



MATRIX SERVICE COMPANY

Training & Development Style Guide

Updated: July 16, 2014

The standards and recommendations outlined in this Style Guide align with the Marketing Visual Identity Standards presentation for Matrix Service Company, dated September 20, 2013.

This page is intentionally printed only with this statement.

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Style Guide Purpose

This Style Guide is intended to outline the standards by which Training & Development (T&D) documents and materials will be developed. By adhering to these standards, we provide an expectation of credibility, consistency, and quality in deliverables for our customers.

However, as Ralph Waldo Emerson wrote, “A foolish consistency is the hobgoblin of little minds.” There may be times when it is prudent and necessary to deviate from the standards. If you are considering deviating from these standards, you should ask yourself - are you deviating for personal preference or for sound instructional design and/or project purposes? Deviation from standard should be discussed with the Training & Development team.

Document Storage & Naming Conventions

Document Storage

All T&D training material files will be stored on the Training & Development Department SharePoint site in the Training Docs document library. This will allow all team members to access documents as needed.

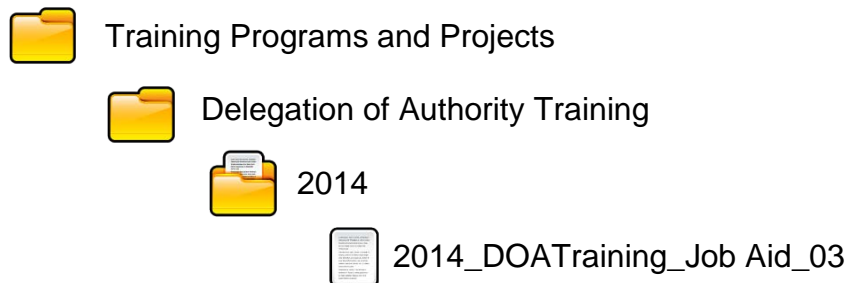
Naming Conventions

Folders

In the Training Docs document library, folders are named by major categories (e.g., Training Resources, Training Budget and Expenses, etc.). The Training Programs and Projects houses the working files for projects assigned to T&D team members. Each project will have its own folder within Training Programs and Projects. If a project is expected to recur and will require updates for subsequent instances, year folders should be created within the project folder to house materials for the current year. See the visual representation below.

Example

Training Programs and Projects>Project Folder>Year Folder>Training Materials files



Files

T&D project files are named as follows:

Year of Creation or Revision_ Title of the Project_ Type of File/Doc_ Version Number

Example

2014_DOA Training_Job Aid_03

See the [Document Control & Versioning](#) section of this guide for information on the version number.

Corporate Color Palettes

Matrix Service Company Colors (Primary)	
Color	RGB Values
Matrix Green	Red=108 Green=182 Blue=64
Dark Green	Red=53 Green=106 Blue=32
Steel Blue	Red=134 Green=166 Blue=178
Accent Yellow	Red=255 Green=209 Blue=0
Black	Red=0 Green=0 Blue=0

Matrix Service Company Colors (Additional)	
Color	RGB Values
Matrix Green – tinted 50%	Red=182 Green=219 Blue=160
Dark Green – tinted 50%	Red=154 Green=181 Blue=144
Steel Blue – tinted 50%	Red=194 Green=211 Blue=217
Accent Yellow – tinted 50%	Red=255 Green=232 Blue=128
Black – tinted 50%	Red=128 Green=128 Blue=128

Matrix Service/Matrix Service Canada Colors (Primary)	
Color	RGB Values
Merit Blue	Red=51 Green=158 Blue=203
Dark Blue	Red=16 Green=86 Blue=113
Black	Red=0 Green=0 Blue=0
Accent Yellow	Red=255 Green=209 Blue=0
Steel Blue	Red=134 Green=166 Blue=178

Matrix Service/Matrix Service Canada Colors (Additional)	
Color	RGB Values
Merit Blue – tinted 50%	Red=153 Green=207 Blue=229
Dark Blue – tinted 50%	Red=136 Green=171 Blue=184
Black – tinted 50%	Red=128 Green=128 Blue=128
Accent Yellow – tinted 50%	Red=255 Green=232 Blue=128
Steel Blue – tinted 50%	Red=194 Green=211 Blue=217

