Chapter 6 The Writing Process

True/False
Indicate whether the sentence or statement is true or false.

_____  1. Every business message should promote goodwill.
_____  2. The writer should identify the main idea of a message after selecting the supporting details.
_____  3. To organize a message using indirect order, present the main idea first and follow it with supporting details.
_____  4. Unfavorable, negative, and persuasive messages should be written using the indirect order.
_____  5. Favorable, positive, and neutral messages should be organized in direct order.
_____  6. Courteous words show receivers that you are not concerned about keeping their goodwill.
_____  7. Writers should use a courteous and positive tone even when the message contains negative news.
_____  8. Knowing factors about the receiver helps the sender create a message the receiver will understand.
_____  9. Concise messages contain unrelated material that can distract the reader from the important points of the message.
_____ 10. Clear messages do not contain contradictory information.
_____ 11. Writers should plan to spend as much time editing as they do composing.
_____ 12. Proofreading differs from editing in that it mainly involves looking for errors or omissions rather than improving writing style or tone.
_____ 13. When you use a spelling and grammar checker on your document, manual proofreading is not needed.
_____ 14. Mailing a letter is an example of publishing a message.
_____ 15. Resumes and formal business letters should be printed on good quality paper.

Multiple Choice
Identify the letter of the choice that best completes the statement or answers the question.

_____ 16. The objective of a message may be to
   a. promote goodwill
   b. inform
   c. persuade
   d. all the above
_____ 17. The purpose of a letter that asks for the price of a product is to
   a. inform
   b. request
   c. record
   d. persuade
_____ 18. A message written is direct order
   a. begins with supporting details
   b. is appropriate for delivering bad news
   c. is appropriate for delivering good news
   d. both a and b
19. A message written in indirect order
   a. begins with supporting details
   b. is appropriate for delivering bad news
   c. is appropriate for delivering good news
   d. both a and b

20. Which of the following is the first step in planning a message?
   a. determine the main idea
   b. identify the objective
   c. select supporting details
   d. adjust the message for the receiver

21. A courteous message
   a. does not use titles before proper names
   b. does not offend the reader by showing biases
   c. does not use gender-neutral words for workers
   d. both b and c

22. Concise messages
   a. are brief and to the point
   b. are filled with redundancies
   c. use empty phrases to make the message the appropriate length
   d. all the above

23. Clear messages
   a. are precise and complete
   b. use vague words and terms
   c. omit needed details
   d. both a and c

24. In business writing
   a. the beginning sentence of a paragraph is usually a topic sentence
   b. middle sentences develop the main idea of the paragraph
   c. the last sentence brings the paragraph to a close
   d. all the above

25. Complete messages
   a. cannot be concise messages
   b. need not be courteous messages
   c. contain all the information needed to achieve the writer’s objective
   d. none of the above

26. Writing is a process that involves
   a. planning
   b. composing and editing
   c. publishing
   d. all the above

27. The last stage in the writing process is
   a. editing
   b. proofreading
   c. publishing
   d. composing
28. Reviewing and correcting the final draft of a message is
   a. proofreading
   b. editing
   c. revising
   d. composing

29. An appropriate method for publishing a message that contains confidential information is by sending
   a. an e-mail message
   b. a printed letter or memo
   c. a text message
   d. all the above

30. Proofreaders’ marks
   a. are used to mark edits on hard copy documents
   b. take up very little space
   c. are standard and can be understood by others
   d. all the above

Matching

Match the terms to their definitions below.

a. bias  
   b. contradictory  
   c. editing  
   d. empathy  
   e. intranet  
   f. objective  
   g. proofreading  
   h. publish  
   i. redundancy  
   j. transition

31. Inconsistent or opposing

32. A belief or opinion that hinders fair and impartial actions or judgments

33. A communications network within an organization that is meant for the use of its employees or members

34. A word or phrase that connects sentences or paragraphs to one another

35. Reviewing and correcting the final draft of a message

36. Understanding another’s point of view or feelings without necessarily sharing them

37. Needless repetition

38. A goal or an outcome to be achieved

39. Send a message to a receiver or make a message available to a receiver

40. Reviewing and revising a message to improve it
Chapter 6 The Writing Process
Answer Section

TRUE/FALSE

1. ANS: T
2. ANS: F
3. ANS: F
4. ANS: T
5. ANS: T
6. ANS: F
7. ANS: T
8. ANS: T
9. ANS: F
10. ANS: T
11. ANS: T
12. ANS: T
13. ANS: F
14. ANS: T
15. ANS: T

MULTIPLE CHOICE

16. ANS: D
17. ANS: B
18. ANS: C
19. ANS: D
20. ANS: B
21. ANS: B
22. ANS: A
23. ANS: A
24. ANS: D
25. ANS: C
26. ANS: D
27. ANS: C
28. ANS: A
29. ANS: B
30. ANS: D

MATCHING

31. ANS: B
32. ANS: A
33. ANS: E
34. ANS: J
35. ANS: G
36. ANS: D
37. ANS: I
38. ANS: F
39. ANS: H
40. ANS: C