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Solutions – Chapter 2 1

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CHAPTER 2 SOLUTIONS

Writing Improvement Exercises

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

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

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

Conversational but Professional (Obj. 4)

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

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