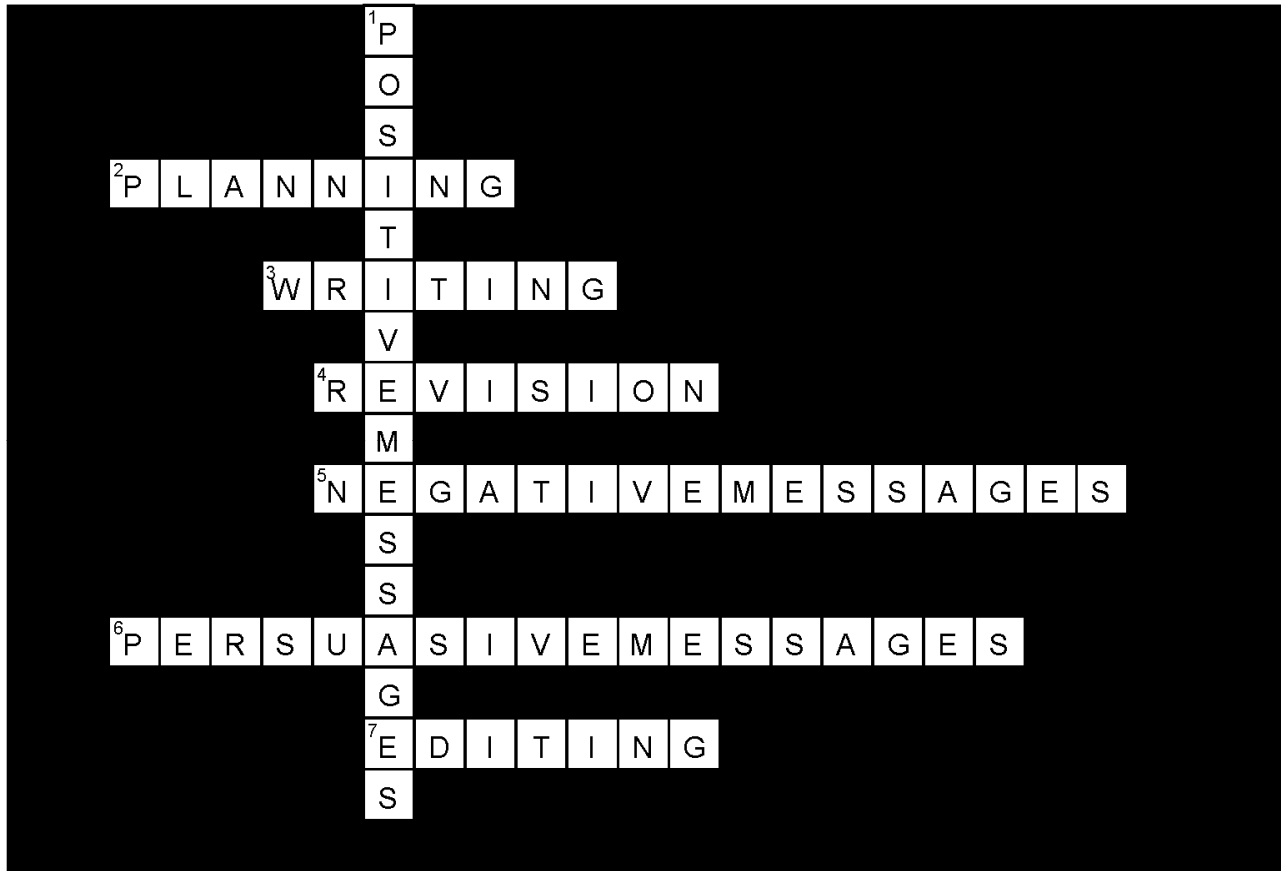


Business Documents & Technology



Across

2. The first step in document creation in which you gather information, conduct research and outline is called _____. [PLANNING]
3. The step in which you create the first draft of the document is referred to as _____. [WRITING]
4. _____ occurs when you check the layout, format, look for technical errors and make corrections. [REVISION]
5. _____ are messages bearing bad news that can create a bad impression of the writer and his/her company. [NEGATIVEMESSAGES]
6. _____ are designed to make a reader want to take action immediately; must contain interesting and persuasive information. [PERSUASIVEMESSAGES]
7. The step in which you perform a final spelling/grammar check, make corrections, and finalize the document is called _____. [EDITING]

Down

1. _____ are thoughtful messages intended to generate feelings of support and approval. [POSITIVEMESSAGES]