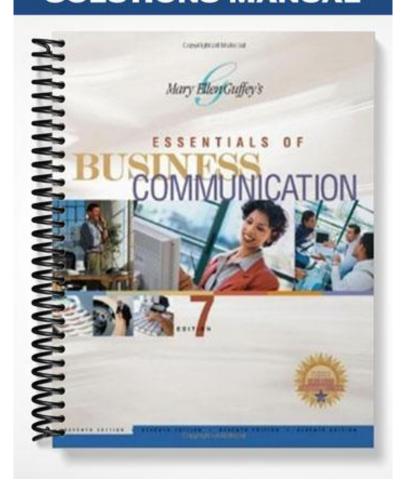
# **SOLUTIONS MANUAL**





### GRAMMAR/MECHANICS CHALLENGE - 1

TO: Jocelyn Smith-Garcia

Kevin West, Manager FROM:

DATE: November 4, 200x

SUGGESTION FOR TELECOMMUTING SUCCESSFULLY SUBJECT:

To help you become an effective telecommuter Jocelyn, we have a few suggestions to share with you. I understand you will be working at home for the next of months. The following guidelines should help you stay in touch with us and compleste your work satisfactory

- Be sure to check your message bored daily and respond immediate to those who are trying to reach you.
- Check your e-mail at least 8 times a day answer all messages promply, make sure that you sent copys of relevent messages to the appropriate officestaff.
- Transmit all spread sheet work to Zachary Jacks in our computer services department he will analyze each week's activity and update all inventorys.
- Provide me with end of week reports indicating the major accounts you serviced.

In prepareing your work area you should make sure you have adequate space for your computer printer fax and storage. For Security reasons you're working area should be off limits to your family and friends.

We will continue to hold once a week staff meetings on Friday's at 10 a.m. in the morning. Do you think it would be possible for you to attend for for for these meetings? The next one is Friday November 17th.

I know you will enjoy working at home Joclyn. Following these basic guidelines should help you accomplish your work and provide the office with adequate contact with you.



### GRAMMAR/MECHANICS CHALLENGE - 2

#### MADISON FINANCIAL SERVICES

Interoffice Memo

**DATE**: July 20, 200x

TO: Jeannine Horn, Manager, Human Resources

FROM: Douglas Waterson, CEO

Securing With Better Firewalls
SUBJECT: Losing Payroll Data Bocause of Hacking

It has come to the attention of the writer that on July 18th the software database maintained by Quantum data services for the purpose of preparing payroll for our employees was accessed illegally. We did not learn about the "hacking" of the system until yesterday when Quantum made a examination of their system.

Our employees payroll records include social security #s, employees addresses and payroll information such as various deductions. A review of the five hundred sixty-six names in the database shows no damage to the data or modification of the data. We don't think their was any malicious intention to destroy or annihilate the data. Individual bank account information and such like for employees are not part of the file. It appears that names may have been copied, however, no other information was lost.

The computers holding the database were immediately taken off-line and meticulously examined to ascertain whether any data were found to be corrupted. New more extensive firewalls have been added to provide better security. However, because of these changes, payroll records will not be available before July 24th.

A letter from myself to all employees as well as the same message on the company afternoon.

Intranet, will henceforth go out this p.m.. Pertaining to this matter, please do what you reduce can to minimize concern among employees. Ensure them that there personal data have not been harvested and that we have took appropriate steps to prevent and avoid future hacking. I appreciate your help.



### **GRAMMAR/MECHANICS CHALLENGE** – 3

GARTH I. PETERSON CERTIFIED FINANCIAL PLANNER

3392 Econlockhatchee Trail Orlando, FL 32822-6588 (407) 551-8791 garth.peterson@flor.com

Current date

Mrs. Julie Noriega 392 Blue Lagoon Way Orlando, FL 32814

Dear Julie:

This is to inform you that as your financial planner, I'm happy to respond to your request for clarification on the fax status of eBay profits.

As you in all probability are all ready aware of, you can use eBay to clean out your closets. It can also be use to run a small business. Your smart to run a small business. Your smart to run a small business. Your smart to run a small business.

