

1. Original: "You'll be happy to learn that the cost of tuition will not rise next year."

Revision: "It's our privilege to announce that tuition costs will not rise next year!"

2. Original: "Although I was only an intern and didn't actually make presentations to major clients, I was required to prepare PowerPoint slides for the meetings and to answer some of the clients' questions."

Revision: "Even as an intern I was tasked with preparing presentations for important meetings and readied to help with any of the client's questions or concerns."

3. Original: "At DiYanni Homes we have more than 30 plans that we will personalize just for you."

Revision "At DiYanni Homes there are dozens of plans that can be personalized just to fit your needs."

4. Original: "Please notify HR of your bank change as soon as possible to prevent disruption of your direct deposit."

Revision: "Please notify HR of your bank change as soon as possible so we can still get your paycheck to you on time."

5. Original: "I'm sorry you were worried. You did not miss the deadline for signing up for a flexible medical spending account."

Revision: "No worries! You can still sign up for a flexible medical spending account."

6. Original: "We are in the process of upgrading our Web site. Please bear with us."

Revision: "Thank you for your patience, we are working to get our Web Site running as soon as possible."

7. Original: “You will be happy to hear that our cellphone plan does not charge you for incoming calls.”

Revision: “Luckily, our cellphone won’t charge you for any incoming calls”

8. Original: “The employee discount may only be used for purchases for your own use or for gifts; you may not buy items for resale. To prevent any abuse of the discount privilege, you may be asked to justify your purchase.”

Revision: “As an employee, you can receive a discount on any purchases that you buy for yourself or for others!”

9. Original: “I apologize for my delay in answering your inquiry. The problem was that I had to check with our suppliers to see whether we could provide the item in the quantity you say you want. We can.”

Revision: “I apologize for my delay, we are happy to provide you the item in the quantity you asked for.”

10. Original: “If you mailed a check with your order, as you claim, we failed to receive it.”

Revision: “I’m sorry but we did not receive the check you are inquiring about.”

11. Original: “This job sounds perfect for me.”

Revision: “This job is the opportunity I’ve been waiting for!”