CHAPTER 5

Mechanics of Writing

5.1 External Marks and the Comma

5.2 Other Internal Marks

5.3 Abbreviations, Capitalization, and Number Expression
Chantelle and her family had a great vacation this past summer. They camped in both Yellowstone National Park and Glacier National Park. They saw buffaloes, elk, deer, grizzly bears, black bears, moose, swans, ducks, geese, and other animals. They viewed beautiful mountains and lakes. They also saw geysers and bubbling mud pots. The vacation was fun and interesting.

Today, the summer ends and school begins. Chantelle’s little brother, Brandon, is in the second grade. As usual, he has to write a paragraph telling what he did during the summer. He has written his report and asked Chantelle to proofread it for him. Here is his paragraph:

“This summer my family and I went to some national parks. One was in Wyoming the other was in Montana. They were really neat parks we saw elk deer moose and buffaloes. Because she loves to run Chantelle my oldest sister would get up every morning and go for a two mile run. One morning she saw a grizzly bear some wolves and a moose. So that morning she got scared and cut her run short. One morning I had pancakes bacon strawberries and whipped cream for breakfast.”

Questions

1. Does Brandon know how to use punctuation yet?
2. Does accurate punctuation help the reader understand what the writer intends?
3. How is the reader’s understanding of the message affected when the writer does not use punctuation properly?
Punctuation

For readers to interpret your ideas and questions as you intend, you need to use correct punctuation in every message you write. Punctuation tells your readers where one thought ends and the next begins. It clarifies and adds emphasis.

Punctuation includes external marks, such as periods, question marks, and exclamation points. Punctuation also includes internal marks, such as commas, semicolons, colons, quotation marks, parentheses, dashes, apostrophes, and hyphens.

The Period

A period is a punctuation mark used to signal the end of a sentence or an abbreviation. It is also used after numbers or letters in a list.

At the End of Sentences

A period is used at the end of a sentence. Types of sentences and examples are shown in the following list.

■ A declarative sentence makes a statement.
  Gloria and Jamal are upgrading their software programs.
  The choir members will sing in Italy during the holiday season.

■ A mild command is a stern request from the writer to the reader.
  You should watch your step or you will fall.
  Return the defective hard disk to the plant today.

■ An indirect question is a statement that contains a reference to a question.
  They inquired how your parents are feeling since their accident.
  The judge asked whether the prosecutor had questions for the witness.

■ A courteous request is a polite way to ask for action on the part of the reader; it does not ask for a yes or no answer. Whether to use a period or a question mark in such a sentence will depend on the intent of the writer.
  Would you be kind enough to revise the proposal and return the corrected copy to me as soon as possible.
**With Abbreviations**

Periods are placed after many commonly used abbreviations to indicate that the words are shortened forms of longer words.

- Mr. (Mister)
- Jr. (Junior)
- Dr. (Doctor)
- Ltd. (Limited)
- Inc. (Incorporated)
- Sr. (Senior)

**In Lists**

When numbers or letters are used in a vertical list, periods are placed after each number or letter.

Your child will need the following items for the outing:
1. One change of clothing
2. Bathing suit, swim cap, sandals, towel, and sunscreen lotion
3. Money to buy snacks

**The Question Mark**

A question mark is a punctuation mark used after a direct question and after each part in a series of questions. The response may be a single word, or it may be one or more sentences.

**After Direct Questions**

Use a question mark after a complete or incomplete sentence that asks a direct question.

- Do you agree that summer seems to pass more quickly than winter?
- Have you considered relocating to find suitable employment?
- Why not?
In a Series

Occasionally a series of questions may be useful in your writing. For emphasis, follow each segment in the series with a question mark.

Were all the votes counted? all the winners notified? all the losers contacted?

Did she apply to Temple University? to Boston College? to Florida International University?

Check point 2

Write each sentence, using question marks correctly.

1. When will the project be completed
2. Have you already eaten lunch
3. Have you keyed the report the letter the flyer
4. Will you return before noon
5. Can she lift the box

Check your answers in Appendix C.

The Exclamation Point

An exclamation point is a punctuation mark that shows strong emotion. It may follow a word, a group of words, or a sentence. When an expression shows excitement, urgency, or anger, use an exclamation point. Use exclamations sparingly in all writing, but especially in business documents.

Quick! Here’s an opportunity to make money!
I’ll never do that again!

Check point 3

Write each sentence, using exclamation points correctly.

1. Oh no I forgot my keys
2. Help The store is being robbed
3. Surprise Happy birthday
4. Great I knew you could do it
5. Hold on We’re falling

Check your answers in Appendix C.
The Comma

External punctuation marks tell the reader whether a sentence is a statement, a question, or an exclamation. Internal punctuation marks clarify the message intended by the writer.

The comma is an internal punctuation mark used to separate items in a sentence. Commas also are used to indicate the omission of words and to promote clarity in sentences. Notice how the comma in the second example below makes the sentence clear.

Not Clear Shortly after the teacher left the classroom.
Clear Shortly after, the teacher left the classroom.

With Introductory Elements

Introductory elements add meaning to a sentence. They come before the main clause of the sentence. Insert a comma after an introductory word, phrase, or clause.

Meanwhile, I will begin the next phase of the project.
Before running, the teenager warms up her leg muscles.
Because we have no record of the sale, we cannot help you.

In Compound Sentences

Independent clauses in a compound sentence may be joined by a coordinate conjunction. Examples of coordinate conjunctions are for, and, nor, but, or, and yet. Precede a coordinate conjunction in a compound sentence with a comma. When each independent clause in a compound sentence has fewer than four words, however, no comma is needed.

I will go to the hockey game on Friday, or I will babysit for my niece.
The new order forms are on legal-size paper, and the quantity we bought should last for three months.
We thought he was guilty at first, but now we have changed our minds.
Megan spoke and they responded.
I rode but he walked.

With Interrupting Elements

Interrupting elements are phrases or clauses that break the flow of a sentence. In some cases, the element is essential to the meaning of the sentence. In other cases, it is not. Nonessential elements are set off from the rest of a sentence with commas.
To determine whether the information is essential, temporarily omit it. If the meaning of the sentence stays the same, set off the nonessential word, phrase, or clause with commas. If the meaning of the sentence is not clear when the information is omitted, do not set off the information with commas.

