

DOCUMENT RESUME

ED 099 481

CE 002 551

TITLE A Uniform Educational Program: Machine Transcription: For Use in Grades 11 and 12, Revised Edition.

INSTITUTION New York State Education Dept., Albany. Bureau of Secondary Curriculum Development.

PUB DATE 73

NOTE 224p.; For related document, see ED 086 883

EDRS PRICE MF-\$0.75 HC-\$10.20 PLUS POSTAGE

DESCRIPTORS *Business Correspondence; *Business English; Business Skills; Business Subjects; *Classroom Materials; Instructional Aids; Office Machines; Office Occupations Education; Office Practice; Punctuation; Secondary Grades; *Stenography; Typewriting

IDENTIFIERS *Machine Transcription; New York

ABSTRACT

A uniform one-year vocational course in machine transcription which will build adequate knowledge and skills for immediate employment, irrespective of the makes or models of transcribing machines available in the school, requires a more comprehensive program than those currently available from commercial sources. The 180 special transcription letters comprising the document (intended for recording on the school's transcribing machines) are part of such a program, developed from objectives in an accompanying syllabus (ED 086 883), which indicates how the regular class work is systematically correlated with the required out-of-class work. A two-page guide shows how the knowledge of punctuation and English essentials should be developed on a week-by-week basis, following closely the knowledge introduced in each letter, which is keyed to five reference works to be used by students in home-study assignments. The letters teach five different functions common to most businesses: sales and advertising, credit and collections, complaints and replies, inquiries and replies, and employment and personnel. They are graded from very easy to moderately difficult and range in length from 40 words to 400 words. (Author/AJ)

ED 099481

**A UNIFORM EDUCATIONAL PROGRAM
MACHINE TRANSCRIPTION**

for use in Grades 11 and 12

*(Consisting of 180 Original Letters Designed To
Introduce the Basic Knowledges of Punctuation and
English Essentials Needed for Occupational Competency)*

Printed 1965

Revised 1973

CE 002 551

U.S. DEPARTMENT OF HEALTH
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION
1200 K STREET, N.W.
WASHINGTON, D.C. 20004
OFFICE OF TECHNICAL ASSISTANCE
STATE DEPARTMENT OF HEALTH, WELFARE
& EDUCATION, NATIONAL INSTITUTE OF
EDUCATION, BOSTON, MASSACHUSETTS

**The University of the State of New York
The State Education Department
Bureau of Secondary Curriculum Development
Albany, New York 12224**

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FOREWORD

It is one responsibility of educators to assume leadership in the development of needed curriculum materials, and another, to constantly examine these materials for admission of changes to meet a changing world.

The original series of 180 letters for Machine Transcription was prepared in 1959 by a specially selected committee comprised of the following members: Elva Jochumsen of Newburgh Free Academy, Newburgh; Marguerite McArdle of New York City's Washington Irving High School; Dorothy Robinson of Albany Senior High School, Albany; Ora Searle of Utica Free Academy, Utica; and Mr. John Whitcraft, then of the Bureau of Business and Distributive Education, State Education Department, Albany.

So that a critical examination of the usefulness of the material could be determined after 6 years of application, Ms. Ora Searle was recalled for this purpose by Mr. Whitcraft, then Chief of the Bureau of Business and Distributive Education, in 1965.

This publication is the result of a 1972 second revision and correlation of references and objectives by Ms. Margaret L. Phalen of Lansingburgh High School.

Robert G. Fleig of the Bureau of Business Education and Alvin E. Rubin of the Bureau of Secondary Curriculum Development supervised this project and prepared the manuscript for publication.

Gordon E. Van Hooft, *Director*
Division of School Supervision

MESSAGE TO THE TEACHER

The New York State syllabus for Machine Transcription recommends that all students taking this 1-year vocational course follow a uniform course of study - one that will build adequate knowledges and skills for immediate employment irrespective of the makes or models of transcribing machines available in the school. This concept envisions a more comprehensive machine transcription educational program than those that are currently available from commercial sources. It became necessary, therefore, to develop a new uniform educational program consisting of 180 special transcription letters to meet the objectives outlined in the new syllabus.

The 180 letters which follow were developed according to certain specifications worked out as part of a master plan for a new uniform course of study. Insofar as possible, the letters are graded as to difficulty from very easy to moderately difficult, and from short (40 words in length) to long (over 400 words in length). The content also introduces practical and useful knowledges, and, at the same time, introduces in sequence all the punctuation marks and other important English essentials.

For additional assistance, teachers of this course may have their principals order the following publications from the Publications Distribution Unit, N.Y. State Department of Education: *Machine Transcription Syllabus 1970 and Office Practice Syllabus 1972*, which contains a module on Machine Transcription. Teachers are encouraged to relay to the Bureau of Business Education their experience with these letters so that further refinement of the educational program in Machine Transcription may be achieved.

Hobart H. Conover, *Chief*
Bureau of Business Education

Robert H. Bielefeld, *Director*
Division of Occupational
Education Instruction

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ACKNOWLEDGMENTS

The following companies have graciously permitted use of a photograph in this syllabus:*

Code-a-phone, Ford Industries, Inc.
Portland, Oregon 97206

Edison Edison Secretarial, McGraw-Hill Co.
West Orange, New Jersey 07051

Gray Dictation System, The Atwell Co.
Cambridge, Mass. 02138

Stenorette System, Dejur-Amsco Corp.
Long Island City, New York 11101

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TEACHING SUGGESTIONS

This series of 180 letters should be recorded on the regular commercial belts, discs, or tapes used on the school's transcribing machines. It would be desirable if the first 72 letters in Part I could be dictated by the teacher of Machine Transcription. Part II, consisting of 108 letters, should provide some variety in dication - different voices, pitch, and style of dictation. The suggestions offered about dictating in the syllabus should be carefully followed in making the permanent recordings to be used as the uniform education program.

With proper care, the recordings should be usable for several years. If it is necessary to rent or borrow dictating machines in order to make the recordings, the entire series of 180 letters can be recorded in approximately 10 hours of actual dictation time.

The first 20 letters in Part I, and the first four letters in Part II, have been marked to indicate natural speech phrasing. It is suggested that these markings be carefully observed in dictating these letters. The remaining letters should also be dictated in natural speech phrases; but the phrasing of these letters is left to the judgment of the dictator.

The 180 letters are keyed to the following five reference books; and students should study carefully all the references given with a letter *before* transcribing the letter:

- 1 *Reference Manual for Stenographers and Typists* by Gavin and Sabin, Fourth Edition, Gregg Publishing Division, McGraw-Hill Book Company, 1970
- 2 *Reference Manual for Office Personnel* by House and Koeble, Fifth Edition, South-Western Publishing Company, 1970
- 3 *Standard Handbook for Secretaries* by Lois Hutchinson, Eighth Edition, McGraw-Hill Book Company, 1969
- 4 *U. S. Government Printing Office Style Manual*, Superintendent of Documents, Washington, D. C., 1967
- 5 *A Manual of Style*, The University of Chicago Press, Chicago, Illinois, Eleventh Edition, 1969

Note: The key to the reference numbers found on each letter is as follows:

First column: The numbers refer to the given reference books listed above in the order given.

Second column: The numbers refer to the page numbers in these five references.

Third column: The numbers refer to specific paragraphs, sections, or rules.

Each letter also has a list of selected words which may pose spelling problems for some students. These words should be practiced on the typewriter prior to transcribing each letter. The words have been keyed according to word frequency as shown in the reference, *The Basic Vocabulary of Business Letters* by Horn and Peterson, Gregg Publishing Company, 1943. This reference can be found in most large libraries in case it is not available in the school. The words are coded as follows: (4a) means that this word is listed in the first half (1-500) of the fourth thousand of the most frequent words used in business letters; (6b) means that this word is listed in the second half (501-1000) of the sixth thousand most frequently used words according to the Horn-Peterson list.

The 180 letters are designed to introduce knowledges about, and familiar terminology relating to, five different functions requiring considerable correspondence that are common to most businesses: (1) sales and advertising, (2) credit and collections, (3) complaints and replies, (4) inquiries and replies, (5) employment and personnel.

It was the considered opinion of the committee that this would be more valuable to a new employee on the job than the transcription of 180 letters from a wide variety of different businesses such as banking, insurance, mining, manufacturing, etc. which would necessitate learning technical vocabularies that might have little use later on. Besides, the technical terminology of a particular business can probably be learned more readily and effectively on the job.

It will be observed that the date, signature, and other essential closing information has been omitted from the letters. The dictator may supply this information when making the recordings, or the teacher may prefer to give instructions on how to add this necessary information at the time the letters are transcribed.

The letters may be transcribed using any of the commonly used acceptable letter styles. The teacher should feel free to have students type letters in styles other than the one shown.

Some teachers will undoubtedly prefer to supply duplicated letterheads for use by students in transcribing the letters. The use of letterhead paper is recommended particularly for the transcription of letters in Part II. The school's duplicating equipment can be used for running off letterheads that will be entirely satisfactory.

The syllabus indicates how the regular class work is systematically correlated with the required out-of-class work. The following guides will show how the knowledges of punctuation and English essentials should be developed through out-of-class study assignments on a week-by-week basis. These guides follow closely the introduction of these essential knowledges which are indicated on each individual letter by the keying of the five references.

Testing is important in evaluating learning outcomes. In the right-hand column of these guides is indicated the logical time to give tests to determine the level of mastery of correct punctuation and English usage. The publishers of some of the reference books have provided tests that will be satisfactory for this purpose. Students that do not demonstrate adequate mastery of the subject matter tested should be required to do additional work on their weaknesses until competence is reached.

The teachers of Machine Transcription who prepared these 180 letters would be the first to admit that there may be better examples of modern business correspondence available. Teachers having constructive suggestions for improving the course, or for revising these letters, are invited to submit their suggestions in writing to the Bureau of Business Education, Albany, New York 12224.

RECOMMENDED GUIDE FOR OUT-OF-CLASS STUDY

Part 1

<u>Week</u>	<u>Topic</u>	<u>Test Given</u>
1	Orientation	
	Uses of the dictionary	
	Details that make acceptable letters	
	Correct uses of:	
2, 3	The period	X
4	The question mark	X
5-10	The comma	X
11	The exclamation point	X
12	The semicolon	X
13	The colon	X
14, 15	Quotation marks	X
16	The dash	X
17	Parentheses	X
18	The apostrophe	X
19	Miscellaneous punctuation marks	X

Suggestion: The final test for Part 1 should include sections on:

- a. The essentials of an acceptable letter
- b. Dictionary usage
- c. Correct use of all punctuation marks taught.

RECOMMENDED GUIDE FOR OUT-OF-CLASS STUDY

Part II

<u>Week</u>	<u>Study Assignment</u>	<u>Test Given</u>
1	Students entering Part II who have not completed Part I as a prerequisite should (1) review the use of the dictionary, (2) review the details that make the acceptable letter, and (3) review all of the marks of punctuation.	X
2	Capitalization	
3	Capitalization	X
4	Subject and verb and verb problems	
5	Subject and verb and verb problems	X
6	Pronouns	X
7	Adjectives, adverbs, and prepositions	
8	Adjectives, adverbs, and prepositions	X
9	How to write numbers	
10	How to write numbers	X
11	Spelling	
12	Spelling and plurals	
13	Plurals	X
14	Possessives	X
15	When to abbreviate	X
16	One word, two words, or hyphenated? How to divide words	X
17	Similar-sounding and similar-looking words Words and phrases often misunderstood	X
18	Typing manuscripts, reports, and articles Setting up tables Forms of addresses for official correspondence Telegrams Glossary of grammatical terms	X

PART 1

**72 Letters for Dictation
and Transcription
(Emphasizing Punctuation)**

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Letter 1 - Use of period - end of sentence, imperative sentence, or command.

Bank of Utica/
111 Main Street/
Utica, New York/ 13301/

Gentlemen: /

I telephoned/your bank/yesterday./

I was informed/at that time/that my
account/was overdrawn./ I cannot believe/
this possible

Please mail my/bank statement/to me/
at once I will check/the statement/with
my records./

Very truly yours, /

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	1	101	(4a)	telephoned
2	75	8-34(1),(2)		overdrawn
3	276		(1a)	statement
4	146	9.92	(1b)	informed
5	105	5.4		

Letter 2 - Use of period - courteous request.

Roberts & Fraser, Inc./
289 West Main Street/
Geneva, New York/ 14456/

Gentlemen:/

Six months ago/I moved to this city/to
be a secretary/for the attorney,/Robert Smith./

I have made/several purchases/at your
store/and have liked/your merchandise./

May I please apply/for a charge account/
with your store.

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	2	103	(2b)	attorney
2	75	8-34(3)	(2a)	purchases
	75	I-1a(note)	(1a)	merchandise
3	257		(1b)	apply
4	146	9.93	(1a)	account
5	107	5.19		

Letter 3 - Use periods - for dollars and cents and decimal expressions.

Mr. William A. Lent/
868 Western Avenue/
Elmira, New York/ 14902/

Dear Mr. Lent:/

Your application/for a position/has
been accepted./ The starting salary/will
be/\$98.50 a week./

Please let me/know at once/if you are/
still interested/in this position./ Six
other applicants/wish to be considered./

Very truly yours,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	2 105	(1b)	application
2	76 8-34(5)	(2a)	accepted
3	279	(2b)	salary
4	147 9.98	(1a)	interested
5	139 6.30	(5b)	applicants
		(2a)	considered

Letter 4 - Use periods - for abbreviations and initials.

Mr. Logan T. McAdams/
423 West 34 Street/
Chelsea, Wisconsin/ 54902/

Dear Sir:/

The paper we ordered/on September 17/to
be delivered/~~to us~~/has not yet arrived./ We
are/in need of/this merchandise by Monday,/
before 10 ~~o'clock~~;/and we would/appreciate it/
if you would check/to see if the order/has
been shipped./

Very truly yours, /

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	2	105	(1a)	appreciate
	71	347		
	72	348	(1a)	shipped
	86	429		
2	76	8-34(4)		
3	551-552			
4	147	9.100		
	147	9.106		
	147	9.107		
5	317	14.4		
	336	14.52		

Letter 5 -- Use periods - for abbreviations and initials.

Good Grain Company/
57 Woodburn Avenue/
Trenton, New Jersey/ 08502/

Gentlemen:/

My monthly statement/arrived yesterday./
I have checked this statement/and find that/
I never received/the 100 lbs./of grain/
shipped ~~c.o.d.~~/last month./

Express shipments usually arrive/at our
warehouse/by 9 a.m./;so it will/not arrive
today./

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	2 105 86 431,432,433	(1a) (1a)	invoice express
2	76 8-34(4)	(2a)	usually
3	551	(2a)	warehouse
4	147 9.100		
5	317 14.4		

Letter 6 - Use periods - for end of sentence, imperative statement, or command.

Miss Barbara Van Anden/
256 North 23rd Street/
Geneva, New York/ 14456/

Dear Miss Van Anden: /

Thank you/for your letter of/November 12./

Will you please/answer the questions/on
the enclosed application blank/and return it
to us/for my approval./

In the meantime,/we will be glad/to send
any article/in the store/to you c.o.d./

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	2 103 2 105	(1a)	enclosed
2	75 8-34(1),(2)	(1a)	approval
3	551	(1b)	article
4	146 9.92 147 9.100		c.o.d.
5	105 5.4		

Letter 7 - Use periods - for detached words or phrases.

Mrs. Charles R. Conklin/
23 Howard Avenue/
Jamestown, New York/ 14701/

Dear Mrs. Conklin:/

Our catalog/which illustrates and
describes/our new office furniture/is
enclosed./ The desk/to which you refer/
is shown/on the second page./

Now,/to answer your question. We
can deliver/the desk/in time/for your
next sale./

Yours very truly, /

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	1 102	(1a)	enclosed
2	76 8-34(10)	(1a)	refer
3	276	(1a)	answer
4	146 9.93	(1a)	question
5		(5a)	describes
		(6b)	illustrates

Letter 8 - No periods - for roman numerals, titles, display lines, or enumerated lists.

McMillan Publishing Company/
422 Madison Avenue/
New York, New York/ 10023/

Gentlemen:/

I have recently/received an assignment/
to review/some of the incidents/in the life
of/~~King George III of England~~/ If you have
published/any material on this subject,/ship
it to me/c.o.d./at the above address./

Very truly yours,/

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	2	106	(2b)	assignment
	3	108		
2	77	8-35(2),(3)	(4a)	incidents
	77	8-35(4)		
3	552		(1a)	material
4	147	9.101		
5	105	5.6,5.7		
	106	5.9		

Letter 9 - Use question mark - for direct questions.

Miss Ruth E. Johnson/
960 South Street/
Buffalo, New York/ 14204/

Dear Miss Johnson: /

Would you consider/opening a savings
account/at our modern savings bank? Start
with any amount./

Deposits made/within the first ten/
business days of January/will draw interest/
from January 1./ All accounts are insured,/
and large amounts are kept on hand./

You may use our fast service,/and bank
by mail./ We will pay the postage/both ways./

Very truly yours,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	3 109	(1a)	consider
		(3a)	savings
2	79 8-38(1)	(3b)	deposits
3	257	(1a)	business
4	148 9.113	(1a)	interest
5	107 5.16	(2b)	insured
		(1b)	postage

Letter 10 - No question mark - for indirect questions.

Smith & Johnson/
500 Sixth Avenue/
Chicago, Illinois/ 60602/

Gentlemen:/

In your recent letter/you ask whether
our hotel/would have rooms available/to
accommodate the meetings/of visiting nurses/
from August 1 to August 4. I am sorry to
inform you/that all our accommodations/have
already been taken/by the Convention of
Modern Artists/who plan to be in Chicago at
the same time./

Please write us again/if there is a
change of date./

Very truly yours, /

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	4 111	(1a)	whether
2	79 8-39(1)	(1b)	available
3	257	(3a)	accommodate
4	146 9.93		
5	107 5.20		

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Letter 11 - No question mark - for courteous request, "will you?"
"may we?"

Howell, Barson Co./
42 West 47 Street/
New York, New York/ 10012/

Gentlemen:/

I mailed two dresses to you/on
October 15/and asked that they be
credited/to my account./ My bill
issued November 1/does not show this
credit/amounting to \$79.85./

I will ask the post office/to put
a tracer on this package/if it has been
lost./ Will you please notify me/
concerning the receipt of this package?

Very truly yours./

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	4 111 2 103	(2a)	tracer
2	75 8-34(3)	(1b)	credited
3	257	(1b)	concerning
4	146 9.93	(1a)	receipt
5	107 519		

Letter 12 - Use comma - to separate question from a statement.

Mrs. Joan M. DeDeo/
27 Plum Avenue/
Troy, New York/ 12180

Dear Mrs. DeDeo:

We are very much pleased/to send you
this Chargo-Plate./ This entitles you/to a
charge account in this store./ The enclosed
booklet explains/our system of billing/and
method of payment./ It also contains a
directory of the store/to enable you to
shop easily./

Our store is beautiful./ We are anxious
for you/to see it and use it./ So you will
come often, won't you?/

Yours truly,/

P. S. There are information booths on
each floor/to help you with any inquiry./

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	4 113	(6a)	Chargo-Plate
2	66 8-17(34)	(1b)	entitles
		(2a)	booklet
3	257	(1b)	billing
		(1a)	method
4	140 9.31	(4a)	payment
		(1b)	directory
5		(2a)	enable
		(1b)	easily
		(1a)	anxious
		(5a)	information
		(1a)	booths
			inquiry

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Letter 13 - Use comma - to set off parenthetical words, phrases, or clauses.

Mr. James M. Allen/
20 Spring Street/
Peekskill, New York/ 10567/

Dear Mr. Allen:/

Your order of February 15/has just been received./ We are sorry to tell you that for the time being./we cannot fill your order/for 1,500 brown leather belts./

Fortunately./a new shipment/should come in/within 10 days./ We will send the belts to you/when they arrive./

Please let us know/if you still want them./

Very truly yours./

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	15 140	(2a)	February
2	63 8-17(9)	(1a)	received
3	230-231	(7b)	fortunately
4	139 9.26,9.27	(1a)	shipment
5	110 5.35	(2a)	arrive

Letter 14 - Use comma - to set off element, inverted or transposed clause.

Lord & Adams/
456 Fifth Avenue/
New York, N. Y./ 10012/

Gentlemen:/

Thank you for opening a charge account/
in my name at your store./ I expect shortly
to have/my niece visit me from San Francisco./

Would you be willing to honor her signa-
ture/so that she may use my account while
here?/ If there is any form to be filled out
by her./would you kindly mail it to me./

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	7	125	(4b)	niece
2	65	8-17(22)		San Francisco
3	235		(2a)	signatur.
4				
5	110	5.34		

Letter 15 - Use comma - between parts of a compound sentence (two dependent clauses).

Miss Rena Carter/
46 Cross Street/
New Bedford, Iowa/ 51204/

Dear Miss Carter: /

It is our opinion that/all applicants
for this position/should pass a placement
test./ We use a standard placement test./

Not only must the secretary/be a fast
typist, but she must also be accurate./
These placement tests/tend to measure the
accuracy/and typing speed of an applicant./

Your failure to pass/the accuracy part
of this test/was the main reason/you were
not considered for the position./

Very truly yours, /

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	7	125	(1a)	position
2	63	8-17(11),(12)	(1a)	placement
3	237		(3a)	accurate
4	140	9.29	(2a)	secretary
5	108	5.24	(2a)	considered

Letter 16 - Subject or reference line at the left margin, centered, or, at paragraph point - type two lines below salutation.

The Commercial Trust Company/
812 Arnold Avenue/
Utica, New York/ 13503/

Gentlemen: /

~~In reference to Charles Eames/~~

Mr. Eames has applied to us/for credit/
and has given us the name/of your bank for
reference/in regard to his credit./

What can you tell us/about his business/
and his method of meeting obligations?/ Any
information will be held confidential/and we
will only use it/for analyzing this account./

For your convenience,/we are enclosing
a stamped,/self-addressed envelope./

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	205	1435	(1a)	reference
2	15	2-5(3)	(1b)	applied
3	291,292		(1a)	credit
4			(1a)	meeting
5	112	5.39	(3a)	obligations
			(3b)	confidential
			(6b)	analyzing
			(4b)	self-addressed
			(1b)	envelope

Letter 17 - Use comma - with introductory words or parenthetical terms used as connectives.

Miss Helen Wisper/
1720 Highland Avenue/
Troy, New York/ 12180/

Dear Miss Wisper: /

We are sorry to learn/that your bill of
November 1/was incorrect./

However careful a mail department is./
mistakes do occur./ We are endeavoring/to
trace the package./ It might be well/for you
to have/a tracer put on this package/at your
local post office./

Will you please send us/the name of the
post office/from which the package was mailed./
Please give us/the mailing date also./

As we desire to assist you,/we shall
notify you/as soon as this package is
located./

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	16 140	(3a)	endeavoring
2			
3	231		
4			
5	110 5.35		

Letter 18 - Use comma - after introductory participial words or phrases.

The John F. Hughes Construction Company/
816 Jay Street/
Albany, New York/ 12220/

Gentlemen:/

Our relations/with your company/have been
pleasant,/as you have been very prompt/in meet-
ing your obligations./

This time you have allowed/a month to
elapse/with no payment./ Having overlooked
bills ourselves,/we are writing to remind you/
of the past due date/for your remittance./ We
know it is an easy thing/to overlook these
items./

Won't you please find/your invoice, dated
January 12,/and send us a check/for the amount
due,/ \$156.65./

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	13 135A	(2b)	relations
2	63 8-17(9)	(4b)	elapse
3		(2a)	overlooked
4		(1a)	remittance
5	110 5.34		

Letter 19 - Use of comma - after an introductory infinitive phrase beginning with "to" (unless subject of sentence).

Mr. Thomas R. White/
314 Grand Street/
Kingston, New York/

Dear Mr. White: /

It is a pleasure to inform you/that, on
the basis of the employment test,/you have
been chosen to fill/the vacancy in our organi-
zation./

The starting salary/will be \$100 a week./
We expect that a man/of your training and
experience/will earn a higher salary/within a
reasonable time./

You are to begin work next Monday./ To
reach our office it will be necessary/for
you to transfer/to a Broadway bus./

Very truly yours./

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	13 135b	(1a)	basis
2	66 8-17(32)	(3a)	employment
3		(4b)	chosen
4		(5a)	vacancy
5		(1b)	organization
		(2b)	salary
		(2a)	reasonable

Letter 20 - Use of comma - after introductory prepositional phrase.

Mr. John White/
359 Monroe Street/
San Francisco, California/ 94122/

Dear Mr. White:/

The enclosed booklet/gives some of the
important things/to be considered in selling/
new home appliances./ These electrical
improvements/help to make living/much easier./

In addition to the comfort they provide,/
they save you money./ Compare our prices/with
those of any other dealer/in this city/and
you will find/that our quality and value/far
exceeds any other listing./

For your convenience in ordering, we
have enclosed an order blank/with an addressed
envelope./ Order now and save./

Very truly yours,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	13 135c	(5b)	appliances
2	66 8-17(33)	(3b)	electrical
3		(3b)	easier
4		(5a)	exceed
5		(1a)	convenience

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letter 21 - Use comma - before last conjunction to separate words, phrases, or clauses in a series (no comma before & sign in company name).

Mrs. P. S. Laurie
107 Rockford Street
South Newton, Massachusetts 02122

Dear Mrs. Laurie:

We are sorry to bother you again concerning the package you mailed us October 15.

Our insurance company, Hawkers, Benson & Co., have asked us for further information about this package. Will you please give us the post office from which the package was mailed, date of shipment, and insurance receipt number.

We will endeavor to have this package located promptly. We will notify you as soon as any information concerning it is obtained.

We hope we may continue to serve you.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	18	147,148	(1b)	insurance
2	61	8-17(1)	(1a)	promptly
3	236		(1b)	obtained
4	140	9.28		
	141	9.42		
5	113	5.46		

Letter 22 - Use comma when a date or "etc.," is in apposition in a sentence.

Mr. Robert MacFarland
620 Cherry Street
Geneva, New York 14456

Dear Mr. MacFarland:

Thank you for your recent order for a toaster, electric stove, electric iron, etc., which you placed with our salesman on January 22. The installment contract, which Mr. Brown forwarded to us, has been approved.

The due dates for this account are February 15, March 15, April 15, and May 15. We will mail you notices about 1 week before the installment payment is due.

On January 20, January 21, and January 22, 1955, the 1-year guarantee for each item and a copy of the installment contract will be mailed to you.

Very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	18	149,150	(1a)	toaster
2	61	8-17(1)	(1b)	salesman
	62	8-17(5)		
3	236		(4a)	installment
4	139	9.25	(1a)	contract
5	114	5.49	(1a)	forwarded
			(1b)	approved
			(2a)	guarantee

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Letter 23 - No commas - when "and," "or," or "nor" connect all items or if series connects two items only.

Mr. Albert A. Adams
95 Madison Avenue
New York, New York 10022

Dear Mr. Adams:

Are you planning a winter vacation? If you are, Jamaica is the place to go.

The climate is wonderful. The clear water and the color of the mountains and the white sand beaches are beautiful. You will enjoy entertainment which is refreshing and different.

You can shop for favorite bargains. You can take part in all of the sports.

Write for our free book describing trips by air or ship. We will include tips about ~~what to wear and how to pack~~.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	18 151,152	(5a)	bargains
2			Jamaica
3	237 9.28	(5b)	mountains
4	140 5.47	(5a)	entertainment
5	114	(7b)	refreshing
		(6a)	favorite
		(3a)	describing

Letter 24 - Use comma - if two or more consecutive adjectives modify the same noun. No comma - if first adjective modifies combined idea of last adjective plus noun.

Mr. John Smith
423 West 23 Street
New York, N. Y. 10011

Dear Mr. Smith:

Our records show that we have had no orders from you during September, October, and November. We wonder why. We work very hard to please our dealers. Is it possible we have not succeeded in your case?

We are an ~~old established~~ firm in this city. We want to continue to be the ~~old~~ ~~establishment~~ establishment. Fill in the enclosed order blank at once, and use our outstanding service again. We are anxious to serve you.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	19	153,154	(2b)	established
2	62	8-17(6)	(2b)	modern
3	234		(3b)	efficient
4	139	9.23		
5	112	5.42		

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*Letter 25 - Use commas - to identify or explain other terms (apposition).
No comma - when identifying or explanatory term is closely
connected to noun.*

Mr. Leon W. Blum
5 Summit Avenue
Overlook, Wisconsin 53012

Dear Mr. Blum:

At a recent meeting Mr. Walters, our president, read your letter to this company complaining about our publication, "American Living." We feel our publication does have articles which would appeal to all members of the family.

