1	How authoritative and persuasive is your writing?	☐	My writing almost always gets results.
		☐	My writing gets result in some situations; in other situations, it doesn't.
		☐	I often fail to get results with my writing. I usually do better in person or on the phone.
		☐	My writing lacks authority and persuasiveness. I always do better in person or on the phone.
2	How would you describe the tone of your documents on most occasions?	☐	Indirect
		☐	Direct
		☐	Abrupt
		☐	Pleading, or timid, or apologetic
3	How would you describe your writing style on most occasions?	☐	Stuffed-shirt (pompous)
		☐	Formal
		☐	Informal
		☐	T-shirt (very informal)
4	Which is most typical of the kind of subject line you use?	☐	Request for Feasibility Study on the Belford Project
		☐	Status on Belford Project
		☐	Approval Needed on Project
		☐	Feasibility Study
5	In your writing, are any and all recommendations or action items clear?	☐	Almost always people respond without difficulty.
		☐	Sometimes people seem unclear about how to respond.
		☐	Often people fail to respond or comply without asking for further clarification.
		☐	Rarely do people respond, comply, or act without asking for further clarification.
6	In your documents, where are recommendations or other action items stated?	☐	Typically at the end
		☐	Throughout the document

	☐	Typically up front
7 Do you give a clear, concise overview in your documents?	☐	Almost always
	☐	Sometimes
	☐	Occasionally
	☐	Never
8 How accurate is the information in your documents?	☐	"Checked and double-checked, or it doesn't leave my desk."
	☐	"Generally accurate—but a few things may get past me."
	☐	"Close enough to get the real work done."
	☐	"They pay somebody else to handle the details."
9 How complete and relevant are the details in your documents?	☐	Provide all details necessary to understand a situation and take the required action
	☐	Occasionally assume readers know more about a situation than they do and omit relevant details
	☐	Often assume readers know more about a situation than they do and omit relevant details
	☐	Almost always readers ask for more details
10 Which is the best expression of the following idea?	☐	"At such time as this program becomes available and economically feasible, management will take steps to delineate the procedures to be followed by each department head in implementing the program in his or her particular division."
	☐	"When this program becomes available and affordable, management will delineate the procedures for department heads to implement the program in their respective divisions."
	☐	"At such time and place as this program becomes available and makes economic sense, management will outline the steps and delineate the procedures to be followed to be set up and followed by each department head in implementing the program specific to his or her respective responsibilities."
	☐	"As soon as possible, management will set up procedures to implement the program."
11 Which is the best expression of the following idea?	☐	"Utilization of these forms by each divisional director in the compilation of the department's findings with regard to the Atlanta plant will result in a more efficient and easily assembled final proposal."

☐	"If each divisional director will compile his or her department's findings with regard to the Atlanta plant on these forms, it will result in a more efficiently and easily assembled final proposal."
☐	"Having divisional directors use these forms to compile their department findings on the Atlanta plant will result in an efficient final proposal."
☐	"Divisional directors should utilize these forms to compile their department's findings with regard to the Atlanta plant so as to result in a more efficient and easily assembled final proposal."

12 Do you use acronyms, abbreviations, and technical language appropriately for your audience and purpose?

☐	Always
☐	Often use when unnecessary and when confusing to those on my distribution list
☐	Sometimes use indiscriminately
☐	Often use when unnecessary and confusing to others, with the intention either to obscure or to impress

13 Are your documents appealing and easy to skim?

☐	Almost always
☐	Generally
☐	Sometimes
☐	Rarely

14 What's your philosophy of an appropriate distribution list?

☐	Copy everybody who might have a need to know; they can always delete what they don't want.
☐	Limit your distribution list to those who definitely have an interest in your document and then use appropriate details and language.

15 Do you use an introductory statement, paragraph, or section "to set the context" and give background information at the beginning of your document?

☐	Rarely
☐	Sometimes
☐	Often
☐	Almost always

16 Which statement best represents your attitude about grammar?

☐	"I'm a stickler for grammar because grammar affects clarity and image. I try never to make errors."
☐	"I sometimes make mistakes."

