

C O N T E N T S

INTRODUCTION
ACKNOWLEDGMENTS

SECTION

1

The Writing Process

Audience Analysis, 3	Proofreading, 19
Brainstorming, 4	Document Review, 22
Research, 7	Revisions, 23
Interviewing, 9	Documenting Sources, 24
Outlining, 10	Footnotes and Endnotes, 24
Writing a Draft, 12	Bibliographies, 26
Business Writing Style, 12	Global Communications, 26
Using Visuals, 13	Collaborative Writing, 28
Page Design, 15	Promotional Writing, 29
Publication Design, 16	
Editing, 17	

SECTION

2

The Business Writer's Alphabetical Reference

- A, An, 33
- Abbreviations, 33
 - Titles Before and After Names, 34
 - Names, 35
 - Mathematical Units and Measurements, 35
 - Long Phrases, 36
 - Words Used with Numbers, 36
 - Common Latin Terms, 36
 - States and Territories, 39
 - Things You Should Not Abbreviate, 39
 - Spacing and Periods for Abbreviations, 39
 - Guidelines for Using Abbreviations in Your Writing, 40
- Abbreviations for Measurements, 41
- Abbreviations for Numbers, 42
- Above, Below, 43
- Absolute Form of an Adjective, 43
- Absolute Phrase, 43
- Absolutely, 43
- Abstract Nouns, 44
- Accent Marks, 44
- Accept, Except, 45
- Access, Excess, 45
- Acronyms, 45
- Action Verbs, 46
- Active Voice, 52
- A.D., 53
- Adjectival Noun, 53
- Adjectival Opposites, 53
- Adjective Phrase, 54
- Adjectives, 54
 - Placement of Adjectives in a Sentence, 54
 - Use of Multiple Adjectives, 56
 - Degrees of Adjectives, 56
 - Irregular Form Adjectives, 57
 - A-Adjectives, 57
- Adjuncts, Disjuncts, and Conjuncts, 58
- Adverbial Clause, 59
- Adverbial Phrase, 59
- Adverbs, 59
 - Prepositional Phrases Acting as Adverbs, 62
 - Infinitive Phrases Acting as Adverbs, 62
 - Adverbs in a Numbered List, 62
 - Adverbs to Avoid, 62
 - Positioning Adverbs in a Sentence, 62
 - Order of Adverbs, 64
 - Inappropriate Adverb Order, 64
 - Viewpoint Adverbs, 65
 - Focus Adverbs, 65
 - Negative Adverbs, 65
- Advice, Advise, 65
- Affect, Effect, 66

- Affixes, 66
- African-American, 66
- Age, 67
- Agents, 67
- Agreement, 68
- Aid, Aide, 68
- Alike, 96
- A Little, 264
- Allegories, 68
- Alliteration, 69
- All Right, Alright, 69
- Allusion, Illusion, 69
- Alone, Lonely, 70
- A Lot, Alot, Allot, 70
- Already, All Ready, 71
- Altogether, All Together, 71
- Ambitransitive Verbs, 71
- American English, British English, 72
- Among, Between, 91
- Ampersand, 73
- A.M., P.M., 74
- An, 33
- Anadiplosis, 74
- Anaphora, 74
- And Also, 75
- And/Or, 75
- Angry, Mad, 268
- Animate Nouns, 75
- Antagonyms, 75
- Antecedent, 77
- Anti-, 77
- Antimetabole, 77
- Antonyms, 78
- Any, Either, 78
- Any, Some, 78
- Apart, A Part, 79
- Apodosis, 79
- Apostrophe, 79
- Appears, Displays, 81
- Appendix, 81
- Apposition, 82
- Appositives, 82
- Articles, 83
- As, Like, 261
- Assure, Insure, Ensure, 184
- Asterisks, 84
- As to Whether, 84
- As Well As, 85
- Autoantonyms, 75
- Auxiliary Verbs, 85
- Average, Mean, Median, 86
- A While, Awhile, 87
- Awful, Awfully, 87
- Bad, Badly, 88
- Back-Channeling, 88
- Backslash, Slash, 88
- Back up, Backup, 89
- Base Form of a Verb, 89
- Basically, Essentially, Totally, 89
- B.C., 89
- Because, Since, As, 90
- Been, Gone, 90
- Being That, Being As, 90
- Below, 43