**Nonrestrictive and Restrictive Elements**

A **nonrestrictive element** is a phrase or clause that gives information that is not essential to the meaning of the sentence. These words are set off from the rest of the sentence with commas. In the following examples, nonessential elements are shown in *italics*.

- The most interesting part of the movie, *I believe*, is the chase scene.
- He should, *on the other hand*, separate the items in the box.
- Jeff Chang, *who graduated from Loyola*, is my neighbor.
- We plan to order Part 643, *which Marcos recommended*.

A **restrictive element** is a phrase or clause that gives information that is essential to the meaning of a sentence. An essential phrase or clause is not set off with commas. In the following examples, the essential phrases are shown in *italics*. These words are needed to make the meaning of the sentence clear.

- Ask the nurse *who was on duty that night*.
- The man *who was just hired* is part of my team.

**Appositives**

An **appositive** is a noun or phrase that renames and refers to a preceding noun. As with other interrupting elements, appositives may provide essential or nonessential information. When an appositive provides nonessential information, set it off from the rest of the sentence with commas. In the following examples, the appositives are shown in *italics*.

- The paper contained the forecasts for the next quarter, *July through September*.
- Ruby Munoz, *the council member*, will attend the meeting.
- Mr. Rodriguez, *the famous baseball player*, signed autographs.
- Takashi, *a certified mechanic*, installed a new alternator in the car.

When an appositive provides essential information, do not set it off from the rest of the sentence with commas. In the following examples, the appositives are shown in *italics*.

- My brother *Mario* is touring the factory.
- The singer *Alice Johns* will be performing at the concert.
- The substitute teacher *Ms. Johnson* will teach the class today.
With Direct Address

To personalize a message, a writer may use direct address. **Direct address** means speaking directly to someone, usually calling the person by name. The name can appear in the beginning, middle, or end of the sentence. Because the name is not needed to convey the meaning of the sentence, it is set off with commas.

*Dr. Oakes,* you have been exceedingly helpful to my family.

*Have I told you, Gwen,* that we appreciate your purchase?

*Mrs. James,* please meet Mrs. Park.

*Where will you go, Maria?*

In a Series

Use a comma to separate three or more items in a series of words, phrases, or clauses. Although some experts omit the comma before a conjunction in a series, including the comma avoids confusion.

*Evan’s college essay was thoughtful, humorous, and brief.*

*I will go to the movies, to the mall, or to my grandparents’ home.*

*Wake up early, prepare and serve breakfast, and go to work.*

Between Adjectives

Use a comma between two adjectives that modify the same noun when the coordinate conjunction *and* is omitted. If the word *and* would not make sense between the adjectives, do not insert a comma.

*The short, thin teenager envied the tall, husky football players.*

*Reggie’s royal blue suit is inappropriate attire for a job interview.*
With Omission of Words

Occasionally, a writer may omit words that are understood by the reader. Inserting a comma at the point of omission provides clarity. In the example below, the word is omitted twice in the sentence. Commas are inserted at the points of omission. Semicolons are used to separate the items in the series because the items have commas within them.

The treasurer is Yoshi; the secretary, Elena; and the president, Warren.

In Numbers and Dates

Use commas to indicate a whole number in units of three. Do not use commas in the decimal part of a number.

$2,468 34,235 hot dogs 526,230 pins 278,249 0.567258

Commas are used with a complete date that appears in a sentence.

On May 3, 2010, the day was overcast and chilly.

With Abbreviations

In a series, insert a comma before etc. when it appears at the end of a sentence. Use commas before and after etc. when it appears within a sentence.

We will be taking camping clothes: shorts, boots, swimwear, etc.
Maps, tools, supplies, etc., will be needed.

Generally, place a comma before Jr., Sr., and Inc. in a name. Also insert commas after the abbreviations in the middle of a sentence.

Harry Larkin, Jr., was elected to the presidency.
Able, Inc., is owned by a conglomerate in New York.

Key Point

Do not use commas in the decimal part of a number.

Diversity

Some people who have Jr. in their names may omit the comma before Jr. Some companies that have Inc. in their names omit the comma before Inc. Follow the wishes of the people or companies in those cases.

Check point

Write each sentence, using commas correctly.

1. I see Maria that you have completed the report the letter and the memo.
2. The fast quiet printer was a welcome addition to the office.
3. Tom Wilson Sr. talked with Ms. Mendez from Boston Cards Inc.
4. Grammar punctuation spelling etc. will be counted on the test.

Check your answers in Appendix C.
Section 5.1 Applications

A. External Punctuation
Write each sentence, using correct punctuation.

1. Mae Wong left the office to attend a dinner meeting
2. Will you please call me when you are ready to discuss this issue
3. Wow This cake is great
4. How many people do you expect to attend the seminar
5. Dr. Chu and Mrs. Tong are working together on this project
6. Complete the steps in this order:
   a. Select a time for the meeting
   b. Reserve a conference room
   c. Notify the team members about the arrangements

B. Commas
Write each sentence, using correct punctuation.

1. Jose implied Miguel is not trustworthy.
2. After all you have accomplished more than anyone I know.
3. The menu includes chicken, rice, salad, and cake.
4. Personally I think the color is beautiful.
5. To Jill Robert seemed upset.
6. Give me the report and I will deliver it to the main office.
7. After we left work we went directly to the restaurant.
8. Do you want eggs or cereal or pancakes for breakfast?
9. Bennington Inc. makes toys and children's clothing.
10. The order totaled $23456.75.
The Semicolon

A *semicolon* is a punctuation mark used to denote a pause. Semicolons are stronger than commas but weaker than periods.

**Between Clauses**

A semicolon can be used between two related independent clauses instead of using a comma and a coordinate conjunction.

- George is studying economics; his brother Javier is majoring in accounting.
- Elaine will attend the July convention; she then will vacation in London.

Use a semicolon before a coordinate conjunction in a compound sentence when one or both of the clauses have commas. The sentence might be misread if a comma is inserted before the conjunction.

- I requested a return call, information about a particular check, and the teller’s extension number; instead, I received a past-due notice, a reference to the wrong check, and an incorrect telephone number.
- On Wednesday, March 12, 2004, the group will meet; but Florio will not officiate.

