



Gurukul Technicals Institute

Computer education · Robotics · Science projects · Delhi

FREE EBOOK

COMPUTER AND OFFICE SKILLS

Letters, Applications and Resumes in MS Word

Write and format the documents you need for school, work and daily life

INSIDE THIS BOOK

- Setting up the page
- Fonts, spacing and alignment
- The formal letter: parts and layout
- Leave applications
- ...and 6 more chapters, practice questions and a glossary

Beginner

Students, job seekers and office assistants

engineergurukul.com

+91 97116 99511

Letters, Applications and Resumes in MS Word

Learn to set up the page, choose fonts and spacing, and write formal letters, leave and complaint applications, cover letters and resumes in Microsoft Word, in the format used in India. Six complete sample documents, plus mail merge, templates, saving as PDF and printing, help you produce a neat, correct document every time.

WHO IT IS FOR	Students, job seekers and office assistants
LEVEL	Beginner
SUBJECT AREA	Computer and office skills
WHAT IS INSIDE	10 chapters, practice questions with answers, and a glossary

HOW TO USE IT

Read one chapter at a time and try the examples as you go: on a computer, at your workbench or in your notebook. The boxes give tips, safety points and short activities. When you finish, test yourself with the practice questions and check your answers at the end. Words you may not know are explained in the glossary.



Gurukul Technicals Institute

A-10, Chief Commissioner Colony, opposite Rana Pratap Bagh, Delhi 110007
Phone 011 2721 1512 · Mobile and WhatsApp +91 97116 99511
engineergurukul@yahoo.co.in · engineergurukul.com

Free ebook. You may read, print and share this ebook for learning. It may not be sold or changed.

© 2026 Gurukul Technicals Institute. First edition, October 2026. The information was checked when it was written; software, prices and rules change, so for anything official always check the latest source.

What you will find inside

1	Setting up the page	4
2	Fonts, spacing and alignment	5
3	The formal letter: parts and layout	7
4	Leave applications	9
5	Complaint letters	11
6	Job applications and cover letters	14
7	Building a resume	16
8	Tables, bullet lists, headers and footers	19
9	Mail merge: many letters at once	22
10	Templates, saving as PDF and printing	23
	Practice questions	25
	Answers	26
	Glossary	27

Setting up the page

A good letter or resume starts before you type a single word. If the paper size and margins are wrong, everything you type afterwards may need fixing. Spend one minute on page setup first.

To begin, open Word, click **Blank document**, and press Ctrl+S to save it straight away with a clear name. A name like `Leave-Application-Aditi-Oct-2026` is far easier to find later than `Document1`.

Paper size

In India, letters and resumes are printed on **A4** paper, which is 21 cm wide and 29.7 cm tall. Go to the **Layout** tab, click **Size** and check that A4 is selected. Some computers are set to **Letter**, an American paper size that is slightly wider and shorter. A document set up for Letter can print with odd gaps or cut-off lines on A4 paper.

Margins

Margins are the empty borders around the text. They make a page look calm and give space for holding, filing and punching holes.

1. Click the **Layout** tab and then **Margins**.
2. Choose one of the ready-made settings, or click **Custom Margins** at the bottom to type your own.

Setting	Size	Good for
Normal	2.54 cm (1 inch) on every side	Letters and applications
Moderate	2.54 cm top and bottom, 1.91 cm left and right	Letters that run slightly long
Narrow	1.27 cm on every side	Fitting a resume onto one page, used with care

If Word shows measurements in inches, you can change this: go to **File**, then **Options**, then **Advanced**, and under **Display** set "Show measurements in units of" to Centimeters.

Orientation and helpful views

Letters and resumes use **Portrait** orientation (taller than wide), which you will find under **Layout**, then **Orientation**. Two views make formatting easier:

- **The ruler.** On the **View** tab, tick **Ruler**. It shows margins and indents along the top and side.
- **Formatting marks.** On the **Home** tab, click the ¶ button. Word now shows a ¶ at the end of every paragraph and a dot for every space. You can spot double spaces and empty lines at a glance. Click it again to hide them; they never print.

TIP

If you always want the same margins, open Custom Margins, set them, and click **Set As Default**. Every new document will then start with your settings.