Although there is no clear line that separates fun from profit or a hobby from a business, one thing is certin, the IRS tax's all income.

There are a number of factors that help determine whether or not your hobby should or should consider not be considered a business. To use eBay safety the following questions should be considered:

- 1. Do you run the operation in a businesslike manner? Do you keep records, is your profit and loss tracked, or do you keep a seperate checking account?
- Do you devote and effort to eBay? If you spend eighteen hours a day selling on eBay, the IRS would tend to think your in a business.
- **D**ό μου Seme people depend on the income from their eBay activities for their livelihood?

4. Are you selling items for more then they cost you? If you spend four dollars for a darage sale vase and sell it for fifty dollars the IRS would probably consider this a business transaction All profits is taxable, even for eBay sellers who are just playing around. If you wish to discuss this faarther please call me at 551-8791.

Sincerely,

Garth Peterson

Sarth Peterson



#### FOREST FINANCIAL SERVICES

3410 Willow Grove Boulevard Philadelphia, PA 19137 215.593.4400 www.forestfinancial.com

June 9. 200x

Ms. Bonnie Jeffers First Trust Guaranty, Inc. 1359 North Grand Avenue Walnut, CA 91790

Dear Ms. Jeffer:

We are in appreciation of the fact that you have shown patience with us during the time of our merger with Capital One.

Pursuant to our telephone conversation this morning, this is to advise that two (2) agents packages will be delivered to you next week. Due to the fact that new forms had to be printed we do not have them immediately available.

Although we cannot offer a 50/50 commission split, we are able to offer new agents a 60/40 commission split. There are two new agreement forms that show this commission ratio. When you get ready to sign up a new agent, have her fill in these up to date forms.

When you send me an executed agency agreement please make every effort to tell me what agency package was assigned to the agent. On the last form that you sent you everlooked this information. We need this information to distribute commissions in an expeditious manner.

f you have any questions don't hesitate to call on me?

Yours very sincerely,

Brian Simpson

Senior Sales Manager

Brian Limpson



DATE: March 2, 200x

TO: Department Heads, Managers, and Supervisors

James Robbins, Director, Human Resources FROM:

SUBJECT: Submitting Appraisals of Performance by April 15th

Please be informed that performance appraisals for all young employees are due, before April 15th. These appraisal are esspecially important and essential this year pecause of job changes, new technologys and because of office reforganization.

To complete your performance appraisals in the most effective way, you should follow the procedures described in our employee handbookolet me briefly make a review of those procedures three four

1. Be sure each and every employee has a performance plan with or A main objective.

- 2. For each objective make an assessment of the employee on a scale of 5 (consistently

excedes requirements) to 0 (does not meet requirements at all.

Three the employee

3. You should identify \$ strengths that be brings to the job.

Three the employee

4. Name \$ skills that be can improve. These should pertain to skills such as time Management rather then to behaviors such as habitual lateness. Meet with

- 5. The employee should be met with to discuss his appraisal.
- 6. Finish the appraisal and send the completed appraisal to this office.

We look upon appraisals like a tool for helping each worker assess his performance and had enhance his output. If you would like to discuss this farther, please do not hessitate to call me.



January 20, 200x

Mr. Jason R. Weingartner 3201 Rose Avenue Mar Vista, CA 90066

Dear Mr. Weingartner:

SUBJECT: Your February 5<sup>th</sup> Letter Requesting Information About New All Natural

We have received your letter of February 5 in which you inquire about our all-natural products. Needless to say, we are pleased to be able to answer in the affirmative. Yes, our new line of freeze dried back packing foods meet the needs of older adults and young people as well. You asked a number of questions, and here are answers to your questions about our products.

- Our all natural foods contain no preservatives, sugars or additives. The inclosed list of dinner items tell what foods are cholesterol-, fat-, and salt-free.
- Large orders redieve a five percent discount when they're placed direct with Outfitters, Inc. You can also purchase our products at Malibu Sports Center, 19605 Pacific Coast Highway, Malibu CA 90265.
- Outfitters, Inc., food products are made in our sanitary kitchens which I personally supervise. The foods are flash frozen in a patented vacuum process that retain freshness, texture and taste.
- Outfitters, Inc., food products are made from choice ingredients that combines good taste and healful quality.
- Our foods stay fresh and tasty for up to 18 months.

