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# HOW 13

A HANDBOOK FOR OFFICE PROFESSIONALS



CLARK & CLARK

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**HOW 13: A Handbook for  
Office Professionals,  
13th Edition**

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# Preface

*HOW 13: A Handbook for Office Professionals, 13th edition*, has been designed to provide assistance for preparing all types of written business communications. Its content and style focus upon the needs of students—as well as office personnel, business writers, and other business professionals—to produce suitable documents for success in a highly competitive, fast-paced global economy.

*HOW 13* presents detailed and precise information for writing, formatting, and transmitting business documents. It serves as a reference to answer specific questions regarding writing style, language conventions, business formats, and document transmission as they relate to the preparation of e-mail messages, business letters, memorandums, reports, manuscripts, proposals, bulletins, résumés, faxes, agendas, itineraries, press releases, and meeting minutes.

## **A Comprehensive Reference Manual for Business**

*HOW 13* is succinct, yet comprehensive. It covers thoroughly the principles of business writing style, grammar, punctuation, capitalization, number usage, word hyphenation and division, and abbreviation format in simple, easy-to-understand language. Each rule is illustrated with examples or example sentences related to business circumstances or conditions. In addition, more than 250 word confusions—such as *affect/effect*, *ensure/insure*, and *principal/principle*—are differentiated by simple definitions and discriminating examples.

Content and formats for various business documents are covered thoroughly in *HOW 13*. All the major parts of a business letter, forms of address for domestic and foreign correspondence, and commonly used letter styles are discussed and illustrated, along with the basic formats for writing memorandums. Business writers will find helpful the up-to-date guidelines for citing sources, preparing visuals, setting up listings, providing main and text headings, compiling preliminary pages and bibliographies, formatting a report, and developing an effective business writing style.

Instructions and examples for preparing e-mail messages, itineraries, agendas, press releases, and meeting minutes further enhance the usability of this book as a business writer's resource. To assist readers with the entire document processing cycle, *HOW 13* provides detailed procedures for preparing business documents on computer-based equipment and accessing the Internet to collect information.

## **New to *HOW 13***

The following information is new to *HOW 13*:

- *New, updated information* on the latest MLA report formats, citation style, and Works Cited (see Chapter 12).

- *New, updated information* on the latest APA report formats, citation style, and reference list (see Chapter 12).
- *New and expanded information* on using the Internet to access Web 2.0 resources—social media, blogs, cloud computing, wikis, and other communication resources (see Chapter 14).

### Special Features

Several features, besides the Table of Contents and the extensive Index, increase the functionality of *HOW 13* as a reference resource:

1. **Solution Finders**—comprehensive topic indexes at the beginning of each chapter enable readers to locate easily answers to their questions.
2. **Two-color format**—primary rules are printed in red and examples are printed in black so that principles may be located, read, and understood quickly.
3. **Example headings**—boldfaced headings differentiate aspects of each rule so that specific examples and applications may be located immediately.
4. **Spiral binding**—the lie-flat feature of spiral binding permits readers to compare readily their written work (or questions) with the examples.
5. **Glossary of grammatical terms**—a listing with definitions and examples of all the grammatical terms used in this reference manual may be accessed for further clarification of any language principle.

### Finding Solutions to Problems

Information you need may be located easily and quickly in *HOW 13* by using a four-step process:

1. Find the chapter you need by turning to the list of contents shown on the back cover.
2. Turn to the Solution Finder at the beginning of that chapter by using the page-edge chapter divider tab.
3. Locate the information you need in the Solution Finder. Each main topic is listed alphabetically followed by subsections of that topic with their corresponding section numbers.
4. Turn to the appropriate section within the chapter by referring to the page-guide references (the section numbers shown at the top right corner of the odd-numbered pages).

If information cannot be located through surveying the contents listed on the back cover, use *HOW's* comprehensive Index at the end of the reference manual to find the appropriate section.

### Supplementary Materials

*HOW 13* may be used as a classroom text or supplement for instructing students or by general office employees, administrative assistants, business writers, and managers—anyone who deals with the preparation of written business documents.

The *Workbook for HOW 13* (ISBN 9781133586630) provides reinforcement for the major principles covered in the reference manual. This 390-page supplement



## Preface

contains exercises that are coordinated specifically with sections in *HOW 13* and are designed to provide learners with realistic applications, not just isolated sentence exercises.

