

## Punctuation: Brackets

[ ] are used for the following purposes:

1. To identify INSERTED material (i.e., It was a melonkoly [sic] scene.)
2. To identify parenthetical material within other parenthetical material (Mary is a member of the professional administrative association group [Timp Valley Chapter])

## Tape Files

Special files used to store automated punched paper tape and keypunched cards.

## Automated Forms

Examples include OCR (Optical Character Recognition forms) which can be read by OCR continuous forms, and special unit-record forms

## Active Language: Writing

Active words denote action -- what is taking place.

## Inductive Style: Writing

An indirect format with supporting material beginning the document and the main concept ending the presentation.

## Deductive Style: Writing

A direct style beginning with the main concept and following up with other details.

## Yes/No Letter

Give the "good news" first, followed by the "bad news".

## Record Life Cycle

1. Document originated
2. Document stored & retrieved, as needed.
3. Document identified for disposal or permanent keeping.
4. Document copied, preserved, or disposed of.

## Terminal Digit Filing

In this filing system, file numbers are read from right to left. This method helps avoid problems of general numeric filing.

## Preferential Shop

The employer agrees to give preference to union members in cases of hiring and layoffs.

## Topic Sentence: Writing

A paragraph's main idea is presented in this (the first) sentence of the paragraph.

## Rotary Files

Store a limited amount of material to be readily accessible to an office worker (circle-shaped rotatable unit)

## Correspondence

Letters sent outside a firm, plus memorandums communicated within an organization comprise this category of written documents.

## Horizontal Files

Good for storing bulky material best kept in a horizontal position (often used by architects for drawings, etc.)

## Tickler Filing

A filing system designed to spark the memory relative to programs and task deadlines for a day, week, month, or other established, specific time.

## Coding Records

Notation made on a recording denoting where the record should be stored or retained.

## Unity: Writing

Keep an understandable, coherent flow of ideas throughout your writing.

## Punctuation: Braces

{ } are used to join related material, often in legal documents, tables, and graphics works. They are often drawn in freehand form.

Legal example:

```
xxxx      }  
          }  
xxxxxxxxx } _____
```

## Soundex Code

Phonetic filing system designed to help locate files of similar-sounding names.

## Bibliographical Approach: Magazine Article

Example:

Smith, Mary B., How to Pass the Professional Examination, Trade magazine, 20 - 25, May, 20xx.

## Closed Shop

Employer agrees to hire only union members.  
(Outlawed by the Labor-Management  
Relations Act or Taft-Hartley Act.)

## Mixed Punctuation (Letters)

Use a colon after the salutation and a comma  
after the complimentary closing line:

Dear Madame: (Salutation)

-----

-----

Yours truly, (Complimentary closing)

## Vital Records

Documents that should be kept indefinitely; they are those records that are irreplaceable and necessary to provide for the continued operation of a business or organization. They include certain financial records such as mortgages, deeds, and conveyances; tax returns, stock ledgers and stockholder reports; records of account; and records dealing with property and active insurance.

## Report Organization

Inductive, deductive, and chronological styles are some formats used for this type of writing.

## Numbers (Beginning of Sentences)

Spell the number out or change the sentence structure when considering beginning a sentence with a number.

## 5 "w's" of Journalism

1. Who
2. What
3. Why
4. When
5. Where

(6). HOW

## Psychological Format (Deductive-Writing)

Material is presented as follows:

1. Introduction
2. Conclusions
3. Recommendations
4. Analysis and findings

## Number Use Guideline

Numbers One through Ten:  
Spell out in documents

Numbers over Ten:  
Write in figure form

Always write temperatures, measurements, scores, election results, quotations from markets, and chemistry terminology in figure form.

## Percentages and Their Use

Spell out the word "percent" or "per cent" following figures. In technical writing, use the "%" sign.

## Closing Symbols (News Releases)

###  
or  
###  
or  
-30-  
or  
- 30 -

(use at the end of the release)

# Alphabetic Filing Rules: Government Unit Names

In this category, names are indexed as follows:

--by the name of the entity that has direct responsibility or jurisdiction over the organization (first)

--by the function of the organization or agency (second)

--by the designation of the organization (third)

other rules also apply

# Linear Programming

**Programming developed to help solve business problems by high-speed linear computing or various combinations of interdependent factors.**

# Positive Letters: Approach

**Such letters begin with the main idea and finish with supporting data (direct/deductive approach).**

# Bibliographical Approach: Standard Book

**Example:**

**Turabian, Kate L., A Manual for Writers of Term Papers, Theses, and Dissertations (Xth Edition), University of Chicago Press, Chicago, 2007**

# Revision of Documents

**When making a large number of revisions in documents, a word processor with visual display screen is best.**

# AMS (American Management Society) Simplified Letter

All lines are blocked to the left margin of the letter. There is no salutation or complimentary closing in this letter. A subject line, in all capital letters, begins three spaces down from the address material; the body of the letter begins three spaces down from the subject line.

