

Essential Grammar: A Write It Well Guide

A self-paced training program for people in business

by Natasha Terk

PRINTABLE EXERCISES TO ACCOMPANY THE E-BOOK

This PDF is a companion to the e-book for Essential Grammar: A Write It Well Guide. The e-book contains eight lessons with cross references for the numbered practice exercises in this PDF. Please print the PDF to write out your practice answers as you read the e-book on your mobile device.



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Business writing that gets results.

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EXERCISES

Part One: How to Analyze the Grammar of a Sentence and Fix Sentence Problems

1. Terms	1
2. Sentences	31

Part Two: How to Use Pronouns, Verbs, and Articles Correctly

3. Pronouns	57
4. Verbs	77
5. Articles	107

Part Three: How to Use Punctuation Marks Correctly

6. Commas	121
7. Other Punctuation Marks	131

Part Four: How to Use Confusing Words Correctly

8. Confusing Words	153
REVIEW	159



1

TERMS

PRACTICE 1.1

Read through this excerpt from a performance evaluation and circle all the nouns.

Jennifer worked very hard this quarter to make sure her article on the latest technology was accurate and complete. It took her several weeks to write and revise the article; during that time, she also managed to help a colleague develop a presentation for the conference in Atlanta.

To complete the project, she interviewed three experts in the field and read every book that had been published on that aspect of the topic. Her persistence paid off in an excellent article that was accepted by a top journal. Overall, I am impressed with her performance, and I consider her a valuable member of our team.

ANSWERS

The nouns are underlined in these paragraphs.

Jennifer worked very hard this quarter to make sure her article on the latest technology was accurate and complete. It took her several weeks to write and revise the article; during that time, she also managed to help a colleague develop a presentation for the conference in Atlanta.

To complete the project, she interviewed three experts in the field and read every book that had been published on that aspect of the topic. Her persistence paid off in an excellent article that was accepted by a top journal. Overall, I am impressed with her performance, and I consider her a valuable member of our team.

PRACTICE 1.2

In these paragraphs, circle the pronouns and possessives. Then check your answers on the next page.

As part of our proposal, we are requesting at least ten laptops. They will be used to provide Internet access and skills training to approximately 60 low-income families.

The families, who live in the Oak Grove Housing Complex, will be able to sign up to use the computers at their community center on weekdays between 7:00 a.m. and 11:00 p.m. This means computers will be available before and after the average workday.

In addition to the computers, we are seeking funds for further software training. Technical expertise and instruction will be provided by several of our volunteers; their names appear in Appendix 2.

ANSWERS

The pronouns and possessives are underlined.

As part of our proposal, we are requesting at least ten laptops. They will be used to provide Internet access and skills training to approximately 60 low-income families.

The families, who live in the Oak Grove Housing Complex, will be able to sign up to use the computers at their community center on weekdays between 7:00 a.m. and 11:00 p.m. This means computers will be available before and after the average workday.

In addition to the computers, we are seeking funds for further software training. Technical expertise and instruction will be provided by several of our volunteers; their names appear in Appendix 2.

PRACTICE 1.3

PART 1

Action verbs are the easiest verbs to recognize. Circle all of them in these sentences.

1. To illustrate his idea, David made a paper model and placed it at the center of the conference table.
2. Every Friday, each sales representative telephones at least 15 prospects and makes appointments for the following week.
3. Josh is happy. He said that he appreciated the fact that we featured his name on the poster.

PART 2

Circle the linking verbs in these sentences.

1. Ilana Russo is the primary candidate for the Information Services position.
2. You were the first person to notice the problem.
3. I spoke to the sales clerks. They are aware of the robbery and seem unwilling to work in the store by themselves.

PART 3

Fill in the blanks to complete these sentences with the helping verbs *will*, *have*, or *has been*.

1. On Monday Janet Larkin _____ speak at the meeting.
2. The heating system _____ serviced three times this year.
3. Our managers _____ reviewed your proposal.

PART 4

Underline all the verbs in the following e-mail.

To: Sales Reps
From: Joaquin Miller
Subject: Quarterly Sales Meeting

Our quarterly sales meeting will be on Monday, June 22, at 10 a.m. in the boardroom. We will discuss last quarter's sales and set objectives for the next quarter.

The meeting was moved to Monday because people complained that Wednesday meetings interfered with travel schedules. The subject is still open, however, and I have allocated time on the agenda for it. Also, there will be time during the meeting for the discussion of any questions you have about your assignments.

This is an important meeting, and I hope everyone will attend. If you have a conflict, please notify Tim immediately.

ANSWERS

PART 1

The action verbs are underlined in these sentences. (Linking verbs and infinitives are not underlined.)

1. To illustrate his idea, David made a paper model and placed it at the center of the conference table.
2. Every Friday, each sales representative telephones at least 15 prospects and makes appointments for the following week.
3. Josh is happy. He said that he appreciated the fact that we featured his name on the poster.

PART 2

The linking verbs are underlined below.

1. Ilana Russo is the primary candidate for the Information Services position.
2. You were the first person to notice the problem.
3. I spoke to the sales clerks. They are aware of the robbery and seem unwilling to work in the store by themselves.

PART 3

The helping verbs that complete these sentences are underlined. The verbs whose tenses they indicate are boldfaced.

1. On Monday Janet Larkin will **speak** at the meeting.
2. The heating system has been **serviced** three times this year.
3. Our managers have **reviewed** your proposal.

PART 4

All the verbs are underlined in the following e-mail.

To: Sales Reps
From: Joaquin Miller
Subject: Quarterly Sales Meeting

Our quarterly sales meeting will be on Monday, June 22, at 10 a.m. in the boardroom. We will discuss last quarter's sales and set objectives for the next quarter.

The meeting was moved to Monday because people complained that Wednesday meetings interfered with travel schedules. The subject is still open, however, and I have allocated time on the agenda for it. Also, there will be time during the meeting for the discussion of any questions you have about your assignments.

This is an important meeting, and I hope everyone will attend. If you have a conflict, please notify Tim immediately.

PRACTICE 1.4

Circle the prepositions and then check your answers on the next page.

As a reminder, we must all work together to prevent accidents. Before allowing a new employee to operate equipment, make sure that the person has received the proper training and is familiar with the appropriate procedures. All employees must review the online procedures manual each month for updates and changes in regulations. During team meetings, discuss any processes that might need to be changed. With care and attention, we can keep the workplace safe.

ANSWERS

The prepositions are underlined here.

As a reminder, we must all work together to prevent accidents. Before allowing a new employee to operate equipment, make sure that the person has received the proper training and is familiar with the appropriate procedures. All employees must review the online procedures manual each month for updates and changes in regulations. During team meetings, discuss any processes that might need to be changed. With care and attention, we can keep the workplace safe.

PRACTICE 1.5

Circle each subordinating and coordinating conjunction in these paragraphs.

Thank you: your participation in our customer survey helps us serve you better. This message contains a link to our website, where you will find the online questionnaire. It should take about ten minutes to complete.

After you have filled out and submitted the questionnaire, we will ask several additional questions so we can determine how to categorize your responses. Your responses will remain completely confidential.

If you have questions or would like to know more about how we intend to use the survey results, please visit the website or contact me. As you know, we consider you one of our most valuable customers, and we appreciate your help in determining the best ways to improve our service.

ANSWERS

The coordinating and subordinating conjunctions in these paragraphs are underlined.

Thank you: your participation in our customer survey helps us serve you better. This message contains a link to our website, where you will find the online questionnaire. It should take about ten minutes to complete.

After you have filled out and submitted the questionnaire, we will ask several additional questions so we can determine how to categorize your responses. Your responses will remain completely confidential.

If you have questions or would like to know more about how we intend to use the survey results, please visit the website or contact me. As you know, we consider you one of our most valuable customers, and we appreciate your help in determining the best ways to improve our service.

PRACTICE 1.6

Underline the subjects in these sentences.

After making the presentation, Jennifer thanked the clients for their attention.

The Information Systems Department and Communications Department worked together on the new documentation.

Promoting his ideas is what Lars does best.

ANSWERS

The subjects are underlined here.

After making the presentation, Jennifer thanked the clients for their attention.

The Information Systems Department and Communications Department worked together on the new documentation.

Promoting his ideas is what Lars does best.

PRACTICE 1.7

Underline the direct objects in these sentences. There may be more than one per sentence.

Angela updated the contacts list in less than a week.

Five of our part-time workers will take the exam next month.

After lunch, the clients showed a video; it demonstrated their new production process.

ANSWERS

Here are the direct objects.

Angela updated the contacts list in less than a week.

Five of our part-time workers will take the exam next month.

After lunch, the clients showed a video; it demonstrated their new production process.

PRACTICE 1.8

Underline the indirect objects in these sentences.

We sent all our customers details about the upgrade.

The catering manager gave us several extra courses.

In March, my manager retired and left me all her responsibilities.

ANSWERS

The indirect objects are underlined.

We sent all our customers details about the upgrade.

The catering manager gave us several extra courses.

In March, my manager retired and left me all her responsibilities.

PRACTICE 1.9

Circle the prepositions in these sentences and underline the prepositions' objects.

The team finally found a solution to the problem.

You will find the instruction manual inside the package.

Could you take a few minutes to look at the new design before the end of the week?

ANSWERS

The prepositions are in bold, and the prepositions' objects are underlined.

The team finally found a solution **to** the problem.

You will find the instruction manual **inside** the package.

Could you take a few minutes to look **at** the new design **before** the end of the week?

PRACTICE 1.10

Examine these word groups. Write down whether each one is a phrase or a clause.

1. with great skill
2. he joined the firm in September
3. from several interested clients
4. reducing processing time
5. he forgot his notes

ANSWERS

Each word group is identified below as either a phrase or a clause.

- | | |
|------------------------------------|---------------|
| 1. with great skill | phrase |
| 2. he joined the firm in September | clause |
| 3. from several interested clients | phrase |
| 4. reducing processing time | phrase |
| 5. he forgot his notes | clause |

PRACTICE 1.11

Particular clauses are underlined in each of the following sentences. In each case, write down whether it is an independent clause or a subordinate clause.

When we worked in Paris, we ate fresh croissants every morning.

Once you finish your MBA program, we will be glad to consider your application for a position with our firm.

Everyone attending the meeting should bring an orientation booklet, and everyone should be prepared to ask questions about the organization.

After the committee members discussed the advantages and disadvantages of accepting the Srinivasan offer, they decided to table the motion for a week.

My meeting with Bennings went very well, and we agreed on several major points.

ANSWERS

The types of clause are noted below in brackets.

When we worked in Paris, [**subordinate clause**] we ate fresh croissants every morning.

Once you finish your MBA program, we will be glad to consider your application for a position with our firm. [**independent clause**]

Everyone attending the meeting should bring an orientation booklet, [**independent clause**] and everyone should be prepared to ask questions about the organization.

After the committee members discussed the advantages and disadvantages of accepting the Srinivasan offer, [**subordinate clause**] they decided to table the motion for a week.

My meeting with Bennings went very well, [**independent clause**] and we agreed on several major points.

PRACTICE 1.12

For the following sentences, write down whether each underlined word group forms an independent clause, a subordinate clause, a verb phrase, or a prepositional phrase.

Julia Tang, who is taking over as Human Resources Director, will meet the board members during the retreat.

The machines, placed too close to one another, burst into flames.

Stephen Brazeau, who has been with the company for more than two years, finally received a promotion.

After completing the annual report, José plans to take three vacation days for a fishing trip.

After some deliberation, Sally Kuzmierski has applied for a six-month leave.

The officers finally located the blue Jaguar, which had been reported missing on Thursday.

Despite the production delays, we hope to have the new model ready to ship by September.

The group sat through the entire hours-long, complex, frequently tedious presentation without making a sound.

ANSWERS

The independent clauses, subordinate clauses, and phrases are noted below in brackets.

Julia Tang, who is taking over as Human Resources Director, [**subordinate clause**] will meet the board members during the retreat.

The machines, placed too close to one another, [**verb phrase**] burst into flames.

