Introduction

Welcome to the Executive and General Correspondence Guidelines. Historically there have been two sets of guidelines. One set was authored by the Executive Assistants Group (EAG) and one by the Office of the Governor (GOV). In an effort to be more streamlined, efficient, and to simplify your work product, the EAG and GOV have collaborated and combined the guidelines.

- SECTION 1 contains information about correspondence format, addresses and salutations, and mailing and writing tips.

- SECTION 2 provides references for style, grammar, and usage.

In addition to these guidelines, you can find helpful information in the Gregg Reference Manual and the Governor’s Plain Talk webpage: http://www.governor.wa.gov/issues/issues/efficient-government/plain-talk. We follow the Gregg Reference Manual, Tenth Edition. If there is a reference in these guidelines that deviates from Gregg, it will be clearly noted.

We hope you will find this document useful. If you have any questions or suggestions, please feel free to contact the Executive Assistants Group at eag@executiveassistantsgroup.org or Krista Gobeille at krista.gobeille@gov.wa.gov.

Thank you for all of the good work you do for the citizens of the state of Washington.
# Table of Contents

## SECTION 1

*Correspondence Formats and Tips* ................................................................. 7
- Letter Format .......................................................................................... 9
- Continuation Pages ................................................................................. 10
- Memo Format ........................................................................................ 10
- Address/Salutation Formats ..................................................................... 11
- Tips for Mailing ...................................................................................... 12
- Tips for Letter-Writing ........................................................................... 14

## SECTION 2

*References* ............................................................................................... 17
- Word Usage ........................................................................................... 19
- Capitalization ......................................................................................... 20
- Citations ................................................................................................ 20
- Numbers ................................................................................................ 21
- Americans with Disabilities Act ......................................................... 23
SECTION 1
Correspondence Formats and Tips
Letter Format

February 7, 2015

AGENCY LETTERHEAD

The Honorable John Doe
U.S. House of Representatives
1234 Wisdom Street
Anytown, DC 99546

Re: Anytown

Dear Congressman Doe:

Thank you for contacting my office. I appreciate hearing from you.

Views and comments such as yours frequently give my staff and me valuable insights into the important issues facing people in communities throughout our state. We rely on the calls and letters we receive to help us determine what is working and what isn't, and where we need to concentrate our efforts.

Again, thank you for contacting me about this matter. We will certainly consider your message, and look forward to hearing from you if you have further questions or comments.

Sincerely,

Joe Director

Enclosures (2)

cc: Jane Doe, President, DOE Enterprises

Full-block style (See Gregg, Tenth Edition, 1302(3)).
First page top margin: 2.25 inches.
Bottom, left, right margins: 1 inch.
Right margin not justified.
Single space.
Font: 12 point.
For letters to be signed by the Governor, use Times New Roman.
For letters to be signed by the Governor use two spaces after punctuation.
The Washington-shaped logo is only used by the Governor’s Office correspondence.

For letters to be signed by the Governor, he prefers:
Very truly yours,

For signature use:
Jay Inslee
Governor

A letter to be signed by the Governor should not contain the initials of the person who typed it.

Enclosure is used for letters.
Attachment is used for memos.
In Gregg, the re: line is below the salutation - we show it above the salutation, which is the common practice.
Continuation Pages

The Honorable John Doe
February 7, 2013 (Make sure date is before the page number)
Page 2 (Page number should be in numeric format) 2 returns¶¶

(In Gregg, the positions of the date and page number are reversed. Our example shows the common practice.)

Memo Format

Depending on the degree of formality, letters and memos may be used interchangeably within Washington State government agencies. Memos should not be sent outside Washington State government agencies.

AGENCY LETTERHEAD

February 7, 2015 4 Returns¶¶

TO: State Agency Directors 2 Returns¶¶
FROM: Joe Director, Title 2 Returns¶¶
SUBJECT: 2013 Washington State Employee Appreciation 3 Returns¶¶

Thank you for contacting my office. I appreciate hearing from you. 2 Returns¶¶
Views and comments such as yours frequently give my staff and me valuable insights into the important issues facing people in communities throughout our state. We rely on the calls and letters we receive to help us determine what is working and what isn't, and where we need to concentrate our efforts. 2 Returns¶¶

Again, thank you for contacting me about this matter. We will certainly consider your message, and look forward to hearing from you if you have further questions or comments. 4 Returns¶¶

Attachments (3) 2 Returns

cc: Jane Doe
# Address/Salutation Formats

Do not abbreviate a person’s title – use Chief Executive Officer instead of CEO; Corporal Jack Jones, not CPL Jack Jones, etc.

