Reinforcement Exercises

LEVEL 1

A. Self-Check. End Punctuation. In the spaces provided after each sentence, indicate whether a period, question mark, or exclamation mark is needed as end punctuation. Write the correct end punctuation mark in the space provided. If no additional punctuation is required, write C.

Example: Could you please drop by my office after lunch?

1. Will you be sure to sign this form by Friday?
2. What an incredible idea!
3. The company banquet is on May 9, isn’t it?
4. Has anyone checked the UPS website to see whether our package was delivered?
5. The NYSE stock symbol for Harley-Davidson, Inc., is HOG.
6. Wow! How motivating!
7. Warren asked whether our company will start using the digital marketing services offered by Ciber, Inc.
8. Did Tracy sign out with security when she left at 5 p.m.?
9. I wonder whether he has checked with the three credit reporting bureaus to find out whether his credit card has been used fraudulently.
10. Dr. Helen C. Haitz and Emile Brault, PhD, will appear on TV at 2 p.m., EST.

Check your answers below.

B. Periods, Question Marks, and Exclamation Marks. Write the letter of the correctly punctuated sentence.

11. a. The C.P.A. exam will take place on Saturday at 8 am.
   b. The CPA exam will take place on Saturday at 8 a.m.
   c. The CPA exam will take place on Saturday at 8 AM.

12. a. Can you please forward the e-mail message to me?
   b. Can you, please, forward the e-mail message to me?
   c. Can you please forward the e-mail message to me.

13. a. Gretchen asked whether Google’s original name was Googol.
   b. Gretchen asked whether Google’s original name was Googol?
   c. Gretchen asked, whether Google’s original name was Googol.

14. a. Did our CFO interview Ms. E. W. Rasheen for the C.P.A. position?
   b. Did our C.F.O. interview Ms. E. W. Rasheen for the C.P.A. position?
   c. Did our CFO interview Ms. E. W. Rasheen for the CPA position?

15. a. Many more MBA programs are available in the USA than in the UK.
   b. Many more M.B.A. programs are available in the U.S.A. than in the U.K.
   c. Many more M.B.A. programs are available in the USA than in the UK.
16. a. Advertisements will air on the following radio stations: KFOG, KGO, and KCSM.
   b. Advertisements will air on the following radio stations: K.F.O.G., K.G.O., and K.C.S.M.
   c. Advertisements will air on the following radio stations: KFOG, KGO, and KCSM.

17. a. The No. 1 official at the E.P.A. has a B.S. in biology from Capital University.
   b. The No. 1 official at the EPA has a BS in biology from Capital University.
   c. The No 1 official at the EPA has a B.S. in biology from Capital University.

18. a. The recipient’s address is 5 Sierra Drive, Rochester, N.Y. 14616.
   b. The recipient’s address is 5 Sierra Drive, Rochester, NY 14616.
   c. The recipient’s address is 5 Sierra Drive, Rochester, Ny. 14616.

19. a. Elizabeth wonders whether organic produce is worth the extra cost?
   b. Elizabeth wonders whether organic produce is worth the extra cost.
   c. Elizabeth wonders, whether organic produce is worth the extra cost?

20. a. Have you ever wondered why GEEK is the stock symbol for Internet America, Inc.?
   b. Have you ever wondered why GEEK is the stock symbol for Internet America, Inc.
   c. Have you ever wondered why G.E.E.K. is the stock symbol for Internet America, Inc.

C. Punctuation. Write the letter of the correctly punctuated sentence in the space provided. Use a dictionary or reference manual as needed.

21. a. Will you please meet Susan B. Smith, PhD, at F.H.A. headquarters in Washington, DC?
   b. Will you please meet Susan B. Smith, Ph.D., at FHA headquarters in Washington, DC.
   c. Will you please meet Susan B. Smith, PhD, at FHA headquarters in Washington, DC.