Use a semicolon before a conjunctive adverb (*moreover, nevertheless, however, consequently*) that joins two independent clauses. Conjunctive adverbs, which act as transitional expressions, introduce the second clause.

- His report is too long; therefore, he cannot submit it until he revises it.
- Getting information from Amtrak can be easy; however, the voice-mail system tends to confuse some callers.

**In a Series or List**

Use semicolons to separate items within a series when any of the items already contain commas.

- Those in attendance were Jesus Canseco, President; Larry Tripp, Vice President; Rob Healy, Secretary; and Juanita Hall, Treasurer.
The mortgage company has branches in Newport, Rhode Island; Atlanta, Georgia; and Chicago, Illinois.

Use a semicolon before expressions, such as for example, that is, and for instance, when they introduce a list of examples.

You can attend some interesting functions; for example, an art show, a dance performance, or a special film screening.

They must follow smart money management principles; that is, save part of their income, make purchases they can afford, and avoid buying inferior goods.

Write each sentence, using correct punctuation.

1. The meeting will end at noon lunch will be served after the meeting
2. She planned to leave work early however her boss asked her to work late
3. The seminars will be held in Lexington Kentucky Cincinnati Ohio and Knoxville Tennessee
4. I ordered a printer a fax machine and three ink cartridges but I received only a printer
5. The quilters chose a variety of block patterns for example lone star, log cabin, flying geese, and birds in the air.

Check your answers in Appendix C.

The Colon

A colon is a punctuation mark that directs the reader’s attention to the material that follows it. The material that follows the colon completes or explains the information that comes before the colon.

Before a Series or List

Use a colon when the words the following, as follows, and are these are near the end or at the end of a sentence that introduces a series of items.

Each person will need the following: a computer, a printer, a set of instructions, and a writing tablet.

The new automobile’s special features are as follows: antilock brakes, a built-in CD player, and leather upholstery.
Use a colon before a vertical, itemized list. As with a series, the words the following, as follows, or are these may precede the colon.

Your instructions for Monday are these:
1. Open the office at 9 a.m.
2. Check Saturday’s mail, and call me if Irene’s check arrives.
3. Answer the telephone until noon.

**Before a Long Quotation**

Use a colon to introduce a long quotation of more than two lines.

Chien remarked: “When I think of my home in Beijing, I can just picture the hundreds of people riding their bicycles to work in the early morning light.”

**Between Independent Clauses**

Use a colon to separate two independent clauses when the second clause explains the first. In the following situations, a colon replaces a semicolon.

Lucia is a skilled artist: She won an award for sketching animals.

**After a Salutation**

When using mixed punctuation in a letter, use a colon after a salutation.

Dear Sir: Dear Dr. Santiago: Dear Ms. Linden:

**In Times**

Use a colon between the hour and the minutes when expressing time.

Let’s meet at 11:30 a.m. in the lobby of the office building.

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Write each sentence, using colons correctly.

1. Each camper will need the following items: a sleeping bag, a pillow, a backpack, and a rain tarp.
2. The game will begin at 130 p.m.
3. The copier’s special features are these: fast printing speed, reduction mode, and duplexing.
4. The group is well-traveled: they toured Europe last year.
5. This horse is fast: he set a track record.

Check your answers in Appendix C.
The Dash

A **dash** is a punctuation mark used to show a sudden change of thought. Formed by keying two hyphens, a dash is an informal punctuation mark. A dash can also be used for emphasis rather than a comma or colon in some situations.

**With a Sudden Change of Thought**

Use a dash to indicate a sudden change of thought or a sudden break in a sentence.

Here is the perfect suit for work—and it’s on sale, too!

“Then we both agree that—oh no, now what’s wrong?” asked Amy.

**For Emphasis**

A dash can be used for emphasis instead of a comma or a colon in some situations. Examples are discussed in the following list.

- For emphasis, a dash can be used to set off appositives and other nonessential elements from the rest of the sentence. Some of the nonessential elements may have internal commas.
  
  The stockbroker’s office—newly equipped, nicely decorated, and spacious—is perfect for the hospitality reception.
  There is a special ingredient in my recipe—sage.

- A dash can be used after a listing at the beginning of a sentence that is followed by a summarizing statement. The dash provides strong emphasis. Summarizing statements usually begin with the words **all** or **these**.

  A nurturing manner, a love of people, and an unselfish attitude—these are three traits school counselors need.
  Precision in mechanics, vocabulary, and facts—all are necessary for effective communications.

- A dash can be used to set off a listing or an explanation that provides details or examples.

  The restaurant features exotic desserts—Polynesian pudding, Hawaiian coconut sherbet, and Samoan almond supreme cake.

- A dash can be used to give strong emphasis to a related clause.

  The referee’s call was unfair—and you know it!
  I do the work—she gets the pay.
The Hyphen

A **hyphen** is a punctuation mark used after some prefixes and in forming some compound words. A hyphen is also used to divide words between syllables at the end of a line in letters, reports, and other documents.

**After Prefixes**

Use a hyphen after prefixes in some words. If you are unsure whether a word needs a hyphen, consult a dictionary.

- ex-president
- pro-American
- semi-invalid
- de-emphasize
- co-coordinator

**In Compound Words**

Use a hyphen in some compound words. In the English language, some compound words are written as one word, others are written as two words, and others are hyphenated. Some examples of hyphenated compound words are shown here.

- up-to-date reports
- well-informed reporter
- self-confident speaker
- two-year-old child

Some compound adjectives, such as *up to date*, *well informed*, and *two year old*, are hyphenated when they come before the noun they modify. They are not hyphenated when they follow the noun.

- The report is *up to date*.
- Our *up-to-date* equipment improves productivity.

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Key Point

Some compound words are hyphenated; others are not. Check a dictionary when in doubt about whether to use a hyphen.

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Write each sentence, using dashes correctly.

1. Do you believe that yes, I guess you do.
2. Bobby Chin he’s the one in the red shirt is our best player.
3. The park’s attractions are these swimming pools, tennis courts, picnic tables, and hiking trails.
4. One key element is missing money.
5. Dallas, Houston, and San Antonio all are important markets for us.

Check your answers in Appendix C.
Quotation Marks

Quotation marks indicate a direct quotation, a definition, nonstandard English, or a title. They may also be used to indicate a word or phrase used in an unusual way.

With Quotations

When stating someone’s exact words, enclose the words within opening and closing quotation marks.

