

Sandra Thibaudeau

# Guide

de la communication écrite  
**EN ANGLAIS**

Plus de **110** tableaux  
Plus de **100** modèles

Québec Amérique



# Guide

de la communication écrite

**EN ANGLAIS**



Sandra Thibaudeau

# Guide

de la communication écrite  
**EN ANGLAIS**

Plus de **110** tableaux  
Plus de **100** modèles

Québec Amérique

**Catalogage avant publication de Bibliothèque et Archives nationales du Québec  
et Bibliothèque et Archives Canada**

Smythe, Sandra

Le guide de la communication écrite en anglais

Comprend du texte en anglais

ISBN 978-2-7644-0614-4 (Imprimé)

ISBN 978-2-7644-1854-3 (PDF)

1. Anglais (Langue) - Anglais écrit. 2. Anglais (Langue) - Rhétorique. 3.

Communication écrite. I. Titre.

PE1409.S69 2012 808'.042 C2008-940236-7



Conseil des Arts  
du Canada

Canada Council  
for the Arts

**SODEC**  
Québec

Nous reconnaissons l'aide financière du gouvernement du Canada par l'entremise du Fonds du livre du Canada pour nos activités d'édition.

Gouvernement du Québec – Programme de crédit d'impôt pour l'édition de livres – Gestion SODEC.

Les Éditions Québec Amérique bénéficient du programme de subvention globale du Conseil des Arts du Canada. Elles tiennent également à remercier la SODEC pour son appui financier.

Québec Amérique

329, rue de la Commune Ouest, 3<sup>e</sup> étage

Montréal (Québec) Canada H2Y 2E1

Téléphone : 514 499-3000, télécopieur : 514 499-3010

Dépôt légal : 3<sup>e</sup> trimestre 2012

Bibliothèque nationale du Québec

Bibliothèque nationale du Canada

Conception graphique de la couverture: Pascal Goyette

Image en couverture: Dreamstime/©Atanasbozhikov

Tous droits de traduction, de reproduction et d'adaptation réservés

© 2012 Éditions Québec Amérique inc.

[www.quebec-amerique.com](http://www.quebec-amerique.com)

## **DIRECTION**

Président : Jacques Fortin  
Directrice générale : Caroline Fortin  
Directrice des éditions : Martine Podesto

## **CONCEPTION ET RÉDACTION**

Sandra Thibaudeau

## **COORDINATION ÉDITORIALE**

Éric St-Pierre

## **RÉVISION**

Richard Bélanger  
Catherine Bowman  
Liliane Michaud

## **PRODUCTION**

Chargée de projet : Mylaine Lemire

## **DESIGN GRAPHIQUE**

Pascal Goyette  
Célia Provencher-Galarneau

## **MONTAGE**

Pascal Goyette  
Karine Levesque  
Célia Provencher-Galarneau  
Karine Raymond

## **CONTRIBUTIONS**

Québec Amérique remercie les personnes suivantes  
pour leur contribution au présent ouvrage :  
Liliane Michaud, Marie-Éva de Villers et Daniel Renaud Urbain.

*Comme quelqu'un pourrait dire de moi que j'ai  
seulement fait ici un amas de fleurs étrangères,  
n'y ayant fourni du mien que le filet à les lier.*

Montaigne



## REMERCIEMENTS

En tout premier lieu, je ne saurais décrire toute la gratitude que j'éprouve envers mon ancienne collègue et auteure du *Guide de la communication écrite, au cégep, à l'université et en entreprise*, Marie Malo. Mon ouvrage repose grandement sur la structure soignée de l'ouvrage de Marie Malo et sur l'attention portée aux multiples détails qui y sont démontrés. Il a servi de modèle et d'inspiration pour le *Guide de la communication écrite en anglais*.

Des remerciements très spéciaux vont à trois personnes : Marie-Éva de Villers, directrice de la qualité de la communication à HEC Montréal, dont les connaissances et l'appui m'ont toujours été généreusement offerts au cours des années et dont l'encouragement a contribué à donner naissance à ce projet ; Liliane Michaud, pour sa savante contribution aux annotations françaises qui a grandement enrichi le livre ; Catherine Bowman, dont l'incomparable compétence professionnelle dans le travail d'édition du manuscrit anglais a transformé une tâche laborieuse en une aventure de réflexion et d'exploration.

Je voudrais remercier les collègues de HEC Montréal qui, par leur flot constant de questions portant sur des points de rédaction en langue anglaise, m'ont gardée vigilante. J'ai bénéficié d'échanges avec des collègues amoureux de la langue à la Direction de la qualité de la communication, plus particulièrement avec Marie de Schuiteneer, Jacinthe Dupuis et Claudette St-Amant que je remercie de leurs questions pertinentes et de leur intolérance envers les réponses vagues. J'ai apprécié la stimulation intellectuelle et l'appui des collègues et amis de l'équipe d'enseignement des communications d'affaires, Eric Buisson, Kunjilika Chaima, Kerry Hatzipantos, Marcello

Quintieri, Christopher Sikorsky, Bill Spanos, Tristan Verboven et Michelino Vinci. J'ai aussi tiré avantage de leur contribution toujours précieuse portant sur des questions de rédaction d'affaires. Je tiens aussi à remercier le coordinateur actuel du programme de communications d'affaires. La vive intelligence de Tanya Seredynska, son sens de l'humour et sa volonté de discuter de points de désaccord avec des spécialistes ont été un plaisir de tous les moments.

Je remercie aussi toutes les personnes qui ont pris la peine d'apporter conseils, matériel, modèles et exemples à cet ouvrage : Diane Bégin, Renée Bouchard, Lynda Goldman, Linda Johnston, Solange Lapiere, Peter Russell, Annabel Thibaut, Gabrielle Thibaut et le professeur Jean-Pierre Vidal. Famille et amis ont été une source reconfortante de soutien et d'encouragement au cours de la rédaction.

L'équipe de Québec-Amérique a, elle aussi, contribué grandement à la réalisation de ce projet. Ce fut un plaisir de travailler avec Martine Podesto, Mylaine Lemire, Éric St-Pierre, Daniel Renaud Urbain, Pascal Goyette et l'aide technique de Célia Provencher-Galarneau a été inestimable. Leur expertise attention aux détails et leur inébranlable professionnalisme ont été très chers.

Finalement, je suis reconnaissante envers Vernon Willis pour son patient encouragement et pour sa volonté à lire et à relire un document long et aride afin d'y déceler des répétitions et des lettres inversées – toujours avec humour et parfois avec des questions qui ont aiguisé ma réflexion.

## PRÉFACE

Le *Guide de la communication écrite en anglais* que nous propose Sandra Thibaudeau constitue un ouvrage de référence pratique, de consultation facile, qui est destiné spécifiquement à ceux et celles qui n'ont pas l'anglais pour langue maternelle et qui tiennent à communiquer avec efficacité et exactitude dans cette langue. Son élaboration est le fruit d'une vaste expérience et d'une longue réflexion, l'auteure ayant enseigné l'anglais au sein des réseaux collégial et universitaire, puis assuré la coordination des cours d'anglais des affaires à HEC Montréal pendant plusieurs années.

Afin de répondre aux besoins particuliers des francophones qui ont à communiquer par écrit en anglais, Sandra Thibaudeau s'est assuré la collaboration de Liliane Michaud, auteure de *L'Agenda du français pratique* et des cahiers d'*Exercices du Multidictionnaire de la langue française*. Celle-ci a rédigé des notes qui mettent en évidence les éléments qui font l'objet d'usages différents en français et en anglais et sont fréquemment une source d'erreurs dans les écrits. Les commentaires formulés en français sont mis en valeur par l'emploi d'une couleur contrastante, le rouge.

Sont abordées tour à tour de façon claire et bien structurée, selon une approche hautement pédagogique, les communications écrites les plus courantes (le courriel, la lettre, la note, le compte rendu, l'offre de service, le rapport, le sommaire). Les divers types de curriculum vitæ font aussi l'objet d'une présentation étoffée. L'auteure décloisonne les explications en traitant aussi bien d'orthographe, de syntaxe, de vocabulaire que de typographie. À titre d'exemple, les particularités de l'orthographe de l'anglais du Canada sont mises en évidence dans un tableau, tandis qu'une autre synthèse originale explique l'emploi du trait d'union. En matière de grammaire, le tableau sur le pluriel des noms rendra de grands services. Sur le plan de la syntaxe, l'auteure a élaboré des

tableaux très utiles sur les verbes à particule (*phrasal verbs*), si difficiles à maîtriser pour les non-anglophones, sur les faux amis et sur les marqueurs de relation. Le rôle des différents signes de ponctuation est décrit de façon détaillée et la virgule, le point comme le point-virgule font l'objet de tableaux distincts. La typographie est largement traitée dans plusieurs tableaux, dont ceux portant sur les notices bibliographiques, les modes d'abréviation, l'emploi des majuscules, la hiérarchie des titres, les règles d'écriture des nombres, la mise en page.

C'est l'accessibilité et la clarté qui caractérisent ce *Guide* innovateur. Grâce à des tableaux présentés dans l'ordre alphabétique du mot clé, à des explications pertinentes et à de nombreux exemples, les utilisateurs et utilisatrices peuvent trouver très rapidement les renseignements recherchés. Le repérage de l'information est également facilité par l'index détaillé des mots clés, qui donne par ordre alphabétique les mots figurant dans les tableaux, avec l'indication des pages où ils figurent.

Ce qui fait l'originalité et l'intérêt du *Guide de la communication écrite en anglais*, dont je salue la parution, c'est qu'il réunit en un seul ouvrage l'essentiel des connaissances linguistiques, grammaticales, syntaxiques et typographiques indispensables à une communication soignée en anglais.

Marie-Éva de Villers

Directrice de la qualité  
de la communication à HEC Montréal

Auteure du *Multidictionnaire de la langue française*

Le *Guide de la communication écrite en anglais* a été conçu pour les francophones utilisant l'anglais à des fins professionnelles. Les renseignements qu'il contient ont été recueillis parmi la grande quantité de manuels de stylistique anglaise. La beauté de ce guide est qu'il rassemble les conventions de l'anglais écrit en un seul ouvrage facile à consulter tout en tenant compte des besoins spécifiques des utilisatrices et des utilisateurs francophones. En bref, le guide vise à offrir aux auteurs de langue française des conseils, des exemples et des modèles d'utilisation exacte et moderne de l'anglais.

Au cours des années pendant lesquelles j'ai travaillé à HEC Montréal, on m'a souvent demandé si je pouvais recommander un livre ressemblant au *Guide de la communication écrite* de Marie Malo. J'en suis venue à la réalisation que bon nombre de francophones utilisant l'anglais pour leur travail ou leurs études étaient à la recherche de renseignements concis sur l'anglais écrit pouvant les aider à mieux atteindre leurs objectifs. Mon travail d'enseignante et de formatrice en entreprise à Montréal m'avait permis de constater les besoins et les préoccupations des francophones à cet égard. C'est ce qui m'a encouragée à entreprendre la tâche de trier et de simplifier l'énorme quantité de matériel provenant de différentes sources pour en faire ce qui est maintenant le *Guide de la communication écrite en anglais*.

Une question s'est vite posée, quelle langue utiliser pour le livre. De toute évidence, exemples et modèles se devaient d'être en anglais. Mais je me suis tournée vers mes camarades et mes collègues de langue française qui écrivent en anglais à l'occasion afin de déterminer la langue à utiliser pour les définitions et les conseils.

Le consensus, dans les mots d'un pair, fut « Je préfère consulter des sources dans la langue que j'utilise ». Ainsi, le *Guide de la communication écrite en anglais* est un hybride — écrit en anglais, mais avec des commentaires en français pour les points qui engendrent souvent de la confusion.

J'espère que ceux et celles qui utiliseront ce guide le trouveront utile lorsqu'ils entreprendront la tâche parfois frustrante, mais toujours gratifiante, de produire des textes anglais clairs et soignés.

## LISTE DES TABLEAUX

xii

### **A**bbreviations

Abstract

Acetate

Acknowledgements

Address

Agenda

Alphabetical Order

Annex

Apostrophe

Appendix

Appointment Notice

### **B**ibliography

Business Card

Business Letter—Details

Business Letter—Format

Business Letter—Types

### **C**anadian Spelling

Capital Letters

Charts

Clock Time

Colon

Comma

Computer-Generated Slide

Conclusion

Contents

Correspondence—Salutation

Correspondence—Signature Block

Countries, Peoples and Adjectives of Nationality

Cover Letter for a Curriculum Vitae

Curriculum Vitae

### **D**edication

Development

### **E**-Mail

Envelope

Epigraph

Exclamation Mark

### **F**alse Cognates

Fax Cover Sheet

Figure

Flow Chart

Footnote

Foreword

### **G**lossary

### **H**eadings

Highlighting Features

Hyphen

### **I**ndex

In-Text Citation

Introduction

Invitation

Irregular Verbs—Past Participles

Irregular Verbs—Past Tense

Itinerary

### **L**ayout

List of Abbreviations

List of Illustrations

List of Tables

Listing

### **M**ake and Do

Meeting Announcement

Memorandum (Memo)

Minutes

### **N**umbers

### **O**rders for Parts of a Text

Organization Chart

Outline

**P**arentheses  
Period  
Periods of Time  
Phrasal Verbs  
Pictogram  
Plural Nouns  
Preface  
Prepositions With Verbs  
Press Release  
Proofreading and Editing  
Proposal  
Punctuation

**Q**uestion Mark  
Quotation Marks

**R**eference List  
Reference List–APA Style  
Reference List–CSE Style  
Reference List–Electronic and Internet Sources  
Reference List–MLA Style

Report–Formal  
Report–Informal

**S**emicolon  
Summary  
Survey Questionnaire

**T**ables  
Tag Questions  
Telephone Messages  
Term Paper  
Thank-You Note  
Title Page  
Titles  
Transition Markers  
Transmittal Letter

**U**nbiased Language

**V**erbs Requiring Gerunds  
Verbs Requiring Infinitives

**W**ritten English–Errors to Avoid

## LISTE DES TITRES FRANÇAIS DES TABLEAUX

xiv

**Abréviations** / Abbreviations

**Anglais canadien** / Canadian Spelling

**Anglais écrit – Erreurs à éviter** /  
Written English—Errors to Avoid

**Annexe** / Annex

**Apostrophe** / Apostrophe

**Appendice** / Appendix

**Avant-propos** / Preface

**Avis de convocation** / Meeting Announcement

**Avis de nomination** / Appointment Notice

**Bibliographie** / Bibliography

**Bordereau de télécopie** / Fax Cover Sheet

**Carte professionnelle** / Business Card

**Communiqué de presse** / Press Release

**Conclusion** / Conclusion

**Correction d'épreuves et révision** /  
Proofreading and Editing

**Correspondance – Appel** /  
Correspondence—Salutation

**Correspondance – Signature** /  
Correspondence—Signature Block

**Courriel** / E-Mail

**Curriculum vitæ** / Curriculum Vitae

**Dédicace** / Dedication

**Deux-points** / Colon

**Développement** / Development

**Diagramme** / Flow Chart

**Diapositive générée par ordinateur** /  
Computer-Generated Slide

**Dissertation** / Term Paper

**Divisions par hiérarchie** / Headings

**Écriture de l'heure** / Clock Time

**Écriture des nombres** / Numbers

**Énumération** / Listing

**Enveloppe** / Envelope

**Épigraphe** / Epigraph

**Faux amis** / False Cognates

**Figure** / Figure

**Glossaire** / Glossary

**Graphiques** / Charts

**Guillemets** / Quotation Marks

**Index** / Index

**Introduction** / Introduction

**Invitation** / Invitation

**Itinéraire** / Itinerary

**Langage impartial** / Unbiased Language

**Lettre d'accompagnement d'un curriculum vitæ** /  
Cover Letter for a Curriculum Vitae

**Lettre d'affaires – Composants** /  
Business Letter—Details

**Lettre d'affaires – Présentation** /  
Business Letter—Format

**Lettre d'affaires – Types** / Business Letter—Types

**Les verbes « make » et « do »** / Make and Do

**Lettre de transmission** / Transmittal Letter

**Liste d'abréviations** / List of Abbreviations

**Liste de références** / Reference List

**Liste de références – Méthode APA** /  
Reference List—APA Style

**Liste de références – Méthode CSE** /  
Reference List—CSE Style

**Liste de références – Méthode MLA** /  
Reference List—MLA Style

**Liste de références – Sources électroniques et Internet** /  
Reference List—Electronic and Internet Sources

**Liste de tableaux** / List of Tables

**Liste d'illustrations** / List of Illustrations

**Majuscules** / Capital Letters

**Marqueurs de relation** / Transition Markers

**Messages téléphoniques** / Telephone Messages

**Mise en page** / Layout

**Mises en valeur typographiques** /  
Highlighting Features

**Noms de pays, de peuples et adjectifs de nationalité** / Countries, Peoples and Adjectives of Nationality  
**Note** / Memorandum (Memo)  
**Note de remerciements** / Thank-You Note  
**Note en bas de page** / Footnote  
**Offre de service** / Proposal  
**Ordre alphabétique** / Alphabetical Order  
**Ordre des parties d'un texte** / Order for Parts of a Text  
**Ordre du jour** / Agenda  
**Organigramme** / Organization Chart  
**Page de titre** / Title Page  
**Parenthèses** / Parentheses  
**Périodicité** / Periods of Time  
**Pictogramme** / Pictogram  
**Plan** / Outline  
**Pluriel des noms** / Plural Nouns  
**Point** / Period  
**Point d'exclamation** / Exclamation Mark  
**Point d'interrogation** / Question Mark  
**Point-virgule** / Semicolon  
**Ponctuation** / Punctuation  
**Préface** / Foreword  
**Procès-verbal** / Minutes

**Questionnaire d'enquête** / Survey  
 Questionnaire  
**Questions-tag** / Tag Questions  
**Rapport – Travaux officiels** / Report–Formal  
**Rapport – Travaux courants** / Report–Informal  
**Références dans le texte** / In-Text Citation  
**Remerciements** / Acknowledgements  
**Résumé** / Abstract  
**Sommaire** / Summary  
**Table des matières** / Contents  
**Tableaux** / Tables  
**Titres** / Titles  
**Trait d'union** / Hyphen  
**Transparent** / Acetate  
**Verbes à particule** / Phrasal Verbs  
**Verbes et prépositions** / Prepositions With Verbs  
**Verbes irréguliers – Le passé** / Irregular Verbs–Past Tense  
**Verbes irréguliers – Participes passés** / Irregular Verbs–Past Participles  
**Verbes qui demandent le gérondif** / Verbs Requiring Gerunds  
**Verbes qui demandent l'infinitif** / Verbs Requiring Infinitives  
**Virgule** / Comma





## INTRODUCTION

Le *Guide de la communication écrite en anglais* est un manuel pratique offrant aux auteurs francophones un large éventail de renseignements pertinents qui portent sur des questions d'écriture et qui sont accompagnés de bon nombre d'exemples et de modèles en anglais. Des tableaux, au nombre de 114, sont présentés dans l'ordre alphabétique et peuvent facilement être trouvés à l'aide d'une liste de tableaux bilingues ou de l'index détaillé. Les différences entre l'anglais et le français, surtout d'ordre typographique, sont mises en évidence dans des commentaires apparaissant en rouge. Un glossaire donne la terminologie utilisée dans le guide.

1

### AVERTISSEMENT

Des contradictions peuvent parfois survenir à propos des règles s'appliquant à l'anglais écrit. Il est important de savoir que même si les spécialistes des conventions portant sur cette langue sont généralement en accord, comme pour le français, il arrive que sur certains points les opinions divergent. Ces points sont soulignés dans le guide. Dans ces cas, la décision revient à l'auteur, à la condition qu'une règle soit observée de manière consistante à l'intérieur d'un même document.

# MODE D'EMPLOI

## Titre bilingue du tableau

### INVITATION / INVITATION

PLAN DU TABLEAU	
Elements .....	Éléments
Useful Language .....	Formules utiles
Additional Notations .....	Mentions supplémentaires
Example of an Invitation to an Art Exhibit Opening .....	Exemple d'invitation à un vernissage
Example of an Invitation to a Magazine Launch .....	Exemple d'invitation à un lancement de magazine
Example of an Invitation to an Awards Ceremony Banquet .....	Exemple d'invitation à un banquet de remise de prix
Example of an Invitation to a Commercial Presentation at a Convention .....	Exemple d'invitation à une présentation commerciale de congrès

Plan bilingue du tableau

Repère alphabétique basé sur le terme utilisé en anglais

### DEFINITION / Définition

A card (or e-mail) which invites one or more people to participate in an activity or event  
 Carte (ou courriel) envoyée à une ou à plusieurs personnes pour les prier d'assister à une activité ou à un événement.

Définitions anglaise et française de la notion

### ELEMENTS / Éléments

- Name of the person or organization hosting the event
- Identification of the activity proposed
- Date (with the month written out in full)
- Place (with address and indicators such as East Tower, Subway station, corner of street and avenue where they may be relevant)
- Time (with the designation a.m. or p.m.)

L'heure est indiquée en recourant aux abréviations a.m. et p.m.

Titre courant du tableau

### USEFUL LANGUAGE / Formules utiles

Mr. John Smith, Director of the Victoria Public Library, extends an invitation to celebration of the centennial of the library.

Ms. Valerie Gates, Curator of the Holden Gallery, is pleased to invite you to attend an exhibit of the works of ...

Mr. Charles Harvie requests the pleasure of your company on the occasion of new magazine for small entrepreneurs.

A networking reception will be held in the main hall of ...

The opening will take place between 8:30 and 10:00 p.m.

### INVITATION / INVITATION

#### ADDITIONAL NOTATIONS / Mentions supplémentaires

- Typical phrases to include according to the circumstances
  - Reply requested
  - RSVP by June 10.
  - Please reply to (person and contact information)
  - Price (if any)
- Expressions such as "for two people" or "and guest" avoid specific designations of relationship such as wife, husband or partner. Note the new term, "plus one"

This invitation is valid for two people.\*  
 Please present this invitation at the door.  
 Business attire  
 Evening dress  
 Breakfast will be served.

Example of an Invitation to an Art Exhibit Opening

Exemple d'invitation à un vernissage

The Museum of Fine Arts is pleased to invite you to the opening of an exhibit of the artworks of Jema Bigman.

The event will be held in the Woodworth Memorial Gallery on the main floor of the Museum at 200 Main Street on January 29, 2010 at six o'clock.

This invitation is valid for two people.  
 Kindly confirm your presence by phone at 230-555-8282 by January 16, 1010.

Example of an Invitation to a Magazine Launch

Exemple d'invitation à un lancement de magazine

Mr. Ellis Price-Jones, Publisher, requests the pleasure of your company at the launch of a new magazine for small businesses.

This event will take place in the atrium of the Johnson Centre at 1937 Fisgard Street between 6 p.m. and 8 p.m. on May 21.

Please present this invitation at the door.  
 RSVP by May 15 to 819-555-9867.  
 Business attire

Example of an Invitation to an Awards Ceremony Banquet

Exemple d'invitation à un banquet de remise de prix

The Maple Creek School Board is pleased to extend an invitation to join the commissioners and teaching staff at a banquet honouring the graduates who have achieved the highest grades in the Commissioner's six schools this year.

The banquet and presentation of awards by Mayor Gillis will be held at the Hotel Royal on Smithson Avenue (corner of Fleetway) on Saturday June 28 at 7 o'clock.

A reply is requested at 416-555-7658 by June 10.  
 Evening dress  
 Cost: \$30

Example of an Invitation to a Commercial Presentation at a Convention

Exemple d'invitation à une présentation commerciale de congrès

Gingersnap Publications is pleased to invite you to a presentation by the author of our latest elementary school textbook in Conference Room B.

Friday, March 7 at 7:30 a.m.  
 Breakfast will be served.

Information hiérarchisée

Boîte indiquant une règle variant du français à l'anglais

Exemples

Renvois bilingues

See also ADDRESS / Voir aussi Adresse  
 See also CLOCK TIME / Voir aussi Écriture de l'heure

**PLAN DU TABLEAU**

Abbreviations for Common Business Terms ..... Abréviations d'expressions courantes en affaires  
Abbreviations Used in Standard Internet Addresses .... Abréviations utilisées dans les adresses Internet

**DEFINITION / Définition**

Short forms used for terms on forms, catalogues and in routine messages between offices\*

Formes abrégées de termes utilisées dans les formulaires, les catalogues et les communications d'affaires.

**ABBREVIATIONS FOR COMMON BUSINESS TERMS / Abréviations d'expressions courantes en affaires**

<b>acct.</b> ..... account	<b>Bros.</b> ..... brothers
<b>ad</b> ..... advertisement	<b>B/S, BS</b> ..... bill of sale
<b>agcy.</b> ..... agency	<b>bu.</b> ..... bushel
<b>agt.</b> ..... agent	<b>byte</b> ..... eight bits
<b>AI</b> ..... artificial intelligence	<b>CA</b> ..... chartered accountant (Can.)
<b>a.k.a.</b> ..... also known as	<b>CAD</b> ..... computer-aided drafting/ dispatch/design
<b>amt.</b> ..... amount	<b>CAI</b> ..... computer-aided instruction
<b>ans.</b> ..... answer	<b>CAM</b> ..... computer-assisted manufacturing
<b>AP</b> ..... accounts payable	<b>CAT</b> ..... computer-aided transcription
<b>approx.</b> ..... approximately	<b>CBCA</b> ..... Canada Business Corporations Act
<b>AR</b> ..... accounts receivable	<b>CC, cc</b> ..... courtesy copy
<b>ASAP</b> ..... as soon as possible	<b>CCQ</b> ..... Civil Code of Quebec
<b>ASCII</b> ..... American Standard Code for Information Exchange	<b>CD</b> ..... certificate of deposit
<b>Assn.</b> ..... association	<b>CD</b> ..... compact disk
<b>asst.</b> ..... assistant	<b>CD-ROM</b> ..... compact disk read-only memory
<b>ATM</b> ..... automated teller machine	<b>CDT</b> ..... Central Daylight Time
<b>att.</b> ..... attachment	<b>CEO</b> ..... chief executive officer
<b>attn.</b> ..... attention	<b>CFO</b> ..... chief financial officer
<b>AV</b> ..... audiovisual (audio-visual)	<b>CGA</b> ..... Certified General Accountant
<b>av., avg.</b> ..... average	<b>CGA</b> ..... color graphics adapter
<b>bal.</b> ..... balance	<b>chg.</b> ..... charge
<b>bbl.</b> ..... barrel	<b>CIF</b> ..... cost, insurance and freight
<b>BIOS</b> ..... basic input-output system	<b>CIM</b> ..... computer integrated manufacturing
<b>bit</b> ..... binary digit	<b>CLU</b> ..... Chartered Life Underwriter
<b>B/L, BL</b> ..... bill of lading	<b>cm</b> ..... centimetre
<b>bdg.</b> ..... building	<b>CMA</b> ..... Certified Management Accountant
<b>BO</b> ..... back order	<b>c/o</b> ..... in care of
<b>BOY</b> ..... beginning of year	
<b>bps</b> ..... bits per second	

<b>Co.</b> .....	company	<b>ETA</b> .....	estimated time of arrival
<b>COBOL</b> .....	Common Business Oriented Language	<b>exp.</b> .....	expense
<b>COD, c.o.d.</b> ....	collect charge/cash on delivery	<b>Ext., ext.</b> .....	extension (telephone)
<b>COLA</b> .....	cost-of-living adjustment	<b>FAQ</b> .....	frequently asked questions
<b>COM</b> .....	computer output microfilm	<b>FAS</b> .....	free alongside ship
<b>COO</b> .....	chief operating officer	<b>EBITDA</b> .....	earnings before interest, taxes, depreciation and amortization
<b>Corp.</b> .....	corporation	<b>FBO</b> .....	for the benefit of
<b>cu</b> .....	cubic	<b>FIFO</b> .....	first in, first out (inventory)
<b>CPA</b> .....	Certified Public Accountant (USA)	<b>FOB</b> .....	free on board
<b>CPI</b> .....	Consumer Price Index	<b>FORTRAN</b> .....	FORMula TRANslator
<b>cpi</b> .....	characters per inch	<b>FTP</b> .....	file transfer protocol (Internet)
<b>CPP</b> .....	Canada Pension Plan	<b>ft-tn</b> .....	foot-ton
<b>cps</b> .....	characters per second	<b> fwd.</b> .....	forward
<b>CPU</b> .....	central processing unit	<b>FY</b> .....	fiscal year
<b>CST</b> .....	Central Standard Time	<b>FYA</b> .....	for your action
<b>DBA</b> .....	doing business as	<b>FYI</b> .....	for your information
<b>DBMS</b> .....	database management system	<b>GAAP</b> .....	generally accepted accounting principles
<b>detn.</b> .....	destination	<b>GB</b> .....	gigabyte (billion bytes)
<b>disc.</b> .....	discount	<b>GDP</b> .....	gross domestic product
<b>dist.</b> .....	district	<b>GIC</b> .....	guaranteed investment certificate
<b>div</b> .....	division	<b>GIGO</b> .....	garbage in, garbage out
<b>DJIA</b> .....	Dow Jones Industrial Average	<b>GL</b> .....	general ledger
<b>DOI</b> .....	digital object identifier	<b>GM</b> .....	general manager
<b>DOS</b> .....	disk operating system	<b>gov't., gov.</b> ....	government
<b>DP</b> .....	data processing	<b>gr.</b> .....	gross
<b>dpi</b> .....	dots per inch	<b>GST</b> .....	goods and services tax
<b>DSS</b> .....	decision support system	<b>GUI</b> .....	graphic user interface
<b>DST</b> .....	daylight saving time	<b>hdlg.</b> .....	handling
<b>DTP</b> .....	desktop publishing	<b>HQ</b> .....	headquarters
<b>dup</b> .....	duplicate	<b>HR</b> .....	Human Resources
<b>DVD</b> .....	digital video/versatile disk	<b>HTML</b> .....	hypertext mark-up language
<b>dz., doz.</b> .....	dozen	<b>HTTP</b> .....	hypertext transfer protocol
<b>ea</b> .....	each	<b>HTTPS</b> .....	secure site
<b>EDI</b> .....	electronic data interchange	<b>ID</b> .....	identification data
<b>EDP</b> .....	electronic data processing	<b>Inc.</b> .....	incorporated
<b>EDT</b> .....	Eastern Daylight Time	<b>info</b> .....	information
<b>EFT</b> .....	electronic funds transfer	<b>ins.</b> .....	insurance
<b>EGA</b> .....	enhanced graphics adaptor	<b>int.</b> .....	interest
<b>e-mail/email</b> ...	electronic mail	<b>intl.</b> .....	international
<b>enc., encl.</b> .....	enclosure	<b>inv.</b> .....	invoice
<b>EOF</b> .....	end of file	<b>invt.</b> .....	inventory
<b>EOM</b> .....	end of month	<b>I/O</b> .....	input/output
<b>Esq.</b> .....	Esquire (older usage—lawyer)	<b>IOU</b> .....	I owe you
<b>EST</b> .....	Eastern Standard Time		

<b>ISBN</b> .....	International Standard Book Number	<b>orig.</b> .....	original
<b>ISP</b> .....	Internet service provider	<b>O/S</b> .....	out of stock
<b>IT</b> .....	information technology	<b>OS</b> .....	operating system (computer)
<b>K</b> .....	thousand (disk memory; \$)	<b>OTC</b> .....	over the counter
<b>KB</b> .....	thousand bytes	<b>pd.</b> .....	paid
<b>LAN</b> .....	local area network	<b>PC</b> .....	personal computer
<b>lb., lbs.</b> .....	pound, pounds (weight)	<b>PDA</b> .....	personal digital assistant
<b>L/C</b> .....	letter of credit	<b>PDF</b> .....	portable document format
<b>LIFO</b> .....	last in, first out (inventory)	<b>PDT</b> .....	Pacific Daylight Time
<b>lpm</b> .....	lines per minute	<b>PERT</b> .....	program evaluation and review technique
<b>Ltd.</b> .....	Limited	<b>P/H, p and h</b> ...	postage and handling
<b>M</b> .....	million/mega (\$; bytes)	<b>PIN</b> .....	personal identification number
<b>max.</b> .....	maximum	<b>PL, P&amp;L</b> .....	profit and loss
<b>MB</b> .....	megabyte (million bytes)	<b>PO</b> .....	post office
<b>MC (emcee)</b> ...	master/mistress of ceremonies	<b>PO</b> .....	purchase order
<b>MD&amp;A</b> .....	Management Discussion and Analysis (in annual reports)	<b>POE, p.o.e.</b> ....	port of entry
<b>mdse</b> .....	merchandise	<b>ppd.</b> .....	postage paid, prepaid
<b>MDT</b> .....	Mountain Daylight Time	<b>PR</b> .....	public relations
<b>memo</b> .....	memorandum	<b>PROM</b> .....	programmable ROM
<b>mfg.</b> .....	manufacturing	<b>PS</b> .....	postscript
<b>MHz</b> .....	megahertz	<b>PST</b> .....	Pacific Standard Time
<b>min.</b> .....	minute; minimum	<b>PST</b> .....	Provincial Sales Tax
<b>MIS</b> .....	management information system	<b>QPP</b> .....	Quebec Pension Plan
<b>misc.</b> .....	miscellaneous	<b>qty.</b> .....	quantity
<b>MO</b> .....	money order/mail order	<b>RAM</b> .....	random-access memory
<b>MSP</b> .....	moved, seconded, and passed	<b>recd.</b> .....	received
<b>MST</b> .....	Mountain Standard Time	<b>R&amp;D</b> .....	research and development
<b>n/30</b> .....	net in 30 days	<b>reg.</b> .....	registered
<b>N/A</b> .....	not applicable; not available	<b>req.</b> .....	requisition
<b>NAFTA</b> .....	North American Free Trade Agreement	<b>retd.</b> .....	returned
<b>ND, n.d.</b> .....	no date	<b>ROI</b> .....	return on investment
<b>NGO</b> .....	non-governmental organization	<b>ROM</b> .....	read-only memory
<b>No., Nos.</b> .....	number, numbers	<b>RRSP</b> .....	registered retirement savings plan
<b>NPO</b> .....	non-profit organization	<b>RSVP</b> .....	reply, if you please
<b>NSF</b> .....	not sufficient funds	<b>SASE</b> .....	self-addressed stamped envelope
<b>nt. wt.</b> .....	net weight	<b>shpt.</b> .....	shipment
<b>OD</b> .....	overdraft	<b>shrg.</b> .....	shortage
<b>OCR</b> .....	optical character recognition (reader)	<b>SO</b> .....	shipping order
<b>org.</b> .....	organization	<b>SOP</b> .....	standard operating procedure
		<b>TQM</b> .....	total quality management
		<b>UPC</b> .....	Universal Product Code

La même abréviation est utilisée en français (répondez, s'il vous plaît).

## ABBREVIATIONS / ABRÉVIATIONS

<b>URL</b> .....	uniform resource locator (Internet)	<b>WAN</b> .....	wide area network
<b>USB (port)</b> .....	universal serial bus	<b>whsl.</b> .....	wholesale
<b>VAT</b> .....	value-added tax	<b>wi-fi</b> .....	wireless-fidelity (network)
<b>VCR</b> .....	video cassette recorder	<b>w/o</b> .....	without
<b>VDT</b> .....	video display terminal	<b>wp</b> .....	word processing
<b>VGA</b> .....	video graphics display	<b>wpm</b> .....	words per minute
<b>VIP</b> .....	very important person	<b>WWW</b> .....	World Wide Web
<b>VOIP</b> .....	voice-over-Internet protocol	<b>WYSIWYG</b> .....	What you see is what you get (screen to printer)
<b>VP</b> .....	vice president	<b>yr., yrs.</b> .....	year, years
<b>vs., v.</b> .....	versus		

\* The International Chamber of Commerce provides a more complete listing of abbreviations used for freight transportation which can be found by an Internet search entering **incoterms**.

For a more complete listing of business abbreviations and idiomatic expressions with their meanings, see *Longman Business English Dictionary*.

## ABBREVIATIONS USED IN STANDARD INTERNET ADDRESSES (DOMAIN NAMES)\*

/ Abréviations utilisées dans les adresses Internet (noms de domaine)

<b>.aero</b> .....	airline industry site	<b>.au</b> .....	Australia
<b>.biz</b> .....	business services site	<b>.ca</b> .....	Canada
<b>.com</b> .....	commercial site	<b>.ch</b> .....	Switzerland
<b>.coop</b> .....	business coop site	<b>.cn</b> .....	China
<b>.edu</b> .....	educational institution	<b>.de</b> .....	Germany
<b>.gov</b> .....	government site	<b>.fr</b> .....	France
<b>.info</b> .....	information services site	<b>.is</b> .....	Iceland
<b>.mil</b> .....	military site	<b>.jp</b> .....	Japan
<b>.name</b> .....	personal site	<b>.mx</b> .....	Mexico
<b>.net</b> .....	Internet service provider site	<b>.ru</b> .....	Russia
<b>.org</b> .....	non-profit organization site	<b>.uk</b> .....	United Kingdom
<b>.pro</b> .....	professional services site	<b>.za</b> .....	South Africa

\* A more complete listing of ISO standard country codes can be found by an Internet search entering **ISO 3166-1**.

PLAN DU TABLEAU	
Purpose .....	But
Elements .....	Éléments
Preparation .....	Préparation
Key Words .....	Mots clés
Placement and Pagination .....	Situation et pagination
Example of an Abstract for a Report .....	Exemple de résumé de rapport
Example of an Abstract for a Scientific Article .....	Exemple de résumé d'article scientifique

## DEFINITION / Définition

A brief written statement of the essential ideas or points contained in a longer document such as a thesis, a report, a scientific paper or a journal article

Court écrit résumant l'essentiel des idées ou des propos contenus dans un document plus long: thèse, rapport, document scientifique ou article de périodique.

## PURPOSE / But

- To provide an overview to readers in the university or scientific domains who consult a large number of documents in the course of their work
- To give a preview of a published work in a promotional notice
- To describe a research project that will be presented at a professional conference or meeting
- To facilitate the distribution of computerized material by libraries and databanks

## ELEMENTS / Éléments

- Subject and goal of the study
- Working hypotheses
- Methodology chosen
- Main ideas
- Results, conclusions and recommendations
- Key words

## PREPARATION / Préparation

<b>Length</b> Longueur	An abstract runs from 300 to 700 words for a thesis or dissertation, from 125 to 250 words for a journal article and from 200 to 400 words for a report.
<b>Text Type</b> Style	An abstract is a formal piece of writing composed of complete sentences. It is not presented in point or note form.

## ABSTRACT / RÉSUMÉ

### Plan Plan

The order for presenting material should follow the order of the original work. For a journal article, an abstract is presented in one block of text. For longer works, paragraphs are used.

### Content Contenu

An abstract does not introduce any material not contained in the original text. It does not contain graphic illustrations, technical symbols, abbreviations, examples, tables or unidentified acronyms.

### Language Langue

An abstract is written in the same language register as the text. It uses the same field of vocabulary as the original document. Contracted forms are not used in abstracts.

### Third Person Troisième personne

An abstract is written in the third person singular as if the writer were standing outside the text.

This thesis examines . . .

The author argues that . . .

### Autonomy Autonomie

The abstract stands alone as a document. It can be read without recourse to the text and, conversely, the text does not refer to the abstract.

## KEY WORDS / Mots clés

- Key words may be added at the beginning or the end of an abstract.
- The choice of key words is determined by how the document is classified by a library or databank.
- Key words are normally limited to five to eight items.

## PLACEMENT AND PAGINATION / Situation et pagination

- For a thesis or dissertation, the abstract is placed after the title page and before the contents page.
- For a report, the abstract is placed between the acknowledgements and the contents page.
- Pagination is in Roman numerals.
- For a journal article, the abstract is normally placed at the head of the article between the title and the beginning of the text.



**Example of an Abstract for a Report****Exemple de résumé de rapport****Ombudsman's Report**

In the period between June 2005 and the end of May 2006, 74 cases were brought before the University ombudsman. Of these, 26 were of a consultative nature while 48 took the form of complaints. Among complaints laid, 46 were considered admissible in that all other avenues of recourse had been exhausted. Of the 46 cases retained for investigation, 11 were found to be justified while 35 were not accepted.

The client profile shows that 77.9 percent of the persons seeking redress through the Ombudsman's office were students. Others were candidates applying for admission, professors, staff members, former students and student associations. Along gender lines, 55.5 percent were men and 44.5 percent were women. Canadian citizens accounted for 55.9 percent of cases, and people of other origins accounted for 44.1 percent of cases.

Cases dealt with by the Ombudsman's office can be categorized in the following way. Academic issues (communication with professors, incompetence, disagreements concerning correction, recognition of credits, repeating courses and expulsion from a certificate program) were involved in 31 percent of cases. Disciplinary action (expulsion, plagiarism, missed exams, dismissal from the executive of a student association) were at issue in 17 percent of cases. Administrative matters (registration, access to facilities, refunds after the deadline, admission refusals, health insurance, expulsion related to marks, probation, and review of marks) were involved in 32 percent of cases. Financial issues (late fees, international student fees, refunds) accounted for 10 percent of cases. Another 10 percent of cases involved diverse issues (harassment, privacy concerns and discrimination).

## Example of an Abstract for a Scientific Article

## Exemple de résumé d'article scientifique



A

10

**KEYWORDS:** Victoria, earthquakes, geological hazards, seismic microzonation, geotechnical engineering, cone penetration testing, shear-wave modeling, Quaternary

In order to assess the earthquake ground-motion amplification hazard in Greater Victoria, a field testing program was conducted in the spring of 1996 to obtain shear-wave velocity data in the principal Quaternary geological units. Twelve seismic cone penetration tests (SCPTs) were conducted at depths ranging from 4 to 41 metres and four tests using the spectral analysis for surface waves (SASW) technique were conducted where the soils were too dense for cone penetration. Based on these data a shear-wave velocity model was developed that will provide the basis both for estimating local ground-motion amplification and mapping the amplification hazard by region. Shear-wave velocity in the grey clay facies of the late glacial glaciomarine Victoria Clay are generally between 100 and 160 m/sec. These deposits occur in low-lying areas, where they are commonly greater than 10 metres thick. Where these deposits are present, high amplification of ground-motion could occur during an earthquake, particularly where they are overlain by Holocene organic clay and peat. The fundamental site period for sites underlain by grey clay ranges from 0.27 to 1 second, so that resonance will occur at ground-motion periods of less than 1 second at most sites. Generally, shear-wave velocities in the desiccated brown clay facies of the Victoria Clay are between 160 and 270 m/sec. These deposits are generally less than 6 metres thick, so that site effects will be primarily controlled by the underlying materials. In the sands and gravel of the late Colwood glacial delta, shear-wave velocities are generally between 280 and 390 m/sec, and when these deposits are sufficiently thick, moderate ground-motion amplification will occur. In the till of the Late Winsonsian Fraser Glaciation and the older Pleistocene deposits, shear-wave velocities are generally between 400 and 600 m/sec and sites underlain by these deposits have low susceptibility to ground-motion amplification.

