Communicating 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

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 for the meeting.
- Insert space. Ms. Shackleford 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.
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 cannot go to school today.
- Delete copy. There is just one error in this sentence.

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, bride
- debit, debt
- exist, exit
- your, you
- county, country
- envelop, envelope
- interstate, inter state
- 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 transactions on my last statement.
Another common error is keying incorrectly, or making a mis-stroke. 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.

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.

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.
KEYBOARDING ERRORS IN FIGURES, ENUMERATIONS, AND DATES

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. Invoice 3478 $28.20
2. Invoice 3693 $363.20
3. Invoice 3649 $82.02
4. Invoice 3700 $19.20
5. Invoice 3854 $467.86
6. Invoice 3911 $82.02

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
Chapter 2: Keyboarding Errors

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
6. Massachusetts February 6, 1788
7. 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:

\[ \text{Transpose letters, numbers, or words.} \]

These letters must be transposed.

\[ \text{There were 13 original colonies.} \]

The speaker began to talk rapidly.

\[ \text{Invoice 3648 $82.22} \]
\[ \text{Invoice 3900 $19.10} \]
\[ \text{Invoice 3884 $467.66} \]
\[ \text{Invoice 3910 $82.02} \]
2–7 Short words (bte), word endings (medciyal), 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, angles, surfaces, and solids.
Larry received a letter from 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 use of electronic workstations can induce eyestrain, stress, and muscular pain. Consideration must be given to purchasing adjustable furniture and to providing workstations with movable keyboards and adjustable displays. Employee productivity, health, and 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:

- Move copy as indicated.
- Paul designed the new office with several ergonomic features in Kenwood Plaza.
- Ignore correction; let it stand.
- Change copy as indicated.
- $25 for the preparation of 100 letters.
- advance notice before to the public sale.
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. Additionally, a part-time employee was paid $8 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 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.

CHECKPOINT 2-8
Did the typist make all the necessary changes?
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.)

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.

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. annalize</td>
<td>analyze</td>
</tr>
<tr>
<td>2. brochure</td>
<td>brochure</td>
</tr>
<tr>
<td>3. commitment</td>
<td>commitment</td>
</tr>
<tr>
<td>4. congratulations</td>
<td>congratulations</td>
</tr>
<tr>
<td>5. consensus</td>
<td>consensus</td>
</tr>
<tr>
<td>6. familiar</td>
<td>familiar</td>
</tr>
<tr>
<td>7. integrall</td>
<td>integral</td>
</tr>
<tr>
<td>8. knowledgable</td>
<td>knowledgeable</td>
</tr>
<tr>
<td>9. persuade</td>
<td>pursue</td>
</tr>
<tr>
<td>10. procedure</td>
<td>procedure</td>
</tr>
</tbody>
</table>
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
- Misstrokes, 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.

Open words@word. 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.
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 commitment 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-2 People are persuaded to buy a product because the feel a real or perceived need for it. This need is often linked to achievement, recognition, or money. To persuade, therefore, the seller must analyze the buyer to become knowledgeable 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 for the buyer.

(7 errors)
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 speaker. He is an 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 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. Mr. 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
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 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

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

PRICE LIST

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

<table>
<thead>
<tr>
<th>NAME/IDENTIFICATION NO.</th>
<th>STREET ADDRESS</th>
<th>CITY, STATE, ZIP</th>
<th>TELEPHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRS DOROTHY BRANDON</td>
<td>102 FLETCHER PLACE</td>
<td>GREENVILLE NC 27834-5645</td>
<td>252-555-0188</td>
</tr>
<tr>
<td>255-58-6624</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS GRACE L MORAN</td>
<td>106 BRINKLEY ROAD</td>
<td>DRY FORK VA 24549-5492</td>
<td>804-555-0145</td>
</tr>
<tr>
<td>277-76-8283</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MISS BRENDA D ACEVEZ</td>
<td>PO BOX 3066</td>
<td>DAVENPORT VA 24239-4392</td>
<td>540-555-0150</td>
</tr>
<tr>
<td>245-34-5868</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MR JERIE BIDDINGER</td>
<td>308 CIRCLE DRIVE</td>
<td>CRYSTAL HILL VA 24539-4308</td>
<td>804-555-0134</td>
</tr>
<tr>
<td>246-66-7790</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MR JOHN C ASLAKSON</td>
<td>93 QUAIL RIDGE DRIVE</td>
<td>BRISTOL VA 24201-4019</td>
<td>540-555-0102</td>
</tr>
<tr>
<td>266-87-9963</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MR PAT STALLINGS</td>
<td>PO BOX 1901</td>
<td>PINETOPS NC 27864-0381</td>
<td>252-555-0169</td>
</tr>
<tr>
<td>249-76-8888</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MR HENRY STINDT</td>
<td>ROUTE 2 BOX 301</td>
<td>FRANKLIN VA 23851-7787</td>
<td>757-555-0171</td>
</tr>
<tr>
<td>258-68-8987</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 2020 tax rates).

<table>
<thead>
<tr>
<th>Contributions</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee salary deferral (5%)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Employer matching contribution (25% of first 4% deferred)</td>
<td>200</td>
</tr>
<tr>
<td>Employer basic contribution (3%)</td>
<td>600</td>
</tr>
</tbody>
</table>

Total benefits: $1,800

<table>
<thead>
<tr>
<th>Tax Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal taxes (19% of salary deferral)</td>
</tr>
<tr>
<td>State taxes (4%)</td>
</tr>
<tr>
<td>Tax savings to employee</td>
</tr>
</tbody>
</table>

Net out-of-pocket cost: $770*

* for a $1,000 salary deferral