

# UNIT

## 1

## Communications: Language Skills

### REVIEW QUESTIONS

Answer the following questions in the space provided.

1. You have bad news to relay to someone in a business letter. How should this be done?

---

---

2. List the five Cs to remember when creating a business letter.

---

---

---

---

---

3. Why is the appearance of a letter or memo important?

---

---

4. What standard words appear at the top of a memorandum?

---

---

5. What salutation do you use if you do not know the person to whom you are writing?

---

---

6. What does the term *form letter* mean? Give one example of a form letter.

---

---

7. Instead of a formal letter in reply to a routine request, you may attach a/an \_\_\_\_\_ or a business card.

8. List the do's and don'ts of dictating, once you have prepared yourself and given dictation instructions.

---

---

---

---

---

---

---

---

---

9. What social title would you use if you did not know the marital status of a woman?

---

---

10. What should you do before you write a letter of complaint?

---

---

---

---

11. Name the two basic types of reports and explain how they differ.

---

---

---

---

12. What are the main sections of a report?

---

---

---

13. How do you introduce a speaker?

---

---

---

---

14. Describe the tone that should be used in a resignation letter.

---

---

15. What are the steps to follow in making an oral presentation?

---

---

---

---

---

---

---

---

---

---

16. What is the last thing you should do before printing any letter, after you have spell-checked it?

---

---

17. List the points you should follow when writing a report.

---

---

---

---

---

---

---

---

---

---

18. What is the purpose of using the "you" approach in your writing?

---

---

19. Outline the format for a press release.

---

---

---

---

---

---

20. What should you avoid doing in a gratitude or thank-you letter?

---

---

## RESEARCH ACTIVITIES

1. Find an article in a business publication that uses two or more clichés.
2. Find a business letter or article that contains an example of a double negative.
3. Find business articles or Web pages that contain four examples of words with unnecessary prepositions.
4. Find an article or Web page with two or more typographical errors.
5. Find two examples of phrases used to introduce a sentence or emphasize a point.
6. Find two examples of long, single-sentence paragraphs.
7. Find one example of a letter that incorporates the five Cs of writing. Prepare a written or oral report explaining the reasons for your choice.
8. Find two examples of handling negatives positively in correspondence.
9. Contact a number of companies in your area and obtain a sample of their letterhead and letter format. Present your findings in a written report. Remember to send a thank-you letter to each company you contact.
10. Find one example of a well-formatted, attractive: letter, memorandum, fax, e-mail message, report, and press release.

## ON-THE-JOB ACTIVITIES

### ***Activity 1: Avoiding Clichés***

#### **PART A**

Circle or underscore the clichés in the following e-mail message. Refer to Unit 1, C2, of the *Pitman Office Handbook* for assistance.

Attached herewith is Stefano's report in re the new software for the purpose of your review. In view of the fact that Stefano will be in Geneva for the purpose of attending the ISTP Conference, at this point in time, I will not require your feedback until May 8.

I am of the opinion that the quote in the amount of \$700 per workstation is too high; however, I will reserve my final purchasing decision until such time as I receive your feedback.

## **PART B**

Rewrite the clichés in the following letter and then create a well-written final document. Refer to Unit 1, C2, of the *Pitman Office Handbook* for assistance.

Dear Mr. Dupuis:

We acknowledge receipt of your proposal for our computer system. At this point in time, we are evaluating a number of similar proposals. We are of the opinion that yours should be placed on our short list.

We will make our decision in the near future. In due course, we will be in a position to advise you of the outcome of our decision. In the event that you do not hear from the undersigned by the end of next month, would you kindly call.

In case we encounter difficulty understanding the terms of your proposal, we will call for clarification.

Yours truly,

### ***Activity 2: Frequently Confused and Misused Words***

Choose the correct word from those in parentheses in the sentences below. Write your answers in the blank spaces provided. Refer to Unit 1, C3-C4, of the *Pitman Office Handbook* for assistance.

