

Business English

at Work



Susan Jaderstrom and Joanne Miller

Business English

At Work

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**Glencoe
McGraw-Hill**

New York, New York Columbus, Ohio Woodland Hills, California Peoria, Illinois

PHOTO CREDITS Cover Ned Shaw/Stock Illustration Source; 1 Gary Kaemmer/Image Bank; 2 Graham French/Masterfile; 28 Lester Lefkowitz/Stock Market; 52 Tom Tracy/The Photo File; 85 SuperStock; 86 Pamela Hamilton/Image Bank; 112 Keith Ballinger/Masterfile; 138 Matthais Kulka/Stock Market; 176 Dennis Novak/Image Bank; 208 Miao Wang/Image Bank; 239 Elle Schuster/Image Bank; 240 Felix Clouzot/Image Bank; 266 Tecmap/Westlight; 300 John Hartman/Stock Connection; 327 Peter Holst/Image Bank; 328 Nick Merrick/Hedrich Blessing, Ltd.; 360 SuperStock; 390 Chase Swift/Westlight; 418 Jeff Schultz/Alaska Stock; 447 Dennis O'Clair/Tony Stone Images; 448 Frozen Images, Inc.; 482 IFA/Leo De Wys Inc.; 518 John Lund/The Photo File.

Library of Congress Cataloging-in-Publication Data

Jaderstrom, Susan.

Business English at work / Susan Jaderstrom, Joanne M. Miller.
p. cm.

Includes index.

ISBN 0-02-802538-5

1. English language--Business English--Problems, exercises, etc.

I. Miller, Joanne.

II. Title.

PE1115.J27 1999

808'.06665--dc21

98-23673

CIP

Glencoe/McGraw-Hill

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Business English at Work

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Send all inquiries to:

Glencoe/McGraw-Hill
21600 Oxnard St., Suite 500
Woodland Hills, CA 91367

ISBN 0-02-802538-5

7 8 9 027 05 04 03 02

Dear *Business English at Work* Student

Today's marketplace demands that workers have excellent skills in English. The development of these skills—grammar, spelling, punctuation, word choice, and sentence writing/revising to name a few—will be the major focus of this textbook. Many employers actually measure the competence of job applicants in many of these skills before making offers of employment. You are beginning a course of study with a textbook that has been designed just for you with these necessary competencies in mind.

When you successfully complete *Business English at Work*, you will have an advantage when you apply for a position or a promotion in the workplace. Why, you ask, will that be so?

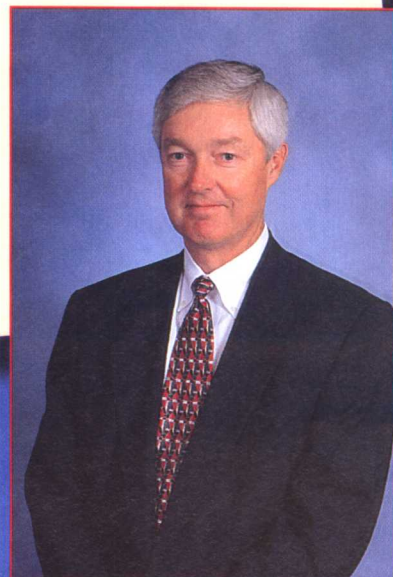
This textbook was developed not only to present basic English concepts but also to tie these concepts to skills used in customer service, telecommunications, time management, electronic mail, leadership, ergonomics, coping strategies, and online research. You will have the opportunity to complete Internet exercises and to access the Glencoe/McGraw-Hill special site for *Business English at Work* on the World Wide Web. With the real-world applications in this textbook and the optional CD-ROM for more practice on your English skills, you will have a competitive edge!

Best wishes as you continue your studies and prepare for life in a fast-paced, demanding business environment. You can be sure that *Business English at Work* will go with you as you head into the future.

We welcome the opportunity to be an important part of your preparation for the world of work.

Sincerely

E. Addison Ellis, III
E. Addison "Buzz" Ellis, III
President, Glencoe/McGraw-Hill



PREFACE

Welcome to the *Business English at Work* text and to an exciting journey through the world of English grammar, spelling, and punctuation. Working with these concepts, you will be mesmerized with the activities and the exercises that relate to the secondary learning topics—a totally new learning approach relating business English to the world of work.

Business English at Work is designed to help you meet the challenges of a changing world, one in which the correct usage of English is tantamount to getting and holding a job.

STUDENT TEXT FEATURES

Business English at Work uses a variety of text and margin features to present concepts of interest and importance to your study of business English.

