

# Appendices

**Appendix A** *Glossary*

**Appendix B** *Proofreaders' Marks and  
Documentation Styles*

**Appendix C** *Checkpoint Answers*

# Appendix A

## Glossary

### A

- abbreviation** A shortened form of a word or a group of words
- accessibility** The ease with which someone can be contacted
- acknowledgment** A message that tells a sender that a message or item has been received
- active listening** Hearing and trying to understand and remember a message
- active voice** The condition in which the subject of a sentence is doing the action
- ad hoc committee** A temporary group that is formed to accomplish a specific task
- adjective** A word that describes a noun or pronoun
- adverb** A word that describes a verb, an adjective, or another adverb
- agenda** A document that lists the topics to be discussed during a meeting
- alternative** A possible solution or course of action that may be selected from those available
- analytical report** A report that analyzes a problem, presents facts and conclusions, and makes recommendations
- analyze** To examine, closely study, or evaluate in order to better understand something
- anecdote** A short account of an interesting or humorous incident
- animation** The technique of making text or visuals appear to move in film or computer graphics
- apostrophe** An internal punctuation mark used to indicate possession or the omission of letters in a word
- appendix** Supplementary materials that are placed at the end of a document or book
- application form** A document provided by an employer that an applicant completes to give contact information, education, work history, and other information
- application letter** A message written to an employer that expresses interest in a job and asks for an interview

- appositive** A noun or phrase that renames and refers to a preceding noun
- attachment notation** Text that indicates that a separate document is attached to the letter or memo
- audience analysis** The process of creating a profile of the intended receivers of a message

### B

- bar chart** An image used to compare different groups of data to each other through the use of bars of different lengths
- bias** A belief or opinion that hinders fair and impartial actions or judgments
- bibliography** A list of sources used in preparing a report or other written work
- blind copy notation** Text that indicates that a copy of the message is being sent to the person(s) named without the recipient's knowledge
- blog** A journal posted on a Web site that may allow readers to reply to postings on the site
- body** The part of a document (memo, e-mail, letter, or report) that contains the paragraphs of the message
- brainstorming** Thinking of many ideas about a topic without evaluating the ideas
- briefing** A short presentation given to bring people up to date on business activities, projects, programs, or procedures
- business communication** Sending and interpreting messages related to products, services, or activities of a company or an organization

### C

- capitalization** Using uppercase letters in writing
- career portfolio** A computer file, file folder, notebook, or small briefcase containing samples of your work, transcripts, letters of recommendation, and other related items
- casual listening** Hearing and understanding a message but not trying to remember the message in the long term

- cell phone** A portable, wireless telephone, which changes antenna connections during travel from one radio reception cell to another
- channel** The mode or form used to send a message, such as speaking person-to-person or sending an e-mail
- claim** A message that requests a refund, an exchange, or a discount on merchandise or services
- clause** A group of words with a subject and a predicate
- clear message** A message that is specific, precise, and complete
- clip art** A drawing or image that has been saved as an electronic file
- collaborate** Work with other people to accomplish a task
- collection message** A message that tries to persuade a customer to pay a past-due bill
- collective noun** A word that represents a group that usually acts as a single unit
- colon** An internal punctuation mark that directs the reader's attention to the material that follows it
- column chart** An image used to compare different groups of data to each other through the use of columns of different lengths
- comma** An internal punctuation mark used to separate items in a sentence and to provide clarity
- communication** The process used to send and interpret messages so they are understood
- communication barriers** Things or conditions that interfere with the communication process
- compact disk (CD)** A thin platter that can have computer data recorded on it in optical form
- complete message** A message that contains all the needed information
- computer** A machine that processes data according to a set of instructions in order to perform tasks
- computer virus** A program that can infect data files or programs without the knowledge or permission of the user
- concise message** A message that is brief and to the point but includes enough information to achieve its objectives
- conclusion** An opinion that is based on research findings or studying data
- confidential information** Data that should be kept private or secret
- conflict** A disagreement or quarrel
- conjunction** A word that joins words, phrases, or clauses
- contacts list** A group of people with whom you communicate
- contradictory** Inconsistent or opposing
- copy notation** Text that indicates that a copy of the message is being sent to the person(s) named
- copyright** The legal right of someone, usually the author or artist, to use or reproduce a work
- correct message** A message that does not contain errors or omit needed information
- courteous message** A messages that is positive, considerate, and bias-free
- credibility** The quality of being believable or trustworthy
- credit refusal** A message that denies credit to an applicant
- cross-cultural communication** Sharing messages verbally, nonverbally, or in writing with people from different cultures
- culture** A set of beliefs, attitudes, practices, and social customs that distinguishes a group of people
- customer service** The performance of activities to ensure customer satisfaction
- D**
- dash** An internal punctuation mark used to show a sudden change of thought
- declarative sentence** A sentence that makes a statement
- delegate** Assign tasks or duties to others
- demographics** Characteristics of a group of people, such as gender, age, race, culture, education level, occupation, marital status, and income
- description** A verbal and/or visual picture of something
- digital video disk (DVD)** A thin platter that can be used to store large amounts of computer data in optical form
- direct address** Speaking directly to someone, usually calling the person by name
- direct object** A word or phrase that helps complete the meaning of a sentence by receiving the action of the verb
- discrimination** Unfair treatment of a person or group on the basis of prejudice
- diversity** The presence of a wide range of variation in qualities or attributes of people or things
- documentation** A method of identifying sources used in a report
- E**
- editing** Reviewing and revising a message to improve it
- electronic resume** A resume that is saved in a computer file, typically in ASCII format