1. (Their, There) is always more to do than originally planned. \_\_\_\_\_
2. (Except, Accept) for the design team, we have a pretty down-to-earth organization. \_\_\_\_\_
3. Did you (hear, here)? (Your, You're) on the short list. \_\_\_\_\_
4. (Its, It's) a lot of work when you run your own business. \_\_\_\_\_
5. What do you think the (effect, affect) of our decision will be on our employees? Will it (altar, alter) their opinion? \_\_\_\_\_
6. The colour laser printer is more expensive (then, than) the monochrome one we are (presently, currently) using. \_\_\_\_\_

■ *Unit 1 – Communications: Language Skills*

7. If (your, you're) smart, you will (insure, ensure) that everyone is informed at the same time. \_\_\_\_\_
8. What is the (basis, bases) of your (advice, advise)? \_\_\_\_\_
9. Administrative (assistance, assistants) are currently in great demand, especially if they have (a, an) university degree. \_\_\_\_\_
10. Some (personal, personnel) do not have job descriptions for their positions. \_\_\_\_\_
11. I think he placed (to, too, two) much emphasis on price. \_\_\_\_\_
12. The department heads sent (their, there) comments via e-mail. \_\_\_\_\_
13. The company's new office (sight, site, cite) is downtown next to the library in the 600 (bloc, block). \_\_\_\_\_
14. She is the most (eligible, illegible) candidate for the job. \_\_\_\_\_
15. At the AGM, the shareholders (past, passed) a motion to create more Class B shares. \_\_\_\_\_
16. (Who's, Whose) responsibility was it to take notes at the last meeting? \_\_\_\_\_
17. Two computers were presented. We chose the (later, latter) because (its, it's) monitor was easier on the eyes. \_\_\_\_\_
18. The (principal, principle) shareholder spoke at the AGM this morning; (to, too, two) bad I missed the session. \_\_\_\_\_
19. The shop steward, (who, which) retired, had worked here for many years. She should (of, have) retired earlier. \_\_\_\_\_
20. A sincere (compliment, complement) costs nothing. \_\_\_\_\_
21. (By, Bye, Buy) the way, as we said good (by, buy, bye), I told Angela that her new computer was a good (by, buy, bye). \_\_\_\_\_
22. The printer requires a (cereal, serial) cable attached to the computer. (Berry, bury) the cable behind the UPS. \_\_\_\_\_
23. Of (coarse, course) the new printer stand's finish is (coarse, course); it has not been sanded yet. \_\_\_\_\_

- 24. Be (discrete, discreet) when voicing your displeasure; whether you realize it or not, the play had three (discrete, discreet) acts. \_\_\_\_\_
- 25. We (least, leased) the offices because the price was the (least, leased) of the proposals. \_\_\_\_\_
- 26. The truck that delivered the (stationary, stationery) is (stationary, stationery) out front. \_\_\_\_\_
- 27. This is the (forth, fourth) notice that we have sent to the client. \_\_\_\_\_
- 28. That decision will (affect, effect) the nursing (aide, aid) who was (formally, formerly) at this (cite, site, sight). \_\_\_\_\_
- 29. The (patients, patience) can (chose, choose) (their, there, they're) main (coarse, course) and (dessert, desert). \_\_\_\_\_
- 30. The (plaintive, plaintiff) though (weak, week) was the (soul, sole) survivor. \_\_\_\_\_
- 31. Do you (no, know) (weather, whether) the (perspective, prospective) buyer was (allowed, aloud) on the premises? \_\_\_\_\_
- 32. Have you (scene, seen) the (new, knew) (personnel, personal)? \_\_\_\_\_
- 33. If you walk through the (haul, hall) you will (sea, see) the (council, counsel) chamber on the (rite, right, write). \_\_\_\_\_
- 34. He felt it was a matter of (principal, principle). \_\_\_\_\_
- 35. I don't think it is (fair, fare) to take (they're, their, there) (cache, cash) and then not (wait, weight). \_\_\_\_\_
- 36. (Who's, Whose) (allowed, aloud) to sit on the (bored, board)? \_\_\_\_\_
- 37. The (devise, device) will be (scent, sent) by express (male, mail) because we cannot (waist, waste) any more time. \_\_\_\_\_
- 38. The (real, reel) problem is the number of (overdo, overdue) accounts. \_\_\_\_\_
- 39. The (attendance, attendants) will (apprise, appraise) us of the (current, currant) situation. \_\_\_\_\_
- 40. (Sew, So) how do you intend to (precede, proceed)? \_\_\_\_\_

### Activity 3: Double and Special Negatives

Read the following sentences. If the sentence is correct, write C in the blank provided. If the sentence is incorrect, write X in the blank provided and circle both of the double or special negatives. Refer to Unit 1, C5 of the *Pitman Office Handbook* for assistance.