Text features in the student edition include:

SECONDARY LEARNING

A two-page chapter opener presents the **Secondary Learning Concepts** around which the examples and applications of the chapter are written. Topics such as references, telecommunications, customer service, the World Wide Web, time management, electronic mail, cultural diversity, ergonomics, ethics, job skills, and coping strategies will relate the activities and exercises to the particular grammar, spelling, or punctuation concept being discussed.

TERMS TO REMEMBER



Terms to Remember provide you an opportunity to add new vocabulary words with their definitions (which are found in the Glossary) to your growing language base. The Terms to Remember are related specifically to the Secondary Learning Concepts presented in each chapter.

OBJECTIVES

The **Learning Objectives** provide goals for you to structure your learning activities and exercises toward, so that you know ahead of time on what you will be evaluated.



LOOKING AHEAD

Pretest

The **Looking Ahead Pretest** exercise gives you the chance to test yourself and see how much you already know. You can then plan to spend more time on the concepts that you don't know.

Concepts and rules are presented individually in the chapters so that you can focus on them selectively, then see the concepts and rules applied in numerous examples.



LOOKING BACK

Posttest

The **Looking Back Posttest** exercise helps you decide whether you have acquired the concepts and rules that you studied in the chapter material.

The **Checkups** are a major feature of this text, being provided immediately after various concepts are covered, just when you need the reinforcement.

The **Do This/Do Not Do This** feature illustrates a related grammar or punctuation rule.

The **Practice Exercises and Worksheets** at the end of each chapter provide ample opportunities for you to increase your skills in the concepts and rules of grammar, proofreading, writing, and punctuation that were presented in the chapter.

Diagramming Exercises are provided to give you a graphical hook for remembering how the parts of speech are used and how they relate to each other.

The **Online Activities** presented in each chapter will direct you to the Internet for some interesting tours of various Websites. You may want to follow any online activity with a trip to the Glencoe/McGraw-Hill Website for *Business English at Work* by using the following address to access this special site for students:

<http://www.bew.glencoe.com>

The **Appendix** contains a **Glossary** of the Terms to Remember with pertinent definitions and usage. The Appendix also contains the **Spelling Rules** and special **Word Usage** material. In addition, a thorough **Index** is provided to help locate concepts and rules that you may want to review from time to time.



ONLINE EXERCISES



Tie in to
Reference Manual

Margin features in the student edition include:

- **Tie in to Reference Manual**—A special icon directs you to *The Gregg Reference Manual* for additional examples related to your text.
- **Notes**—Special reminders to enhance your learning are provided in appropriate places.
- **Punctuation and Capitalization Alerts**—Special icons and inserts give you specific and related information that will help you punctuate and use capitalization elements correctly. These reminders stand out from the copy for your quick and ready reference when you need them, not later after the concept has already been discussed.

Punctuation
ALERT!

Capitalization
ALERT!



- **Go To CD-ROM Checkups**—These special icons direct you quickly to additional practice exercises. The CD-ROM is an optional (but highly recommended) component that provides optimum instruction based on the concepts and rules contained in your text.
- **Slip-Ups**—Another special icon will highlight an actual instance of the misuse of business English. While these may bring a smile to your lips or even a laugh, keep in mind that this course is designed to help you avoid such “slip-ups” in your communication.

COMPONENTS OF THE PROGRAM

This first edition of *Business English at Work* is a complete, well-rounded program that includes the following components:

- **Text-Workbook** with ample examples, exercises, practices, and worksheets to establish a usable foundation in grammar, proof-reading, writing, and punctuation. The activities and exercises throughout each chapter are directly related to the Secondary Learning Concepts.
- **CD-ROM** with additional exercises and practices that relate to the concepts and rules presented in the text. Exercises that relate directly to the Checkups in the text are provided for extra practice or self-tests. Most of these exercises are interactive, giving you the opportunity to respond and be evaluated. Each chapter has exercises correlated with the textbook chapter Checkups. Other practice exercises are provided for additional reinforcement. As you complete each exercise, you may choose to print your exercise results. The CD-ROM is an optional (but highly recommended) component of the *Business English at Work* program.

WEBSITE

A separate section of the Website is reserved for you. This section contains online practice tests, crossword puzzles, additional learning exercises, and other World Wide Web links to stimulate your research efforts. Access to this Website is gained by entering the following URL address at your Internet browser location:

<http://www.bew.glencoe.com>

We have enjoyed developing this exciting program for you. Good luck in your studies using *Business English at Work*.