Matrix North American Construction/Matrix SME/Matrix SME Canada Colors (Primary)	
Color	RGB Values
Union Red	Red=237 Green=28 Blue=36
Dark Red	Red=139 Green=3 Blue=4
Black	Red=0 Green=0 Blue=0
Accent Yellow	Red=255 Green=209 Blue=0
Steel Blue	Red=134 Green=166 Blue=178

Matrix North American Construction/Matrix SME/Matrix SME Canada Colors (Additional)	
Color	RGB Values
Union Red – tinted 50%	Red=246 Green=142 Blue=146
Dark Red – tinted 50%	Red=197 Green=129 Blue=130
Black – tinted 50%	Red=128 Green=128 Blue=128
Accent Yellow – tinted 50%	Red=255 Green=232 Blue=128
Steel Blue – tinted 50%	Red=194 Green=211 Blue=217

Matrix PDM Engineering Colors (Primary)	
Color	RGB Values
Engineering Orange	Red=247 Green=148 Blue=29
Dark Orange	Red=144 Green=85 Blue=1
Black	Red=0 Green=0 Blue=0
Accent Yellow	Red=255 Green=209 Blue=0
Steel Blue	Red=134 Green=166 Blue=178

Matrix PDM Engineering Colors (Additional)	
Color	RGB Values
Engineering Orange – tinted 50%	Red=251 Green=202 Blue=142
Dark Orange – tinted 50%	Red=200 Green=170 Blue=128
Black – tinted 50%	Red=128 Green=128 Blue=128
Accent Yellow – tinted 50%	Red=255 Green=232 Blue=128
Steel Blue – tinted 50%	Red=194 Green=211 Blue=217

Logos

Primary Logo

Primary logos for the appropriate company should be used at all times, whenever possible.

Secondary Logo

The secondary logo may be used ONLY if space or format do not allow for the primary logo to be used.

Download Logos

Logos should be downloaded from the Marketing SharePoint site to ensure you are using the most current, approved image. The logos currently on T&D templates were added in May 2014 and will need to be updated in the event of an official change to the logos by the Marketing department. [Click here](#) to access the Marketing SharePoint site.

Logos are available in .jpg and .png file types. These file types differ in the following ways:

JPG (JPEG)	<ul style="list-style-type: none">• Does not support transparency• File degrades with every save• Flat image – not editable
PNG	<ul style="list-style-type: none">• Supports transparency• Flat image – not editable

Marketing Brand Presentations

Refer to the Marketing brand presentations (Visual Identity Standards) for each company for full information on logo usage. The presentations are available on the Marketing SharePoint site. [Click here](#) to access the Marketing SharePoint site.

Company Name

When referring to our family of companies in verbal or written communications, make sure to use the correct name.

Legal name = Matrix Service Company

Correct Name	Incorrect Name
Matrix Service Company	Matrix Service
Matrix Service	MSI Matrix Service Inc. Matrix Service, Inc.
Matrix SME	MSICI Matrix Service Industrial Contractors, Inc. SM Electric Company
Matrix PDM Engineering	Matrix Service MSE Engineering

When creating global training courses and materials that will be used across all companies, you should use one of the following to identify the Company.

- Matrix Service Company and our family of companies
- Matrix Service Company and our family of brands
- Matrix Service Company and our family of companies (initial reference); the Company (subsequent references)

Font Standard

Body Copy, Captions, and Charts

The regular font standard for all Training & Development documents and eLearning media/materials is as follows:

- Font = Arial
- Font Style = Regular
- Font Size = 12 pt
- Font Color = Black

To easily comply with this standard, we highly recommend T&D team members change their Microsoft Word Normal template to the font standard.

To change the default font in the Word Normal template:

1. Open a new blank document in Word.
2. On the Home tab, click the Font Dialog Box Launcher. The Font dialog box will open.

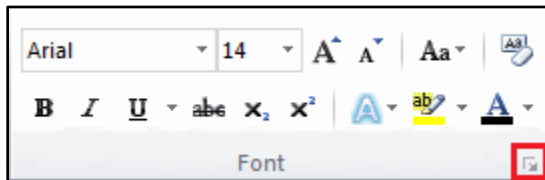


Figure 1

3. If not already selected, select the Font tab.
4. Select the following options:
 - a. Font = Arial
 - b. Font style = Regular
 - c. Size = 12
5. Click the Set As Default button in the lower left corner.
6. Select All documents based on the Normal template.
7. Click OK.