**electronic whiteboard** A device that can scan text and images written on it and send the images to a computer, printer, or fax machine

**e-mail** An informal message that is written, sent, and received on a computer; more formally called electronic mail

**emoticon** A combination of keyboard characters or icons, such as a smiley face, used in messages to indicate emotion

**empathy** Understanding another's point of view or feelings without necessarily sharing them

**emphatic listening** Hearing and trying to understand the speaker's point of view, attitudes, and emotions

**enclosure notation** Text that indicates that a document is included with a memo or letter but not attached to it

**enthusiasm** Showing excitement or a lively interest

**enunciation** The way in which each part of a word is said

**ergonomics** The study of the relationship between people and their working environment with the aim of making it easier and safer for people to use tools and other objects

**ethics** Principles of right and wrong that govern behavior

**ethnicity** The division of people into groups that share a common ancestry, history, or culture

**etiquette** A set of rules of behavior for a particular place or situation

**evaluative listening** Hearing and judging the importance or accuracy of what a speaker is saying

**exclamation point** An external punctuation mark that shows strong emotion

**executive summary** A brief overview of a report; also called a synopsis or an abstract

**external communication barriers** Things or conditions outside the receiver or the sender that hinder the communication process

**external customer** Someone from outside the organization who receives benefits or information or purchases a product or service

## F

**fact** A statement that can be proved to be true or correct

**fax machine** A device that sends and receives electronic documents over a phone line

**feedback** The response of a receiver to a message

**firewall** Hardware and/or software that restricts access to computers or networks

**flame** An angry or insulting e-mail message or to write such a message

**flowchart** An image that shows a step-by-step diagram of a procedure or process

**fragment** An incomplete sentence that may or may not have meaning

**friendliness** Being supportive, helpful, or kind

## G

**gesture** The use of your arms and hands to express an idea or feeling

**global positioning system (GPS)** A world-wide navigation system consisting of satellites and ground stations that allows a GPS receiver to identify its location anywhere on Earth

**globalization** The integration of activities among nations in areas such as commerce and culture

**glossary** A list of terms and abbreviations with definitions

**goodwill** A positive feeling or attitude toward others; the positive reputation or image of a company

**goodwill message** An acknowledgment or a friendly message designed to build relationships

**grapevine** An informal communication channel in an organization

**graphic** A table or chart that helps the audience or reader understand data or concepts

## H

**hacker** A person who uses computer expertise to break into computer networks

**handout** A page(s) that contains text or images related to a presentation or other topic

**hardware** The physical parts of a computer and related devices

**hotspots** Places that offer wireless Internet access

**hyperlinks** Text or graphics on an electronic page that, when clicked, take the user to another location

**hyphen** An internal punctuation mark used after some prefixes and in forming some compound words

**hypothesis** A possible solution to a problem or situation that can be tested

## I

**identity theft** Stealing and illegally using a person's private data

**impromptu speech** A short, informal talk given with little advance notice or preparation

**inclusion** Seeing and valuing the contributions of everyone and treating everyone fairly

**index** A detailed listing of the topics and subtopics covered in a book, manual, or other written work

**indirect object** A word that receives the action that the verb makes on the direct object

**informational report** A report that presents facts and includes very little analysis

**informative listening** Listening to obtain specific information or understand a message

**instant messaging (IM)** A means of communicating electronically via text messages with one or more people in real time

**instructions** Steps that tell readers how to do something

**interjection** A word that expresses surprise or strong feeling

**internal communication barriers** Things or conditions within the receiver and the sender that hinder the communication process