Susan Jaderstrom

Joanne Miller

ACKNOWLEDGMENTS

The following educators have contributed significantly to the development of this text by their reviews and valuable comments. We thank them for their input.

Debbie Brockett
Arkansas Valley Technical Institute
Ozark, Arkansas

Janet Caruso
Briarcliffe College
Bethpage, New York

Gloria Cockerell
Collin County College
Plano, Texas

Phyllis J. Donovan
Bryant & Stratton Business Institute
Buffalo, New York

Carolyn K. Hayes
Brevard Community College
Cocoa, Florida

Arlene Iftiger
Victor Valley College
Victorville, California

Eleonore Ingram
Topeka Technical College
Topeka, Kansas

Elizabeth D. Kerbey
San Jacinto College Central
Pasadena, Texas

Joanne M. Landry
Massasoit Community College
Brockton, Massachusetts

William Mark Lewis
Western Business College
Portland, Oregon

Barbara J. Loudon
Lansing Community College
Lansing, Michigan

Carol G. Martin
Chattanooga State Technical
Community College
Chattanooga, Tennessee

Diane Penn-Mickey
Northern Virginia Community College
Woodbridge, Virginia

Dean C. Rehm
Skadron College
San Bernardino, California

Carolyn Roberts
San Jacinto College
Houston, Texas

Mary Rowe
Miami-Dade Community College
Miami, Florida

Tani Theel Stempson
Southeast Community College
Lincoln, Nebraska

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PART 1

Reviewing Basic Business English Concepts

CHAPTER 1

**Resources to Improve Vocabulary,
Proofreading, and Spelling**

CHAPTER 2

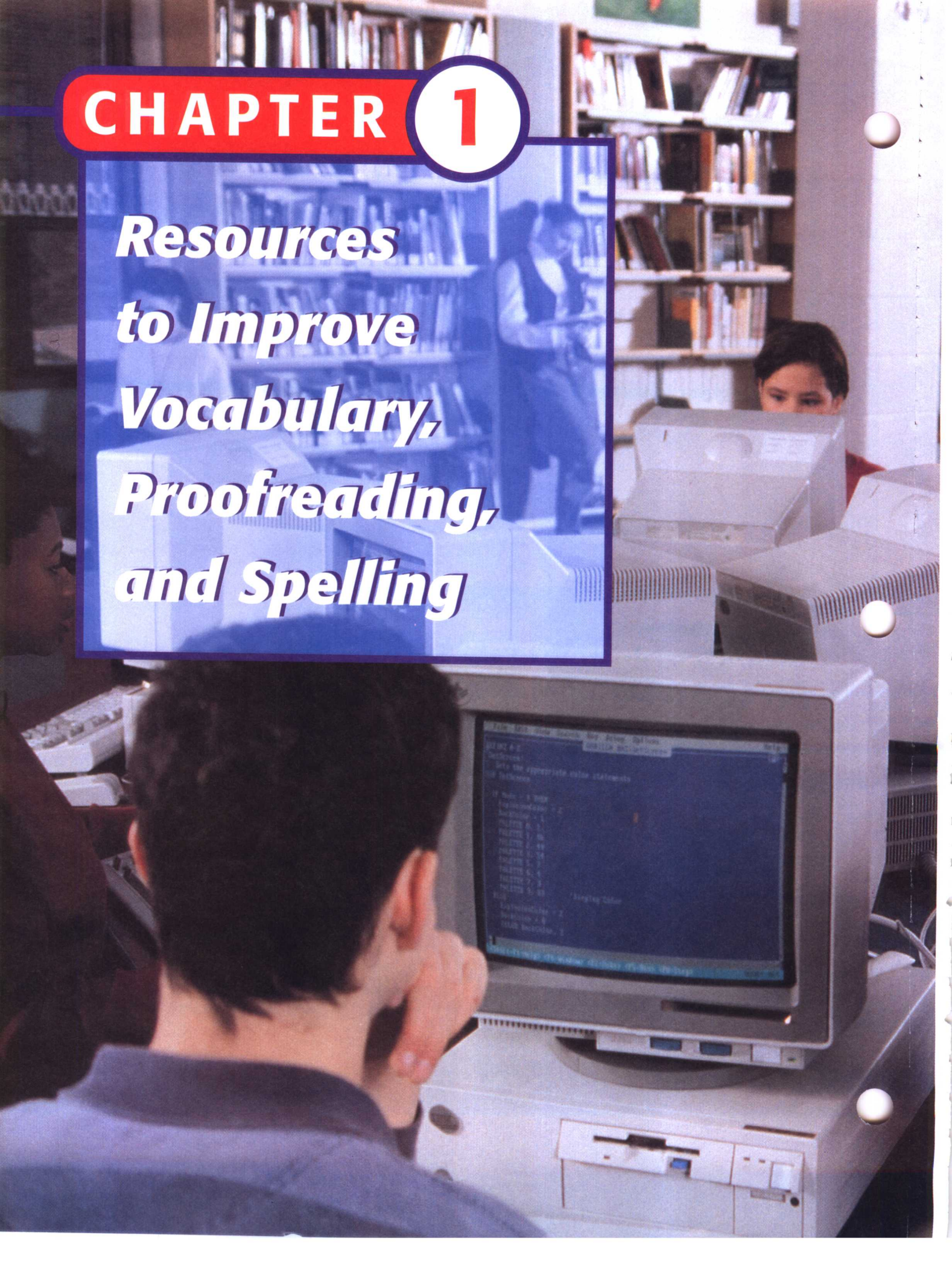
Overview of Parts of Speech

CHAPTER 3

Sentence Development

CHAPTER 1

Resources to Improve Vocabulary, Proofreading, and Spelling



REFERENCES ONLINE

Rarely does an effective writer compose without using reference resources. These resources include books, such as a dictionary or a reference manual, and electronic resources, such as a computer spell checker or the Internet.

The Internet has become an indispensable resource for many writers. The Internet links the writer to common resources such as dictionaries as well as thousands of diverse and obscure references throughout the world. A major advantage of using the Internet is being able to immediately look up a reference at any time of the day or night without leaving the computer. In addition, some of the references available on the Internet may not be found in the typical library or bookstore.

If you know the location of an Internet resource site, you can go directly to that site. However, if you are uncertain of the location of a resource, you can find references on the Internet by using a search engine. A search engine is a service that helps organize various Internet sites into categories such as business, reference, or recreation. An Internet search engine, for example, can access specialized online dictionaries to help you define foreign or technical words that may not be listed in your desk-side dictionary.

