In a business discussion, **don’t get personal**

Front desk at hotel should never **give out your information**

Communication style appropriate with employees **formal**

Defend your ideas objectively to provide others **logical evidence**

To ensure you are understood on the phone, **enunciate**

To avoid attacking someone’s ideas be **open minded**

When organizing information for a business report, **develop an outline**

Why take a notes in a meeting **for later use**

Why you organize information prior to writing a report **to arrange logically**

Textual graphic used in business report **flow chart**

At the end of outgoing emails is **signature**

Block style means **no indents**