**internal customer** An employee of your company to whom you provide information or services

**Internet** A vast network that connects millions of computers worldwide

**internship** An arrangement in which a student works for a company for a set period of time as part of a learning experience

**interview** A conversation between two or more people for the purpose of gaining facts, ideas, or opinions

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

**invoice** A bill for items or services purchased from a company

## J

**job interview** A discussion of a job and your qualifications with an employer

**job objective** A brief statement that describes the type of position for which an applicant is applying; also called a career goal

**job search** The process of finding job openings and applying for jobs

## L

**landscape orientation** Positioned with the long edge (of an image or page) at the top

**leadership** Providing guidance and inducing others to act

**legend** A chart feature that identifies the items that the pieces, columns, bars, or lines in the chart represent

**letter** A document used to send a formal written message to someone outside or inside an organization

**line chart** An image that shows changes in quantity or value over time

**listening** The process of hearing and focusing attention to understand an oral message

## M

**manuals** Sets of instructions combined with explanations, descriptions, definitions, and other related information

**mechanism** A type of object that consists of parts working together to perform one or more tasks

**memo** An informal document that is sent to someone within your organization; more formally called a memorandum

**message** An idea expressed by a set of symbols

**message environment** The physical and social setting in which a message is sent or received

**minutes** The official record of the proceedings of a meeting

**mixed punctuation** A format style that has a colon after the salutation and a comma after the complimentary close in a letter

**multimedia presentation** A speech in which computer software is used to combine several kinds of visual and/or audio aids

**multinational company** A company that conducts business in at least two nations

## N

**netiquette** A set of informal guidelines for behaving courteously online

**network** A group of devices, such as computers and printers, connected together in order to share data and/or tasks

**networking** Building relationships with people who can help in an activity, such as a job search

**neutral opening** Statements that do not imply a positive or a negative response to the receiver

**newsgroup** An online discussion group that focuses on a specific topic

**nonrestrictive element** A phrase or clause that gives information that is not essential to the meaning of the sentence

**nonverbal communication** Messages sent without or in addition to words

**nonverbal symbols** Actions or conditions that express a meaning

**noun** A word that names a person, place, or thing

**number expression** The way numbers are written—as words or numerals

## O

**object** Something inanimate that is natural or synthetic and can be seen or touched

**objective** A goal or an outcome to be achieved

**observation** Watching or monitoring people or things in an effort to learn something

**obstacle** Something that hinders or prevents progress or achieving a goal

**open punctuation** A format style that has no punctuation after the salutation or complimentary close in a letter

**opinion** A view held by or a conclusion reached by someone

**order** A request that the receiver sell goods or services to the sender

**organization chart** An image that shows the relationships of employees, positions, and departments

**outline** A listing of topics in a logical order

## P

**pager** A handheld device that alerts receivers that they have a message

**paralanguage** Nonverbal symbols, such as voice pitch, rate of speech, laughing, and sighing

**parentheses** Internal punctuation marks used in pairs to set off nonessential words, phrases, or clauses

**passive voice** The condition in which the subject of a sentence is receiving the action

**period** An external punctuation mark used to signal the end of a sentence or indicate an abbreviation

**peripherals** Devices that work with a computer to help you accomplish tasks, such as printers, scanners, and fax machines

**personal computer** A small, relatively inexpensive computer designed for an individual user

**personal space** The nearby area around a person or the area the person considers his or her territory

**persuasive message** A message that tries to convince the reader to take an action

**phrase** A group of related words with no subject or predicate

**pie chart** An image that shows how the parts of a whole are distributed

**pitch** The property of a sound, such as a voice, that describes it as high or low

**plagiarism** The act of claiming someone else's words or ideas as your own

**portrait orientation** Positioned with the short edge (of an image or page) at the top

**possessive noun** A noun that shows ownership

**postscript** A sentence or paragraph at the end of the letter that reinforces the message or adds information

**posture** The way a person stands or sits

**predicate** Everything said by, to, or about the subject in a sentence

**prejudice** A bias that prevents objective thought about a person or thing

**preposition** A word that connects a noun or pronoun to other words in the sentence

**primary appeal** The most convincing point in a persuasive message

**primary research** Gathering new data for a report or other purpose

**process** A series of events that take place over time and result in a change or a product

**project bid** A document that describes work to be done, completion times, charges, and related details

**pronoun** A word that takes the place of a noun

**pronoun antecedent** The noun or noun phrase that is replaced by a pronoun

**pronunciation** The way a word is spoken

**proofreaders' marks** Words and symbols used to mark edits on printed documents

**proofreading** Reviewing and correcting the final draft of a message

**proposal** A formal document that describes a problem or need and recommends a solution

**publish** Send a message to a receiver or make a message available to a receiver

## Q

**qualifications** Skills, abilities, experience, and training that prepare a person to do a job

**question mark** An external punctuation mark used after a direct question

**quotation marks** Internal punctuation marks that indicate a direct quotation, a definition, nonstandard English, or a title

