LAYING A FOUNDATION

UNIT 1 • UNIT 2 • UNIT 3 • UNIT 4 • UNIT 5 • UNIT 6

1. REFERENCE SKILLS
2. PARTS OF SPEECH
3. SENTENCES: ELEMENTS, PATTERNS, TYPES
REFERENCE SKILLS

OBJECTIVES

When you have completed the materials in this chapter, you will be able to do the following:

- Understand the content of Business English and its relevance to you and your career.
- Describe several types of dictionaries, including print, electronic, and online.
- Use a dictionary confidently to determine spelling, meaning, pronunciation, syllabication, accent, word usage, and word history.
- Select a dictionary to suit your needs.
- Anticipate what information is included in dictionaries and what information is not.
- Understand the value of reference manuals.

PRETEST

Each chapter begins with a brief pretest. Answer the questions in the pretest to assess your prior knowledge of the chapter content and also to give yourself a preview of what you will learn. Compare your answers with those at the bottom of the page. When you complete the chapter, take the posttest to measure your improvement. Write T(true) or F(false) after the following statements.

1. Online dictionaries have made printed dictionaries obsolete.  
2. Dictionary diacritical marks help readers pronounce words correctly.

T  F  T  F  T
3. The usage label *colloquial* means that a word is no longer in use.

4. Some online dictionaries provide audio pronunciations of words.

5. Reference manuals provide information about punctuation and hyphenation.

**Business English** is the study of the language fundamentals needed to communicate effectively in today’s workplace. These basics include grammar, usage, punctuation, capitalization, number style, and spelling. Because businesspeople must express their ideas clearly and correctly, such language basics are critical.

**WHY STUDY BUSINESS ENGLISH?**

What you learn in this class will help you communicate more professionally when you write and when you speak. These skills will definitely help you get the job you want, succeed in the job you have, or prepare for promotion to a better position. Good communication skills can also help you succeed in the classroom and in your personal life, but we will be most concerned with workplace applications.

**INCREASING EMPHASIS ON WORKPLACE COMMUNICATION**

In today’s workplace you can expect to be doing more communicating than ever before. You will be participating in meetings, writing business documents, and using technology such as e-mail and instant messaging to communicate with others. Communication skills are more important than ever before, and the emphasis on writing has increased dramatically. Businesspeople who never expected to be doing much writing on the job find that e-mail and the Internet force everyone to exchange written messages. As a result, businesspeople are increasingly aware of their communication skills. Misspelled words, poor grammar, sloppy punctuation—all of these faults stand out glaringly when printed. Not only are people writing more, but their messages travel farther. Messages are seen by larger audiences than ever before. Because of the growing emphasis on exchanging information, language skills are more and more relevant.

**WHAT DOES THIS MEAN FOR YOU?**

As a businessperson or professional, you want to feel confident about your writing skills. This textbook and this course can sharpen your skills and greatly increase your confidence in expressing ideas. Improving your language skills is the first step toward success in your education, your career, and your life.

When Jennifer M. enrolled in this course emphasizing language basics, she did not plan to become an expert in the subject. After finishing the course, she didn't think of herself as an expert. When she started to work, however, she discovered that many of her fellow workers considered her an English expert. Most of them had no training in grammar, or they had studied it long ago. Their skills were rusty. Jennifer found that even her boss asked her questions. “Do I need to put a comma here?” “Should this word be capitalized?” Because she was a recent graduate, her coworkers assumed she knew all the answers. Jennifer didn't know all the answers. But she knew where to find them, and this ability made her more valuable in her workplace.

One of the goals of your education is to know where to find answers. You should also know how to interpret the information you find. Experts do not know all the answers. Attorneys refer to casebooks. Doctors consult their medical libraries. And you, as a student of the language, must develop skill and confidence in using written and spoken bloopers. Using the skills you learn in this class, try to identify why these are bloopers.
reference materials. You can become a language expert not only by learning from this textbook but also by learning where to find additional data when you need it.

**DICTIONARIES**

Using references should become second nature to you. Dictionaries and online resources are invaluable when you must verify word spellings and meanings, punctuation style, and usage. If you have your own personal library of reference materials, you can find information quickly. At a minimum you need a current desk or college dictionary and a good reference manual. Another helpful reference book is a **thesaurus**. This is a collection of **synonyms** (words with similar meanings) and **antonyms** (words with opposite meanings). Many helpful resources are now available digitally, whether online or in a software program such as MS Word.