Mr. Weingartner, I started Outfitters, Inc., five years ago because of the fact that discerning back packers rejected typical camping fare. Its a great pleasure to be able at this point in time to share my custom meals with back packers like you.

I hope you'll enjoy the enclosed sample meal "Saturday Night on the Trail" is a four-coarse meal complete with fruit candys and elegant appetizers. Please call me personally at (213) 459-3342 to place an order or to ask other questions about my backpacking food products.

Sincerely,





Current date

Mr. Robert T. Hesser 111349 Pinestone Court San Diego, CA 92128

Dear Mr. Hessyr:

Beginning Febrary 15 your rates for ConEx domestic services will change to those in the inclosed rate agreement. These new rates reflect an increase on the average of between 3% and 4% however, rates for ConEx standard overnight service is decreasing for heavier weights, and ConEx express saver rates are staying the same for heavier weights.

ConEx express saver gives you ConEx value for your less urgent shipments. It affords you an opportunity for delivery in business days at some of our most affordable rates ever yet it offer such ConEx extras as committed delivery 24 hour access to shipment information and our money back guarantee.

Because we recognize the growing number of business, who is work extends right through the week end ConEx announces a welcome innovation Sunday delivery.

Starting March 10th shipments dropped off or picked up on Friday or Saterday can be delivered to fifty U.S. metropolitan areas on Sunday via ConEx priority overnight service— for a twenty dollar special handling fee.

Enhancements to our Web site (www.conex.com) make using ConEx easy and fast. In addition ConEx gives you ato satisfy your customers expectations which range from reliable on time delivery to consistent dependable handling. We appreciate you chosing ConEx and strive to all ways meet your express shipping needs.

Sincerely,

Donald W. Humphries

Donald M. Humphries

Enclosure



DATE: August 5, 200x

TO: Arthur W. Rose, Vice President

FROM: Jessica Thomas, Market Research

SUBJECT: ANALYSIS OF GATORADE XL

Here is a summery of the research of James Willis and myself. Regarding the reduced sugar sports drink being introduced by our No. 1 complition, Gatorade.

In just under a year's time Gatorade developed this new drink it combines to to percent sugar and 50 percent artificial sweetener. Apparently Gatorade plans to spend over \$8 million to introduce the drink and to assess consumers reactions to it. It will be tested on the shelfs of convience stores grocery's and other mass merchants in five city's in Florida.

The company's spokesperson said, "The 'X' stands for excelent taste, and the 'L' stands for less sugar." Aimed at young adult's who don't like the taste of artificial sweeteners but who want to control calories, The new sports drink is a hybrid sugar and diet drink. Our study's show that simplar drinks tryed in this country in the 1980's were unsuccessful. On the other hand, a 50 calorie low sugar sports drink introduced in Canada two year ago was well received similarly in Japan a 40 calorie soda is now marketed successfully by Coca-Cola.

However, our research in regard to trends and our analysis of Gatorade XL fails to indicate that this country's consumers will be interested in a midcalorie sports drink. Yet, Wall Street's response to Gatorade's announcement of it's new drink was not unifavorable. Therefore, we think In view of the foregoing the writer and her colleague are of the opinion that we should take a wait and see attitude Toward the introduction of our own low sugar sports drink.



DATE: November 9, 200x

TO: Mark Edelstein, President

FROM: Darmisha Pierson, Development Officer

Progress Report on Construction of Seattle Branch Office SUBJECT:

Construction of Vintage Realty's Seattle granch office has entered Phase three Although we are week behind the contractors original schedule, the building should be aready for occupancie on March 10.

### **Past Progress**

Phaze one involved development of the architects plans this process was completed on une 5. Phaze two involved submission of the plant for county building department approval. Each of the plans were then given to the following contractors for the purpose of eliciting estimates; David Gray Construction and Millennium Builders. The lowest bidder was David Gray Construction, consequently, this firm began construction on July 15.