	"If a document is really important, I ask someone else to proofread it and correct errors." On routine documents, checking grammar is not worth the time and effort. Errors are expected.
	"As long as people get the point, that's what matters."

17 Do you have difficulty organizing a document?

	Almost always
	Often
	Occasionally
	Rarely

18 Do you have difficulty drafting a document?

	Almost always
	Often
	Occasionally
	Rarely

19 How do you typically handle a writing task?

	Start writing and then decide who should get a copy
	Plan the structure first
	Consider reader(s) first
	Do a little of everything at once

20 Do you have difficulty beginning a document?

	Never
	Sometimes
	Often
	Almost always

21 How many drafts do you typically write of an important document?

	1
	2-3
	4-5
	6 or more

22 How much of your overall writing time do you spend in preparation to write—before you actually begin to draft?

- ☐ 5-10%
- ☐ 15-20%
- ☐ 25-50%
- ☐ 70-80%

23 How often do you have to rewrite a document either because a boss, client, or colleague requests a rewrite or because the first document didn't achieve the desired goal?

- ☐ Almost always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely

24 "The array of products available to our customers in this region during the past six years have been unsurpassed."

- ☐ Commas should enclose *available to our customers in this region during the past six years*.
- ☐ *Have been* should be *has been*.
- ☐ *Available* should precede *products*.
- ☐ *Unsurpassed* is misspelled.

25 "Either Fred Jones from your department or Serita Gonzales have authority to change these procedures, if necessary."

- ☐ *These* should be *those*.
- ☐ *From your department* should be enclosed with commas.
- ☐ *If necessary* should not be set off with a comma.
- ☐ *Have* should be *has*.

26 "The building contractor failed to supervise the installation of tile flooring, carpeting throughout the living area, and kitchen appliances, which displeases my spouse to this day."

According to this sentence, what displeases the spouse?

- ☐ The installation
- ☐ The kitchen appliances
- ☐ The fact that the building contractor failed to supervise the installation

27 Choose the correct sentence of the following four:

- ☐ One of our warehouses that is open 24/7 is unprofitable.
- ☐ One of our warehouses that is open 24/7 are unprofitable.

| | ☐ | One of our warehouses that are open 24/7 is unprofitable. |
| | ☐ | One of our warehouses that are open 24/7 are unprofitable. |

28 "The contracts were drafted before the meeting, and it contained several errors having to do with money."

☐	Change *it* to *they*.
☐	Change *contained* to *contains*.
☐	Change *having to do with money* to *that have to do with money*.
☐	Change *were drafted* to *have been drafted*.

29 "If you have problems, please call Harold Smith, Susan Jones, or _____ about the payment."

Which word correctly completes the previous statement?

☐	me
☐	I
☐	myself

30 "John Foster, who works in Customer Service, and her kept complaining about the issue."

☐	*Who works in Customer Service* should not be enclosed in commas.
☐	*Her* should be *she*.
☐	The sentence is grammatically correct.
☐	*Kept* should be *keeps*.

31 "The client, Abigail Huang, is three years older than them."

☐	*Abigail Huang* is the subject of the sentence.
☐	The sentence is correct as written.
☐	*Them* should be *they*.
☐	*Client* and *Abigail Huang* should be reversed.

32 Select the active-voice sentence:

☐	The decision has been made by Universal to extend the contract for 90 days.
☐	The contract was extended by Universal for 90 days.
☐	Universal decided to extend the contract for 90 days.
☐	The contract has been extended for 90 days.

33 Select the active-voice sentence:

- ○ The board members refused to discuss the policies with upset stockholders.
- ○ The upset stockholders were not contacted by the board members about the policies.
- ○ The policies were not discussed among the upset board members.
- ○ Board members have been contacted by upset stockholders about their refusal to discuss the policies.

34 "Errors in the invoice totals should be reported to General Accounting, and you should report errors in the vendor codes directly either to Su Lin or me."

- ○ Change *you should report errors in the vendor codes* to *errors in the vendor codes should be reported*.
- ○ There should be no comma before the *and*.
- ○ *Me* should be *I*.
- ○ There must be a semicolon before *and*.