- Beside, Besides, 91
- Between, Among, 91
- Bias, Biased, 92
- Biased or Sexist Language, 92
- Bibliography, 94
- Billion, 94
- Biweekly, Bimonthly, Semiweekly,
Semimonthly, 95
- Blind, 417
- Blog, Weblog, 95
- Bold Fonts, 96
- Bored, Boring, 96
- Both, Alike, 96
- Both, Each, 97
- Brackets, 97
- Changes to Quoted Material, 97
 - Digressions within Parentheses, 97
- Brake, Break, 97
- Brand Names, 98
- Breath, Breathe, 98
- Bring, Take, 99
- British English, 72
- Bulleted List, 99
- Bushel, 99
- Business, Right, 100
- Buzzwords, 100
- By, Bye, Buy, 100
- By, Until, 102
- Call Back, Callback, 103
- Call Out, Callout, 103
- Callouts, 103
- Came By, 104
- Can, May, 104
- Cannot, 105
- Can't Seem, 105
- Canvas, Canvass, 105
- Capital Letters, 106
- Capital, Capitol, 106
- Capitalization, 106
- Acts of Congress, 106
 - Associations, 107
 - Book Titles and Their Subdivisions, 107
 - Railroad Cars and Automobile
Models, 107
 - Churches and Church Dignitaries, 107
 - Cities, 107
 - Clubs, 108
 - Legal Codes, 108
 - Compass Points Designating a Specific
Region, 108
 - Constitutions, 108
 - Corporations, 108
 - Courts, 109
 - Decorations, 109
 - Degrees (Academic), 109
 - Districts, 109
 - Educational Courses, 109
 - Epithets, 110
 - Fleets, 110
 - Foundations, 110
 - Geographic Divisions, 110
 - Government Divisions, 110
 - Historical Terms, 110
 - Holidays, 111
 - Libraries, 111
 - Localities, 111
 - Military Services, 111
 - Nobility and Royalty, 112
 - Oceans and Continents, 112

- Parks, Peoples, and Tribes, 112
- Personification, 112
- Planets and Other Heavenly Bodies, 113
- Rivers, 113
- Sports Stadiums, Teams, and Terms, 113
- Captions, 113
- Cardinal and Ordinal Numbers, 114
- Case, 114
- Cataphora, 115
- Causative Verbs, 116
- Caution Notice, 286
- CD, DVD, 116
- Censor, Censure, Sensor, Censer, 117
- Champaign, Champagne, 117
- Check, Control, 117
- Chiasmus, 118
- Chicano, Latino, Hispanic, 118
- Choose, Chose, 118
- Cite, Site, Sight, 119
- Citing Publications, 119
- Clauses, 120
- Cleanup, Clean Up, 120
- Cleft Sentences, 120
- Clichés, 121
- Click, 333
- Click and Drag, 279
- Click On, 279
- Closed Compounds, 138
- Coleman-Liau Index, 123
- Collective Adjectives, 123
- Collective Nouns, 123
- Collocations, 124
- Colloquial, 124
- Colon, 124
 - Emphasis or Anticipation, 125
 - Time, 125
 - Titles, 125
- Combination, 125
- Comma, 125
 - Compound and Complex Sentences, 126
 - Introductory Expressions, 127
 - Other Transitional Words, 127
 - Prepositional Phrases, 128
 - Contrasting Phrases, 128
 - Nonrestrictive Modifiers, 128
 - Infinitive Phrases, 129
 - Designating Dialogue, 129
 - Repeated Words, 129
 - Word Omission, 130
 - Transposed Adjective Order, 130
 - Numbers, 130
 - Addresses, 131
 - Titles, 131
 - Company Names, 132
- Common Adjectives, 132
- Common Nouns, 132
- Company and Product Names, 133
- Comparatives, 133
- Compared to, Compared with, 134
- Complement, Compliment, 134
- Complements, 134
- Complex Prepositions, 135
- Compound Nouns, 135
- Compound Predicates, 326
- Compound Sentences, 136
 - Compounding Sentence Elements, 136