22. a. Dr. Jacqueline A. Young will travel from the U.S.A. to the U.K. in 2016.
   b. Dr. Jacqueline A. Young will travel from the USA to the UK in 2016.
   c. Dr Jacqueline A Young will travel from the USA to the UK in 2016.

23. a. You did change your PIN as the bank requested, didn’t you?
   b. You did change your P.I.N. as the bank requested, didn’t you?
   c. You did change your PIN as the bank requested, didn’t you.

24. a. Reece Soltani, M.B.A., was recognized for her work with the S.E.C.
   b. Reece Soltani, M.B.A., was recognized for her work with the SEC.
   c. Reece Soltani, MBA, was recognized for her work with the SEC.

25. a. What a dilemma the latest S.E.C. regulations have created!
   b. What a dilemma the latest SEC regulations have created?
   c. What a dilemma the latest SEC regulations have created!

26. a. Deliver the signed contracts to Ms. C. M. Gigliotti before 6 p.m., EST.
   b. Deliver the signed contracts to Ms C. M. Gigliotti before 6 pm EST.
   c. Deliver the signed contracts to Ms. C. M. Gigliotti before 6 PM, EST.

27. a. Dan wondered whether he had earned enough units for his AA degree?
   b. Dan wondered whether he had earned enough units for his A.A. degree?
   c. Dan wondered whether he had earned enough units for his AA degree.
28. a. After completing his B.A. degree at U.S.C., Ben Lindsay transferred to U.G.A. and began working on his M.F.A.
b. After completing his BA degree at USC, Ben Lindsay transferred to UGA and began working on his MFA.
c. After completing his B.A. degree at USC Ben Lindsay transferred to UGA and began working on his M.F.A.

29. a. Ms. J. S. Novak gave a rousing lecture about the passage of NAFTA.
b. Ms J. S. Novak gave a rousing lecture about the passage of NAFTA.
c. Ms. J. S. Novak gave a rousing lecture about the passage of N.A.F.T.A.

30. a. Has the erroneous charge of $45.95 been removed from my account?
b. Has the erroneous charge of $45.95 been removed from my account.
c. Has the erroneous charge of $45,95 been removed from my account!

A. **Self-Check. Punctuation.** Write the letter of the correctly punctuated sentence in the space provided. Use a dictionary or reference manual as needed.

31. a. Twenty four DVC business students will compete in the Phi Beta Lambda (PBL) state leadership conference.
b. Twenty-four DVC business students will compete in the Phi Beta Lambda (PBL) state leadership conference.
c. Twenty four D.V.C. business students will compete in the Phi Beta Lambda (P.B.L.) state leadership conference.

32. a. Many of my coworkers are bilingual, and some can even speak three languages.
b. Many of my co-workers are bi-lingual, and some can even speak three languages.
c. Many of my coworkers are bi-lingual, and some can even speak three languages.

33. a. Paul Pogranichny scored a perfect 800 (can you believe it) on the GMAT.
b. Paul Pogranichny scored a perfect 800 (can you believe it?) on the GMAT.
c. Paul Pogranichny scored a perfect 800 (can you believe it) on the G.M.A.T.?

34. a. Mission statement, management bios, product description, operating budget: these should all appear in a company's business plan.
b. Mission statement, management bios, product description, operating budget—these should all appear in a company's business plan.
c. Mission statement, management bios, product description, operating budget; these should all appear in a company's business plan.

35. a. "Leadership is doing what is right when no one is watching."—George Van Valkenburg
b. "Leadership is doing what is right when no one is watching," George Van Valkenburg
c. "Leadership is doing what is right when no one is watching": George Van Valkenburg

36. (Emphasize the parenthetical element.)
a. Currently our basic operating costs: rent, utilities, and salaries, are 18 percent higher than last year.
b. Currently our basic operating costs (rent, utilities, and salaries) are 18 percent higher than last year.
c. Currently our basic operating costs—rent, utilities, and salaries—are 18 percent higher than last year.
37. a. Our operating revenue for 2014 (see Appendix A) exceeded our expectations.  
   b. Our operating revenue for 2014, see Appendix A, exceeded our expectations.  
   c. Our operating revenue for 2014: see Appendix A, exceeded our expectations.  

