



Written and compiled by  
Kathleen Henning, MEd, MST, Gateway Technical College  
John Van Rys, PhD, Reedemer University  
Verne Meyer, PhD, Dordt College

 **UPWRITE PRESS**<sup>®</sup>  
[www.upwritepress.com](http://www.upwritepress.com)

**Not For Sale**

## Reviewers

**Rick Barribeau**

Instructor, Communications  
Gateway Technical College

**Gary C. Busha**

Instructor, Composition and Writing  
Gateway Technical College

**Patricia Centeno**

Business Training Consultant  
Wells Fargo Home Mortgage

**Caroline M. Cole, Ph.D.**

Professor, Business Writing and Communication  
University of California, Berkeley

**Donnetta Davis**

Instructor, Communications  
Gateway Technical College

**Chad Dull**

Dean, Instructional Support Services  
Western Technical College

**Amy Elicker**

Adjunct Instructor, Communications  
Gateway Technical College

**Richard Gage**

Division Chair, Communications  
Gateway Technical College

**Jane Griswold**

Business & Industry Training Specialist  
Madison Area Technical College

**Jennie F. Kaffen, MA**

Instructor, Reading and Writing  
Cuyahoga Community College

**Mickey Kessler, MFA**

Instructor, Composition and Writing  
Washington State Community College

**Dona Alexander Orr**

Instructor, Business English  
College of Western Idaho

**Kari Lamoreaux Phillips, MEd**

Instructor, Business English/Correspondence  
Davis Applied Technology College

**Peter D. Landino**

Assistant Professor, English  
Terra State Community College

**Michelle Springer**

Adjunct Instructor, Communications  
Gateway Technical College

**Joan M. Visintainer**

Instructor, Technical College Writing  
Moraine Park Technical College

**UpWrite Press:** Steven J. Augustyn, Colleen Belmont, Chris Erickson, Mariellen Hanrahan, Dave Kemper, Tim Kemper, Rob King, Chris Krenzke, Lois Krenzke, Mark Lalumondier, April Lindau, Jason C. Reynolds, Pat Sebranek, Janae Sebranek, Lester Smith, Jean Varley

Trademarks and trade names are shown in this book strictly for illustrative purposes and are the property of their respective owners. The authors' references herein should not be regarded as affecting their validity.

Copyright © 2011 by UpWrite Press, a division of Sebranek, Inc.

No part of this work may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, or by any information storage or retrieval system without the prior written permission of UpWrite Press unless such copying is expressly permitted by federal copyright law. Address inquiries to Permissions, UpWrite Press, 35115 W. State Street, Burlington, Wisconsin 53105.

1 2 3 4 5 6 7 8 9 10 -HLG- 14 13 12 11 10

ISBN 978-1-932436-30-3

Printed in the U.S.A.