- Compound Words, 137
 - Open Compounds, 137
 - Closed Compounds, 138
 - Hyphenated Compounds, 138
- Comptroller, Controller, 139
- Concord, 139
- Concrete Nouns, 139
- Conditional Perfect, 139
- Conditionals, 140
- Conjunctions, 141
 - And, 141
 - But, 142
 - Or, 142
 - Punctuation for Coordinating Conjunctions, 143
 - Other Conjunctions, 144
 - Subordinating Conjunctions, 145
 - Correlative Conjunctions, 145
- Conjunctive Adverbs, 146
- Conjuncts, 146
- Connote, Denote, 146
- Considered to Be, 146
- Consonants, 147
- Continuous Verbs, 147
- Contractions, 147
- Contranymy, 75
- Control, 117
- Convince, Persuade, 150
- Cooperate, 150
- Coordinated Adjectives, 54
- Coordinating Conjunctions, 150
- Copula Verbs, 150
- Copyright, 151
- Correlative Conjunction, 145
- Could of, Might of, 272
- Council, Counsel, Consul, 151
- Count Nouns, 152
- Credible, Credulous, 152
- Cross-Reference, 152
- Cut-and-Paste, 152
- Danger Notice, 286
- Dangling Modifiers, 153
 - Characteristics of Dangling Modifiers, 153
 - Revising Dangling Modifiers, 154
- Dangling Participles, 154
- Dash, 155
- Data, 156
- Dates, 156
- Deaf or Hard of Hearing, 157
- Deal, 158
- Decimals, 158
- Declarative Mood, 159
- Declarative Sentence, 159
- Defining Relative Clause, 160
- Definite Article, 160
- Defuse, Diffuse, 160
- Degree Adverbs, 161
- Degree Titles, 161
- Deixis, 162
- Demonstrative Adjectives, 162
- Demonstrative Pronouns, 162
- Denominal Adjectives, 163
- Denote, Connote, 146
- Dependent Clauses, 163
- Descriptive Writing, 164
- Desert, Dessert, 164

- Determiners, 164
- Device, Devise, 166
- Diacritic, 166
- Different from, Different than, 166
- Diffuse, Defuse, 160
- Dimensions, 167
- Direct Objects, 167
- Disability, 214
- Disc, Disk, 168
- Discreet, Discrete, 168
- Disease Names, 168
- Disjuncts, 169
- Display, Monitor, Screen, 169
- Disyllabic, 169
- Ditransitive Verbs, 169
- Ditto Marks, 170
- Do, Does, Did, 170
- Dollars and Cents, 171
 - Dollar and Cent Signs, 172
 - Decimal Points, 173
- Don't, Doesn't, 173
- Do's and Don'ts, 174
- Dot-Com, 174
- Double Negatives, 174
- Double Possessives, 175
- Double-Click, 175
- Download, Upload, 175
- Downtoners, 175
- Drag-and-Drop, 176
- Due to the Fact That, 176
- DVD, 116
- Dynamic Adjectives, 177
- Dynamic Verbs, 177
- Each Other, One Another, 178
- Each, Their, 178
- Effect, Affect, 66
- Eggcorn, 178
- e.g., i.e., 179
- Either, Neither, 179
- Elicit, Illicit, 179
- Ellipses, 179
- Elliptical Clauses, 180
- Email, 180
- Embedded Questions, 181
- Em Dash, 155
- Emigrate, Immigrate, 181
- Eminent, Imminent, Immanent, 182
- Emoticons, 182
- Empathic Forms, 182
- Empathy, Sympathy, 183
- En Dash, 155
- Endnotes, 203
- End Result, 183
- Endophora, 183
- Engine, Motor, 183
- Enough, Not Enough, 184
- Enquire, Inquire, 184
- Ensure, Assure, Insure, 184
- Enthuse, Enthusiastic, 184
- Entitled, 399
- Envelop, Envelope, 185
- Epanadiplosis, 185
- Epanalepsis, 185
- Epistemic Modality, 185
- Epistrophe, 186
- Epizeuxis, 186