38. a. We have only one day left this month for a reservation (May 27); however,  
   the month of June is completely free.  
   b. We have only one day left this month for a reservation; (May 27) however,  
   the month of June is completely free.  
   c. We have only one day left this month for a reservation (May 27;) however,  
   the month of June is completely free.  

39. (Emphasize.)  
   a. Sales, sales, and more sales: that's what we need to succeed.  
   b. Sales, sales, and more sales—that's what we need to succeed.  
   c. Sales, sales, and more sales; that's what we need to succeed.  

40. (De-emphasize.)  
   a. Three categories of apps—games, weather, and social media—are most popular for downloading to smartphones.  
   b. Three categories of apps, games, weather, and social media, are most popular for downloading to smartphones.  
   c. Three categories of apps (games, weather, and social media) are most popular for downloading to smartphones.  

Check your answers below.

B. Hyphenation. Select the correctly hyphenated word from each of the following pairs. Write its letter in the space provided. Use a current dictionary or reference manual if needed to determine whether a word should be hyphenated.

41. a. ex wife  
   b. ex-wife  

42. a. self-help  
   b. self help  

43. a. quasi public  
   b. quasi-public  

44. a. stepson  
   b. step-son  

45. a. great-grandmother  
   b. great grandmother  

46. a. half sister  
   b. half-sister  

47. a. anti-trust  
   b. antitrust  

48. a. extracurricular  
   b. extra-curricular  

49. a. interdenominational  
   b. inter-denominational  

50. a. multitalented  
   b. multi-talented  

51. a. semimonthly  
   b. semi-monthly  

52. a. bi-annual  
   b. biannual  

53. a. pre-existing  
   b. preexisting  

54. a. reread  
   b. re-read  

55. a. co-author  
   b. coauthor  

56. a. coorganizer  
   b. co-organizer  

57. a. under-utilized  
   b. underutilized  

58. a. noncontinuous  
   b. non-continuous  

59. a. non-Catholic  
   b. nonCatholic  

60. a. post-industrial  
   b. postindustrial  

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C. **Dashes and Parentheses.** Insert dashes or parentheses in the following sentences. In the space provided after each sentence, write the number of punctuation marks you inserted. Count each parenthesis and each dash as a single mark.

**Example:** (Emphasize.) A CNBC analyst found that three S&P corporations, Diamond Offshore, Priceline.com, and Altera Corporation, keep large amounts of cash on their balance sheets.  

61. (De-emphasize.) The cast of the Tony-award-winning production of *The Book of Mormon*, have you seen the reviews? will offer free performances this summer.  

62. "Those who insert themselves into as many channels as possible look set to capture the most value. They'll be the richest, the most successful, the most connected, capable, and influential among us. We're all publishers now, and the more we publish, the more valuable connections we'll make." Pete Cashmore, founder of Mashable  

63. Social networking, gaming, microblogging, and livecasting, these are just some of the many social media categories.  

64. (De-emphasize.) Four companies, Facebook, Google, Twitter, and LinkedIn, are all preparing for intense competition in the social media sector.  

65. (Emphasize.) Three of the biggest problems with social media, privacy, overuse, and etiquette, will be discussed at the Social Media Strategies Summit in Chicago.  

66. HopStop, Google Sky Map, Doodledroid, Flixster, these are just some of the many apps available for the Android smartphone.  

67. (De-emphasize.) As soon as you are able to make an appointment, try to do so before December 30, we will process your passport application.  

68. Funds for the project will be released on the following dates, see Section 12.3 of the original grant: January 1, March 14, and June 30.  

69. (De-emphasize.) Editors of *Conde Nast Traveler* selected four cities, Paris, Vienna, Oaxaca, and Los Angeles, as the top cities in the world for tourists.  

