

**Chapter 7**  
**Office Administration**  
**Key Terms**

1. Abstract language
2. Acronym
3. Collaboration
4. Complement
5. Complex sentence
6. Compound-complex sentence
7. Compound sentence
8. Conciseness
9. Concrete language
10. Copyediting
11. Deductive approach
12. Descriptors
13. Double-strikethrough
14. Empathy
15. Emphasis
16. Fragment
17. Goodwill
18. Inductive approach
19. Jargon
20. Nonrestrictive clause
21. Restrictive clause
22. Shading
23. Slang
24. Strikethrough
25. Thesaurus
26. Tone
27. Track changes
28. Unity

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- A. Word formed with the initials of words in a set phrase or name.
- B. Ability to understand the feelings or emotions of another person.
- C. Statement that includes one independent clause and one or more dependent clauses.
- D. Incomplete sentence that is missing a subject or a verb (predicate).
- E. Revision of a draft or a document for consistency, conciseness, and grammatical accuracy.
- F. Manner in which a certain attitude is expressed.
- 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.
- H. Technical language pertinent to a specific profession or group.
- 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.
- J. Quality of language where meanings can be interpreted differently by different people, even in the same type of situation.
- K. Greater importance attached to a particular fact or idea.
- L. Use of words or terms that are precise in meaning.
- 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.
- 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.
- 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.

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- 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.
- 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.
- R. Statement consisting of two or more independent clauses and one or more dependent clauses.
- 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.
- T. Writing in a brief but comprehensive manner, using as few words as possible to express the information presented.
- 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.
- V. Technique for highlighting words or sections that have been added to a document.
- W. Key words that are precise or imprecise in the way they describe other words.
- 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.
- Y. Members of a team working together to accomplish a specific goal or task.
- Z. Coherent flow of ideas existing throughout a document – within sentences, within paragraphs, and between paragraphs.
- AA. Expressions that are idiomatic (peculiar to a particular language) that cannot be translated literally into another language.
- BB. Two independent clauses joined by a comma and a conjunction or a semi-colon.