Does your daughter Nancy enjoy outdoor sports such as golf and tennis? If she does, the article on tennis should appeal to her. Your son John should enjoy the article about repairing cars. Surely you and your wife can enjoy the articles on household repair and decoration.

Won't you please try one more issue of "American Living"?

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	20 157,158	(5a)	complaining
2	64 8-17(19)	(5b)	decoration
3	231-232	(1a)	issue
4	140 9.27		
5	112 5.40,5.41		

Letter 26 - Use commas - to set off parenthetical words, phrases, clauses, or absolute phrases.

Mr. Grant Hitchens
 165 Edgewood Road
 Auburn, New York 13021

Dear Mr. Hitchens:

There are only five remaining days to pay the fourth installment on your taxes for property located at 165 Edgewood Road.

A reminder, if our records are correct, was sent to you two weeks ago. As you know, ~~if these taxes are allowed to lapse~~, there is a penalty. As we hold the mortgage on your property, it is illegal for us to allow unpaid taxes to accumulate.

We know you have undoubtedly put this bill to one side and have momentarily forgotten it. Please find it, pay it, and mail us the receipted bill. We shall credit your mortgage account, and you will be happy to know it is paid.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	20 159	(2a)	fourth
		(2b)	taxes
2	66 8-17(30)	(1b)	property
			Edgewood
3	233	(5a)	reminder
		(1b)	allowed
4	139 9.26	(5b)	penalty
		(1b)	mortgage
5	110 5.32	(1b)	illegal
		(2a)	unpaid
		(4a)	accumulate
		(1b)	undoubtedly
			momentarily
		(4a)	receipted

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Letter 27 - Use commas - 1) To set off words, phrases, or clauses that interrupt flow of sentence. 2) To set off phrase introduced by as well as, in addition to, besides, together with, etc. 3) To indicate omitted words.

Mr. Clayton R. Rhodes
62 Dogwood Lane
Cherry Valley, New York 13320

Dear Mr. Rhodes:

We have found a house in Cornwall. It is on a bus line near the high school, junior high, and grade schools. The closer you are to the schools, the more convenient it will be for your family.

The house is white frame and has six rooms, a large porch, garage, and all modern improvements. This house is [REDACTED] the one on Elm Road.

The park has a playground for children.

A down payment will be required. How much I do not know.

Let me know if you wish to see the house.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	20 160 21 161,163	(1b)	Cornwall convenient
2	62 8-17(3) 64 8-17(18)	(3b)	improvements
3	231,235	(2b)	expensive
4	139-139 9.22,9.24 9.26	(3a)	playground
5	113 5.43-5.45	(1b)	required

Letter 28 - Use commas - to set off expressions of direct address (names and titles).

Dr. John R. Carroll, Principal
 Central High School
 Pittsford, New York 14534

Dear Dr. Carroll:

In recent years, we have been successful in hiring several graduates of the Secretarial Studies Department of your school. As we approach the close of the school year, it has been brought to my attention that we have had no applications from your students.

Our organization, [REDACTED] offers a multitude of employee benefits. We pay good salaries for work done under very pleasant conditions. We take care of hospitalization for our employees and many opportunities for social activities are provided.

We would be happy to consider graduates from your school, and enclose several application blanks for their use.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	22	166	(7b)	hiring
2	62	8-17(8)	(2a)	pleasant
3	234			hospitalization
4	140	9.30	(2a)	employees
5			(2b)	opportunities

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Letter Ee - Use commas - to set off phrase denoting a person's residence, business connection, abbreviations, academic degrees, or religious orders.

Mr. R. S. Jones, Sr.
Eureka Typewriter Co.
637 Market Street
San Francisco, California 94104

Dear Mr. Jones:

The typewriter which we have had in our office for a month has not been satisfactory. It has been used by two competent typists during this time.

Mr. Ellis J. Holmes, Jr., the repair man for this area, has been in our office twice during the past two weeks, and has had to make many repairs. Mr. R. L. Pratt, of San Francisco, was in this morning and suggested I write directly to you concerning our trouble.

We have three other Eureka typewriters in use in our office, and they have been most satisfactory. The machine which has been causing so many difficulties may be one of faulty manufacture.

May we suggest that the factory representative investigate this matter without delay.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	22 169,170	(4a)	competent
2	64,65 8-17(14),(25)	(4b)	typists
3	235	(1b)	considerable
4	139 9.25	(3b)	complaints
5		(1a)	immediate

Letter 30 - Use commas - to separate parts of a firm name (unless firm uses special style), abbreviations such as Inc. and Ltd. (unless written without).

Lips, Townsend & Crowell, Inc.
 19 North 15 Street
 Pittsfield, Massachusetts 01204

Gentlemen:

Two statements and duplicate invoices for goods, purchased last October from us, have been sent you. We have also requested you to tell us if there is any special reason why you cannot pay this account.

From your silence, we presume you have no questions about the items and we know you understood our credit terms when you made the purchase.

We do not like to draw a draft on you as your credit references were so excellent. Will you please send us a check for \$526.25.

If we do not receive a check, or hear from you, by Friday, March 20, it will be necessary for us to contact our attorneys, **Merrill & Lynch, Inc.** to make preparations to draw a draft on you.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	23 172	(1a)	duplicate
2	62 8-17(4)	(1b)	invoices
3	235	(1a)	requested
4		(1b)	presume
5		(1a)	draft
		(3a)	contact
		(6a)	preparations

Letter 31 - Use commas - to set off a brief direct quotation. No commas -
for indirect quotation.

Mr. Lawrence P. Collins
The Texas Oil Company
426 Broadway
Beacon, New York 12508

Dear Mr. Collins:

John Sands, president of the Martin Company, states,
"I like the Transcriptograph because it is convenient
to use and saves me time." Philip Dean, of DuPont,
speaks the truth when he says it cuts the cost of doing
business.

Would you like to try this machine for ten days?
It is small and you can carry it from place to place.
Try it out in your office or at home.

Our agent, Mr. Ross, will let you use one to
discover its convenient features for yourself. He will
also tell you about the easy payment plan we can offer.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	39 227,228 40 231 46 257(a)	(4a)	Transcriptograph discover
2	66 8-17(29) 81 8-42(2)	(3a)	features
3	250-251	(1b)	yourself
4	139 9.21		
5	116 5.59		

Letter 32 - Periods and commas go inside quotation marks.

Doubleday & Adams
423 Main Street
Adams, Massachusetts 01221

Gentlemen:

Your inquiry regarding the book we have published, "Our Schools of Yesterday" was received today.

We know you are anxious to get the information you requested as soon as possible, and we are, therefore, answering you promptly. We are worried that we cannot give you this information ourselves; but we know that the author would be happy to receive your communication and to give you the help you require.

We have already sent your letter to the author, Mr. John Bell; and he will get in touch with you at the earliest possible moment. He will be happy to help you.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	43 248	(1b)	answering
2	80 8-41(1 to 6)	(3a)	author
3	248	(1b)	communication
4	148 9.118	(1a)	earliest
5	116 5.59		

Letter 38 - 1) Use commas - to set off non restrictive clause (clause that can be omitted). 2) No commas - for restrictive or essential clause (clause necessary to meaning of sentence).

Dr. T. Lewis Anderson
34 Hillcrest Avenue
Stratford, New York 13470

Dear Dr. Anderson:

It is not often we receive such a condemning letter as the one we received from you. We will try to explain our position in this matter.

On a discussion program it is clearly stated that the opinions expressed by the panel members in no way reflect the opinion of the network. Moderators, who are subject to criticism, have no easy task. Panel members who are conversant with their own subject are apt to want all possible time allotted to themselves. We felt that George Ashby, who is a veteran moderator, did an excellent job on that program.

Mr. Ashby spent many hours preparing the necessary questions for this program, and we had hundreds of letters praising it.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	9 132(a),(b)	(4b)	veteran
2	63 8-17(10)	(7a)	allotted
3	234	(3a)	conversant
4	139 9.26	(3a)	criticism
5	109 5.27,5.28	(7b)	condemning
		(3a)	discussion
		(6a)	reflect
		(1b)	opinion
			moderators

Letter 34 - Use words and phrases to introduce dependent clauses - restrictive (Essential - no commas). Non restrictive (Non essential - commas).

Mr. Bryan Chambers
 420 East Hill Boulevard
 Rochester, New York 14603

Dear Mr. Chambers:

Thank you very much for your order for 150 clocks, which you gave to our Mr. White.

We have the clocks in stock and have them ready for shipment to you. As your files will indicate, we have had much correspondence with Mr. Chapin, your credit manager. I am sorry to tell you that your past-due account for \$500 has not been paid. We have a definite ruling that all accounts, **not currently paid**, shall be refused shipment of new merchandise.

We are going to make a concession ~~because~~ we have had such pleasant relationships with you in the past as a customer and a friend. Could you send us \$300 to apply on this account in the next week? This would bring your account up to date and would enable us to transact business with you as we have always done.

We will send the clocks to you as soon as we receive your check.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	10-12	133	(1b)	indicate
2	65	8-17(22)	(1a)	correspondence
3	24-26		(1b)	manager
4	139	9.26	(1b)	definite
5	109	5.28	(3b)	ruling
			(3b)	concession
			(5b)	transact

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Letter 35 - Words and phrases - to introduce dependent clauses -
restrictive (Essential - no commas). Non restrictive
(Non essential - commas).

Mrs. Kathryn D. Twiss
19 Champlain Street
Cohoes, New York 12047

Dear Mrs. Twiss:

Are you a collector of Early American furniture?
It may pay you to visit our factory ~~to see~~ you can
examine ours.

The quaint historic factory, first founded in 1826,
is again producing real Hitchcock chairs, true in
every detail to their famous and valuable originals.

It has taken two years of preparation and study in
order to manufacture these chairs. The chairs are
designed and manufactured after the stencil models
and measurements in use from the start.

The chairs are made from choice woods with either
rush or wood seats. Although the beautiful styles
are now being produced in a limited number, we will
soon increase the size of the factory.

Mirrors, benches, and beds are also manufactured.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	10 133	(2a)	examine
2	65 8-17(22)	(1a)	quaint
3	23-26	(4b)	historic
4		(2b)	Hitchcock
		(2a)	originals
5	139 5.27,5.28	(3a)	preparation
		(7b)	manufacture
			measurements
			stencil

Letter 66 - Participial, infinitive, or prepositional phrase - depends on whether it is restrictive (no commas) or non restrictive (use commas).

Miss Mary Baker
 475 Bryant Park Road
 Portland, Oregon 97221

Dear Miss Baker:

Our bank, realizing your needs for efficient service, would be happy to handle your account. Our Special Checking Department, which has been in operation for the past four years, offers you a service that you cannot duplicate in any other bank in the state. Our reputation, given in all modesty, is one of efficiency, honesty and accuracy.

The Personal Loan Department is at your service. Mr. John Adams, who is manager of this division, would be pleased to give you his personal help on financial matters if you need it.

Make application, filling in the enclosed card, and mail it today. It will be a real pleasure to receive you personally at the bank.

Very sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	13 135 a,b,c, 15 139	(4a)	realizing
2	65 8-17(23),(26),(33)	(1a)	duplicate
3	234-235	(7b)	modesty
4	139 9.26	(5b)	accuracy
5	110 5.32,5.33 110 5.34		

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Letter 37 - Exclamation point - to indicate enthusiasm, surprise, or strong emotion.

Mrs. William B. Folsom
29 East Side Drive
Buffalo, New York 14209

Dear Mrs. Folsom:

The Show Must Go On! In spite of inclement weather we feel it advisable to go ahead with our plans for the carnival.

We all are aware of transportation difficulties during a storm such as we experienced last week; but those hardy souls who braved the elements were well rewarded for their efforts.

The committee does not feel obligated to redeem unused tickets. This carnival, as you were well aware, was for the benefit of the hospital; and all money cleared is to be used for the many needs of the emergency department.

We hope you will not withdraw your support from this most worthy community project. All residents of this community benefit from such projects. Don't let your town down!

Sincerely,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	5 118 57 293	(2a)	community inclement
2	70 8-26(1),(2)	(2a) (1b)	weather advisable
3	259	(3b) (6b)	difficulties hardy
4	144 9.72	(3a) (1b)	experienced committee
5		(7a) (1b)	obligated redeem carnival
		(5b)	residents

Letter 38 - Exclamation point - to indicate enthusiasm, surprise, or strong emotion.

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Mr. Charles Whitman
906 Rose Place
Utica, New York 13503

Dear Mr. Whitman:

It can't be true! Mr. Collins, our credit manager, came to me today with a worried and puzzled expression on his face. He showed me your statement which is 60 days past due.

He was worried that you might be in financial trouble. He was puzzled why you did not take advantage of our generous discount.

I know this is an oversight and that you will send us immediately your check for \$650. If, by chance, there is some reason for your delay, please explain the situation to us.

Our discount, 2/10, n/30, is a generous one. We like to have our valued customers take advantage of it, as it saves them money. We hope, in the future, you will do this.

We like you as a customer and wish to continue our pleasant relationship. Won't you write us this week?

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	5 118	(5b)	worried
2	70 8-26(1)	(2b)	expression,
3	259	(4a)	generous
4	144 9.72	(2a)	oversight
5	106 5.12	(3b)	immediately
		(1b)	situation

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Letter 39 - 1) Use exclamation point - to indicate enthusiasm, deep feeling, surprise, command, sarcasm, or amusement. 2) Words of exclamation repeated - each word should have an exclamation point. 3) Mild words used to express strong feelings should be followed by comma or periods.

Mr. Philip R. Seaton, President
The Amoco Company
86 Wilson Street
Alton, Illinois 60504

Dear Mr. Seaton:

Now hear this. You can own a dictating machine that is small enough to slip into your brief case.

Can it be possible? Yes. Our engineers have developed a battery portable that uses common discs which are used on our standard machines.

Think! Think! Do you want to cut your costs? The machine runs on four inexpensive flashlight batteries at about five cents an hour. This is less than most other machines. It costs no more to mail a disc than it costs to mail a letter.

You can use this machine any place at home in the office, car, or train. Pick your own spot.

Sign your name on the card for a free demonstration. See this machine in action!

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	6 119,120	(5b)	dictating
2	71 8-26(1),(4),(5)	(2b) (7b)	battery portable
3	259-260	(1b)	discs standard
4	144 9.72	(5b) (2b)	flashlight demonstration
5	106 5.12	(5a)	batteries

Letter '40 - 1) Exclamation "Oh" - followed by comma or exclamation point (depending upon emphasis required). 2) Capitalized O - used for direct address (seldom used in business letters, but if used, no punctuation is necessary). 3) Exclamation Point and Quotation Marks - if exclamation is part of quotation, point goes inside closing quotes. If complete statement is exclamation, point goes outside closing quotes.

Adams & Smith, Inc.
40 Broadway
New York, New York 10003

Gentlemen:

Your recent inquiry regarding the use of quotation marks with the exclamation point may be answered by citing the examples given herewith.

An exclamation point should be placed inside the quotation if the exclamation is part of the quotation, and outside if it is not.

Examples: **Oh!** That is beautiful.

Father has a favorite expression, "Oh, stop that racket!"

Let us take the advice, "Honesty is the best policy"!

These are questions that puzzle the average writer; and we give the answers to them regularly. It is part of our service as publisher to supply this information and we are happy to have you seek our advice. Do not hesitate to call upon us in the future.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	6 121 44 25(a),(b),(c)		exclamation
2	70 8-25		citing
3	259 248	(1a)	herewith
		(6a)	favorite
4	144 9.73,9.74		
5	107 5.14 111 5.38		

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Letter 41 - Use semicolon - 1) To separate two independent clauses when conjunction is omitted. 2) To connect two compound sentences if either clause contains one or more commas and a conjunction.

Cool-Air Fan Co.
Akron, Ohio 44307

Gentlemen:

The fan which we purchased from your firm on May 22 arrived in an unusual condition. If you could have seen the package when it arrived at our store, you would have wondered how any part could have survived.

The fan was heavy, the box not heavy enough for its contents, and the package itself was insecurely wrapped. The express man, when he delivered the package, realized that we would have to file a claim. He would not sign the necessary report.

It might be well for you to check your shipping room to see whether cartons heavy enough for their contents are being used.

Will you please forward to us the papers necessary for our claim. Please duplicate our original order.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	24 176		unusual
2	84 8-46(1)	(6b)	survived
3	239-240	(2a)	contents
4	150 9.134	(1a)	necessary
5	117 5.61		

Letter 42 - The semicolon - 1) To separate several subordinate clauses used in some relationship to main clause. 2) To separate items with other internal punctuation. 3) To separate items in a series with commas.

Mr. John Adams
 Lincoln Road
 Herkimer, New York 13350

Dear Mr. Adams:

Your service club is making a marvelous contribution to its members with the study of New York State laws in regard to buying on time.

There are two installment plans

1. An obligation is a transaction where the buyer agrees to buy goods or related services at a particular time where the buyer agrees to make payment of the outstanding balance in installments; where the seller may retain title to the goods or take a chattel mortgage on them through a contract, or sell without any lien.
2. Retail Credit Agreement or "revolving credit" is a transaction where the seller extends credit in a stated amount to a buyer over a period of time; where the buyer must repay in monthly statements with a carrying charge on outstanding monthly balances for goods and services which are actually bought.

If an installment plan does not conform to the provisions of the law, it is illegal.

We will send, as you requested, a copy of the booklet, "Buying on Time," to Mr. James White, Mohawk, New York; Mr. William Sloan, Frankfort, New York; and to Mr. Richard Waite, Ilion, New York.

Sincerely yours,

Reference Number	Page & Paragraph	Freq.	Word List	Freq.	Word List
1	25 177(b)	(1a)	service	(2a)	title
			marvelous	(4b)	chattel
2	84 8-46(3),(4),(5)	(4b)	contribution	(7a)	lien
		(3a)	obligation	(7b)	revolving
3	239-240	(2a)	transaction	(2a)	repay
		(6b)	related	(2a)	actually
4	150 9.134	(1a)	particular	(4a)	conform
		(2a)	outstanding	(4a)	provisions
5	117 5.63	(2b)	retain		

Letter 43 - Use semicolons before connective clauses and between independent clauses.

The Nelson Corporation
98 Lexington Avenue
New York, New York 10020

Gentlemen:

Attention of Mr. Charles Gorton

Are you interested in saving time and money by reducing the number of typed copies you must produce to keep your business active?

The Multicopier machine can make perfect letter-size copies in seconds and at a cost of less than a penny each; **furthermore**, only electric power is needed.

Many leading companies are buying this machine because it copies all kinds of work with speed and simplicity.

Mr. Allen Smith, of the Wilton Company in your city, has just bought a machine. He says that the last copy is as clear as the first.

Perhaps you should give this machine a trial; so let your agent, Mr. Ralph Martin, show you how this machine works.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	25 178,179	(3a)	reducing
2	85 8-46(4)		Multicopier
3	239-240	(2b)	letter-size
		(5b)	furthermore
4	150 9.134,9.135	(2a)	simplicity
5	117 5.62		trial

Letter 44 - Use semicolon and comma after enumerations, lists, and explanations. Place punctuation outside closing parenthesis.

Prentice & Thomas, Inc.
359 Broadway
Portland, Oregon 97207

Gentlemen:

I wish to apply for the accounting position advertised in the Portland Standard. I am twenty years old, single, and live with my parents. In June 1965, I was graduated from the Rockefeller High School, where I took business education courses ~~in~~, Bookkeeping, Typewriting, and Business Law.

I am experienced in accounting work ~~(cost account- ing)~~; for the past year and a half ~~for example~~, as an accountant, I have been employed by the A. B. Thomas Corporation in their Accounting Department. My work has been rated satisfactory by Mr. John Dawson, my immediate superior. I am seeking a change of employment because this firm is moving to Chicago, and I do not wish to leave my family.

I should be glad to make an appointment for an interview at any time convenient to you.

Very sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	26 43	182(a),(b),(c),(d) 249	(4b) accountant
2	85 74	8-46(5) 8-31,1 (note 1)	(1b) convenient
3	230-246		
4	150	9.136,9.136 9.128	
5	118	5.66	

*Letter 45 - 1) Use colon - after introductory clause followed by series containing illustration for enlarging idea of first clause.
 2) Use colon - after introductory expression containing as follows, the following, these, and thus preceding an enumeration.*

Appleby, Williams Co.
 427 Tremont Street
 Boston, Massachusetts 02110

Gentlemen:

Our order arrived by express c.o.d. on May 18. We have checked the invoice and find ~~the~~ **the following** items missing:

- 100 yds. of white organdy
- 3 bolts of red flannel
- 1 gross of hooks and eyes.

At this time of year any delay in receiving orders presents unhappy situations among our customers. This is the sewing season in our community.

Our customers come in every day asking for ~~the~~ **the following**: scissors, thread, needles, patterns, and materials.

Will you please ship the missing items to us without delay.

These rules are listed in our shipping room; check the invoice; check the materials to be shipped; check the packing slip; check the invoice with the packing slip. We have found this sign most effective; and our shipping errors have been reduced to a minimum.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	28	189	(2b)	minimum
2	59	8-13(2),(3)	(2a)	effective
3	241-242		(5a)	organdy
			(5a)	flannel
			(1b)	situations
4	138	9.9,9.13	(2a)	community
				scissors
5	118	5.68	(6b)	needles

Letter 46 - 1) Use colon - before listed items as straight listed material or one item on each line (items may or may not be numbered).
 2) No colon - if introductory expression is followed by another sentence.

Mr. Charles Simons
 856 Lansing Street
 Buffalo, New York 14221

Dear Mr. Simons:

On referring to our files in regard to your over-due account of \$91.52, we find that we have written you three times: January 10, February 15, and March 6.

No word from you! We are sorry to be obliged to set the following restriction on your account. It must be paid by April 16, or we will be obliged to withhold shipments on all future orders until payment is made.

We would dislike to take this action. We sincerely feel that there must be a very good reason for your silence. Why don't you write us? If you have a problem we might help you. As you know, we have experienced men who might be able to assist you.

Our business motto is serve, help, and assist. Won't you please help us by sending your check or a letter explaining your silence and delay.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	29 190,191(b)	(1a)	referring
2	59 8-13(4)	(1b)	obliged
3	241-242	(1b)	restriction
4	138 9.9	(4a)	withhold
5	118 5.68	(4a)	dislike
		(1b)	assist

Letter 47 - Use colon - to introduce series that contains illustration or enlargement on a fact already stated.

Mr. Nelson F. Hill, President
The Ward Distributing Company
676 Northern Boulevard
Oakland, California 94611

Dear Mr. Hill:

Many leading businessmen, concerned with employee morale, are buying our wonderful new cups.

Ten years of experimentation were spent in making a satisfactory cup for serving hot liquids. The plastic lining, similar to real china, saves the flavor of liquids by staying hard and keeping the liquid hot longer. And remember one fact: the cup holds its shape!

A special test has been conducted by many employers. Mr. Walsh, president of the Lipton Tea Company, New York, made these comments: "This firm, good-looking cup really holds the original freshly brewed flavor of tea. What is more, the tea stays hot longer."

Other users of these cups have stated that the new inner coating helps to hold the good flavor of liquids much longer than do the usual drinking cups.

You will soon receive a trial supply to make your own test.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	30 196,198(b)	(3b)	employee
	39 227,248,249	(4b)	morale
2	59 IV,1e	(5b)	experimentation
3	241	(1a)	satisfactory
	250-251	(7b)	liquids
4	138 9.10		plastic
5	118 5.68	(1a)	good-looking
	119 5.69	(3a)	comments
		(5a)	brewed
		(2a)	inner
			trial

Unit 48 - Use colon - between hours and minutes.

Union Travel Service
120 Broadway
New York, New York 10003

Gentlemen:

Since I communicated with you about my proposed trip from New York to Chicago, my plans have changed. Instead of leaving on May 3, it is now necessary for me to leave on May 1.

I would, therefore, like you to reserve an upper berth on the express that leaves New York in the morning at ~~8:25~~. My plan to return on May 15 is still unchanged. I shall use the space you have already reserved on the evening express at ~~10:26~~.

As soon as these tickets are ready, get in touch with me at MAin 5-2800, and I shall pick them up.

Thank you for your consideration in this matter. Your service is always efficient, courteous, and speedy. I shall be delighted to recommend it to several of my associates.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	29	192	(2a)	proposed
2	60	8-13(9)	(1a)	necessary
3	586		(7b)	berth
4	138	9.12	(3a)	courteous
5	119	5.73	(5b)	associates

Letter 49 - Use quotation marks - to enclose exact words of a speaker or a writer, or any quoted material.

Bassett, Ware & Compton
107 Riverside Avenue
Fleetwood, Ohio 44003

Gentlemen:

Your recent advertisement had the caption, "Our shipments will arrive at your store in perfect condition." We cannot agree with your slogan, as we have had experiences to the contrary.

Mr. L. W. Barnet, your shipping room foreman, wrote us on October 13, "Each shipment sent you has been carefully packed." In spite of this statement, the vases in our order of October 14 arrived chipped and cracked. If this is "careful packing," we fail to see it.

To repack these damaged items and return them takes considerable time and money on our part. Also, our customers have placed orders for these items; and we have to report to them that they have not arrived.

We feel we are justified in asking you to be more careful about your shipments. "No, your order is not in," is not the reply we like to give our customers.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	39 227 43 248 45 254 57 298	(2b)	damaged
2	81 8-42(2) 81 8-41(1),(5)	(4a)	foreman
3	248-250		
4	148 9.116		
5	116 5.59		

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Letter 50 - Use quotation marks - to enclose entire quotations of more than one sentence. Do not include etc. within the quotes.

Mr. Emerson Brumfield
866 West Street
St. Johnsville, New York 13452

Dear Mr. Brumfield:

You have been receiving and reading advertisements from finance companies, which say, "Money borrowed on easy terms to pay for washers, household utensils, cars, etc." You are correct in assuming that New York State has laws which give the buyer limited protection against certain abuses in installment buying.

It is essential that you know your law and that you read your contract before signing it.

The reason that New York State introduced this law is the development over the years of the following abuses: exorbitant charges, failure to disclose terms for a time sale, failure to make refunds on prepayment, and other improper practices.

Dr. Howard Johnston, consumer counsel to the Governor, has prepared a booklet on installment buying of cars in which he says: "New York State now has a law regulating the installment sale and financing of all motor vehicles, new and old, bought for personal use. This law gives to the buyer limited protection against certain abuses."

I am sure Dr. Johnston would be glad to send you a copy of each of his booklets.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Freq.</u>	<u>Word List</u>	<u>Freq.</u>	<u>Word List</u>	
1	40	230,231	(5a)	advertisements	(4a)	introduced
2	81	8-42(3)	(5b)	borrowed	(3a)	development
3	250		(3a)	household	(6a)	exorbitant
4				utensils	(2b)	failure
5			(3a)	assuming	(4a)	disclose
			(2a)	limited	(2a)	refunds
			(5b)	abuses	(6a)	prepayment
			(2b)	essential	(6b)	improper
			(5a)	consumer	(5a)	counsel
			(6a)	regulating	(7a)	vehicles

*letter et - No quotation marks - for long quotations of four or more
 type-written lines, introduced by colon, and set off from
 other material by indented margins.*

Mr. Carl G. Warden
 76 Sharp Street
 Fullerton, Louisiana 70707

Dear Mr. Warden:

You once wrote: I will place an order for office
 furniture soon; however, that was some time ago.

A short time ago, one of our customers wrote:

There is no substitute for furniture of
 good quality and appearance. Success is
 often measured by the impression made
 upon our clients. We can truly say that
 business seems to have doubled since we
 installed your line.

We are enclosing another price list for your
 convenience. Please refer to the items listed under
 Office Furniture: chairs, desks, filing units,
 lamps, and tables.

You will note that there has been no increase in
 prices. We cannot, however, promise that they will
 remain the same. Cost of raw materials is rising
 every day. It is difficult to maintain high
 quality at low price under the circumstances.

Why not order your furniture before the prices go up!

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	49	266	(2b)	substitute appearance
	43	249	(2b)	
2	81	8-42(4)	(2a)	measured truly
	83	8-43(2)	(1a)	
3	251		(1b)	circumstances
	255			
	256			
4	149	9.127		
5	240	10.16		
	243	10.23		

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... of ... in ... of ... paragraph ... for ...

R. H. Tracy & Company
592 Ninth Avenue
Syracuse, New York 13209

Gentlemen:

I quote in part your telegram of December 10:
*Please arrange to make payment on your account within ten days or it will be necessary to start court proceedings. Your patronage is valuable ...

John Miller.

It is evident that someone in your office has made an error. I have a cancelled check in the amount of \$27.85 which was cashed by you on November 10 in full payment of my account in your store.