Betty exclaimed, “It’s getting late; let’s go!”

“We’ll leave now,” answered Jeff. “We don’t want to miss the train.”

“You may watch television after you finish your homework,” Mother said.

Use single quotation marks to enclose a quotation within a quotation.

Amanda stated, “They listened carefully to the president when he said, ‘Our competition is getting ahead of us.’”

With Definitions and Nonstandard English

Use quotation marks to designate a term that is defined in the same sentence in which the term appears. Use quotation marks to enclose slang words or expressions.

A “couch potato” is someone who watches television all day and all evening.

He referred to his car as “old red.”

A “blog” is a word derived from web and log.

Diversity

Avoid using slang words or colloquialisms in business documents, especially when writing to a diverse audience or to those whose first language is not English.
With Titles

Use quotation marks to enclose the titles of parts of whole works, such as magazine articles and chapters in books. Quotation marks also are used to enclose titles of lectures, songs, sermons, and short poems.

I read the article “The New Subcompact Cars” in Consumer’s Digest.
Gregory’s lecture “E-Mail Versus Voice Mail” created a stir in the crowd.

With Other Punctuation Marks

When placing ending quotation marks, follow these guidelines.

- Place periods and commas within ending quotation marks.
  “I concur,” said the investor, “with your suggestion.”

- Place semicolons and colons outside ending quotation marks.
  His best lecture is called “Psychoanalysis in the 1990s”; have you had an opportunity to hear it?
  Enjoy the “beauty of San Diego”: ideal temperatures and clear skies.

- Place question marks and exclamation points inside the ending quotation marks when the quoted material is a question or an exclamation.
  She shouted, “Watch out!”
  He replied, “What’s happening?”

- Place question marks and exclamation points outside the ending quotation marks when the sentence, but not the quoted material, is a question or an exclamation.
  Did Angelique actually say, “I will attend the seminar”? 
  What a deplorable situation; he’s just “goofing off”!

Key Point

Periods and commas always go inside ending quotation marks. Semicolons and colons always go outside ending quotation marks.

check point

Write each sentence, using quotation marks correctly.

1. She asked, Will you be home early?
2. Did he say, I was home alone?
3. I agree, said the teacher, that your work has improved.
4. She wrote the article The New Math for the school newspaper.
5. A hacker is someone who accesses a computer network without authorization.

Check your answers in Appendix C.
Parentheses

A parenthesis is a punctuation mark used in pairs to set off nonessential words, phrases, or clauses. The pair is called parentheses. Parentheses also are used with abbreviations, references and directions, and numerals and letters in lists.

With Nonessential Elements

Nonessential elements in a sentence may be placed in parentheses. Words in parentheses have less emphasis than words separated by commas or dashes. When the items in parentheses appear at the end of a sentence, place the external mark after the ending parenthesis.

A high percentage of the alumni (73 percent of those surveyed) opposed changing the name of the college.
We received a visit from our ex-president (1997–1998).

When a complete sentence is placed in parentheses, capitalize the first word and end the sentence with an external punctuation mark. Place the external punctuation mark inside the closing parenthesis.

Luis and Ramona relocated to Brooklyn. (Didn't you meet them in San Juan?)

When a dependent clause is followed by words within parentheses, place the comma after the ending parenthesis. Place the external punctuation mark inside the closing parenthesis.

When they arrive at the airport (around 6 p.m.), Tak will meet them.
When buying an item online (using a credit card), be sure the site is secure.

With Numbers and Abbreviations

Primarily in legal documents, parentheses are used to enclose numerals following numbers written in words. The number is repeated for clarity.

Mr. Perez will deposit the sum of five hundred dollars ($500) in the escrow account.
I leave to my nephew, Steven Rogers, the sum of ten thousand dollars ($10,000).

Parentheses are used to enclose abbreviations that follow names. They are also used to enclose names that follow abbreviations.

The Association for Business Communication (ABC) had selected Sandra Chung as its director.
FBLA (Future Business Leaders of America) is a popular student organization.
The American Institute of Certified Public Accountants (AICPA) has thousands of members.
With References and Directions

Use parentheses to set off references and directions to minimize their importance in a sentence.

You may consult the appendix (page 345) for the correct format.
This trip (see the enclosed brochure) is a once-in-a-lifetime opportunity.

With a List

When numerals or letters are used to list items in a sentence, parentheses may be used to enclose the numerals or letters.

Please include (a) your date of birth, (b) your Social Security number, and (c) your mother’s maiden name.

Key Point
Parentheses may be used to enclose the numerals or letters in a horizontal list.

Write each sentence, using parentheses correctly.

1. The vast majority 95 percent of the members voted to accept the contract.
2. Homonyms are words that sound alike but have different meanings. See a dictionary for word definitions.
3. The American Marketing Association AMA has thousands of members.
4. On the report title page, include a your name, b your class, and c the date.
5. Refer to Chapter 4 page 56 to review this information.
Check your answers in Appendix C.

The Apostrophe

Key Point
Apostrophes are used in contractions to indicate the omission of letters.

The apostrophe is a punctuation mark used to indicate the omission of characters or possession. An apostrophe is also used with some lowercase letters and abbreviations to form the plural.

In Contractions

Because contractions are considered informal, use contractions sparingly in business documents. To indicate a contraction, insert an apostrophe in the space where the missing letter or letters belong.

don’t (do not)   didn’t (did not)   we’ll (we will)
To indicate an omission in a number, insert an apostrophe in the space where the missing number or numbers belong.

- The reunion was planned for this year but rescheduled for '09. (2009)

**In Possession**

Apostrophes are used in nouns to indicate possession. In general, if a noun ends in *s*, add an apostrophe to show possession. If a noun does not end in *s*, add an ’s to show possession.

- The boy’s suits need pressing. (plural possessive)
- The boy’s suit needs pressing. (singular possessive)

Add an ’ to an indefinite pronoun, such as *someone* or *everyone*, to show possession. In compound words, add the apostrophe to the last word to indicate possession.

- Someone’s monitor has been left on.
- My brother-in-law’s education prepared him for his career.

Add an ’ or ’s to *dollar*, *day*, *week*, *month*, and *year* to indicate each word’s relationship with the noun that follows it.

- A week’s salary is needed to pay the rent.
- Buy ten dollars’ worth of produce at the farmer’s market.