Many writers use the Internet to search for quotations or to look up biographies of famous people. Some people use online references to plan trips, to make hotel and airline reservations, locate maps, and to read the weather forecast. The broader your understanding of reference materials, the more likely you will find these tools to be indispensable to you.

OBJECTIVES

After you have studied this chapter and completed the exercises, you will be able to do the following:

1. Use a dictionary to answer questions about spelling, syllabication, pronunciation, parts of speech, and definitions.
2. Use an office reference manual and a word division manual.
3. Select appropriate synonyms for words or ideas.
4. Apply proofreading procedures in comparing documents.
5. Use proofreaders' marks to identify changes in the text.
6. Identify ways to improve your spelling and use of words that you commonly confuse or misuse.

TERMS TO REMEMBER



INTERNET

ONLINE

SEARCH ENGINE



LOOKING AHEAD

Pretest

Directions: In the space provided, write the letter of the correct answer.

1. What two parts of speech does the word *terminal* represent?
 - a. adjective and verb
 - b. noun and verb
 - c. noun and adjective
 - d. noun and adverb
 2. What is the meaning of the word *font*?
 - a. an Internet connection
 - b. Website advertising jargon
 - c. keyboard character
 - d. typeface size and style
 3. To what does the abbreviation *CD-ROM* refer?
 - a. a person
 - b. a thing
 - c. a place
 - d. none of the above
 4. Which of the following items are *not* found in an office reference manual?
 - a. punctuation and number writing rules
 - b. e-mail message illustrations
 - c. word histories
 - d. abbreviations
 5. What does the proofreaders' mark *g* mean?
 - a. change the copy
 - b. add a number
 - c. delete copy
 - d. add a space
 6. Which set of words is spelled correctly?
 - a. delete, bulletin, retrieval, cursor, access
 - b. delete, bulletem, retrieval, curser, access
 - c. delete, bulletin, retrieval, cursor, access
 7. Which word in parentheses is correct?

My peers are (*already, all ready*) using online resources for their English research papers.

 - a. already
 - b. all ready
 8. Which word is the best substitute for the underlined word in the following sentence?

Amber followed the sequence of directions as she installed her new electronic reference software.

a. arrangement	c. method
b. order	d. design
1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

OVERVIEW

Everyone appreciates error-free, well-written communications. Aren't you impressed when you can immediately understand a set of instructions? Don't you appreciate receiving mail with your name and address spelled correctly? A company's status as well as the writer's increases when documents appear without errors. To produce such error-free documents, an experienced writer never guesses about a writing detail but uses writing aids such as a current dictionary, a thesaurus,

and a reference manual. An experienced writer knows the importance of careful proofreading.