Stephen Brazeau, who has been with the company for more than two years, [**subordinate clause**] finally received a promotion.

After completing the annual report, José plans to take three vacation days for a fishing trip. [**prepositional phrase**]

After some deliberation, Sally Kuzmierski has applied for a six-month leave. [**independent clause**]

The officers finally located the blue Jaguar, [**independent clause**] which had been reported missing on Thursday.

Despite the production delays, [**subordinate clause**] we hope to have the new model ready to ship by September.

The group sat through the entire hours-long, complex, frequently tedious presentation [**prepositional phrase**] without making a sound.

LESSON 1 REVIEW

One or more words are underlined in each numbered sentence. Each of the underlined words or word groups functions as one grammatical unit. One or more of the basic terms in the following list may apply to these underlined words and word groups; write in any terms that apply.

EXAMPLE:

- John writes to every client at least once a month.

subject; noun

1. He is the one for the job, as you can see from his experience and education.
2. The CEO and three managers attended the meeting.
3. Daniella Kim left the organization in July 1996.
4. Our landlord bought the office building with the money he inherited.
5. Locking the security door is the last thing you should do before leaving for the day.
6. Betty is interested in advertising as a career.
7. Despite the stormy weather, we decided to drive to Los Angeles.
8. The sales manager will make an important announcement in three days.

9. After the holidays, we will send out a request for proposals to everyone who has indicated an interest in the project.

10. Several customers have expressed a desire to learn more about our new communications package.

11. The advertising campaign, which is the first we have ever attempted, was a great success.

12. Each of the printers takes the same type of cartridge.

LESSON REVIEW: ANSWERS

Each of the underlined words or word groups functions as one grammatical unit. The basic terms for the parts of speech and sentence parts are noted in parentheses after each word or word group.

1. He [**subject; pronoun**] is the one for the job, as you can see from his experience and education.
2. The CEO and [**coordinating conjunction**] three managers attended the meeting.
3. Daniella Kim left the organization [**object; noun**] in July 1996.
4. Our landlord bought the [**article**] office building with the money he inherited.
5. Locking the security door is the last thing you should do before leaving for the day [**phrase**].
6. Betty is [**verb**] interested in advertising as a career.
7. Despite the stormy weather, we decided to drive to Los Angeles [**independent clause**].
8. The sales manager will make an important announcement in [**preposition**] three days.
9. After the holidays, [**phrase**] we will send out a request for proposals to everyone who has indicated an interest in the project.
10. Several customers have expressed [**verb**] a desire to learn more about our new communications package.
11. The advertising campaign, which is the first we have ever attempted [**subordinate clause**], was a great success.
12. Each [**subject; pronoun**] of the printers takes the same type of cartridge.

2

SENTENCES

PRACTICE 2.1

Put an **X** before each line if it's not a complete sentence.

1. Always arrives on time.
2. He is usually reliable.
3. Not as efficient as the many alternatives.
4. Until the recession is over.
5. The results of inaccurate accounting practices.
6. Overtime is unnecessary.
7. Friday is her last day of work.
8. Available next spring.
9. Until after the final day of the conference.
10. Please don't resign.

ANSWERS

The fragments are marked with an ✘ and the complete sentences are marked with a ✔.

- ✘ 1. Always arrives on time.
- ✔ 2. He is usually reliable.
- ✘ 3. Not as efficient as the many alternatives.
- ✘ 4. Until the recession is over.
- ✘ 5. The results of inaccurate accounting practices.
- ✔ 6. Overtime is unnecessary.
- ✔ 7. Friday is her last day of work.
- ✘ 8. Available next spring.
- ✘ 9. Until after the final day of the conference.
- ✔ 10. Please don't resign.

PRACTICE 2.2

Put an **X** before each line if it is a fragment. Then write in words and punctuation of your own to turn any fragments into complete sentences, making up any necessary details.

1. After we spent four hours in the seminar.
2. When you finish reading the report, please call me.
3. Which means that we must delay the opening for three weeks.

ANSWERS

The single complete sentence is marked with a ✓, and the fragments are marked with an ✗. Complete sentences are formed by adding underlined, made-up independent clauses or by removing the words that are now crossed out.

- ✗ 1. After we spent four hours in the seminar, we ate a great lunch.
- ✓ 2. When you finish reading the report, please call me.
- ✗ 3. ~~Which means that~~ We must delay the opening for three weeks.

PRACTICE 2.3

This e-mail contains several fragmentary, incomplete sentences. Underline the fragments and write in additional words to turn the fragments into complete sentences.

Jaime,

I've scheduled a meeting with Don Leung for Thursday, April 5, to discuss the budget for the Johanson project. Before the meeting, you and I should get together to review the figures and develop some new projections. That take into account the information you forwarded to me last week.

Also, I need the architect's drawings by Tuesday. Because the general manager plans to stop by when she returns from Los Angeles.

Please let me know when you are free to meet with me. On Monday afternoon or Tuesday morning. We'll need at least an hour to go over the budget before we see Don.

Thanks,

Marietta

ANSWERS

The incomplete sentences are underlined here.

Jaime,

I've scheduled a meeting with Don Leung for Thursday, April 5, to discuss the budget for the Johanson project. Before the meeting, you and I should get together to review the figures and develop some new projections. That take into account the information you forwarded to me last week.

Also, I need the architect's drawings by Tuesday. Because the general manager plans to stop by when she returns from Los Angeles.

Please let me know when you are free to meet with me. On Monday afternoon or Tuesday morning. We'll need at least an hour to go over the budget before we see Don.

Thanks,

Marietta

Here's a version of the e-mail with complete, correct sentences. Only the revised parts are underlined here. Notice how few changes are necessary to turn the fragments into complete sentences.

Jaime,

I've scheduled a meeting with Don Leung for Thursday, April 5, to discuss the budget for the Johanson project. Before the meeting, you and I should get together to review the figures and develop some new projections that take into account the information you forwarded to me last week.

Also, I need the architect's drawings by Tuesday because the general manager plans to stop by when she returns from Los Angeles.

Please let me know when you are free to meet with me. I suggest Monday afternoon or Tuesday morning. We'll need at least an hour to go over the budget before we see Don.

Thanks,

Marietta

PRACTICE 2.4

Put an **X** beside any run-on sentences below. For each run-on sentence, write in a different wording to correct it.

1. I asked Cyril to complete the project by Friday, and he gave it to me on Thursday afternoon.
2. People in the department may have a hard time learning this software, Julian has used it before and can answer any questions you have.
3. The evaluation looks promising, Diana should be in line for a promotion.

ANSWERS

Sentence 1 is correct because the writer used a comma and a coordinating conjunction to join the two independent clauses.

- ✓ 1. I asked Cyril to complete the project by Friday, and he gave it to me on Thursday afternoon.

Sentences 2 and 3 are run-ons; here are some ways you could turn them into correct, complete sentences.

RUN-ON VERSION:

- ✗ 2. People in the department may have a hard time learning this software, Julian has used it before and can answer any questions you have.

COMPLETE VERSIONS:

- People in the department may have a hard time learning this software. Julian has used it before and can answer any questions you have.
- People in the department may have a hard time learning this software, but Julian has used it before and can answer any questions you have.
- People in the department may have a hard time learning this software; Julian has used it before and can answer any questions you have.
- Although people in the department may have a hard time learning this software, Julian has used it before and can answer any questions you have.

RUN-ON VERSION:

- ✗ 3. The evaluation looks promising, Diana should be in line for a promotion.

COMPLETE VERSIONS:

- The evaluation looks promising. Diana should be in line for a promotion.
- The evaluation looks promising, so Diana should be in line for a promotion.
- The evaluation looks promising; Diana should be in line for a promotion.
- Since the evaluation looks promising, Diana should be in line for a promotion.

PRACTICE 2.5

Put an **X** beside the run-on sentences below, and turn them into complete sentences.

1. Jason Bejaran joined our sales team last week, we will all benefit from his experience.
2. As part of the orientation, new employees learn how to fill out call records.
3. Her performance has improved since this time last year, I think she deserves a raise.
4. Your bill is now more than 60 days overdue, if we do not receive payment by August 10, we will be forced to discontinue your service.
5. The customer service manager did everything she could to satisfy Mr. Beallo's request, and then she offered him a full refund.

ANSWERS

Each run-on sentence is marked with an **X** and corrected with one of the four methods from pages 56–57.

- X** 1. Jason Bejaran joined our sales team last week, and we will all benefit from his experience.
- ✓ 2. As part of the orientation, new employees learn how to fill out call records.
- X** 3. Because her performance has improved since this time last year, I think she deserves a raise.
- X** 4. Your bill is now more than 60 days overdue. If we do not receive payment by August 10, we will be forced to discontinue your service.
- ✓ 5. The customer service manager did everything she could to satisfy Mr. Beallo's request, and then she offered him a full refund.

PRACTICE 2.6

Underline the misplaced words in these three sentences and write in ways to reword the sentences to be more clear. Some possible revisions are on the next page.

1. To be considered for a job, your resume must make a good first impression.
2. To ensure the best possible service, the enclosed reference card lists our toll-free number and our Web address.
3. I think you'll find the short list of books extremely useful that follows this article.

ANSWERS

The misplaced words are underlined, and suggested revisions follow each sentence.

ORIGINAL:

1. To be considered for a job, your resume must make a good first impression.

REVISIONS:

For you to be considered for a job, your resume must make a good first impression.

Your resume must make a good first impression for you to be considered for a job.

ORIGINAL:

2. To ensure the best possible service, the enclosed reference card lists our toll-free number and Web address.

REVISION:

To ensure the best possible service, we have enclosed a reference card that lists our toll-free number and Web address.

ORIGINAL:

3. I think you'll find the short list of books extremely useful that follows this article.

REVISIONS:

I think you'll find the short list of books that follows this article extremely useful.

A short list of books follows this article; I think you'll find the books extremely useful.

PRACTICE 2.7

Put an **X** before sentences that are not parallel and write in parallel wording.

1. Rita Markovitz's responsibilities include sorting the mail, answering the phone, and to run errands.
2. Our chief financial officer has asked managers to reduce travel budgets by 20 percent and that expense reports should be submitted weekly.
3. Before you make a decision, please do some research, think carefully about your options, and compare several companies.

ANSWERS

Sentence 3 is parallel. Here's how you might correct the faulty parallel structure in Sentences 1 and 2.

- ✘ 1. Rita Markovitz's responsibilities include sorting the mail, answering the phone, and to run errands.

NOW PARALLEL:

Rita Markovitz's responsibilities include sorting the mail, answering the phone, and running errands.

- ✘ 2. Our chief financial officer has asked managers to reduce travel budgets by 20 percent and that expense reports should be submitted weekly.

NOW PARALLEL:

Our chief financial officer has asked managers to reduce travel budgets by 20 percent and to submit expense reports weekly.

- ✔ 3. Before you make a decision, please do some research, think carefully about your options, and compare several companies.

PRACTICE 2.8

Decide whether each sentence contains either misplaced words or breakdowns in parallel structure. Write in revisions that would make any sentence easier to read. Some sentences may be fine just as they are.

1. Identity theft because many people can gain access to others' online information is a rapidly increasing problem.
2. Having arrived late for the conference, the opening presentation was already over.
3. The most recent message from the clients included an amended timetable and they asked us to redo the budget.
4. During my annual trip to Asia, I plan to visit our office in Japan, meet with officials in South Korea, look at possible manufacturing sites in China, and explore the possibility of setting up operations in Vietnam.
5. Thank you for sending the specifications, the product descriptions, and we also received the delivery schedule.

ANSWERS

The underlined words have been moved, added, or changed to make these sentences easier to read. Sentence 4's parallel structure is left intact.

- ✗ 1. Identity theft because many people can gain access to others' online information is a rapidly increasing problem.

IMPROVED SENTENCE:

Because many people can gain access to others' online information, identity theft is a rapidly increasing problem.

- ✗ 2. Having arrived late for the conference, the opening presentation was already over.