70. Your iPhone warranty contract will expire in sixty (60) days.  

D. **Writing Exercise. Commas, Dashes, and Parentheses.** Using three different forms of punctuation, correctly punctuate the following sentence. In the space provided, explain how the three methods you have employed differ.

71. Numerous appeals, all of which came from concerned parents, prompted us to rethink the school closure.  

72. Numerous appeals (all of which came from concerned parents) prompted us to rethink the school closure.  

73. Numerous appeals, all of which came from concerned parents, prompted us to rethink the school closure.  

**Explanation:** Commas setting off the parenthetical element are normal punctuation. Parentheses de-emphasize the element. Dashes emphasize the element.
A. Self-Check. Punctuation. Indicate whether the following statements are true (T) or false (F).

74. Double quotation marks are used to enclose the exact words of a writer or speaker. T
75. Names of books, magazines, television series, movies, and newspapers should be enclosed in quotation marks. F
76. Periods and commas are always placed before closing quotation marks. T
77. Brackets are used by writers to enclose their own remarks inserted into a quotation. T
78. A quotation within a quotation is shown with single quotation marks. T
79. Semicolons and colons are always placed after closing quotation marks. T
80. Titles of articles, book chapters, poems, and songs should be italicized. F
81. If both a quotation and its introductory sentence are questions, use a question mark before the closing quotation marks. T
82. The word *sic* is used to show that a quotation is free of errors. F
83. Use the apostrophe to take the place of omitted letters or figures. T

Check your answers below.

B. Insert all necessary punctuation in the following sentences. Be especially alert for direct quotations.

Example: The term *cloud computing* means to store, manage, and process data on the network of remote servers hosted on the Web.

84. The graduating class of '04 held its ten-year reunion at a dude ranch.
85. (De-emphasize.) Three American products (Subway, the Ford Fiesta, and Google) are extremely popular in the UK.
86. Iceland's favorite American products include Subway and Winston cigarettes.
87. Debbi Fields, CEO of Mrs. Fields Cookies, said, *You do not have to be superhuman to do what you believe in.*
88. *Whether you think you can or think you can't,* said Henry Ford, *you're right.*
89. The word *tethering* is a technology term that means to share the Internet connection of an Internet-capable smartphone or tablet computer with other devices.
90. Kym Anderson's chapter titled *Subsidies and Trade Barriers* appears in the book *How to Spend $50 Billion to Make the World a Better Place.*
91. Did the Roman philosopher Seneca really say, *luck is what happens when preparation meets opportunity?*
92. In his speech the software billionaire said, *Our goal is to link the world irregardless [sic] of national boundaries and restrictions.*
93. Oprah Winfrey said that the best jobs are those we'd do even if we didn't get paid.
94. Garth says he plans to do a lot of chillaxing* during his vacation.*
95. The postal worker said, *Shall I stamp your package Fragile?*

* "Chillaxing" could also be shown in italics.
96. Did you see the article titled "Tax Bracket Magic" in *Forbes*?
97. The French expression *répondez s'il vous plaît* means respond if you please.
98. Would you please send a current catalog to WellPoint, Inc.
99. (Direct quotation.) "The man who does not read good books," said Mark Twain, "has no advantage over the man who cannot read them.
100. (Emphasize.) Three of the top contractors, Kayler Construction, The Shaw Group, and Flatiron Construction Corporation submitted bids.
101. In *BusinessWeek* I saw an article titled "Can Speech Recognition Software Work in Mandarin?"
102. (De-emphasize.) Albert Einstein once said that only two things—the universe and human stupidity—are infinite.
103. (Emphasize.) Albert Einstein once said that only two things—the universe and human stupidity—are infinite.

C. Writing Exercise. Using Punctuation Marks. On a separate sheet, write a paragraph describing your ideal job. Try to include as many of the punctuation marks you have studied as possible. Include commas, semicolons, colons, periods, question marks, exclamation marks, hyphens, dashes, parentheses, quotation marks, italics, apostrophes, and possibly even brackets. Include a quotation from your boss. Make up the name of a book or article that you could publish about this job.

