

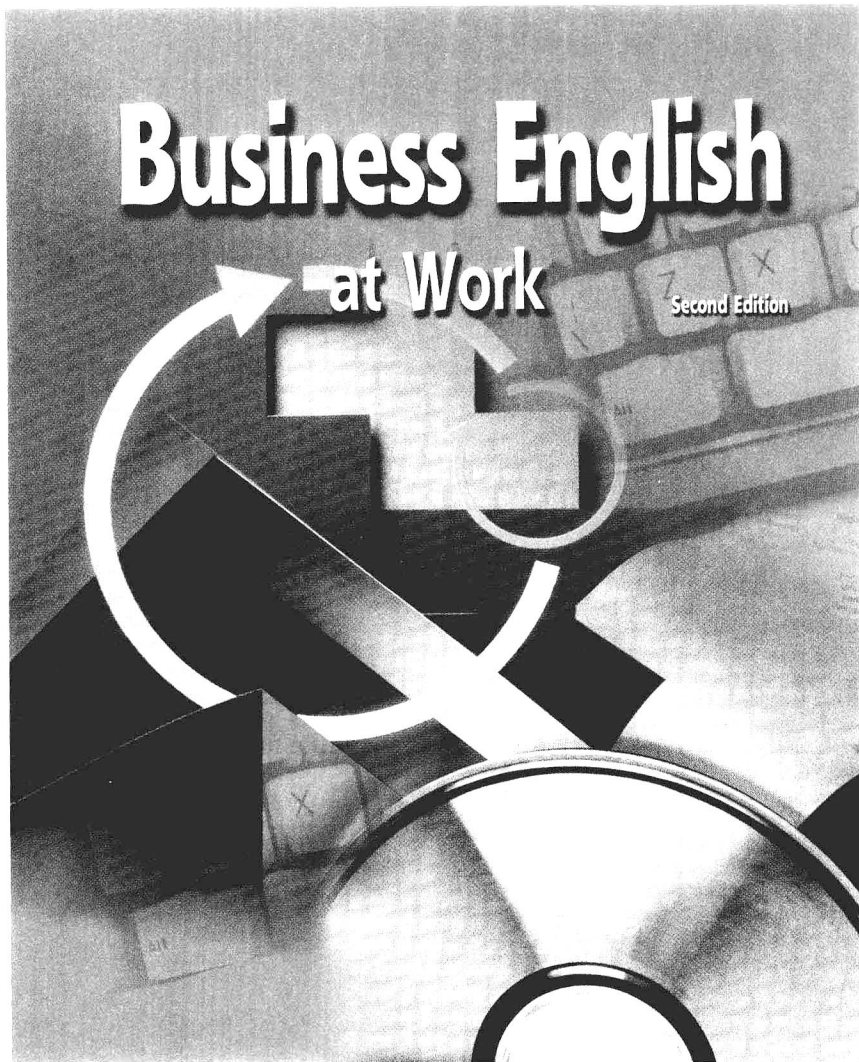
Business English

at Work

Second Edition

THE MCGRAW-HILL COMPANIES
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Susan Jaderstrom
Joanne Miller