Headlines and Main Titles

- Font = Arial or Georgia
- Font Style = Bold or Bold Italic
- Font Size = 14 pt
- Font Color = Black or primary color (See Corporate Color Palettes.)

Subheading

- Font = Arial
- Font Style = Bold or Bold Italic
- Font Size = 14 pt
- Font Color = Primary or secondary color (See Corporate Color Palettes.)

Quotes and Callouts

- Font = Georgia
- Font Style = Regular or Italic
- Font Size = 12 pt
- Font Color = Primary or secondary color (See Corporate Color Palettes.)

Photographs

General Photography Style

Marketing has defined a photography style that is authentic, dramatic, and rugged with a distinctive point of view and an engaging and optimistic tone. In general, we should use photographs that are true to life, feature a strong depth of field, use natural lighting, and reflect ethnic and gender diversity. The photographs used in T&D training materials should follow this style.

Images of people should display a safe work setting and have a confident and proud tone. They should be clean and not overly gritty.

Images of industrial facilities or manufacturing processes should be dynamic and eye-catching with interesting angles used as much as possible without distorting the landscape.

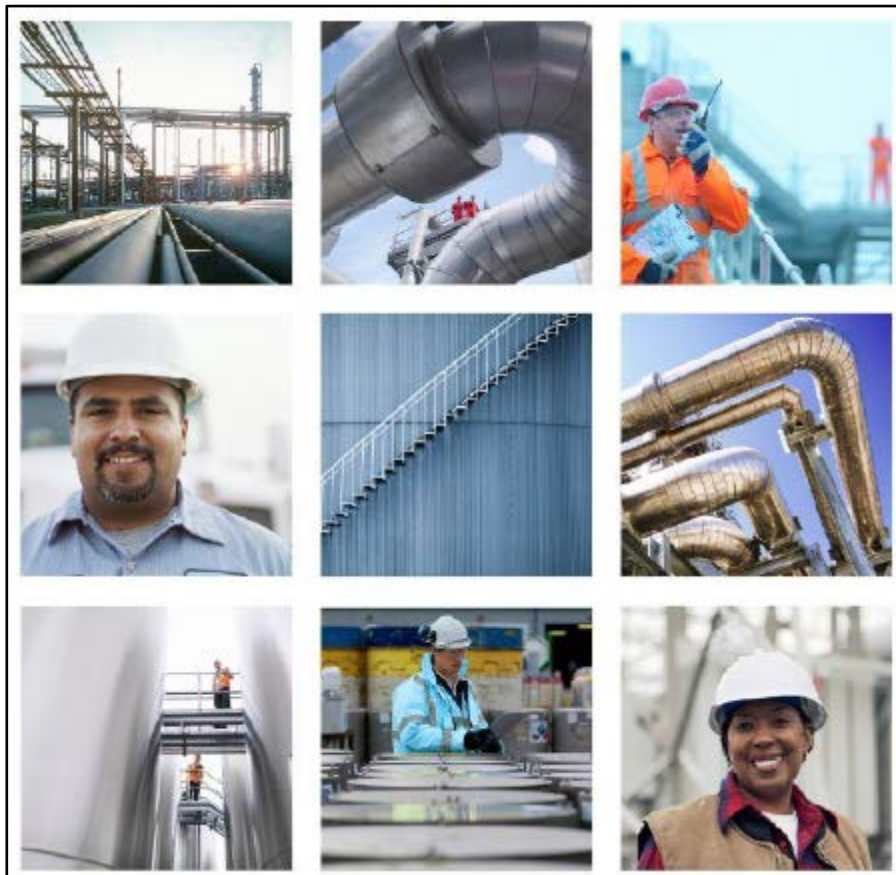


Figure 2

Duotone Images

Duotone images are also a part of the photography style look and feel. The appropriate brand color should always be used. People are never the primary focus of a duotone image.



Figure 3

Cutout People Images

Cutout people images may be used in T&D training materials.

Please note, photos depicting industrial/craft persons in safety gear should be reviewed by the Safety department to verify that the depiction meets Matrix Service Company safety standards. Questions may be directed to Safety through Andrew Mitchell at amitchell@matrixservicecompany.com.



