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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Copyright page; Title page; Contents; About the Author; Foreword; Preface; Introduction; What Does this Book Cover?; Chapter 1: Business Writing Style; 1. Keep your purpose, readers and content in mind; 2. Keep your sentences short; 3. Use positive language; 4. Use linking words; 5. Use simple, familiar words; 6. Use the passive voice for specific reasons; When to use the passive voice?; 7. Use bullet points and numbered lists correctly; When to use bulleted and numbered lists; Put lists of items in parallel form; 8. Use tables and charts effectively; Tables; Charts; Line chart; Pie chart Bar chart Flow chart; 9. Use impersonal style when expressing opinions; 10. Avoid outdated expressions; 11. Avoid repetition; 12. Avoid turning verbs into nouns; Summary; Chapter 2: Business Memos; 1. Heading; 2. Purpose; 3. Body; 4. Conclusion; 5. Closing; 6. Carbon copy "CC"; Common types of memos; 1. To inform; 2. To request; 3. To instruct; 4. To recommend; 5. To respond; 6. To complain; 7. To remind; 8. To show appreciation; Summary; Chapter 3: Business E-mails; 1. Write a clear subject line; 2. Use the "cc" button; 3. Use the Out of Office Assistant Assistant How to use the Out of Office Assistant 4. Use attachments for long documents; 5. Keep your message short; 6. Don't use e-mail for immediate action; 7. Use spell check; Frequently misspelled business words; 8. Use courteous language; 9. Provide an action statement when

necessary; 10. Identify yourself clearly; 11. Do not overuse abbreviations; 12. Do not use all capitals when typing; Summary; Chapter 4: Common Writing Errors; Chapter 5: Useful Business Phrases; 1. Referring to a previous communication; 2. Requests; 3. Referring to a negative issue; 4. Enclosing documents; 5. Condolences 6. Congratulations 7. Apologies; 8. Recommendations; 9. Closing phrases; Chapter 6: Avoid Confusing Words; Chapter 7: Personal Business Documents; 1. Employee request; 2. Congratulations; 3. Appreciation; References; Acknowledgements; Index

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## Sommario/riassunto

Nowadays, letters, reports and emails are vital components of business practice. Communication is increasingly global, but it's not any easier to understand or contribute to for non-fluent English speakers. There is increasing pressure to be able to produce effective documents for a business environment but little help out there to do so efficiently, resulting in wasted time and uncomfortable business communication. This book provides a wealth of practical information for any person who aims to produce short, effective documents within the work environment. It offers sensible, valuabl

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