying out of a Project, to the company.

Progress Report		
_____ _____ [Mention the name of the project for which the progress report is to be composed]		
Company in charge of the project: _____ [Mention the name of the company entrusted with the task of completing the project]		
Project commissioned by: _____ [Mention the name of the company sponsoring the project]		
Deadline for completion of project: _____ [month, year] [Mention the relevant deadline]		
Date of submission of progress report: _____ [dd/mm/yy]		
Progress of Project in the Areas Concerned		
[Mention the status of the project with regards to the factors mentioned below, like deadlines, funds and so on]		
Factors Considered	Progress of project: A Brief Outline	Comments, Requisitions or Complaints
Summary of points mentioned above: _____ [Provide a brief outline of the work done on the project till date, and also provide a realistic conjecture on its completion]		
Signature of authorizing personnel: _____		

Picture 2.4: Progress Reports

2.3.5. Technical Evaluation Report

A technical report is a process of conducting a test in order to investigate and assess the technical appropriateness of a certain equipment, material, product, system or a process in order to find out the shortcomings of the matter being evaluated.

Name of the project: _____ [mention the project name for which the technical evaluation is being conducted]
Number of the project: _____ [mention the number assigned to the project]
Technical evaluation conducted for: _____ [mention the name of the organization for which the project report is being prepared]
Technical evaluation conducted by: _____ [mention the name of the individual conducting the technical evaluation]
Reason for conducting the technical evaluation: _____ [mention in details the various reasons for conducting the technical evaluation and what does the organization wants to achieve from the evaluation]
Factors considered: [mention in details the various factors taken into account and what is the impact of these factors]
<ul style="list-style-type: none">• Factor 1: _____ [name of factor 1]• Factor 2: _____ [name of factor 2]• Factor 3: _____ [name of factor 3]
Assumptions: _____ [the conclusion derived from the evaluation and the changes that can be implemented]

Picture 2.5: Technical Evaluation Report

2.4. Electronic portfolio

An e-portfolio is a web-published collection of documents, information, link resources, audio and video clips that showcases the demonstrated abilities, know-how and skills of a specific person to her own selected stakeholders.

An e-portfolio is a digitized collection of artifacts, including demonstrations, resources, and accomplishments that represent an individual, group, community, organization, or institution. It allows you to elaborate on the sections of your resume of which you are most proud, and to include additional information about yourself that is relevant to the job for which you are applying. This collection can be comprised of text-based, graphic, or multimedia elements archived on a Web site or on other electronic media such as a CD-ROM or DVD.

2.4.1. How should your portfolio be organized?

- Start with a loose-leaf binder with a see-through cover.
- Design a cover sheet that includes an interesting background or graphics, with your name and appropriate photo prominently placed. (Your cover sheet can be computer generated or designed by hand.)
- Use sheet protectors or plastic sleeves. Do not three-hole punch items.
- Use copies only, not originals.
- Use index tabs or title pages to divide each section.
- Keep the portfolio to a manageable size.
- Omit page numbers to make it easier to add and move items.
- Use the same font, font size, and style for all headings, in order to give your portfolio a consistent look.
- Include a summary statement for each example.

2.4.2. Sections of Your Portfolio

➤ **Basic Skills**

A major portion of your portfolio will focus on demonstrating the following basic skills:

- Communications (speaking, listening, reading, and writing)
- Mathematics
- Science and technology

➤ **Thinking Skills**

Include items that will demonstrate the following:

- Learning
- Reasoning
- Creative thinking
- Decision making
- Problem solving

Examples of thinking skills include:

- Web sites created
- A program from an event you helped plan
- A list of conferences and workshops you have attended and a description of each
- Samples of flyers, newsletters, or brochures that you have designed
- Description of a class project you completed utilizing thinking skills

Personal Qualities

- Included in this skill set are:
- Being responsible
- Having self-confidence
- Possessing appropriate social skills
- Being honest
- Having integrity
- Demonstrating adaptability and flexibility
- Being a team player
- Being punctual and efficient
- Being self-directed
- Possessing a positive work attitude
- Being well groomed
- Being cooperative
- Being self-motivated
- Demonstrating good time management