**In Plurals**

Add an ’s to lowercase letters and to some abbreviations to form the plural.

- We sometimes find it difficult to distinguish her a’s from her o’s.
- Do not include so many etc.’s in your listings.

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**Key Point**

In compound words, add the apostrophe to the last word to indicate possession.

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**check point 12**

Write each sentence, using apostrophes correctly.

1. Last years rainfall exceeded this years rainfall.
2. Jamals plan has the best chance of success.
3. My mother was born in 55.
4. I dont think the children are in school today.
5. The jurys verdict was delivered earlier today.

Check your answers in Appendix C.
Section 5.2 Applications

A. Internal Punctuation

For each number, write a sentence that correctly uses the punctuation mark(s) given. A sentence may include other marks in addition to the one listed. For each sentence, tell why this use is a correct application of the mark.

1. comma
2. semicolon
3. colon
4. dash
5. hyphen
6. quotation marks
7. parentheses
8. apostrophe

B. Numbers and Punctuation

Write the sentences using correct punctuation related to numbers.

1. The children should be in bed by 930 pm.
2. One half of the votes have been counted.
3. The sum of four hundred dollars $400 is due at closing.
4. You may consult the glossary page 35 to find the meaning of these terms.
5. The stadium was built in 06.

C. Quotation Marks and Other Punctuation

Write the sentences, using quotation marks correctly with other punctuation marks.

1. Before you go, said the client, give me your telephone number.
2. He asked calmly, Have you finished painting my car?
3. Stop! he shouted. That chemical is dangerous.
4. The teacher said, Read the text about atoms (page 42).
5. This morning you said, I will send the document right away; it has not arrived yet.
Abbreviations

An abbreviation is a shortened form of a word or a group of words. Shortened forms should be used sparingly in business letters. They sometimes obscure the writer’s meaning. They also present an informality that may offend the reader. Although many abbreviations are followed by periods, some abbreviations are not.

Titles and Degrees

Abbreviate a personal title that precedes a person’s name. The title Messrs. is the plural of the title Mr. Ms. is a title for a woman that omits reference to marital status; it does not have a full-length form. Ms. is not an abbreviation for Miss or Mrs.

Messrs. White and Rome represent our firm at the negotiations.
We will interview Ms. Violeta Ruiz.

Abbreviate family designations, such as junior and senior, that appear after a person’s name. Commas usually set off the family designations.

Carl Brockman, Jr., is the first speaker on the program.

Sometimes people use an initial to indicate the first letter of their first name or middle name.

I. H. Roth uses his first and middle initials, not his first name.
Gladys S. Blackwood insists that her middle initial appear on all correspondence.

Some professional titles are abbreviated in business writing. Academic and professional degrees that follow a person’s name may also be abbreviated.

Dr. Anna Silva is an internist in private practice.
The company lawyer, Diego Ramos, Esq., has an office here.
Luisa Barnes, Ed.D. Letitia Anderson, M.D.
Steven Park, Ph.D. Edwina Jeffreys, D.D.S.

OBJECTIVES

After completing Section 5.3, you should be able to:

1. Use abbreviations correctly in documents.
2. Use correct capitalization in documents.
3. Express numbers correctly in sentences and other formats.

Key Point

Academic and professional degrees that follow a person’s name may be abbreviated.
Addresses

In business correspondence, do not abbreviate the words street, avenue, boulevard, road, lane, north, south, east, and west. However, do abbreviate compass designations after street names.

Our new address is 123 South Main Street.
The meeting will take place at 4 Spring Boulevard.
Our president lives at 1605 Bird Lane NW.

Two-letter postal abbreviations for states appear in all capital letters without punctuation. Use these abbreviations with the appropriate nine-digit ZIP Codes in your correspondence. Two-letter postal abbreviations are used in full addresses within the text of a letter. However, they are not used when a state name appears in a sentence by itself.

Please send the letter to Ms. Lucy Sands, 1004 Clemens Avenue, Roslyn, PA 19001-4356.
The cellular phone must be shipped directly to Pennsylvania.

Companies, Organizations, and Departments

You may abbreviate the names of companies and organizations if the institutions themselves use the abbreviations. This policy also applies to U.S. government departments.

ABC American Broadcasting Company
AMA American Management Association
FBI Federal Bureau of Investigation
IBM International Business Machines
IRS Internal Revenue Service
YWCA Young Women’s Christian Association
Black, Inc. Black, Incorporated

Expressions of Time

The abbreviations a.m. and p.m. may be used to designate time when they accompany numerals. The abbreviation a.m. stands for the Latin term anno meridian. It is used to indicate times of the day before noon. The abbreviation p.m. stands for the Latin term post meridian. It is used to indicate times of the day after noon.

The next meeting is called for 8 a.m. on Tuesday.
The concerts will be held at 9:00 a.m. and 2:30 p.m.
The class begins at 11:20 a.m. and ends at 1:20 p.m.
Miscellaneous Abbreviations

The abbreviations No. (Number) and Acct. (Account) may be used in technical documents and also in business correspondence when they are followed by numerals.

Please refer to our check No. 654.
This information pertains to Acct. 6J843.

Some abbreviations that are acceptable in statistical documents, lists, or business forms should not be used in business letters. Names of days and months fall into this category. Other examples are listed below.

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>mfg.</td>
<td>manufacturing</td>
</tr>
<tr>
<td>bal.</td>
<td>balance</td>
</tr>
<tr>
<td>pd.</td>
<td>paid</td>
</tr>
<tr>
<td>mph</td>
<td>miles per hour</td>
</tr>
<tr>
<td>oz.</td>
<td>ounce</td>
</tr>
<tr>
<td>lb.</td>
<td>pound</td>
</tr>
<tr>
<td>cm.</td>
<td>centimeter</td>
</tr>
<tr>
<td>reg.</td>
<td>registered</td>
</tr>
<tr>
<td>mdse.</td>
<td>merchandise</td>
</tr>
<tr>
<td>whlse.</td>
<td>wholesale</td>
</tr>
<tr>
<td>in.</td>
<td>inches</td>
</tr>
<tr>
<td>ft.</td>
<td>feet</td>
</tr>
<tr>
<td>kg.</td>
<td>kilogram</td>
</tr>
<tr>
<td>yd.</td>
<td>yard</td>
</tr>
</tbody>
</table>

Key Point
Abbreviations such as reg., pd., and bal. should not be used in business letters.

