

Chapter 7
Office Administration
Key Terms

1. Abstract language	J
2. Acronym	A
3. Collaboration	Y
4. Complement	P
5. Complex sentence	C
6. Compound-complex sentence	R
7. Compound sentence	BB
8. Conciseness	T
9. Concrete language	L
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- A. Word formed with the initials of words in a set phrase or name. (2)
Acronym
- B. Ability to understand the feelings or emotions of another person. (14)
Empathy
- C. Statement that includes one independent clause and one or more dependent clauses. (5) **Complex sentence**
- D. Incomplete sentence that is missing a subject or a verb (predicate). (16)
Fragment
- E. Revision of a draft or a document for consistency, conciseness, and grammatical accuracy. (10) **Copyediting**
- F. Manner in which a certain attitude is expressed. (26) **Tone**
- G. Word processing software feature used to highlight words that have been deleted from the text by drawing a double-line through each letter or word that is being high-lighted for change. (13) **Double-strikethrough**
- H. Technical language pertinent to a specific profession or group. (19)
Jargon
- I. Positive, clear, and courteous communication climate that develops when people work together within the organization or with others outside the organization; favorable attitude and feeling exhibited toward an individual and/or his or her organization. (17) **Goodwill**
- J. Quality of language where meanings can be interpreted differently by different people, even in the same type of situation. (1) **Abstract Language**
- K. Greater importance attached to a particular fact or idea. (15) **Emphasis**
- L. Use of words or terms that are precise in meaning. (9) **Concrete language**
- M. Clause beginning with the relative pronoun *which* that does not add meaning to the sentence, may be considered parenthetical and is set off by commas. (20) **Nonrestrictive clause**
- N. Writing a business letter so that the main idea is presented first, followed by facts and details and a positive, forward-looking closing statement; also referred to as a direct approach. (11) **Deductive approach**

- O. Writing a business letter that conveys a negative response or some other form of bad news so that the details are presented first as a buffer, followed by the decision and a forward-looking closing statement; also referred to as an indirect approach. **(18) Inductive approach**
- P. Additional words in a sentence that serve as modifiers and help complete the meaning of the sentence; noun in the predicate that refers to the subject or an adjective that describes the subject. **(4) Complement**
- Q. Clause beginning with *who*, *which*, or *that* necessary for the completeness of the sentence and that does not require a comma before and after the clause. **(21) Restrictive clause**
- R. Statement consisting of two or more independent clauses and one or more dependent clauses. **(6) Compound-complex sentence**
- S. Word processing software feature that highlights words that have been deleted from the text by drawing a line through each letter or word that should be changed. **(24) Strikethrough**
- T. Writing in a brief but comprehensive manner, using as few words as possible to express the information presented. **(8) Conciseness**
- U. Lexicon (dictionary) of similar words or information that focuses on synonyms and antonyms; reference that is helpful in determining other words that have the same meaning as the one being conveyed in the message. **(25) Thesaurus**
- V. Technique for highlighting words or sections that have been added to a document. **(22) Shading**
- W. Key words that are precise or imprecise in the way they describe other words. **(12) Descriptors**
- X. Word processing software feature that permits editing functions (delete, insert, or move text) and creation of comments that show the writer exactly what editing changes are being recommended. **(27) Track changes**
- Y. Members of a team working together to accomplish a specific goal or task. **(3) Collaboration**
- Z. Coherent flow of ideas existing throughout a document – within sentences, within paragraphs, and between paragraphs. **(28) Unity**

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- AA. Expressions that are idiomatic (peculiar to a particular language) that cannot be translated literally into another language. **(23) Slang**
- BB. Two independent clauses joined by a comma and a conjunction or a semi-colon. **(7) Compound sentence**