REMEMBER

Save early and save often with Ctrl+S. A power cut in the middle of a long letter is far less painful if you saved two minutes ago.

CHAPTER 2

Fonts, spacing and alignment

The way text looks tells the reader how careful you are. A formal document should look plain, clean and easy to read. Fancy decoration works against you.

Choosing a font

A **font** is a style of lettering. Change it in the **Font** group on the **Home** tab.

- Use clear, common fonts such as Calibri, Arial, Aptos, Cambria or Times New Roman. New versions of Word start with Aptos; older versions start with Calibri. All of these are fine.
- Use 11 or 12 point for the main text and 14 to 16 point for your name on a resume. A **point** is the unit for font size.
- Use one font for the whole document, or at most two: one for headings and one for the text.
- Avoid decorative, handwriting-style and all-capital text. They are hard to read and look unprofessional.

DID YOU KNOW

Word can also type in Hindi. Add the Hindi keyboard in Windows Settings under Time and language, and Word will show Devanagari text. The Nirmala UI font that comes with Windows displays it clearly.

Line and paragraph spacing

Line spacing is the gap between lines inside a paragraph. **Paragraph spacing** is the extra gap Word adds before or after each paragraph.

1. Select the text.
2. On the **Home** tab, click the **Line and Paragraph Spacing** button (it shows lines with up and down arrows).
3. Choose 1.0 or 1.15 for most letters and resumes.

The same menu has **Remove Space After Paragraph**. This matters for addresses. Each line of an address is a separate paragraph, because you pressed Enter after it, so Word may put a gap after every line and the address spreads out. Select the address and choose Remove Space After Paragraph, and it closes up neatly. Another way is to press Shift+Enter at the end of each address line instead of Enter; this starts a new line inside the same paragraph.

For exact control, click **Line Spacing Options** to open the **Paragraph** box. There you can set Spacing Before and After in points.

Alignment

Alignment decides how lines sit between the margins.

- **Left** (Ctrl+L): the normal choice for letters and resumes.
- **Centre** (Ctrl+E): for a resume's name at the top, or a heading.
- **Justify** (Ctrl+J): straight edges on both sides. It suits long paragraphs, but can leave wide gaps between words in short lines.

Styles keep things consistent

The **Styles** gallery on the Home tab holds ready-made formats such as Normal, Title and Heading 1. If every section heading in your resume uses Heading 1, you can change all of them at once: right-click Heading 1 in the gallery, choose **Modify**, and change the font or size. **Format Painter** (the brush on the Home tab) copies formatting from one piece of text to another.

EXAMPLE

Sunita typed her address with Enter after each line, and it filled a quarter of the page. She selected the four lines, clicked Line and Paragraph Spacing, and chose Remove Space After Paragraph. The address shrank to four tight lines.

CHAPTER 3

The formal letter: parts and layout

A **formal letter** is written to an organisation or a person in an official role: a principal, a manager, a bank or a government office. It follows a fixed order, so the reader can find each piece of information quickly.

The parts, in order

Part	Example	What to know
Sender's address	Your house number, street, city and PIN code	Top left. Many people put their name and phone number here too, as in Samples 3 and 4
Date	5 October 2026	Write the month in words. 05/10/2026 can be misread as 10 May
Receiver's address	The Branch Manager, then the bank's name and address	Start with the person's designation, not their name, unless you know it
Subject	Subject: Request for a new cheque book	One short line that says what the letter is about
Salutation	Dear Sir/Madam, or Respected Sir,	"Respected" is common in Indian applications to principals and officers
Body	Usually three short paragraphs	Purpose, details, request
Closing	Yours faithfully,	Then a blank line for your signature
Name and details	Your name, and your designation or phone number	Printed below the signature
Enclosures	Encl.: Copy of Aadhaar card	Only if you attach something

Many letters written in India begin the receiver's part with the word "To" on its own line. Older formats also put a comma at the end of each address line; modern **block format** leaves them out. Either is fine if you are consistent.

Block format

Most offices now use **block format**: every line starts at the left margin, and parts are separated by one blank line. There is nothing to centre or indent, so it is the easiest layout to type in Word and it always looks neat.

