

## Index

- abbreviations 68, 71
- accept/except distinction 119
- access/excess distinction 119
- action statements 66
- active voice 18
- addition 9
- advice/advise distinction 119
- affect/effect distinction 119
- “also”, use of 9
- alternatives 12
- “although”, use of 11
- “and”, use of 9
- apologies 32, 109–10
- applications, processing 8
- appreciation, showing 52, 80–1, 139–44
- approval, asking for 114, 115
- “as a result”, use of 10
- attachments 62, 71
- attendance 7, 82–3
  
- bar charts 26
- “because”, use of 10
- believe/belief distinction 120
- bereavement 106
- big words 13–17
- blame, avoiding 19
- bullet points 20, 22, 76–7
- “but”, use of 11
  
- capital letters 69, 71
- car loan requests 93–4, 127
- carbon copy (“cc”)
  - e-mails 60
  - memos 43
- cause and effect 10
- charts 24–8
  
- clarity
  - e-mail subject lines 58–9
  - improving 32
  - parallel form 22
  - simple words 17
  - tables 23
- closing phrases 112–15
- co-operation, appreciation of 112–13
- co-operation/corporation distinction 120
- complaints 50
- complement/compliment distinction 120
- concession 12
- condolences 106
- conference requests 46, 115, 126–7
- confusing words 119–22
- congratulations
  - letters of 138
  - modern and outdated expressions 30
  - useful phrases 107–8
- “consequently”, use of 10
- content of writing 4
- contractions 91
- contrast 11
- copies, keeping 53
- course or conference requests 46, 115, 126–7
- courteous language 65
  
- deadlines 7
- “despite”, use of 12
- difficult words 13–17
- documents 123–44
  - congratulations 138
  - e-mail attachments 62

employee requests 126–37  
enclosing 105  
letters of appreciation 80–1, 139–44  
“due to”, use of 10

e-mails 55–71

abbreviations 68, 71  
action statements 66  
attachments 62, 71  
capital letters 69, 71  
“cc” button 60  
courteous language 65  
identifying yourself 67, 71  
lack of immediate response 63  
Out of Office Assistant 61  
personal mail 89–90, 104  
practising your writing 75  
PRC Triangle 4  
referring to previous communication  
100, 101  
short messages 63, 71, 89–90  
spell checks 64  
subject line 58–9, 71

effect/affect distinction 119

“either . . . or . . .”, use of 12

emotions 80–1

employees

attendance 7, 82–3  
Employee of the Month programs  
70  
letters of appreciation 80–1, 139–44  
negative issues 103–4  
payroll procedures 21  
perceived unfairness by 80–1  
PRC Triangle 4  
promotions 7, 107, 108, 138  
reminders to 51  
request letters 126–37  
welcoming new 41

enclosing documents 105

ensure/insure distinction 121

except/accept distinction 119

excess/access distinction 119

expenses 23

expressions

informal 91  
outdated 30–2, 93

farther/further distinction 120

file types 62, 71

flow charts 27–8

“furthermore”, use of 9

headings 40, 43, 85–6

“hence”, use of 10

“however”, use of 11

identifying yourself 67, 71

illness, leaving due to 128

immediate responses 63

impersonal style 23

“in addition”, use of 9

“in order to”, use of 11

“in spite of”, use of 12

inconvenience, apologizing for 109,  
110

informal expressions 91

information, given in memos 45

instructions 84–6

memos 47  
numbered lists 20, 21, 86

insure/ensure distinction 121

language, courteous 65

leaving the company

due to illness 128  
moving to another company 129  
resignation letters 131–3

line charts 24

linking words 9–12

lists 20–2, 86

long sentences 95

- meetings 101, 109, 114
- memos 37–53
  - basic structure of 39, 43
  - body 41, 43
  - closing 42, 43
  - common types of 45–52
  - common writing errors 76–88, 91–2
  - conclusion 42, 43
  - definition of 39
  - heading 40, 43
  - practising your writing 75
  - PRC Triangle 4
  - purpose 40, 43
  - top ten points 53
- mistakes, avoiding blame for 19
- mobile phone requests 130
- moral/morale distinction 121
- “moreover”, use of 9
- moving to another company 129
  
- negative issues 103–4
  - see also* problems
- negative language 7–8
- “neither . . . nor . . .”, use of 12
- nouns 22, 34–5
- numbered lists 20, 21, 22, 86
- numerical data 78–9
  
- opinions, expressing 29
- “or”, use of 12
- orders, sending 8
- Out of Office Assistant 61
- outdated expressions 30–2, 93
  
- paragraphs
  - e-mails 63
  - linking words 9
  - memos 53
  - short and clear 82–3, 87–8
- parallel form 22
- passive voice 18–19
  
- patience/patients distinction 121
- patient accompany requests 130
- personal/personnel distinction 121
- personal style 29
- pie charts 25
- politeness 65
- positive language 7–8, 71
- practice/practise distinction 121
- practice, writing 75
- PRC (Purpose, Reader, Content) Triangle 4
- precede/proceed distinction 122
- previous communication, referring to
  - 100–1
- problems 8, 20, 50, 103–4
- promotions
  - letters of congratulations 138
  - positive and negative language 7
  - useful phrases 107, 108
- purpose
  - linking words 11
  - memos 40, 43
  - of writing 4
- questions, memo responses to 49
  
- readers 4, 17, 53
- receipt, acknowledgement of 30
- recommendations 48, 111
- referring to previous communication
  - 100–1
- reminders 51
- repairs 7
- repetition 33
- reports 4, 8
- requests 126–37
  - car loan 93–4, 127
  - course or conference 46, 115, 126–7
  - memos 46
  - mobile phone 130
  - modern and outdated expressions 30, 31

patient accompany 130  
salary adjustment 87–8, 133–4  
study leave 135–7  
transfer 137  
useful phrases 102  
resignation letters 131–3  
responses to questions 49

salary adjustment requests 87–8, 133–4  
sentences  
e-mails 63  
linking words 9  
long 95  
short 5–6, 53  
short sentences 5–6, 53  
simplicity  
memos 53  
simple and familiar words 13–17  
“so”, use of 11  
“so that”, use of 11  
software 62  
spell checks 64  
spelling  
e-mails 64, 71  
memos 53  
stationary/stationery distinction 122  
study leave requests 135–7  
subject lines  
e-mails 58–9, 71  
memos 53  
symbols, flow chart 27–8

tables 23, 78–9  
thanks  
letters of appreciation 139–44  
memos 52  
modern and outdated expressions 31  
“therefore”, use of 10  
timetables 78–9  
transfer requests 137

useful phrases 97–115  
apologies 109–10  
closing phrases 112–15  
condolences 106  
congratulations 107–8  
enclosing documents 105  
negative issues 103–4  
recommendations 111  
referring to a previous communication  
100–1  
requests 102

verbs 22, 34–5  
visitors 76–7

weather/whether distinction 122  
words  
confusing 119–22  
frequently misspelled 64  
linking 9–12  
simple and familiar 13–17  
unnecessary 5  
writing style 1–36  
bullet points 20, 22, 76–7  
charts 24–8  
impersonal 29  
linking words 9–12  
numbered lists 20, 21, 22, 86  
outdated expressions 30–2, 93  
parallel form 22  
passive voice 18–19  
positive language 7–8, 71  
purpose, readers and content 4  
repetition 33  
short sentences 5–6, 53  
simple and familiar words 13–17  
tables 23, 78–9  
verbs 34–5

“yet”, use of 11