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ABSTRACT

The document is designed as a refresher course to help clerical-secretarial employees who take Gregg Shorthand Simplified or Diamond Jubilee work toward higher speed and accuracy. Its particular objectives are: to increase the secretary's ability to meet dictation requirements; to build an awareness of the importance of correspondence procedures, Government style practices, and shorthand shortcuts and tips necessary to maintain paperwork efficiency; and to encourage the secretary to strive continuously for excellence in shorthand. It contains sample dictation, brief forms, and a 70-page section on rules of grammar and style. (Author/AG)

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U.S. DEPARTMENT OF HEALTH,  
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*Work Book  
for*

*Shorthand  
Excellence*



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## SHORTHAND EXCELLENCE WORKSHOP CALENDAR

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p>1 <u>ACTIVITIES</u></p> <p>Introduction Practice dictation Transcription Hangups Pre-test</p>	<p>(Homework)</p> <p>Textkit—Sections 1-3 Review brief forms Diamond Jubilee p. 176—Textkit Simplified—p. 80-81 SE Workbook Effective Revenue Writing (ERW) (Green Section)</p>	<p>2 <u>ACTIVITIES</u></p> <p>Practice dictation Methods of building speed and shorthand tips Transcription Hangups Reading from homework</p>	<p>(Homework)</p> <p>Textkit—4-6 ERW—Punctuation (Blue Section) Review brief forms</p>	<p>3</p> <p>Practi Brief Trans HOME Textk Review work</p>
<p>4 <u>ACTIVITIES</u></p> <p>Practice dictation Transcription Hangups Government shortcuts Government Style Dictation Phrase Review Reading</p>	<p>(Homework)</p> <p>Textkit—11-14 Word Division SE Workbook—p. 127 Review principles 11-14</p>	<p>5 <u>ACTIVITIES</u></p> <p>Practice Dictation Word drill—11-14 Transcription Hangups Government Style Dictation Reading Take-home transcript</p>	<p>(Homework)</p> <p>Textkit—15-18 Number review SE Workbook pp. 123-125 Review principles 15-18</p>	<p>6</p> <p>Practi Transc Word d Govern Dicta Transc</p>
<p>(Homework)</p> <p>NO CLASS HOMEWORK for Tuesday Textkit—19-23 Review principles 19-23</p>	<p>7 <u>ACTIVITIES</u></p> <p>Practice dictation Government Style Dictation Transcription Hangups Word drill—19-23 Reading HOMEWORK: Textkit—24-26 Review principles 24-26</p>	<p>8 <u>ACTIVITIES</u></p> <p>Practice dictation Word drill—24-26 Transcription Hangups Government Style Dictation from a Government BOSS Transcription test HOMEWORK: Textkit—27-28 Review principles 27-28</p>	<p>9 <u>ACTIVITIES</u></p> <p>Practice dictation Government Style Dictation Reading Transcription test, HOMEWORK: Textkit—29-30 Review principles 29-30</p>	<p>10</p> <p>Practi Word d Govern Dicta Readin FINAL test</p>

**SHORTHAND EXCELLENCE WORKSHOP  
CALENDAR**

	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>ACTIVITIES</b> Dictation on Hangups	(Homework)  Textkit—Sections 1-3 Review brief forms Diamond Jubilee p. 176—Textkit Simplified—p. 80-81 SE Workbook Effective Revenue Writing (ERW) (Green Section)	2 <b>ACTIVITIES</b>  Practice dictation Methods of building speed and shorthand tips Transcription Hangups Reading from homework	(Homework)  Textkit—4-6 ERW—Punctuation (Blue Section) Review brief forms	3 <b>ACTIVITIES</b>  Practice dictation Brief form review Transcription test HOMEWORK for Monday Textkit—7-10 Review phrases in SE workbook, p. 78
<b>ACTIVITIES</b> Dictation on Hangups shortcuts Style  ew	(Homework)  Textkit—11-14 Word Division SE Workbook—p. 127 Review principles 11-14	5 <b>ACTIVITIES</b>  Practice Dictation Word drill—11-14 Transcription Hangups Government Style Dictation Reading Take-home transcript	(Homework)  Textkit—15-18 Number review SE Workbook pp. 123-125 Review principles 15-18	6 <b>ACTIVITIES</b>  Practice dictation Transcription Hangups Word drill—15-18 Government Style Dictation Transcription test
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SHORTHAND EXCELLENCE

for

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Communications and Office Skills  
Training Center  
Bureau of Training  
U. S. Civil Service Commission  
Washington, D. C.

## WELCOME TO SHORTHAND EXCELLENCE:

Shorthand is a very important and much needed skill for today's Government secretary. The refresher course has been designed to help clerical-secretarial employees who take Gregg Shorthand Simplified or Diamond Jubilee work toward higher speed and accuracy. Your interest in working toward this goal is indicated by your presence.

The objectives for "Shorthand Excellence" are:

1. To increase the secretary's ability to meet the requirements of the boss' dictation.
2. To build an awareness of the importance of correspondence procedures, Government style practices, and shorthand shortcuts and tips necessary to maintain paperwork efficiency.
3. To encourage the secretary to continuously strive for "Shorthand Excellence."

Keep up your secretarial skills. They are important to you.

## SHORTHAND EXCELLENCE GRADING SCALE

This scale is based on 3-minute tests and not more than 10 percent error. The first column shows the number of errors, and the second column shows the percent of accuracy.

<u>50 WPM</u>	<u>60 WPM</u>	<u>70 WPM</u>	<u>80 WPM</u>
1-2 99%	1-2 99%	1-3 99%	1-4 99%
3-4 98%	3-4 98%	4 98%	5-6 98%
5 97%	5-6 97%	5-7 97%	7-9 97%
6 96%	7-8 96%	8-9 96%	10 96%
7 95%	9 95%	10 95%	11-12 95%
8-10 94%	10-12 94%	11-13 94%	13-16 94%
11 93%	13 93%	14-15 93%	17-18 93%
12-13 92%	14-15 92%	16-18 92%	19-21 92%
14 91%	16-17 91%	19 91%	22 91%
15 90%	18 90%	20-21 90%	23-24 90%
•			
<u>90 WPM</u>	<u>100 WPM</u>	<u>110 WPM</u>	<u>120 WPM</u>
1-3 99%	1-5 99%	1-3 99%	1-4 99%
4-6 98%	6-8 98%	4-7 98%	5-9 98%
7-9 97%	9-11 97%	8-11 97%	10-12 97%
10-12 96%	12-14 96%	12-13 96%	13-16 96%
13 95%	15 95%	14-16 95%	17-18 95%
14-16 94%	16-20 94%	17-20 94%	19-22 94%
17-19 93%	21-23 93%	21-24 93%	23-26 93%
20-22 92%	24-26 92%	25-27 92%	27-30 92%
23-24 91%	27-29 91%	28-30 91%	31-33 91%
25-27 90%	30 90%	31-33 90%	34-36 90%

### Percent of Error

99% accuracy - 1% error  
 98% accuracy - 2% error  
 97% accuracy - 3% error  
 96% accuracy - 4% error  
 95% accuracy - 5% error  
 94% accuracy - 6% error  
 93% accuracy - 7% error  
 92% accuracy - 8% error  
 91% accuracy - 9% error  
 90% accuracy - 10% error

3. Mr. James: As you know, we try

to include in the monthly company

bulletin a brief sketch of the

salesmen who have been added to the

staff recently. I understand that

about a week ago you added two men

to your department and that they

will represent your department on

the East Coast.

Would you please let me have a

few lines about each man. I should

like to have some information about

the experience of each and the type

of work he will do. Even though it

is not essential, please send me a

recent picture of each if you have

one available.

Can you let me have this material

by April 5? J. C. Jones

5. Dear Mr. Gray: The ten days I

wrote you that I would wait before

taking legal action on your account

have passed, and I have not heard

from you. I am, therefore,

authorizing our credit manager to

turn the matter over to my lawyers.

I do not like to do this because

neither of us will profit by this

action. I shall have to pay a

collection fee, and your credit

standing will suffer.

All this is not necessary.

There is still time to prevent

litigation. You have only to send

me your check in the enclosed

envelope. When I receive it, your

account will once again be in good

standing. Take definite action

today. Sincerely yours,

7. Gentlemen: About three weeks

ago I bought one of your television

sets and had you install it in my

home. I am sorry to report that we

have had nothing but trouble with it.

Your man has been here six times.

On each visit he has made some

adjustments, and on two occasions he

installed new parts. In spite of

his efforts, we still cannot get a

clear picture. Every station to

which we turn comes in with so much

snow that it is impossible to sit

and watch a program for more than a

few moments.

I feel that no amount of

adjustment will make the set perform

satisfactorily. I wish, therefore,

that you would have your man call

for it and that you replace it with

a new one. Cordially yours,

SECTION 2

11. Dear Mr. Thomas: Yesterday I

walked through the Evanston business

district visiting all the stores.

Never before had I seen them display

such a fine line of merchandise. I

am very proud to be a member of the

Chamber of Commerce of such a

business area.

I hope that you will set apart

one or two evenings between now and

the end of the year to have dinner

in the area and then visit as many

of the stores as possible to see

for yourself how nicely they are

decorated and how completely they

are stocked.

I know that you, too, will be

proud to live in a city with so

many progressive merchants who look

after your shopping interests.

Sincerely yours,

13. To the Staff: As you know,  
\_\_\_\_\_

considerable progress has been made  
\_\_\_\_\_

toward the achievement of the  
\_\_\_\_\_

\$1,000,000 sales goal that we have  
\_\_\_\_\_

set for ourselves for next year.  
\_\_\_\_\_

I realize, of course, that much  
\_\_\_\_\_

planning and hard work will be  
\_\_\_\_\_

required to do the job; but by  
\_\_\_\_\_

strengthening our sales staff, we  
\_\_\_\_\_

should be able to reach our goal.  
\_\_\_\_\_

At the last meeting of the  
\_\_\_\_\_

planning committee, several decisions  
\_\_\_\_\_

were made that should help us in our  
\_\_\_\_\_

selling efforts. These decisions,  
\_\_\_\_\_

which will be effective on September  
\_\_\_\_\_

1, are shown on the enclosed  
\_\_\_\_\_

organization chart.  
\_\_\_\_\_

If any of the changes described  
\_\_\_\_\_

on the chart are not clear to any  
\_\_\_\_\_

of the people affected by them, I  
\_\_\_\_\_

shall be glad to hear from these  
\_\_\_\_\_

persons and answer any questions  
\_\_\_\_\_

they may have. Frank H. Smith  
\_\_\_\_\_

15. Dear Mr. Day: We were sorry to  
\_\_\_\_\_

receive your letter of January 8  
\_\_\_\_\_

informing us that you plan to  
\_\_\_\_\_

discontinue your insurance with us  
\_\_\_\_\_

when your present policy expires on

February 3. We assume that you are

planning to place your insurance with  
some other company.

Before you do this, be sure to  
investigate the dividends paid by  
that company. Because of the  
careful way in which we select the  
persons whom we insure, we have been  
able to pay a big dividend each year.

We hope that after you have  
studied the whole matter of insurance,  
you will reconsider your decision to  
transfer your insurance elsewhere.

Yours very truly,

SECTION 3

19. Dear Mr. Gray: Because of the  
increased business that we expect  
during the summer months in our State  
Street store, we shall need four  
responsible boys to handle stock and  
to work with customers. Two of the  
boys would work from 9 to 1; the  
other two, from 1 to 5. All four  
would work a full eight hours every  
Saturday, which is our biggest day.

I wonder whether you would be  
good enough to announce these jobs

to your class of seniors and invite

those who are interested to come in

to see me at any time that is

satisfactory for them.

By doing this, you will be

helping some boys to earn a

substantial sum during the summer

and at the same time learn a great

deal about the food business.

Cordially yours,

21. Mr. Harper: I have some news

that I am sure will please you. It

is definite that we shall open our

new store on Tenth Street and Fifth

Avenue on April 16 at nine o'clock.

I talked with the contractors

yesterday, and they gave me positive

assurance that everything will be

ready on that date.

May I suggest, therefore, that

you proceed with the announcement

of this opening in the New York

newspapers. In addition, I think

you should send a special letter

immediately to the people whose

names appear on the lists we

recently purchased.

I do hope that April 16 is a

nice day and that we shall have a

good turnout for the opening of our

new store. A. J. Lee

23. Dear Mr. Fay: I am extremely

pleased to announce that I have

recently purchased the Master 8

Agency on Constitution Avenue, in

Washington.

I extend to you a cordial

invitation to examine our spacious,

newly completed quarters. Visit

our modern service station, which

is equipped with the latest and

most efficient machinery. Meet the

men who take care of servicing the

cars.

While you are here, you will

want to take a look at the new

Master 8, which is a model of

efficiency. It is one of the

finest cars ever built, with every

possible comfort and convenience.

Why not come in soon.

Sincerely yours,

(END OF HOMEWORK SECTIONS 1-3)

SECTION 4

27. Mr. Harper: This is just a  
\_\_\_\_\_  
short report on my visit to  
\_\_\_\_\_  
Baltimore to speak to the  
\_\_\_\_\_  
convention of newspaper publishers.

The general meeting in the  
\_\_\_\_\_  
morning was well attended; there  
\_\_\_\_\_  
were more than 1,500 members  
\_\_\_\_\_  
present. As you suggested, I  
\_\_\_\_\_  
talked about our publications  
\_\_\_\_\_  
program for the coming year; and  
\_\_\_\_\_  
the talk was very well received.

After the talk, I had an  
\_\_\_\_\_  
opportunity to see several of the

officers of the association; and  
\_\_\_\_\_  
all of them felt that our company's  
\_\_\_\_\_  
publications program, as I outlined  
\_\_\_\_\_  
it, was very much worthwhile.

I am submitting my expense  
\_\_\_\_\_  
report to the president. I am not,  
\_\_\_\_\_  
however, accepting the fee that he  
\_\_\_\_\_  
has offered me. Harry Smith

29. Dear Mr. Small: We have always  
\_\_\_\_\_  
tried to operate our business on  
\_\_\_\_\_  
the principle that every customer  
\_\_\_\_\_  
must be satisfied. Have we failed  
\_\_\_\_\_  
to satisfy you in some way?

Our records indicate that we

have not received an order from you

since May, 1965, and we are very much

concerned. We are very eager to learn

why you have discontinued ordering from

us. We sincerely hope that the absence

of orders is due to reasons having no

bearing on our prices or our merchandise.

Won't you please write us telling

us why we have not been permitted to

serve you recently? If we are at fault

in any way, we will do everything in our

power to satisfy you. May we hear from

you soon? Yours very truly,

31. Dear Mr. Morris: I feel rather

embarrassed in answering your letter of

February 21 asking for information about

the Monroe Manufacturing Company.

Unfortunately, your letter was misplaced

by one of our employees and has just

come to light.

This company has an unblemished

reputation in this country and in

Canada. The organization does almost

five million dollars' worth of business

a year and is a first-class credit risk.

We have done business with them in the

past, and

they have regularly paid their bills  
\_\_\_\_\_  
promptly.

\_\_\_\_\_  
Although we have supplied them  
\_\_\_\_\_  
with certain medical, surgical, and  
\_\_\_\_\_  
chemical products used in their  
\_\_\_\_\_  
business, we have been unsuccessful  
\_\_\_\_\_  
in obtaining a major share of their  
\_\_\_\_\_  
business. I hope you will be more  
\_\_\_\_\_  
successful. Very truly yours,

SECTION 5

35. Dear Mrs. Day: We are sending  
\_\_\_\_\_  
you under another cover your premium  
\_\_\_\_\_  
book for your insurance policy.

\_\_\_\_\_  
Our records indicate that all

your premiums have been paid through  
\_\_\_\_\_  
June 8, which completes your payments  
\_\_\_\_\_  
under this policy. As this book is  
\_\_\_\_\_  
valuable, we suggest that you file  
\_\_\_\_\_  
it immediately with your policy in  
\_\_\_\_\_  
a safe place.

\_\_\_\_\_  
We congratulate you, Mrs. Day,  
\_\_\_\_\_  
on completing your payments on your  
\_\_\_\_\_  
policy; and we urge you not to let  
\_\_\_\_\_  
anyone induce you to surrender this  
\_\_\_\_\_  
important contract for the purpose  
\_\_\_\_\_  
of replacing it with another policy.

\_\_\_\_\_  
Our experience with you has been  
\_\_\_\_\_  
very pleasant during the term of

your policy. If at any time you

have a question regarding your policy,

please use the enclosed envelope to

write us. Very truly yours,

(Paragraph 37 has been omitted)

39. Dear Mr. Morris: Have you

considered the possibility of using

motion pictures as part of your

future advertising program? If not,

you are missing an opportunity to

increase your sales.

For several years we have been

producing motion pictures for

advertisers, who have expressed their

satisfaction with the return they

have received from this type of

advertising.

This is the way we operate:

1. You select those localities

in which you have poor sales of

your furniture.

2. You furnish us your sales

points, and we handle the details

of production on three or four films.

3. We show these films in those

areas before more than a million

people.

To increase your sales, why not

take advantage of our facilities.

---

Yours very truly,

---

SECTION 6

43. Gentlemen: As more and more

---

families get television sets,

---

advertisers begin to ask questions

---

like these:

---

Should I go into television now?

---

How big an advertiser must I be

---

to consider it?

---

How much shall I have to spend?

---

What advertising agency can do

---

the best job for me?

---

Our organization has been active

---

in television from its very beginning.

---

We recognize the problems that are

---

involved.

---

If you have been thinking of

---

using television to sell your

---

manufactured goods, we should like

---

to show you facts and figures on how

---

well this medium works. All you have

---

to do is request them. If you wish,

---

we shall gladly send a representative

---

to tell you about the services we

---

offer to advertisers. Yours very

---

truly,

---

45. Dear Mr. May: Have you reviewed

your will lately? If you have not,

we suggest that you spend a few

minutes reviewing carefully the

provisions that you have made in it.

You will be spending your time for a

good cause.

Your will is one of the most

important documents you have ever

signed. Plans in your will are the

foundation for the future of your

estate and protection for those whom

you intend to support. Yet, values

change and laws change.

Why don't you stop in at our

trust department and let our trained

officers help you review your will.

You may wish to have your attorney

take part in these deliberations.

You do not assume any obligation

by looking into the services we can

provide in helping you with your

estate problems.

May I hope to see you soon?

Very truly yours,

47. To the Staff: No doubt many of

you have been congratulating

yourselves because our sales have  
\_\_\_\_\_ been steadily rising. Unfortunately,  
\_\_\_\_\_ our cost of doing business has also  
\_\_\_\_\_ been steadily rising. With prices  
\_\_\_\_\_ of everything rising, it is becoming  
\_\_\_\_\_ increasingly difficult to make  
\_\_\_\_\_ definite rules and regulations covering  
\_\_\_\_\_ expense accounts. We can, however,  
\_\_\_\_\_ approach the problem by considering  
\_\_\_\_\_ our territories as though they  
\_\_\_\_\_ represented our own business. With  
\_\_\_\_\_ this in mind, let us ask ourselves  
\_\_\_\_\_ these questions:

1. When we plan our trips, do we

try to cover the most territory with  
\_\_\_\_\_ the minimum mileage and travel costs?  
\_\_\_\_\_

2. Are we arranging our hotel,  
\_\_\_\_\_ meals, and other accommodations so  
\_\_\_\_\_ that they are satisfactory but not  
\_\_\_\_\_ excessive? James Gray

(END OF HOMEWORK SECTIONS 4-6)

SECTION 7

51. Dear Mr. Smith: It is a  
\_\_\_\_\_  
pleasure to be a character reference  
\_\_\_\_\_  
for Mr. James R. Green, my former  
\_\_\_\_\_  
assistant.  
\_\_\_\_\_

Mr. Green worked for several years  
\_\_\_\_\_  
for the National Railroad before he  
\_\_\_\_\_  
joined my staff. Later, he was  
\_\_\_\_\_  
appointed editor of World News, one of  
\_\_\_\_\_  
our periodicals. Unfortunately for us,  
\_\_\_\_\_  
he decided about two years ago to leave  
\_\_\_\_\_  
the business world and accept a position  
\_\_\_\_\_  
with the Government.  
\_\_\_\_\_

Mr. Green was a progressive and  
\_\_\_\_\_  
hard-working person throughout the  
\_\_\_\_\_

years that he was with us. He never  
\_\_\_\_\_  
objected to taking on new and  
\_\_\_\_\_  
challenging assignments. Very truly  
\_\_\_\_\_  
yours,  
\_\_\_\_\_

53. Dear Mr. Gates: You will be  
\_\_\_\_\_  
interested to know that in a few days  
\_\_\_\_\_  
I shall leave Baker and Company in  
\_\_\_\_\_  
order to form an investment advisory  
\_\_\_\_\_  
company that will publish a magazine  
\_\_\_\_\_  
for professional investors. In addition,  
\_\_\_\_\_  
this new company will start an investment  
\_\_\_\_\_  
fund that will be offered to the public  
\_\_\_\_\_  
on a limited basis. Consequently, I shall  
\_\_\_\_\_  
no longer be in a position to handle  
\_\_\_\_\_

your investments.

I hope that you will continue

to do business with Baker and

Company in the future; it is a

progressive firm.

It has been a pleasure to take

care of your account in the past;

and for the confidence you have shown

in me, may I express my deep and sincere

appreciation. Very truly yours,

55. Dear Mr. Billings: In a majority

of the states and cities of the

country, there are certain businesses

in which the officers must be bonded

for security purposes.

Although the premiums on these

bonds are not large, there is quite

a volume of business that should

yield fine earnings.

To assist you in your efforts to

develop this business, we are enclosing

the following: a form letter, a

portfolio of advertising pieces, and

a short application form. This

material can be used in your company's

general mailings.

If you would like to have more

information, let us know. Yours

very truly,

If you would like to have more

information, let us know. Yours very

truly,

SECTION 8

59. Mr. Baker: Please pardon the delay

in acknowledging your memorandum of

April 7 in which you ask permission to

order 50,000 circulars for use in your

regular fall mailing. I have had some

particularly difficult problems to

contend with during the past month, and

this is the first opportunity I have had

to take care of my correspondence.

I think there would be some advant-

ages.

to ordering a larger quantity--say,

150,000. In my opinion, we can always

use the extra circulars; and the cost

of printing an additional 100,000 copies

would be small. What do you think of

this idea? I will leave the final

decision up to you. A. J. Bates

61. Dear Mr. Draper: An organization

that has a new product to sell is

usually forced to create a market for

it. We do not find that to be true,

however, with our new furnace. It

actually seems to be selling without

any special effort on our

part.

Thousands of these furnaces are  
in operation in homes throughout the  
country. The news of the performance  
of this furnace is rapidly spreading.

We think that you, too, will be  
sold on our furnace once you have  
had an opportunity to see it. The  
object of this letter, therefore, is  
to invite you to visit our showroom  
and examine it. Let us give you  
complete information about the cost  
of installation and maintenance of  
this furnace.

We hope to have the opportunity

of seeing you soon. Yours very truly,

63. Dear Mr. Mack: We all like to  
dream of carefree days ahead. We  
like to think of the time when we  
can go on a permanent vacation and  
perhaps settle in a warm climate.  
Are you, however, taking the steps  
that are essential to make your  
dreams come true?

Are you putting some money aside  
every week, for example?

It is so easy to develop the

the habit, once you open a special  
 \_\_\_\_\_  
 thrift account at our bank. Each  
 \_\_\_\_\_  
 dollar that you deposit earns still  
 \_\_\_\_\_  
 more money for you because it draws  
 \_\_\_\_\_  
 interest.

Start your savings account  
 \_\_\_\_\_  
 without delay. Build the financial  
 \_\_\_\_\_  
 security that will enable you to enjoy  
 \_\_\_\_\_  
 the time of your life sooner than  
 \_\_\_\_\_  
 you think.

We shall welcome your inquiries  
 \_\_\_\_\_  
 about any banking problems you may  
 \_\_\_\_\_  
 encounter. Very truly yours,

67. Mr. Davis: I have not yet had  
 \_\_\_\_\_  
 an opportunity to study the suggestions  
 \_\_\_\_\_  
 you made for revising our course in  
 \_\_\_\_\_  
 public relations. I shall go over  
 \_\_\_\_\_  
 them soon, however, and write you my  
 \_\_\_\_\_  
 opinion of them and give you some  
 \_\_\_\_\_  
 ideas that I have upon the subject.

As I am sure you realize, one of  
 \_\_\_\_\_  
 the major reasons why the course has  
 \_\_\_\_\_  
 never been a success is the fact that  
 \_\_\_\_\_  
 we have not had a person in charge  
 \_\_\_\_\_  
 who could both teach and inspire. If  
 \_\_\_\_\_  
 we could find such a person, I think

our worries would be over.

---

When you have a moment, please

---

send me a copy of our latest catalog.

---

I have not yet received a copy.

---

James A. Casey

---

69. Dear Mr. West: We are sorry

---

that we shall not be able to fill

---

your order for one gross of our

---

Model 8 men's shirts that retail at

---

\$3.50. We have not been manufacturing

---

this model for some time.

---

It has been our experience that

---

men today are asking for a new type

---

of shirt. They want a shirt that

---

they will be able to wear for a long

---

time and that will look better than

---

a shirt that can be made to sell for

---

\$3.50.

---

In order to take care of this

---

demand, we have designed the Model

---

10 shirt, which is made to sell for \$6.

---

The enclosed card lists the

---

wholesale prices for the Model 10.

---

If you will fill it out and return

---

it to me, I will send you a supply

---

of this new Model 10 immediately.

---

Yours very truly,

---

71. Dear Mr. Samuels: The officers  
\_\_\_\_\_  
of the Mutual Savings Bank were  
\_\_\_\_\_  
delighted when you opened a savings  
\_\_\_\_\_  
account, and we looked forward to  
\_\_\_\_\_  
the pleasure of serving you. We  
\_\_\_\_\_  
thought that you were planning to set  
\_\_\_\_\_  
aside a part of each month's salary  
\_\_\_\_\_  
for the things you have always wanted,  
\_\_\_\_\_  
such as a new car or a vacation trip--  
\_\_\_\_\_  
the rewards of regular deposits.

\_\_\_\_\_  
Actually, however, you have not  
\_\_\_\_\_  
made any deposits for six months.

\_\_\_\_\_  
If it is not convenient for you  
\_\_\_\_\_  
to come in person, why not use our

banking-by-mail service. Simply  
\_\_\_\_\_  
enclose your deposit, together with  
\_\_\_\_\_  
your bank-book, in the attached  
\_\_\_\_\_  
postage-paid envelope and send it to  
\_\_\_\_\_  
us. We will do the rest.