#### **Present Status**

Phase three includes initial construction processes. We have completed the following steps as of November 9:

- Demolition of existing building at 11485 NW 27 Avenue
- Excavation of foundation footings for the building and for the surrounding wall
- Installation of Steel reinforcing rods installed in building pad and wall
- Pouring of concrete foundation

David Gray Construction indicated that he was week behind schedule for these reasons. The building inspectors required more steel reinforcement then was showed on the architect's blueprints. In addition excavation of the footings required more time then the contractor anticipated because the 18 inch footings were all below grade.

## Future Schedule

In spite of the fact that we lost time in Phase 3, we are substantially on target for the completion of this office building by March 1. Phase 4 includes the following activities; framing, drywalling, and installation of plumbing.



#### **EXECUTIVE SUMMARY**

#### **Problem**

The U.S. tuna industry must expand it's markets abroad particularly in regard to Japan one of the largest consumer's of tuna in the world. Although consumption of tuna is decreasing in the United States, they are increasing in Japan. The problem that is for the american tuna industry is developing appropriate marketing strategies to boost its current sales in Japanese markets. Even the Japan produces much of it's tuna domesticly, they must still relie on imported tuna to meet eestumer demand.

#### **Summary of Findings**

600,000

This report analyzes the Japanese market which currently consumes six hundred thousand tons of tuna per year and is growing rapidly. In Japan, tuna is primarilly used for sashimi (raw fish) and caned tuna. Tuna is consumed in the food service industry and in homes. Much of this tuna is supplied by imports which at this point in time total about 35% of sales. Our findings indicate that not only will this expand, but the share of imports will continue to grow. The trend is alarming to Japanese tuna industry leaders because this important market, close to a spillion a year, is increasingly subject to the influence of foregn imports. Declining catches by Japan's own funa fleet, as well as a sharp upward turn in food preference by affluent Japanese consumers, has contributed to this trend. The demand for sashimi alone in Japan has increased in the amount of 15% in the past two years.

The U.S. tuna industry are in the perfect position to meet this demand. Fishing technique shae been developed that maximize catch rate's, while minimizing danger to the environment. Modern packaging procedures assure that the tuna reaches Japan in the freshest possible condition. Let it be said that Japanese consumers have rated the quity of American tuna high. Which has increased demand.

#### Recommendations

Based on our analisys we recommend the following marketing strategys for the U.S.

- 1. Farm greater supplys of tuna to export.
- Establish new fisheries around the World.
- 3. We should market our own value added products.
- Sell fresh tuna direct to the Tokyo ⊄entral Wholesale market.
- 5. Sell to other Japanese markets also.
- 6. Direct sales should be made to Japanese Supermarket chains.



Honolulu-Pacific Federal Interagency Board
Policy Board Committee
Room 25, 310 Ala Moana Boulevard, Honolulu
February 4, 200x

Present: Debra Chinnapongse, Tweet Jackson, Irene Kishita, Barry Knaggs, Kevin

Poepoe, and Ralph Mason

Absent: Alex Watanabe

The meeting was call to order by Chair Kevin Poepo at 9:02 a.m. in the morning.

Minutes from the January 6th meeting was read and approve.

#### Old Business

Debra Chinnapongse discussed the cost of the annual awards luncheon that honors outstanding employees. The ticket price ticket does not cover all the expenses incured. Major expenses included awards, leis, and complementary lunches for the judges, VIP guests and volunteers. Honolulu-Pacific Federal Interagency Board can not continue to make up the difference between income from tickets and costs for the luncheon.

Ms. Chinnapongse reported that it had come to her attention that other interagency boards relied on members contributions for their awards programs.

MOTION: To send a Letter to board members asking for there contributions to support the annual awards luncheon. (Chinapongse/Kishita). PASSED 6-0.

#### Reports

Barry Knaggs reported that the homeland defense committee sponsored a get acquainted meeting in November. More than eighty people from various agency's attended.

The Outreach Committee reports that they have been asked to assist the Partnership for Public Service, a non profit main and organization in establishing a speakers bureau of Hawaiian Federal employees. It would be available to speak at schools and colleges about Federal jobs and employment.