PLAN DU TABLEAU	
Purpose .....	But
Considerations .....	Généralités
Elements .....	Éléments
Organization of Material .....	Organisation de la matière
Preparation .....	Préparation
Example of an Acetate Using Text .....	Exemple de transparent présentant du texte
Example of an Acetate Using an Organization Chart.....	Exemple d'organigramme présenté sur un transparent

A

11

## DEFINITION / Définition

A transparent sheet used with an overhead projector to provide visual support during a meeting, course or seminar

Feuille transparente utilisée avec un rétroprojecteur pour appuyer visuellement une présentation durant une réunion, un cours ou un séminaire.

## PURPOSE / But

- To maintain visual contact with listeners
- To synthesize information and facilitate understanding
- To add visual interest and variety to a presentation
- To help listeners follow the thread of a presentation
- To avoid wasted time from pauses to write or draw charts or diagrams

## CONSIDERATIONS / Généralités

- Acetates should never be a textual recapitulation of a presenter's text.
- Acetates are most useful for outlines, key points, quotations and definitions.
- Capital letters are harder to read on acetates than lower-case letters.
- Tables usually contain too much material for listeners to follow – handouts are more effective.
- Realistic pictures are difficult to see – stylized figures are visually more accessible.
- Short, snappy quotations can be used to recapture audience attention.

**ELEMENTS / Éléments**

- A title centred at the top of the page
- Consistent typeface for all acetates in a presentation
- 14–24 point characters which can be easily read
- Ample space between items to give an open, attractive appearance
- Bullets, numbers or dashes to make points on a list easier to follow
- Borders of at least 2 cm if a cardboard frame is used

A

12

**ORGANIZATION OF MATERIAL / Organisation de la matière**

- Establish a coherent overall plan for all acetates in a given presentation.
- Avoid treating more than one concept per acetate.
- Select and order key points to be included on the acetate.
- Include only key points and material designed to give visual illustration to what is being said.
- Eliminate any information that will simply repeat the content of the lecture.
- Determine the clearest visual form for presenting quotations or examples.

**PREPARATION / Préparation**

**Text**  
**Texte** Present items in parallel form (all nouns or all verbs). Do not exceed six lines of text or six words per line if possible. Use shorter synonyms to replace longer ones to avoid overcrowding the acetate. Omit non-essential words.

**Charts**  
**Graphiques** For numerical data, use pie charts or bar charts. For organizational hierarchies, timelines or processes, use flow charts. For tables of statistics, use a handout.

**Frames**  
**Cadres** Fix acetates to frames to make them easier to handle. Use frames as a surface for writing numbers or brief notes. Consider the possibility of using an overlay or uncovering points as the talk progresses.

### Example of an Acetate Using Text

Exemple de transparent présentant du texte



## Holding Audience Attention

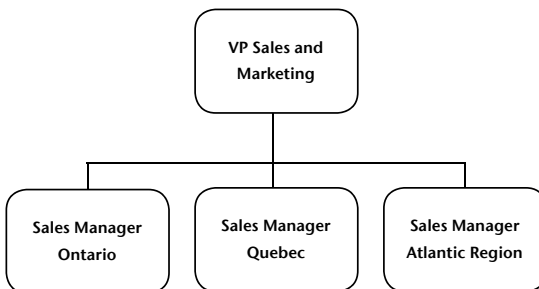
1. Choose large typeface.
2. Use six lines, six words rule.
3. Project timely sayings.
4. Keep eye contact.

A

13

### Example of an Acetate Using an Organization Chart

Exemple d'organigramme présenté sur un transparent



## ACKNOWLEDGEMENTS / REMERCIEMENTS

### PLAN DU TABLEAU

Considerations .....	Généralités
Language .....	Langue
Who to Acknowledge .....	Qui remercier
Placement and Pagination .....	Situation et pagination
Example of Acknowledgements .....	Exemple de remerciements

A

14

### DEFINITION / Définition

Written expressions of thanks addressed to individuals, companies, organizations, and institutions that have contributed to the accomplishment of a task such as the production of a dissertation, thesis, book, report or other significant work

Remerciements écrits à l'intention d'individus, d'entreprises, d'organismes et d'institutions qui ont contribué à la réalisation d'un travail : dissertation, thèse, livre, rapport ou autre travail d'importance.

### CONSIDERATIONS / Généralités

<b>Tactfulness</b> Diplomatie	The Acknowledgements section is one part of a text that is certain to be read, so care should be taken not to forget anyone. Better to include too many names than to overlook someone.
<b>First person singular</b> Première personne du singulier	Use the first person singular pronoun “I” for one author or the plural pronoun “we” for two authors or more.
<b>Length</b> Longueur	Acknowledgements should not exceed two pages.
<b>Notables</b> Personnalités	The name of a well-known person should <b>not</b> be included unless permission has been obtained since the presence of the name can be taken as an indirect endorsement of the work.

### LANGUAGE / Langue

I would like to acknowledge the generous support of . . .  
I would like to extend my sincere thanks to . . .  
I wish to express my appreciation for the support provided by . . .  
I owe a special debt of gratitude to . . .  
The following people generously contributed . . .  
Sincere thanks to . . .

**WHO TO ACKNOWLEDGE / Qui remercier**

- Thesis advisor or research director
- Individuals, colleagues or specialists who have offered helpful suggestions, comments and corrections
- Individuals or organizations who have loaned equipment, granted access to databanks or certain documents, granted permission to cite sources, etc.
- Organizations that have provided financial support
- Members of your personal entourage who have provided significant support and encouragement
- People who were involved in the preparation of the manuscript

A

15

**PLACEMENT AND PAGINATION / Situation et pagination**

- Acknowledgements are usually placed in the front matter.
- In a longer work, acknowledgements appear just before the preface.
- In a report, acknowledgements appear after the title page and before the summary or abstract.
- The Acknowledgements page is paginated with lower-case Roman numerals.
- Where Acknowledgements are brief, they can be included as the last paragraph or two of the preface.

**Example of Acknowledgements / Exemple de remerciements****Acknowledgements**

The following people provided support and assistance in the classroom testing of the materials in this book: Dennis Plosker, Terrance Clark, Kelly Green, Andrei Pancou and Sandra Koop. Their valuable suggestions, comments and corrections were much appreciated.

Thanks go also to my family for the patience and help they have extended: to my husband, Charles Gruss, and to my children, Jean-Baptiste, Gabrielle and Annabel Thibaudeau. Thanks also to Max and Millicent Goldman who, over many years and in many ways, have offered the kind of encouragement a writer needs to keep going.

ix

See also **ORDER FOR PARTS OF A TEXT / Voir aussi Ordre des parties d'un texte**

## ADDRESS / ADRESSE

### PLAN DU TABLEAU

Street Address .....	Odonymes
Other Address Designations .....	Autres éléments de l'adresse
Postal Codes/Zip Codes .....	Codes postaux
Canadian Postal Address Abbreviations .....	Abréviations postales des noms des provinces canadiennes
American Postal Address Abbreviations .....	Abréviations postales des États américains
Mexican Postal Address Abbreviations .....	Abréviations postales des États mexicains
Abbreviations for Countries .....	Abréviations des noms de pays
Addressing Mail to International Destinations .....	Courrier à destination de l'étranger

A

16

### DEFINITION / Définition

Conventions governing the expression of domestic and international mailing destinations

Conventions régissant les expressions des destinations postales canadiennes et internationales.

### STREET ADDRESS / Odonymes

- Boulevard, Avenue, Crescent, Drive, Place, Trail, Way, Road and Street are written out in full – especially in international correspondence.

5697 Islington **Avenue**

Pas de ponctuation entre le numéro d'immeuble et l'odonyme.

Majuscule initiale aux génériques des odonymes, qui sont écrits au long, à l'exception de *Boulevard*, qui s'abrège *Blvd* lorsque ce mot suit un nom d'une certaine longueur.

- Boulevard is the exception where it follows a lengthy street name.

1627 Princess of Wales Park **Blvd**

Majuscule initiale aux génériques des odonymes, qui sont écrits au long, à l'exception de *Boulevard*, qui s'abrège *Blvd* lorsque ce mot suit un nom d'une certaine longueur.

- Simple compass directions are written out in full with the initial letter capitalized.

6233 **West** Pender Street  
7656 Persimmon Road **East**

Les points cardinaux simples s'écrivent au long, avec une majuscule initiale.

- Complex compass directions are abbreviated without periods and are capitalized.

1589 **SE** Marine Drive  
9856 Macdonald Street **NW**

Les indications de points cardinaux complexes s'abrègent et s'écrivent sans ponctuation, en majuscules.

- Where an address has only the figure "1", it is written out as "One".

**One** Gracie Crescent

Le numéro d'immeuble 1 s'écrit en lettres.



- Where the street name is a single-digit figure, an option is to write out the street name in full.

2682 **Third** Street  
3200 **Fifth** Avenue

Les noms d'odonymes contenant un seul chiffre s'écrivent en toutes lettres.

- Where the street name is a double-digit figure or more, the Canadian Postal Guide recommends leaving the usual space between the street number and the street name. In cases where the division may cause confusion, a dash can be used to separate the street number from the street name.

4622 16th Avenue  
191–16th Street East

Dans le cas des numéros de rue composés de deux chiffres et plus, la Société canadienne des postes recommande de laisser une espace entre le numéro et le nom de la rue, ou d'utiliser un trait d'union.

A

17

### OTHER ADDRESS DESIGNATIONS / Autres éléments de l'adresse

- Apartment, Room, and Suite are generally written out in full after the street address – especially in international correspondence.

1626 Douglas Way, **Room 12**  
658 Madison Road, **Apartment 16**

Les mentions *Apartment, Room, Suite* s'écrivent généralement au long après l'odonyme, surtout dans le cas du courrier international.

- Depending on the length of a street address, this information may either be abbreviated following a comma on the same line or written out in full and placed on the line **above** the street address.

4563 Jefferson Road, **Apt. 408**  
Philadelphia, PA 1132-2821

Selon la longueur de l'odonyme, ce renseignement se note sur la même ligne, abrégé et précédé d'une virgule, ou au long seul sur une ligne précédant l'odonyme.

**Apartment 36**  
8957 Princess Alexandra Memorial Parkway  
Kamloops, BC V3T 1J4

- Where Post Office Box, Station and Rural Route designations replace street addresses, they are generally written out in full and take the place of street addresses on the second-to-last line of the address block, before the city, etc.

**Post Office Box 431, Station A**  
Toronto, ON M6P 2C6

Les mentions *Post Office Box, Station, Rural Route* s'écrivent généralement au long, à la place de l'adresse, avant l'indication de la ville.

**Delta Plaza, Post Office Box 92**  
Richmond, BC V5T 2F4

**Rural Route 2, Box 346**  
Come By Chance, NF A2B 1P6

**ADDRESS / ADRESSE**

- Where a building designation is used with the street address, it appears on the line immediately after the addressee’s name.

Dr. Vanessa James  
**Medical Arts Building**  
 1671 Oak Bay Avenue  
 Victoria, BC V6J 1T4

West Coast Holdings  
**East Tower**  
 8976 Pacific Plaza, Suite 806  
 Vancouver, BC V9W 3K5

A

18

**POSTAL CODES/ZIP CODES / Codes postaux**

- In domestic communications in English, Canadian postal codes or American zip codes follow the name of the city and the two-digit mailing code for the province or state on the last line of the address block.
- Two spaces separate the name of the province or state and the postal code.
- Where the name of the country is present, it appears alone on the last line in capital letters.

Winnipeg, MB M3T 2B9  
 CANADA

Boston, MA 02116-3764  
 U.S.A.

- To check online for the Canadian postal code for a specific address, go to [www.canadapost.ca](http://www.canadapost.ca).
- To check online for the American zip code for a specific address, go to [www.usps.com](http://www.usps.com).
- To check online for the Mexican postal code for a specific address, go to [www.sepomex.gob.mx/Paginas/Home.aspx](http://www.sepomex.gob.mx/Paginas/Home.aspx)

**CANADIAN POSTAL ADDRESS ABBREVIATIONS / Abréviations postales des provinces canadiennes**

Alberta.....	AB	Nova Scotia .....	NS
British Columbia .....	BC	Nunavut .....	NU
Labrador .....	LB	Ontario .....	ON
Manitoba .....	MB	Prince Edward Island .....	PE
New Brunswick.....	NB	Quebec .....	QC
Newfoundland and Labrador ...	NL	Saskatchewan.....	SK
Northwest Territories .....	NT	Yukon Territory.....	YT

**AMERICAN POSTAL ADDRESS ABBREVIATIONS / Abréviations postales des États américains**

Alabama .....	AL	District of Columbia.....	DC
Alaska .....	AK	Florida .....	FL
Arizona .....	AZ	Georgia.....	GA
Arkansas .....	AR	Guam .....	GU
California .....	CA	Hawaii.....	HI
Colorado .....	CO	Idaho .....	ID
Connecticut.....	CT	Illinois .....	IL
Delaware .....	DE	Indiana .....	IN

Iowa .....	IW	North Dakota .....	ND
Kansas .....	KS	Ohio .....	OH
Kentucky.....	KY	Oklahoma.....	OK
Louisiana .....	LA	Oregon.....	OR
Maine .....	ME	Pennsylvania.....	PA
Maryland.....	MD	Puerto Rico .....	PR
Massachusetts.....	MA	Rhode Island.....	RI
Michigan .....	MI	South Carolina.....	SC
Minnesota.....	MN	South Dakota.....	SD
Mississippi .....	MS	Tennessee.....	TN
Missouri.....	MO	Texas .....	TX
Montana.....	MT	Utah.....	UT
Nebraska.....	NE	Vermont .....	VT
Nevada .....	NV	Virginia .....	VA
New Hampshire .....	NH	Virgin Islands .....	VI
New Jersey.....	NJ	Washington .....	WA
New Mexico.....	NM	West Virginia.....	WV
New York .....	NY	Wisconsin .....	WI
North Carolina.....	NC	Wyoming.....	WY

**MEXICAN POSTAL ADDRESS ABBREVIATIONS / Abréviations postales des États mexicains**

Aguascalientes .....	Ags.	Morales.....	Mor.
Baja California.....	B.C.	Nayarita .....	Nay.
Baja California Sur.....	B.C.S.	Nuevo León .....	N.L.
Campeche .....	Camp.	Oaxaca.....	Oax.
Chiapas.....	Chis.	Pueblo .....	Pue.
Chihuahua .....	Chih.	Querétaro de Arteaga .....	Qro.
Coahuila de Zaragoza .....	Coah.	Quintana Roo .....	Q.R.
Colima.....	Col.	San Luís Potosí.....	S.L.P.
Distrito Federal.....	D.F.	Sinaloa.....	Sin.
Durango .....	Dgo.	Sonora .....	Son.
Guanajuato.....	Gto.	Tabasco.....	Tab.
Guerrero .....	Gro.	Tamaulipas .....	Tamps.
Hidalgo.....	Hgo.	Táscala .....	Tlax.
Jalisco .....	Jal.	Vera Cruz Llave .....	Ver.
México.....	Mex.	Yucatán.....	Yuc.
Michoacán de Ocampo..	Mich.	Zacatecas .....	Zac.

**ABBREVIATIONS FOR COUNTRIES / Abréviations des noms de pays**

- It is generally preferable, for the sake of clarity, to write out country names. However, where the names of countries are expressed as letter abbreviations, they are commonly written without the use of periods after the capitalized letters. An exception to this practice is “U.S.A.” which is customarily written with periods.

GB .....	Great Britain
ROC.....	Republic of China
UAE.....	United Arab Emirates
UK .....	United Kingdom
U.S.A. ....	United States of America

S'ils doivent être abrégés, les noms de pays s'écrivent sans espace et sans ponctuation, à l'exception de la forme abrégée U.S.A., qui s'écrit avec trois points.

**ADDRESSING MAIL TO INTERNATIONAL DESTINATIONS / Courrier à destination de l'étranger**

- For addresses on envelopes destined for foreign countries, write the name of the country in capital letters in English or French because it will be sorted in Canada.
- Place the country name alone on the last line of the address block.
- Write the rest of the address according to customary practice in the other country because it will be sorted by local postal services abroad.

Les titres de fonction et de civilité sont abrégés et suivis d'un point.

Dr. Yudian Wahyudi  
Dosen Fakultas Syari'ah  
IAIN Sunan Kalijaga  
Jl. Adi Sucipto  
Yogyakarta 55281  
INDONESIA

Sra. Maria Guadely  
Hotel Fiesta Versailles  
Juan I. Ramon 360 Pte.  
Monterrey, N.L. C.P. 64000  
MEXICO

Mr. Richard Manning  
Senior Associate Editor  
Oxford University Press  
Great Clarendon Street  
Oxford OX2 6DP  
UNITED KINGDOM

**Note.** To follow updates to conventions for Canadian postal addresses, see <http://www.canadapost.ca/tools/pg/manual/PGaddress-e.asp>

See also **ENVELOPE / Voir aussi Enveloppe**

<b>PLAN DU TABLEAU</b>	
<b>Considerations</b> .....	Généralités
<b>Distribution</b> .....	Transmission
<b>Optional Elements</b> .....	Éléments facultatifs
<b>Example of an Agenda Appended to a Meeting Announcement</b> .....	Exemple d'ordre du jour accompagnant un avis de convocation
<b>Example of an Agenda Included in a Meeting Announcement</b> .....	Exemple d'ordre du jour avec avis de convocation

## DEFINITION / Définition

List of topics or issues to be discussed during a meeting, general assembly or business conference

Liste de sujets ou de questions qui seront débattus lors d'une réunion, d'une assemblée ou d'une rencontre d'affaires.

## CONSIDERATIONS / Généralités

- Make sure participants receive the agenda in time to prepare for the meeting.
- Leave wide margins and spaces between items to make the agenda easy to follow.
- Number items on the agenda for reference purposes.
- Include a final item called new business, announcements, varia or AOB (any other business) to allow for additions to the agenda.

## DISTRIBUTION / Transmission

- The agenda is generally sent to participants before the meeting.
- The agenda may be included in the meeting announcement, or it can be sent separately.
- The agenda may be accompanied by relevant texts, documents or files.

## OPTIONAL ELEMENTS / Éléments facultatifs

- Mention of who will introduce various items on the agenda
- Mention of how much time is allotted for each topic
- Division of the agenda into information and discussion

Example of an Agenda Appended to a Meeting Announcement

Exemple d'ordre du jour accompagnant un avis de convocation



A

22

**AGENDA**

1. Call to order
2. Approval of the agenda
3. Approval of the minutes
4. Report on fourth quarter sales—K. Bream
5. Report on proposed equipment purchase—A. Sharma
6. Discussion of Purchasing Committee report
7. Overview of marketing plans for the coming year
8. New business
9. Adjournment

Example of an Agenda Included in a Meeting Announcement

Exemple d'ordre du jour avec avis de convocation



**TO: Members of the Mathematics Department**  
[who should attend]

M. Agnesi	R. Chan	G. Leibniz
S. Baba	C. Fortin	M. Mei
K. Bedrossian	G. Golovina	C. I. Petros
R. Best	M. Harper	P. Russell
M. Chambers	B. Larose	V. Willis

**FROM: J. Chvatalova** [chairperson of the meeting]

**DATE: April 13, 2006**

**SUBJECT: Meeting of the Mathematics Department on  
Wednesday, April 19 at 12:00 noon in E-116.**  
[date, time, place]

**The following is the proposed agenda.**

**AGENDA**

1. Approval of agenda
2. Approval of minutes of March 28
3. Business arising from minutes of March 28
4. Evaluation policy (attached)
5. Hiring proposal
6. Varia

**Jarmila** [signature of department chair or secretary]

See also **MEETING ANNOUNCEMENT** / *Voir aussi Avis de convocation*

See also **MINUTES** / *Voir aussi Procès-verbal*

# ORDRE ALPHABÉTIQUE / ALPHABETICAL ORDER

## PLAN DU TABLEAU

Classification Rules .....	Règles de classement
Choices for Word Order .....	Choix pour l'ordre des mots
Particles Forming Parts of a Name .....	Noms à particules
Names with the Celtic Prefixes Mac, Mc, M' and O' .....	Noms comportant les préfixes celtiques Mac, Mc, M' et O'
Names Including "Saint" .....	Noms commençant par « Saint »

A

23

## DEFINITION / Définition

Classification follows the order of letters of the alphabet and is applied to an index, list, bibliography or glossary

Classement selon l'ordre alphabétique, utilisé dans un index, une liste, une bibliographie ou un glossaire.

## CLASSIFICATION RULES / Règles de classement

- Follow the classification order letter by letter without regard to apostrophes, commas, hyphens, capital letters or spaces.

artisans	Haribundi	technocrat
athletes	Harvard Business Review	theocracy
Atonelli, Susan	Iceland	Southeast Asia
Bombardier, J. A.	Icelandic Airlines	southern
Cardinal Newman, John Henry	Icelandic sagas	South Pole
CIDA	libertarian	U2*
Douglas, Sir James	librarian	universal
Douglas, Tommy	library	Universal Studios
Economist, The	Loyola College	University of Victoria
e-mail	Loyola, Saint Ignatius of	U Thant
Exec-U-Net	maître d'	venture capital
Executives Unlimited	NAFTA	verbatim
generic	netiquette	Verboven, Leopold
genetically-modified grapes	ready-to-wear	Victoria
GMF	realism	VON

\* Arabic numerals precede Roman numerals and letters, i.e. **U2** comes before **universal**.

## CHOICES FOR WORD ORDER / Choix pour l'ordre des mots

A

24

- For common nouns and simple proper nouns, alphabetical order is fairly straightforward. However, for proper nouns that have both usual forms and official forms, and for foreign proper nouns, pseudonyms, and compound proper nouns, ordering choices are less evident.

- **Choosing Between Usual and Official Forms of Proper Nouns**

- The name by which a person, organization, or document is known is given with a cross-reference to the official name.
- If the person is known by a pseudonym or pen name, the same procedure may be followed.
- Words being cross-referenced are followed by a period and one space with the words “*See also*” in italics.
- There is a period before “*See also*”, but no period following the cross-reference.

Bay, The. <i>See also</i> Hudson’s Bay Company	Fender, Freddy. <i>See also</i> Baldemar Huerta
Big Blue. <i>See also</i> IBM	Gates, Bill. <i>See also</i> William Gates
Bono. <i>See also</i> Paul D. Hewson	John Paul II, pope. <i>See also</i> Karol Wojtyła
Douglas, Tommy. <i>See also</i> T.C. Douglas	Ma Bell. <i>See also</i> Bell Canada
Eliá. <i>See also</i> Charles Lamb	Rocket Richard. <i>See also</i> Maurice Richard
Eroica. <i>See also</i> Beethoven’s Symphony No. 3	Twain, Mark. <i>See also</i> Samuel Clemens

- **Where an English form of a foreign name exists, the English version is the preferred form.**

The Mona Lisa..... (not La Gioconda)  
 Saint Mark’s Square..... (not Piazza San Marco)  
 Brussels ..... (not Bruxelles)  
 The Eiffel Tower ..... (not La Tour Eiffel)

- **Where there is no commonly used English name, use the name in its native form.**

Buenos Aires	the Via Venato
Rio de Janeiro	the Ginza
the Casa Rosada	the Champs-Élysées

**Usage note.** Be careful with terms that include names of geographic features in the foreign language.

<i>Examples to Avoid</i>	<i>Explanations</i>
Rio Grande <i>river</i> .....	“River” is redundant because “rio” means river in Spanish.
<i>Mount</i> Fujiyama.....	“Mount” is redundant because “yama” means mount in Japanese.*

\* Mount Fuji is correct, however.



**In the Canadian context**, the federal government has a listing of names of pan-Canadian significance in both English and French. The name in Canadian documents is in the language of the text. The Quebec government requires French names to be used in official documents in Quebec. See <http://www.toponymie.gov.qc.ca/ct/anglais.html>, [www.toponymie.gouv.qc.ca](http://www.toponymie.gouv.qc.ca). and [http://geonames.nrcan.gc/info/tra\\_e.php](http://geonames.nrcan.gc/info/tra_e.php)

- **Compound Proper Nouns / Noms propres composés**

- To determine alphabetical order for compound proper nouns, use a dictionary or *Who's Who* as a model rather than the telephone directory.
- Where a person is known by a title such as “Dr. Ruth” or “Mother Teresa”, use the title (Dr. or Mother) to determine alphabetical order.
- If the word used for determining alphabetical order is not the first word of the name, all the elements that normally precede that word are added following a comma.
- Supplementary information intended to avoid confusion is added between parentheses.

Carter-Cash, June	More, Sir Thomas
Cartier-Bresson, Henri	Mother Teresa
Churchill, Sir Winston	Napoleon
Clinton, Secretary of State Hillary Rodham	Schlesinger, Arthur M. Jr.
Confucius	Tiny Tim
Francis of Assisi, Saint	Weavers, The
Giscard d'Estaing, Valery	Wellington, Duke of
John XXIII, Pope	Wu-tu Fa Yen
Miss Manners	X, Malcolm
Monterrey (Mexico)	Zanzibar (island)

- **Proper Nouns / Noms propres**

- To determine alphabetical order for proper nouns, use the common name by which the entity is known rather than the official designation.

British Columbia	(not Province of British Columbia)
Indonesia	(not Republic of Indonesia)
PNE, The	(not Pacific National Exhibition, The)
Spain	(not Kingdom of Spain)

- Where there is a risk of confusion between proper nouns, provide clarification in parentheses.

Queen Elizabeth II (ship)  
W.J. Wilson (company)

## ALPHABETICAL ORDER / ORDRE ALPHABÉTIQUE

- Where geographic or administrative units are potentially ambiguous, add necessary clarifications in parentheses.

New York (state)  
Victoria (Australia)  
London (Ontario)

A

26

- Where there are several levels of administration, place the principal unit first followed by a period.
- Follow with subordinate designations separated by periods.

McGill University. Department of Biology  
Canada. Alberta. Legislative Assembly

## PARTICLES FORMING PARTS OF A NAME\* / Noms à particules\*

- Where particles appear as parts of names, alphabetical order follows two patterns.
- For titles of nobility, the particle is omitted from the initial position and added after the second part of the name.

Beethoven, Ludwig van  
Karijan, Herbert von  
Vigny, Alfred de

- Where a particle appears as an integral part of the family name\*, it is used in the initial position.

de Bono, Edward  
de Gaulle, Charles  
Du Maurier, Daphne  
De Mille, Cecil B.  
Van Gogh, Vincent

- \* Consult a dictionary of proper names to determine the category of the particle in names.  
*On consultera un dictionnaire de noms propres pour vérifier le rôle de la particule.*

## NAMES WITH THE CELTIC PREFIXES MAC, MC, M' AND O'

### / Noms comportant les préfixes celtiques Mac, Mc, M' et O'

- Follow alphabetical order ignoring spaces, capitals and apostrophes.

#### Examples

Macdonald, Lisa  
Macintosh Computers  
Mack, Maude  
MacKay, Judy  
Mackay, Vernon  
Macpherson Theatre  
Madison Avenue  
M'Cauley Fine Foods  
McDonald, John D.

McGovern, George  
McIntosh apples  
McKay, Grant  
McPherson Playhouse  
Observatory of Rhodes  
O'Conner, Katherine  
Ogopogo  
O'Gorman, Dennis  
O'Neil, Patrick

**NAMES INCLUDING “SAINT” / Noms commençant par « Saint »**

- Where names of saints or names of institutions named for saints are concerned, use alphabetical order ignoring spaces, periods, capitals, apostrophes and hyphens.
- Where the word “Saint” is abbreviated in English, it is written “St.” followed by a period.

St. Ann St. Martin	Lorsqu’il est abrégé, le mot « Saint » s’écrit avec une majuscule, un point abréviatif final et est suivi d’une espace.
-----------------------	---

A

27

- Where there is no common English form, or where local usage makes a term familiar, it is recommended that the original non-English form be used.

Saint Albans (Vermont)	San Francisco
Saint-Catherine Street	Santa Cruz Hotel
Saint-Justine Hospital Foundation	St. Catharines, ON
Saint John, NB	St. Denis, Ruth
Saint Joseph’s Hospital	St. Elmo’s Fire
Saint-Saens, Camille	St. John’s, NF
Saint-Télesphore, QC	St. Mary’s Hospital

**Note.** Place names in Quebec have masculine and feminine forms of the word “Saint” which are followed by a hyphen (Saint- or Sainte-) and which are abbreviated without a period and used with a hyphen (St- or Ste-).

## ANNEX / ANNEXE

### PLAN DU TABLEAU

Purpose .....	But
Placement and Pagination .....	Situation et pagination
Layout and Typeface .....	Mise en page et typographie
Preparing an Annex .....	Collecte des renseignements
Example of Annex Format .....	Exemple de présentation d'une annexe

A

28

### DEFINITION / Définition

A document that is necessary to the comprehension of a text but cannot be included in the body of the text because of its **length**

Document essentiel à la compréhension d'un texte, mais qu'il est impossible d'intégrer à celui-ci en raison de sa **longueur**.

### PURPOSE / But

- An annex, which contains **supplementary** material added at the end of a text, should not be confused with an appendix which is for complementary material.

### PLACEMENT AND PAGINATION / Situation et pagination

- The annex is placed after the last page of the text, before the appendices, bibliography and index.
- The annex is paginated in Arabic numerals that follow from the preceding main text.
- Where there are several annexes, they are placed in the order of their occurrence in the text.

### LAYOUT AND TYPEFACE / Mise en page et typographie

- The title of an annex is laid out in the same way as the titles of chapters in the text.
- Where chapter headings appear on a separate page, the same system should be used for the annex.
- Where chapter headings are centered at the top of a page, the same system should follow for the annex.
- Each annex is indicated in capital letters (A, B, C, D, etc.)
  - Annex A
  - Consult Annex F
- An annex is single-spaced.
- An annex should be presented on the same quality paper and with the same care as the text it follows.

**PREPARING AN ANNEX / Collecte des renseignements**

- By preference, all materials should be included in the text itself.
- The primary criterion for assigning material to an annex is **length**.
- Different types of annexes include: statistics, minutes of meetings, letters, summaries of research, tables, figures, sketches, diagrams, questionnaires, lengthy calculations or demonstrations, etc.
- An annex is indicated in the contents page, as well as in the text at the precise spot where the reader is directed to consult it.

A

29

**Example of Annex Format****Exemple de présentation d'une annexe**

**Annex A. Functional Information Systems**

This annex provides more detail on how organizations use information systems from a functional perspective. The major organizational functions consist of sales and marketing, manufacturing, finance, accounting, and human resources. We now describe typical information systems that support each of these functions, showing functional applications for each organizational level.

[A four-page description with tables and figures would follow. It would be in the annex because it is too lengthy to include in the main text.]

519

See also **ORDER FOR PARTS OF A TEXT / Voir aussi Ordre des parties d'un texte**

# APOSTROPHE [ ' ] / APOSTROPHE [ ' ]

## PLAN DU TABLEAU

Possession .....	La possession
Attributive Nouns .....	Noms attributs
Contractions in Verb Phrases .....	Formes contractées
Omissions in Noun Phrases .....	Omissions dans les locutions nominales
Plurals of Letters and Initialisms .....	Pluriels des lettres et des sigles

A

30

## DEFINITION / Définition

A raised punctuation mark [ ' ] in curly, straight or slanted style which is used mainly to indicate possession, to form contractions, or to indicate the plural form of a letter or figure

Signe de ponctuation haut [ ' ] arrondi, droit ou courbé utilisé principalement pour marquer la possession, pour former des contractions ou pour indiquer le pluriel d'une lettre ou d'un nombre.

## POSSESSION / La possession

- An apostrophe to show possession is determined by the number of possessors, not by the number of things possessed.

- Possession is indicated by an apostrophe and the letter "s" at the end of the word.

the **man's** voice

- Where the possessor is plural, the apostrophe follows the plural "s".

my **friends'** families

her **parents'** house

- With irregular plurals, apostrophe "s" follows the irregular plural form.

the **children's** toys

- The use of the apostrophe to indicate possession (the possessor may be singular or plural) is used in the following cases as well as in certain expressions.

- People

the **woman's** mother, the **auditor's** report, **nobody's** business, **Mike's** class

the **boss's** secretary, my **cousin's** wife, a room of **one's** own

the **dentists'** offices, the **auditors'** reports, the **bosses'** secretary

- Groups of people

the **board's** decision, the **school's** new policy, the **group's** decision, the **team's** mascot

different **audiences'** reactions, the **sales representatives'** territories

- Animals (in a real or figurative sense)

the **elephant's** memory, the **dog's** master, the **horse's** hoofs (s.), the **horses'** hoofs (pl.)  
the **lion's** share, the **cat's** meow, a **monkey's** uncle

- Time periods and measurements

last **quarter's** results, this **year's** budget, next **week's** meeting, **tomorrow's** game,  
**yesterday's** weather, **today's** world, **one week's** notice (s.), **two weeks'** notice (pl.)

A

31

**Warning.** In contrast to some non-English words where the plural “s” is not added (The Dumas wrote . . .), the **possessive apostrophe “s”** is added (The Dumas's books were written . . .)

### ATTRIBUTIVE NOUNS / Noms attributs

- Possessives that do not require apostrophes can be formed with two nouns where one serves as the modifier of the other.

a consumers group  
a masters degree\*  
the school janitor

\*Authorities do not all agree. The form “a master's degree” is also common. It is important to be consistent within one document.

### CONTRACTIONS IN VERB PHRASES / Formes contractées

- An apostrophe is used to replace a letter or letters that have been omitted in a verb phrase.
- Auxiliary verbs (is, have, do, can, will, could, etc.), and the negative particle “not” are frequently contracted in verb phrases.

**I'm** glad you are able to attend the meeting. (I am)  
**We're** sorry that you are disappointed. (We are)  
**They'd** like to meet us at the restaurant. (They would)  
They **can't** deliver the order until Friday (cannot).  
**It's** expected to be a long meeting. (It is)  
**It's** been a long day. (It has)  
**Let's** put off the decision until we have more information. (Let us)  
We **didn't** know what to do about it. (did not)

**Note.** It is acceptable to use contractions in routine business correspondence, but not in formal writing such as reports, proposals and academic work.

**OMISSION IN NOUN PHRASES / Omissions dans les locutions nominales**

- An apostrophe replaces letters that are omitted in some common expressions, company names and Irish family names.

o'clock, c'mon down, go get 'em, Shake 'n Bake, O'Henry,  
O'Conner, a '98 Subaru, the class of '09

A

32

**PLURALS OF LETTERS AND INITIALISMS / Pluriels des lettres et des sigles**

- The plural form of isolated lower-case letters and of initialisms is indicated with the use of an apostrophe for clarity.

Mind your **p's** and **q's**.

Are there two **e's** in the word committee?

How many **IOU's** do you have from that guy?

Le pluriel des lettres et des sigles est marqué par l'ajout d'une apostrophe suivie d'un s.



<b>PLAN DU TABLEAU</b>	
<b>Considerations</b> .....	Généralités
<b>Placement and Pagination</b> .....	Situation et pagination
<b>Layout and Typeface</b> .....	Mise en page et typographie
<b>Example of Appendix Heading Format at the Top of the Page</b> .....	Exemple de présentation d'un appendice dont le titre figure au haut de la page
<b>Example of Appendix Heading Format at the Top of the Page for a Longer Title</b> .....	Exemple de présentation d'un appendice dont le titre figure au haut de la page, dans le cas d'un titre plus long
<b>Example of Appendix Heading Format on a Separate Page</b> .....	Exemple de présentation d'un appendice dont le titre figure sur une page seule

**DEFINITION / Définition**

Additional material appended to the end of a text which complements what is contained in the document and which may be useful for the reader to consult

Document joint à un texte, qui constitue un complément et qui peut être utile au lecteur.

**CONSIDERATIONS / Généralités**

- An appendix should not be confused with an annex, which contains material that is necessary to the comprehension of a text but cannot be included in the body of the text because of its **length**.
- An appendix can take various forms: statistics, minutes, letters, research reports, tables, figures, sketches, questionnaires, lengthy calculations or proofs, etc. which are **complementary** but are not essential to the comprehension of a text.

**PLACEMENT AND PAGINATION / Situation et pagination**

- An appendix is identified both in the contents page and in the text where it would be consulted.
- The appendix precedes the bibliography and index.
- Pagination follows directly from the text in Arabic numerals.
- Where there are several appendices, they follow the order of their occurrence in the text.
- The content of appendices is single-spaced and begins two lines below the title.

**LAYOUT AND TYPEFACE / Mise en page et typographie**

- Appendices should be on the same type of paper and in the same typeface as the rest of the text.
- Titles of appendices are laid out the same way as chapter headings – either on separate pages, or at the top of the pages.
- Appendices are generally referred to in capital letters in order of their occurrence in the text.

Example of Appendix Heading Format at the Top of the Page

Exemple de présentation d'un appendice dont le titre figure au haut de la page



A

34

**APPENDIX D. Minutes of the ISPC Meeting  
(Oshawa, Ontario)**

[The text of the appendix begins two lines below the title.]

Example of Appendix Heading Format at the Top of the Page for a Longer Title

Exemple de présentation d'un appendice dont le titre figure au haut de la page, dans le cas d'un titre plus long



**APPENDIX B**

Questionnaire on Sustainable Development Distributed at the 10th International Conference (Jakarta, Indonesia)

[The text of the appendix begins two lines below the title.]

Example of Appendix Heading Format on a Separate Page

Exemple de présentation d'un appendice dont le titre figure sur une page seule



**APPENDIX B**

Questionnaire on Sustainable Development Distributed at the 10th International Conference (Jakarta, Indonesia)

[The text of the appendix begins on the next page.]

## AVIS DE NOMINATION / APPOINTMENT NOTICE

### PLAN DU TABLEAU

Structure.....	Structure
Degrees and Professional Titles.....	Grades et titres professionnels
Language.....	Quelques formules utiles
Description of the Organization.....	Description de l'organisme
Example of an Appointment Notice.....	Exemple d'avis de nomination

A

35

### DEFINITION / Définition

A short notice published in a periodical or newspaper announcing the appointment of an individual to an executive position and giving a brief description of the organization

Court texte publié dans un périodique annonçant la nomination d'une personne à un poste administratif, et comportant une brève description de l'organisme.

### STRUCTURE / Structure

- Picture of an appointee under the heading “Announcement” or “Notice of Appointment”
- Identification of the official or institution making the appointment
- Name and title (Mr., Ms., Dr.) of the person making the announcement of the appointment
- Full name of the person being appointed with the appropriate courtesy or professional title

The Victoria Symphony Orchestra is pleased to announce the appointment of Ms. Judith Bing as Director of Marketing.

Mr. Richard Pennington, Secretary of the Saanich Ornithology Club, is pleased to announce the election of Mr. David Bird as president of the club.

On behalf of the Board of Directors, Dr. Dennis St. John is pleased to announce the appointment of Stan Hoyle and Patrick Hyde-Clark to the Board of Directors.

### DEGREES AND PROFESSIONAL TITLES / Grades et titres professionnels

- Both full and abbreviated forms for degrees are acceptable.
- Where both the degree and the speciality are indicated, the speciality is placed between parentheses.
- Capitalize the initial letter of each word in the speciality.
- In current usage, many academic degrees are abbreviated without periods.

MA (Applied Linguistics)  
PhD (Industrial Psychology)  
MSc (Computer Science)

L'abréviation des grades s'écrit généralement sans ponctuation.

## APPOINTMENT NOTICE / AVIS DE NOMINATION

- Titles of foreign diplomas should be left in the original form, not translated into English.

Me Julie Malo [title used by a lawyer in French]

Licencio Alvaro Trueba Sanlucar [title used by a lawyer in Spanish]

- Professional designations should be added after the person's name, following a comma and one space.

Gilles Bernier, CA  
Sandra Koop, MA

## LANGUAGE / Quelques formules utiles

- Typical introductory phrases include:

The Greater Montreal Real Estate Board **is proud to announce** the appointment of . . .

On behalf of the board of directors, Mr. Frank McKenna, **is pleased to announce** the appointment of . . .

Ms. Catherine Roche **has been elected** Bâtonnier of the Bar of Montreal for the year . . .

- To introduce mention of a university degree, common phrases include:

Mr. Smith **holds** a Bachelor of Arts degree from Georgia State University.

Dr. Garneau **received** a Doctorate in Electrical Engineering from . . .

L'abréviation de *Doctor* s'écrit avec un point final.

- In reviewing the accomplishments of an appointee's career, typical constructions include:

His career **has spanned** three decades.

She **has been** on the administrative council of the organization since . . .

He **has been** a member since . . .

He **has held** senior portfolios in the Canadian government.

She **was elected** to a term of five years.

## DESCRIPTION OF THE ORGANIZATION / Description de l'organisme

- Notices of appointment generally conclude with a brief description of the organization.

Radian is Canada's leading supplier of Internet-based data communications and provides a complete range of coast-to-coast broadband services to the business market.

Second most important board in Canada, the GMREB is a non-profit organization and has more than 9000 members, real estate brokers and agents.

Canadian Pacific Railway is a transcontinental carrier operating in Canada and the U.S. Its 14,000-mile rail network serves the principal centres of Canada, from Montreal to Vancouver, and the U.S. Northeast and Midwest Regions. Canadian Pacific Railway is marking its 125th anniversary in 2006.

**Example of an Appointment Notice****Exemple d'avis de nomination****Alain Kaufman**

Nicola Martineau, Chief Executive Officer of Adanac Consultants, is pleased to announce the appointment of Alain Kaufman, PhD, CA to the post of Chief Economist and Vice President of Corporate Affairs. Dr. Kaufman will be responsible for corporate development and inter-governmental affairs.

Dr. Kaufman received a Doctorate in Economics from the University of Western Ontario and holds a degree in Accounting from McGill University. He has been a Chartered Accountant since 1998 and has held various positions with the federal government's Department of Economic Planning.

Adanac Consultants is a financial services institution doing business with various levels of government in Canada since 1980. The firm also holds contracts with two Caribbean governments and is seeking to expand its operations into the northeastern United States.

# BIBLIOGRAPHY / BIBLIOGRAPHIE

## PLAN DU TABLEAU

Purpose .....	But
Considerations .....	Généralités
Elements .....	Éléments
Format .....	Présentation
Referencing Styles .....	Choix de la méthode de références

B

38

## DEFINITION / Définition

An alphabetical list of the books, articles, electronic sources or non-print materials that relate to a topic or project

Liste alphabétique de notices bibliographiques de livres, d'articles, de sources électroniques ou non imprimées se rapportant à un sujet ou à un ouvrage donné.

## PURPOSE / But

- To list all the books, articles or other materials that were consulted in the preparation of a work
- To list books, articles and other materials that pertain to a particular topic
- To list the works of a specific author or publisher

## CONSIDERATIONS / Généralités

- A bibliography should not be confused with a reference list which includes **only** material that is directly cited in a text (although the terms are sometimes used interchangeably).
- Other versions of a bibliography include a discography, filmography, etc. of a particular artist.
- A bibliography may be included as part of a formal report.
- A bibliography may be included in place of a reference list with an academic paper.
- Before preparing a list of works, it is advisable to ascertain whether a list of works **consulted** (bibliography) or a list of works **cited** in a text (reference list) is appropriate.

