



CONTENTS

Part I Principles of workplace writing **2**

Unit 1	Introduction to workplace writing	3
Unit 2	The workplace writing process	29
Unit 3	Analysis of readers and contexts of use	57
Unit 4	Creating and using graphics	77

Part II Six types of workplace documents **108**

Unit 5	Résumés	109
Unit 6	Letters, memos, and emails	143
Unit 7	Abstracts and executive summaries	181
Unit 8	Instructions	211
Unit 9	Informal reports	245
Unit 10	Proposals	281

Key to activities **316**

References **318**

Credits **320**