I am amazed that a telegram, using such an unfriendly tone, would be sent to any of your customers, especially in error. It does not sound like your voice with a smile. I would say that your public relations know-how appears inadequate, to say the least. It is apparent that you do not live up to your slogan, "The customer is always right."

Please clear my account at once of this record of nonpayment and notify me when it has been done.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	49 266,267(b)	(3a)	proceedings
2	81 8.42(4)	(2b)	patronage
	82 8.42(11)	(1b)	cancelled
		(1b)	especially
3	256	(5b)	inadequate
	255		
	251		
4	150 9.130		
5	237 10.5		
	241 10.17		
	241 10.18		

*Letter 88 - Use comma - before quotation marks introduced by expression,
"he said."
Use colon - in place of comma if quotation is long.*

Mr. Arthur W. Somers
Box 727
South Blanchfield, Ohio 43905

Dear Mr. Somers:

The reaper and harrows we purchased from you on March 20 have been delivered at our farm. The directions for assembling the machines are complete, but difficult to follow.

Mr. Albert King was the representative who sold these machines to us. At the time of purchase he said, "A factory man will come to assemble the equipment." This was included in our agreement with your firm. No representative has contacted us up to the present.

We telephoned the regional office in Des Moines a week after the equipment arrived. The manager said: "Our field representative now in Ohio will be at your farm in a day or two. He is currently in the southern part of Ohio, but should be in your vicinity by April 12." Up to the present, we have neither seen nor heard from him.

Our spring planting must be done without delay, and our new equipment should be in use. Please have some representative at our farm by the end of this week.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	46 257(a), (b), (c)	(5a)	reaper
2		(6a)	harrows
3	248-250	(1b)	assembling
4	138 9.10	(3a)	included
	139 9.21	(4a)	contacted
5		(6a)	telephoned
		(1b)	regional currently

Insertion of the notation marks for special emphasis; and use comma and closing notation mark to prevent interrupting expressions.

Mr. William Richards
106 Grand Avenue
Rochester, New York 14607

Dear Mr. Richards:

Two months ago, you requested us to ship you two boxes of oranges, which were sent to you on November 15. We trust they reached you in first-class condition as we marked the box, "Perishable," and sent them by air-mail express.

"These oranges have always been so good," you stated in your letter, "that we wish to have two boxes in place of the one which we have had in the past."

Naturally, this pleased us very much. We sent you two boxes of our very best "sun-ripened" oranges which means they were picked in their prime. There was not a "green" spot on one of them.

Won't you write to tell us that you received them? We would also appreciate your check in payment of them.

We can't believe that you wish to be placed on our "blacklist" to have future credit curtailed.

"Status quo" means the existing state of things. Your credit always has been excellent. Why not send us a check and allow it to remain, "status quo"?

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	48 263	(1a)	requested
	41 235,240	(1a)	condition
2	81,82,83 8-42(2),(10),(11), and (12)		airmail
3	250	(2a)	naturally
	252	(6a)	prime
	253	(5b)	curtailed
	254	(3a)	existing
4	149 9.122		
	150 9.130		
5	237 10.5,10.6		
	238 10.7		
	248 10.41		

Letter or - designation, number - annual title (unless in solid type) of books, magazines, articles, sections of books, plays, manuscripts, and reports.

Dear Subscriber:

It will soon be time to renew your subscription.

As you know, each issue of ~~HOUSEHOLD~~ ~~MAGAZINE~~ contains information about art, education, food, books, motion pictures, medicine, music, theatre, science, and sports. We are planning to include reviews of plays and scenarios.

Some of the titles of articles to appear in future issues are: ~~Adventures In Eating~~, ~~Household Management~~, ~~This Space Age~~, and "Maintaining Health."

We will feature the new, exciting book, ~~This Age of Satellites~~, by three famous scientists. The play, ~~Night Passage~~, will be reviewed in March. Our art critic will discuss the painting, ~~Trees In Autumn~~.

A subscription is worth \$5 a year. You will miss plenty of worthwhile reading material if you do not continue reading this magazine every week.

Perhaps you would also like to send a subscription to a relative or friend as a gift. We will send an attractive gift card to arrive on any date you request. Pay later!

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	41 242	(3a)	renew
	42 243,244	(2b)	subscription
2	83 8-42(13),(14)	(1a)	issue
3	254	(3a)	household
4	148 9.118	(1a)	information
5	190 7.134	(4b)	titles
	187 7.122	(3a)	adventures
		(2b)	management
			satellites
			scientists
		(6b)	autumn
		(1a)	relative
		(2a)	attractive
		(1a)	request

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Letter to - Use quotation marks - with speeches, plays, court proceedings, within quotation marks, within single quotation, and dimensions.

Mr. Harold Clay
461 Western Avenue
Denver, Colorado 80221

Dear Mr. Clay:

In response to your recent inquiry regarding the correct way of writing quotations, I referred to the many style manuals we have in our library.

Rule: Each speech must begin a new paragraph and should be enclosed in quotations. Example: "How long" he asked, "will it take them to make the trip?" "Two weeks," she answered.

Rule: In plays or in court proceedings, quotations are not necessary when the name of the speaker is noted.

Example: Mary: I love him.

John: You can't.

Mary: I have for a long time.

Rule: A quotation within a quotation, is set off by a single quotation. Example: The ad said "Nail polish is a 'must' these days."

Rule: Within a single quotation, if a quotation is made, use the double quotation mark. Example: "To the Teachers: 'All staff members must mark their examination copy 'Confidential.' ' ' "

Rule: Dimensions of feet and inches are indicated by a double or single quotation mark. Example: The room was 6' 2" x 9' 5".

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	42 245,246	(3b)	manual
	50 270,271	(1a)	referred
2	83 8-43	(3a)	proceedings
	82 8-42(9)	(3b)	confidential
3	248	(3b)	dimensions
	250		
4	150 9.134		
5	243 10.25,10.26		

Letter of — the dash — to set off parenthetical element that requires special emphasis or contains commas within itself.

Mr. Timothy W. Cramer
Eastern Manufacturing Co.
111 Beacon Street
Boston, Massachusetts 02120

Dear Mr. Cramer:

At a recent meeting of the Board of Directors of this company, it was decided that a division of territories should be made. We want all of our representatives—as well as our distributors and customers—to have the best possible service.

There were several proposals made during the discussion; and the personnel department felt that smaller territories for each salesman would be the best solution to our problem. Economic factors must be taken into consideration when new districts are created.

We have decided to divide the eastern seaboard division—Presque Isle, Maine to Baltimore, Maryland—into seven sections. This will necessitate adding four new men to this division.

Your territory will now encompass the section from Portsmouth, New Hampshire west to Dover, New Hampshire, and south to Cambridge, Massachusetts.

It is the hope of this department that you will not find it too difficult to contact new distributors as you indicated in your recent letter. We must progress with the times, and the creation of new territories shows improvement in our business. Further instructions will be issued the first of the week.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	31 201	(1b)	decided
	44 251,252	(1b)	division
	58 298	(4a)	territories
2	68 820(1)	(1b)	distributors
3	243-245	(62)	proposals
4	142 9.48,9.49	(3a)	discussion
5	110 5.35	(5a)	creation
	120 5.77	(1a)	instructions
		(4b)	personnel
		(4a)	solution
		(5b)	seaboard
		(4b)	necessitate
			encompass
		(2a)	indicated
		(2a)	improvement

Letter 58 — Use dash - in place of colon and semicolon.

Mr. George Snyder
6160 East 44th Street
Buffalo, New York 14213

Dear Mr. Snyder:

Re: Back bills of \$67.62

Twice we have written you friendly reminders in regard to the above account. These back bills include invoices November 5, \$25.31; November 26, \$15.31; and December 6, \$27.00. No reply or payment has been received from you.

Your credit rating in your locality, we know, is excellent, and you wish to maintain that splendid rating. We also are anxious to help you to keep it. Your failure to reply to our letters leaves us just one alternative, that is, to prepare your account for reference to the Retail Collection Agency whose facilities cover the Buffalo area.

We hesitate to do this and do not wish to take this step. We realize, as you do, that it would cause you extreme embarrassment, and would harm your credit rating.

Your remittance by return mail will stop this procedure, and will allow us to close your account with a favorable credit rating.

Please send us your check.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	32 204,205	(3a)	locality
		(2b)	maintain
2	68 8-20(3)	(2a)	splendid
		(6a)	alternative
3	245	(2b)	facilities
		(5a)	hesitate
4	142 9.50	(4a)	extreme
		(4a)	procedure
5.	121 5.81	(1b)	favorable

Letter 59 — Use dash - to introduce a summarizing statement, example, or explanation.

Mr. Carlton McNear, Vice President
 The Wonder Corporation
 843 West 42d Street
 New York, N.Y. 10022

Dear Mr. McNear:

Your letter was placed on my desk this morning. It is a pleasure to answer your questions about our voice-writer as advertised in a recent issue of The Wall Street Journal.

A descriptive folder is enclosed. Our machine can serve you in several ways—for example, it may be used for dictating and transcribing. Letters, interviews, conferences, telephone messages, and speeches—all can be recorded on regular discs. Moreover, it is portable—it can be taken on trains, airplanes, or in automobiles.

The plastic discs, upon which the recording is done, are easy to mail. After the material is recorded, you just send the disc to your office in a standard envelope. The person receiving it plays it back, records his answer on the other side, and mails the disc back to you.

Would you like a demonstration of our machine? We will ask our agent, Mr. Lawson, to call on you the next time he is in your city.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	33 212		voice-writer
	32 207	(3a)	advertised
2	68 8-20(3)(8)	(1a)	recent
		(3a)	descriptive
3	243-245	(1b)	booklet
		(6a)	transcribing
4	142 9.48	(4b)	interviews
	142 9.50	(6a)	conferences
5	120 5.77	(1a)	regular
	121 5.81, 5.82	(7b)	portable
		(1b)	standard
		(2b)	demonstration

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Letter 60 - Use dashes - to emphasize words that repeat or restate a previous thought and independent interpolation or an exclamation that is broken off abruptly.

Mr. Henry A. Hilton
651 Cedar Lane
Flushing, New York 11352

Dear Mr. Hilton:

As you requested, we have sent by air express the dozen gross of desk calendars you ordered on November 4. They should reach you shortly. We are happy to assume the extra charges for this delivery so that you will receive them in time for your banquet.

We are extremely sorry that an error on the part of one of our shipping clerks caused the delay--a delay that was expensive for you.

Your recent orders indicated that you are having success in selling our equipment to your retailers. No doubt, your staff is doing an excellent job in promoting the sales. In the coming year, we expect to add several new products to our line. In confidence, I told you that one of these will be called ~~Star~~ ~~Star~~ ~~Star~~.

About six months from now, we plan to mail to you a catalog of these items. We feel sure you will be equally successful in presenting them to your clients.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	32&33 208,211	(2a)	gross
2	68 8-20(4)	(4b)	banquet
3	243 244 245	(1a) (3a)	shipping confidence
4	142 9.50	(4b)	clients
5	121 5.81,5.82 123 5.93		

Letter #1 - the parentheses - with capitalization not logical or essential to main thought. Punctuation should be placed outside parentheses.

Miss Winifred Adams
 Center High School
 Centerville, Iowa 51204

Dear Miss Adams:

This is the time of year when we are interested in presenting to the high school seniors the advantages of working in our bank. We would appreciate it if you would pass on to your students some of the information about Main National Bank.

We hire high school graduates (both male and female) for positions in our individual bookkeeping department. These positions require accuracy, aptitude for operating machines (we provide on-the-job training on our office machines), and general alertness.

Our benefits equal those of most businesses in this area. Employees receive periodic raises; two weeks vacation with pay--after a year of employment; generous sick leave; free lunches; pension plan; medical and surgical insurance; and a low rate of interest on loans.

Employees are promoted from the individual bookkeeping department to note teller, bank bookkeeping department, information desk, bank wire department, and securities clerk.

Our working conditions are most pleasant. Our offices are all air-conditioned. Each employee has a 15-minute break morning and afternoon and an hour for lunch.

If you have any pupils who would be interested in working for us, please ask them to telephone me at 7-1923 for an interview.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	35 218,219	(2a)	individual
	35 216,217		aptitude
2	74 8 31,(1)		periodic
3	246-248	(7b)	pension
4	144 9.80	(3b)	medical
5	124 5.94	(5a)	surgical
		(4b)	securities
			air-conditioned

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Letter 62 - Use parentheses - to enclose reference and directions, name of authority, and figures that confirm spelled-out numbers.

Mr. James Westcott
210 Pearl Street
Utica, New York 13509

Dear Mr. Westcott:

We regret that our letters, calling attention to your overdue account and urging payment, have received no consideration by you. The amount is \$512.64. (see attached invoice) and the account is six months past due.

As you know, you have already been granted an extension of time (see our bulletin #44, Credit Accounts and Privileges for our Customers) which is far in excess of good credit standing. We do not feel that we can justify a further delay of the payment of your account.

If your check is not in our office by August 5, we shall have no alternative but to think you have no intention to pay or to cooperate with us. We shall be forced to send your account from our office to a collection agency. This would be bad for you, as it would lower your credit rating with the credit agencies and the community. We know you would not want such an unfortunate thing to happen. Why don't you prevent it?

Remember the amount is \$512.64 (five hundred twelve dollars and sixty-four cents). It is very important that your check be in our office by August 5.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	36 220,222	(1a)	consideration
2	74 8-31(2),(5)	(5a)	urging
3	246-248	(1a)	attached
4	145 9.84,9.85	(1b)	extension
5	124 5.94	(3a)	justify
		(7a)	intention
		(2a)	cooperate
		(3a)	unfortunate

Letter 66 - Use parentheses - for enumerated items and parenthetical items within sentences.

Building Supply Company
84 Mansion Street
Circleville, Georgia 31007

Attention of Mr. Edward Miller

Gentlemen:

One of the problems that small business faces today is that of finding adequate housing (with a low-price tag).

You will find that we can supply you with industrial buildings of modern design and built-in quality in almost any size you wish. The new low price and our easy payment plan bring them within the building or expansion allowance of almost any size of business.

Owners of the thousands of these buildings in use today give the following advantages: (1) more building for much less money, (2) open floor space with no braces, (3) fast, easy installation of insulation, (4) fire-proofing with low insurance cost.

The side walls and roofs are clean looking and strong. The buildings fit in well with surrounding buildings. They are well built of durable steel and can be used for many purposes. The prices are right!

Write to us for our free catalog giving facts about our complete line of products for use in all types of construction. (We may be able to help you solve your housing problem.)

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	36 220,222,223	(4a)	adequate
	37 224	(3a)	industrial
2	64 1d,1e (note)	(2b)	built-in
3	246-248	(1b)	quality
4	145 9.83	(5a)	expansion
5	124 5.97	(2a)	allowance
		(3a)	installation
		(7a)	insulation
		(4b)	fire-proofing
		(7a)	surrounding
		(5a)	durable
		(2a)	construction
		(4b)	solve

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Letter 64 - Use parentheses - for parenthetical items at the end of sentences.

Miss Bernadette Murray
412 Second Street
Troy, New York 12180

Dear Miss Murray:

I am sorry to say that all the space has been sold on the trip to Atlanta (Flight 121) from New York to Miami on December 20 (Friday). This is a very popular date (Friday); and many organizations in New York will not open again until after Christmas. This trip has been sold out since October 15.

I can arrange to give you the space on the flight that leaves at midnight on December 22 (Sunday); it will arrive in Atlanta at five o'clock on Monday morning. This, I know, would not be a convenient hour for arrival, but it is the best I can offer you at the moment.

Enclosed are complete schedules of flights from New York to Miami. The flights that land at Atlanta are on page 5 (Capital Airlines). Not all of them have space, but if you prefer to travel by this line, let me know, and I shall do what I can to obtain a reservation for you.

You can reach me at Main 6-2198. Would the flight be convenient that leaves at midnight on December 22 (Sunday)?

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	37 224(a), 38 225		flight
2	73 8-30(1) and (4)	(2a)	organizations
3	246-248	(4a)	popular
4	146 9.89	(3b)	schedules
5	124 5.98	(7b)	reservation
	108 5.22		midnight

Letter 's' - the apostrophe - to form possessive not ending in s.

Mrs. Linda Getz
15 Highland View Avenue
Rensselaer, New York 12144

Dear Linda,

We are always delighted to hear of the promotion of one of our former students. It is always gratifying when one's former pupils are given positions of trust.

Miss Alice W. Clark, personnel director, wrote a letter telling us of your promotion and praising your work. As you know, many graduates of this school have worked at the Hardy Company and all have performed well on the job. It is Miss Clark's opinion that school training is of utmost importance for performance on the job.

I am sure you will remember our heated discussions relative to dress, manners, poise, grammar, and deportment. I am confident it is these things which have aided you to earn the present position.

Pupils profit by talking to former students. Would you be willing to speak to my present senior group about your experiences? It would be necessary, of course, to secure your supervisor's permission to come to school some morning at 8:45. The girls would be interested in office procedures, office etiquette and any other items which you feel would be of value to them. Could you bring with you some of the company's booklets, advertising slogans, and forms for the pupils to see? This would be good advertising for your firm.

I extend to you my very best personal congratulations. I shall look forward to seeing you here at school soon.

Sincerely,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	102 632	(4b)	promotion
	58 298	(3b)	gratifying
2	53 8-2(1),(7)	(4b)	personnel
3	261-262	(4b)	performance
4	70 5.20,5.21	(1b)	confident
	5.22,5.27	(4b)	supervisor
5	116 5.60	(4a)	procedures
		(4a)	etiquette
		(4a)	congratulations

Letter 68 - Use apostrophe - for forming contractions and forming plurals of figures, letters, and symbols.

Mr. George Whittaker
16 South Park Avenue
Gloversville, New York 12078

Dear Mr. Whittaker:

The Acme Transportation Company just called us about a shipment, which was sent to you c.o.d. for \$75.37. They reported you were very much upset, as you hadn't placed this order with us for a c.o.d. shipment.

We hope you'll accept our apologies, as we find that you are absolutely right. You didn't order these goods to be shipped c.o.d.

We have analyzed this error and have found that the salesman sent in a number of orders in one mail. Your order number was 9641; and the next order number, 9642, was to be shipped c.o.d. This is a careless mistake; and, we realize, it is embarrassing to you.

Your credit is excellent--all payments are received on time. We consider you one of our most valued customers, so we wouldn't do a thing to humiliate you or cause you inconvenience.

It's true that we do not have many c.o.d.'s in our business. Occasionally, a customer prefers shipment to be made in that manner and, of course, in those instances we like to accommodate him.

We have authorized the Acme Transportation Company to release this shipment to you as an open account. We've also notified the salesman about this error; and we have asked him to write the 2's on his orders more legibly. We find they are indistinct.

Thank you for your patience with us.

Sincerely yours,

Reference Number	Page & Paragraph	Freq.	Word List	Freq.	Word List
1	55 502,622-625	(5a)	apologies	(2b)	release
2	55 8-4(6),(7)	(1b)	absolutely	(1a)	error
3	261-262	(1b)	salesman	(2b)	notified
4	71 5.28	(4a)	embarrassing	(5b)	legibly
5	116 5.60	(3a)	humiliate	(3a)	patience
	117 5.63	(3a)	occasionally		indistinct
		(3a)	accommodate		

Letter 67 — Use apostrophe - to indicate omission in dates.

Miss Elizabeth M. Stipe
 311 Duane Avenue
 Schenectady, New York 12307

Dear Miss Stipe:

"Eighty Days Around the World" - or 30 days in Europe!

Miss Constance Brooker has suggested that you might be interested in our A-30 Summer Air Tour of Europe. The tour will extend for 35 days, including time required for transportation. It will leave New York on July 15 and return August 14. Thirty days for \$1,195 sounds like a lot of money for a short time. When you consider, however, that the same tour cost \$1,000 in '65 (a few years ago), it is really a bargain at today's prices.

You will have the thrill of visiting a number of places of world-wide importance: London, Amsterdam, Brussels, Paris, Geneva, Milan, Venice, Florence, and Genoa.

The price of the tour includes: (1) air travel, (2) first-class hotel accommodations, (3) transportation for all tours, and (4) most of the meals. Plenty of time will be allowed for shopping.

To be assured of a reservation, a deposit of \$100 is required for each application - and, of course, a passport!

If you are interested in this tour, please send for an application blank and an itinerary giving complete details.

We hope you will become a member.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>	
1	55	see-420	(1b)	suggested	passport
2			(6b)	tour	London
3	280			Europe	Amsterdam
4	71	5.28	(1b)	transportation	Brussels
5	116	5.60	(7b)	thrill	Geneva
	200	8.16	(6b)	world-wide	Milan
			(2b)	importance	Venice
			(1b)	assured	Florence
			(3b)	reservation	Genoa

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Letter 's — for apostrophe — for single quotation mark.

Mr. Henry Simms
471 Western Avenue
Denver, Colorado 80221

Dear Mr. Simms:

Please refer to my letter of January 10 in response to an inquiry made by Mr. Harold Clay of your organization relative to the correct way of writing quotations within quotations.

In that letter, I quoted the following rules and examples:

Rule: A quotation within a quotation is set off by a single quotation. Example: The ad said "Nail polish is a 'must', these days."

Rule: Within a single quotation, if a quotation is made, use the double quotation mark. Example: "To the Teachers: 'All staff members must mark their examination copy "Confidential." ' "

Rule: Dimensions of feet and inches are indicated by the single and double quotation mark. Example: The room was 6' 2" x 9' 5".

I am at a loss to understand why you make another inquiry so soon after my answer to Mr. Clay. It is, of course, possible that your work is entirely separate from his and that you have little or no connection with his problems.

The problem of quotations is one on which we receive inquiries regularly, and we are happy to give you the benefit of our experience in this field. Do feel free to call upon us at any time that we may be of service to you.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	55 see 245-247 42 245,246 80 429,430,432	(1a)	within
2	82 8-42(9) 55 8-4(6),(7)	(1a)	entirely
3	256 282	(1b)	field
4	150 9.133 171 11.8h		
5	243 10.20		

Letter to — Use asterisk — to refer reader to footnotes.

Mrs. Irving F. Samuels
634 Broad Street
Lexington, Kentucky 40506

Dear Mr. Samuels:

January is traditionally White Sale month. This is the time of year when you can shop for bargains in sheets, blankets, and towels.

Picture your beds made up in the finest possible combed percale sheets. The percale is 200 thread, woven for beauty and strength. It will wash easily and wear well. And you can choose from such lovely colors as: pink, blue, gold, green, and lavender. Twin sheets sell for the ridiculously low price of \$4.50; pillow cases, 75 cents each.

Lovely Orlon* blankets are no luxury; but, when you consider the fact that you will no longer have the problem of moths, they are well worth the price of \$10.95 for the twin size. Moreover, they are soft, light, and warm. You can select colors to match your sheets.

The thick, beautiful towels (of famous make) look higher in price than \$1.59, but they will be sold for only \$1 - the same five lovely colors! Wash cloths are also available to match the towels.

Although the styles and colors have changed in the past few years, the quality remains the same.

Thrifty shoppers come to our doors when we have a White Sale. Why don't you do the same during our coming sale? Doors will be opened early on January 14.

Very truly yours,

* Reg. U. S. Patent Office

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	56 292	(7b)	traditionally
2	57 8-7(1)	(2b)	percale
3	273	(3a)	strength
4	214 15.12	(6a)	ridiculously
5	190 14.97	(4b)	lavender
		(4a)	luxury
		(7b)	orlon
		(4a)	moreover
		(7b)	thrifty

Letter 70 - Use diagonal - in certain abbreviations, symbols, and in writing fractions.

Mrs. James Hall
945 West End Avenue
New York, New York 10010

Dear Mrs. Hall:

In response to your recent request, I wish to inform you that the beneficiary of your insurance policy #13536/D has been changed to read Mary Smith and/or Adele Smith. As you indicated in your letter, their address is c/o Mr. John Dalton, Summerhill, Massachusetts.

Definite regulations have been set up as to the wording of an insurance policy. I am enclosing a pamphlet, explaining these regulations. Your wish to include two persons as beneficiaries of your insurance is indicated in the wording "and/or." It means that if both Mary and Adele Smith are living at the time of your death, they will share the amount of your policy. If either one is dead at the time of your death, the surviving party will receive the entire amount of your policy.

It is important that we record the present address of your beneficiaries. In the event of a change of address, it would be wise to record it. In this way, loss of time may be avoided in the final settlement.

You retain the privilege of changing the names of your beneficiaries at any time you might wish to do so. If you have any further problems or questions, I shall be happy to hear from you again.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	56 294 57 295	(4a)	beneficiaries
2	69 8-21(1),(2)	(3b)	beneficiary
3	274 552	(2b)	pamphlet surviving
4		(2a)	privilege
5			

Letter 71 — Use brackets — for insertion in quoted extract.

Mr. Henry Smith
 951 Westmoreland Avenue
 New Haven, Connecticut 06509

Dear Mr. Smith:

In response to your recent inquiry, Mr. Henry Dale qualified for Health Care when it was introduced on November 1, 1962. He became eligible as a retired member of the executive staff.

An excerpt from the minutes of the meeting in which his group was accepted into this insurance group is quoted as follows: "All members of the executive classification will be eligible for the Health Care Insurance as of November 1, 1962, if they have filed an application indicating their willingness to contribute ten per cent of the yearly premium. It is understood that this insurance will cover their wives also [children have been added since]."

Mr. Dale was married on June 1, 1963, and since that date has had a son, Robert. It is our impression, therefore, that Mr. Dale has also had his dependents covered by the Health Care Insurance when he notified the group of his changed status in each incident.

It is our desire that dependents may be added to the Health Care Insurance within thirty days after a dependent has been acquired. The same is true in the case of Hospitalization Insurance under that group plan. This has been the subject of many inquiries recently.

We recommend that the Health Care protection be extended to the wives and children of any building maintenance employee. The Board of Directors would welcome a suggestion to this effect, I am sure.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	57 296,297	(5a)	eligible
2	57 8-9(1),(2)	(2t)	executive
3	276	(2a)	childrer:
4	137 9.4	(7a)	dependents
5	241 10.17	(2b)	notified
		(4b)	maintenance

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*Letter to Miss Helen M. Jacobs - to explain a rule and to explain some
of the rules.*

Miss Helen M. Jacobs
21 Tetlow Street
Boston, Massachusetts 02107

Dear Helen,

An application for a position is an attempt to sell personal service. It is one of the most difficult problems in salesmanship. I am suggesting several topics for you to keep in mind when preparing yourself to apply for a position. The five rules I have are:

- 1 Gain attention
- 2 Arouse interest
- 3 Create conviction
- 4 Get action
- 5 Give satisfaction

These five rules apply whether you write a letter or apply in person.

Do not apply for a position unless you believe yourself fitted to hold it. It is not fair to take the time of the future employer to interview you, only to find you do not have the proper qualifications. Remember that you climb the ladder to success a round at a time. Act on the principle as expressed in the following stanza from a poem by Dr. J. G. Holland:

"Heaven is not reached at a single bound,
But we build the ladder by which we rise
From the lowly earth to the vaulted skies,
And we mount to the summit round by round."

When you go for an interview, be sure to dress modestly; be on time; and present yourself in your best manner. Try to evidence no nervousness; speak up in a well-modulated voice; and, above all, answer all questions truthfully.

(letter continued on next page)

Miss Helen M. Jacobs

-2-

If you are successful in obtaining the position, be alert to the possibilities for advancement. In all you do show your interest in the company for which you work. Study the people with whom you work; treat them with courtesy and respect; and show your appreciation for those things they do for you.

You have had good training; you are intelligent and have a pleasing personality; so you should go far in the business world.

My best wishes for a ~~long~~ and ~~successful~~ career in your chosen profession.

Sincerely,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	53 285,286,287	(5b)	conviction
2	86 8-49(1),(2),(3)	(1b)	satisfaction
3	275	(7b)	modestly
4		(2b)	evidence
5			nervousness
		(3b)	well-modulated
		(7b)	possibilities
		(3b)	advancement
			intelligent

PART 11

**108 Letters for Dictation
and Transcription
(Emphasizing Mechanics of English)**

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... ..
... ..
... ..
... ..
... ..

Willis Reed & [redacted]
Box 453
Staunton, Virginia/ 24403/

Gentlemen:/

Your order/for the 100 [redacted] of rice seed/
to be shipped/[redacted] your city/was received by
us./

We shipped this order/March 19/and cannot
understand why/it was not received./

Will you please check/at your local
express office./

yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	93 531-532 57 298	(1a)	understand
2	76 8-34-4	(1a)	received
3	276 551		
4	147 9.100		
5	316 14.1,14.2 219 14.12		

Letter 24 - Decimals - use period to separate whole numbers from decimal fractions.