Susan Jaderstrom
Santa Rosa Junior College
Petaluma, California

Joanne M. Miller
Business English Consultant
Eau Claire, Wisconsin

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

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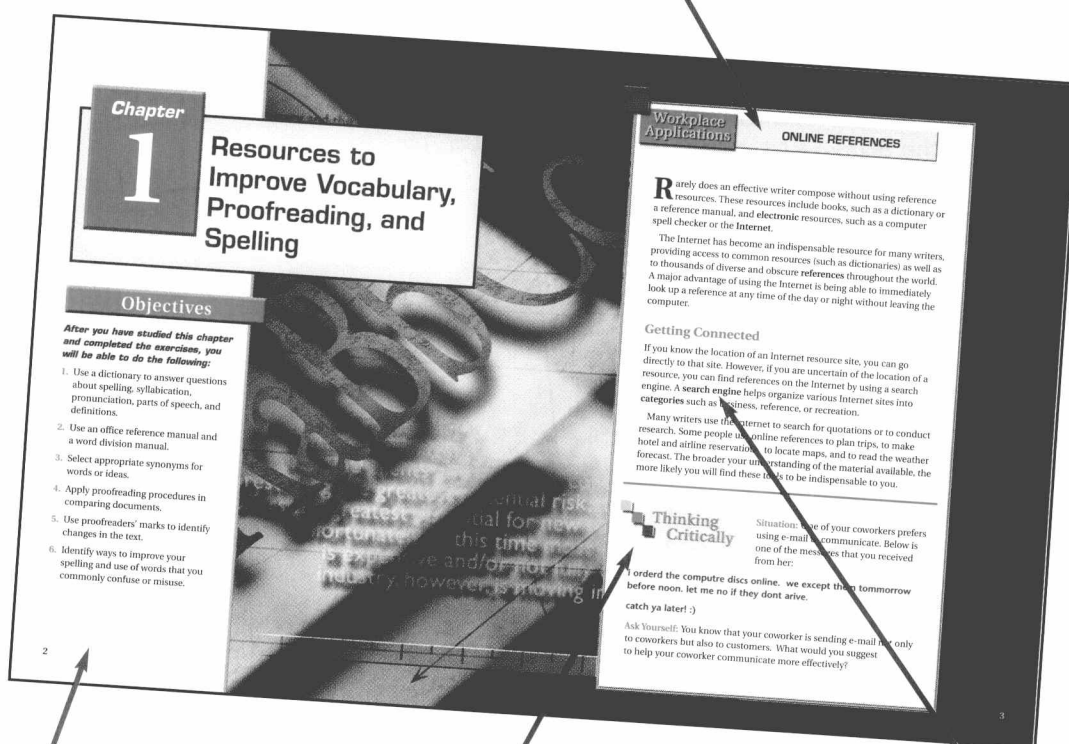
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INTRODUCTION TO BUSINESS ENGLISH AT WORK

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

The second edition of *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.

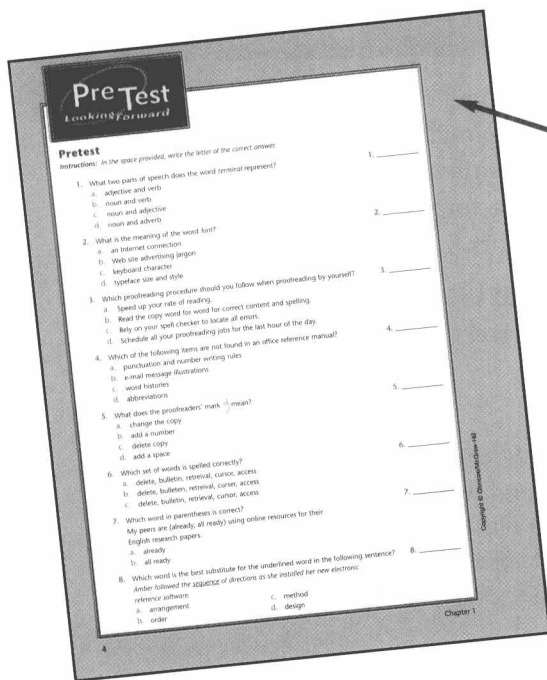
A two-page chapter opener presents **Workplace Applications** concepts around which the chapter examples and applications are written. Topics include references, telecommunications, customer service, the World Wide Web, time management, electronic mail, cultural diversity, ergonomics, ethics, job skills, and coping strategies.



The learning **Objectives** provide goals around which you can structure your learning activities and exercises.

