

# KEYBOARDING ERRORS

# 2 CHAPTER

**C**ommunicating effectively in writing is a skill cited by employers as “vital” to an employee’s success. Knowing what to say and how to say it is one thing. Putting it in writing is another. Whether the final product is an e-mail message or a company brochure, the proofreader must

ensure that the work is error-free. Even “small” errors caused by keyboarding mistakes can mislead or cause confusion. Think of proofreading as a long look in the mirror after you dress in the morning. Is anything missing? Is anything in the wrong place? Do not continue with the day until everything is in order.

## KEYBOARDING ERRORS OF OMISSIONS, ADDITIONS, AND MISSTROKES

Every word in the English language can be distorted by a keyboarding error, or **typo**. A typo results when a keyboard operator sees the correct form in the copy but keys it incorrectly. A misspelled word in the original copy is not a typo. Regardless of whether errors are caused by keyboarding or spelling, the proofreader has the responsibility of finding the errors.

Keyboarding errors are usually one-letter or one-digit errors. They are often in the form of omissions, additions, or misstrokes. Entire words or sentences may also be omitted, added, or replaced. Sometimes a spell check function will catch these errors; but as you will see, sometimes it will not. Chapter 2 will give you practice in identifying each of these types of errors.

**2-1** A letter or character left out of a word is an omission. Sometimes a space or entire words, phrases, or lines may be missed while keying the text. Use these proofreading symbols to mark errors of omission:

^ Insert copy.      Katie Simpson was <sup>late</sup> for the meeting.

# Insert space.      Ms. Shackelford talked to #Katie about punctuality.

### LEARNING OBJECTIVES

- Recognize keyboarding errors such as omissions, additions, or misstrokes.
- Identify errors in figures, enumerations, and dates.
- Identify errors in transposition.
- Use appropriate proofreading symbols to indicate changes in text.
- Spell correctly a list of commonly misspelled words.

The proofreader’s job is to find errors.

## CHECKPOINT 2-1

Use the appropriate proofreading symbols to mark errors of omission in the following paragraph:

Proofreading is one of the most valuable skills you can acquire. Like keyboarding, however, proofreading requires patience and practice. It also requires intense concentration, attention to detail, mastery of English skills.

**2-2** Check for words, phrases, lines, or spaces that may have been repeated when the text was keyed. Look closely at the beginnings and ends of lines for repetitions of short words of two to four characters, such as *the*, *and*, *your*, and *if*. Use these proofreading symbols to mark errors of addition:

 Close up space.

I can  not go to school today.

 Delete copy.

There  is just one error in this ~~this~~ sentence.

## CHECKPOINT 2-2

Use the appropriate proofreading symbols to mark errors of omission and addition in the following paragraph:

Using a spell check word processing function is just the the beginning of the proofreading process. Do n't be fooled into thinking it the last step; it is merely the first step.

By reading aloud, a proofreader is more likely to catch errors such as extra letters and repeated words.

**2-3** Keyboarding errors frequently involve errors of omission and errors of addition of single letters, digits, words, or spaces. A missing letter or an extra letter may result in a word that *looks* correct but is not the correct word. In order to locate such errors, read each symbol or word carefully. Note the difference the omission or addition of one letter makes in these words:

bridge  
debit  
exist  
your

bride  
debt  
exit  
you

county  
envelop  
intestate  
the

country  
envelope  
interstate  
them, then, they

Use the following proofreading symbols to mark errors of omission and addition of single characters:

 Insert a character.

I believe that is a debt  card.

 Delete a character.

Your  can use the card like cash.

 Delete a character;  
close up space.

I had two debit card trans  actions  
on my last statement.

## 2-1

however,  proofreading  
and  detail, mastery of  


### CHECKPOINT 2-3

#### Use the appropriate proofreading symbols to mark errors of omission and addition in the following paragraph:

With word processing software, the task of changing and correcting copy has become much easier; but the responsibility for proofreading copy accurately has become much more important. So many far-reaching decisions are made on the basis of written communication. Dire consequences can result if the information on which a decision is made is inaccurate.

**2-4** Another common error is keying incorrectly, or making a misstroke. Careful proofreading is required in order to find misstrokes in short words, such as those listed below:

of, on, or      not, now      than, that, then

Use the following symbol to mark misstrokes:

Change a character.      Because of your help, we will not complete the project on time.