Mr. Charles DeHaven/
 246 Second Street/
 New Rochelle, New York/ 10805/

Dear Mr. DeHaven:/

Thank you for your check/for \$245~~49~~49./

The terms/of our agreement were/2/10, n/30./

The invoice is dated October 31/and your
 check is dated/December 12./ We regret that/
 the time has lapsed/for this discount./

Will you please/send us a check/for
 \$5~~01~~01./

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	2	105	(1b)	terms
2	76	8-34(5)	(1b)	agreement
3	276 279			2/10, n/30
4	147	9.98	(1a)	invoice
5	198	8.10	(1a)	regret
			(1a)	discount
			(5a)	lapsed

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... - ... of

Mr. John M. Davis/
757 North Street/
Rochester, New York/ 14609/

Dear Mr. Davis:/

Your letter has been received./ The
personal data sheet, which you enclosed,
contains the required information about
your education, experience, and community
activities./

Before making a decision, however,
there are a few matters I should like to
discuss with you./ Can you travel?/ move?
begin now?/

Will you come for an interview/on
Monday?/ If not convenient, let me know
at once./

Yours truly,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	3 109-117 6 122-175	(1a)	personal
2	61 8-17(1 to 40) 78 8-36(to 8-39)	(2b) (1b)	data required
3	257-258	(3a)	activities
4	139 9.20-9.45 148 9.113	(1b)	decision
5	108-116 137,5.24-60 107-108 5.16-22	(3b) (1b)	interview convenient

Letter 76 - Attention line - to direct a letter to a particular person or department.

Commonwealth Corporation/
400 Third Avenue/
Denver, Colorado/ 80211/

Attention: Mr. Thomas S. Gross/

Gentlemen:/

We had considerable success/in selling your line in June, 1960./ We would like to include/your goods in our new inventory./ Please send us your new catalogue/and include the terms/on which you would sell these goods to us./

We are anxious to settle/these details in the next few weeks/; so we hope we shall hear from you promptly./

Very truly yours,/

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	204 1430 197-210 Section 4	(1b)	considerable
		(2b)	inventory
2	13 2-3	(1a)	catalogue
3	291-298	(1a)	promptly
4			
5			

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... for states, regions, countries, individual
names, and lines of quotations.

Smithson, Jones Publishing Co.
567 Orange Street
Buffalo, New York 14207

Gentlemen:

When I checked the recent shipment of books from you, I found many errors. Your salesman, Mr. James Harter, said, "All our shipments are checked carefully." Mine was not.

I received books on **India and South America** which I did not order. The booklets on the **Nutmeg State**, the **Granite State** and the **Great Lakes** were as specified.

I shall return the incorrect items to you. My customers are anxious to receive the books for which I have taken orders.

Very truly yours,

<u>Reference</u> <u>Numt. nr</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	60 301,310 72 351	(1b)	carefully
2	87 9-5 91 9-16	(3b) (1b)	incorrect customers
3	119-124		
4	23 3.2,3.5 30 3.42		
5	187-193 7.122-7.147		

Letter 78 - Capitalize - official titles that precede personal names or refer to person by title instead of name, organizational terms when they belong to writer's own organization. (Otherwise, do not capitalize.)

Mr. John Smithers, President
 The Smithers Manufacturing Company
 612 South Main Street
 Waterloo, New York 13165

Dear Mr. Smithers:

We were very much pleased to receive from your **Treasurer** the **Balance Sheet** and **Income Statement** for the period ending September 30.

We have carefully analyzed these statements and have found that your business is in an excellent financial condition. We think you should be commended for the sound financial judgment which you and your officers have used in establishing this business.

The decision of your **Board of Directors** to appoint George Stanton as Secretary of your firm is excellent. May we congratulate **Secretary-elect George Stanton**.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	62-66 310,311,318, 319,320,322	(3a)	treasurer Balance Sheet Income Statement
2	92 9-18,9-20	(1b) (1b)	carefully statements
3	124-125 314	(2a) (1b) (1a)	excellent financial condition
4	28 3.35 29 3.36	(5b) (1b) (3b)	commended judgment establishing
5	149-158 7.2-7.31	(1b) (1b) (2b) (4b) (3b)	decision board directors appoint congratulate

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Letter 11 - Capitalize - names of firms, companies, associations, firms, clubs, etc. Capitalize common-noun element in the organization, when common-noun is substitute for full name (otherwise used as a general term of classification do not capitalize.)

Mr. Thomas R. Perry
198 Broadway
Rochester, New York 14610

Dear Mr. Perry:

Two types of membership are available in The ~~Community Theatre Club~~. An associate member pays \$3 which allows him to go to each play given by the ~~club~~. An active member pays \$5 and can take part in all club activities.

You may be too busy to become an active member, but you will not want to miss the fine entertainment that this **Club** will provide.

Return the reply card if you wish to become a **club member**.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	55 318,319,320	(3b)	membership
2	92 9-18	(1b)	available
3	129 Paragraph 2 130 " 4	(4a)	Theatre
4	25,26 3.17,3.18	(5a)	associate
5	164-168 7.47-58	(3a)	activities

Letter 80 - Capitalize - commercial products.

Smith & Crane
120 Exchange Place
Pittsburgh, Pennsylvania 15214

Gentlemen:

We are very happy to know that the **Airspun Airconditioner** you purchased in June has been so successful in keeping your store cool and comfortable. Would you allow us to use your letter in our advertising?

We were certain that the **Airspun** would increase your sales during the warm weather. It should be the reason for bringing more and more customers into your establishment.

Let us share your success with other people who might benefit by your experience.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	71 346,347	(1a)	advertising
2	88 9-6	(1a)	certain
3	125 Paragraph 2	(2a)	weather
4	27 3.25	(1b)	benefit
5	186 7.121	(1b)	experience

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Letter 81 - Capitalize - names of governmental bodies.

The Bureau of Sanitation
City of Alstair
Alstair, Nebraska 69109

Gentlemen:

For the past several weeks there has been no regular collection of refuse in this area.

It is our understanding that the city government is responsible for such collection. Mr. L. W. Cook notified the ~~Police Department~~ on February 11 concerning this condition, and a collection was made the following day. Since then no collection has been made.

This residential section is bordered by a ~~Federal~~ agency, and the ~~Army~~ is objecting to the present condition.

Will you please give this matter your immediate attention.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	66 323,324,325,326	(4a)	refuse
2	90 9-12,9-14	(7a)	immediate
3	119-124	(2b)	notified
4	25-26 3.17,3.18,3.19,3.20	(2b)	responsible
5	164-166 7.47-7.53	(7a)	residential
		(4a)	bordered

Letter 82 - Capitalize - names of places.

Mr. John Franklin, President
Crowell Fruit Market
Orange City, California 93609

Dear Mr. Franklin:

Thank you for your check for \$196.55. You did not include the freight charges, \$5.65.

If you will study your contract, you will notice on page 2 this paragraph: "We do not pay transportation charges west of the **Mississippi River**."

We know it is easy to overlook the fact that this **State** is east of the **Mississippi River**, and that the **State of California** is west of it. Therefore, we must ask you to send us a check for \$5.65 to cover transportation charges.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	68 329,330,331	(2a)	paragrph
2	89 9-11 91 9-16	(1b)	transportation Mississippi
3	123 127 Paragraph 1	(3b)	overlook
4	23 3.5 27 3.21		
5	159-163 7.34-7.45		

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Letter 83 - Capitalize - points of the compass.

Mrs. Harold J. Lane
17 River Road
Spring Valley, New York 10977

Dear Mrs. Lane:

Now is the time to come **South**. Plan a winter vacation in **Southern Florida** and leave snow and slippery roads behind.

You can enjoy bright sunshine, white sand, unpolluted water, and beautiful flowers. ~~What~~ offers you many vacation pleasures including fishing, boating, swimming, and several other sports.

You can travel south by plane, rail, bus, or car. Hotel rooms and motor courts are available.

Read the enclosed folder and make your plans today to visit this wonderful vacation land soon.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	68 333	(2b)	Southern
2	89 9-9		Florida
3	127 Paragraph 1		slippery
4	27 3.21,3.22	(1a)	pleasures
5	25,26 9	(6a)	swimming

Letter 84 - Capitalize - days of week, months, holidays, seasons (when personified), titles of publications, and sections of the country.

Miss Mary Adams
132 West Street
Phoenix, Arizona 85021

Dear Miss Adams:

Thank you for your inquiry of ~~Monday~~,
~~December 5~~, about books in the field of
office publications.

One of the most helpful texts we offer
to the young secretary is "The Secretary at
Work." Another book that greatly assists
the beginner is "The Secretary in the Office."
Both of these books are listed in the enclosed
booklet with prices and catalog numbers.

We do not have an office in the ~~Nest~~.
We shall be happy to hear from you again this
spring at our New York office.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	69 337,338 68 333	(3a)	publications
2	95 9-31 87 9-5	(2b)	beginner
3	128-130		
4	27 3.23,3.24 29 3.39 30 3.41		
5	159 7.34-7.36 172-173 7.71-7.73		

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Letter 56 - Capitalizing - Historical events, periods, movements, names, people, languages, and religions. Do not capitalize heavenly bodies.

Mr. Louis W. Andrews
112 Nassau Street
Alstair, Nebraska 69108

Dear Mr. Andrews:

According to the **City Collection Agreement Act** of August 1960, your area was to have collection service twice a week. We are at a loss to understand why this agreement has not been carried out.

We are also having difficulty at this time in getting proper collection of refuse in the area occupied by the **Mohawk Indian Reservation** on the other side of the **Army** installation.

Our supervisor has said that he will move **heaven** and **earth** to see that this matter is attended to properly without further delay.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	70 341,342,343,378	(2a)	difficulty
2	90 9-13 87 9-4, II, 2 93 9-27	(1b) (2b)	agreement attended
3	127 Paragraph 2 128 " 3	(1b)	properly
4	27 3.24 26 3.20		
5	168-172 7.60-7.70		

Letter 86 - Capitalize - Names of courses of study. Do not capitalize names of subjects or areas of study (unless a language is involved), and nouns preceded by a figure.

Miss Carolyn Herkenham
1267 Belmont Avenue
Schenectady, New York 12308

Dear Miss Herkenham:

We are pleased that you are interested in some of our evening courses. You will find them worthwhile and helpful to you.

You asked about methods of payment. You must pay one-half of the full tuition at the time of registration and the remaining half at the mid-semester, which would be November 16.

The course in **Philosophy of Education** grants three credits in graduate work. You may choose any course in **typewriting, English literature, or American history** for the remaining credits which you wish to take.

You will find a complete explanation of expenses in the **Bulletin, Chapter V, page 160.**

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	70 344,345	(6a)	worthwhile
		(1b)	tuition
2	87 9-2	(5a)	registration
		(4b)	mid-semester
3	126 Paragraph 4	(6b)	philosophy
		(3b)	typewriting
4	24 3.9		English
	29 3.39	(1b)	literature
		(1b)	American
5	187 7.122,7.123	(2a)	history
		(1a)	complete
		(1b)	explanation
		(2a)	expenses
		(1b)	bulletin

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Letter 87 - Capitalize - individual words that make up compound words.

Mr. Frederick B. Roland
46 Carter Street
Catskill, New York 12414

Dear Mr. Roland:

Would you like to enjoy [REDACTED]
[REDACTED] The new sets have just come
in. Here are some things you should know.

The [REDACTED] gives
lifelike tone. The Dark [REDACTED] is
easy on the eyes. The [REDACTED], several
inches narrower than other sets, makes it
easy for you to place your furniture. It
takes no more space than a bookcase.

The Fine-Tuning control is set once for
each channel.

Prices start at \$149.95.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	71	348		Self-Tuning
	73	352		Television
2	88	9-6, 9-7		Three-Speaker
			(1a)	lifelike
3	125	Paragraph 2		bookcase
			(5a)	Fine-Tuning
4	27	3.25		channel
	31	3.51		
5	186	7.121		
	188	7.124		

Letter 83 — Do not capitalize after a colon, when material cannot stand alone.

Mechanical Bank & Trust Co.
426 Main Street
Dallas, Texas 75209

Gentlemen:

Mr. James Adams has applied to our firm for a position and has given your name as reference. He is being considered for an opening in our Credit Department. He listed four departments in your organization in which he has had experience: sales, credit, accounting, and correspondence.

Would you be good enough to supply us with any pertinent information regarding his character, habits and ability. Your assistance in this matter will be held in strict confidence.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	30	195	(1a)	correspondence
2	94	9-30	(7a)	pertinent
3	242 414	Paragraph 4 " 2	(1b)	assistance strict
4	30	3.45		
5	149-150	7.1-7.4		

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Letter 84 - Agreement of subject and verb - verbs must agree with subject in number and person.

The Wellfleet Paper Co.
498 Gifford Street
Wellfleet, Iowa 52502

Gentlemen:

Our last order received from you **contained** several incorrect items. **Your salesman**, Mr. Harry C. Webster, **was** at a loss to understand how these errors could have occurred. He says that every order is checked carefully before it leaves your warehouse.

Our order specified white ruled paper, and **you sent** yellow. **We asked** for unruled paper in binders, and **you sent** ruled paper in the binders.

We are not willing to keep these items, and ask you to send us at once our original order in correct form. Please have this order checked carefully before it is shipped. **We are returning** the incorrect items today.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	138 1001,1002	(2a)	specified
2	47 7-1(1),(2)	(2a)	contained
3	69-70	(3a)	incorrect
4		(2a)	occurred
5		(4b)	binders
		(1b)	carefully
			unruled

Handwritten notes at the top of the page, partially illegible.

Miss Amy Rubin
 18 Kakely Street
 Albany, New York 12208

Dear Miss Rubin:

~~Both the bookkeeper and I have read~~ your letter of November 20 with regard to our statements. Many a customer has written us about this matter.

Our bookkeepers close our books on the twenty-fifth of each month. ~~Neither a purchase nor a payment~~ made after the twenty-fifth of the month, is shown on the current statement, but will appear on the statement of the following month.

This method enables us to get our statements to our patrons by the first of each month. We feel that not only our bookkeeping department, but also our customers, benefit by this plan.

We are confident that you will like this method of billing and paying as you become accustomed to it.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	139 1003,1004,1005	(4b)	bookkeeper
	141 1009,1010,1011	(1b)	current
2	47 7-1(3),(4),(5)	(1a)	customer twenty-fifth
3	78	(1a)	following
	73	(1b)	method
		(6a)	enables
4		(3b)	matrons
		(1b)	confident
5		(4b)	accustomed

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Letter 91 - Agreement of subject and verb - with intervening plurals.

Mrs. Thomas C. Randolph
123 Carpenter Avenue
Billings, Montana 59105

Dear Mrs. Randolph:

We are increasing the value of the dollar for this one time. You can now buy dresses, sweaters, hats, skirts, and shoes for less money. We have a wide selection of sizes, colors, and styles.

Not one ~~of these items~~ is old stock. The goods are all new. They are being placed on sale to make room for our parade of spring fashions in March.

You can also save on other articles ~~mentioned~~ the ones mentioned above.

It will be a pleasure to show these goods to you. Please plan to visit our store on Saturday, February 8.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	140 1006,1007 141 1008	(2a)	selection
2	48 7-1(9),(18)	(3b)	styles
3	39-40 69 74-75	(2a) (1b)	articles addition
4		(1b)	mentioned
5		(2a)	February

Letter 22 — Verbs with collective nouns - group acting as a unit or members of group acting separately.

Mr. Thomas Nelson
462 Fourth Avenue
Hartford, Connecticut 06103

Dear Mr. Nelson:

As the new year approaches, we wish to thank you for your confidence in the Hartford Trust Company. ~~More than half of our depositors are~~ neighbors in our community. We are happy to be of help to our fellow citizens.

~~The Board of Directors meets~~ on Friday and the subject of dividends is on its agenda. There is a possibility that our interest rates may be increased.

Hartford Trust Company ~~hopes~~ that it may serve you more in the coming year. ~~A number of our staff will be~~ available for special service on Monday evenings until seven o'clock.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	144 1018	(4b)	citizens
2	48 7-1,7,8,9,10,11,12		agenda
3	36-39	(4a)	dividends
4		(2a)	possibility
5			

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Letter 36 — Agreement of foreign nouns, pronouns or adjectives used as nouns, compound words, and verbs.

Mr. L. W. Turner
31 Winding Lane
Princeton, New Jersey 07902

Dear Mr. Turner:

Each subscriber to our magazine is entitled to a bonus once a year. We are sorry you were not pleased with your bonus for this year.

The **data contained in the appendix** were prepared by the research staff of our magazine; and many authors have been very pleased with it. **None of the others** who received this book has been dissatisfied with it.

You may return the book to us and choose another from the bonus list. If you prefer, your bonus book will be credited to your account and in another year, our gifts may appeal more to you.

Sincerely,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	141 1009,1110,1011,1012	(5b)	subscriber
2	48 7-1,14,15	(1b)	entitled
3	142-144	(3b)	bonus
4		(6a)	appendix
5		(5a)	dissatisfied
		(4b)	magazine

Letter #4 — Agreement of nouns and verbs — indefinite pronouns
always plural.

Roberts Hardware Company
256 Genesee Street
Albany, New York 12215

Gentlemen:

It is always a pleasure when we can grant our customers' requests. You have been such a valuable customer that I discussed your particular problem with Mr. Bradley, our vice-president in charge of sales.

Both of us agree that we should suggest a different method for caring for your present credit, since you request a long extension on an overdue account.

Could you possibly send us your check for \$125, which is one-third of your account? We would then be glad to extend the balance, \$250, until April 2.

We realize **you are one of those who are expending** considerable money for capital improvements. Perhaps we could help you, if you would send us a copy of your latest financial report.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	142	1011	(1a)	request
	141	1008	(2b)	discussed
2	49	7-1(16)	(1a)	particular
			(4a)	vice-president
			(1a)	suggest
			(1b)	extension
3	9		(2a)	overdue
	38		(2a)	possibly
	77		(2a)	extend
4			(1b)	realize
			(6b)	expending
5			(1b)	considerable
			(3b)	improvements
			(1b)	financial

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Letter 35 — Agreement of verbs and nouns -

- . When verb precedes subject (verb made to agree)
- . Sentence beginning there is and there are (real subject follows verb)
- . Use doesn't with third person singular

Mrs. Robert R. Blake
400 Winthrop Drive
Albany, Georgia 31708

Dear Mrs. Blake:

Thank you for asking for the prices of our steam iron and electric toaster.

Due to a large order, ~~these items will~~ be sold below cost. The steam iron, which makes it possible for you to cut ironing time, is priced at \$14.95. The electric toaster with crumb rack sells at \$17.95.

~~There are~~ two good ~~reasons~~ why you should take advantage of this chance to buy at sale price. ~~It doesn't happen~~ every day. Prices will continue to rise as the cost of raw materials increases.

~~Enclosed are~~ two order blanks for your convenience.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	146 1026,1027	(2b)	electric
2	49 7-1,17	(1a)	toaster
3	75		crumb
4	74 6.9	(1b)	advantage
5		(2b)	materials
		(1a)	convenience

Letter 96 - Principal parts of verbs - past participle and future progressive.

Mr. Harold Pace
475 Fifth Avenue
New York, New York 10002

Dear Mr. Pace:

Thank you for the letter you wrote me regarding the questionnaire on ownership of stocks. I have answered all the questions except two which I did not understand. If you care to clarify these questions, I shall try to give you the information you have requested.

I shall be very much interested in the result of your research; and when you have concluded the study, I would appreciate it if you would let me see the final copy. Your findings should be written up for the financial section of the city newspapers because they will be of interest to many.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	147 1029 148 1030,1031,1032,1033	(4a)	questionnaire
2	50 7-3,2	(7b)	clarify
3	97-102	(3b)	research
4		(1b)	financial
5			



Hastings, Mattson & Vadney
Woodbridge Road
Portland, Oregon 97206

Gentlemen:

I ~~have been~~ a customer of your firm for the past twenty-five years and ~~have had~~ most pleasant relations with you. This past month, however, ~~has caused~~ me to lose my faith in your ability to fill orders promptly.

You ~~asked~~ us to place our orders for fall merchandise early, which we ~~did~~. The order arrived promptly; but ~~there are~~ so many mistakes in the invoice that we ~~are~~ at a loss to check the order.

We ~~shall~~ ask your representative in this area to come to our office to straighten our this matter.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	148 1030,1031,1032	(1a)	merchandise
2	50 7-3(1),(2)	(1b)	representative
3	95-96	(2b)	straighten
4		(2b)	ability
5			

Letter of - [unclear] - [unclear]

Mr. Robert D. Weeks
130 West End Avenue
Atlanta, Georgia 30309

Dear Mr. Weeks:

Your bank **has returned** your check dated January 15 for \$350 with the notation, "No funds."

We know this must be a mistake as we do not feel you would intentionally send us a check without cash in the bank to cover it. We **had filled** the order, which you sent us on January 16, before this check was returned.

By the time this order reaches you, we hope you **will have taken** care of this overdraft with your bank.

If we were fearful about your ability to take care of this, we **would be compelled** to telegraph the express office in your town not to deliver our last shipment to you.

We hope to hear that the error **has been rectified** and that our excellent business relationship **has not** ~~been affected~~

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	148 1032	(1b)	notation
2	51 7-3(2)	(2a)	intentionally
		(6b)	overdraft
3	93 102-105	(3a)	fearful
		(2b)	compelled
		(2b)	telegraph
4		(1a)	express
		(1a)	shipment
5		(1a)	error
		(7a)	rectified
		(4b)	relationship
		(3b)	affected

Mr. Donald S. Banks
 92 Sunrise Highway
 Brightwaters, New York 11718

Dear Mr. Banks:

Mr. Randall Evans has applied for a position as sales manager in our New York office. He has given your name as reference.

Mr. Evans ~~seems to have had~~ all of the education required for the work. ~~It would, however, like to~~ have your impression of his character and ability. ~~To appraise his qualifications effectively,~~ we need to know whether he ~~has been able to meet~~ your high standards of accomplishment.

Will you kindly fill out the enclosed form and return it to me as soon as possible. I will appreciate any additional comments that you may care to make.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	152 1041,580 153 1042	(1b) (1a) (2a)	applied reference impression
2		(2a) (5b)	character effectively
3	105,106	(6a) (7b)	appraise qualifications
4		(4b) (5b)	standards accomplishment
5		(1a) (1a)	appreciate additional

Letter 100 - Infinitives - sequence of tenses.

Mr. Patrick Russell
 471 Main Street
 Chicago, Illinois 60609

Dear Mr. Russell:

We are glad to hear that you are transferring your business to Chicago. We are confident that this will be a successful move for you. This city has many advantages to offer you; and I am sure you will not regret the change.

Your inquiry regarding our banking facilities has been welcomed by the members of our staff. We shall be happy to do anything to assist you in getting settled in your new location.

Do stop in to our Main Street office at your earliest convenience so that we may have the pleasure of meeting you personally.

Very sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	153 1043 154 1044	(3b)	transferring
2		(2b)	facilities
3	95-97	(2b)	welcomed
4		(1b)	personally
5			

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Letter 101 - Promouns - depends on the relationship to other words in sentence.

Mr. William R. Davis
90 State Street
Amsterdam, New York 12010

Dear Mr. Davis:

When we planned the program for our March meeting, it was decided by you that the principal speaker would be Mr. R. S. Stone, president of the Stone Manufacturing Company. We invited him to be here on March 22.

I placed the order for the printing of the programs and have received and corrected the galley proofs. I feel it would be difficult at this time to change the date of the meeting. In fact, Mr. Stone's secretary tells me she knows it would be impossible for him to be here on any other date.

Would it be possible for us to meet and talk this over? It appears possible that the other members of the committee could make arrangements to cancel their previous appointments.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	155 104(a) to (h)	(1b) (2a)	decided principal
2	49 7-2(1),(2),(4)	(2a) (5a)	corrected galley
3	50-51	(1b) (1b)	impossible previous
4		(3a)	appointments
5			

Mr. James DeLancey
 606 Washington Street
 Buffalo, New York 14209

Dear Mr. DeLancey:

Your account has been referred to me by one of our credit men who thought it should be sent to a collection agency. The goods, which are itemized on these bills, were sent to you last November. This makes the account six months overdue.

For many years you have been a customer who understood our record of fairness and honesty. I have always been reluctant to use drastic measures to collect outstanding debts; especially with customers whose credit has been as excellent as yours.

Who is to blame for your silence? Have we done or said anything that has not seemed right? If we have, I am the person to whom you should write. I am sure we can make amends for any misunderstanding.

Won't you please write to us and enclose a check or make some explanation for this long delay of payment.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	160 1053	(1a)	referred
	162 1054,1055	(1a)	collection
2	50 7-2(7)	(2a)	agency
		(2b)	itemized
3	56,57,58	(4b)	fairness
		(7b)	reluctant
4		(6b)	drastic
		(6b)	amends
5		(2a)	misunderstanding
		(2a)	excellent
		(1a)	delay

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... for - ... -

Mr. George J. Denton
513 Lake Road
Orlando, Florida 32708

Dear Mr. Denton:

If a man has a family, he wants a plan to protect it. Your boy and girl should have his or her own protection for a college education. No one knows this better than you!

More families each year provide for the years ahead by buying insurance. They budget every dollar to meet future needs. How can this be done? Our company now has a new form of insurance that will cover your family. The accompanying folder will give you the facts and figures. You will be able to decide for yourself whether this plan can give you the protection you want for your family.

Our agent will call on you within a few days. He will explain our plan.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	156 1045(e) 159 1049	(2b)	protection
2	50 7-2(5),(6)	(2a)	education
3	50-54	(1b)	insurance
4		(4h)	budget
5		(3b)	accompanying

Mr. Charles Gold
 965 East 33 Street
 New York, New York 10017

Dear Sir:

It is a pleasure to recommend to you Miss Gloria Taunton, who has been in my employ for the past two years. Miss Taunton is alert, has a pleasing personality, is always well groomed, and cooperates with her fellow workers.

During the time she has worked for this firm, the Board of Directors desired an efficient person to serve as secretary at the annual meeting. After interviewing several others, it was thought ~~that she was~~ who would be the best qualified for the position. She performed these important duties most successfully.

Miss Taunton is leaving us because her family is moving to New York. I feel quite sure that you will find her a welcome addition to your organization. If there is any further information you desire, please do not hesitate to call on me.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	163 1056	(1b)	recommend
2	50 7-2(4)	(2a)	cooperates
3	51	(4a)	qualified
4			
5			

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Letter 106 -- Compound personal pronouns - to direct action back to subject or to intensify noun or pronouns already expressed.

Mr. Gerald Holcomb
110 Broadway
Utica, New York 13507

Dear Mr. Holcomb:

It is I who is to blame for asking that the meeting on March 22 be postponed. I found that another board, on which I serve, is having a meeting that day in Chicago. I wanted to hear Mr. Stone speak but ~~I find myself~~ in a peculiar situation.

I know that ~~it was the president himself~~ who suggested the date; and I should have checked my calendar before agreeing to that date.

It is difficult to fit the many demands upon oneself into the allotted time these days. I will have to give up your meeting on March 22.

~~I shall write Mr. Stone myself~~ explaining my absence. Thank you for writing me; and I am sorry I have caused you an inconvenience.

Sincerely,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	160 1052	(5b)	postponed
2		(5a)	peculiar
		(3a)	calendar
3	60,61	(2a)	agreeing
		(2a)	difficult
4		(2a)	absence
		(1b)	inconvenience
5			

*Letter 100 - Pronouns identifying a noun or another pronoun - either
nominative or objective (depending upon word explained).*

Mr. Charles Broadbent
916 Seymour Avenue
Utica, New York 13509

Dear Mr. Broadbent:

Mr. Jones, ~~our~~ **salesman**, who sold you your new Ford, has requested me to write you concerning insurance on your car. You, I understand, are financing this purchase with the Friendly Service Finance Company.

If the finance company arranges for your insurance and if the cost is financed under the contract, the insurance premium must not exceed the rates filed with the New York State Superintendent of Insurance for similar insurance. Your policy, ~~or certificate of insurance~~, must be sent to you by the finance agent within 30 days.

There is a point on which you, ~~as a buyer~~, must be alerted. Generally, only collision coverage is provided on this type of policy. This means that, in case of accident, only the loss of the car is covered for both buyer and seller. In order to protect you, ~~the buyer~~, from claims of other parties, liability insurance is needed.

This contract must show the type of insurance and coverage; also, if liability insurance is not provided, it must be clearly stated in the contract.

You may choose your own agent; and in that event, the cost of the insurance may, or may not, be financed by the financing agent under the contract.