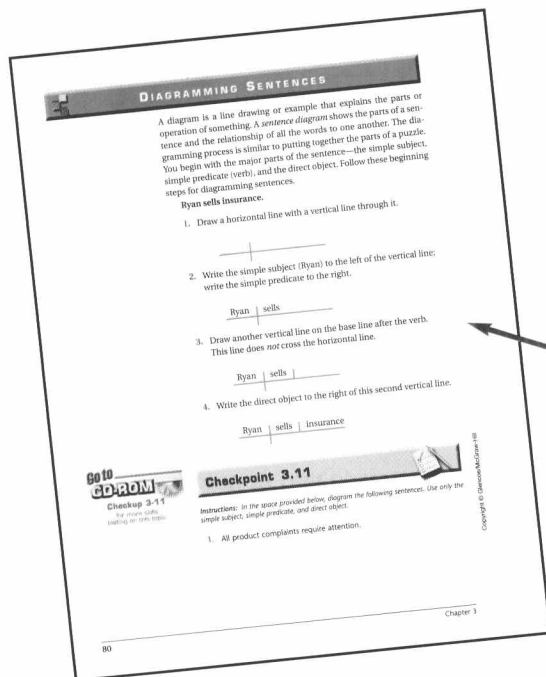
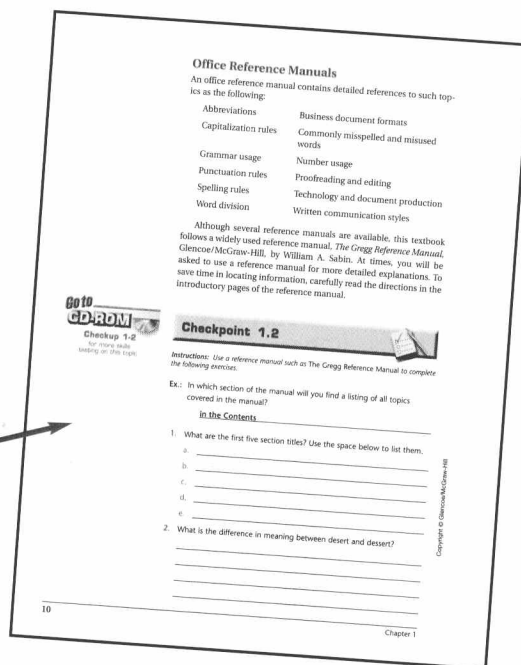
Thinking Critically questions challenge you to apply your personal experiences to the chapter content.

Bold-faced Terms to Remember, as well as an extensive **Glossary**, provide you opportunities to add new vocabulary words and their definitions to your growing language base.



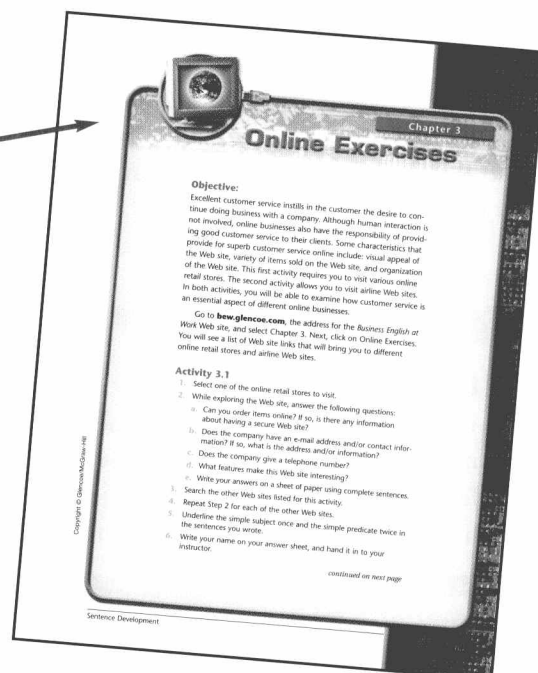
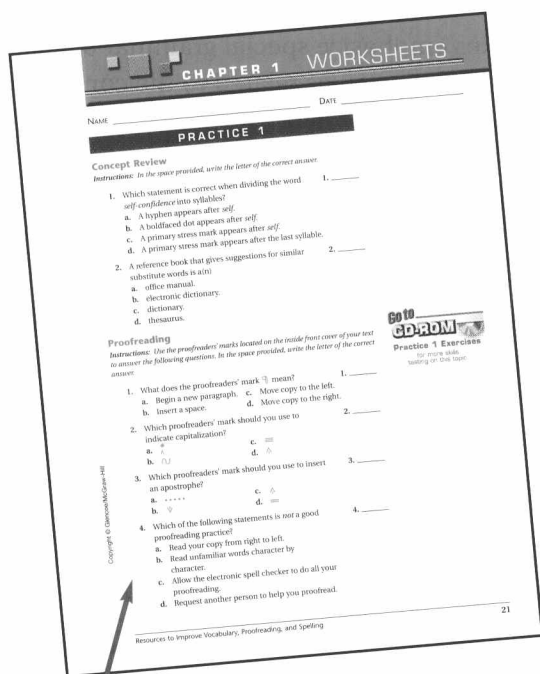
The Looking Forward Pretest gives you the chance to test yourself and see how much you already know. You can then plan to spend more time studying and reviewing the concepts that you do not know.