- Equally as Important, 186
Equations, 186
Ergative Verbs, 187
Essentially, 89
et al., 188
etc., 188
Euphemisms, 189
Everyday, 189
Everyone, Every One, 189
Every Time, 189
Except, Unless, 190
Excess, Access, 45
Exclamation Point, 190
Exclamatory Sentence, 191
Exclusive Adverbs, 191
Existential *There*, 191
Exit, 344
Exophoric, 192
Expect, 192
Expletive Constructions, 193
Expository Writing, 193
Extranet, 243
Extraposition, 194
Factitive Verbs, 195
Faint, 197
Fair, Fare, 195
FANBOYS, 196
Farther, Further, 196
Faze, Phase, 196
Feint, Faint, 197
Female, Woman, 198
Fewer, Less, 259
Few, A Few, 198
Figuratively, 264
Figure of Speech, 198
Figures, 199
Finite Verbs, 200
First Conditional, 200
Fix, Situation, 200
Flair, Flare, 201
Flesch-Kincaid Index, 201
Flier, Flyer, 201
Focus Adverb, 201
Fog Index, 202
Font, Typeface, 202
Foot, Feet, 203
Footnotes, Endnotes, 203
Forego, Forgo, 203
Foreign Words and Phrases, 203
Forever, For Ever, 204
For, Fore, Four, 204
Formatting, 204
Formulas, 205
Forward, Forwards, Foreword, 205
Fractions, 206
Fragments, 362
Full Time, Full-time, 206
Further, 196
Fused Sentences, 207
Future Perfect, 208
Future Perfect Progressive, 208
Future Progressive, 208
Gage, Gauge, 209
Gender, 209
Genitive Marker, 209
Gerund, 210

- Gigabyte, 210
Gigahertz, 211
Glossary, 211
Gone, Went, 212
Good, Well, 212
Got, Gotten, 212
Grammatical Hierarchy, 213
Gray, Grey, 213
Guess, 213
Handicap, Disability, 214
Hard Disk, Hard Drive, 214
Headings and Subheadings, 214
Helping Verbs, 261
Hendiatis, 216
Heteronyms, 217
Highlighting, 221
Hispanic, Latino, Chicano, 118
Hit, 222
Homographs, 222
Homonyms, 222
Homophones, 224
Hypallage, 224
Hyperbaton, 224
Hyperbole, 224
Hyperlinks, 225
Hyphens, 225
 Line Breaks, 225
 Substitute Words, 226
 Pronunciation, 226
 Compound Adjectives, 226
Hyphenated Compound Words, 227
Hyphenated Numbers, 228
Hyponyms, 229
Hypophora, 229
Hypothetical Questions, 229
Hysteron Proteron, 229
Idiolect, 230
Idioms, 230
i.e., e.g., 179
If, When, Whether, 230
Illicit, Elicit, 179
Illusion, Allusion, 69
Illustrations, 199
I, Me, Myself, 231
Immanent, Eminent, 182
Immigrate, Emigrate, 181
Imperative Mood, 233
Imply, Infer, 233
Inanimate Nouns, 233
Inaugurate, 234
Inchoative Verbs, 234
Indefinite Articles, 234
Indefinite Pronouns, 234
Independent Clauses, 235
Index, 236
Indicative Mood, 238
Indirect Objects, 238
Indirect Speech, 239
Inductive Antonomasia, 239
Infinitives, 239
 Infinitive Phrase, 240
Inflection, 241
Inherent and Noninherent
 Adjectives, 241
Initialisms, Acronyms, 45
Innuendo, 242

- In Order to, 242
- Inquire, Enquire, 184
- In-Sentence Lists, 262
- Inside of, Within, 242
- Insure, Ensure, Assure, 184
- Intensive Pronouns, 243
- Interjections, 243
- Internet, Intranet, Extranet, 243
- Interrogative Pronouns, 244
- Interrogative Sentences, 245
- Intranet, 243
- Intransitive Verbs, 245
- Introductory Modifier, 327
- Invite, 246
- Irony, 246
- Irregular Plurals, 246
- Irregular Spelling, 246
- Irregular Verbs, 248
- Isocolon, 248
- Italics, 249
- Its, It's, 249
- Jargon, 250
- Job Titles, 250
- Joint Possessives, 250
- Jr., Sr., 251
- Kenning, 252
- Keyboard Terminology, 252
- Kilobyte, 253
- Kilohertz, 254
- Kind, Kinds, 254
- Kind of, Sort of, 254
- Latino, Hispanic, Chicano, 118
- Latin Terms, 36
- Latitude, Longitude, 255
- Lay, Lie, 256
- Lay Out, Layout, 257
- Lead, Led, 258
- Learn, Teach, 258
- Leave, Let, 259
- Led, Lead, 258
- Lend, Loan, 265
- Lessen, Lesson, 259
- Less, Fewer, 259
- Let, Leave, 269
- Lets, Let's, 260
- Lexical Density, 260
- Liable, Likely, 260
- Lie, Lay, 256
- Lighted, Lit, 261
- Like, As, 261
- Line, 261
- Linking Verbs, 261
- Lists, 262
- In-Sentence Lists, 262
 - Vertical Lists, 263
 - Numbered Lists, 263
 - Bulleted Lists, 264
 - Multicolumn Lists, 264
- Literally, Figuratively, 264
- Lit, Lighted, 261
- Litotes, 264
- Little, A Little, 264
- Loan, Lend, 265
- Log On, Log Off, Logon, Logoff, 265
- Lonely, Alone, 70
- Longitude, Latitude, 255