A **dictionary** is an alphabetical list of words with their definitions. Most dictionaries contain pronunciation guides, parts of speech, word history or etymology, labels, and other information, which you’ll learn about in this chapter. You can purchase dictionaries in almost every language. Bilingual dictionaries, such as English-Spanish and Italian-French, are increasingly popular in today’s global marketplace. In addition, many fields, such as law and medicine, have specialized dictionaries that contain vocabulary specific to that field.

Businesspeople today make use of both print dictionaries and online dictionaries. Even with the availability of online dictionaries, many prefer to have a print dictionary handy to look words up quickly and easily. First, you’ll learn about print dictionaries, including how to select one and how to use it. Then, you’ll learn about using an electronic dictionary, such as the one that comes with your word processing software. Finally, you’ll learn how to use online dictionaries.

**SELECTING A PRINT DICTIONARY**

Not all print dictionaries are the same, as you will doubtless notice when you shop for one. To make a wise selection, you should know how to distinguish among three kinds of print dictionaries: pocket, desk, and unabridged. You should also know when your dictionary was published (the copyright date), and you should examine its special features.

**Pocket Dictionary**

As its name suggests, a **pocket dictionary** is small. Generally, it contains no more than 75,000 entries, making it handy to carry to class and efficient to use. However, a pocket dictionary doesn’t contain enough entries to be adequate for postsecondary or college reference homework.

**Desk or College-Level Dictionary**

A **desk** or **college-level dictionary** generally contains over 170,000 entries plus extra features. For college work you should own a current desk or college-level dictionary. The following list shows some of the best-known dictionaries in this category. Notice that the titles of two dictionaries contain the name Webster. Because names cannot be copyrighted, any publisher may use the word Webster on its dictionary. Definitions and usage in this textbook are based on *Merriam-Webster’s Collegiate Dictionary*, Eleventh Edition. Publishers often rely on this dictionary as their standard. Many readers, however, prefer *The American Heritage College Dictionary*. It provides more plural spellings, more usage labels, more readable entries, and more opinions about appropriate usage than most other dictionaries. Any of the following dictionaries is a good choice for postsecondary and college students:

*The American Heritage College Dictionary*

*Random House Webster’s College Dictionary*
Webster’s New World College Dictionary

Oxford American College Dictionary

Merriam-Webster’s Collegiate Dictionary, Eleventh Edition (the standard dictionary for definitions and usage in this book)

Unabridged Dictionary

An unabridged dictionary is a complete dictionary. Abridged dictionaries, such as pocket and desk dictionaries, are shortened or condensed. Because unabridged dictionaries contain nearly all English words, they are large, heavy volumes. Schools, libraries, newspaper offices, and organizations concerned with editing or publishing use unabridged dictionaries. One of the best-known unabridged dictionaries is Merriam-Webster’s Third New International Dictionary. It includes over 450,000 entries and claims to be America’s largest dictionary. Another famous unabridged dictionary is the Oxford English Dictionary (OED). This 20-volume set shows the historical development of all English words; it is often used by professional writers, scholars of the language, and academics. CD-ROM versions are available for easy computer searching.

Copyright Date

If the copyright date of your current dictionary shows that it was published five or more years ago, consider investing in a more recent edition. English is a responsive, dynamic language that admits new words and recognizes changes in meaning, spelling, and usage of familiar words. These changes are reflected in an up-to-date dictionary. For example, the following words were added to the Oxford English Dictionary in 2005: podcast, supersize, gamepad, wiki, and offshoring.

Features

In selecting a dictionary, check the features it offers in addition to vocabulary definitions. Many editions contain biographical and geographical data, abbreviations, standard measurements, signs, symbols, foreign words and phrases, and information about the language. Some also contain CD-ROMs and access to special online features.

USING A PRINT DICTIONARY

Whether you purchased a new one or you are using a family dictionary, take a few moments to become familiar with it so that you can use it wisely.

Introduction

Before using your dictionary, take a look at the instructions located in the pages just before the beginning of the vocabulary entries. Pay particular attention to the order of definitions (senses). Some dictionaries show the most common definitions first. Other dictionaries develop meanings historically; that is, the first known meaning of the word is shown first.