Corbis



# Table of Contents

**Your Personal Guide**..... 1

## **Section I: Understanding the Basics**

**1 Your Company Profile** .....3

    Creating Your Company Profile .....4

    Taking a Closer Look at Your Company .....6

**2 The Writing Process** ..... 7

    Step 1: Prewriting .....8

    Step 2: Writing .....10

    Step 3: Revising .....13

    Step 4: Editing .....16

    Step 5: Publishing .....20

    Writing Process Review .....22

**3 The Traits of Writing** ..... **23**

    Trait 1: Ideas .....24

    Trait 2: Organization .....26

    Trait 3: Voice .....28

    Trait 4: Word Choice .....30

    Trait 5: Sentences .....31

    Trait 6: Conventions .....32

    Trait 7: Design .....33

    Using the Process and the Traits .....35

Not For Sale

# Not For Sale

## Section II: Writing in the Workplace

<b>4</b>	<b>Forms</b> . . . . .	<b>37</b>
	Completing Forms . . . . .	38
	Phone Memo . . . . .	39
	Fax Cover Sheet . . . . .	40
	Accident Report . . . . .	42
	Order Form . . . . .	44
	Service Invoice . . . . .	46
	Job Completed Form . . . . .	48
<b>5</b>	<b>E-Mail</b> . . . . .	<b>49</b>
	Understanding the Parts of an E-Mail . . . . .	50
	Completing an E-Mail Header . . . . .	52
	Understanding Your Options . . . . .	53
	Designing for Easy Reading . . . . .	54
	Reviewing and Revising E-Mail . . . . .	56
	Editing an E-Mail . . . . .	58
	E-Mail Writing Checklist . . . . .	60
<b>6</b>	<b>Memos</b> . . . . .	<b>61</b>
	Understanding the Parts of a Memo . . . . .	62
	Using Advanced Memo Features . . . . .	64
	Reviewing and Revising Memos . . . . .	66
	Editing a Memo . . . . .	68
<b>7</b>	<b>Business Letters</b> . . . . .	<b>71</b>
	Understanding the Basic Parts of a Letter . . . . .	72
	Reviewing and Revising a Business Letter . . . . .	74
	Completing the Other Parts . . . . .	76
	Selecting Letter Formats . . . . .	78
	Editing a Business Letter . . . . .	80
	Naming Your Reader . . . . .	82
	Folding Your Letter . . . . .	83
	Addressing the Envelope . . . . .	84
	Letter-Writing Checklist . . . . .	86
<b>8</b>	<b>Summaries</b> . . . . .	<b>87</b>
	Summarizing Writing . . . . .	88
	Understanding the Parts of Meeting Minutes . . . . .	90
	Understanding the Parts of an Event Summary . . . . .	92
	Editing a Summary . . . . .	94
	Summary Writing Checklist . . . . .	96
<b>9</b>	<b>Instructions</b> . . . . .	<b>97</b>
	Understanding the Features of Instructions . . . . .	98
	Revising Instructions . . . . .	100
	Creating Instructions with Visuals . . . . .	102
	Editing Instructions . . . . .	104
	Instruction-Writing Checklist . . . . .	106



Corbis

**10 Reports . . . . .107**  
    Understanding the Parts of a Report . . . . .108  
    Selecting a Topic . . . . .110  
    Researching the Problem . . . . .111  
    Writing a Workplace Report . . . . .112  
    Reviewing a Research Report . . . . .114  
    Citing Sources. . . . .116  
    Creating a Source List . . . . .118  
    Report-Writing Checklist . . . . .120

**11 Proposals . . . . .121**  
    Understanding Basic Proposal Organization . . .122  
    Using a Problem-Solution Approach. . . . .124  
    Revising a Proposal . . . . .126  
    Editing a Proposal . . . . .128  
    Designing a Proposal . . . . .130  
    Proposal-Writing Checklist . . . . .131

**Section III: Communicating in the Workplace**

**12 Basics of Workplace Communication . . . . .133**  
    Being Prepared . . . . .134  
    Using the Best Words . . . . .138  
    Addressing a Person . . . . .140  
    Saying the Right Things . . . . .142  
    Communicating Checklist . . . . .144

**13 Listening . . . . .145**  
    Understanding the Listening Situation . . . . .146  
    Listening for the 5 W's and H . . . . .147  
    Responding in a Positive Way . . . . .148

**14 Workplace Dynamics . . . . .149**  
    Giving and Receiving Instructions . . . . .150  
    Giving and Receiving Criticism . . . . .151  
    Resolving Conflicts . . . . .152  
    Working in Groups . . . . .154

**15 Communicating by Telephone . . . . .157**  
    Using the Telephone . . . . .158  
    Handling Messages . . . . .160

**16 Presentations . . . . .161**  
    Understanding the Parts of a Presentation. . . .162  
    Gathering Details for a Presentation . . . . .164  
    Organizing Your Presentation . . . . .165  
    Creating a Presentation . . . . .166  
    Using Outlines or Lists. . . . .168  
    Creating a Multimedia Presentation. . . . .170  
    Delivering Your Presentation . . . . .172  
    Presentation Checklist . . . . .173

Not For Sale

# Not For Sale

## Section IV: Landing a Job

<b>17</b>	<b>Career Plans</b> . . . . .	<b>175</b>
	Reviewing a Career Plan . . . . .	176
	Completing a Career Plan . . . . .	178
	Using Career Resources . . . . .	180
	Career-Plan Writing Checklist . . . . .	182
<b>18</b>	<b>Job Applications</b> . . . . .	<b>183</b>
	Completing Job Applications . . . . .	184
	Planning Your Work . . . . .	185
	Reviewing a Sample Application . . . . .	186
	Completing Online Applications . . . . .	190
<b>19</b>	<b>Résumés</b> . . . . .	<b>191</b>
	Gathering Information for Your Résumé . . . . .	192
	Understanding Résumé Types . . . . .	194
	Choosing a Résumé Format . . . . .	196
	Drafting Your Résumé . . . . .	197
	Preparing an E-Résumé . . . . .	198
	Editing Your Résumé . . . . .	200
	Designing Your Résumé . . . . .	201
	Résumé-Writing Checklist . . . . .	202
<b>20</b>	<b>Job-Related Letters</b> . . . . .	<b>203</b>
	Writing a Cover Letter . . . . .	204
	Writing a Post-Interview Thank-You Letter . . . . .	206
	Writing a Job-Acceptance Letter . . . . .	207
	Writing a Job-Declining Letter . . . . .	208
	Editing a Job-Related Letter . . . . .	209
	Job-Related Letter Checklist . . . . .	210
<b>21</b>	<b>Interviews</b> . . . . .	<b>211</b>
	Understanding Interview Questions . . . . .	212
	Answering Performance-Based Questions . . . . .	213
	Understanding Legal Questions . . . . .	214
	Paraphrasing in Interviews . . . . .	215
	Interview Evaluation . . . . .	216
	Interview Preparation Checklist . . . . .	217

