

# Business Communications

## Standard

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

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

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**1.3 Demonstrate good sentence structure.** CTE BC 1.3

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

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**1.5 Demonstrate proficiency in using reference materials** CTE BC 1.5

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**1.6 Demonstrate proficiency in using reference materials.** CTE BC 1.6

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

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

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**1.9 Operate computer equipment.** CTE BC 1.9

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

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

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

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

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

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

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

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

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**1.18 Prepare interoffice communications** CTE BC 1.18

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**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