Write each sentence, making correct use of abbreviations.

1. Mister Brown will meet with Miss Vega.
2. Albert P. Jones, Junior, is the first member to volunteer.
3. Doctor Anna Sanchez is in charge of this case.
4. The patient lives at 6 Elm Ave.
5. Come to the family reunion, which will be held in TX.
6. The Federal Bureau of Investigation will review the case.
7. The bal. to which I referred earlier in this letter has been pd.
8. Retrieve invoice number 398, and check the payment date.
9. The mdse. was purchased whlse.
10. Thank you for agreeing to speak to our group on Mon., Dec. 7.

Check your answers in Appendix C.
Capitalization

Capitalization is using uppercase letters in writing. Using correct capitalization in letters, reports, and other documents is important. Capital letters signal the reader that a new sentence or quote is beginning. They also signal proper names, titles, and headings. The following list gives rules and examples for capitalization.

- Capitalize the first letter of the first word of a sentence.
  The tax collector is at the door.
  When did this problem begin?

- Capitalize the first word of a direct quotation.
  He said, “Let me help you perform the end-of-month audit.”
  “We should congratulate Toni,” James stated, “on her recent promotion.”

- Capitalize the names of specific people, places, and things.
  Bill and I are always together.
  Have you crossed the Atlantic Ocean?
  She is a veteran of World War II.
  Have you studied the Constitution of the United States?
  On Monday, we are having a Fourth of July picnic.

- Capitalize all titles of family members when they are used as proper nouns.
  Let’s visit Grandmother this morning.

- Capitalize professional titles that precede proper names.
  Dr. Theresa Torres and Governor Lou Chin will speak.

- Capitalize compass points (north, south, east, and west) only when they refer to a geographical area or a definite region.
  The corporate office is in the South.
  Travel east to the river and then drive south to the farm.

- Capitalize most nouns that precede numbers or letters. Exceptions to this guideline include line, paragraph, verse, size, page, and note.
  Does Flight 643 seat 150 passengers?
  A word is missing in paragraph 2 on page 24.

- In a letter salutation, capitalize the first letter of the first word, the person’s title, and the proper name. Capitalize the first word in a complimentary close for a letter.
  Dear Sir  Ladies and Gentlemen  Dear Ms. Morales
  Yours truly  Cordially  Sincerely
Capitalize the names of nationalities (American), races (Caucasian), religions (Catholicism), and languages (Latin).

Many Mexican tourists visit San Diego.

Students learned about Judaism, Christianity, and Buddhism in Comparative Religion 101.

Her job at the World Bank requires her to learn both French and Russian.

Write each sentence using correct capitalization.

1. Joe and I left work early.
2. "We hope you will visit us soon," will said, "after you recover from your illness."
3. On Monday, Alicia will leave for a cruise on the Pacific Ocean.
4. Is mom home yet?
5. Dr. Roberts and Ms. Thomson are in Room 3.
6. The South is having a severe drought.
7. Please turn to page 34 and read about French cuisine.

Check your answers in Appendix C.

Number Expression

Number expression is the way numbers are written—as words or numerals. Numbers generally are written as words in very formal documents (wedding invitations) and in some literary works. Numbers are shown as words or numerals in business and personal writing, depending upon the number and its use.

The following list gives rules and examples for number usage.

- Write numbers ten and lower in words. Write numbers eleven and higher in numerals.
  
  Mail three copies of the proposal to us.
  
  Charles received 16 inquiries the first day of the session.

- Use words to express indefinite or approximate numbers.
  
  Several thousand people attended the concert.
  
  Approximately thirty-five students complained to the department head.
When a sentence has some numbers that are ten and lower and some that are eleven and higher, use numerals for all the numbers.

Our inventory list of paint shows 18 cans of white, 24 cans of eggshell, and 9 cans of light blue.

When two related numbers appear next to each other in a sentence, write the shorter number in words and the other in numerals. If two unrelated numbers appear next to each other in a sentence, separate them with a comma to avoid confusion.

Ms. Chan received 160 two-inch samples.
Oscar brought twelve 36-inch pieces to the classroom.
In 2000, 18 girls made the All-State Team.

Use words to express a number at the beginning of a sentence.

Eighty-one questionnaires were returned.
Twenty employees applied for the new health-care benefit.

When a day follows a month, express the day in numerals. Use ordinals (such as 1st or 2nd) with the day when the day precedes the month and when the month and the year are omitted.

Kim’s presentation will be on March 26.
The 26th of March is her graduation date.

In ordinary text, use numerals to express house and building numbers except for the number one. Use words for streets numbered first through tenth and numerals with ordinals for streets numbered 11th and higher.

I live at One East Grayson Place.
The package was delivered to 634 South 21st Street.

Write sums of $1 or more in numerals preceded by a dollar sign ($). For sums less than one dollar, use numerals followed by the word cents. In a series of amounts in the same sentence, use a consistent format.

The baseball game program costs $5.
Our total expenses are $5.00 for the program and $3.50 for snacks.
The small tablet costs 75 cents.
Be sure to budget $57.00 for the textbook, $3.50 for the pens and markers, and $0.99 for the paper clips.

Use a combination of words and numerals to express very large amounts of money.

They won a $20 million prize last Tuesday.
Use numerals followed by the word *percent* (not %) to express percentages in sentences. The percent sign may be used with numbers in tables.

The department store is offering a 40 percent discount.

Express decimals in numerals. Express simple fractions in words.

The strip measures 0.457 inches.
Move the marker one-half inch to the right.

Use figures to express a mixed number (a whole number and a fraction) unless it appears at the beginning of a sentence.

Completing the job will take 2 ½ hours.
Two and one-half pounds of coffee are enough for the group.

When expressing time, use words before *o’clock*. Use numerals before *a.m.* and *p.m.* To express the time on the hour, omit the colon and two zeros before *a.m.* or *p.m.* if all times in the sentence are on the hour.

A meeting that begins at ten o’clock could extend past noon.
One session begins at 9 a.m.; the other begins at 1 p.m.
One session begins at 9:00 a.m.; the other begins at 1:30 p.m.