## Section V: Proofreader's Guide

<b>22</b>	<b>Punctuation</b> . . . . .	<b>219</b>
	Punctuation Overview . . . . .	220
	Period . . . . .	222
	Ellipsis . . . . .	222
	Using Periods and Ellipses . . . . .	223
	Comma . . . . .	224
	Using Commas I . . . . .	225
	Using Commas II . . . . .	227
	Using Commas III . . . . .	229



Using Commas IV . . . . .	231
Semicolon . . . . .	232
Colon . . . . .	232
Using Semicolons . . . . .	233
Using Colons . . . . .	233
Hyphen . . . . .	234
Using Hyphens . . . . .	235
Dash . . . . .	236
Question Mark . . . . .	236
Exclamation Point . . . . .	236
Using Dashes . . . . .	237
Using Question Marks . . . . .	237
Using Exclamation Points . . . . .	237
Quotation Marks . . . . .	238
Using Quotation Marks . . . . .	239
Italics . . . . .	240
Slash . . . . .	240
Using Italics . . . . .	241
Using Slashes . . . . .	241
Parentheses . . . . .	242
Brackets . . . . .	242
Using Parentheses and Brackets . . . . .	243
Apostrophe . . . . .	244
Using Apostrophes I . . . . .	245
Using Apostrophes II . . . . .	247
Punctuation Checklist . . . . .	248
<b>23 Mechanics . . . . .</b>	<b>249</b>
Mechanics Overview . . . . .	250
Capitalization . . . . .	252
Using Capitalization I . . . . .	253
Using Capitalization II . . . . .	255
Using Capitalization III . . . . .	257
Plurals . . . . .	258
Using Plurals I . . . . .	259
Using Plurals II . . . . .	261
Numbers . . . . .	262
Using Numbers I . . . . .	263
Using Numbers II . . . . .	265
Abbreviations . . . . .	266
Using Abbreviations, Acronyms, and Initialisms . . . . .	267
Spelling Rules . . . . .	268
Using Spelling Rules . . . . .	269
Mechanics Checklist . . . . .	270
<b>24 Usage . . . . .</b>	<b>271</b>
Usage Overview . . . . .	272
The Right Word . . . . .	274



shutterstock.com

Not For Sale

# Not For Sale



shutterstock.com

Using the Right Word I . . . . .	275
Using the Right Word II . . . . .	277
Using the Right Word III . . . . .	279
Using the Right Word IV . . . . .	281
Using the Right Word V . . . . .	283
Using the Right Word VI . . . . .	285
Using the Right Word VII . . . . .	287
Using the Right Word VIII . . . . .	289
Using the Right Word IX . . . . .	291
Using the Right Word X . . . . .	293
Using the Right Word XI . . . . .	295
Using the Right Word XII . . . . .	297
Using the Right Word XIII . . . . .	299
Using the Right Word XIV . . . . .	301
Using the Right Word XV . . . . .	303
Using the Right Word XVI . . . . .	305
Using the Right Word XVII . . . . .	307
Using the Right Word XVIII . . . . .	309
Usage Checklist . . . . .	310

## **25** Grammar . . . . . **311**

Grammar Overview . . . . .	312
Nouns . . . . .	314
Using Nouns I . . . . .	315
Using Nouns II . . . . .	317
Pronouns . . . . .	318
Using Pronouns I . . . . .	319
Using Pronouns II . . . . .	321
Verbs . . . . .	322
Using Verbs I . . . . .	323
Using Verbs II . . . . .	325
Using Verbs III . . . . .	327
Using Verbs IV . . . . .	329
Adjectives . . . . .	330
Using Adjectives . . . . .	331
Adverbs . . . . .	332
Using Adverbs . . . . .	333
Prepositions . . . . .	334
Using Prepositions . . . . .	335
Conjunctions . . . . .	336
Using Conjunctions . . . . .	337
Grammar Checklist . . . . .	338