Choosing the closing

- **Yours faithfully** when you began with Sir, Madam or Sir/Madam, because you do not know the reader's name.
- **Yours sincerely** when you began with the person's name, such as Dear Mrs. Nair.
- **Yours obediently** is still taught in many Indian schools for a student writing to the principal.

Only the first word has a capital letter, and a comma follows: "Yours faithfully,".

Writing the body

1. **First paragraph**: say why you are writing. "I am writing to request..."
2. **Second paragraph**: give the facts the reader needs: dates, numbers, names, what happened.
3. **Third paragraph**: say clearly what you want, and thank the reader.

Keep sentences short and polite. Do not use SMS spellings such as "plz" or "u", and never write the whole letter in capitals, which reads like shouting.

REMEMBER

School formats differ slightly. Some teachers ask students to put the date under the signature, or to begin with "To" and add their name, class and roll number at the end. In a school exam, follow the format your teacher has taught.

TIP

Before you print, read the letter aloud. Your ear catches missing words and clumsy sentences that your eye skips.

Leave applications

A **leave application** asks for permission to be absent. It should say who you are, which days you need, why, and how your work will be managed. Keep it short and polite; a busy principal or manager should understand it in thirty seconds.

Typing it in Word, step by step

1. Set A4 paper and Normal margins.
2. Type the receiver's address. Select it and choose Remove Space After Paragraph.
3. Press Enter once for a blank line, then type the date, the subject and the salutation, each followed by a blank line.
4. Type the body paragraphs.
5. Select the subject line and press Ctrl+B to make it bold.
6. Type the closing and your name, leaving a blank line for your signature.
7. Press F7 to check spelling, then Ctrl+S.

SAMPLE 1: A STUDENT'S LEAVE APPLICATION

To
The Principal
Green Valley Public School
Sector 9, Rohini
Delhi 110085

5 October 2026

Subject: Leave for three days due to fever

Respected Madam,

I am a student of Class VII-B. I have had a high fever since last night, and the doctor has advised me to rest at home for three days.

I request you to kindly grant me leave from 6 October to 8 October 2026. I will complete the classwork I miss with the help of my classmates.

Thanking you.

Yours obediently,

Aditi Rao
Class VII-B, Roll No. 14

Encl.: Doctor's note

Leave at work

At work, leave is often asked for by email. An email needs no addresses at the top, but it still needs a clear subject line, a greeting, the dates, how your work will be covered, and a polite closing.

SAMPLE 2: AN EMPLOYEE'S LEAVE REQUEST BY EMAIL

To: Ms. Kavita Nair, HR Department
Subject: Casual leave on 13 and 14 October 2026

Dear Ms. Nair,

I would like to apply for casual leave on Tuesday, 13 October, and Wednesday, 14 October 2026, to attend my sister's wedding in Kanpur.

I have finished this month's supplier payments. Mr. Arora has agreed to handle any urgent invoices while I am away, and I will be reachable on my mobile for anything important.

I will be back at work on Thursday, 15 October. Kindly approve my leave.

Regards,
Mohammed Imran
Accounts Assistant
Mobile: 98xxx xxx21

TRY THIS

Write a leave application from Rohan, a Class X student in Pune, who needs one day's leave to attend his cousin's wedding. Use block format and check that the dates and the day of the week agree.

TIP

Always give exact dates, and check them on a calendar. "Leave for Monday, 13 October" is wrong if 13 October falls on a Tuesday, and the reader will notice.

CHAPTER 5

Complaint letters

A **complaint letter** reports a problem and asks for it to be fixed. It might be about a faulty product, a bad service, a broken streetlight or an irregular water supply. A good complaint is firm but polite. Angry words make the reader defensive; clear facts make them act.

What a complaint must contain

Question	Example
Who are you?	Name, address and phone number
What did you buy, or what service is it about?	Product, model, invoice number, date of purchase
What went wrong, and since when?	The fan makes a grinding noise since 25 September
What have you already done?	Called the helpline on 28 September, complaint number
What do you want?	Repair or replacement
By when?	Within ten days of this letter
What proof is attached?	Copies of the invoice and warranty card

SAMPLE 3: A COMPLAINT ABOUT A FAULTY PRODUCT

Rahul Mehta
B-204, Shanti Apartments
Civil Lines, Jaipur 302006
Mobile: 94xxx xxx08

7 October 2026

The Customer Care Manager
Sunshine Home Appliances Pvt. Ltd.
Industrial Area, Jaipur

Subject: Faulty ceiling fan, Invoice No. SH/2026/4417

Dear Sir/Madam,

I bought a 1200 mm ceiling fan from your showroom on 12 August 2026 (invoice number above). The fan carries a two-year warranty.