Envelopes should be printed in the same font as the letter, directly on the envelope.

## City
- **The Honorable John Doe, Mayor**
  - City of Olympia
  - Dear Mayor Doe:

- **The Honorable Mary Doe**
  - Olympia City Council
  - Dear Councilman/woman Doe:

- **Chief John S. Doe**
  - Olympia Police Department
  - Dear Chief Doe:

## County
- **The Honorable John Doe**
  - Thurston County Commissioner
  - Dear Commissioner Doe:

- **The Honorable John Doe**
  - King County Executive
  - Dear Executive Doe:

- **Sheriff Jane Smith**
  - Thurston County Sheriff’s Office
  - Dear Sheriff Smith:

## State
- **The Honorable Suzie Smith**
  - House of Representative
  - Dear Representative Smith:

- **The Honorable John Doe**
  - State Senate
  - Dear Senator Doe:

- **The Honorable Jay Inslee**
  - Governor of Washington
  - Dear Governor Inslee:

- **The Honorable Kim Wyman**
  - Secretary of State
  - Dear Secretary Wyman:

## Federal
- **The Honorable Patty Murray**
  - U.S. Senate
  - Dear Senator Murray:

- **The Honorable John Doe**
  - U.S. House of Representatives
  - Dear Congressman/woman Doe:

## Tribal
- **The Honorable John Doe**
  - Quinault Nation
  - Dear Chairman/woman Doe:
Tips for Mailing

Envelopes

- Envelopes should be printed in the same font as the letter, directly on the envelope.
- The United States Postal Services provides these guidelines:
  All capital letters
  No punctuation
  At least 10-point type
  One space between city and state
  Two spaces between state and ZIP Code
- Consolidated Mail Services provides these guidelines:
  The individual's name: MR JOHN SMITH
  The division or work unit: ADMINISTRATIVE SERVICES
  The department: DEPARTMENT OF AGRICULTURE
  The PO Box number: PO BOX 42565
  The city, state, and ZIP+4: OLYMPIA WA 98504-2565

  OR

  The individual’s name: MR JOHN SMITH
  The division or work unit: ADMINISTRATIVE SERVICES
  The department: DEPARTMENT OF AGRICULTURE
  The street address: 123 ANY STREET
  The PO Box number: PO BOX 42565
  The city, state, and ZIP+4: OLYMPIA WA 98504-2565

Do not show a person's title and office on the same line.

<table>
<thead>
<tr>
<th>Do</th>
<th>Don't</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>John Doe</td>
</tr>
<tr>
<td>Chief of Staff</td>
<td>Chief of Staff, Office of the Governor</td>
</tr>
<tr>
<td>Office of the Governor</td>
<td></td>
</tr>
</tbody>
</table>

  OR

  John Doe, Chief of Staff
  Office of the Governor

- For District of Columbia, use DC (USPS, Appendix B).
- In order to determine whether to use No. or the pound sign (#), see Gregg, 455 and 1369(g). If using the pound sign there should be one space between the symbol and the number.

  618 OHIO AVENUE # 513

- Spell out numbers 1 through 10

  177 SECOND AVENUE
• Use figures for numbers over 10
  144 65th STREET

• If an address contains a string of numbers, do not put a dash between them (Gregg p. 385; USPS 222):
  12345 14th AVENUE

**Window Envelopes**

Leave a clear space of at least 1/8 inch between the address and all edges of the window of an envelope.