Figure 4

Obtaining Photographs

Photographs may be obtained from Marketing. Some photographs are available on the Marketing SharePoint site under the Pictures and Icons link. [Click here](#) to access the Marketing SharePoint site.

Marketing may also have photographs that have yet to be posted. So if you do not find the type of image for which you are looking, you can contact Marketing to inquire about additional images. Questions about photographs may be directed to Marketing through Kati Zumwalt at kzumwalt@matrixservicecompany.com.

Some photographs are also archived in the Shared Documents on the T&D SharePoint site. [Click here](#) to access the Shared Documents on the T&D SharePoint site.

Image Captions

For image-rich Word documents, such as step-by-step guides for software applications, you should utilize captions for each image. Captions will help identify and organize images. Also, a table of figures can be generated to help locate images in a document.

To add a caption to an image:

1. Select the image.
2. On the References tab, click Insert Caption. The Caption dialog box will open.

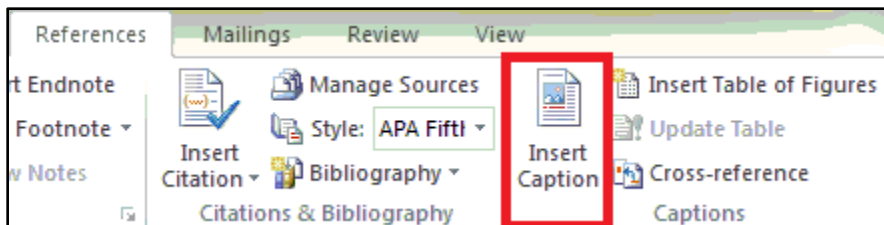


Figure 5

3. Click OK.

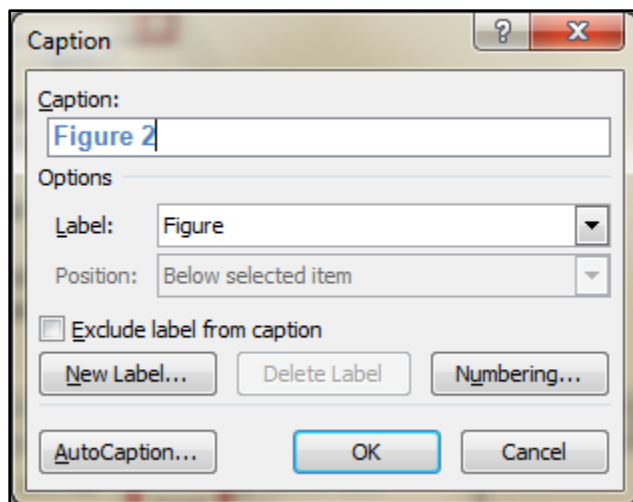


Figure 6

Templates

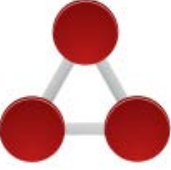









Training & Development and/or Marketing provide templates for the following materials:

Template	Note
Training Design Document	The Training Design Document should be used when beginning work on a new project to guide discussions with the SME and capture training details.
Facilitator's Guide Full	The Facilitator's Guide Full provides basic training setup and content/activity overview information, as well as full details on content, activities, etc. It should be modified to best communicate the required content.
Facilitator's Guide Lite	The Facilitator's Guide Lite provides basic training setup and content/activity overview information.
PowerPoint presentations	PowerPoint templates are available for each company. Utilize the appropriate company's PowerPoint presentation template provided by the Marketing department. Click here to access the Marketing SharePoint site.
eLearning backgrounds	PowerPoint templates approved by Marketing should be used as the background for eLearning courses. If a unique, different background is needed, contact Marketing to help you locate or create the appropriate background for your eLearning.
Job Aid	A simple two-column template is provided, but should be modified to best communicate the required content.

Icons

Icons are used in the Facilitator’s Guide Full template to provide visual cues for changes in activity or to indicate important information to be delivered during the facilitator-led training session. See the Facilitator’s Guide Full template for the icons in action. Icons should be used in any order or combination to best communicate the activities, information, and design of the training session to the facilitator. The icons are presented below in alphabetical order based on description.

Icons may only be used in internal documents that will be provided to the leaders of facilitator-led training sessions. They are not to be used in any materials that will be distributed to and/or viewed by training participants or persons outside the Company.