## **26** Sentences . . . . . **339**

Sentences Overview . . . . .	340
Sentence . . . . .	342
Subject . . . . .	342
Studying Sentences . . . . .	343
Predicate . . . . .	344



Studying Predicates . . . . .	345
Phrases . . . . .	346
Using Phrases I . . . . .	347
Using Phrases II . . . . .	349
Clauses . . . . .	350
Using Clauses . . . . .	351
Sentence Variety . . . . .	352
Using Sentence Variety . . . . .	353
Types of Sentences . . . . .	354
Identifying Sentence Types . . . . .	355
Arrangement of Sentences . . . . .	356
Arranging Sentences . . . . .	357
Sentences Checklist . . . . .	358
<b>27 Avoiding Sentence Errors . . . . .</b>	<b>359</b>
Sentence Errors Overview . . . . .	360
Subject/Verb Agreement . . . . .	362
Creating Subject/Verb Agreement I . . . . .	363
Creating Subject/Verb Agreement II . . . . .	365
Pronoun/Antecedent Agreement . . . . .	366
Creating Pronoun/Antecedent Agreement . . . . .	367
Fragments . . . . .	368
Correcting Fragments . . . . .	369
Faulty Sentences . . . . .	370
Correcting Faulty Sentences . . . . .	371
Shifts in Sentence Construction . . . . .	372
Correcting Sentence Shifts . . . . .	373
Ambiguous Wording . . . . .	374
Correcting Ambiguous Wording . . . . .	375
Nonstandard Language . . . . .	376
Correcting Nonstandard Language . . . . .	377
Sentence-Errors Checklist . . . . .	378
<b>28 Parts of Speech for English Language Learners . . . . .</b>	<b>379</b>
Parts of Speech Overview . . . . .	380
Nouns . . . . .	382
Using Count, Noncount, and Two-Way Nouns . . . . .	383
Articles . . . . .	384
Using Articles . . . . .	385
Other Noun Markers . . . . .	386
Using Noun Markers . . . . .	387
Present-Tense Singular Verbs . . . . .	388
Forming Present-Tense Singular Verbs . . . . .	389
Past-Tense Verbs . . . . .	390
Forming Past-Tense Verbs . . . . .	391
Progressive Verb Tenses . . . . .	392
Using Progressive Verb Tenses . . . . .	393

Not For Sale

Adding <i>ing</i> to Verbs . . . . .	394
Forming Progressive Tense . . . . .	395
Modal Auxiliary Verbs . . . . .	396
Using Modal Auxiliary Verbs . . . . .	397
Phrasal Verbs . . . . .	398
Using Phrasal Verbs . . . . .	399
Objects—Infinitives and Gerunds . . . . .	400
Using Infinitives and Gerunds . . . . .	401
Adjective Placement . . . . .	402
Placing Adjectives . . . . .	403
Participles and Adjectives . . . . .	404
Nouns as Adjectives . . . . .	404
Using Participles and Nouns as Adjectives . . . . .	405
Adverb Placement . . . . .	406
Placing Adverbs . . . . .	407
Prepositions . . . . .	408
Using Prepositions . . . . .	409
Parts-of-Speech Checklist . . . . .	410
<b>29 Sentences for English Language Learners . . . . .</b>	<b>411</b>
Sentences Overview . . . . .	412
Basic Sentence Structure . . . . .	414
Creating Basic Sentences . . . . .	415
Advanced Sentence Structure . . . . .	416
Using Advanced Structure . . . . .	417
Conditional Sentences . . . . .	418
Forming Conditionals . . . . .	419
Repeating/Omitting Words . . . . .	420
Fixing Word Errors . . . . .	421
Idioms . . . . .	422
Using Idioms I . . . . .	423
Using Idioms II . . . . .	425
Using Idioms III . . . . .	427
Sentence Checklist . . . . .	428
<b>30 Language Transfer Errors . . . . .</b>	<b>429</b>
Latin American Languages . . . . .	430
East Asian Languages . . . . .	431
Middle-Eastern Languages . . . . .	432
African & Caribbean Languages . . . . .	433
European Languages . . . . .	433
English Dialects . . . . .	434
<b>Glossary . . . . .</b>	<b>435</b>
<b>Credits . . . . .</b>	<b>443</b>
<b>Index . . . . .</b>	<b>444</b>