

Guidelines for Proofreading Outgoing Correspondence

Check Accuracy

Misspellings, punctuation errors, and incorrect information can embarrass and damage the credibility of an organization, so always check spelling and grammar usage. If you use a word processor, do not rely entirely on the spelling checker, because it cannot determine correct usage of words such as homonyms. When proofreading, it is helpful to focus your attention on one line of text at a time. Use a ruler to cover up text below the line you are reading so you can concentrate on each word.

Be Consistent

Within a document, present the information logically and clearly using the same spellings, hyphenation, margins, indents, and hierarchy of headings. Consistency gives the reader a sense of comfort. Inconsistencies in a document distract the reader, causing your message to lose its impact.

Check Facts

To guarantee that a document fulfills its purpose, use reliable resources to verify the following items:

- ☒ Names
- ☒ Addresses
- ☒ Telephone numbers

If other facts appear in the document, be sure to verify those as well. Do not rely on your memory. **Inaccurate information can lead to miscommunication and a poor image for an organization.**