Information/Activity Icons			
	Activity/Interaction <i>(other than that identified by listed icons)</i>		Objectives\Goals
	Assessment/Knowledge Check		Ownership
	Audio		Pairs Activity
	Brainstorming		Question & Answer
	Core Value		Review

	Discussion		Safety Moment
	Facilitator-led Activity		Summary
	Game		Takeaways
	Group Activity		Time
	Handout/Document		Tool/Resource
	Main Topic		Video

Document Control & Versioning

Revisions

Revisions of T&D training materials are tracked through the document control and versioning code. This code can be found on the T&D footer (see below). For materials created outside of Microsoft Office applications, the document control and version code should be placed in a prominent location that is easily seen (e.g., splash screen, home page, etc.).

When any change is made to the training material content, the version number should increase by one numeral. These changes include minor revisions such as correcting a typographical error to major revisions such as adding new information or changing a procedure.

Document Control Footer Information

Font Standard

- Font = Arial
- Font Style = Regular
- Font Size = 9 pt

Footer includes the following information:

- Line to set off footer
- Company name
- Department name
- Page number (Page # of #)
- Document control and versioning code
revision date as six digits (mmddyy)•version number as two digits

Tip: Use Windows character code Alt+0149 to produce the bullet in the code.

Example

Protection of Training & Development Intellectual Property

The Confidential, Proprietary and Trade Secret Information section of the Employee Handbook protects the content of the training materials we develop from unintended use. Therefore, for the majority of materials we create, it is unnecessary to mark these materials with notices such as copyright (©), “Confidential” or “Proprietary.”

However, we have been advised by the Legal department that materials related to policy documents (e.g., PowerPoint presentations, job aids, “Quick Sheets,” “Quick Reference Guides,” etc.) should be marked “Confidential.” The designation of “Confidential” essentially serves to restrict the use of the information should it be distributed outside of the Company.

Additionally, we have been advised that third-party vendors with whom we work should sign a Confidentiality Agreement. A Confidentiality Agreement may be obtained from the Legal department. As a further layer of protection, you should mark materials shared with third-party vendors as “Confidential” since these materials are being reviewed/used outside of the Company.

If you have any questions about appropriately protecting the content of training materials and/or other documents you are developing, please contact the Legal department at legal@matrixservicecompany.com.

Style & Grammar

This is not intended as an exhaustive list of style suggestion or grammar rules; however, it does address many common style and grammar conundrums and will provide consistency among T&D materials.

As an additional reference, *The Elements of Style* by William Strunk Jr. and E. B. White is a useful style and grammar guide.

Style/Grammar Issue	Note
a/an	<ul style="list-style-type: none"> • Use “a” before word that begins with the sound of a consonant. • Use “an” before words that begin with the sound of a vowel. • Say the word aloud and listen closely to the first sound to determine the proper article, e.g. an hour.
acronym	<ul style="list-style-type: none"> • An acronym is a pronounceable word formed from the first letter or first few letters of each word in a phrase or title rather than just a series of individual letters, e.g. NATO from North Atlantic Treaty Organization. • Do not use an apostrophe before the s when pluralizing an acronym.
affect/effect	<ul style="list-style-type: none"> • “Affect” is usually the verb form. • “Effect” is usually the noun form.
allow/enable	<ul style="list-style-type: none"> • “Allow” implies giving permission. • “Enable” implies giving someone the power to do something.
ampersand	<ul style="list-style-type: none"> • Use it when it is part of the name of a company, organization, or lines of business. • Otherwise, avoid using unless needed for clarity.
analysis/analyses	<ul style="list-style-type: none"> • “Analysis” is singular. • “Analyses” is plural.
articles (the/a/an)	<ul style="list-style-type: none"> • “The” is a definite article, i.e., it refers to a specific, singular person, place, or thing. • “A” and “an” are indefinite articles, i.e., they refer to nonspecific persons, places, or things.
because/since	<ul style="list-style-type: none"> • Use “because” instead of “since,” unless you’re referring to the passage of time.
between	<ul style="list-style-type: none"> • Used to indicate a relationship of two items. • Used with the conjunction “and,” not “to.”
between/among	<ul style="list-style-type: none"> • Use “between” when referring to two items. • Use “among” when referring to three or more items.
blanks	<ul style="list-style-type: none"> • Type seven underscores (_____) to create a blank space.