35 "The vendor sent us the proposals late last week however we evaluated them promptly."

- ○ Add nothing. The sentence is correct as written.
- ○ Add a comma before *however*.
- ○ Add a semicolon before *however*.
- ○ Add a semicolon before *however* and a comma after *however*.

36 "The proposal containing the earlier bid, which management rejected, was reviewed by the entire senior executive team."

- ○ It is clear that management rejected the earlier proposal.
- ○ It is clear that management rejected the earlier bid.
- ○ *Which* should be *that*.
- ○ The main idea is that the proposal has been reviewed.

37 "Hurriedly, the rental car agent speaking with the tall red-headed customer, explained the options about refueling and liability insurance."

- ○ There should be no comma after *hurriedly*.
- ○ There MUST be a comma before *speaking*.
- ○ There should be no comma between *customer* and *explained*.
- ○ There should be a comma before *and*.

38 "Here are our objectives for the following year: 1) Communicate with our field offices about all new products as soon as they are

- ○ Item 1 doesn't fit in this list.
- ○ Item 3 doesn't fit in this list.

introduced to the market. 2) Encourage our regional VPs to share best practices and innovative marketing techniques. 3) Allowing our administrative staff to handle more of the workload. 4) Free our consultants to spend more time with customers. 5) Facilitating round-table discussions with our suppliers about ways to cut costs. 6) New products and services to compete in a new industry.

- [ ] Item 6 doesn't fit in this list.
- [ ] Items 3, 5, and 6 don't fit in this list.

39 "When crises occur, the engineer's leadership style and history with the organization assures the morale of the employees and credibility with our suppliers, customers, and the general public."

- [ ] *Morale* should be *moral*.
- [ ] There should be no comma after *customers*.
- [ ] *Assures* should be *ensures*.
- [ ] *Occur* should be *occurs*.

40 "That federal agency doesn't have anymore authority in granting approval for the repairs than ours."

- [ ] *Anymore* should be two words.
- [ ] *Ours* should have an apostrophe before the *s*.
- [ ] *Does* must follow *ours*.
- [ ] *Federal* should be capitalized.

41 "Our department cannot ship your mirror unless the service staff has repaired it's frame."

- [ ] *Unless* should be *without*.
- [ ] *It's* should be *its*.
- [ ] *Department* should be capitalized.
- [ ] There must be a comma before *unless*.

42 "Our company, which is headquartered in the heart of our State, has been aware of the problem since last summer."

- [ ] *Company* should be capitalized.
- [ ] *State* should not be capitalized.
- [ ] *Summer* should be capitalized.
- [ ] *Company* should be capitalized and *state* should not be capitalized.

43 "The attorneys' entourage going into the courthouse included three intellectual-property specialists."

How many people are mentioned?

- ☐ 3
- ☐ 4
- ☐ 5, no more
- ☐ 5 or more

44 "The policy that affects most of our employee's has been changed since our last management meeting."

- ☐ *Affects* should be *effects*.
- ☐ *Employee's* should be *employees'*.
- ☐ *Employee's* should be *employees*.
- ☐ *Since* should be *sense*.

45 "Assuming the sales figures are indicative of a trend, supplies should be ordered in larger quantities next year."

- ☐ The comma is misplaced.
- ☐ *Should be ordered* is active voice.
- ☐ *Assuming the sales figures are indicative of a trend* refers to nothing.
- ☐ *Next year* is misplaced.

46 "From our viewpoint, the fact that John Toner has no reason to complain about his job in the Detroit facility."

- ☐ This information is not a complete sentence.
- ☐ Add a comma after *that*.
- ☐ This is a directive.
- ☐ This is a passive-voice sentence.

47 "I'll pick you up at Bush Intercontinental Airport if you'll let me know which gate you will be at."

- ☐ Do nothing. This sentence is clear, crisp, and grammatically correct.
- ☐ Add a comma before *if*.
- ☐ Rephrase the ending.
- ☐ Rephrase the beginning.