Checkpoints provide reinforcement immediately after various concepts are covered. Students who have purchased the Student CD-ROM can go to a Checkup exercise on the CD-ROM that correlates to the Checkpoint exercise in the text for more practice.

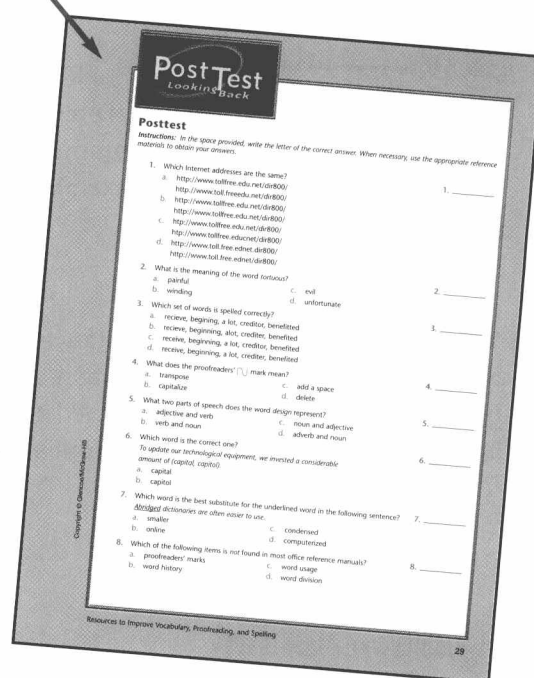


Diagramming Exercises are provided to give you a graphical hook for remembering how the parts of speech are used and how they relate to each other.

Online Exercises in each chapter direct you to the Internet for illuminating tours of various Web sites. Every online activity begins with a trip to **www.bew.glencoe.com**, the Web site for *Business English at Work*.



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



Worksheets at the end of each chapter offer ample opportunities for you to increase your skills in the concepts presented in the chapter. Each set of eight Practice exercises is arranged so that the earlier exercises (Practices 1–4) in each chapter are simpler and the later exercises (5–8) more challenging.

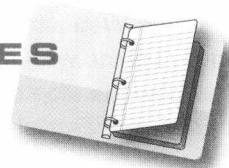
Students who have purchased the Student CD-ROM can follow the Go To CD-ROM prompts in the Worksheet pages to find more practice exercises providing additional review of the chapter concepts.

The **Glossary** presents pertinent definitions and usage information. The **Appendixes** contain **Spelling Rules** and **Word Usage** material. In addition, a thorough **Index** is provided to help locate concepts and rules that you may want to review.

Additional Features found in the student edition include: _____

Special margin **NOTES** are provided in appropriate places throughout the text to enhance your learning and emphasize important concepts.

NOTES



DO THIS/DON'T DO THIS feature boxes emphasize special grammar or punctuation rules related to the concepts being studied.

Do This	Don't Do This
work together	interface
money	monies
features	parameter
happen	transpire

PUNCTUATION SMARTS and **CAPITALIZATION ALERT** icons give you specific information to help you punctuate and use capitalization elements correctly.



GO TO CD-ROM reminders direct you to additional practice exercises. The Student CD-ROM is an optional (but highly recommended) component that provides supplementary practice exercises based on the concepts and rules contained in your text.