1. Aziz had hardly nothing to show for his hours of work. \_\_\_\_\_
2. The flashing light doesn't indicate that anything is wrong. \_\_\_\_\_
3. Tasmin is unable to do nothing right now. \_\_\_\_\_
4. When the emergency occurred there was nobody to be found nowhere. \_\_\_\_\_
5. He hasn't asked nothing of us. \_\_\_\_\_
6. Neither Ms. Tse nor Mr. Yeo were at the meeting. \_\_\_\_\_
7. I was amazed that there had never been nothing like it before. \_\_\_\_\_
8. I never hardly see him nowadays. \_\_\_\_\_
9. The premier needs no introduction. \_\_\_\_\_
10. Oli didn't say anything when the meeting was adjourned. \_\_\_\_\_

### Activity 4: One Word or Two?

From the words in parentheses choose the correct words to use in each sentence. Write your answers in the blank spaces provided. Refer to Unit 1, C6, of the *Pitman Office Handbook* for assistance.

1. A procedure (already, all ready) exists for creating document styles. We don't need (anymore, any more) procedures. \_\_\_\_\_
2. The consultant asked if there was (anyway, any way) in which she could assist in reducing staff (turnover, turn over). \_\_\_\_\_
3. (Maybe, May be) you were correct in your assessment. \_\_\_\_\_
4. A response from (everyone, every one) of the employees will be appreciated. \_\_\_\_\_
5. All relevant documentation should be taken (into, in to) Sinjit for his approval before proceeding. \_\_\_\_\_
6. Are you (already, all ready) to begin the presentation? \_\_\_\_\_
7. She did not think there was (anyway, any way) she could complete the project on time. \_\_\_\_\_



- 8. I will be (awhile, a while). Start without me. \_\_\_\_\_
- 9. We chose that type of copier (anyway, any way). \_\_\_\_\_
- 10. Mini-tower computer sales (maybe, may be) increasing, but so are sales of full-tower systems. \_\_\_\_\_
- 11. We pride ourselves in (always, all ways) performing at a superior level. All our employees are (highschool, high school) graduates. \_\_\_\_\_
- 12. When the computer hit the floor, the case broke (apart, a part). \_\_\_\_\_
- 13. This instruction manual is (altogether, all together) too complicated to be user-friendly. \_\_\_\_\_
- 14. (Sometimes, Some times) we must stop to smell the roses. \_\_\_\_\_
- 15. Work (altogether, all together) as a team. Do not leave (anybody, any body) out. \_\_\_\_\_

**Activity 5: Words With/Without Prepositions**

Read the following sentences. If the sentence is correct, write C in the blank provided. If the sentence is incorrect, write X in the blank provided and circle the unnecessary preposition. Refer to Unit 1, C7-C8 of the *Pitman Office Handbook* for assistance.

- 1. Where did that file go to? Did it fall off of the desk? \_\_\_\_\_  
\_\_\_\_\_
- 2. Why don't we agree on a solution now? \_\_\_\_\_  
\_\_\_\_\_
- 3. Juan's factory is opposite to Sears. \_\_\_\_\_  
\_\_\_\_\_
- 4. Where is Shawna at? I have to account for her absence. \_\_\_\_\_  
\_\_\_\_\_
- 5. Let's meet at about two o'clock. \_\_\_\_\_  
\_\_\_\_\_
- 6. The defendant seems to be about thirty years old. \_\_\_\_\_  
\_\_\_\_\_
- 7. How do you account for the excess inventory? \_\_\_\_\_  
\_\_\_\_\_
- 8. The heating unit is too near to the computer. \_\_\_\_\_  
\_\_\_\_\_

**Activity 6: Spelling, Synonyms, and Antonyms**

**PART A: SPELLING**

1. Each word in the first column of the following table is misspelled. Write the correct version in the second column and then define it in your own words in the third column. Refer to Unit 1, C9-C13, of the *Pitman Office Handbook* and your dictionary for assistance.