Guide Words

In boldface type at the top of each dictionary page are two words that indicate the first and last entries on the page. When searching for a word, look only at these guide words until you locate the desired page. This will save you time.

Syllabication

Most dictionaries show syllable breaks with a centered dot, as you see in Figure 1.1 for the word signify. Compound words are sometimes troublesome to dictionary users. If a compound word is shown with a centered dot, it is one word, as in work•out (workout). If a compound word is shown with a hyphen, it is hyphenated, as in old-fashioned. If two words appear without a centered dot or a hyphen, they...
should be written as two words, as in *work up*. If you find no entry for a word or phrase in a college-level dictionary, you may usually assume that the words are written separately, for example, *ball field*. For newer terms, such as *home page* or *firewall*, you should check an online dictionary.

**Pronunciation**

Diacritical marks are special symbols that help you pronounce words correctly. A detailed explanation of pronunciation symbols is found in the front pages of a dictionary. A summary of these symbols may appear at the bottom of each set of pages. If two pronunciations are possible, the preferred one is usually shown first.

**Accent**

Accent refers to the syllable of a word that gets the most emphasis or stress when you pronounce it. Most dictionaries show accents with a raised stress mark immediately following the accented syllable, as shown for the syllable *sig* in our example. Other dictionaries use a raised stress mark immediately *preceding* the accented syllable (*'sig ni'fi*). Secondary stress may be shown in lighter print (as illustrated on the syllable *fi* from our example), or it may be shown with a lowered accent mark (*'sig ni, fi*).

**Etymology**

Etymology shows the history of a word. College-level dictionaries provide a brief word history in square brackets [ ]. For example, the word *signify* has its roots in Middle English, Old French, and Latin. Keys to etymological abbreviations may be found in the introductory notes in your dictionary. Do not confuse the etymological definition shown in brackets with the actual word definitions.

**Part of Speech**

Following the phonetic pronunciation of an entry word is an italicized or boldfaced label indicating what part of speech the entry word represents. The most common labels are the following:

- *adj* (adjective)
- *prep* (preposition)
- *adv* (adverb)
- *pron* (pronoun)
- *conj* (conjunction)
- *v or vb* (verb)
- *interj* (interjection)
- *n* (noun)
- *vi or v int* (verb intransitive)
Spelling, pronunciation, and meaning may differ for a given word when that word functions as different parts of speech. Therefore, check its grammatical label carefully. If the parts of speech seem foreign to you at this time, do not despair. Chapter 2 and successive chapters will help you learn more about the parts of speech.

**Labels**

Not all words listed in dictionaries are acceptable in business or professional writing. **Usage labels** warn readers about the use of certain words. In the dictionary entry shown in Figure 1.1, notice that one meaning for the word *signify* is labeled *slang*. The following list defines *slang* and other usage labels:

<table>
<thead>
<tr>
<th>Label</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>archaic: words surviving from a previous period</td>
<td><em>nigh</em> (meaning “nearly, almost”)</td>
</tr>
<tr>
<td>obsolete: no longer in use</td>
<td><em>miss</em> (meaning “a loss”)</td>
</tr>
<tr>
<td>colloquial or informal*: used in casual writing or conversation</td>
<td><em>shindig</em> (meaning “a festive party”)</td>
</tr>
<tr>
<td>slang: very informal but may be used sparingly for effect</td>
<td><em>props</em> (meaning “respect, recognition”)</td>
</tr>
<tr>
<td>nonstandard and substandard: not conforming to usage among educated speakers</td>
<td><em>irregardless</em></td>
</tr>
<tr>
<td>dialect, Brit., South, Scot, etc.: used in certain countries or regions</td>
<td><em>fixing</em> (verb used in the South to mean “getting ready to do something”)</td>
</tr>
</tbody>
</table>

*Some dictionaries no longer use the labels colloquial or informal.

If no usage label appears, a word is considered standard; that is, it is acceptable for all uses. However, it should be noted that many lexicographers have substantially reduced the number of usage labels in current editions. **Lexicographers**, by the way, are those who make dictionaries.