## ELEMENTS / Éléments

- Author's name
- Title and subtitle of the work cited
- Publisher's name
- Place of publication
- Date of publication

- Number of pages in the document (optional)
- Information such as a URL permitting retrieval of electronic sources

### **FORMAT / Présentation**

- Items in a bibliography are arranged alphabetically by author.
- Different styles of referencing are used in different disciplines.
- With some referencing styles, bibliographies and reference lists may follow slightly different formats.
- Once a style is selected it should be followed in all details.

B

39

### **REFERENCING STYLES / Choix de la méthode de références**

- Commonly used referencing styles present bibliographic data using different formats.

*See also* **REFERENCE LIST—APA STYLE / Voir aussi Liste de références – Méthode APA**

*See also* **REFERENCE LIST—CSE STYLE / Voir aussi Liste de références – Méthode CSE**

*See also* **REFERENCE LIST—MLA STYLE / Voir aussi Liste de références – Méthode MLA**

*See also* **REFERENCE LIST—ELECTRONIC AND INTERNET SOURCES / Voir aussi Liste de références  
– Sources électroniques et Internet**

# BUSINESS CARD / CARTE PROFESSIONNELLE

B

40

## PLAN DU TABLEAU

Considerations .....	Généralités
Points to Include .....	Éléments essentiels
Layout for Job Titles .....	Mise en page des titres de poste
Address .....	Adresse
Punctuation .....	Ponctuation
Writing Telephone Numbers .....	Écriture des numéros de téléphone
Use of Abbreviations .....	Emploi des abréviations
Examples of Business Cards .....	Exemples de cartes professionnelles

## DEFINITION / Définition

A small rectangular card with an individual's name, administrative title and contact information

Petite carte rectangulaire comportant le nom, le titre de fonction et l'information qui permet de joindre une personne.

## CONSIDERATIONS / Généralités

- Some organizations may have business cards that identify the business or project, but omit the name of a specific individual.
- Non-standard card sizes should be avoided as they are difficult to file with other cards.

## POINTS TO INCLUDE / Éléments essentiels

- Full name **without** the courtesy title (Ms. or Mr.)
- Professional or job title
- Department or division
- Official name of the organization or company
- Complete business address
- Other directional information such as metro or subway station, corner of street or avenue
- Telephone number, fax number, and cellphone (mobile) number
- E-mail address
- Web site URL
- Company logo



**LAYOUT FOR JOB TITLES / Mise en page des titres de poste**

- Different organizations favour different layouts. It may be advisable to consult company policies or style guides.

Kathleen Grant  
Director  
Public Relations

Kathleen Grant  
Director of Public Relations

Kathleen Grant  
Director—Public Relations

B

41

**ADDRESS / Adresse**

See **ADDRESS / Voir Adresse**

See **BUSINESS LETTER—FORMAT / Voir Lettre d'affaires – Présentation**

**PUNCTUATION / Ponctuation**

- Punctuation is used to separate the city and the postal designation in the address block.

Boston, MA

Montreal, QC

Vancouver, BC

- Otherwise punctuation is not included on business cards unless it is part of the company's official name.

Little, Brown and Company (INC.)

**WRITING TELEPHONE NUMBERS / Écriture des numéros de téléphone**

- Where area codes are combined into local numbers, 10-digit numbers may be expressed either with the use of two hyphens — after the first three digits and after the second three digits.

604-849-6842

- The domestic direct dial code for long distance calls within North America is **1**.

1-250-598-5864

- Toll-free numbers use the code **1-800** or **1-888** before the seven digit telephone number.

1-800-XXX-0000

1-888-XXX-0000

- The international direct dial code for overseas calling is **011**. For calls to Canada, this code is followed by the national direct dial code for Canada **1**.

011-1-514-336-4349

USE OF ABBREVIATIONS / Emploi des abréviations

- Abbreviations should be avoided except for considerations of space.
- The following abbreviated forms are acceptable.

Apartment .....	Apt.	Post Office Box .....	P.O. Box
Avenue .....	Ave.	First, Second, Third, etc. ....	1st, 2nd, 3rd, 4th, etc.
Boulevard .....	Blvd.	Building .....	Bldg.
Place .....	Pl.	Telephone .....	Tel. or t.
Road .....	Rd.	Cellular phone .....	Cell or c.
Street .....	St.	Rural Route .....	R.R.

B

42

Examples of Business Cards  
Exemples de cartes professionnelles



**projets linguistiques lz**

**Kerry Hatzipantos, M.Ed**  
kerry@pllz.com

810 Champagneur, Suite 200  
Outremont, Québec  
H2V 4S3  
(514) 270-3733  
(514) 863-7027



**Ecoenlace**

... car nos gestes donnent forme à l'avenir  
... because our actions shape the future  
... porque nuestras acciones deciden el futuro

www.ecoenlace.com  
pgarcia@ecoenlace.com

**Patricia García**  
Chef de projet  
Project Leader  
Líder de proyecto



**Lynda Goldman Ink**  
Corporate Writing & Communication

**Lynda Goldman**

2216 Mediterranean St.  
Montreal, QC  
Canada H4R 3B1  
(514) 336-4339

Lynda@LyndaGoldmanInk.com  
www.LyndaGoldmanInk.com



**WORLD IMMIGRATION NETWORK (WIN)**  
Immigration Services

**Kieran Verboven**  
Certified Canadian Immigration  
Consultant (CCIC)  
Member of the Canadian Society  
of Immigration Consultants (CSIC)

Tel: 416-698-6560 • Fax: 647-438-0597  
Email: worldimmigration@rogers.com  
3092 Danforth Avenue, Unit # 206D, Toronto, ON, Canada M1L 1B1

See also ADDRESS / Voir aussi Adresse

## LETTRE D’AFFAIRES – COMPOSANTS / BUSINESS LETTER – DETAILS

### PLAN DU TABLEAU

Letterhead .....	En-tête
Date Line .....	Date
Inside Address (Destination) .....	Adresse du destinataire
Examples of Address Formats .....	Exemples de présentations d’adresse
Company Names .....	Noms d’entreprises
Additional Notations .....	Mentions supplémentaires

B

43

### DEFINITION / Définition

Conventions dealing with the details associated with professional business correspondence  
Conventions qui régissent la correspondance d’affaires.

### LETTERHEAD / En-tête

#### • Business letters from companies

- Letters from companies use letterhead paper for the first page of a letter only.
- Subsequent pages are written on matching paper with a border, logo, etc.
- Letterhead includes information such as the company’s full name, complete address, telephone number with area code, fax number, e-mail address, and website URL, as well as a company logo or graphic.
- Letterhead information may all appear at the top of the page, but some information such as address and telephone number may be printed at the bottom of the page as well.

#### • Business letters from individuals

- Business letters from individuals are not written on company letterhead paper.
- Place the return address in a block at the upper right-hand corner (upper left-hand corner is now acceptable also) of the letter.
- The sender’s name is not included in the address block because it appears in the signature block at the bottom of the letter.

### DATE LINE / Date

#### • The Date line presents the date in one of two ways:

- The name of the month is written in full, followed by the day in figures, a comma and the year in full.

January 22, 2008  
July 21, 2008

Les noms de mois s’écrivent toujours  
avec une majuscule initiale.

- Alternately (especially in international correspondence) the day in figures is followed by the name of the month in full and the year in full. A comma is not used.

The name of the city is never included with the date.

26 December 2008

25 February 2008

Le nom de la ville n’accompagne jamais la date.

- Avoid expressing the date in figures alone as there can be confusion between dates such as 10/12/08 and 12/10/08.

- **Placement of date line**

- Where full block style is used in business correspondence, the date is placed at the left margin two inches below the letterhead.
- Where modified block style with a return address at the top of the letter and centered to the right is used, the date is placed two lines below the return address.
- Where the return address appears at the bottom of the page, the date is placed alone two inches from the top of the page and is aligned with the signature line at the bottom right of the letter.

**INSIDE ADDRESS (DESTINATION) / Adresse du destinataire**

- Include the name and courtesy title, the job title, the department or division, the organization or company name in full, and the business address of the intended recipient of the letter.
- The same information is reproduced on the envelope.
- Align the internal address block with the left margin, single-spaced.
- Use commas only to separate the name of the city and the postal designation for the province or state.
- Leave two spaces on the same line before writing the postal code.
- In addressing a large company or organization, include the job title of the individual being addressed because the person holding that job may change.
- Follow the order in the examples below to include the different elements in the inside address block.

**Examples of Address Formats**

**Exemples de présentations d’adresse**



**A large organization**

Mr. J. W. Smith	title and full name
Financial Advisor	job title
Personal Credit Department	department
National Bank of Canada	company name
5683 Seaview Drive	civic address
Sydney, BC V3T 9J6	

**A medium-sized organization**

Ms. Simone Martin	title and full name
Pensions Administrator	job title
McKenzie & Graves, Inc.	company name
2774 East Queen Street	civic address
Toronto, ON M6T 9H6	

**B**

**A small organization**

Ms. Linda McKnight	title and full name
Westwood Creative Artists	company name
94 Harbord Street	civic address
Toronto, ON M5S 1G6	

**COMPANY NAMES / Noms d’entreprises**

- Write the names of organizations or companies as they are officially constituted including capitals, abbreviations and punctuation.
- Be attentive to the way names vary within industries and among different countries.

Little, Brown and Company (INC.)  
 Addison-Wesley Publishing Company, Inc.  
 Allyn and Bacon, Inc.  
 Prentice-Hall International (UK) Limited  
 Simon & Schuster Asia Private Limited  
 Prentice-Hall of Japan, Inc.  
 Prentice-Hall of Southeast Asia (PTE) Ltd.

**ADDITIONAL NOTATIONS / Mentions supplémentaires**

B

46

- **Attention line / Mention Attention**

- To direct a letter to an individual or department within a company, the designation “attention” is used.
- It is placed between the inside address and the salutation. It is often capitalized or underlined.

ATTENTION: ACCOUNTING DEPARTMENT  
ATTENTION: MEGAN AUSTIN, CA

- **Mailing notation / Mention à l’intention des postes**

- Put mailing notations in capital letters two lines below the date, and two lines above the inside address.

SPECIAL DELIVERY  
REGISTERED MAIL  
CERTIFIED MAIL–RETURN REQUESTED

- **Addressee notation / Mention à l’intention du destinataire**

- Put the notation in capital letters two lines below the date and two lines above the inside address.

PERSONAL  
CONFIDENTIAL

- **Reference line / Références**

- Reference lines refer to policy numbers, file numbers, claim numbers, or reference numbers.
- They are placed two lines after the date, or one line above the salutation.
- Designations used include “Re”, “File” or “Account No.” which are sometimes followed by a colon and which may be capitalized, underlined or neither.

RE: CLAIM No. 95847-98  
Re: Policy 453-Z16  
File No. 769-54-9806

- **Subject line / Objet**

- Place subject lines either two lines above the salutation in business letters, or two lines below the salutation.
- Follow the word “subject” with a colon.

- Capitalize the initial letter of each word in the subject line.
- Underline, capitalize or bold-face every content word to draw attention to the subject line.

Subject: Your Book Order for the New School Year

**SUBJECT: NEW ACCOUNTING PROCEDURES**

**Subject: Phase Out of Current Claim Forms After June 2013**

• **Closing a business letter / Salutation**

- Formal business letters end with no formal expression other than a standard business closing.
- Standard closings include: “Sincerely”, “Yours truly”, “Yours very truly”.
- Include any relevant information such as your department or division which does not appear in the company letterhead.

Sincerely,

*Susan Jones*  
Susan Jones, **Sales Manager**

Sincerely,

*Kelly O'Connell*  
(Mr.) Kelly O'Connell  
Manager, **Engineering Division**

- Less formal closings include: “Best regards”, “Regards”, “Cordially”.
- Routine business e-mail often uses the forms illustrated below.

Best regards,  
Janet

Cordially,  
Mike Jones

• **Enclosure / Pièces jointes**

- The enclosure line follows the signature line.
- This reference should be precise in case prior correspondence needs to be traced.
- Where more than one enclosure is included, use numbers to make this clear.
- Follow the word “enclosures”, or more commonly “enc.” Or “encs.”, with a colon.
- Capitalize the first letter following the colon.

Enc: 2008 delivery schedule

Enclosure: Signed contract for premises

Encs: 1) New order forms

2) Cheque for \$386.68

- If an enclosure is attached to an e-mail, use the word “attachment” or “attachments”.

• **Copy notation / Copies conformes**

- CC: or cc: stands for courtesy copy.
- Place this information one line after the signature or after the typist's initials.

- CCs often include the business title of the recipient.

CC: Jane Jones, Credit Clerk  
cc: Marc Tremblay, Manager, Sidney Roofing Company  
cc: Eastern Division Sales Reps

B

48

- Where several people are copied, they should be listed either by company rank or in alphabetical order, whichever is appropriate.

CC: John White, President                      CC: Lynda Berish  
Cynthia Clark, Vice-President              Kerry Hatzipantos  
Jack Brown, Sales Manager                  Simon Williams

- **Reference initials / Initiales d’identification**

- Initials of the sender and/or the typist may be added at the end of a letter for reference.
- The sender’s initials are capitalized.
- The typist’s initials are in lower-case letters.
- Where two sets of initials appear, they can be separated by either a colon or a slash.

MQ    MQ/cb

- **Second page notation / Mention de 2<sup>e</sup> page**

- The three elements to include in second page notations are the name of the addressee, the page number of the letter and the date of the letter.
- The elements can be arranged across the top of the page or under each other as illustrated in the examples below.

Ms. Pat O’Neill    2    September 14, 2013

Ms. Pat O’Neill  
2  
September 14, 2013

See also **BUSINESS LETTER–FORMAT / Voir aussi Lettre d’affaires – Présentation**

See also **BUSINESS LETTER–TYPES / Voir aussi Lettre d’affaires – Types**

See also **CORRESPONDENCE–SALUTATION / Voir aussi Correspondance – Appel**

See also **CORRESPONDENCE–SIGNATURE BLOCK / Voir aussi Correspondance – Signature**

See also **ENVELOPE / Voir aussi Enveloppe**



# LETTRE D’AFFAIRES – PRÉSENTATION / BUSINESS LETTER – FORMAT

## PLAN DU TABLEAU

Elements.....	Éléments
Layout.....	Présentation
Language.....	Rédaction
Business-to-Business Letter Format.....	Lettre d’une entreprise à une autre
Letter Format with Business Notations.....	Lettre avec mentions diverses
Simplified Format for Routine Business Letters.....	Présentation simplifiée pour des lettres d’affaires courantes
Individual-to-Business Letter Format.....	Lettre d’une personne à une entreprise
Example of Business-to-Business Letter Format.....	Exemple de lettre d’une entreprise à une autre
Example of Letter Format with Business Notations.....	Exemple de lettre avec mentions diverses
Example of Simplified Format for Routine Business Letters.....	Exemple de lettre d’affaires courante simplifiée
Example of Individual-to-Business Letter Format.....	Exemple de lettre d’un individu à une entreprise

B

49

## DEFINITION / Définition

Conventions for presentation and layout of letters exchanged between organizations, within organizations or between individuals and organizations

Règles de présentation et de mise en forme de lettres entre entreprises, à l’intérieur d’une entreprise ou entre un individu et une entreprise.

## ELEMENTS / Éléments

- Company letterhead on the first page for organizations
- Sender’s full address at the top of the first page for individuals
- The date the letter was sent including day, month and year
- Identification of the recipient including the full address
- Salutation including the courtesy title and family name of the recipient
- Subject line where relevant with some types of correspondence
- Complimentary close consisting of the words “Sincerely,” or “Yours truly,”
- Signature block including the sender’s handwritten signature, name (typed underneath) and job title

## LAYOUT / Présentation

- Varies somewhat depending on the type of correspondence involved
- Presents all elements including the body of the text aligned with the left margin
- Leaves the right margin unjustified to preserve spacing of letters in the text
- Follows certain conventions for placement of special notations

**LANGUAGE / Rédaction**

- Employ complete sentences respecting the rules for grammar, spelling and punctuation.
- Use paragraphs of fewer than eight lines and skip one line between paragraphs.
- Note that the use of contractions is allowed.
- Maintain a polite courteous tone and avoid negative language.
- Use the active voice rather than the passive voice for verbs.
- Stay on topic without including non-essential information.
- Avoid the use of adjectives in favour of simplicity.

B

50

**BUSINESS-TO-BUSINESS LETTER FORMAT / Lettre d’une entreprise à une autre**

- Use paper with the organization’s letterhead for the first page of a letter.
- Where possible, restrict the length of a business letter to one page.
- Use plain paper of the same quality where subsequent pages are included.

Le titre de civilité s’écrit sous sa forme abrégée.

- Provide an inside address with “Ms.” or “Mr.” and the recipient’s full name.
- Include the recipient’s business title and the department and company names.
- Include the sender’s full name and business title in the signature block.
- Include business titles because the person occupying a position may change.

## Example of Business-to-Business Letter Format

### Exemple de lettre d’une entreprise à une autre



Eastern Star Products  
17 King’s Road, Dai Li Industrial Estate  
New Territories, Hong Kong  
Tel. 852-3456-1943, Fax 852-2968  
Telex 48854 HX

19 August 2010

Mr. John Smith  
General Manager  
Eastern Horizons Imports  
2654 Waterfront Street  
Vancouver, BC V3C 4K4

Dear Mr. Smith:

The ten containers of toys you ordered from our factory have been packed and shipped. They left the factory on August 17. Unfortunately, weather conditions in the Eastern Pacific have led to delays in container shipping lanes and we feel it is best to tell you that we may be unable to meet the August 24 delivery date that you have requested.

We are in constant contact with the captain of the vessel, and we will keep you updated on how things are going with the weather. By switching the ship’s route, we can arrive in Vancouver rather than San Francisco to expedite the delivery of your shipment. We apologize for the inconvenience and assure you that we will do our best to have the goods there as soon as possible.

Sincerely,

3 to 5 spaces            (Put signature here)

James Zhang  
Director, Overseas Shipping

JZ/pg

international date format

internal address block

salutation

body

upbeat thought

complimentary close

signature block

sender’s job title

B

51

## LETTER FORMAT WITH BUSINESS NOTATIONS / Lettre avec mentions diverses

- A subject line makes the nature of the communication evident immediately.
- A mailing notation indicates any details about special delivery, registered letter, etc.
- An attention line directs the letter to an individual or department within a company.
- A reference line draws attention to policy, file or claim numbers related to the letter.
- An enclosure notation indicates the nature of any attachment accompanying the letter.
- Copy notations indicate who else will receive a copy of the letter.
- Reference initials indicate who wrote and who typed the letter.
- Conventions govern the placement of these notations. *See* BUSINESS LETTER – DETAILS

Example of Letter Format with Business Notations

Exemple de lettre avec mentions diverses



B

52

Letterhead	
August 14, 2010	
REGISTERED	mailing notation
Ms. Jane Currey Senior Editor Business Publishers 1274 Tower Street Toronto, ON M3A 7K2	
Ref. 94287	reference line
Dear Ms. Currey:	
Subject: <b>Change to Our Order for <i>Guide to Written Communication</i></b>	subject line
We recently ordered 75 copies of <i>Guide to Written Communication</i> for students in our office management classes with purchase order 94287. As 14 more students have already signed up for classes since then, we would like to have another 20 copies added to the order with a delivery date of September 4.	
In the event that more students register between now and September 4, how soon would you be able to supply additional copies we may need? We look forward to a confirmation and an estimate of delivery times for additional copies.	
Sincerely,	
(Ms.) Kelly Wade, Director of Studies	Put signature here
KW/cs	reference initials
Encs. 1) Purchase order 2) Cheque for \$627.76	enclosure notation

**SIMPLIFIED FORMAT FOR ROUTINE BUSINESS LETTERS**

/ **Présentation simplifiée pour des lettres d’affaires courantes**

- Routine correspondence replaces the salutation with a subject line in capital letters.
- A brief introductory sentence is followed by the body of the letter in point form.
- A brief closing sentence expresses goodwill or provides a motivation to action.
- A complimentary close is omitted and the sender’s name and job title appear below the signature in capital letters.

Example of Simplified Format for Routine Business Letters

Exemple de lettre d’affaires courante simplifiée



Letterhead

September 12, 2010

Ms. Geraldine Greene  
Marketing Manager  
Western Logging Supplies  
2643 Main Street  
Nelson, BC V6T 3Y7

NEW FORMAT FOR ROUTINE BUSINESS LETTERS

As consultants hired by your human resources department, we are pleased to provide the following guidelines on a new format intended to make routine correspondence simpler and more straightforward.

1. Letters are written on letterhead paper with the date aligned with the left margin and placed several lines below. The right-hand margin is not generally justified.
2. The address block includes the addressee’s name preceded by the courtesy title “Ms.” or “Mr.”, the person’s business title, the company name and the complete civic address.
3. The salutation is omitted and is replaced by a subject line in capital letters.
4. A few brief introductory sentences are followed by the body of the letter in point form for easy comprehension. A closing sentence may express goodwill or a motivation to action.
5. The closing “Sincerely” is omitted and the sender’s name and business title are written in capital letters under the signature.

We hope these recommendations will be useful for your staff.

*Jay Botterell*

JAY BOTTERELL  
CORPORATE COMMUNICATIONS, INC.

B

53

no salutation  
subject line in capitals

introductory sentence with reason for letter

body in point form

goodwill statement

no complimentary close

handwritten signature

name and company name  
in capital letters under the signature

**INDIVIDUAL-TO-BUSINESS LETTER FORMAT / Lettre d’une personne à une entreprise**

- Use plain, good-quality paper – not letterhead paper.
- Place the sender’s full address at the top right-hand corner of the page.
- Place the date two lines below under the sender’s address also at the right.
- Follow the format of a standard business letter for the salutation and body.
- Align the complimentary close and signature block with the sender’s address.

**Example of Individual-to-Business Letter Format**

**Exemple de lettre d’un individu à une entreprise**



**B**

54

2191 Hudson Street  
London, ON M6T 4E2

February 26, 2010

Ms. Susan Strong  
Registrar  
Selkirk College  
2654 Portage Street  
Winnipeg, MB R3T 5X4

Dear Ms. Strong:

I have submitted an application to the Business Administration program for the fall session. Since I will be an out-of-town student, I am concerned about finding housing. If a student’s application is accepted, will there be information available about rooms in the residence or about other housing possibilities in Winnipeg?

Thank you for any information you can provide me with about student housing.

Sincerely,

(Mr.) Lee Green

sender’s address and date to the right  
(left would be another option)

complimentary close and signature block  
to the right (left would be another option)

Put signature here

See also **BUSINESS LETTER—DETAILS / Voir aussi Lettre d’affaires – Composants**

See also **BUSINESS LETTER—TYPES / Voir aussi Lettre d’affaires – Types**

See also **CORRESPONDENCE—SALUTATION / Voir aussi Correspondance – Appel**

See also **CORRESPONDENCE—SIGNATURE BLOCK / Voir aussi Correspondance – Signature**

See also **ENVELOPE / Voir aussi Enveloppe**

## LETTRE D’AFFAIRES – TYPES / BUSINESS LETTER – TYPES

### PLAN DU TABLEAU

#### TYPE A: DIRECT METHOD FOR ROUTINE, NEUTRAL OR POSITIVE MESSAGES .....

Inquiry or Reply Letter.....

Claim Letter.....

Positive Reply to a Claim Letter.....

#### TYPE B: INDIRECT METHOD FOR NEGATIVE REPLY AND PERSUASIVE LETTERS .....

Bad News Letter.....

Persuasive Letter.....

TYPE A : Méthode directe (lettres courantes, neutres ou positives)

Lettre de demande ou de réponse

Lettre de réclamation

Réponse positive à une lettre de réclamation

TYPE B : MÉTHODE INDIRECTE POUR UNE RÉPONSE NÉGATIVE OU UNE LETTRE DE DEMANDE

Réponse négative

Lettre de demande

B

55

### DEFINITION / Définition

Conventions regarding characteristics of business letters according to their purpose

Conventions qui régissent la rédaction de lettres d'affaires selon leur fonction.

### Type A: Direct Method / Type A: Méthode directe

#### INQUIRY OR REPLY LETTER / LETTRE DE DEMANDE OU DE RÉPONSE

##### PLAN DU SOUS-TABLEAU

Purpose .....

But

Considerations .....

Généralités

Structure and Language .....

Structure et langue

Example of an Inquiry letter.....

Exemple de demande de renseignements

Example of a Reply Letter .....

Exemple de réponse à une demande de renseignements

### PURPOSE / But

- To request specific information or action to be taken
- To reply to requests in a quick and efficient manner

### CONSIDERATIONS / Généralités

- Avoid lengthy introductions, explanations or justifications. Go directly to the point.
- Use a clear, concise writing style that avoids unnecessary details and observations.

- Use a courteous, business-like tone.
- Try not to include more than seven lines in a paragraph.
- Provide factual details and specifications so that further exchanges are not required.

B

56

**STRUCTURE AND LANGUAGE / Structure et langue**

• **Opening**

Inquiries: Open with a polite statement or request.

Replies: Answer with a concise factual response.

- Language

Inquiry Please answer the following question about . . .

Please forward your recommendations concerning security for . . .

I would appreciate your advice regarding . . .

Reply Here are the specifications you asked for concerning . . .

Thank you for your inquiry. Based on the details you gave, we estimate . . .

• **Body**

Inquiries: Give reasons for request and provide information needed to carry it out.

Replies: Answer questions in the order that they were asked, or begin with good news.

- Language

Inquiry We plan to purchase new software in the near future, and require advice concerning the kind of software we need in order to do the following: (1) . . .

Reply The enclosed brochure gives further details concerning . . .

We have the product you asked for in stock, and we can provide a technician to install it.

• **Conclusion**

Inquiries: Specify a time limit and justify it to motivate immediate action.

Replies: Personalize the letter and encourage further business.

- Language

Inquiry I would appreciate this information by May 18, which will enable me to make a purchasing decision before the end of our financial year.

Reply To receive samples of these items, please call . . .

For information on new products of this type, please visit our website at . . .

We will be happy to provide an estimate as soon as we have received the following information . . .



## Example of an Inquiry Letter

### Exemple de demande de renseignements



6201 Prairie Avenue  
Weyburn, SK S4N 8V4

10 February 2010

Mr. Alexander Kowalski  
Financial Services Agent  
Handfield Investments  
9234 Arcola Avenue  
Regina, SK S4N 5Z3

Dear Mr. Kowalski:

Please provide information about plans you offer for an RRSP credit line which would help me with my RRSP contribution this year.

Your services have been recommended to me by a relative who suggested that you could help me benefit from a \$5000 unused portion of my RRSP contribution last year. I would be especially interested in answers to the following questions:

- What is the current interest rate on an RRSP credit line?
- What kind of monthly payments would I need to make to reimburse this credit?
- What documents would I need to apply for your plan?

Since the RRSP contribution deadline is approaching fast, I would appreciate receiving this information by February 15.

Sincerely,  
*John Franklin*  
John Franklin

B

57

immediate purpose  
reason for request

details

parallelism and bullets  
for clarity

motivation to action  
time limit

### Example of a Reply Letter

#### Exemple de réponse à une demande de renseignements



B

58

July 16, 2010

Ms. Francine Berish  
Vice Principal  
North Lakes Secondary School  
1878 Queenswood Drive  
Kanora, ON M3K 3P1

SUBJECT: Information on School Dictionaries You Requested July 15

Dear Ms. Berish:

Yes, the new edition of the Learner’s Dictionary is in stock and can be shipped in time for the beginning of the school year. This is indeed the edition that has the features you mentioned in your letter.

1. A CD-ROM with each dictionary allows students to hear the correct pronunciation of words used in sentences.
2. Sample sentences follow all definitions and permit users to see how words are used in context.
3. Sixteen colour plates illustrate fields of vocabulary such as objects in the classroom or sports equipment.

The dictionary was designed with the needs of young users in bilingual programs such as yours. It has received very positive evaluations from other users who have particularly enjoyed the features you inquired about in your letter.

Should you decide to order 50 or more dictionaries for the coming school year, you and your students can benefit from a special introductory price of only \$22.79 by placing the order before August 10. For your convenience, orders can be placed by phone at 450-555-8641 or directly through our web site at [www.bestbooks.com](http://www.bestbooks.com).

Sincerely,

Julie Wade  
Marketing Manager

subject line identifying previous correspondence

response to the main point of the inquiry

response to all points in the inquiry

linking of benefits for the reader with the product

motivation to action

details to facilitate ordering

Put signature here

**LETTRE DE RÉCLAMATION / CLAIM LETTER**

<b>PLAN DU SOUS-TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Structure and Language .....	Structure et langue
Example of a Claim Letter .....	Exemple de lettre de réclamation

**B**  
59

**PURPOSE / But**

- To inform the reader of dissatisfaction with a product or service
- To request compensation or correction of a problem

**CONSIDERATIONS / Généralités**

- Focus on the purpose of your letter—to request compensation or correction of a problem.
- Avoid emotional or abusive language and personal reflections.
- Provide relevant details to avoid unnecessary exchanges of correspondence.

**STRUCTURE AND LANGUAGE / Structure et langue**

• **Opening**

Identify the problem and propose a remedy immediately.  
Propose a change of policy or procedure.

- Language

Please credit my Visa account, No. 123400567890, to correct an erroneous charge of . . .

Since I was surprised that I had to wait until the first coffee break when I arrived five minutes late for the seminar, would you please clarify your policy regarding . . .

• **Body**

State the facts objectively without emotional commentary.  
Provide details that allow the poor product or service to be corrected.

- Language

When I did not receive the first issue of your magazine, I cancelled the subscription—yet I continue to be billed for it.

As you will see from the enclosed receipt, the merchandise was not delivered on the date promised; therefore, it is no longer needed.

- **Closing**

Request correction, compensation or adjustment.

Express firm (but polite) thanks for action you expect to be taken.

B

60

- Language

Therefore, we are returning the merchandise, and we do not expect to be charged for it. I know mistakes can occur, and I am sure this one will be corrected promptly.

Would you either send the correct dictionaries by next Monday, or cancel our order.

### Example of a Claim Letter

#### Exemple de lettre de réclamation



3452 Green Road  
Laval, QC H7K 1Q2  
April 30, 2010

Customer Service Department  
Jiffy Promotions  
Post Office Box 1234  
New York, NY 98765-112

Subject: Refund Request for Article #9876543

Dear Customer Service:

I wish to request a refund of \$15.98 for a defective product you sold me two weeks ago. The EverYoung make-up kit you advertised to “take years off your age” did no such thing. In fact, it caused me some embarrassment at a social event.

The lipstick was too bright and it smeared just after I put it on. The face powder took on a greyish tone as the evening wore on. When I opened the powder to repair the damage, it popped out of the box and caused me to start sneezing uncontrollably.

I feel that the poor quality of materials in the kit was the cause of my distress. Perhaps you should pursue this matter with your supplier. Meanwhile, I am confident that you will send me a refund for the full price of the defective make-up kit.

Sincerely,

Margaret White

remedy proposed

identification of problem

details

firm request for a refund

Put signature here

**RÉPONSE POSITIVE À UNE LETTRE DE RÉCLAMATION / POSITIVE REPLY TO A CLAIM LETTER**

<b>PLAN DU SOUS-TABLEAU</b>	
<b>Purpose</b> .....	But
<b>Considerations</b> .....	Généralités
<b>Structure and Language</b> .....	Structure et langue
<b>Example of a Positive Reply to a Claim Letter</b> .....	Exemple de réponse positive à une lettre de réclamation

**PURPOSE / But**

- To announce acceptance of a customer’s claim and outline a remedy

**CONSIDERATIONS / Généralités**

- Announce acceptance of the claim immediately.
- Avoid negative references to the situation or extravagant apologies.
- Seek to regain the customer’s confidence and promote further business.

**STRUCTURE AND LANGUAGE / Structure et langue**

• **Opening**

Approve the claim immediately.

Sound upbeat and positive.

- Language

You will receive the replacement order of . . . shortly.

Please take your machine to our outlet where it will be repaired at no cost to you.

We completely agree that the warranty is still valid until the end of the year.

• **Body**

Explain what went wrong (if possible), or describe measures to prevent a recurrence.

If you apologise, do so immediately and briefly and avoid negative language.

Delicately mention the product’s good points to regain confidence.

Admit responsibility **only if it is company policy**.

- Language

Your order was part of a shipment that slipped through our usual strict quality control procedure.

We are taking steps to ensure that this cannot occur in the future.

Even with a reliable product like this, oversights may occasionally occur.

**BUSINESS LETTER—TYPES—Positive Reply to a Claim Letter / LETTRE D’AFFAIRES – TYPES—  
Réponse positive à une lettre de réclamation**

- **Conclusion**

Express appreciation that the writer wrote.

Extend thanks for their business.

Refer to desire to be of future service.

- Language

As customer satisfaction is always our top priority, we appreciate the time you took to call this to our attention.

Your thoughtful comments were very helpful in ensuring that such oversights do not occur in future.

B

62

**Example of a Positive Reply to a Claim Letter**

**Exemple de réponse positive à une lettre de réclamation**



Company Letterhead

November 24, 2010

Mrs. Rita Turner  
5531 Beaminster Place  
Montreal, QC H3W 2M4

Dear Mrs. Turner:

Thank you for your letter. The management team at the Med Cafe joins me in expressing our regret at the incident you called to our attention. Enclosed is a check for \$28.65 to cover the cost of having the spaghetti sauce removed from your dress by the speciality dry-cleaners.

Upon receiving your letter, I immediately met with dining room staff and requested a complete report. As a result, our procedures have been changed to ensure that sauces are served more carefully in future. Plates will be inspected before they leave the kitchen, and inexperienced servers will be supervised by senior dining room personnel. Thank you for taking the trouble to write as it will help us maintain our high quality service.

We will be featuring Italian food in the coming month and we would be pleased to have you again as a privileged customer to taste one of these new dishes.

Sincerely,  
Max Sibinsky

General Manager  
Enc. Cheque \$28.65

positive opening

prompt approval of claim

description of action to prevent a recurrence

expression of goodwill

statement to generate future business

Put signature here

## Type B: Indirect Method / Type B: Méthode indirecte

### BAD NEWS LETTER / RÉPONSE NÉGATIVE

PLAN DU SOUS-TABLEAU	
Purpose .....	But
Considerations .....	Généralités
Structure and Language .....	Structure et langue
Strategies for a Positive Impact .....	Conseils pour obtenir un effet positif
Example of a Bad News Letter .....	Exemple de réponse négative

B  
63

### DEFINITION / Définition

Where certain business letters contain a bad news or persuasive message, using an indirect method as seen in the following examples can be appropriate

Que ce soit pour répondre à une lettre d’affaires contenant une réponse négative ou à une demande, l’emploi de la méthode indirecte comme illustrée ici peut être indiqué.

### PURPOSE / But

- To give a negative response to a claim letter tactfully
- To deliver bad news in response to a request

### CONSIDERATIONS / Généralités

- Seek to maintain good business relationships by reducing the impact of bad news.
- Express bad news in an objective tone and avoid the use of negative language.
- Notice that the passive voice is a strategy for depersonalizing bad news because it disassociates the actor (agent) from the action.

### STRUCTURE AND LANGUAGE / Structure et langue

#### • Opening

Use a buffer (a neutral statement conveying thanks for doing business, having confidence in your company, submitting an application, etc.) before delivering bad news.

Start with the most positive part of the message by giving any good news first.

#### - Language

We appreciate your interest in doing business with our company.

Thank you for your inquiry about establishing a line of credit with our firm.

We can ship part of your order immediately.

• **Body**

Provide objective information to introduce bad news.

Sandwich the bad news with neutral or good news.

Propose a compromise or alternative.

- Language

On checking my schedule, I realize that I will be out of town on that date. Consequently, the kind invitation to speak to your group must be declined.

While we are eager to provide the best possible service to a valued customer like you, credit cannot be extended at this time.

Although the main dining room is fully booked for the date you request, we can offer your group space in the banquet hall upstairs.

You are right that our company is growing at the moment. However, candidates are not currently being sought in the accounting department.

• **Closing**

End on a friendly, upbeat note.

Anticipate future business relationships.

Present your good wishes.

- Language

I enjoyed reading your proposal, and hope we may have the opportunity to do business together on another occasion.

We value your business and hope that we can continue to serve you in the future.

Please accept my best wishes in your job search. I’m sure your background will make you a desirable candidate for a company with openings in your field.

B

64

**STRATEGIES FOR A POSITIVE IMPACT / Conseils pour obtenir un effet positif**

- Write sentences with a courteous, positive tone.

**Avoid using negative language.**

The **problem** with this is that . . .  
That was the **wrong** order form . . .  
You **claim** that . . .  
You **don’t seem to** be aware . . .  
**Failure** to submit . . .

**Formulate requests and reminders politely.**

A better way to approach this is . . .  
Would you please complete the enclosed form . . .  
You state that . . .  
You may wish to consider an alternative . . .  
The document must be submitted to . . . by . . .

- When correcting mistakes,

**Avoid starting with “you” or “your”.**

**You should never** try to . . .  
**You must correct** the copies by . . .  
**You missed** the deadline for . . .  
**If you had** . . . , you wouldn’t have . . .

**Focus on improvement and solutions.**

Try checking the tray first, for better results.  
Copies must be corrected by . . . (passive voice)  
The order can be processed as soon as we receive . . .  
Better results can be obtained by . . .



## Example of a Bad News Letter

### Exemple de réponse négative



Company Letterhead

July 21 2010

Mr. Daniel Dare  
8647 Wanders Way  
Vancouver, BC V8K 3H4

Dear Mr. Dare:

Customer satisfaction is always high on our list of concerns, and we appreciate hearing from users of our fitness equipment. We certainly agree that anyone who purchases the Exertocycle 92Z4 has a right to expect reasonable durability from their equipment.

We note, however, that you purchased the equipment in 1998 – a date that may have slipped your mind. I am sure that you will agree that after fifteen years it is not unreasonable to expect that wear-and-tear may occur in even the best-built equipment. For this reason the warranty on such an item is limited. This particular machine cannot be replaced as the warranty ran out several years ago.

Because you mentioned in your letter that you had become quite dependant on the machine to keep in shape, I have checked with the director of our technical services to see what solution we can find. He tells me that the situation you experienced can be corrected by welding the handlebars back on. You could bring the bike in to our depot, and this repair can be looked after within three working days. The cost would be minimal and the work is guaranteed.

Following this option would allow you to be back at your routine in the near future, and you would have the possibility of many more years of enjoying your Exertocycle. I hope this information will provide a solution that is to your satisfaction.

Sincerely,

Sandy MacIntosh  
Sales Manager

B

65

neutral opening

use of a buffer

explanation to support the bad news

statement of bad news

offer of an alternative

positive close to maintain goodwill

Put signature here

**PERSUASIVE LETTER / LETTRE DE DEMANDE**

**PLAN DU SOUS-TABLEAU**

Purpose .....	But
Considerations .....	Généralités
Structure and Language .....	Structure et langue
Example of a Persuasive Letter .....	Exemple de lettre de demande

B

66

**PURPOSE / But**

- To request time or co-operation on a task or project
- To solicit a financial contribution
- To ask for a favour such as speaking to a group or serving on a committee

**CONSIDERATIONS / Généralités**

- Generate goodwill before making a request.
- Provide evidence to support your request.
- Make it easy for the reader to take action.

**STRUCTURE AND LANGUAGE / Structure et langue**

• **Opening**

Give a compliment, summarize a problem, or make plea for help.

Draw attention to common ground shared with the reader.

Use an unexpected fact or provocative question to gain attention.

- Language

A number of our members are interested in hearing your views on . . .

Sexual harassment is defined differently by men than by women.

Every letter that solves a problem the first time saves your organization \$78.50.

- **Body**

Provide solid evidence to support the merit of your request.

Mention direct or indirect benefits to the reader.

Anticipate resistance and offer counter arguments.

Demonstrate knowledge to boost your credibility.

- Language

Support staff worked 100 overtime hours during this period, costing us \$1000 in salaries and upsetting these employees. (arguing for changes to internal policy)

As you can see, a modest investment can provide substantial benefits to our managers and to employees in our manufacturing divisions.

Although an honorarium is not provided, you will be helping young managers and you will be able to promote your very useful new book. (a request to speak at a convention)

- **Closing**

Make a specific request with confidence.

Propose an action that is easy to take.

Offer an attractive alternative.

- Language

Please call me at 604-555-5864 to allow me to include your name in the list of keynote speakers at our convention.

If an air-conditioning unit is too expensive, we can install fans in the two offices for half the price.

## Example of a Persuasive Letter

### Exemple de lettre de demande



B

68

Dear Colleague,

You may not know first hand the devastation brought about by the onset of Alzheimer’s disease (AD) in a family member—yet. But the chances are that one in four people in our community will be afflicted with this progressive and incurable disease. Surely it is in the interest of all of us to find a cure.

We are organizing a dinner/dance to raise money for the Alzheimer’s Society on March 15. Funds raised will contribute to ongoing research into cures and treatment for AD. As you may know, this disease has a terrible impact not only on the patient but also on family members and caregivers.

Many of the recent breakthroughs in research have been in the area of treatment to lessen the impact and progression of the symptoms. Research continues to try to understand the causes and find a cure for this terrible illness which poses a threat to so many of us and our families in the coming years.

By purchasing tickets to this event, you will be participating in the fight for a good cause. Our company is joining with others in our industry to raise \$50,000 in the coming months. Your purchase of a ticket for only \$100 per couple will entitle you to a dinner and dancing at the Royal Arms Hotel on March 15 and the chance to win a weekend away at the Country Inn. Don’t miss this chance to spend an evening with colleagues in the industry and make a difference in this important fight for a cure.

Tickets can be purchased by cheque, cash or credit card. See Magda at the reception desk in the main lobby. Or give me a call at local 4783 and I’ll stop by your office.

Best regards,

Frank Walton  
Chairman of the AD Dinner/Dance Committee

captures and personalizes reader’s interest

introduces the topic

builds interest

gives details to support request

points out benefits to the reader

reduces resistance with further benefits

makes action easy to take and gives personal touch

Put signature here

See also **BUSINESS LETTER—DETAILS / Voir aussi Lettre d’affaires – Composants**

See also **BUSINESS LETTER—TYPES / Voir aussi Lettre d’affaires – Types**

See also **COVER LETTER FOR A CURRICULUM VITAE / Voir aussi Lettre d’accompagnement d’un curriculum vitae**

See also **ENVELOPE / Voir aussi Enveloppe**

See also **PROOFREADING AND EDITING / Voir aussi Correction d’épreuves et révision**

See also **TRANSMITTAL LETTER / Voir aussi Lettre de transmission**

## PLAN DU TABLEAU

Considerations .....	Généralités
Problem Areas .....	Orthographes particulières
Dictionary Comparisons .....	Dictionnaires comparés

## DEFINITION / Définition

General tendencies used to choose between British and American form used in Canadian English

Direction générale prise pour choisir entre les formes britannique et américaine utilisées par l'anglais au Canada

## CONSIDERATIONS / Généralités

- Word-processing software can be set to spell-check different varieties of English. However, these do not always cover exceptions and quirks of the language. When in doubt, check a reliable dictionary.
- There are some differences between British and American spelling that affect Canadian usage.
- Canadian spelling uses elements of both systems, but tends to American spelling in Western Canada and British spelling in Eastern Canada.
- It is advisable to adopt the spelling used by most of the intended readers (American, British or Canadian).
- For international standards, the International Council for Technical Communications website [http://www.tekom.de/index\\_neu.jsp](http://www.tekom.de/index_neu.jsp) provides further information under the heading Guidelines for Writing English Technical Documents.