\_\_\_\_\_  
Your neighborhood bank looks  
\_\_\_\_\_  
forward to many opportunities of  
\_\_\_\_\_  
serving you in the future. Very  
\_\_\_\_\_  
truly yours,

SECTION 10

75. Mr. Underwood: The account of  
\_\_\_\_\_  
Smith and Company amounting to \$3,000  
\_\_\_\_\_  
is now more than 90 days overdue.  
\_\_\_\_\_  
I am, naturally, quite concerned

about the situation. I have a feeling  
that something is wrong, as this company  
ordinarily pays its bills promptly.

Because of the importance of this  
this account, I suggest that you make a  
special visit to Smith and Company and  
speak to Mr. Green, the president, to see  
what you can learn.

I need not remind you, I am sure, to  
be extremely tactful in handling this  
situation. The Smith account is very  
important, and we must not lose it.

J. J. Shaw

77. Dear Miss Bates: If you want to have

fun taking pictures, you should get a  
Star camera. There is no waiting with  
a Star camera. All you have to do is  
snap the picture, and a few moments  
later you have a finished print. There  
is no waiting period while the film is  
developed and printed.

Furthermore, if anything goes  
wrong, you know it immediately so that  
you can retake the picture.

The Star camera was offered to the  
public less than two years ago, but in  
that short time thousands of

camera fans have discovered its  
\_\_\_\_\_ advantages. Come in and let us show  
\_\_\_\_\_ it to you. We shall, of course, be  
\_\_\_\_\_ glad to take your old camera in trade.

Very truly yours,  
\_\_\_\_\_

79. Dear Sir: We recently sent the  
\_\_\_\_\_ usual expiration notice to a  
\_\_\_\_\_ subscriber of Electrical News. When  
\_\_\_\_\_ he returned his renewal, he took a  
\_\_\_\_\_ moment to write us the following  
\_\_\_\_\_ interesting comment: "Here's my  
\_\_\_\_\_ check.. Hereafter, do not bother to  
\_\_\_\_\_ send me a card--just send me the

bill. If anyone in the electrical  
\_\_\_\_\_ appliance business cannot get his  
\_\_\_\_\_ money's worth from Electrical News,  
\_\_\_\_\_ he is either unable to recognize  
\_\_\_\_\_ helpful information or he is in the  
\_\_\_\_\_ wrong business."

To avoid any interruption in the  
\_\_\_\_\_ mailing of your copies, you must take  
\_\_\_\_\_ action promptly. To keep Electrical  
\_\_\_\_\_ News coming for another year, simply  
\_\_\_\_\_ drop the enclosed card in the mailbox.  
\_\_\_\_\_ Do it now! Very truly yours,

(END OF HOMEWORK SECTIONS 7-10)

83. Dear Mr. Judge: It is my genuine  
\_\_\_\_\_  
pleasure to notify you that at a recent  
\_\_\_\_\_  
meeting of the board of directors I was  
\_\_\_\_\_  
given the pleasant duty to invite you to  
\_\_\_\_\_  
continue as a season member of the Union  
\_\_\_\_\_  
City Country Club during the coming year.

\_\_\_\_\_  
As you know, the dues are \$200 a year.

\_\_\_\_\_  
Please indicate your intentions on  
\_\_\_\_\_  
the enclosed card, and return the card  
\_\_\_\_\_  
on or before March 5 so that we shall  
\_\_\_\_\_  
know how many vacancies there will be for  
\_\_\_\_\_  
new members. If we do not hear from you  
\_\_\_\_\_  
by that date, we shall assume that you  
\_\_\_\_\_  
do not wish to continue your membership.

It is my personal hope that you  
\_\_\_\_\_  
will be with us again. Very truly  
\_\_\_\_\_  
yours,

85. Dear Mr. Bear: As you know,  
\_\_\_\_\_  
summer is only three or four weeks  
\_\_\_\_\_  
away. Many men and women are already  
\_\_\_\_\_  
beginning to make vacation plans. We  
\_\_\_\_\_  
hope that once again our hotel is first  
\_\_\_\_\_  
in your thoughts when it comes to  
\_\_\_\_\_  
making your own vacation plans. I  
\_\_\_\_\_  
am glad to say that many of the people  
\_\_\_\_\_  
who took care of your needs

last summer will again be on hand

to serve you this year.

Indications are that this will

be one of the biggest and one of the

most exciting years our hotel has

ever had. Consequently, we cannot

urge you too strongly to make your

reservations in the next day or two.

I hope you will take a few

moments soon to write us when we may

expect you and how long you will

remain with us. Very truly yours,

87. Dear Mr. Day: I am sorry that

you have had so much difficulty

receiving the cloth that we made

according to your specifications.

You certainly have justification

for being annoyed.

The supervisor of our shipping

room sent me a notification yesterday

to the effect that the cloth left

our building on July 18. The

shipment was transferred to the

Superior Trucking Company, and we

have a receipt for it. I think,

therefore, that the cloth has been

held up in transit at some freight

yard in Chicago.

---

Under the circumstances, we are

---

transmitting your telegram to an

---

attorney in our legal department with

---

the request that he start a tracer

---

immediately. Yours very truly,

SECTION 12

91. Dear Mr. Gray: I want to thank

---

you for the article that you prepared

---

for us on the desirable attributes,

---

attitudes, and personality traits

---

for office workers; it meets our

---

requirements exactly.

---

You have frequently contributed

helpful material for our journal

---

in the past, but your latest

---

contribution is easily your best work.

---

Unfortunately, we do not have

---

space for the article in our May

---

issue; consequently, we shall publish

---

it in a subsequent issue--probably

---

July.

---

Once again, may I express our

---

gratitude for your contribution to

---

our journal. Sincerely yours,

---

93. Dear Mr. Lloyd: License plate

---

time is just around the corner, and

it is our privilege once again to

extend to you an invitation to let

us take care of getting your new

plates for you.

Every year some members are

inconvenienced because they omit

necessary information from the

printed form. Before you return the

form to us, please turn to the

enclosed convenient check list and

read it carefully.

This year we are celebrating the

twentieth anniversary of the

foundation of the Auto Club. In

honor of the Auto Club's significant

contribution to the reduction of

accidents, the Commissioner of Motor

Vehicles has given us permission to

use a special series of plates. Your

license plates will, of course, be

issued from this special series.

Yours very truly,

95. Dear Mr. James: We appreciate

very much your letter of June 18.

It is one of the nicest letters we

have ever received. Ever since our

organization was founded many years

ago, it has been our policy to

provide the best service and the

finest stationery products.

We want you to know that it has  
been a pleasure for us to do business  
with you. Your orders have been  
large and frequent. Furthermore, you  
are one of those thoughtful people  
who always pay their bills on time.

We hope that our relationship in  
the years ahead will be as  
satisfactory and profitable for both  
of us as they have been since the  
day we filled your first order for

our merchandise three years ago.

Yours very truly,

97. Dear Henry: I have had a report  
this morning from the foreman of the  
shipping room that the 5,000 folders  
we ordered have arrived and are now  
ready to mail to the membership of  
the National Athletic Association.  
They are good-looking folders; and  
if I am not mistaken, they will help  
us sell lots of our imported sporting  
goods.

Mr. Banks did the art work

himself as a gesture of friendship.

To be sure that the folders are

mailed without delay, I shall take

care of the matter myself. It will

be no hardship.

I am enclosing a copy of the

folder for your files. Fred

### SECTION 13

101. Dear Mr. East: We have been

informed by the Mutual Insurance

Company that you have applied for

permission to take the free physical

examination that it offers to certain

types of clients.

It is always helpful to the

physician if he has a complete

personal history of the patient

before his consultation. Won't you

please, therefore, fill in the

information called for on the

attached form. Also be sure to give

any additional information that you

think might be important.

When we receive this information,

we will arrange an appointment for

an examination at a time that will

be convenient for you. Very truly

yours,

103. Dear Mr. Baker: When today's  
\_\_\_\_\_  
businessmen are looking for a man to  
\_\_\_\_\_  
fill an important job, they want a  
\_\_\_\_\_  
well-informed person and a man with  
\_\_\_\_\_  
technical skills. But that is not  
\_\_\_\_\_  
all they want. They want a man who  
\_\_\_\_\_  
also has special personal traits.  
\_\_\_\_\_  
They want a man who can take charge  
\_\_\_\_\_  
of people, who can make a convincing  
\_\_\_\_\_  
oral report, and who can run a  
\_\_\_\_\_  
meeting successfully.

\_\_\_\_\_  
In short, they want a man who  
\_\_\_\_\_  
understands human relations.  
\_\_\_\_\_

\_\_\_\_\_  
Human relations is a skill that  
\_\_\_\_\_

\_\_\_\_\_  
must be developed. For those who  
\_\_\_\_\_  
want and need this training, the  
\_\_\_\_\_  
Eastern Business School has organized  
\_\_\_\_\_  
a course in human relations.  
\_\_\_\_\_

\_\_\_\_\_  
If you want to get ahead, enroll  
\_\_\_\_\_  
in this course. You will be making  
\_\_\_\_\_  
no mistake.  
\_\_\_\_\_

\_\_\_\_\_  
Our new term begins on Friday,  
\_\_\_\_\_  
September 15. Yours very truly,  
\_\_\_\_\_

105. Dear Mr. Turner: I wish to take  
\_\_\_\_\_  
this opportunity to report to you on  
\_\_\_\_\_  
the impressive results I obtained  
\_\_\_\_\_  
this spring with the weed-killing  
\_\_\_\_\_

SECTION 14

chemicals that I purchased from you.

Although I applied these chemicals

to the lawn only once, the result was

the ultimate elimination of every

weed in the lawn.

If you could see my improved lawn,

you would agree that I have certainly

been well rewarded for consulting

you and submitting my problem to you.

Today my lawn is the envy of all my

neighbors.

If you wish a testimonial for

your chemicals, you may quote from

my letter. Yours very truly,

109. Dear Mr. Smith: The plans for

our annual convention are now

complete. We will meet at the Hotel

Davis in Chicago. The convention

will start Monday, November 30, at

nine o'clock, and conclude with a

luncheon on Wednesday, December 2.

The newly elected officers and

directors will meet on Thursday and

Friday, December 3 and 4.

To assure maximum attendance at

this convention, we should send out

the first notice early in August,

with a follow-up letter in September.

I am counting on you to prepare

the necessary promotional material

for this convention and to see that

it is mailed out on time.

I am confident we will have a

very successful convention. Very

truly yours,

111. Dear Mr. Davis: Most people are

quick to make a complaint when they

receive service that is not to their

liking and that they consider below

standard. These same people, however,

almost never pay a compliment when they

receive service that is special.

That is why it gives me a great

deal of pleasure to tell you how

pleased I was with the service your

staff rendered to me on my car on

Monday, June 8. My damaged bumper

was quickly repaired by your men.

The charge for their work was so

small that I was sure they had made

an error.

You will be glad to know that

this experience has won me as a

steady customer of your service

station. I shall recommend it to

my friends. Sincerely yours,

school to talk to our students on

113. Dear Mr. Turner: I still remember

any Wednesday on any topic of your

with pleasure the entertaining talk

choice. I know the students would

you gave before our faculty last term.

be both enlightened and entertained

It would have been a source of self-

by your talk.

satisfaction to you had you heard the

Please use the enclosed self-

comments of the members of the

addressed envelope in letting me know

faculty the next day.

whether you can arrange to be with

As we enter upon a new term, I

us next term. Very truly yours,

must determine what speakers to

(END OF HOMEWORK SECTIONS 11-14)

invite for our regular student

assemblies. I wonder whether I

could persuade you to return to our

SECTION 15

117. Dear Mr. West: I am in a very

difficult position. I must tell you

that unless I receive your check for

\$500 by June 6, I shall have to turn your

account over to our attorneys. I know

you don't want this to happen.

As you know, this \$500 covers your

purchases of 300 pounds of grass seed,

800 feet of lumber, and 500 feet of wire.

Won't you please help me out of this

difficult situation by sending me your

check for \$500. By doing this, you will

be protecting your credit standing. Yours

very truly,

119. Gentlemen: Early in December I

purchased a jacket for my husband in

your store on Broadway, which is the

nearest branch to my place of business.

At Christmas we discovered that

the jacket didn't fit him, and we

decided to go to your branch that is

nearest our home in Long Island to see

whether we might obtain his correct size.

When we explained our problem to

the salesman in your Long Island store,

he simply said, "Don't worry; I will

take care of everything." Another

jacket was ordered. He took

care of the matter for us, knowing  
\_\_\_\_\_  
full well that he wouldn't benefit  
\_\_\_\_\_  
in a financial way from his dealings  
\_\_\_\_\_  
with us. He couldn't have been nicer,  
\_\_\_\_\_  
and we want to express our  
\_\_\_\_\_  
appreciation for his courteous  
\_\_\_\_\_  
treatment of us. Yours very truly,  
\_\_\_\_\_

121. Dear Mr. Ray: Do you realize  
\_\_\_\_\_  
that your most useful asset is being  
\_\_\_\_\_  
destroyed? This is a terrifying  
\_\_\_\_\_  
thought, isn't it?  
\_\_\_\_\_

As you know, we filled your order  
\_\_\_\_\_  
for five electric razors several  
\_\_\_\_\_

months ago. We have since sent you  
\_\_\_\_\_  
four letters and two telegrams asking  
\_\_\_\_\_  
for payment of these electric razors.  
\_\_\_\_\_

I am bringing this matter to your  
\_\_\_\_\_  
personal attention because of the  
\_\_\_\_\_  
possibility that these letters and  
\_\_\_\_\_  
telegrams may not have been coming  
\_\_\_\_\_  
to your desk. The delay in payment  
\_\_\_\_\_  
of your account is casting a shadow  
\_\_\_\_\_  
on your integrity and reliability.

This shadow can easily be removed by  
\_\_\_\_\_  
sending us your remittance for \$120  
\_\_\_\_\_  
at once.  
\_\_\_\_\_

I hope that we may be able to  
\_\_\_\_\_

mark your account paid soon. Very

truly yours,

SECTION 16

124. Dear Mr. Sharp: Our advertising

agency does more than write copy to

sell your goods. It gives you the

benefit of the experience of its

large staff.

For example, a businessman came

to us with a new product that he

planned to put on the market. He

wanted us to furnish him with a

special national advertising plan.

Our research department showed him

that his product was poorly designed,

and we pointed out ways in which it

could be substantially improved. We

also suggested overhauling the

product. Our client accepted the

plan we furnished him and saved

himself a good deal of hardship and

money.

This is just one illustration of

the type of service you will receive

when you entrust our organization

with the advertising of your products.

Very truly yours,

126. Dear Sir: As you know, you  
\_\_\_\_\_  
telephoned yesterday to say that you  
\_\_\_\_\_  
had not received credit for the  
\_\_\_\_\_  
payment of \$20 that you sent us on  
\_\_\_\_\_  
June 16. We were delayed in crediting  
\_\_\_\_\_  
your account with the amount of this  
\_\_\_\_\_  
payment because you did not give your  
\_\_\_\_\_  
membership number. By this time,  
\_\_\_\_\_  
however, your account has been  
\_\_\_\_\_  
credited.

Whenever we do not have a  
\_\_\_\_\_  
customer's membership number with a  
\_\_\_\_\_  
payment, it takes us a few days to  
\_\_\_\_\_  
locate the account. May we suggest,

therefore, that you indicate your  
\_\_\_\_\_  
membership number each time you send  
\_\_\_\_\_  
us a check or communicate with us  
\_\_\_\_\_  
for any purpose.

If you will do this, we can  
\_\_\_\_\_  
immediately credit your payments,  
\_\_\_\_\_  
ship your orders, and answer your  
\_\_\_\_\_  
letters.

You can count on us to do  
\_\_\_\_\_  
everything we can to serve you  
\_\_\_\_\_  
promptly and efficiently at all times.

Yours very truly,  
\_\_\_\_\_

128. Mr. Smith: I have just returned  
\_\_\_\_\_

from a trip that included Boston,

New York, Chicago, and Los Angeles.

It was an exhausting trip, and I am

happy to be back at my desk in

Baltimore.

The trip was a very successful

one, for I found two promising young

men for our sales staff. Both men

are college graduates and have had

some experience selling during the

past three years. One of them will

cover California and Oregon; the

other, Massachusetts and Vermont.

As you know, we still have three

vacancies on our sales staff. If

we do not fill these vacancies soon,

our sales in some of our territories

will suffer.

Should you run across any young

men who would like to join our staff,

please let me know. C. C. Shaw

131. Dear Mrs. Murphy: You will be

glad to know that we have been able

to complete an arrangement with the

National Insurance Company whereby

we can continue the basic insurance

plan that we put in the William

Collins School last year.

---

This plan provides for the payment

---

of medical and surgical expenses that

---

may arise from any accident in which

---

your child is injured.

---

The policy is in effect every

---

day of the year. The insurance

---

company will pay up to \$500 for each

---

accident your child may have. The

---

insurance costs only \$9.50 for each

---

girl student and \$11.50 for each boy

---

student.

---

If you desire to avail yourself

---

of this protection, fill in and

return the enclosed form. Very

---

truly yours,

---

133. Dear Miss Day: This month's

---

issue of the Student's Magazine will

---

be the last you will receive unless

---

you send in your renewal immediately.

---

As you know, your subscription

---

expired with the November issue; but

---

evidently you were busy and did not

---

have an opportunity to renew.

---

Nevertheless, we sent you the

---

December and January issues. If your

---

renewal does not arrive soon, we

shall have to cancel your

subscription.

Don't deprive yourself of the  
countless hours of pleasure you will  
derive from each issue of the  
Student's Magazine. It is a simple  
matter to renew. All you have to do  
is return the enclosed card with your  
check for \$10 attached, and your  
copies will keep coming without  
interruption.

Why not take care of the matter  
now, while it is fresh in your mind.

Yours very truly,

135. Mr. Daly: Please place the

following names on our list of those  
who receive our regular sales  
bulletins: Arthur Cooper, Adam J.  
Collins, and Andrew Hopkins. These  
three people have recently been hired  
as sales correspondents in our  
Chicago office.

The names of the following people  
should be removed from the list, as  
they are no longer with us: Agnes A.  
Burke and Barbara Hopkins.

I hope that other departments are  
sending you names to add or remove

from the list. As I am sure you

realize, this list should at all

times be kept up to date.

James Bennett

### SECTION 18

138. Dear Mr. Allen: Do you know

how much it costs to write a check?

It may surprise you to learn that the

average cost is about 75 cents.

The cost of the check itself is

a small item. A much larger cost

factor is the time consumed in

checking invoices, preparing and

signing checks, and similar

activities.

The Smith Company found that when

they bought a Superior check signer

they made substantial savings in the

cost of signing checks--almost 50

percent.

A Superior check signer speeds

up the issuance of a check, and it

also gives the greatest possible

safety.

Under the circumstances, isn't

it to your interest to get the facts

about a Superior check signer? These

facts are yours if you will fill out,

sign, and return the enclosed

stamped and self-addressed card.

Very truly yours,

140. Dear Mr. Long: About three weeks

ago we mailed out more than 50,000

Christmas catalogs to our customers.

Since then, we have received several

hundred requests from people whose

names are not on our catalog list.

If you have not received a copy

and would like to have one, simply

return the enclosed reply card and

we will send you one from the supply

that we have remaining.

If you belong to that group of

men who do not enjoy shopping, this

catalog is made just for you. It

will help you solve your Christmas

shopping problems without leaving

your comfortable chair at home.

Yours very truly,

142. To all Branch Managers: You will

be interested to know that we have

just completed negotiations for the

purchase of the Wilson chain of

supermarkets. This chain will be

merged with our operations on July 15.

The stores that we will take over

are located in Harrisburg and

Pittsburgh, in Pennsylvania, and in

Wheeling and Charleston, in West

Virginia.

These stores will provide us with

outlets for our products in areas

that we were not able to reach before.

It is our plan to retain the

present employees of those stores.

The only difference will be that the

branch managers will report to me at

the home office in Cleveland, Ohio.

Announcement of our purchase will

appear in the newspapers of Harrisburg,

Pittsburgh, Wheeling, and Charleston

on Monday. J. J. Barnes

(END OF HOMEWORK SECTIONS 15-18)

SECTION 19

145. Dear Mr. Frederick: I am sorry  
to have to announce that we are  
canceling Latin 144 for the spring  
semester. When we offered this course,  
we hopefully thought that it would be  
taught by Doctor Frank. Unfortunately  
for us, he has been transferred to another  
assignment and cannot teach the course.  
Furthermore, there is no one free on the  
staff who has the qualifications to take  
over.

I know that this will inconvenience  
those students who have already enrolled  
for the course, but I see no alternative.

Please see that notification of  
this cancellation is sent promptly to  
all students who are concerned.

Perhaps we can find someone to  
teach this course next semester.

J. C. James

147. Dear Dave: I saw your father  
yesterday for a few minutes, and he  
told me the wonderful news that you  
and Mary have become engaged and intend  
to be married on June 15. I certainly  
cannot say that this is a surprise!

As you know, I have known Mary  
for a number of years; and I can say

that you are a lucky fellow to have

won her.

I know, too, from our many years  
as business associates that Mary hasn't  
done so badly herself! I am sure she  
appreciates your many fine qualities.

Seriously, Dave, I extend to you  
both my sincerest best wishes.

Sincerely yours,

P.S. You realize, of course, that  
I intend to come to your wedding--  
whether I am invited or not.

149. Dear Miss Duffy: As you may know,  
at the last annual meeting of the

I was appointed program chairman. I

have most of the speakers lined up for  
the various meetings, but I have had  
no luck thus far getting someone for  
the business law section.

I wrote to Miss Jean Edwards and  
to Mrs. Edna Fisher, two people who  
were suggested to me by last year's  
chairman. Both of these women, however,  
will not be able to attend the convention  
next December because of previous  
commitments.

I am writing you with the hope  
that you will have some person with

national stature to suggest as a  
\_\_\_\_\_  
speaker for the business law section.  
\_\_\_\_\_

If you can think of someone, please  
\_\_\_\_\_  
let me know. An envelope is enclosed  
\_\_\_\_\_

for your convenience. Very truly  
\_\_\_\_\_

yours,  
\_\_\_\_\_

SECTION 20

152. Dear Mr. Mills: As we all know,  
\_\_\_\_\_

increases in profits result from  
\_\_\_\_\_

business efficiency. Unless a  
\_\_\_\_\_

business is run efficiently, it  
\_\_\_\_\_

seldom makes a profit.  
\_\_\_\_\_

For more than a hundred years  
\_\_\_\_\_

our organization has been helping  
\_\_\_\_\_

businessmen run their enterprises  
\_\_\_\_\_

more efficiently. It has done this  
\_\_\_\_\_

through its complete line of business  
\_\_\_\_\_

machines.  
\_\_\_\_\_

We are sure that you are  
\_\_\_\_\_

interested in seeing the latest models  
\_\_\_\_\_

of our machines and in learning how  
\_\_\_\_\_

they will fit into your office  
\_\_\_\_\_

procedure. Consequently, we are  
\_\_\_\_\_

inviting you to attend our private  
\_\_\_\_\_

business-machine showing during the  
\_\_\_\_\_

week of October 27. I am enclosing  
\_\_\_\_\_

four complimentary tickets. If you  
\_\_\_\_\_

would like to have more tickets, let  
\_\_\_\_\_

us know. We are sure you will enjoy

the show. Very truly yours,

154. Dear Mr. Locke: We have just

learned from a well-informed source

that your airline may be denied

permission to use the facilities of

the Westport airport. I assure you

that this is a very disturbing

development to all the people of

Westport.

We are sure that the services

your airline can render to Westport

would contribute immeasurably to the

growth and development of Westport.

Consequently, we will do everything

we can to make our views known to

the proper authorities.

According to a report in this

morning's paper, formal hearings are

scheduled for December 12. If it is

possible, we should like to present

our side of the question in these

important hearings.

Won't you please let us know how

we can best support your position.

Very truly yours,

156. Dear Mr. Green: After more than  
a week of traveling, Henry and I  
arrived home on June 10. We were  
very tired but quite happy. Our trip  
to the East Coast was a delightful  
experience that I do not think we  
will ever forget.

Coming home we took the southern  
route through Louisiana, Texas, New  
Mexico, and Arizona. We stopped for  
a little sightseeing in Phoenix, Fort  
Worth, and New Orleans.

We still talk about the pleasant  
evening we spent at your home in New

York. The dinner was perfect, the  
show was entertaining, and our hosts  
were charming. What more could a  
person ask?

The next time you and Mrs. Green  
come to California, we shall be  
extremely hurt if you do not  
give us an opportunity to show you  
some of our West Coast hospitality.

Sincerely yours,

SECTION 21

159. Gentlemen: You will be interested  
to know that I took your  
correspondence course in engineering

and found it very helpful.

By studying a few hours each week,

I gained many advantages. I found

I could apply much of what I was

learning from your lessons to my work.

The student who understands what

he wants and is willing to devote

the necessary time to study can get

results rapidly. Your lessons are

designed to give the student the most

out of each lesson in the least

possible time.

I found that there is always a

demand for alert young men in

engineering.

If you feel that publication of

this letter will encourage or

stimulate young men to study in their

spare time, I shall be glad to have

you use it in any way that you think

best. Cordially yours,

161. Dear Mr. Bates: When the early

models of duplicating machines were

placed on the market, they were used

mostly for simple jobs; for example,

reproducing bulletins, form letters,

and office memoranda. People were

averse to using them for important

jobs because of their reproducing

quality. As a result of technical

improvements in the field of

duplicating, however, businessmen

have discovered new uses for

duplicating machines. This machine

is now an indispensable item of

office equipment.

The Smith duplicator, the most

modern unit on the market today, can

be used for reproducing dozens of

items. Contract forms, letters, and

programs are just a few things that

can be attractively reproduced at

low cost.

Stop in soon and look over our

line of Smith duplicating machines.

Sincerely yours,

163. To the Staff: It is my pleasure

to announce two promotions in the

advertising department. These

promotions are being made on the

recommendation of George Watson,

general sales manager.

Robert A. Moore, who has been

representing us on the East Coast,

has been appointed art director.

He is well qualified for this

position, having graduated from the

Dodge School of Art three years ago.

Charles G. Finch has been

appointed director of research.

Charles has been with our organization

for fifteen years and has had both

sales and editorial experience.

These promotions will take effect

as soon as we have found replacements

for Robert and Charles.

I am sure that all of you join

me in wishing these men well in their

new positions. Jeffrey Moran

## SECTION 22

166. Dear Mr. Roy: Do you wake up in

the morning feeling almost as tired

as you were when you went to bed?

