

Business Communications

Standard

1.1 Define, spell, and pronounce frequently used and business-related words. CTE BC 1.1

1.2 Apply rules for plurals, possessives, prefixes, and word endings. CTE BC 1.12

1.3 Demonstrate good sentence structure. CTE BC 1.3

1.4 Demonstrate proficiency in the use of punctuation. CTE BC 1.4

1.5 Demonstrate proficiency in using reference materials CTE BC 1.5

1.6 Demonstrate proficiency in using reference materials. CTE BC 1.6

1.7 Use appropriate words, grammar, sentence construction and punctuation in written communications, with customers, coworkers, and supervisors. CTE BC 1.7

1.8 Interpret, analyze, and confirm written instructions or procedure. CTE BC 1.8

1.9 Operate computer equipment. CTE BC 1.9

1.10 Compose and key error-free email messages. CTE BC 1.10

1.11 Write a letter requesting admission and scholarship information. CTE BC 1.11

1.12 Request a room reservation or reply to such a request. CTE BC 1.12

1.13 Ask for material to be sent or grant or deny such a request. CTE BC 1.13

1.14 Ask for credit, grant it, or deny it. CTE BC 1.14

1.15 Request a speaker for a convention or meeting. CTE BC 1.15

1.16 Sell a service/product through the mail. CTE BC 1.16

1.17 Write or answer a letter of complaint. CTE BC 1.17

1.18 Prepare interoffice communications CTE BC 1.18

1.19 Identify the communications needs of various types of businesses such as retailing, manufacturing, financial, service, government, wholesaling, and distribution CTE BC 1.19

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- 1.20 Use appropriate technologies.** CTE BC 1.20
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- 1.21 Key documents from edited rough draft.** CTE BC 1.21
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- 1.22 Proofread documents.** CTE BC 1.22
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- 1.23 Meet the standard of mailability for all production work** CTE BC 1.23
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- 1.24 Prepare and deliver an oral presentation** CTE BC 1.24
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- 1.25 Practice customer contact skills** CTE BC 1.25
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- 1.26 Interpret, analyze and confirm verbal instructions** CTE BC 1.26
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- 1.27 Utilize listening skills** CTE BC 1.27
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- 1.28 Perform a self-evaluation to determine strengths and weaknesses.** CTE BC 1.28
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- 1.29 Describe the importance of following personal qualities and how they relate to professionalism: honesty, loyalty, courtesy, cooperation, alertness, ambition, punctuality, interest, involvement, patience, tact confidence, sense of humor, dependability/reliability, flexibility, initiative, and appearance.** CTE BC 1.29
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- 1.30 Describe acceptable conduct in the following professional relationships: employee-employer, employee, coworker, and employee-public.** CTE BC 1.30
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- 1.31 discuss the various terms of harassment in the workplace.** CTE BC 1.31
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- 1.32 Research and report on various business careers.** CTE BC 1.32
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- 1.33 Prepare a resume.** CTE BC 1.33
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- 1.34 Compose and type employment.** CTE BC 1.34
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- 1.35 Complete an application form.** CTE BC 1.35
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- 1.36 Demonstrate the techniques of a good job interview.** CTE BC 1.26
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- 1.37 Prepare a spreadsheet to analyze and present data.** CTE BC 1.37
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- 1.38 Prepare graphic presentations of data by computer.** CTE BC 1.38
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- 1.39 Incorporate graphic presentation of data in a printed document.** CTE BC 1.39
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- 1.40 Email etiquette (reply all, cc, bcc, complete sentences).** CTE BC 1.40