## PROBLEM AREAS / Orthographes particulières

- Some words end in **–tre** in British English and **–ter** in American English.
- Some words end in **–ogue** in British English and **–og** in American English.
- Some words end in **–our** in British English and **–or** in American English.
- Some words use the ending **–ise** in British English **but** **–ize** in American English.
- Some words use a double consonant (**–ll**) in British English, but a single consonant (**–l**) in American English, or vice versa.
- Some common words have different spellings in British or American English.
- Two words on the list below make a spelling change from the noun to the verb form.

## DICTIONARY COMPARISONS / Dictionnaires comparés

Oxford Advanced Learner's	Merriam-Webster's Collegiate	Collins-Gage Canadian Paperback
centre .....	center .....	centre or center
theatre .....	theater .....	theatre or theater
metre .....	meter .....	metre or meter
<b>catalogue</b> .....	<b>catalog</b> .....	<b>catalogue</b> (catalog)
<b>analogue</b> .....	<b>analog</b> .....	<b>analogue</b> (analog)
<b>dialogue</b> .....	<b>dialog</b> .....	<b>dialogue</b>
<b>labour</b> .....	<b>labor</b> .....	<b>labour</b> or labor
<b>colour</b> .....	<b>color</b> .....	<b>colour</b> or color
<b>honour</b> .....	<b>honor</b> .....	<b>honour</b> or honor
<b>organisation</b> .....	<b>organization</b> .....	<b>organize</b>
<b>realise</b> .....	<b>realize</b> .....	<b>realize</b>
<b>harmonise</b> .....	<b>harmonize</b> .....	<b>harmonize</b>
<b>travelled</b> .....	<b>traveled</b> .....	<b>travelled</b> or traveled
<b>cancelled</b> .....	<b>canceled</b> .....	<b>cancelled</b> or canceled
<b>enrolment</b> .....	<b>enrollment</b> .....	<b>enrollment</b> or enrolment
<b>cheque</b> .....	<b>check</b> .....	<b>cheque</b> (as in write a cheque)
<b>judgement</b> .....	<b>judgment</b> .....	<b>judgment</b>
<b>programme</b> .....	<b>program</b> .....	<b>program</b> (programme)
a practice / to practise .....	a practice / to practice .....	a practice / to practise
a licence / to license .....	a licence / to licence .....	a licence / to license

## PLAN DU TABLEAU

Initial Capitals .....	Majuscules initiales
Celestial Bodies .....	Noms d'astres
Proper Nouns .....	Noms propres
Geographical Names .....	Noms géographiques
Government or Public Bodies .....	Noms d'organismes publics ou gouvernementaux
Religious References .....	Domaine religieux
Sporting Events .....	Événements sportifs
Time Periods .....	Notation du temps
Trademarked Products .....	Marques déposées

## DEFINITION / Définition

Indicate the beginning of sentences, designate proper nouns, occur in titles, and occasionally provide emphasis

La majuscule indique le début d'une phrase, désigne un nom propre et, occasionnellement, sert à mettre un mot en évidence.

## INITIAL CAPITALS / Majuscules initiales

- Capitalize the initial letter of the first word of every sentence, the beginning of each line in a poem, the first word in a direct quotation, following designations that precede short notices, and following colons in some cases. For titles, capitalize the first letter of each word except articles, prepositions with fewer than four letters, and conjunctions.

To be or not to be—that  
is the question;  
Whether 'tis nobler in the  
mind to suffer  
The slings and arrows of  
outrageous fortune,  
Or to take arms against a  
sea of troubles,  
And by opposing end them?

*Wm. Shakespeare*

Jacques Plante said, "How would you like a job where, if you make a mistake, a big red light goes on and 18,000 people boo?"

Notice: No Smoking

Crazy Love: The Dark Side of Romance

Dans un titre, chaque mot prend une majuscule initiale, à l'exception des articles, des prépositions contenant moins de quatre lettres et des conjonctions. Le premier mot, quelle que soit sa catégorie, prend évidemment une majuscule.

CELESTIAL BODIES / Noms d'astres

- Capitalize initial letters of words in the following categories:

- Planets (Saturn, Mars, Earth)
- Specific stars (the North Star, Betelgeuse)
- Galaxies and constellations (Andromeda, the Milky Way, Ursa Major)

**Figurative uses.** Do not use capitals for moon, stars and earth in expressions such as “the ends of the earth”, “the full moon”, “anything under the sun” or “aurora borealis”

Do not capitalize generic words forming part of the name of a celestial object (Halley's comet, The rings of Saturn)

C

72

PROPER NOUNS / Noms propres

- Capitalize the initial letters of personal names (Mary Smith, George Brown) and of titles such as Professor, Mayor, and Vice President when they are used on business cards, office doors, envelopes, or in direct reference to a person.

I spoke to **Professor Adams**.  
**Vice President Sikorsky** will be the speaker.

- Do not capitalize initial letters of titles in non-specific contexts.

Jennifer Bigman is the **mayor** of our town.  
Some of those **senators** should think about retirement.  
Mr. Vinci is an excellent **professor**.

- Capitalize the initial letters of the names of organizations in **an internal context**—in the sense of “our” organization.

The **College** has changed its policy.  
Check with **Human Resources** about your pension.  
The **School Board** will hold public meetings . . .

- Do not capitalize initial letters to make a general reference to an organization or department.

To apply for a job you should contact the **human resources** department.  
John just got a job with **the provincial government**.  
Don't blame **the company** for the delay if you place a last-minute order.

GEOGRAPHICAL NAMES / Noms géographiques

- Capitalize the initial letters for the names of countries, provinces, states, cities and streets (including the designations “street”, “road”, “avenue”, etc.)

Regina, Saskatchewan  
Blaine, Washington  
Geneva, Switzerland  
Jakarta, Indonesia

Tudor Road  
Portage Avenue  
Southwest Marine Drive  
Main Street

Les noms spécifiques et génériques d'odonymes prennent une majuscule initiale.



- Capitalize the initial letters for the names of specific regions or places, both real and figurative.

the West Coast	Down Under (Australia)
the Middle East	Silicon Valley (California)
Up Island (Vancouver Island)	the Golden Mile (Montreal)
Greenwich Village	Bollywood (the Indian film industry)
the Left Bank (Paris)	the Alaska Panhandle
the Midwest	the Golden Triangle

C

73

- Capitalize the initial letters for proper names of geographical features and for their designations (lake, river, ocean, mountain, etc.)

the English Channel	Lake of the Woods
the Rocky Mountains	the Gulf of Saint Lawrence
the Himalayas	the Red River
the Pacific Ocean	the Horn of Africa

Les noms géographiques spécifiques et génériques prennent une majuscule initiale.

**Descriptive designations.** Do not capitalize descriptive geographical designations.

northern Iceland	the inner city
westerly winds	the east coast of Newfoundland
downtown	the eastern seaboard

## GOVERNMENT OR PUBLIC BODIES / Noms d'organismes publics ou gouvernementaux

- Capitalize the initial letters of the names of public bodies or government departments where they are used as proper nouns.

the United Nations	the Ministry of Religious Affairs of Indonesia
the Canadian Senate	the Department of Northern Affairs
the Nanaimo City Council	the Peel Board of Education

Chaque mot composant le nom d'un organisme public ou gouvernemental s'écrit avec une majuscule initiale.

- Do not capitalize initial letters with the generic use of the terms.

a government department  
a senate committee  
a city council  
a board of education

## RELIGIOUS REFERENCES / Domaine religieux

- Capitalize the initial letters of references to the following:

- The Supreme Being: God, Yahweh, Providence, Allah, Siva, the Lord
- Revered persons: John the Baptist, Buddha, the Prophet, the Blessed Virgin

## CAPITAL LETTERS / MAJUSCULES

- Religious events: the Creation, the Flood, the Resurrection, the Second Coming

**Specific observances.** Do not capitalize initial letters for specific observances such as baptism, the hajj, mass, etc. unless writing from the point of view of a specific religion.

Les noms de religions et de leurs adhérents s'écrivent avec une majuscule initiale.

- Religions and their adherents: Judaism, Roman Catholics, Zen Buddhists, Islam, Baha'i
- Sacred works: the Qur'an, the Ten Commandments, Psalm 23, the King James Bible

**Figurative references.** Initial letters are **not** capitalized when referring figuratively to a work as "my bible". (Example: When I was writing my thesis, the Oxford Dictionary was my bible.)

## SPORTING EVENTS / Événements sportifs

- Specific sporting events or trophies for sporting events are written with their initial letters in capitals.

the World Series  
the Olympic Games  
the Tour de France  
the Stanley Cup

## TIME PERIODS / Notation du temps

- Capitalize initial letters for:

- Days of the week (Wednesday, Friday, Sunday)
- Months of the year (May, June, September)
- Holidays and religious days (Good Friday, Yom Kippur, St. Patrick's Day, Thanksgiving, Ramadan, Halloween, New Year's Eve)
- Specific figurative time periods (the Roaring Twenties, the Dark Ages, the Enlightenment)

Les noms de jours et de mois s'écrivent avec une majuscule initiale.

- Do not capitalize initial letters for 'descriptive' references

- Seasons (summer, winter, fall, spring)
- Decades (the sixties, the eighties, the nineties)
- Specific time periods (the colonial period, the space age, the twentieth century)

**TRADEMARKED PRODUCTS / Marques déposées**

- Product names vary in how they are written, so care should be taken to use them as they are constituted. The symbols ™ or ® indicate a trademarked product.

Band-Aid	Chapstick
U-Haul	Easy-Off
Q-tips	Filofax
High-Lighter	Canada Dry
Post-it-notes	

C

75

**Intercaps.** Some organization and product names are officially written by joining two units to form one word. The second part of the unit may begin with a capital letter.

EarthLink	iPad
PowerBar	Travelodge
PowerPoint	MasterCard
ThinkPad	

**Note.** To verify official names contact: the International Trademark Association at [tmhotline@inta.org](mailto:tmhotline@inta.org) or the Canadian Intellectual Property Office at <http://www.cipo.gc.ca>. The legal page on large companies' websites generally provides reliable information about their registered trade names.

**Generic Names.** Certain expressions containing proper nouns have taken on a generic sense and are used without capital letters. However, sources frequently disagree about specific expressions. It is important to be consistent within one document. In other words, if you write **roman numerals**, write arabic numerals. If you write **Roman numerals**, write **Arabic numerals**.

diesel fuel	roman numerals
an aspirin	a kleenex
manila envelopes	madras cotton
french doors	venetian blinds
brussels sprouts	cheddar cheese

**Note.** Consider adopting a particular dictionary as a reference and consistently checking usage for these cases.

See also **HEADINGS / Voir aussi Division par hiérarchie**

See also **TITLES / Voir aussi Titres**

# CHARTS / GRAPHIQUES

C

76

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Choice of Chart Type .....	Choix du type de graphique
Pie Chart .....	Graphique circulaire
Exemple of Pie Chart .....	Exemple de graphique circulaire
Line Chart .....	Graphique linéaire
Exemple of Line Chart .....	Exemple de graphique linéaire
Bar Chart .....	Graphique à barres
Exemple of Bar Chart .....	Exemple de graphique à barres

## DEFINITION / Définition

Visual representations to illustrate such elements as distribution of parts of a whole, quantitative changes over time or comparisons of data

Représentation visuelle qui sert à illustrer divers éléments (distribution et répartition d'un tout, évolution dans le temps de changements quantitatifs ou comparaison de données).

## PURPOSE / But

- To provide a simplified means to represent certain types of data visually

## CONSIDERATIONS / Généralités

- Not all information benefits by visual illustration.
- Avoid using too many charts in a document.
- Keep charts simple and avoid extravagant use colour or symbols.
- Ensure that the scale used in charts does not distort data and give a false picture.
- Introduce visuals and summarize what they illustrate within the text itself.
- Computer software such as Microsoft® Excel can be used to produce charts.
- Write the word “Figure” out in full in the text.  
Figure 2.4 shows that nearly half the candidates were graduates of technical programs.
- Abbreviate the word figure as “Fig.” in a caption under the chart. Put a period after the figure number before the caption.  
Fig 2. Distribution of graduates in technical jobs
- Note that a brief descriptive title may be placed at the top of the chart as well.

**CHOICE OF CHART TYPE / Choix du type de graphique**

- Select the type of chart that is most appropriate for the data being illustrated.
- Note that it is possible to display the same data in different charts depending on the purpose.
- Data emphasizing how elements relate over time can be shown effectively in a line chart.
- Data emphasizing how elements relate to one another can be effectively shown in a bar chart.

C

77

**PIE CHART / Graphique circulaire**

- **Purpose**
  - To provide an overview of the distribution of parts of a whole
  - To give a clear idea of percentages that make up a whole
- **Preparation**
  - Display between four and six elements in a pie chart.
  - Display the largest element first to the right of twelve o'clock.
  - Arrange elements in ascending order of size or importance.
  - Use colour or shading to distinguish elements in the chart if possible.
  - Label wedges inside the chart where possible, or outside the rim otherwise.
  - Display all labels horizontally where possible.
  - Include percentages in the labels for clarity.
  - Include a simple legend to identify the elements represented in the chart.

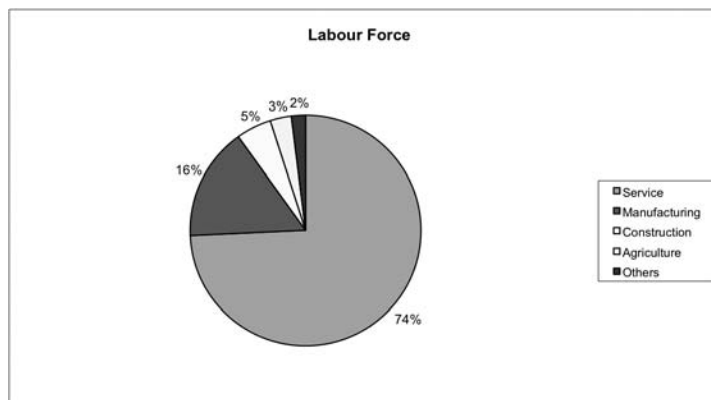
**Example of a Pie Chart****Exemple de graphique circulaire**

Fig 4. Distribution of the Canadian labour force by business sector

**LINE CHART / Graphique linéaire**

- **Purpose**

- To provide an overview of how quantitative data, for example, changes over time
- To show one variable or up to three variables
- Not recommended for showing more than three variables

- **Preparation**

- Place the independent variable such as years on the bottom horizontal axis.
- Place the dependant variable such as percentage change per year on the vertical axis.
- Use connected dots or lines to give a visual representation of quantitative change over time.
- Label the chart at the bottom as “Fig 1.”, “Fig 2.” and so on, and provide a caption.
- Include a simple legend to indicate the meaning of the elements represented in the chart.
- Note that a brief descriptive is placed at the top of the chart.

**Example of a Line Chart**

**Exemple de graphique linéaire**

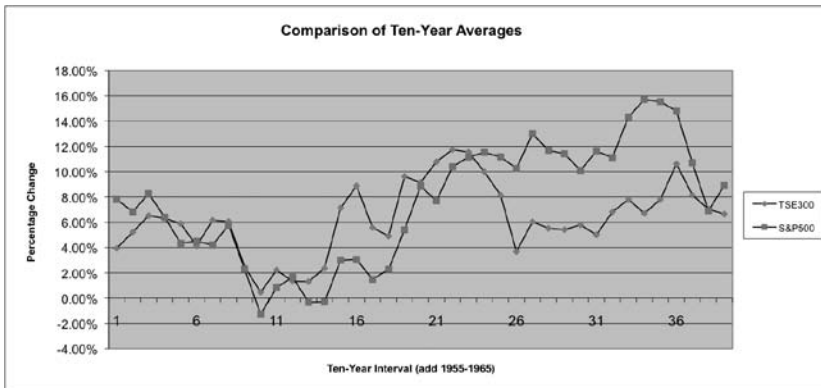


Fig 2. Comparison of TSE and S&P performance as shown by 10-year averages

**BAR CHART / Graphique à barres**

• **Purpose**

- To give a clear picture of how elements relate to one another in terms of size, number, etc.
- To enable a clear visualization of trends
- To show up to three elements grouped for comparison

C

79

• **Preparation**

- Limit the amount of data included in a bar chart to avoid confusion.
- Place the independent variable such as years on the bottom horizontal axis.
- Place the dependant variable such as percentage change per year on the vertical axis.
- Label the chart at the bottom as “Fig 1.,” “Fig 2.” and so on, and provide a caption.
- Include a simple legend to indicate the meaning of the elements represented in the chart.

**Example of a Bar Chart**

**Exemple de graphique à barres**

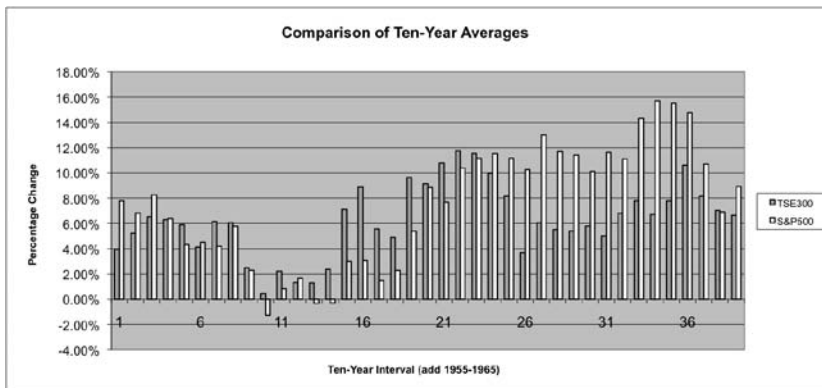


Fig 2. Comparison of TSE and S&P performance as shown by 10-year averages

See also **FLOW CHART / Voir aussi Diagramme**

See also **TABLES / Voir aussi Tableaux**

# CLOCK TIME / ÉCRITURE DE L'HEURE

## PLAN DU TABLEAU

General Rules .....	Règles courantes
“O'clock” .....	La formulation « o'clock »
Errors to Avoid .....	À éviter
“Noon” and “Midnight” .....	Écriture de « noon » (midi) et de « midnight » (minuit)

C

## 80 DEFINITION / Définition

Standardized expressions of time for meeting announcements, business appointments, travel itineraries, or invitations

Expressions courantes pour noter l'heure dans les avis de convocation, les rendez-vous d'affaires, les itinéraires ou les invitations.

## GENERAL RULES / Règles courantes

- Express time in figures with the designation a.m. or p.m. to indicate morning or afternoon.
- Write exact hours (10 a.m., 2 p.m.) with a space between the figure and “a.m.” or “p.m.”, but no space between the letters which are punctuated with periods.
- Write hours and minutes in figures separated by a colon (9:45 a.m., 7:20 p.m.) and with no space before or after the colon.

L'emploi du système de 24 heures est réservé à certains usages très limités, par exemple aux horaires des moyens de transport..

- The 24-hour time system is generally employed in English only for specific uses such as airline or train schedules.

## “O’CLOCK” / La formulation « o'clock »

- Use the expression “o'clock” with exact hours, but never with hours **and** minutes.

ten o'clock.	[correct]	X 10:15 o'clock	[incorrect]
four o'clock	[correct]	X 4:30 o'clock	[incorrect]

- Where the hour is expressed alone with no mention of minutes, time can be indicated using the expression “o'clock” and one of the following expressions: in the morning, in the afternoon, in the evening, or at night.

nine o'clock at night  
six o'clock in the morning  
four o'clock in the afternoon



- Where the time is expressed as hours and minutes, time can be indicated without using the expression “o’clock” but with one of the expressions: in the morning, in the afternoon, in the evening, or at night.

3:15 in the afternoon

7:30 in the evening

- Where neither “a.m. /p.m.” nor “o’clock” is used, times can be written out as words (six-thirty) or expressed as figures (6:30).

Doors open at eight in the morning.

Dinner is at seven-thirty.

The meeting begins at ten sharp.

Doors open at 8:00.

Dinner is at 7:30.

The meeting begins at 10:00 sharp.

C

81

### ERRORS TO AVOID / À éviter

	Incorrect	Explanation
Redundancy:	X 9 a.m. in the morning	Use “a.m.” or “in the morning”, not both.
	X 8 p.m. in the evening	Use “p.m.” or “in the evening”, not both.
	X 4 p.m. o’clock	Use 4 p.m. or four o’clock in the afternoon.
	X 11 p.m. o’clock	Use 11 p.m. or eleven o’clock at night.
Substitution	X this a.m., this p.m.	Use this <b>morning</b> , this <b>afternoon</b> .

### “NOON” AND “MIDNIGHT” / Écriture de « noon » (midi) et « midnight » (minuit)

- “Noon” and “midnight” are generally written out as words with no mention of “a.m.” or “p.m.”
- It is possible, however, to use the term “12 noon” or “12 midnight” for emphasis.
- It is usual to add “noon” or “midnight” in a sentence in which another time is mentioned.

The party went on until **12 midnight**.

The store is open from **9:30 a.m.** until **12 noon** on Saturdays.

## COLON [ : ] / DEUX-POINTS [ : ]

### PLAN DU TABLEAU

Placement .....	Situation
Use Before Lists .....	Emploi dans une énumération
Use Between Two Independent Clauses .....	Emploi entre deux phrases indépendantes
Other Uses .....	Autres emplois

C

82

### DEFINITION / DÉFINITION

A punctuation mark [ : ] used to introduce lists or related information that expands on or clarifies the first clause in the sentence

Signe de ponctuation [ : ] introduisant une liste de renseignements qui étoffent ou explicitent la première proposition de la phrase.

### PLACEMENT / Situation

- Immediately after the last letter of the word it follows
- Followed by one space (Be consistent within a text.)

### USE BEFORE LISTS / Emploi dans une énumération

- Use a colon, with either horizontal or vertical lists, after introductory expressions such as “the following”, “as follows”, “such as”. Note. A colon is not used after a verb or a preposition.

Le deux-points suit immédiatement le mot qui le précède.

We are looking for a candidate with these qualifications: an undergraduate degree, two years of experience in sales and service, a pleasant outgoing personality.

Selon les ouvrages, le deux-points est suivi d'un ou de deux espacements.

As winter approaches, we are lowering prices on the following items: bicycles, skipping ropes, plastic swimming pools, and sandboxes.

### USE BETWEEN TWO INDEPENDENT CLAUSES / Emploi entre deux phrases indépendantes

- Use where the idea in the second clause in a sentence clarifies or expands on the idea in the first clause.

- Use a lower-case letter to begin the second clause after the colon.

When you start to examine these workers as a class, one thing becomes clear:  
there are almost no constants.  
[clarifies the first clause]

Never try to teach a pig to sing: it wastes your time and annoys the pig.—*Mark Twain*  
[clarifies the first clause]

They shall beat their swords into ploughshares, and their spears into pruning hooks:  
nation shall not lift up sword against nation, neither shall they learn war anymore.—*Isaiah 2.4*  
[expands on the first clause]

[expands on the first clause]

Visitors have frequently expressed their admiration to me at the sight of the main pavilion of our university: impressive as this majestic edifice standing on the north slopes of Mount Royal is when first seen from a distance, it is even more striking once entered through the austere splendour of the great hall. —*Gilles G. Cloutier, Rector, the Université de Montréal*

## OTHER USES / Autres emplois

### • Stating Clock Time

- Where expressions of time include minutes, separate the hours and minutes with a colon with no space before or after it:

10:46 p.m.    8:05 a.m.    6:15 p.m.

### • Separating Titles from Subtitles

- Where the titles of books or articles include a subtitle, a colon separates them.
- Note that the first word following the colon is capitalized.

Old Man River: A History of the Mississippi Delta  
The Planet Earth: How Can We Save It?

See also CAPITAL LETTERS / Voir aussi Majuscules

# COMMA [ , ] / VIRGULE [ , ]

## PLAN DU TABLEAU

Separating Items .....	Pour isoler des éléments
Separating Nonessential Elements .....	Pour séparer des éléments facultatifs
Separating Some Types of Clauses .....	Pour séparer certains types de propositions
Setting Off Elements in a Sentence .....	Pour isoler certains éléments

C

84

## DEFINITION / Définition

A punctuation mark [ , ] which generally functions either to separate items or to set off elements in a sentence

Signe de ponctuation [ , ] généralement utilisé pour séparer des éléments ou pour isoler certains éléments dans une phrase.

## SEPARATING ITEMS / Pour isoler des éléments

### • Items on a list

- Where three or more short items are listed in a sentence, commas generally separate the items but a comma is not required before the word “and”.

Someone placed an order for paper, staples, pens and pencils.

Please include your name, address, social insurance number, telephone number and e-mail address with your application.

- Where one or more items on a list include the word “and”, the use of a comma is required for clarity.

Safety procedures are especially important in the chemicals, steel, **pulp and paper**, and **mining and mineral-processing** industries.

### • Multiple adjectives

- Where multiple adjectives all describe the same noun, commas separate them.

The Grahams have just bought a spacious, well-situated, Victorian mansion.

The agency produced an exciting, hard-hitting ad for the fund-raising campaign.

That is an event that took place a long, long time ago and far, far away.

- Where multiple adjectives do not describe the same noun, commas are not used as separators except where they are required for clarity.

The Graham's house is a very old stone building.

Their route passed through a dark, dreary, foul-smelling, mud-filled alley.

- **Contrasting elements**

- A comma is often used to underline two short contrasting ideas placed together in a sentence using parallel structure. Some authorities argue for omitting the comma in such sentences.

The bigger they are, the harder they fall.  
If youth but knew, if old age but could.  
The harder you work, the luckier you get.

C

85

## SEPARATING NONESSENTIAL ELEMENTS / Pour séparer des éléments facultatifs

- **Introductory phrases are separated from the rest of the sentence by a comma where:**

- The phrase contains a verb form.

*As we shall demonstrate*, the plan that the government proposes is untenable.  
*By listening to colleagues*, the new employee quickly learned how the office functioned.  
*In every successful case we observed*, the same factors were present.

- The phrase constitutes a qualifying comment.

*In my opinion*, it is time for a change of leadership.  
*Without exception*, cars without parking stickers will be towed.  
*Too often*, well-qualified women are overlooked for promotion.  
*Most important*, reports must be submitted by the deadline.  
*Whenever possible*, call a meeting to discuss a new policy.

- A listing marker introduces the sentence.

*For a start*, we need to begin interviewing candidates for the job.  
*What's more*, there are only two weeks left before the deadline.  
*At the same time*, I appreciate the technical skills he brings to the job.  
*In the first place*, we were not informed of the new regulations.

- A transition marker introduces the sentence.

*However*, he still has time to apply for the job in the shipping department.  
*On the other hand*, Caroline has six years of experience in customer service.  
*For instance*, Martin Blake would be excellent for the job.  
*In addition to her academic qualifications*, she has relevant experience.

- A prepositional phrase includes more than four words.

*From the beginning of the present decade*, public awareness of the danger represented by the proliferation of hurricanes in the Gulf of Mexico has been growing.

**but**

*In 2006* people suddenly became aware of the destructive power of nature when Hurricane Katrina devastated New Orleans.

*In 2009*, 147 employees were hired. (for clarity)

## SEPARATING SOME TYPES OF CLAUSES / Pour séparer certains types de propositions

- **Commas are required as separators where:**

- A subordinate clause precedes the main clause in a sentence.

Although the doctor is best known for her work in responding to epidemics, she is now more interested in finding ways to prevent them in the first place.

If there is anything predictable about influenza, it is that it has a propensity for change.

When the history of the climate crisis is written, he will be seen as the scientist with the most powerful and consistent voice calling for intelligent action to preserve our planet's environment.

- Two clauses in a compound sentence are joined by conjunctions (and, or, nor, but, so, yet).\*

Call our suppliers as soon as you have the time, **and** see if the order we placed last week has been sent out.

Jim felt confident about his ability to do the job, **so** he didn't feel the need to ask for advice.

Executives change jobs all the time, **yet** this story was inherently captivating.

He had better change his campaign strategy, **or** he won't be elected.

\*Where the meaning is clear, and the independent clauses contain fewer than 12 words, a comma is not always necessary. Conveying your message clearly should be the deciding factor in whether or not to include a comma.

- A confusing junction needs to be avoided.

Whatever is, is right.—Alexander Pope

She realized that the stranger had made a joke, and laughed.

[She laughed, not the stranger.]

After Wednesday, evening deliveries will be cancelled.

[Not all deliveries, only evening deliveries.]

## SETTING OFF ELEMENTS IN A SENTENCE / Pour isoler certains éléments

- **Double commas are used to set apart certain types of limiting expressions or interjections in a sentence.**

- Interjections

We can meet on Thursday, *or if you prefer*, it can be Friday morning.

Charles Black, *it is said*, is hard to get along with.

His assistant, *on the other hand*, is a born diplomat.

It was raining. Joan's offer of an umbrella, *however*, saved the day.

## - Explanatory elements

The Hindu world view sees life as a great dance determined by one's karma, *or personal destiny*, from which the believer seeks liberation.

Henry Van Dusen, *former president of the Union Theological Seminary*, launched a moral debate when he and his wife chose to end their own lives.

The woman sometimes called the greatest ballerina of all time, *Margot Fontaine*, lived in Panama during the last years of her life.

Eric Buisson, *the new coordinator of the non-credit courses*, will answer your question.

## - Non-restrictive relative clauses

Susan Simmons, *who used to be called Susan Winters*, is back. She is using her maiden name now.

Taxes, *which are unjust*, should be abolished.

Contingency plans, *which must be updated regularly*, are essential in combating the threat.

At our company, *which is a \$24 million operation*, we made significant progress by changing our culture.

## - Antithetical elements

Not what she said, *but how she said it*, was offensive.

That word is accurate in some cases, *not all*.

The manager, *rather than the accountant*, called in the auditors.

## - Intervening phrases

- Where a phrase is placed between the subject and the verb, commas are used to set it apart.

The player, *in a fit of anger*, shook his fist at the referee.

The student, *afraid of being overlooked*, waved his arm vigorously in the air.

The company, *by entering new markets*, expanded its business operations.

Scientists, *by stepping up research*, hope to find a cure for this disease.

See also PARENTHESES [ ( ) ] / Voir aussi Parenthèses [ ( ) ]

See also PUNCTUATION—DASH [—] EM DASH, [—] EN DASH / Voir aussi Ponctuation—Tiret long [—], tiret court [—]

See also TRANSITION MARKERS / Voir aussi Marqueurs de relation

# COMPUTER-GENERATED SLIDE / DIAPOSITIVE GÉNÉRÉE PAR ORDINATEUR

## PLAN DU TABLEAU

Purpose .....	But
Considerations .....	Généralités
Features to Include .....	Éléments essentiels
Heading Guidelines .....	En-têtes descriptifs
Content .....	Contenu
Example of a Slide .....	Exemple de diapositive

C

88

## DEFINITION / Définition

Slide created with computer software for projection of visual support during a meeting, a course or a seminar

*Diapositive générée par ordinateur qui sert de support visuel, projetée lors d'une réunion, d'un cours ou d'un séminaire.*

## PURPOSE / But

- To maintain visual contact with listeners
- To synthesize information and facilitate understanding
- To add visual interest and variety to a presentation
- To help listeners follow the thread of a presentation

## CONSIDERATIONS / Généralités

- Slides may be handed out as reference material, sometimes with room for notes beside the slides, however, the speaker should be careful not to read aloud from the slides.
- Slides should be designed to give visual illustration to what the speaker says.
- A coherent overall plan should be established for slides in a presentation.
- Treating more than one concept per slide can lead to confusion.
- Use of special effects should be discrete and purposeful—not decorative.
- Many excellent style guides and websites give detailed advice on the technology.
- Print out the slides in black and white to check readability.



**FEATURES TO INCLUDE / Éléments essentiels**

- Consistent typeface for all slides
- Typeface large enough to be read easily
- Bullets, numbers or dashes for lists
- An open layout with margins all around
- A heading for each slide

C

89

**HEADING GUIDELINES / En-têtes descriptifs**

- **Avoid using bland, general headings.**
- **Use precise, descriptive headings that highlight your main points.**

**General / Bland**

Results  
Follow-Up  
Quarterly Earnings  
Committee Report  
Survey Results

**Precise / Descriptive**

Accidents Declined in January  
Training in New Software Begins March 3  
Profits Fell Sharply in the Third Quarter  
23% More Paper Recycled This Year  
Majority Favours Plan B\*

\* The speaker might say, “Let’s look at the survey results.” Meanwhile the heading of the slide will guide the direction of the talk and focus the audience’s attention on the main point the speaker will make.

**CONTENT / Contenu**

- Text** Use text for facts (what or why information). Use newspaper headline style. Choose shorter synonyms to avoid overcrowding a slide. Don’t use more than six lines of text, or more than six words per line. List items in parallel form—use all nouns or all verbs.
- Charts** Use organization charts, pie charts and bar charts to illustrate data. Use flow charts to illustrate processes.
- Colour** Use sparingly and purposefully. Similar colours suggest links between ideas. Different colours draw attention to differences and contrasts. A gradation of one colour suggests a hierarchy of information.
- Type Size** The larger the room, the larger the type size required to make the slide easy to read. Size is usually 14 to 24 points for readable slides.
- Avoid** Tables which contain too much material for listeners to follow; overuse of capital letters which are harder to read than lower-case letters; animation that is distracting and irrelevant to your purpose; colour that is simply decoration with no purpose; background images that interfere with readability.

Example of a Slide

Exemple de diapositive



C

90

## Ways to Increase Employee Well-Being and Productivity

- In-house fitness classes
- Ergonomic evaluation of workspace
- Financial-planning seminars
- Substance-abuse counselling
- Grief support group

See also **ACETATE** / *Voir aussi* Transparent

See also **CHARTS** / *Voir aussi* Graphiques

See also **FLOW CHART** / *Voir aussi* Diagramme

See also **LISTING** / *Voir aussi* Énumération

See also **ORGANIZATION CHART** / *Voir aussi* Organigramme

PLAN DU TABLEAU	
Purpose .....	But
Considerations .....	Généralités
Placement and Pagination .....	Situation et pagination
Structure.....	Structure
Preparation .....	Préparation
Example of the Conclusion for a Brief Article .....	Exemple de conclusion d'un article court
Example of the Conclusion for a Scientific Paper .....	Exemple de conclusion d'un article scientifique

## DEFINITION / Définition

The last part of a text which summarizes the preceding work and provides a response to the question or issue that was raised in the introduction

Dernière partie d'un texte qui résume le propos de l'ouvrage et qui répond à la question ou au problème posé dans l'introduction.

## PURPOSE / But

- To tie the main themes of the text together
- To summarize what was demonstrated
- To allude to the ideas which were developed

## CONSIDERATIONS / Généralités

- In a long document, the conclusion accounts for about ten percent of the text.
- The conclusion influences a reader's final impression and judgment of the arguments presented.
- The conclusion should flow naturally from the arguments already made in the body of the text.
- The conclusion should not introduce new material.

## PLACEMENT AND PAGINATION / Situation et pagination

- The conclusion is part of the body of the text and is paginated in Arabic numerals.
- The conclusion follows the last chapter or last paragraph of the body.

STRUCTURE / Structure

- The two elements of a conclusion are the summary and the restatement of context.

- Summary

- The first part of the conclusion summarizes the main ideas and partial conclusions developed in the text.
- The focus of the conclusion should be a reiteration of those points which contribute to the originality of the text—the partial conclusions.
- New arguments and quotations should never be introduced in the conclusion.
- The answer to the question raised or the solution to the problem identified is mentioned here.

- Restatement of Context

- The second part of a conclusion restates the context of the discussion and underlines its relevance.
- The writer may point to new lines of research that are suggested by the conclusions and solutions presented in the text.
- In a longer academic text or a report, suggestions and recommendations are made here as well.

PREPARATION / Préparation

<b>Ordering a text</b>	The order for writing a text is the development of main ideas and supporting details, followed by the introduction and finally the conclusion. It is important that the introduction and the conclusion have the same focus.
<b>Keeping notes</b>	While preparing the body of the text, it is advisable to make notes of points to be included in the conclusion.
<b>Partial conclusions</b>	Each chapter or section of the text should have a partial conclusion which reminds the reader of where the argument has been and where it is going.
<b>Resume of partial conclusions</b>	Even at the risk of being repetitious, it is important to provide a succinct recapitulation of the partial conclusions in the general conclusion itself to allow the reader access to the main ideas without having to return to the body of the text.

## Example of the Conclusion for a Brief Article

### Exemple de conclusion d'un article court



In brief, several problems are cited again and again as reasons for the current inaction in combating AIDS in South Africa. Even if the lack of resources, cultural insensitivity, and political reluctance to become involved were tackled, is it certain that the government response would be more active? Evidence exists to suggest that the answer to this question is yes. If funding in other regions of southern Africa began to make inroads in the fight, surely the impact would be felt in South Africa. If advocates for concrete action like Nelson Mandela continue to speak out, surely it would be difficult for the powers that be to keep claiming that only distinct racists are concerned and they would have to face the fact that their own citizens are the ones most concerned, and most outraged by the lack of action.

succinct recapitulation of partial conclusions

restatement of the author's point of view

**C**

93

## Example of the Conclusion for a Scientific Paper

### Exemple de conclusion d'un article scientifique



C

94

#### CONCLUSIONS

A shear-wave velocity testing program in the Greater Victoria area based on SCPT and SASW tests provided the basic data for a shear-wave velocity model required to assess the amplification of ground-motion hazard due to earthquakes. This model provides the basis for mapping the amplification of ground-motion hazard on a regional scale and for estimating the fundamental period at sites where the stratigraphy is known.

Till of the Fraser Glaciation and earlier Pleistocene deposits have shear-wave velocities generally in the range of 400 to 600 m/sec and have low susceptibility to moderate amplification. Late glacial sands and gravels of the Colwood delta have shear-wave velocities generally in the range of 300 to 400 m/sec, and sites underlain by a sufficient thickness of these deposits are susceptible to moderate amplification.

Within 15 meters of the surface, the grey clay facies of the late glacial glaciomarine Victoria Clay have shear-wave velocities generally between 100 and 160 m/sec, and sites underlain by more than 3 metres of these deposits are potentially susceptible to high ground-motion amplification. This is particularly true where they are overlain by Holocene organic sediments or marine muds, in which shear-wave velocities average 85 and 147 m/sec respectively. These Holocene deposits may contribute to the total thickness of soft silts, and the presence of organic sediments indicates that the underlying grey facies has been subjected to less consolidation than where it is overlain by the brown clay facies. These conclusions are consistent with those of Wuorinen (1974, 1976), who showed that the highest ground shaking in the 1946 earthquake occurred in former swamps, in which organic deposits overlie thick accumulations of grey clay.

The fundamental site periods for sites overlain by grey clay at the sites investigated in this program range between 0.27 and 1 second, so that amplification due to resonance is likely to occur at ground motion periods generally less than 1 second in the low-lying areas underlain by the grey clay facies in the Victoria area.

The brown clay facies of the Victoria Clay has shear-wave velocities generally in the range of 160 to 270 m/sec; however, these deposits are thin and the site effects will be primarily controlled by the underlying deposits.

briefly restates the purpose and underlines the value of the research

briefly summarizes conclusions arrived at

links findings to other studies

briefly presents the main conclusions

See also **DEVELOPMENT** / *Voir aussi Développement*

See also **INTRODUCTION** / *Voir aussi Introduction*

See also **TERM PAPER** / *Voir aussi Dissertation*

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Preparation .....	Préparation
Placement and Pagination .....	Situation et pagination
Layout and Typeface .....	Mise en page et typographie
Example of a Contents Page .....	Exemple de table des matières

## DEFINITION / Définition

A list detailing chapters and other elements of a text and giving corresponding page numbers; also called Table of Contents

Liste détaillée des chapitres et d'autres éléments d'un texte accompagnés de la pagination.

## PURPOSE / But

- To give an overview of the text in terms of the focus and the depth of treatment of the subject
- To list various elements of the document such as parts, chapters, figures, tables, appendices, foreword, summary, and bibliography
- To enable the reader to locate particular parts of a text

## PREPARATION / Préparation

- Order** The contents page is created once the text has been completed. Titles of parts, chapters and their divisions, titles of annexes and appendices, the bibliography and the index are presented in the order of their appearance in the document.
- Importance** The contents page is an essential element in any non-fiction text of more than ten pages.
- Note.** An academic dissertation does not have a contents page.
- Software** Word-processing software can be used to create a contents page by coding titles and headings according to levels of subordination.

## PLACEMENT AND PAGINATION / Situation et pagination

- Place the contents page in the front matter of the text just before the introduction.
- Paginate the contents page in lower-case Roman numerals.

LAYOUT AND TYPEFACE / Mise en page et typographie

- Center the word “**CONTENTS**” written in capital letters and in bold-face type.
- Write titles of parts of the text in capital letters.
- Write chapter titles with initial letters capitalized.
- Double-space between major divisions and single-space between other parts.
- Use a dotted line to connect titles to page numbers to facilitate reading.
- Check that titles used in the contents are **exactly** as they appear in the text.

C

96

Example of a Contents Page  
Exemple de table des matières



<b>CONTENTS</b>	
Acknowledgments.....	iv
Foreword.....	vii
Preface .....	ix
INTRODUCTION .....	1
PART I. WHY ETHICS MATTER.....	13
1. Profits and Responsibility.....	19
2. Ethics Are Not Optional .....	25
3. Ethical Leadership.....	31
4. The Search for Corporate Values.....	47
5. Can We Ignore Ethical Values?.....	56
6. Corporate Image Counts.....	64
PART II. HOW ETHICS ARE APPLIED .....	69
1. Three Steps to Personal Honesty.....	74
2. Giving Values .....	79
3. Seeking Corporate Values.....	83
4. Ethics of Partnerships .....	88
5. Ethics and the Environment.....	96
6. Shaping Our Values.....	107
PART III. CASE STUDIES IN ETHICS	
1. Labour Practices in Asian Branch Plants .....	109
2. Fast Food Outlets and the Environment.....	117
3. The Microsoft Antitrust Case .....	126
4. The Enron Scandal.....	142
5. The Fair Trade Movement.....	159
6. Trans fats in the Restaurant Industry.....	173
Appendix.....	198
Glossary of Terms.....	203
Bibliography.....	205
Index.....	207

See also **ORDER FOR PARTS OF A TEXT** / Voir aussi *Ordre des parties d'un texte*

See also **OUTLINE** / Voir aussi *Plan*

See also **TITLES** / Voir aussi *Titres*



## CORRESPONDANCE – APPEL / CORRESPONDENCE – SALUTATION

### PLAN DU TABLEAU

Considerations .....	Généralités
Unknown Gender .....	Destinataire de sexe inconnu
Generalized Salutations .....	Appel – Formules courantes
Collective Salutations .....	Appel – Formules pour un groupe de personnes
Use of Courtesy Titles .....	Titres de civilité
Use of Professional Designations .....	Titres de fonctions
Abbreviations for Academic and Professional Degrees .....	Abréviations des grades et des diplômes

C

97

### DEFINITION / Définition

The formal greeting that opens a personal or business letter

Formule de civilité qui précède le corps d'une lettre personnelle ou d'affaires.