**Inflected Forms**

When nouns, verbs, adverbs, or adjectives change form grammatically, they are said to be *inflected*, as when *child* becomes *children*. Because of limited space, dictionaries usually show only irregular inflected forms. Thus, nouns with irregular or unusual plurals (*wife, wives*) will be shown. Verbs with irregular tenses or difficult spelling (*bring, brought*) will be shown. Adverbs or adjectives with irregular comparatives or superlatives (*good, better, best*) will also be shown. But regular noun plurals, verb tenses, and comparatives generally will *not* be shown in dictionaries. Succeeding chapters will elucidate regular and irregular parts of speech.

**Synonyms and Antonyms**

**Synonyms**, words having similar meanings, are often provided after word definitions. For example, a synonym for *elucidate* is *explain*. Synonyms are helpful as word substitutes. **Antonyms**, words having opposite meanings, appear less frequently in dictionaries; when included, they usually follow synonyms. One antonym for *elucidate* is *confuse*. The best place to find synonyms and antonyms is in a thesaurus.
USING ELECTRONIC DICTIONARY PROGRAMS

Most word processing programs today come with a dictionary/thesaurus feature that helps you locate misspelled words as well as search for synonyms and antonyms. In addition, most e-mail programs now include a spell-check feature that uses an electronic dictionary. You may even be able to program your e-mail program to automatically spell-check your messages when you press the Send button.

Locating Misspelled Words

An electronic dictionary, also called a spell checker, compares your typed words with those in the computer's memory. MS Word uses a wavy red line to underline misspelled words as you type them. If you immediately recognize the error, you can quickly key in the correction. If you see the red wavy line and don't know what's wrong, you can right-click on the word. This pulls up a drop-down menu that generally shows a variety of options to solve your spelling problem. If one of the suggested spellings appears correct, you can click it and the misspelled word is replaced.

Many writers today rely heavily on their spell checkers; in fact, many may rely too much on them. The real problem is that spell checkers won't catch every error. For example, spell checkers can't always distinguish between similar words, such as too and two. That's why you should proofread every message carefully after running it through your spell checker. In addition, important messages should be printed out for proofreading.

Searching for Synonyms and Antonyms

Electronic dictionary programs often include an online thesaurus showing alternative word choices. Let's say you are writing a report and you find yourself repeating the same word. With MS Word you can highlight the overused word and click Tools, Language, and Thesaurus. A number of synonyms appear in a dialog box. If none of the suggested words seems right, you can change the search term by using a closely related word from the Replace with Synonym column. From the new Meanings list, you can also change the word or phrase to help you find the most precise word for your meaning. A good online thesaurus can be a terrific aid to writers who want to use precise language as well as increase their vocabularies.

USING ONLINE AND OTHER HIGH-TECH DICTIONARIES

An increasing number of electronic resources are available on the Web, on CD-ROMs, and as handheld devices. The Web provides an amazing amount of information at little or no cost to users. Many excellent online resources, some of which are described in Figure 1.2, are similar to their print counterparts. The big differences, though, are that most of the online versions are free and many also provide audio pronunciations. Some even give you hyperlinked cross-references. Online dictionaries are especially useful because they can be updated immediately when new words or meanings enter the language.

Online sites offer many features. The best-known site is Merriam-Webster OnLine, where you not only find authoritative definitions but also can play word games and increase your vocabulary with the Word of the Day feature. The site for OneLook Dictionaries provides over 975 different dictionaries in various fields. Microsoft's Encarta World English Dictionary site is unique in linking to encyclopedia articles to provide in-depth answers to your inquiries.

If you don't want to bother searching the Web to look up a word, you may purchase one of many CD-ROM dictionaries. Installed on your computer, products such as the Random House Compact Unabridged Dictionary or the Oxford English
**Figure 1.2**

**Notable Online Dictionaries**

An amazing number of Web sites offer free dictionaries and usage advice. If any of the URLs for the sites listed here have changed, just put the name into a search tool (www.google.com) and you should find it.

- **Merriam-Webster Online** (http://www.m-w.com). Offers audio pronunciations (click on the red speaker icon next to any word to hear its pronunciation), etymologies, and authoritative definitions of a vast number of words. Provides word games and essays on the history of English and the processes involved in the making of dictionaries. The *Word of the Day* feature defines an infrequently used word.