➤ Experience

Now that you have identified examples of your employability skills, it is time to add the final section to your portfolio: **YOUR WORK EXPERIENCE**. Whether you have had a paying job or done volunteer work, you have developed work readiness skills. Remember that paid work experience includes such jobs as babysitting, pet sitting, house sitting, housework, landscaping, and general maintenance. To document your work readiness skills, you can include items like the following examples in your portfolio:

- Certificates or other documents of employer recognition
- Business cards from past employers
- Copies of performance reviews

Lists of skills you gained on the job relating to:

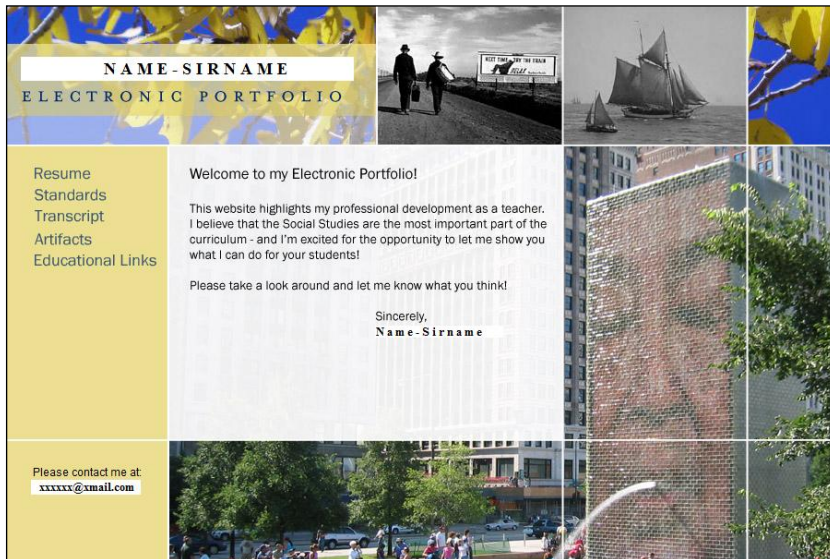
- Communication
- Responsibility
- Team Participation
- Time Management
- Customer Service

Descriptions of projects you completed:

- Letters of recommendation from co-workers and employers
- Pictures of you on the job.

2.4.3. Sample e-portfolio

This is the home page of a successfully designed e-portfolio. Your home page desing depends on your imagination.



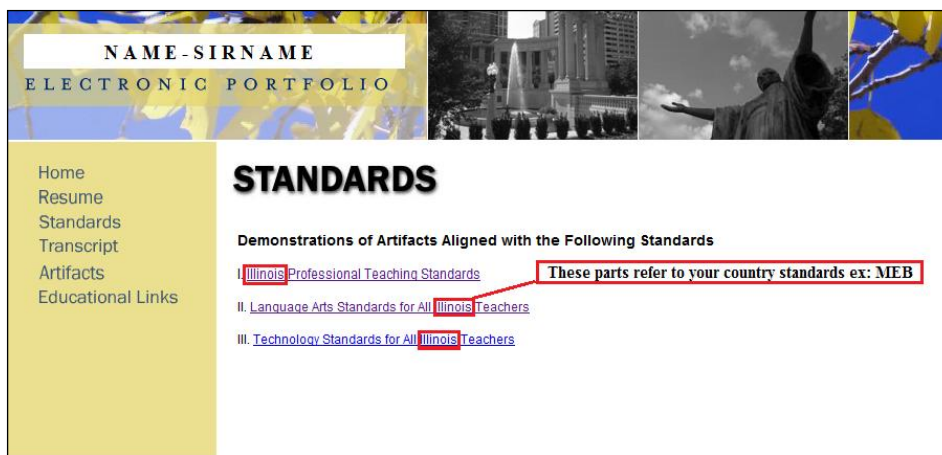
Picture 2.6 An e-portfolio homepage layout

