

This snapshot provides some common phrases and terms to use when writing. This is not an exhaustive list, merely addresses some of the most common misconceptions.

For a fuller list see our [full Tone of voice document](#) or email [editor@cssc.co.uk](mailto:editor@cssc.co.uk) for guidance.

## General phrases

- Use contractions wherever possible – you’ll, we’re, I’m, we’ve, won’t but don’t use double contractions such as ‘Shouldn’t’ve’ or ‘couldn’t’ve’.
- Use the time format – 9am or 9–10am or 9:30am.
- Use the date format – 3 March 2023 or 03/03/23. NB don’t use the ordinal suffixes of rd th st nd after the number.
- English spelling and phrasing of all words such as: organise, colour, mobile phone. (not cell phone)
- A ‘Logon/Login’ is the noun such as a login screen. Whereas the ‘Log on/Log in’ is the verb or the act of logging on to the website. So, you can log in to your login.
- Use ‘an’ before a silent H: an heir, an hour. Use ‘a’ before an aspirated H: a hero, a hotel, a historian.
- Use accents on French, German, Portuguese, Spanish and Irish Gaelic words including anglicised words in popular use such as résumé, as well as people’s names.
- Check if single words are appropriate which may be missed on spellcheck ie teammate, teabag, teapot, textbook, website.
- Use ‘Ltd’ for Limited companies.
- Use ‘until’ not ‘till’.
- Capital ‘AF’ in Armed Forces.
- Hyphenate **10-years-old**.
- No apostrophe for **1920s or 80s**.
- Use a possessive apostrophe when describing something which happened in a particular year ie: **This year’s award winners**.

## Using ‘that’ or ‘which’

- Use ‘that’ to define, identify or specify a particular object. For example: The CSSC event that I took part in was very popular. This helps to identify which event out of several I’m referring to.
- Use ‘which’ to inform or provide more superfluous information. For example: ‘The CSSC event which I took part in was very popular. This is just providing more information, not essential to the story. Only use ‘Civil Service Sports Council Ltd’ when referring to our

## CSSC specific phrases

- Use lower case CS for 'civil service' & PS for 'public sector' unless used in a job title such as: 'Simon Case – Cabinet Secretary and Head of the Civil Service'.
- Only use 'CSSC' not 'The CSSC'.
- Only use 'Civil Service Sports Council Ltd' when referring to our legal entity.
- Use uppercase A for 'Area' or R for 'Region' for specific 'CSSC Areas' ie 'The Bristol Area'. But use lowercase 'area' and 'region' when discussing more generally, ie 'CSSC areas and regions'.
- CSSC and other companies or institutions are always singular entities, so use: 'CSSC is 100 years old' not 'CSSC are 100 years old'.

## When referring to Royalty use:

- His Majesty King Charles III or HM King Charles or HM The King. (Capital 'H' for His).
- The Prince of Wales, His Royal Highness the Prince of Wales, William, Prince of Wales, or The Duke of Cambridge. (Capital 'T' for The)
- The Duchess of Gloucester GCVO or Her Royal Highness The Duchess of Gloucester. (Capital 'T' for The)
- Use a capital 'R' for 'Royal' & capital 'R&F' for Royal Family.
- If in doubt check the [Royal.uk website](https://www.royal.gov.uk).

## Check carefully for trademarks that may not be immediately obvious. Such as:

- Airfix
- Aspirin
- Band-Aid (although we should use 'plaster' anyway)
- Bubble Wrap
- Cashpoint
- Chessington World of Adventures Resort (where appropriate use the full name of partners)
- Direct Debit not direct debit
- Escalator
- Frisbee
- LEGO (all capitals)
- Ping Pong
- Tannoy
- Trampoline
- WiFi not Wi-Fi