<b>Word</b>	<b>Correct Spelling</b>	<b>Meaning</b>
wheather	_____	_____
managment	_____	_____
irrelevent	_____	_____
accomodate	_____	_____
aquisition	_____	_____
bookkeeper	_____	_____
compatable	_____	_____
arguement	_____	_____
analyze	_____	_____
bankrupcy	_____	_____
defendent	_____	_____
fulfill	_____	_____
hankerchief	_____	_____
incompetant	_____	_____
labratory	_____	_____
wierd	_____	_____
suseptible	_____	_____
subpeona	_____	_____
occured	_____	_____
ommision	_____	_____

2. The following passage contains 23 incorrectly spelled words. Rewrite them correctly.

A personnel computer definetely asists with the production of attractive looking corespondance. For it's price, word procesing soft ware performs many complex functions, but few office personal are aware of all of its' capabilities.

If the cost of a fully-equipped computer is prohibative, concider renting one for a specific asignment. Maintenance is included in the rental agreemant, so you are ensured that your machine will always be availble.

Desktop computers allow managment and adminstrative staff to do there own work, exchanging ideas easily via a network. Laptops are smaller computers that are portable. You must asertain which model best soots your requirments.

**PART B: SYNONYMS AND ANTONYMS**

Choose the correct spelling for each pair of words in the first column and write it in the second column. In the third column, write a synonym for the word and, in the fourth column, write an antonym for it. Use your dictionary and your thesaurus.

Words	Spelling	Synonym	Antonym
absence/absents	_____	_____	_____
alloted/allotted	_____	_____	_____
anonymity/anonimity	_____	_____	_____
incompitant/incompetent	_____	_____	_____
hypocracy/hypocrisy	_____	_____	_____
gauge/guage	_____	_____	_____
indispensible/indispensable	_____	_____	_____
installing/instaling	_____	_____	_____
irrelevent/irrelevant	_____	_____	_____
occured/occurred	_____	_____	_____
ommision/omission	_____	_____	_____
acquiese/acquiesce	_____	_____	_____
agressive/aggressive	_____	_____	_____
comittment/commitment	_____	_____	_____
dilemma/dilema	_____	_____	_____

**Activity 7: Gender-inclusive Language**

Revise the following sentences keeping the rules of gender inclusivity in mind. Refer to Unit 1, C14, of the *Pitman Office Handbook* for assistance.

1. During our flight, the stewardess brought dinner on a tray.
2. Chairwoman King addressed the meeting.
3. She is a well-known actress of stage and screen.
4. Please ask the saleslady to come over here.
5. The Brotherhood of Machinists is a powerful labour group.
6. The mailman delivers our mail every afternoon at 3 p.m.
7. Jaswinder is a foreman at Jack Wood Automobiles Inc.
8. The average English person drinks his/her tea with milk.

9. My old man is eight-two this year.
10. My office chair is upholstered with manmade fabric.

### **Activity 8: Sentence Construction**

Each of the following sentences contains a flaw. Refer to Unit 1, C23-C25, of the *Pitman Office Handbook* or other reference sources, and then correct the sentences.

1. Every individual has their own standard of measuring a friend's feelings.
2. Rachel drafted the plans for the addition and then her partner changes them.
3. There is many orders to be made up today.
4. Included in your job description are completing a weekly review for the department head.
5. Neither the marketing department nor executive row were pleased with last month's figures.
6. Shipping goods offshore are more complex than shipping to British Columbia.
7. It is a good idea to plan carefully for a presentation and having arrangements made early.
8. The report might have been completed on time if the support staff don't go on strike.
9. After working for someone for 20 years.
10. His and his partner mastered the software in a few hours.
11. The foreign secretary, as well as her staff, have agreed to attend the meeting.
12. A good reviewer will approve of you having some questions to ask.
13. Because of the environmental problems that exist and we are not acting responsibly, our company is not considered to be a good corporate citizen.
14. When one is in doubt about how to write an executive summary, you should consult an experienced colleague.
15. We couldn't hardly hear the speaker because she was talking so softly.
16. You should of checked the bill of lading twice before sending out the order.
17. Kim recommended that her and her supervisor, Benoit, analyze the sales figures.
18. Between you and I, be very careful when dealing with people you do not know well.
19. In January, they saw the perfect scanner looking through a catalogue.
20. Information input and retrieval is often done by the same person.