EDIT PATROL features highlight instances of the misuse of business English. While these may bring a smile to your lips, keep in mind that this course is designed to help you avoid such slip-ups in your workplace communication.



[vo•cab•u•lar•y]

*newsgroup (n.)
an online discussion group.*

VOCABULARY definitions for words used in the text exercises add to your understanding and comprehension of terms relating to the chapter Workplace Applications topics.

COMPONENTS OF THE PROGRAM

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

- **Text-Workbook** with ample examples, Checkpoint Exercises, Online Activities, and Worksheets to establish a usable foundation in grammar, proofreading, writing, and punctuation. The activities and exercises throughout each chapter are directly related to Workplace Applications concepts that provide a window into the modern workplace.
- **Student CD-ROM** with additional exercises and practices relating to the concepts and rules presented in the text. Exercises that relate directly to the Checkpoints 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 CD-ROM chapter has exercises correlated with the textbook chapter Checkpoints. 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, Second Edition*, program.

- **Web site** with a separate section reserved for you. This student section contains online exercise links, online practice tests, crossword puzzles, flashcards, additional learning exercises, e-mail links to the authors, and other World Wide Web links to stimulate your research efforts. Access to this Web site is gained by entering the following address at your Internet browser location: **www.bew.glencoe.com**.

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

Susan Jaderstrom, susan_jaderstrom@msn.com
Joanne Miller

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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

Alice Smith

Indiana Business College
Lafayette, Indiana

Tani Theel Stempson

Southeast Community College
Lincoln, Nebraska

J. M. Vulgan

ECPI Technical College
Roanoke, Virginia

William H. Wray

ECPI Technical College
Roanoke, Virginia

TABLE OF CONTENTS

Introduction to <i>Business English at Work</i>	ix
Components of the Program	xiii
Acknowledgments	xiv

Unit 1 Basic Concepts of Business English 1

Chapter 1: Resources to Improve Vocabulary, Proofreading, and Spelling 2

Workplace Applications: Online References	3
Types of References	5
Proofreading	12
Spelling	15
Commonly Misused Words	17
Summary	18
Online Exercises	19
Worksheets	21

Chapter 2: Overview of Parts of Speech 30

Workplace Applications: Telecommunications	31
Parts of Speech	33
Summary	45
Online Exercises	46
Worksheets	48

Chapter 3: Sentence Development 58

Workplace Applications: Customer Service	59
Sentence Identification	61
Purposes of Sentences	62
Parts of a Sentence	64
Objects and Complements	69
Sentence Order	72
Phrases and Clauses	73
Sentence Formations	76
Diagramming Sentences	80
Summary	82
Online Exercises	83
Worksheets	85

Unit 2 **Reviewing Nouns and Pronouns** **95**

Chapter 4: Noun Functions and Plurals **96**

Workplace Applications: <i>The Internet</i>	97
Classes of Nouns	99
Functions of Nouns	100
Plural Forms of Nouns	103
Diagramming Sentences	110
Summary	112
Online Exercises	113
Worksheets	115

Chapter 5: Compound and Possessive Nouns **126**

Workplace Applications: <i>The World Wide Web</i>	127
Compound Nouns	129
Cases of Nouns	131
Possessive Case Nouns	132
Diagramming Sentences	140
Summary	141
Online Exercises	142
Worksheets	144

Chapter 6: Capitalization **154**

Workplace Applications: <i>Time Management</i>	155
Capitalization Rules	157
Summary	179
Online Exercises	180
Worksheets	182

Chapter 7: Pronouns **196**

Workplace Applications: <i>Electronic Mail</i>	197
Cases of Pronouns	199
Miscellaneous Pronouns	207
Use of <i>Who</i> , <i>Whom</i> , and <i>Whose</i>	213
Diagramming Sentences	216
Summary	218
Online Exercises	219
Worksheets	221

