

Susanne Hartl

BUS327

01/29/2023

3.6 Improving You-Attitude and Positive Emphasis

Many different revisions are possible.

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

Revised: It is with great pleasure that you are informed that the cost of tuition will not rise next year.

2. 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.

Revised: As an intern, you were tasked with preparing PowerPoint slides for meetings and answering clients' questions, despite not making presentations to major clients yourself.

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

**Revised: Choose one of the more than 30 personalized plans that are offered at DiYanni Homes.
At DiYanni Homes you have more than 30 plans personalized just for you.**

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

Revised: We suggest you notify HR of your bank change with urgency so that your direct deposit is delivered in proper form.

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

Revised: For your peace of mind, know that you signed up in time for a flexible medical spending account.

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

Revised: Please be patient until the website is upgraded.

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

Revised: The cell phone plan that you purchased includes all incoming calls.

8. 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.

Revised: Use the employee discount for personal purchases or gifts only. Justification for purchases may be required to prevent abuse of the discount privilege. Resale is not allowed.

9. 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.

Revised: Sorry for the delay in responding to your inquiry. I needed to check with suppliers regarding the requested quantity and am pleased to inform you that we can provide it.

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

Revised: As the check with your order was not received correctly, you are suggested to mail it again.

11. This job sounds perfect for me.

Revised: This sound like the most suitable job for you