Below is the resume section of the e-portfolio owner. You can find futher information about writing a resume on **2.2.1 Resume / CV**



Picture 2.7: Resume Section of the e-portfolio owner

Below is the standarts part. Standards in education are essential to educators, as they provide essential guidelines for the classroom, the content, and the behavior of teachers. In order to provide these guidelines for teachers, it becomes necessary to strucure the classroom in such a way that teachers are able to help students receive a similar education. Teaching is structured in order to comply with state-mandated curriculums, thus promoting an egalitarian education throughout a particular state. In addition to making sure that all students get an appropriate and equal chance at a standard education, standards in education help to create a learning environment that is similar everywhere, giving students a standard education, as well as equal opportunities to succeed within the standardized classroom.



Picture 2.8: Education standards of e-portfolio owner

A transcript is an official copy of a student's academic record. It records all courses successfully and unsuccessfully completed and all courses that were withdrawn after the registration deadline. Also your transcript should be stated as it is below.

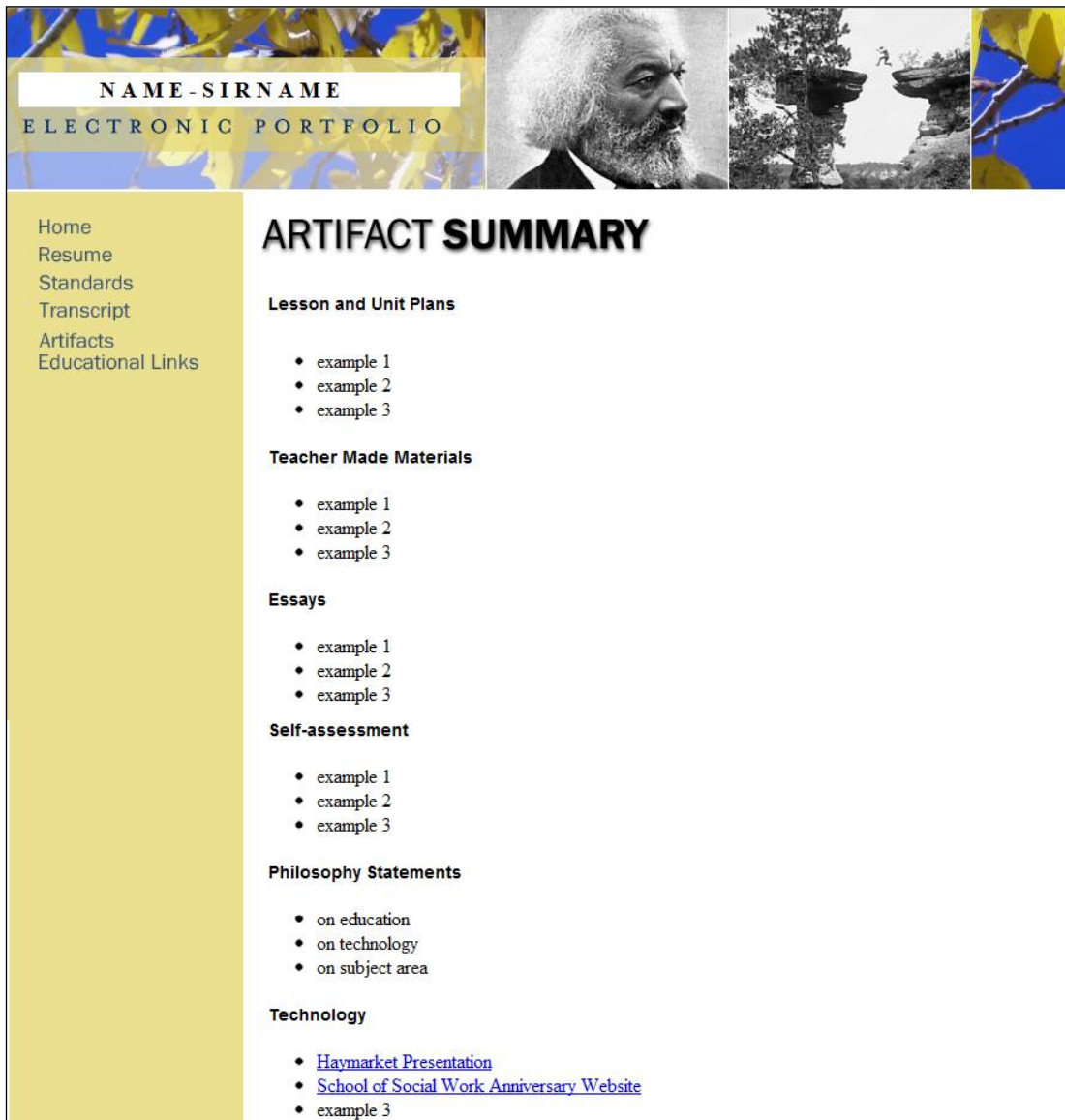
Course Number	Course Title	Credit Hours	Term
CI 402	Teaching Diverse Middle Grade Students	3	Fall 2005
EOL 440	Prof Issues for Teachers	1	Fall 2005
EPS 410	Philosophy of Education	2	Fall 2005
EPS 528	Liberalism and Western Education	4	Fall 2005
SPED 205	Introduction to Special Needs	1	Fall 2005
CI 401	Introduction to Teaching in a Diverse Society	3	Spring 2006
CI 335	Content Area Application of Educational Technology	1	Spring 2006
EPS 400	History of American Education	2	Spring 2006
CI 473	Literacy in Content Areas	1	Spring 2006
EPSY 430	Early Adolescent Development	2	Spring 2006
EOL 590	Education for Equity	4	Spring 2006
CI 403	Teaching Diverse Senior High School Students	3	Fall 2006
EPSY 485	Assessing Student Performance	2	Fall 2006
SPED 405	Teaching Students with Special Needs	2	Fall 2006
CI 577	Additional Graduate Education Course TBD	4	Fall 2006
CI 404	Teaching and Assessing Secondary School Students	4	Spring 2007
EDPR 442	Educational Practice in Secondary Education	8	Spring 2007