Let me hear from you in case you have any questions.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	159 1050	(4a)	financing
2		(1b)	arranges
3	50	(2a)	premium
	63	(4a)	exceed
4		(1b)	similar
5		(1a)	policy
		(1b)	certificate
		(5a)	alerted
		(5b)	coverage
		(2b)	liability
		(1b)	event
		(5b)	collision

Letter 107 - Inquiries - It's used as a contraction of it is, rather than the possessive form.

Mr. Roger Peterson
 Martin Construction Company
 543 Grand Avenue
 Springfield, Missouri 65808

Dear Mr. Peterson:

I have known Miss Norma Carter for seven years, and I am pleased to have this opportunity to speak in her behalf.

Miss Carter is enthusiastic, even-tempered, loyal, and thoroughly reliable. She is always a most helpful person and has been a source of inspiration to other employees.

In point of general ability and practical common sense, I find her superior. She willingly carries out every suggestion and, at the same time, has initiative, using good judgment when a decision has to be made. Miss Carter knows the value of good judgment to a busy employer.

It is a pleasure to me to recommend her as a well-trained and thoroughly capable employee. I should take pleasure in your inquiring further concerning her ability.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	159 1048(c),(d)	(2a)	known
2	50 7-2(3)	(1a)	opportunity
3	61	(3a)	behalf
	151	(3b)	enthusiastic
4	70 5.25	(2a)	thoroughly
5	129 6.7-8	(2b)	reliable
		(5a)	inspiration
		(2b)	practical
		(2b)	superior
		(1b)	suggestion
		(5b)	initiative
		(1b)	judgment
		(1b)	recommend
		(2b)	inquiring
		(1a)	further

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Letter 108 - Indefinite, editorial, or professional, "we."

Star Employment Service
463 Wall Street
Philadelphia, Pennsylvania 19110

Gentlemen:

Several days ago, our sales representative for the state of Pennsylvania resigned; and we are anxious to fill his place. This position has a future for the man interested in making a career in the publishing field.

We are offering \$10,000 to start, with regular annual increases, and a bonus based on production. In the past, this bonus has proved to be a substantial amount. We want a college man about thirty years of age. We prefer one who has majored in English or English Literature.

If you have a man listed in your files who fits these requirements, we should be pleased to have you communicate with us. We should be happy to make an appointment for an interview.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	160 1051	(1b)	representative
2		(3b)	career
3	59-60	(3a)	substantial
4		(2b)	communicate
5			

Letter 100 - Adverbs modify adjectives.

Super Advertising Co.
789 Sixth Street
Altoona, Iowa 50507

Gentlemen:

We have received the proofs of our advertisement which is to appear in your magazine "Practical Home-maker." There are several criticisms we have to make about this advertisement.

The color of the rug **looks well** with the wall paper; but the wing chair is **considerably lighter** than it should be. We should prefer to have the curtains drawn part way across the picture window. The davenport is **properly placed** and **looks well** against the wall.

The caption, "Color In Your Living Room," should be two spaces lower as it **does not stand out well** enough in the position as it now appears.

The price of our advertisement is **considerably more** than we have been paying. Therefore, it must be as **nearly perfect** as possible. We hope it is not **too late** to have these changes made in our advertisement.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	163 1057,1058	(2b)	practical
2	51 7-3,3a	(4b)	criticisms
3	46 Paragraph 1	(4a)	davenport
4			
5			

Letter 110 - Use adverb - to refer to action of the verb.

The Hughes Construction Company
656 Post Street
Newark, New York

Gentlemen:

August is the first month for a long time that you have missed sending us a check. We thought ~~surely~~ you would send one today, so that we could credit it to your account and enable you to have a more favorable balance at this time.

At present, your May account of \$1,241.57 is 60 days past due. This is a large amount for a past-due account.

We realize that in Newark business has been very slow due to the nation-wide steel strike. This business slump has caused inventories to pile up, collections on accounts receivable to slow down, and working capital of the business to be tied up.

As we are interested in you and your business, we should like to receive some word from you about your present situation. Would you send us ~~immediately~~ a recent financial statement, please.

In the meantime, we would appreciate a substantial payment on your account.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	163 1059 164 1060	(1b) (1b)	August favorable
2		(5b)	slump
3	45,47	(6b)	inventories
4		(5a)	receivable
5		(3a)	substantial

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Letter 111 - Words ending in ly - can be adjectives as well as adverbs.

Mr. Alvin J. Miller
72 Clinton Road
Dawson, New Mexico 88402

Dear Mr. Miller:

Your request for prices of filing cabinets was received in the mail this morning.

The four-drawer steel letter file, which ~~was~~ sold for \$39.95, is now reduced to \$27. The file drawers open and close **smoothly** on ball-bearing rollers. The gray or green enamel finish will not scratch. The size is 52 inches high, 18 inches deep, and 15 inches wide. The rounded top edge is **entirely** new. Your secretary can keep your records in **orderly** arrangement in our cabinets.

If you prefer to buy a cabinet with five drawers for your office, the price will be only \$10 more.

When ordering, be sure to state the color!

If you order **quickly**, you will receive the cabinet at an **early** date. We will pay the shipping charge to your place of business. Place your order now!

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	164 1061,600 165 1062	(5a)	cabinets four-drawer
2		(2a)	formerly
3	45,49	(3b)	ball-bearing
4		(4a)	enamel
5		(1b)	arrangement
		(1b)	prefer

Letter 118 - The company's name - also referring to the persons, places, or things.

Mrs. L. W. Adams
568 Cherry Lane
Rye, New York 10580

Dear Mrs. Adams:

We received your letter asking us for an estimate on the changes you plan to make in your home in Long Island. There are two very good contractors in this field from which to choose.

In New York, the Thomas Company has done many jobs for me and has been **most efficient** in the work. John Small in Sag Harbor has been recommended to me as a very fine contractor by reliable men in this field.

The New York company quotes a price that is **cheaper than** Mr. Small offered; but I cannot tell you which company does the **better** work. They are **almost equal** in quality. If you would like to visit some of the houses they have done, I can arrange a trip within the next two weeks. I should be glad to accompany you to Sag Harbor.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	165,166 1063	(1b)	estimate
2		(5a)	contractors
3	42,43	(2b)	reliable
4		(3b)	accompany
5			

Letter 113 - Position of adverbs - may change meaning of sentence.

Miss Irene O. Howe
143 Webster Street
Riverside, Kentucky 40704

Dear Miss Howe:

Your manuscript arrived in this office late Tuesday; and we ~~immediately~~ put our staff to work on it. As you know, we employ only experts in the editing field.

As each section of your manuscript is edited, the corrections are brought to me. I want to call to your attention several errors which we have found.

In the section on adverbs you have not used the correct illustrations. There can be three illustrations for the proper use of "only." ~~Only~~ Helen admired her. The meaning is that no one else admired her. Helen admired only her. This means that Helen liked no one else. The third use of only can be illustrated by the sentence, Helen ~~only~~ admired her. This means that Helen didn't love her.

We find your manuscript contains scarcely any other errors. The corrected work will be returned to you promptly.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	166 1064	(6b)	manuscript
2		(4b)	editing
3		(3a)	illustrated
4		(4a)	sentence
5		(5b)	scarcely

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Letter 114 - Words requiring certain prepositions.

The Babcock Manufacturing Company
612 North Main Street
Norwich, New York 13815

Gentlemen:

We have sent you recently two statements and two duplicate invoices covering goods **for which** you have not paid. You have also ignored our questions **in regard to the reasons for** delay in payment.

We can come **only to** one conclusion; and that is, there is no question about these invoices or the **correctness of** them. Therefore, we cannot understand your delay in taking **care of** this account, as you know you are **liable for** its payment.

Under such circumstances a draft is drawn; but we are **interested in** you and know the **embarrassment of** such an act. Wouldn't you prefer to remit by check? Please arrange to have your check for \$125.62 reach us within the week; or we shall understand that it will be all right for us to draw on you.

We hope that it will not be necessary for us to take this action.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	169 1069	(1a)	recently
		(4b)	ignored
2	52 7-3(4)	(2b)	conclusion
		(5b)	correctness
3	46	(3b)	liable
	64,65	(5a)	embarrassment
		(1b)	prefer
4		(1b)	remit
5			

Letter 116 - Propositions - do not omit.

Mrs. Raymond D. Fuller
Chestnut Road
Fairbank, Arizona 85903

Dear Mrs. Fuller:

Benjamin Franklin said, "A penny saved is a penny earned."

Over half of our present stock will soon be sold at greatly reduced prices. We invite you, as a regular customer, to come to our store on Thursday to make your choice before this sale is open to the public.

Of what advantage is this sale to you? No doubt you remember the wool suits at which you were looking last week. They have now been reduced to \$50. The red suit that caught your fancy is still here! We will put it away temporarily. Will you please let us know quickly if you want it.

There will be a number of other real values that might appeal to you: coats, pocketbooks, gloves, stockings, and shoes.

You can certainly save a good many "pennies" at this sale. Come early!

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	170 1071	(1a)	regular
2		(1b)	remember
3		(3a)	temporarily
4		(2b)	appeal
5			pocketbooks

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Letter 116 - Propositions - do not omit.

Mr. John H. Woods
435 Dallas Avenue
Houston, Texas 77022

Dear Mr. Woods:

Thank you for notifying me about the exhibition by James Williams at the Pennsylvania Hotel. I saw some of his work when I was in California last year, and I was very much impressed with his technique and color combinations.

I am leaving for Europe next week and hope to visit many of the large galleries while I am there. If you have any commissions you would like me to carry out, I should be glad to receive them. I am sure I can find the right art object for any of your clients since, over there, there is such a choice of material.

You can reach me through American Express in Paris at any time, as I shall leave my forwarding address with them. I shall look forward to hearing from you.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	170 1071	(4a)	notifying
2		(4a)	exhibition
3			Pennsylvania
4			California
5			Europe
			Paris

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Letter 117 - Review, critique, and proposition - review.

Mr. Arthur T. Trout
908 Hillcrest Boulevard
Mt. Hope, Pennsylvania 18803

Dear Mr. Trout:

We have reviewed your **recent** examination as you requested and are now in a position to give you a **complete** report on it. It is the feeling of the **reviewing** committee that a **full** report should be given you.

The report you wrote on "Consumer Education" contained **several grammatical** errors which we feel shows a **lack of** training in writing. The ideas expressed by you were listed in an **orderly** fashion but were not **completely** explained. **the** **more** ideas you presented, you did not follow through with the **more logical** ones. Of what use is an idea, if it is not **fully** explained?

We are sorry you did not pass this examination **satisfactorily** so that you could apply **for** the position. It is the opinion of the **reviewing** committee that you should spend some time studying rules **of** grammar and try writing **more** reports.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	163-170	Review	(2a) reviewed
2	.	(1a)	requested
		(5b)	grammatical
3	45-49	(4b)	logical
	64-69	(1b)	satisfactorily
4		(1b)	opinion
		(3b)	studying
5			

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Letter 118 - *Words color, gradually, extremely, satisfactory, adjustment, convenient, discuss, representative* - review.

Mrs. James Whitford
712 Oswego Street
Utica, New York 13504

Dear Mrs. Whitford:

We **extremely** regret to find that **your** account is **gradually** growing **larger** and that **your** payments do not equal **your** purchases.

We know there must be a **good** reason why you are withholding payment. Won't you tell us? We would be very glad to have you come to our office or call us on the telephone to talk over this matter and to make a **mutual satisfactory** adjustment.

We **greatly** appreciate **your** business and **surely** wish to continue the **very, pleasant business** contacts of the **past five** years.

This account is now **60 days** past due. We know that, for some reason, you have overlooked this account. **Our** payments in the past have **always** been made **promptly**.

If it is not convenient for you to come **to our** office and if you do not wish to discuss this on the telephone, call us and we will send **our** representative **to** you.

Yours sincerely,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	160-170 Review	(2b)	extremely
2		(4a)	gradually
		(1a)	satisfactory
3	45-49	(1b)	adjustment
	64-69	(1b)	convenient
		(3a)	discuss
4		(1b)	representative
5			

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Letter 113 - Possessive pronouns, adjectives, adverbs, and prepositions - review.

Mr. Harry D. Brown
234 South Street
Meridan, Kentucky 42014

Dear Mr. Brown:

It gives me **great** pleasure to recommend Mr. Nelson Hall for the position of either advertising manager or sales manager with **your** firm.

Mr. Hall has been known to me **personally** for a **number of** years. During the time he worked for us, I had occasion to observe him **closely**. He is an **exceptionally capable** man, and his character is beyond reproach.

Mr. Hall **always** came to work **early**, did his work **carefully and promptly**, was **accurate and quick** with figures, and gave **friendly** assistance to others. He knew all about the work.

After ten months with **our** firm, Mr. Hall applied for and secured a position **at** a **considerably higher** salary than we were able to pay.

I believe that Mr. Hall will be an asset in any position. We were sorry to lose such a **hard and willing** worker.

Yours **very** truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	169-170	(1h)	recommend
2		(1h)	personally
3	45-49	(1h)	occasional
	64-69	(3a)	exceptionally
4			reproach
5		(1h)	assistance
		(1a)	believe
		(6b)	asset
		(2h)	lose

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... ..

Mr. Thomas Barry
475 Brown Avenue
Philadelphia, Pennsylvania 19123

Dear Mr. Barry:

The question you ask about **your** appliance bill of September 4 explains why **we** send **our** men to look **over** the gas meter **annually**. **We** also send **our** men to inspect whenever the reading is **considerably higher** than the previous one. **We** find this is the **most** efficient way of **dealing with** small leaks, and **we** avoid **more serious** problems by taking **care of** the troubles **immediately**.

The safety of the people in **your** community depends on **prompt** attention to this **very important** utility. An explosion can do **much** damage and, in **some** cases, causes loss of life. It is the policy of our company to take **every** precaution to avoid disasters. Our record shows that we have succeeded because, in Doyle County, we have **never** had a **major** accident as a result of **escaping** gas.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	160-170 Review	(4b)	appliance
2		(6a)	explosion
3	45-49 64-69		disasters
4			
5			

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Letter 1:1 - How to write monographs.

Dr. Allen C. Hollis
School Administration Building
Stratford, Arizona 86401

Dear Doctor Hollis:

I have read the report which accompanied your letter of **February 13**. At the suggestion of Arthur W. Gates, your representative in our area, I am writing you in regard to errors in the report.

Your pamphlet, "Working Students," states that **over five hundred** students have been placed in jobs in the past four **years**. I feel that the **exact number 547** students, would be more effective to use in presenting your reasons for adding a course in Distributive Education.

In the monograph, "Equipment for Business Departments," I believe there is an error. The paragraph which begins, "A typical office practice classroom..." should list the following items: **28 desks, 10 small tables, 40 chairs,** and enough typewriters for each pupil station.

The financial report from the Riverside school showed that its expenditures were **over 2 million dollars** for buildings and equipment. I feel sure school boards would derive more value from this report if they knew that the expenditure was **\$2,475,650**. This last figure is more realistic and means more when budgets are being prepared.

Perhaps you can rectify these errors in the next printing.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	73 74 401,402 75 403	(2b) (2a)	accompanied effective distributive
2	117 to 121 13-1 to 13-9 I,26	(5b) (1b) (4a)	monograph sufficient expenditures
3	277-278	(5b) (6b)	realistic rectify
4	169 11.4		
5	200 8.14-8.17 98 198-199 8.10-13		

Letter 133 - How to write numbers.

Mrs. John Twitchell
866 North James Street
Rome, New York 13442

Dear Mrs. Twitchell:

Eight months ago you purchased from us a living-room suite, television, dining-room table, and six chairs. The total of this purchase was \$5,000. You paid the down payment of \$2,000 and two instalments of \$100 each.

Paragraph ten of the Conditional Sales Contract, which covers this purchase, specifically states:

"That upon the default of any payments, the full amount will become due and payable; and you may take back the merchandise and terminate my interests to payments made or confirm the sale and hold me for the full unpaid balance."

Exercise of this right would be very detrimental to you and your interests; so we have written you two times in an effort to encourage you to make a settlement. So far, you have ignored our request. We are making this ~~third~~ attempt to appeal to you to take care of this obligation.

If you ignore this letter, we will be compelled to refer this account to our Legal Department. That would be bad for you and for us. Please, won't you send us a check for \$600 to cover overdue installments.

Sincerely yours,

Reference Number	Page & Paragraph	Freq.	Word List	Freq.	Word List
1	73-75 401,402,403		living-room	(2b)	confirm
2	117 13-1(5)	(6b)	suite	(4a)	exercise
3	277 Paragraph 4		television	(6b)	detrimental
	287 " 4	.b)	dining-room	(4b)	encourage
4	170 11.7	.a)	total	(4b)	ignored
	173 11.25	(.a)	conditional	(2b)	attempt
	172 11.11	(3b)	specifically	(2b)	appeal
5	200 8.14-17	(6b)	default	(2b)	compelled
	198-199 8.10-13	(5a)	terminate		

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Letter 123 - Money and market quotations.

Mr. Paul O. Robinson
76 North Adams Street
Linton, Nebraska 68805

Dear Mr. Robinson:

Andrew Carnegie said that his recipe to help a poor man to get rich was to save \$1,000 and then begin careful investment.

We cannot help you save \$1,000; but we can show you how to save "pennies" on insurance. And pennies add up!

No value can be placed on life; however, you can buy protection from \$500-\$20,000. For instance, a straight life policy for \$2,000 costs \$48 a year at age 35. As little as 25 cents a week will purchase protection for your children.

For \$81.21 a year you get automobile insurance to cover bodily injury up to \$20,000 for one person, property loss up to \$5,000, and medical payments up to \$500 for each person.

Several million dollars are lost each year by fire alone. Our rates are \$3 per thousand.

Make an appointment soon.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	78-80 421-432 83 447	(5b) (2a)	recipe investment
2	120 13-5 121 13-9	(1a) (2b)	value protection
3	288 Paragraph 4 277 " 4,6	(1b)	purchase bodily
4	171 11.8(i) 173 11.22	(4a) (3b)	injury medical
5	198-199 8.10-8.13	(2b) (3a)	per appointment

Letter 114 - Original and photocopy.

Mr. Donald Hill
40 Wall Street
New York, New York 10011

Dear Mr. Hill:

From your letter, I gather that the price of **\$718.50** is the highest figure your firm is willing to offer on the used truck we have for sale. In my recent letter to you, I outlined in detail the reasons why I felt the truck was worth at least **\$850**. You are aware, of course, that the state tax of **3 per cent** must be paid by us.

My partner and I, however, have talked over your offer and have come to the decision that we must accept it even though we are taking a substantial loss on the deal.

Would you be good enough to have your lawyer get in touch with Mr. John Talbott, our lawyer, at 460 Wall Street, sometime this week to have the necessary papers completed. They will arrange an appointment at the convenience of both of us to meet and sign the necessary documents.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	81-82 438-444	(2b)	aware
2	119 13-4 120 13-5	(2a)	per cent
3	285 Paragraphs 1,2	(1b)	decision
4	170 11.08(d) 171 11.08(j),(k) 172 11.11	(1a) (3a)	accept substantial
5	198 8.9 198 8.10 203-204 8.30-8.32		

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YOUR HOME
11 West 12 Street
New York, New York 10009

Gentlemen:

We have received the proof of the advertisement which is to appear in the December issue of your magazine. There are some corrections which must be made before it will meet with out approval.

In an advertisement for paint and wallpaper, it is most important that sizes be given correctly. The exterior view of the house should show measurements of **14 by 28 feet**. The paint can shown in the foreground must show its capacity of **1 gallon**.

The wallpaper designs were correct in color and description, but the length of the roll should be **32 feet 10 inches**, not **33 feet**.

In the interior view of the living room, the rug should show approximately **15 inches** on each side, not the proportions shown in the print. The paint can in the corner must also show that it contains **1 quart**.

The coupon at the bottom of the page is to list our terms of **2 per cent 10 days, net 30 days**.

Please make the necessary corrections and send us the proof as soon as possible.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	80 429-432	(1a)	approval
2	121 13-8(5)	(5a)	exterior
3	282 Paragraph 3		foreground
	283	(2a)	capacity
4	171 11.08(h)	(3a)	interior
5	197 8.5-8.8	(2a)	approximately
	331 14.40-14.44	(3a)	proportion
		(3a)	coupon

Letter 110 - Numbers - to express ages, anniversaries, periods of time, and clock time.

Mr. George Canfield, Personnel Manager
 W. I. B. X. Broadcasting Station
 18 Broad Street
 Utica, New York 13503

Dear Mr. Canfield:

In Friday's Utica Daily Press you advertised for a private secretary with a knowledge of general business. May I be considered as an applicant for this position?

I am a graduate of Utica Free Academy, **class of '70**, where I took the four-year business course. My sequence was in the secretarial practice field, which includes many business subjects and the basic course of English and social studies.

I have been a private secretary to Mr. John Newman of the Board of Water Supply, Utica, New York, for the past four years. My work with Mr. Newman has been varied--taking and transcribing dictation, handling routine duties, and taking care of routine correspondence. In addition, I have written all letters and minutes of meetings for Mr. Newman, who is secretary of **The Twentieth Century Club**.

I have reached the maximum salary for this office and I am anxious to improve my position and salary, which Mr. Newman understands. I enjoy this type of work, and as **I am twenty-three years old**, feel that this is the time to change for a better position.

You will find on the enclosed data sheet my references and general qualifications.

May I have a personal interview? I could come any week day after **four o'clock**; or on Saturday, any time after **9:30 a. m.** If you wish to telephone me, my number is **2-6657**.

Yours truly,

Reference Number	Page & Paragraph	Freq.	Word List	Freq.	Word List
1	82 446,447,448	(3a)	private	(3a)	minutes
	83 449,450,451, 452,453	(2a) (1b)	knowledge sequence	(3b)	twentieth maximum
	84 454,455	(5b)	secretarial	(2b)	salary
2	118 13-3	(5b)	varied	(3b)	improve
	117 13-11,17	(6a)	transcribing	(1a)	references
3	280,28 ,282	(1a)	dictation	(7b)	qualifications
	586	(1a)	handling	(1a)	personal
4	170 11.8(b,1)	(5a)	routine		
	173 11.19				
5	200 8.14,8.16				
	201 8.19,8.20				

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Letter 127 - Numbers - sessions of congress, military bodies, or political divisions.

Mr. Ralph L. Foster
Newark Academy
201 Market Street
Newark, Pennsylvania 16209

Dear Mr. Foster:

In answer to your question, the ~~84th Congress~~ passed a Reserve measure under which men of 17 and 18 years may escape draft by volunteering for six months of active Reserve service and seven and one-half years of Reserve training.

I would suggest that you urge Norman to enlist in the active Reserve now. After six months, we shall be glad to offer him a position with our company. Since the cost of educating a worker is so high, we prefer to have an employee who has completed military service.

Robert Frost, about whom you ask, is now serving with the ~~Twenty-third Regiment~~ in Germany. We expect him to return in six months, when his term of military service will expire.

William Rand, one of your former graduates, is a candidate in the ~~Twenty-first Assembly District~~. As one of our employees, he will get our entire support in November.

If you have any further questions, please feel free to call on me.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	84	(2b)	Reserve
2		(6a)	volunteering
3		(7a)	enlist
4	173 11.9	(1b)	prefer
5	202-203 8.25-27	(6a)	Regiment
		(4t)	military
		(2a)	expire
		(3b)	candidate
		(2b)	Assembly
			support

Letter 128 - Numbers - to express fractions.

Mr. Henry Baker
476 East 68 Street
New York, New York 10022

Dear Mr. Baker:

In answer to your recent inquiry regarding the correct method of writing figures on the typewriter, I am happy to give you the benefit of my experience as secretary in a publishing house.

It is not correct to write fractions in figures if they stand alone. When you write a fraction in words, it should be hyphenated. Example: **Two-thirds** of the books were sold.

Mixed numbers should have "and" between the whole number and the fraction. Example: **One and one-half times two equals three.**

As you know, some fractions do not appear on the typewriter. In typing, if you use any of these fractions, you must write all the fractions using the diagonal. Be sure to leave a space between the whole number and the fraction. Example: **1 7/8 and 1/2 equals 2 3/8.**

When I am in doubt, I usually refer to a style manual on typewriting. Most of these books handle this type of information in detail.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	80 433,434,435,436,437	(4b)	publishing
2	119 13-4		hyphenated
3	283-284		typing
4	174 11.28		diagonal
5	198 8.6	(1a)	handle

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Letter 180 - Numbers - to express sums of money, serial numbers, stock quotations, and dates.

Mr. James Crego, Treasurer
Hopewell Furniture Store
Herkimer, New York 13350

Dear Mr. Crego:

We owe you an apology. We recently sent you an invoice for interest on your past-due account. This invoice was incorrect, as it called for a past-due balance of ~~\$22,581.75~~, with interest charged at ~~\$215.65~~.

This is incorrect, as these figures do not apply to your account. When we were posting invoices to accounts, we found this error. Your ~~invoice number is C1251~~ and the number of the other invoice is ~~C1250~~.

The correct balance on your account at the present time is ~~\$3,202.85~~. Past-due balances date back as far as last June--one year ago. We wrote you on ~~May 15, 20, and 25~~ about this account, but, Mr. Crego, you did not reply.

We have had pleasant business relations with you for the past five years--~~1968-1973~~. We would dislike it very much if anything, as negligence on your part to mail us a check, would interfere with these pleasant years of business.

Can't you send us a sizable payment so that the account can be brought to current condition? We should appreciate this check before the end of this month. Won't you send it, please? Thank you.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	86	462,463,464	(4a)
2	121	13-8	(4b)
3	278	Paragraph 3	(5a)
	286	" 1	(3b)
4	170	11.8(c)	apology
	171	11.8(i)	posting
	170	11.6	negligence
5	198-199	8.10-12	interfere
	200	8.14	sizable

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Mr. Revuelto,
70 Carpenter Street
Hudson, New York 12534

Dear Mr. Revuelto:

Your order for a white shirt, catalog No. **3224**, has been received. We are sorry to inform you that this particular shirt has been discontinued.

We are sending you a dacron and cotton shirt, **No. 46028**, in **Section 1** of the **1973** catalog. This shirt compares favorably with the one you ordered. It is carefully tailored, will wash easily and "drip dry," and has a soft collar. The price is the same. This is one of the season's most popular styles. If the shirt is not completely satisfactory, please return it at our expense.

Perhaps you would prefer one of the shirts pictured and described on **pages 8, 9, 10, and 16**. These are also in a comparable price range. They are washable and are guaranteed against shrinkage.

You will find other shirts, at lower cost, on **pages 20-28**.

If we can be of any further assistance, kindly let us know.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	87	465, 466	(1a) catalog
2	122	13-16, (1), (2)	(1b) inform
3	286 289	Paragraph "	(3a) discontinued dacron
4	183	14, 10	(6b) compares
5	187	7, 122	(2b) favorably
	185	7, 112	(6b) tailored
	196	8, 2	button-down (2a) popular (1a) satisfactory
			(1a) expense
			(1b) prefer
			(6a) comparable
			(3b) guaranteed
			(6a) shrinkage
			(1b) assistance

Dr. John Pratt
 Yale University
 New Haven, Connecticut 06510

Dear Dr. Pratt:

Thank you for accepting the invitation to address our students on the subject of medicine as a career. Many of our students appear interested in this field and have registered in elective in preparation for their college work.

Our school has had a tradition of preparing many students who have been successful in this vocation. We encourage all our students with averages in the **80's** or better to consider medicine as a career. We feel there is no need for a student to consider the field of medicine if he has an average in the **70's** or below.

There will be approximately eighty students to hear your address. Most of them are boys. The meeting will be held in one of our large lecture rooms that is equipped with a platform and a screen. If you wish to show slides or films, we can arrange for that equipment to be ready for your use.

We are looking forward to meeting you.

Very truly yours,

Reference Number	Page & Paragraph	Frequency	Word List
1	190	624	medicine
2	56	9-4(7)	colored
3	176	For students	variation
4	71	6,20	various
5	100	6,18	more or less by
		24)	various



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Letter 188 — Spelling - doubling the final consonant.

Blue Route Bus Company
1729 Summer Street
Boston, Massachusetts 02107

Gentlemen:

This is the second time I have **written** you in reference to the unsatisfactory service given us on the South Newton route. During the past three weeks, the same **occurrence** has happened: Bus #10 has not **stopped** at the corner of Main Street and Winding Road on the 8:32 a.m. run.

This morning six of us **transferred** from Bus #2 and were waiting on the corner for Bus #10. The driver saw us standing on the corner for the bus, but passed us by. The bus was not crowded--in fact there were vacant seats--so we cannot understand why he did not stop.

The transfer point is not a new one; and persons standing on the corner are in full view of approaching vehicles. If this were the first time this **regrettable** incident had **occurred**, we could understand it, but this is the third time in three weeks.

We, who take the 8:32 a.m. bus, are all business people working in Boston. The next bus makes many of us late in arriving at our offices.