Key Point
When expressing time, use words before *o’clock*. Use numerals before *a.m.* and *p.m.*

Write each sentence, using correct number expression.

1. I ordered fifteen cartons of paper.
2. The 4 new employees were assigned network passwords.
3. The box held four rulers, 11 notebooks, and twenty rolls of tape.
4. Nan’s birthday is April 15th.
5. I sent the order to 1 Maple Street.
6. Lemonade costs $0.50 per cup.
7. The meeting begins at ten a.m. and will last two and a half hours.
8. She will get 50% of the $3,000,000 prize.

Check your answers in Appendix C.
Section 5.3 Applications

A. Abbreviations
For each number, write a sentence that correctly uses abbreviations.

1. Mister Lee, Doctor Paul
2. Lena Bridge, Medical Doctor
3. 45 Main Street Northwest
4. Monticello, KY 42633
5. check number 245

B. Capitalization
For each sentence, write Yes if the capitalization is correct or No if it is not.

1. the room contains 24 desks.
2. He said, “Let me help you with that box.”
3. Ashley will cruise on the pacific ocean.
4. Turn to page 48, and read about the French revolution.
5. The frozen North is no place for a southern girl.

C. Number Usage
For each number, write a sentence that correctly uses each number or series.

1. 4, 9, 25
2. 25%
3. $5,000,000
4. April 12
5. 1 North Peyton Place
Chapter Summary

5.1 External Marks and the Comma

- External punctuation marks include the period, the question mark, and the exclamation point.
- External punctuation marks signal the end of a sentence, indicate a question, or show strong emotion.
- The comma is an internal punctuation mark used to separate items in a sentence and to promote clarity in sentences.

5.2 Other Internal Marks

- A semicolon is used to denote a pause. Semicolons are stronger than commas but weaker than periods.
- A colon directs the reader’s attention to the material that follows it.
- A dash shows a sudden change of thought. A dash can also be used for emphasis rather than a comma or colon in some situations.
- A hyphen is used after some prefixes, in forming some compound words, and in dividing words at the end of a line.
- Quotation marks indicate a direct quotation, a definition, nonstandard English, or a title.
- A parenthesis is a punctuation mark used in pairs (parentheses) to set off nonessential words, phrases, or clauses.
- An apostrophe is used to indicate the omission of characters or possession.

5.3 Abbreviations, Capitalization, and Number Expression

- An abbreviation is a shortened form of a word or a group of words. Shortened forms should be used sparingly in business letters.
- Capitalization is using uppercase letters in writing. Using correct capitalization in letters, reports, and other documents is important.
- Number expression is the way numbers are written—as words or numerals. Numbers are shown as words or numerals in business and personal writing, depending upon the number and its use.
Vocabulary

Open the Word file CH05 Vocabulary from the student data files. Complete the exercise to review the vocabulary terms from this chapter.

abbreviation  hyphen
apostrophe  nonrestrictive element
appositive  number expression
capitalization  parentheses
colon  period
comma  question mark
dash  quotation marks
declarative sentence  restrictive element
direct address  semicolon
exclamation point

Critical Thinking Questions

1. What impression may a writer who does not follow standard rules for number usage give the reader?
2. Would messages be harder to read without external punctuation marks? Why or why not?
3. In some situations, a writer might choose a comma, a dash, or parentheses to set off nonessential elements, depending on the emphasis or meaning intended. Give an example of this type of sentence, showing it punctuated the three different ways.
4. Why would a writer want to avoid using many abbreviations in business letters?
Chapter Applications

A. Appositives
Write each sentence, setting off the nonessential elements with proper punctuation.

1. Mrs. Roberts my friend and I will discuss the plans.
2. The author Elias Grey will sign his books in the store lobby.
3. The corrections shown in red were made by the editor; the ones in blue were made by the author.
4. The luncheon which was served on the patio was informal.
5. The company president Mrs. Lui discussed benefits with the employees.

B. Business Documents
Identify whether the statement is true or false.

1. In a business letter with mixed punctuation, a colon follows the salutation.
2. The proper way to key the date on a letter is: 12/10/09.
3. Using the abbreviation Acct. 124 (for account) is acceptable in a business letter.
4. In a business letter with mixed punctuation, a comma follows the complimentary close.
5. This example shows the proper way to use capitalization in a letter salutation: dear mrs Park.

C. Word Division Rules

1. Work with a classmate to complete this project.
2. Search the Internet or other sources to find guidelines for word division in business documents. Key a list of at least seven guidelines.
3. Share the guidelines you found with the class. With your instructor’s guidance, prepare one list of guidelines to follow when creating documents for this class.

Editing Activity
Open and edit the Word file CH05 Editing from the student data files. Correct all spelling, punctuation, and grammar errors.


Case Study

**Good Presentations or Flawed Documents?**

Bob Lin and Celia Juarez own World of Copiers. Their company sells photocopy materials to small businesses. To increase sales, Bob and Celia are attending a seminar sponsored by Sales Trainers. This company teaches salespeople to be more effective. If Bob and Celia are impressed with the seminar, they will book seminars for their sales staff.

The seminar begins well. Several company associates give excellent presentations. During a break, Celia and Bob begin reading the handouts about Sales Trainers. The high-quality paper, ink, and graphics are impressive. When browsing through the written materials, however, Celia and Bob begin to exchange glances. The introductory letter has a paragraph that reads:

> Sales Trainers believes that successful business relationships begin with a commitment to quality, and customer service. For example, Dr. Hannah Lotte, Ph.D. Vice President of Customer Services, personally reviews the status of each customer on a regular basis.

When Bob and Celia review the materials, they see the following table.

<table>
<thead>
<tr>
<th>Customer</th>
<th>Sales Before</th>
<th>Sales After</th>
<th>Closing Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy Universe, Inc.</td>
<td>$214,000</td>
<td>$288,00</td>
<td>June 5, 20--</td>
</tr>
<tr>
<td>Luxury cars, Inc</td>
<td>987,000</td>
<td>1,428,000</td>
<td>June 12, 20--</td>
</tr>
<tr>
<td>Schott’s Hardware</td>
<td>197,950</td>
<td>256,250</td>
<td>June 25 20--</td>
</tr>
</tbody>
</table>

1. Do you think Bob and Celia are more likely to remember the flawed paragraph and table or the excellent presentations? Why?