#### New Business

The chair announced a planning Meeting to be held in March regarding revising the emergency dismissal plan. In other New Business Ralph Mason reported that the staff had purchased fifty tickets for members and our committees to attend the Zig Ziglar seminar in the month of March.

### Next Meeting

The next meeting of the Policy Boar Committee will be held in early April at the Fleet and Industrial Supply Center, Pearl harbor. At that time the meeting will include a tour of the Red Hill under ground fuel storage facility.

The meeting adjourned at 10:25 am by Keven Poepoe.

Respectfully submitted,



#### **EXECUTIVE SUMMARY**

### **Purpose of Report**

The purposes of this report is (1) To determine the Sun coast university campus community's awareness of the campus recycling program and (2) To recommend ways to increase participation. Sun Coast's recycling program was intended to respond to the increasing problem of waste disposal, to fulfil it's social responsibility as an educational institution, and to meet the demands of legislation that made it a requirement for individuals and organizations to recycle.

A survey was conducted in an effort to learn about the campus communities recycling habits and to make an assessment of the participation in the recycling program that is current, 220 individuals responded to the survey but twenty seven surveys could not be used. Since Sun coast university's recycling program include only aluminum, glass, paper, and plastic at this point in time these were the only materials considered in this study.

### Recycling at Sun coast

Most Survey respondants recognized the importance of recycling they stated that they do recycle aluminum, glass, paper and plastic on a regular basis either at home or at work. However, most respondants displayed a low level of awareness and use of the on campus program. Many of the respondants were unfamiliar with the location of the bins around campus and therefore had not participated in the Recycling Program. Other responses indicated that the bins were not located in convenent locations?

### Reccommendations for increasing recycling participation

Recommendations for increasing participation in the Program include the following

- 1. relocating the recycling bins for greater visability
- 2. development of incentive programs to gain the participation of on campus groups
- 3. training student volunteers to give on campus presentations that give an explanation of the need for recycling and the benefits of using the Recycling Program
- 4. we should increase Advertising in regard to the Program



MEGAN A. RYAN

#### **EDUCATION**

Coastal Community College, Miami, Florida Degree expected approximately in June e 2008 Major Office Technology

#### **EXPERIENCE:**

- Office Assistant. Host Systems, Miami. 2006 to Fpre sent. Responsible for entering data on Macintosh computer. Had to Insure accuracy and completness of data that was to be entered. Another duty was maintaining a clean and
- well-organized office. Halso served as office courier.

  spell out

  Lechter's Housewares. Miami Shores. 2nd Asst. Mgr managed store in absence
  of mgr and asst. mgr. open and close registers. Ballanced daily redients.

  Ordered some mds. Halso had to supervise 2 employes, earning rapid promotion.
- Clerk typist. Caribean Cruises Miami. 2001–02 (part time) Entered guest data on IBM PC. Did personalized followup letters to customer inquirys. Was responsible for phones. Lalso handled all errands as courier.

#### **STRENGTHS**

Computer, transcription, poofreading Cantype 50 words/per/minute +am a fast learner, and very accurate Word, Excel, InterNet



4201 North Harrison Shawnee, OK 74801 June 4, 200x

Mr. Anthony R. Masters Human Resources Department Biolage Enterprises 7246 South May Avenue Oklahoma City, OK 73159

Dear Mr. Master:

I appriciate the opportunity for the interview yesterday for the newly listed position of sales fraince. It was really a pleasure meeting yourself and learning more about Biolage Enterprises you have a fine staff and a sophisticated approach to marketing.

You're organization appears to be growing in a directional manner that parrallels my interests and career goals. The interview with yourself and your staff yesterday confirmed initial my initale positive impressions of Biolage Enterprises and I want to reiterate my strong interest in working with and for you. My prior retail sales experience as a sales associate with Sears, plus my recent training in Microsoft Word and Excel would enable me to make progress steadily through your programs of training and become a productive member of your sales team in no time at all.

Again, thank you for your kind and gracius consideration. In the event that you need any additional information, from me, all you have to do is give me a call me at (405) 391-7792.

Sincerly yours,