IMPROVED SENTENCE:

Having arrived late for the conference, we found that the opening presentation was already over.

- ✗ 3. The most recent message from the clients included an amended timetable and they asked us to redo the budget.

IMPROVED SENTENCE:

The most recent message from the clients included an amended timetable and a request to redo the budget.

- ✓ 4. During my annual trip to Asia, I plan to visit our office in Japan, meet with officials in South Korea, look at possible manufacturing sites in China, and explore the possibility of setting up operations in Vietnam.

- ✗ 5. Thank you for sending the specifications, the product descriptions, and we also received the delivery schedule.

IMPROVED SENTENCE:

Thank you for sending the specifications, the product descriptions, and the delivery schedule.

PRACTICE 2.9

Write in revisions to make each sentence flow more smoothly.

1. The supply room will be closed next week. The manager needs to do an inventory.
2. Thirty-five people attended the seminar. They attended so they could learn how to negotiate with customers. The seminar was held in the auditorium last Saturday.

ANSWERS

Here's how you might revise the sentences.

CHOPPY:

1. The supply room will be closed next week. The manager needs to do an inventory.

SMOOTHER:

The supply room will be closed next week because the manager needs to do an inventory.

CHOPPY:

2. Thirty-five people attended the seminar. They attended so they could learn how to negotiate with customers. The seminar was held in the auditorium last Saturday.

SMOOTHER:

Thirty-five people attended the seminar in the auditorium last Saturday so they could learn how to negotiate with customers.

PRACTICE 2.10

Revise these sentences to be complete and correctly punctuated, and smooth out awkward language.

1. I recommend that you read, posted on the site last Sunday, the editorial about corporate deregulation policies.
2. The entire department will be moved. Everyone will move to the new facility. The move will take place in two or three months.
3. Please send at least three weeks before the conference a map to the hotel to the participants.
4. If the device fails to operate, check the batteries and care should be taken that the red switch is in the “neutral” position.
5. A generic medication is a copy that is identical to a brand-name drug and since the FDA requires that all drugs be safe and effective and generics use the same active ingredients, they have the same risks and benefits, and we reserve the right to substitute generics with your physician’s approval.
6. Checking the audiovisual equipment before the audience arrives, the presentation has a better chance of succeeding.

ANSWERS

The second lines are the kinds of revisions that would make the sentences correct and easy to read. Compare these revisions to the underlined problems in the original sentences above them.

1. I recommend that you read, posted on the site last Sunday, the editorial about corporate deregulation policies.

I recommend that you read the editorial about corporate deregulation policies that the site posted last Sunday.

2. The entire department will be moved. Everyone will move to the new facility. The move will take place in two or three months.

The entire department will be moved to the new facility in two or three months.

3. Please send at least three weeks before the conference a map to the hotel to the participants.

At least three weeks before the conference, please send the participants a map to the hotel.

4. If the device fails to operate, check the batteries and care should be taken that the red switch is in the “neutral” position.

If the device fails to operate, we recommend checking the batteries and making sure that the red switch is in the “neutral” position.

5. A generic medication is a copy that is identical to a brand-name drug and since the FDA requires that all drugs be safe and effective and generics use the same active ingredients, they have the same risks and benefits, and we reserve the right to substitute generics with your physician’s approval.

A generic medication is a copy that is identical to a brand-name drug. The FDA requires that all drugs be safe and effective and that generics use the same active ingredients as the drug still under patent. Generic drugs therefore have the same risks and benefits. We reserve the right to substitute generics with your physician’s approval.

6. Checking the audiovisual equipment before the audience arrives, the presentation has a better chance of succeeding.

If you check the audiovisual equipment before the audience arrives, the presentation has a better chance of succeeding.

PRACTICE 2.11

The e-mail below contains several of the sentence problems you reviewed in this lesson. Write in revisions that would make the e-mail correct and easier to read.

Dear Ms. Saborsky:

I am attaching the copy for your review we will use for the brochure and which will also be the source of the copy for direct-mail pieces, and flyers, and other promotional materials that we have designed to market your product line.

Please review the copy carefully, if you find any inaccuracies in the information, please clearly indicate the corrections on the copy and return it to me. By mail, by the end of the week.

After inserting the corrections, the brochure will go directly to the printer. If all goes well, it should be ready to mail within three weeks. Please make sure that we have the most current client list, and also the supplemental marketing list should be sent to us.

Next week I will send the revised schedule we discussed yesterday of marketing activities. I will also send a design for the direct-mail piece. In addition, I will send updated cost estimates.

Please let me know if you have any questions, otherwise I will expect the corrections by Friday afternoon.

Sincerely,

Richard Wong

ANSWERS

Here's one way to revise the letter; the underlined words are moved or changed. Each change represents just one technique for improving the e-mail.

Dear Ms. Saborsky:

For your review, I am attaching the copy we will use for the brochure, direct-mail pieces, flyers, and other promotional materials that we have designed to market your product line.

Please review the copy carefully. If you find any inaccuracies in the information, please clearly indicate the corrections on the copy and mail it to me. I would need any revisions by the end of the week.

The brochure will go directly to the printer after we insert the corrections. If all goes well, it should be ready to mail within three weeks. Please make sure that we have both the most current client list and the supplemental marketing list.

Yesterday, we discussed the revised schedule of marketing activities. I will send it next week. I will also send a design for the direct-mail piece. In addition, I will send updated cost estimates.

Please let me know if you have any questions. Otherwise, I will expect the corrections by Friday afternoon.

Sincerely,

Richard Wong

LESSON 2 REVIEW

Each numbered passage on this page contains problematic writing. Write down which error or style problem from the list below best describes the problem or problems in each passage:

- Choppy sequence of sentences
- Breakdown in parallel structure
- Incomplete sentence (fragment)
- Misplaced word or words
- Run-on sentence
- Too many ideas strung together with *and*

EXAMPLE:

Danielle was late to work at least once a week. For the past three months.

PROBLEMS:

Incomplete sentence (fragment)

IMPROVED SENTENCE:

Danielle was late to work at least once a week for the past three months.

1. Andy has been working on the evening shift for three months. His work is usually satisfactory. Although he does not always complete projects on time.
2. He gets along well with his coworkers, they often ask for his help when they have a problem.
3. Andy is always on time. He learns new tasks quickly. He is willing to work overtime. Sometimes this has been necessary.
4. Because of his demonstrating an interest in taking on more responsibility. I plan to put him in charge of a work team next quarter.
5. Andy consistently takes advantage of opportunities to learn new skills and he applies those skills on the job and he shares what he learns with other people in the department.
6. He plans to attend the Excel class to improve his computer skills that will be offered in March.
7. Overall, I rate Andy's performance as better than average and also to recommend a merit increase.

LESSON REVIEW: ANSWERS

The sentences below include underlined and labeled writing problems and potential ways to solve each one.

1. Andy has been working on the evening shift for three months. His work is usually satisfactory. Although he does not always complete projects on time.

PROBLEM:

Incomplete sentence (fragment)

IMPROVED SENTENCE:

Andy has been working on the evening shift for three months. His work is usually satisfactory, although he does not always complete projects on time.

2. He gets along well with his coworkers, they often ask for his help when they have a problem.

PROBLEM:

Run-on sentence (comma splice)

IMPROVED SENTENCE:

He gets along well with his coworkers, and they often ask for his help when they have a problem.

3. Andy is always on time. He learns new tasks quickly. He is willing to work overtime. Sometimes this has been necessary.

PROBLEM:

Choppy sequence of sentences

IMPROVED SENTENCE:

Andy is always on time. He learns new tasks quickly and he has been willing to work overtime when necessary.

4. Because of his demonstrating an interest in taking on more responsibility, I plan to put him in charge of a work team next quarter.

PROBLEM:

Incomplete sentence (fragment)

IMPROVED SENTENCE:

Because he demonstrates an interest in taking on more responsibility, I plan to put him in charge of a work team next quarter.

5. Andy consistently takes advantage of opportunities to learn new skills and he applies those skills on the job and he shares what he learns with other people in the department.

PROBLEM:

Too many ideas strung together with *and*

IMPROVED SENTENCE:

Andy consistently takes advantage of opportunities to learn new skills, and he applies those skills on the job. Furthermore, he shares what he learns with other people in the department.

6. He plans to attend the Excel class to improve his computer skills that will be offered in March.

PROBLEM:

Misplaced words

IMPROVED SENTENCE:

To improve his computer skills, he plans to attend the Excel class that will be offered in March.

7. Overall, I rate Andy's performance as better than average and also to recommend a merit increase.

PROBLEM:

Breakdown in parallel structure

IMPROVED SENTENCE:

Overall, I rate Andy's performance as better than average and also recommend a merit increase.

3

PRONOUNS

PRACTICE 3.1

Read this message and write in which pronoun, *I* or *me*, would be correct for each numbered space.

When Ms. Alexander and [1] talked last week, she said she would send [2] a copy of the new brochure. [3] finally received it on Tuesday, but it was not what we had expected.

My manager and [4] discussed the problem, and [5] sent Ms. Alexander a list of revisions. She then called [6] to say that she would have the changes in the mail to [7] by May 17th.

If she manages to do so, she will make two people very happy—my manager and [8].

ANSWERS

Here are the correct pronoun forms—*I* or *me*—filled in beside the numbers.

When Ms. Alexander and [1] I talked last week, she said she would send [2] me a copy of the new brochure. [3] I finally received it on Tuesday, but it was not what we had expected.

My manager and [4] I discussed the problem, and [5] I sent Ms. Alexander a list of revisions. She then called [6] me to say that she would have the changes in the mail to [7] me by May 17th.

If she manages to do so, she will make two people very happy—my manager and [8] me.

PRACTICE 3.2

Read this paragraph and write in which pronoun—*I*, *me*, or *myself*—would be correct for each numbered blank.

Please consider [1] for the position of training associate. After studying organizational development for three years, [2] see [3] as an expert.

ANSWERS

Here are the correct pronoun forms—*I*, *me*, or *myself*—filled in beside the numbers.

Please consider [1] me for the position of training associate. After studying organizational development for three years, [2] I see [3] myself as an expert.

PRACTICE 3.3

Following the traditional guidelines on the last page, write *who* or *that* beside each number.

1. The woman [1] delivered the speech did a very impressive job, but the air conditioner [2] kept malfunctioning made it difficult to hear her.
2. Our associate in Savannah started writing a history of the company [3] he didn't finish in time for the site redesign. Nevertheless, his managers, [4] had great faith in his abilities, gave him another chance.
3. Next week, we will learn the name of the company [5] has been awarded the contract.

ANSWERS

Here are the *who* pronouns that most educated readers would expect to see instead of the pronoun *that*, and the *that* pronouns required in standard US English.

1. The woman [1] who delivered the speech did a very impressive job, but the air conditioner [2] that kept malfunctioning made it difficult to hear her.
2. Our associate in Savannah started writing a history of the company [3] that he didn't finish in time for the site redesign. Nevertheless, his managers, [4] who had great faith in his abilities, gave him another chance.
3. Next week, we will learn the name of the company [5] that has been awarded the contract.

PRACTICE 3.4

Put an **X** by each sentence that contains a problematic pronoun. For each of those sentences, write in the correct pronoun.

EXAMPLE:

X The manager of our hotel in Paris greeted my colleague and I with a huge basket of fruit.

The manager of our hotel in Paris greeted my colleague and me with a huge basket of fruit.

1. Please join Joyce and myself in the cafeteria at 3 o'clock to arrange decorations for the party.
2. The nonprofit who hosted the fundraiser for the homeless shelters is being honored on September 17.
3. The accountant sent the client's letter to Jake and I and asked if we would research the problem.
4. Everyone was unhappy about the change in health plans, and I myself thought the company was making a big mistake.
5. The manager asked Luanne and me to review the budget figures.
6. I will be late for the team meeting because Ms. Meyer told Arlo and myself to restock the shelves after the store closes.
7. Our biggest clients asked Pete and I to fly to New York to attend their product launch.