bulleted list	<ul style="list-style-type: none"> • Use when listing items in a group in which the order does not matter. • Capitalize the first word of each entry. • Use only the standard bullet (dot) and dashes
capitalization	<ul style="list-style-type: none"> • Do not capitalize words in text unless they are proper names, names of screen titles, titles of pages or documents, or the exact spelling of interface features within a computer program.
click	<ul style="list-style-type: none"> • Use instead of “click on.” • Use when referring to mouse click on-screen, e.g., “Click OK.”
close/exit	<ul style="list-style-type: none"> • Use “close” when closing a digital file. • Use “exit” when exiting a computer program.
colons	<ul style="list-style-type: none"> • Use to introduce a series of items or examples. • Use only one space after a colon.
comma in numeral	<ul style="list-style-type: none"> • Use a comma in numerals greater than 999.
commas	<ul style="list-style-type: none"> • Insert a comma before “and” or “or” in a series. • A comma is generally used after the following words: today, now, first, then, however, similarly, so. (Reading the sentence aloud might help you determine if the comma is needed.) • Use a comma after a simple introductory prepositional phrase only if needed for a pause to add to the effect.
compound adjective	<ul style="list-style-type: none"> • Use a hyphen to connect two or more words that function together as an adjective before a noun, e.g., double-edged sword.
contractions	<ul style="list-style-type: none"> • For example, isn’t, don’t, doesn’t, etc. • Avoid contraction in print and on-screen text.
curriculum/curricula	<ul style="list-style-type: none"> • “Curriculum” is singular. • “Curricula” is plural.
cursor	<ul style="list-style-type: none"> • Use when referring to the stationary, blinking point on-screen.
data	<ul style="list-style-type: none"> • May be singular or plural.
each	<ul style="list-style-type: none"> • “Each” is singular. • When each is the subject followed by a prepositional phrase that contains a plural object, the verb should be singular. “Each of the watermelons was seedless.”
effect/affect	<ul style="list-style-type: none"> • “Effect” is usually the noun form. • “Affect” is usually the verb form.
ellipsis	<ul style="list-style-type: none"> • Indicates deleted material from a word-for-word quotation. • Consists of three spaced periods. • Include a space before the first period and after the last period, unless at the end of a completed sentence, in which case there is no space before the first period. • Do not use when a comma or dash would be used.

enable/allow	<ul style="list-style-type: none"> • “Enable” implies giving someone the power to do something. • “Allow” implies giving permission.
ensure/insure	<ul style="list-style-type: none"> • “Ensure” that things happen. • “Insure” your car and house.
entitled/titled	<ul style="list-style-type: none"> • Use “titled” when referring to a book, title of document, book page, section, etc.
every day/everyday	<ul style="list-style-type: none"> • “Every day” means every single day without fail. • “Everyday” is an adjective, e.g., everyday action.
exit/close	<ul style="list-style-type: none"> • Use “exit” when exiting a computer program. • Use “close” when closing a digital file.
farther/further	<ul style="list-style-type: none"> • “Farther” describes a measurable distance. • “Further” suggests quantity or degree.
fewer/less	<ul style="list-style-type: none"> • “Fewer” refers to a number that can be counted. • “Less” refers to an indeterminable amount.
fraction	<ul style="list-style-type: none"> • Create fractions using numerals and a slash, e.g., 1/2. • Use hyphens in mixed fractions, e.g., 3-1/2.
i.e./e.g.	<ul style="list-style-type: none"> • “I.e.” means “in other words.” • “E.g.” means “example given.” • “For example” may be used in place of e.g.
if/were or if/was	<ul style="list-style-type: none"> • Use “were” in an “if clause” when speculating about something contrary to fact. “If I were a monkey, I would swing from the trees.” • Use “was” when there is uncertainty. “If the employee was in the office today, I did not see him.”
in-between/ in between	<ul style="list-style-type: none"> • “In-between” is used as an adjective or a noun and means intermediate. • “In between” is used as an adverb or preposition and means between.
including/such as	<ul style="list-style-type: none"> • Do not use a comma after “including” or “such as.” • If a comma is used, it precedes the phrase.
inclusive numbers	<ul style="list-style-type: none"> • Use a hyphen and no spaces, e.g., 52-57.
initialism	<ul style="list-style-type: none"> • Use initialisms only after providing the full term and indicating the proper initialism in parentheses, e.g. Delegation of Authority (DOA). • Do not use an apostrophe before the “s” when pluralizing an initialism.
its/it’s	<ul style="list-style-type: none"> • “Its” is a possessive pronoun. • “It’s” is a contraction for it is.
launch/open	<ul style="list-style-type: none"> • Use “launch” when launching a software program. • Use “open” when opening a digital file.
less/fewer	<ul style="list-style-type: none"> • “Less” refers to an indeterminable amount. • “Fewer” refers to a number that can be counted.