ALL TEXT IS BLOCKED TO THE LEFT MARGIN  
In this category:

## Alphabetic Filing Rules: Person's Names

Lists names in the following order (do not use periods after name initials in filing)

Last name (first)  
First name (second)  
Middle name or initial (third)

Other rules also apply

All lines begin at the left margin of the letter.

## Blocked-Style Letter

Date  
Address  
Salutation  
Body  
Complimentary closing  
Signature line  
etc

## Negative (Bad News) Letters: Approach

Generally use the indirect approach in this type of letter (give the supporting ideas and a "buffer" before you say, "No").

## Microforms

Microfilm  
Microfiche  
Ultrafiche  
Jacket  
Aperture Card

## Use of Mixed Numbers

Use figures in cases of mixed numbers.  
Leave a space between the whole number and the fraction expressed (i.e., 25 1/2 meters)

## Commonly-Misspelled Words

abeyance  
baccalaureate  
canceled  
concede  
hindrance  
judgment  
pneumatic  
rhythm  
traveling

## Numbers in One Sentence

Be consistent.  
If numbers larger than ten are part of the sentence, write all numbers in figure form (i.e., 2 and 14 assistants...)

## Bibliographical Approach: Newspaper Article

Example:

Secretaries Honor Local Certification recipients, Louisville Examiner, December 10, 20XX, page A-1

## Abstract

Summarization or condensation of an original, longer document.

## Delphi Technique

Independent opinions gathered and compiled through this research technique to improve judgments of the matter (s) of concern.

## Confusing Words: Compliment Complement

Compliment: To say something good about someone; to praise (verb); a polite greeting (noun)

Complement: Something that completes or makes perfect.

## Confusing Words: Affect Effect

Affect: To influence; to modify; to pretend to have or feel (verb)

Effect: Result or impression (noun); to accomplish or bring about (verb)

## Confusing Words: Advise Advice

Advise: To recommend or to counsel (verb)

Advice: Opinion about what to do; recommendation (noun)

## Confusing Words: There Their They're

There: in or at that place (adverb); used to introduce a sentence or clause

Their: Of or belonging to them (possessive adverb)

They're: Contraction for "they are"

## Confusing Words:

Sight

Site

Cite

### Sight:

Thing seen; power of seeing, vision; device to assist in taking aim or observing

### Site:

Position of place of anything, as the landing site

### Cite:

To quote something or someone; refer it; mention as an example; summon to appear, as before a law court

## Confusing Words:

Principle

Principal

### Principle:

Fundamental belief; rule of action or conduct

### Principal:

Most important, main (adjective); leader, capital sum; head of school (noun)

## Logical Format (Writing)

Material is presented as follows:

1. Introduction
2. Analysis and findings
3. Conclusions
4. Recommendations

## Alphabetic Filing Rules: Organization Names

In this category:

Index names in order written.

Index compound geographic names as separate unit.

Do not spell out abbreviations.

Arabic numbers considered as unit and filed before alphabetic characters.

Spelled out numbers are considered alphabetically.

A number followed by a hyphen and letter or hyphen and word is considered a single unit.

(other rules also apply)

All lines begin at the left margin, except the date line, complimentary closing and signature lines, which should be gin at the center point:

## Modified-Block-Style Letter

Date

Body Text

Comp. Closing  
Signature line

## Keyboard Access Files

File system set up to facilitate access to documents and material electronically by keyboard.

## Open Punctuation (Letters)

Do not punctuate in the salutation line or complimentary closing when this type of punctuation is required:

Dear Mr. Smith (Salutation)

-----

-----

Sincerely yours (Complimentary closing)

## Open-Shelf Unit

Up to 50 percent of floor space use generally results from this physical file system approach.

## Business Presentations: Answering Questions

1. Repeat the question, especially if it was not heard by the entire audience, and to verify that you understand what is being asked.
2. Keep responses brief, to the point, and focused.
3. If you don't have an answer, say so; or consider the following two options:
  - a. if appropriate, ask if someone else in the group would like to respond to the question
  - b. indicate that you'll do some research and provide the answer to the individual or group at specific time in the future.

## Chronological Format (Writing)

Material is presented as follows:

1. Introduction
2. Analysis and findings
3. Conclusions
4. Recommendations

## Personal Titles

A title, when part of an individual's name, should be capitalized. Titles are not capitalized if only used as descriptors.

## Brainstorming

Free-wheeling, free-flowing ideas are shared without criticism by group members.

## Dewey Decimal System

Library classification system using six digits:

Three digits precede the decimal point (they represent a general classification such as "Business"). The final three numbers reference the book location in the classification.

## Market Differentiation

Show differences, or distinctions in product.

## Positive language: Writing

Avoid use of negative language. Use "you" and "your" in language (avoid "I" and "me" use).