ANSWERS

The incorrect sentences are marked with an **X**. The incorrect pronouns are crossed out and replaced with correct pronouns, which are underlined. The correct sentences are marked with a **✓**.

- X** 1. Please join Joyce and ~~myself~~ me in the cafeteria at 3 o'clock to arrange decorations for the party.
- X** 2. The nonprofit ~~who~~ that hosted the fundraiser for the homeless shelters is being honored on September 17.
- X** 3. The accountant sent the client's letter to Jake and ~~I~~ me and asked if we would research the problem.
- ✓** 4. Everyone was unhappy about the change in health plans, and I myself thought the company was making a big mistake.
- ✓** 5. The manager asked Luanne and me to review the budget figures.
- X** 6. I will be late for the team meeting because Ms. Meyer told Arlo and ~~myself~~ me to restock the shelves after the store closes.
- X** 7. Our biggest clients asked Pete and ~~I~~ me to fly to New York to attend their product launch.

PRACTICE 3.5

Circle every pronoun that does not clearly refer to another noun or pronoun. Write in revisions for the sentences so the pronoun references are clear—juggling words or filling in information by guessing what the writer might have meant to say.

1. A list of energy-saving methods was enclosed with the utility bill. For example, they suggested insulating the water pipes.
2. We can hire three temporary workers, and the equipment we ordered is due to arrive next week. This means that we are more likely to stay on schedule.
3. The proposal was already more than a week late when Mark found an error on page 16, so it had to be redone.

ANSWERS

The unclear pronouns are underlined in the original sentences below, and the second sentences are revised to clear up any confusion.

ORIGINAL:

6. A list of energy-saving methods was enclosed with the utility bill. For example, they suggested insulating the water pipes.

REVISION:

The list of energy-saving methods the utility company enclosed with the bill included a suggestion to insulate the water pipes.

ORIGINAL:

7. We can hire three temporary workers, and the equipment we ordered is due to arrive next week. This means that we are more likely to stay on schedule.

REVISION:

We can hire three temporary workers, and the equipment we ordered is due to arrive next week. The new workers and equipment will make it more likely that we can stay on schedule.

ORIGINAL:

8. The proposal was already more than a week late when Mark found an error on page 16, so it had to be redone.

REVISION:

The proposal was already more than a week late when Mark found an error on page 16, so one section had to be redone.

PRACTICE 3.6

Circle the unclear pronouns in this crime report and write in nouns that would make all the report's pronoun references clear.

On January 14, Officer Leona Meyer received a call from Ms. Darlene Higgins, office manager for the Linar Trust Company. She reported a burglary and vandalism in five of the offices and in the company lunch room. She met with her in the front office at 7:15 a.m.

Ms. Higgins showed Officer Meyer the damage and described the missing property, which was extensive. They defaced over 50 legal books, threw red ink on a valuable painting, stole a computer and a large-screen TV, and took approximately \$1,000 in petty cash. This was kept in a locked drawer in the receptionist's desk.

Officer Meyer wrote a description of the missing property in her notebook and photographed it. She will continue to investigate and will submit a supplementary report by the end of the week.

ANSWERS

Here's the same text with unclear pronouns crossed out and clear nouns added.

On January 14, Officer Leona Meyer received a call from Ms. Darlene Higgins, office manager for the Linar Trust Company. ~~She~~ Ms. Higgins reported a burglary and vandalism in five of the offices and in the company lunch room. ~~She~~ Officer Meyer met with ~~her~~ Ms. Higgins in the front office at 7:15 a.m.

Ms. Higgins showed Officer Meyer the damage and described the missing property, ~~which~~ The damage was extensive. ~~They~~ The vandals defaced over 50 legal books, threw red ink on a valuable painting, stole a computer and a large-screen TV, and took approximately \$1,000 in petty cash. ~~This~~ The money was kept in a locked drawer in the receptionist's desk.

Officer Meyer wrote a description of the missing property in her notebook and photographed it the damage. She will continue to investigate and will submit a supplementary report by the end of the week.

PRACTICE 3.7

Circle the right pronouns—singular or plural—that would complete these sentences:

1. The pipe burst at midnight. [It / They] will be hard to repair.
2. Caroline and her coworkers always meet during [her / their] lunch hour on Fridays.
3. The marketing consultant recommends placing several online advertisements. [They / It] may help us reach a wider audience.

ANSWERS

Here are the right pronouns for these sentences.

The pipe burst at midnight. ~~They~~ It will be hard to repair.

Caroline and her coworkers always meet during ~~her~~ their lunch hour on Fridays.

The marketing consultant recommends placing several online advertisements. ~~It~~ They may help us reach a wider audience.

PRACTICE 3.8

In each of the sentences below, circle the indefinite pronoun, underline the prepositional phrase, and circle the correct possessive word in the brackets.

1. Each of the men reported to [their / his] work station on time.
2. One of the women will have to schedule [their / her] appointment for February.
3. Every one of the airplanes will have [its / their] seats replaced next month.

PRACTICE 3.9

Write in revisions for these two sentences to remove gender bias.

1. Somebody has been leaving his bicycle so close to the library door that it's hard to open.
2. When referring to a policies and procedures manual, a supervisor should always make sure he has the latest version.

ANSWERS

Here are examples of revisions that remove gender bias from the sentences.

BIASED:

1. Someone has been leaving his bicycle so close to the library door that it's hard to open.

NOT BIASED:

Someone has been leaving her or his [or a] bicycle so close to the library door that it's hard to open.

BIASED:

2. When referring to a policies and procedures manual, a supervisor should always make sure he has the latest version.

NOT BIASED:

When referring to a policies and procedures manual, supervisors should always make sure they have the latest version.

LESSON 3 REVIEW

Circle any incorrect or unclear pronouns and possessives in this e-mail and write in correct, clear words.

Dear Michael,

I'm happy to tell you that both the April conference and the May exposition went very well. We know it wouldn't have been successful without your help. Amanda and myself are very grateful.

Everyone who attended the conference voiced his approval of our choices of speakers and workshops. The most popular speakers were Isabel Silva (the woman that wrote that wonderful book on customer service) and your friend DeeAnn Brodsky. She has an excellent presentation style.

There were a few problems with the exposition. The stage was too large for the hall so the organizers had to reduce its size. And at the last minute, one of the key exhibitors told Amanda and me that he had to pull out. Fortunately, we were able to find a replacement, but that could have been a big problem.

Thanks again for your help and your great ideas. It really paid off. We hope to repeat both events next year and look forward to working with you again.

LESSON REVIEW: ANSWERS

The incorrect words are crossed out and the correct words are underlined below.

Dear Michael,

I'm happy to tell you that both the April conference and the May exposition went very well. We know it ~~they~~ wouldn't have been successful without your help. Amanda and ~~myself~~ I are very grateful.

Everyone ~~All the people~~ who attended the conference voiced his their approval of our choices of speakers and workshops. The most popular speakers were Isabel Silva (the woman ~~that~~ who wrote that wonderful book on customer service) and your friend DeeAnn Brodsky. She DeeAnn has an excellent presentation style.

There were a few problems with the exposition. The stage was too large for the hall so the organizers had to reduce its ~~its~~ the size of the stage. And at the last minute, one of the key exhibitors told Amanda and me that he had to pull out. Fortunately, we were able to find a replacement, but ~~that~~ his cancellation could have been a big problem.

Thanks again for your help and your great ideas. It ~~It~~ They really paid off. We hope to repeat both events next year and look forward to working with you again.

4

VERBS

PRACTICE 4.1

Write in the correct form of the verb for the second sentence in each of these sentence pairs.

1. Jason likes his new assignment. Jason and Lily _____ their new assignment.
2. The administrative assistant works very quickly. The administrative assistants _____ very quickly.
3. Our cost accountants watch all our expenditures. Our cost accountant _____ all our expenditures.

ANSWERS

Here is the correct form of the verb for each sentence.

1. Jason likes his new assignment. Jason and Lily like their new assignment.
2. The administrative assistant works very quickly. The administrative assistants work very quickly.
3. Our cost accountants watch all our expenditures. Our cost accountant watches all our expenditures.

PRACTICE 4.2

Write in the correct form of the verb *be*, *have*, or *do* for the second sentence in each sentence pair.

1. Roxanne has a new e-mail address. Roxanne and I _____ new e-mail addresses.
2. The revised designs are exactly what we had in mind. The revised design _____ exactly what we had in mind.
3. I understand that you and your manager have approved the budget. I understand that you _____ approved the budget.
4. We are planning to submit the application by the end of next week. I _____ planning to submit the application by the end of next week.
5. Luke does not know the test results yet. Luke and his team _____ not know the test results yet.

ANSWERS

The correct form of the verb *be*, *have*, or *do* is underlined here for the second sentence in each sentence pair.

1. Roxanne has a new e-mail address. Roxanne and I have new e-mail addresses.
2. The revised designs are exactly what we had in mind. The revised design is exactly what we had in mind.
3. I understand that you and your manager have approved the budget. I understand that you have approved the budget.
4. We are planning to submit the application by the end of next week. I am planning to submit the application by the end of next week.
5. Luke does not know the test results yet. Luke and his team do not know the test results yet.

PRACTICE 4.3

Circle the incorrect form of the verb *be*, *have*, or *do* in each sentence, and write in the correct verb form.

1. During the past week, I has received six phone calls in response to our advertisement.
2. Our agency usually buy several new vehicles each year.
3. Two members of our team, Alex and Lixuan, is planning to attend the annual retreat.
4. The CEO do not want us to lose ground to our competitors again this quarter.
5. The sales manager plans to retire when he turn fifty.
6. You'll need to use the alternate route, because the construction are blocking the road leading to our office.
7. All the customers tells us the same story.
8. The response to the call for volunteers were tremendous.
9. No one know why Doug asked us to stop the project.
10. Only two of the companies involved in the study, IHEN and Sentra, has returned the completed questionnaire.

ANSWERS

The incorrect forms of the verb *be*, *have*, or *do* are crossed out in each sentence, and the correct forms are underlined.

1. During the past week, I ~~has~~ have received six phone calls in response to our advertisement.
2. Our agency usually ~~buy~~ buys several new vehicles each year.
3. Two members of our team, Alex and Lixuan, ~~is~~ are planning to attend the annual retreat.
4. The CEO ~~do~~ does not want us to lose ground to our competitors again this quarter.
5. The sales manager plans to retire when he ~~turn~~ turns fifty.
6. You'll need to use the alternate route, because the construction ~~are~~ is blocking the road leading to our office.
7. All the customers ~~tells~~ tell us the same story.
8. The response to the call for volunteers ~~were~~ was tremendous.
9. No one ~~knew~~ knows why Doug asked us to stop the project.
10. Only two of the companies involved in the study, IHEN and Sentra, ~~has~~ have returned the completed questionnaire.

PRACTICE 4.4

Circle the subjects and underline the prepositional phrases that separate them from the verbs. Then write in any verb forms that are needed to make the sentences correct.

1. One or more of the interns has to go to the event.
2. Vanessa, with the help of her colleagues, are learning to improve our record.
3. The combination of tasks confuse the new deputy.

ANSWERS

The prepositional phrases are underlined, the incorrect verb forms are crossed out, and the correct verb forms are added. The subjects and correct verbs are in bold.

1. **One or more** of the interns ~~has~~ **have** to go to the event.
2. **Vanessa**, with the help of her colleagues, ~~are~~ **is** learning to improve our record.
3. **The combination** of tasks ~~confuse~~ **confuses** the new deputy.

PRACTICE 4.5

Underline the subject and circle the correct verb form for each of the following sentences.

1. The laptop and the cell phone [is / are] both over two years old.
2. John Young, one of the organization's best speakers, [is / are] going to make the presentation.
3. One experienced deputy and two newly promoted sergeants [is / are] heading the transition team.
4. The engineers and the visiting expert [have / has] met the deadline.

ANSWERS

The subjects are underlined, the correct verbs are in bold, and the incorrect verbs are crossed out.