less than/fewer than	<ul style="list-style-type: none"> • Use instead of “under,” which implies position.
list	<ul style="list-style-type: none"> • Introduce a list with a sentence or fragment ending with a colon (a stem). • Make all entries parallel in structure. • Capitalize the first word of each item. • If each item completes a sentence started in the stem, end each item with a period.
may/might	<ul style="list-style-type: none"> • “May” implies giving permission. • “Might” refers to possibility.
more than	<ul style="list-style-type: none"> • Use instead of “over” in reference to a number. “More than 1,800 people attended the conference last week.”
mouse pointer	<ul style="list-style-type: none"> • Use when referring to the movable, on-screen icon controlled with the mouse.
noun/pronoun agreement	<ul style="list-style-type: none"> • Plural nouns require plural pronouns later in the sentence. “The participants finished their group activities.” • Singular nouns require singular pronouns later in the sentence. “The participant finished drafting his or her vision statement.”
numbers	<ul style="list-style-type: none"> • Spell out numbers one through nine and use numerals for 10 or greater. • Spell out first through ninth and use numerals for 10th or greater. • If several numbers appear in a passage, use numerals for all numbers for consistency. • Avoid beginning a sentence with a number when possible.
numbered list	<ul style="list-style-type: none"> • Use when listing a sequence of events or steps. • Capitalize the first word of each entry.
once/when or after	<ul style="list-style-type: none"> • “When” and “after” indicate time. • “Once” is vague and does not indicate time.
open/launch	<ul style="list-style-type: none"> • Use “open” when opening a digital file. • Use “launch” when launching a software program.
parallel construction	<ul style="list-style-type: none"> • Grammatical elements that share the same function should share the same form. • Items in a series or list have a greater impact when arranged in parallel order.
possessive	<ul style="list-style-type: none"> • When a noun ends in a “s,” simply add an apostrophe. • When two or more people or things are in possession: <ul style="list-style-type: none"> – Joint possession – Buffy and Xander’s plan – Individual possession – Buffy’s and Xander’s ideas
press	<ul style="list-style-type: none"> • Use when referring to keys on a keyboard, e.g., “Press Enter.”
pronouns	<ul style="list-style-type: none"> • The following are singular indefinite pronouns: anybody, anyone, each, either, everybody, everyone, neither, none, no one, someone, and something.

punctuation (end)	<ul style="list-style-type: none"> Follow sentence ending punctuation with only one space.
quotation marks	<ul style="list-style-type: none"> Periods and commas go inside closing quotation marks. Question marks and exclamation points go inside quotation marks unless they apply to the sentence as a whole. The man asked, "May I have some?" What will you do when your child says "I want some, too"?
semicolon	<ul style="list-style-type: none"> Use to separate parts of a sentence, such as two independent clauses or items in a series that contain commas.
since/because	<ul style="list-style-type: none"> Use "because" instead of "since," unless you're referring to the passage of time.
slash (\ or /)	<ul style="list-style-type: none"> Do not include a space on either side of a slash.
that/which	<ul style="list-style-type: none"> Use "that" to begin a restrictive clause (essential to the sentence and not set off with commas). "E-mails that do not have attachments can be deleted." Use "which" to begin a nonrestrictive clause (not essential to the sentence and set off with commas). "The policy, which has more than 15 sections, should be read in its entirety."
their	<ul style="list-style-type: none"> "Their" is plural. Do not use "their" as a pronoun modifying a singular noun. "The employee will turn in his or her time sheet." NOT "The employee will turn in their time sheet."
their/there/they're	<ul style="list-style-type: none"> "Their" is a personal pronoun. "There" refers to a location. "They're" is a contraction for they are.
time line/timeline	<ul style="list-style-type: none"> "Time line" is a visual element listing events in a historical period. "Timeline" is a schedule of events or procedures, a timetable.
titled/entitled	<ul style="list-style-type: none"> Use "titled" when referring to a book, title of document, book page, section, etc.
title capitalization	<ul style="list-style-type: none"> Titles and headings do not capitalize coordinating conjunctions, articles, and prepositions of fewer than five characters.
toward	<ul style="list-style-type: none"> "Toward" is preferred to "towards."
who/whom	<ul style="list-style-type: none"> "Who" is used as the subject of the sentence or phrase. "Whom" is used as the object of the sentence or phrase.
who/whom/whose	<ul style="list-style-type: none"> These are personal pronouns. Do not use them to refer to things.
years	<ul style="list-style-type: none"> Do not use an apostrophe before the "s" because the decade or the century is not possessive, e.g., 1900s. Use an apostrophe to indicate the omission of the first two numerals, e.g., '90s.