![Window Envelope Example](image)

**Campus Mail**

![Campus Mail Example](image)

**Foreign Mail**

Include the name of the country on all mail sent outside the United States. Separate it from other mail because it will require additional postage. Mark the pink slip as “International” and address the envelope using either of the following formats:

<table>
<thead>
<tr>
<th>Foreign Country</th>
<th>Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR/S CUSTOMER</td>
<td>MR/S CUSTOMER</td>
</tr>
<tr>
<td>123 JONES STREET</td>
<td>123 JONES STREET</td>
</tr>
<tr>
<td>BOTUCATU SAO PAULO</td>
<td>VICTORIA Z4C 286</td>
</tr>
<tr>
<td>BRAZIL</td>
<td>CANADA</td>
</tr>
</tbody>
</table>
**Courtes Copy Notations**

- Type *cc* at the left margin, followed by a colon. Your word processing program may automatically change it to a *Cc*. Make sure you use two lowercase letters.

- If you are sending a copy to only one person, insert 2 spaces between the colon and the person’s name.
  
  *cc: John Doe*

- If you are sending copies to multiple people, insert a tab after the colon in order to start all the names at the same point.
  
  *cc: John Doe  
  Jane Doe*

  Followed by name, title, and agency (title isn't always necessary, but the rest are). An example of a correct notation is:
  
  *cc: Joby Shimomura, Chief of Staff, Office of the Governor*

- Courtesy copy notations should be listed in this order:
  
  - U.S. Senators & Representatives
  - Governors
  - State Senators
  - State Representatives
  - Other Elected Officials
  - Agency Directors (secretaries or commissioners)
  - Private Citizens
  - Governor's Staff

- "In care of" notations should contain a lowercase c, slash, and lowercase o (*Gregg*, 1325). (Word processing programs will incorrectly auto-capitalize the c.)
  
  **Professor James Smith  
  c/o Mr. Henry Jones**

---

**Tips for Letter-Writing**

**General Guidelines**

- State the purpose of the letter in the first paragraph.

- Double check spelling of names and addresses.

- Be conservative in the use of acronyms.

- Keep letters to one page if at all possible. The Governor prefers Times New Roman 12 font, side and bottom margins of 1 inch, and a top margin of 2.25 inches. However, you can revert to 11.5 font, side margins of .75, a top margin of 2, and a bottom margin of .5 in order to fit a letter on one page.

- Plurals Agreement: Your dedication to children, families, and your community is greatly appreciated. Your energy and dedication to your community are greatly appreciated.

- Double check subject-verb agreement.

- Redundancies: Do not repeat the same word or phrase several times in the same sentence, paragraph, or letter, if at all possible.
Use the active voice. Avoid the passive voice.

- **Active:** I believe . . .
- **Passive:** It is believed . . .

**Preparing a Letter for the Governor's Signature**

- The Governor prefers certain openings and closings to a letter:
  
  **Examples of preferred openings include:**
  - Thank you for your recent letter regarding . . .
  - I respectfully request your consideration of . . .
  - I support Washington State's application for . . .

  **Examples of preferred closings include:**
  - Again, thank you for contacting me about . . .
  - Thank you for your consideration.

- Avoid the phrases "I feel" and "I think." The Governor prefers "I believe" and "I am confident."

- Watch out for the collective "we." Letters should sound as if the Governor wrote them himself. In general, "I" is preferred. Also, "I understand" should be used when an agency has provided the Governor with certain information or statistics.

- Passive/Weak Voice

  **PASSIVE:** Tomorrow, I will be announcing a revolutionary new program.
  **PREFERRED:** Tomorrow, I will announce a revolutionary new program.

  **PASSIVE:** I am hoping to visit Spokane next week.
  **PREFERRED:** I hope to visit Spokane next week.

  **WEAK:** I wanted to tell you that our meeting has been canceled.
  **PREFERRED:** I regret to inform you that our meeting has been canceled. OR Our meeting has been canceled.

  **WEAK:** I want to take this opportunity to thank you for your many valuable contributions.
  **PREFERRED:** I am pleased to have this opportunity to thank you for your many valuable contributions. OR Thank you for your many valuable contributions.