Do you feel run down, annoyed, and

only half alive? It may simply mean

that you have not been able to get

total relaxation during your sleeping

hours.

Why? The mattress on which you

sleep was not built for complete rest.

What is the sort of mattress that

will enable you to obtain complete,

uninterrupted comfort? Research

reports have stated over and over

again that for complete rest

mattresses should be neither too

hard nor too soft.

Once a person understands this

fact, his problem is easy. All he

has to do is to buy an Albany

mattress. The purchase of one of

our mattresses, Mr. Roy, will

represent one of the best investments

you can make to insure sleeping

comfort.

The prices of our mattresses

range from \$39 to \$59. Sincerely

yours,

168. Mr. Beck: As you know, since

1954 we have been obtaining the paper

for our books from the American Paper

Company, one of the oldest and finest

paper manufacturers in the country.

I have just had a letter from the

President in which he tells me that

they are going to undertake some

national advertising in which they

will stress the fact that their paper

is used in our professional textbooks

and handbooks. For this advertising

they will need a brief description

of the books that I am listing on

the attached form. Would you be good

enough to prepare these descriptions;

and when you have completed them,

please let me see them.

We have been offered as many

reprints of this advertising material

as we can use profitably. I am

asking for 20,000 reprints. If we

need more, we can ask for additional

copies later. J. C. Palmer

170. Dear Mr. Nelson: The National

Science Teachers Association will

hold its annual meeting at the Hotel

Jackson in Nashville, Tennessee, on

December 27 and 28. This convention

is attended by teachers from

Tennessee, Kentucky, Alabama, and

Missouri. There should be more than

five hundred teachers present.

Our organization will hold an

informal reception in the Lexington

Room of the Jackson Hotel on December

27 at 10 a.m.

Naturally, our authors are

warmly invited. As a matter of fact,

we like to think of them as assistant

hosts at affairs of this type. The

teachers who use your books enjoy

the opportunity to meet the author

on an informal basis, and we like to

have our authors meet our customers.

If you plan to be in Nashville

for the meeting, please be sure to

include our reception in your

schedule. Yours very truly,

SECTION 23

173. Dear Mr. Young: We appreciate

your interest in our show "Youth

Wants to Know" and your suggestion

that we make it available over the

station that serves Memphis.

Unfortunately, it is not within

our province to decide where a given

show will be telecast. When an

advertiser buys time on a network

program, he designates the particular

areas where he wishes his message

heard and is charged accordingly.

Up to the present time, the

sponsor of "Youth Wants to Know" has

not included Memphis in the areas in

which he is interested.

\_\_\_\_\_

This program is becoming

\_\_\_\_\_

increasingly popular, and the number

\_\_\_\_\_

of areas to which it is being telecast

\_\_\_\_\_

is expanding. Perhaps in the future

\_\_\_\_\_

the Memphis area will also be

\_\_\_\_\_

included. At any rate, let us hope

\_\_\_\_\_

so. Very truly yours,

\_\_\_\_\_

175. Dear Mr. Best: Good booklets

\_\_\_\_\_

and pamphlets given to prospects by

\_\_\_\_\_

your salesmen can impress your sales

\_\_\_\_\_

points on the minds of buyers. In

\_\_\_\_\_

many places booklets or pamphlets

\_\_\_\_\_

can continue to sell while your

\_\_\_\_\_

representative is telling his story

\_\_\_\_\_

to the next buyer on his list--and

\_\_\_\_\_

additional sales may result.

\_\_\_\_\_

Suggestions on how to use

\_\_\_\_\_

booklets in your selling are presented

\_\_\_\_\_

in two leaflets offered to you at no

\_\_\_\_\_

cost by the American Paper Company.

\_\_\_\_\_

Send for these leaflets today.

\_\_\_\_\_

After you have read the leaflets,

\_\_\_\_\_

explain your needs to a good printer

\_\_\_\_\_

and gain the benefit of his experience.

\_\_\_\_\_

Consult him before you start planning

\_\_\_\_\_

rather than after.

\_\_\_\_\_

Among other things, your printer

may suggest that you use our paper

on your advertising pieces.

Send for your copies of our

leaflets today; there is no charge

for this service. Cordially yours,

177. Dear Mr. Walsh: I was very much

distressed to learn that you cannot

offer Mr. and Mrs. Preston J. Wilson

a stateroom on the "Andrew Jackson,"

which is leaving on August 11 for

England. They will not accept this

kindly, particularly in view of the

fact that I had assured them that

space would be available. I simply

cannot tell them the news, as I have

had to disappoint them on a number

of previous occasions.

Would it be possible to obtain

a cabin for them on the "President

Taft," which leaves on August 18?

I believe that Mr. and Mrs. Wilson

would be able to change their plans

if they had a definite understanding

that they could sail on that date.

May I hear from you soon. Very

truly yours,

SECTION 24

180. Dear Mrs. Lynch: Your request

\_\_\_\_\_

to the police department that it

\_\_\_\_\_

install a light at the entrance to

\_\_\_\_\_

the Jones School has been transmitted

\_\_\_\_\_

to me as director of safety.

\_\_\_\_\_

We have made a careful

\_\_\_\_\_

investigation and have given full

\_\_\_\_\_

consideration to all the facts. As

\_\_\_\_\_

a result of this investigation, we

\_\_\_\_\_

have decided that conditions at the

\_\_\_\_\_

entrance to the school do not warrant

\_\_\_\_\_

the installation of a light at the

\_\_\_\_\_

cost of more than \$2,000.

\_\_\_\_\_

Studies were made in the school

neighborhood during the morning

\_\_\_\_\_

afternoon periods of the following

\_\_\_\_\_

days: January 10, January 26, and

\_\_\_\_\_

February 2. We found that none of

\_\_\_\_\_

the children experienced difficulty

\_\_\_\_\_

in crossing the road. The cars that

\_\_\_\_\_

passed did not constitute a hazard

\_\_\_\_\_

of any kind.

\_\_\_\_\_

If conditions in the future

\_\_\_\_\_

should change, you may look forward

\_\_\_\_\_

to hearing from us again, Mrs. Lynch.

\_\_\_\_\_

Yours very truly,

\_\_\_\_\_

182. Dear Mr. Tracy: On April 16 of

this year, Mr. C. C. Ellis was  
\_\_\_\_\_  
appointed correspondence supervisor.  
\_\_\_\_\_

In a relatively short time, he has  
\_\_\_\_\_  
done an unusually effective job. He  
\_\_\_\_\_  
has totally revised our filing system;  
\_\_\_\_\_

and as a result of the improvements  
\_\_\_\_\_

he has made, it is now possible to  
\_\_\_\_\_

find almost immediately any letter  
\_\_\_\_\_

or memorandum. He has devised a  
\_\_\_\_\_

number of forms that have proved to  
\_\_\_\_\_

be real time-savers.  
\_\_\_\_\_

When Mr. Ellis was hired, he came  
\_\_\_\_\_

for \$500 a month. In view of the  
\_\_\_\_\_

worthwhile contribution he has made  
\_\_\_\_\_

to the smooth running of our  
\_\_\_\_\_

department, I recommend that we raise  
\_\_\_\_\_

his salary to \$600 a month. If you  
\_\_\_\_\_

approve, I suggest that this raise  
\_\_\_\_\_

become effective immediately.  
\_\_\_\_\_

A. A. Jones.  
\_\_\_\_\_

184. Dear Mr. Sidney: Because of the  
\_\_\_\_\_

expansion of our business, we are  
\_\_\_\_\_

looking for an experienced salesman  
\_\_\_\_\_

to represent us in the states of Iowa,  
\_\_\_\_\_

Wisconsin, Illinois, and Indiana.  
\_\_\_\_\_

This man would operate either out  
\_\_\_\_\_

of our Des Moines office or our  
\_\_\_\_\_

Milwaukee branch.

The man we should like to have

should possess the following

qualities:

1. He should be able to get

along with executives of leading

organizations.

2. He should know how to sell

services as well as merchandise.

3. He should possess managerial

potential.

If you know of any young man who

you think meets our rigid requirements,

won't you please have him get in

touch with me as soon as possible.

You have been kind enough to help

us obtain sales personnel in the past, /

and we hope that you will help us

again. Very truly yours,

SECTION 25

187. Dear Mr. Nottingham: I am

embarrassed to have to inform you

that the final statement we recently

sent you on your account for telephone

service is not accurate. Through an

error, the charges for toll calls

were omitted when this bill was

prepared. A corrected bill including

these charges is enclosed.

We regret that we did not include

these items on your original bill and

hope that this omission has not

caused you any inconvenience. We

shall take steps to see that this

omission does not occur again.

In case there is anything about

the enclosed bill that is not

altogether clear, we shall be glad

to discuss the matter with you.

We are also enclosing a booklet

that describes the new dialing system

we will soon install in more than a

million homes in Wisconsin. We think

you will find the booklet interesting

and informative. Yours very truly,

189. Gentlemen: I am very much

annoyed; in fact, I am furious.

Yesterday I received the enclosed

letter notifying me in the most

tactless language that my mortgage

payment was in arrears. Such a letter

might be justified for someone who

is a serious delinquent, but obviously

it is not a letter that should have

been sent to me.

If you will check your records,

you will find that my payment is not

in arrears. On Friday, September 2,

I paid two installments--one for

September and one for October. If

you will check your records further,

you will find that during the entire

ten years that I have dealt with you,

I have made every payment promptly.

In view of these facts, I think

I am entitled to an explanation.

I hope to hear from you soon.

Very truly yours,

191. Dear Mr. Sullivan: It is a

genuine pleasure to be able to

recommend to you Miss Susan Ward,

who has applied for a position as

secretary in your office.

Miss Ward worked for me for three

years as a special assistant. She

also worked for a short time for

Miss Sylvia Schneider, assistant

secretary of the company, and for

Mr. Thomas Shea, assistant vice

president.

Miss Ward writes shorthand rapidly

and seldom makes an error transcribing. our complete line of fall and winter

When her mother was taken

cloth. After examing the cloth

seriously ill, she left us to take

closely, we can state with utmost

care of her. I was extremely sorry

sincerity that it meets our highest

to lose her.

standards. The patterns are

I am confident, Mr. Sullivan,

attractive and the materials strong.

that she will be able to fill

In order that you may receive the

satisfactorily any position that you

greatest satisfaction and value from

may entrust to her.

the money you spend, the tailoring

If there is any other information

of your suits should be the finest

you would like, don't hesitate to

obtainable.

write me. Yours very truly,

That is the type of tailoring we

SECTION 26

offer you in our store. Each suit

194. Dear Sir: We have just received

receives the personal attention of

one of our highly skilled tailors,

many of whom have been with us for

over twenty years.

Thank you for the business you

have given us in the past.

We hope that we may continue to

serve you in the future. Sincerely

yours,

96. Dear Mr. Day: I sincerely

appreciate the time you gave me

yesterday. I enjoy helping people

solve their financial problems.

If you have had a moment to read

the booklet I left with you, then

you can see the reason why our

investment program is so popular with

the busy executive. People who work

hard are often involved in too many

activities to be able to spend very

much time studying the market. That

is the reason why more than a million

businessmen let us take care of

their investments.

Why not let us design a personal

plan for you. Just jot down at the

bottom of this letter the time and

place where we can meet and return

the letter to me in the enclosed

envelope. I should be glad to see

you in your office, in my office,

or in your apartment. Cordially yours,

198. Dear Mr. Drake: I am delighted

that you will be able to be with us

for our conference in Greenfield,

North Carolina, on July 16. I know

that you will enjoy your visit with

us and that we shall profit by your

contribution to the conference.

I am sorry to say that Greenfield

is not easily accessible. I suggest

that you fly to Raleigh, where I

shall be glad to meet you. I will

then drive you to Greenfield. I

understand that there are several

flights from Miami, Florida, to

Raleigh. If you prefer to come by

train, you can take a sleeper to

Raleigh.

We are reserving for you the

guest room in our faculty apartment

building, where I am sure you will

be comfortable during your stay.

I shall look forward to hearing

from you. Cordially yours,

SECTION 27

201. Dear Parents: Near the end of

each year, we make our annual appeal

for gifts to the Davis School Fund.

This year I have been appointed

chairman of the fund-raising committee.

Our steady progress each year in

making Davis a better and happier

school for your sons has been the

result of the loyalty and support of

the parents. Last year the pension

plan for the faculty became a reality

as a result of your contributions.

Many problems still remain. As

you know, we try to meet the cost of

capital improvements through annual

gifts. In the past, parents have

contributed generously according to

their ability. Gifts have ranged

from a few dollars to several thousand

dollars. Gifts of any amount will

be gratefully welcomed. Yours truly,

203. Dear Mr. Ray: Because my

husband was insurance-minded and

insisted on buying many different

forms of insurance, I sometimes

thought that he was overdoing it.

The premiums we paid took a

substantial part of our income. I

recently realized, however, the wisdom

of his insurance plan for my future

security.

When we bought our home last

summer, he took out a special policy

to cover the mortgage. Although he

had seldom been sick, he died after

a short illness six months later.

When all my world seemed to crumble

about me, it was extremely comforting

to know that my home was free from

debt.

I am indeed grateful to you for

your thoughtfulness in assisting me

to obtain a prompt settlement.

Yours very truly,

205. Dear Mr. Howard: Your letter to

Mr. Jacob Mitchell informing him of

the nonreceipt of the Martin

calculator that you ordered from us

on April 17 has been referred to me.

I personally looked into the

matter and found that the calculator

was shipped via the Hughes and King

Trucking Company on April 29 and was

delivered by them on April 30. We

have a receipt signed by a Miss

Edith Kerr.

I wonder whether this calculator  
might not simply have been placed  
in your storeroom without your having  
been notified of its delivery. This  
has happened to a number of our other  
customers in the past, and perhaps  
this has happened in your case.

At any rate, we hope the missing  
machine will soon be located. Yours  
very truly,

SECTION 28

208. Dear Mrs. Abington: How does

a person measure a bargain? We think

that one must measure a bargain by

two standards--how useful it is and  
how low is its cost.

Apply these two standards to your  
telephone, and you will find that it  
certainly measures up as a big bargain.

Just think of all the advantages  
it offers you. It connects you  
immediately with such people as your  
cleaner or your physician or your  
dentist. It is constantly available  
and ready to help you in case of an  
accident or sudden danger.

But think how low the cost is.

---

While the price of everything you wear or use has doubled in the last several years, the cost of telephone service has risen less than 18 percent.

---

We maintain that no matter what measure you apply, your telephone is the biggest bargain you obtain for your money. Yours very truly,

---

210. Dear Mr. Andrews: As you requested, we are sending you a bulletin describing the courses offered in our School of Commerce.

You will notice that we have

---

comprehensive programs in the fields of management, commercial art, finance, and many others.

---

The School of Commerce was organized in 1916; and during our many years of operation, we have established a fine reputation as an outstanding business school. We can cite many examples of alumni who have become prominent businessmen.

---

Within a few days, a member of our recruiting committee, Mr. John Smith, will call at your school to talk to

any interested students.

already have reservations from

If you have any further questions concerning our intensive or regular courses, please feel free to write to us; we welcome your inquiry.

concerning our intensive or regular

courses, please feel free to write

to us; we welcome your inquiry.

Very truly yours,

212. Dear Mr. Billings: The Chamber

of Commerce invites you and your

friends to join us in a special trip

to Mexico from October 3 to October

31. This is a resumption of a

practice that we started some years

ago but discontinued in 1963. We

people from the following cities:

Indianapolis, Atlanta, Tacoma, and

Seattle.

This is an inexpensive tour that

affords the traveler an opportunity

of going to Mexico under the guidance

of a staff that is well trained. The

party will travel in special coaches

that are air-conditioned.

If possible, we should like to

know by June 15 whether you or any

of your friends are interested in

taking this delightful trip. Very

truly yours.

SECTION 29

215. Dear Mr. Cooper: You are going

to be very busy just before you leave

on your well-earned vacation, and

you could easily overlook to arrange

to have the Times mailed to you

while you are away. You wouldn't

want to spend your vacation weeks

without it, would you? To avoid

finding yourself without your favorite

newspaper, make immediate use of the

form that is enclosed.

So much is happening in the world

today that an important event may

take place while you are on your

vacation. With the Times reaching

you regularly, you will have all

pertinent facts impartially presented

to you at all times.

It isn't difficult to arrange to

have the Times sent to you during

your vacation. Simply fill in the

enclosed form and mail it in the

envelope that is also enclosed.

Very truly yours,

217. Dear Mr. Deems: I am enclosing

a copy of the fall schedule for our  
\_\_\_\_\_

football team. In addition to the  
\_\_\_\_\_

varsity games, of course, there will  
\_\_\_\_\_

be many games played by the second  
\_\_\_\_\_

and third teams. We hope, Mr. Deems,  
\_\_\_\_\_

that you will be able to attend some  
\_\_\_\_\_

of these games.

You will understand, of course,  
\_\_\_\_\_

that these football games represent  
\_\_\_\_\_

only a small part of our entire  
\_\_\_\_\_

program to keep our boys physically  
\_\_\_\_\_

fit. In our school we wish every  
\_\_\_\_\_

boy to take part in some sport if  
\_\_\_\_\_

he is physically and medically able  
\_\_\_\_\_

to do so. If it is not physically  
\_\_\_\_\_

possible, we arrange a special  
\_\_\_\_\_

activity program that is geared to  
\_\_\_\_\_

his capacity.

Registration for the spring  
\_\_\_\_\_

semester started last week. If you  
\_\_\_\_\_

would like to have your son enrolled  
\_\_\_\_\_

for that semester, why not stop in  
\_\_\_\_\_

to see us soon. Very truly yours,  
\_\_\_\_\_

219. To the Staff: I am pleased to  
\_\_\_\_\_

announce the appointment of Roger  
\_\_\_\_\_

Russell as a staff assistant in the  
\_\_\_\_\_

Sales Department of our organization.  
\_\_\_\_\_

He will take over the duties and

responsibilities in my office that

had been carried by Philip Scott,

who has been promoted to the position

of vice-president.

Roger Russell has been a highly

successful salesman for the past

four years in New England and central

New York State.

In order to become familiar with

the people and the work that they do,

Roger is starting a round of calls

on all members of the management

staff. I shall appreciate your giving

him all possible help and information

as well as answering any questions

he may have about your work.

Frederick C. Chester

#### SECTION 30

222. Dear Miss Collins: I was

delighted to learn that you recently

opened a checking account with us.

The Pittsburgh National Bank has

assets of almost half a billion

dollars, and it has been serving

the people of Pittsburgh for more

than fifty years.

I wonder, Miss Collins, whether

we might not also have the privilege

of serving you in our Savings

Department. By opening a savings

account, you will be taking a big

step in the direction of becoming

financially independent.

Once you are inside the bank,

it will take only a few minutes to

walk over to the Savings Department

and make your deposits. These

deposits need not be large; but if

they are made regularly, they will

soon amount to a sizable sum. You

will enjoy watching your account grow.

I can assure you that we shall

do everything we can to make saving

at our bank a real pleasure. Yours

very truly,

224. Mr. Lee: Our plans for moving

to our new building at 6 West First

Street are now complete. Your

department will be located on the

third floor. You will have a private

office in the southeast corner of

the floor.

I do not know the exact date on

which you will move. However, it

will be sometime during the week of

July 12. In the meantime, please

make whatever preparations you feel

necessary so that the moving will

disturb the operation of your

department as little as possible.

James Davis

226. Dear Mr. Phillips: We think

the tour in which you will be

interested is the one that leaves

New York on June 15 and returns on

August 10. The tour includes

Norway, Sweden, Denmark, and Belgium.

Transportation between New York

and London is by International

Airlines. European travel will be

mostly by bus.

Hotel reservations are completely

arranged for each night of the tour.

All hotels selected for our tour are

the finest available.

The enclosed folder will give

you the detailed itinerary for this

trip as well as the types of

accommodations available and their

cost.

Please feel free to get in touch

with us for the answers to any

---

questions you may have about this.

---

tour. Yours very truly,

---

Pages 1 through 75

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DIAMOND JUBILEE BRIEF FORMS

1	2	3	4	5	6	7	8	9	10	11
o	u	)	u	u	.	u	l	-	u	r
12	13	14	15	16	17	18	19	20	21	22
e	a	a	u	v	a	b	)	l	l	(
23	24	25	26	27	28	29	30	31	32	33
l	l	u	a	a	l	c	a	q	o	2
34	35	36	37	38	39	40	41	42	43	44
✓	d	u	u	u	u	u	u	✓	u	u
45	46	47	48	49	50	51	52	53	54	55
e	u	c	a	✓	l	a	c	a	(	L
56	57	58	59	60	61	62	63	64	64	66
u	u	u	u	u	u	u	u	u	u	u
67	68	69	70	71	72	73	74	75	76	77
u	u	u	u	u	u	u	u	u	u	u
78	79	80	81	82	83	84	85	86	87	88
u	u	u	u	u	u	u	u	u	u	u
89	90	91	92	93	94	95	96	97	98	99
u	u	u	u	u	u	u	u	u	u	u
100	101	102	103	104	105	106	107	108	109	110
u	u	u	u	u	u	u	u	u	u	u
111	112	113	114	115	116	117	118	119	120	121
u	u	u	u	u	u	u	u	u	u	u
122	123	124	125	126	127	128	129	130	131	132
u	u	u	u	u	u	u	u	u	u	u

KEY TO DIAMOND JUBILEE BRIEF FORMS

- |                 |                               |                  |
|-----------------|-------------------------------|------------------|
| 1. I            | 51. great                     | 101. idea        |
| 2. Mr.          | 52. thing-think               | 102. subject     |
| 3. nave         | 53. why                       | 103. street      |
| 4. are-our-hour | 54. business                  | 104. newspaper   |
| 5. will-well    | 55. Gentlemen                 | 105. purpose     |
| 6. a-an         | 56. morning                   | 106. regard      |
| 7. am           | 57. important-importance      | 107. opinion     |
| 8. it-at        | 58. those                     | 108. circular    |
| 9. in-not       | 59. where                     | 109. responsible |
| 10. is-his      | 60. manufacture               | 110. organize    |
| 11. the         | 61. present                   | 111. public      |
| 12. that        | 62. part                      | 112. publish-    |
| 13. can         | 63. after                     | publication      |
| 14. you-your    | 64. advertise                 | 113. ordinary    |
| 15. Mrs.        | 65. company                   | 114. merchant    |
| 16. of          | 66. wish                      | 115. merchandise |
| 17. with        | 67. immediate                 | 116. recognize   |
| 18. but         | 68. must                      | 117. never,      |
| 19. for         | 69. opportunity               | 118. experience  |
| 20. shall       | 70. advantage                 | 119. between     |
| 21. which       | 71. use                       | 120. short       |
| 22. be-by       | 72. big                       | 121. quantity    |
| 23. put         | 73. suggest                   | 122. situation   |
| 24. would       | 74. such                      | 123. railroad    |
| 25. their-there | 75. several                   | 124. railroads   |
| 26. this        | 76. correspond-correspondence | 125. world       |
| 27. good        | 77. how-out                   | 126. throughout  |
| 28. and         | 78. ever-every                | 127. object      |
| 29. them        | 79. time                      | 128. objected    |
| 30. they        | 80. acknowledge               | 129. character   |
| 31. was         | 81. general                   | 130. characters  |
| 32. when        | 82. gone                      | 131. govern      |
| 33. from        | 83. during                    | 132. government  |
| 34. should      | 84. over                      |                  |
| 35. could       | 85. question                  |                  |
| 36. send        | 86. yet                       |                  |
| 37. glad        | 87. worth                     |                  |
| 38. work        | 88. difficult                 |                  |
| 39. yesterday   | 89. envelope                  |                  |
| 40. very        | 90. progress                  |                  |
| 41. thank       | 91. satisfy-satisfactory      |                  |
| 42. order       | 92. success                   |                  |
| 43. soon        | 93. next                      |                  |
| 44. enclose     | 94. state                     |                  |
| 45. were-year   | 95. under                     |                  |
| 46. value       | 96. request                   |                  |
| 47. than        | 97. particular                |                  |
| 48. one-won     | 98. probable                  |                  |
| 49. what        | 99. regular                   |                  |
| 50. about       | 100. speak                    |                  |

FREQUENTLY USED PHRASES

1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	22
23	24	25	26	27	28	29	30	31	32	33
34	35	36	37	38	39	40	41	42	43	44
45	46	47	48	49	50	51	52	53	54	55
56	57	58	59	60	61	62	63	64	65	66
67	68	69	70	71	72	73	74	75	76	77
78	79	80	81	82	83	84	85	86	87	88
89	90	91	92	93	94	95	96	97	98	99
100	101	102	103	104	105	106	107	108	109	110
111	112	113	114	115	116	117	118	119	120	121
122	123	124	125	126	127	128	129	130	131	132
133										

## KEY TO FREQUENTLY USED PHRASES

- |                         |                               |                          |
|-------------------------|-------------------------------|--------------------------|
| 1. about the            | 47. in this                   | 93. to have              |
| 2. and that             | 48. in which                  | 94. to keep              |
| 3. and the              | 49. is not                    | 95. to know              |
| 4. any other            | 50. is the                    | 96. to make              |
| 5. as soon as           | 51. it is                     | 97. to me                |
| 6. as the               | 52. it was                    | 98. to pay               |
| 7. as well              | 53. it will                   | 99. to see               |
| 8. as you               | 54. it will be                | 100. to take             |
| 9. at least             | 55. may be                    | 101. to the              |
| 10. at the              | 56. not only                  | 102. to his              |
| 11. by the              | 57. of course                 | 103. to you, to your     |
| 12. can be              | 58. of his                    | 104. very much           |
| 13. Cordially yours     | 59. of its                    | 105. Very truly yours    |
| 14. Dear Madam          | 60. of our                    | 106. we are              |
| 15. Dear Miss           | 61. of the                    | 107. we can              |
| 16. Dear Mr.            | 62. of these                  | 108. we have             |
| 17. Dear Mrs.           | 63. of this                   | 109. we know             |
| 18. Dear Sir            | 64. of you, of your           | 110. we may              |
| 19. do not              | 65. on our                    | 111. we shall            |
| 20. does not            | 66. on the                    | 112. we shall be glad    |
| 21. for our             | 67. on this                   | 113. we should           |
| 22. for the             | 68. on you, on your           | 114. we will             |
| 23. for this            | 69. one of our                | 115. when the            |
| 24. for us              | 70. one of the                | 116. will be             |
| 25. for you, for your   | 71. over the                  | 117. will you please     |
| 26. from the            | 72. sending you, sending your | 118. with our            |
| 27. from you, from your | 73. should be                 | 119. with the            |
| 28. has been            | 74. Sincerely yours           | 120. with you, with your |
| 29. he is               | 75. so that                   | 121. would be            |
| 30. have been           | 76. that are                  | 122. you are             |
| 31. I am                | 77. that is                   | 123. you can             |
| 32. I am sure           | 78. that the                  | 124. you have            |
| 33. I have              | 79. that this                 | 125. you know            |
| 34. I know              | 80. that are                  | 126. you may             |
| 35. I shall             | 81. there are                 | 127. you need            |
| 36. I think             | 82. there is                  | 128. you will            |
| 37. I was               | 83. they are                  | 129. you will be         |
| 38. if the              | 84. they have                 | 130. you will find       |
| 39. if you, if your     | 85. this is                   | 131. you will be able    |
| 40. if you are          | 86. through the               | 132. Yours truly         |
| 41. if you have         | 87. to be                     | 133. Yours very truly    |
| 42. if you will         | 88. to buy                    |                          |
| 43. in his              | 89. to come                   |                          |
| 44. in order            | 90. to do                     |                          |
| 45. in our              | 91. to get                    |                          |
| 46. in the              | 92. to give                   |                          |

