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CHAPTER 2 SOLUTIONS

Writing Improvement Exercises

Although the solutions to all Writing Improvement Exercises appear in the Annotated Instructor's Edition, we provide them here as well so that instructors may send them to students or use them as handouts.

Audience Benefits and the "You" View (Obj. 4)

16. You may use the enclosed form to report identity theft to your creditors.
17. To have your orders processed more quickly and efficiently, please fill out your customer information on our website.
18. You can now provide your employees and customers with instant technical support through the RepAI Assist website.
19. All employees with "A" permits may park in the new company lot.
20. To prevent you from losing money in double-endorsed check transactions, our credit union now cashes only single-endorsed checks.
21. Your warranty begins working for you as soon as you return your product's registration card.
22. To help you better computer and telephone service, those systems will be down on Thursday afternoon while upgrades are being installed.
23. You can be friendly to the environment by communicating by e-mail and avoiding printing.

Conversational but Professional (Obj. 4)

24. We're pleased that we will be able to participate in the Toys for Tots drive.
25. Your shipment was sent August 14.
26. Hi, Jeff! Please persuade Ramona to take over the budget preparation.
27. By the way, Daniela was upset when the manager accused her of stealing office supplies. She may quit.
28. He didn't have the nerve to criticize her in her face.
29. Employees changing their health plans must do so before November 1.

Positive and Courteous Expression (Obj. 5)

30. Employees may use instant messaging as soon as a company policy is established.
31. When our CPA confirms that your work is complete, we will authorize payment of your consultant's fees.
32. Plans for the new health center will move forward as soon as the community gives feedback.

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