2-2

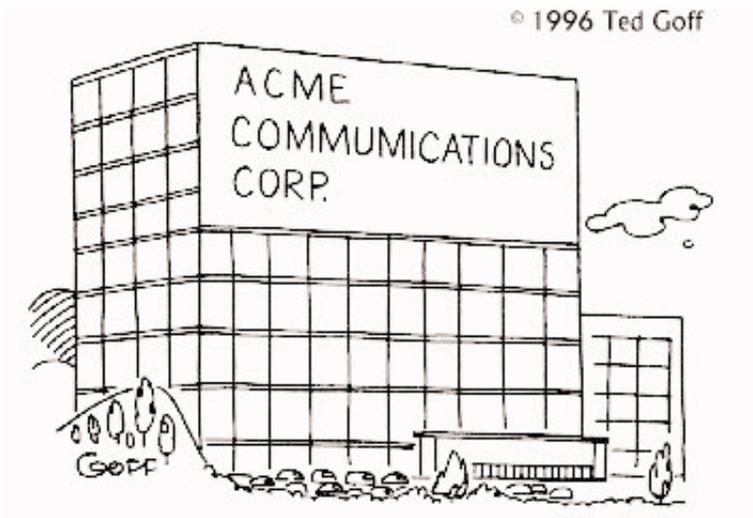
just the ~~the~~ beginning

Do n't be fooled  
it <sup>is</sup> the last step;

### CHECKPOINT 2-4

#### Use the appropriate proofreading symbols to mark errors of misstroke in the following paragraph:

At times it is a good idea to print a document and proofread the hard copy carefully. This is especially true when the document is complex and lengthy. A proofreader should mark any errors with the proper proofreading symbols. Then the document processor can read and interpret those symbols and make the necessary changes to the document before it is printed in final form.



2-3

the<sup>y</sup> task of  
proofreading copy  
has be<sup>come</sup>  
on<sup>e</sup> the basis  
decision is <sup>is</sup> made

# KEYBOARDING ERRORS IN FIGURES, ENUMERATIONS, AND DATES



## WORKPLACE CONNECTIONS

By presenting information well and accurately an employee shows that he or she has acquired, organized, and interpreted the information appropriately.

Accuracy of figures is critical because important decisions are frequently based on figures. Amounts of money, dates, percentages, social security numbers, and telephone numbers are just a few examples of important numbers. Errors in such numbers could result in serious consequences.

Never assume that a number is correct. Always check the original document or a source document to be sure that a number has been copied correctly. Verify extensions and totals. Proofread numbers digit by digit.

**2-5** When proofreading copy containing figures, always compare the keyed copy to the source document. Another good idea is to use a card or a ruler to read line by line through numerical data.

### CHECKPOINT 2-5

Mark any errors in the printed list by comparing it to the correct handwritten copy.

*Invoices unpaid as of April 30:*

- |    |                     |                 |
|----|---------------------|-----------------|
| 1. | <i>Invoice 3478</i> | <i>\$28.20</i>  |
| 2. | <i>Invoice 3693</i> | <i>\$363.20</i> |
| 3. | <i>Invoice 3649</i> | <i>\$82.02</i>  |
| 4. | <i>Invoice 3700</i> | <i>\$19.20</i>  |
| 5. | <i>Invoice 3854</i> | <i>\$467.86</i> |
| 6. | <i>Invoice 3911</i> | <i>\$82.02</i>  |

Invoices unpaid as of April 30:

- |    |              |          |
|----|--------------|----------|
| 1. | Invoice 3478 | \$28.20  |
| 2. | Invoice 3693 | \$363.20 |
| 3. | Invoice 3648 | \$82.22  |
| 4. | Invoice 3900 | \$19.10  |
| 5. | Invoice 3884 | \$467.66 |
| 6. | Invoice 3910 | \$82.02  |

2-4

At time <sup>t</sup> is is  
is complex  
Than the <sup>e</sup>  
if final form. <sup>n</sup>

**2-6** Errors frequently occur in dates and in the sequence of enumerations (listed items), especially when items are added to or deleted from the list or the list is rearranged. Check to be sure dates and enumerated items are in the correct sequence.