- Loose, Lose, 266
- Lost, Lost Out, 266
- Lots, 267
- Mad, Angry, 268
- Margin Notes, 268
- Mass Nouns, 268
- Mathematical Equations, 186
- Maybe, May Be, 269
- May, Can, 269
- May, Might, 269
- Mean, Median, Average, 86
- Megabyte, 270
- Megahertz, 270
- Meiosis, 271
- Me, Myself, I, 231
- Metaphor, 271
- Metonymy, 272
- Mfr., Mfg., 272
- Might Could, 272
- Might, May, 269
- Might of, Should of, Would of,
 Could of, 272
- Minimal Pairs, 272
- Misplaced Modifiers, 273
- Mixed Conditionals, 273
- Mixed Metaphor, 271
- Mnemonics, 274
- Modifiers, 274
 - Initial Modifiers, 275
 - Midsentence Modifiers, 276
 - Terminal Modifiers, 276
 - Combining Modifiers, 276
 - Misplaced Modifiers, 276
- Monitor, 169
- Monosyllabic, 277
- Mood, 277
- More Than, Over, 278
- Morpheme, 278
- Most of All, Almost, 278
- Motor, Engine, 183
- Mouse Terminology, 279
- Multicolumn Lists, 264
- Myself, Me, 231
- Names, 341
- Negative Adverbs, 280
- Negative Formations, 280
- Negative Pronouns, 282
- Neither, Either, 179
- Neologism, 283
- Never, 283
- Nominal Adjectives, 283
- Nominative Absolutes, 284
- Nominative Case, 114
- Nominative Possessives, 284
- Noncount Nouns, 268
- Nondefining Relative Clause, 285
- Nonfinite Verbs, 285
- Noninherent Adjectives, 241
- Nonrestrictive Clauses, 286
- Notices, 286
- Noun Case, 287
- Noun Clause, 288
- Noun Phrase, 288
- Noun Plurals, 290
- Nouns, 290
- Nouns of Address, 291
- Number Abbreviations, 48

- Numbered List, 292
- Numbers or Words, 292
 - Printed Text and Prose Text, 292
 - At the Beginning of a Sentence, 293
 - Legal Documents, 293
 - Round Numbers, 293
 - Sets of Numbers, 293
 - Large Numbers, 294
 - Separating Digits, 294
- Object, 296
- Object Complement, 134
- Objective Case, 376
- Off, 297
- Offline, 298
- On Account of, 297
- One, 297
- One Another, Each Other, 178
- Online, Offline, 298
- Only, 299
- Onomatopoeia, 299
- Open, 299
- Open Compounds, 137
- Ordinal Numbers, 299
- Over, More Than, 278
- Oxford Comma, 300
- Oxymoron, 300
- Page Breaks, 301
- Page Numbering, 301
 - Page Number Formats, 301
- Palindromes, 302
- Paragraphs, 302
 - Elements of a Paragraph, 302
 - Paragraph Development, 303
 - When to Start a New Paragraph, 304
- Paragraph Transitions, 304
- Parallel Construction, 304
- Paraphrasing, 304
- Parentheses, 305
- Parenthetical Elements, 306
- Participle, 306
- Participial Phrase, 306
- Parts of Speech, 307
- Party, 307
- Passed, Past, 307
- Passive Voice, 308
- Past Perfect Progressive Tense, 309
- Past Perfect Tense, 309
- Past Progressive Tense, 309
- Past Simple Tense, 310
- People, 310
- Per, 310
- Percent, 310
- Percentage, 311
- Perfect Aspect, 311
- Perfect Infinitive, 239
- Perfect Tense, 312
- Period, 312
- Person, 313
- Personal Pronouns, 313
- Personification, 315
- Persuade, Convince, 150
- Phase, Faze, 196
- Phatic Speech, 315
- Phrasal Verbs, 316
- Phrases, 316
- Phrases and Words to Omit, 317
- Pidgin, 318