Picture 2.9: Transcript of e-portfolio owner

➤ **e-Portfolio Artifacts**

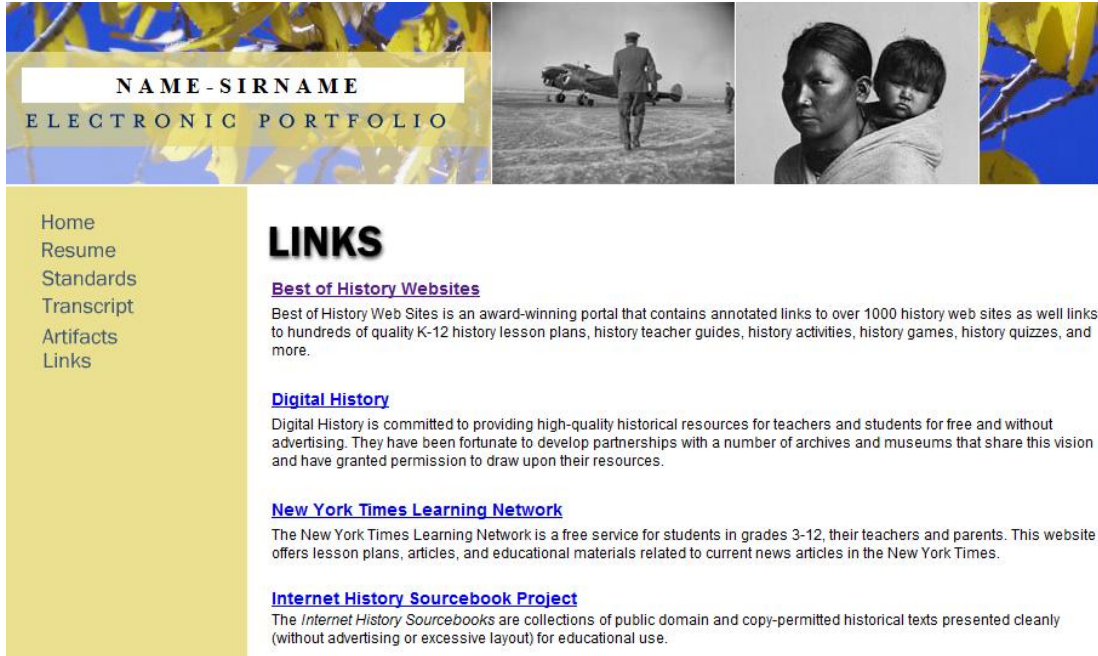
An ePortfolio is a digital collection of materials that provides authentic evidence of your experiences and learning. These materials, often called ARTIFACTS, can exist in many different formats such as electronic documents (Word, Excel, PowerPoint presentation, Web pages), multimedia files (video, audio, graphic, image, photo, art, music) and links (blogs, social media, other websites). Artifacts are the items you add as evidence of learning.