Will you please check the drivers on this route to ask them to pick up passengers at the transfer point.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	106 701 107 702	(2b) (5b) (2a)	unsatisfactory occurrence transferred
2		(7b) (7a)	approaching regrettable
3	134 Paragraph 3	(2a)	occurred
4	69 5.14,5.15		
5			

Letter 134 — Spelling — final consonant is not doubled.

Brown & Hitchcock
1256 Main Street
Buffalo, New York 14209

Gentlemen:

We are very **pleased** to welcome you as a new customer and are happy to tell you this department has approved your first order.

You undoubtedly know our terms are 2/10, n/30, f. o. b. our factory. Our billing department makes out, mails, and dates invoices the day following **shipment** of goods. If you wish to take advantage of the 2 per cent discount, the invoice must be paid on the tenth of the following month. The full amount of the invoice is payable after that date. The terms run from the date of the invoice, as our terms are f. o. b. factory.

A **receipted** freight bill should be sent to us immediately upon delivery of the goods to you. If any merchandise is **damaged**, the delivering carrier's agent should make note of the damage on the freight bill. If there is a claim for **concealed** damage, it should be **filed** with the carrier within 10 days. You will find our claim department is ready to help you with these matters at all times.

We, in the credit department, are **looking** forward to a long period of cordial relationship with your organization. We have no use for meanness of any kind. Please feel free to write us concerning any questions, or suggestions, which you may have. We will be **delighted** to answer questions and to consider suggestions carefully.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>	
1	107	703,704,705	(4a)	receipted
2			(2b)	damaged
3	134	Paragraph 3	(4b)	carrier
	138	" 1	(5a)	concealed
4	69	5.14,5.15	(4b)	cordial
5			(1b)	meanness suggestions

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Letter to Mr. Rodgers - 5/12/54 - Miss Ellen Stewart's Report.

Mr. Victor E. Rodgers
Electric Appliance Company
5 Oakland Street
Lansing, Michigan 48908

Dear Mr. Rodgers:

I can truly recommend Miss Ellen Stewart, about whom you inquired in your letter of May 12. Having had an opportunity to work with her closely on several occasions, I can say, without reservation, that her work is entirely satisfactory.

Miss Stewart is industrious, reliable, ambitious, accurate, and prompt. Her work habits are excellent. **Judging** from comments made by her associates at various times, I should say that she is definitely interested in her profession. She suggested certain improvements in the **handling** of advertising copy; they have proved to be increasingly **valuable** to our organization.

The excellent rapport in her office is noticeable. It is apparently maintained largely by her personality which commands the respect and loyalty of all. In short, Miss Stewart is a very **likable** person, and she has made many friends since her arrival here.

She is, in my **judgment**, more than adequately prepared for any position in the advertising field. Although we will find it difficult to replace Miss Stewart, I know that she is **desirous** of securing a position nearer home, where she is needed by her family.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	108	(1a)	truly
2		(1b)	recommend
3	136	(3b)	reservation
4	Paragraph 1		industrious
5		(3b)	judging
		(3b)	improvements
		(2b)	valuable
			rapport
		(7a)	noticeable
		(1b)	apparently
		(3a)	largely
		(3b)	likeable
		(7a)	adequately
		(2a)	desirous

Letter 166 - Spelling - final y changed to i.

Mr. Henry Lawrence
1653 North Dallas Street
Houston, Texas

Dear Mr. Lawrence:

In response to your inquiry of September 21 as to possible dates for a performance by our Symphony Orchestra in your city, it is more than likely that our schedule will be quite flexible while we are in Texas.

~~Ordinarily~~, we plan to leave several dates open so that we may add performances or give our artists the rest they will need in all likelihood. This year, we have had the ~~heaviest~~ ~~daily~~ schedule of our history. We have ~~daily~~ performances in Chicago, St. Louis and Detroit. If we should be delayed along the route, it will be necessary to modify our schedule.

We believe, however, that we shall have some open dates so that we may plan a program for your community. The beauty of your city and your beautiful auditorium always inspire the artists. These factors make an unusual ~~accompaniment~~ for our musical performances, and we are most anxious to accommodate the music lovers of your city.

I shall get in touch with you shortly to set a date on which we may plan to visit your city and give a performance.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	108 709,710	(4b)	performance
2		(4b)	flexible
3		(6a)	likelihood
4		(3a)	ordinarily
5		(4b)	auditorium
		(5b)	accompaniment

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Letter 137 - Spelling - words ending ible and able, ei and ie words.

Mr. Charles L. Buckley
47 Columbia Avenue
Plattsburgh, New York 12907

Dear Mr. Buckley:

Your letter addressed to Mr. Joseph Crane has been referred by Mr. Crane to the Ever Handy Company, our **client**, and by that company, to me.

I regret that you feel so dissatisfied with the **yield** on the variety of seeds you purchased from the Ever Handy Company. It has always been the policy of that company to ship ~~either~~ the correct order or to substitute **acceptable** seeds. In this case they felt it **advisable** to substitute other seeds. They were not trying to ~~deceive~~ you in any way. On the bottom of the invoice, it clearly stated that a substitution had been made.

Will you please have one of your customers write us giving the amount and kind of seed he planted and, also, the **yield** from that seed? Only in this way can we have **tangible** proof that our seeds were not up to our usual standards.

We are sorry about this incident and wish to assure you that, in the future, your order will be filled only with the seeds you specify. If we cannot fill your order exactly, we shall send no substitute.

We hope we may continue to serve you.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	109 711,712	(2b)	substitute
2		(2b)	acceptable
3	135 Paragraph 4	(4b)	deceive
4	67 5.11	(7a)	tangible
5		(6a)	incident
		(2b)	specify

Letter 148 - Spelling - words ending eade, eeed, and eede.

Mr. George DeWitt
735 Old Orchard Road
Rome, New York 13442

Dear Mr. DeWitt:

In re: Installment Buying of Car

The recent bulletin, "Planning to Buy a Car on Time," by Dr. Persia Campbell, **supersedes** other rules and regulations for installment sales of motor vehicles which are bought for personal use.

If you will analyze this booklet, you will realize that rules have been revised to protect the buyer. The booklet covers several topics for the advantage of the buyer.

It describes in detail the items in a contract for the buyer's protection. Nine points are itemized and enumerated for disclosure of terms in a contract. The buyer should study this carefully and should make comparisons with the contract to see that the nine points are included.

Attention is specifically focused on car insurance--the difference between liability and collision, with special emphasis on rates.

In the past, credit service has been an **exceedingly** costly item. Now there are rules to protect the buyer for default of payment, extension, deferral, and refinancing charges.

It authorizes the buyer the right to get refunds on prepayments. Heretofore, this has not been allowed and was often a source of hardship and abuse for the buyer.

The role, which the refinancing companies play, is very clear, interesting, and valuable. Also, the **procedure** to repossess a car after default in payment, or some special circumstance, shows the expense of this type of thing.

(Continued on
next page)

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Mr. George DeWitt

-2-

Therefore, you should shop for credit. It may cost less to borrow from a bank. You should compare interest rates and credit practices, as credit is a costly item.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	109 713	(2b)	supersedes
2		(6b)	comprises
		(5a)	describes
3	135 Paragraph 2, 3	(2a)	detail
		(2b)	protection
4	68 5.12	(2b)	itemized
	69 5.13	(6b)	enumerated
			disclosure
5		(3a)	comparisons
		(3b)	specifically
			focused
		(5a)	emphasis
			deferral
		(2b)	authorizes
		(2b)	heretofore
		(3a)	source
		(5b)	hardship
		(4b)	role
			refinancing
		(4a)	procedure
			repossess

Mr. Norton E. Smythe
67 Milton Lane
London, England

Dear Mr. Smythe:

Mr. Paul Taylor, about whom you ask, has been a member of our firm for 12 years. He started as copy boy and has steadily been advanced to manager of the Advertising Department. Over the years, he has demonstrated superior ability.

Mr. Taylor's health is excellent. He has never been absent from work, and he is always on the job ahead of time.

As an individual, he is quiet, reserved, respectful, loyal, always dependable, mentally alert, and a great favorite among his associates.

Mr. Taylor is active in the community. He has been president of the Chamber of Commerce and is, at present, president of the Lions Club. He has been active in soliciting funds for the Community Chest and for the Red Cross. For a number of years, he has been a participant in Boy Scout activities, and he has initiated a program to collect funds for their travelling expenses.

In my judgment, Mr. Taylor would be the ideal man for the position. I gladly recommend him for consideration. His loss to us would, however, affect our whole organization greatly.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1		(4a)	steadily
		(2b)	superior
2		(3a)	quiet
		(4a)	dependable
3	133-134 Paragraph 1	(3b)	soliciting
	136 Paragraph 2	(7a)	participant
4			initiated
		(3a)	program
5		(3a)	travelling
		(1b)	judgment
		(4a)	affect

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Letter 140 - Spelling - geographic names.

Transcontinental Railroad
461 Adams Boulevard
Chicago, Illinois 60624

Gentlemen:

The Glee Club of Stanford University is planning a tour throughout the United States. Below are the names of the cities we plan to visit with the date on which we must be there. We would appreciate the service of one of your railroad experts in setting up an itinerary for us.

We have 125 members in our choir and five of the faculty who accompany the group. We are anxious to make this trip with the least expenditure of energy on the part of our students. They will return to our campus just in time for final examinations so they should have accommodations that will provide them with rest and an opportunity to study.

Decatur, Ill., 4/30	Ann Arbor, Mich., 4/10
Phoenix, Arizona, 4/3	Columbus, Ohio, 4/12
Sioux City, Idaho, 4/6	Gary, Ind., 5/2
Syracuse, N. Y., 4/18	Paterson, N. J., 4/16
Worcester, Mass., 4/20	Poughkeepsie, N. Y., 4/17
Reading, Pa., 4/15	Ashville, Ohio, 4/26
Annapolis, Md., 4/14	Lorraine, Kansas, 5/4

Thank you for your kind assistance.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1		(7a)	itinerary
2		(4a)	faculty
3	173,174	(3b)	expenditure
4	71 5.36	(5b)	campus
	72 5.38,5.39		
5	320 14.17		

Letter 141 - Spelling - geographic names.

State Map Company
47 West 43 Street
New York, New York 10017

Gentlemen:

At the request of the Easy-Print Company, I was asked to check the maps you sent them for printing. There are some spelling errors on your new maps.

In most **Massachusetts** towns when North, South, East, West, etc. are part of the name of the town, it is considered two words. The only exception is **Southport**.

When a city or town has as part of its name, berg, burg, ton, or town, local residents are quite particular as to the correct spelling. In **New York State**, there are two towns which are spelled almost alike. There is **Newburgh** (on the **Hudson River**) and **Neubergh** (near the **Canadian Border**). The Post Office Department has requested that one of these towns change its name, but neither wishes to do so.

Pennsylvania, **Louisiana** and **Minnesota** are incorrectly spelled on the reverse side of the map of Connecticut. On the map of **South Carolina**, the city is **Charleston**; in **New Hampshire**, it is **Charlestown**; and in **West Virginia**, it is **Charles Town**. The correct spelling for the town just north of Boise on the **East Delaware River** is **Croton-on-Delaware**.

Your staff should at all times check the correct spelling of the cities and towns to be shown on your maps.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1			Massachusetts
2			Pennsylvania
3			Louisiana
4			Minnesota
5			Connecticut

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The Babcock Manufacturing Company
630 Third Avenue
Frankfort, New York 13340

Gentlemen:

Your unpaid account has received the attention of the entire **corps** of our credit department. **Reports of businesses** in your locality are excellent, so we have no reason to believe you are suffering from a slump in business activity. However, before we change our collection procedure, we should like to analyze with you our side of the situation.

Your account matured July 1. On July 10 we sent you a statement and a duplicate invoice. When we received no reply, we wrote you on July 31, August 10, August 24, and August 28. **Courtesies** in business demand a reply with explanation in **circumstances** of this nature; but we received none from you.

We do not employ **collectors** in our firm, so our only alternative is to hire outside collection **agencies** or **attorneys** to do this work for us.

We would dislike to resort to this procedure. It is a costly process and it is embarrassing for you, as it affects your credit rating in the community as well as with outside **organizations**. After such a procedure, it takes **months** to reestablish your credit.

We wish to protect your interest and we value your good will. However, if we do not receive a check from you by September 30, the account will be placed for collection through other **channels**.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	95 601,602,603,604,605	(7b) (4a)	reestablish channels
2			
3	139		
4	71 5.31,5.33		
5			

Letter 116 - Spelling - formation of plurals ending in o.

Mrs. Clarence V. Miller
421 Prospect Avenue
Southport, Connecticut 06804

Dear Mrs. Miller:

There is no reason why you cannot have a radio in every room of the house.

We carry all models--table **radios**, clock **radios**, a few console sets, and the more recent transistor **radios**.

Table **radios** have long been a favorite. You can buy them in several sizes and colors. Prices range from \$24.95 to \$36.

The handy clock radio comes in a gray or brown case. It is a smart style with a five-inch speaker. You can enjoy the convenience of turning it on at any time you wish. Think how pleasant it can be to start the day with song! At \$16.98, this radio is a real bargain.

Most people, today, are buying the "pocket" type that they can carry on a train, plane, or in an automobile. The transistor model weighs a little over a pound, but it has powerful reception. The sound, even in high volume, is equal to other **radios** twice its size. It sells for \$34.

Enjoy entertainment at home. Buy a radio now!

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	95 606	(2b)	radios
2		(1a)	console
3	139	(2a)	recent
4	65 5.5	(4a)	transistor
5		(5a)	range
		(2a)	handy
			bargain
			pleasant
			powerful
			reception
			volume
			equal

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Letter 144 - *Shelving* - plural nouns ending in *s*, *es*, or *ies*.

T. Albert & Sons, Inc.
461 Fifth Avenue
New York, New York 10012

Gentlemen:

We are interested in stocking our new store with merchandise that will appeal to women and children. Much of our stock will come from wholesalers in Chicago and Detroit; but you have been recommended to us as one of the leaders in the hardware line.

The **tariffs** on imported cutlery make it impossible to order **knives** and other steel products from abroad. We understand that you have built a reputation for handling domestic hardware and that we shall have the best selection in this line if we patronize your company.

Women today are interested in modern kitchen gadgets; and advertising makes it imperative that we keep our stock up to the minute. It is our aim to keep our **shelves** stocked with the latest items that will keep the modern woman happy in her kitchen.

Please let us know if you handle a line of toys for children in addition to your regular stock. If not, it may be possible for you to recommend a good toy manufacturer. We shall look forward to an early reply.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	96 608	(3a)	tariffs
2		(4b)	knives
3		(3a)	domestic
4			gadgets
5		(4b)	shelves

Letter 146 - Spelling - plurals of hyphenated two-word compounds.

Mr. Albert W. Dalton
 Bay State Club
 129 Bolyston Street
 Hartford, Connecticut 06105

Dear Mr. Dalton:

When I received the minutes of the October meeting of our unit, I found two or three items upon which I wish to comment.

It was not the purpose of the committee on welfare to ask members for ~~hand-me-downs~~. The committee was of the opinion that a drive for used clothing could be carried on by contacting the members of the club. This drive could be held throughout the State. Local clubs could use the county courthouses as collection centers.

The report given by a representative of the businessmen showed no ~~lay-offs~~ in our area at the present time. This most important item, I feel, should have been incorporated in the minutes.

It has been the policy of our unit to have all treasurers bonded. No mention of bonding was made in the minutes. All officers are required to sign the articles of incorporation of the club under oath. There are many ~~notaries public~~ in our area, so no officer should hold office until the oath has been signed.

Will you please contact the person who wrote the minutes to have him correct the notes he took at the meeting.

Please send me a corrected copy.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	96 611	(1b)	opinion
	97 612	(3a)	contacting
2		(3b)	incorporated
3	140 Paragraph 1	(1a)	notaries
	141		
4	66 5.7,5.8		
5			

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Letter 146 - Spelling - abbreviations, letters, figures, and symbols.

Mr. George Babcock
620 Montgomery Street
Gloversville, New York 12079

Dear Mr. Babcock:

Our **C. P. A.'s** have audited your account from **pp. 45** and **46** in our ledger and have given us this report on your unpaid balance.

On December **16**, you ordered from **Depts. A & B**, furniture and household utensils, which totaled **\$1,600**.

On December **20**, you ordered from **Dept. C**, curtain rods with **12 ft.** of cord for draw drapes, which totaled **\$12.50**.

On January **10**, you ordered from **Dept. A**, bedroom furniture, which totaled **\$500**.

This makes a total of **\$2,112.50**. It is now March **7**; and it is true no word has been received from you since January **10**.

Your silence assures us the goods must be satisfactory; or we would have heard from you. We trust these goods are giving you pleasure in your new home.

We have tried to think of some "bona fide" reason why you do not attempt to make at least a partial payment on this account. We cannot arrive at any satisfactory conclusion in regard to this matter. If the merchandise were not in good condition, if the merchandise had not arrived, or if we had not treated you with courtesy, it might be easier to understand your silence. We have encountered none of these "ifs" in our business relationship, so we are completely baffled. Why are you so silent?

You will agree we must be paid. If we do not hear from you immediately, it will be necessary to use some legal method to collect this account.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	100 619,620,621,622 623,624,625	(4a) (1a)	audited bedroom
2		(3a)	bona fide
3	555	(2b)	partial
4	71 5.28 167 10.55	(4b)	encountered baffled
5			

Letter 147 - Spelling - words always plural.

Mrs. Stephen J. Burger
614 Willow Avenue
Spokane, Washington 99204

Dear Mrs. Burger:

Here is good news for you!

Many of our regular customers have written to use urging us to repeat our sale of wool rugs, since they were unable to take advantage of our June sale. Consequently, it gives us great pleasure to announce another sale.

Not only will wool rugs be on sale, but you will also find that we have reduced the prices of our entire stock to meet this demand.

You will have a choice of many lovely colors, popular fabrics, beautiful designs, and almost all sizes. The finest quality cotton rugs, regularly selling for \$9.95 a square yard, will be \$6.99 a square yard. Rayon rugs, usually \$5.50 a square yard, will be reduced 20 per cent. Nylon carpets and wool rugs will be 15 percent less.

Statistics, compiled by the staff of a leading magazine, show conclusively that rugs made of these fibers wear best.

Great pains will be taken! All of these goods will be sold at outstanding values. Save money during this gigantic sale! It may be the last sale for months.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	97 613, 101 626,627,628	(5a) (1a) (5a)	urging unable
2		(2a) (1a) (4a)	announce consequently entire
3	39,40 Paragraph 2		fabrics rayon
4			nylon
5		(3a) (3b) (4a) (7a) (2a)	statistics compiled staff conclusively outstanding gigantic

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Letter 148 -- Spelling - formation of plurals.

Mr. Horace Long
442 West 95 Street
Detroit, Michigan 48209

Dear Mr. Long:

Your inquiry about an additional retirement income for Mr. Gordon Bruce has come to my attention. The **data** that has been compiled from the **formulas** given us by the accountants indicate that additional income has been under consideration for the past three weeks.

We understand that in some cases it has been difficult to trace records since some of the materials in these **portfolios** date back to the **1800's**, and in the judgments of the members of the **Board of Directors** there is little **basis**, on which to make **analyses** of the various cases.

If Mr. Bruce would furnish us with a memorandum on his periods of service and his salary during this service, it may prove helpful in tracing additional records. Upon receipt of word from Mr. Bruce, we shall arrange to have further consideration given to the question of additional income under his retirement plan.

Since Mr. Bruce is an alumnus of your college, we can readily understand your interest in his case, and we shall do everything we can to hasten a decision in the matter.

Very sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	102 634,635	(7b)	portfolio
2	105 10.4		analyses
3	142,143,144	(1a)	memorandum
4	67 5.10		alumnus
5			

Letter 149 - Spelling - formation of possessives.

Miss Jane W. Elwell
1279 Everett Boulevard
Erie, Pennsylvania 16503

Dear Miss Elwell:

As a member of the auditing committee of the Seaton College Club, I am sending you our report.

The ~~employee's~~ compensation records do not show the dates on which payment for hospitalization was withheld. On these records you should, also, show the ~~employee's~~ social security number.

The L. F. Rogers account shows a credit balance of \$18.10; but we could not find any entry in the cash receipts, showing the payment of his account in excess of what he owed. However, there is an ~~F. L. Rodgers account~~ in the ledger, to which I believe you posted from the cash record.

Interest on outstanding loans should be shown on the Balance Sheet as an accrual. Expenses accrued are an important part of the end of the year report.

We consulted the manufacturers of our office furniture relative to resale or trade-in value and ~~the~~ estimated life. We were told that the rates of depreciation were too high. It will be necessary for you to make an adjusting entry in the Depreciation Reserve accounts lowering each of them by 5%. This will show an added profit for the past year.

The books have been neatly kept and all records have been clearly made. We notice that you make it a practice to pay bills promptly so you are able to take advantage of the discounts.

Please make all necessary corrections before January 19.

Very truly ~~Yours~~

Reference Number	Page & Paragraph	Freq.	Word List	Freq.	Word List
1	101 629	(3a)	compensation	(2a)	outstanding
2	54 8-3		hospitalization		accrual
3		(4b)	withheld	(5b)	consulted
4	70 5.20	(2b)	receipts	(6a)	depreciation
5	129 6.7,6.8	(3a)	ledger	(1b)	practice

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Letter 162 - Spelling - possessives not ending in s.

Mr. Robert Stephenson
181 Genesee Street
Utica, New York 13503

Dear Mr. Stephenson:

I am very much pleased to recommend Elizabeth Adams to you.

Miss Adams was graduated from the Business Education Department, Utica Free Academy, in June 1970. We considered her one of **our** most promising graduates. Her major sequence was secretarial practice. She had two years of shorthand and one year of secretarial practice; she maintained a 95% average in those subjects. She had one year of bookkeeping and two years of office practice in addition to business arithmetic, business law, and basic academic subjects.

Miss Adam's extra-curricular activities and scholarship awards were enviable. She was elected to National Honor Society in her junior year, and in her senior year was secretary of that organization. She was also treasurer of the Student Council, was president of the Future Business Leaders of America, and was on the advisory council for the Debate Club. She won the following awards: certificate in alphabetic, numeric, and geographic filing, 70-word typing pin, 120-word shorthand pin and proficiency certificate in machine transcription. She was graduated 25th in a class of 256 with an average for four years of 92.64%.

She is a well-poised girl, knows how to meet people with naturalness and ease, and gets along exceptionally well with co-workers. She is always neatly and suitably dressed.

(Continued on
next page)

Mr. Robert Stephenson

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She has been employed for two years in Mr. Brown's law office as a stenographer. He telephoned me today that she is "tops" and he hates to lose her.

I am sure she will be a wonderful addition to **your** office force.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	106 649,650	(1b)	sequence
2		(5b)	major
		(4a)	shorthand
3	145 Paragraph 3	(7b)	extra-curricular
	146 Paragraph 1	(3a)	activities
		(6b)	scholarship
4	70 5.20	(2b)	enviable
	71 5.33	(3a)	treasurer
		(1b)	advisory
5	129 6.7,6.8	(4b)	council
			alphabetic
			numeric
		(7b)	geographic
			proficiency
			well-poised
	naturalness		
	(3a)	exceptionally	
		co-workers	
	(2b)	employed	
	(5a)	stenographer	

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Letter 151 - Spelling - formation of regular or irregular plurals.

Mrs. Robert R. Blake
400 Winthrop Drive
Albany, Georgia 31709

Dear Mrs. Blake:

Some time ago you asked us for the prices of a steam iron and an electric toaster.

At the time, we quoted the price of the steam iron as \$14.95 and the toaster as \$17.95. Although these were special sale prices, we will gladly extend to you the courtesy of charging these same prices, should you care to purchase either or both of these items.

The steam iron is perfect for ~~women's~~ ironing problems. It is light in weight - a mere two pounds - and heats in 20 seconds. It certainly makes your task of ironing faster and easier than using your old iron. It's no problem now to select the correct temperature with the new thumb control.

You will get a lifetime of pleasure from the electric toaster. The finest possible materials were used in ~~its~~ manufacture. Toast is done to perfection in 20 to 30 seconds after the bread has been dropped in and the toasting operation begins. Furthermore, you can select the color of toast you want - dark or light - it's ~~anyone's~~ choice! Your family will enjoy using this automatic toaster.

Many ~~purchasers'~~ remarks about ~~their~~ pride in ownership have been gratifying.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Freq.</u>	<u>Word List</u>	<u>Freq.</u>	<u>Word List</u>
1	106 649,650	(3a)	select	(1a)	toaster
	104 638,639	(5a)	temperature	(1b)	quoted
2	53 8.2	(7b)	lifetime	(2a)	extend
3	145 Paragraph 3	(5b)	perfection	(1b)	courtesy
	150 " 3	(2b)	furthermore	(1a)	items
	151 " 2,1	(3b)	automatic		weight
4	70 5.25,5.26	(4b)	purchasers'	(7a)	mere
5	129 6.7,6.8	(3b)	ownership	(4b)	task

Letter 162 - Spelling - formation of compound nouns, joint or individual ownership.

Mr. Henry H. Wilson
479 Madison Street
Fort Worth, Texas 76105

Dear Mr. Wilson:

In reply to your inquiry regarding your **mother-in-law's** will, may I say that settlement will not be made until after we have her **son's** and her **daughter's** signature on file. Mr. Jones and Mrs. Dale are at present abroad; and it will take considerable time before we can reach them.

Your request that Mr. and Mrs. **Smith's** interests be joined to yours in the settlement will be honored. In cases of this size and when the number of interested parties is so many, it usually takes a year or more before final settlement can be made.

The district attorney's decision in the matter of the accident which caused your **mother-in-law's** death had to be studied and a record of it had to be included in the report made to the court. The outstanding account of **Lord & Adams's** Department Store has been paid as well as other outstanding bills.

As the matter now stands, you should have a check to cover your share of the bequests by June of this year. An exact figure cannot now be estimated since the tax which the government will deduct has not been finally settled.

You will hear from me as soon as I have definite facts to give you.

Yours truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	103 636,637, 105 643,644	(1a)	settlement
2	61 VII,1c,2b,2a	(4b)	studied
3	148 Paragraph 1,2,3	(6b)	honored
4	70 5.21,5.22		bequests
5			

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Letter 166 - Spelling - nouns in opposition and preposive standing alone.

Mr. Edwin W. Roberts
Clear-Vue Company
171 Southern Boulevard
Memphis, Ohio 45604

Dear Mr. Roberts:

On Friday evening I visited the Home Exhibit at the Armory where there were many items of interest. I do feel, however, that our exhibit had many items which surpassed our competitors. In reviewing our **year's** progress, I feel that this exhibit showed our many accomplishments.

Now is the time to plan for next **year's** exhibition, so it is my purpose to offer some suggestions. On the chart showing **salesmen's** quotas, the completed orders would be more effective if shown in a contrasting color. Mr. Bennett, **the advertising manager**, is responsible for making charts.

The office furniture display was very well arranged so our furniture showed off to good advantage. It may be a good idea to show a stenographer at work in next year's exhibit. Activity at an exhibit is a good idea in order to gain attention at a booth. I could loan you my secretary or you could use one from our secretarial pool. **Edna Roth's** work is outstanding, and she has a very attractive manner.

It is my feeling that the music detracted from the exhibit. The noise of the music often made it difficult for a visitor to hear the **salesman's** voice. I suggest this feature be eliminated in another year.

Other officers of our corporation visited our booth during the exhibition. I should like to have you compare my suggestions with those made by them.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	104	642,643,644,645,646,647	(5a)
2	53	8.2	(4a)
3	147	Paragraph 2	(4b)
	150	" 2,3	(3a)
4	71	5.34	(7a)
5			(7a)
			(2b)
			(7a)
			(4a)

Letter 154 - Spelling - Forming the possessive to show individual or joint ownership.

Miss Betty VanDeusen
628 Tracy Street
Utica, New York 13507

Dear Betty,

Thank you for your letter. I am so happy that you have a secretarial position with Brown Electrical Company. It is a fine company with which to be connected.

Every person, who starts a new position, has (as you say) "butterflies." Your nervous feeling is only natural. However, if you continue the same high-grade work on the job, as you did in school, you will have no trouble.

When you report for work, you will be given a packet with a number of booklets. Read each carefully as each contains valuable information to help you with your job.

"Secretarial Skills" is one of these informative booklets. On page 2 notice the 12 tips for typing a perfect letter and on page 3, the care of the typewriter. We stress these important things in school and your employer stresses them, too.

You will find included in this booklet many of the things which Miss Brown told you were important. I am positive you will remember your good training for erasing, making corrections, centering, addressing envelopes, and for using short cuts and special tips.