2. How might Celia and Bob tactfully communicate their thoughts about Sales Trainers’ written materials?

3. What steps might employees of Sales Trainers take to ensure that company materials are error-free?
Communication for Business Management and Administration

Sue Sadinski is the director of the Human Resources Department for a company that makes athletic shoes. Sue supervises employees that have a wide range of duties. The department seeks to achieve these goals:

- Hire and retain skilled workers
- Provide training and development opportunities for employees
- Manage pay and benefit issues
- Handle labor relations issues
- Enhance morale and productivity
- Limit job turnover
- Increase employees’ satisfaction with their jobs and working conditions

In the past three years, the company has had a 20 percent turnover rate for its manufacturing employees. This high turnover rate means that the company is sometimes short of trained employees. To meet production contracts, workers are often asked to work overtime, which is costly for the company. Advertising to find new workers and training new workers is also costly.

An associate from the Human Resources Department conducts exit interviews with each employee who leaves the company. However, Sue thinks that many of these employees have not provided complete information about their reasons for leaving. She has decided to address the problem by sending each person that leaves the company a memo with an attached survey. In the memo, Sue stresses that the answers to the questions on the survey will be kept confidential. She hopes this action will give her insights to the reasons for the high turnover rate.

1. Is a memo with an attached questionnaire a good way to gather the information Sue needs? Why or why not?
2. Why might people leaving the company be reluctant to discuss their real reasons for leaving the company?
Chapter 5 Answers

Checkpoint 1
1. The team won the game by a narrow margin.
2. Return all borrowed equipment to the proper location.
3. Will you please close the door on your way out.
4. Mr. and Mrs. Levi arrived on time.
5. Dr. Patel is on vacation.

Checkpoint 2
1. When will the project be completed?
2. Have you already eaten lunch?
3. Have you keyed the report? the letter? the flyer?
4. Will you return before noon?
5. Can she lift the box?

Checkpoint 3
1. Oh no! I forgot my keys!
2. Help! The store is being robbed!
3. Surprise! Happy birthday!
4. Great! I knew you could do it!
5. Hold on! We’re falling!

Checkpoint 4
1. After lunch, we will continue our meeting.
2. The item in the package was broken, and I refused delivery.
3. Please remember, I need the data this afternoon.
4. He played and I sang.
5. The reports, all of which were late, supported his plan.

Checkpoint 5
1. I see, Maria, that you have completed the report, the letter, and the memo.
2. The fast, quiet printer was a welcome addition to the office.
3. Tom Wilson, Sr., talked with Ms. Mendez from Boston Cards, Inc.
4. Grammar, punctuation, spelling, etc., will be counted on the test.

Checkpoint 6
1. The meeting will end at noon; lunch will be served after the meeting.
2. She planned to leave work early; however, her boss asked her to work late.
3. The seminars will be held in Lexington, Kentucky; Cincinnati, Ohio; and Knoxville, Tennessee.
4. I ordered a printer, a fax machine, and three ink cartridges; but I received only a printer.
5. The quilters chose a variety of block patterns; for example, lone star, log cabin, flying geese, and birds in the air.

Checkpoint 7
1. Each camper will need the following items: a sleeping bag, a pillow, a backpack, and a rain tarp.
2. The game will begin at 1:30 p.m.
3. The copier’s special features are these: fast printing speed, reduction mode, and duplexing.
4. The group is well-traveled: they toured Europe last year.
5. This horse is fast: he set a track record.

Checkpoint 8
1. Do you believe that—yes, I guess you do.
2. Bobby Chin—he’s the one in the red shirt—is our best player.
3. The park’s attractions are these—swimming pools, tennis courts, picnic tables, hiking trails.
4. One key element is missing—money.
5. Dallas, Houston, and San Antonio—all are important markets for us.

Checkpoint 9
1. Watch this station for up-to-the-minute reports.
2. My father-in-law is retired.
3. Margie is the co-coordinator for the project.
4. One-fourth of the building has been painted.
5. Please keep the team up to date on your progress.

Checkpoint 10
1. She asked, “Will you be home early?”
2. Did he say, “I was home alone”?
3. “I agree,” said the teacher, “that your work has improved.”
4. She wrote the article “The New Math” for the school newspaper.
5. A “hacker” is someone who accesses a computer network without authorization.
Checkpoint 11
1. The vast majority (95 percent of the members) voted to accept the contract.
2. Homonyms are words that sound alike but have different meanings. (See a dictionary for word definitions.)
3. The American Marketing Association (AMA) has thousands of members.
4. On the report title page, include (a) your name, (b) your class, and (c) the date.
5. Refer to Chapter 4 (page 56) to review this information.

Checkpoint 12
1. Last year’s rainfall exceeded this year’s rainfall.
2. Jamal’s plan has the best chance of success.
3. My mother was born in ’55.
4. I don’t think the children are in school today.
5. The jury’s verdict was delivered earlier today.

Checkpoint 13
1. Mr. Brown will meet with Miss Vega.
2. Albert P. Jones, Jr., is the first member to volunteer.
3. Dr. Anna Sanchez is in charge of this case.
4. The patient lives at 6 Elm Avenue.
5. Come to the family reunion, which will be held in Texas.
6. The FBI will review the case.
7. The balance to which I referred earlier in this letter has been paid.
8. Retrieve invoice No. 398, and check the payment date.
9. The merchandise was purchased wholesale.
10. Thank you for agreeing to speak to our group on Monday, December 7.

This page contains answers for this chapter only.

Checkpoint 14
1. Joe and I left work early.
2. “We hope you will visit us soon,” Will said, “after you recover from your illness.”
3. On Monday, Alicia will leave for a cruise on the Pacific Ocean.
4. Is Mom home yet?
5. Dr. Roberts and Ms. Thomson are in room 3.
6. The South is having a severe drought.
7. Please turn to page 34 and read about French cuisine.

Checkpoint 15
1. I ordered 15 cartons of paper.
2. The four new employees were assigned network passwords.
3. The box held 4 rulers, 11 notebooks, and 20 rolls of tape.
4. Nan’s birthday is April 15.
5. I sent the order to One Maple Street.
6. Lemonade costs 50 cents per cup.
7. The meeting begins at 10 a.m. and will last 2 1/2 hours.
8. She will get 50 percent of the $3 million prize.