- Collect evidence of your learning in both formal (courses) and informal settings (service learning projects, co-curricular activities, work experiences, etc.)
- Collect artifacts that document your progress, such as.
 - an early draft, feedback from peers or instructor, and a final draft
 - an example of work that reveals how “I used to think” and another example that shows “Now I think” related to a Core Curriculum Objective.
 - early work that reveals a misconception or inaccurate work and later work that shows improved understanding, knowledge or skill.
- Collect artifacts that showcase your best work, special abilities, and extraordinary experiences. Some transfer programs and professional schools require on-ground rather than online laboratory work, so consider collecting videos that provide evidence of your lab skills.
- Carefully document the context, assignment, question or prompt used to create the artifact. Include the date, course, instructor, location or other pertinent information.



Picture 2.10: Artifacts section of e-portfolio owner

Referring your favourite educational links gives a clear idea about your research criterias and subjects of interest.



Picture 2.11: Links section of e-portfolio owner

➤ **Using PowerPoint to Create an Electronic Portfolio**

First collect your supporting documents (artifacts) in electronic form and store in a single folder called "portfolio".

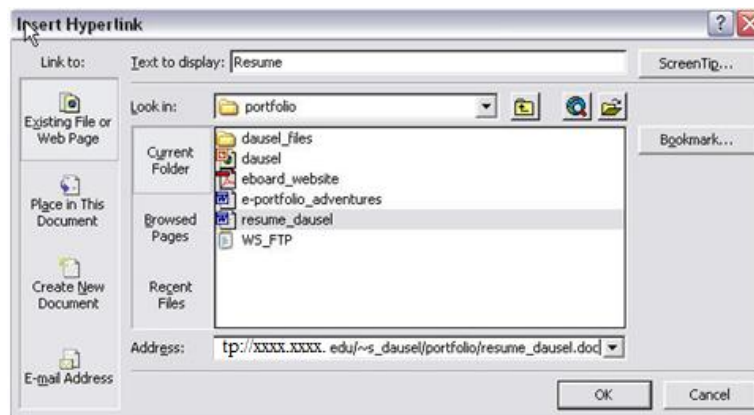
- Open a new PowerPoint document
- Create the Cover Slide for your portfolio
- Insert new pages for each area of the portfolio (Resume, Skills, Professional
- Activities, Community Involvement, Contact Information, etc.). Note that the title of each slide will become a navigational link for the reader.
- Enter the relevant information to each area. Include links to supporting documents, explanations of what each document is about, and how it demonstrates your competency.