SIMPLIFIED BRIEF FORMS

1	2	3	4	5	6	7	8	9	10	11
.	e	o	9	2	2	9	e	e	e	—
12	13	14	15	16	17	18	19	20	21	22
—	—	—	—	—	—	—	—	—	—	—
23	24	25	26	27	28	29	30	31	32	33
6	6	6	6	6	6	6	6	6	6	6
34	35	36	37	38	39	40	41	42	43	44
—	—	—	—	—	—	—	—	—	—	—
45	46	47	48	49	50	51	52	53	54	55
7	7	7	7	7	7	7	7	7	7	7
56	57	58	59	60	61	62	63	64	65	66
—	—	—	—	—	—	—	—	—	—	—
67	68	69	70	71	72	73	74	75	76	77
o	o	o	o	o	o	o	o	o	o	o
78	79	80	81	82	83	84	85	86	87	88
—	—	—	—	—	—	—	—	—	—	—
89	90	91	92	93	94	95	96	97	98	99
—	—	—	—	—	—	—	—	—	—	—
100	101	102	103	104	105	106	107	108	109	110
—	—	—	—	—	—	—	—	—	—	—
111	112	113	114	115	116	117	118	119	120	121
—	—	—	—	—	—	—	—	—	—	—
122	123	124	125	126	127	128	129	130	131	131
—	—	—	—	—	—	—	—	—	—	—
132	133	134	135	136	137	138	139	140	141	142
—	—	—	—	—	—	—	—	—	—	—
143	144	145	146	147	148	149	150	151	152	153
—	—	—	—	—	—	—	—	—	—	—

154	155	156	157	158	159	160	161	162	163	164
<i>a n a n d l e a r</i>										
165	166	167	168	169	170	171	172	173	174	175
<i>1 2 3 4 5 6 7 8 9</i>										
176	177	178	179	180	181	182	183	184	185	186
<i>o e l o e m m p m m</i>										
187	188	189	190	191						
<i>1 2 3 4</i>										

### KEY TO SIMPLIFIED BRIEF FORMS

- |                    |                               |
|--------------------|-------------------------------|
| 1. a-an            | 29. company-keep              |
| 2. about           | 30. conclude                  |
| 3. acknowledge     | 31. conclusion                |
| 4. advantage       | 32. confident-confidence      |
| 5. advertise       | 33. consider-consideration    |
| 6. after           | 34. correct                   |
| 7. agent           | 35. correspond-correspondence |
| 8. all             | 36. could                     |
| 9. allow           | 37. cover                     |
| 10. always         | 38. did                       |
| 11. am-more        | 39. Dear Sir                  |
| 12. among          | 40. deliver                   |
| 13. and-end        | 41. difficult                 |
| 14. any            | 42. direct                    |
| 15. our-are-hour   | 43. doctor-during             |
| 16. it-at          | 44. else-list                 |
| 17. automobile     | 45. enable                    |
| 18. be-by          | 46. enclose                   |
| 19. been           | 47. enough                    |
| 20. believe-belief | 48. envelope-nevertheless     |
| 21. between        | 49. etc.                      |
| 22. bill           | 50. ever                      |
| 23. body           | 51. every                     |
| 24. business       | 52. experience                |
| 25. but            | 53. for                       |
| 26. can            | 54. from                      |
| 27. character      | 55. future                    |
| 28. circle         | 56. general                   |

KEY TO SIMPLIFIED BRIEF FORMS (continued)

57. glad	102. over	147. thanks
58. good-go	103. part	148. that
59. gone	104. particular	149. the
60. got	105. please	150. their-there
61. govern-government	106. present-presence	151. them
62. great	107. probably	152. they
63. have	108. progress	153. thing-think
64. he	109. property	154. things
65. his-is	110. prosecute	155. this
66. house	111. public	156. those
67. how-out	112. purchase	157. throughout
68. I	113. purpose	158. time
69. idea	114. put	159. two-to-too
70. immediate-immediately	115. quantity	160. usable
71. important-importance	116. question	161. under
72. in-not	117. railroad	162. upon
73. individual	118. recognize	163. use
74. instant-instance	119. refer-reference	164. used
75. let-letter	120. regard	165. usual-wish
76. like	121. regular	166. value
77. likewise	122. reminder	167. valuable
78. long	123. remember	168. very
79. Mr.-market	124. remit-remittance	169. want
80. matter	125. request	170. wanted
81. merchandise	126. return	171. was
82. merchant	127. right-write	172. week-weak
83. morning	128. satisfy-satisfactory	173. will-well
84. most	129. send	174. were-year
85. Mrs.	130. several	175. what
86. must	131. shall-ship	176. when
87. necessary	132. should	177. where
88. never	133. side	178. which
89. newspaper	134. situation	179. why
90. next	135. soon	180. with
91. number	136. speak	181. wonder
92. object	137. stand	182. wondered
93. of	138. state	183. work
94. office	139. statement	184. working
95. one-won	140. street	185. world
96. opinion	141. subject	186. worth
97. opportunity	142. success	187. would
98. order	143. such	188. yesterday
99. ordinary	144. suggest-suggestion	189. yet
100. organize	145. then-than	190. you-your
101. otherwise	146. thank	191. yours truly

GOVERNMENT TERMS

Department of the Interior *to doi*  
Secretary of the Interior *on*  
Department of the Navy *to don*  
Department of Defense *to N dod*  
Federal Government *3*  
Congress *m*  
Washington, D. C. *2/6*  
committee *o*  
Civil Service *3 cs*  
Post Office Department *to/ pod*  
National Aeronautics and Space Administration *o nasa*  
bureau *h*  
Senator from Maryland *2/*

LIST YOUR FREQUENTLY USED AGENCY WORDS AND PHRASES

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.





## SHORTCUTS AND GOVERNMENT PHRASES

Read from left to right:

- (1) Commerce Department, Department of Agriculture, Department of Justice, Department of Labor, Department of State, Department of the Interior, Department of the Treasury, Department of Education, Post Office Department, Senate, Senator, Mr. Chairman
- (2) Mr. President, Mr. Speaker, Congress of the United States, President of the United States, Federal Government, House Committee, House of Representatives, House resolution, Member of the House, Member of the House Committee, Speaker of the House, White House
- (3) Republican Party, people of the United States, American people, Secretary of the Treasury, Secretary of the Interior, Secretary of Agriculture, Secretary of Commerce, budget, bulletin, bureau, bureaucracy, circumstances
- (4) colleague, communicate, compensate, competitive, compliance, conference, constituency, constituent, constitute, contract, Democratic, deposit
- (5) disbursement, election, fiscal, investigate, justify, Chief Executive, Democratic party, FBI, Internal Revenue, District of Columbia, Washington, D. C. Senator from Illinois
- (6) deficit, agencies, civil rights, attorney general, incumbent, Pentagon Secretary of Labor, Secretary of the Navy, Senate bill, Senate committee, Senate of the United States
- (7) Senator from New York, United States Senate, federal tax, income tax, income tax return, sales tax, tax return, Federal employee, Federal Reserve Bank, Federal Reserve System, Federal Land Bank
- (8) Supreme Court, Supreme Court of the United States, civil service, civil service ruling, Federal Trade Commission, Federal Power Commission, Interstate Commerce Commission, Executive Commission, Securities and Exchange Commission, administration, amendment, pending amendment
- (9) appropriated, committee, Congress, economy, economic, legislation, procedure provision, resolution, attorney, advocate, expedite
- (10) diplomat, development, election, emergency, justify, negotiate, personnel, technical, viewpoint, utilize, Social Security, appropriation bill
- (11) Gentlemen from Missouri, interoffice memorandum, United States Government, Civil Service Commission, authorization, identification, interest, preliminary, regulate, regulation, scientific, State of Pennsylvania
- (12) city government, civil service-examination, what else, during last year, \$8,000,000, budget bureau, as a rule, applicable-applicant, aeronautics, men and women

## DICTATION AND TRANSCRIPTION CHECKLIST

How effective are you in handling the before, during, and after dictation techniques? Do you:

	ALWAYS	USUALLY	NEVER
1. Use one notebook for regular dictation and one for special dictation (telegrams, rush dictation, and special instructions)?			
2. Use separate notebooks for each dictator with the name color coded for each person?			
3. Make arrangements for someone else to handle your desk while taking dictation?			
4. Take any needed reference materials such as reports or previous correspondence in with you during dictation?			
5. Take a file folder to keep materials together that boss gives you?			
6. Keep CONFIDENTIAL dictation and materials together in a special folder?			
7. Date the dictation at the bottom of your notebook in the right-hand corner for quick reference?			
8. Include the word "enclosure" at the end of letter that has an enclosure?			
9. Use a red pencil for flagging special items?			
10. Keep paper clips on side of notebook to clip materials together?			
11. Use a paper clip or fold-over method to flag a page or pages with RUSH dictation?			
12. Speak up if you get behind in taking dictation?			
13. Leave several lines between dictation for additions and changes?			
14. Leave the right side of notebook blank if changes are frequent and lengthy?			





(1)	un								
(2)	un								
(3)	un								
(4)	un								
(5)	un								
(6)	un								
(7)	un								

- (1) communicate, communications, communicated, communicative, certain, uncertain, certainly, reason-reasonable, reasonably
- (2) unreasonable, appreciate-appreciation, appreciates-appreciations, record, unrecorded, normal, normally, proceed, procedure
- (3) proceeded, service, services, bulletin, approximate, approximately, notice, noticed, sales department
- (4) billing department, territory, territories, arrangement, arrangements, attention, your attention, my attention, product
- (5) products, production, productive, productively, emergency, emergencies, while, people, cooperate
- (6) cooperates, cooperation, stand, stands, standings, understanding, misunderstand, strong, strongly
- (7) stronger, enthusiasm, enthusiastic, enthusiastically, unenthusiastic

(1)	f	f	o	o	o	o	o	o	o	o
(2)	o	o	o	o	o	o	o	o	o	o
(3)	o	o	o	o	o	o	o	o	o	o
(4)	o	o	o	o	o	o	o	o	o	o
(5)	o	o	o	o	o	o	o	o	o	o
(6)	o	o	o	o	o	o	o	o	o	o
(7)	o	o	o	o	o	o	o	o	o	o

- (1) provision, provisions, income tax, income taxes, certificate, certificates, amount, amounts, amounted, otherwise
- (2) prepare, preparation, prepared, unprepared, charge, charges, charged, recharged, reservation
- (3) reservations, regret, regrets, regretting, accommodate, accommodates, accommodation, accommodations, provide, provides
- (4) provided, headquarters, anticipate, anticipated, anticipation, antitrust, antifreeze, antedated, anteroom
- (5) the circumstances, these circumstances, those circumstances, under the circumstances, under certain circumstances, extenuating circumstances, under ordinary circumstances, count, counted, account
- (6) discount, recount, accountant, accountancy, adequate, adequately, inadequate, specific, specifically, establish
- (7) establishes, establishment, treatment, for the purpose, against, against the, against these, against them



(1)	i	i	i	d	d	d	s	s	s	i	i	i	e
(2)	s	t	h	o	l	d	e	r	s	b	o	n	d
(3)	h	o	u	s	e	h	o	l	d	e	r	s	l
(4)	a	n	d	h	o	l	d	e	r	s	q	u	a
(5)	q	u	a	r	t	e	r	l	y	p	r	o	v
(6)	a	p	p	r	e	d	l	e	d	l	e	d	l
(7)	l	e	t	t	e	r	e	d	l	e	d	l	e

- (1) invest, investor, investment, dividend, dividends, industry, industries, industrial, principal-principle
- (2) stockholder, shareholders, bondholders, householders, landholders, quarter, quarterly, prove, approved
- (3) improvement, common stock, preferred stock, standard, standards, standardize, recommend, recommendation
- (4) conversation, year ago-years ago, tremendous, tremendously, telephone, telephoned
- (5) economy, economic, economically, uneconomical, reduce, reduced, reduction, corporate, incorporated
- (6) corporation, corporations, produce, produced, producers, purchase, purchases, purchasing department, purchased, bankrupt
- (7) bankruptcy, bankruptcies



(1)	f	h	e	r	f	r	s	t	t	r	a	v	e	l	e	r		
(2)	i	n	a	u	g	u	r	a	t	i	o	n						
(3)	i	n	t	e	r	e	d	t	o	s	e	e						
(4)	i	n	a	p	o	s	i	t	i	o	n							
(5)	c	o	n	f	e	r	e	n	c	e	s							
(6)	e	v	e	n	t	h	o	u	g	h								
(7)	c	u	s	t	o	m	e	r										

- (1) first, first class, first time, first day, travel, traveled, traveler, traveling, inaugurate
- (2) inauguration, conclude, conclusion, conclusive, popular; popularity interest in, interested in, interest in this, interested to know,
- (3) interested to see, interested to have, interested to meet, in the meantime, absolute, absolutely, connect, connected, position
- (4) in a position, disposition, composition, practical, practically, investigate, investigation, investigator, conference
- (5) conferences, attorney, attorney-at-law, agent, agents, return,
- (6) even though, in my opinion, ground, remark, remarkable, usual, usually, custom
- (7) customer, in the first place, in the second place

(1)	b	h	an	as	f	g	U-	E	na	na
(2)	ng	e	se	aa	h	o	o/	g	o	o
(3)	o	o	o	o	o	o	o	o	o	o
(4)	l	l	l	l	l	l	l	l	l	l
(5)	o	o	o	o	o	o	o	o	o	o
(6)	o	o	o	o	o	o	o	o	o	o

- (1) bureau, bureaus, signature, signatures, take advantage, governmental, fundamental, experimentally
- (2) congratulate, congratulating, congratulations, aware, I am aware, we are aware, volume, agree, agreed, agreeable, agreement, disagree
- (3) disagreement, aggressive, aggregate, come up, get up, set up, bring up brought up, take up, pick up
- (4) intelligent, intelligently, intelligence, intellect, intellectually register, registered, registration, science,
- (5) sciences, scientific, advanced, advancement, correct, correction, corrected, course, courses
- (6) schools

(1)

credit card, credit cards, bargain, bargained, photograph, photocopy

(2)

indispensable, indispensably, regulate

(3)

regulations, get in touch, keep in touch, got in touch, item, items,

(4)

itemize, itemized

(1)

original, originals, magazines, secretary, secretaries, secretarial,

(2)

afternoon, afternoons, north,

(3)

northern

(4)

STATES

Alabama	<i>ll</i>	Nebraska	<i>l</i>
Alaska	<i>ll</i>	Nevada	<i>l</i>
Arizona	<i>ll</i>	New Hampshire	<i>l</i>
Arkansas	<i>l</i>	New Jersey	<i>l</i>
California	<i>ll</i>	New Mexico	<i>l</i>
Colorado	<i>ll</i>	New York	<i>ll</i>
Connecticut	<i>ll</i>	North Carolina	<i>ll</i>
Delaware	<i>ll</i>	North Dakota	<i>ll</i>
Florida	<i>ll</i>	Ohio	<i>l</i>
Georgia	<i>ll</i>	Oklahoma	<i>ll</i>
Hawaii	<i>ll</i>	Oregon	<i>ll</i>
Idaho	<i>ll</i>	Pennsylvania	<i>ll</i>
Illinois	<i>ll</i>	Rhode Island	<i>ll</i>
Indiana	<i>ll</i>	South Carolina	<i>ll</i>
Iowa	<i>ll</i>	South Dakota	<i>ll</i>
Kansas	<i>ll</i>	Tennessee	<i>ll</i>
Kentucky	<i>ll</i>	Texas	<i>ll</i>
Louisiana	<i>ll</i>	Utah	<i>ll</i>
Maine	<i>ll</i>	Vermont	<i>ll</i>
Maryland	<i>ll</i>	Virginia	<i>ll</i>
Massachusetts	<i>ll</i>	Washington	<i>ll</i>
Michigan	<i>ll</i>	West Virginia	<i>ll</i>
Minnesota	<i>ll</i>	Wisconsin	<i>ll</i>
Mississippi	<i>ll</i>	Wyoming	<i>ll</i>
Missouri	<i>ll</i>	United States	<i>ll</i>
Montana	<i>ll</i>	America	<i>ll</i>

## Part II

### CHAPTER 1

# CAPITALIZATION

(U.S. Government Correspondence Manual)

## 1. GENERAL

Problems of capitalization which most often arise in Government correspondence are covered in this chapter. Commonly used principles are briefly stated, and then supported by examples. When to capitalize is shown at the left of the page; when not to capitalize is shown at the right. For words or terms not included here, correct practice can be determined by relating them to the principles that are given. Also see the *Government Printing Office Style Manual* for other points on capitalization.

Two main rules govern use of capitals: (1) Proper nouns, titles, and first words are capitalized, and (2) common nouns are not capitalized unless they have gained the status of proper nouns. Consistency in capitalizing is important. Once a practice has been adopted, for example, capitalizing a word for emphasis, that practice should be carefully followed throughout the piece of writing.

## 2. PROPER NOUNS

### a. Names of persons, places, and things. (See also paragraphs c-g, following.)

*Capitalize names of persons, places, and things; and their derivatives which retain proper noun meanings.*

John Macadam, Macadam family  
Paris, Parisian  
Italy, Italian  
Rome, Roman  
Capitol in Washington, D.C.

*Do not capitalize names which have become common, or their derivatives which have general meanings.*

macadamized  
plaster of paris  
italics, italicize  
roman (type)  
a State capitol

### b. Common nouns used as proper nouns.

*Capitalize common nouns used as parts of proper names and of titles.*

Massachusetts Avenue  
Federal Express  
Cape of Good Hope  
Union Station  
Budget and Accounting Procedures Act  
Appendix C  
Column 2  
Exhibit D7  
The Versailles Treaty

*Do not capitalize when used as a substitute for a name, or to denote time, sequence, or reference.*

the longest avenue  
the express to Boston  
the southernmost cape  
the railway station in Washington  
act of 1951  
a part of appendix C  
in column 2, page 3  
a reprint of exhibit D7  
the treaty of 1919

*Capitalize common nouns when used alone as a well-known short form of a proper name.*

British Commonwealth: the Commonwealth  
Cherokee Nation: the Nation  
Union of South Africa: the Union  
United States: the State

*Do not capitalize when used in a general sense.*

a commonwealth of nations  
a nation of warlike people  
a union between families  
state's evidence

## Part II

*Capitalize plural forms of common nouns when used as part of a proper name.*

Seventh and I Streets  
Lakes Erie and Ontario  
State and Treasury Departments

*Do not capitalize when used in a general sense.*

two old streets  
these inland lakes  
executive departments

### c. Names of organized bodies.

#### (1) Federal Government units.

*Capitalize titles of the Federal Government and its units, and their shortened forms. Capitalize other substitutes only to show distinction.*

The U.S. Government: the Federal Government, the National Government, the Government  
U.S. Congress: 86th Congress  
the Senate, the House  
Committee of the Whole: the Committee  
Department of Agriculture: the Department  
Division of Grants: the Division  
Bureau of the Census: the Census Bureau, the Bureau  
Geological Survey: the Survey  
Interstate Commerce Commission: the Commission  
American Embassy: the Embassy  
Department of Defense: Military Establishment, Armed Forces  
U.S. Army: the Army, Regular Army, the Infantry, 81st Regiment, Army Band  
U.S. Navy: the Navy, Navy (Naval) Establishment, Marine Corps

*Do not capitalize when used in a general sense, or when referring to other than a Federal Government unit.*

democratic government, a federal union, two national governments, city government  
a congress of citizens  
a senate or house unit in Iowa  
committees of the Senate, a PTA committee  
any department of the government  
a division of the organization  
formation of a bureau, the census bureau in Laurel  
a survey of minerals  
a commission on trade rights, interstate commissions  
a foreign embassy: *also* the consulate, the consulate general  
a defense establishment, armed forces exploring the area, *also* armed services  
an army, Grant's army, infantrymen, the regiment, the March King's band  
naval shipyard, naval station  
corps of fighting men

#### (2) International organizations.

*Capitalize names of international organizations.*

United Nations: the Security Council, the Assembly, the Secretariat, the International Court of Justice

World Health Organization

*Do not capitalize when used in a general sense.*

united nations in the Middle East, a council of citizens, a town assembly, a secretariat for the director, a citizens' court  
funds for a health organization

(3) **Names of other organized bodies.** (For names of Federal Government units and international organizations, see paragraphs (1) and (2), preceding.)

*Capitalize names of other organized bodies when used as titles.*

Virginia Assembly, West Virginia House of Delegates  
California State Highway Commission: Highway Commission of California  
Dutchland Railroad Company: the Dutchland Railroad

*Do not capitalize when used in a general sense.*

the assembly, the State senate, the house of delegates in West Virginia  
the highway commission, the commission for highway construction  
the railroad company, the railroad in Pennsylvania

### d. Names of members of organized bodies.

*Capitalize names of members of organized bodies to distinguish them from the same words merely in a descriptive sense.*

a Representative (Member of Congress)  
a Republican (member of a political party)  
a Catholic (member of the Catholic Church)

*Do not capitalize when used in a general sense.*

a representative of a group  
a republican form of government  
catholic (universal) interests

**e. Official designations of countries, domains, and their divisions.**

*Capitalize names of countries and their divisions when used as proper names, as parts of proper names, or as proper adjectives.*

United States: the Republic, the Nation, the Union  
 New York State: the Empire State  
 Dominion of Canada: the Dominion  
 Province of Quebec: the Province  
 U.S.S.R. (Union of Soviet Socialist Republics): Cominform (Communist Information Bureau), Communist International

*Do not capitalize when used in a general sense.*

a republic, two nations, national income, union of States (U.S.)  
 church and state  
 a dominion of the Western Hemisphere  
 farming provinces of Canada  
 a socialist form of government, experiment in communism

**f. Names of regions, localities, and geographic features.**

*Capitalize names of regions, localities, and geographic features when used as proper names.*

the North Atlantic States  
 the West, the Midwest  
 Equatorial Africa  
 the Middle East (Asia)  
 the Promised Land  
 the Continent

*Do not capitalize terms used to denote mere direction or position.*

north, south, east, west, northerly, northern, northward  
 road to the west, a midwest direction  
 equatorial countries  
 middle east of the State  
 a land of promise  
 continental boundaries

**g. Names of calendar divisions, holidays, historic events, and periods of time.**

*Capitalize names of months of the year and days of the week.*

January, February, March  
 Monday, Tuesday, Wednesday

*Do not capitalize names of the seasons or the words year and century when used with numbers.*

spring, summer, autumn, winter  
 the year 1960, the 20th century

*Capitalize names of events and of holidays.*

Battle of Lexington  
 War of 1812, World War II  
 Feast of the Passover  
 Fourth of July: the Fourth

*Do not capitalize when used in a general sense.*

the battle fought at Lexington  
 the war years, two major wars  
 a religious feast  
 on July the fourth, a national holiday

**3. TITLES USED WITH NAMES OR TITLES STANDING FOR PERSONS****a. Titles preceding names.**

*Capitalize titles preceding proper names.*

President Roosevelt  
 King George  
 Chairman McDowell  
 Ambassador Page

*Do not capitalize when used in a general sense.*

a president of a club  
 a king of spades  
 a chairman of the committee  
 ambassador at large

## Part II

### b. Titles following names, or titles used alone.

*Capitalize titles following proper names, or used alone as substitutes for names, when they indicate preeminence.*

John Adams, President of the United States; the President, the President-elect, the Executive, the Commander in Chief, Ex-President Adams, a former President  
Thomas Howells, Vice President of the United States; the Vice President

B. A. Rowland, Secretary of State; the Secretary, the Acting Secretary, the Under Secretary, the Assistant Secretary, the Director, the Chief, or the Assistant Chief

*Capitalize titles in the second person.*

Your Excellency  
Mr. Chairman, Madam Secretary

*Do not capitalize when used in a general sense, or when not indicating preeminence.*

Burns Mason, president of the Potomac Railway; president-elect of the union, the executive's suite, a young commander in chief, ex-president of Cullen Institute, a former president of the university

Caleb Johnson, vice president of the Exchange; the vice president of SDA

secretaries of the military departments (part of the clerical staff), *but* Secretaries of the military departments (heads of Army, Navy, Air Force); the director, or chief, or assistant chief of the laboratory

## 4. TITLES OF PUBLICATIONS, DOCUMENTS, ACTS, ETC.

*Capitalize all words in titles of publications and documents, except a, an, the, at, by, for, in, of, on, to, up, and, as, but, if, or, and nor.*

Statutes at Large, Revised Statutes  
District Code  
Bancroft's History  
Journal (House or Senate)  
American Journal of Science  
Monograph 55, Research Paper 123  
Senate Document 70, *but* Senate bill 416  
House Resolution 68, *but* House bill 20  
Kellogg Pact, North Atlantic Pact  
Treaty of Ghent

*Do not capitalize when used apart from titles or in a general sense.*

the applicable statutes  
the code of the District  
history books  
a journal of legislative action  
a professional journal  
any monograph, a research paper by Sales  
a historical document from the Senate  
a committee resolution  
a pact between nations  
the treaty signed at Ghent

## 5. THE DEFINITE ARTICLE

*Capitalize the word the when used as part of a name or title.*

The Dalles (Oregon)  
The Weirs (New Hampshire)  
The Hague  
The Attorney General (if so written in copy)

*Do not capitalize when the is used adjectively or with titles of newspapers, periodicals, vessels, airships, or firm names.*

the Dalles region  
the Weirs streets  
the Hague Court; *also* the Netherlands  
the attorney general of Texas  
the Times, the Atlantic Monthly  
the Mermaid, the U-3  
the National Photo Co.