In this chapter, you will explore various reference sources and practice suggested proofreading techniques. You will find that maintaining a "troublesome word list" in which you list difficult spelling words, sound-alike words, and new vocabulary words is helpful. These actions will get you started and help you develop business English confidence so that you, too, can produce impeccable documents.

TYPES OF REFERENCES

To help you develop as a writer, you will want to keep your reference materials where you can access them quickly and easily. Be certain to check the publication dates because information changes quickly, and outdated references become limited in value. Helpful references for studying business English include the dictionary, the thesaurus, and an office reference manual. Computerized reference versions are available on CD-ROMs, the Internet, or as functions of application software.

Dictionaries

Dictionaries are the most frequently used references for accurate information. They are regularly revised by highly trained specialists who research and monitor the changes in the English language. Dictionaries vary in size and volume. Pocket dictionaries are easy to carry, but they lack detail. Unabridged dictionaries cover volumes of word entries and information, but they are cumbersome to use because of their size and weight. College-edition (desk) dictionaries with copyright dates of five years or less are satisfactory for most students. The titles of several college-edition dictionaries include these:

Random House Webster's College Dictionary

The American Heritage Dictionary

Webster's New World College Dictionary

Specialized dictionaries for such fields as medicine, law, and engineering are helpful to the people working in those areas.

Even if you have been using a dictionary for years, you may have neglected to take advantage of all the information that a word entry offers. In addition to the usual spelling, definitions, pronunciation, and syllabication, a dictionary may include information such as parts of speech functions, word usage notes, irregular grammatical forms, word origins, synonyms, and antonyms.

To locate a word in the dictionary, check the word's spelling letter by letter. Use the two guide words at the top of each dictionary page to save searching time. The guide words represent the first and last words on the page. Each entry, which appears in bold type, is listed in alphabetic order between the two guide words.

To understand your dictionary's markings and abbreviations, review the introductory pages before the alphabetic entries. You will also want to check the way your dictionary presents information. Figure 1 illustrates the way one dictionary presents a word entry. The numbered items correlate with the text descriptions.

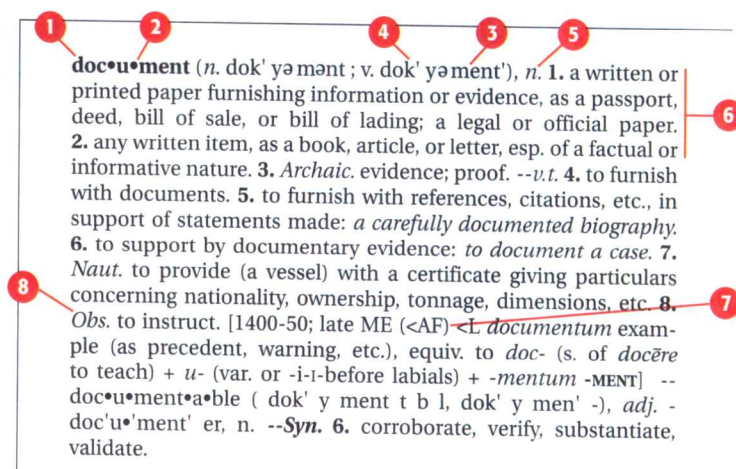


Figure 1 Sample dictionary entry.

From RANDOM HOUSE WEBSTER'S UNABRIDGED DICTIONARY by Copyright © 1997, 1996, 1993, 1987 by Random House, Inc. Reprinted by permission of Random House, Inc.

Spelling. Pronounce each of the word's syllables and sounds. See Reference 1 in Figure 1. If an entry has more than one correct spelling, the preferred spelling is listed first in many dictionaries.

Syllabication. A boldfaced dot separates an entry into its parts or syllables. See Reference 2 in Figure 1. If an entry already has a hyphen, that hyphen replaces the boldfaced dot; the dot continues to separate the remaining syllables.

self-ex • plan • a • to • ry ed • i • tor-in-chief

If no dot or hyphen appears *between* words, assume they are two separate words.

busi • ness card guide words

Pronunciation. The pronunciation appears in parentheses after the word entry. Use the explanatory notes for pronouncing words.

Punctuation ALERT!

Use a hyphen to separate syllables when a word must continue on the next document line.