### Activity 9: The Paragraph

Review Unit 1, C26, of the *Pitman Office Handbook* if necessary and then challenge yourself.

1. This exercise comprises three paragraphs. Mark the beginning of each with the appropriate proofreading symbol.

Your financial institution may charge a fee for processing your tax payment. You must pay this fee separately. It cannot be added to the tax amount paid, nor can it be deducted from the amount of tax due. After a certain time of day, some tellers date transactions for the next business day. If you pay your tax on July 2, you must ensure that the teller stamps the correct date on your payment. If the teller stamps the next business day's date, your payment will be considered late and a penalty will be applied. If you use an automated teller machine when making a payment on the due date of July 2, your payment may be dated the next working day and result in a penalty.

2. The following article should appear in six paragraphs. Mark each one with the appropriate proofreading symbol.

Can you imagine a 16-year-old high school student advising a 30-year marketing veteran on how to promote a Web site? That's exactly what you find on the Internet Marketing Discussion List, a free, worldwide, open-to-the-public e-mail discussion group for people who want to learn more about promoting themselves and/or their businesses. Initially started in the late 90s with a handful of subscribers, the IMDL quickly grew to over 15 000 people in 81 countries, who meet daily to discuss Internet marketing ideas. It is the largest e-mail discussion list focusing specifically on Internet marketing and the successful promotion of businesses on the Internet! The Internet Marketing Discussion List is one of eight marketing discussion lists managed by Nashir Grunwald, who has been involved with successful Internet marketing since the mid 90s and currently works as president of World Internet Marketing in Montreal, Quebec. A discussion list is an e-mail forum where people from around the world interact with each other through the list and discuss topics of mutual interest. There are over 150 000 discussion lists for everything you can imagine. You do not need any marketing experience to take part on Grunwald's lists. You will learn from those who do.

### Activity 10: Adjective/Adverb Confusion

Make a choice between the words in parentheses and write your answer in the blank provided. Refer to Unit 1, C31-C32, of the *Pitman Office Handbook* for assistance.

1. Because the company did very (good, well) last year, \_\_\_\_\_  
a cash bonus was given to all employees.
2. Can you create a (correct, correctly) formatted \_\_\_\_\_  
document?
3. I was late this morning because the train moved so \_\_\_\_\_  
(slow, slowly) at the train crossing.

4. To impress potential customers, distribute (high, highly) quality literature. \_\_\_\_\_
5. Office suite software is (current, currently) number one in our company's software sales. \_\_\_\_\_
6. It is (real, really) important that you understand the instructions fully. \_\_\_\_\_
7. Firoz stated quite (clear, clearly) that our department would move in the next year. \_\_\_\_\_
8. The new printer prints (quick, quickly). \_\_\_\_\_
9. We feel confident that our efforts resulted in a job done (good, well). \_\_\_\_\_
10. The independent contractor works (good, well) and has now won a contract with a major customer. \_\_\_\_\_
11. The (extreme, extremely) hot weather has affected productivity. \_\_\_\_\_
12. The consultant looked (close, closely) at the figures before giving her estimate. \_\_\_\_\_
13. The more (careful, carefully) you are, the longer you will live. \_\_\_\_\_
14. The speaker was not talking (loud, loudly) enough to be heard at the back of the hall. \_\_\_\_\_
15. The weather is of (relative, relatively) little importance as far as our holidays are concerned. \_\_\_\_\_
16. MSI's employees are (reliable, reliably) as well as conscientious and trustworthy. \_\_\_\_\_
17. This spreadsheet program performed (poor, poorly). \_\_\_\_\_
18. Dayco Ltd. just hired 15 (high, highly) qualified technicians. \_\_\_\_\_
19. We were (real, really) happy to visit Japan. \_\_\_\_\_
20. You can take Web courses to help you write (good, well). \_\_\_\_\_

### **Activity 11: Apostrophe Usage**

#### **PART A**

Each of the following sentences has at least one error – an apostrophe has been misused or omitted, or the incorrect version of a possessive is shown. Write the corrected words in the

■ *Unit 1 – Communications: Language Skills*

blanks provided. Refer to Unit 1, C37-C42, of the *Pitman Office Handbook* or other reference sources for assistance.