1. The laptop and the cell phone ~~is~~ **are** both over two years old.
2. John Young, one of the organization's best speakers, ~~are~~ **is** going to make the presentation.
3. One experienced deputy and two newly promoted sergeants ~~is~~ **are** heading the transition team.
4. The engineers and the visiting expert ~~has~~ **have** met the deadline.

PRACTICE 4.6

Underline the correct sentence in each sentence pair.

- Each are going to work overtime.
Each is going to work overtime.
- Everyone in all departments is receiving a bonus.
Everyone in all departments are receiving a bonus.
- Everything that you are concerned about is accounted for in the new system.
Everything that you are concerned about are accounted for in the new system.

ANSWERS

The incorrect sentences in each pair are crossed out and the correct, singular verbs are underlined.

- ~~Each are going to work overtime.~~
Each is going to work overtime.

- Everyone in all departments is receiving a bonus.
~~Everyone in all departments are receiving a bonus.~~

- Everything that you are concerned about is accounted for in the new system.
~~Everything that you are concerned about are accounted for in the new system.~~

PRACTICE 4.7

For each sentence, circle the correct verb form or the form that would be safest to use in a formal document.

1. Each of the writers [is /are] assigned some proofreading work as part of the job training.
2. The public [is /are] likely to be interested in the results of our investigation.
3. Neither the Marketing Department nor the Sales Department [want / wants] the new office space.
4. Every person on the investigative staff [submit / submits] a detailed progress report each month.
5. This audience always [appreciate / appreciates] a brief presentation.

ANSWERS

The correct or safest verb forms are underlined and the incorrect verbs are crossed out.

1. Each of the writers ~~are~~ is assigned some proofreading work as part of the job training.
2. The public ~~are~~ is likely to be interested in the results of our investigation.
3. Neither the Marketing Department nor the Sales Department ~~want~~ wants the new office space.
4. Every person on the investigative staff ~~submit~~ submits a detailed progress report each month.
5. This audience always ~~appreciate~~ appreciates a brief presentation.

PRACTICE 4.8

Identify the subject in each sentence pair. Then cross out the sentence in each pair that has an incorrect verb form.

1. There is too many people in our building.
There are too many people in our building.
2. Where are the new desks you ordered?
Where is the new desks you ordered?
3. Is there any volunteers for the charity drive?
Are there any volunteers for the charity drive?

ANSWERS

The subjects are underlined in the correct sentences and the verbs are in bold. The incorrect sentences are crossed out.

1. ~~There is too many people in our building.~~
There **are** too many people in our building.
2. Where **are** the new desks you ordered?
~~Where is the new desks you ordered?~~
3. ~~Is there any volunteers for the charity drive?~~
Are there any volunteers for the charity drive?

PRACTICE 4.9

Circle the correct verb in each set of brackets.

How you speak [makes / make] a critical first impression, whether you are speaking in person, on the telephone, or in a presentation. There are many courses available that [increase / increases] people's ability to communicate effectively on the job and in social settings.

Most of these courses [have / has] practice exercises and other activities that [help / helps] you learn important skills. Some classes [offer / offers] opportunities to practice speaking volume, breath control, and vocal expression.

Another of the skills that [is / are] usually taught [is / are] the effective use of body language. It's best to look for a class in which the group [is / are] small—no more than ten people. That way, you will be able to give several informal presentations and [receive / receives] feedback on your strengths and weaknesses.

ANSWERS

The correct verbs are underlined, and the incorrect verbs are crossed out.

How you speak ~~make~~ makes a critical first impression, whether you are speaking in person, on the telephone, or in a presentation. There are many courses available that ~~increases~~ increase people's ability to communicate effectively on the job and in social settings.

Most of these courses ~~has~~ have practice exercises and other activities that ~~helps~~ help you learn important skills. Some classes ~~offers~~ offer opportunities to practice speaking volume, breath control, and vocal expression.

Another of the skills that ~~are~~ is usually taught ~~are~~ is the effective use of body language. It's best to look for a class in which the group ~~are~~ is small—no more than ten people. That way, you will be able to give several informal presentations and ~~receives~~ receive feedback on your strengths and weaknesses.

PRACTICE 4.10

Write in the past tense beside each of these verbs.

award
cram
fix
furnish
park
plan

practice
promote
refer
slam
state

ANSWERS

Here are the past tenses.

award	→	awarded
cram	→	crammed
fix	→	fixed
furnish	→	furnished
park	→	parked
plan	→	planned
practice	→	practiced
promote	→	promoted
refer	→	referred
slam	→	slammed
state	→	stated

PRACTICE 4.11

Write in the correct verb tenses in these sentences by adding the final *-d* or *-ed* to show past tense. Double a final consonant if it's necessary.

1. Last week, we mail you a brochure describing our event-planning services.
2. When I graduate from the MBA program five years ago, I hope to find a job in the banking industry.
3. When the officers arrive at the scene of the accident last night, they could see that the truck had slam into the front of the restaurant and smash the plate-glass window.

ANSWERS

Here are the correct past tenses of the verbs.

1. Last week, we mailed you a brochure describing our event-planning services.
2. When I graduated from the MBA program five years ago, I hoped to find a job in the banking industry.
3. When the officers arrived at the scene of the accident last night, they could see that the truck had slammed into the front of the restaurant and smashed the plate-glass window.

PRACTICE 4.12

Write in the past-tense form of the following verbs.

1. We [purchase _____] a copy machine from your company last year, but it never [work _____] right.
2. While she was [employ _____] by our firm, Joanne Miller always [does _____] excellent work.
3. By chance, we [meet _____] one of your colleagues when we [visit _____] Denver last week.
4. Until she [leave _____] the company to attend law school, Jenny Sato [is _____] the best assistant I ever [have _____].
5. Your associate [tell _____] me that your firm [win _____] the contract to develop the property [designate _____] for commercial use.
6. When the district managers finally [get _____] together last week, we [make _____] several important decisions and [plan _____] the board presentation.

ANSWERS

The verbs' present tenses are crossed out below, followed by the correct past tenses.

1. We ~~purchase~~ purchased a copy machine from your company last year, but it never ~~work~~ worked right.
2. While she was ~~employ~~ employed by our firm, Joanne Miller always ~~does~~ did excellent work.
3. By chance, we ~~meet~~ met one of your colleagues when we ~~visit~~ visited Denver last week.
4. Until she ~~leave~~ left the company to attend law school, Jenny Sato ~~is~~ was the best assistant I ever ~~have~~ had.
5. Your associate ~~tell~~ told me that your firm ~~win~~ won the contract to develop the property ~~designate~~ designated for commercial use.
6. When the district managers finally ~~get~~ got together last week, we ~~make~~ made several important decisions and ~~plan~~ planned the board presentation.

PRACTICE 4.13

Change the present-tense verbs in brackets by writing in any of the future-tense verb forms outlined on the last page.

1. Next year the manufacturing facility [moves] to Mexico.
2. Within a few weeks, we [launch] the next generation of our software.

ANSWERS

The different possible future-tense forms are underlined below.

1. Next year the manufacturing facility will move to Mexico.

Next year the manufacturing facility will be moving to Mexico.

Next year the manufacturing facility is going to move to Mexico.

2. Within a few weeks, we will launch the next generation of our software.

Within a few weeks, we will be launching the next generation of our software.

Within a few weeks, we are going to launch the next generation of our software.

PRACTICE 4.14

Where it's necessary, write in revisions of this paragraph's verb tenses.

When the department managers submit their quarterly reports last week, the CEO was pleased with the production figures. She speaks with all the managers personally before the week was over and congratulates them for their teams' hard work.

ANSWERS

Here are the kinds of changes you may have made.

When the department managers submitted their quarterly reports last week, the CEO was pleased with the production figures. She spoke with all the managers personally before the week was over and congratulated them for their teams' hard work.

LESSON 4 REVIEW

To review this lesson, underline every incorrect verb form or tense in the letter of recommendation below (none of the verbs below are merely risky or too informal for a business document). Then write in revisions with these goals in mind:

- Make the verb tenses correct.
- Make the verbs agree with their subjects in number.
- Keep the first sentence as it is, and make the subsequent verb tenses consistent with it. Shift tenses only when words clearly signal that the time frame changes.

During the three years that she worked in our department, Rena Salamat was one of our most valuable employees. Although we was glad that she had the opportunity to attend graduate school, her colleagues all said that they missed her when she leave.

Rena, one of the best writers I have work with, make three particularly useful contributions. In her first year on the job, she research and write the annual report with very little supervision. The next year, she and Nan Bleeker redesigned and revise the procedures manual we had complain about for years. Before she left, she edit all our form letters.

Rena's colleagues still speaks of her with respect. She give excellent advice to less experienced staff members and make herself available to help other people. Her patience and consideration for others was especially useful for our department when everyone was trying to meet a tight deadline.

Tomorrow, I send you a detailed summary of Rena's work history, and I will provide any more information you might need. Needless to say, I give Rena my highest recommendation.

LESSON REVIEW: ANSWERS

The incorrect verbs are crossed out and the correct verbs are added and underlined. If there are two possibilities, both are shown.

During the three years that she worked in our department, Rena Salamat was one of our most valuable employees. Although we ~~was~~ were glad that she had the opportunity to attend graduate school, her colleagues all said that they missed her when she ~~leave~~ left.

Rena, one of the best writers I have ~~work~~ worked with, ~~make~~ made three particularly useful contributions. In her first year on the job, she ~~research and write~~ researched and wrote the annual report with very little supervision. The next year, she and Nan Bleeker redesigned and ~~revise~~ revised the procedures manual we had ~~complain~~ complained about for years. Before she left, she ~~edit~~ edited all our form letters.

Rena's colleagues still ~~speaks~~ speak of her with respect. She ~~give~~ gave excellent advice to less experienced staff members and ~~make~~ made herself available to help other people. Her patience and consideration for others ~~was~~ were especially useful for our department when everyone was trying to meet a tight deadline.

Tomorrow, I ~~send~~ will send you a detailed summary of Rena's work history, and I will provide any more information you might need. Needless to say, I ~~give~~ gave Rena my highest recommendation.

5

ARTICLES

PRACTICE 5.1

Decide whether *a* or *an* would be the right indefinite article for each phrase below, and write it in.

1. ____ filing cabinet
2. ____ heir to the farm
3. ____ unusual peak in the market
4. ____ useful tool
5. ____ effective proposal
6. ____ Mercedes sedan
7. ____ honorable judge
8. ____ labor-intensive study
9. ____ marble statue
10. ____ ink smudge
11. ____ heavy cabinet
12. ____ elegant hotel

ANSWERS

The correct indefinite articles are filled in for each phrase below.

1. a filing cabinet
2. an heir to the farm
3. an unusual peak in the market
4. a useful tool
5. an effective proposal
6. a Mercedes sedan
7. an honorable judge
8. a labor-intensive study
9. a marble statue
10. an ink smudge
11. a heavy cabinet
12. an elegant hotel

PRACTICE 5.2

Write in the definite articles that are missing from these sentences.

1. Gerhardt, newest employee, found program manual very helpful.
2. I would like you to send minutes of last meeting as soon as possible.
3. Please bring your laptop to our IT office and show technician damage from accident.

ANSWERS

The definite articles are added and underlined.

1. Gerhardt, the newest employee, found the program manual very helpful.
2. I would like you to send the minutes of the last meeting as soon as possible.
3. Please bring your laptop to our IT office and show the technician the damage from the accident.

PRACTICE 5.3

Cross out any incorrect articles and write in any articles that are missing.

1. Our division's territory extends from the Oregon to Mexico.
2. To reach my office, turn left on the Marine Drive and go three blocks until you come to stop sign.

ANSWERS

Here are the corrected sentences: incorrect articles are crossed out, and added, correct articles are underlined.

1. Our division's territory extends from ~~the~~ Oregon to Mexico.
2. To reach my office, turn left on ~~the~~ Marine Drive and go three blocks until you come to a stop sign [or the stop sign].

PRACTICE 5.4

Cross out the unnecessary articles in these sentences.