### CHECKPOINT 2-6

Use the appropriate proofreading symbols to mark any errors in the following paragraph:

The oldest federal constitution in existence was framed in Philadelphia in May 1787 by a convention of delegates from 13 of the 12 original states. (Rhode Island failed to send a delegate.) The states ratified the constitution in the following order:

- |                  |                   |
|------------------|-------------------|
| 1. Delaware      | December 7, 1787  |
| 2. New Jersey    | December 18, 1787 |
| 3. Pennsylvania  | December 12, 1787 |
| 4. Georgia       | January 2, 1788   |
| 5. Connecticut   | January 9, 1788   |
| 5. Massachusetts | February 6, 1788  |
| 6. Maryland      | April 28, 1788    |

## TRANSPOSITION ERRORS

One of the most common keyboarding errors is the transposition error. Letters, numbers, words, or sentences keyed in the wrong sequence are called **transpositions**. Use the following symbol to mark transposition errors:



Transpose letters, numbers, or words.

These letters must be transposed.

There were 31 original colonies.

The speaker began to rapidly talk.

### 2-5

- |                 |          |
|-----------------|----------|
| 3. Invoice 3648 | \$82.22  |
| 4. Invoice 3900 | \$19.70  |
| 5. Invoice 3884 | \$467.86 |
| 6. Invoice 3910 | \$82.02  |

If you consistently miskey a word, such as *recieve*, enter the miskeyed word and its correction in the autocorrect function of your word processing software. The program then corrects your error right after you key it.

**2-7** Short words (*bte*), word endings (*medcial*), and vowels (*thier*) are especially susceptible to transposition. These words are often caught during a routine spell check on your word processor. However, other transpositions can be difficult to detect when proofreading since a transposition error can result in a word that is familiar but does not make sense when used in place of the original term. Observe how the transposition errors are marked in these sentences:

Geometry is the study of points, lines, angells, surfaces, and solids.  
 Larry received a letter form Fujio.  
 Karate, judo, and jujitsu are examples of martial arts.

**CHECKPOINT 2-7**

**Proofread the following paragraph for transposition errors. Use the transposition symbol to mark your corrections.**

Continued sue of electronic workstations can induce eyestrain, stress, and mucsular pain. Consideration must be to given purchasing adjustable furniture and to providing workstations with movable keyboards and adjustable displays. Employee productivity, health, nad job satisfaction are at stake.

## ROUGH DRAFT APPLICATIONS

The originator may use certain proofreading symbols to revise text. Keyboard operators should learn to recognize and understand the following symbols in order to key and proofread text accurately:

**2-6**

1<sup>2</sup> of the 1<sup>3</sup>

- 2. New Jersey
- 3. Pennsylvania
- 4. Massachusetts
- 5. Maryland



Move copy as indicated.



Paul designed the new office with several ergonomic features in Kenwood Plaza.

stet  
or . . .

Ignore correction; let it stand.

\$25 for the preparation of 100 letters



Change copy as indicated.

advance notice <sup>prior</sup> before to the public sale

**2-8** Note the use of these symbols in the following paragraph and the manner in which the revisions were made in the second paragraph.

Correspondence can be expensive ~~even without counting the~~ <sup>stet</sup> ~~originator's time.~~ Fast Copy Service charged us \$25 for the preparation of 100 letters and envelopes. ~~Additionally,~~ a part-time employee was paid <sup>\$8</sup> ~~an hour~~ for folding the letters and stuffing the envelopes. ~~They charged us \$18.25 for the~~ ~~stationery and the envelopes.~~ By the time we had paid \$34 for postage, ~~one~~ <sup>this</sup> mailing had cost us \$85.25.

Correspondence can be expensive even without counting the originator's time. Fast Copy Service charged us \$25 for the preparation of 100 letters and envelopes. They charged us \$18.25 for the stationery and the envelopes. Additionally, a part-time employee was paid \$8 an hour for folding the letters and stuffing the envelopes. By the time we had paid \$34 for postage, this mailing had cost us \$85.25.

2-7

~~she~~  
muscular pain.  
~~be~~to given  
~~had~~ job

#### CHECKPOINT 2-8

Did the typist make all the necessary changes?

## SPELLING APPLICATIONS

Spelling—it is basic. For the proofreader—it is critical. If you have trouble spelling, remember these tips:

1. Develop the *habit* of always spelling correctly.
2. Check a dictionary whenever you are not positive a word is spelled correctly.
3. Pronounce words slowly to be sure you are not missing any syllables. (The word is *mathematics*, not *mathmatics*; *February*, not *Febuary*.)

