

### 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 ~~increase~~ next year.

stay the same.

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.~~

I was an intern and made presentations for minor clients. ~~I was~~ I prepared

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

be personalized

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

make sure your money is going to the right place.

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

can still sign

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

The website is upgraded to improve your experience. You'll be able to access it soon.

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

is free

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.~~

buy items for personal use only. To keep your

9. I apologize for <sup>the</sup> ~~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.

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

The check with your order didn't reach us.

11. This job sounds perfect ~~for me~~.