

## **BUSINESS COMMUNICATION II**

### State Competency Test Study Hints for Teachers

#### Percent of Text covering Core Standards

Standard 1	7%
Standard 2	6%
Standard 3	19%
Standard 4	13%
Standard 5	23%
Standard 6	21%
Standard 7	11%

Letter of application = cover letter

Mailable copy = Perfect, without errors

Internal Customer = co-workers or anybody inside the business

Thank you letter = follow-up letter

#### Types of Resumes

Chronological - emphasizes work experience or education

Functional – emphasizes skills and abilities

#### Primary and secondary sources

#### Types of reports

Analytical - identifies a problem and offers recommendations

Informational - provides information and summarizes the information

Parts of the business report = title page, letter of transmittal, table of contents, executive summary or abstract, report, appendix

Parts of the research paper = introduction (including purpose, limitations, scope and sequence, background, etc.) body, conclusion/summary/recommendations, bibliography (Works Cited if using MLA, References if using APA)

Optional parts = letter of acceptance, index, list of illustrations, fly

Graphic file extensions = .jpg, .bmp, .gif, .png

We understand that different books use different terminology if you have any questions or suggestions please e-mail them to us.