1. All department heads budgets have been reduced by 5% effective immediately. Its a sign of the times. \_\_\_\_\_
2. All of these forms are their's; the others are our's. \_\_\_\_\_
3. Check the three (suppliers, supplier's, suppliers') invoices for the correct shipping costs. \_\_\_\_\_
4. Do you have our senior consultants proposal? \_\_\_\_\_
5. Whose responsible for accounts payable? \_\_\_\_\_
6. The executive director was impressed by (Donna, Donnas, Donna's) arriving early. \_\_\_\_\_
7. Our companies offer was to buy the entire store, with all it's stock, for \$500 000. \_\_\_\_\_
8. Most companies today support childrens charitable organizations. \_\_\_\_\_
9. Our new inside sales associates quota has been increased by 10% for next year. \_\_\_\_\_
10. The consultants estimated they're work would be finished within two weeks. \_\_\_\_\_
11. Guests stayed at Joe Gallaghers home just outside of town. \_\_\_\_\_
12. Who's idea was it to revise the company policy manual? \_\_\_\_\_
13. If (your, you're) sure the figures are accurate, send them to Sharin. \_\_\_\_\_
14. For goodness sake, don't forget! \_\_\_\_\_
15. We bought two PC's. \_\_\_\_\_

**PART B**

Complete the following by inserting the appropriate words in the spaces provided.

<b>Word</b>	<b>Possessive</b>	<b>Plural</b>	<b>Plural Possessive</b>
father-in-law	_____	_____	_____
IT technician	_____	_____	_____
assistant	_____	_____	_____
solicitor	_____	_____	_____
woman	_____	_____	_____



attorney-general			
boy			
child			
operator			
man			

**Activity 12: Dash and Hyphen Usage**

Insert dashes and/or hyphens wherever they are needed in these sentences. Refer to Unit 1, C68 and C70-C74, of the *Pitman Office Handbook* if necessary.

1. A face to face meeting is not always possible try a conference call instead.
2. Everyone management and staff made a charitable donation this year.
3. Buy the complete office suite word processor, spreadsheet, and database for only \$395.
4. Credit information payment habits, monthly amount charged, for instance is available from most credit agencies.
5. Software developers today are producing easier to use programs.
6. Today's support staff know where to find business related information quickly.
7. Ergonomics an important consideration today plays a large part in employee productivity.
8. Management and staff approved of the president elect.
9. Habib's old pager an APP100 has a two line display.
10. You must commit to a cost effective conversion. Don't wait do it now.
11. Many computer printers are capable of colour printing blue, yellow, red the primary colours.
12. I am very self conscious when I have to speak in front of others.
13. Non management staff are not allowed in the executive washroom that's a privileged area.
14. Sealing every envelope manually can be very time consuming, don't you think?
15. Thanks to inexpensive computers and software, most company documents can be created in house.
16. The Tiger with a V8 engine was a two seater sports car based on the Sunbeam Alpine.
17. Make sure that your Employee Handbook is up to date.
18. We have twenty two computers in Engineering alone!
19. Attend our hands on word processing workshop we provide a buffet lunch!

20. Our three panel, three colour brochure describes our point of sale software.

### **Activity 13: Comma and Semicolon Usage**

#### **PART A**

Insert commas and/or semicolons wherever they are needed in these sentences. Refer to Unit 1, C49-C68, of the *Pitman Office Handbook* for assistance.

