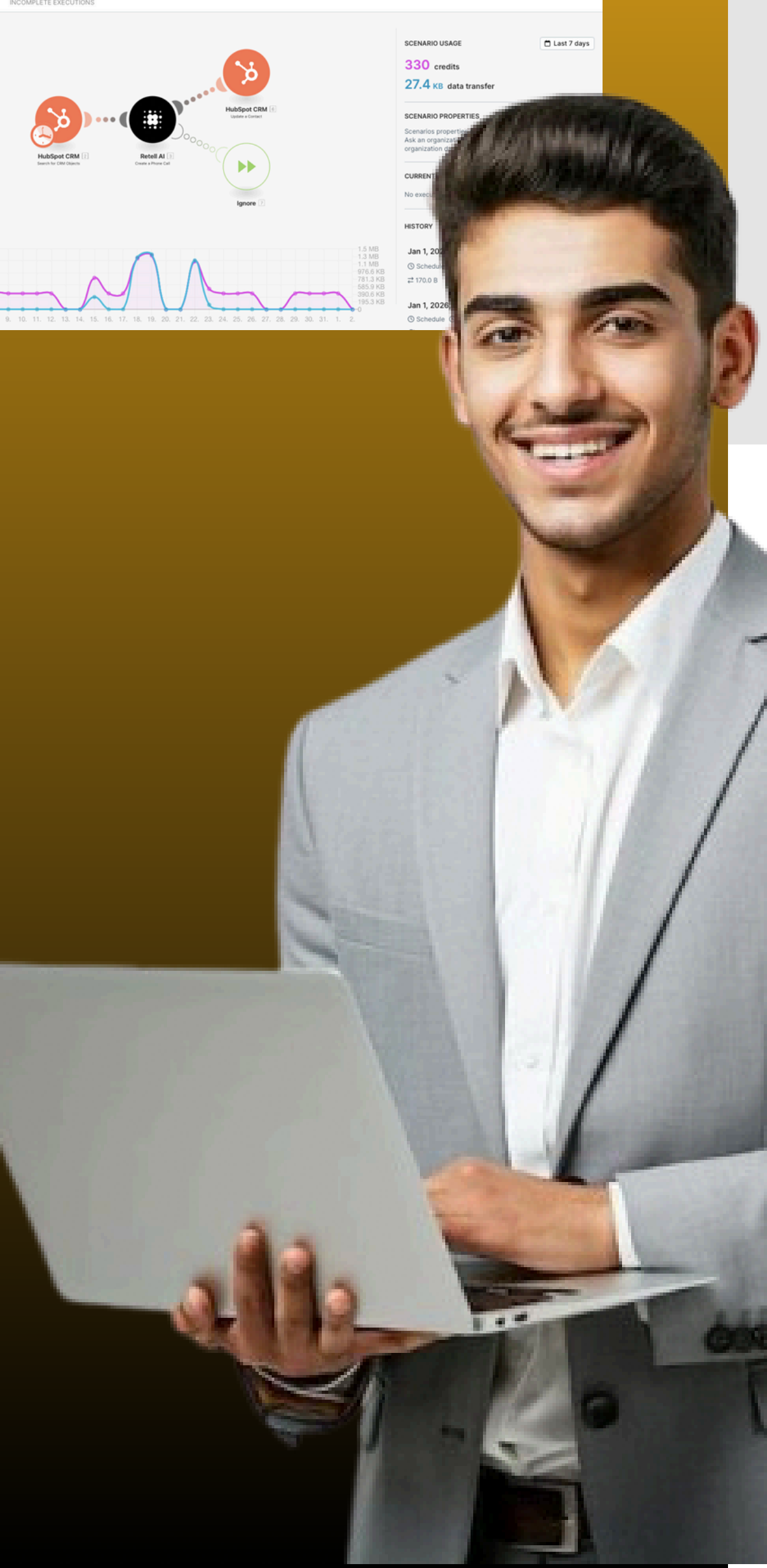
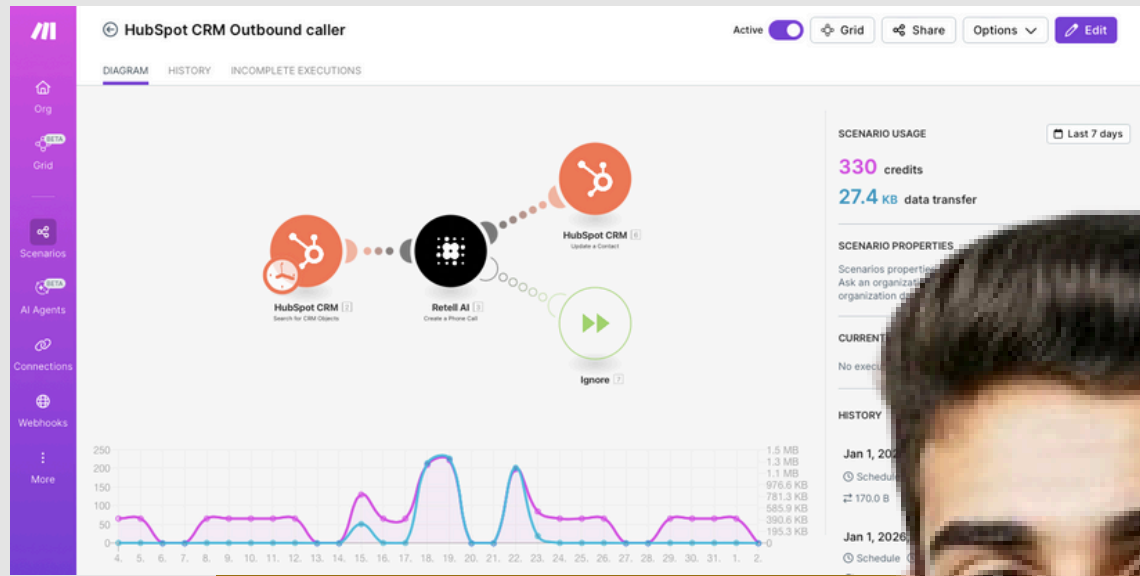




JOB AID

TONE AND VOICE CHECK

Ensures consistency.



- Formal or casual:
- First-person or third-person:
- Terms to avoid:
- Required phrasing:

Key Reminder

Certified VAs follow systems. Clear systems create reliable results.