➤ **Important information on file names and links:**

File names must be one word and all lower case. If you need to use more than one word in the file name, use an underscore to separate words (i.e resume_dausel.doc)

To link to an artifact:

- type the name of the artifact on the slide, such as RESUME
- highlight the text
- go to the Insert menu and select Hyperlink
- Select Existing File or Web Page
- Locate the file you are linking to - in this case resume_dausel.doc (remember this file must be saved in the folder called portfolio)



Picture 2.12: Inserting hyperlink

- In order for your links to work properly, you must type in the following URL format:
 - `http://xxxxx.xxxxxx.edu/~s_username/portfolio/filename.ext`. Notice the Address at the bottom of the window.
 - i.e. for the above resume file (saved in Word) the hyperlink would be **`http://xxxxc.xxxxx.edu/~s_dausel/portfolio/resume_dausel.doc`**
- click OK to complete the link

Note: Hyperlinks will not work properly until published to the web.

- Insert a Table of Contents after your Cover Slide, include an brief introduction to the reader.
- Format the slide presentation using a Design Template (Format>Apply Design Template) or use the

- Format>Background option. There are several variations in the Background menu if you click on
- the drop-down arrow and click Fill Effects.
- Continue adding information.
- Do not publish until you have spell checked, checked hyperlinks, and had another student peer
- review the presentation.

2.5. Brochures

A brochure is an advertising tool for businesses and other organizations. It gives business owners a chance to sum up everything customers need to know in an easy-to-read, eye-catching piece of paper. Brochures should be in a size that makes them easy to place in public areas, mailing envelopes or set into display shelves at travel centers, restaurants and motels. A brochure will sell the business to a potential customer.

Below are some tips for writing better technical product brochures

➤ Photos

The business owner can insert eye-catching photographs of his product, service or location of the business.



Picture 2.13: Artistic photos takes attention

➤ **Target Groups**

The brochure designer should know who the typical consumer is for the business' product or service, and what age group the brochure should be.

➤ **Message**

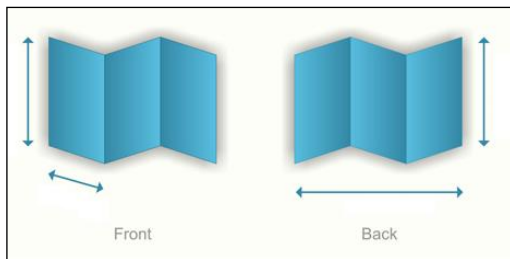
The brochure should be written in clear, precise and interesting language that will grab the potential customer's attention.

Content - Accuracy	All facts in the brochure are accurate.	90-90% of the facts in the brochure are accurate.	80-80% of the facts in the brochure are accurate.	Lower than 80% of the facts in the brochure are accurate.
Spelling & Proofreading	No spelling errors remain after one person other than the typist reads and corrects the brochure.	No more than 1 spelling error remains after one person other than the typist reads and corrects the brochure.	No more than 3 spelling errors remain after one person other than the typist reads and corrects the brochure.	Several spelling errors in the brochure.

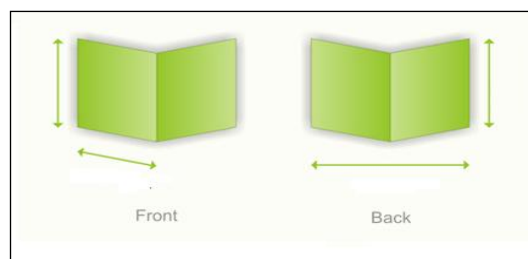
Picture 2.14: Message content should be clear

➤ **Appearance**

The brochure should be bi-fold or tr-fold in form. The designer will start with a mock-up brochure to test out how it will look to potential customers.



Picture 2.11: Tri-fold brochure



Picture 2.12 : Bi-fold Brochure

➤ **Descriptions**

The business owner will have a written description of the company product or service. A good brochure will describe what the business has to offer in a way that makes a potential customer believe that he needs it.



Picture 2.9: Give specific description

➤ **Location**

The brochure can have information with an address or map to guide the customer to the business location or website.

- Name of Location, Business or Organization.
- Address.
- Phone Number.
- Fax Number.
- Email Address.
- Web Page Address.

➤ **Electronic brochures and their benefits**

You can create brochures on your computer for your business, for a special event or for your club or organization. By creating an electronic brochure you have the options of printing them yourself, sending them to a commercial printer, sending them as an email or posting them on the web as an Adobe Acrobat document.