- Plagiarism, 318
- Pleonasm, 318
- Pluperfect, 309
- Plurals, 319
- Plurals of Numbers, 321
- Plus, 321
- P.M., 74
- Point in Time, 322
- Polyptoton, 322
- Polyseme, 322
- Polysyllabic, 322
- Possessive Adjectives, 322
- Possessive Case, 114
- Possessive Pronouns, 323
- Possessives, 323
- Posted, Informed, 324
- Postmodifier, 324
- Precede, Proceed, 324
- Predeterminers, 325
- Predicates, 325
- Preface, 326
- Prefixes, 326
- Premodifier, 327
- Prepositional Phrase, 327
- Prepositions, 328
 - Time: *At, On, In, For, and Since*, 328
 - Place: *At, On, In*, 329
 - Location: *At, On, In*, 329
 - Movement: *To, Toward*, 330
 - Combinations, 330
- Present Infinitive, 239
- Present Participle, 332
- Present Perfect Tense, 332
- Present Progressive Tense, 332
- Present Simple Tense, 333
- Press, Type, Click, Strike, Hit, Select, 333
- Previous, 334
- Principal, Principle, 334
- Problem Pronouns, 334
 - I: *Nominative Case, Never an Object*, 335
 - She, He: *Nominative Case, Never an Object*, 335
 - They: *Nominative Case, Never an Object*, 335
 - We: *Nominative Case, Never an Object*, 336
 - Me, Us, Her, Him, Them: *Objective Case, Never a Subject*, 336
- Proceed, Precede, 324
- Progressive Verbs, 337
- Pronouns, 338
 - Pronouns and Antecedent Agreement, 339
- Proper Adjectives, 341
- Proper Nouns, 341
- Protatis, 341
- Quantifiers, 342
- Question Mark, 342
- Question Types, 343
- Quitclaim, 344
- Quit, Exit, 344
- Quotation Marks, 344
 - Quotations within Quotations, 345
 - Quotations for Titles, 345
 - Quotation Marks and Punctuation, 345
- Raise, Rise, 347
- Rational, Rationale, 347

- Real, 347
- Reciprocal Pronouns, 348
- Recur, Reoccur, 348
- Redundancy, 348
- Reflexive Pronouns, 349
- Regard, Regards, 350
- Regular Verbs, 350
- Relative Adverbs, 351
- Relative Clauses, 351
- Relative Pronouns, 352
- Reoccur, 348
- Reported Speech, 353
- Restrictive Clauses, 353
- Resultative Adjective, 354
- Resumptive Modifier, 354
- Rhetorical Question, 354
- Rhyme, 355
- Right, Business, 100
- Right-click, 279
- Rise, Raise, 347
- Roman Numerals, 355
- Root, Rout, Route, 357
- Run, 357
- Run-On Sentences, 207
- Same, 358
- Sarcasm, 358
- Satire, 358
- Screen, 169
- Screen Terminology, 359
- Second Conditional, 361
- Select, 333
- Semicolon, 361
- Semiweekly, Semimonthly, 95
- Sensor, Censor, 117
- Sentence, 362
- Sentence Fragments, 362
- Sentence Subject, 363
- Sentence Types, 364
- Sentence Variety, 365
- Setup, Set Up, 367
- Sexist Language, 407
- Shall, Will, 367
- Shape, 368
- Should, Must, 368
- Should of, 272
- Should, Would, 368
- Shut Down, Shutdown, 369
- Sic*, 369
- Sign In, Sign Out, Sign On, Sign Up, 370
- Simile, 370
- Since, Because, 90
- Singular, 370
- Sit, Set, 370
- Site, Sight, Cite, 119
- Slang, 371
- Slash, 371
- And/Or Combinations, 371
- Indicating Other Relationships, 372
- Small Caps, 373
- So, 373
- Software Menus and Commands, 373
- Solidus, 374, 371
- Some, Any, 78
- Sometime, Some Time, 374
- Sort of, Kind of, 254
- Spaces After Periods, 374

