- Your formation der



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January 11, 2021

Henters - QS

Mr. Julio M. Basanez, Manager La Paloma Restaurant 224 Saint Louis St. Baton Rouge, LA 77802-3615

Dear Julio

DS

Your piquant black bean soup drew me back to the La Paloma yesterday. We were taken promptly to our table, but we waited over ten minutes before menus were presented.

05

Several times I provided clues to the server that I was hosting the luncheon. Without noting these clues or asking who should receive the check, the server gave it to the man across from me. Had the check been placed upside down in the middle of the table, my client wouldn't have been "put on the spot."

DS

Several times a week someone from my company entertains clients at La Paloma Restaurant. Will you talk with your staff about greeting diners promptly and about handling checks properly. But please, Julio, don't disturb the chef!

DS Cordially

Henters - QS

Mrs. Luanne Chang, President

DS

tae & your initials

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V 4-5 returns

January 11, 2021

Henters -QS

Mr. Nigel P. Byers Central High School 65 Union Ave. Memphis, TN 338103-2745

Dear Mr. Byers

Your question about the effect of word processing equipment on the need for keying accuracy is a good one.

Accuracy of documents processed is just as important now as ever before. The ease with which keying errors can now be corrected, however, has shifted the emphasis from number of input errors made to skill in finding and correcting these errors.

A major weakness of those who take employment tests is their inability to detect and correct the errors they make. Therefore, we suggest that employee training should emphasize proofreading and error correction rather than error-free input.

A grading system rewarding efficient proofreading and correction skills instead of penalizing errors of initial input is worthy of your serious consideration.

Sincerely yours

Henters-RS

Ms. Leslie Bancroft, Office Manager

tae your initials

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V 4-5 returns

January 11, 2021



Miss Rikki Samuels, President Business Education Club Sooner High School 2165 Granada Avenue San Diego, CA # 92104-3710

Dear Miss Samuels

Thank you for giving me the opportunity to tell you the main things we look for in entry-level office workers.

First, we look for graduates who have specific skills we need: in communications, keyboarding, word/data processing, accounting, and records management, to name a few. A detailed personal data sheet will usually provide such information.

Next, we seek people who show pride in themselves—those who dress appropriately and are well groomed and who speak positively as well as forcefully about their educational background and related experiences. Usually these behavior patterns are observed in the job interview.

Finally, we seek people who show evidence that they can work well with others. An effective application letter and data sheet will identify group activities in which the applicant has participated successfully and in what roles.

People with these qualifications have at least the potential to develop into valuable members of an office staff.

5
Sincerely yours

Henters-QS

Miss Maryann Figueroa, Human Services Director

Ds tae & your initials

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V 4-5 returns

January 11, 2021

4 enters - QS

Mrs. Glendora Ramos 3716 Rangely Dr. Raleigh, NC 3 27609-4116

Dear Mrs. Ramos

DS

In these days of computers and other fancy office equipment, the personal and friendly contact with people is sometimes overlooked. We want you to know how much we appreciate your past orders and this new opportunity to serve you.

DS

The enclosed acknowledgment lists the four items you ordered a few days ago. As in the past, we will carefully follow your instructions for processing and shipping.

DS

Although we appreciate receiving payment with an order, we want to remind you that prepayment is not required. If you prefer, you may simply enter your personal account number on the order form, and we will send a bill later. Your account number appears on your catalog address label.

Cordially yours

Henters - QS Miguel J. Maddox

Mail Order Department

DS

tae your initials

D5

Enclosure

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