- Customers can download brochures to their hard drives for further reference.
- Brochures can be added to a CD for distribution to customers.
- CD's can be autorun for distribution at shows.
- An order form or contact form can be added as a customer relations tool.
- The brochures are printable, although it must be noted that pop up specs must be printed separately and Flash components can't be printed.
- Video, Flash, Narration, background music are components that can be added.

2.6. Survey

2.6.1. What is survey?

A survey is a data collection tool used to gather information about individuals. Surveys are commonly used in psychology research to collect self-report data from study participants. A survey may focus on factual information about individuals, or it might aim to collect the opinions of the survey takers.

➤ Advantages of Using Surveys

- Surveys allow researchers to collect a large amount of data in a relatively short period of time.
- Surveys are less expensive than many other data collection techniques.
- Surveys can be created quickly and administered easily.
- Surveys can be used to collect information on a wide range of things, including personal facts, attitudes, past behaviors and opinions.
- Disadvantages of Using Surveys
- Poor survey construction and administration can undermine otherwise well-designed studies.
- The answer choices provided on a survey may not be an accurate reflection of how the participants truly feels.
- While random sampling is generally used to select participants, response rates can bias the results of a survey.

➤ Types of Survey Data Collection

Surveys can be implemented in a number of different ways. Chances are good that you have participated in a number of different market research surveys in the past. Some of the most common ways to administer survey include:

- Mail - An example might include an alumni survey distributed via direct mail by your alma mater.

- Telephone - An example of a telephone survey would be a market research call about your experiences with a certain consumer product.
 - Online - Online surveys might focus on your experience with a particular retailer, product or website.
 - At home interviews - The U.S. Census is a good example of an at-home interview survey administration.
- Formulate the survey keeping in mind your overall substantive and analytical needs.
- Define the problem you want to examine
 - Identify the population that will be surveyed
 - Determine what kinds of variables that you want to measure
 - What questions do you want to have answered?
 - What's the best way to go about getting those answers?
- Determine specifically what mode of collecting the data will be used.
- Personal interviews
 - Telephone surveys
 - Mailed questionnaires/drop-off surveys
 - Web-based surveys and email-based surveys
- Determine an appropriate sampling plan
- What is the sampling frame?
 - What do I use to select elements of the sample?
 - Usually a list of names (e.g., class roster)
 - How many interviews need to be completed? (sample size, sampling fraction)
 - What response rate is required?
 - Who should be included in the sample?
 - How can the sample be made representative of the population?
 - Select the sample
 - Nonprobability samples
 - Quota sample
 - Accidental/convenience/haphazard sample
 - Judgment/purposive sample
 - Voluntary sample
 - Snowball/reputational sample
 - Probability samples
 - Sampling with and without replacement

- Systematic sample, with a random starting point and skip factor determined by the sampling fraction
 - Simple random sample
 - Stratified random sample
 - Proportionate (same proportion picked from each stratum)
 - Disproportionate (different proportions picked from each stratum, particularly if some categories of respondents are rare)
 - Cluster (usually area) sample
 - Could be multi-stage
- Develop the questionnaire (the survey instrument)
- Each question should fit into the overall plan of research.
 - Each question should be suitable for the mode you have chosen to conduct the survey and for the population that has been sampled.
- If you are using telephone or personal interviews, be sure the interviewers are carefully trained.
- Interviewer effects (bias) can wreck otherwise well-designed surveys.
- Conduct an early pretest of the survey, whenever possible
- Use these results to refine the instrument and work out any bugs in the survey procedures.
- Execute the survey in the field, and be ready to deal with problems such as:
- The length of the instrument
 - Some items may be unnecessary and those questions or others may have been omitted (missing data)
 - Some items may turn out to be incompatible for the format you have chosen to carry out the survey
 - Some respondents may not have been able to respond to the items as they were presented
 - People have different degrees of receptiveness to being surveyed
 - Surveys may be filled out only partially or not at all
 - Some respondents may not be accessible
 - Interviewers may have different levels of skill and integrity