1. "If I knew then what I know now" mused the old man.
2. Ford one of the leading suppliers of automobiles offers a wide variety of other vehicles.
3. Anyone who uses word processing software is familiar with justification, centring, and pagination these are common word processing terms.
4. Many PC "packages" include options such as a removable hard disk drive 17" monitor colour printer and scanner.
5. If the new computer network is not installed this week we will have to work the weekend to meet Monday's deadline.
6. Despite all odds we won the contract and we look forward to installing our software next month.
7. Don't delay order today.
8. The Internet offers access to vast amounts of information however you must be careful when downloading files.
9. Today's digital cameras offer many features they do not require film.
10. The sales representative outlined his company's services well don't you think?
11. Kristin Charles was elected CEO and Doug Malone replaced her as president.
12. The Board of Directors elected the following: Mrs. S. Guy vice-president Acme Consulting Group Mr. W. Smith president PearTree Software Inc. Ms. V. Wolfe president Wolfe Classic Automobiles Ltd. and Mr. H. George accountant.

#### **PART B - CHALLENGE EXERCISE**

Remembering the rules for comma and semicolon usage, punctuate the following letter from an automobile salesperson to a customer.

I hope you have had time to think about the sleek bright red sports car you saw last week. Although it only has a four-cylinder engine the leather interior makes it a real buy your friends will be most envious.

The mag wheels the wide tires and the small amount of chrome trim really make this car stand out. It looks good even sitting still! The trunk which is quite large for such a small car accommodates two large suitcases. And the convertible top which complements the paint colour folds down easily behind the seats in its own compartment.

Emily you owe it to yourself to test drive this car again. I remember how excited you were last week. If you would like another test drive please let me know. I would be happy to set it up and we can discuss the details of the lease plan at that time.

We do have another party who is very interested in this car however as you were the first customer to take it for a test drive you have the first say. It's your car Emily. Don't hesitate call me today!

### **Activity 14: Capitalization**

These exercises will test your knowledge of the correct use of capitals. Review Unit 1, C108-C123, of the *Pitman Office Handbook* if necessary. Use the appropriate proofreading symbol to show correct capitalization.

1. Our outside consultants, Mcbeal and co., recommended a local area network.
2. The supreme court in Ottawa is the highest court in canada.
3. A recent fortune 1000 study found that office workers are deluged with e-mail.
4. "The canadian professional sales association – your partner in successful selling."
5. Do you use lotus 1-2-3 or excel for your spreadsheets?
6. I think you will find chapter 6 to be of interest.
7. The green mountains of Vermont are truly breathtaking, as is the whole new england region.
8. If you use your car for business, you should join the british columbia automobile association.
9. Toronto is home to skydome, the sports facility with the retractable roof.
10. George, the receptionist, called to say that professor Grande from the small business technology department had arrived.
11. The second generation canadian robot arm is an integral part of the international space station.
12. Our company uses brother laser printers at all its work stations.
13. Most computer manufacturers are located in silicon valley, south of San Francisco, CA.
14. The aeronautical department is located in hangar 5.
15. The duke of Edinburgh handed out awards for english, physical education, and math.
16. Designed by Spar aerospace for the Canadian space agency, the mobile servicing system is a four-piece robotic tool.
17. Intel's celeron chip is designed for the sub-\$1 500 PC market.
18. In 1969 a man walked on the moon; the next trips will be to mars and venus.
19. The centennial college call centre operations program trains graduates in call centre etiquette.

20. Options for laptop computers include a Car Power Adaptor, AC Adaptor, and an External Charger.

### **Activity 15: Numerals or Words?**

In some situations, it is correct to use numerals to express numbers; in others, words must be used. Review the rules in Unit 1, C124-C136, of the *Pitman Office Handbook* and then correct the following sentences. Underscore the error(s) and then rewrite the sentences as they should appear.

