

ANSWER KEY

for

GRAMMAR-ON-THE-GO
FOR BUSINESS
COMMUNICATION

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Toronto

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Answer Key

Diagnostic Test of English Skills

1.	E	16.	E	31.	B	46.	A
2.	D	17.	D	32.	A	47.	A
3.	E	18.	C	33.	A	48.	E
4.	C	19.	A	34.	B	49.	B
5.	E	20.	E	35.	B	50.	E
6.	A			36.	B		
7.	E	21.	A	37.	B	51.	A
8.	B	22.	B	38.	A	52.	A
9.	D	23.	B	39.	B	53.	B
10.	C	24.	A	40.	A	54.	A
		25.	B			55.	A
11.	C	26.	B	41.	D	56.	B
12.	B	27.	A	42.	B	57.	A
13.	A	28.	B	43.	D	58.	B
14.	D	29.	B	44.	D	59.	B
15.	B	30.	A	45.	E	60.	A

1.1 Nouns

Practice Session

1.	City	9.	company's
2.	Building / building	10.	editor-in-chief's
3.	hotels	11.	businesses'
4.	<i>t's / i's</i>	12.	passengers'
5.	1990s	13.	day's
6.	shelves	14.	Dallas's
7.	specialties	15.	Jones's
8.	cases		

Level 1: Self-Assessment: Nouns

1. Give the balance sheet to Melissa (1.1.1)
2. We'd like to order 50 more cases for Craigmont Stores, and 3 each for the other stores on our list. (1.1.1)

3. Tarnower Corporation donates a portion of its profits to charity every year. (1.1.1)
4. Which aluminum bolts are packaged? (1.1.1)
5. Please send the Joneses a dozen of the following: stopwatches, canteens, headbands, and wristbands. (1.1.1)
6. The technician has already repaired the machine for the client. (1.1.2)
7. An attorney will talk to the group about incorporation. (1.1.2)
8. After her vacation, the buyer prepared a third-quarter budget. (1.1.2)
9. The new flat monitors are serving our department very well. (1.1.2)
10. Accuracy overrides speed in importance. (1.1.2)
11. **copies** Make sure that all copies include the new addresses. (1.1.2)
12. **employees'** Ask Jennings to collect all employee's donations for the United Way drive. (1.1.4)
13. **sons-in-law/businesses** Charlie now has two son-in-laws to help him with his two online business's. (1.1.3, 1.1.4)
14. **parentheses** Avoid using too many parenthesises when writing your reports. (1.1.3)
15. **Burgess's/week's** Follow President Burgesses rules about what makes up a weeks work. (1.1.4)

Level 2: Workplace Applications

1. If a broken-down, unproductive guy like Carl can get a raise, why can't a take-charge guy like me get one? [*Or, with more appropriate tone and vocabulary for most business situations: If a less productive employee like Carl can get a raise, why can't an employee with initiative and ambition like me get one?*]
2. Visit our Web site and sign up for *On Your Toes*, our free newsletter that keeps you informed about promotions, discounts, and Internet-only specials.
3. As of March 2009, the Board of Directors has nine members, including three women, one First Nations person, and one Canadian of East Asian descent. [*Identifying gender and ethnic identity in business communication is usually not acceptable practice. Here, the writer is making a point of the board's inclusiveness.*]
4. We urge you, as one of the nearly 275 000 [*or: 275,000*] Maritime Life policyholders eligible to vote, to approve the new investment advisory agreement.

5. Gerrald Higgins, Vice-President for Marketing, told us reporters that CIBC provides financial services to one-eighth of homes in Canada.
6. Our customer relations associates work with people every day to answer questions, provide assistance, and help solve problems.
7. If tenants breach the lease, the landlord is likely to file legal action against them to collect on the remainder of the lease. [*Preferable to: If anyone breaches the lease, it is likely that the landlord will file legal action against him or her to collect on the remainder of his or her lease. If the tenants are the people being addressed, “anyone” could also be replaced by “you,” which changes verb agreement.*]
8. An RESP is one of the most common plans for educational savings because it’s easy to set up and administer.
9. My advice to you is to put your mission statement on your Web site [*or: website*].
10. According to Karen Smith’s report, small-business owners don’t recognize the full effect that layoffs and terminations can have on the motivation of the remaining employees.
11. To facilitate the processing of your tax return, use the mailing label and bar-coded envelope that come with your tax package.
12. The Student Association has implemented an exciting array of programs that make it easy for you to voice your opinions and concerns.
13. Keep in mind the old saying “When you laugh, the world laughs with you; when you cry, you cry alone.”
14. Albert Edmunds and I are owners of the real estate firm Edmunds & Cale, which has recently opened a new office in Corner Brook, Newfoundland.
15. The memo implied that the economic downturn will have a greater effect on the company’s bottom line than we previously assumed; this is the worst news we could have gotten [*or: could have got*].

Level 3: Document Critique—Well-Written Solution

MEMO

TO: All Employees
FROM: R. Smith, Personnel Director
DATE: December 28, 2009
SUBJECT: Time Cards

After reviewing our current method of keeping track of employee hours, we have concluded that time cards leave a lot to be desired. So starting Monday, we will have a new system: a time clock. You will just have to punch in and punch out whenever you come and go from your work area.

The new system may take a little while to get used to, but it should be helpful to those of us who are making a New Year's resolution to be more punctual.

Happy New Year to all!

eg

1.2 Pronouns: Practice Session

- | | | | |
|--------|---------------|----------------|-----------|
| 1. me | 6. its | 11. her | 16. your |
| 2. she | 7. his or her | 12. him or her | 17. its |
| 3. him | 8. Who | 13. her | 18. I |
| 4. We | 9. whom | 14. its | 19. their |
| 5. me | 10. Whom | 15. Who | 20. its |

Level 1: Self-Assessment: Pronouns

1. **whom** To which retailer will you send your merchandise? (1.2)
2. **them** Have you given John and Nancy a list of parts? (1.2)
3. **It/them** The main office sent the invoice to Mr. and Mrs. Litvak on December 5. (1.2)
4. **its** The company settled the company's accounts before the end of the year (1.2)
5. **Whose** Which person's umbrella is this? (1.2)
6. The sales staff is preparing guidelines for **its** (*their, its*) clients. (1.2.5)

7. Few of the sales representatives turn in **their** (*their, its*) reports on time. (1.2.5)
8. The board of directors has chosen **its** (*their, its*) officers. (1.2.5)
9. Donna and Eileen have told **their** (*her, their*) clients about the new program. (1.2.1)
10. Each manager plans to expand **his or her** (*his, their, his or her*) sphere of control next year. (1.2.3)
11. Has everyone supplied **his or her** (*his, their, his or her*) social insurance number? (1.2.3)
12. After giving every employee **a** (*his, their, a*) raise, George told **them** (*them, they, all*) about the increased workload. (1.2.3, 1.2.4)
13. Bob and Tim have opposite ideas about how to achieve company goals. **Who** (*Who, Whom*) do you think will win the debate? (1.2.4)
14. City Securities has just announced **whom** (*who, whom*) it will hire as CEO. (1.2.4)
15. Either of the new products would readily find **its** (*their, its*) place in the marketplace. (1.2.5)