With reference to Thomas N. Huckin's "Stylistic Prescriptivism vs. Expert Practice (*Technostyle 11* [2], 16), the reference:

Hagge, J., & Kostelnick, C. (1981). Style and its consequences: Do as I do, not as I say. College English. 43 (5), 433-451

should read:

Hagge, J., & Kostelnick, C. (1989) Linguistic politeness in professional prose: A discourse analysis of auditor's suggestion letters, with implications for business communication pedagogy. *Written Communication.* 6, 312-339