## R

**race** The division of people into groups based on physical characteristics such as skin or hair color

**reading** The process of seeing and interpreting written words and other symbols

**receiver** A person who hears, sees, or reads symbols and interprets a message

**recommendation** A suggestion of what should be done

**redundancy** Needless repetition

**reference** A person who can attest to your character or qualifications for a job

**reference initials** The initials of the person who keyed a memo or letter

**reflective listening** Hearing, understanding, and restating the speaker's message

**report** A document that provides facts, opinions, or ideas about a specific topic or problem

**request denial** A message that does not grant or approve an item or action

**request for proposal (RFP)** A document that outlines needs or problems to be solved and solicits solutions

**restrictive element** A phrase or clause that gives information that is essential to the meaning of a sentence

**resume** A concise summary of an applicant's qualifications for a job

**routine request** A message that asks for information or action that the sender thinks will be given or done willingly

## S

**sales message** A message that tries to persuade a potential customer to purchase a product or service

**scannable resume** A print resume formatted so that it can be easily scanned into an electronic file using OCR software

**scanner** A machine that creates a computer file from a paper copy, film, slide, or transparency sheet

**scanning** Reviewing material to get a basic understanding of the objectives and the important points of material you are going to read

**scope** The boundaries of the report—what will be included and what will not

**screening calls** A procedure for incoming calls that is used to learn who is calling and sometimes the reason for the call

**secondary research** Locating data that already has been gathered and reported for a report or other purpose

**self-confidence** Belief in yourself and your abilities

**semicolon** An internal punctuation mark that is used to denote a pause and that is stronger than a comma

**sender** A person who creates and shares a message

**sentence** A group of related words that contains a subject and a predicate and expresses a complete thought

**sincerity** Being open and genuine or earnest

**smart phone** A device that combines the features of a cell phone and a handheld computer

**soft sell** A subtle or low-pressure appeal used in an attempt to sell a product or service

**software** Step-by-step instructions written in special languages a computer can understand; also called programs

**source line** Text that tells the location from which data has been taken

**spam** Unsolicited electronic junk messages

**standing committee** A group that is a permanent part of an organization and meets regularly to consider a problem or issue

**stereotype** An oversimplified belief about a group of people

**subject** The person who is speaking, the person who is spoken to, or the person, place, or thing spoken about in a sentence

**subject line** A document part that states the topic of the message in a memo, e-mail, or letter

**survey** A set of questions or statements used to learn facts or opinions

**synergy** The interaction of people or things that creates or accomplishes more than the sum of the individual efforts or parts

## T

**table** An arrangement of data organized in rows and columns

**table of contents** A list of what is included in a report, book, or other document

**task force** A group charged with completing a specific job within a certain time

**teamwork** Two or more people acting together to achieve a goal

**technical writing** Writing specific, detailed instructions and descriptions

**timeline** A schedule that lists the dates by which each task and phase of a project must be completed

**tone** The attitude toward your listeners or the topic discussed that is implied by your choice of words and the pitch of your voice

**topical outline** An outline that uses a few words to describe each topic rather than complete sentences

**trade secret** Information that gives a business a competitive advantage and that it makes reasonable efforts to keep secret

**transition** A word or phrase that connects sentences or paragraphs to one another

## U

**uniform resource locator (URL)** An Internet address

## V

**verb** A word or phrase that describes the action, state of being, or condition of the subject of a sentence

**verb tense** An indication of the time an action takes place

**verbal symbols** Words used in a spoken or written message

**video** The transmission of moving pictures to a monitor or television

**virtual team** A group whose members do not share a physical workspace but work together using communications technology, such as telephone and e-mail

**visual aid** An object, picture, drawing, map, poster, chart, or other image that helps the audience or reader understand data or concepts

**voice mail** A computerized system that answers telephone calls

**VoIP** A digital phone service in which calls go through a high-speed Internet connection rather than a conventional phone line

## W

**Web resume** A resume that is written in HTML and can be viewed in a browser program

**white space** Blank area in a document that does not contain text or images

**wildcard** A symbol, such as an asterisk (\*) or a question mark, used in conducting data searches

**World Wide Web** A part of the Internet consisting of computers that use hypertext transfer protocol documents