At first, the taking of dictation may be frustrating for you, as it is a different situation from the classroom. Pages 9-16 of this booklet are filled with wonderful suggestions. If you heed these and use your common sense, you will enjoy your work and be a great asset to your employer.

You inquired about the special pens which were used in our shorthand classes. We used several, but found that **Grant & Co.'s** Superfine was the best. They are \$2.25 each.

(Continued on
next page)

Miss Betty VanDeusen

Please keep in touch with us and let us know your progress. We are interested in ~~our~~ graduates and wish to know how we can improve ~~our~~ courses to help future graduates.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	104 640	(2a)	connected
2	54 8-3(2)	(5a)	butterflies
		(5a)	nervous
3	151 Paragraph 3	(2a)	high-grade
		(6b)	packet
	153 555 Paragraph 3	(3b)	informative booklets
4	71 5.28,5.35	(5b)	typewriter
5	129 6.7,6.8	(2b)	stress
		(5a)	positive
		(3a)	erasing
		(2b)	corrections
		(3b)	centering
		(4a)	addressing
		(6b)	frustrations
(5a)	classroom heed asset employer		

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Letter to — Miss Barbara Talbot

Miss Barbara Talbot
Box 980
Arlington, Idaho 83506

Dear Miss Talbot:

The editorial staff of our magazine has carefully edited the article which you sent in for publication in our school edition. The errors we found may have been made by your typist, but we are citing them in this letter.

As you know, many abbreviations have become acceptable, so they are used without periods. For instance, in business writing, many people use ad for advertisement, or phone, without an apostrophe, for telephone.

There are many abbreviations which are proper to use; but a person using them must be sure that he is correct. The proper abbreviation for account is ~~acct.~~; for net 60 days it is **n/60**.

Professor Arnold, of our English research staff, prefers to have writers use periods after well-known societies and associations, except after those of Governmental agencies. In your article, the Administrative Management Society should be written **A.M.S.**, but the American Federation of Labor should be **AFL**.

State names should be spelled out, as most businessmen, as well as the United States Post Office Department, prefer to have the names of the states spelled out. Often when abbreviations have been used for states, letters have gone to the wrong address.

Contractions are a part of abbreviations; and there are many in common use. In writing, doesn't is often preferred to does not. It is possible to use the apostrophe in words such as m'f'g but mfg. looks much better and is much easier to type.

In the future, will you please go over the carbon copy of your report with your typist.

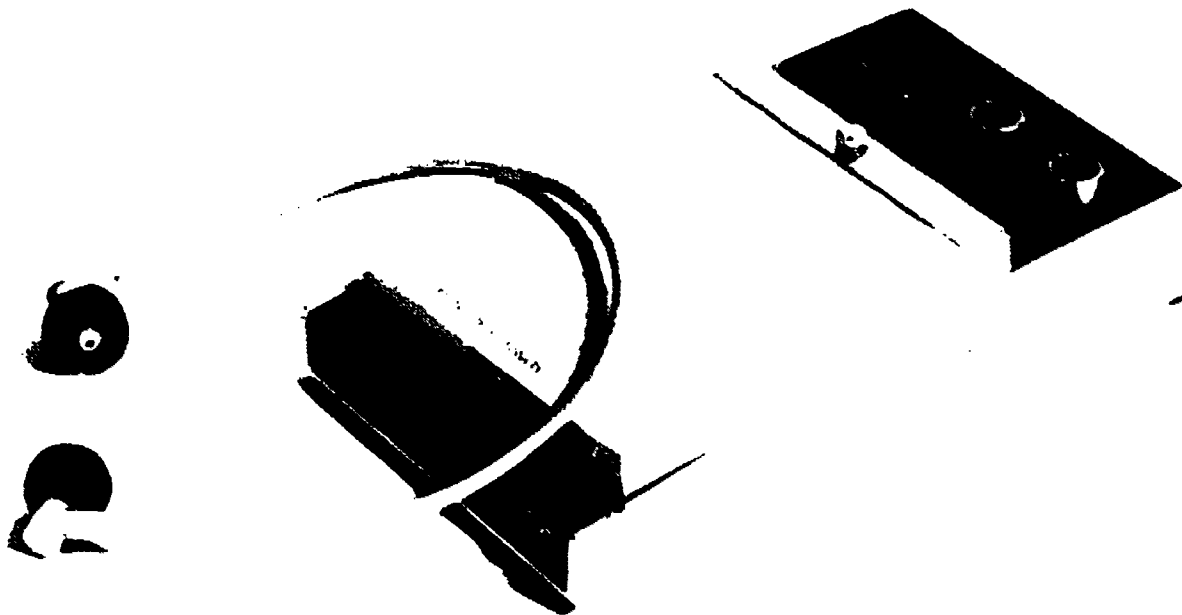
Very truly yours,

(Continued on
next page).

104/170

Letter 166 (Cont.)

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	88	501,502,503, 504,505	(4a)	editorial abbreviations
2	87	435,436,437		apostrophe
3	123	14-1	(5b)	contractions
4	554,555			
	153	10.1,10.2,10.7		
	156	10.26		
	158	10.40		
	158	10.43		
5	320	14.15		
	332	14.44		



Solid state components allow dictation-transcription equipment to be made in novel forms.

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Letter 101 - When to abbreviate - days, months, year dates, time zones, measurement, a.m., p.m., street names.

Miss Estelle Reynolds
865 East 23rd Street
Rochester, New York 14609

Dear Miss Reynolds:

Mr. Garver of the purchasing department tells me that you will start work in his office next ~~Monday~~ morning. Welcome to our organization!

A knowledge of our procedures and rules for working hours and payroll should facilitate the start of your association with us. Our week is a ~~5-day~~ week from Monday through Friday. The hours are from 9:00 a.m. to 4:45 p.m. with one hour for lunch. The lunch hours are staggered, so that no office is left unattended during that hour. Mr. Garver, or his secretary, will inform you the exact time for your lunch upon your arrival.

We have a central payroll department, which means that all salaries are computed and paid from one department. In order to have this accurate, time clocks are located at the entrance to each department for that department. You are expected to punch your card at your arrival in the morning and at your departure at the close of the day.

The pay check will be for your net earnings. The stub will indicate your total earnings and list the deductions. The law requires deduction of Federal Social Security and Federal Withholding Tax. You may elect to have hospitalization, insurance, payment for Community Chest, and Savings Bonds deducted.

(Continued on
next page)

Miss Estelle Reynolds

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As our office is large, you may choose to use the entrance for the purchasing department on the southwest corner of **Hobart and Elm Streets**.

We are looking forward to a pleasant association with you.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	90,91	514,515,516,517, 518,520,521	staggered
2	76	8-34(4)	arrival
3	280	Paragraph 2	salaries
	339	Paragraph 3	computed
	586-587		entrance
4	153	10.3	departure
	159	10.44	earnings
5	322	14.21-14.23	indicate
	323	14.27,14.28,14.29	deductions
			requires

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Letter 151 - When to abbreviate - names of radio and television broadcasting company, chemical terms, and business symbols and measurement.

Mr. Walter B. Nevins
562 Madison Avenue
New York, New York 10020

Dear Mr. Nevins:

After a lazy season of cozy armchair gardening, you are, without doubt, eager to make your complete selection of flowers and shrubs for spring planting.

We are forwarding our new 1973 Garden Catalog under separate cover. Almost every type of plant can be purchased at reasonable prices directly from our nursery at Providence, Rhode Island.

For example, here are some "specials" from pp. 4-6 of the catalog:

Giant Fluffy Marigolds	\$.50 pkt.
Gold Cup Tea Rose	1.98 ea.
Emperor Tulips	4.00 doz.

You can make your garden the showplace of your street. Dutch bulbs, roses, and the ever-faithful petunias, zinnias, and marigolds produce a breath-taking picture. Who does not look forward to the early, brilliant display of forsythia in full blossom?

As a special service, we will send you the 25-page booklet, "Gardening for Pleasure," advertised over **Station WBNY** at 10:30 a.m. on Wednesday. "Care of House Plants" and "Planning the Early Gardens" are two features articles. It also advises adding some ammonia (**NH₃OH**) when watering African violets.

(Continued on
next page)

Mr. Walter B. Nevins

-2-

Check the items desired on the enclosed handy order blank. All orders received before the 6th of March will arrive in time for planting in your locality. They will be sent postage free if over 10 pounds. All c.o.d.'s will receive our prompt attention.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	90	509	(1b) armchair
	92	521,522,523,	(1a) doubt
		524,524	(5a) eager
2	129	14-3	(1b) forwarding
			(4a) nursery
3	552,553		(7a) fluffy
			Marigolds
4	159	10.44-10.47	showplace
			ever-faithful
5			(5b) petunias
			zinnias
			breath-taking
			(1a) forward
			(7b) brilliant
			(3a) forsythia
			locality

Letter form - Adjectives - one word, two words, or hyphenated.

Dr. Joseph C. Connors, Director
 School of Business Education
 Oakland, Minnesota 56022

Dear Doctor Connors:

This is the time of year when we interview June graduates for positions for the coming school year. It is a **well-known** fact in our school system that young people trained in your college have shown exceptional ability in the teaching field.

We have several positions open for the coming school year. Our starting salary for persons with a Bachelor's degree is \$8,000; with a Master's degree, \$8,900. Yearly increments of \$400 are given until the maximum of \$14,000 or \$14,900 is reached. Additional increments are given to those people who earn credits in their professional fields beyond their Master's degrees. These increments are usually \$150 for each three hours of college credit.

In the fall, we are opening a new high school building. It is a well-planned, **well-equipped** building situated in the **Oak Forest-Monroe** area. We will need two teachers in the English Department; three teachers in the **Homemaking** Department; a **Shorthand** teacher; and a **Bookkeeping** teacher.

Dr. Anna B. Hawkins, who is well known in the guidance field, will direct the guidance department for the coming year. She will need an assistant to handle some of the guidance work with the girls.

We shall be glad to interview any applicants you feel would be interested in teaching in our highly **thought-of** school system. Our teachers are friendly and very helpful to new people in the system. Working conditions are excellent; and our faculty is truly a distinguished one.

Please give our school system some publicity through your Placement Bureau. We can arrange interviews at a time convenient to the applicant.

Yours truly,

<u>Reference Number</u>	<u>Page</u>	<u>Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	125	808,809,811	(3b)	exceptional
2	109	11-1(2)	(7b)	increments
	82	6,10	(3b)	maximum
3	262	Paragraph 2,3	(5a)	professional
	263	" 1	(5a)	guidance
4	75	6.15,6.16,6.17	(7a)	distinguished
5	130	5.9-6.13	(3a)	publicity

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Miss Mary VanBrocklin

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Your newspapers furnish you a vast amount of information. Read the editorials as well as ~~front-page~~ news. The wise office girl learns how to read and interpret the financial section of the New York newspaper. You will find your work exciting when you know the true meaning of ~~long- and short-term~~ securities.

I am sure that in a few years you will have one of the ~~best-paying~~ positions in your department.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>		<u>Frequency</u>	<u>Word List</u>
1	128	818	(4a)	congratulations promotional possibilities successful
	129	819	(4b)	
	131	823	(3b)	
2	109	11-1(3)	(1b)	peddler turnpike
	111	11-2(3),(4)	(5a)	
3	264	Paragraph 1	(4b)	engage indulge individuals reservoir
	263	Paragraph 1	(6a)	
	266	Paragraph 2	(4b)	
4	75	6.18,6.19	(6a)	obtain distribution experts
	76	6.20-6.22	(1b)	
			(4a)	
5	130-132	6.9-6.18	(2b)	surprised vast editorials interpret securities
	134-136	Table 6.1	(6a)	
			(4a)	
			(3b)	
			(4b)	

*to the 1964 - 1965 season, complete sets, and complete numbers, per files,
in 100's.*

Mrs. Warren R. Griggs
42 Angola Road
Central Valley, New York 10917

Dear Mrs. Griggs:

As you are well aware, it is our custom to have a **semiannual** sale of furniture, draperies, and lamps. We are, therefore, inviting our customers to come to our **biannual** furniture show to be held on August 22. You will have an opportunity to see our favorite lines in solid maple, cherry, and mahogany at your leisure. No **high-pressure salesmanship** at this show! Our salesmen will be in attendance only to answer your questions and to explain special features. All merchandise will be clearly marked for your convenience.

We will have chairs of all descriptions: Modern, Period, and Colonial; chairs upholstered in nylon, tapestry, leather, etc. We have enough **self-confidence** in our upholstery fabrics to be able to offer you a **five-year** guarantee. During that time, if anything happens, we agree to **re-cover** the chair at **one-half** price, in any fabric.

There will be over **one hundred seventy-five** different types of lamps - from small Colonial table lamps to the modern **three-way** floor lamps - lamps of glass and lasting metal. The shades are easy to keep clean. (You can use any good **dry-cleaning** fluid.) We have draperies galore!

Come for inspection. Discover ideas in furniture arrangement that you can use.

You will always be assured of our decorator's **whole-hearted cooperation** in giving you her assistance in choosing furniture, draperies, and lamps when **redecorating** your home.

(Continued on
next page)

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Mrs. Warren R. Griggs

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Our ~~mid-February~~ sale will be held as usual, should you be unable to attend this ~~biannual~~ sale.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>	
1	131-132	824,827,828,829	(2b)	aware
	133		(5b)	semiannual
	830	831		biannual
	832	833	(4b)	mahogany
2	110	11-1(7),(9),(11)	(7a)	leisure
		11,9,1	(6a)	Colonial
	112	11-2(5),(6)		self-confidence
3	264	Paragraph 2	(4a)	upholstery
	265	" 1	(2a)	fabrics
	267	" 1	(4a)	guarantee
	266	" 3		re-cover
4	78	6.35,6.37	(1b)	dry-cleaning
	77	6.28,6.32,6.33	(1b)	arrangement
	78	6.40	(1b)	whole-hearted
	79	6.43	(1b)	co-operation
5	133-132	Table 1		re-decorating

*Letter 111 - Compound Words - Hyphenated - 120 word common compounds -
in one step in two words.*

General Nathan E. Baker
West Point Military Academy
West Point, New York 10994

Sir:

As you know, **Lieutenant Colonel Adams** is **already** receiving an income under the Military Retirement Plan for Officers in the form of a disability allowance. He elected to have his income begin under the plan effective from September 1, 1957; and we have, to date, paid him a total of \$4,385.

An officer is always permitted to make a choice as to the type of retirement allowance he wishes; and **every one** of the officers of the service is given additional guidance in his choice by his immediate commanding officer.

Your indirect inquiry came to my attention, and I feel it is essential that an explanation be made. **Every day** we receive letters asking us similar questions. Anyone has the right to inquire into the possibility of such a disability allowance if he feels there is danger of his needing such an allotment. It is most unusual that a person would be indifferent to his own security, especially in such an area of danger as military service.

It may be that Lieutenant Colonel Adams told no one of his intention to retire and that is why the **Secretary-Treasurer** of the Officers' Association has not been informed. It often takes some time before the initial payment is made; but in this case immediate action was taken; and **all together** the matter was settled in three weeks.

I hope this explanation covers the situation to your entire satisfaction.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	123 803,804	(5b)	Lieutenant Colonel
2		(5a)	disability
3	268 Paragraph 1	(4b)	allotment
4	78 6.39	(1b)	similar
5	138 6.29	(2b)	essential

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Letter 182 -- Word division - one or two syllable.

Miss Michelle Young
506 West Street
Utica, New York 13504

Dear Michelle,

I am always delighted to answer and help you with any problems confronting you in your work. I just do not want you to feel that my aid stops at your graduation. Please feel free to come here at any time or, as you did this time, write.

Syllabication and division of words is an important topic which should receive your best consideration. The finished letter must have even margins and look as if it were framed by a painstaking craftsman; so we must know rules for division of words.

You should, of course, have on your desk at least two reference books--a good dictionary and a reference manual for stenographers. The first important thing is to learn how to use the dictionary. Each dictionary has a different method of denoting syllables--some by a dot for the syllable and a hyphen, or long black mark, for a hyphenated word. Note the way in which your dictionary signifies these two things. Also, notice that the syllable most emphasized in pronunciation is indicated by an accent. Long words contain two accent marks--the primary and secondary.

Perhaps you are asking what is a syllable. It is a single letter or a group of letters that form one sound. Each syllable must contain at least one vowel, and sometimes a single vowel is a syllable.

There are rules for division of words!

- 1 Divide words only between syllables.
- 2 Determine structure of word by careful pronunciation and consult dictionary to verify syllable structure. Note distinction in these two words: **pres-ent**, meaning a gift; **pre-sent**, meaning to make a gift.
- 3 Divide after accented mark, if possible.
- 4 Divide word as it is divided in pronunciation.

(Continued on
next page)

Miss Michelle Young

-2-

In typing it has been found that certain divisions are more practical, more attractive, and more readable. We have a few rules to explain these choices:

- 1 Never divide a word that contains only one syllable.
Example: ~~scheme~~, ~~strength~~
- 2 The addition of ed in some cases, according to pronunciation, does not make another syllable, so the word cannot be divided.
Example: ~~weighed~~, ~~filled~~

There are more rules which I will send you in another letter. This will bridge the gap for you until you get the reference manual.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	134 901,902	(6a) (5a)	confronting graduation
2	113 12-1,(2)	(5b)	syllabication
3	269 Paragraph 3 270	(7b)	topic painsstaking craftsman
4	144 9.74	(1a) (6a) (3b)	reference dictionary manual
5	132-139 6.19-32	(6b) (7b) (2a) (7b) (4a) (4a) (6b)	directing syllable hyphenated signifies emphasized pronunciation indicated accent primary secondary structure vowel
		(2a) (4b) (5b) (2a) (1b)	determine verify practicable attractive readable

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*Letter 103 - World's... of... letters, and letter...
...
...*

Mr. George L. Holmes
430 North Adams Street
Greenfield, Massachusetts 01308

Dear Mr. Holmes:

As a systematic investor, you may feel that this is not the right time for buying stocks because the stock market is too high. Nevertheless, there are two common stocks that are offering good value now. Both represent an industry which is basic to American economy.

The Santa Fe - one of our largest railroads from the standpoint of its thirteen thousand miles of track - stretches from Chicago to California. It serves most of the larger cities throughout that area and carries such products as: machinery, steel, electronic **equip- ment**, canned goods, chemicals, and iron. Of the \$590 million operating revenues in 1972, 83% were from freight and 7 1/2% were from passenger service. If you are interested in sharing in the continued progress of the west and southwest, the Santa Fe is a worthwhile investment.

It is estimated that Central Hudson will increase its capital by \$56.7 million by the end of 1975. This is almost double its value in 1973. Central Hudson serves a region of some 85 miles bordering on the Hudson River and a population of nearly 335,000 persons. The New York State Thruway, opened in 1955, has made possible an adequate labor supply.

Almost 96% of the company's power needs were **gener- ated** last year. Dividend rates on common stock have been increased every year since 1949. International Business Machines has helped the growth of the area. Central Hudson is also reorganizing its gas supply facilities.

Do you want shares of these stocks now?

Yours very truly,

(Continued on
next page)

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>	
1	135	903,904	(1b)	systematic
	136	911,912	(4b)	investor
	85	1-3,4,5,6	(3a)	nevertheless
	86	1-7	(2b)	represent
	270	Paragraph 4,5	(3b)	economy
	144	9.74	(2a)	standpoint
	132-139	6.19-32	(1b)	throughout
			(3b)	electronic
			(4b)	equipment
			(6b)	revenues
			(2a)	passenger
			(2b)	southwest
				investment
				estimated
				Thruway
				generated

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*Letter 164 - Word division - single consonant between two single vowels,
double consonants, prefixes, suffixes, and compound words.*

Mr. Henry Adams
941 West Street
Hartford, Connecticut 06109

Dear Mr. Adams:

As executive assistant to the editor of this publishing house, I have been asked to answer your inquiry regarding rules on the division of words. The dictionary is our authority for the usual problems. There are, however, several rules which help in deciding the division of words. I shall quote a few of them herewith and give examples.

Rule: When two vowels have a consonant between them, an accented syllable retains the consonant and an unaccented syllable loses the consonant to the second syllable. Example: **bal-ance, prod-uct; re-tain, pro-duc-tive.**

Rule: Usually we can divide double consonants. Example: **mat-ter, pos-sibly, writ-ten.**

Rule: If a suffix follows a double consonant, divide after the double consonant. Example: **dull-est, pull-ing.**

Rule: Divide between a double consonant when it is doubled before adding a suffix. Example: **ship-per, begin-nng.**

Rule: Prefixes of three or more letters may be separated from the rest of the word. Example: **out-cast, con-tain.**

Rule: Suffixes are usually separated from the rest of the word if the division is necessary. Example: **read-able, shoe-less.**

Rule: Compound words are divided between their parts. Example: **well-known, self-satisfied.**

(Continued on
next page)

Mr. Henry Adams

-2-

Division of words is an important part of a **secretary's** knowledge; and she will save time if she knows the common rules for word division. She will also keep a dictionary at hand to verify the correct division of unfamiliar words. Correct spelling and word division are her top priorities.

If we can be of any further help, do not hesitate to call upon us.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	135 907,908,909 136 910,911,912,913,914	(4a)	editor
2	114 12-7,(8),(9)	(1b)	division
3	270 Paragraph 1,4,6		consonant
4		(7b)	unfamiliar
5	132-139 6.19-32		

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Letter 166 - Word division - rules on the division of words and abbreviations.

Miss Elaine G. Males
Box 972
Fort Worth, Florida

Dear Elaine,

As you requested, I will review in this letter some of the **rules on the division of words and abbreviations** which we discussed in class. Your absence at the time these were studied has made it difficult for you to do the assigned work.

In the body of a letter, if an address is long and comes near the end of the line, **put the number and street name on the same line with the word street or avenue on the next line.** A similar rule applies with a person's name or a place. **If you cannot write the name on the same line, it can be separated.** However, do not separate a person's initials nor divide his title.

In your English classes, as well as in your secretarial training classes, you have been taught the use of the dictionary. Be sure to have a recent one handy at all times and use it. There is no excuse for words being incorrectly divided. Another handy reference book for the secretary to have in her desk is "20,000 Words," published by McGraw-Hill Book Company.

In letters involving figures or in any kind of statistical work, **never divide figures.** A date should be all on one line; but if you find, after writing the month and the day, that you do not have room for the year, it can be placed on the next line.

Here are three "Do not's." Do not allow more than two consecutive lines to end in hyphens. Do not divide the last word in a paragraph. Do not divide the last word on the first page of a two-page letter or the last word on any other page.

(Continued on
next page)

Miss Elaine G. Males

-2-

It would be advisable for you to keep this letter to remind you of the many rules a secretary must learn to use in each day's work. We are delighted that you have been employed by the E. A. Hatch Company as a secretary.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	135 906 136 916	(2a)	absence
2	113 12-1 to 12-9	(5b)	separated
3	271-272	(4a)	initials
4		(2a)	published
5	132-139 6.19-6.32	(7a)	statistical
			consecutive
		(1b)	advisable

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Miss Ella Mae Burdick
600 West 25th Street
Yonkers, New York 10711

Dear Ella Mae,

I wish to commend you on your attitude and your interest to discover all the "pros and cons" of the telephone business world. It is wonderful that you have been offered a position as Telephone-Receptionist at Marshall & Company. You also mention other firms which have offered you jobs, so that you have an opportunity to choose the one best adapted to you.

You seem to be aware that there are personality traits which you must possess for a position of this type. I am confident from my association with you that I could advise you to take such a job. In order to be truly positive, ask yourself these questions: Is my patience virtually limitless? Are my nerves under self-control? Do I have a pleasant voice? Besides mastering the skill of handling a switchboard, you must possess a love for human nature. You must be a person who is not averse to the different types of people and who is not bored with the failings or shortcomings of others. A telephone-receptionist must not be quick tempered.

The desk of the telephone-receptionist is usually beside a counter near the entrance to the office, so that callers can reach her easily and quickly. Tact and courtesy are very important traits for this position, as you must answer questions, arrange appointments with members of the firm, or dismiss callers if the occasion warrants it.

The telephone company itself offers excellent opportunities for operators. It is the definite policy of the telephone company to promote from within its own ranks. The jobs, which could be attained from this, would be supervisor, assistant chief operator, chief operator, and service representative.

(Continued on
next page)

Miss Ella Mae Burdick -2-

The operator must show consideration at all times to the customer. Even if the job is to inform the delinquent customer that her telephone service will be discontinued unless bills in arrears are paid, it must be accomplished in a polite and courteous manner. The customer should never be able to report an unpleasant conversation.

Many times the telephone operator is rewarded for acts of bravery and faithfulness in time of disaster. Warnings of earthquakes, floods, and fires have been given by faithful telephone operators, who have remained at their post of duty and have given continuous service under great hardship until all danger has been dispersed.

You can readily understand the job of a telephone operator is important and rewarding.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Freq.</u>	<u>Word List</u>	<u>Freq.</u>	<u>Word List</u>
1	169 1069,1070,1071 170 1072	(5a) (3a) (4a)	commend attitude discover	(5a)	receptionist tempered tact
2	100-101 10-2 52 4	(5b) (1b)	personality traits confident	(3a) (4a) (5b)	appointments warrants promote
3	187 226	(2b) (7b)	positive virtually limitless	(1b) (4b) (5b)	attained supervisor operator
4		(5a)	self-control nerves	(3b) (4b)	delinquent arrears
5		(6d) (1d) (3b) (5a) (7b) (6a) (4a)	switchboard handling possess human averse failings shortcomings	 (6a) (4b) (5b)	bravery faithfulness earthquakes continuous hardship dispersed

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Letter 101 - Similar-Sounding and Similar-Looking Words.

Willis Supply Company
840 Southern Boulevard
Baldwin, New York 11510

Gentlemen:

No doubt you are conscious of the slow, tiresome, uninteresting task that the clerks in your office have in handling the large volume of your outgoing **correspondence**. Have you considered investing in a postage meter?

A large number of firms, of similar size, are using the small desk model meter. Every business man is **affected** by the high cost of handling jobs that can be done quickly and easily by a machine. The **effect** on the budget is considerable.

There is, of course, a difference in all postage meters. Our meter is devised to print the correct amount of postage directly on the envelope (for any class of mail) or on a **specially** made tape for parcel post. One effect of using a dated postmark is that the post office clerks can handle metered mail **especially** fast. Besides, there is the additional advantage of the inclusion of a small ad, if desired, as well as having a record of postage. You can buy as much postage as you need; the post office sets the meter.

Postage meters are either hand-operated or electrically operated. All you have **to** do is dial the right amount, press the lever, and the job is done. No messy licking or sticking - a sealing device is attached **too!**

We are confident that smaller firms will profit as much from using a meter as larger firms do. Confidentially, our **correspondents** have commended this particular meter. We are especially pleased with the welcome it has received.

Your opinion may **differ** from ours; but we believe that you will not definitely **defer** purchase of a meter.

Please check the enclosed card and get your free chart of new postal rates.

Very truly yours,

(Continued on
next page)

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	111,112 113	(5a)	conscious
		(4b)	tiresome
2	98,99	(1b)	task
		(5b)	volume
3	187	(3b)	outgoing
	226	(3b)	affected
		(1b)	effect
4		(5a)	postage meter
		(3b)	devised
5		(2a)	specially
		(4b)	parcel
		(1b)	postmark
		(5a)	inclusion
		(5a)	hand-operated
		(5a)	correspondents
		(5b)	commended
		(5a)	differ
		(5a)	defer
		(5a)	chart

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Letter 108 - Similar Sounding and Similar Looking Words.

The Advertising Club
Third Avenue & 67th Street
New York, New York 10009

Gentlemen:

Due to a promotion within our organization, we **do** have an opening for a young man to assist our Advertising Manager. Possibly you have an applicant that might be interested in the position. We are seeking a man who has had some courses in advertising in college and has shown a flair for this phase of advertising work. We feel, too, that the vacancy calls for a person who has had three to five years experience in business, is in good **physical** health, and has finesse in dealing with the public.

It is our practice to request a **resume** of experience and educational background before we **resu...** interviews with applicants. Be assured that any **resumes** you send will receive prompt attention.

As you no doubt know, we are one of the main companies in the air-conditioning industry and are widely known throughout the country for our good **fiscal** condition. During the past year, we have carried advertising in fifty-nine national publications in addition to full and half-page spreads in the leading newspapers of the forty-five major cities.

An ambitious and energetic young man stands to gain wide experience working in our advertising department and will have an opportunity to study the varied aspects of organizational advertising. In addition, this position offers security and stability to the **right** person. The opportunities available are practically limitless, with a guaranteed, munificent income. Please have applicants **write** directly to me.