1. After receiving her promotion, Rose said that she felt a greater confidence.
2. To prepare for his transfer, Michael needs to study the Italian for at least six months.
3. Tamor was right when he said that they needed to leave earlier because of a traffic.

ANSWERS

Here are the corrected sentences: incorrect articles are crossed out.

1. After receiving her promotion, Rose said that she felt ~~a~~greater confidence.
2. To prepare for his transfer, Michael needs to study ~~the~~ Italian for at least six months.
3. Tamor was right when he said that they needed to leave earlier because of ~~a~~traffic.

PRACTICE 5.5

If an article is needed to complete any given sentence, circle the correct one in brackets. An article will not be necessary before some words below; in those cases, circle “none.”

1. Mr. Smith was [a, an, the, none] most important defense witness in [a, an, the, none] Larkin Bank embezzlement trial.
2. In [a, an, the, none] tournament on [a, an, the, none] March 19, Bette Murphy tried her best to win [a, an, the, none] championship trophy for our department.
3. Before selecting [a, an, the, none] option from [a, an, the, none] menu, [a, an, the, none] users will be prompted to enter [a, an, the, none] their passwords.
4. In [a, an, the, none] March, we plan to purchase [a, an, the, none] new subsidiary on the Gulf Coast.
5. One of [a, an, the, none] qualities we look for in [a, an, the, none] prospective employees is [a, an, the, none] analytic intelligence.
6. Giovanni achieved [a, an, the, none] highest score, [a, an, the, none] 97 out of 100, on [a, an, the, none] examination that was given [a, an, the, none] last month.
7. I interviewed [a, an, the, none] several applicants for [a, an, the, none] new administrative position in [a, an, the, none] Baltimore.

ANSWERS

If more than one article is correct, both are shown. Where no article is needed, the following word or words are underlined.

1. Mr. Smith was the most important defense witness in the Larkin Bank embezzlement trial.
2. In a tournament on March 19, Bette Murphy tried her best to win a championship trophy for our department.

OR

In the tournament on March 19, Bette Murphy tried her best to win the championship trophy for our department.

3. Before selecting an option from the menu, users will be prompted to enter their passwords.
4. In March, we plan to purchase a new subsidiary on the Gulf Coast.
5. One of the qualities we look for in prospective employees is analytic intelligence.
6. Giovanni achieved the highest score, 97 out of 100, on an examination that was given last month.

OR

Giovanni achieved the highest score, 97 out of 100, on the examination that was given last month.

7. I interviewed several applicants for a new administrative position in Baltimore.

OR

I interviewed several applicants for the new administrative position in Baltimore.

PRACTICE 5.6

Decide whether the articles *a*, *an*, or *the* would be correct in the blanks below. If an article is needed, write it in. Some blanks will not need articles.

1. Please let me know when you have finished writing _____ proposal.
2. _____ good policy is always to get _____ permission from _____ your manager before charging _____ airline tickets to _____ company credit card.
3. We have scheduled _____ hour-long meeting for _____ this afternoon.
4. I would appreciate _____ advice about what type of _____ computer to purchase.
5. Next week, _____ personnel office will begin taking applications from people who wish to transfer to _____ London.
6. You may change _____ insurance companies during _____ open enrollment period that begins on _____ October 6.

ANSWERS

If more than one article is correct, both are shown with a / symbol. Where no article is needed, the following word or words are underlined.

1. Please let me know when you have finished writing the / a proposal.
2. A good policy is always to get permission from your manager before charging airline tickets to a / the company credit card.
3. We have scheduled an hour-long meeting for this afternoon.
4. I would appreciate advice about what type of computer to purchase.
5. Next week, the personnel office will begin taking applications from people who wish to transfer to London.
6. You may change insurance companies during the / an open enrollment period that begins on October 6.

LESSON 5 REVIEW

Read these paragraphs and write in the articles *a*, *an*, or *the* where correct English requires them. Some articles are already included.

Textbooks and Supplies for Online Courses

Textbooks and supplies for online and distance learning courses are available through Major Books. Call the company toll free or visit its website. Please be sure to have course title and EDP number (listed next to course fee in course description) available when placing an order. If you decide to purchase the textbooks from another source, be certain to obtain the correct titles and editions. Publishers update textbooks frequently, and incorrect editions may not correspond to the information or page numbers referenced in online classroom.

Course Completion

Unless otherwise specified in course description, you may take up to six months to complete online course. Most courses conclude with supervised final examination, which may be taken at any number of sites. There is no academic penalty for failure to complete distance-learning course.

LESSON REVIEW: ANSWERS

If it would be correct to add either *the* or *a* or *an*, both articles are added with the / symbol and underlined.

Textbooks and Supplies for Online Courses

Textbooks and supplies for online and distance learning courses are available through Major Books. Call the company toll free or visit its website. Please be sure to have a / the course title and EDP number (listed next to the course fee in the course description) available when placing an order. If you decide to purchase the textbooks from another source, be certain to obtain the correct titles and editions. Publishers update textbooks frequently, and incorrect editions may not correspond to the information or page numbers referenced in the online classroom.

Course Completion

Unless otherwise specified in a / the course description, you may take up to six months to complete an online course. Most courses conclude with a supervised final examination, which may be taken at any number of sites. There is no academic penalty for failure to complete a distance-learning course.

6

PRACTICE 6.1

Write in both series commas and commas to separate phrases and subordinate clauses from independent clauses.

Dear Tenant:

In observance of Earth Day the management of this building complex would like you to have this conservation kit. The kit contains information about the increasing need for conservation suggestions for recycling office materials and details about our own conservation efforts.

As you may know we have already implemented a full-scale recycling program turned off the decorative fountains in the patio and selected plants and trees that need little water. We plan to continue and expand our efforts this year.

For more information about ways you and your staff can conserve and recycle to help the environment please call any of the numbers on the Resource Sheet in the conservation kit. Thanks for your help.

ANSWERS

Here is the letter with commas added for items in a series and to set off introductory phrases.

Dear Tenant:

In observance of Earth Day, the management of this building complex would like you to have this conservation kit. The kit contains information about the increasing need for conservation, suggestions for recycling office materials, and details about our own conservation efforts.

As you may know, we have already implemented a full-scale recycling program, turned off the decorative fountains in the patio, and selected plants and trees that need little water. We plan to continue and expand our efforts this year.

For more information about ways you and your staff can conserve and recycle to help the environment, please call any of the numbers on the Resource Sheet in the conservation kit. Thanks for your help.

PRACTICE 6.2

Cross out sentences with incorrectly placed commas. Underline the subject or subjects in each correct sentence and independent clause.

1. Katya took a lateral transfer and is doing well in her new position.

Katya took a lateral transfer, and is doing well in her new position.

2. The team will make its decision by early next week and, we will notify the bidders within ten days.

The team will make its decision by early next week, and we will notify the bidders within ten days.

ANSWERS

The incorrect sentences are crossed out, and the subjects are underlined in the correct sentences.

1. Katya took a lateral transfer and is doing well in her new position.

~~Katya took a lateral transfer, and is doing well in her new position.~~

Sentence 1 has only one independent clause with only one subject: Katya. It would be incorrect to separate Katya's name from the second action "is doing."

2. ~~The team will make its decision by early next week and, we will notify the bidders within ten days.~~

The team will make its decision by early next week, and we will notify the bidders within ten days.

It's always incorrect to put a comma after *and*. Sentence 2 has two independent clauses, each with its own subject, "the team" and "we." The comma *before* the "and" in this sentence is optional, but this comma makes it easier for the reader to grasp these two independent clauses.

PRACTICE 6.3

Write in commas to set off clauses and phrases that you could remove without changing the meaning of these sentences. Also add commas to separate independent clauses.

For faster action on your loan application take the following steps:

- Fill out the loan application which is the most important form in the process completely and accurately. We must send incomplete applications back to the borrower and we cannot take further action until we receive the completed form.
- Give Ms. Diego our loan processor copies of pertinent documents as quickly as you can. We will try to keep the requests for documents to a minimum but we must have certain documents before we can approve your loan. Make copies of all the documents you send us and keep them handy.

ANSWERS

Here is the text with commas added to separate independent clauses and set off appropriate clauses and phrases.

For faster action on your loan application, take the following steps:

- Fill out the loan application, which is the most important form in the process, completely and accurately. We must send incomplete applications back to the borrower, and we cannot take further action until we receive the completed form.
- Give Ms. Diego, our loan processor, copies of pertinent documents as quickly as you can. We will try to keep the requests for documents to a minimum, but we must have certain documents before we can approve your loan. Make copies of all the documents you send us and keep them handy.

PRACTICE 6.4

Write in one or more commas if a date or address needs them. Some sentences may already be correct.

1. Construction on the new court building began in August 1995.
2. Judy Smeaton decided that March 1 2010 would be her last day of work.
3. Please send the invoice to me at 2100 Arlington Boulevard Suite 1732
Oakland California 94612.
4. For more information write to Derek Wilson Senior Vice President the Wilson
Company 20 Harbor Drive Miami FL 21106.

ANSWERS

Sentence 1 doesn't need any added commas. All other commas have been added to the other sentences.

1. Construction on the new court building began in August 1995.
2. Judy Smeaton decided that March 1, 2010, would be her last day of work.
3. Please send the invoice to me at 2100 Arlington Boulevard, Suite 1732, Oakland, California 94612.
4. For more information write to Derek Wilson, Senior Vice President, the Wilson Company, 20 Harbor Drive, Miami, FL 21106.

LESSON 6 REVIEW

Read the following e-mail, circling commas that should not be there and writing in commas that are missing.

Dear Jason:

Here is the history of the Oberg account, that you requested.

In January 2003, we finally received Ms. Oberg's reply, to our letter of November, 18 2002. As we had expected, Ms. Oberg stated, that she had decided to close her account with us, and suggested that she was considering legal action.

As you know Ms. Oberg who opened her account in 1993 was one of our best customers. Customer Service Manager Willie Helpren, and I did everything we could, to convince her that the misplaced decimal point was a once-in-a-lifetime error. Despite our efforts which included telephone calls and, an offer of an interest-rate rebate she remained unconvinced.

I have enclosed the Oberg file but, if you would like to discuss this situation, please call me. I will be in Portland Oregon from March 6, through March 9, and I will be in my office early in the morning, on March 10.

By the way, my mailing address in June will be 500 Sixth Street, Apartment 715 Seaport CA , 95003.

LESSON REVIEW: ANSWERS

Incorrect commas are crossed out, and added commas are in bold and a larger size. Already-correct commas remain in regular type.

Dear Jason:

Here is the history of the Oberg account, that you requested.

In January 2003, we finally received Ms. Oberg's reply, to our letter of November, 18, 2002. As we had expected, Ms. Oberg stated, that she had decided to close her account with us, and suggested that she was considering legal action.

As you know, Ms. Oberg, who opened her account in 1993, was one of our best customers. Customer Service Manager Willie Helpren, and I did everything we could, to convince her that the misplaced decimal point was a once-in-a-lifetime error. Despite our efforts, which included telephone calls and, an offer of an interest-rate rebate, she remained unconvinced.

I have enclosed the Oberg file, but, if you would like to discuss this situation, please call me. I will be in Portland, Oregon, from March 6, through March 9, and I will be in my office early in the morning, on March 10.

By the way, my mailing address in June will be 500 Sixth Street, Apartment 715, Seaport, CA, 95003.

7

OTHER PUNCTUATION MARKS

PRACTICE 7.1

Indicate possession by adding apostrophes to these nouns and pronouns.

EXAMPLE:

one carpenters hammer → one carpenter's hammer

the presidents office

several days backlog

the mens locker room

anyones wallet

ANSWERS

These are the apostrophes you'd add to indicate possession:

the president's office

the men's locker room

several days' backlog

anyone's wallet

PRACTICE 7.2

Put a ✓ beside sentences where apostrophes are used correctly to show possession. Put an ✗ beside sentences with incorrect apostrophes.

1. We will test each applicant's skill level.
2. My assistant never makes mistake's in entering data.
3. The refrigerator door fell off it's hinges when we opened it.
4. The hospital's parking lot is filled by noon each day.