Workbook exercises enable learners to apply the rules governing grammar, punctuation, capitalization, number usage, word confusions, abbreviations, writing style, spelling, proofreading, and editing. In addition, learners receive practice in locating reference sources on the Internet, composing e-mail messages, using correct address formats, formatting business letters and memorandums, and indexing names for filing.

The *Instructor's Manual and Key* CD-ROM (ISBN 9781133588221) includes keys to all the exercises in the *Workbook for HOW 13*. In addition, this teaching tool supplies more than 120 instructional Microsoft Word projection documents that contain the major punctuation, grammar, capitalization, and number-usage principles in *HOW 13* and correspond directly with the exercise applications in the workbook. Other teaching materials in the instructor's manual include a familiarization exercise, a series of assessments for the business letter and memorandum applications in the workbook, and PowerPoint presentations for the punctuation principles and other communication concepts covered in *HOW 13*. These resources are also available for instructors to download instantly from the *HOW 13* Web site at [login.cengage.com](http://login.cengage.com).

## User Profile

*HOW 13* may be used by students in word processing, keyboarding, business English, business communication, voice-recognition, transcription, legal office, medical office, and office procedures courses—all courses that require the processing of written words. It functions as a resource for class assignments, answering questions on writing style, language applications, punctuation, document framework, and document format. Use of *HOW 13* enables students to produce more nearly correct business documents. This reference manual continues to be a valuable resource as students enter the business environment and experience actual assignments in business writing and document preparation.

Leaders who conduct business communication seminars will find *HOW 13* an indispensable tool for assisting participants in improving their writing skills, language competence, mechanics of expression, and knowledge of document framework and formats.

*HOW 13* serves as a reference for all persons in business who are responsible for communicating through the written word. Similar to the indispensable dictionary, this manual compresses other essential reference information into a single source for producing effective business documents. Persons in all fields of business, education, government, law, and medicine will benefit from using *HOW 13* as a reference in preparing written documents for their professional position and their personal business circumstances.

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# 1

# Grammar and Usage



## Grammar and Usage Solution Finder

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## Overview

The basis for successful communication lies in how people put together words to convey ideas. Knowing how words function in sentences and being able to construct complete sentences enhances a person's communication abilities. Whether speaking or writing, an understanding of how words function in sentences and applying conventional usages for the various kinds of words will contribute to an individual's communication skills.

### 1-1 Parts of Speech

Words used in sentences may be labeled according to the function they perform. By labeling words, we can easily analyze whether we are using words and constructing sentences correctly. Labels for the various word types, the basic parts of speech, follow:

- (1) **Nouns.** Nouns name—for example—persons, animals, places, objects, feelings, and things. *David, dog, New York, iPhone, happiness, and organization* are examples of nouns.
- (2) **Pronouns.** Pronouns are noun substitutes. They take the place of a noun to avoid repetitive use of a word. *I, they, she, you, me, it, and him* are examples of pronouns.
- (3) **Adjectives.** Adjectives modify nouns and pronouns. They may describe, indicate how many, or tell which one. Examples include *red roses, three computers, and their offices.*
- (4) **Verbs.** Verbs are the motors of a sentence. They show action or describe a state of being. Verbs such as *drive, eat, dance, and study* show action while verbs such as *am, was, look, and feel* describe a state of being.
- (5) **Adverbs.** Adverbs describe verbs, adjectives, or other adverbs. They tell *how, when, where, why, or to what degree.* Examples include *drive carefully, arrived yesterday, newly painted furniture, and speaks too quickly.*
- (6) **Prepositions.** Prepositions are connectors. Most prepositions can be identified by imagining what a plane can do to a cloud. It can fly *over, under, through, in, around, etc.,* a cloud. Prepositions introduce descriptive phrases that relate to other parts of the sentence. Examples are *in a few days, through your efforts, and under these circumstances.*
- (7) **Conjunctions.** Conjunctions, too, are connectors. Coordinating conjunctions connect like parts in the sentence and adverbial conjunctions introduce clauses. Coordinating conjunctions include *and, but, or, and nor.* Examples of adverbial conjunctions include *because, since, as, and if.*
- (8) **Interjections.** Interjections are words used to express a strong feeling or a sudden emotion. Such words usually stand by

themselves followed by an exclamation mark or appear at the beginning of a sentence followed by a comma or an em dash. Examples of interjections include *wow*, *oops*, *yes*, *no*, and *oh*.