### CONSIDERATIONS / Généralités

- Both business and personal correspondence is introduced with the salutation “Dear” with the initial letter capitalized.  
L'appel, dans la correspondance d'affaires et personnelle, est introduit par la salutation « Dear », qui porte toujours la majuscule initiale.
- In business it is customary that “Dear” be followed by the courtesy title “Mr.” or “Ms.” and the family name only of the individual being addressed.  
Dans la correspondance d'affaires, la salutation « Dear » est généralement suivie du titre de civilité et du nom de famille uniquement.
- Formal correspondence uses a colon after the addressee's name.  
Dans la correspondance officielle, on termine l'appel par un deux-points.
- Less formal correspondence uses either the first name or the courtesy title and family name of the individual followed by a comma.  
Dans la correspondance courante, on utilise le prénom ou le titre de civilité et le nom, que l'on fait suivre d'une virgule.
- It is never appropriate to replace “Mr.” with the form “Mister”.

L'appel se termine  
par un deux-points

Dear Ms. Thorleckson: \_\_\_\_\_  
Dear Mr. Grunwald: \_\_\_\_\_

[more formal]

Dans un contexte plus familier,  
l'appel se termine par une virgule

Dear John, \_\_\_\_\_  
Dear Mrs. Martin, \_\_\_\_\_

[less formal]

**UNKNOWN GENDER / Destinataire de sexe inconnu**

- Where you are unsure of an individual’s gender, use the salutation “Dear” followed by the first **and** last name.

Dear Pat O’Reilly:  
Dear A.V. Sharma:  
Dear Jean Martin:

Dear Rosario Gonzales Sanlucar:  
Dear Wei Yashung:  
Dear Kunjilika Chaima:

C

98

- English Names Used by Both Genders

Andrea	Francis (es)	Leslie	Sam
Alex	Gerry	Lynn	Sandy
Beverly	Jay	Marion (an)	Stevie
Carey	Kelly	Max	Terry
Casey	Kerry	Pat	Tony
Chris	Kim	Robin	Vivian
Cory	Lee	Rory	Willie

**GENERALIZED SALUTATIONS / Appel–Formules courantes**

- To an undetermined individual, the standard salutation is replaced by non-specific terms.

To Whom It May Concern:	Dear Shareholder:	Dear Sir:
Fellow Graduate:	Dear Credit Manager:	Dear Madam:
Valued Customer:	Dear Sir or Madam:	

**COLLECTIVE SALUTATIONS / Appel–Formules pour un groupe de personnes**

Gentlemen:	Dear Mesdames Goldman and Smythe:
Ladies and Gentlemen:	Dear Messrs. Cannon and Graves:
Fellow Alumni:	Dear Colleagues:

**USE OF COURTESY TITLES / Titres de civilité**

- The standard courtesy title for men is “Mr.”
- The standard courtesy title for women is “Ms.”
- Where an individual prefers the use of another courtesy title, it is indicated in brackets under the signature line at the bottom of a letter so that future correspondence can be addressed correctly.

Le titre de civilité s’écrit sous sa forme abrégée.

- Professional titles are not abbreviated in salutations (with the exception of “Dr.” for doctor).

(Dr.) Jane Greeves  
(Rabbi) Ester Lederman

#### Other titles

Archbishop	The Honourable	Mayor	Rabbi
Colonel	Imam	President	Reverend
Dean	Lieutenant	Premier	Sergeant
General	Major	Professor	Senator

C

99

#### Form for the envelope

General Richard Manning  
Senator Marcello Quintieri  
The Reverend Martin Gruss

#### Salutation

Dear General Manning:  
Dear Senator Quintieri:  
Dear Reverend Gruss:

### USE OF PROFESSIONAL DESIGNATIONS / Titres de fonctions

- Where a professional designation is abbreviated, it follows the individual’s name and a comma.
- Letters are capitalized\*, and there are no spaces between letters in the abbreviations.
- Current usage generally omits the periods that were formerly used to separate letters in the abbreviation of academic and professional designations.
- Professional titles and honorific designations are never used together.
- “Esquire” is an old-fashioned designation for a lawyer (Richard Hannesson, Esquire)

[Form of address]

Vernon Willis, **PhD**  
Zorana Prelevic, **MD**  
Olivia Chow, **MP**  
John O’Neil, **SJ**

or  
or  
or  
or

**Dr.** Vernon Willis  
**Dr.** Zorana Prelevic  
**The Honourable** Olivia Chow  
**Father** O’Neil

[Salutation]

Dear Dr. Willis:  
Dear Dr. Prelevic:  
Dear Ms. Chow:  
Dear Father O’Neil:

### ABBREVIATIONS FOR ACADEMIC AND PROFESSIONAL DEGREES

#### / Abréviations des grades et des diplômes

- Many academic and professional degrees are abbreviated using capital letters without spaces between the letters.
- Current usage generally omits periods especially where abbreviations consist of two or three capitalized letters.

- Other abbreviations may retain the use of periods after parts of the abbreviation.

B.Arch. .... Bachelor of Architecture	MBA ..... Master of Business Administration
B.Com. .... Bachelor of Commerce	MD ..... Medical Doctor
BFA ..... Bachelor of Fine Arts	MEd ..... Master of Education
BSc ..... Bachelor of Science	MSc ..... Master of Science
DD ..... Doctorate in Divinity	MSW ..... Master of Social Work
DDS ..... Doctor of Dental Surgery	PhD ..... Doctor of Philosophy
LLB ..... Legum Doctor (Law)	RN ..... Registered Nurse
MA ..... Master of Arts	SJ ..... Society of Jesus (Jesuit)

- ABD (all but dissertation) is an abbreviation sometimes used to indicate the status of a graduate student who has completed course work but who has not completed the dissertation.
- Professional designations are generally abbreviated without periods.

Les titres de fonctions s'abrègent généralement sans ponctuation

CA ..... Chartered Accountant (Canada)
CFP ..... Certified Financial Planner
CLU ..... Chartered Life Underwriter
CMA ..... Certified Management Accountant
CPA ..... Certified Public Accountant (U.S.A.)
CPS ..... Certified Professional Secretary

**Note.** There are some differences between Canada and the United States in how professional designations are expressed.

#### Canada

CA ..... Chartered Accountant
CLU ..... Chartered Life Underwriter

#### United States

CPA ..... Certified Public Accountant
CLU ..... Certified Life Underwriter

See also **BUSINESS LETTER–DETAILS** / *Voir aussi Lettre d'affaires–Composants*

See also **ENVELOPE** / *Voir aussi Enveloppe*

## CORRESPONDANCE – SIGNATURE / CORRESPONDENCE – SIGNATURE BLOCK

### PLAN DU TABLEAU

Purpose .....	But
Considerations .....	Généralités
Elements .....	Éléments
Format .....	Présentation
Standard Closings .....	Formules de salutation courantes
Examples of Signature Blocks for Letters .....	Exemples de signatures pour une lettre
Examples of Signature Blocks for E-Mail .....	Exemples de signatures pour un courriel
Use of Courtesy Titles .....	Titres de civilité

C

101

### DEFINITION / Définition

The part of a letter which identifies the writer and generally includes a hand-written signature

Partie de la lettre où figure le nom de l'expéditeur et qui inclut généralement sa signature manuscrite.

### PURPOSE / But

- To identify the writer of the letter
- To formalize a letter by including a hand-written signature
- To bring a letter or e-mail to a polite end

### CONSIDERATIONS / Généralités

- Business letters end with no formal expression other than a standard business closing.
- A standard closing such as “Sincerely” or “Yours truly” follows two lines after the body of the letter, and the signature comes **after** the closing.
- E-mail may end with “Sincerely,” or less formally “Regards,” “Cordially,” etc. and with your name on the line **below**.
- Include your business title under your name as job functions in companies may change.
- Include details such as your department which do not appear in the company letterhead.

### ELEMENTS / Éléments

- A closing such as “Sincerely,” or “Yours truly,”
- The writer’s signature (hand-written for a letter)
- The writer’s first and family names typed
- The writer’s job title

**FORMAT / Présentation**

- Align the signature block with the left margin for company-to-company correspondence.
- Align the signature block with the sender’s address and the date for individual-to-business correspondence.
- Leave two lines after the body of the text before the signature block.
- Write an appropriate closing word followed by a comma.
- Leave three to five spaces for the hand-written signature.
- Type the writer’s first and last name on one line.
- Type the writer’s job title on the next line.

C  
102

**STANDARD CLOSINGS / Formules de salutation courantes**

Sincerely,  
Yours truly,  
Regards,

Best regards,  
Cordially,  
Thanks,

**Examples of Signature Blocks for Letters**  
**Exemples de signatures pour une lettre**



Yours truly,  
  
[hand-written signature]  
  
Bona Rossignol, **Financial Planner**

Sincerely,  
  
[hand-written signature]  
  
(Mr.) Kelly O’Connell  
**Manager, Engineering Division**

**Examples of Signature Blocks for E-Mail**  
**Exemples de signatures pour un courriel**



Best regards,  
Mike Jones

Sincerely,  
Janet Clark, Customer Service

Thanks,  
Tom

**USE OF COURTESY TITLES / Titres de civilité**

- Courtesy titles are not generally included in the signature block.
- Where an individual prefers the use of a specific courtesy title, it can be indicated in parenthesis under the signature line at the bottom of a letter.

(Mrs.) Janet Williams  
(Miss) Nancy Marlow

- Doctor is abbreviated “Dr.” but other professional titles are written out in full on signature lines where this information is included.

**Dr.** Kim Woodworth  
**Professor** S.W. Macdonald  
**General** Henry P. Cole

L’abréviation « **Dr.** » s’écrit toujours avec un point final.

See also **BUSINESS LETTER–DETAILS** / *Voir aussi Lettre d’affaires–Composants*

See also **BUSINESS LETTER–FORMAT** / *Voir aussi Lettre d’affaires–Présentation*

# COUNTRIES, PEOPLES AND ADJECTIVES OF NATIONALITY | NOMS DE PAYS, DE PEUPLES ET ADJECTIFS DE NATIONALITÉ

- The names of countries, inhabitants of countries, and nationalities or ethnic groups have the initial letter capitalized.
- Names of nationalities are generally formed with the plural form of the name of the inhabitants.
- Where adjectives are derived from a nationality, they generally have the initial letter capitalized (Iranian carpets, French perfume, Cuban cigars).

Les adjectifs dérivés de noms de nationalité s'écrivent avec une majuscule initiale.

104

- Where terms have become generic, they may not always be capitalized (french fries, a dutch oven, chinese checkers).\*
- The names of inhabitants of countries and the names of nationalities usually have the same form, but some exceptions can be seen in the chart of selected countries below.
- Where the name for an individual or individuals from a certain group ends in –ese, it is more polite to add person or people (a Chinese person).

Pour nommer une personne dont l'adjectif de nationalité se termine par les lettres « –ese », on accompagne l'adjectif du nom « person ».

- Where someone is French or English the terms generally used are a **French person**, an **English person**.

Pour nommer une personne de nationalité française ou anglaise, on accompagne l'adjectif « French » ou « English » du nom « person ».

- Where language rather than nationality is referred to, the terms would be French-speaker or English-speaker.

Pour nommer une personne de langue française ou anglaise, on accompagne l'adjectif « French » ou « English » du nom « speaker ».

\* Dictionaries do not agree on this point with some authorities recommending the use of capital letters (Chinese checkers).

Attention à la forme de l'adjectif qui diffère de celle du nom

Country	An individual singular form	Individuals plural form	The People collective form	The Adjective singular form
Afghanistan	an Afghan	Afghans	the Afghans	Afghan
Algeria	an Algerian	Algerians	the Algerians	Algerian
Argentina	an Argentinean	Argentines	the Argentines	Argentine
Australia	an Australian	Australians	the Australians	Australian
Bahrain	a Bahraini	Bahrainis	the Bahrainis	Bahraini
Bangladesh	a Bangladeshi	Bangladeshis	the Bangladeshis	Bangladeshi
Belarus	a Belarusian	Belarusians	the Belarusians	Belarusian
Belgium	a Belgian	Belgians	the Belgians	Belgian
Brazil	a Brazilian	Brazilians	the Brazilians	Brazilian
Canada	a Canadian	Canadians	the Canadians	Canadian
Chile	a Chilean	Chileans	the Chileans	Chilean
China	a Chinese person	Chinese people	the Chinese	Chinese
Croatia	a Croat	Croats	the Croats	Croatian
Cuba	a Cuban	Cubans	the Cubans	Cuban
Cyprus	a Cypriot	Cypriots	the Cypriots	Cypriot
Czech Republic	a Czech	Czechs	the Czechs	Czech
Denmark	a Dane	Danes	the Danes	Danish
Ecuador	an Ecuadorian	Ecuadorians	the Ecuadorians	Ecuadorian



Attention à la forme de l'adjectif qui diffère de celle du nom

Country	An individual singular form	Individuals plural form	The People collective form	The Adjective singular form
<b>Egypt</b>	an Egyptian	Egyptians	the Egyptians	Egyptian
<b>England</b>	an English person	English people	the English	English
<b>Finland</b>	a Finn	Finns	the Finnish	Finnish
<b>France</b>	a French person	French people	the French	French
<b>Gabon</b>	a Gabonese person	Gabonese people	the Gabonese	Gabonese
<b>Germany</b>	a German	Germans	the Germans	German
<b>Ghana</b>	a Ghanaian	Ghanaians	the Ghanaians	Ghanaian
<b>Greece</b>	a Greek	Greeks	the Greeks	Greek
<b>Haiti</b>	a Haitian	Haitians	the Haitians	Haitian
<b>Hungary</b>	a Hungarian	Hungarians	the Hungarians	Hungarian
<b>Iceland</b>	an Icelander	Icelanders	the Icelanders	Icelandic
<b>Indonesia</b>	an Indonesian	Indonesians	the Indonesians	Indonesian
<b>Iran</b>	an Iranian	Iranians	the Iranians	Iranian
<b>Iraq</b>	an Iraqi	Iraqis	the Iraqis	Iraqi
<b>Ireland</b>	an Irish person	Irish people	the Irish	Irish
<b>Israel</b>	an Israeli	Israelis	the Israelis	Israeli
<b>Italy</b>	an Italian	Italians	the Italians	Italian
<b>Japan</b>	a Japanese person	Japanese people	the Japanese	Japanese
<b>Jordan</b>	a Jordanian	Jordanians	the Jordanians	Jordanian
<b>Kenya</b>	a Kenyan	Kenyans	the Kenyans	Kenyan
<b>Korea</b>	a Korean	Koreans	the Koreans	Korean
<b>Kuwait</b>	a Kuwaiti	Kuwaitis	the Kuwaitis	Kuwaiti
<b>Lebanon</b>	a Lebanese person	Lebanese people	the Lebanese	Lebanese
<b>Libya</b>	a Libyan	Libyans	the Libyans	Libyan
<b>Malawi</b>	a Malawian	Malawians	the Malawians	Malawian
<b>Malta</b>	a Maltese person	Maltese people	the Maltese	Maltese
<b>Mexico</b>	a Mexican	Mexicans	the Mexicans	Mexican
<b>Morocco</b>	a Moroccan	Moroccans	the Moroccans	Moroccan
<b>Netherlands, the</b>	a Netherlander	Netherlanders	the Dutch	Dutch
<b>New Zealand</b>	a New Zealander	New Zealanders	the New Zealanders	New Zealand
<b>Norway</b>	a Norwegian	Norwegians	the Norwegians	Norwegian
<b>Pakistan</b>	a Pakistani	Pakistanis	the Pakistanis	Pakistani
<b>Panama</b>	a Panamanian	Panamanians	the Panamanians	Panamanian
<b>Peru</b>	a Peruvian	Peruvians	the Peruvians	Peruvian
<b>Philippines, the</b>	a Filipino, a Filipina	Filipinos/as	the Filipinos	Filipino
<b>Poland</b>	a Pole	Poles	the Polish	Polish
<b>Portugal</b>	a Portugese person	Portugese people	the Portugese	Portugese
<b>Qatar</b>	a Qatari	Qataris	the Qataris	Qatari
<b>Russia</b>	a Russian	Russians	the Russians	Russian
<b>Saudi Arabia</b>	a Saudi	Saudis	the Saudis	Saudi
<b>Scotland</b>	a Scot	Scots	the Scots	Scottish
<b>Senegal</b>	a Senegalese person	Senegalese people	the Senegalese	Senegalese
<b>Serbia</b>	a Serb	Serbs	the Serbs	Serbian
<b>Singapore</b>	a Singaporean	Singaporean	the Singaporeans	Singaporean
<b>Slovakia</b>	a Slovak	Slovaks	the Slovaks	Slovak
<b>South Africa</b>	a South African	South Africans	the South Africans	South African

Attention à la forme de l'adjectif qui diffère de celle du nom

Country	An individual singular form	Individuals plural form	The People collective form	The Adjective singular form
<b>Spain</b> .....	a Spaniard .....	Spaniards .....	the Spanish .....	Spanish
<b>Sri Lanka</b> .....	a Sri Lankan .....	Sri Lankans .....	the Sri Lankans .....	Sri Lankan
<b>Sweden</b> .....	a Swede .....	Swedes .....	the Swedish .....	Swedish
<b>Switzerland</b> .....	a Swiss .....	Swiss .....	the Swiss .....	Swiss
<b>Taiwan</b> .....	a Taiwanese person .....	Taiwanese people .....	the Taiwanese .....	Taiwanese
<b>Thailand</b> .....	a Thai .....	Thais .....	the Thais .....	Thai
<b>Turkey</b> .....	a Turk .....	Turks .....	the Turks .....	Turkish
<b>Uganda</b> .....	a Ugandan .....	Ugandans .....	the Ugandans .....	Ugandan
<b>Ukraine</b> .....	a Ukrainian .....	Ukrainians .....	the Ukrainians .....	Ukrainian
<b>United States</b> .....	an American .....	Americans .....	the Americans .....	American
<b>Uruguay</b> .....	a Uruguayan .....	Uruguayans .....	the Uruguayans .....	Uruguayan
<b>Venezuela</b> .....	a Venezuelan .....	Venezuelans .....	the Venezuelans .....	Venezuelan
<b>Vietnam</b> .....	a Vietnamese person .....	Vietnamese people .....	the Vietnamese .....	Vietnamese
<b>Wales</b> .....	a Welsh person .....	Welsh people .....	the Welsh .....	Welsh

# LETTRE D'ACCOMPAGNEMENT | COVER LETTER FOR A D'UN CURRICULUM VITÆ | CURRICULUM VITAE

PLAN DU TABLEAU	
Purpose .....	But
Considerations .....	Généralités
Points to Include .....	Éléments essentiels
Things to Avoid .....	À éviter
<b>Example of a Cover Letter for a Student Entering the Job Market</b> .....	Exemple de lettre d'accompagnement d'un étudiant ou d'une étudiante qui fait son entrée sur le marché du travail
<b>Example of a Cover Letter for a Candidate with Some Experience (Referred)</b> .....	Exemple de lettre d'accompagnement d'un candidat ou d'une candidate avec expérience (candidature spontanée)
<b>Example of a Cover Letter for a Candidate with Some Experience (Responding to an Ad)</b> .....	Exemple de lettre d'accompagnement d'un candidat ou d'une candidate avec expérience (en réponse à une petite annonce)
<b>Example of a Cover Letter for a Candidate with Extensive Experience</b> .....	Exemple de lettre d'accompagnement d'un candidat ou d'une candidate avec une longue expérience

C

107

## DEFINITION / Définition

Letter accompanying a curriculum vitae which serves to draw attention to a candidate's suitability for a particular job, scholarship, grant, etc.

Lettre qui accompagne un curriculum vitæ, dont l'objectif est de souligner la pertinence d'une candidature en vue d'une fonction particulière, une bourse d'études, une subvention, etc.

## PURPOSE / But

- In contrast to the curriculum vitae, which gives objective documentation of a candidate's training and experience, the cover letter is a persuasive text designed to show how a candidate's profile matches the requirements of the job, grant, etc.

## CONSIDERATIONS / Généralités

- A cover letter matches the specific requirements of each situation.
- Each element in the letter is part of a strategy to convince the reader.
- A cover letter is a first contact and will be seen as a reflection of the person who wrote it.
- A cover letter should always follow correct business letter style.
- A cover letter should be carefully proofread for errors in spelling or punctuation.

**POINTS TO INCLUDE / Éléments essentiels**

- Identification of the exact position applied for
- Mention of relevant training and experience
- Evidence of how the writer's skills match the position described
- Reasons the position interests the writer (expression of interest)
- If relevant, mention of the writer's availability

**THINGS TO AVOID / À éviter**

- A narrative writing style
- Anecdotes
- Exaggeration of past responsibilities
- Naïve irrelevant details

**Example of a Cover Letter for a Student Entering the Job Market**

**Exemple de lettre d'accompagnement d'un étudiant ou d'une étudiante qui fait son entrée sur le marché du travail**



3245 Wilson Avenue  
Montreal, QC H3T 4Y8

August 14, 2012

Ms. Cynthia O'Connor  
Director of Human Resources  
Magnum Promotions  
36 Spadina Avenue  
Toronto, ON M3R 1A3

Dear Ms. O'Connor:

Your advertisement for the position of sales associate in your marketing division which appeared in the Careers section of the Globe and Mail last Saturday greatly appeals to me because I believe that my education and personal skills match your needs.

I hold a Bachelor of Commerce from McGill University, and I recently completed a DESS in Marketing at HEC Montréal. I note that your company is interested in a person with excellent interpersonal and communication skills. My work as an organizer with a provincial political party has enabled me to work with a wide range of people over the last six years. I believe the enclosed letters of reference attest to my abilities in this regard.

Further details of my training and experience are in my curriculum vitae. I am available for an interview at your convenience in either Toronto or Montreal. Your may contact me by telephone at 514-555-2345 or by e-mail at [jwinger@syntico.ca](mailto:jwinger@syntico.ca).

Sincerely,

*James Winger*

James Winger

Enclosures: 1) CV  
2) References

identifies job and indicates interest

outlines education

relates skills to the advertisement

mentions availability  
gives contact numbers

### Example of a Cover Letter for a Candidate with Some Experience (Referred)

### Exemple de lettre d'accompagnement d'un candidat ou d'une candidate avec expérience (candidature spontanée)



2683 Maple Street  
Huntsville, ON P1H 2X5

April 12, 2012

Ms. Wendy Williams  
Office Manager  
Medical Records Department  
General Hospital  
1932 Lakeside Avenue  
Huntsville, ON P1H 5Y4

Dear Ms. Williams:

The principal of my college recommended that I apply for a position with your department. I would be delighted to work with you.

The experience I have gained working for a year at a clinic, and the training I received as a student in a bilingual program for administrative assistants, have made me confident of my skills in office procedures. I have both training and experience with filing, basic accounting, English and French letter writing and organizing business activities. Our computer applications courses covered MS Word, WordPerfect and Excel.

Particular traits that I possess are a pleasant, mature approach to my work and positive interpersonal skills. I am also at ease in intercultural situations.

Should you wish to contact me for a position with your organization, I would be happy to meet with you at your convenience. You may contact me or leave a message at 705-555-9893.

Sincerely,

Annabel Clark

identifies reason for application and indicates interest

briefly outlines education and work experience

identifies personal characteristics

gives contact information

Put signature here

Example of a Cover Letter for a Candidate with Some Experience (Responding to an Ad)

Exemple de lettre d'accompagnement d'un candidat ou d'une candidate avec expérience (en réponse à une petite annonce)



C

110

2683 Cedar Street  
Cedar Creek, BC V4P 2X5

April 12, 2012

To Whom It May Concern:

I found your job offer for an administrative assistant at a medium-sized, bilingual legal firm in a job bank and would be delighted to have the opportunity to work with your firm.

The experience I have gained working for a year at a law firm, and the bilingual program as an administrative assistant that I was enrolled in have made me feel confident of my skills in office procedures including filing, basic accounting, English and French letter writing and organizing business activities. I am comfortable with a number of computer applications including MS Office, Lotus and PageMaker.

Personal qualities I possess are a pleasant mature approach to my work and very good inter-personal skills. I am also at ease in cross-cultural situations. The attached curriculum vitae includes details of my previous work experience, volunteer activities and international travel.

Should you wish to contact me for a position with your organization, I would be happy to meet with you at your convenience. You may contact me or leave a message at 250-555-1234 or e-mail me at [annabel.clark@symtico.ca](mailto:annabel.clark@symtico.ca).

Sincerely,

Annabel Clark

identifies reason for application and indicates interest

briefly outlines education and work experience

identifies personal characteristics

gives contact information

Put signature here

## Example of a Cover Letter for a Candidate with Extensive Experience

### Exemple de lettre d'accompagnement d'un candidat ou d'une candidate avec une longue expérience



Mr. James Ruskin  
 Vice President  
 Sales and Marketing  
 Textbook House Publishers  
 4342 Industrial Boulevard  
 Halifax, NS B3J 3C7

Dear Mr. Ruskin:

Your advertisement in the recent edition of *Publisher's Weekly Review* asks for applications from people with experience in sales and marketing for the position of marketing manager in your college textbook division. I believe that my training, practical sales experience and personal qualities make me an excellent candidate for the position advertised.

As you will note in the attached curriculum vitae, I have over 10 years of experience as a sales representative with the college divisions of two major publishers. In addition, I have acquired managerial experience in the past three years with an advertising agency where my responsibilities have included coordinating numerous marketing campaigns for corporate clients. One of the campaigns I prepared with my team received an industry award for creativity last year.

Your website mentions that Textbook House is particularly involved in responding to the changes and challenges affecting the book publishing industry in the computer age. You will notice that my educational background in marketing is complemented by a recently acquired graduate diploma in e-commerce. The challenges offered in publishing are very attractive to me and I would welcome the opportunity to work with your team to contribute to the company's plans and goals.

Thank you for your consideration.

Sincerely,

Lucas Smith

Enclosure: CV

C

111

identifies the ad and the position advertised

briefly summarizes relevant qualifications and awards

links qualifications to company's goals and profile

ends with polite expression

Put signature here

See also **BUSINESS LETTER—DETAILS** / *Voir aussi Lettre d'affaires—Composants*

See also **BUSINESS LETTER—FORMAT** / *Voir aussi Lettre d'affaires—Présentation*

See also **CURRICULUM VITÆ** / *Voir aussi Curriculum vitæ*

See also **PROOFREADING AND EDITING** / *Voir aussi Correction d'épreuves et révision*

# CURRICULUM VITAE / CURRICULUM VITÆ

C

112

## PLAN DU TABLEAU

Purpose .....	But
Layout.....	Mise en page
Characteristics of a Good CV .....	Caractéristiques d'un bon CV
Things to Avoid .....	À éviter
Language and Style .....	Langue et style
Preparation .....	Préparation
Considerations for a Person Entering the Job Market .....	Généralités pour une personne arrivant sur le marché du travail
Example of a CV for a Person Entering the Job Market.....	Exemple de CV pour une personne arrivant sur le marché du travail
Example of a CV for a Candidate with Some Experience ....	Exemple de CV d'un candidat, d'une candidate avec de l'expérience
Example of a CV for a Candidate with Extensive Experience .....	Exemple de CV d'un candidat ou d'une candidate avec une longue expérience

## DEFINITION / Définition

An objective presentation of the training and work-related experience of a person applying for a position, scholarship, grant or award

Résumé de la formation et de l'expérience professionnelle d'un candidat ou d'une candidate en vue d'un emploi, d'une bourse d'études, d'une subvention ou d'un prix.

## PURPOSE / But

- To detail the candidate's past responsibilities and accomplishments
- To contribute to a positive first impression so that a candidate is not eliminated from consideration

## LAYOUT / Mise en page

- Accuracy and professional appearance are essential elements of a curriculum vitae.
- Keep the appearance simple and serious by using a uniform typeface.
- Avoid crowding too much information onto the page.
- Use one side only of good quality paper in a standard size and colour.
- Group the themes in paragraphs with titles and subtitles.
- Do not exceed three pages: eliminate unessential information.

## CHARACTERISTICS OF A GOOD CV / Caractéristiques d'un bon CV

- Clarity and readability
- Conciseness (one to three pages)
- Accuracy of information
- Correct language usage



**THINGS TO AVOID / À éviter**

- Use of the first person singular pronoun (I managed . . .)
- Use of “etc.” (Kept records for the doctors, dentists, dental hygienists, etc.)
- Irrelevant information such as hobbies, family status, photographs, reasons for leaving previous jobs, or street addresses of past employers

C

113

**LANGUAGE AND STYLE / Langue et style**

- Use a style that is simple, concise and consistent without any errors in spelling, syntax or vocabulary.
- Avoid the use of jargon, pedantic words, and acronyms (unless these acronyms are explained in parentheses). Afterwards, acronyms can be used alone.
- Use action verbs to describe responsibilities and accomplishments.

Assessed insurance claims . . .  
 Assisted in compiling . . .  
 Conducted ongoing evaluations . . .  
 Controlled project-specific budgets . . .  
 Coordinated project teams . . .  
 Designed digital . . .  
 Established effective customer service protocols . . .  
 Exceeded sales quotas . . .  
 Increased profits in . . .  
 Interviewed and hired engineering team members . . .  
 Initiated a strong clinical presence . . .  
 Maintained records for . . .  
 Negotiated a \$2.6 million capital infusion . . .  
 Planned and implemented new human resources policies . . .  
 Provided individual counselling to . . .  
 Researched and integrated accounting software . . .  
 Streamlined operations for . . .  
 Supervised 150 sales representatives in the . . .  
 Wrote tax procedure manuals for . . .

**Listing points.** When preparing a curriculum vitae, respect the rules for listing items in order to facilitate the reader’s understanding.

**PREPARATION / Préparation****Elements to Include**

Include all past jobs and educational activities to avoid gaps in time that can give the appearance of incomplete information.

**Develop Credibility**

Bring out relevant points regarding education, experience and personality. Structure information to be clear to the reader—who does not know you. Highlight achievements. Show proof of attention to detail and competence with a professional presentation. Use correct and effective language.

**Order of Elements**

Place either “Education” or “Experience” first depending on which is most relevant to the context. Arrange elements beginning with recent time and moving towards past time.

**Providing Details**

Do not rely on job titles alone—detail experience with facts and figures to make achievements easier to visualize.

- Increased production by 20%
- Reached 100% of sales goals
- Developed three new training workshops

Le symbole de pourcentage suit le nombre sans espacement.

Briefly summarize the nature of the business you worked for in the past, if pertinent.

Company XYZ (distributor of electronic components, 150 employees)

**Listing Responsibilities**

Describe the degree of autonomy and the level of responsibility. State the nature of actual achievements.

- Responsibilities

- Administered the financial and computer services sections
- Oversaw a \$100 million budget
- Supervised 30 employees

- Achievements

- Designed and implemented a computerized system to streamline the decision-making process
- Reorganized post-sales follow-up to optimize customer satisfaction
- Received company award for innovations developed by members of my team

**CONSIDERATIONS FOR A PERSON ENTERING THE JOB MARKET**

**Généralités pour une personne arrivant sur le marché du travail**

- Accent specific aspects of your education such as special courses or workshops attended.

Participated in summer training in Company XYZ accounting department  
Took HR Block tax preparation course

Member of the Player’s Workshop [professional association]  
Attended National Association of Fiction Writers Conventions 2011, 2013

- Mention your participation in student activities in terms of skills used or enhanced.

Organized recruitment drive for Commerce Students Association  
Worked on United Way 2010 fundraising campaign as . . .  
Volunteered as “buddy” for newly arrived international students

- Mention any awards or academic honours.

McGill University scholar 2008  
Granville Prize for Best Thesis in Theatre Study

- Mention any volunteer work or extracurricular activities that show leadership, innovation, autonomy organizational skills or interests related to the job application.

hospital volunteering, sports competitions, president or treasurer of a club

C

115

### Example of a CV for a Person Entering the Job Market

### Exemple de CV pour une personne arrivant sur le marché du travail



CURRICULUM VITAE	
<p><b>Wendy Wiseman</b> 1846 Fort Street Kingston, ON M3P 1G6 416-555-3853 wendywise@symtico.ca</p>	
<b>EDUCATION</b>	
2012	<b>Bachelor of Arts (Economics)</b> Queen's University
2010 (fall)	<b>Exchange programme</b> École Supérieure de Commerce de Paris (France)
2009	<b>Diplôme d'études collégiales (DEC)</b> Liberal Arts College of Dawson College
2008	<b>Intensive French Summer Bursary Program</b> Laval University (Quebec City)
<b>Internships</b>	
2012 (summer)	<b>International Trade Centre (Montreal)</b> Worked with a multicultural team under the marketing manager to research international companies in assigned categories of products and services
2011 (summer)	<b>Government of Canada—Income Tax Verification Trainee Project (Ottawa)</b> Worked with a bilingual team under a supervisor from the Auditor-General's office to learn procedures for evaluating tax reports from corporations
<b>Computer Skills</b>	MS Office, Front Page, Corel Draw, Lotus 1-2-3, Bedford (accounting)
<b>Languages</b>	English, French (spoken and written)
<b>EXPERIENCE</b>	
2009–2012	<b>Marcia's Gifts and Decorations (Kingston)</b> <b>Assistant Manager (weekends)</b> Responsibilities—Serving customers, hiring and supervising part-time sales clerks, ordering supplies, handling routine banking functions
2012	<b>Queen's University Debating Society</b> <b>Secretary/Treasurer</b> Responsibilities—Keeping records of meetings, maintaining financial records, handling schedules and trips for members

Example of a CV for a Candidate with Some Experience

Exemple de CV d'un candidat ou d'une candidate avec de l'expérience



C

116

**CURRICULUM VITAE**

**Graham Martin**  
3654 Beacon Sights Drive  
Westlake Landing, NB E2E 5X3  
gmartin@yaho.ca  
506-555-8291

**EMPLOYMENT HISTORY**

**Great Western Food Services, LTD.**  
Assistant Office Manager  
2012–present

**Responsibilities and Achievements**

Trained new sales representatives  
Serviced retail accounts for the airline industry where market share increased by 34%  
Supervised an office staff of 12  
Developed marketing strategies

**Wilson & Harvey Sportswear Co.**  
Customer Service Representative  
2008–2012

**Responsibilities and Achievements**

Served retail customers, took phone orders, stocked inventory, and did window-dressing  
Promoted to assistant manager supervising a staff of 16  
Handled bookkeeping and banking (\$26,000 monthly)

**Caravan Imports Company**  
Commissioned sales representative  
2006–2008

**Responsibilities and Achievements**

Called on clients in small gift shops, increased sales in my territory by 38% in two years  
Gave three workshops for new hires in sales strategies and customer service  
Provided input to the buyer on products to acquire

**TRAINING**

**Everton Community College**  
30-credit program (2005)

Certificate in Retail Sales Management  
Courses included computerized data entry, payroll, customer contact, basic accounting, inventory control, and human resources.

**Green Creek High School**  
Grade 12 (2004)

General high school diploma with a math option  
Maintained a B average

**SELF-IMPROVEMENT SEMINARS**

**Toast Masters International**  
Active Member (2013–)

Completed a Certificate in Public Speaking (CPS)

**Maximum Retail Consultants**  
In-house seminar program  
2010–2011

Courses (10 hours) in time management, customer service, conflict resolution

**Extended Learning Group**  
Public Seminar Series (2009)

Public Speaking, Customer Service in the Food Industry

## Example of a CV for a Candidate with Extensive Experience

### Exemple de CV d'un candidat, d'une candidate avec une longue expérience



#### CURRICULUM VITAE

**GAIL GRIFFITH**  
2727 Avenue Troy  
Montreal, QC H3T 1J7  
Res. 514-555-8961  
Cell 514-555-4546  
ggriffith@yahoo.ca

#### CAREER PROFILE

More than 12 years experience as a professional engineer working in project management and consulting. International experience acquired during 5 years of consulting on development aid projects in southeast Asia. Frequent contributor to the *Engineers Abroad Journal*. MBA completed in 2006, project management certificate in 2007.

#### EXPERIENCE

##### Canadian International Development Agency

Eastern Islands Water Resources Project  
Project Manager  
2009–2013

- Gained expertise in project design on a three-year multi-million dollar critical water-supply implementation operation in eastern Indonesia
- Hired and supervised a multi-cultural team of 15 engineers working from our offices in Singapore and on-site
- Provided day-to-day supervision of on-site operations, ordering and control of supplies and materials, and liaison with local contractors
- Brought the project in on time and on budget with measures in place to ensure sustainability under the control of local managers

##### UNDP–Laos Resource Development Study Group

Chief Engineer  
2007–2009

- Led a three-member team studying development-aid feasibility in water resource management along the Thai border
- Established contacts with local leaders with respect to current and future needs in sustainable farming operations (identified reliable future partners)
- Prepared a 200-page report including technical specifications for future construction and management of irrigation systems in the area

##### Butler Engineering Company, Ltd.

Engineer  
2003–2005

- Worked on specialized equipment for the logging industry from design to production stages
- Coordinated ordering of supplies, costing and inventory control for several projects
- Maintained records and prepared progress and incident reports for the team
- Collaborated with sales and marketing staff by supplying technical data to describe products

#### EDUCATION AND TRAINING

2007 **Certificate in Project Management (McGill University)**  
6-week course

2006 **MBA (University of British Columbia)**  
Intensive 12-month programme

2002 **B.Eng. (University of Saskatchewan)**  
Dean's List, Prize for best Honours paper

See also **COVER LETTER FOR A CURRICULUM VITAE / Voir aussi Lettre d'accompagnement d'un curriculum vitæ**

See also **LISTING / Voir aussi Énumération**

See also **PROOFREADING AND EDITING / Voir aussi Correction d'épreuves et révision**

# DEDICATION / DÉDICACE

## PLAN DU TABLEAU

Considerations .....	Généralités
Layout and Typeface .....	Mise en page et typographie
Placement and Pagination .....	Situation et pagination
Punctuation .....	Ponctuation

D

## 118 DEFINITION / Définition

An expression of homage to one or more people generally spelled out in a few words or lines placed before the beginning of a text

Formule qui tient en quelques mots ou lignes, placée avant le début d'un texte, par laquelle un auteur fait hommage de son œuvre à une ou à plusieurs personnes.

## CONSIDERATIONS / Généralités

- Reserved for major works such as books
- Not appropriate for academic works, articles or reports
- More personal than the text itself
- Terms for expressing a dedication include “To . . .” or “For . . .”
- Humorous or too extravagant dedications detract from the text.

## LAYOUT AND TYPEFACE / Mise en page et typographie

- Place the dedication in the upper right quadrant of the right-hand page.
- A dedication does not generally consist of more than a few lines.
- The dedication is commonly in italics as it does not belong to the body of the text.
- The type size and font should match the rest of the text.

## PLACEMENT AND PAGINATION / Situation et pagination

- Included in the front matter of the work
- Placed after the contents and before the acknowledgements and preface
- Included in the page numbering, although the page number does not appear on the page
- Where there are several dedications, they are usually placed on the same page.

**PUNCTUATION / Ponctuation**

- Does not require final punctuation
- May have internal punctuation in a quotation

*For you Yanou Collart, with love and gratitude<sup>1</sup>*

*To the memory of the striking Bolshevik printers of St. Petersburg who, in 1905, demanded to be paid the same rate for punctuation marks as for letters, and thereby directly precipitated the first Russian Revolution.<sup>2</sup>*

L'appel de note se place après la ponctuation.

1. Clairborne, Craig. (1992) *Elements of Etiquette: A Guide to Table Manners in an Imperfect World*. New York: William Morrow and Company, Inc. p. v.
2. Truss, Lynne. (2004) *Eats, Shoots & Leaves*. New York: Gotham Books (USA) Inc. p. v.

# DEVELOPMENT / DÉVELOPPEMENT

D

120

## PLAN DU TABLEAU

Purpose .....	But
Considerations .....	Généralités
Placement and Pagination .....	Situation et pagination
Structure .....	Structure
Example of Development of Details and Examples in a Paragraph .....	Exemple de développement avec arguments et exemples dans un paragraphe

## DEFINITION / Définition

The way in which the body of a text is put together to be coherent in terms of main ideas, supporting details and partial conclusions

Manière dont un texte est structuré pour exposer avec cohérence les idées principales, les arguments et les conclusions partielles.

## PURPOSE / But

- To support the thesis announced in the introduction and reiterated in the conclusion of the document
- To support the author's analysis with examples, details, quotations, charts, tables, etc.

## CONSIDERATIONS / Généralités

- Digressions that move the argument away from its stated purpose should be avoided.
- Only the most relevant and clearly focused ideas should be retained in the final text.
- All arguments advanced should be justified with relevant and focused support.
- Group main ideas with relevant supporting details and examples in paragraphs.
- Put the strongest supporting idea first; the second strongest idea next to last to give strength to the ending; and the other details and examples in between.
- Sections or sub-sections of a text should be balanced in terms of length.
- Subtitles, numbers and bullets help the reader follow the thread of the argument.

## PLACEMENT AND PAGINATION / Situation et pagination

- The development is the second part of a text following the introduction.
- The development is the main body and accounts for about 80 percent of the text.
- The body is paginated in Arabic numerals like the introduction and conclusion.



**STRUCTURE / Structure**

- According to the type of document, the main ideas of the text correspond to larger or smaller units.
  - **Thesis: Part, Chapter, Paragraph**
  - **Report: Section, Chapter, Paragraph**
  - **Speech or Letter: Paragraph**
- A generic structure is illustrated below.
  - **First Main Idea**
    - Topic sentence—announces the point that will be developed
    - Support with details and examples
    - Partial conclusion
    - Transition to the next main idea
  - **Second Main Idea**
    - Topic sentence
    - Support in terms of details and examples
    - Partial conclusion
    - Transition to the next main idea and so forth

## Example of Development of Details and Examples in a Paragraph

### Exemple de développement avec arguments et exemples dans un paragraphe



D

122

**Yet, given Spain's past, the degree of tolerance is remarkable.**

During Franco's 40-year regime, homosexuals could be arrested as "a danger to society". Today they walk around arm-in-arm and barely get a glance. There is debate over gay marriage, allowed in some towns although not recognized by the state, and over adoption by gays (difficult but possible). The arts world readily accepts gays. Politicians are warier. The governing People's Party is less tolerant than the Socialists. Even one Socialist minister, praised for "coming out", did so only after his party had left office. **Yet, most of Father Mantero's parishioners are on his side.**

topic sentence

examples and details supporting  
the idea that "tolerance is remarkable"  
from the topic sentence

partial conclusion

[One paragraph from an article entitled "A priest, gay, and not ashamed".]  
*The Economist*. February 23, 2002. p. 58.

