correctness

- *At the core of **correctness** is proper grammar, punctuation, and spelling.*

- *The term correctness, as applied to business messages, also means the following three characteristics.*

Use the Right Level of Language:

- *There are three levels of language: **formal, informal, and substandard.***

- ***Formal** writing is often associated with scholarly writing: legal documents, and other materials, where formality in style is demanded.*

- ***Informal** writing is more characteristic of business writing.*

- *Here you use words that short, well-known, and conversational , as in this comparison list:*

Formal: *participate*   **Informal:** *join*

Formal: *utilize*   **Informal:** *use*

- *Avoid* **substandard** *language.*

- *Using incorrect words, incorrect grammar, faulty pronunciation all suggest an inability to use good English.*

Substandard: *ain't*   **More Acceptable**: *isn't, aren't*

Check Accuracy of Figures, Facts and Words:

- *Our goal is to be as precise as possible, which means checking and double-checking to ensure the figures, facts ands words you use are correct.*

Facts and Figures

• *Verify your statistical data.*

• *Double check your total.*

• *Determine whether a "fact" has changed over time.*

Words That Confuse:

• *English language is constantly changing.*

• *The following list includes only a sample of the many words often confused in usage:*

Accept, except: *Accept is a verb and means to receive. Except is a verb or a preposition and relates to omitting, or leaving out.*

Between, among: *Between involves two people or two groups; among, three or more.*

Which, that, who: *That refers to persons or things; who, to people; which, only to things.*

Maintain Acceptable Writing Mechanics:

• *Careful attention to the mechanical part of every well-written document is recommended.*