## 1–2 Parts of Speech Used in Sentences

- a. **Words in sentences may be identified as one of the eight parts of speech, depending upon the role they play in the sentence.**

### **sentence containing all parts of speech**

Yes, Kevin and I drove to the airport yesterday.

Yes (interjection)      Kevin (noun)      and (conjunction)

I (pronoun)      drove (verb)      to (preposition)

the (adjective)      airport (noun)      yesterday (adverb)

### **sentence spotlighting nouns, pronouns, adjectives**

Please call *Josephine* if you need *additional information*.

*Matthew* sent *copies* of the *e-mail messages* to *me*.

### **sentence spotlighting verbs and adverbs**

For continued good health, *exercise* *daily*.

Beth many times *talks* *too loudly* in the office.

### **sentence spotlighting conjunctions and prepositions**

Our manager *and* assistant managers will be working *on* alternate shifts.

You will receive *within* the next few days a call *from* the doctor *or* his assistant.

### **sentence spotlighting interjections**

#### **interjection**

*Great!* Our college won first place in the state computing competition.

#### **interjection**

*Oops*, I should have noticed that typographical error before the brochure was sent to the printer.

- b. **Language customs govern how the parts of speech may be used in sentences. Specific usage principles apply to the various parts as they play their roles in the development of sentences to communicate ideas. A sentence (1) contains a verb (a word showing action or describing a condition), (2) has a subject (a noun or pronoun that interacts with the verb), and (3) makes sense (comes to a closure). Use sentences to express ideas.**

- (1) Verbs appear by themselves or in a verb phrase. The last verb in a verb phrase is considered to be the main verb.
- (2) Subjects are either simple or compound. *Simple subjects* consist of a single noun or pronoun whereas compound subjects contain two or more nouns or pronouns linked by *and*, *or*, or *nor*.
- (3) A complete sentence is an *independent clause*, a word group that by itself makes sense.

### statements

Last week several **simple subject** **employees** in our Manufacturing Department

**verb** **increased** their standard output by 12 percent. (Makes sense.)

This latest **subject** **proposal** by Kym Freeman **verb** **is** excellent. (Makes sense.)

The **compound subject** **computer and printer** in my office **verb phrase** **have been moved** to the new building. (Makes sense.)

### questions

Which **simple subject** **student** in your class **verb** **wrote** this excellent report? (Makes sense.)

**simple subject** **Who** among your staff **verb** **is** eligible to apply for this position? (Makes sense.)

How many real estate **compound subject** **brokers and agents** from our state **verb phrase** **will attend** this conference? (Makes sense.)

### requests or commands

Please **verb** **return** the enclosed questionnaire by June 30. (Simple subject **you** is understood; makes sense.)

### verb phrase and adverb *not*

**Do not litter** in the parks or on the highways. (Simple subject *you* is understood; verb phrase, *do* (*not* = adverb) *litter*; makes sense.)

## Nouns

### 1–3 Nouns<sup>1</sup>

- a. **Nouns are words that name something—for example, persons, animals, places, things, objects, time, feelings, qualities, actions, concepts, measures, and states of being.**

#### **person**

Please ask the **nurse** to call in my prescription to the pharmacy.

How often does our **webmaster** update the posting of career opportunities with our company?

#### **animal**

Dr. Lee specializes in the treatment of **dogs** and **cats**.

We deliver fresh **fish** daily to all Market Depot stores in the city.

#### **place**

The **mall** in our **neighborhood** is often too crowded on weekends.

Plan to arrive at the **airport** at least two hours before your scheduled departure.

#### **thing**

All the **data** for this **project** is stored on the **network**.

Which **company** was eventually awarded the **contract**?

#### **object**

Where did you find your lost **backpack**?

Move the **computer** to the **desk** in my office.

#### **time**

Payment for these purchases is due within 30 **days**.

Our new payroll system should be in place next **month**.

#### **feeling**

Everyone in the room sensed Mr. Smith's **anger** as he spoke.

The mother's **love** and **adoration** for her newborn shone in her face.

#### **quality**

I appreciate your **thoughtfulness** and **generosity**.

Such **irresponsibility** must be reported to the supervising physician.