- When including a phone or fax number, use parentheses to separate the area code from the phone or fax number. Example: (360) 123-4567. *Gregg* recommends use of hyphens (*Gregg, 454(c)).
SECTION 2
References

Introduction

This section contains references for common questions regarding style, grammar, and usage. For more references, see:

- *The Gregg Reference Manual*
- *The Bluebook, a Uniform System of Citation*
- Governor's Plain Talk Website: [http://www.governor.wa.gov/issues/issues/efficient-government/plain-talk](http://www.governor.wa.gov/issues/issues/efficient-government/plain-talk)
**Word Usage**

See *Gregg*, Tenth Edition, 1101 for more examples.

<table>
<thead>
<tr>
<th>Word Usage</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agencywide</strong> is one word, not hyphenated.</td>
<td></td>
</tr>
<tr>
<td><strong>A lot (NOT: alot)</strong> Many or much.</td>
<td>Thanks <em>a lot</em> for your help.</td>
</tr>
</tbody>
</table>
| **Affect-Effect**  
  *Affect* vt. To influence.  
  *Effect* n. Result; *vt.* To bring about. | The storm may *affect* our schedule.  
  It will be months before we can assess the full  
  *effect* [result] of the new law.  
  It is essential that we *effect* [bring about] an  
  immediate improvement in sales. |
| **Allot** *vt.* To assign a portion for a particular  
  purpose. | You will have to *allot* a portion of the budget  
  to cover unforeseen expenses. |
| *a.m./p.m.* Always lowercase with periods. | |
| **Assure** *vt.* To inform confidently; *to cause to feel  
  sure.**Assure, ensure, and insure** all mean "to make  
  certain." Only *assure* is used to refer to a person  
  in the sense of "set the mind at rest." | I want to *assure* you that nothing will go  
  wrong. |
| **Ensure** *vt.* To make certain. | I want to *ensure* that nothing can go wrong  
  tomorrow. |
| **Insure** *vt.* To cover with insurance; *to make  
  certain or secure. | I want to *insure* this necklace for $5,000. |
| **In regards to.** Substitute *in regard to, with  
  regard to, regarding, or as regards* | I am writing *in regard to* your letter of May 1. |
| **Its-it’s.** *Its* is a possessive pronoun.  
  *It’s* stands for “it is” or "it has." | The company must protect *its* assets.  
  *It’s* time to go to the meeting. |
| **Per-a.** *Per* is often used to mean "by the," as in  
  28 miles *per gallon.* Whenever possible,  
  substitute *a* or *an*; for example, $8 *an hour.* | |
| **Percent** is always spelled out as one word. | |
| **Principal-Principle.**  
  *Principal* adj. Foremost in importance; *n.* One  
  who holds of post of presiding rank; sum of  
  money invested.  
  *Principle* n. A basic law or rule; Moral or ethical  
  standards | *adj.* My *principal* reason for quitting  
  *n.* The *principal* of the school; receiving an  
  excellent return on my *principal*  
  A key *principle* of economics; a person of  
  *principle* |
| **Statewide** is one word not hyphenated. | |
| **Which-that.** *Which* and *that* are used when  
  referring to places, objects, and animals. *Which*  
  is always used to introduce nonessential clauses,  
  and *that* is ordinarily used to introduce essential  
  clauses. | See *Gregg, Tenth Edition, 1062* |
| **Who-that.** *Who* and *that* are used when referring  
  to persons. | See *Gregg, Tenth Edition, 1062* |
| **Who’s-whose.** *Who’s* stands for "who is" or  
  "who has." *Whose* is the possessive form of *who.* | *Who’s* going to the meeting?  
  *Whose* notes are these? |
Capitalization

Refrain from over-capitalization, especially in instances such as "This program has proved to be extremely valuable." Do not capitalize "program" in that sentence.

- **biennium**: capitalized only when referring to a specific biennium.
  
  2001-03 Biennium
  
  The funds appropriated for this biennium

- **committee, commission, board, department, director**: capitalized only when referring to a specific body already mentioned by its full name.

- **federal**: capitalized only when it is part of the official name of a federal agency.
  
  the Federal Reserve Board
  
  subject to federal, state, and local laws

- **Governor**: always capitalized.

- **Governor's Mansion**: always capitalized.

- **Legislature, 2010 Legislative Session, Congress, Senate, House, House of Representatives**: always capitalized.

