9. Practice: Writing Simple Instructions

Choose a simple office procedure of 20 or fewer steps (e.g., changing a printer cartridge, filling a mechanical pencil, adding dry ink to a copy machine, adding paper to a laser printer). Then write a simple set of instructions for this process in the form of a memo report. Your readers are assistants at the many offices of a large national firm. They are new employees who have no background or experience in office work and no education beyond high school. You are responsible for their training.