Since 25 September, the fan has been making a loud grinding noise and slows down a few minutes after it is switched on. I reported this to your helpline on 28 September (complaint no. 58213), but no technician has visited so far.

I request you to repair or replace the fan within ten days of receiving this letter. Copies of the invoice and the warranty card are enclosed.

Yours faithfully,

Rahul Mehta

Encl.: 1. Copy of invoice
2. Copy of warranty card

Sending it and keeping records

- Send **copies** of bills and documents, never the originals.
- Keep a copy of your letter, and note the date you sent it.
- If you send it by post, keep the receipt. If you send it by email, keep the sent email.
- Write down every complaint number and the name of every person you speak to.

NOTE

If a company does not respond to a genuine complaint, India has a government system for consumer complaints. Check the current process on the official government consumer website before you file.

REMEMBER

Stick to facts you can prove. "The technician did not come on 30 September" is strong. "Your company cheats everyone" is not, and it can weaken your case.

CHAPTER 6

Job applications and cover letters

When you apply for a job, you usually send two documents: a **resume**, which lists your education, skills and experience, and a **cover letter**, which introduces you and explains why you suit this particular job. The resume is the same for many jobs; the cover letter should be written fresh for each one.

The three paragraphs of a cover letter

1. **Opening:** name the post and where you saw the vacancy.
2. **Why you fit:** two or three strengths that match what the employer asked for, with a short proof of each.
3. **Closing:** say you would welcome an interview, mention that your resume is enclosed, and thank the reader.

A cover letter should fit on one page, and usually needs only three paragraphs.

SAMPLE 4: A JOB APPLICATION (COVER LETTER)

Neha Sharma
45, Gandhi Nagar
Bhopal 462033
Mobile: 70xxx xxx56
Email: neha.sharma@example.com

9 October 2026

The HR Manager
Narmada Logistics Pvt. Ltd.
MP Nagar, Zone I
Bhopal 462011

Subject: Application for the post of Office Assistant

Dear Sir/Madam,

I am writing to apply for the post of Office Assistant advertised in a local newspaper on 6 October 2026.

I completed my B.Com. in 2025 and a Diploma in Computer Applications the same year. I am confident in MS Word and Excel, including mail merge, formulas and VLOOKUP. During a three-month internship in the accounts office of a wholesale firm, I entered bills, filed invoices and prepared monthly sales summaries, always before the deadline.

My resume is enclosed. I would be glad to attend an interview at your convenience. Thank you for considering my application.

Yours faithfully,

Neha Sharma

Encl.: Resume

Applying by email

- Write a clear subject: "Application for the post of Office Assistant: Neha Sharma".
- Put a short version of the cover letter in the email itself.
- Attach your resume as a PDF with your name in the file name, such as **Neha-Sharma-Resume.pdf**.

- Use a sensible email address made from your name. An address like "coolgirl007" does not look serious.
- Before sending, check that the attachment is really attached.

TIP

Read the job advertisement twice and use its words. If it asks for "good typing speed and Excel knowledge", make sure your letter mentions typing and Excel.

SAFETY

Genuine employers do not ask for money to give you a job, an interview or an "offer letter". If someone asks for a registration fee or security deposit, treat it as a likely fraud and check carefully before sharing documents or paying anything.

CHAPTER 7

Building a resume

A **resume** is a short summary of your education, skills and experience, written to get you an interview. In India you will also hear the words **CV** (curriculum vitae) and **biodata**. For most job applications, CV and resume mean the same thing. A biodata usually lists many personal details; for most jobs today, employers expect a resume instead.

Sections for a fresher

A **fresher** is someone looking for a first job. Your education and skills come first, because you have little work experience to show.

