

GCSE



CCEA GCSE
BUSINESS DOCUMENTS HELP SHEET

Business and Communication Systems



For first teaching from September 2017

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Business Report Layout Template

A business report is a formal document that typically analyses a situation and produces a range of suggestions/actions/improvements. An example of a business report is when you write a report to your boss when you want to introduce an idea you have about a new product.

Layout of business report:

To

From

Date

Title

Aim

Introduction

Analysis and Discussion of Findings

Conclusions and Recommendations

Bibliography/References

Appendices

Business Letter – Letter Head Template

Letter head	JES Administration Services 123 Longwood Road Belfast BT4 7QX 028 90263533
Date	29 January 2014 <i>1 clear line - 2 returns</i>
Address of the person receiving the letter	Mr B Brown 123 Blacks Road Money more BT45 8QY <i>1 clear line - 2 returns</i>
Salutation	Dear Mr Brown <i>1 clear line - 2 returns</i>
Body of letter which should be at least 3 paragraphs long and have one clear line space between paragraphs	<p>Thank you for your letter enquiring about the correct layout of a fully blocked word processed business letter. This is the most formal of style of letter but one which is used the most, especially now as most letters are word processed by businesses. In a blocked letter all the text in justified left. If you are using letter headed paper then the first thing that you need to word process is the date of the letter. Then you need to press return twice so that one clear line is left before you word process the address of the person who is receiving the letter.</p> <p>After this you word process the salutation, this is who the letter is being addressed to, what you place as the salutation also affects your complimentary close. See attached sheet for further notes on this.</p> <p>A good fully blocked letter should have three paragraphs, just like a story, a beginning, middle and end. Once you have finished your letter, you word process the complimentary close and press the return key six times to leave five clear lines so the person who is writing the letter can sign it. If you enclose something with the letter you need to place this below the signature section so that the reader knows that there should be other documents with the letter. If you have completed this all successfully you have an excellent ex <i>1 clear line - 2 returns</i></p>
Complimentary Close	Yours sincerely
Signature Space	<i>5 clear line - 6 returns</i>
Enclosure notation if something is enclosed in letter	June Brush Managing Director <i>1 clear line - 2 returns</i> Enc

Business Letter – Non-letter Head Template

Address of the person sending letter

JES Administration Services
123 Longwood Road
Belfast
BT4 7QX

Date

29 January 2014

1 clear line - 2 returns

Address of the person receiving letter

Mr B Brown
123 Blacks Road
Moneymore
BT45 8QY

1 clear line - 2 returns

Salutation

Dear Mr Brown

1 clear line - 2 returns

Body of letter which should be at least 3 paragraphs long and have one clear line space between paragraphs

Thank you for your letter enquiring about the correct layout of a fully blocked word processed business letter. This is the most formal of style of letter but one which is used the most, especially now as most letters are word processed by businesses. In a blocked letter all the text is justified left. If you are using letter headed paper then the first thing that you need to word process is the date of the letter. Then you need to press return twice so that one clear line is left before you word process the address of the person who is receiving the letter.

After this you word process the salutation, this is who the letter is being addressed to, what you place as the salutation also affects your complimentary close. See attached sheet for further notes on this.

A good fully blocked letter should have three paragraphs, just like a story, a beginning, middle and end. Once you have finished your letter, you word process the complimentary close and press the return key six times to leave five clear lines so the person who is writing the letter can sign it. If you enclose something with the letter you need to place this below the signature section so that the reader knows that there should be other documents with the letter. If you have completed this all successfully you have an excellent example of a fully blocked letter.

Complimentary Close

Yours sincerely

1 clear line - 2 returns

Signature Space

5 clear line - 6 returns

Enclosure notation if something is enclosed with letter

June Brush
Managing Director

1 clear line - 2 returns

Enc

Letter Layout Worksheet

Using the table below write the answers to what makes a good business letter layout.

	Write your answer here
Number of returns after the date	
Complimentary close if salutation is Dear Sir/Madam	
Lets the receiver know that there is something enclosed with the letter	
What do you called a business letter with no punctuation	
Number of returns after the complimentary close	
True or False – In complimentary close the Faithfully has a capital F	
How many paragraphs should a good letter have at least	
Complimentary close if salutation is Dear Mr Brown	
A business letter uses what type of alignment	
What is the correct name for the greeting of a business letter	
True or False – You should start a letter with Hi	
Number of returns between paragraphs	
What is the correct name for the close of a business letter	
Number of returns after the salutation	
Correct format of date	
If you are using letter headed paper what is the first thing you type	
If you are not using letter headed paper what is the first thing you type	

Agenda Layout Template

An agenda is sent to those attending a formal meeting before the meeting starts. It contains a list of topics to be discussed at the meeting. The meeting then follows this structure when it takes place.

Agenda will detail:

- Date of meeting
- Time of meeting
- Location of meeting
- Attendees
- Minutes of last meeting
- Matters arising
- Topics listed for this meeting
- AOB
- Date of next meeting

Minutes Layout Template

Minutes are a word processed record of the discussions, decisions and actions taken in a meeting.

They are formal in nature and keep as a record of what has happened for future reference.

Minutes may include the following:

- Date
- Attendees and apologies
- Previous minutes passed or amended
- What discussions took place
- Decisions made
- Actions which need to take place
- Date/time/location of next meeting