- **OneLook Dictionaries** (http://www.onelook.com). Claims to index more than 7 million words contained in more than 975 dictionaries (at this writing). Accesses computer/Internet, science, medical, technological, business, sports, religion, and general dictionaries.

- **American Heritage Dictionary of the English Language** (http://www.bartleby.com/61). Provides definitions for more than 90,000 entries and audio pronunciations for 70,000. Offers synonym, usage, and word history notes, along with 900 color illustrations.

- **Encarta World English Dictionary** (http://dictionary.msn.com). Not only defines and pronounces words but also links to atlases, maps, and encyclopedia articles from Microsoft’s *Encarta*.

- **TheFreeDictionary.com** (http://www.thefreedictionary.com). The dictionary on this comprehensive site is based on *The American Heritage Dictionary of the English Language, Fourth Edition*, with over 250,000 entries. The site also has links to computer, medical, legal, and financial dictionaries. In addition to dictionaries, users will find links to *Wikipedia*, the *Columbia Encyclopedia*, a list of acronyms, and other valuable resources.

- **Dictionary.com** (http://dictionary.reference.com/). Provides links to a variety of references, including English dictionaries, foreign language dictionaries, thesauruses, online translators, and language-related articles. You can also access a word-of-the-day feature and vocabulary games.

*Dictionary OED CD-ROM* give you access to a large database of words that can be easily searched electronically.

Handheld electronic dictionaries offer another efficient way to check spellings, find meanings, and look up synonyms. Many students and businesspeople find handhelds easy to use. They are especially appealing to people struggling with a different language, such as tourists, interpreters, emigrants, and immigrants. Some are voice-enabled translation devices and even can talk. Two examples are the *Franklin Handheld Dictionary* and the *Merriam-Webster Collegiate Speaking Dictionary*.

**REFERENCE MANUALS**

In addition to one or more printed dictionaries, every writer should have a good reference manual or handbook readily available.

**REFERENCE MANUALS VERSUS DICTIONARIES**

Professionals and The Gregg Reference Manual. Most reference manuals provide information such as the following:

- **Punctuation.** Detailed explanations of punctuation rules are presented logically. A well-written manual will also provide ample illustrations of punctuation usage so that the reader can readily find solutions to punctuation dilemmas.
- **Hyphenation.** Dictionaries provide syllable breaks. Words, however, cannot be divided at all syllable breaks. A reference manual will supply rules for, and examples of, word division. Moreover, a good reference manual will explain when compound adjectives such as up-to-the-minute should be hyphenated.
- **Capitalization.** Complete rules with precise examples illustrating capitalization style will be shown.
- **Number style.** Deciding whether to write a number as a figure or as a word can be confusing. A reference manual will provide both instruction and numerous examples illustrating number and word styles.
- **Commonly confused words.** Do you have trouble deciding whether to use affect or effect, its or it’s, than or then, or principal or principle? Reference manuals contain complete lists of commonly confused words to help you choose the right one.
- **Abbreviations.** What is the two-letter state abbreviation for Arkansas? Can the abbreviation a.m. be written with uppercase letters? Should I add periods to the abbreviation FBI? A good reference manual can help answer your questions about using those tricky abbreviations and acronyms.

Other topics covered in reference manuals are contractions, literary and artistic titles, forms of address, letter and report formats, employment application documents, information sources, and file management. In addition, some manuals contain sections devoted to English grammar and office procedures. This textbook is correlated with the widely used Handbook for Office Professionals (South-Western/Thomson) by Clark and Clark.

**REFERENCE MANUALS VERSUS YOUR TEXTBOOK**

You may be wondering how a reference manual differs from a business English textbook such as the one you are now reading. Although their content is similar, the primary difference is one of purpose. A textbook is developed pedagogically—that is, for teaching—so that the student understands and learns concepts. It includes teaching and learning exercises. A reference manual is organized functionally, so that the reader finds accurate information efficiently. A well-written reference manual is complete, coherent, and concise.

Most of the language and style questions that perplex businesspeople and students could be answered quickly by a trained person using a reliable dictionary and a well-written reference manual.

Now complete the reinforcement exercises on the following pages.
A. (Self-check) Write T(true) or F(false) after the following statements.