See also **CONCLUSION** / *Voir aussi Conclusion*

See also **INTRODUCTION** / *Voir aussi Introduction*

See also **OUTLINE** / *Voir aussi Plan*

See also **TERM PAPER** / *Voir aussi Dissertation*

See also **TRANSITION MARKERS** / *Voir aussi Marqueurs de relation*

PLAN DU TABLEAU	
Purpose .....	But
Structure .....	Structure
Language .....	Langue
Readability .....	Lisibilité
Subject Line .....	Objet
Considerations .....	Généralités
Example of an E-Mail Message .....	Exemple de courriel

**DEFINITION / Définition**

The electronic medium that rapidly transmits text messages (letters and memos) and attached files (reports and images) and that enables exchanges between two or more people using a computer

Mode de communication électronique utilisé pour la transmission rapide de textes (lettres et notes de service) et de fichiers joints (rapports et images), et qui permet l'échange de courtes communications entre deux ou plusieurs utilisateurs d'ordinateur; le courriel est aussi un document écrit.

**PURPOSE / But**

- To exchange messages, usually less formal, where speed is important
- To exchange information and feedback with suppliers, customers, colleagues or team members
- To confirm delivery dates, quantities, reference numbers, price adjustments, etc.
- To communicate meeting times, training schedules, parking regulations, holidays, special events, and other routine information within an organization
- To conduct business transactions such as file transfer, banking and billing

**STRUCTURE / Structure**

- Include a subject line that is informative, concise and focuses on the main point of the message.
- Avoid multi-topic messages and do not include non-essential details in the body of the text.
- Write in complete sentences respecting the rules for correct use of grammar, spelling and punctuation.
- Use a formal salutation unless addressing a regular correspondent or a personal acquaintance.

Dans le courriel professionnel, l'appel se termine généralement par un deux-points. Dans un style plus personnel, on emploie la virgule.

Dear Ms. Woods:* <input type="text"/>	Greetings, <input type="text"/>
Hello Mr. Jones:	Hello,
Hello Henry,	Hi Vern,

\* Punctuate with a colon for more formality or a comma for less.

- Put longer messages or tabular information in attachments.
- Always mention an attachment in the message so the recipient knows to follow-up if the sender has forgotten the attachment.
- Use a signature line that includes your name, telephone number and other contact information.
- Use a complimentary close that corresponds to the level of formality of the salutation.

Sincerely,            [more formal]  
Regards,  
Best regards,  
Cordially,  
Thanks,  
Cheers,            [less formal]

### LANGUAGE / Langue

- Maintain a polite courteous tone avoiding negative language.

#### **Abrupt and negative (indicated in bold):**

You should **never** use that type of paper in the machine.  
We **will not** process any claim that is **not** supported by a medical certificate.  
In your e-mail, you **claim** that there is an error in your account.

#### **Courteous and positive:**

The machine will function better with the special type of paper.  
Please submit a medical certificate so we can process your claim.  
In your e-mail, you state that there is an error in your account.

- Write in the active voice rather than the passive voice.

#### **Passive (less direct—weaker):**

The award **was presented by** the sales manager.  
Measures **are being undertaken** to correct this problem.

#### **Active (more direct—stronger):**

The sales manager **presented** the award.  
Our team **is working** to correct this problem.

### READABILITY / Lisibilité

- Try to fit messages onto one screen to avoid the need to scroll down.
- Use paragraphs that don't exceed more than four or five lines.
- Vary sentence length, but average 15 words or fewer per sentence.
- Avoid writing words in capital letters as they are harder to read on screen and may be understood as having a negative connotation.

- Use a sans serif font such as Calibri or Arial for better on-screen readability.
- Use graphic highlighting to make headings stand out.
- Use numbers or bullets to make the body of the message easy to read and respond to.

## SUBJECT LINE / **Objet**

E

125

- Use newspaper headline style omitting articles and punctuation.
- Capitalize the initial letters of important words such as nouns and verbs.
- Avoid vague topics such as “information”, “meeting” or “conference call”.
- Avoid negative terms such as “problem”, “complaint”, “refusal” or “penalty”.
- In longer e-mail exchanges, change the subject line if the topic shifts.

Update on New Software  
 Invitation to Open House at . . .  
 Request for Documentation on Model 604–N  
 Proposal for Recycling Paper  
 Deadline for Holiday Requests  
 New Procedures for Outside Printing  
 Agenda for June 20 Budget Meeting

## CONSIDERATIONS / **Généralités**

- Check your e-mail regularly—at least two or three times a day depending on your job.
- Respond within 24 hours even if just to say, “I’ll get back to you with information soon.”
- Leave an “out-of-office” message when you are away for the day or longer.
- Avoid jokes, jargon, abbreviations and idioms which may be personal, confusing or offensive.
- Do not send copies of an e-mail message to others unless there is a reason for them to be in the loop.
- Never copy messages that contain private information, comments on others or their work, or other sensitive topics.
- Always let the reader know who else is receiving a message.
- Use “reply”, not “reply all” when responding to a query on a distribution list.
- Consider the BCC (blind courtesy copy) feature for distribution lists to protect people’s privacy.
- Keep in mind that there are legal implications with an e-mail as with a standard letter.
- Be aware that an e-mail can be forwarded to others on purpose or by accident.
- Be aware that an e-mail is stored in the system and can be retrieved by computer specialists.



PLAN DU TABLEAU	
Layout for a Standard Envelope .....	Présentation d'une enveloppe standard
Identification of the Sender and Intended Recipient .....	Désignation de l'expéditeur et du destinataire
Mailing Notations and Designations .....	Mentions postales et diverses
In Care of (c/o) .....	Mention « In Care of (c/o) »
Example of an Envelope for Business Correspondence .....	Exemple d'enveloppe pour la correspondance d'affaires

**DEFINITION / Définition**

Covering on which the information necessary to assure delivery of a letter or other material to the correct person and destination is written

Pochette sur laquelle sont écrits les renseignements nécessaires à la livraison d'une lettre ou d'un autre document à son destinataire et à sa destination.

**LAYOUT FOR A STANDARD ENVELOPE / Présentation d'une enveloppe standard**

- Place the sender's name and full postal address in the upper left-hand corner of the envelope.
- Leave space at the upper right-hand corner for stamps.
- Place the name and full postal address of the intended recipient in the center of the envelope.
- Leave space for mechanical sorting codes at the bottom of the envelope.
- Write additional mailing notations to the left of the address block.

**IDENTIFICATION OF THE SENDER AND THE INTENDED RECIPIENT**

/ Désignation de l'expéditeur et du destinataire

Le titre de civilité s'écrit sous sa forme abrégée.

- Give the sender's name in full without the use of the courtesy title "Mr." or "Ms."
- Precede the intended recipient's name with the courtesy title "Mr." or "Ms."
- Include job titles, departments and office numbers to expedite delivery.
- Give both the sender's and the intended recipient's addresses in full.

**MAILING NOTATIONS AND DESIGNATIONS / Mentions postales et diverses**

- Reserve space to the left of the address block for mailing notations.

## ENVELOPE / ENVELOPPE

- Indicate mailing notations in capital letters.
- Place mailing notations above the last three lines in the address block.
- Use mailing notations for the reasons indicated below.

E

128

- **Type of Communication:** PERSONAL indicates that the letter is intended only for the person designated on the envelope.  
CONFIDENTIAL indicates that the contents of the envelope should not be shared with anyone else.
- **Method of Delivery:** Delivery notices include the following: BY AIRMAIL, EXPRESS, REGISTERED MAIL, URGENT, BY HAND.
- **To Be Forwarded:** Where the intended recipient may have moved to an unknown address, the notation PLEASE FORWARD may be used.

## IN CARE OF (C/O) / Mention « In Care of (c/o) »

- In private correspondence, where someone has entrusted their correspondence to another person for a period of time, the designation “c/o” is used.
- It is placed before the name of the designated person directly under the intended recipient’s name.

Mr. Richard Blake  
c/o Ms. Terry Blake  
2774 Tudor Road  
Victoria, BC V8S 3T6

## Example of an Envelope for Business Correspondence Exemple d’enveloppe pour la correspondance d’affaires



Stan Hetherington Vice President of Marketing Able and Gage, Inc. 1247 Dangerfield Road Edmonton, AB T6H 4G6	Ms. Wendy McBain Director of Human Resources Great Heron Cosmetics 6286 Deerfoot Trail Calgary, AB T4F 5R2	Aucune ponctuation entre le numéro et l’odonyme.
CONFIDENTIAL		Le nom de la province suit le nom de la ville, dont il est séparé par une virgule.

See also **ADDRESS** / Voir aussi Adresse

See also **BUSINESS LETTER—DETAILS** / Voir aussi Lettre d’affaires—Composants



PLAN DU TABLEAU	
Elements .....	Éléments
Considerations .....	Généralités
Placement and Pagination .....	Situation et pagination
Layout .....	Mise en page
Typeface and Punctuation .....	Typographie et ponctuation
Example of an Epigraph on a Separate Page at the Beginning of a Book or Chapter .....	Exemple d'épigramme figurant seule sur une page en tête d'un livre ou d'un chapitre
Example of an Epigraph on the Same Page as the Chapter Title and Text .....	Exemple d'épigramme figurant sur la même page que le titre de chapitre et le texte

**DEFINITION / Définition**

A short quotation placed at the beginning of an article, book, part or chapter to convey the spirit of the ensuing work

Courte citation figurant au début d'un article, d'un livre, d'une partie d'ouvrage ou d'un chapitre pour en indiquer l'esprit.

**ELEMENTS / Éléments**

- A quote or citation from another work
- The name of the author cited
- The title of the source (optional)

**CONSIDERATIONS / Généralités**

- Neither justification nor explanation of an epigraph is necessary.
- Where a comment is judged necessary, it can be expressed in the preface or the introduction.
- The source of an epigraph does not require a bibliographic reference.

**PLACEMENT AND PAGINATION / Situation et pagination**

- An epigraph for a book is part of the front matter and is placed after the dedication and before the acknowledgements.
- An epigraph is part of the pages numbered in Roman numerals but the number does not appear on the epigraph page itself.
- An epigraph may also be used at the beginning of a part or chapter.

## LAYOUT / Mise en page

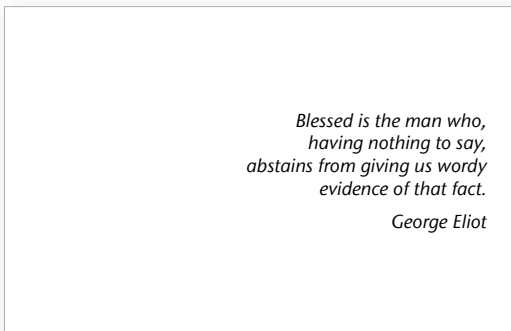
- **For the beginning of a book:**
  - Place the epigraph in the upper right quadrant of the right-hand page.
  - Align the epigraph with the right margin.
  - Do not exceed two-fifths of the width of the page.
  - Single-space the epigraph.
- **For the beginning of an article, a part or a chapter:**
  - If part or chapter titles are on the same page as the text, place the epigraph between the title and the beginning of the text and centre it on the page.

## TYPEFACE AND PUNCTUATION / Typographie et ponctuation

- The epigraph is written in either italic or Roman script.
- With italic script, use the same character size as the text.
- With Roman script, use a smaller character size.
- Indicate the source in lower-case letters with only the initial letters capitalized.
- Quotation marks are not necessary.
- Final punctuation is used only where it is part of the original material.

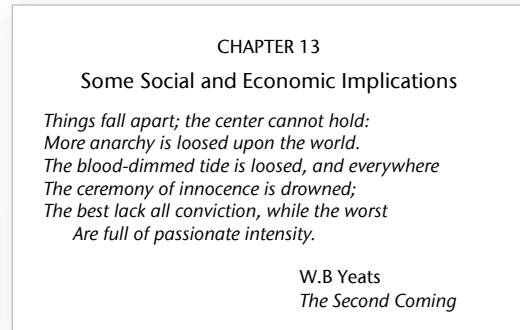
## Example of an Epigraph on a Separate Page at the Beginning of a Book or Chapter

Exemple d'épigraphie figurant seule sur une page en tête d'un livre ou d'un chapitre



## Example of an Epigraph on the Same Page as the Chapter Title and Text

Exemple d'épigraphie figurant sur la même page que le titre de chapitre et le texte



The main text of the chapter then begins two lines after the epigraph on the same page. Note that with Roman script the epigraph is in smaller typesize than the chapter title or than the body of the text

# POINT D'EXCLAMATION [ ! ] / EXCLAMATION MARK [ ! ]

## PLAN DU TABLEAU

Placement .....	Situation
Purpose .....	But

## DEFINITION / Définition

A terminal punctuation mark [ ! ] which is used to indicate surprise, disbelief, joy, or some other strong feeling

Signe de ponctuation [ ! ] utilisé pour indiquer la surprise, l'incrédulité, la joie ou autres expressions de sentiments.

E

131

## PLACEMENT / Situation

- An exclamation mark follows the last letter in a sentence or expression with no preceding space.
- An exclamation mark must be followed by one space.

Don't tell me you forgot to get the address! We will probably be late for the meeting now.

Le point d'exclamation suit immédiatement le mot qui le précède.  
Le point d'exclamation doit être suivi d'un espace.

- In a sentence containing a direct quotation, place an exclamation mark inside the quotation marks to punctuate the quote itself, or outside the quotation marks to punctuate the whole sentence.

When Max heard the news, he said, "Oh no, not again!"  
The answer to a customer's inquiry is never, "I don't know!"

## PURPOSE / But

- Exclamation marks are used infrequently, primarily in the following cases.

- To express strong emotion.

You can't be serious!  
Oh no! Not again!

- As a possible alternative to a question mark where strong emotion is involved.

Didn't I tell you he was bad news!  
Will we ever see the end of this project!

- To generate excitement in advertising brochures.

Congratulations! You have just won a free trip for two to Hawaii!  
Hurry! Only 3 days left!

# FALSE COGNATES / FAUX AMIS

## PLAN DU TABLEAU

Explanation of False Cognates ..... Exemples de faux amis

F

132

## DEFINITION / Définition

Words where the form is similar in English and French, but where the meaning is different and therefore misleading

Mot dont la forme présente une similitude en anglais et en français, mais dont le sens diffère, provoquant des malentendus.

## EXPLANATION OF FALSE COGNATES / Exemples de faux amis

actually      English word      The so-called rumour is **actually** true.  
correct use of the English word in context

*actuellement*      French word      It's happening **at the moment**.  
correct English expression to avoid the false cognate (incorrect use)  
**X** "It's happening actually."

advertisement      It was a convincing **advertisement** (**publicité**) for the product.  
*avertissement*      There was a **warning** on the label.

agenda      Have you received **the agenda** (**ordre du jour**) for the meeting yet?  
*agenda*      Let me check my **agenda** to see if I'm free.

Le mot « agenda » n'a pas le sens d'« ordre du jour » en français, mais peut être utilisé dans les deux sens en anglais.

assist      Max will **assist** (**aider**) with the technical stuff.  
*assister*      Some people can't **attend** the seminar.

attend      We all **attended** (**assister**) the budget meeting.  
*attendre*      We **waited** until everyone was there.

balance      She asked the teller for the **balance** (**solde**) in her account.  
*balance*      The supervisor use **scales** to weigh the shipment.

bureau      Bob works for the **Bureau** (**service**) of Consumer Affairs.  
*bureau*      The report is in my **office** on my **desk**.

deceive      He submitted false information to **deceive** (**tromper**) the accountant.  
*décevoir*      The poor sales figures were **disappointing**.

defend <i>défendre</i>	Joe <b>defended</b> ( <i>justifier</i> ) his sales record vigorously. Smoking in the building is <b>forbidden</b> ( <i>prohibited</i> or <i>not allowed</i> ).
delay <i>délai</i>	The weather caused a <b>delay</b> ( <i>retard</i> ) in the delivery. The <b>deadline</b> for the sales report is Friday.
demand <i>demander</i>	I'm really angry. I <b>demand</b> ( <i>exiger</i> ) an apology immediately. Someone <b>asked for</b> clarification on that point.
figures <i>figures</i>	The accountant is still working on the <b>figures</b> ( <i>nombres/chiffres</i> ). We saw a look of surprise on the customer's <b>faces</b> .
hazard <i>hasard</i>	Loose wiring can be a serious <b>hazard</b> ( <i>danger</i> ). I found an error in the order <b>by accident</b> .
ignore <i>ignorer</i>	It is bad policy to <b>ignore</b> ( <i>ne pas tenir compte de...</i> ) customer complaints. The manager <b>didn't realize</b> that sales were falling.
isolation <i>isolation</i>	The forestry crew is working in <b>isolation</b> ( <i>isolement</i> ). Refrigerator trucks need good <b>insulation</b> .
journal <i>journal</i>	She consulted an academic <b>journal</b> ( <i>revue scientifique</i> ). My favourite <b>newspaper</b> is the <i>Financial Times</i> .
large <i>large</i>	We need a <b>large</b> ( <i>gros/grand</i> ) truck to move the piano. Use paper that is longer and not as <b>wide</b> .
lecture <i>lecture</i>	I attended a <b>lecture</b> ( <i>conférence</i> ) on marketing strategies. <i>The Economist</i> makes interesting <b>reading</b> .
location <i>location</i>	The <b>location</b> ( <i>emplacement</i> ) of the factory in Windsor is crucial. We have the apartment as a monthly <b>rental</b> .
pretend <i>prétendre</i>	John <b>pretended</b> ( <i>faire semblant</i> ) to be sick to avoid the meeting. He <b>claimed</b> to know all about computers.
resume <i>résumer</i>	The meeting <b>resumed</b> ( <i>repandre</i> ) after a short break. He <b>summed up</b> what had happened during the meeting.
reunion <i>réunion</i>	Many people came to the high school <b>reunion</b> . ( <i>retrouvailles</i> ) The <b>meeting</b> seemed to last for ever.
sensible <i>sensible</i>	Refinancing seems like a <b>sensible</b> ( <i>raisonnable</i> ) idea. Jean Martin is certainly <b>sensitive</b> to criticism.
support <i>soutporter</i>	I told him I wouldn't <b>support</b> ( <i>appuyer</i> ) his position. Some people <b>can't stand it</b> when people smoke.

# FAX COVER SHEET / BORDEREAU DE TÉLÉCOPIE

<b>PLAN DU TABLEAU</b>	
Elements to Include .....	Éléments essentiels
Considerations .....	Généralités
Example of a Fax Cover Sheet .....	Exemple de bordereau de télécopie

F

134

## DEFINITION / Définition

A document accompanying a fax message which gives information to facilitate the transmission of the material being faxed

Page qui accompagne une télécopie et qui contient les renseignements facilitant sa transmission.

## ELEMENTS TO INCLUDE / Éléments essentiels

- Heading “FAX TRANSMISSION” at the top of the page
- Date and time of the transmission
- Name and fax number (including area code) of the person receiving the fax
- Name and fax number (including area code) of the sender
- Number of pages (including the cover sheet)
- Message indicating what is being sent and possibly the reason why it is being sent
- Invitation to contact a **specific** person if all the pages are not received
- Contact person’s phone number (including area code)

## CONSIDERATIONS / Généralités

**Use of fax** Although many routine communications are now carried out by e-mail, most offices have fax machines that are used for communications such as sending graphic material, price lists, etc. or receiving CVs. Fax machines may also be used for communicating with customers and suppliers overseas.

L’abréviation prend la marque du pluriel.

**Length** Avoid sending a lengthy document by fax as the receiver’s fax machine will be tied up and may run out of paper, and not all the pages may be received as transmitted.

**Appearance** Fax transmissions are useful for sending draft versions of documents or graphic material, but hard copies provide a better version for finished documents.

**Readability** It is advisable to use bigger type size such as point .14 in faxed documents to facilitate reading. Smaller type sizes may be difficult to read from faxed copies.



## FIGURE / FIGURE

F

136

PLAN DU TABLEAU	
Description .....	Description
Placement and Pagination .....	Situation et pagination
Numbering .....	Numérotation
Captions .....	Légendes
Notes and Source .....	Notes et sources
Layout .....	Mise en page
Example of a Figure .....	Exemple de figure

### DEFINITION / Définition

An illustration serving to provide information in an easily perceived visual format

Illustration qui sert à fournir des renseignements et qui permet une perception rapide du contenu informationnel.

### DESCRIPTION / Description

- A figure may take many forms such as a map, organizational chart, drawing, floor plan, photograph, or reproduction of a painting.
- A figure should not be confused with a table which has a different format, and deals primarily with statistical data or other detailed information that lends itself to display in columns as illustrated in the section on tables.

### PLACEMENT AND PAGINATION / Situation et pagination

- Place figures as close as possible to where they are mentioned in the text.
- Paginate pages containing figures in the same way as the rest of the text.

### NUMBERING / Numérotation

- When labelling a figure, abbreviate the word “figure” as “Fig.”
- Number figures with Arabic numerals.
- Figures can be numbered sequentially throughout a document (Fig. 1, Fig. 2, Fig. 3, etc.)
- Figures can be numbered by chapter (Fig. 1.4, Fig. 2.1, etc.)

Fig. 1.2      [the second figure in chapter 1]  
Fig. 9.4      [the fourth figure in chapter 9]

- When referring to a figure in the text, the word “figure” is generally written out in full.

A Gantt chart, such as that illustrated in **Figure 10.1**, visually represents the sequence and timing of different tasks in a development project.



**CAPTIONS / Légendes**

- Align captions under the middle of a figure or at the left margin if they are longer.
- Be sure that the width of the caption never exceeds the frame of the figure itself.
- Begin the label with the abbreviation “Fig.” and the figure number followed by a period.
- Leave two spaces between the number of the figure and the beginning of the caption.
- Express captions in a concise manner and with a noun.
- Use a period at the end of the caption (It is also acceptable not to use a period but consistency within one document is important.)

Fig. 3.1. The behavioural view of organizations.

Fig. 6. Saint-Ambroise Church under construction.

**NOTES AND SOURCE / Notes et sources**

- All figures not created by the author should be referenced as footnotes to the figure.
- Explanatory information or reference to the source of a figure would follow the caption directly.

Fig. 2. Photograph of a Canadian Iroquois-class destroyer.

King, Colin. (2005). *Jane's Fighting Ships*, 5th ed. Jane's Information Group

**LAYOUT / Mise en page**

- Where a figure occupies an entire page, it should not exceed the margins of the rest of the text or the space reserved for captions and page numbers.
- Where the figure is narrower than the margins of the text, it should be centered.
- Figures treating the same material should be the same size and should be displayed the same way.
- Where possible, a figure should be presented to be read in the same direction as the text pages.
- Where a figure has to be presented sideways, the top of the figure should be towards the binding and the figure should be on a separate page from the text.
- Unless the figure is imported from another source, any writing should be in the same font and type size as the rest of the text.

**FIGURE / FIGURE**

**Example of a Figure**

**Exemple de figure**



**F**

138



Fig 1. Model of heavy-loader forklift.

See also **CHARTS / Voir aussi Graphiques**

See also **TABLES / Voir aussi Tableaux**

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Preparation .....	Préparation
Meaning of Shapes .....	Signification des formes
Example of a Flow Chart Showing the College Registration Process .....	Exemple de diagramme illustrant le processus d'inscription collégial
Example of a Flow Chart Showing the Process for Assembling a Pen .....	Exemple de diagramme illustrant l'assemblage d'une plume

### DEFINITION / Définition

A visual representation of the steps in a process

Représentation visuelle des étapes d'un processus.

### PURPOSE / But

- To help the reader visualize a process
- To illustrate the stages of manufacturing, data processing, etc.
- To outline the steps in registering for a course, preparing for surgery, etc.

### PREPARATION / Préparation

- Label steps in the process inside the shapes (solid areas) in the chart.
- Indicate the direction of steps in the process with arrows.
- Use arrows to indicate a two-way flow from a decision box.
- Use only one arrow out of a process box.
- Include a legend to indicate the function of shapes in the chart if appropriate.
- Computer software can be used to produce flow charts.

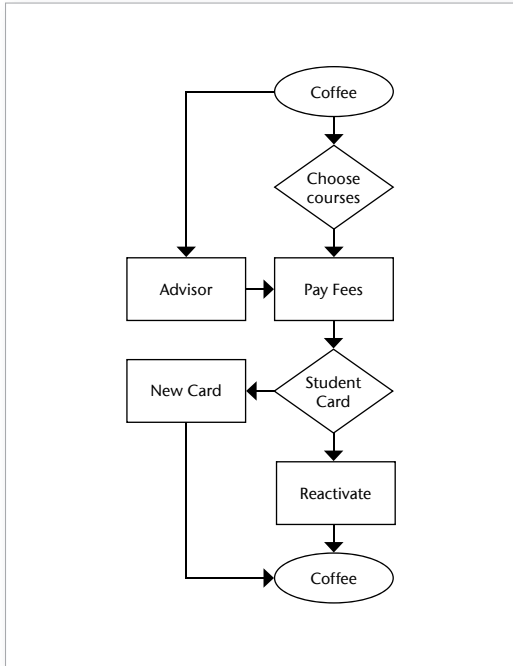
### MEANING OF SHAPES / Signification des formes

- **Some shapes are traditionally used for particular parts of the process illustrated in a flow chart.**
  - Ovals mark the beginning or end of the process.
  - Diamonds designate that decisions are involved.
  - Rectangles indicate major steps in the process.
  - Triangles indicate storage.
  - Circles mark where operations take place.
- **Other shapes are sometimes used in flow charts as well,**
- **The use of too many shapes should be avoided.**

**FLOW CHART / DIAGRAMME**

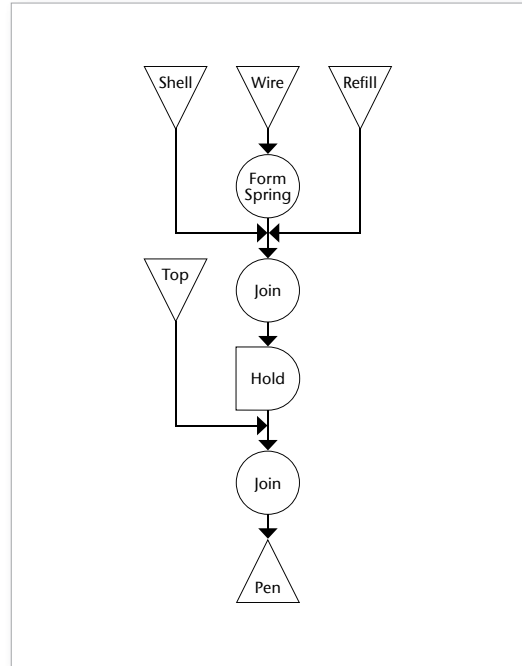
**Example of a Flow Chart Showing the College Registration Process**

Exemple de diagramme illustrant le processus d'inscription collégial



**Example of a Flow Chart Showing the Process for Assembling a Pen**

Exemple de diagramme illustrant l'assemblage d'une plume



F

140

See also **CHARTS / Voir aussi Graphiques**

See also **ORGANIZATION CHART / Voir aussi Organigramme**

<b>PLAN DU TABLEAU</b>	
Placement .....	Situation
Considerations .....	Généralités
Numbering .....	Numérotation
Footnote Types .....	Types de notes en bas de page

**DEFINITION / Définition**

A brief note at the bottom of the page to provide the reader with a reference for, or a comment on specific material in the text

*Courte note placée en bas de page comportant une référence ou un commentaire sur un élément particulier du texte.*

**PLACEMENT / Situation**

La note en bas de page suit le numéro de l'appel correspondant sans aucun espacement.

- The footnote itself is placed below the text at the bottom of the page.
- The footnote is preceded by the corresponding footnote number without a space.
- A footnote is flagged with a superscript number placed immediately after a word or immediately after the terminal punctuation of the quotation or the sentence where it occurs.

La note est signalée dans le texte par un numéro surélevé qui suit, sans espacement, le mot ou la ponctuation finale de la citation ou de la phrase, selon le cas.

**CONSIDERATIONS / Généralités**

- Traditionally, footnotes are in the same font as the text in a type size two points smaller.
- Word processing software can be used to produce footnotes which are set off from the text by a short line and are in the same font and type size.

**NUMBERING / Numérotation**

- Different disciplines follow different conventions for numbering footnotes.
- Shorter texts generally run footnote numbers sequentially throughout the text.
- Longer texts may begin numbering again in each chapter to avoid footnotes of three or four digits.
- Footnotes are usually indicated in Arabic numerals.
- Asterisks may replace superscript numbers where there are only a few notes in a longer text.
- Asterisks or lower-case letters may be used in scientific writing to avoid confusion with the content of the text.

**FOOTNOTE TYPES / Types de notes en bas de page**

• **Reference notes**

- In magazine articles, full citations for the source of a quotation are commonly placed at the foot of the page.

Quinn told us that it “involves forces of such great number, strength and combinatory powers that one cannot predict events in any probabilistic sense. Hence, logic dictates that one proceed flexibly and experimentally”.<sup>2</sup>

---

2.J.B. Quinn, “Strategic Change: Logical Incrementalism,” *Sloan Management Review*, Fall 1978.

- In academic works, where only the author’s name is mentioned in the text, full citations are normally found in a reference list at the end of the document.

• **Content notes**

- A comment provided by the author to explain, amplify or clarify some point made in the text.
- In general interest texts, content notes are often placed as endnotes after a chapter or at the end of a text.
- In academic texts, content notes are generally placed as footnotes at the bottom of the page.

These leaders possess what I call political intelligence,<sup>2</sup> a distinctive and powerful form of leader intelligence that has been largely ignored by management theorists and practitioners.

---

2.Manley defines this as genuine, deep insights into human motivation and organizational behaviour.

There have been and are many men who have sacrificed their careers for women—sometimes like Antony or Parnell, very disastrously.<sup>3</sup>

---

3.Marc Antony, lover and political ally of Cleopatra, was conquered by Octavian. Charles Stewart Parnell, Irish politician, fell from power because of a scandal evoked by his affair with a married woman, Kitty O’Shea.

See also **IN-TEXT CITATION / Voir aussi Références dans le texte**

See also **REFERENCE LIST / Voir aussi Liste de références**

See also **REFERENCE LIST—CSE STYLE / Voir aussi Liste de références—Méthode CSE**

<b>PLAN DU TABLEAU</b>	
<b>Purpose</b> .....	But
<b>Considerations</b> .....	Généralités
<b>Essential Elements</b> .....	Éléments essentiels
<b>Placement and Pagination</b> .....	Situation et pagination
<b>Example of a Foreword</b> .....	Exemple de préface

**DEFINITION / Définition**

An optional element at the beginning of a text in which a well-known person in the field provides a brief text presenting the author’s credentials and situating the importance of the subject being treated

Texte facultatif placé en tête d’un document où une autorité reconnue dans un domaine expose succinctement les qualifications de l’auteur ainsi que ses relations avec le sujet traité.

**PURPOSE / But**

- A preparatory element that allows the reader to situate the text in a broader context and to access the author’s credentials
- A way of focussing on the relationship between the author and the theme of the text

**CONSIDERATIONS / Généralités**

- **A foreword should not be confused with the following:**
  - A summary, which recaps the essential points of a longer text
  - An introduction, where an author shows how various parts of a text relate
  - A preface, which serves to briefly present the author’s own reasons for writing the text

**ESSENTIAL ELEMENTS / Éléments essentiels**

- Reasons that make the subject worth addressing
- Mention of the relationship of the text to existing works
- Comments on the author’s qualifications for writing the text

**PLACEMENT AND PAGINATION / Situation et pagination**

- Place the foreword after the acknowledgements and before the introduction.
- Number the foreword as part of the front matter in lower-case Roman numerals.

Example of a Foreword

Exemple de préface



FOREWORD

I had the pleasure of supervising this work in its original form as a doctoral thesis. So I am perfectly biased. I *know* it is a critically important piece of work, tackled with sophistication and elegance that is rare in the management literature. If the message of this book can be taken to heart by people in important places, our organizations will become entirely different and, in my opinion, much more effective places.

A leader has to be one of two things. He either has to be a brilliant visionary himself, a truly creative strategist, in which case he can do what he likes and get away with it. Or else she has to be a true “empowerer”, who can bring out the best in others. Managers who are neither can be deadly in organizations that need creative energy and change. In this book, Pat calls the first Artists, the second Craftsmen, the third Technocrats. She shows in a pointed, deep study of a large financial institution how the Technocrats killed what the Artists built and the Craftsmen protected.

We have to understand these different management styles and what each can do to organizations. If you care about what’s happening to business and other organizations in the western world, this is a book you will want to read and cherish.

Henry Mintzberg  
McGill University

vii

See also **INTRODUCTION** / *Voir aussi Introduction*

See also **ORDER FOR PARTS OF A TEXT** / *Voir aussi Ordre des parties d'un texte*

See also **PREFACE** / *Voir aussi Avant-propos*

See also **SUMMARY** / *Voir aussi Sommaire*



**PLAN DU TABLEAU**

<b>Considerations</b> .....	Généralités
<b>Guidelines for Good Definitions</b> .....	Conseils pour rédiger de bonnes définitions
<b>Presentation</b> .....	Présentation
<b>Parts of Speech</b> .....	Les parties du discours
<b>Example of a Glossary</b> .....	Exemple de glossaire

**DEFINITION / Définition**

An alphabetical list placed at the end of a text which defines the specialized terms used in that text

Liste alphabétique placée à la fin d'un texte qui donne la définition des termes spécialisés employés dans le texte.

**CONSIDERATIONS / Généralités**

- Include only terms that have been used in the text in question.
- Include only technical terms or newly coined words not likely to be found in a regular dictionary.
- The first time a specialized term occurs, provide an appropriate definition in the text.
- For subsequent occurrences, suggest that the reader consult the glossary.
- To aid the reader, indicate at the beginning of the text that the terms in bold are defined in the glossary.

**Example of Wording:** "Terms in bold are defined in the glossary."

**GUIDELINES FOR GOOD DEFINITIONS / Conseils pour rédiger de bonnes définitions**

- Use concise descriptions that include a generic term followed by all the characteristics that make the term different from the generic concept and related terms.
- Do not clutter definitions with expressions such as "a term that" or "this term means".
- Restrict the definition to only what is sufficient for understanding. If extra clarification or examples are needed, include them in the body of the text.
- Avoid a circular definition which uses the term as part of the definition.
- Focus on a positive description of what the term is without mention of what it is not:

[generic concept]

bar code: type of optical character recognition (OCR) technology widely used in super markets and retail stores in which identification data are coded into a series of bars.

[concepts that differentiate the term]

## PRESENTATION / Présentation

<b>Order of terms</b>	Present the glossary entries in alphabetical order. Follow letter-by-letter ordering which ignores spaces, apostrophes, and hyphens.
<b>Layout</b>	Align a glossary with the left margin. Indent second and subsequent lines two spaces in relation to the first line. Single-space each definition. Double-space between definitions.
<b>Letter choice</b>	Begin the term with a lower-case letter unless the term is always spelled with a capital letter (e.g., trademarks, official designations).
<b>Punctuation</b>	Follow the term being defined by a colon and one space before beginning the definition. Omit a period at the end of the definition.
<b>Placement</b>	Place the glossary as part of the back matter after annexes and appendices, but before the bibliography and index.
<b>Pagination</b>	Follow the pagination of the rest of the text in Arabic numerals.

## PARTS OF SPEECH / Les parties du discours

- Use the same part of speech of the term, such as noun or verb, in the definition wherever possible.
  - patent: **legal document** that grants the owner exclusive right to the use of an invention
  - loiter: **stand about**, especially in a public area, without any clear purpose
  - dicey: refers to a situation **which is slightly dangerous or uncertain**
  - mysteriously: **in an ambiguous manner**
- Eliminate the use of definite/indefinite articles at the beginning of definitions wherever possible.

## Example of a Glossary

## Exemple de glossaire



**hyperventilate:** breathe very quickly and deeply so that too much oxygen is taken in and dizziness occurs

**hypochondria:** psychological abnormality which causes a person in good physical health to believe they are ill and to worry about a medical condition that is non-existent

**hypothermia:** medical condition where basic body functions slow down substantially when the body is exposed to extreme cold

**hypoxia:** a deficiency of oxygen reaching the tissues. (Webster's Collegiate Dictionary, 2005)\*

\* Dictionary definitions are a useful source for glossary items. Items should be referenced and, where specialized dictionaries are used, more complete information should be given in the reference list or bibliography.

See also **ALPHABETICAL ORDER** / *Voir aussi* **Ordre alphabétique**

See also **ORDER FOR PARTS OF A TEXT** / *Voir aussi* **Ordre des parties d'un texte**

<b>PLAN DU TABLEAU</b>	
<b>Considerations</b> .....	Généralités
<b>Parts of a Text</b> .....	Parties d'un texte
<b>Preparation</b> .....	Préparation
<b>Typeface</b> .....	Typographie
<b>Example of Heading Fonts and Alignments</b> .....	Exemple d'alignements et de polices de caractères dans les titres
<b>Layout for Academic Texts</b> .....	Mise en page pour textes scolaires
<b>Example of a Heading in Top-of-the-Page Format</b> .....	Exemple de titres en tête d'une première page de texte
<b>Example of a Heading Centered on a Separate Page Format</b> .....	Exemple de titres centrés seuls sur une page
<b>Run-In Subheadings</b> .....	Sous-titres placés dans le corps du texte en début de paragraphe

### DEFINITION / Définition

Words or phrases that indicate different sections of a text

Mots ou phrases qui démarquent les diverses parties d'un texte.

### CONSIDERATIONS / Généralités

- The first line of the text should begin on its own without repeating the content of a heading.

**Electronic Data Exchange** [heading]

Electronic data exchange is the direct computer-to-computer exchange . . . which is used for standard business transactions . . . [incorrect]

The direct computer-to-computer exchange between two organizations is used for standard business transactions such as invoices, bills of lading . . . [correct]

### PARTS OF A TEXT / Parties d'un texte

- Texts follow these divisions: title, part, chapter, section, subsection, and paragraph.
- It is not always necessary to employ several levels of headings in general texts.
- Certain disciplines may require more or fewer headings in a text.
- Literary works contain fewer headings than scientific or technical texts.
- Court documents do not use more than four levels of headings.

PREPARATION / Préparation

- Avoid subdivisions where there is only one item in a category.
- Match headings with the contents of the sections they identify.
- Use punctuation in headings only if it is part of the title of a part or section as below.

Why lock-out electrical equipment?

H

148

TYPEFACE / Typographie

- Font size rather than bold or underlining determines the importance of headings.
- Headings which are centered have priority over titles which are aligned with the left margin.
- Headings indicated in larger font size are always used before smaller size headings.
- Use of headings should be consistent throughout a text.

Example of Heading Fonts and Alignments

Exemple d'alignements et de polices de caractères dans les titres



**LINEAR ALGEBRA**

**PART 1—VECTOR SPACES**

**Chapter 2—Euclidean Spaces**

**A. Inner Product**

1. Length and Angle

Whole Text Bold, capitals, centered

Part Bold, capitals, centered

Chapter Bold, lower-case, centered

Section Bold, lower-case, flush left

Subsection Lower-case, flush left

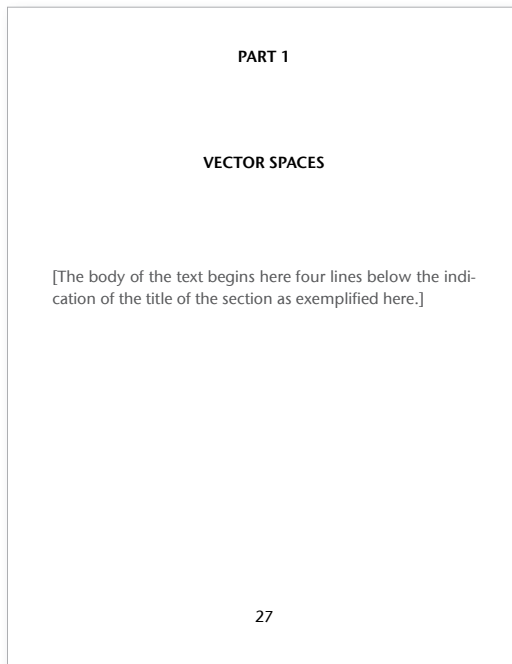
**LAYOUT FOR ACADEMIC TEXTS / Mise en page pour textes scolaires**

- **Headings for Title and Part**

- The headings for “text title” and “part” are written in bold capital letters centered on a page.
- The heading indication, PART 1, appears first. The heading title, VECTOR SPACES, appears four lines below.

H

149

**Example of a Heading in Top-of-the-Page Format****Exemple de titre en tête d’une première page de texte**

- **Chapter Headings**

- Express chapter numbers in Arabic numerals, or in capitalized Roman numerals.
- Run chapter numbers consecutively throughout the text, rather than starting again in each part.
- Put the chapter headings in bold-face type.
- Where the chapter heading or title is centered on a blank page, place the heading indicator first in bold lower-case letters with the initial letter capitalized. (**Chapter 2**)
- Place the corresponding heading four lines below in the same typeface. (**Euclidean Spaces**)
- Where the chapter heading is indicated at the top of the page, begin the text four lines below.

Example of a Heading Centered on a Separate Page Format

Exemple de titre centré seul sur une page



H

150

## Chapter 2

### Euclidean Spaces

- **Section Headings**

- Indicate the sequence of sections with capital letters.
- Indicate headings in bold lower-case letters with initial letters capitalized.
- Align the letters preceding the headings with the left margin.
- Section headings may optionally be written without preceding letters.

#### A. Inner Product

- Indicate subsection numbers with Arabic numerals.
- Indicate headings in lower-case letters with initial letters capitalized.
- Align the numbers preceding the headings with the left margin.



### **RUN-IN SUBHEADINGS** / *Sous-titres placés dans le corps du texte en début de paragraphe*

- Use bold-face type and follow a run-in heading with a period and one space.
- Capitalize the initial letter of the first word but not other words in a run-in title.

**Operation-level systems.** No modern manager can . . .

- Arabic numerals may or may not precede the headings.

**1. Nine-note scales.** Musicians from other cultures are . . .

*See also* **HIGHLIGHTING FEATURES** / *Voir aussi Mises en valeur typographiques*

*See also* **TITLES** / *Voir aussi Titres*

# HIGHLIGHTING FEATURES / MISES EN VALEUR TYPOGRAPHIQUES

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Fonts .....	Polices de caractères
Typeface .....	Corps (taille des caractères)
Scripts (Roman and Italic) .....	Caractères romains et italiques
Punctuation .....	Ponctuation
Bold .....	Gras
Underlining .....	Soulignement
Readability Scale .....	Échelle de lisibilité

## DEFINITION / Définition

Use of fonts, scripts, type size, underlining, etc. to draw attention to particular information in a document  
Emploi des polices de caractères, des tailles de caractères, du soulignement, etc., pour mettre en valeur une information particulière dans un document.

## PURPOSE / But

- To draw attention to specific information
- To pinpoint different levels of information
- To guide a reader who is skimming the document

## CONSIDERATIONS / Généralités

- Avoid cluttering a document by using too many different typographic features.
- Use underlining sparingly.
- Word processing software exists for specialized fields such as mathematics.

