



WEEKLY WRITING JOURNAL: Week of September 17th to 23rd, 2018

During the second week of the internship, my supervisor asked me to write instructions on how to send appointment reminders through the Thoughtful Scheduling System, which the company uses to schedule and create jobs. She advised me that this would be a good idea to create appointment reminders for new employees and myself. Through this system recent hires would understand the daily projects the company undertakes. Writing the instructions involved including all the necessary steps of sending the appointment reminders as well as the days that each appointment reminder should be send for. For example, every Friday we have to send appointment reminders, first thing in the morning for Monday, Tuesday and Wednesday. Sending appointments on these days is essential because the office is closed on the weekend. I used bold and colored fonts to emphasize tasks. Moreover, I also used numbers for each instruction, so it is easy for the potential user to follow each step of the sending reminders process. Once I completed this task, I had my supervisor review and approve the completed instruction for Office Task Book. She closely reviewed what I did and to my surprise she asked me to remove numbers for these instructions and make those in to bullet point. I honestly was confused because during technical writing classes. Users can follow step-by-step instructions more easily than they can follow bullets. At that point, I mentioned to my supervisor that I did it this way, because I learned to do it like this. She agreed, but then said she prefers bullet points. I

went ahead and changed the instructions to her expectations. I learned that sometimes whatever your supervisor asks of you it has to be done that way.