## 6. PARTICLES IN NAMES OF PERSONS

*Capitalize particles in foreign names or titles—d', da, della, du, van, and von.*

D'Ogbigny  
Da Ponte  
Du Pont

*Capitalize particles in anglicized names, even if preceded by a forename or title.*

Justice Van Devanter  
Samuel F. Du Pont  
Reginald De Koven

*Do not capitalize in foreign names when preceded by a forename or title.*

Alcide d'Orgibny  
Cardinal da Ponte  
E. I. du Pont de Nemours & Co.

*Do not capitalize when an individual prefers lowercase.*

Henry van Dyke (his usage)  
Irénée du Pont (his usage)

## 7. FIRST WORDS

*Capitalize the first word of a sentence, of a direct quotation, of a line of poetry, or of a formally introduced series of items following a comma or a colon.*

The question is, Shall the bill pass?  
He asked, "And where are you going?"

Lives of great men all remind us  
We can make our lives sublime.

The vote was as follows: In the affirmative, 23; in the negative, 11; not voting, three.

*Do not capitalize a fragmentary quotation or a supplementary remark following a colon.*

He objected "to the phraseology, not to the ideas."  
Revolutions are not made: they come.

## CHAPTER 2

# SPELLING

(U.S. Government Correspondence Manual)

### 1. GENERAL

The Government Printing Office recognizes Webster's New International Dictionary as the guide to spelling. To achieve further standardization, the Government Printing Office lists in the Style Manual the preferred forms of many of the words that are spelled more than one way in Webster's.

This chapter carries a short list of preferred forms, selected from those in the Style Manual. Also it gives instructions on the formation of plurals, the doubling of final consonants when suffixes are added, and the use of indefinite articles. Methods of forming possessives are covered in chapter 4, paragraph 2, of this part.

The spelling of geographic names should conform to the decisions of the U.S. Board on Geographic Names. In the absence of a decision by the Board, the *U.S. Directory of Post Offices* is used for names in the United States and its possessions.

### 2. PREFERRED SPELLING

abridgment	consignor	fulfill	nonplused
acknowledgment	converter	fuse	offense
adapter	conveyor	gasoline	penciled; penciling
adjuster	councilor	goodby	percent
adviser	counseled, counselor,	graveled, graveling	plow
aging	counseling	gray	practice
aline	defense	intern	programed, programmer,
anesthetic	descendant	jeweled, jeweler, jewelry	programming
appall	development	judgment	reconnaissance
ascendance	diagramed, diagraming	kerosene	referable
aye	dialed, dialing	kidnaped, kidnaper,	signaled, signaling
barreled, barreling	dike	kidnaping	skillful
beveled, beveling	disk	labeled, labeling	stenciled, stenciling
biased	draft	leveled, leveler, leveling	subpena
blond	drought	libeled, libeler, libeling	sulfur
boulder	employec	license	theater
brier	enclose	likable	totaled, totaling
buses	enclosure	maneuver	traveled, traveler,
caliber	entrust	marshaled, marshaling	traveling
canceled, canceling,	equaled, equaling	marvelous	visa, visacd
cancellation	esthetic	medieval	vitamin
catalog	exhibitor	meter	willful
channeled, channeling	favor	modeled, modeling	woolen
cigarette	flier	mold	woolly
coconut	focused, focusing	monolog	worshiped, worshiper,
combated, combating	forbade	movable	worshipping
connector			

## Part II

### 3. PLURAL FORMS

- a. In forming the plurals of compound terms, make the significant word plural.

*Significant word first*

adjutants general  
ambassadors at large  
attorneys at law  
attorneys general  
brothers-in-law  
commanders in chief  
heirs at law  
notaries public  
rights-of-way

*Significant word last*

assistant attorneys  
assistant commissioners  
assistant secretaries  
deputy sheriffs  
lieutenant colonels  
trade unions  
vice chairmen  
vice presidents

*Significant word in middle*

assistant attorneys general  
assistant chiefs of staff  
assistant comptrollers general  
deputy chiefs of staff

*Both words of equal significance*

Bulletins Nos. 27 and 28; *but* Bulletin No. 27 or 28  
men buyers  
women students

*No word significant in itself*

hand-me-downs  
jack-in-the-pulpits

- b. When a noun is hyphenated with an adverb or preposition, make the noun plural.

goings-on  
hangers-on

listeners-in  
lookers-on

makers-up  
passers-by

- c. When neither word is a noun, make the last word plural.

also-ans  
come-ons

go-betweens  
higher-ups

- d. To form the plural of nouns ending with *ful*, add *s* at the end. If it is necessary to express the idea that more than one container was filled, write the two elements as separate words and make the noun plural.

five bucketfuls of the mixture (one bucket filled five times)  
five buckets full of earth (separate buckets)

three cupfuls of flour (one cup filled three times)  
three cups full of coffee (separate cups)

- e. The plurals of these words may cause difficulty.

appendix, appendixes  
basis, bases  
crisis, crises  
curriculum, curriculums  
datum, data  
formula, formulas

maximum, maximums  
medium, mediums or media  
memorandum, memorandums  
minimum, minimums  
minutia, minutiae  
parenthesis, parentheses

phenomenon, phenomena  
plateau, plateaus  
stimulus, stimuli  
synopsis, synopses

### 4. DOUBLED CONSONANTS

When a suffix beginning with a vowel is added to a word ending in a single consonant preceded by a single vowel, double the consonant if (a) it ends a word of one syllable, or (b) it ends an accented syllable.

bag, bagging  
get, getting  
red, reddish

rob, robbing  
corral, corralled  
transfer, transferred

*but* total, totaled  
travel, traveled

### 5. INDEFINITE ARTICLES

- a. Use *a* before words beginning with consonants, except words beginning with a silent *h*. Also use *a* before words spelled with initial vowels that combine consonant and vowel sounds.

a procedure  
a hotel  
a humble man

a union  
a European atlas

a one-sided argument  
*but* an hour

- b. Use *an* before words beginning with vowels, and words beginning with a silent *h*.

an order  
an electric light  
an initial

an herbeller  
an honor

## SPELLING

1. Learn to see words mentally. Here is a good method:
  - A. With your eyes on the word being studied, pronounce it carefully. If you don't know the proper pronunciation, consult a dictionary.
  - B. Study each individual letter in the word; if the word has more than one syllable, separate the syllables and focus on each one in turn.
  - C. Close your eyes and pronounce and spell the word either letter-by-letter or syllable-by-syllable, depending upon its length.
  - D. Look at the word again to make certain that you have recalled it correctly.
  - E. Practice this alternate fixing of the image and its recall until you are certain that you can instantly "see" the word under any circumstances and at any time.
2. Pronounce words carefully. Correct pronunciation is sometimes of little help in spelling, but mispronouncing often adds an additional hazard.
3. When you are suspicious of the spelling of any word, you should check it immediately in your dictionary. "Doubt plus dictionary equal good spelling" is a reliable formula.
4. Learn a few simple rules of spelling.
5. Spell carefully. Even if a mistake results from haste or carelessness, it is a mistake until corrected. Proofread carefully.
6. Use memory devices such as mnemonics. A mnemonic is a memory trick based on what psychologists refer to as "association of ideas," remembering something by associating it with something else.
7. Prepare your own spelling list. The very best list of words for you to study is the one you prepare yourself to meet your own needs and shortcomings.

Following is a list of forty frequently misspelled words. Some are spelled correctly here; some are not. In which of them can you identify each letter at a single glance? Which require you to move your eyes even if only slightly? Proofread and check any misspelled words.

- |                  |                  |                    |
|------------------|------------------|--------------------|
| 1. acquaint      | 16. extremely    | 31. process        |
| 2. against       | 17. field        | 32. pursue         |
| 3. all right     | 18. finishing    | 33. recomendation  |
| 4. amount        | 19. likelihood   | 34. representative |
| 5. apear         | 20. lonely       | 35. restaurant     |
| 6. arise         | 21. mere         | 36. sandwich       |
| 7. around        | 22. nobilty      | 37. siege          |
| 8. basas         | 23. noticeable   | 38. twelfth        |
| 9. begining      | 24. occupying    | 39. unmanageable   |
| 10. before       | 25. opportunity  | 40. yield          |
| 11. careless     | 26. optomistic   |                    |
| 12. clothes      | 27. pamphlet     |                    |
| 13. comming      | 28. perseverance |                    |
| 14. considerable | 29. preferable   |                    |
| 15. decide       | 30. primitive    |                    |

## CHAPTER 3

## COMPOUND WORDS

(U. S. Government Correspondence Manual)

## 1. GENERAL

A compound word conveys a unit idea that is not as clearly conveyed by separate words. The hyphen not only unites but separates the component words, and thus aids readability and correct pronunciation.

In this chapter, basic rules for compounding are given first, and are followed by guides to forming solid compounds and to hyphenating unit modifiers. Instructions are also given on adding prefixes and suffixes and on putting together combining forms.

Word forms are constantly changing. The correct form for use in Government is found in the *Government Printing Office Style Manual*.

## 2. BASIC RULES

a. Omit the hyphen when words appear in regular order and the omission causes no confusion in sound or meaning.

banking hours	day laborer	mountain laurel	training ship
blood pressure	eye opener	palm oil	violin teacher
book value	fellow citizen	patent right	
census taker	living costs	rock candy	

b. Compound two or more words to express an idea that would not be as clearly expressed in separate words.

afterglow	cupboard	gentlemen	right-of-way
bookkeeping	forget-me-not	newsprint	whitewash

c. In a derivative of a compound, keep the solid or hyphenated form of the original compound, unless otherwise indicated for particular words.

coldbloodedness	ill-advisedly	praiseworthiness	X-rayer
footnoting	outlawry	railroader	Y-shaped

## 3. SOLID COMPOUNDS

a. When *any*, *every*, *no*, and *some* are combined with *body*, *thing*, and *where*, type as one word. Type as separate words *some one*, *every one*, and similar combinations which refer to a particular person or thing. To avoid mispronunciation, type *no one* as two words at all times.

anybody	anywhere	nobody	somebody
anyone, but	everybody	no one	someone
any one thing	everything	nothing	something
anything	everywhere	nowhere	

b. Type as one word compound personal pronouns.

herself	myself	ourselves	yourself
himself	oneself	themselves	yourselves
itself			

c. Type as one word compass directions consisting of two points, but use a hyphen after the first point when three points are combined.

northeast	north-northeast	southwest	south-southwest
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## Part II

### 4. UNIT MODIFIERS

a. Place a hyphen between words, or abbreviations and words, combined to form a unit modifier immediately preceding the word modified, except as shown in paragraph b following. This use of the hyphen applies particularly to combinations in which one element is a present or past participle.

a 4-percent increase	Federal-State-local cooperation	long-term loan
Baltimore-Washington road	guided-missile program	lump-sum payment
drought-stricken area	large-scale project	multiple-purpose uses
English-speaking nation	law-abiding citizen	U.S.-owned property

b. Where meaning is clear and readability is not aided, it is not necessary to use a hyphen to form a temporary or made compound. Restraint should be exercised in forming unnecessary combinations of words used in normal sequence.

atomic energy power	land bank loan	real estate tax
child welfare plan	life insurance company	social security pension
civil service examination	parcel post delivery	soil conservation measures
income tax form	per capita expenditure	special delivery mail

c. Generally, do not use a hyphen in a two-word unit modifier the first element of which is an adverb ending in *ly*; do not use hyphens in a three-word unit modifier the first two elements of which are adverbs.

eagerly awaited moment	<i>but</i> ever-normal granary
heavily laden ship	ever-rising flood
unusually well preserved specimen	still-new car
very well defined usage	still-lingering doubt
very well worth reading	well-known lawyer
not too distant future	well-kept farm
often heard phrase	

d. Retain the original forms of proper nouns used as unit modifiers, either in their basic or derived forms.

United States laws	Red Cross nurse	Swedish-American descent
Latin American countries	Winston-Salem regional office	Minneapolis-St. Paul region

e. Do not confuse a modifier with the word it modifies.

gallant serviceman	well-trained schoolteacher	American flagship
average taxpayer	wooden-shoe maker	<i>but</i> American-flag ship
<i>but</i> income-tax payer	tomato canning factory	

f. Retain the hyphen where two or more hyphenated compounds have a common basic element and this element is omitted in all but the last term.

8-, 10-, and 16-foot boards	<i>moss- and ivy-covered walls</i>
2- by 4-inch boards <i>but</i> 2 to 4 inches wide	<i>not</i> moss and ivy-covered walls

g. Do not use a hyphen in a foreign phrase used as a unit modifier.

ex officio member	per capita tax	per diem employee	prima facie evidence
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h. Do not use a hyphen in a unit modifier which contains a letter or a number as its second element.

article 3 provisions	grade A eggs	point 4 program	ward D patients	strontium 90 effects
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i. Do not use a hyphen in a unit modifier within quotation marks unless the modifier is usually a hyphenated term.

"blue sky" law	"good neighbor" policy	"tie-in" sale
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## 5. PREFIXES, SUFFIXES, AND COMBINING FORMS

a. Type compounds which contain prefixes or suffixes as one word without a hyphen, except as shown in paragraphs b, c, and d following. Use a hyphen to avoid doubling a vowel or tripling a consonant, except after the prefixes *co*, *de*, *pre*, *pro*, and *re*.

antedate	extracurricular	northward	semiofficial
anti-inflation	hoinestead	offset	shell-like
biweekly	Iverness-shire	preexisting	thimble-eye
brass-smith	micro-organisms	reenact	twofold
cooperation	misstate	semi-independent	ultra-atomic
deemphasis	nationwide		

b. Use a hyphen to avoid confusion.

anti-hog-cholera serum	non-civil-service position	re-treat (treat again)
co-op	re-sort (sort again)	un-ionized

c. Type with a hyphen the prefixes *ex*, *self*, and *quasi*.

ex-governor	self-control	quasi-argument
ex-serviceman	self-educated	quasi-corporation
ex-trader	quasi-academic	quasi-judicial

d. Use a hyphen to join a prefix to a capitalized word, unless usage is otherwise.

anti-Arab	<i>but</i> nongovernmental
pro-British	overanglicize
un-American	transatlantic

## 6. NUMERICAL COMPOUNDS

a. Type a hyphen between the elements of compound numbers from twenty-one to ninety-nine and in adjective compounds with a numerical first element.

7-hour day	3-week vacation	<i>but</i> one hundred and twenty-one
6-footer	24-inch ruler	100-odd
10-minute delay	twenty-one	foursome

b. Type a hyphen between the elements of a fraction, but omit it between the numerator and the denominator when the hyphen appears in either or in both.

one-thousandth	twenty-one thirty-seconds	two one-thousandths
three-fourths of an inch	twenty-three thirtieths	two-thirds

## 7. IMPROVISED COMPOUNDS

a. Use a hyphen between the elements of an improvised compound serving as an adjective or a noun.

how-to-be-beautiful course	know-it-all	stick-in-the-mud
know-how	let-George-do-it attitude	

b. When the noun form is printed in separate words, always hyphen the corresponding verb form.

blue-pencil	cold-shoulder	cross-brace
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## CHAPTER 4

## PUNCTUATION

(U. S. GOVERNMENT CORRESPONDENCE MANUAL)

## 1. GENERAL

Punctuation marks are to the reader what road signs are to the driver. They make it easier to read and understand what someone has written. There are rules, but there are also many exceptions. Some punctuation marks may be substituted for others, without changing the meaning of a sentence or without making it less clear. Good sentences usually need few punctuation marks. The *Government Printing Office Style Manual* treats punctuation in detail.

## 2. APOSTROPHE

## a. Use the apostrophe:

- (1) To indicate contractions or omitted letters.

I've    it's (it is)    TV'ers

- (2) To indicate the coined plurals of letters, figures, and symbols.

three R's    5's and 7's    +'s

- (3) To show possession. Add 's when the noun does not end with an s sound. Add only the apostrophe to a noun that ends with an s sound.

officer's    Mars'    hostess'    Co.'s    Cos.'    Jones'    Joneses'    Schmitz'

- (a) To show possession in compound nouns, add the apostrophe or 's to the final word.

brother-in-law's    secretary-treasurer's

- (b) To show joint possession in nouns in a series, add the apostrophe or 's to the last noun.

soldiers and sailors' home

- (c) To show separate possession in nouns in a series, add the apostrophe or 's to each noun.

John's, Thomas', and Henry's ratings

- (d) To show possession in indefinite pronouns, add the apostrophe or 's to the last component of the pronoun.

someone's desk    somebody else's books    others' homes

## b. Do not use the apostrophe:

- (1) To form the possessive of personal pronouns.

theirs    yours    hers    its

- (2) To form the plural of spelled-out numbers, of words referred to as words, and of words already containing an apostrophe. Add 's, however, if it makes the plural easier to read.

twos and threes    ifs, ands, and buts    yeses and noes    do's and don'ts    which's and that's

- (3) To follow names of countries and other organized bodies ending in s, or after words more descriptive than possessive (not indicating personal possession), except when the plural does not end in s.

United States control    United Nations meeting    merchants exchange    children's hospital

## Part II

### 3. BRACKETS

#### a. Use brackets in pairs:

- (1) To enclose a correction.

He arrived at 13 [12] o'clock.

- (2) To supply something omitted.

Mr. Adams [arrived] late.

- (3) To explain or to identify.

The president pro tem [Arnold] spoke briefly.

- (4) To instruct or to add comment.

The report is as follows [read first paragraph]:

- (5) To enclose *sic* when it is used to show that an error in a quotation has been recognized but not changed.

It's [sic] counterpart is missing.

#### b. Use a single bracket:

At the beginning of each paragraph but only at the close of the last paragraph, when extensive material is enclosed.

### 4. COLON

#### Use the colon:

- a. To separate an introductory statement from explanatory or summarizing material that follows.

The board consists of three officials: Chairman, vice chairman, and recorder-secretary.

Give up conveniences; do not demand special privileges; do not stop work: these are necessary while we are at war.

- b. To introduce formal statements, questions, or quotations.

The committee stated the principle thus: In our foreign relations, people instead of governments are our first concern.

The following question came up for discussion: What policy should be adopted?

He said: [If the quotation is not more than one sentence, use a comma instead of a colon.]

- c. To follow a formal salutation.

Dear Mr. Franklin: Ladies and Gentlemen: To Whom It May Concern:

- d. To separate the hour and the minutes in clock time.

8:15 a.m. 11:59 p.m.

- e. To follow introductory headings which lead directly to subentries.

Policy:

General:

Salaries

Responsibilities

Specific:

- f. To separate parts of citations. (Leave a space after the colon.)

Luke 4: 3 Journal of Education 3: 342-359

- g. To indicate proportion. (Use double colon as ratio sign.)

1:2::3:6

### 5. COMMA

#### a. Use the comma:

- (1) To separate words or figures that might otherwise be misunderstood or misread.

Instead of hundreds, thousands came.  
To John, Smith was very helpful.

Out of each 20, 10 are rejected.  
What the difficulty is, is not known.

(2) To set off introductory or explanatory words that precede, break, or follow a short direct quotation. The comma is not needed if a question mark or an exclamation point is already part of the quoted matter.

I said, "Don't you understand the question?"  
 "I understand it," she replied. "but I disagree with the answer."  
 "Why?" he said.  
 "It's unreasonable!" she exclaimed.

(3) To indicate the omission of an understood word or words.

Then he was enthusiastic; now, indifferent.

(4) To separate a series of modifiers of equal rank.

It is a young, eager, and intelligent group.  
*but* He is a clever young man. (No comma when the final modifier is considered part of the noun modified.)

(5) To follow each of the members within a series of three or more, when the last two members are joined by *and*, *or*, or *nor*.

horses, mules, and cattle	neither snow, rain, nor heat
by the bolt, by the yard, or in remnants	by five, 10, or 20

(6) To separate an introductory phrase from the subject it modifies.

Beset by the enemy, they retreated.

(7) Before and after *Jr.*, *Sr.*, academic degrees, and names of States preceded by names of cities, within a sentence.

Henry Smith, Jr., Chairman     Smith, Henry, Sr.     Washington, D.C., schools

(8) To set off parenthetical words, phrases, or clauses.

The atom bomb, developed by the Manhattan project, was first used in World War II.  
 The situation in the Middle East, he reported, might erupt.  
*but* The person who started that fire is undoubtedly an arsonist. (No comma necessary, since the clause "who started that fire" is essential to identify the person.)

(9) To set off words or phrases in apposition or in contrast.

Mr. Jay, attorney for the plaintiff, asked for a delay.     You will need work, not words.

(10) To separate the clauses of a compound sentence if they are joined by a simple conjunction such as *or*, *nor*, *and*, or *but*.

The United States will not be an aggressor, nor will it tolerate aggression by other countries.

(11) To set off a noun or phrase in direct address.

Mr. President, the motion has carried.

(12) To separate the title of an official and the name of his organization, in the absence of the words *of* or *of the*.

Chief, Insurance Branch     Chairman, Committee on Appropriations

(13) To separate thousands, millions, etc., in numbers of four or more digits.

4,230     50,491     1,000,000

(14) To set off the year when it follows the day of the month in a specific date within a sentence.

The reported dates of September 11, 1943, to June 12, 1955, were erroneous.

(15) To separate a city and state.

Cleveland, Ohio     Washington, D.C.

## Part II

### b. Do not use the comma:

- (1) To separate the month and year in a date.

Production for June 1955      On 5 July 1956 we dedicated the arsenal. (Military form of date.)

- (2) To separate units of numbers in built-up fractions, decimals, page numbers, serial numbers (except patent numbers), telephone numbers, and street addresses.

1/2500	Motor No. 189463
1.9047	MEtropolitan 9-3201
page 2632	1727-1731 Broad Street
1450 kilocycles, 1100 meters (no comma unless more than four digits, radio only)	

- (3) To precede an ampersand (&) or a dash.

Greene, Wilson & Co. (except in indexes: Jones, A. H., & Sons)  
There are other factors- -time, cost, and transportation- -but quality is the most important.

- (4) To separate two nouns one of which identifies the other.

The booklet "Infant Care"      Wilson's boat *The Maria*

- (5) To separate the name and the number of an organization.

Western Legion Post No. 12

## 6. DASH

### Use the dash (two hyphens and no spaces):

- a. To mark a sudden break or abrupt change in thought.

He said- -and no one contradicted him- -"The battle is lost."  
If the bill should pass- -which Heaven forbid!- -the service will be wrecked.

- b. To indicate an interruption or an unfinished word or sentence.

He said, "Give me lib- -"      Q. Did you see- -?    A. No, sir.

- c. To serve instead of commas or parentheses, if the meaning is clarified by the dash.

These are shore deposits- -gravel, sand, and clay- -but marine sediments underlie them.

- d. To introduce a final clause that summarizes a series of ideas. (See also paragraph 4a, preceding, for use of the colon.)

Freedom of speech, freedom of worship, freedom from want, freedom from fear- -these are the fundamentals of moral world order.

- e. To follow an introductory phrase leading into two or more successive lines and indicating repetition of that phrase.

I recommend- -  
That we accept the rules  
That we publish them

- f. To serve instead of a colon when a question mark closes the preceding idea.

How can you explain this?- -"Fee paid, \$5."

- g. To precede a credit line or signature.

Still achieving, still pursuing,  
Learn to labor and to wait.  
- -Longfellow

This statement is open to question.- -Gerald H. Forsythe

## 7. EXCLAMATION POINT

Use the exclamation point to mark surprise, incredulity, admiration, appeal, or other strong emotion, which may be expressed even in a declarative or interrogative sentence.

How beautiful!

"Great!" he exclaimed.

Who shouted. "All aboard!" (Question mark omitted)

O Lord, save Thy people!

## 8. HYPHEN

Use the hyphen:

- a. To connect the elements of certain compound words. (See also chapter 3, this part, preceding.)

mother-in-law  
ex-governor

self-control  
H-bomb

walkie-talkie  
quasi-academic

- b. To indicate continuation of a word divided at the end of a line. (See also chapter 7, following.)
- c. To separate the letters of a word which is spelled out for emphasis.

d-o-l-l-a-r-s

## 9. PARENTHESES

- a. Use parentheses:

(1) To set off matter not part of the main statement or not a grammatical element of the sentence, yet important enough to be included.

Mr. Kelley (to the chairman).

Q. (Continuing.)

A. (Reads:)

The result (see figure 2) is most surprising.

(2) To enclose a parenthetic clause where the interruption is too great to be indicated by commas.

You can find it neither in French dictionaries (at any rate, not in Littré) nor in English dictionaries.

(3) To enclose an explanatory word that is not part of the statement.

The Erie (Pa.) Ledger; *but* the Ledger of Erie, Pa.

(4) To enclose letters or numbers designating items in a series, either at the beginning of paragraphs or within a paragraph.

You will observe that the sword is (1) old fashioned, (2) still sharp, and (3) unusually light for its size.

(5) To enclose a reference at the end of a sentence. Unless the reference is a complete sentence, place the period after the parenthesis closing the reference. If the sentence contains more than one parenthetic reference, the parenthesis closing the reference at the end of the sentence is placed before the period.

The specimen exhibits both phases (pl. 14, A, B).

The individual cavities show great variation. (See pl. 4.)

This sandstone (see pl. 6) occurs in every county of the State (see pl. 1).

- b. Use a single parenthesis:

At the beginning of each paragraph but only at the close of the last paragraph, when extensive material is enclosed.

## 10. PERIOD

Use the period:

- a. To end a declarative sentence that is not exclamatory, and to end an imperative sentence.

He works for Johnson & Sons, Inc.

Do not be late.

- b. To end an indirect question or a question intended as a suggestion and not requiring an answer.

Tell me how the rocket was launched.

May we hear from you soon.

## Part II

c. To indicate omission within a sentence, use three periods with spaces between; at the end of a sentence, four. Use spaced periods on a separate line to show omission of one or more paragraphs.

He called . . . and left . . . . He returned the next day.

d. To follow abbreviations unless by usage the period is omitted.

gal. NE. qt. N.Y. but HEW USDA

NOTE: In abbreviations made up of single letters, no space is allowed between the period and the following letter, except that one space is allowed after the periods following the initials in a proper name.

## 11. QUESTION MARK

Use the question mark:

a. To indicate a direct query, even if not in the form of a question.

Did he do it?  
He did what?

Can the money be raised? is the question.  
Who asked, "Why?" (Note single question mark.)

b. To express more than one query in the same sentence.

Can he do it? or you? anyone?

c. To express doubt.

He said the boy was 8(?) feet tall.

## 12. QUOTATION MARKS

a. Use quotation marks:

(1) To enclose a direct quotation. Single quotation marks are used to enclose a quotation within a quotation.