- **legislative, legislator, legislation**: not capitalized.

- **senator, representative**: Do not capitalize unless senator and representative precede a name.

- **state**: capitalize only when it follows the name of a state.
  
  Washington State
  
  the state of Washington

Citations

Follow the guidelines set by the *Revised Code of Washington, Washington Administrative Code*, and the *Office of Reporter of Decisions*, which prepares the decisions and opinions of the Supreme Court and the Court of Appeals for publication.

**RCW Sections**

RCW 1.08.010
RCW 1.08.010(3) -- not "subsection (3) of RCW 1.08.010"
RCW 1.08.010(3)(a)(ii)
RCW 1.08.010(3) and (5)
RCW 1.08.010 and 1.08.015
RCW 1.08.010, 1.08.016, and 1.08.037
RCW 1.08.010 through 1.08.140 for an inclusive string
RCW Chapters
chapter 34.05 RCW
chapter 24.03 or 24.06 RCW
chapter 24.03 and 24.06 RCW
chapter 24.03, 24.06, and 34.05 RCW

RCW Titles
Title 43 RCW
Title 43 and 44 RCW
Title 34, 43, and 90 RCW

WAC
WAC 296-34-020
chapter 296-34 WAC
Title 296 WAC

Session Laws
Session Laws
Laws of 2002, ch. 107 § 3
Special Sessions
Extraordinary Sessions
Laws of 1963, 1st Ex. Sess., ch. 26

Numbers

Basic Form
- Spell out numbers ten and under. Use figures for numbers over ten.
  five requests 35 employees
- Spell out a number that begins a sentence, as well as any related numbers.
  Eight hundred employees worked that day.
- Express numbers in the millions or higher as a combination of words and figures.
  45 million 2.4 billion

Ordinal Numbers
- Spell out ordinal numbers that can be expressed in one or two words.
  eighth grade forty-first reunion

Age
- Use figures (including 1 through 10) if the age is used as a significant statistic.
  Joe Smith was 41 years old when he was injured.
  The claimant is a 23-year-old man.
- Spell out in formal writing.
  My son is three years old.
Dates

- When the day precedes the month or stands alone, use ordinal figures or words.
  
  The claimant was hospitalized from Monday, the 2d of August, through Thursday, the 5th.

- When the day follows the month, use cardinal figures.
  
  August 13, 1992
  
  February 1993

- Do not use a comma when writing only the month and year.
  
  August 1990

- Do not separate the month from the day at the end of a line of text.

Percentages

- Use figures and always spell out percent.
  
  18 percent
  1 percent

Money

- Use figures for exact or approximate amounts of money.
  
  $5.60
  $125
  over $1500
  $44 million
  30 cents
  $44,345,478

Clock Time

- Always use figures with a.m. or p.m. For time "on the hour," zeros are not needed. Do not use a.m. or p.m. with o'clock.
  
  4:30 p.m.
  
  3:30 to 6 p.m.

- Noon and midnight may be expressed in words alone. However, use the forms 12 noon and 12 midnight when the times are given with other times expressed in figures.
  
  12 noon
  
  4:30 p.m.

Plurals

<table>
<thead>
<tr>
<th>Do</th>
<th>Don't</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sixes and Sevens</td>
<td>6's and 7's</td>
</tr>
<tr>
<td>6s and 7s</td>
<td></td>
</tr>
</tbody>
</table>

Fiscal Years

- Fiscal Year 2005-06
  
  2005-2006 fiscal period

FTE Staff Years

- 3.1 FTE staff years
  
  3.1 FTEs
Americans with Disabilities Act

Under the ADA and the Governor's Executive Order on Implementing the ADA (EO 93-03), public documents must be made available in alternate format, upon request, to people with disabilities to ensure effective communication.

Types of alternate format include Braille, large print, readers, audio tape, and computer disk. When producing a brochure or other publication for distribution, include a statement with directions on who to contact, such as the agency's ADA coordinator, to obtain the information in an alternate format.

Other resources include:
   - Americans with Disabilities website: [www.ada.gov](http://www.ada.gov)
   - Washington School for the Blind, Braille Access Center: [www.wssb.org](http://www.wssb.org)