2-8

Yes

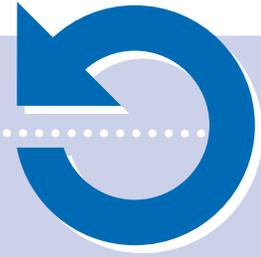
**2-9** Compare the words in Column A with the corresponding words in Column B. Use the appropriate proofreading symbols to correct the misspelled words. If both columns are correct, write **C** to the left of the number.

	Column A	Column B
1.	annalize	analyze
2.	brochure	brochure
3.	committment	commitment
4.	congratulations	congratulations
5.	consensus	concensus
6.	familiar	familiar
7.	integrall	integral
8.	knowledgable	knowledgeable
9.	persuade	pursuade
10.	procedure	precedure

2-9

1. annalize
2. C
3. committment
4. C
5. concensus
6. C
7. integrall
8. knowledgable
9. pursuade
10. precedure

# CHAPTER SUMMARY



**Proofread carefully for the following kinds of keyboarding errors:**

- ◆ Omission of letters or characters in words
- ◆ Omission of a space or words, phrases, or lines of text
- ◆ Repetition of short words (such as *the*, *and*, *you*, and *if*) at the beginnings and ends of lines
- ◆ Omissions or additions of single letters, digits, words, or spaces
- ◆ Mistrokes, particularly at the ends of words
- ◆ Errors involving numerical data
- ◆ Sequences of dates and enumerations
- ◆ Transpositions of letters, numbers, words, or sentences

**Study the following proofreading tips, and apply them as you proofread:**

- ◆ When proofreading the work of others, do not assume the original draft is error-free. Originators often concentrate more on the content of the document than they do on its mechanics.
- ◆ Compare the final keyed copy word for word with the draft copy to ensure no words or lines were omitted and no proofreading symbols (such as move or delete copy) were overlooked.
- ◆ As a separate step, verify the final portion of copy that contains figures or enumerations comparing the figures to the source document.



**words@work**

Open *words@work*. Click on the Grammar and Usage tab; then click on Lessons. Use the lesson on Editing, Proofreading, and Spelling and the appropriate *words@work* exercises to reinforce what you learned about the use of proofreading symbols in this chapter.

## PROOFREADING APPLICATIONS

Proofread the following exercises for keyboarding and spelling errors. To aid you, the number of errors is indicated in parentheses at the end of Exercises P-1 and P-2. You must find the errors on your own in Exercise P-3.

**P-1** Is the ability to sell a knack that one is born with, or it is a skill that is learned as a result as a result of committment and practice? Steven Taback, president of Taback Associates, says, “Selling is basically a series of strategies that turn leads into prospects and prospects in to customers.” That may sound easy, but selling effectively is a matter of learning these strategies and than having the confidence to put them to use.  
(6 errors)

### P-1

1. (it)is
2. as a result as a result
3. committment
4. practice?#Steven
5. in to customers.”
6. and than having

**P-2** People are persuaded to buy a product because the feel a real or perceived need for it. This need is often linked to to achievement, recognition, or money. To persuade, therefore, the seller must analyze the buyer to become knowledgable or familiar with person’s primary need. For example, is the person concerned about prestige, comfort, convenience, or savings? Having identified the buyer’s primary, the seller can convert the features of the product into benefits fore the buyer.  
(7 errors)

**P-3** Proofread the printed memo by comparing it to the original handwritten copy. Assume that the handwritten copy is correct.

**TO:** Western Division Sales Staff  
**FROM:** Ann Barnes, Sales Manager  
**DATE:** January 6, 20--  
**SUBJECT:** February 14 Lecture

The third lecture in our Fitness, Health, and Nutrition series will be held on Tuesday, February 14, at 2 p.m. in the Noble conference room. Dr. Donald B. Fowlkes will be the speaker. Mr. Fowlkes is a nationally-known speak. He is and expert on the topic of stress and, in particular, how stress affects sales professionals. The title of his lecture is “Managing Stress for the Sales Professional.” I look forward to seeing all of you at this informative session. Dr. Fowlkes will include a question-and-answer session at the end at the end of his discussion.