1. **Name and contact details:** your name in large, bold letters, then your city, mobile number and email.
2. **Career objective or profile:** two or three lines about the kind of work you want and what you offer.
3. **Education:** a small table with qualification, board or university, year and marks.
4. **Skills:** computer skills, languages, typing.
5. **Projects, training or internship:** what you did and what you learnt.
6. **Achievements and activities:** prizes, sports, volunteering, events you organised.
7. **Languages known.**

8. Declaration: a line saying the information is true, with place and name. It is optional but common in India.

Sections for an experienced person

With experience, your work history moves to the top, just below a short profile.

Fresher order	Experienced order
Objective	Profile summary
Education	Work experience, latest job first
Skills	Skills
Projects and training	Education
Achievements	Certifications and achievements

For each job, give your job title, the organisation, the city and the dates, then three to five bullet points about what you did. The best bullet points show a result, for example "Built an Excel tracker that cut month-end closing from five days to three".

Golden rules

- One page for a fresher; one or two pages for an experienced person.
- Write only what is true. Employers check, and a false claim can cost you the job later.
- Start bullet points with action words: prepared, organised, handled, built, trained.
- Use the same date style everywhere, such as "June 2023".
- Leave out religion, caste and family details. They are not needed for a job application.
- Add a photo only if the employer asks for one.

SAMPLE 5: RESUME OF A FRESHER

NEHA SHARMA

45, Gandhi Nagar, Bhopal 462033

Mobile: 70xxx xxx56 | neha.sharma@example.com

CAREER OBJECTIVE

A commerce graduate with strong computer and accounting skills, looking for an office assistant role where I can keep records accurately and help the team meet deadlines.

EDUCATION

Qualification	Board/University	Year	Marks
B.Com.	Barkatullah University	2025	68%
Class XII	MP Board	2022	74%
Class X	MP Board	2020	81%

COMPUTER SKILLS

- MS Word: letters, reports, mail merge
- MS Excel: formulas, VLOOKUP, charts
- Typing in English and Hindi

TRAINING

- Diploma in Computer Applications, 2025
- Three-month internship, accounts office of a wholesale firm: entered bills, filed invoices, prepared monthly sales summaries

ACHIEVEMENTS

- Ran the registration desk at the college commerce fest
- Second prize, district-level quiz, 2023

LANGUAGES: Hindi, English

DECLARATION

I declare that the above information is true to the best of my knowledge.

Bhopal

Neha Sharma

TRY THIS

Write your own career objective in under 40 words. Name the kind of job you want and two strengths you bring. Avoid empty phrases like "to work in a reputed organisation".

Tables, bullet lists, headers and footers

Sample 5 is shown as plain text, but in Word you would build it with a few tools that keep everything lined up. This chapter shows how.

A table for education

Lining up columns with the space bar never works: the columns drift as soon as the font changes. Use a table instead.

1. Click where the table should go. On the **Insert** tab, click **Table** and drag across the grid to choose 4 columns and 4 rows.
2. Type the headings in the first row: Qualification, Board/University, Year, Marks. Press Tab to move from cell to cell. Pressing Tab in the last cell adds a new row.
3. Select the table. On the **Layout** tab that appears for tables, click **AutoFit** and then **AutoFit Contents**, so each column is only as wide as it needs to be.
4. On the **Table Design** tab, use **Borders** to choose a light style, or **No Border** for a clean look. Make the first row bold.

A borderless table is also the neat way to put two things on one line, such as your job title on the left and the dates on the right. If the borders are hidden and you cannot see the cells while typing, click **View Gridlines** on the Layout tab. Gridlines show on screen only and never print.

Bullet lists

Bullets are the small dots in front of list items. They make a resume quick to scan.

- Select the lines and click the **Bullets** button on the Home tab.
- Or type an asterisk and a space at the start of a line, and Word starts a bulleted list for you.
- Press Enter twice to end the list.
- Press Tab at the start of a bullet to push it in one level, and Shift+Tab to bring it back.
- Use the arrow beside the Bullets button and **Define New Bullet** to choose a different symbol. Keep it simple: a small dot or dash looks best.

Headers and footers

A **header** is an area at the top of every page, and a **footer** is one at the bottom. Whatever you put there repeats on each page. A two-page resume should carry your name and a page number on page 2, in case the pages get separated.