The answer is "No."  
"Your order has been received," they wrote.  
He said, "John said 'No.'"

"John," said Henry, "why do you go?"  
"The equipment will be forwarded promptly."

(2) To enclose any matter following the terms *entitled*, *the word*, *the term*, *marked*, *endorsed*, or *signed*. Do not use them to enclose expressions following the terms *known as*, *called*, *so-called*, etc., unless such expressions are misnomers or slang.

Congress passed the act entitled "An act . . . ."  
It was signed "John."

After the word "treaty," insert a comma.  
The so-called investigating body.

(3) To enclose misnomers, slang expressions, nicknames, or ordinary words used in an arbitrary way.

b. Limit quotation marks:

Limit quotation marks, if possible, to three sets (double, single, double).

"The question is, in effect, 'Can a person who obtains his certificate of naturalization by fraud be considered a "bona fide" citizen of the United States?'"

c. Place punctuation inside or outside quotation marks, as follows:

Always type the comma and the final period inside the quotation marks. Other punctuation marks are placed inside only if they are a part of the quoted matter.

"The President," he said, "will veto the bill."  
The trainman shouted, "All aboard!"  
Is this what we call a "Correspondex"?

"Have you an application form?"  
Who asked, "Why?"  
Why call it a "gentlemen's agreement"?

### 13. SEMICOLON

#### Use the semicolon:

- a. To separate independent clauses not joined by a conjunction, or joined by a conjunctive adverb such as *hence*, *therefore*, *however*, *moreover*, etc.

The report is not ready today; it may be completed by Friday.

The allotment has been transferred to the Production Division; hence, construction of the partitions must be delayed.

- b. To separate two or more phrases or clauses with internal punctuation.

Robert M. Roman, chairman of the union, will travel in most of southern Europe; in all of the Near East; and, in case there is time, along the northern, western, and southern coasts of Africa.

If you want your writing to be worthwhile, give it unity; if you want it to be easy to read, give it coherence; and, if you want it to be interesting, give it emphasis.

- c. To separate statements that are too closely related in meaning to be written as separate sentences.

No; we receive one-third.

War is destructive; peace, constructive.

- d. To precede words or abbreviations which introduce a summary or explanation of what has gone before in the sentence.

A writer should adopt a definite arrangement of material; for example, arrangement by time sequence, by order of importance, or by subject classification.

The industry is related to groups that produce finished goods; i.e., electrical machinery and transportation equipment.

## CHAPTER 5

## ABBREVIATIONS

(U.S. Government Correspondence Manual)

## 1. GENERAL

Established abbreviations are acceptable in all but the most formal writing. For reading ease use only well-known abbreviations. If it is desirable to use an abbreviation that may not be familiar to the reader, the abbreviation is followed in parentheses by the spelled-out word or phrase. After this first definition of its meaning, the abbreviation may be used without further explanation.

This chapter lists abbreviations for names of States, for civil and military titles, and for a few other selected groups of words. More complete lists are given in the *Government Printing Office Style Manual*.

## 2. CAPITALS, HYPHENS, PERIODS, AND SPACING

a. In general, when abbreviating a word or words, capitalize and hyphenate the abbreviation as in the original word or words. Use a period after each element of the abbreviation, unless through usage the period is omitted. Allow no spaces after periods except when they follow the initials in names of persons.

c.o.d. H.R. 116 A.B. St. a.n. ft.-lb. J. M.-Jones

b. Omit periods and spaces after initials used as shortened names of Government agencies and other organized bodies, if not contrary to usage.

AEC HEW TVA DOD ARC AFL-CIO USAF

## 3. GEOGRAPHIC TERMS

a. You may abbreviate *United States* when preceding *Government* or the name of a Government organization, except in formal writing. Spell out *United States* when it is used as a noun or when it is used as an adjective in association with names of other countries.

U.S. Government  
U.S. Congress  
U.S. Department of Agriculture  
U.S. monitor *Nantucket*

U.S.S. *Brooklyn* (note abbreviation for ship)  
*but* The climate of the United States  
British, French, and United States Governments

b. With the exceptions noted in paragraph a, preceding, the abbreviation U.S. is used in the adjective position, but is spelled out when used as a noun.

U.S. foreign policy  
U.S. economy  
U.S. attorney  
U.S. attitude

*but* foreign policy of the United States  
the economy of the United States  
United States Code (official title)  
United States Steel Corp. (legal title)

c. In other than formal writing, you may abbreviate Canal Zone, Puerto Rico, Virgin Islands, and the names of States of the United States (except Alaska, Guam, Hawaii, Idaho, Iowa, Maine, Ohio, and Utah). Do not abbreviate the name of other insular possessions.

Ala.	Del.	Mass.	N. Dak.	Oreg.	Va.
Ariz.	Fla.	Md.	Nebr.	Pa.	V.I.
Ark.	Ga.	Mich.	Nev.	P.R.	Vt.
Calif.	Ill.	Minn.	N.H.	R.I.	Wash.
Colo.	Ind.	Miss.	N.J.	S.C.	Wis.
Conn.	Kans.	Mo.	N. Mex.	S. Dak.	W. Va.
C.Z.	Ky.	Mont.	N.Y.	Tenn.	Wyo.
D.C.	La.	N.C.	Okla.	Tex.	

## Part II

### 4. ADDRESSES

Words in an address are usually spelled out. Where brevity is required, these abbreviations following a name or a number may be used:

St.—Street	Sq.—Square	Dr.—Drive	NW.—Northwest
Ave.—Avenue	Blvd.—Boulevard	Ct.—Court	SW.—Southwest
Pl.—Place	Ter.—Terrace	Bldg.—Building	NE.—Northeast
			SE.—Southeast

Do not abbreviate *county, fort, mount, point, and port.*

### 5. NAMES AND TITLES

a. Use abbreviations in firm names as they are shown on the firm's letterhead.

J. Dillard & Sons, Inc.

b. Where brevity in company names is required, the following abbreviations may be used:

Bro.—Brother	Co.—Company	Inc.—Incorporated	&—and
Bros.—Brothers	Corp.—Corporation	Ltd.—Limited	

c. Do not abbreviate *Company* and *Corporation* in names of Federal Government units.

Metals Reserve Company                      Commodity Credit Corporation

d. In other than formal usage, you may abbreviate a civil or a military title preceding a name if followed by a given name or initial; but abbreviate *Mr., Mrs., M., MM., Messrs., Mlle., Mme.,* and *Dr.,* with or without a given name or initial.

Adj.—Adjutant	Gov.—Governor	Prof.—Professor
Adm.—Admiral	Lt.—Lieutenant	Pvt.—Private
Asst. Surg.—Assistant Surgeon	Lt. Cdr.—Lieutenant Commander	R. Adm.—Rear Admiral
Brig. Gen.—Brigadier General	Lt. Col.—Lieutenant Colonel	2d Lt.—Second Lieutenant
Capt.—Captain	Lt. Gen.—Lieutenant General	Sfc.—Sergeant, first class
Cdr.—Commander	Lt. Gov.—Lieutenant Governor	Sgt.—Sergeant
Col.—Colonel	Lt. (jg)—Lieutenant, junior grade	S. Sgt.—Staff Sergeant
Cpl.—Corporal	Maj.—Major	Sup't.—Superintendent
CWO—Chief Warrant Officer	Maj. Gen.—Major General	Surg.—Surgeon
1st Lt.—First Lieutenant	M. Sgt.—Master Sergeant	T. Sgt.—Technical Sergeant
1st Sgt.—First Sergeant	Pfc.—Private, first class	V. Adm.—Vice Admiral
Gen.—General	PO—Petty Officer	WO—Warrant Officer

e. Use the following abbreviations after a name:

Jr., Sr.	Degrees: M.A., Ph. D., LL.D.
2d, 3d, II, III (not preceded by a comma)	Fellowships, orders, etc.: F.R.S., K.C.B.

f. *Sr.* and *Jr.* should not be used without given name or initials, but may be used in combination with any title.

A. B. Jones, Jr.; *not* Jones, Jr., *or* Mr. Jones, Jr.                      President J. B. Jones, Sr.

g. Do not use titles, such as *Mr., Mrs.,* and *Dr.* in combination with another title or with abbreviations indicating academic degrees.

John Jones, A.B., Ph. D.; *not* Mr. John Jones, A.B., Ph. D.  
Dick Roe, M.D.; *not* Dr. Dick Roe, M.D., *or* Mr. Dick Roe, M.D.

h. When the name is followed by abbreviations designating religious and fraternal orders and academic and honorary degrees, arrange the abbreviations in this sequence: Orders, religious first; theological degrees; academic degrees earned in course; and honorary degrees in order of bestowal.

John J. Jones, D.D., M.A., D. Lit.                      Richard R. Row, C.S.C., Ph. D., LL.D.

## 6. PARTS OF PUBLICATIONS

Abbreviations may be used to designate parts of publications mentioned in parentheses, brackets, footnotes, lists of references, and tables, and followed by figures, letters, or Roman numerals.

app., apps.—appendix, appendixes  
 art., arts.—article, articles  
 bull., bulls.—bulletin, bulletins  
 cl., cls.—clause, clauses  
 ch., chs.—chapter, chapters  
 col., cols.—column, columns  
 fig., figs.—figure, figures  
 no., nos.—number, numbers  
 p.—page, pages

par., pars.—paragraph, paragraphs  
 pl., pls.—plate, plates  
 pt., pts.—part, parts  
 sec., secs.—section, sections  
 subch., subchs.—subchapter, subchapters  
 subpar., subpars.—subparagraph, subparagraphs  
 subsec., subsecs.—subsection, subsections  
 supp., supps.—supplement, supplements  
 vol., vols.—volume, volumes

## 7. TERMS RELATING TO CONGRESS

You may use the following abbreviations for the words *Congress* and *session* when these words are used in parentheses, brackets, footnotes, sidenotes, lists of references, and tables.

32d Cong., 1st sess.      1st sess., 82d Cong.      Public Law 64, 74th Cong.

## 8. CALENDAR DIVISIONS

a. When brevity is required, you may abbreviate the names of months, except May, June, and July, when used with day, or year, or both.

Jan.      Feb.      Mar.      Apr.      Aug.      Sept.      Oct.      Nov.      Dec.

b. The names of days of the week are preferably not abbreviated. If they are, use the following forms.

Sun.      Mon.      Tues.      Wed.      Thurs.      Fri.      Sat.

## CHAPTER 6

# NUMERALS

(U.S. Government Correspondence Manual)

### 1. GENERAL

Whether to express a number in figures or to spell it out is often a troublesome choice. This chapter covers most of the principles needed to make a choice. It first treats numbers that are spelled out. Then it deals with numbers that are expressed in figures, confining the rules to small numbers, usually those under a thousand. The third part covers large numbers, some of which may be written in text by combining figures and words. Further instructions as to the accepted method of writing numerals are found in the *Government Printing Office Style Manual*.

The following suggestions offer overall guidance in choosing the best method of expressing a number:

- a. Spell out numbers at the beginning of a sentence. Numbers under 10 are to be spelled out, except when expressing time, money, and measurement.
- b. Prefer Arabic numerals to Roman numerals.
- c. Except in legal documents, avoid repeating in numerals a number which has been spelled out.

### 2. NUMBERS SPELLED OUT

- a. Single numbers of less than 10 within a sentence.

six horses  
three times as large

five recommendations  
seven machine guns

- b. Numbers of less than 100 preceding a compound modifier containing a figure.

two  $\frac{3}{4}$ -inch boards  
twelve 6-inch guns

*but* 120 8-inch boards

- c. Round numbers and indefinite expressions.

a hundred cows, dollars, men  
the early seventies  
in the eighties  
midsixties  
a thousand and one reasons  
less than a million dollars

*but* 100-odd pupils, 250-fold  
*but* the 1870's, *not* the '70's or 70's  
*but* mid-1961

- d. Numbers used with serious and dignified subjects and in formal writing.

the Thirteen Original States  
millions for defense but not one cent for tribute

in the year nineteen hundred and sixty-five

- e. Large numbers denoting amounts which are formally spelled out, as in legal work, are expressed as follows:

one thousand six hundred and twenty  
eight thousand and ninety-two

fifty-two thousand one hundred and ninety-five  
nine hundred and seventy-three thousand  
eight hundred and eighty-two

- f. Fractions standing alone, or followed by *of a* or *of an*.

one-half inch  
one-half of a farm, *not*  $\frac{1}{2}$  of a farm  
*but*  $\frac{1}{2}$  to  $1\frac{3}{4}$  pages

three-fourths of an inch,  
*not*  $\frac{3}{4}$  inch or  $\frac{3}{4}$  of an inch

- g. Ordinal numbers less than 10th. (See also paragraph 3e following.)

First Congress    ninth century    eighth parallel    Second Street    Ninth Avenue

## Part II

### 3. NUMBERS EXPRESSED IN FIGURES

#### a. Single numbers of 10 or more within a sentence.

50 ballots, guns, horses      nearly 10 miles      about 40 men

#### b. Serial numbers. (Commas are not used in serial numbers.)

Bulletin 725      pages 352-357      ME 5-9020      1900 19th Street      290 U.S. 325

#### c. Quantities, measures, and time.

##### (1) Ages.

6 years old      52 years 10 months 6 days      a 3-year-old boy

##### (2) Dates.

June 1959; June 20, 1959

*not* June, 1959, *or* June 20th, 1959

March 6 to April 15, 1959

*not* March 6, 1959, to April 15, 1959

15 April 1960 (military)

4th of July, *but* Fourth of July, meaning the holiday the 1st [day] of the month, *but* the last of April or the first of May, *not* referring to specific days

(3) Decimals. Place a zero before a decimal where there is no unit, except in market quotations. (See paragraph (5) following.) Omit decimal point and zeros after a number unless the zero is needed to indicate exact measurement.

0.25 inch      1.25      gage height 10.0      approximately 10 feet

##### (4) Degrees.

longitude 77°08'06" E. (spaces omitted)  
latitude 49°26'14" N.

16½° temperature      *but* two degrees of justice  
an angle of 57°

##### (5) Market quotations.

4¼-percent bonds  
Metropolitan Railroad, 109

Treasury bonds sell at 95  
sugar, .03; *not* 0.03

##### (6) Mathematical expressions.

multiplied by 3      divided by 6

##### (7) Measurements.

7 meters, yards, miles, acres, bushels, cms, *but* tenpenny nail, fourfold, three-ply  
8 by 12 inches      2 feet by 1 foot 8 inches by 1 foot 3 inches  
20/20 vision      2,500 horsepower      5-pounder

##### (8) Money. (See also paragraphs 2d, preceding, and 4, following.)

\$0.75 *or* 75 cents  
0.5 cent      \$3.65

\$3 (*not* \$3.00) per 200 pounds  
*but* \$3.00 to \$3.65

##### (9) Percentages.

23 percent      25.5 percent  
5 percentage points

0.5 percent *or* one-half of 1 percent  
50-50 (colloquial expression)

##### (10) Proportion.

1 to 4      1:62,500      1-3-5

##### (11) Time.

6 hours 8 minutes 20 seconds  
10 years 3 months 29 days  
*but* four centuries, three decades  
10 o'clock *or* 10 p.m.  
*not* 10 o'clock p.m. *or* 10:00 p.m.

half past 4 *or* 4:30 a.m.  
12 m. (noon) *and* 12 p.m. (midnight)  
1300 (military time) *not* 1300 hours

##### (12) Unit modifiers.

5-day week      8-year-old wine      8-hour day      10-foot pole  
*but* a two-story house      a five-man board      \$20 million airfield

#### d. Ordinal numbers of 10th or more. (See also paragraph 2g, preceding.)

20th century      82d Congress      20th Congressional District  
17th region      171st Street      200th Place  
the ninth and 10th times      He represented the first, fourth, and 12th wards.

Part II

e. Designation of military units. Always express the designation of military units in figures, except *Corps*, which is designated by Roman numerals.

2d Infantry Division	323d Fighter Wing	5th Fleet
7th Air Force	9th Naval District	XII Corps

4. LARGE NUMBERS

Large numbers are usually expressed in figures; however, numbers from a million up which end in four or more zeros may be expressed in text by combining figures and words. In the examples which follow, preference is based on the ease with which the number can be grasped in reading.

<i>Amount expressed in figures</i>	<i>Preferable in text</i>	<i>Acceptable in text</i>
299,789,665	299,789,665	
\$1,200,390,180	\$1,200,390,180	
\$12,000,000*	\$12 million	12 million dollars
\$1,000,000,000*	\$1 billion	1 billion dollars <i>or</i> one billion dollars
3,250,000*	3.25 million	3¼ million <i>or</i> three and one-fourth million <i>or</i> three and one-quarter million
750,000,000*	750 million	¾ billion <i>or</i> three-fourths of a billion <i>or</i> three-quarters of a billion
9,000,000 to 1,000,000,000*	9 million to 1 billion	nine million to one billion

\*Correct for tabular work, and for text when used with other numbers ordinarily written in figures, as "\$12,000,000 at \$9,250,600."

## CHAPTER 7

## WORD DIVISION

(U.S. Government Correspondence Manual)

## 1. GENERAL

When words must be divided, they are separated between syllables. One-syllable words are never divided. Proper division into syllables is given in the *Government Printing Office Style Manual* supplement on word division, and in Webster's dictionary.

## 2. DIVIDE WORDS

- a. After a vowel, if the vowel itself is a separate syllable within a word.

physi-cal *not* phys-ical  
sepa-rate *not* sep-arate

particu-lar *not* partic-ular  
criti-cism *not* crit-icism

- b. Between the members of solid compounds.

rail-road      proof-reader

- c. At the hyphen in hyphenated compounds.

court-martial      above-mentioned

- d. Between adjoining vowels in separate syllables.

estu-ary      gene-alogy      cre-ation

- e. After prefixes of three or more letters.

ante-date      tri-color      inter-leaving      trans-portation

- f. Before suffixes of three or more letters.

port-able      writ-ing

- g. After the second consonant of double consonants ending a root word, when followed by a suffix.

tell-ing      express-ing

- h. Between double consonants that are doubled because a suffix is added.

remit-ted      thin-ning

- i. After the consonant at the end of a syllable with a short vowel and before the consonant at the end of a syllable with a long vowel, if no vowel is a separate syllable or if vowels do not adjoin.

progress (verb) pro-gress  
progress (noun) prog-ress  
stenographer (noun) stenog-rapher  
stenographic (adjective) steno-graphic

project (verb) pro-ject  
project (noun) proj-ect

## Part II

### 3. DO NOT DIVIDE WORDS

- a. At the ends of more than two consecutive lines.
- b. At the end of a line when the part begun there does not suggest the whole word.  
counter-offensive    *not* coun-teroffensive
- c. Of five or fewer letters, even though containing more than one syllable.  
avoid    begin    into    also    every    area
- d. Between a one- or a two-letter terminal syllable and the rest of a word.  
ammonia    proceeded    period
- e. Between a one- or two-letter initial syllable and the rest of the word.  
identity    around    behavior
- f. At the end of a page or of a paragraph.

### 4. DO NOT SEPARATE CLOSELY RELATED WORD UNITS

- a. Avoid separating words in close association, such as the elements of dates and of proper names, groups of initials and surnames, and abbreviated titles (*Dr.*, *Mrs.*, etc.) and names.
  - (1) When it is necessary to divide a date, the year may be carried over to the next line.
  - (2) When it is necessary to divide a proper name, the surname may be carried over to the next line.
- b. Do not separate figures, letters, or symbols from their accompanying words when used as a group.  
Chapter III    Article 14    1234 Fifth Street NW.    \$125.35

# *Effective Revenue Writing*

**1**

Agreement and Reference

U.S. TREASURY DEPARTMENT  
Internal Revenue Service

*Training No. 180 (Rev. 5-61)*

## TEXT 3

### Agreement and Reference

- |     |  |     |  |
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| 15a | Agreement of subject and verb                              | 17  | Shifts in number or person               |
| 15b | Agreement of pronoun and antecedent                        | 18  | Structure problems                       |
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## TEXT 3

# Agreement and Reference

### 15 Introduction

Agreement is the logical relationship between parts of speech in a sentence. There can be no good, clear sentences without agreement. Grammar starts here. For the parts of the sentence must be in harmony with one another (must *agree*) if they are to express a clear thought. In the first text we talked a little of the parts that make up a sentence. Now we will take a closer look at the way some of these parts fit together.

Agreement of subject and verb is the "heart" of the good sentence. For, stripped to its bare essentials, a sentence is simply a union of a *thing* (the subject) and an *action* (the verb). These two must agree; in fact, their agreement is the sentence.

Other parts of the sentence, of course, must also be in agreement. Perhaps next in importance to the agreement of subject and verb is the agreement of a pronoun with its antecedent. It is these two areas that we will discuss in this text, since there is a relationship between the principles governing each.

#### 15a Agreement of subject and verb

*The verb must agree with the subject in number and in person. If the subject is singular, the verb form must also be singular; if the subject is in the third person—*it, he*—the verb must also be in the third person.*

The chief problem for the writer is identifying the true subject of the sentence and determining whether it is singular or plural.

#### 15b Agreement of pronoun and antecedent

*The pronoun must agree with its antecedent (the word to which it refers—sometimes called its "referent") in number, in person, and*

*in gender.* Of the three, gender causes the writer the least difficulty.

The chief problem for the writer is identifying the antecedent and determining its number, person, and gender.

### 15c Agreement of both verb and pronoun with subject-antecedent

Often the subject of the verb is also the antecedent of the pronoun. One might think that this would greatly simplify things for the writer. And to some extent it does; for once he has determined that the subject-antecedent is singular, he knows where he stands—both verb and pronoun must likewise be singular. But here a word of caution: be consistent; don't confuse your reader by shifting from a singular verb (which properly agrees with its singular subject) to a plural pronoun later in the sentence.

## 16 Subject Problems

The first step in making the parts of a sentence agree is to identify the subject. No writer would have difficulty in identifying the *routine* subject of a sentence and in determining its number, person, and gender. In this section, therefore, we will discuss only those subjects that may present special problems.

### 16a Collective words

A collective names a group of people or things. Although usually singular in form, it is treated as either singular or plural according to the sense of the sentence:

Singular when members of the group act, or are considered, as a *unit*:

The Survey Committee *is visiting* the X District this week. The National Office Evaluation Team *has* five trips scheduled for this quarter.

Plural when the members act, or are considered, *individually*:

The jury *are* unable to agree on a verdict.

The National Office Evaluation Team *pool* the data *they* gather and *prepare their* report.

## Common collectives

assembly, association, audience, board, cabinet, class, commission, committee, company, corporation, council, counsel, couple, crowd, department, family, firm, group, jury, majority, minority, number, pair, press, public, staff, United States.

## Company names as collectives

Company names also qualify as collectives and may be either singular or plural. Usually those ending with a singular sound are considered singular; those with a plural sound, plural.

Flowers, Inc., *mails its* advertisements in envelopes with floral decorations.

Jones Brothers *have sent their* representative to the conference.

A name ending in *Company* or *Corporation*, though usually considered singular, may—if the sense of the sentence requires—be used as a plural.

The X Company *is* not on the list of tax-exempt organizations.

The ABC Corporation *report* on the activities of *their* subsidiaries tomorrow morning.

## (1) Short collectives

The following short words—though seldom listed as collectives—are governed by the rule for collectives. They are singular or plural according to the intended meaning of the sentence.

*all, any, more, most, none, some, who, which*

When a prepositional phrase follows the word, the number of the noun in the phrase controls the number of the verb. When no such phrase follows, the writer signals his intended meaning by his choice of the singular or the plural verb.

Some of the *work has been done*.

Some of the *returns have been filed*.

Most of the *correspondence is* routine.

Most of the *letters are* acceptable.

*Is there any left?* (any portion—any paper, any ink)

*Are there any left?* (any individual items—any forms, any copies)

*Which is* to be posted? (which one?)

*Which are* to be posted? (which ones?)

Either: None of the items *is* deductible.

Or: None of the items *are* deductible.

NOTE: Many writers treat *none* as singular in every instance, since it is a compound of *no one*. This usage is correct. It is equally correct, however, to treat *none* as plural (meaning *not any*) when it is followed by a prepositional phrase which has a plural object. Writers who want to emphasize the singular meaning often substitute *not one* for *none*:

*Not one* of the applicants is eligible.

## (2) Special collectives

Certain words—called “abstract collectives” by some grammarians—are also treated as collectives, even though they do not name a group of persons or things.

Their singular form is used when they refer to (1) qualities, emotions, or feelings common to a group of persons or things; or to (2) action common to such a group. Their plural form is used when this common or general idea is not present.

Use the singular under such circumstances as these:

- attention* Supervisors have their *attention* called to the value of management training. (not *attentions*)
- consent* Several gave their *consent* to the proposal.
- failure* The taxpayers' *failure* to file amended returns delayed the processing of their claims for refund.
- interest* Their *interest* was not so much in long-range self-development as in immediate advancement.
- leaving* If the employees have legitimate reasons, the supervisor should not question their *leaving* the work area.
- sense* Our interpretation is based on the *sense* of the amendment.
- work* Attending the meeting will not interfere with their *work*.

Use either the singular or the plural:

- opinion* The taxpayer and his counsel expressed their *opinion* (or *opinions*) on the matter.
- time* The only *time* these restrictions are in order is when the taxpayer . . . . . OR  
The only *times* these restrictions are in order are when the taxpayer . . . . .
- use* What *use* (or *uses*) can be made of the revised form?

## 166 Units of measure

When a number is used with a plural noun to indicate a unit of

measurement (money, time, fractions, portions, distance, weight, quantity, etc.), a singular verb is used. When the term is thought of as individual parts, a plural verb is used.

*Twenty dollars is* the amount of tax due.  
*Twenty dollars are* in this stack.

*Ten years seems* like a long time.  
*Ten years have gone* by since I last saw him.

*Twenty-one pages is* our quota for each day.  
*Twenty-one pages are* needed to finish the job.

When fractions and expressions such as *the rest of*, *the remainder of*, *a part of*, *percent of*, etc., are followed by a prepositional phrase, the noun or pronoun in that phrase governs the number of the verb.

*Four-fifths of* the job *was* finished on time.  
*Four-fifths of* the letters *were* finished on time.

The *rest* (or *remainder*) of the report *is* due Friday.  
The *rest* (or *remainder*) of the letters *were* mailed today.

What *percent* of the information *is* available?  
What *percent* of the items *were* lost?

### 16c Confusing singular and plural forms

It is sometimes hard for us to tell by its form whether a word is singular or plural. Some words that end in *-s* may be singular, and some seemingly singular words may be plural.

These words are singular, though they are plural in form.

