

Change the following sentences to the opposite voice (if passive change to active/if active change to passive). Invent an actor if necessary.

1. Your offer was rejected.

- The job rejected your offer.

2. Alfred did a poor job of editing this report.

- The report was poorly edited by Alfred.

Subordinate the negative news and use passive/active voice appropriately in the following example.

3. Listen, Jones, you made a big mistake on page 3 of this feasibility report. I'd be upset if the rest of the report weren't as exceptional as it is.

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Would you use a direct or indirect organizational pattern for the following messages? Explain why and what determines whether a writer uses a direct or indirect pattern.

4. A letter refusing a request by a charitable organization to use your office equipment on the weekend.

5. An announcement to employees that a financial specialist has canceled a scheduled lunchtime talk and cannot reschedule.

Revise the following sentences. Use the "you view" and positive expression.

6. We cannot repair your waffle iron without getting \$25 because your warranty has expired.

7. We're going to need to start evaluating all employees every six months to identify problems and areas of concern.

8. We can't fill your order until Wednesday.

Make the following sentences clear, concise, and vigorous.

9. I have admiration for Senator Jones.

10. It is essential that all currently employed personnel make verification of their security clearance status.

11. Each and every manager has the responsibility for the determination of suitable business attire, and employees should be informed of what is required.

12. The next two sections of the manual discuss how to analyze the data, the conclusions that can be drawn from your analysis, and how to decide what further steps are needed before establishing a journal list.

Persuasive Messages

13. Identify the four parts of a persuasive message and explain how you could organize a message to employees asking them to donate blood to the Red Cross. Explain the kind of information you would put in each part below, but don't write the message.

Direct Messages

14. Revise the following document. Make it easier to read by reformatting for readability, adding graphic highlighting, and removing unnecessary information, while retaining all of the essential information. Add a subject line.

Hello everyone,

We'll be moving new team members into a new location next week so there are things we need you to do to be ready for the move. For one thing, let me know which Friday you want your personal items moved. The possibilities are November 9 and 16. Also, if you have an ergonomic desk or chair you want moved, let me know. By the way, we'll be sending boxes, labels, tape and a move map four or five days before the move date you choose, so let me know if this timeframe allows you enough time to pack your belongings. And if you are bringing office equipment from your current team to the new team, let me know. Remember that company policy allows you to take a workstation/laptop from your current team to the new workstation. So check with your admin and let me know what office equipment you will be bringing. Incidentally, your new workstation will have a monitor and peripherals. You'll need to do some things before the movers arrive. Make sure you put foam pads around your valuable, fragile items and then box them up. This includes things such as IT plaques, glass, or anniversary glass sculptures. If the glass things break, replacing them is expensive and the cost center is responsible for replacement. You may want to move them yourself and not have the movers do it. Another thing—make sure you pack up the contents of all gray filing cabinets because movers do not move those. Also, write on the move map the number and delivery location of whiteboards, corkboards, and rolling cabinets. Most important, make sure you add a name label to all your belongings, such as desk phones, docking stations, peripherals, monitors, tables, ergonomic desks, ergonomic chairs, etc. If you see old move labels on recycled boxes, remove them or cross them out. Get back to me ASAP. And by the way, the movers will arrive between 4 p.m. and midnight on the move date. Thank you

Negative news message

15. Assume you are the marketing manager for the Viking Equipment Company, manufacturers of construction equipment and heavy machine components. While you were at an industry convention last Friday, one of your customers, Cris Carter, spotted you at the bar and asked a favor. Specifically, he asked if his company, Carter Equipment, could use your robotic assembler system when your firm is not using it (this is called standby time). You don't want to give Carter the standby time; however, Cris knows that you made such an arrangement with two other companies when you installed the system (that's how Cris found out that you do indeed have standby time – Carter also deals with those companies).

Carter has been a loyal and generous customer, so you're reluctant to turn him down. Also, you know that he'll have difficulty understanding your refusal, for he knows of your arrangements with other firms. Although these other firms use the standby time infrequently, it is crucial to them when they do have the opportunity to use it.

You have learned from your Operations Manager, Bud Grant, that your robotic assembler is now scheduled for a three-shift, six-day week, and she would find it exceptionally difficult to commit any more time for use by other firms. You would therefore be overextending your production and facility capacity if you were to enter into any other agreements for standby use.

Your task is to write Cris and deny his request, while still trying to maintain a good relationship between his firm and your own. Create an email address and use standard email