1. On the **Insert** tab, click **Page Number**, then **Bottom of Page**, and pick a centred number.
2. Word opens the footer. Type your name before the number, for example "Mohammed Imran, Resume, Page 2".
3. On the **Header & Footer** tab, tick **Different First Page** if you do not want anything on page 1.
4. Click **Close Header and Footer**, or double-click the main text.

To edit a header or footer later, double-click near the top or bottom of the page.

SAMPLE 6: RESUME OF AN EXPERIENCED PERSON

MOHAMMED IMRAN

Aliganj, Lucknow 226024

Mobile: 98xxx xxx21 | m.imran@example.com

PROFILE

Accounts assistant with six years of experience in billing, supplier payments and bank reconciliation for trading companies. Skilled in Tally and Excel, and known for accurate, on-time records.

WORK EXPERIENCE

Accounts Assistant | April 2022 to present

Shree Ganesh Traders Pvt. Ltd., Lucknow

- Process about 300 supplier bills a month
- Reconcile two bank accounts every week
- Built an Excel tracker that cut month-end closing from five days to three

Accounts Clerk | June 2019 to March 2022

Awadh Distributors, Lucknow

- Prepared sales invoices and daily cash reports
- Kept customer ledgers up to date

SKILLS

Tally; MS Excel (SUMIFS, VLOOKUP, pivot tables);
MS Word; bank reconciliation; typing in English
and Hindi

EDUCATION

B.Com., University of Lucknow, 2019

Class XII (Commerce), UP Board, 2016

LANGUAGES: Hindi, English, Urdu

TIP

In Sample 6, each job line ("Accounts Assistant | April 2022 to present") can be a two-column borderless table, with the title on the left and the dates right-aligned in the second cell.

Mail merge: many letters at once

Suppose a housing society must invite 60 members to its annual meeting, and each letter should carry the member's own name and flat number. Typing 60 letters would take hours. **Mail merge** joins one letter with a list of names and produces all 60 personalised letters in a few minutes.

Mail merge needs two things:

- **The data source:** a list, usually an Excel sheet, with one row per person.
- **The main document:** the letter in Word, with **merge fields**, which are placeholders where each person's details will appear.

Step 1: prepare the list in Excel

	A	B	C
1	Title	Name	Flat
2	Mr.	Arvind Joshi	A-101
3	Mrs.	Farida Khan	A-102
4	Dr.	Sameer Bose	B-204

Put the headings in the first row, one person per row, and leave no blank rows. Save and close the Excel file.

Step 2: connect the letter to the list

1. In Word, type the letter, leaving out the parts that change.
2. On the **Mailings** tab, click **Start Mail Merge** and choose **Letters**.
3. Click **Select Recipients**, then **Use an Existing List**, and open your Excel file. Choose the sheet and click OK.
4. Click **Edit Recipient List** if you want to untick anyone.

Step 3: insert the merge fields

Click where the name should go, then click **Insert Merge Field** and choose Title. Type a space, then insert Name. Do the same for Flat. On screen the fields look like this: «Title» «Name», Flat «Flat». The **Address Block** and **Greeting Line** buttons insert ready-made versions for postal addresses and "Dear ..." lines.

Step 4: preview and finish

1. Click **Preview Results**. The fields change into real details. Use the arrow buttons to check a few letters.
2. Click **Finish & Merge**:
 - **Edit Individual Documents** creates a new document with every letter, one per page, which you can check and save.
 - **Print Documents** sends them straight to the printer.
 - **Send Email Messages** emails each person, using an email column in your list. It needs the Outlook desktop program set up on the computer.

TIP

Dates and amounts from Excel sometimes appear in a strange format in the merged letter. An easy fix is to add a helper column in Excel that turns them into text, such as =TEXT (D2, "dd-mm-yyyy") , and merge that column instead.

DID YOU KNOW

The same steps make address labels and envelopes. In Start Mail Merge, choose **Labels** or **Envelopes** instead of Letters. There is also a **Step-by-Step Mail Merge Wizard** that guides you through each stage.

CHAPTER 10

Templates, saving as PDF and printing

Using templates

A **template** is a ready-made document design that you fill in. Go to **File**, then **New**, and type "resume" or "letter" in the search box. Click a design to preview it, then click **Create**. Searching for templates needs an internet connection.