*Memo to the Western Division Sales Staff, January 6*

*The third lecture in our Fitness, Health, and Nutrition series will be held on Tuesday, February 14, at 2 p.m. in the Noble conference room. Dr. Donald B. Fowlkes will be the speaker. Dr. Fowlkes is a nationally known speaker. He is an expert on the topic of stress and, in particular, how stress affects the lives of sales professionals. The title of his lecture is “Managing Stress for the Sales Professional.” Dr. Fowlkes will include a question-and-answer session at the end of his discussion. I look forward to seeing all of you at this informative session.*

*Anne Barnes, Sales Manager*

**P-2**

1. because the<sup>x</sup>
2. linked to to<sup>o</sup>
3. To p<sup>e</sup>rsuade,
4. knowledg<sup>e</sup>able
5. with the<sup>e</sup> person's
6. primary<sup>^</sup>, the<sup>need</sup>
7. benefits fore<sup>y</sup> the

**P-3**

1. Ann<sup>e</sup> Barnes,
2. Tuesday, February<sup>r</sup>
3. Mr. Fowlkes is<sup>D</sup>
4. nationally<sup>y</sup> known speaker<sup>er</sup>
5. He is and<sup>y</sup> expert<sup>the lives of</sup>
6. stress affects<sup>x</sup> sales
7. *move copy (last two sentences)*
8. at the end at the<sup>y</sup> end<sup>y</sup> of his discussion.

# PROGRESSIVE PROOFREADING

**Job 1** Use the appropriate proofreading symbols to mark errors of omission, addition, or misstroke in the following letter.



Minneapolis Financial Corp.  
928 Irving Avenue S  
Minneapolis, MN 55403-7640  
Phone (800) 555-0100  
Fax (612) 555-0101  
[minneapolisfinancial.com](http://minneapolisfinancial.com)

January 16, 20--

Dear Friend and Financial Member

We would like to take this opportunity to thank you for your business last year. We were pleased your chose our company to provide solid financial services and advice to you. Our goal is to make our members completely satisfied with the services and products the receive from Minneapolis Corp.

We are looking forward to a continued relationship with you in the coming year. The new changes in tax laws will affect how we manage our financial products. Our financial consultants are fully trained in the new laws and are ready to meet with you you individually or speak with you by phone to answer your questions and annalyze your financial needs.

Again this spring we will be offering several "Spring into Action" seminars in the Minneapolis area to help you better understand the products that could be of benefit to you. You will soon receive a brochur with an early noticed and invitation to attend. Only after our valued members have the first opportunity to register will we publicize the seminars and open then to the public. We hope you will be able to join us.

To make contacting our financial consultants easier, we have expanded our customer service lines. Please call our toll-free number to speak to a financial consult. We are here to serve you any day of the week from 10 p.m. to 8 a.m. You may also contract your financial consultant at any time by e-mail through a link at our web site at any time. As always, our commitment is to you, our valued member.

Sincerely yours

Craig Mason  
Vice President, Member Services

**Job 2** Proofread the purchase order by comparing it to the partial price list. Verify all prices on the order, the total, and the following information: To **MINNEAPOLIS FINANCIAL CORP., 928 Irving Avenue S, Minneapolis, MN 55403-7640**; Date **12/29/20--**; Purchase Order No. **4PS285710**; Terms **2/10, n/30**; Shipped Via **CNC Lines**; Date Shipped **12/30/20--**.

## BRENTWOOD COMPUTER CENTER

213 Rainbow Circle  
Camden, NJ 08101-7650



### PURCHASE ORDER

MINNEAPOLIS FINANCIAL CORP.  
928 Irving Avenue S  
Minneapolis, MN 55403-7640

Purchase Order No.: 4PS287510  
Date: December 29, 20--  
Date Shipped: December 29, 20--  
Terms: 2/10, n/30  
Shipped Via: CNC Lines

Quantity	Description/Stock No.	Unit Price	Total
3	Conversion Software, ASV1	\$ 62.00	\$ 186.00
3	Spelling Verification Pkg., 235	175.00	425.00
1	Memory Expansion Board, 183M	345.45	345.45
1	Scanner, KC833	7,500.00	7,500.00
1	Sheet Feeder, 21TC	125.00	125.00
			\$8,591.45

### PRICE LIST

<u>Stock No.</u>	<u>Description</u>	<u>Unit Price</u>
ASC1	Conversion Software	\$ 62.00
TCC	Formatted Standalone Tape Drive	6,260.00
C230	Ink Jet Printer (Color)	1,360.10
LM2616	Laser Printer	3,626.00
183M	Memory Expansion Board	345.65
KC830	Scanner	7,500.00
TC21	Sheet Feeder	125.00
23S	Spelling Verification Package	175.00
XPV	Terminal Font, PCO9G	55.00

**Job 3** Proofread the file cards on the following page by comparing them to the information contained in the printout below. Using the appropriate proofreading symbols, mark any errors you find on the cards. Check the identification numbers and the telephone numbers carefully.