*apparatus, news, summons, whereabouts*

The *news is* disturbing.  
His *whereabouts has* not yet been determined.

These words are plural, though they are singular (or collective) in meaning.

*assets, earnings, means* (income), *odds, premises, proceeds, quarters, savings, wages, winnings*

His *assets are* listed on the attached statement.  
*Earnings are* up this quarter.  
The *odds are* against our settling this case swiftly.  
The *proceeds are* earmarked for the revolving fund.

These words may be either singular or plural, depending on their meaning, even though they are plural in form.

*ethics, goods, gross, headquarters, mechanics, politics, series, species, statistics, tactics*

*Ethics* is a subject on which he is well qualified to speak.  
His business *ethics* are above question.

*Statistics* is the only course I failed in school.  
The *statistics* prove that I am right.

A *gross* of pencils is not enough.  
A *gross* of pencils are being sent.

A *series* of errors has marked our attempt.  
A *series* of lucky breaks are about all that will save us now.

These nouns are plural, though they may appear to be singular because they have foreign or unusual plural forms.

The *analyses* have been completed.  
(*Analyses* is the plural of *analysis*.)  
What are your *bases* for these conclusions?  
(*Bases* is the plural of *basis*.)  
Some interesting *phenomena* are disclosed in this report.  
(*Phenomena* is the plural of *phenomenon*.)  
His conclusion seems sound, but his *criteria* are not valid.  
(*Criteria* is the plural of *criterion*.)

NOTE: *Data* and *memoranda* require special mention. *Data* is the plural of *datum*; we must treat it as a plural when it refers to individual facts. But when *data* refers to a mass of facts as a unit, it more closely resembles a collective noun and may therefore be treated as a singular form.

The *data* from our last study are being analyzed.  
This *data* is of the highest importance to our cause.

*Memoranda* is the Latin plural of *memorandum*; the English plural is *memorandums*. Either form is correct, though *memorandums* seems to be the more popular.

Either: These *memoranda* have been signed.  
or: These *memorandums* have been signed.

## 16d Indefinite pronouns

These indefinite pronouns are singular. When they are used as subjects, they require singular verbs; when used as antecedents, they require singular pronouns.

*anybody, anyone, any one* (any one of a group),  
*anything, each, either, every, everybody, everyone,*  
*every one* (every one of a group), *everything, neither,*

*nobody, no one, nothing, one, somebody, someone, some one* (some one of a group), *something*

*Anyone is welcome, as long as he* (not *they*) *behaves himself.*

\* *Any one* of the men *is* capable of doing it.

*Each of us is* obliged to sign *his own name.*

*Either* of the alternatives *is* suitable.

*Everyone* must buy *his* book for the course.

\* *Every one* of the employees *wishes* to sign the card.

*Everything seems* to be going smoothly now.

*Neither* of the plans *is* workable.

*No one* believes that our plan will work.

*Someone has* to finish this report.

\* *Some one* of you *has* to be responsible for it.

\*Written as two words when followed by a phrase.

Even when two indefinite pronouns are joined by *and*, they remain singular in meaning.

*Anyone and everyone is* invited.

*Nothing and no one escapes* her attention.

When *each* or *every* is used to modify a compound subject (subjects joined by *and*), the subject is considered singular.

*Every regional commissioner and district director has* sent in his report.

When *each* is inserted (as a parenthetical or explanatory element) between a plural or a compound subject and its plural verb, neither the plural form of the verb nor the plural form of the pronoun is affected.

Region A, Region B, and Region C *each expect* to increase *their* personnel ceilings.

The Directors *each want* the requirements changed.

The taxpayers *each have requested* permission to change *their* method of accounting.

*Many a* (unlike *many*) is singular in meaning and takes a singular verb and pronoun.

*Many a* new employee feels insecure during *his* first few weeks on the job.

But: *Many employees feel* insecure during *their* first few weeks on the job.

*More than one*, though its meaning is plural, is used in the singular.

*More than one* vacation plan *was* changed because of the new requirement.

*More than one* detail *is* needed to handle the additional workload.

These words are plural.

*both, few, many, several, others*

*Both of us have received new assignments.*

*Few will be able to finish their work on time.*

*Many plan to work all weekend.*

*Several of the divisions have submitted their reports.*

*But others have not yet finished theirs.*

### 16e Relative pronouns

The verb in a relative clause must agree in number and in person with the relative pronoun (*who, which, that*) serving as the subject of the clause. The relative pronoun, in turn, must agree with its antecedent. Therefore, before we can make the verb agree with the relative pronoun, we must find the antecedent and determine its person and number.

Have you talked with the man *who was* waiting to see you?

(*Man* is the antecedent of the relative pronoun *who*, and the verb *was* must agree with this antecedent in person and number.)

Where are the books *that were* left on the table?

(The verb in the relative clause—*were*—must agree with the relative pronoun—*that*—which must agree with its antecedent—*books*.)

We *who have* met him do not doubt his ability.

(The relative pronoun is *who*; the verb in the relative clause is *have*; the antecedent of the relative pronoun is *we*.)

In sentences that contain the phrases *one of the* or *one of those*, the antecedent of the relative pronoun is not *one*, but the plural words that follow.

One of the letters *that were* on my desk has disappeared.

(*One has disappeared*, or *One of the letters has disappeared*, is the main thought of the sentence. *That were on my desk* is a clause modifying *letters*, not *one*; thus the relative pronoun *that* must agree with *letters*, its antecedent, making the verb in the relative clause, *were*, plural.)

Here is one of those men *who are* applying for the position.

(The antecedent of the relative pronoun *who* is the plural noun *men*, not the singular *one*.)

One of the men *who are* attending the meeting is wanted on the telephone.

(The antecedent of the relative pronoun *who* is the plural noun *men*, not the singular *one*.)

**NOTE:** An easy way to find the antecedent of the relative pronoun in this type of sentence, is to shift the sentence elements thus:

Of the letters *that were* on my desk, one has disappeared.

(It now becomes obvious that the antecedent of the relative pronoun *that* is *letters*.)

Of those men *who are* applying for the position, here is one.

Of the men *who are* attending the meeting, one is wanted on the telephone.

But when the word *only* precedes *one* in this type of sentence, the singular pronoun *one* is considered to be the antecedent of the relative pronoun.

He is *one* of the applicants *who are* eligible.

He is the *only one* of the applicants *who is* eligible.

(Notice the difference in number of the relative pronoun *who*—and its verb—in these two sentences.)

Robbins is the *only one* of the employees *who is* receiving an award.

This is the *only one* of the letters *that has* not yet been answered.

(2) *Who, that, or which* may be used to refer to a collective noun.

When the members of the group act, or are considered, as a unit, either *that* or *which* should be used—*that* is usually preferred if the group comprises persons rather than things. *Who* is used when the persons comprising a group act, or are considered, individually.

He reports that there *is* a group of citizens *that* is critical of the city's long-range plan.

(Acting as a unit—*that* is used because the group is composed of persons, not things.)

We have heard from an *association* of homeowners *who feel* strongly opposed to the present zoning regulations.

(Considered individually—*who* signals this point.)

## 16f Subjects joined by *and*

When two or more subjects are joined by *and*, whether the subjects are singular or plural, they form a compound subject, which is considered plural.

The *date and the time* of the meeting *have* not been decided.

The *director and his assistants* *are* holding *their* weekly staff meeting.

The *letters, reports, and other papers* *are* on the table where you left *them*.

*He and I* will deliver *our* report in person.

Phrases or clauses serving as subjects follow the same rule: when two or more phrases or clauses serving as the subject of a sentence are joined by *and*, the resulting compound subject is considered plural.

*Rising early in the morning and taking a walk before breakfast make a person feel invigorated all day.*

*That your work is usually done satisfactorily and that you are usually prompt are the factors I considered in excusing your recent conduct.*

Exception: When the subjects joined by *and* refer to the same person or object or represent a single idea, the whole subject is considered singular.

*Ham and eggs is the traditional American breakfast.*  
*The growth and development of our country is described in this book.*

We indicate to the reader, *by using the article or personal pronoun* before each member of the compound subject, whether we see the subject as a single idea or as different ideas.

*My teacher and friend helps me with my problems.*  
 (one person)

*My teacher and my friend help me with my problems.*  
 (two people)

*The secretary and treasurer of the committee has arrived.*  
*The secretary and the treasurer of the committee have arrived.*

### 16g Subjects joined by *or* or *nor*

When singular subjects are joined by *or* or *nor*, the subject is considered singular.

*Neither the director nor the assistant director knows that he is scheduled to attend the meeting.*

*One or the other of us has to go.*

*Neither love nor money is sufficient to buy such devotion.*

*Neither heat nor cold nor sun nor wind affects this material.*

When one singular and one plural subject are joined by *or* or *nor*, the subject closer to the verb determines the number of the verb. Complications may arise, however, when the subject is also the antecedent of a pronoun. To avoid an awkward construction, rewrite the sentence.

*I believe that this office or the central files have the material you requested.*  
*I believe that the central files or this office has the material you requested.*

But:

I don't think that the branch *chiefs* or the *director* knows that *he is* (*they are?*) scheduled to attend the meeting.

Neither the *stenographer* nor the *typists* have finished *their* (*her?*) assignment.

Rewritten:

I don't think that the branch *chiefs* know that *they are* scheduled to attend the meeting—or that the *director* knows that *he is*.

The *stenographer* has not finished *her* assignment, nor *have* the *typists* finished *theirs*.

NOTE: Because your reader may be distracted by your use of a singular verb with a subject containing a plural element, place the plural element nearer the verb whenever possible.

Ask him whether the *memorandum* or the *letters* have been signed.

Neither the *equipment* nor the *employees* are capable of maintaining that pace.

When the subjects joined by *or* or *nor* are of different persons, the subject nearer the verb determines its person. This construction, though grammatically correct, will almost always result in awkward sentences which the careful writer would prefer to rewrite.

I was told that *she* or *you* were to be responsible.

I was told that *you* or *she* was to be responsible.

Rewritten:

I was told that either *she* was to be responsible or *you* were.

Do you think either *I* or *you* are being considered?

Do you think either *you* or *I* am being considered?

Rewritten:

Do you think that *you* are being considered, or that *I* am?

Do you think that *either* of us is being considered?

## 16h Subjects joined by *and/or*

When both of the subjects joined by *and/or* are plural, the writer has no particular problem. The subject is considered plural, and all verbs and pronouns referring to it must be plural.

The attorneys *and/or* their clients *were* present at the hearing.

It is when both subjects are singular, or when one subject is singular and the other plural, that the problem arises. The number of the subject depends upon the interpretation we give the connective

If we consider *and/or* to have the force of *and*, the subject is plural.

The attorney *and/or (and)* his client *are* responsible for having the document signed.

These forms *and/or (and)* any explanatory statement *are* due by April 15.

If we consider *and/or* to have the force of *or* (the usual interpretation), the subject nearer the verb controls.

The attorney *and/or (or)* his client *is* required to be present in court when *his* case is called.

These forms *and/or (or)* any explanatory statement *is* due by April 15.

The taxpayer *and/or (or)* his representatives *are* required to file before the date set.

NOTE: Most grammarians discourage the use of *and/or* in letters not only because it is legalistic and overformal, but also because it is inexact. Our writing will be clearer if we substitute either *and* or *or* for *and/or*. Even if we need the whole of the idea expressed by *and/or*, we can say it more clearly: "the taxpayer or his attorney or both."

## 17 Shifts in Number or Person

Once you establish a word as either singular or plural, keep it the same throughout the sentence. Be sure that all verbs and all pronouns referring to that word agree with it in number.

Not: Because this *country* bases *its* economy on voluntary compliance with *its* tax laws, we must all pay our share if *they are* to carry out the necessary functions of government.

(The first two pronouns refer to *country* as a singular noun; later the reference changes to plural. Use either *it* or *they* throughout the sentence.)

But: Because this *country* bases *its* economy on voluntary compliance with *its* tax laws, we must all pay our share if *it is* to carry out the necessary functions of government.

Not: A *person* needs someone to turn to when *they are* in trouble.

(*Person* is singular; therefore, the use of the plural pronoun *they* is an incorrect shift.)

But: A *person* needs someone to turn to when *he is* in trouble.

Not: When *one* has had a hard day at the office, it is important that *they* be able to relax in the evening.

(*One* is singular; either of the singular pronouns *one* or *he* should be used to refer to it.)

But: When *one* has had a hard day at the office, it is important that *one* (or *he*) be able to relax in the evening.

*Be consistent.* If you decide that a collective is singular, keep it singular throughout the sentence—use a singular verb to agree with it and a singular pronoun to refer to it. If you establish the collective as plural, see that both the verb and the pronoun are plural.

The committee *has* announced *its* decision.

(Singular—acting as a unit)

The committee *have* adjourned and gone to *their* homes.

(Plural—acting individually)

Our staff *is* always glad to offer *its* advice and assistance.

(Singular—acting as a unit)

Our staff *are* assigned as liaison *officers* to the several operating divisions.

(Plural—acting individually)

*The number* of claims processed this year *is* larger than that processed last year.

(Using “the” before “number” signals the reader that you consider the items as a unit.)

*A number* of claims *have* been processed this month.

(Using “a” before “number” signals that you are referring to the items individually.)

Most indefinite pronouns are singular and require singular verbs and pronouns.

Not: *Has anyone* turned in *their* report?

(The indefinite pronoun *anyone* takes both a singular verb and a singular pronoun.)

But: *Has anyone* turned in *his* report?

Do not supply a verb form from one part of the sentence to another unless the same form is grammatically correct in both parts.

Not: The *statistics were* checked and the report filed.

(The *statistics were* checked and the *report (were)* filed.)

But: The *statistics were* checked and the *report was* filed.

Avoid shifting the person of pronouns referring to the same antecedent.

Not: When *one* is happy, it often seems as if everyone around *you* is happy, too.

(*One* is third person; *you* is second person.)

But: When *one* is happy, it often seems as if everyone around *one* (or *him*) is happy, too.

Not: As the *ship* entered *her* berth, *its* huge gray shadow seemed to swallow us.

But: As the *ship* entered *its* berth, *its* huge gray shadow seemed to swallow us.

or: As the *ship* entered *her* berth, *her* huge gray shadow seemed to swallow us.

## 18 Structure Problems

Usually it's easy for us to identify the subject or antecedent and determine its number and person. But occasionally a puzzling sentence comes along. The subject is there, as clear as can be, but something in the structure of the sentence tries to make us believe that another word is the subject.

### 18a Verb precedes subject

When the verb precedes the subject in the sentence (either in a question or in a declarative sentence), locate the *true* subject and make the verb agree with it.

*Are the file cabinet and the bookcase* in this room?

(*The file cabinet and the bookcase are . . . .*)

Walking down the hall *are the men* we are waiting for.

Clearly visible on the desk *were the reports* he had asked us to file.

From these books *come some* of our best ideas.

To us *falls the task* of compiling the data.

Among those attending *were* two former *presidents* of the organization.

*Where, here, and there*, when introducing a sentence, do not influence the number or person of the verb. In such sentences, find the real subject and make the verb agree with it.

Where *are* the individual *sessions* to be held?

Where *is* the *case* filed?

Here *are* the *reports* for which we were waiting.

Here *is* the *report* for which we were waiting.

There *are* two *books* on the table.

There *is* a *book* on the table.

*What, who, which*, the interrogative pronouns, do not affect the number of the verb. Again, find the subject of the sentence and make the verb agree with it.

What *is* the *status* of the Adams case?

What *are* your *recommendations* on this problem?

Who *is* going to accompany you to the meeting?

Who, in this group, *are* members of your staff?

Which *is* the *report* that he means?

Which *are* the *standards* that we are to apply?

The expletive *it* or *there* introduces the verb and stands for the real subject, which comes later in the clause. The expletive *it* requires a singular verb, even when the real subject is plural. Following the expletive *there*, the verb is singular or plural according to the subject which follows it.

It *is solutions* we are looking for, not problems.  
(Even though the real subject, *solutions*, is plural, the verb is singular to agree with the expletive.)

It is doubtful that he will start today.  
(The clause *that he will start today* is the subject of the verb *is*.)

There *are* enclosed five copies of the pamphlet you requested.  
There *is* attached a letter from District Director, Blankville, requesting additional copies of the book.  
(See sec. 86a, Text 10.)

NOTE: Avoid confusing your reader by using the expletive *it* and the personal pronoun *it* in the same sentence.

Not: I haven't read the report yet; *it* has been hard for me to find time for *it*.  
(The first *it* is the expletive; the second *it* is a personal pronoun referring to *report*.)

But: I haven't read the report yet; I haven't been able to find time for *it*.

### 18b Words intervene between subject and verb

The presence of explanatory or parenthetical phrases, or other modifiers, between the subject and verb does not change the number or person of the subject. Locate the real subject of the sentence and make the verb agree with it.

His sworn *statement*, together with copies of the testimony and statements from others connected with the case, *was* made a part of the file.

The *amount* shown, plus interest, *is* due within 30 days.

The *letter* with its several attachments *was* received this morning.

Our *letters*, like our speech, *are* indications of our knowledge of English.

The *supervisor*, instead of the agents who had been assigned the case, *is* scheduled to visit the office.

•His *report*, including extensive notes on the furnishings of the office, *was* well received.

That *fact*, in addition to our already large file on the case, *completes* the information we requested.

*No one* but those present *knows* of this information.

The *report*, accompanied by statements of the people involved, *is* being studied.

### 18c Subject and predicate differ in number

After forms of the verb *to be* we often find a construction (called

the *predicate nominative*) that means the same thing as the subject. When the predicate nominative differs in number from the subject, the verb must agree with the element that precedes it (the subject).

Our main *problem* is writing complete reports and keeping them short enough for fast reading.

Writing complete reports and keeping them short enough for fast reading *are* our main problem.

As always, the *question* was sufficient funds.

As always, *sufficient funds* were the question.

The director said that an increasing *problem* is the required statistical reports.

The director said that the required statistical *reports* are an increasing problem.

## 19 Special Problems of Pronoun Reference

### 19a Ambiguous antecedents

Do not use forms of the same pronoun to refer to different antecedents.

Not: The supervisor told Mr. Johnson that *he* thought *his* work was improving.

(Does the supervisor think that his own work is improving, or that Mr. Johnson's work is improving?)

But: Mr. Johnson was told by his supervisor that his work was improving.

When it seems that the pronoun can logically refer to either of two antecedents, be sure that the reference is obvious.

Not: The director told Mr. Roberts that *he* would have to make *his* proposed trip to Boston in June.

(The pronouns *he* and *his* can refer to either *director* or *Mr. Roberts*. The meaning may be apparent when this sentence is placed in context, but rewriting will insure clarity.)

Could mean: Although Mr. Roberts had planned to travel to Boston in May, the director asked *him* to postpone the trip until June.

or: Since the director is planning a trip to Boston in June, he was obliged to decline Mr. Roberts' invitation to speak at the June conference.

Place the pronoun as close as possible to its antecedent, to avoid ambiguity or confusion.

Not: A young woman can readily find a job *that* is skilled in shorthand.

(Although the pronoun *that* refers to *woman*, its placement makes it appear to refer to *job*.)

But: A young *woman that* is skilled in shorthand can readily find a job.

Not: The letter is on the conference table *that* we received yesterday.

(If we assume that it was the letter that was received yesterday,

not the conference table, this sentence should read:  
 The *letter that* we received yesterday is on the conference table.)

**19b** Antecedent in subordinate construction

If the antecedent of the pronoun is in a subordinate construction, the reference is likely to be vague. Be especially cautious of antecedents in the possessive case or in prepositional phrases. There may be a more prominent word in the sentence to which the pronoun may seem to refer.

Not: The carbons of these letters were not initialled by the writers, so we are sending *them* back.

(What are we sending back? The carbons, the letters, or the writers?)

But: We are sending back the carbons of the letters because *they* were not initialled by the writers.

Not: When you have finished the last chapter of the book, please return *it* to the library.

(We can assume that the pronoun *it* refers to *book*. The more prominent noun "chapter" is the word to which *it* would grammatically refer, even though logically *it* refers to the noun in the subordinate construction.)

But: Please return the *book* to the library when you have finished *its* (the) last chapter.

**19c** Implied antecedents

As a general rule, the antecedent of a pronoun must appear in the sentence—not merely be implied. And the antecedent should be a specific word, not an idea expressed in a phrase or clause. *It*, *which*, *this*, and *that* are the pronouns that most often lead our meaning astray. Any of these pronouns may refer to an idea expressed in a preceding passage if the idea and the reference are *unmistakably clear*. But too often the idea that is unmistakably clear to the writer is nowhere to be found when the reader looks for it.

Not: Although the doctor operated at once, *it* was not a success and the patient died.

(The pronoun *it* refers to the idea of *operation*, which is implied but not expressed in the first part of the sentence.)

But: Although the doctor performed the *operation* at once, *it* was not a success and the patient died.

or: Although the doctor operated at once, the *operation* was not a success and the patient died.

Not: This matter has also been taken up with the General Accounting Office, Washington, D.C., a copy of *which* is attached.

(In this sentence the antecedent of *which* is barely implied. We assume that the writer is attaching a copy of his letter to GAO, not a copy of GAO itself, as his sentence says.)

But: This matter has also been taken up with the General Accounting Office, Washington, D.C. A copy of our letter to them is attached.

Not: Mr. Roberts has recently been promoted. *This* brings him greater responsibility and will probably mean longer hours for him.

(Although it is pretty obvious that *this* refers to Mr. Roberts' promotion, the word *promotion* does not appear in the sentence.)

But: Mr. Roberts has recently received a *promotion*. *This* brings him greater responsibility and will probably mean longer hours for him.

Not: Miss Jones computed her tax liability under the premise that she was entitled to use rates applicable to the head of the household, *which* is in error.

But: Miss Jones computed her tax liability under the premise that she was entitled to use rates applicable to the head of the household. *This premise* is in error.

#### 19d Vague reference

The usage illustrated below—the impersonal use of *it*, *they*, and *you*—is not incorrect. But using these impersonal pronouns tends to produce vague, wordy sentences.

Not: In the Manual *it* says to make three copies.  
(Who says?)

But: The Manual says to make three copies.

Not: In the letter *it* says he will be here on Thursday.

But: The letter says he will be here on Thursday.

or: He says, in his letter, that he will be here on Thursday.

Not: *They* say we are in for a cold, wet winter.

But: The almanac predicts a cold, wet winter.

Not: From this report *you* can easily recognize the cause of the accident.

But: From this report *one* can easily recognize the cause of the accident.

(The first example is correct if the writer is addressing his remarks to a specific person.)

or: The cause of the accident can be easily recognized from this report.

# *Effective Revenue Writing*

## **1**

### **Punctuation and Good Sentences**

**U.S. TREASURY DEPARTMENT  
Internal Revenue Service**

*Training No. 185 (Rev. 5-61)*

## Punctuation and Good Sentences

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## Punctuation and Good Sentences

### 59 Introduction

#### 59a The purpose of the text

##### *Should There Be a Comma Here?*

This may well be the question we most often ask as we work for correct writing. Punctuation probably gives us more trouble than any other area of writing—yet, correctly used, it can also give us more help in clearly expressing our ideas. We have no more useful tool than punctuation for showing our readers the relationship of the parts of our sentences, and thus of our thoughts.

##### *Should There Be a Comma Here?*

This text will attempt to answer this and other questions about punctuation, not so much with a simple “yes” or “no” as with a discussion of the nature of punctuation and its function as a part of our writing.

#### 59b The importance of punctuation

Punctuation is a part of writing. An important part. It is not something separate and distinct—to be stuck on, like a flower in a buttonhole, after an idea is already fully clothed in words. True, some punctuation marks may be added after the writing is finished, as part of our final editing; but mostly they should flow from our pen along with our words, each to its appointed place in the sentence. For punctuation is indeed as much a part of our sentences as the words in them.

It is true that there is a trend these days toward using less punctuation. This trend doesn't prove that punctuation is becoming less important; instead, it shows that sentences are becoming

shorter and simpler, that there are not so many twists and turns in our modern sentences—turns that need to be marked for the bewildered reader. If you want to use less punctuation (if you want to “write modern”), go ahead. Just be sure yours are not the long, involved sentences that need lots of punctuation to keep the reader on the right road. Remember, the sentences that need little punctuation are the straightforward, simple ones.

Since punctuation is a part of writing, the only one who can effectively punctuate a piece of writing is the person who writes it. Only he knows the relationships he wants his punctuation to express. Neither the executive who leaves all punctuation to his secretary nor the stenographer who scatters commas through her shorthand notes understands the true role that punctuation plays in writing.

#### 59c The approach of the text

This text approaches the understanding of punctuation by two routes: First, by discussing what to punctuate; and second, by listing the punctuation marks. Sections 61 through 65 discuss what sentence elements we need to punctuate and how we may effectively punctuate them. Section 66 lists the punctuation marks and their uses.

#### 60 **Punctuation—Functional and Conventional**

*Functional* punctuation is essential to clear writing. Here, as in *conventional* punctuation—the set of rules controlled by custom—we find certain standards that are followed by considerate writers. But functional punctuation, because it is based on logic and because it directly adds to the meaning of the words it punctuates, does allow for variation within these standards. The freedom given us in this area, however, carries with it a measure of responsibility. Our readers expect and deserve consistency in punctuation.

Most of the punctuation in our sentences can be grouped by function into:

- (1) Punctuation that *separates* one idea from another so that the reader may see them distinctly:

The report was accurate, but it was not well organized.

(2) Punctuation that *encloses* incidental or parenthetical expressions:

Our letter of July 6, *a copy of which is attached*, should answer your question.

(3) Punctuation that *emphasizes* certain sentence elements by setting them apart from the rest of the sentence. (These elements are often out of natural order, for increased emphasis.)

This course, *newly revised*, is now available.

(In natural order—*This newly revised course*—the element is emphasized less.)

The comma is the mark that most often performs these functions. And the comma, because of its wide use, is the mark most often misused. We may be able to avoid some errors in punctuation by applying this formula for the use of the comma (it is valid, too, for other marks): *Use one comma to separate; use two commas to enclose.*

## 61 *Separating Main Clauses*

Main clauses (also called principal or independent clauses) are those that may stand alone as sentences. When combined with other main clauses, they form compound sentences.

Within certain limitations, the choice of what punctuation to use to separate main clauses is up to us—the writers. We know best how closely related—or how widely separated—are the ideas expressed by the clauses we have written. And it is up to us to choose the punctuation that will come closest to conveying our meaning to the reader.

How do we decide what punctuation to use? By weighing these factors: Is there a conjunction between the clauses? If so, what kind of conjunction is it? How closely related are the clauses?

How important is the thought expressed by each clause? How much emphasis do we wish to give to each clause?