ANSWERS

The apostrophes in Sentences 1 and 4 are correct.

✓ 1. We will test each applicant's skill level.

✗ 2. My assistant never makes mistake's in entering data.

“Mistakes” is a plural noun, and it does not indicate possession in this sentence. This is how the sentence should read:

My assistant never makes mistakes in entering data.

✗ 3. The refrigerator door fell off it's hinges when we opened it.

“It's” is the contraction of “it is”—the wrong words here. This is how the sentence should read:

The refrigerator door fell off its hinges when we opened it.

✓ 4. The hospital's parking lot is filled by noon each day.

PRACTICE 7.3

Circle the words that would correctly complete these sentences.

1. Please submit each form in [its / it's] proper envelope.
2. A [products' / product's] packaging can determine how well it sells.
3. Thank you for [you're / your] encouraging comments.
4. As for the examples you sent, [they're / their] just what I need.
5. I'm sorry to say that [it's / its] too late to change your insurance company this year, but [you're / your] welcome to make a change in January.
6. [Who's / whose] going to take responsibility for updating the database?
7. [Were / We're] having trouble finding a conference room for the planning [committee's / committees] meeting on October 14.
8. I will definitely be on duty next Wednesday because [its / it's] my manager's day off.
9. An orientation meeting for all new [employees / employee's] will be held on March 14.
10. The [officers / officer's] found that the car had lost [its / it's] front wheel just before it smashed into Mr. [Blakeleys / Blakeley's] van.

ANSWERS

The incorrect words are crossed out and the correct words are underlined.

1. Please submit each form in ~~it's~~ its proper envelope.
2. A ~~products'~~ product's packaging can determine how well it sells.
3. Thank you for ~~you're~~ your encouraging comments.
4. As for the examples you sent, ~~their~~ they're just what I need.
5. I'm sorry to say that ~~its~~ it's too late to change your insurance company this year, but ~~your~~ you're welcome to make a change in January.
6. ~~Whose~~ Who's going to take responsibility for updating the database?
7. ~~Were~~ We're having trouble finding a conference room for the planning ~~committees~~ committee's meeting on October 14.
8. I will definitely be on duty next Wednesday because ~~its~~ it's my manager's day off.
9. An orientation meeting for all new ~~employee's~~ employees will be held on March 14.
10. The ~~officer's~~ officers found that the car had lost ~~it's~~ its front wheel just before it smashed into Mr. ~~Blakeleys~~ Blakeley's van.

PRACTICE 7.4

Put an ✘ beside any sentences that use a semicolon incorrectly. Write in the correct punctuation.

1. Our records indicate that the order was shipped to your Denver office in early May; it should arrive by May 12 at the latest.
2. The use of wireless devices may be prohibited in certain areas; such as the cardiac wing.
3. The consultant, Sasha Ormeland, recommended that we put all of our procedures manuals online; Sasha billed for three days of work last week.

ANSWERS

The semicolon is used correctly in Sentences 1 and 3 to separate independent clauses.

Sentence 2 should not have a semicolon. Here's an alternate, correct revision.

2. The use of wireless devices may be prohibited in certain areas, such as the cardiac wing.

PRACTICE 7.5

Circle any incorrect semicolons or commas you find and write the correct punctuation marks beside them.

1. The clerks decided to ask for new computers; even though they knew the request was an exercise in futility.
2. I met with Mr. O'Neil twice last month to discuss his attitude, all he said was that he hates his new assignment.
3. Livia Schecter, the newsletter editor, asked our department to submit an article; Anita Jones will be glad to write it.
4. Next week, we will start asking employees to bring contributions for the food bank; and the department that makes the largest contribution will get special recognition.

ANSWERS

Correct semicolons or commas are added and underlined.

- ✘ 1. The clerks decided to ask for new computers; even though they knew the request was an exercise in futility.

The clerks decided to ask for new computers, even though they knew the request was an exercise in futility.

- ✘ 2. I met with Mr. O'Neil twice last month to discuss his attitude, all he said was that he hates his new assignment.

I met with Mr. O'Neil twice last month to discuss his attitude; all he said was that he hates his new assignment.

- ✓ 3. Livia Schecter, the newsletter editor, asked our department to submit an article; Anita Jones will be glad to write it.

- ✘ 4. Next week, we will start asking employees to bring contributions for the food bank; and the department that makes the largest contribution will get special recognition.

Next week, we will start asking employees to bring contributions for the food bank, and the department that makes the largest contribution will get special recognition.

PRACTICE 7.6

Look for incorrect and missing semicolons and commas in these sentences. Circle any incorrect punctuation mark you find and write in correct punctuation marks.

1. The designers and I did our best to get to San Francisco in time for the meeting, however our flight out of New Orleans was cancelled at the last minute. We decided to stay overnight; and take a flight out first thing in the morning.
2. Forty-five of the applicants for the position had master's degrees, fifteen of them had doctorates.
3. For Thursday's meeting, please bring the report and draft brochure I sent you last week; your datebook or personal organizer so we can schedule the next quarter's meetings, three ideas for improving our response time and three for reducing the error rate, and an open mind.
4. A high-performance team can achieve dramatic results; but building such a team can be a challenge.
5. Everyone present agreed that the information we received was valuable, nevertheless; we believe that the same results could have been achieved in far less time.
6. The manufacturer provides detailed instructions, complete with step-by-step illustrations; which should make the job of assembling the system relatively easy.

ANSWERS

The following pages include before/after illustrations. The nonstandard or incorrect punctuation is crossed out in the first sentences, and the correctly punctuated sentence sections are underlined in the second sentences.

- X** 1. The designers and I did our best to get to San Francisco in time for the meeting;~~however~~ our flight out of New Orleans was cancelled at the last minute. We decided to stay overnight;~~and~~ take a flight out first thing in the morning.
- ✓ The designers and I did our best to get to San Francisco in time for the meeting; however, our flight out of New Orleans was cancelled at the last minute. We decided to stay overnight and take a flight out first thing in the morning.
- X** 2. Forty-five of the applicants for the position had master's degrees;~~fifteen~~ of them had doctorates.
- ✓ Forty-five of the applicants for the position had master's degrees; fifteen of them had doctorates.
- X** 3. For Thursday's meeting, please bring the report and draft brochure I sent you last week;~~your~~ datebook or personal organizer so we can schedule the next quarter's meetings, three ideas for improving our response time and three for reducing the error rate, and an open mind.
- ✓ For Thursday's meeting, please bring the report and draft brochure I sent you last week, your datebook or personal organizer so we can schedule the next quarter's meetings, three ideas for improving our response time and three for reducing the error rate, and an open mind. [This sentence would be easier to read if it were broken up into two or more sentences. But as a single sentence, only commas should separate these items in a series.]
- X** 4. A high-performance team can achieve dramatic results;~~but~~ building such a team can be a challenge.
- ✓ A high-performance team can achieve dramatic results, but building such a team can be a challenge.
- X** 5. Everyone present agreed that the information we received was highly valuable;~~nevertheless~~; we believe that the same results could have been achieved in far less time.
- ✓ Everyone present agreed that the information we received was highly valuable; nevertheless, we believe that the same results could have been achieved in far less time. [A semicolon precedes a transition word and a comma follows it.]

- X** 6. The manufacturer provides detailed instructions, complete with step-by-step illustrations; which should make the job of assembling the system relatively easy.
- ✓ The manufacturer provides detailed instructions, complete with step-by-step illustrations, which should make the job of assembling the system relatively easy.

PRACTICE 7.7

Circle any incorrect colons and semicolons and write in the correct punctuation marks.

1. By messenger service, I am sending the following items: the contract; which has been signed by our division manager, and a check for the initial payment.
2. Health officials agree that: a nutritious diet should include plenty of milk and grains.
3. The following classes will be canceled: calculus, physics, advanced biology, and history.
4. Before starting to assemble the machine, make sure you have all the right tools; a screwdriver, screws, and a wrench.

ANSWERS

Sentence 3 is correct. The faulty punctuation is crossed out in the original sentences, and the new, correctly punctuated sections are underlined in the revisions below them. Your answers may differ.

1. By messenger service, I am sending the following items: the contract;~~which has been signed by our division manager, and a check for the initial payment.~~
By messenger service, I am sending the following items: the contract, which has been signed by our division manager, and a check for the initial payment.
2. Health officials agree that;~~a nutritious diet should include plenty of vegetables and grains.~~
Health officials agree that a nutritious diet should include plenty of vegetables and grains.
- ✓ 3. The following classes will be canceled: calculus, physics, advanced biology, and history.
4. Before starting to assemble the machine, make sure you have all the right tools;~~a screwdriver, screws, and a wrench.~~
Before starting to assemble the machine, make sure you have all the right tools: a screwdriver, screws, and a wrench.

PRACTICE 7.8

Write in one or more dashes to make these sentences correct.

1. Because so many of our customers moved to a less expensive part of the country last year, our business dropped by 10 percent our first drop in three years.
2. Brenda says that she is delighted with her new position it's much more challenging than her previous one and she's already preparing for her next promotion.

ANSWERS

Dashes are added below.

1. Because so many of our customers moved to a less expensive part of the country last year, our business dropped by 10 percent—our first drop in three years.
2. Brenda says that she is delighted with her new position—it's much more challenging than her previous one—and she's already preparing for her next promotion.

PRACTICE 7.9

Insert a pair of parentheses into each of these sentences, even if it's correctly punctuated as it is.

1. After months of research, the journalist found the information he needed in a set of typed notes which he had been saving all along on a flash drive.
2. Anne Sumida says she will not serve as director she is hoping for a transfer to the London branch, but she is willing to take on the job until someone is hired.
3. It took us more than three weeks including two Saturdays to complete the Rutland report.

ANSWERS

Parentheses are added below. (The original Sentence 1 was also correct without parentheses.) Note that the comma follows the parentheses in Sentence 2.

1. After months of research, the journalist found the information he needed in a set of typed notes (which he had been saving all along on a flash drive).
2. Anne Sumida says she will not serve as director (she is hoping for a transfer to the London branch), but she is willing to take on the job until someone is hired.
3. It took us more than three weeks (including two Saturdays) to complete the Rutland report.

LESSON 7 REVIEW

Add punctuation marks to these paragraphs. There is more than one way to punctuate some of these sentences correctly.

To our customers:

Has your address changed? If you have moved have a new telephone number, or have changed your e-mail address be sure to let us know if you haven't done so already.

Here are three ways to update your personal information send a signed letter of instruction complete an account change form available on our website or call our hotline our well informed representatives will be glad to answer questions, record the data, and make the changes for you.

For security purposes we must place a 10 day escrow hold on your account when your address is changed this hold is for your protection.

LESSON REVIEW: ANSWERS

Here's one way to punctuate this message correctly.

To our customers:

Has your address changed? If you have moved, have a new telephone number, or have changed your e-mail address, be sure to let us know (if you haven't done so already).

Here are three ways to update your personal information: send a signed letter of instruction, complete an account change form (available on our website), or call our hotline. Our well-informed representatives will be glad to answer questions, record the data, and make the changes for you.

For security purposes, we must place a 10-day escrow hold on your account when your address is changed; this hold is for your own protection.

8

CONFUSING WORDS

PRACTICE 8.1

Write in the right word from the list below for the blank in each sentence. More than one word may be appropriate.

there	their	they're	your	you're
where	were	we're	whose	who's
its	it's	to	too	two

1. The seminar room was so small that more than 30 people _____ turned away.
2. The project is _____ weeks behind schedule because no one can remember _____ responsible for getting bids from suppliers.
3. Does anyone know _____ packages were left on the reception desk yesterday afternoon? They were all missing _____ return addresses.
4. Andrew, Vanitha, and I decided _____ going to accept _____ offer to drive us to the airport.
5. The sale doesn't start until next week, and _____ not possible for us to offer you the special price until then.
6. _____ many trees are being uprooted for the new development and not being replanted.
7. I need to know by next week _____ you want _____ go for the staff retreat.
8. _____ seems to have been some confusion about the agenda for Friday's meeting.
9. Our department almost lost _____ certification during last week's evaluation.
10. Please let me know whether _____ going to attend Barney's retirement party.