NAME/IDENTIFICATION NO.	STREET ADDRESS	CITY, STATE, ZIP	TELEPHONE
MRS DOROTHY BRANDON 255-58-6624	102 FLETCHER PLACE	GREENVILLE NC 27834-5645	252-555-0188
MS GRACE L MORAN 277-76-8283	106 BRINKLEY ROAD	DRY FORK VA 24549-5492	804-555-0145
MISS BRENDA D ACEVEZ 245-34-5868	PO BOX 3066	DAVENPORT VA 24239-4392	540-555-0150
MR JERRIE BIDDINGER 246-66-7790	308 CIRCLE DRIVE	CRYSTAL HILL VA 24539-4308	804-555-0134
MR JOHN C ASLAKSON 266-87-9963	93 QUAIL RIDGE DRIVE	BRISTOL VA 24201-4019	540-555-0102
MR PAT STALLINGS 249-76-8888	PO BOX 1901	PINETOPS NC 27864-0381	252-555-0169
MR HENRY STINDT 258-68-8987	ROUTE 2 BOX 301	FRANKLIN VA 23851-7787	757-555-0171

Stindt Henry Mr

Mr. Henry Stindt  
Route 2, Box 301  
Franklin, VA 23851-7787  
Phone 757-555-0171  
(258-68-8987)

Stallings Pat Mr

Mr. Pat Stallings  
P.O. Box 1901  
Pinetops, NC 27864-0381  
Phone 252-555-0169  
(224-76-8888)

Moran Grace L Ms

Ms. Grace L. Moran  
106 Brinkly Road  
Dry Forks, VA 24549-5492  
Phone 804-555-0145  
(277-76-8823)

Brandon Dorothy Mrs

Mrs. Dorothy Brandon  
102 Fletcher Place  
Greeneville, NC 27834-5645  
Phone 252-555-0188  
(255-58-6624)

Biddinger Jerrie Mr

Mr. Jerrie Biddinger  
308 Circle Drive  
Crystal Hill, VA 24539-4308  
Phone 804-555-0134  
(246-7790)

Aslakson John C Mr

Mr. John C. Alaskson  
93 Quail Ridge Drive  
Bristol, VA 24211-4019  
Phone 540-555-0102  
(266-87-9963)

Acevez Brenda D Miss

Miss Brenda D. Acevez  
P.O. Box 3066  
Davenport, VA 24239-4392  
Phone 555-0150  
(245-34-5868)

# COMPUTERIZED PROOFREADING

**Job 4** Proofread and edit a page from an employee manual.

1. Load the file C02JOB4 from the template CD-ROM. The file was keyed from the following handwritten draft. The page is from an employee manual.
2. Proofread the page on the CD-ROM against the rough draft below. Make sure any errors in the handwritten copy have been corrected. Spell check the document. Check all figures carefully.
3. Set 1" side margins. Save the page as C02JOB4R.
4. Print the page.
5. Proofread the printed document. If you find additional mistakes, revise, save, and reprint the page.

## *Minneapolis Financial Corp. 401(k) Plan*

*The following is an example of the benefits that may be achieved for the plan year for a single employee with a salary of \$20,000 (based on estimated 20 — tax rates).*

<u>Contributions</u>	<u>Amount</u>
<i>Employee salary deferral (5%)</i>	<i>\$1,000</i>
<i>Employer matching contribution (25% of first 4% deferred)</i>	<i>200</i>
<i>Employer basic contribution (3%)</i>	<i>600</i>
<i>Total benefits</i>	<i>\$1,800</i>
	<u><i>Tax Savings</i></u>
<i>Federal taxes (19% of salary deferral)</i>	<i>\$190</i>
<i>State taxes (4%)</i>	<i>40</i>
<i>Tax savings to employee</i>	<i>\$230</i>
<i>Net out-of-pocket cost</i>	<i>\$770*</i>

*\* for a \$1,000 salary deferral*