- Split Infinitive, 374
- Sr., Jr., 251
- Stative Adjective, 375
- Stative Verb, 338
- Subheadings, 214
- Subject, 375
- Subject Complement, 134
- Subjective Case, 376
- Subjective Pronouns, 376
- Subject-Verb Agreement, 376
- Subject-Verb Inversion, 380
- Subjunctive, 380
- Submittal, Submission, 381
- Subordinate Clause, 381
- Subordinating Conjunctions, 382
- Suffix, 382
- Summative Modifier, 385
- Superlative, 385
- Syllable, 385
- Symbols and Special Characters, 386
- Sympathy, Empathy, 183
- Synecdoche, 387
- Synonyms, 387
- Table of Contents, 388
- Tables, 390
- Tag Question, 391
- Take, Bring, 99
- Tautology, 391
- Teach, Learn, 258
- Telephone Numbers, 392
- Temperature, 392
- Tense, 393
- Terabyte, 395
- Than I, Than Me, 395
- Than, Then, 396
- That, Which, 396
- There, Their, They're, 397
- Third Conditional, 397
- Time, 398
 - Dates, 398
- Time Zones, 399
- Titled, Entitled, 399
- Titles, 400
 - Formatting the Title of a Manuscript, 400
- Tmesis, 401
- To, At, 401
- Tone, 401
- Topic Sentence, 402
- Totally, 89
- Toward, Towards, 402
- Transitions, 402
 - Transitional Expressions, 403
 - Repeating Key Words, 404
 - Pronoun Reference, 404
 - Parallelism, 405
- Transitive Verb, 405
- Try and, Come and, Be Sure and, 405
- Type, Enter, 406
- Typeface, Font, 202
- Unbiased Language, 407
 - Sexist Language, 407
- Uncountable Noun, 408
- Underlining, 409
- Understatement, 409
- Until, By, 102
- Upload, Download, 175

- Uppercase, 409
- URL, 410
- U.S., 410
- Used to, 411
- Utterance, 411
- Vain, Vane, Vein, 412
- Verbal Phrase, 412
- Verb Complement, 134
- Verb Forms, 413
- Verb Group, 413
- Verbiage, 413
- Verb Mood, 414
- Verbose Expressions, 414
- Verbs, 415
- Verb Tense, 416
- Versus, vs., 416
- Vertical Lists, 262
- Visually Impaired, Blind, 417
- Voice, 417
- Voice Mail, 417
- Vowels, 417
- Wait On, 418
- Wander, Wonder, 418
- Web, 418
- Weblog, 95
- Web Pages, Web Site, 419
- Weights and Measures, 419
- Well, Good, 212
- Went, Gone, 212
- When, Whether, 230
- Where, 420
- Whether or Not, 420
- Which, 420
- Who's, Whose, 421
- Who, Which, 421
- Who, Whom, 421
- Will, Shall, 367
- Within, Inside of, 242
- Woman, Female, 198
- Wonder, Wander, 418
- Word Classes, 422
- Words or Figures, 292
- Wordy Expressions, 414
- Would of, 272
- Would, Should, 368
- Xmas, Christmas, 423
- Yes/No Questions, 423
- Zero Article, 423
- Zero Conditional, 424
- Zeugma, 424
- Zip Code, 424