D. FAQs About Business English Review. In the space provided, write the correct answer choice.

104. Please call me at (a) ext., (b) Ext., (c) Ext 359 if you have any questions. ____________

105. Which informal sentence uses abbreviations correctly?
   a. *IndustryWeek* just selected Western Digital as the top mfg. firm.
   b. *IndustryWeek* just selected Western Digital as the top mf'g. firm. ____________

106. One of the best ways to motivate employees is to (a) compliment, (b) complement their work. ____________

107. White wine is the perfect (a) compliment, (b) complement to Thai food. ____________

108. Companies often make acquisitions in order to acquire (a) complimentary, (b) complementary products. ____________

109. Your comments about your neighbor's garden were very (a) complimentary, (b) complementary. ____________

110. He gets along well with his (a) co-workers, (b) co-workers, (c) coworkers. ____________

111. This document outlines our (a) co-ownership, (b) co-ownership, (c) co ownership agreement. ____________

112. She is looking for a (a) part time, (b) part-time job for the summer. ____________

113. It's a pleasure to meet you, (a) Ms., (b) Ms Leonesio. ____________
Chat About It

Your instructor may assign any of the following topics for you to discuss in class, in an online chat room, or on an online discussion board. Some of the discussion topics may require outside research. You may also be asked to read and respond to postings made by your classmates.

**Discussion Topic 1:** You learned many punctuation rules in Chapters 10, 11, and 12. What tips and tricks do you have for remembering these rules? Share your techniques with your classmates.

**Discussion Topic 2:** One of the most misused punctuation marks is the quotation mark. For example, a restaurant in Walnut Creek, California, had a sign that read *Our customers are special.* Stop-n-Shop advertised *All Natural* Jumbo Sea Scallops. And a sign in a New York health club locker room said *Thank you for keeping your *health* club as clean as possible.* What do these misused quotation marks communicate to readers? Why do you think this misuse occurs so often? Share your thoughts with your classmates. If possible, find an example of misused quotation marks to include.

**Discussion Topic 3:** Do you or does someone you know have a name that contains an apostrophe (O’Leary, D’Artagnans), a hyphen (Al-Kurd, Boutros-Ghali), or a space (von Trapp, van der Heiden)? Names like these can cause problems when using a computer to make appointments, book reservations, or fill out an online form. Why? Because many computer programs don’t know how to handle names that contain punctuation or spaces. Some programs block names like these; others mistake the punctuation for programming code; and some simply drop a portion of the name or close up the space. If you have a name like this, have you ever experienced problems? Share your experiences with your classmates. If you had a name like this, what would you do? Share your ideas.

**Discussion Topic 4:** Does proper punctuation matter in business? Should you use proper punctuation in all documents or just formal documents? What about using proper punctuation in e-mail messages? Share your opinions with your classmates.

**Discussion Topic 5:** Yes, there really is a National Punctuation Day! It takes place every year in September. Visit the site http://www.nationalpunctuationday.com and explore its contents. Share at least three interesting items you found on the site with your classmates.
Posttest

Use proofreading marks to insert necessary punctuation.
Then compare your answers with those below.

1. The CFO wondered whether the decline in GDP would affect his company's stock price.

2. You can have unlimited messaging for just $49.99 a month.


4. Will you please send me a copy of the article titled Great Music Needs No Apology?

5. When did you receive this message marked Confidential?

6. The only guests who have not sent RSVPs are Ms. Mendoza, Mrs. Gold, and Mr. Sims.

7. Paying bills, making purchases, surfing the Web—these are just some of the things people do with their smartphones.

8. Did Dr. Simanek say "I'd like to put you on an exercise program"?

9. (De-emphasize.) Of the four best places to retire as selected by U.S. News & World Report—Flagstaff, Boone, Traverse City, and Walnut Creek—two are located in western states.

10. (Emphasize.) The three most powerful women in business—Trene Rosenfeld, Indra Nooyi, and Patricia Woertz—all have business degrees from prestigious universities.