The punctuation marks that may be used to separate clauses are: the period, the colon, the dash, the semicolon, and the comma. The comma may be used, however, *ONLY* when the clauses have been linked by a connective. (A violation of this use of the comma is called the *comma splice* or the *run-on sentence*.)

**61a** To show close relationship between clauses

To show the closest possible relationship between clauses, and to give the least amount of emphasis to the individual clauses, use the coordinate conjunctions *and*, *or*, or *for* with the comma.

The case has been closed, and the report on it was filed yesterday.

If the clauses are short enough and the relationship is clear enough, we do not need any punctuation mark.

The case is closed and the report has been filed.

**NOTE:** Even when the relationship is close, we usually use a comma before the coordinate conjunction *for* to avoid confusing it with the preposition *for*.

He has not yet filed his report, for the investigation has not been completed.

and before the coordinate conjunctions *but*, *yet*, and *nor* to heighten the idea of contrast expressed by these conjunctions.

The case was closed last week, but the report on it has not yet been filed.

**61b** To emphasize individual clauses—using a period to separate

To give the most emphasis to the individual clauses—when the thought relationship of the clauses is not especially close—separate them by a period, making each a simple sentence.

The meeting was over. The committee members had returned to their hotels. Some had even left town.

**NOTE:** Clauses may be separated by a period, even when the clauses need a conjunction to express the exact relationship between

them. Using a period between the clauses, even when a conjunction is present, emphasizes the individual clauses by calling the reader's full attention to each one.

The report was submitted to the Director last week, with the expectation that it would be approved immediately. But as yet no action has been taken.

When the conjunction is a conjunctive adverb, it does not have to appear first in the clause.

The report was submitted to the Director last week, with the expectation that it would be approved immediately. As yet, however, no action has been taken.

**61c** To emphasize individual clauses—using a semicolon to separate

If the relationship between two clauses is clear without a conjunction—and if the relationship is a close one—we may separate the clauses by a semicolon.

The committee evidently arrived at several solutions to this problem; their report was submitted to the Director yesterday.

**NOTE:** The semicolon is also used to separate clauses linked by a conjunctive adverb, whether the adverb appears between or in the body of the second clause.

The report was submitted to the Director last week, with the expectation that it would be approved immediately; however, as yet no action has been taken.

**61d** To express special relationships

### *Introductory Main Clauses*

We may use either the colon or the dash between an introductory clause and a second clause which completes or explains what the first clause says.

It is just as he predicted—as hard as we worked, we were not able to complete the report on time.

We can present the information in either of two ways: we can ask for an appointment to report in person, or we can prepare a written report.

### *The Semicolon With the Coordinate Conjunction*

We may use a semicolon between two clauses linked by a coordinate conjunction:

- (1) when the clauses contain commas:

We will, of course, attempt to finish the project by the deadline; but, as you know, we have had several serious delays.

- (2) when we wish to emphasize one clause in a sentence that contains three main clauses:

The money has been allotted, and the staff has been chosen; and now the real work begins.

### *The Comma With No Conjunction*

We may use a comma:

- (1) to separate the two parts of an echo question:

You didn't believe me, did you?  
That was your brother, wasn't it?

- (2) to separate short parallel clauses:

The thunder roared, the lightning flashed, the rains came.  
Some people liked it, more didn't.  
It's a bird, it's a plane, it's Superman.

## SUMMARY

Here, in **diagram** form, and in the order in which they are discussed above, are the ways in which we may separate main clauses.

**61a** To show close relationship between clauses:

\*\*\*\*\* and \*\*\*\*\*.  
 \*\*\*\*\* , and \*\*\*\*\*.  
 \*\*\*\*\* , for \*\*\*\*\*.  
 \*\*\*\*\* , but \*\*\*\*\*.  
 \*\*\*\*\* , nor \*\*\*\*\*.

**61b** To emphasize individual clauses—using a period to separate:

\*\*\*\*\* . \*\*\*\*\* .  
 \*\*\*\*\* . But \*\*\*\*\* .  
 \*\*\*\*\* . However, \*\*\*\*\* .  
 \*\*\*\*\* . \*\* , however, \*\*\*\* .

**61c** To emphasize individual clauses—using a semicolon to separate:

\*\*\*\*\* ; \*\*\*\*\* .  
 \*\*\*\*\* ; however, \*\*\*\*\* .  
 \*\*\*\*\* ; \*\* , however, \*\*\*\* .

**61d** To express special relationships:

### *Introductory Main Clauses*

\*\*\*\*\*—\*\*\*\*\* .  
 \*\*\*\*\* . \*\*\*\*\* .

### *The Semicolon With the Coordinate Conjunction*

\*\*\* , \*\*\* , \*\*\*\* ; and \*\*\* , \*\*\*\*\* .  
 \*\*\*\*\* , and \*\*\*\*\* ; and \*\*\*\*\* .

### *The Comma With No Conjunction*

\*\*\*\*\* , \*\*\*\*\*? (echo question)  
 \*\*\*\*\* , \*\*\*\*\* , \*\*\*\*\* .

## 62 Enclosing Modifiers and Appositives

We may choose any one of three sets of punctuation marks to enclose a modifier, an appositive, or any other expression that interrupts the flow of the sentence.

THE COMMA is the mark most frequently used for this purpose. It is the lightest of the three possible marks, indicating only a slight separation in thought between the element enclosed and the rest of the sentence.

That textbook, *which was published less than a year ago*, is already out of print.

THE DASH emphasizes the element being enclosed. It may also be used, even when no special emphasis is needed, to enclose an element containing internal commas.

Miss Holtzman—*who has never taken a day of sick leave in 32 years*—is at home today with a cold.

(Element enclosed by dashes for emphasis)

Miss Holtzman—you remember, *the woman who welcomed you when you first came to work here*—is retiring next week.

(Element contains internal punctuation)

PARENTHESES indicate that the element being enclosed is only loosely connected with the thought of the sentence. Parentheses usually enclose material meant for reference or explanation.

In spite of his resistance (*which still continues strong*), the plan was adopted. His latest book (*published by Harper*) will be available later this month.

Below are three variations of the same sentence. Notice the degrees of emphasis we may give the enclosed element by our choice of punctuation.

The gray frame building, *built during World War I*, which has housed our offices for the past two years is scheduled to be torn down next year.

The gray frame building—*built during World War I*—which has housed our offices for the past two years is scheduled to be torn down next year.

The gray frame building (*built during World War I*) which has housed our offices for the past two years is scheduled to be torn down next year.

### Restrictive and Nonrestrictive Modifiers

Modifiers and appositives are classed as *restrictive* or as *nonrestrictive*.

A restrictive modifier or appositive cannot be omitted without changing the meaning of the sentence. It restricts or limits the word preceding it, and by answering the question, "Which one?" also serves an identifying function. Because restrictive modifiers are essential parts of the sentence, they are not set off by commas.

A nonrestrictive modifier or appositive, on the other hand, is not essential to the meaning of the sentence. It may add interesting or helpful information, but it is not necessary as a restrictive modifier is. To show that they contain ideas of secondary importance, nonrestrictive modifiers are set off by commas.

### 62a Adjective modifiers

Restrictive adjective clauses, verbal phrases, and prepositional phrases are not set off from the rest of the sentence by commas. Nonrestrictive modifiers are.

Restr: The employee *who wrote that letter* is on leave today.

Nonr: Mr. Jameson, *who wrote that letter*, is on leave today.

Restr: The new agent *from Milwaukee* is doing a good job.

Nonr: Mr. Jameson, *from Milwaukee*, is new to this office.

Restr: The report *to be presented at tomorrow's meeting* is being duplicated.

Nonr: The survey committee's report, *to be presented at tomorrow's meeting*, is being duplicated.

Restr: An office in a building *built in 1918* may not meet the needs of today's executive.

Nonr: That red brick structure, *built in 1918*, is scheduled for demolition.

Restr: The changes *proposed in your letter dated January 17* are being carefully studied.

Nonr: The changes in the sorting machine operation, *proposed in your letter dated January 17*, are being carefully studied.

Logic will sometimes tell the reader whether a modifier is restrictive or nonrestrictive, the punctuation serving only to point up what is already obvious. But sometimes a sentence may have two possible meanings, depending upon whether the modifier is considered restrictive or nonrestrictive. In these cases the reader is entirely dependent on the writer's correct punctuation of the modifier.

Restr: His estate was willed to his daughters *who had not married* and to his son.

(This sentence says that only his *unmarried* daughters were included in the will; any *married* daughters received no part of the estate.)

Nonr: His estate was willed to his daughters, *who had not married*, and to his son.

(This sentence says that all his daughters - who, incidentally, were not married--were included in the will.)

Restr: We discussed the problem with a lawyer *who was able to explain it.*

Nonr: We discussed the problem with Counselor P. Mason, *who was able to explain it.*

## 626 Adverbial modifiers

Adverbial modifiers are not always clearly restrictive or nonrestrictive. Often only the writer can determine whether an adverbial modifier is essential to the meaning of the sentence. Then, too, the punctuation of adverbial modifiers is not solely dependent upon whether the modifier is restrictive or nonrestrictive. Factors such as the position and length of the modifier and the amount of emphasis it should have also play a part.

As a general rule we should not set off a restrictive adverbial modifier that occurs at the end of the sentence.

I have not heard from him *since last Thursday.*  
 He will not miss the meeting *if we send him a wire.*  
 What is the procedure *under these circumstances?*  
 He was in his early thirties *when he worked here.*

NOTE: Both restrictive and nonrestrictive adverbial modifiers are usually set off if they come at the beginning of the sentence.

We may or may not set off a nonrestrictive adverbial modifier that comes at the end of the sentence. We should ordinarily set it off if it is long or if it needs special emphasis.

This project must be finished on time, *even if it means overtime for the whole staff.*  
 The bill is expected to pass, *although there is strong opposition to it in some quarters.*  
 This is all the information we have, *so far as I know.*

We have three ways of punctuating an adverbial clause or phrase which immediately follows a conjunction:

### (1) no punctuation:

He is planning to attend, but *if the time is changed* he will have to cancel.

### (2) punctuation after the modifier only:

We may have a slight budgetary surplus; and *if no more urgent use for the money arises before the end of the month*, we may order the new projector.

**63b** Prepositional phrases

We do not usually separate introductory prepositional phrases from the sentence unless they deserve special emphasis.

*On August 27* the new rule will go into effect.

*In Washington* the weather is usually pleasant in May.

*In spite of his objections* we plan to release the report.

**But**

*In the operation of that particular machine*, Jones has the highest production record.

*In the first place*, he has more experience at that job.

**63c** Introductory elements with connective force

If the element is obviously parenthetical, separate it from the rest of the sentence.

*In the light of this report*, we must review our earlier decisions.

*On the other hand*, his may have been a hasty decision.

*As a result*, we will have to postpone our planned meeting.

*On the contrary*, he may have an answer for us by Thursday.

*However*, we must not plan on anything as risky as that.

But if the expression is short and closely connected with the thought of the sentence, separating it will only destroy the smoothness of the sentence.

*Last month* our average was higher than it has been all year.

*Indeed* the progress is most encouraging.

*Possibly* we may be able to exceed last year's record.

*Thus* we will establish a new high in production.

**64** *Punctuating Parenthetical Elements*

By *parenthetical* we mean any element that interrupts the flow of the sentence. Some of the elements we discussed in earlier sections may be considered parenthetical. This section will list some others—elements that are not needed for grammatical completeness but that are related to the thought of the sentence. Parenthetical elements are set off from the rest of the sentence—in most instances by commas. If the parenthetical element occurs in the middle of the sentence, be sure that it is preceded and followed by a punctuation mark.

**64a** Interrupting transitional expressions

We were able, *fortunately*, to catch the letter before it was mailed.

He was ordered, *therefore*, to return at once.

This, *however*, was impossible.  
 We will, *of course*, be happy to help you.  
 This, *on the other hand*, should be easier.  
 I was, *as a matter of fact*, planning to call you.

#### 64b Interrupting expressions identifying speaker or source

This project, *we feel*, is our most important one.  
 The results, *it is now believed*, will be successful.  
 The course, *as you know*, will begin next Monday.  
 This report, *I might say*, is the best you have done.  
 "The meeting," *he said*, "was an outstanding success."

#### 64c Addresses, dates, titles

Please send applications to the Training Division, *Room 5700, Internal Revenue Building, Washington 25, D.C.*  
 He is a member of the Alexandria, *Virginia*, Chamber of Commerce.  
 The District Director at Los Angeles, *California*, has sent your letter to me.  
 I read it in a Baltimore, *Maryland*, newspaper.  
 The representatives will be from Chicago, *Illinois*; Omaha, *Nebraska*; Salem, *Oregon*; Austin, *Texas*.  
 Your letter of July 6, *1959*, arrived while I was on leave.  
 (If the day is not included, the month and year are usually written with no punctuation: *July 1959*.)  
 Mr. Robert W. Laws, *chairman of the committee*, will speak at the opening ceremonies.  
 Please forward your estimates to the Director, "*X*" Division, *National Office*, by close of business June 2.

#### 64d Nominative absolute

*All things being equal*, I believe he will win.  
*There being no further discussion*, the meeting was adjourned.  
*The measure having been passed by a large majority*, the chairman went on to the next item.

#### 64e Words in direct address

Tell me, *Doctor*, how serious is it?  
 With your permission, *Mr. Chairman*, I would like to answer that question.  
 Would you like me to call you when it is ready, *sir*?

#### 65 Separating Coordinate Items in Series

Separate coordinate items in series by punctuation unless they are joined by coordinate conjunctions. The comma is the mark most

often used, although we may use the semicolon to separate items containing internal commas and the dash to throw strong emphasis on the individual items.

### 65a Series with coordinate conjunction

When the items are connected by coordinate conjunctions, they do not usually need any punctuation. But we may punctuate if the series is long or if we want to emphasize the items.

Either: The instructor and his students and the rest of the faculty heard the discussion.

or: The instructor, and his students, and all the faculty that were able to attend heard the discussion.

### 65b Series with no connective

To make the meaning clear, we need to separate the items in a series containing no connectives.

My ambition now is to get away from the office, to lie on the beach, to listen to the surf.

He was making a typical departure for a meeting, calling instructions to his staff, hurriedly signing last-minute correspondence, stuffing papers into his brief case.

### 65c Series with connective joining last two members

A series with a connective joining the last two members may be punctuated in either of two ways:

Either: He ordered paper, pencils, and erasers.

Or: He ordered paper, pencils and erasers.

Either: Every piece of writing has a beginning, a middle, and an end.

Or: Every piece of writing has a beginning, a middle and an end.

NOTE: Many writers (and certainly most readers) prefer the use of the comma before the connective because this punctuation leaves no doubt in the reader's mind that the last two members of the series are to be considered separately.

### 65d Consecutive adjectives (two or more)

Separate by commas only those consecutive adjectives which are coordinate. Adjectives are coordinate if (1) they can be linked by *and* and (2) they independently modify the substantive:

Coordinate (each adjective independently modifies the substantive):

... a lengthy, overdue report ...  
 (a lengthy *and* overdue report; an overdue *and* lengthy report)  
 a careful, painstaking review  
 a busy, ambitious, clever man

Not coordinate (each adjective modifies all that follows it):

the new statistical chart (not: new *and* statistical)  
 a gray flannel suit (a flannel suit that is gray)  
 a green ballpoint pen

## 66 The Punctuation Marks

Intended more for reference than for study, this section lists the punctuation marks and their major functions. Many of the items will necessarily repeat, in different sequence, material covered in sections 61 through 65.

### 66a Use the period:

. . . to mark the end of a sentence that is not a question or an exclamation

An agreement was reached on that case last week.

. . . after a request—to distinguish it from a direct question.

Will you please send us three copies of the January 17 memo.  
 Will you let us know whether you can attend the conference.

. . . after words or phrases that stand as sentences. (This is not an endorsement of fragmentary sentences; but if sentence fragments must be used, they are followed by periods.)

True.  
 What time will you be back? By noon.

. . . after abbreviations and initials.

The taxpayer, R. D. Pale, M.D., is employed by the Central Medical Association.

. . . to show that material has been omitted from a quotation. Omissions are usually shown by three periods, in addition to any other punctuation needed at that point in the material.

The report stated, "Preliminary investigations . . . disclose no reason for discontinuing the procedure at this time."  
 The report stated, "Preliminary investigations by the committee members disclose no reason for discontinuing the procedure . . . ."

**66b** Use the question mark:

. . . after a sentence that asks a *direct question*. (Not after a request, even though it is phrased as a question.)

Have you heard from Mr. Rollins this morning?  
You know the letter I mean, don't you?

But: He asked where Mr. Rollins was. (Indirect question.)

. . . to indicate doubt about the correctness of a statement.

The company was established in 1920(?) and was incorporated in 1921.  
About a year after the company was established (1920?), it was incorporated.

. . . to replace the commas in an interrogatory series in order to emphasize the individual members of the series.

Do you have the letter? the cards? the file?

**66c** Use the exclamation point:

. . . after an exclamatory sentence or remark, to show strong feeling. (The exclamation point should be used sparingly—rarely in expository writing.)

That's the longest report I've seen yet!  
Whew! What a day!

**66d** Use the comma:

. . . to separate main clauses joined by a coordinate conjunction.

The case has been closed, and the agent has reported.  
The case is closed, but the agent has not reported.  
The case is closed, yet no report has been filed.

. . . to separate short, parallel main clauses not joined by a coordinate conjunction.

The table was cleared, the books were brought out, the evening's work was begun.

. . . to separate the two independent clauses of an echo question.

You thought I'd be late, didn't you?

. . . to set off a nonrestrictive adjective modifier.

Mr. Jameson, *whom you met last week*, will help you.

The "X" Company, *established in 1873*, is the city's oldest business firm.

*Exhausted from a long day of meetings*, he stuffed some papers into his briefcase and left for the airport.

*Elated*, he called his staff in to tell them the news.

. . . to set off a nonrestrictive adverbial modifier at the end of a sentence, especially if it is long or needs special emphasis.

I will call you at 4 o'clock, *after the messenger brings the mail*.

I have not seen him since Tuesday, *when he spoke at the luncheon*.

We must finish this report by Friday, *even if we have to work on it at night*.

. . . to set off a nonrestrictive appositive.

My brother, *James*, has been visiting me.

James, *my youngest brother*, has been visiting me.

Office equipment, *such as typewriters and adding machines*, must be oiled regularly.

. . . to set off an introductory adverbial modifier. (If the modifier is short and if no confusion will result, it is not set off.)

*When you get back to the office*, look up that information and call me.

*If your figures are correct*, we will have enough money left to buy that new equipment.

*Because she was familiar with the files in the division*, she was able to assemble the data on time.

. . . to set off an introductory prepositional phrase that demands special emphasis.

*In spite of his head cold*, he put in a full day at the office.

*In the light of his objections*, we may reconsider the proposed change.

. . . to set off an introductory transitional expression that is not closely related to the meaning of the sentence.

*On the other hand*, his statement may be based on nothing more than opinion.

*In the first place*, we do not have the funds to undertake the project right now.

. . . to set off an interrupting transitional expression.

We may, *of course*, postpone the meeting indefinitely.

He will, *therefore*, be forced to submit a written statement.

We must be sure, *however*, that he understands the serious nature of the charges.

. . . to set off an interrupting expression identifying speaker or source.

A little change of pace, *we decided*, was just what we needed.

The report, *as you may remember*, was not approved immediately.

That, *I feel*, may be the root of our problem.

"Your organization," *he said*, "has done an outstanding job."

. . . to set off addresses, dates, titles.

He moved to Omaha, *Nebraska*, shortly after he graduated.

Your letter of July 6, *1959*, explains the problem clearly.

The reports are due in the office of the Director, *Personnel Division*, by noon Friday.

. . . to set off a nominative absolute phrase.

*The meal having been paid for*, he felt he must eat it.

*The report having been submitted*, he prepared an errata sheet.

. . . to set off words in direct address.

*Sir*, your letters are ready for signature.

Your letters are ready for signature, *Mr. Brown*.

May I interrupt, *Mr. Chairman*, to ask that the question be repeated.

. . . to separate coordinate items in a series.

He asked that paper, pencils, and ashtrays be placed in the conference room.

He said it had been an exciting, exhausting day.

## 66e Use the semicolon:

. . . to separate main clauses not joined by a coordinate conjunction.

We submitted the project plans to the Director this morning; they were approved by noon.

The Director publicly commended us for our work; he is particularly pleased about the new accounts system.

We have completed the report; that is, we have completed the first draft.

... to separate main clauses joined by a conjunctive adverb.

The Director publicly commended us for our report; however, he later asked us to rewrite the conclusion.

The new system is scheduled to begin next Monday; we will, therefore, need the manuals by Friday.

... to separate main clauses joined by a coordinate conjunction when the clauses contain commas (if the semicolon is needed for clarity).

You will, of course, want to notify him; and, unless he is out of town, he will surely attend. (Comma after *and* is optional.)

He has given his tentative approval; but, naturally, he will wait until after the trial run to make a final decision.

... to emphasize one of three main clauses in a sentence.

The plans have been made, and the staff has been chosen; now we are ready to begin.

... to separate coordinate items in a series when the items contain internal commas.

Attending were representatives from Omaha, Nebraska; Los Angeles, California; Salem, Oregon; and San Francisco, California.

Meeting to discuss the new plan were: Wilson, just in from New York; Ardison, here only for the day; and James, only recently back from his place in the country.

## 66f Use the colon:

... between main clauses when the second clause completes or explains the first.

There are two courses open to us: We can demand that the issue be reopened, or we can abide by the decision until the group meets again in the fall.

... after an expression that formally introduces a list, an explanation, or a quotation.

Our new secretary will need to possess three qualities: endurance, patience, and humor.

Our supply list includes the following items: one ream of bond paper, one box of pencils, and three typewriter ribbons.

The topic of the report is: An Appraisal of the Jacobs System.

In his talk the Director said: "This division has, in the past few months, made great strides in reducing the backlog of cases."

**66g** Use the dash:

... between main clauses when the second clause explains or summarizes the first.

The decision was obvious—we would have to recall all tests until we could recheck them.

He has done two things of which he is enormously proud—he has led the division to increased production, and he has helped increase the prestige of the division throughout the organization.

... to set off a nonrestrictive modifier or parenthetical element that contains internal commas.

The Williams Building—built, it is believed, in 1900—was torn down three years ago.

... to emphasize a nonrestrictive modifier or parenthetical element that is normally set off by commas. (Used rarely in Revenue writing.)

He was—fortunately—able to deliver the pictures by the deadline.

I plan to ask Wade—who is the person who surely ought to know—how this plan was first devised.

... to set off a nonrestrictive appositive for special emphasis.

Only one member—the chairman—can break a tie vote.

There is just one thing wrong with the filing system—you can't find anything!

**66h** Use parentheses:

... to enclose a nonrestrictive modifier or parenthetical element that is only loosely connected with the thought of the sentence.

The book (published in 1949) has been most helpful to me.

His discussion of those principles (pages 44-49) is one of the best I've seen.

Mr. X (who probably knows more about offers in compromise than anyone else in the Service) is being transferred to our Atlanta office.

**NOTE:** If other punctuation is needed at the place in the sentence where the parentheses occur, it follows the closing parenthesis. But if the punctuation pertains to the parenthetical matter it is placed within the parentheses.

If you plan to attend the meeting (to be held at the Statler Hotel), please notify us by June 1.

The director has approved our report (Publication No. 333); it will be released later this week.

His promotion is barred by the Whitten Amendment. (See C.S. Reg. 2.501(j).)

His promotion is barred by the Whitten Amendment (C.S. Reg. 2.501(j)).

**66i** Use quotation marks:

. . . to enclose any direct quotation, whether a single word, a sentence, or several paragraphs. Do not include within the quotation marks any explanatory expressions not a part of the quoted material.

He described the new procedure as "long needed and much appreciated."  
 He assured us that the procedure had been "promulgated."  
 "We are faced with a difficult task," he stated; "but I am sure we will accomplish it."

NOTE: In Revenue writing, it is frequently necessary to define terms or identifying expressions. The word(s) being defined should be enclosed in quotation marks, whether or not they are preceded by such words as "the term," "the expression," etc.

For income tax purposes, the term "adjusted gross income" means . . .  
 A "nonresident alien" is a person who . . .

. . . to enclose the entire quotation, not the individual sentences, when the quotation consists of several sentences.

"I am pleased with the progress we have been making in recent months," the Director remarked. "Production is up, and morale seems to be high. All in all, we have come a long way since we first began this project."

. . . before each paragraph of a series of quoted paragraphs, but after only the final paragraph.

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. . . to enclose the title of a published work that is part of a larger whole, such as an article from a magazine, a chapter from a book, a poem from a collection. The title of the complete work is usually italicized in printed copy and underlined in typed copy.

For examples of this style, read the chapter on "How to Write Like a Pro" in Rudolf Flesch's *A New Way to Better English*.  
 Of interest to every executive is "How to Take the Tension Out of Your Job," an article in the May issue of *Management Methods*.

Use single quotation marks to enclose a quotation within a quotation.

Addison remarked, "The phrase 'initiate any appropriate action' seems to leave a lot to the imagination."

When a quotation is given in indirect form, no quotation marks are used. An indirect quotation is usually introduced by *that*.

Direct quotation: He said, "I mailed my tax return yesterday."

Indirect quotation: He said that he mailed his tax return yesterday.

### Quotation Marks With Other Marks of Punctuation

The comma and period are placed inside the quotation marks, whether or not they are a part of the quoted material.

"I wonder," he said, "if we will ever finish it."

NOTE. There is one exception (and only one, so far as we know) to the placing of the comma and period inside the quotation marks, regardless of whether they are a part of the quoted material. When you are writing about insertions in, or deletions from, certain legal work, such as laws and regulations, put the punctuation mark outside the quotation marks *unless it is a part of the material to be inserted or deleted*.

Insert the words "growth", "production", and "manufacture".

To be inserted immediately after the words "cadets, U.S. Coast Guard;".

Change "February 1, 1951" to "June 30, 1951".

The semicolon and colon are placed outside the quotation marks unless they are a part of the quoted matter.

"We have come far, but we have farther to go"; that is the note on which he began his speech.

I have only one thing to say about the "X Report": it will be a long time before we hear the last of it.

The question mark and exclamation mark are placed inside the quotation marks if they are a part of the quotation; outside if they are not.

He asked, "Do you plan to attend the meeting?"

Could we describe the project as "essentially completed"?

Use *only one* terminal punctuation mark at end of sentences.  
*Examples:* (1) Who was it who said, "Know thyself"? (2) He frowned when she asked, "Why?" (3) Which student asked, "Why?"

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