## FONTS / Polices de caractères

- Word processing programs offer numerous fonts: Times New Roman, Calibri, Arial, etc.
- The main text of a document should be in the same font throughout.
- Headings are usually in a different font so that serif and sans serif fonts complement each other.
- Where a passage is imported into the text, it can retain its original font.



**TYPE SIZE / Corps (taille des caractères)**

- Type size is expressed in points.

8 point	10 point
9 point	12 point

- Many current documents are produced in 10 point or 12 point font to facilitate reading.
- Some fonts are larger than others: Arial 10 is roughly equivalent to Times New Roman 12.
- For an increasing number of writers, a compromise is 11 point font.
- Secondary additions such as examples, notes, or quotations frequently set off using a smaller type size of the same font.
- Capital letters should be reserved for headings, initials or acronyms.
- Lower-case letters are easier to read than capital letters.

H

153

**SCRIPTS (ROMAN AND ITALIC) / Caractères romains et italiques**

- **Roman refers to straight letters (Roman) and italic to slanted letters (*italic*).**
  - Texts are generally produced in Roman script for readability.
  - Italic script is generally used to draw attention to a word, phrase or passage in a text.
  - Where italic script is used in the text, Roman script serves the purpose otherwise reserved for italics.
- **Uses of Italic Script**
  - Titles of books, paintings, newspapers, magazines, music, etc. which are referred to in a text

Elizabeth Woodworth's article appeared in the *Toronto Star*.

*The Economist* is a respected British publication.

The baroque group played Rebel's stunning work *Chaos* at the concert.

**Italics in an official name.** Magazine or company names may, or may not, include "the" as part of their official names. Highlight the official name only (the *Toronto Star*, but *The Economist*).

- References to the official names of commercial establishments

Charles loved to eat at *Aux Deux Gauloises*.

*The Hudson's Bay Company* is no longer Canadian-owned.

## HIGHLIGHTING FEATURES / MISES EN VALEUR TYPOGRAPHIQUES

- The names of vehicles (boats, trains, planes, space shuttles, etc.)

*The Eagle* has landed.  
We took the *Shinkansen* from Kyoto to Tokyo.  
The *Concorde* is no longer flying.

H

154

- Foreign words or expressions

That man doesn't have much *savoir vivre*.  
Martin attended the meeting *ex officio*.

- An expression in a different register (language level or tone) than the rest of the text

The theatre critics' collective opinion was that the play had *flopped* on the first night.  
Mr. Graves announced that our new supplier had *gone belly up*.

- Mottos

*Play the game* was my high school motto.

- To signal asides which are relevant to the text

*Translator's note*  
Shinkansen. See Bullet Train  
Mr. Smythe—That's out of the question. (*applause*)

## PUNCTUATION / Ponctuation

- Punctuation is in italics where it is part of the expression, but not where it simply ends the sentence.

Have you seen the movie *Brokeback Mountain*?  
[The question mark is not part of the title so it is not in italics.]

I liked the film *Who's Afraid of Virginia Wolfe*?  
[The question mark is part of the title so it is in italics.]

## BOLD / Gras

- Use boldface type to set off titles, chapter headings, subtitles or run-in headings.
- Use bold to draw attention to expressions or words in the same way as italic script.
- Use bold to draw attention to subject lines in business correspondence.

**Leadership integration.** After a manager comes on board, the first priority should be . . .  
It is not **because of** but **in spite of** being the only woman that . . .

**UNDERLINING / Soulignement**

- Draws attention to short phrases or expressions
- Is not used for entire sentences
- Should be used sparingly

The mutual dependence of corporations and society implies that both business decisions and social policies must follow the principle of shared value. That is, choices must benefit both sides.

H

155

**READABILITY SCALE / Échelle de lisibilité**

- Consider who will be reading a text: “baby boomers” may have trouble reading a website with font smaller than 10 point, for example.
- Experts in text readability suggest a hierarchy for typefaces from easiest to see to least easy to see as follows:
  1. Underlining
  2. **Bold**
  3. CAPITAL LETTERS
  4. *Italics*

# HYPHEN [ - ] / TRAIT D'UNION [ - ]

<b>PLAN DU TABLEAU</b>	
Compound Words .....	Mots composés
Numbers .....	Nombres
Compound Adjectives .....	Adjectifs composés
Words for Relationships .....	Mots indiquant des relations interpersonnelles
Prefixes .....	Préfixes
Suspended Hyphens .....	Traits d'union en suspension
Separating Letters and Numbers .....	Séparateurs entre lettres et chiffres
Special Cases .....	Cas particuliers

## DEFINITION / Définition

A horizontal punctuation mark [ - ] used to form a compound word, add a prefix, or to separate letters and numbers

Signe de ponctuation horizontal [ - ] utilisé pour former un mot composé, ajouter un préfixe ou séparer des lettres et des nombres.

## COMPOUND WORDS / Mots composés

- Not all compound words (whether nouns or verbs) require hyphens so it is worthwhile to consult an up-to-date dictionary for guidance.

check-in	<b>but</b>	airfreight
colour-code		checklist
double-space		database
e-mail (also email)		download
field-test		highlight
fine-tune		mastermind
jump-start		pinpoint
rubber-stamp		sidetrack
second-guess		stockbroker
show-off		troubleshoot
test-drive		waterproof
follow-up (noun)		follow up (verb)

## NUMBERS / Nombres

- Most numbers between twenty and one hundred are written with hyphens.

twenty-one, twenty-two, thirty-three, fifty-eight, ninety-seven

- Where fractions or references to decades are written out, they include hyphens.

one-third, four-fifths, three-quarters, the nineteen-twenties, the eighteen-forties

### COMPOUND ADJECTIVES / Adjectifs composés

- Adjectives can be formed by joining together two or more words with hyphens.

a well-known actor	day-to-day operations
an up-to-the-minute report	user-friendly software
state-of-the-art technology	hand-to-mouth existence
long-range planning	word-of-mouth information
the next-to-last page	hear-say testimony
a record-breaking crowd	head-over-heels in love

Un adjectif formé de plusieurs mots s'écrit avec un ou des traits d'union.

H

157

- Where two different but related functions are identified before a noun, they are hyphenated.

a doctor-patient relationship (also a doctor/patient relationship)  
 a dinner-dance fundraiser  
 the Montreal-Boston game

### WORDS FOR RELATIONSHIPS / Mots indiquant des relations interpersonnelles

- Some descriptions of personal relationships are hyphenated.

mother-in-law  
 bride-to-be  
 partners-in-crime

### PREFIXES / Préfixes

- A hyphen is sometimes used to attach prefixes such as *pre-*, *post-*, *ex-*, *anti-*, *quasi-*, *non-* or *un-* before a word, or to add suffixes such as *-elect*, *-plus*, *-odd*, *-some*, *-minus* after a word as exemplified below. It is always best to check a dictionary to be sure.

pre-war economy	anti-Apartheid	30-some years ago
ex-president Wade	pro-choice	a 50-plus executive
Prime Minister-elect	quasi-judicial	a C-minus student
non-flammable	un-American	100-odd people

**SUSPENDED HYPHENS / Traits d'union en suspension**

- Where two prefixes are attached to the same hyphenated compound adjective, the following form is used.

French- and English-speaking people  
 long- and short-term loans

H

- Where two prefixes are attached to a non-hyphenated compound adjective, the same form is used.

pre- and postnatal care  
 intra- and interoffice communications

**SEPARATING LETTERS AND NUMBERS / Séparateurs entre lettres et chiffres**

- Where letters and numbers occur as names or designations, hyphens connect them.

LG-2 is one of the hydro-power stations in the *La Grande* complex.  
 Henry Keir gave an A-1 performance at the sales conference.

**SPECIAL CASES / Cas particuliers**

- Some words are hyphenated to avoid “letter collision”.

Awkward	Clear
reenter .....	re-enter
antiimperialist .....	anti-imperialist
deice .....	de-ice
semiinvolved .....	semi-involved
nonnative .....	non-native

**Note.** Some commonly-used terms such as “cooperate” and “coordinate” are increasingly written without a hyphen.

- Some words are hyphenated to avoid confusing meanings.

Ambiguous	Clear
a little used car .....	a little-used car .....
an extra wide seat ...	an extra-wide seat ...
a reformed gang .....	a re-formed gang .....
100 odd people .....	100-odd people .....

**PLAN DU TABLEAU**

Purpose .....	But
Types of Index .....	Types d'index
Placement and Pagination .....	Situation et pagination
Layout and Typeface .....	Mise en page et typographie
Preparation .....	Préparation

**DEFINITION / Définition**

An alphabetical list detailing the subjects, terms, people, places and things treated in a text, and giving page numbers to facilitate rapid consultation of the work

Liste alphabétique détaillée de sujets, de termes, de noms de personnes, de lieux et d'objets traités dans un texte, accompagnée de numéros de pages pour faciliter la recherche.

**PURPOSE / But**

- To list names of people, places, organizations, and to facilitate access to key words or concepts
- To provide page numbers, cross-references to alternative terms, synonyms, etc.

**TYPES OF INDEX / Types d'index**

- **General Index**
  - Includes all the subjects, terms, names of people and places that appear in the text in alphabetical order
- **Thematic Index**
  - Classifies terms under thematic headings
- **Specialized Index**
  - Presents categories such as authors cited, names of places occurring in the text, etc.

**PLACEMENT AND PAGINATION / Situation et pagination**

- The index is part of the back matter following annexes, appendices, and bibliography.
- The index is paginated in Arabic numerals following the text and other back matter.

**LAYOUT AND TYPEFACE / Mise en page et typographie**

- The index is normally laid out in two (or more) columns: one aligned with the left margin and one aligned with the centre.
- Where an entry has a subdivision, the subdivision is indented by two spaces from the left margin.
- The index is presented in the same font as the text in an equal or smaller type size.

**PREPARATION / Préparation**

<b>Steps</b>	An index is only prepared when the work is finished and completely paginated.
<b>Method</b>	All occurrences of the terms that will appear in the index are located and their page numbers noted. The list of such terms is then arranged in alphabetical order.  Software which simplifies this process is now available in certain word processing programs.
<b>Choice of Words</b>	Avoid word categories so large that they occur on every page, and avoid words that are not of great relevance to the subject of the text.
<b>Pagination</b>	All page numbers where the term occurs are indicated. Commas separate page numbers, but no final punctuation is used.
<b>Subcategories</b>	A dash is used to indicate subcategories (Letters–Format).
<b>Punctuation</b>	Where an entry is followed by page numbers, put a comma after the entry. Where an entry is followed by an indented subdivision on another line, no punctuation is used after the main entry.
<b>Bold</b>	It can be helpful to put the page numbers of important occurrences of the word or term in bold.

executive summaries, 19, 34, **96-99**, 101

executive training

in-house, 4, **56**, 84

off-site, 60, 83, **95**

existential philosophy, 67, 69

franchising, 23, **56**, 76, 91-94

Franconi, Marco, 13, 26-27



**Alternative terms** To indicate a cross-reference to an alternative term which has been used in the text, use the expression “*See*” in italics. Put a period after the original term.

figures. *See* numbers  
preliminaries. *See* front matter

To indicate a cross-reference to related terms that appear in the text, use the expression “*See also*” in italics.

legal cases. *See also* law  
CompuServe. *See also* Internet

**Note.** Indexes can be created using lower-case letters for initial letters of both the terms and the cross-references (unless they are proper nouns). Indexes can also be created using capitals for initial letters of both the terms and the cross-references. It is important to select one method and to be consistent.

*See also* **ORDER FOR PARTS OF A TEXT** / *Voir aussi* **Ordre des parties d’un texte**

## IN-TEXT CITATION / RÉFÉRENCES DANS LE TEXTE

### PLAN DU TABLEAU

Purpose .....	But
Considerations .....	Généralités
Elements .....	Éléments
APA Style .....	Méthode APA
Examples of In-Text Citations in APA Style .....	Exemples de références dans le texte selon la méthode APA
CSE Style .....	Méthode CSE
Examples of In-Text Citations in CSE Citation–Sequence Style .....	Exemples de références dans le texte selon la méthode CSE citation–numérotation
Examples of In-Text Citations in CSE Name–Year Style .....	Exemples de références dans le texte selon la méthode CSE nom–année
MLA Style .....	Méthode MLA
Examples of In-Text Citations in MLA Style .....	Exemples de références dans le texte selon la méthode MLA

162

### DEFINITION / Définition

A way of giving author-date-page information in abbreviated form following material quoted or cited in an academic text or formal report

Manière de noter l'information auteur-date-page sous une forme abrégée à la suite d'un texte rapporté ou cité dans un document universitaire ou un rapport officiel.

### PURPOSE / But

- To simplify the presentation of reference notes in the body of the text

### CONSIDERATIONS / Généralités

- Different styles are used for in-text citations depending on such factors as field of study and institutional or departmental preference.
- APA (American Psychological Association) style is commonly used in the social sciences.
- CSE (Council of Science Editors) style is commonly used in mathematics and the scientific disciplines.
- MLA (Modern Languages Association) style is commonly used in the humanities.
- Once a style has been selected, all citations must be produced with attention to accuracy and consistency.
- In-text citations require full bibliographic reference placed in a reference list at the end of the work.

- In-text citations for electronic sources without page numbers should use indications such as paragraph (para. 5), chapter (chap. 3), section (sec. D, p. 7, ll. 126) to assist in locating the material cited.
- Sentences containing quotations or citations are written in the past tense or the present perfect.

Quintieri **described** . . .  
 Some sociologists **have argued** that . . .  
 Several examples **were** cited . . .

### ELEMENTS / Éléments

- **The style selected determines which elements are included and how they are laid out. All or some of the following information is placed between parentheses in the text.**
  - Author's name
  - Date of publication of the text cited
  - Page number from which the quotation was taken
- **Academic departments and journals have preferred styles for citation, and style manuals exist in many specialized disciplines. Three common styles are outlined below.**

### APA STYLE / Méthode APA

- APA style is commonly used in the social sciences.
- In-text citations refer to all sources **cited or mentioned** in a work.
- A text written in APA style is double-spaced throughout.

#### **For this style of in-text citation:**

- Use only the family name of the author, without the first name.
- Place the date in parentheses immediately after mention of the author's name in the text.
- When citing material attributed to an author who is not specifically named in the text, place the author's name and the date in parentheses before the final punctuation of the sentence.
- Separate the author's family name and the date with a comma.
- Where a direct quotation appears in the text, give the author's name, the date and the page number in parentheses before the final punctuation.
- Indicate page numbers following "p." or "pp." (for more than one page).

L'abréviation de l'anglais *pages* est *pp.*

## Examples of In-Text Citations in APA Style

### Exemples de références dans le texte selon la méthode APA



Quintieri (2005) described several problems which commonly arose with inter-rater reliability in university language programs of this type.

(author is named in the text)

One well-known study attributed this to the fact that the native people of the Pacific coast had such an abundance of food available to them that they could turn their attention to producing works of art (Houkari, 2004).

(material attributed to an author not named in the text)

Several examples of “clandestine government interference in issues that are not in the public interest” were cited in a recent book. (Woodworth, 2006, p. 24).

(direct quotation from the work)

#### • Special Cases

##### - Two authors

- In the text, separate the authors’ family names with the word “and” followed by the date in parentheses.

In their latest book on current business practices, **Goldman and Smythe (2001)** pointed out that . . .

- Where the authors are not named in the text, in parentheses before the final punctuation, separate the authors’ family names with an ampersand followed by a comma and the date.

A recent study pointed to evidence that attitudes in this regard have been changing in recent years (**Goldman & Smythe, 2001**).

##### - Multiple authors

- In the text, list all the authors’ family names separated by commas with “and” before the final name on the list.

**Bowen, Webb, Hannesson and Wilinsky (1988)** argued that . . . [three to five authors]

- For six authors or more, use the first author's name plus "et al." in the text itself.

**Bowen et al. (1992) argued that . . .** [six or more authors]

- In cases where multiple authors are not named in the text, use the first author's family name plus "et al.", a comma and the date.

A follow-up study confirmed these findings (**Bowen et al., 2003**).

L'abréviation latine « et al. » se note en caractères romains.

#### - Two authors with the same family name

- Where two authors have the same family name, use an initial before the family name.

A simple sentence started the whole controversy (**R. Jones, 1998**) . . .

#### - One author with more than one work cited

- In the text, use the author's family name followed by the dates of the works cited in parentheses separated by commas.

- List the dates of the works chronologically.

**Jackson (1987, 1990, 1993)** argued that . . .

- Where the author is not specifically named in the text, in parentheses, use the author's family name followed by a comma and the dates for each article before the final punctuation.

Several studies have lent support to this contention (**Jackson, 1987, 1990, 1993**).

- In the case of journal articles, it may be necessary to distinguish different articles published in the same year. Indicate the year followed by a, b, etc.

- List the articles chronologically by the months of publication or issue in which they were published..

- Place the author's name followed by a comma and the dates separated by commas, all in parentheses, before the final punctuation.

Several articles published in the last year have supported this contention (**Jackson, 2006a, 2006b, 2006c**).

#### - Works by several authors cited

- List each of the authors' names followed by a comma and the date of each work.

- Separate the citations with semicolons before the final punctuation.

Instances of this growing trend in advertising can be found in numerous case studies (**Harris, 1997; Robins & Graves, 2004; Yablonsky, 2007**).

**- No author named**

- Use a few words from the title of the publication in which the text appeared followed by a comma and the date, all in parentheses, before the final punctuation.

Field notes confirmed this trend (**Western, 2003**). [from *Western Ornithology Digest*]

**- Multivolume work**

- Use the author's name followed by a comma and the year or years when the material cited was published.

One volume cited:       **(Adams, 1994)**

Several volumes cited:   **(Adams, 1994-1998)**

**- Work in an anthology**

- Base the in-text citation on the author of the work that is included in the anthology, not on the editor of the anthology.

**- Work cited indirectly**

- In the text, name the original author (the one being quoted or cited) followed by the name of the author of the source it came from, the date and the page number.
- Use the expression "as cited in".

When Koop claimed that this was rather "a remarkable example of western islands ikat weaving" (**as cited in Roche, 1927, p. 287**), it was viewed as revolutionary interpretation by other anthropologists.

**Note.** The secondary source (Roche) will be cited in the reference list.

**- Document from a business or organization**

- In the text, identify the organization by its full name followed by the date in parentheses.  
The annual report of at least one company, **Asea Brown Boveri (2005)**, provided data to support this contention.
- Where the organization is not specified in the text, use either an abbreviation of the organization's name or the organization's name where it consists of only one word (Microsoft, Adobe, Garmin), followed by a comma and the date.

The annual report of at least one company offered evidence to the contrary (**ABB, 2005**).

- **Classic works**

- Where the date is unknown, use the mention “n.d.” in place of the date.  
 . . . (Gilgamesh, n.d.).
- Where the work is a translation, give the date of the translation followed by the formulation “trans.”  
 . . . (1936, trans.)

- **Non-print material**

- In the text, name the person being interviewed in full with the date in parentheses following the name.  
 When the Shakespearean actor **Susan Arnold (2005)** was asked her opinion, she . . .
- When the subject of the interview is not specifically named in the text, give the subject’s family name and the date between parentheses separated by a comma before the final punctuation.  
 An interview with a Shakespearean actor was the basis for this conclusion (**Arnold, 2005**).

*See also* REFERENCE LIST—APA STYLE / *Voir aussi* Liste de références – Méthode APA  
*See also* REFERENCE LIST—ELECTRONIC AND INTERNET SOURCES  
*/ Voir aussi* Liste de références – Sources électroniques et Internet

**CSE STYLE / Méthode CSE**

- **Prior to 2000, this style was known as CBE (Council of Biology Editors) style.**
- **For CSE in-text citation—commonly used in mathematics and the scientific disciplines—, two frequently used styles are Citation–Sequence and Name–Year.**
- **Journals in the scientific disciplines may provide their own preferred guidelines or style manuals.**

- **Citation–Sequence (C–S)**

- Uses superscript numbers to indicate sources cited in the text\*
- Writes superscript numbers two points smaller than the text
- Uses the order of the numbers to determine the order of the reference list at the end of the text
- Separates two superscript numbers (for two references) with a comma and a space
- Indicates a span of several superscript numbers (for multiple references) with a hyphen in superscript
- May indicate references with numbers placed in parentheses on the same line as the text rather than using superscript numbers
- May sequence numbers from the beginning to the end of the text or can begin again in each chapter.

\* It is possible to write the superscript number directly after the text or to leave a space between the text and the superscript number. It is very important, however, to be consistent within one document.

### Examples of In-Text Citations in CSE Citation–Sequence Style

#### Exemples de références dans le texte selon la méthode CSE citation–numérotation



In one recent experiment<sup>3</sup>, there is evidence of . . .

These findings have been replicated twice<sup>2,3</sup> under even more stringent . . .

It has been noted in several recent studies<sup>2,3</sup> that . . .

In one recent experiment (3), there is evidence of . . .

168

#### - Name–Year (N–Y)

- Use the author’s family name, followed by a comma and the date, all in parentheses, to indicate sources cited in the text.
- Separate the family names of multiple authors (four or fewer) with commas (but without “and”).
- Use the name of the first author followed by “et al.” for more than four authors or for a second reference to the same team of authors.
- Separate the names of two separate studies cited in the same reference with a semicolon.
- Use authors’ names in alphabetical order to determine the order of the reference list.

### Examples of In-Text Citations in CSE Name–Year Style

#### Exemples de références dans le texte selon la méthode CSE nom–année



In one recent experiment (Alton, 2006) there is evidence of . . .

In one recent study (Grebach, Sandlemeir, Wilson, Zapata, 2007) . . .

In one recent study (Goldman, Berish, 2007) . . .

The results of a second experiment (Cannon et al., 2006) confirm the findings . . .

Recent studies (Cannon et al., 2006; Jones, 2007) point to a connection between . . .

See also **FOOTNOTE** / *Voir aussi* Note en bas de page

See also **REFERENCE LIST–CSE STYLE** / *Voir aussi* Liste de références – Méthode CSE

See also **REFERENCE LIST–ELECTRONIC AND INTERNET SOURCES**

/ *Voir aussi* Liste de références – Sources électroniques et Internet



## MLA STYLE / Méthode MLA

- MLA style is commonly used in the humanities.
- In-text citations are used to refer to all sources **cited or mentioned** in a work.
- Sources cited are listed alphabetically by authors' names on a reference list at the end of the text.
- A text written in MLA style is double-spaced throughout.

### For this style of in-text citation:

- Dates are not given with in-text citations; they are found on the reference list.
- Where the author's name is mentioned in the text, page numbers are included in parentheses before the final punctuation.
- Where the author's name is not specifically mentioned with the material cited, the author's family name and the page or numbers are placed in parentheses before the final punctuation of the sentence.

### Examples of In-Text Citations in MLA Style

#### Exemples de références dans le texte selon la méthode MLA



Elizabeth Woodworth cited examples of “clandestine government interference in issues that are not in the public interest” in her recent article (5).

Some sociologists have argued that the native peoples of the Pacific coast had such an abundance of food available to them that they could turn their attention to producing works of art (Houkari 38–40).

### • Special Cases

#### - Two authors

- Use the word “and” to separate the two family names whether they are specifically mentioned in the text or whether they are placed in parentheses with the page number at the end of a sentence.

**Woodworth and Smythe** identified three causes (34).

Many plays were found to have this characteristic (Goldman and Gruss 63).

- **Three authors**

- Use commas between names and the word “and” before the final name to separate the family names.

A recent study supported this contention (**Johnson, Buisson and Clark 21–24**).

- **Four or more authors**

- Use the first author’s family name followed by “et al.” and the page number.

A second study conducted at McGill University concurred (**Bowen et al. 68**).

- **Two authors with the same name**

- Add author’s initial before the family name.

This point of view has been attributed to an American historian (**R. Jones 221**).

- **Author with more than one work cited**

- Use the author’s name followed by a comma and a partial title of the source of the material, underlined and followed by the page number.

Elizabethan audiences appreciated this type of humour. (**Wilson, Theatre 89**).

- **No author named**

- Give the partial name of the publication from which the material was taken in italics, followed by the page number.

Peregrine falcons were the exception (***Western* 86**). [Western Ornithology Digest]

- **More than one work cited**

- Separate the family name and page number of each source cited with a semicolon.

Several authors have reached this conclusion (**Gruber 46; Meloche 56; Wexer 78**).

- **Entire work cited**

- Indicate the family name of the author without any page number.

This system was described at length in a recent book (**Manning**).

- **Multivolume work**

- Indicate the volume number followed by a colon and the page number.

Adams alluded to this in his work on Zadek’s plays (**2:16**).

- **Work in an anthology**

- Name the author of the work cited, not the editor of the anthology, followed by the page number.

One article in the anthology was clear on this point (**McCann 27**).

- **Work cited indirectly**

- Mention the source of the quotation referred to indirectly in the text, and name the source accessed immediately following the indication “qtd. in” (quoted in).

Anthropologists were at first surprised to see what Geetz described as, “such highly developed art forms in so isolated a society” (**qtd. in Roche 213**).

**Note.** The reference list, entitled Works Cited, would include the original source (Roche).

- **Business or organizational documents**

- Give the full name of the organization followed by the abbreviated form in the text.
- Indicate the page number in parentheses before the final punctuation.

A new version of the test was announced by **Educational Testing Services (ETS)** last year (**21**).

- Where the source is not specifically identified in the text, use an abbreviated form of the name of the organization, underlined, and the page number in parentheses before the final punctuation.

A new version of the test was announced last year (**ETS 21**).

- **Works of literature**

- Use the divisions used in the work (chapter, line, verse, act, etc.) as points of reference.

**NOVEL**

Indicate the page number followed by a semicolon and chapter abbreviated as “ch.”

This is clear from Captain Ahab’s reaction to the news (**134; ch. 5**).

**POEM**

Indicate the line numbers following the designation “lines”.

... (**lines 24-30**).

**PLAY**

Underline the name of the play. Then indicate the act, scene and line numbers separated by periods.

... (**Lear 4. 2. 82-83**).

### THE BIBLE

Abbreviate the name of the book with no underlining followed by numbers to indicate chapter and verse separated by periods.

... (Rev. 12.26).

### - Non-print material

- In the text itself name the person being interviewed in full and put the date in parentheses before the final punctuation.

When the Shakespearean actor Susan Arnold was asked her opinion, she said that she couldn't agree more (2005).

- Where the subject's name has not been specifically mentioned with the material cited, put the subject's family name and the date in parentheses before the final punctuation.

Macy was not the only Shakespearean actor who held this view (Arnold, 2005).

See also **REFERENCE LIST—MLA STYLE** / *Voir aussi Liste de références – Méthode MLA*

See also **REFERENCE LIST—ELECTRONIC AND INTERNET SOURCES**

*/ Voir aussi Liste de références – Sources électroniques et Internet*

PLAN DU TABLEAU	
Purpose .....	But
Considerations .....	Généralités
Structure .....	Structure
Preparation .....	Préparation
Academic Works .....	Travaux universitaires
Reports .....	Rapports
Placement and Pagination .....	Situation et pagination
Examples of Two Introductions for Term Papers .....	Exemples de deux introductions de dissertation
Example of an Introduction for a Report .....	Exemple d'introduction de rapport

## DEFINITION / Définition

A preliminary text where the author describes the focus and approach used in the text

Texte préliminaire dans lequel l'auteur présente l'orientation et l'approche utilisées dans le document.

## PURPOSE / But

- To generate interest in the topic
- To establish the author's point of view
- To suggest the organization of the text that will follow

## CONSIDERATIONS / Généralités

- The length of an introduction should be about one tenth of the length of the whole text.
- In a brief report, the introduction is replaced by a subject line.
- In a longer report, the introduction may consist of three or four lines.
- The introduction is not a summary of the text, a discussion of the main arguments, or a conclusion.
- It should not be confused with other preliminary texts such as a foreword, preface or summary.

## STRUCTURE / Structure

- **The following is a generic structure which can be modified to meet the needs of more or less complex texts.**

### - Generate Interest

- Begin with a broad, interesting and succinct description of the topic to prepare the reader to connect with the following subject matter.
- This step allows the reader to activate prior knowledge and engage interest.
- Make sure to avoid a vague or banal introduction of the topic.

- **Establish the Point of View**

- Pinpoint issues, theories and perspectives that will guide the development of the text.
- Identify the author's point of view with respect to the precise question being examined.

- **Organization of the Text**

- The third part of the introduction should touch **briefly** on the main points that will be made without any mention of secondary details, examples or supporting points.
- Avoid a disjointed, vague or personalized approach.

- **Introduction Style Not to Follow**

We will see that the development of information systems is based on a certain number of studies in several areas. Furthermore, this work seeks to understand the role of information systems in business. Finally, there will be a personal comment on the development of information systems.

- **Introduction Style to Follow**

This text first examines different psychological types and the impact they can have in the workplace, then looks at issues related to conflict management and resolution. Case studies will be used to identify the factors underlying the rise in workplace-related conflicts in recent years. Finally, conclusions will be drawn from these case studies and suggested workplace conflict reduction strategies proposed.

**PREPARATION / Préparation**

- Have a clear idea of the point of view and organization of the text before writing an introduction.
- Write the introduction **after** the text or at least after an outline clarifies the purpose of the text.
- Integrate the three parts of the introduction as a whole rather than presenting three separate items placed one after the other.

**ACADEMIC WORKS / Travaux universitaires**

- Establish the scope of the text from the beginning.
- Mention the importance and originality of the work.
- Depending on the length and importance of the work, it may be appropriate to include elements such as methodology, definition of terms or a review of the literature.\*

\* Universities publish their own guides governing the preparation of masters and doctoral theses which must be followed to the letter.

**REPORTS / Rapports**

- Introduce the topic in a way that will capture the reader's interest.
- State the purpose of the report clearly and concisely.
- Identify the author's mandate and indicate for whom the report is intended.
- Mention the scope of the report and identify the methodology used.

I

175

**PLACEMENT AND PAGINATION / Situation et pagination**

- The introduction appears as the first part of the main text.
- Pages are numbered in Arabic numerals from the first page of the introduction.

**Examples of Two Introductions for Term Papers****Exemples de deux introductions de dissertation****1. The Cinematographer's Art**

One of the great artistic innovations of the twentieth century was the cinema. What distinguishes film from other art forms is its inherent ability to direct the audience's gaze through the interplay of three perspectives. In addition to the audience's perspective and the characters' perspective that are at play in traditional theatre, there is the camera's perspective. This is the tool that the cinematographer uses to covertly direct or manipulate our gaze. The role of the camera as manipulator is particularly evident in the three films that will be examined in this paper.

attracts attention

narrows the topic

thesis statement

**2. Global Warming: A Real Concern for Our Times**

Greenhouse gasses are the natural phenomenon responsible for keeping the Earth's surface warm. However, human activities related to industrialization have released increasing amounts of gasses into the atmosphere, which has led to an artificial rise in the Earth's temperature. Many scientists believe that this rise in temperature is responsible for the spike in natural disasters in almost every area of the globe. This paper will document examples of such dramatic changes in the environment in three areas: the Canadian Arctic, sub-Saharan Africa and Australia, and present arguments for international action to respond to an international problem.

attracts attention

narrows the topic

gives structure

thesis statement

## Example of an Introduction for a Report

### Exemple d'introduction de rapport



#### INTRODUCTION

Greenhouse gasses serve a natural function in conserving heat on the Earth's surface, and play a role in shielding the Earth from solar radiation. In recent decades, however, there have been observable rises in global temperatures which most scientists attribute to an increase in greenhouse gasses as a result of human activities. A sharp increase in natural disasters including flooding, fire storms, crop failures, violent storms and changes to wildlife patterns has been felt around the globe. This has given rise to calls for international action to reduce emissions. The aim of this report is to examine public reaction to the Kyoto Protocol in dissenting countries to enable the UNDP Sub-Committee on Sustainable Development to identify potential resistance to future accords. The report will not examine implementation issues in countries which were signatories to the agreement since that is not within the scope of this assignment.

context

terms of reference

objective

definition of scope

See also **CONCLUSION** / *Voir aussi Conclusion*

See also **DEVELOPMENT** / *Voir aussi Développement*

See also **OUTLINE** / *Voir aussi Plan*

See also **REPORT—FORMAL** / *Voir aussi Rapport – Travaux officiels*

See also **REPORT—INFORMAL** / *Voir aussi Rapport – Travaux courants*

See also **TERM PAPER** / *Voir aussi Dissertation*



## PLAN DU TABLEAU

Elements .....	Éléments
Useful Language .....	Formules utiles
Additional Notations .....	Mentions supplémentaires
Example of an Invitation to an Art Exhibit Opening .....	Exemple d'invitation à un vernissage
Example of an Invitation to a Magazine Launch .....	Exemple d'invitation à un lancement de magazine
Example of an Invitation to an Awards Ceremony Banquet .....	Exemple d'invitation à un banquet de remise de prix
Example of an Invitation to a Commercial Presentation at a Convention .....	Exemple d'invitation à une présentation commerciale de congrès

## DEFINITION / Définition

A card (or e-mail) which invites one or more people to participate in an activity or event

Carte (ou courriel) envoyée à une ou à plusieurs personnes pour les prier d'assister à une activité ou à un événement.

## ELEMENTS / Éléments

- Name of the person or organization hosting the event
- Identification of the activity proposed
- Date (with the month written out in full)
- Place (with address and indicators such as East Tower, Subway station, corner of street and avenue where they may be relevant)
- Time (with the designation a.m. or p.m.)

L'heure est indiquée en recourant aux abréviations  
*a.m.* et *p.m.*

## USEFUL LANGUAGE / Formules utiles

Mr. John Smith, Director of the Victoria Public Library, **extends an invitation to join him** for the celebration of the centennial of the library.

Ms. Valerie Gates, Curator of the Holden Gallery, **is pleased to invite you** to attend the opening of an exhibit of the works of . . .

Mr. Charles Harvie **requests the pleasure of your company** on the occasion of the launch of a new magazine for small entrepreneurs.

A networking reception **will be held** in the main hall of . . .

The opening **will take place** between 8:30 and 10:00 p.m.

**ADDITIONAL NOTATIONS / Mentions supplémentaires**

- Typical phrases to include according to the circumstances

Reply requested

RSVP

RSVP by June 10.

Please reply to (person and contact information)

Price (if any)

This invitation is valid for two people.\*

Please present this invitation at the door.

Business attire

Evening dress

Breakfast will be served.

- \* Expressions such as “for two people” or “and guest” avoid specific designations of relationship such as wife, husband or partner. Note the new term, “plus one”

**Example of an Invitation to an Art Exhibit Opening**

**Exemple d’invitation à un vernissage**



The Museum of Fine Arts is pleased to invite you to the opening of an exhibit of the artworks of Jenna Bigman.

The event will be held in the Woodworth Memorial Gallery on the main floor of the Museum at 200 Main Street on January 29, 2010 at six o’clock.

This invitation is valid for two people.

Kindly confirm your presence by phone at 250-555-8282 by January 16, 2010.

**Example of an Invitation to a Magazine Launch**

**Exemple d’invitation à un lancement de magazine**



Mr. Ellis Price-Jones, Publisher, requests the pleasure of your company at the launch of a new magazine for small businesses.

This event will take place in the atrium of the Johnson Centre at 1937 Fisgard Street between 6 p.m. and 8 p.m. on May 21.

Please present this invitation at the door.  
RSVP by May 15 to 819-555-9867.  
Business attire

**Example of an Invitation to an Awards Ceremony Banquet**

**Exemple d’invitation à un banquet de remise de prix**



The Maple Creek School Board is pleased to extend an invitation to join the commissioners and teaching staff at a banquet honouring the graduates who have achieved the highest grades in the Commission’s six schools this year.

The banquet and presentation of awards by Mayor Gillis will be held at the Hotel Royal on Smithson Avenue (corner of Fleetway) on Saturday June 28 at 7 o’clock.

A reply is requested at 416-555-7658 by June 10.

Evening dress

Cost: \$30

**Example of an Invitation to a Commercial Presentation at a Convention**

**Exemple d’invitation à une présentation commerciale de congrès**



Gingersnap Publications is pleased to invite you to a presentation by the author of our latest elementary school textbook in Conference Room B.

Friday, March 7 at 7:30 a.m.

Breakfast will be served.

See also **ADDRESS / Voir aussi Adresse**

See also **CLOCK TIME / Voir aussi Écriture de l’heure**

# VERBES IRRÉGULIERS | IRREGULAR VERBS – PARTICIPES PASSÉS | –PAST PARTICIPLES

<b>PLAN DU TABLEAU</b>	
Rules for the Use of Irregular Past Participles .....	Règles pour l'emploi des participes passés irréguliers
List of Irregular Past Participles .....	Liste de participes passés irréguliers

## DEFINITION / Définition

Verbs where the past participle (following the auxiliary verb “be” or “have”) is not formed by the regular method of adding “-ed” to the base form of the verb

Verbes dont le participe passé (qui suit l’auxiliaire *be* ou *have*) n’est pas formé régulièrement par l’ajout de la finale –*ed*.

## RULES FOR USE OF IRREGULAR PAST PARTICIPLES

/ Règles pour l’emploi des participes passés irréguliers

- The past participle is used with the auxiliary verb “have” for perfective verb forms.

Have you **seen** the report on recycling?  
We haven’t **gone** to a movie for ages.

- The past participle is used with the auxiliary verb “be” for passive verb forms.

Was the picture **taken** with a digital camera?  
No, my digital camera was **broken**.

## LIST OF IRREGULAR PAST PARTICIPLES / Liste de participes passés irréguliers

Base Form	Past Participle	Base Form	Past Participle
arise .....	arisen	break .....	broken
awake .....	awoken	breed .....	bred
be .....	been	bring.....	brought
bear .....	born	build.....	built
beat .....	beaten	burst.....	burst
begin .....	begun	buy.....	bought
bend.....	bent	catch.....	caught
bet.....	bet	choose .....	chosen
bid.....	bid	cling .....	clung
bind.....	bound	come .....	come
bite .....	bitten	cost.....	cost
bleed .....	bled	cut.....	cut
blow .....	blown	dig.....	dug

**Base Form      Past Participle**

do.....done  
 draw.....drawn  
 drink.....drunk  
 drive.....driven  
 eat.....eaten  
 fall.....fallen  
 feed.....fed  
 feel.....felt  
 fight.....fought  
 find.....found  
 fit.....fit  
 flee.....fled  
 fly.....flown  
 forbid.....forbidden  
 forget.....forgotten  
 forgive.....forgiven  
 freeze.....frozen  
 get.....got  
 give.....given  
 go.....gone  
 grind.....ground  
 grow.....grown  
 hang.....hung  
 have.....had  
 hear.....heard  
 hide.....hidden  
 hit.....hit  
 hurt.....hurt  
 keep.....kept  
 know.....known  
 lay.....laid\*  
 lead.....led  
 leave.....left  
 lend.....lent  
 let.....let  
 lie.....lain\*\*  
 light.....lit  
 lose.....lost  
 make.....made  
 mean.....meant  
 meet.....met  
 mistake.....mistaken  
 pay.....paid

**Base Form      Past Participle**

prove.....proven  
 put.....put  
 read.....read  
 ride.....ridden  
 ring.....rung  
 rise.....risen  
 run.....run  
 say.....said  
 seek.....sought  
 see.....seen  
 sell.....sold  
 send.....sent  
 set.....set  
 shake.....shaken  
 shine.....shone  
 shoot.....shot  
 show.....shown  
 shrink.....shrunk  
 shut.....shut  
 sing.....sung  
 sink.....sunk  
 sit.....sat  
 sleep.....slept  
 slide.....slid  
 sling.....slung  
 speak.....spoken  
 speed.....sped  
 spend.....spent  
 spin.....spun  
 spit.....spat  
 split.....split  
 spread.....spread  
 spring.....sprung  
 stand.....stood  
 steal.....stolen  
 stick.....stuck  
 sting.....stung  
 stink.....stunk  
 strike.....struck  
 string.....strung  
 swear.....sworn  
 sweep.....swept  
 swell.....swollen

**Base Form      Past Participle**

swim.....swum  
 swing.....swung  
 take.....taken  
 teach.....taught  
 tear .....torn  
 tell .....told  
 think.....thought  
 throw.....thrown  
 understand .....understood  
 undertake .....undertaken

**Base Form      Past Participle**

upset .....upset  
 wake .....woken  
 wear .....worn  
 weave .....woven  
 weep .....wept  
 wet .....wet  
 win .....won  
 write .....written  
 wring.....wring

\* **Lay / laid** is a transitive verb which means that it requires an object.

[Correct]            They **have laid** *the carpet* on the floor already.  
 [Incorrect]        He **has laid** on the floor because he has a sore back.

\*\* **Lie / lain** is an intransitive verb which means that it is complete without an object.

[Correct]            He **has lain** on the floor because he has a sore back.

See also **IRREGULAR VERBS–PAST TENSE** / *Voir aussi Verbes irréguliers – Le passé*

# IRREGULAR VERBS—PAST TENSE / VERBES IRRÉGULIERS – LE PASSÉ

## PLAN DU TABLEAU

Rules for Use of Irregular Past Tense Verbs ..... Règles pour l'emploi du passé des verbes irréguliers  
List of Irregular Past Tense Forms ..... Liste des formes irrégulières du passé

I

## DEFINITION / Définition

182 Verbs where the past tense is **not** formed by the regular method of adding “-ed” to the base form of the verb

Verbes dont le passé n'est pas formé régulièrement par l'ajout de *-ed* au radical du verbe.

## RULES FOR USE OF IRREGULAR PAST TENSE VERB FORMS

/ Règles pour l'emploi du passé des verbes irréguliers

- The use of irregular past tense forms applies **only to affirmative statements**.
- Negative and interrogative main verbs always use the base form and indicate past time with the auxiliary verb where “do” changes to the past form “did”.

### Present

### Past

Do you sing in a choir? ..... Did you sing in a choir last year?  
Yes, I sing in a choir. .... Yes, I **sang** in a choir last year. [**affirmative** in the past tense]  
No, I don't sing in a choir. .... No, I didn't sing in a choir last year.