SECTION

3

Sample Business Documents

- Abstracts, 427
- Acceptance Letter, 429
- Acknowledgment Letter, 431
- Adjustment Letter, 433
- Announcement Letter, 435
- Annual Report, 437
- Application Letter, 444
- Brochures, 446
- Business Letter, 451
 - Business Letter Writing Style, 454
 - Business Letter Format, 454
- Business Plan, 459
- Collection Letter, 468
- Commendation Letter, 470
- Complaint Letter, 472
- Cover Letters, 474
- Directives, 476
- Email, 478
- Endorsement Letter, 480
- Forms, 483
- Fund-Raising Letter, 486
- Grant Proposals, 488
- Instructions, 496
- Introductions, 498
- Inquiry Letter, 500
- Job Descriptions, 503
- Job Offer Letter, 505
- Meeting Agenda, 507
- Meeting Minutes, 508
 - Corporate Minutes, 508
 - Corporate Resolutions, 509
- Memorandum, 511
- Mission Statements, 512
- Newsletters, 513
 - Newsletter Articles, 515
- Notices, 517
- Permission Letter, 521
- Policies, Rules, or Guidelines, 524
- PowerPoint Presentations, 526
 - Planning a Presentation, 528
- Press Releases, 531
- Procedures, 533
- Progress Reports, 536
- Proposals, 540
- Questionnaires and Surveys, 551
- Reference Letters, 555
- Refusal Letter, 557
- Reports, 559
 - Memorandum Report, 559
 - Letter Report, 559
 - Short Report, 559
 - Formal Report, 560

(See page xxiii for a list of sample documents figures.)

Request Letters, 571	Summaries, 598
Research Report, 573	Termination of Employment Letter, 602
Resignation Letter, 576	Training Manual, 604
Résumés, 578	Trip Report, 618
Sales Letters, 582	User Guide, 619
Seasonal Correspondence, 586	Warning Letter, 626
Specifications, 588	Web Sites, 628
Speeches and Oral Presentations, 592	White Papers, 631

LIST OF BUSINESS DOCUMENTS FIGURES

- Figure 3.1:** Descriptive Abstract, 428
- Figure 3.2:** Informative Abstract, 428
- Figure 3.3:** Acceptance Letter, 430
- Figure 3.4:** Acknowledgment Letter, 432
- Figure 3.5:** Adjustment Letter, 434
- Figure 3.6:** Announcement Letter, 436
- Figure 3.7:** Annual Report Cover Page, 439
- Figure 3.8:** Annual Report Table of Contents, 440
- Figure 3.9:** Annual Report Letter from the Chairman, 441
- Figure 3.10:** Annual Report Organizational Overview, 442
- Figure 3.11:** Annual Report Overview of Organization's Performance, 443
- Figure 3.12:** Application Letter, 445
- Figure 3.13:** Brochure, 449
- Figure 3.14:** Brochure, 450
- Figure 3.15:** Parts of a Business Letter, 453
- Figure 3.16:** Block Letter, 455
- Figure 3.17:** Modified Block Letter, 456
- Figure 3.18:** Modified Semiblock Letter, 457
- Figure 3.19:** Simplified Letter, 458
- Figure 3.20:** Business Plan, 461
- Figure 3.21:** Collection Letter, 469
- Figure 3.22:** Commendation Letter, 471
- Figure 3.23:** Complaint Letter, 473
- Figure 3.24:** Cover Letter, 475
- Exhibit 3.25:** Directive, 477
- Figure 3.26:** Endorsement Letter, 481
- Figure 3.27:** Contract, 484
- Figure 3.28:** Notary Form for an Individual, 484
- Figure 3.29:** Notary Form for a Corporation, 485
- Figure 3.30:** Notary Form for a Partnership, 485
- Figure 3.31:** Fund-Raising Letter, 487
- Figure 3.32:** Grant Proposal, 490
- Figure 3.33:** Instructions, 497
- Figure 3.34:** Introduction, 499
- Figure 3.35:** Inquiry Letter, 502
- Figure 3.36:** Job Description, 504
- Figure 3.37:** Job Offer Letter, 506
- Figure 3.38:** Meeting Agenda, 507
- Figure 3.39:** Meeting Minutes, 510
- Figure 3.40:** Memo, 512
- Figure 3.41:** Mission Statement, 513
- Figure 3.42:** Newsletter, 515
- Figure 3.43:** Newsletter Article, 516
- Figure 3.44:** Note, 518
- Figure 3.45:** Tip, 518
- Figure 3.46:** Warning Notice, 519
- Figure 3.47:** Caution Notice, 519
- Figure 3.48:** Danger Notice, 520
- Figure 3.49:** Permission Letter Granting Permission, 522
- Figure 3.50:** Permission Letter Requesting Permission, 523
- Figure 3.51:** Policy, 525
- Figure 3.52:** Slide with Bulleted Lists, a Graphical Background, and Photo, 530