<sup>1</sup>The rules and spellings in this chapter are based on Merriam-Webster, Incorporated. (2011). *Merriam-Webster's Collegiate Dictionary* (11th ed.). Springfield, MA: Merriam-Webster, Incorporated. For a complete, up-to-date online resource, visit Merriam-Webster at <http://www.m-w.com>. Individuals who have purchased *Merriam-Webster's Collegiate Dictionary*, 11th ed., may obtain a digital download and also register for a free one-year subscription to the online versions of multiple Merriam-Webster dictionaries.



## 1 ■ Grammar and Usage

**action**

Posted signs forbid **swimming** in this part of the lake.

**Golfing** is an individual sport enjoyed by both men and women.

**concept**

Our country was founded on **freedom of expression**.

Please report any **progress** you have made in locating the heirs.

**measure**

Johnson Industries' assets total more than **\$700 million**.

Three **yards** of fabric will be needed to re-cover each chair.

**state of being**

Is she being treated by a specialist for her **illness**?

**Complacency** in this rapidly changing industry could easily lead to **bankruptcy**.

- b. **Any noun that names a particular one is capitalized. These capitalized nouns are known as *proper nouns*. Nouns that do not name specific ones are known as *common nouns*, and they are not capitalized.**

**proper nouns**

Yesterday the **Northland Timber Company** announced an 8 percent increase in lumber prices.

Repairs on the **Golden Gate Bridge** are still in progress.

You will have our decision by **November 1**.

Much of this information is available through the **Internet**.

**common nouns**

Yesterday the **company** announced an 8 percent increase in lumber prices.

Repairs on the **bridge** are still in progress.

You will have our decision by the 1st of next **month**.

Most of this information is available through online **resources**.

- c. **Although most common nouns consist of single words, many contain two—or even three—words. These *compound nouns* appear as regular entries in the dictionary and are defined as nouns. Some compound nouns are hyphenated, but most are separate words without hyphens (*open compounds*) or written solid (*closed compounds*).**

**closed compound nouns**

Is your firm handling the Andersons' **lawsuit**?

Please remove the **wallpaper** before showing the apartment to prospective tenants.

**open compound nouns**

Ask the **vice president** to sign this purchase order.

Have you located a **disc jockey** for the holiday party?

**hyphenated compound nouns**

John's **brother-in-law** is a security analyst at M. L. Stern & Co.

The **vice-chancellor** must approve all faculty appointments.

**1-4 Noun Plurals<sup>2</sup>**

- a. **Most nouns form their plurals by adding *s*. However, nouns ending in *s*, *sh*, *ch*, *x*, or *z* form their plurals by adding *es*.**

**nouns adding *s***

account	accounts	executive	executives
report	reports	message	messages

**nouns adding *es***

bus	buses	branch	branches
business	businesses	tax	taxes
brush	brushes	waltz <sup>3</sup>	waltzes

- b. **Common nouns ending in *y* form the plural in one of two ways. If the letter preceding the *y* is a vowel, just add *s*. However, if the letter preceding the *y* is a consonant, drop the *y* and add *ies*.<sup>4</sup>**

***y* preceded by a vowel**

attorney	attorneys	monkey	monkeys
delay	delays	valley	valleys

***y* preceded by a consonant**

company	companies	facility	facilities
policy	policies	photocopy	photocopies
factory	factories	territory	territories

<sup>2</sup>Noun plurals, other than regular ones ending in *s* or *es*, are shown in the dictionary immediately after the singular form of the word. Spellings for noun plurals are based on Merriam-Webster, Incorporated. (2011). *Merriam-Webster's Collegiate Dictionary* (11th ed.). Springfield, MA: Merriam-Webster, Incorporated. For a complete, up-to-date online resource, visit Merriam-Webster at <http://www.m-w.com>. Individuals who have purchased *Merriam-Webster's Collegiate Dictionary*, 11th ed., may obtain a digital download and also register for a free one-year subscription to the online versions of multiple Merriam-Webster dictionaries.

<sup>3</sup>An exception to this rule is the word *quiz*. For the plural form, add *z* before adding *es*—*quizzes*. The same exception applies to *whiz*, as in *computer whiz* or *math whiz*. For the plural form, add *z* and *es*—*computer whizzes* or *math whizzes*.

<sup>4</sup>An exception to this rule is the word *money*. For the plural form, follow the general rule or drop the *ey* and add *ies*. Either *moneys* or *monies* is correct.