1. Because all dictionaries contain similar information, it doesn’t matter which you purchase or use.

2. Students and office workers would find an unabridged dictionary handy to carry with them.

3. The label *archaic* means that a word is informal and may be used in casual writing and conversation.

4. Knowing which syllable is accented can help you pronounce words correctly.

5. Dictionaries usually show noun plurals only if they are irregular.

6. Rules for using abbreviations may be found in a reference manual.

7. All dictionaries show definitions in historical order.

8. Today’s spell-check programs can be used to locate all misspelled words in a document.

Check your answers at the bottom of the page.

Use a desk, college-level, electronic, or online dictionary to complete the following exercises. The definitions, pronunciations, and usage in this book come from *Merriam-Webster’s Collegiate Dictionary*, Eleventh Edition.

B. Select the letter that provides the best definition or synonym for each word shown.

1. pandemic (adj) a. famous b. widespread c. notorious d. panoramic

2. entomology (n) a. study of words b. study of fossils c. study of insects d. love of outdoors

3. imminent (adj) a. impending b. old c. famous d. stubborn

4. integrity (n) a. value b. honesty c. perseverance d. loyalty

5. ostentatious (adj) a. annoying b. rude c. eager d. showy

6. feasible (adj.) a. possible b. unlikely c. likeable d. difficult
C. Write the correct form of the following words. Use a current dictionary to determine whether they should be written as one or two words or should be hyphenated.

Example: print out (n) printout

1. co worker
2. in as much as
3. in depth
4. on line
5. out of date
6. work place

D. For each of the following words, write the syllable that receives the primary accent. Then give a brief definition or synonym of the word.

<table>
<thead>
<tr>
<th>Word</th>
<th>Syllable</th>
<th>Definition or Synonym</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>judicious</td>
<td>di</td>
<td>prudent, exhibiting sound judgment</td>
</tr>
<tr>
<td>1. comparable</td>
<td>com</td>
<td></td>
</tr>
<tr>
<td>2. desert (n)</td>
<td>des</td>
<td></td>
</tr>
<tr>
<td>3. desert (v)</td>
<td>sert</td>
<td></td>
</tr>
<tr>
<td>4. indefatigable</td>
<td>fat</td>
<td></td>
</tr>
<tr>
<td>5. irrevocable</td>
<td>rev</td>
<td></td>
</tr>
<tr>
<td>6. posthumous</td>
<td>post</td>
<td></td>
</tr>
</tbody>
</table>

E. If your dictionary shows usage labels for the following words, write them in the spaces provided. If no label appears for a word, which of the following labels would you consider giving it if you were a lexicographer? Put your initials next to the labels you suggest.

<table>
<thead>
<tr>
<th>Labels:</th>
<th>archaic</th>
<th>nonstandard</th>
<th>colloquial or informal</th>
<th>dialect</th>
<th>slang</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bloke</td>
<td></td>
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</tr>
</tbody>
</table>

1. anyways
2. pushchair
3. eighty-six
4. sheila
5. irregardless
6. sawbuck

F. Select the letter that most accurately completes the sentence.

1. The word *chauvinism* derives from Nicholas *Chauvin*, a Frenchman known as (a(n))
   a. fanatical bomb thrower  b. extreme misogynist (woman hater)
   c. excessive patriot      d. radical critic of Napoleon

2. If Angelica attends a training session and reports that it was *superficial*, she means that it was
   a. shallow and without substance  b. super helpful
   c. extremely entertaining         d. fun but worthless
3. The abbreviation* (actually, an acronym) for the Occupational Safety and Health Administration is
   a. O.S.H.A.  
   b. Osha  
   c. OSHA  
   d. OS&HA

4. Which of the following is correctly written?
   a. American novel  
   b. american novel  
   c. American Novel  
   d. american Novel

5. When businesspeople talk about software, they are referring to
   a. computer equipment  
   b. computer programs  
   c. goods that are not durable  
   d. uneven profits

6. If an expression is redundant, it is
   a. repetitive  
   b. obsolete  
   c. clever  
   d. awkward

7. The word spam, which now means “unsolicited e-mail,” derives from
   a. a slang term for an annoying person  
   b. users who hate receiving it  
   c. Monty Python’s Flying Circus  
   d. senders who want to remain anonymous

8. Because Sophia wanted to ______ that all of her friends received her new e-mail address, she sent everyone a special announcement.
   a. assure  
   b. insure  
   c. ensure  
   d. advice

G. Writing Exercise. All employers seek workers with good writing skills. In this book you will find unit workshops devoted to developing your writing skills. In addition, each chapter will include a short writing exercise. Let’s say that a friend asks you to explain what a reference manual is and why it might be useful. Write two or three sentences with your explanation.

