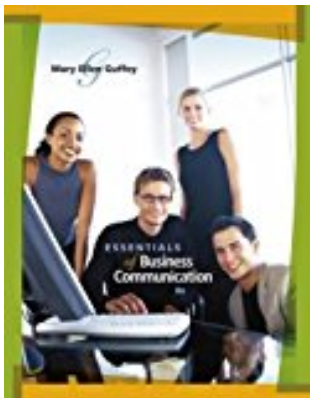


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About the Author A dedicated professional, Mary Ellen Guffey is Professor Emerita of Business from Los Angeles Pierce College. She has taught business communication and business English topics for more than thirty years and has written several market-leading, internationally acclaimed

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