(Continued on
next page)

I hope that you will do your utmost at least to bring this position to the attention of the young members of the club and that I shall hear from you in the near future.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	113-117		flair
2	100-104	(3b)	phase
3	187-226		finesse
4		(4a)	resume
5		(5b)	fiscal
			munificent
		(4a)	utmost

Letter to Mr. Edward A. Roberts, Superintendent, Sydney, Georgia.

Mr. Edward A. Roberts
Room 127
Bainbridge Hall
Sydney, Georgia 30603

Dear Mr. Roberts:

My staff has been in the process of reading your recent report on the superintendent's annual letter to the Board of Education. This letter of Dr. Abrams' is in a way a **personal** one, so it is important that the **personnel** of our schools be informed about its contents.

Precedent is strong in this school system, so there are many things we do which will perpetuate the memory of our former director, Dr. Willis C. Graves. The superintendent has made it plain in his report that the physical well-being of our pupils is still the **principal** task of our teachers. This was Dr. Graves' main **principle** during his term of office.

Your practical analysis of the poll taken of the parents of our pupils for the **site** of the new school will show, to all who read it, the purpose for which this survey was intended. The new location **there** will be a magnificent **sight**.

The chief factor in choosing new teachers for our system is securing teachers with ability to understand our pupils. Teachers need patience, good sense, and an underlying devotion to **their** jobs. We interview only those applicants whose references seem to indicate that they have the necessary qualifications to fulfill our needs. A Master's degree is a prerequisite.

In the past we have operated on the **principle** that promotion to supervisory positions will be made from within the department. Up to this point, we have been most successful, so we intend to continue to do this.

Your **report** is a straight-forward one that should do much to raise and hold the interest of all in this annual message. I am suggesting that prospective employees be given a copy to read.

(Continued on
next page)

Mr. Edward A. Roberts

-2-

Also, please petition the Board of Education to have duplicated copies of your **report** made available to the citizens of this community.

I congratulate you on the fine **report**. Your efforts will create a good **report** in our community.

ry truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	118-121	(2a) (4b)	superintendent precedent
2	97,104	(2b)	perpetuate
3	187-226	(4b) (3b)	analysis site sense
4			underlying prerequisite
5		(4b) (6a) (3b) (4a)	principle supervisory prospective petition

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Letter 11 - Interviewing and Similar Job-Seeking Matters.

Miss Marilyn Kane
635 Howard Avenue
Dover, New York 13509

Dear Marilyn,

I am very much pleased that Mr. Caldwell of Chambers Oil Company has asked you for an interview. This indicates that he must have been impressed with your letter of application and data sheet. The interview will be a worthwhile experience ~~whether~~ or not you are offered the job.

You realize the importance of appropriate dress and personal grooming in any ~~weather~~. ~~Wear~~ a conservative and simple dress or ~~suit~~, which is clean and pressed. Your accessories should match or ~~suit~~ your clothing; and the colors of both should be quiet and subdued. Your hair should be washed recently and arranged in a modern but simple style. Your fingernails should be manicured carefully with emphasis on proper length of nail and with a clear or subdued-color polish. Do not ~~wear~~ extremes in shoes although they may be the style ~~where~~ you go to school. Remember, different kinds of shoes are worn for recreation than for interviews.

Your appointment is at two o'clock. It would be a good idea if you were about five or ten minutes early. As you enter the office, you will notice the receptionist. You should tell her your name and that you have an appointment with Mr. Caldwell. Do not waste her time by engaging in a conversation, but sit quietly in a chair. As you wait, do not display impatience or nervousness. The receptionist may be observing your behavior, your posture, and your manners; so do not spoil your chances for employment by chewing gum, smoking, filing fingernails, or any other unattractive activity.

When the receptionist informs you that Mr. Caldwell will see you, rise immediately, carry your purse and gloves, and enter the office. You will stand quietly near his desk until you are asked to be seated. If it is necessary to introduce yourself, do so briefly and in a dignified manner by telling your name and the purpose of your call. You never offer to shake hands with the interviewer, unless he makes the first move. Do not place your purse or gloves on the interviewer's desk, and when you sit down, do not cross your knees or swing your foot.

(Continued on
next page)

Miss Marilyn Kane

-2-

If you discover that you are extremely nervous or frightened, do not attempt to cover up by enforced gaiety or giggles. Silence has a great power for gathering courage and poise, so be as quiet as possible inwardly and outwardly and reply to all questions with brevity and veracity. A good thing to remember is that the interviewer may also be nervous. This may cause him to appear uninterested; but he may be anxious for you to be at ease.

If you are asked to fill out an application blank, do it carefully. Read each question and be sure answers are in the correct space. You may be asked to take an aptitude test or performance test. If you are, approach it with calmness and confidence. As a general rule, these ~~two~~ are not ~~too~~ difficult.

When the interview is ended, rise, thank Mr. Caldwell graciously, and leave. You might ask him, if he wishes you to call again or telephone, in case he does not definitely hire you.

I am sure you will make a good impression. Your work in school has always been so thorough that I feel there's little to worry you.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Freq.</u>	<u>Word List</u>	<u>Freq.</u>	<u>Word List</u>
1	118-121	(3b)	interview	(3a)	quietly
		(3a)	impressed	(3b)	introduce
2	100-104	(4b)	appropriate	(6b)	dignified
		(5a)	conservative		interviewer
3	187-226	(6b)	accessories	(6b)	enforced
			subdued		gaiety
4			shampooed		inwardly
		(5a)	manicured		outwardly
5			relegated		brevity
			recreational		veracity
		(7b)	engaging		uninterested
		(2a)	conversation	(4b)	performance
			observing	(1a)	approval
			behavior		dignity
			posture		graciously
			uncouth	(2a)	impression
				(3a)	thorough

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William F. Grimm & Company
960 Broadway
Catskill, New York 12414

Gentlemen:

Because of the great demand for light-weight luggage, our firm can now offer several different types which should appeal to your customers. You have a choice between plywood or aluminum frames. There are matched sets covered in rayon, nylon, or duck. There are Scotch plaid combinations **as well as** the customary brown, gray, or blue.

The cases are **alike** in several respects - they are water-repellent, they have well-finished interiors with tapes and pockets, and they have strong finger-grip handles and nickel finished hardware. Besides, the five cases in the sets weigh about 17 pounds. (Compare this combined weight with one old-fashioned suitcase!)

A traveler can take **as much** (or **as little**) luggage as he needs anywhere he may desire to go. And the cases are inexpensive:

18" overnight case	(weighs 2 lbs. 11 ozs.)	\$ 9.99
22" weekend case	(weighs 2 lbs. 13 ozs.)	10.99
24" weekend case	(weighs 3 lbs. 3 ozs.)	12.99
26" pullman case	(weighs 4 lbs. 2 ozs.)	17.00
18" pullman case	(weighs 4 lbs. 6 ozs.)	19.00

In addition to the above, you can buy a wardrobe case **and/or** locker trunk. The wardrobe case, with a dress rack in the lid (which is protected by a curtain), has four dress hangers and three side pockets. The price is \$41.25. The locker trunk is ideal for students and travelers. It is waterproof and has an interior lining of fabric which can be cleaned with a damp cloth. The handles are made of leather. The cost is \$21.95; the colors, blue and gray.

(Continued on
next page)

Your order, made within a week, will be shipped as soon as possible. Prepare for future sales now!

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	173-177	(7b)	luggage
		(2b)	appeal
2		(5b)	aluminum
			plywood
3	29-34		rayon
			nylon
4		(1b)	plaid
		(5a)	combinations
5		(3b)	customary
			water-repellent
		(3a)	interiors
			finger-grip
		(4b)	nickel
		(3a)	hardware
			old-fashioned
		(2a)	suitcase
		(3a)	traveler
		(6b)	inexpensive
		(4a)	anywhere
		(5b)	overnight
		(1a)	weekend
		(1b)	wardrobe
		(1b)	waterproof
		(1a)	future

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... - ... often misused.

Mr. Henry D. Adams
466 Western Boulevard
Denver, Colorado 80213

Dear Mr. Adams:

I recently received a letter from a man who said that he had read an advertisement in our Denver Sentinel about a new **type** of driving glove. He wrote to the patent owner and obtained the sole right to sell this item. **To date**, he has made a profit of over a million dollars.

Letters of this **kind** come to us from all over the country. Almost every day we hear from someone whose business has improved as a result of answering one of our advertisements. Your recent inquiry regarding our advertising rates makes us want to add you to our list of satisfied customers.

Our newspaper goes to the homes of over one million people. You **cannot help but** realize the potential value of this circulation. I **doubt** you will find equal circulation, at the advertising rates we offer, in any paper in the country.

We **want you to** see for yourself how valuable the enclosed Denver Sentinel can be in your business. Our paper brings its readers practical information every day. It has more than a dozen unusual business services in each issue. You can benefit from our years of experience in the newspaper business by placing your advertising in our paper.

We are making a special offer of space to you for the Sunday, Monday, and Tuesday issues. Won't you stop in and talk with us; or if you prefer, our representative, John Smithfield, will come to your office at any time convenient to you. I think you will **find him** an expert in helping you to plan a good advertisement that will sell your product.

(Continued on
next page)

Mr. Henry D. Adams

-2-

~~Due to the~~ conscientious efforts of our sales staff, we have been successful in reducing our rates; and we claim for our newspaper the best results in the State of Colorado. ~~Let us~~ help you to help both of us.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	177-187	(6b)	Boulevard
2		(4b)	sole
3	3-26	(4b)	potential
4			
5			

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Letter 1's - 1949 - Words and phrases often misused.

Miss Harriet W. Anderson
Commercial Department
Weymouth High School
Weymouth, Louisiana 71021

Dear Harriet,

Dr. Albert C. Reeves has written ~~to~~ me about your very successful year of teaching. I am glad ~~that~~ your supervisor has been pleased; also, that you have been so happy in your work. **To teach is** a privilege; so the satisfaction one has upon completion of a successful year is gratifying.

As in all positions, there have been days when you wondered whether what you were trying to teach was going over with your class. ~~One~~ often wonders if learners are really learning.

Consistently, you can work out plans and ~~consequently~~ have to lay them aside because of changes in school routines or policies. Outside events often require a change of plans, too. These **continuously** changing plans often tax the teacher's ingenuity; so, unless one is adaptable, dis-organization follows.

I agree with you in your statement **that** the students need more training in speech. I have **constantly** insisted upon correct speech in my classes; but at times, I wonder if I have been too restrictive. All teachers should place strong emphasis upon proper use of the English language. **To speak correctly** is very important in the business world today.

Mr. Martin V. Allen, personnel director of the American Hotel Corporation, has stated ~~that~~ correct English is more important than other skills for their trainees. This is an **effective** statement to use in **affecting** the attitude of your students toward proper English usage.

(Continued on
next page)

Miss Harriet W. Anderson

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I assume ~~that~~ you have discovered there is so much material ~~which~~ you would like to give seniors ~~that~~ you are often torn between "love and duty." In order to give your seniors ~~as~~ much practical information ~~as~~ possible, place them in ~~as~~ real office situations and projects ~~as~~ may be found in a school environment. I find it helpful to have them work in the school office or library, as long as they are in a constructive, learning environment, not in a free-labor, repetitive situation.

New ideas are worth trying; and you will find many to stimulate student interest and to build their confidence.

Continued success to you.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	179-186	(1b)	successful
2		(3b)	gratifying
3	27-34	(5a)	routines
4		(2a)	previously
5		(6b)	ingenuity
		(4a)	adaptable
			disorganization
			trainees

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Letter 174 - Usage - words and phrases often misused.

Miss Carol King, Program Chairman
Future Business Leaders of America
Utica Free Academy
Utica, New York 13503

Dear Carol,

Thank you for your interesting letter of February 4. You and the members of the Future Business Leaders of America are studying a very important topic at an opportune time. Your subject, "What the 1975 Office Will Expect of the Graduate," should prove to be interesting, stimulating, and worthwhile.

In the January 1973 issue of Office Management, Robert Smith has written an article, "What's Ahead for the Office in 1975--Review and Forecasts."

He compares the beginning of the year 1972 with the year 1973. In 1972 there was an unlimited optimism about an ever-expanding economy. In 1973 there is prevailing mood of self-analysis in business, education, politics, and the individual's goal in life. The reason for ~~this~~ is ~~the~~ other countries with rapidly developing scientific and technical production facilities are competing in what used to be our exclusive markets.

He raises the question of the recession, ~~which~~ he calls a "slow-down in business." The impact of a recession would not be so keenly felt by the offices as by production lines. However, it would ease the clerical shortage and slow down clerical turnover. It would be the proper time for management to take notice of time- and money-saving ideas for the office, ~~which~~ would be secondary in times of business acceleration and expansion.

The ability to get along well with other people has been stressed to be the best way to further business careers. Now the thinking is apt to be that ingenuity, drive, and determination are more important. Mr. Smith says, "In other words, is a smooth harmonious group the most important goal to strive for in our offices, or a highly productive group? And is it possible that the two qualities do not necessarily go together--that the integrated group may be less efficient, less basically productive than the group ~~which~~ includes a few people whose chief advantages are skill and energy rather than an easy going nature?"

(Continued on
next page)

Miss Carol King

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You, who enter business in 1975, will find that jobs will be given to you to perform at the top of your capacity. You will be expected to improve on that job. Each job will be more difficult; and rewards and promotions will go to those who do the best job regardless of length of service.

You should take every advantage, ~~which~~ the school offers, to be able to meet and cope with this competition when you are graduated. You ~~ought to~~ have honor marks in your subjects; you should earn awards; and you ~~ought to~~ learn the operation of each office machine in our laboratory. In the secretarial field you should not be satisfied with the ability to take dictation at 100 words per minute. Strive for and attain the 140-word pin.

Business management may use this period to equip offices with automatic machines. It will be to your advantage to learn by actual use, demonstration, and reading all that you can in this field. We will do our best to give you the finest instruction. You will be wise to take advantage of it.

Let's ~~set~~ our standards high so that we may take our place in this changing economy of our country.

Sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Freq.</u>	<u>Word List</u>	<u>Freq.</u>	<u>Word List</u>
1	177-187	{4b}	opportune	(5a)	acceleration
		{1a}	stimulating	(5a)	expansion
2			unlimited	(5b)	stressed
			optimism	(6a)	harmonious
3	27-36		ever-expanding	(5a)	productive
		{3b}	economy		integrated
4		{3b}	prevailing	(3b)	efficient
			self-analysis		basically
5		{4a}	recession	(2a)	capacity
		{6b}	impact		cope
		{4a}	clerical	(2b)	competition
		{2b}	turnover	{3b}	automatic
				{2b}	demonstration

Letter 17 - Mr. George J. Denton

Mr. George J. Denton
513 Wilson Drive
Orlando, Florida 32803

Dear Mr. Denton:

You **should consider** a plan for financial protection for your family. Although none of us expects to be without income through accident, it is well to provide for any kind of contingency.

Many of our policyholders **have been very much pleased** with our benefits. One man, in particular, was somewhat dissatisfied with a policy he had taken with another company. He is paying less now than he was then - and for the same protection. He had this to say:

"In 1971, while on a motor tour, I was in an automobile accident. I have been unable to work since that time.

During my long disability, it is surely gratifying to know that my family will receive \$400 a month. At the same time, my medical bills **will be paid up to \$10,000** - the limit provided for in my policy. Your company is very prompt in making payments.

If I had continued my accident and health policy with the company, the investment **would not have been** as good as it is with your company."

Our new policy costs less than 50 cents a week. You receive medical attention for an entire year, if confined due to an accident covered by the terms of the policy. If you are injured in accidents in a taxicab, bus, railroad train, subway, or commercial airplane, the company will pay \$400 a month. If death occurs, your beneficiary will receive \$20,000.

Five general plans are offered: (1) Income Disability Protection, (2) Hospital Insurance, (3) Surgical Insurance, (4) Medical Insurance, and (5) Major Medical Insurance. Premium rates depend upon the benefits offered, occupation, and age group of the insured. The low cost premium is not so beneficial as the high cost premium.

(Continued on
next page)

Mr. George J. Denton

-2-

If you doubt whether one of these policies will cover your needs, your insurance man can answer your questions.

Yours very truly,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	154	(2b)	income
2		(3a)	contingency
		(6a)	accident
3	32-34	(1b)	policyholders
		(5a)	somewhat
4		(5a)	dissatisfied
		(2a)	disability
5		(3b)	surely
		(3b)	medical
		(4a)	gratifying
		(5a)	confined
		(2b)	injured
		(6b)	taxicab
		(2a)	subway
		(4a)	commercial
		(5a)	beneficiary
		(2a)	surgical
		(5b)	premium
			occupation

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Letter 17c - Troublesome adjectives and adverbs.

Mr. John Smith, Secretary
Adams & Dunn Corporation
460 Fifth Avenue
New York, New York 10012

Dear Mr. Smith:

In reply to your recent inquiry regarding the writing of reports for your employer, I am **happy** to be of service to you. In my capacity as assistant to the editor of Jones Publications, I receive many such inquiries **daily**. My information is compiled from materials found in **most** of the handbooks put out to help the secretary write the reports required in the ordinary course of business.

Paper and Carbons

Use bond paper of **good** quality of letter size. Be sure to make at **least** two carbon copies.

Margins

- a. First page: leave two inches at the top of the page. The title should be centered. Leave an extra space after the title, before the first line of the report.
- b. Other pages: leave one inch above the page numeral and a half inch between the numeral and the first line on the page.
- c. Left and right margins should be one to one and a quarter inches. Be sure that the left margin is **slightly wider** than the right. If the report is to be bound, add half an inch to the left margin. Make an effort to keep the right margin even.
- d. The bottom margin should be one to one and a half inches in width.

Spacing

- a. The report should be **double spaced**.

(Continued on
next page)

Mr. John Smith

-2-

- b. Inserts, tabulations or quoted matter should be **single** spaced and indented five or ten spaces on each margin.
- c. Indent paragraphs in multiples of five spaces.

Paging

- a. Do not number the first page.
- b. All other pages should be numbered in consecutive order either in the center or at the upper right corner.
- c. The word "page" may precede the numeral.

Ribbon

Be sure a 'sharp copy is obtained by using a black ribbon. Check its condition before starting the report. It is not wise to change the ribbon in the middle of the report, as it will change the shade of your typescript.

Do not hesitate to call on me again, Mr. Smith, if I can be of service.

Very sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	163-167	(2a)	capacity
2	171-182	(2b)	inquiries
3	411-427	(2a)	ordinary
4		(1b)	numeral
5	134-136 Table 6.1		typescript

Miss Patricia L. King
 Williamsville High School
 Williamsville, New York 14221

Dear Miss King:

It has been our custom to send to your department part of our annual report on employees. We know it has been of value to you and to us to show how former students have succeeded in their jobs as well as to show types of positions now available.

TABLE I

Position Title	Number of Employees	Williamsville High School Graduates	Average Weekly Earnings
Receptionist	4	2	\$ 95.00
Stenographer	17	10	100.00
Bookkeeper	23	18	99.00
Clerical worker	27	12	80.00

Table I gives you the four classes of positions which we consider high school graduates can handle. Table II will show you our needs for the coming year.

TABLE II

Position Title	Number of Employees Needed
Clerical worker	8
Bookkeeper	4
Stenographer	5
Receptionist	2

We feel it is an important feature of our employment practice to show the future employee our many fringe benefits. Table III shows this.

TABLE III
 Fringe Benefits

Insurance	\$1000 life insurance at the rate of \$4 per \$1000. Each year of employment this can be increased to a maximum of \$10,000.
Hospitalization	Entire cost paid by us, including a major medical plan.
Pension	Entire cost paid by us.
Stock Purchase	Stock offered every 2 years to those who have been employed over 6 months.
Lunch	Free to all.

(Continued on next page)

Miss Patricia L. King

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Your students have been excellent employees, so we are always glad to interview them and have them work for us. Your seniors should know that our executive vice-president is a graduate of Williamsville High School. He came to work for us during his high school summer vacations, both junior and senior years, as well as during his college summer vacations.

Please impress upon your students that their take-home pay is not the only item to look for when seeking a position. Working conditions and fringe benefits are important to all employees today. Table IV will give you an idea of the cost of these fringe benefits to us. Our share, as the employer, amounts to approximately \$425 per year per employee.

TABLE IV
Weekly Cost of Fringe Benefits per Employee

<u>Insurance</u>	<u>Hospitalization</u>	<u>Pension</u>	<u>Lunch</u>
\$.97	\$ 2.15	\$ 3.40	\$ 3.68

Our personnel office is open each business day from 9 a.m. to 5 p.m. We welcome any of your seniors who wish to make application for employment. After their applications have been processed, marks checked, and references verified, we make an appointment for an interview.

We thank you for your continued interest in our organization.

Very truly yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	241-247	(3b)	succeeded
2	43-46		receptionist
3	416-417	(7b)	fringe
4	183-211	(7b)	pension
5	273-294	(3b)	maximum
		(2b)	executive
		(2a)	approximately
			processed
		(6b)	verified

FORMS OF ADDRESS FOR OFFICIAL CORRESPONDENCE

Official correspondence refers to letters which are sent to government officials, military personnel, and church dignitaries. By the very nature of these letters the tone is more dignified, more formal, and more respectful than the ordinary business and personal letter. Therefore, the forms of address and salutation must conform to the general tone of the letter. Certain rules to indicate respect and formality have been used for years. Tendencies in recent years are to make these letters less formal but at the same time to indicate respect and reverence for those in higher and more respected positions.

The Honorable is a title which is used for individuals who hold, or have held, prominent government positions. The preference is to write *Honorable* in full, although the abbreviation is common. However, if *Honorable* is preceded by *The* it should never be abbreviated and should never be used with the last name only. It is preferable to use the article *The* preceding the title *Honorable*; but the growing practice in the United States is to omit it, whereas in England the practice still clings to the use of *The*.

The letter title of the official letter differs in only one respect from the usual business letter. The inside address is placed two to five spaces below the signature line and is flush with the left margin. The reference

initials are sometimes omitted; but if used, they are placed two spaces below the inside address. You may find illustrations of this style of letter in any typewriting textbook, business English textbook, and in some office practice and secretarial practice textbooks.

The **letter style**, which is used by military personnel, differs in many respects from the ordinary business letter. If you obtain employment at any military base, **study the style book, or manual, which is published by the government for that purpose.**

You will find **guides and suggestions for the inside addresses and salutations for all government officials (Federal, state, and city), all military personnel and all church dignitaries, in most reference manuals, business English textbooks, office and secretarial practice textbooks.** You should equip yourself with a good reference manual when you are in high school and keep it as one of your most cherished possessions.

These rules and suggestions are generally placed in outline form with the formal form first and followed with the less formal, or informal forms, for both address and salutation. The one, which you will use, will be determined by the nature of the letter and the relationship of the writer to the receiver. If your employer is a close friend to the official, you will probably use the informal address and salutation; if not, the formal may be used.

Church dignitaries have certain titles of respect; and these differ with the religion they represent. In all types of official correspondence, the complimentary close may be one of the usual ones. However, with the dignitaries of the church *Very Reverend* is used. The one exception is the priest for whom *Most Reverend* is used.

The Reverend is a title which is used by protestant clergymen. The same rules apply for its use as *The Honorable*, which was described in an earlier paragraph. **The Roman Catholic Hierarchy use *Most Reverend*, *Right Reverend* and *Very Reverend* depending on the rank of the one to whom you are writing.**

It is always wise to **consult your reference, or style manual, or a business English textbook** for these unusual official addresses and salutations.

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Freq.</u>	<u>Word List</u>	<u>Freq.</u>	<u>Word List</u>
1	248-251	(2b)	official	(2a)	omitted
2	37-42	(6a)	military	(3b)	illustration
3	322-337		dignitaries	(3a)	textbook
4	217-220	(4a)	conform	(3a)	employment
5	153-158		formality	(4a)	cherished
		(6a)	tendencies		protestant
		(3b)	prominent	(5b)	clergymen
		(3b)	preference	(2a)	described
			preceded		

Advertisement Department

DATE: (Current date)
FROM: Milton B. Flemming, Office Manager
TO: All Advertising Personnel
SUBJECT: **Grammatical Terms**

It is important that all Advertising Personnel in our office know the meaning and use of the parts of speech and other grammatical terms, so that our advertising will be of the highest character. Consequently, this brief review has been prepared.

The eight parts of speech, and their definitions are.

- 1 Adjective. A word used with a noun or pronoun to express a quality of the thing named, or something attributed to it, or something which limits or defines it.
- 2 Adverb. A secondary part of speech used to qualify verbs, adjectives, and other adverbs.
- 3 Conjunction. An indeclinable word which joins sentences, clauses, phrases, or words.
- 4 Interjection. An impulsive or exclamatory word form, usually thrown in without grammatical connection.
- 5 Noun. A word, used as the name of a person, place, or thing.
- 6 Preposition. A word, generally having a basic meaning of position, direction, time, means, or other abstract relation. It is used to show the relation of a noun or pronoun to some other word in a sentence.
- 7 Pronoun. A word used instead of a noun or name and which denotes persons or things, either mentioned or understood.
- 8 Verb. A word used to express action or mode of being.

(Continued on
next page)

Other grammatical terms with which you should be familiar are:

- 1 Antecedent. A noun, or noun equivalent, whether word, phrase, or clause, which is referred to by a pronoun.
- 2 Apositive. A noun or phrase set beside another without a connective.
- 3 Case. One of the forms of a noun, pronoun, or adjective which indicates its sense relation to other words.
- 4 Clause. A simple sentence which constitutes a member of a complex or compound sentence.
- 5 Gerund. A verb form ending in "ing" which, as a noun, expresses the uncompleted action of the verb and may be used after a preposition.
- 6 Infinitive. The form of the verb commonly used with "to" which may be used as a noun, adverb, or adjective.
- 7 Object. A word, phrase, or clause that expresses what is said of the subject.
- 8 Subject. The word or words which denote that of which anything is said.
- 9 Tense. One of several forms which a verb takes to indicate the time of the action.

MBF

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Freq.</u>	<u>Word List</u>	<u>Freq.</u>	<u>Word List</u>
1	252-263	(5b)	grammatical		preposition
		(2a)	consequently	(3a)	abstract
2		(7b)	attributed		denotes
		(5a)	adjective	(4a)	mode
3			conjunction	(2b)	familiar
			indeclinable		antecedent
4			interjection	(5a)	equivalent
			impulsive		apositive
5			exclamatory		connective
		(3a)	indicates		complex
		(1b)	gerund	(7a)	uncompleted
			indicate		

Practical - Telegrams.

Mr. John Smith, Secretary
Adams & Dunn Corporation
460 Fifth Avenue
New York, New York 10012

Dear Mr. Smith:

I am happy to be of service to you once more. It is good to know that the information I sent you regarding the writing of reports proved so helpful to you.

Your request for data on the typing of telegrams and the methods of sending them is one which we often receive. I shall try to give you in brief form below the answer to most of the problems involved.

Typing

1. The secretary should make at least two copies of each telegram. One is a confirmation copy which should be mailed to the addressee. One copy will be filed and the third copy will be sent to the telegraph office or given to the messenger sent to pick it up.
2. All messages should be typed in double-space.
3. Date each telegram and start the inside address two spaces below. Be sure the address is correct and complete.
4. In a telegram there is no salutation or complimentary closing.
5. Use regular punctuation.
6. Type the signature.
7. Use identifying initials for future reference.
8. Indicate the type of service required by marking X in the correct box provided on the form.

(Continued on
next page)

Services

1. A telegram is the fastest service. It precedes all other messages and is based on a minimum of fifteen words.
2. A day letter is the next fastest service. It is sent after all regular telegrams have been handled. It is based on a minimum of fifty words.
3. A night letter may be sent up to 2 a.m. and will be delivered the following morning. The rate is based on a minimum of fifty words.
4. Cablegrams and radiograms are used for messages overseas. Your local telegraph office will provide you with the various classes and charges.

Rules for Counting

1. In telegrams, addresses and signatures are not counted. In cablegrams, they are charged.
2. Initials are charged as one word.
3. Abbreviations typed with or without periods may be counted as one word. For example: am or a.m.
4. Groups of figures, letters or characters are charged at the rate of five figures to a word. For example: \$752.23 counts as two words.

It has been a real pleasure to be able to send you this information; and I am sure you will find the above rules valuable in handling your wires. Reference to the usual handbooks printed for the secretary's use will add to your fund of information.

Please call on me again if I can be of help.

Very sincerely yours,

<u>Reference Number</u>	<u>Page & Paragraph</u>	<u>Frequency</u>	<u>Word List</u>
1	223-227 Section 15	(2b)	confirmation
2	155-160	(1a)	addressee
3	379-397	(4b)	complimentary
4		(6a)	punctuation
5		(4a)	initials
		(7b)	precedes
		(2b)	minimum