Chapter 8: Pronoun/Antecedent Agreement 232

Workplace Applications: <i>Cultural Diversity</i>	233
Pronoun/Antecedent Agreement	235
Reference Pronoun Clarity	249
Pronouns Requiring Special Attention	252
Diagramming Sentences	254
Summary	255
Online Exercises	256
Worksheets	258

Unit 3 Reviewing Verbs 269

Chapter 9: Verb Types and Parts 270

Workplace Applications: <i>Problem Solving and Decision Making</i>	271
Verb Identification	273
Parts of Verbs	277
Special Verbs	282
Diagramming Sentences	284
Summary	286
Online Exercises	287
Worksheets	289

Chapter 10: Verb Tense, Voice, and Mood—Verbals 300

Workplace Applications: <i>Computer Software</i>	301
Irregular Verbs: <i>Be, Do, and Have</i>	303
Verb Tense	306
Voice	314
Mood	316
Verbals	318
Diagramming Sentences	322
Summary	324
Online Exercises	325
Worksheets	326

Chapter 11: Subject-Verb Agreement 338

Workplace Applications: <i>Teamwork</i>	339
Subject-Verb Agreement	341
Subject-Verb Agreement—Special Cases	342

Diagramming Sentences	355
Summary	357
Online Exercises	358
Worksheets	359

Unit 4 Reviewing Modifiers and Connectors 369

Chapter 12: Adjectives 370

Workplace Applications: <i>Ergonomics</i>	371
Types of Adjectives	373
Articles	377
Compound Adjectives	380
Adjective Comparisons	383
Adjective Clauses and Phrases	387
Special Adjectives	389
Diagramming Sentences	390
Summary	392
Online Exercises	393
Worksheets	394

Chapter 13: Adverbs 406

Workplace Applications: <i>Ethics and Etiquette</i>	407
Identification of Adverbs	409
Functions of Adverbs	410
Formation of Adverbs	412
Use of Adverbs or Adjectives	414
Comparisons of Adverbs	416
Cautions for Using Adverbs	419
Adverb Clauses	422
Special Adverbs	423
Diagramming Sentences	426
Summary	427
Online Exercises	428
Worksheets	429

Chapter 14: Prepositions 440

Workplace Applications: Leadership	441
Identification of Prepositions	443
Considerations in Identifying and Using Prepositions	446
Functions of Prepositional Phrases	448
Placement of Prepositions	449
Cautions in Using Special Prepositions	451
Identification of Idiomatic Expressions	455
Diagramming Sentences	458
Summary	460
Online Exercises	461
Worksheets	462

Chapter 15: Conjunctions 474

Workplace Applications: Stress and Coping Strategies	475
Review of Clauses and Sentences	477
Types of Conjunctions	480
Parallelism	487
Cautions in Using Conjunctions	489
Diagramming Sentences	491
Summary	493
Online Exercises	495
Worksheets	496

Unit 5 Reviewing Punctuation and Number Use 507

Chapter 16: The Period and the Comma 508

Workplace Applications: Job Search and Career Development	509
The Period	511
The Comma	517
Diagramming Sentences	531
Summary	533
Online Exercises	534
Worksheets	535

Chapter 17: Other Punctuation 546

Workplace Applications: <i>Business Communication</i>	547
The Semicolon	549
The Colon	551
Quotation Marks	554
The Apostrophe	558
The Hyphen	560
The Dash	564
Parentheses	566
Italics	568
Ellipsis Marks	569
Brackets	570
The Asterisk	570
Diagramming Sentences	571
Summary	573
Online Exercises	574
Worksheets	576

Chapter 18: Numbers 588

Workplace Applications: <i>Doing Business on the Internet</i>	589
General Rules for Writing Numbers	591
Specific Rules for Writing Numbers	594
Diagramming Sentences	611
Summary	613
Online Exercises	614
Worksheets	616
Glossary	629
Appendix A: <i>Spelling Review</i>	636
Appendix B: <i>Commonly Confused Words or Phrases</i>	643
Index	645

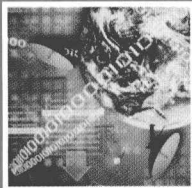
UNIT 1

Basic Concepts of Business English



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

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.