Templates save time, but check every line. Replace all the sample text, delete sections you do not need, and make sure the design is not so decorative that it distracts from your content.

Making your own template

If you write the same kind of letter often, such as a society notice or a shop's quotation, make your own template.

1. Create the document with everything that stays the same: the letterhead, the margins, the fonts, the closing.
2. Go to **File**, then **Save As**, and choose **Word Template (.dotx)*** as the file type.
3. Word usually saves it in a folder called Custom Office Templates. It then appears under **Personal** on the File, New screen.

When you open a template, Word gives you a new copy to fill in. Your template stays blank and safe for next time.

Saving as PDF

A **PDF** is a file that looks exactly the same on every phone, computer and printer, and is not easily changed. Send resumes and formal letters as PDFs.

1. Go to **File**, then **Save As** (or **Export**, then **Create PDF/XPS**).
2. In the file type list, choose **PDF**.
3. Keep **Standard** selected for good print quality; **Minimum size** makes a smaller file for uploading.
4. Click **Save**. Keep the Word file too, so you can edit it later.

Printing

Press Ctrl+P, or go to **File**, then **Print**. The right side shows a preview of every page; always look at it before printing.

- **Printer:** check the right printer is selected.
- **Copies:** type the number you need.
- **Pages:** choose Print All Pages, or type pages such as **1, 3** or **2-4**.
- **Sides:** Print One Sided, or Manually Print on Both Sides, where Word asks you to turn the paper over.
- **Paper and margins:** confirm A4 and the margins you chose.

SAFETY

Be careful with a scanned signature. A signature image can be copied out of any file and pasted onto something you never wrote, so keep the original image private and send signed documents only to people who need them.

The final check before you send

1. Press F7 to check spelling and grammar.
2. Read every name, date, phone number and email address once more.
3. Check that the subject line matches the content.
4. Check the preview: one page for a letter, nothing spilling onto a blank last page.
5. Save the final PDF with a clear name.

REMEMBER

Spell-check does not catch every mistake. "Form" instead of "from" and "manger" instead of "manager" are real words, so Word may not underline them. Only careful reading catches them.

CHECK YOURSELF

Practice questions

1. What size of paper is normally used for letters and resumes in India, and where do you set it in Word?
2. What are margins, and what is Word's "Normal" margin size?
3. How can you show formatting marks such as ¶ in Word, and why are they useful?
4. Name three fonts that are suitable for a formal letter.
5. An address typed with Enter after each line has big gaps between the lines. Give two ways to fix this.
6. List the parts of a formal letter in the correct order.
7. Why is it better to write a date as "5 October 2026" than "05/10/2026"?
8. When do you close with "Yours faithfully" and when with "Yours sincerely"?
9. What should the three paragraphs of a formal letter's body do?

10. What four things should every leave application make clear?
11. Name five pieces of information a complaint letter about a faulty product should include.
12. Why should you send copies, not originals, with a complaint?
13. What is the difference between a resume and a cover letter?
14. Give the three parts of a cover letter.
15. Why should a resume be sent as a PDF, and how should the file be named?
16. Which section comes first after the profile in an experienced person's resume?
17. Rewrite this resume line so it shows a result: "Responsible for month-end work."
18. Why is a table better than spaces for lining up the education details in a resume?
19. How do you make a table's borders invisible but still see the cells while typing?
20. What is a footer, and what should page 2 of a two-page resume show in it?
21. What two things does a mail merge need?
22. In mail merge, what does Edit Individual Documents do?
23. How do you save your own document as a template?
24. Why might spell-check miss the word "manger" in a letter to a manager?

ANSWER KEY

Answers

1. A4 (21 × 29.7 cm). Set it on the Layout tab, under Size.
2. Margins are the empty borders around the text. Normal margins are 2.54 cm (1 inch) on every side.
3. Click the ¶ button on the Home tab. The marks show extra spaces, empty lines and paragraph ends, and they never print.
4. Any three of Calibri, Arial, Aptos, Cambria and Times New Roman.
5. Select the address and choose Remove Space After Paragraph from the Line and Paragraph Spacing button, or end each line with Shift+Enter instead of Enter.
6. Sender's address, date, receiver's address, subject, salutation, body, closing, signature with name and details, and enclosures if any.
7. "05/10/2026" can be read as 10 May in some countries; the month in words cannot be misread.

