**Goodwill: Practice Worksheet**

**Using Passive and Impersonal Constructions to Improve You-Attitude**

Revise each of these sentences to improve you-attitude, first using a passive construction, then using an impersonal construction.

You did not fill out the job application completely.

**1. Passive Verb Revision:**

**2. Impersonal Construction Revision:**

You did not enclose a self-addressed, stamped envelope with your request.

**3 . Passive Verb Revision**:

**4. Impersonal Construction Revision**:

The telephone number you supplied is no longer in service.

**5. Passive Verb Revision**:

**6. Impersonal Construction Revision**:

You did not pay the invoice on time, so you owe a $25 late fee.

**7. Passive Verb Revision**:

**8. Impersonal Construction Revision**:

**READER-CENTERED WRITING: Improving You Attitude | Increasing Positive Emphasis | Emphasizing Reader Benefits**

Revise these sentences to improve you-attitude, increase positive emphasis, and emphasize reader benefits.

9. We expect you will enjoy the benefits of membership.

**Criticism?:**

**Revised Sentence:**

10. You made an error in this project that put us three days behind schedule.

**Criticism?:**

**Revised Sentence:**

11. At McMahon and Associates, we have more than 50 years of experience that we can offer to customers like you.

**Criticism?:**

**Revised Sentence:**

12. We know you’ll enjoy our new and improved Web site.

**Criticism?:**

**Revised Sentence:**

13. Your error on your tax form will result in a penalty to you of $14.17.

**Criticism?:**

**Revised Sentence:**

14. We are in the process of improving services that you will eventually benefit from.

**Criticism?:**

**Revised Sentence:**

15. I’m terribly sorry your order was damaged. You’ll be happy to note that a replacement is on the way.

**Criticism?:**

**Revised Sentence:**

16. Don’t drop in without an appointment. Your counselor or caseworker may be unavailable.

**Criticism?:**

**Revised Sentence:**

17. You did not miss the deadline for signing up for a flexible medical spending account.

**Criticism?:**

**Revised Sentence:**