1. 10 additional copies of the prospectus were delivered at two this afternoon.
2. The bank is closing 2 branches locally, so 5 support staff will be re-assigned.
3. A large company will have 3 or 4 or more departments; a small firm may have just one or two.
4. A retirement party for the 65-year-old president was held on May 25th.
5. A telephone call from Toronto to Edmonton costs seven cents a minute whereas a flight would take at least three hours and fifteen minutes and cost over 5 hundred dollars.
6. Most companies' office hours are from nine a.m. to five p.m., but many management employees work more than an eight-hour day.
7. My monthly budget for food is 2 hundred dollars, my telephone budget is thirty-five dollars, and my rent is 750 dollars.
8. For the 3rd time this month, our 2-person shipping department shipped more than twenty PCs in 1 day!
9. In Churchill, Manitoba the winter temperature often drops below minus-twenty-degrees Celsius.
10. Darlene spends 2/3rds of her day sending and receiving e-mail messages; 1/3 on the telephone.
11. On the twenty-ninth of August, MAKE Systems Inc. will celebrate its 1st anniversary.
12. Over 2/3 of our sales staff have laptop computers, 3/4 have cellular phones; this saves us over 100 thousand dollars each year.
13. During our recent hiring program, 1/2 of the applicants interviewed were bilingual.
14. The 4 essentials of telephone answering are: answer promptly, identify yourself, speak distinctly, and ask the customer how you can be of assistance.
15. Francis appeared more than 1/2 an hour late for his 1 o'clock interview.
16. The petty cash fund has two dollars and seventy-five cents in it. It should never drop below twenty dollars.
17. The computer supplier delivered one central PC server, 12 desktop computer terminals, and thirteen 3-button telephone sets to the Call Centre last week.

18. This is the 2nd time the credit card company deducted the \$20 amount instead of the fifty dollar amount.
19. When the temperature rises above 29 degrees C, the computer service department expects a fifteen-percent increase in trouble calls.
20. Whether you are out ten cents or ten dollars, your trial balance for the thirty-first of May will not balance.

**Activity 16: Word Division**

Assume that the underscored words in these sentences require a decision about whether or where to hyphenate. When you have decided what to do, write your answer in the blank space provided, showing where the word should be divided if this is permissible. Refer to Unit 1, C137, of the *Pitman Office Handbook* if necessary.

1. A personal computer and printer are offered in this package. \_\_\_\_\_
2. A thorough knowledge of Excel is an asset. \_\_\_\_\_
3. All of the attendees sounded enthusiastic about the program change. \_\_\_\_\_
4. You should investigate what is currently available before you buy. \_\_\_\_\_
5. A deposit of \$10 000 is required. \_\_\_\_\_
6. Is it reasonable to think that her attitude might change? \_\_\_\_\_
7. My address is 29 Sunray Crescent. What's yours? \_\_\_\_\_
8. We are planning a vacation to Germany next spring. \_\_\_\_\_
9. The computer store shipped four personal computers today. \_\_\_\_\_
10. Martha is bilingual. She can translate Cantonese to English. \_\_\_\_\_
11. Our organization has a distributed e-mail system. \_\_\_\_\_
12. Reproducing colour photographs is easy using one of the automated systems. \_\_\_\_\_
13. Several company departments agreed to monitor the telephone system for us. \_\_\_\_\_
14. MAKE Systems was incorporated on August 29, 1998. \_\_\_\_\_
15. The store wouldn't accept my reason for returning the damaged goods. \_\_\_\_\_

- 16. The new company intranet will be installed in the third floor offices on Monday. \_\_\_\_\_
- 17. There is sufficient space for everyone in that department. \_\_\_\_\_
- 18. We apologize for arriving late. The reason was that our car engine kept stalling throughout the 50 km trip. \_\_\_\_\_
- 19. We have a recurring problem with our computer network which is becoming aggravating. \_\_\_\_\_
- 20. Word processing software does a lot more than most people require. \_\_\_\_\_

### WHAT WOULD YOU DO?

In the space provided, indicate what you would do in the following situations.

- 1. Louise LaBelle is your supervisor. You have written a two-page letter to a business colleague for her. You have just left Louise's office where she told you that there were spelling mistakes in the letter. English is not her first language and you know your spelling is correct (you won the Lancaster County spelling Bee during high school). What would you do?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 2. You receive an abusive letter from a major client. What would you do?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 3. Every time Ranjit writes a letter for you, he uses the spell check function. What is annoying is that he does not recognize that the function does not correctly identify the Canadian spelling of words such as favour, labour, centre, etc. You've spoken to him twice about this. What would you do?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_