-
- Edit and process the data;
 - Code responses in a reasonable and useable way
 - Make data machine-readable
 - Minimize errors

 - Analyze the data
 - Descriptive statistics
 - Inferential statistics (build models—ANOVA, ANCOVA, regression, SEM)
 - Develop your findings or conclusions
 - Write up a summary of what you have found

APPLICATION ACTIVITY

Use translation techniques in Learning Activity-1

Steps of process	Suggestions
<ul style="list-style-type: none">➤ Chose one of the topics and find a letter on the situation.➤ Translate it into Turkish.➤ Letter Of Invitation➤ Letters Of Request For Payment➤ Letter Changing Information➤ Letter Of Sending Information➤ Requesting Information	<ul style="list-style-type: none">➤ Use a dictionary for the unknown terms➤ Use target language phrases from samples above.➤ Find sample already translated business letters.

CHECKLIST

If you have behaviors listed below, evaluate yourself putting (X) in “Yes” box for your earned skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Have you had the knowledge of writing skills on business letters?		
2. Have you had the knowledge of reading skills on business letters?		
3. Have you had the knowledge of interpreting skills on business letters?		

EVALUATION

Please review your "No" answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

MEASURING AND EVALUATION

Express the following inquiries more politely.

Example: Can you send samples?

I would like to know if you can send samples.
Do you mind sending samples?
Would you mind sending samples?
Could you send samples?

- 1 Can you send a representative?
A) Will you send a representative?
B) Do you send a representative?
C) Send a representative
D) Could you send a representative, please?
- 2 Can you accept small orders?
A) Could you accept small orders?
B) Accept small orders?
C) Will accept small orders
D) Did you accept small orders?
- 3 Can you supply goods on credit?
A) I want to know if you can supply goods on credit
B) I have to know if you can supply goods on credit
C) I would like to know if you can supply goods on credit
D) I wonder if you can supply goods on credit
- 4 Can you dispatch the goods this month?
A) Are you going to dispatch the goods this month?
B) I want to learn if you can dispatch the goods this month.
C) Can you inform me if you can dispatch the goods this month?
D) Would you mind dispatching the goods this month?
- 5 Can you settle the balance of your account this week?
A) I have to be sure if you can settle the balance of your account this week
B) I would like to know if you can settle the balance of your account this week
C) I want to learn if you can settle the balance of your account this week
D) I wonder if you can settle the balance of your account this week

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity

MODULE EVALUATION

Match the letter types with the definitions listed “A” to “F” below.

1. Requesting Information _____
2. Letters Of Request For Payment _____
3. Letter Changing Information _____
4. Letter Of Sending Information _____
5. Letter Of Invitation _____
6. Invoice means _____
 - A. It is often necessary in business to send an invitation to a person or group requesting their attendance at a special event.
 - B. Document detailing purchases and money owed
 - C. How to ask somebody to send you information
 - D. Sometimes it is necessary to remind customers that they owe you money
 - E. When a person or company changes important information, such as an address, price, or date, it is necessary to send valued customers a letter with the new information. This letter informs customers of a change in price.
 - F. What to say when you send information

Write “(T) True” or “(F) False” for the definitions below.

- 7.() Inquire dialogues are made during pre-production process
- 8.() Request and Demands for Payment dialogues are made during production
- 9.() During Shipping dialogues are made between workers
- 10.() Acceptance of Orders are the dialogues between workers

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

LEARNING ACTIVITY - 1

1	J
2	H
3	I
4	D
5	E
6	G
7	F
8	B
9	C
10	A

LEARNING ACTIVITY - 2

1	D
2	A
3	C
4	D
5	B

MODULE EVALUATION

1	C
2	D
3	E
4	F
5	A
6	B
7	True
8	True
9	False
10	True

RESOURCES

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- LOUGHEED Lin, **Business Correspondence-A Guide to Everyday Writing**, Pearson Education Publishing, New York, USA, 2003.
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