Terminology & Spelling

This is not intended as an exhaustive list of terminology and spelling; however, it does provide guidance for commonly used terms in Matrix Service Company training materials. This list is presented in alphabetical order and at the end of the Style Guide so when updated, new pages can easily be printed and added to the end of a hard copy.

Additionally, Training & Development uses the *Merriam-Webster* as its dictionary and thesaurus reference. When in doubt as to spelling or correct word usage, consult *Merriam-Webster*. [Click here](#) to access the Merriam-Webster Online Web site.

Term	Note
a lot	<ul style="list-style-type: none"> Two words (alot is not a word.)
a.m. or p.m.	<ul style="list-style-type: none"> Punctuate with periods; no spaces between letters
browser	<ul style="list-style-type: none"> Lowercase
cannot	<ul style="list-style-type: none"> One word
database	<ul style="list-style-type: none"> One word
desktop	<ul style="list-style-type: none"> One word
double-click	<ul style="list-style-type: none"> Hyphenated
drop-down menu	<ul style="list-style-type: none"> Hyphenated
e-mail	<ul style="list-style-type: none"> Lowercase; hyphenated
eLearning	<ul style="list-style-type: none"> Lowercase e; capital L
etc.	<ul style="list-style-type: none"> Ends with period
facilitator	<ul style="list-style-type: none"> Used in place of the terms trainer or instructor Exception: <i>Train-the-Trainer</i> (common terminology for training industry)
Facilitator's Guide	<ul style="list-style-type: none"> Facilitator is possessive; not Facilitator Guide
handout	<ul style="list-style-type: none"> One word
Help Desk	<ul style="list-style-type: none"> Two words Both words capitalized
Human Resources	<ul style="list-style-type: none"> Both words capitalized
Internet	<ul style="list-style-type: none"> Always capitalized
left-click	<ul style="list-style-type: none"> Hyphenated
lowercase	<ul style="list-style-type: none"> One word
multimedia	<ul style="list-style-type: none"> Not hyphenated
multiple-choice	<ul style="list-style-type: none"> Hyphenated

OK	<ul style="list-style-type: none"> • Capitalized; no periods
online	<ul style="list-style-type: none"> • Not hyphenated
on-screen	<ul style="list-style-type: none"> • Hyphenated
on-site	<ul style="list-style-type: none"> • Hyphenated as adjective or adverb
participant	<ul style="list-style-type: none"> • Used in place of the term trainee
Participant's Guide	<ul style="list-style-type: none"> • Participant is possessive; not Participant Guide
pop-up menu	<ul style="list-style-type: none"> • Hyphenated
posttest	<ul style="list-style-type: none"> • One word
pretest	<ul style="list-style-type: none"> • One word
right-click	<ul style="list-style-type: none"> • Hyphenated
spacebar	<ul style="list-style-type: none"> • One word
step-by-step	<ul style="list-style-type: none"> • Hyphenated as adjective or adverb
storyboard	<ul style="list-style-type: none"> • One word
taskbar	<ul style="list-style-type: none"> • One word
voice-over	<ul style="list-style-type: none"> • Hyphenated
Web	<ul style="list-style-type: none"> • Capitalized
Web page	<ul style="list-style-type: none"> • Two words; initial word capitalized
Web site	<ul style="list-style-type: none"> • Two words; initial word capitalized
workforce	<ul style="list-style-type: none"> • One word
workplace	<ul style="list-style-type: none"> • One word
workplace	<ul style="list-style-type: none"> • One word
workstation	<ul style="list-style-type: none"> • One word