8. "Yours faithfully" when the letter begins with Sir, Madam or Sir/Madam; "Yours sincerely" when it begins with the person's name.
9. The first says why you are writing, the second gives the facts and details, and the third says what you want and thanks the reader.
10. Who you are, the exact dates, the reason, and how your work or studies will be managed.
11. Any five of: your name and contact details, the product and model, the invoice number, the date of purchase, what went wrong and since when, what you have already done (with complaint numbers), what you want, the deadline, and the list of enclosures.
12. Originals can be lost, and you may need them later as proof.
13. A resume lists your education, skills and experience and can be used for many jobs. A cover letter introduces you and explains why you suit one particular job.
14. An opening naming the post and where you saw it; a paragraph on why you fit; and a closing asking for an interview and thanking the reader.
15. A PDF looks the same on every device and is not easily changed. Name it with your name, such as Neha-Sharma-Resume.pdf.
16. Work experience, with the latest job first.
17. For example: "Built an Excel tracker that cut month-end closing from five days to three."
18. Spaces never line up exactly and the columns drift when the font changes; a table keeps every column straight.
19. Choose No Border on the Table Design tab, then click View Gridlines on the Layout tab. Gridlines show only on screen.
20. A footer is an area at the bottom of every page whose content repeats. Page 2 should show your name and the page number.
21. A data source (a list such as an Excel sheet) and a main document (the letter with merge fields).
22. It creates a new document containing every personalised letter, one per page, so you can check and save them before printing.
23. Go to File, Save As, and choose Word Template (*.dotx) as the file type.
24. "Manger" is a real English word, so the spelling check may accept it. Only careful reading catches it.

WORD LIST

Glossary

A4

the standard paper size in India, 21 cm wide and 29.7 cm tall.

Margin

the empty border between the edge of the page and the text.

Portrait

a page that is taller than it is wide.

Font

a style of lettering, such as Arial or Calibri.

Point

the unit used to measure font size.

Line spacing

the gap between lines inside a paragraph.

Paragraph spacing

the extra space Word adds before or after a paragraph.

Alignment

how lines sit between the margins: left, centre, right or justified.

Style

a saved set of formatting, such as Heading 1, that can be applied and changed in one place.

Formal letter

a letter to an organisation or an official, written in a fixed layout.

Block format

a letter layout in which every line starts at the left margin.

Salutation

the greeting at the start of a letter, such as "Dear Sir/Madam".

Enclosure

a document sent along with a letter, listed after "Encl.".

Cover letter

a one-page letter that introduces you and explains why you suit a job.

Resume

a short summary of your education, skills and experience, written for job applications.

Fresher

a person looking for a first job.

Declaration

a closing line on a resume stating that the information is true.

Bullet

a small symbol in front of each item in a list.

Header and footer

areas at the top and bottom of every page whose content repeats.

Mail merge

a Word feature that combines one letter with a list to make many personalised copies.

Merge field

a placeholder in a mail-merge letter that is replaced by each person's details.

Template

a ready-made document design that opens as a new copy to fill in.

PDF

a file format that looks the same on every device and is not easily changed.



Gurukul Technicals Institute

Computer education institute in Delhi, with authorised member centres, robotics classes and science projects, working models and DIY kits.

COURSES

Computer & Office Skills · Accounting & Business Software · Programming & Web Development · Design & Digital Skills · Hardware & Networking · Robotics & Coding · Other Programmes

PROJECTS AND KITS

Ready-made school projects · DIY and STEM kits · Robotics and coding · Components and spares · Engineering projects

CONTACT

Head office: A-10, Chief Commissioner Colony, opposite Rana Pratap Bagh, Delhi 110007

Phone: 011 2721 1512 · **Mobile and WhatsApp:** +91 97116 99511

Email: engineergurukul@yahoo.co.in

Website: engineergurukul.com · **Instagram:** [@science_projects_club](https://www.instagram.com/science_projects_club)

More free ebooks for computer courses, robotics and science projects: engineergurukul.com/resources/ebooks/

Free to read, print and share. Not for sale.