In two or three complete sentences, tell whether you prefer a print or an online dictionary. Explain why.

*Does your dictionary list abbreviations after the main entries? You’ll learn more about acronyms in Chapter 2.

Want to explore more? Go to: http://www.thomsonedu.com/bcomm/guffey or Xtra!
The following e-mail message contains 30 misspelled or misused words, some of which you looked up in earlier exercises. Underline any error and write a correction above OR make the corrections to this exercise at the Guffey Companion Web Site at www.thomsonedu.com/bcomm/guffey.

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Dear Ms. Martinez:

We are happy to learn from your recent message that Brookline School is considering ZyTec Software Systems as its source for educational software. Our software, which is being used successfully in many area workplaces and schools, is designed to be especially user friendly.

When we sell a software system to a school, we take great care to insure that we provide suitable training for the school staff. Some companies provide a short training course for the school staff; however, we recognize that most questions arise long after training sessions are completed. Rather than providing the “hit and run” superficial training that has become common in the industry, we’ve learned that the best way to train school staff is to provide in-depth training for two teachers from each school. After these two teachers work with our training consultant, they are then equipped to act as teacher-trainers who can expertly train you teachers and staff.

Unlike trainers who are available for only a few hours, your teacher-trainers would be available to answer questions and concerns when they arise. Furthermore, ZyTec establishes ongoing relationships with teacher-trainers so that your teachers will always have the software support that they need.

You will soon be receiving a copy of ZyTec’s educational software training program guide as well as a copy of one of our training CD’s. I hope you will find these resources helpful as you consider ZyTec’s educational software. Inasmuch as a number of neighboring schools are using ZyTec software, you might find it useful to speak with a teacher-trainer from a nearby school district. Please call or write to let me know whether such a meeting is feasible.

All the best,

Marissa Pelham
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To make sure you enter the work world with good Internet skills, this book provides a short Web exercise in each chapter. If your instructor assigns this exercise, you will need access to a computer with an Internet connection. Additionally, your computer must have a Web browser, such as Microsoft Explorer or Netscape. These programs enable you to see and use Web pages.

All Web pages have addresses called URLs (uniform resource locators). URLs must be typed exactly as they are shown, including periods (.), hyphens (-), underscores (_), slashes (/), tildes (~), and upper- or lowercase letters. URLs are often enclosed in angle brackets < >. You do not need to include the angle brackets when typing a URL.

The following exercise introduces you to an online dictionary. A major advantage of an online dictionary is that it presents the latest information. It also provides pronunciation if your computer has a sound card.

**Goal:** To gain confidence in using an online dictionary.

1. With your Web browser on the screen, key the following URL in the location box: http://www.m-w.com. Press Enter.
2. Look over the Merriam-Webster Online home page. Move up and down the page by using the scroll bar at the right. Try to ignore the marketing clutter.
3. Scroll to the top and move your cursor to the Merriam-Webster Online Dictionary box.
4. Key the word *spam*. Click Look it up.
5. Scroll down to see the definition for *spam*—noun.
6. Click the red speaker icon to hear the word pronounced. Then close the box.
7. Print a copy of the definition page by clicking File (upper left corner of your browser). Click Print and OK. Save all printouts to turn in.
8. Click Back (upper left corner of browser) to return to the search page.
9. In the Merriam-Webster Online Dictionary box, delete the word *spam*. Key the word *firewall* and click Look it up. Notice that the dictionary shows that this word is spelled as two words. Read the definition. Print a copy.
10. Click Back. Using either the Dictionary or Thesaurus feature, look up one word from Exercise F. Print the definition or synonym.
11. Click Word of the Day (left navigation panel). Read about the word. Print a copy.
12. End your session by clicking the X box (upper right corner of browser).
13. As your instructor advises, send an e-mail message summarizing what you learned or turn in all printed copies properly identified.

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