## Mark TONEMODIFIERS

TONE COMBO	IMPACT ON OUTPUT	USE CASE	EXAMPLE
FRIENDLY + PROFESSIONAL	Warm and approachable, yet knowledgeable and competent	Sales emails, customer service, marketing copy	Hi there! We're excited to help you with your purchase. Our team of experts is here to ensure you have a seamless experience from start to finish.
AUTHORITATIVE + INFORMATIVE	Confident and knowledgeable, yet informative and helpful	Thought leadership articles, industry reports	As leaders in the field, we have conducted extensive research and analysis to provide you with the most up- to-date insights on the latest trends and best practices in the industry.
URGENT + PERSUASIVE	High sense of urgency and importance, yet persuasive and convincing	Limited time offers, promotional campaigns	Act fast and don't miss out on this exclusive deal! Our premium products are in high demand and we don't want you to miss your chance to own them.
CASUAL + CONVERSATIONAL	Relaxed and friendly, yet conversational and engaging	Social media posts, blog content, internal communications	Hey there! We wanted to share some exciting news with you. Our team has been hard at work on a new product that we know you're going to love.
PROFESSIONAL + TRUSTWORTHY	Reliable and dependable, yet professional and polished	Business proposals, executive summaries, investor pitches	Our team has a proven track record of delivering exceptional results for our clients. With our extensive expertise and commitment to excellence, you can trust us to deliver on our promises.
HUMOROUS + INFORMAL	Entertaining and playful, yet relaxed and conversational	Social media, blog content, internal communications	Our office dog is our official mascot and brings joy to our team every day. Follow our social media to see more of his antics!
PROFESSIONAL + STRAIGHTFORWARD	Direct and concise, yet professional and polished	Business emails, formal communications, legal documents	We appreciate your interest in our company and would be happy to provide additional information upon request. Please let us know if you have any questions.
SERIOUS + EMPATHETIC	Understanding and caring, yet serious and sincere	Crisis communications, customer service, sensitive topics	We understand the impact that recent events have had on our community, and we want you to know that we are here to support you in any way we can.

POSITIVE + ENTHUSIASTIC	Optimistic and enthusiastic, yet positive and upbeat	Sales pitches, customer service, motivational content	Our products are designed to help you achieve your goals and reach new heights of success. We're excited to be on this journey with you!
AUTHORITATIVE + PROFESSIONAL	Confident and knowledgeable, yet polished and refined	Executive communications, industry reports, presentations	As industry leaders, we are committed to setting the standard for excellence and delivering exceptional results for our stakeholders.
CASUAL + FUNNY	Relaxed and playful, yet humorous and entertaining	Social media, brand personality content marketing	Did you hear the one about the marketer who walked into a bar? Neither did we, but we're always up for a good laugh!
AUTHORITATIVE + EXPERT	Confident and knowledgeable, yet authoritative and respected	Thought leadership articles, industry reports, expert opinions	As experts in the field, we have a deep understanding of the challenges and opportunities facing our industry. Our insights and recommendations are based on years of experience and rigorous analysis.

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**Source**: Red Website Design

- Nancy Bain