ANSWERS

If there's more than one correct answer, more than one word is added and underlined.

there	their	they're	your	you're
where	were	we're	whose	who's
its	it's	to	too	two

1. The seminar room was so small that more than 30 people were turned away.
2. The project is two weeks behind schedule because no one can remember who's responsible for getting bids from suppliers.
3. Does anyone know whose packages were left on the reception desk yesterday afternoon? They were all missing their return addresses.
4. Andrew, Vanitha, and I decided we're going to accept your / their offer to drive us to the airport.
5. The sale doesn't start until next week, and it's not possible for us to offer you the special price until then.
6. Too many trees are being uprooted for the new development and not being replanted.
7. I need to know by next week where you want to go for the staff retreat.
8. There seems to have been some confusion about the agenda for Friday's meeting.
9. Our department almost lost its certification during last week's evaluation.
10. Please let me know whether you're / we're / they're going to attend Barney's retirement party.

PRACTICE 8.2

Circle the word in brackets that would be correct for each sentence.

1. If all goes well, next year's budget will include funds for a significant increase in the number of employees in the [personal / personnel] department.
2. Everyone on the team believes that Max is a more competent administrator [then / than] Eugene is.
3. The small [principal / principle] sum accrues little interest.
4. The drop in the stock market will have no [affect / effect] on our plans for expansion.
5. We are [already / all ready] two months late with our loan payment.
6. He has a tendency to ask for too much [advise / advice].
7. Earlier, she [led / lead] the group into the courtyard.
8. The inspectors found that the safety rules were far too [lose / loose].
9. Their test performances were [alright / all right].

ANSWERS

The correct words are underlined and the incorrect words are crossed out.

1. If all goes well, next year's budget will include funds for a significant increase in the number of employees in the ~~personal~~ personnel department.
2. Everyone on the team believes that Max is a more competent administrator ~~then~~ than Eugene is.
3. The small ~~principle~~ principal sum accrues little interest.
4. The drop in the stock market will have no ~~affect~~ effect on our plans for expansion.
5. We are ~~all-ready~~ already two months late with our loan payment.
6. He has a tendency to ask for too much ~~advise~~ advice.
7. Earlier, she ~~lead~~ led the group into the courtyard.
8. The inspectors found that the safety rules were far too ~~lose~~ loose.
9. Their test performances were ~~alright~~ all right.

LESSON 8 REVIEW

Circle any words that are used incorrectly in this report and write in the correct words.

During this last review period, Joe's work has improved significantly. One reason is that he is more willing to seek advise and accept criticism. He has already taken over some responsibilities from Louise, who's illness has forced her to reduce her hours, and he has been quite helpful in training the newer personal.

Joe has become something of an expert at editing images, a task that he says he enjoys more then word processing. Its worth noting that he seems to be making a conscious effort to master new skills, and meeting each new challenge appears to have a positive affect on the quality of his work.

There are still a few problems that Joe needs to overcome. The principle difficulty is his apparent unwillingness to take the dress code seriously. Joe often comes too work in frayed jeans and a lose shirt, and he says that he does not except the need to dress more professionally. Still, his present performance is so much better than his past performance that I feel justified in saying that his work is above average. Were lucky to have him as a member of our department.

LESSON REVIEW: ANSWERS

The incorrect words are crossed out and the correct words are underlined.

During this last review period, Joe's work has improved significantly. One reason is that he is more willing to seek ~~advise~~ advice and accept criticism. He has already taken over some responsibilities from Louise, ~~who's~~ whose illness has forced her to reduce her hours, and he has been quite helpful in training the newer ~~personal~~ personnel.

sentence fragment
 incorrect or missing article
 run-on sentence
 incorrect or missing punctuation

misplaced words
 incorrect word choice
 incorrect or unclear pronoun
 incorrect verb

Joe has become something of an expert at editing images, a task that he says he enjoys more ~~then~~ than word processing. ~~Its~~ It's worth noting that he seems to be making a conscious effort to master new skills, and meeting each new challenge appears to have a positive ~~affect~~ effect on the quality of his work.

There are still a few problems that Joe needs to overcome. The ~~principle~~ principal difficulty is his apparent unwillingness to take the dress code seriously. Joe often comes ~~tee~~ to work in frayed jeans and a ~~lose~~ loose shirt, and he says that he does not ~~except~~ accept the need to dress more professionally. Still, his present performance is so much better than his past performance that I feel justified in saying that his work is above average. ~~Were~~ We're lucky to have him as a member of our department.

THE ESSENTIAL GRAMMAR REVIEW

Most of the sentences below contain problematic grammar, punctuation, or word choices. In the space in front of each number, write the term that describes any error or errors. Here is a list of some basic terms; you'll find more specific terms (e.g., *gender bias* or *comma splice*) in the answers starting on page 231. There's also space for you to write in brief sentence revisions.

EXAMPLE:

We will review the sales figures. When the quarter ends.

Sentence fragment

1. The City considered our application for a building permit; but it was denied.
2. Our district manager will be glad to schedule an appointment to discuss our financial packages. When you feel the time is right for such a presentation.
3. We appreciate the opportunity to work with you on this important project.
4. I am happy to announce the promotion of Irana Locsek to executive vice president, Irana will be responsible for the West Coast.
5. Every one of the chemists are required to read the new OSHA regulations.
6. The Facilities Department received 20 calls on New Year's Eve. He couldn't keep up with the problems caused by the sudden freeze in the system.
7. To make changes in your benefits package, contact Arnie Yee, personnel administrator before the end of the open enrollment period.
8. Each sales manager are going to attend this year's trade show in Chicago.
9. If you check my reference's, you'll find that I am extremely reliable.

10. Julien handed the report to Dennis and myself and asked us to investigate the allegations.
11. Addressing the concerns voiced by many of the employees, the meeting with the CEO will be on April 3 at 3:00 p.m.
12. At this point, it's difficult to tell what affect the economy will have on our profits.
13. The associate that sold the most advertising space last quarter will be honored at Friday's luncheon.
14. I expect to receive the shipment before the end of next week, and I will let you know when it arrives.
15. Its not too late to take advantage of our special offer, which expires on October 15.
16. Make it a point to contact every prospective client, whose name is on your callback list, at least once every three months.
17. It was interesting to learn that everyone in the building seems to have a opinion about the new sculpture in the lobby.
18. Unfortunately, we all need to work this weekend. Although the deadline for the product launch has been extended.
19. We received seven excellent proposals, and will select a vendor within two weeks.
20. It is my understanding that you plan to assign Marlon's responsibilities to Rafael and I.
21. The board of directors are very interested in hearing your ideas at their next meeting.
22. Please let me know if you are interested in being considered for a position in East Coast office.
23. Every lawyer remembers his first case.
24. During the annual pool maintenance, which is scheduled for April 14–25, we have made arrangements for members to use the university pool at 17 W. 75th Street.
25. We changed the date for the retreat because to many people were unavailable on March 16.

ANSWERS TO THE ESSENTIAL GRAMMAR REVIEW

The sentences below include notes explaining problematic grammar, punctuation, or word choices. (As noted, some sentences are correct.) The problematic words and punctuation have been crossed out. Correct, underlined words and punctuation have been added.

1. The City considered our application for a building permit~~;~~ , but it was denied.

Incorrect punctuation

2. Our district manager will be glad to schedule an appointment to discuss our financial packages. ~~When~~ when you feel the time is right for such a presentation.

Sentence fragment

3. We appreciate the opportunity to work with you on this important project.

[Correct sentence]

4. I am happy to announce the promotion of Irana Locsek to executive vice president~~;~~ , Irana will be responsible for the West Coast.

Incorrect punctuation; run-on sentence; comma splice

5. Every one of the chemists are is required to read the new OSHA regulations.

Incorrect verb; subject-verb agreement error

6. The Facilities Department received 20 calls on New Year's Eve. He The secretary couldn't keep up with the problems caused by the sudden freeze in the system.

Unclear pronoun

7. To make changes in your benefits package, contact Arnie Yee, personnel administrator~~,~~ , before the end of the open enrollment period.

Incorrect punctuation

8. Each sales manager ~~are~~ is going to attend this year's trade show in Chicago.

Incorrect verb; subject-verb agreement error

9. If you check my ~~reference's~~ references, you'll find that I am extremely reliable.

Incorrect apostrophe: the word is not possessive

10. Julien handed the report to Dennis and ~~myself~~ me and asked us to investigate the allegations.

Incorrect pronoun

11. ~~Addressing the concerns voiced by many of the employees, the~~ The meeting with the CEO will be on April 3 at 3:00 p.m.; ~~the CEO will address the concerns voiced by many of the employees.~~

Misplaced words; dangling modifier

12. At this point, it's difficult to tell what ~~affect~~ effect the economy will have on our profits.

Incorrect word choice

13. The associate ~~that~~ who sold the most advertising space last quarter will be honored at Friday's luncheon.

Risky pronoun choice that could look careless

14. I expect to receive the shipment before the end of next week, and I will let you know when it arrives.

[Correct sentence]

15. Its It's not too late to take advantage of our special offer, which expires on October 15.

Incorrect pronoun; incorrect punctuation

16. Make it a point to contact every prospective client, whose name is on your callback list, at least once every three months.

Incorrect punctuation

17. It was interesting to learn that everyone in the building seems to have a ~~a~~an opinion about the new sculpture in the lobby.

Incorrect article

18. Unfortunately, we all need to work this weekend. ~~Although~~, although the deadline for the product launch has been extended.

Sentence fragment

19. We received seven excellent proposals, and will select a vendor within two weeks.

Incorrect punctuation

20. It is my understanding that you plan to assign Marlon's responsibilities to Rafael and tme.

Incorrect pronoun

21. The board of directors are very interested in hearing your ideas at their next meeting.

[A correct sentence that emphasizes the interest of members of the board as individuals]

22. Please let me know if you are interested in being considered for a position in the East Coast office.

Missing article

23. Every lawyer remembers his his or her first case.

Gender bias

24. During the annual pool maintenance, which is scheduled for April 14–25, we have made arrangements for members to use the university pool at 17 W. 75th Street.

[Correct sentence]

25. We changed the date for the retreat because ~~to~~ too many people were unavailable on March 16.

Incorrect word choice

ABOUT WRITE IT WELL:

Write It Well began in 1979 as Advanced Communication Designs, Inc., a training company that has specialized in helping people communicate more clearly.

Our focus has always been on providing practical information, techniques, and strategies that people can use immediately to work more effectively. Individuals, teams, training specialists, instructors in corporations and businesses of all sizes, nonprofit organizations, government agencies, and colleges and universities use our books and training programs.

The Write It Well series of books includes the self-paced training workbooks *Professional Writing Skills*; the forthcoming *Reports, Proposals, and Presentations*; *Writing Performance Reviews*; *E-Mail: A Write It Well Guide*; and the online-only e-learning module *Just Commas* (available under the **Books** tab on our website). Visit www.writeitwell.com for more information about our company and a detailed descriptions of our publications.



ABOUT THE AUTHOR:

Natasha Terk is the author of *Professional Writing Skills: A Write It Well Guide* and *Writing Performance Reviews*. She is the coauthor of *E-Mail: A Write It Well Guide*. As the president of Write It Well, she leads the firm's business operations and strategy.

Natasha holds master's degrees from the University of San Francisco and the University of Manchester, UK. She has served as a program officer at the Packard Foundation and as a management consultant with La Piana Consulting, and she serves on the board of the Ronald McDonald House of San Francisco.

Natasha has taught business writing at the University of California, Berkeley, and been a consultant for Berkeley's Haas School of Business. She leads on-site and online webinars and workshops for clients including Dreyer's Grand Ice Cream, Hewlett-Packard, Granite Construction, IKEA, National Semiconductor, Nestlé, and the Port of Oakland. She gives keynote speeches and presentations on business communications at seminars and large conferences.