## LIST OF IRREGULAR PAST TENSE FORMS (AFFIRMATIVE)

/ Liste des formes irrégulières du passé (phrases affirmatives)

### Present

### Past

arise ..... arose  
awake ..... awoke  
be ..... was, were  
beat ..... beat  
become ..... became  
begin ..... began  
bend ..... bent  
bet ..... bet  
bind ..... bound  
bite ..... bit  
bleed ..... bled  
blow ..... blew  
break ..... broke  
breed ..... bred  
bring ..... brought  
build ..... built  
burst ..... burst

### Present

### Past

buy ..... bought  
catch ..... caught  
choose ..... chose  
cling ..... clung  
come ..... came  
cost ..... cost  
cut ..... cut  
dig ..... dug  
dive ..... dove  
do ..... did  
draw ..... drew  
drink ..... drank  
drive ..... drove  
eat ..... ate  
fall ..... fell  
feed ..... fed  
feel ..... felt

Present	Past	Present	Past
fight .....	fought	send .....	sent
find .....	found	set .....	set
fly .....	flew	shake .....	shook
forbid .....	forbade	shine .....	shone
forget .....	forgot	shoot .....	shot
forgive .....	forgave	shrink .....	shrank
freeze .....	froze	shut .....	shut
get .....	got	sink .....	sank
give .....	gave	sit .....	sat
go .....	went	sleep .....	slept
hang .....	hung	slide .....	slid
have .....	had	speak .....	spoke
hear .....	heard	speed .....	sped
hide .....	hid	spend .....	spent
hit .....	hit	spin .....	spun
hold .....	held	spit .....	spat
hurt .....	hurt	split .....	split
keep .....	kept	spread .....	spread
know .....	knew	spring .....	sprang
lay .....	laid	stand .....	stood
lead .....	led	steal .....	stole
leave .....	left	stick .....	stuck
lend .....	lent	sting .....	stung
let .....	let	stink .....	stank
lie .....	lay	strike .....	struck
light .....	lit	swear .....	swore
lose .....	lost	sweep .....	swept
make .....	made	swim .....	swam
mean .....	meant	swing .....	swung
meet .....	met	take .....	took
mistake .....	mistook	teach .....	taught
pay .....	paid	tear .....	tore
put .....	put	tell .....	told
quit .....	quit	think .....	thought
read .....	read	throw .....	threw
ride .....	rode	understand .....	understood
ring .....	rang	upset .....	upset
rise .....	rose	wake .....	woke
run .....	ran	wear .....	wore
say .....	said	weep .....	wept
seek .....	sought	win .....	won
see .....	saw	write .....	wrote
sell .....	sold	wring .....	wrung

# ITINERARY / ITINÉRAIRE

## PLAN DU TABLEAU

Purpose .....	But
Elements .....	Éléments
Considerations .....	Généralités
Format .....	Présentation
Example of an Itinerary .....	Exemple d'itinéraire

184

## DEFINITION / Définition

A document giving the details of a person's or group's travel arrangements, accommodations, and activities

Document contenant les détails des préparatifs de voyage, de l'hébergement et des activités d'une personne ou d'un groupe.

## PURPOSE / But

- To keep a business person or group on schedule during a planned trip or activity
- To allow associates or relatives to maintain contact

## ELEMENTS / Éléments

- Details of arrivals and departures
- Location of accommodation
- Phone numbers for contact people
- Meeting times
- Lists of who will be present at activities (if known)

## CONSIDERATIONS / Généralités

- **Certain information should be included in an itinerary to allow colleagues to stay in touch and to provide backup in the event of changes to plans.**
  - Phone numbers of all transportation services, hotels, and restaurants
  - First and last names and functions of everyone the person will meet officially
  - Designation of particular airport terminals or train platforms in large urban centers
  - Airline and train schedules generally use a 24-hour time system



**FORMAT / Présentation**

- Heading** Place the word itinerary at the top of the page followed by the name of the person or group, and the dates involved.
- Layout** Arrange the itinerary in two columns with dates (if more than one day is involved) and times on the left, and all other information in the larger right column. Use one line to separate items in the document.

I

185

**Example of an Itinerary****Exemple d'itinéraire**

<b>ITINERARY</b>	
For Mieke Verboven March 16–18, 2010	
<b>Tuesday, March 16</b>	
17:15	Pickup for transportation to PET Airport: Atlas Taxi 514-555-3765
19:59	Departure for Paris: Air France Flight 250
<b>Wednesday, March 17</b>	
8:02	Arrival Paris-Charles de Gaulle, Terminal 2 Limo outside Gate 3 to Hotel de la Place 321, Rue de Lappe Paris 75679 01 22 74 48 34
11:30	Meeting with Irene Coing, Catherine Roche and Fred Simon HEC Montréal, Paris 12, rue du Louve, arr. court Irene's cell 06 49 84 76 29
13:30	Lunch—They will make arrangements.
15:00–16:15	Visit MBA Centre with Fred 345, rue Saint-Jérôme Meet Director Maya Skayanova to go over arrangements.
19:00	Meet Eva Gruss for dinner 01 46 62 08 22 She will be in the lobby of your hotel at 7:00.
<b>Thursday, March 18</b>	
7:20	Arrive MBA Centre, Meet Fred Cell 06 82 12 44 94
8:00	Meet evaluators for orientation and preparation of examination room. Tanis Guttnik 01 36 67 02 64, David Hayhurst 08 70 28 55 86
8:15–18:45	Testing in progress

See also **CLOCK TIME** / *Voir aussi Écriture de l'heure*

# LAYOUT / MISE EN PAGE

<b>PLAN DU TABLEAU</b>	
Considerations .....	Généralités
Readability .....	Lisibilité
Beginning and End of Text Blocks .....	Début et fin de parties de texte
Justification .....	Justification
Margins .....	Marges
Example of Page Layout .....	Exemple de mise en page
Marginal Tabs .....	Débords
Pagination .....	Pagination

## DEFINITION / Définition

Placement of the elements of a document on the page

Disposition des éléments d'un document sur la page.

## CONSIDERATIONS / Généralités

- Layout and typeface are consistent throughout the front matter, text and back matter.
- Clarity, coherence and moderation in the layout contribute to the readability of the text.
- Conventions regarding hierarchy, titles and subtitles, use of blank spaces, etc. should be followed.

L'abréviation *etc.* n'est pas suivie d'une virgule.

## READABILITY / Lisibilité

- Blank Space** Elements which contribute to an open inviting appearance in a text are margins, blank lines, blank pages and indentation.
- Typeface** The same typeface should be retained throughout a document. Passages incorporated into the text may retain the original typeface. Type size may vary in tables, figures, footnotes, captions, and pagination.
- Paper Choice** Paper should be good quality white paper without texture, borders or lines. The standard format is 21.6 cm by 28 cm (8½ by 11 inches).
- Print Colour** Black print gives the best result when it is photocopied and is considered by experts to be the most readable colour.
- Indentation** Indentation of paragraphs is less common than it was in the past. Paragraph divisions are more commonly indicated by skipping a line. Indentation which is used with longer quotations or footnotes should not be greater than the width of four letter m's in the typeface selected.

**BEGINNING AND END OF TEXT BLOCKS / Début et fin de parties de texte**

- Include at least six lines of text on the last page of a chapter.
- Avoid cutting off the last word on a page.
- Avoid ending a page following a colon.
- Avoid beginning a new paragraph on the last line of a page.
- Include at least two lines of a paragraph on the succeeding page.
- Avoid placing a title at the bottom of the page unless it is followed by at least two lines of text.

L

187

**JUSTIFICATION / Justification**

- Lines of a text generally represent between  $\frac{2}{3}$  and  $\frac{3}{4}$  of the width of a page.
- Text is aligned with the left margin except where a title is centred or a special effect is sought.
- The right margin in most cases can be justified or not according to the author's preference.
- Business correspondence and texts for speeches are generally not justified.

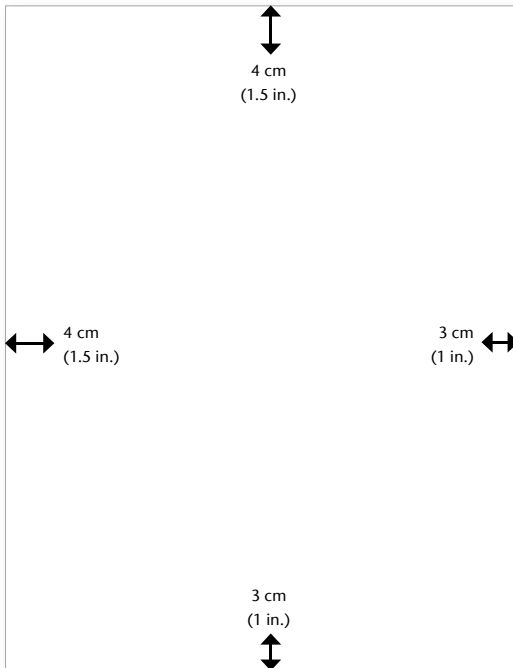
**MARGINS / Marges**

- Margins are set for any document and usually follow by default the schema pictured on the next page.
- The same margins must be respected for any type of text (table, figure, annex, etc.) within the document.
- It is important that footnotes, for example, fall within the frame and not outside it.

## LAYOUT / MISE EN PAGE

### Example of Page Layout

### Exemple de mise en page



## MARGINAL TABS / Débords

- The use of letters in the margins can serve as a practical guide in an index, glossary, or bibliography.

A	abbreviations, of province/territories, 566
	abstract (executive summary) of formal proposals, 409 of formal reports, 413, 422

## PAGINATION / Pagination

- Paginate any text of more than one page.
- Paginate front matter preceding the introduction of a longer text in lower-case Roman numerals.
- Some elements of the front matter are counted in the pagination but are not numbered.
- Paginate all pages in the main body of the text in Arabic numerals.
- Paginate back matter including annexes, appendices, reference lists and the index in Arabic numerals.

# LISTE D'ABRÉVIATIONS / LIST OF ABBREVIATIONS

## PLAN DU TABLEAU

Purpose .....	But
Considerations .....	Généralités
Placement and Pagination .....	Situation et pagination
Preparation .....	Préparation
Example of a List of Abbreviations .....	Exemple de liste d'abréviations

L

189

## DEFINITION / Définition

An alphabetical list of abbreviations, acronyms and symbols that are used frequently in a document  
Liste alphabétique d'abréviations, d'acronymes et de symboles fréquemment employés dans un document.

## PURPOSE / But

- To explain the abbreviations, acronyms and symbols employed in the document

## CONSIDERATIONS / Généralités

- Terms should be written out in full and followed by acronyms or abbreviations in parentheses the first time they are used.

## PLACEMENT AND PAGINATION / Situation et pagination

- The list of abbreviations is part of the front matter and is paginated in lower-case Roman numerals.
- The list is placed after the contents, list of illustrations, list of tables, and before the introduction.

## PREPARATION / Préparation

- Centre the title “**ABBREVIATIONS**” in capital letters and bold-face type at the top of the page.
- Use an alphabetical list to give a definition or explanation of the abbreviations used.
- Do not number or give page numbers for items on the list.
- The list may be single-spaced or doubled-spaced depending on the number of items included.
- Include symbols at the end of the list.



**Example of a List of Abbreviations**

**Exemple de liste d'abréviations**



L

190

ABBREVIATIONS	
ASCII	American Standard Code for Information Exchange
BIOS	Basic Input Output System
BPI	Bits per inch: number of bits stored per inch on a recording surface, such as a disk
COBOL	COmmon Business-Oriented Language
CTS	Carpal tunnel syndrome
EDI	Electronic data interchange
ESS	Executive support systems
FIP	Fair Information Practices
	Printer-ready copy
	Non-secure transmission

See also **LIST OF ILLUSTRATIONS / Voir aussi Liste d'illustrations**

See also **LIST OF TABLES / Voir aussi Liste de tableaux**

See also **ORDER FOR PARTS OF A TEXT / Voir aussi Ordre des parties d'un texte**

## LISTE D'ILLUSTRATIONS / LIST OF ILLUSTRATIONS

### PLAN DU TABLEAU

Purpose .....	But
Considerations .....	Généralités
Placement and Pagination .....	Situation et pagination
Preparation .....	Préparation
Example of a List of Illustrations .....	Exemple de liste d'illustrations

L

191

### DEFINITION / Définition

A numerical list giving the page numbers of all the figures, maps, drawings, graphs, plates, etc. in a document

Liste numérotée indiquant la pagination des figures, des cartes, des dessins, des graphiques, des planches, etc., d'un document.

### PURPOSE / But

- To give the reader an overview of the type of non-textual material found in the document
- To indicate the page numbers where the illustrations are located.

### CONSIDERATIONS / Généralités

- Titles in the list of illustrations are traditionally shorter than the descriptive captions that appear under the figures.

### PLACEMENT AND PAGINATION / Situation et pagination

- Paginate the list of illustrations as part of the front matter in lower-case Roman numerals.
- Place the list of illustrations after the contents and before the list of tables, the list of abbreviations and the introduction.

### PREPARATION / Préparation

- Centre the title **"ILLUSTRATIONS"** in capital letters and bold type at the top of the page.
- The title is "Illustrations" but items are listed under the heading "Figure".
- Align the word "Figure" with the left margin two spaces after the title.
- Align the word "Page" with the right margin on the same line.
- Indicate figures and other illustrations in numerical order.
- Follow numbers by a period and a descriptive title.
- Single-space items on the list.
- Use dots to connect entries to page numbers to facilitate reading.

## Example of a List of Illustrations

## Exemple de liste d'illustrations



## ILLUSTRATIONS

Figure	Page
1. Ernest Cormier, Ceiling of the central vault, Loggia of the Madonna, 1916 .....	20
2. Ernest Cormier, Ground-floor plan for 1418, avenue des Pins, with floor motifs .....	21
3. Wrought-iron and bronze gate by Edgar Brandt for the Chamber of Commerce, Montreal ....	22
4. Ernest Cormier in front of the maquette for the doors for the United Nations building .....	22
5. Ernest Cormier, Studies for the binding of Ringuet's Trente Arpents .....	23
6. Leather and gold-leaf binding made by Ernest Cormier for Trente Arpents .....	23
7. Msgr. Georges Gauthier (1874–1940) .....	45
8. Canon Émile Chartier (1876–1963) .....	45
9. Ernest Cormier, Living room, Cormier House, Montreal, 1930–31 .....	46
10. Joseph Venne. Université de Montréal, rue Saint-Denis .....	58
11. Msgr. Olivier Maurault (1866–1958) .....	72
12. Construction of the entire project .....	84
13. Wings A, B, C, I, H .....	84
14. The project without wings .....	84
15. The hospital and wings E, F, G as well as one floor of H, K, and L .....	84
16. Alain Richer, Exploded axonometric drawing, level 4, 1989 .....	97
17. Peder Vilhelm Jensen-Klint. Grundtvig Church, Copenhagen, 1920–1940 .....	107
18. Frank Lloyd Wright, Midway Gardens, Chicago. 1913 .....	109
19. Pierre Patout. Foyer, mansion on rue Albéric-Magnard, Paris .....	115
20. P. L. Marnette. Plan for a municipal building, Amsterdam, 1921 .....	129
21. Ludger Lemieux. Fire station, Place Saint-Henri, Montréal, 1931 .....	136
<b>Plate</b>	
1. Gabor Szilasi, The Université de Montréal and St. Joseph's Oratory from the southwest .....	86
2. Gabor Szilasi, The tower, main pavilion, 1989 .....	89
3. Gabor Szilasi, The entrance hall, 1989 .....	94

Adapted from Gournay, I. Ed. (1990). *Ernest Cormier and the Université de Montréal*. Montreal: Centre canadien d'architecture / Canadian Centre for Architecture.

[In the original book on architecture from which the example is adapted, numerous figures include designs, photographs and floor plans numbered 1–67, as well as plates of photographs, sketches, pen and ink drawings, and watercolours numbered 1–22].

See also **LIST OF ABBREVIATIONS** / *Voir aussi Liste d'abréviations*

See also **LIST OF TABLES** / *Voir aussi Liste de tableaux*

See also **ORDER FOR PARTS OF A TEXT** / *Voir aussi Ordre des parties d'un texte*



<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Placement and Pagination .....	Situation et pagination
Preparation .....	Préparation
Example of a List of Tables .....	Exemple de liste de tableaux

**DEFINITION / Définition**

A numerical list giving the page numbers of all the tables that are included in a document

Liste numérotée indiquant la pagination des tableaux figurant dans un document

**PURPOSE / But**

- To give the reader an overview of the type of material presented in tabular form in the document
- To indicate page numbers where tables are found in the document.

**CONSIDERATIONS / Généralités**

- Ensure that the titles of tables are exactly as they appear in the document, and that page numbers are accurately identified.
- Tables may be numbered sequentially throughout a shorter document, or may begin again in each new chapter.

1.2 refers to the second table in Chapter 1.  
6.3 refers to the third table in Chapter 6.

**PLACEMENT AND PAGINATION / Situation et pagination**

- Place the list of tables after the contents and the list of illustrations, and before the list of abbreviations and the introduction.
- Paginate the list of tables as part of the front matter in lower-case Roman numerals.

**PREPARATION / Préparation**

- Centre the title “**TABLES**” in capital letters and bold type at the top of the page.
- Align the word “Table” with the left margin two spaces after the title.
- Align the word “Page” with the right margin on the same line.
- List tables in numerical order with the number of the table followed by the exact title of the table.
- Single-space items on the list.
- Use dots to connect the title to the page number to facilitate reading.

Example of a List of Tables

Exemple de liste de tableaux



TABLES

Table	Page
1.1 Some Perceptually Based Overextensions .....	10
1.2 Distribution of Groups by Birth Order and Education of Parents .....	15
2.1 Rules for Calculating Mean Length of Utterance [MLU] .....	19
2.2 Semantic Relations in Two-Word Sentences .....	24
2.3 The Acquisition of 14 Grammatical Morphemes in English .....	33
3.1 Some Semantic Relations in Stage 1 Speech from Several Languages .....	40
3.2 The Development of Two Inflections .....	46
4.1 Definitions and Examples of Case Concepts .....	86
4.2 A Grammar for Kathryn at MLU .....	89
4.3 A Case Grammar for Late Stage 1 English .....	92
5.1 Three Points in the Development of Questions .....	107
5.2 "Why" and "Why Not" Questions .....	109
5.3 Example Sentences and Results from the ICP Test .....	121
6.1 Expansions of Child Speech Produced by Mothers .....	147
6.2 Imitations of Expansions .....	148
7.1 Vocabulary Growth as a Function of Age .....	174
8.1 The Vowels of English .....	198
8.2 Some Consonants of English .....	200
9.1 Picture Grouping by Speakers of Hopi and English (percentages) .....	242
9.2 Object Grouping by Speakers of Navaho and English (percentages) .....	244
A.1 The Peabody Picture Vocabulary Test, Form A .....	307
A.2 Sub-tests of the Illinois Test .....	312

Adapted from Dale, P.S. (1976). *Language Development: Structure and Form*, 2nd edition. New York: Holt Rinehart and Winston.

See also **LIST OF ABBREVIATIONS** / *Voir aussi* Liste d'abréviations

See also **LIST OF ILLUSTRATIONS** / *Voir aussi* Liste d'illustrations

See also **ORDER FOR PARTS OF A TEXT** / *Voir aussi* Ordre des parties d'un texte

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Examples of Grammatically Parallel Form for Listing .....	Exemples d'énumérations formées d'éléments de la même catégorie grammaticale
Presentation of Lists .....	Présentation de listes
Examples of Presentation of Horizontal Lists .....	Exemples de présentations de listes horizontales
Examples of Presentation of Vertical Lists .....	Exemples de présentations de listes verticales
Numbering Items .....	Éléments numérotés

## DEFINITION / Définition

Enumeration of various elements which can be composed of a few words, phrases, complex phrases or, in certain cases, paragraphs

Suite d'éléments divers qui peut être composée de quelques mots, de phrases, de phrases complexes ou, dans certains cas, de paragraphes.

## PURPOSE / But

- To provide a clear schematic presentation of information that will facilitate comprehension

## CONSIDERATIONS / Généralités

- It must be possible to read each item on the list as an extension of the introductory phrase without any breakdown of either grammar or meaning.
- Elements in either a horizontal or vertical list are presented in grammatically parallel form as illustrated in the examples below.

## Examples of Grammatically Parallel Form for Listing

### Exemples d'énumérations formées d'éléments de la même catégorie grammaticale



Telecommunication technology is used to **find** information, **interact** with customers and colleagues, **communicate** by e-mail and **conduct** business from home.

example of a horizontal list with verbs

To be considered for the position, candidates should:

- **Know** English and French well
- **Be familiar** with Microsoft® Office
- **Enjoy** team work
- **Have** experience in customer service
- **Possess** a valid driver's licence

example of a vertical list with verbs

To be considered for the position, candidates are required to have the following abilities:

- A good **knowledge** of English and French
- **Familiarity** with Microsoft® Office
- Proven **ability** to work in teams
- **Experience** in customer service
- A valid driver's **licence**

example of a vertical list with nouns

## PRESENTATION OF LISTS / Présentation de listes

### • Horizontal Presentation

- In most cases, introduce items to be enumerated with a colon.
- Omit the colon if the items are introduced with a verb or a preposition.
- Use a period at the end of the complete list.
- Where lower-case letters or Arabic numerals are used to identify items, enclose them in parentheses.
- Separate items in a horizontal list with commas **unless** they contain information already set off by commas, in which case, use semicolon.

## Examples of Presentation of Horizontal Lists

### Exemples de présentations de listes horizontales



An angle can be characterized as follows (a) a 90 degree angle is a right angle, (b) an angle of less than 90 degrees is an acute angle, (c) an angle of more than 90 degrees is an obtuse angle.

after a verb, no colon

There are three things you must do before boarding an aircraft: (1) show your passport, (2) have your hand luggage x-rayed, (3) pass through a metal detector yourself.

after a noun, colon

The three types of leaders that Pitcher found in organizations **were** the Artist, who is people-oriented, open-minded, intuitive and visionary; the Craftsman, who is humane, dedicated, knowledgeable and wise; the Technocrat, who is detailed, rigid, methodical and hard-headed.

after a verb, no colon

note the use of semicolon

#### • Vertical Presentation of Lists

- Periods are not required after enumerated items where : (a) the items on the list are short, (b) the items are like a shopping list, (c) the introductory phrase is complete.
- Enumerated items begin one line after an introductory phrase and are inset about five spaces from both the right and left margins.
- An incomplete introductory phrase is followed by a colon unless the items complete it.
- Enumerated items are often preceded by bullets or numbers.
- Each enumerated item begins with a capital letter. Except after short items on a list, end items on a vertical list with periods.
- Numbers can be expressed as figures.

Examples of Presentation of Vertical Lists  
 Exemples de présentations de listes verticales



L

198

The meeting organizers assured us that they would provide

- A laptop computer
- A projector for use with PowerPoint
- 4 chairs for the panel members
- A laser pointer
- 6 portable microphones

after a verb, no colon

short points, no periods

Several errors typical of second-language learners have been identified by linguists:

- Making the possessive article agree with what is possessed.
- Using a definite article with the possessive adjective.
- Confusing possessive adjectives with pronouns.

after a noun, colon

phrases, periods

According to the study, subjects frequently made the following errors:

- They made the possessive pronoun agree with what was possessed.
- They used a definite article with the possessive adjective.
- They confused possessive adjectives with pronouns.

after a noun, colon

full sentences, periods

NUMBERING ITEMS / Éléments numérotés

- Where a list presents the order for the steps in a process, or gives a specific number of points to bear in mind, numbers are often used.

Employees using the facilities outside regular hours are asked to do as follows:

1. Sign in at the security booth before entering the building.
2. Wear identification badges at all times.
3. Shut down equipment before leaving.
4. Sign out at the security booth before leaving.

[full sentences—periods]

The panel advocated several measures for dealing with an eventual epidemic:

1. Creating a national preparedness plan
  2. Working to keep the disease out of the country
  3. Stamping it out if it gets into the country
  4. Managing national response during the acute phase
  5. Helping the country recover from it
- [phrases—no periods]

**Note.** Where a list includes more than nine items, double-digit numbers can be aligned to the right as seen below, or to the left as some defaults place them.

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

# MAKE AND DO / LES VERBES MAKE ET DO

## PLAN DU TABLEAU

Rule for Usage .....	Règle d'emploi
List of Expressions .....	Liste d'expressions

M

## DEFINITION / Définition

200 Two verbs which are confusing because they can have the same meaning but are expressed in a grammatically different form according to the nouns or expressions that they precede. The connotation is different in that: “do” generally focuses on the activity while “make” generally focuses on the result.

Ces deux verbes prêtent parfois à confusion : ils ont le même sens mais leur emploi grammatical varie selon les noms ou les expressions qu'ils précèdent. Généralement, *do* est centré sur l'activité, alors que *make* est plutôt centré sur le résultat.

## RULE FOR USAGE / Règle d'emploi

- The verbs “make” and “do” may have the same meaning but they cannot be used interchangeably.

Oops! I think I did a mistake. [incorrect]

Oops! I think I **made** a mistake. [correct]

I need to make exercise to lose weight. [incorrect]

I need to **do** exercise to lose weight. [correct]

## LIST OF EXPRESSIONS / Liste d'expressions

- Some common expressions follow the verb “make”. Other common expressions require the verb “do”.

### Make

make a mistake	make your bed
make a speech	make money
make a phone call	make time
make an effort	make friends
make a decision	make enemies
make love	make sense
make war	make a deal
make noise	make a suggestion
make an excuse	make it better
make plans	make it worse
make reservations	make a fuss

### Do

do the research	do your duty
do the shopping	do the dishes
do your homework	do an assignment
do some work	do your best
do a good job	do a dance
do the laundry	do yoga
do the cooking	do damage
do exercise	do good
do a good turn	do harm
do the right thing	do what you can
do a favour	



# AVIS DE CONVOCATION / MEETING ANNOUNCEMENT

## PLAN DU TABLEAU

Considerations .....	Généralités
Elements to Include .....	Éléments essentiels
Optional Elements .....	Éléments facultatifs
Example of a Meeting Announcement .....	Exemple d'avis de convocation

M

## DEFINITION / Définition

201

Formal written invitation to members to attend a meeting that provides information such as the reason, date, time and topics to be covered at the meeting

Invitation officielle écrite à l'intention de membres pour les prier d'assister à une réunion, sur laquelle on trouve l'objet, la date, l'heure et les sujets qui seront discutés lors de la rencontre.

## CONSIDERATIONS / Généralités

- Send within the time frame agreed to by the group.
- Send early enough to ensure that participants will be available and prepared for the discussion.
- Send with or without the agenda for the meeting.
- Send as a memo (less formal) or a letter (more formal).
- Use a simple factual presentation of information.

## ELEMENTS TO INCLUDE / Éléments essentiels

- Where (precise location)

conference room on the third floor  
board room  
meeting room RJ.217

- When (day, date, time the meeting begins and ends)

Monday, June 10 at 7:30 a.m.\*  
Tuesday, September 18 from 1:30 to 3:30 p.m.

\* For a breakfast meeting, the end time may be assumed to be 9:00 and so not be specified.

- Reason for the meeting (main topic)

There will be a meeting of the steering committee to discuss new developments . . .

The monthly staff meeting will be held on Wednesday, June 10 from 9:30 to 10:30 a.m. Please come prepared to discuss new policies regarding . . .

## MEETING ANNOUNCEMENT / AVIS DE CONVOCATION

- Signature

The announcement is signed either by the person calling the meeting or the person acting as secretary.

M

202

### OPTIONAL ELEMENTS / Éléments facultatifs

- Agenda (Please take note of the attached agenda.)
- Documentation to bring (Please bring your copy of the report on . . .)
- Distribution list naming participants in the meeting

### Example of a Meeting Announcement

#### Exemple d'avis de convocation



**TO: Members of the Mathematics Department**

S. Baba	C. Fortin	M. Mei
K. Bedrossian	C. Gauss	B. Pascal
R. Best	G. Golovina	C. I. Petros
M. Chambers	M. Harper	P. Russell
R..Chan	B. Larose	V. Willis

who should attend

**FROM: J. Chvatalova**

name of the chairperson

**DATE: April 13, 2013**

date sent

**SUBJECT: Meeting of the Mathematics Department on Wednesday, April 19 at 12:00 noon in E-116. Please come prepared to discuss new policies concerning evaluation. Kindly consult the attached agenda.**

date, time, place

<b>PLAN DU TABLEAU</b>	
<b>Purpose</b> .....	But
<b>Elements</b> .....	Éléments
<b>Layout</b> .....	Mise en page
<b>Preparation</b> .....	Préparation
<b>Distribution</b> .....	Diffusion
<b>Example of a Memorandum</b> .....	Exemple de note

### DEFINITION / Définition

A brief message which may be posted, distributed or sent by e-mail that is used within an organization to convey routine information

*Court message qui peut être posté, diffusé ou envoyé par courriel pour faire circuler des renseignements courants au sein d'un organisme.*

### PURPOSE / But

- To announce meetings or other activities
- To announce promotions, retirements, etc.
- To announce schedules, regulations, changes, etc.
- To request information, responses to proposals, etc.
- To explain procedures for using systems or equipment

### ELEMENTS / Éléments

- Name of the department, person or persons to whom it is addressed
- Name of the sender and an indication of the capacity in which they are acting
- Date (day, month in full and year)
- Subject line giving precise details of the contents
- Text of the message
- Signature or initials of the sender
- Other indications (attached, enclosed, cc., please circulate)

### LAYOUT / Mise en page

- Standard memo format is different from letter format.
- Subject lines should be clear, precise and informative.
- E-mail software provides the name of the sender, the recipient, the date, and requests a subject line.

**PREPARATION / Préparation**

- |                    |   |
|--------------------|---|
| <b>Style</b>       | The style of a memo should be clear and precise in terms of vocabulary and expression.  |
| <b>Tone</b>        | When a memo is sent out to a large number of people, the tone is normally impersonal and explanations are formatted as brief notes. When the memo is sent to a colleague or colleagues you know well, a friendlier tone may be appropriate. |
| <b>Information</b> | When a memo requests action, it is important that it contain dates, deadlines, locations, references, names of persons to contact, etc. so that these actions can be carried out.   |
| <b>Subject</b>     | A memo should be restricted to one subject that is clearly and precisely indicated in the subject line. Another subject is better treated in a subsequent memo.   |

M

204

**DISTRIBUTION / Diffusion**

- |                   |   |
|-------------------|---|
| <b>General</b>    | A memo such as instructions for operating equipment, or information on how to contact emergency services may be posted in a central location for access by all employees. A memo may be distributed to everyone in a division or department using a notation such as TO: All, TO: Sales Team Members, or even TO: Distribution. |
| <b>Individual</b> | A memo should only be sent to people directly concerned by the subject, not sent generally to all employees for no reason.  |
| <b>Important</b>  | Where the subject of a memo is important and requires immediate action, a reply or read receipt (for e-mail) may be requested to confirm that the memo has been read.   |
| <b>Pass-it-on</b> | A memo may be sent with initials to be checked at the bottom. Each recipient is then expected to check their initials and pass it on to the next person.  |

## Example of a Memorandum

Exemple de note



<b>TO:</b>	<b>Jane Graham</b> Human Resources
<b>FROM:</b>	<b>Joseph Ranier-Jones</b> Shipping Clerk
<b>DATE:</b>	<b>June 29, 2010</b>
<b>SUBJECT:</b>	<b>Request for Summer Holiday Schedule</b>

In response to your request for our preferred holiday schedules, I would like to take the last three weeks of July. If this is not possible, please indicate when a holiday slot is available.

Thank you for your consideration.

name and job title

recipient's name and job title

the date

clear, precise subject line

immediate statement of  
reason for the message

polite closing

M

205

# MINUTES / PROCÈS-VERBAL

## PLAN DU TABLEAU

Purpose .....	But
Structure .....	Structure
Types of Minutes .....	Types de procès-verbaux
Elements to Include .....	Éléments essentiels
Language .....	Formules utiles

M

206

## DEFINITION / Définition

An official document that gives an objective account of a meeting or event, and is part of the official record of a meeting

Texte officiel qui rend compte de façon objective d'une assemblée ou d'une activité, et qui fait partie des documents officiels de la réunion.

## PURPOSE / But

- Minutes are the official written record of important events.
- Minutes report and inform with attention to accuracy and detail.
- Minutes do not judge, argue or push for a particular position.

## STRUCTURE / Structure

- Minutes can be more or less detailed.
- Presentation does not follow one distinct format but varies from one organization to another.

## TYPES OF MINUTES / Types de procès-verbaux

- **Résumés or Selective Minutes**
  - Particular care should be taken to conserve all the necessary information arising out of the meeting.
  - Several versions of what is retained in the minutes can correspond to what different readers need to know.
- **Decision-Centered Minutes**
  - Focus on proposals and decisions resulting from a meeting.
  - Do not detail the discussions that lead up to the decisions made.

- **Literal or Exhaustive Minutes**

- All proposals and facts are noted and recorded with the names and job titles of participants.
- Reasons for decisions are sometimes included for future reference.

**ELEMENTS TO INCLUDE / Éléments essentiels**

M

207

- **Identification**

- Name of the group
- Occasion of the meeting
- Date, time and place of the meeting
- Identity of the chairperson

Minutes of the annual meeting of the Golden Smile Toastmaster's Club held December 8, 2012, from 7:30 p.m. to 9:45 p.m. in the basement of St. James's United Church with Charles Green as Chair.

- **Attendance**

- The names of regular members who were present and absent (excused), as well as the names of guests, are usually recorded in the minutes. Unexplained absences may also be noted.

<b>Present:</b>	Maya Bedrossian	Dorothy Chaima
	Garth Wilson	Angela Burton
	Richard Manning	Lynda Goldman
	Galina Alyanova	Salwa Ali
	Pei-Yuan Wei	Russ Hamel
	Gaston Larose	Amy Leaman
	Sivanathvari Yoganathan	Alan Bagshaw
	Susan Nesbitt	Kieran Verboven
	F. H. Bernard	

**Excused:** John Berish  
Grant Ewing

Also present: Sabra Woodworth from the North Vancouver chapter of Toastmasters

- **Approval of the agenda**

- The approval of the agenda and any additional items or changes are noted.  
The agenda was approved as proposed.  
A brief report on the fund raising campaign was added to the agenda.

- **Approval of minutes of the previous meeting**

- To become official, minutes must be voted on and approved by members.
- Corrections may be noted.

Minutes of the previous meeting were approved with the following correction: Item 6—completed evaluation policy **recommendations**.

M

208

- **Events of the meeting**

- According to the type of minutes involved, some or all of the following should be noted:
  - Reports by committees
  - Motions put forward
  - Points raised in discussions
  - Decisions made

The chairperson **reported on** the outcome of discussions with the administration concerning . . .

It **was moved by** Andre Pancou and **seconded by** J.B. Gage that . . .

Several members **reiterated their concern** that new regulations should not be imposed without . . .

It **was voted to** contribute to the fund-raising campaign for . . .

## LANGUAGE / Formules utiles

- Some “meeting” phrases are typically expressed in the passive voice because the focus is on what resulted rather than on who was responsible.

A quorum **was reached** so the meeting could begin at . . .

The agenda **was approved** . . .

The meeting **was called to order** at . . .

Departmental election results **were announced** . . .

It **was moved and seconded** that . . .

A committee **was formed** to look into . . .

The meeting **was adjourned** at . . .

Business arising from the last meeting **was discussed** . . .

A vote **was taken** by a show of hands.

See also **AGENDA** / *Voir aussi* **Ordre du jour**

See also **MEETING ANNOUNCEMENT** / *Voir aussi* **Avis de convocation**



## PLAN DU TABLEAU

Expressing Numbers as Words .....	Nombres en lettres
Exceptions .....	Exceptions
Indefinite Numbers .....	Nombres indéterminés
Large Numbers .....	Grands nombres
Percentages .....	Pourcentages
Fractions .....	Fractions
Related Numbers in Discourse .....	Nombres se rapportant à une même réalité dans une phrase
Unrelated Numbers in Discourse .....	Nombres se rapportant à une réalité différente dans une phrase
Adjacent Numbers in Discourse .....	Nombres qui se suivent dans une phrase
Amounts of Money .....	Sommes d'argent
Roman and Arabic Numerals .....	Chiffres romains et arabes

## DEFINITION / Définition

Conventions governing the appropriate form for expressing numbers in various contexts

Règles s'appliquant aux différentes formes d'écriture des nombres selon le contexte.

### EXPRESSING NUMBERS AS WORDS / Nombres en lettres

- In continuous passages of text, express numbers from zero to ten as words\*.

We ordered **three** new computers for the office.

I haven't seen Jane for nearly **ten** years.

There is a **zero** tolerance policy in effect here.

- \* Sources do not all agree, with some applying the above rule to numbers up to 100.

- Where a number begins a sentence, express the number in words.

**Three** members were absent.

**Twenty-seven** people attended the seminar.

**Two hundred** people are expected at the next event.

**Six thousand** people were displaced by the earthquake.

- Where the written expression of a number consists of more than two words, consider rewriting the sentence so the number is not first.

The conference was attended by **237** delegates.

The year **2006** marked the beginning of better times.

When we took inventory, **116** cases were not accounted for.

- Where the word “number” begins a sentence, do **not** abbreviate it as “No.”.

**Number three** elevator is apparently out of order.

**EXCEPTIONS / Exceptions**

N

210

- **Technical disciplines**

- Figures are used for all numbers (large or small) in tables, statistics, specifications, references to studies, etc.

Columns **3 to 5** use a **1-to-5** scale to express . . .  
 The system uses a **6-step** process to analyse . . .  
 The **8-month** study reached the following conclusions: . . .

- **Certain General Contexts**

- Figures are used to express all numbers (large or small) for the following:

Dates	The meeting is called for <b>May 21</b> .
Ages	My niece is <b>11 years old</b> .
Grades	Kaniza is in <b>Grade 4</b> .
Scores	The team won the game <b>3 to 2</b> .

- **Symbols with numbers.** Avoid the use of symbols such as % for percent, ° for degrees, or # for numbers except in tables, technical writing or scientific papers. Avoid the symbol ¢ for cents in written text. However, note that the symbol \$ for dollars is standard, acceptable usage.

Percentages	Inflation increased by <b>3.4 percent</b> .
Temperature	The temperature today is only <b>8 degrees</b> .
Money	Jaw breakers used to cost about <b>2 cents</b> each. The clip I need only costs <b>\$2.15</b> .

Le symbole % est à éviter dans le corps d'un texte; on le réservera aux tableaux. Il en est de même pour le symbole ¢.

Le symbole de dollar se place devant la somme, sans espacement. C'est le point qui sépare les décimales.

- **Abbreviations with numbers.** For writing about measurements or about numbers, match figures and abbreviations (6 cm) or written numbers and full forms (six centimetres). In business or technical writing, use figures and abbreviations.

Measurements	The piece they need in the lab is only <b>4 cm</b> long. The statue in the lobby is nearly <b>three metres</b> high.
--------------	---

Numbers	We need a <b>No. 9</b> wrench to work on this machine. Sandy was holding the lucky <b>number four</b> ticket.
---------	--

- In a Commercial Context

- Use figures to express the following:

- Periods of time in a commercial context such as loans, mortgages, discounts

Your next payment is due within **10 days**.

The Grahams have a **30-year mortgage** on their house.

Airlines offer a **5 percent discount** if you book on-line.

N

211

**Note.** In commercial contracts, both figures and words may be specified in order to be clear.

. . . payable in **thirty (30)** days at **eight (8)** percent interest.

- Capitalize the initial letters of words such as model, part, serial number, invoice, flight, room, social insurance number, platform, account, etc., where they precede numerical information.

We recommend that you use a **No. 4** filter for this model.

I recently ordered **Model 10** from your catalogue.

The interview with the second applicant will be held in **Room 6**.

Someone with **Social Insurance Number 221 786 459** wasn't paid.

- Do not capitalize the initial letters of words such as page, line, paragraph, size and step where they precede numerical information.

The information you requested is on **page 6** of our catalogue.

We need to keep more **size twelve** shoes in stock in the store.

I found **step 3** in the manual most difficult to follow.

The information you need is in **paragraph 6, line 2** of the manual.

## INDEFINITE NUMBERS / Nombres indéterminés

- Use words rather than figures to express indefinite numbers.

The fire at the plant cost the company **hundreds of thousands of** dollars.

We are expecting **about one hundred and twenty** people at the reception.

The new executive assistant is a woman in her **early thirties**.

We lost **nearly half a million** dollars in sales due to the weather.

He earned **many thousands of** dollars from sportswear endorsements.

## LARGE NUMBERS / Grands nombres

- Where millions or billions are mentioned as whole numbers, combine figures and words.

There are **52 million** people in . . .

The population will reach **5 billion** by the year . . .

Précédés d'un nombre,  
*million et billion* sont  
invariables.

PERCENTAGES / Pourcentages

- To express whole numbers, use figures and the word “percent”.

Economists consider a **3 percent** rate of inflation to be acceptable.  
 We learned that **36 percent** of the students were from outside the province.

N

212

- To express fractions of a percentage point, insert “0” and a decimal point before the figure.

Ocean temperatures showed an increase of **0.7 percent** over this time period.

C'est le point qui sépare les décimales.

FRACTIONS / Fractions

- Where fractions stand alone, express them as words linked by a hyphen.

**one-third** of the profits  
**three-quarters** of the term  
**nine-tenths** of those surveyed  
**two-thirds** of the members

- Where fractions are mixed, express them in figures using either of the formats below.

Either: Inflation increased by **3.5** percent last year.  
 Profits declined by **5.25** percent last quarter.

Or: Inflation increased by **3½** percent last year.  
 Profits declined by **5¼** percent last quarter.

- Where mixed fractions are keyboarded in on a computer, write the whole amount followed by a space and then the two parts of the fraction separated by a slash.

Inflation was measured at **2 7/8** percent last year.

**Warning.** Do not mix automatic and keyboarded fractions in the same sentence. It may be preferable to use decimal format in these situations.

A **2 ½** percent to **3 7/8** percent increase . . . [incorrect]  
 A **2 1/2** percent to **3 7/8** percent increase . . . [correct]

- Where fractions are followed by words for measurement, express the nouns in the plural form.

This board is 1.2 centimetres too short.  
 The container holds 0.4 litres of water.

Lorsque « one » ou « zero » précède une décimale, le nom qui suit se met au pluriel.

**RELATED NUMBERS IN DISCOURSE / Nombres se rapportant à une même réalité dans une phrase**

- Where related numbers occur in a sentence, express them all as figures or all as words.
- Where a number beginning a sentence is written out, write out other related numbers.

Please order **24** felt markers, **2** boxes of elastic bands, **6** boxes of pens and **15** plastic file folders.  
There were **11** people absent yesterday, but there are only **4** people absent today.  
**Four** students were absent and **twenty-three** were present for the exam.

N

213

**UNRELATED NUMBERS IN DISCOURSE****/ Nombres se rapportant à une réalité différente dans une phrase**

- Where unrelated numbers occur in a sentence, the larger number may be expressed as a figure and the smaller number as a word to distinguish one from the other.

There were eight people seated at each of the **16** round conference tables.

Six of the company's divisions realized profits of at least **6** percent while two other divisions showed increases of **10** percent or more.

We looked at two condos in a **15-story** building and three others in a **5-story** building.

**ADJACENT NUMBERS IN DISCOURSE / Nombres qui se suivent dans une phrase**

- Where two numbers occur beside each other in a sentence, express one as a figure and one as a word.

The carpenter used **120** six-inch nails on the stairs.

We ordered twelve **72**-cm window panes for the cottage.

The team ran in three **250**-m relays during the time trials.

There were **20** five-year-old children in the study.

I need six **43**-cent stamps for this package.

**AMOUNTS OF MONEY / Sommes d'argent**

- With large amounts of money, use either a dollar sign (\$) or the word "dollars", but never both.

\$4.6 billion	or	4.6 billion dollars
\$824 thousand		824 thousand dollars

- Where two large amounts of money are mentioned with the word "dollar", write dollar only after the second amount.

10 to 20 million dollars

- Where amounts of money are expressed as dollars and cents in the same sentence, use a dollar sign and zero followed by a decimal point for cents.

We paid **\$1.69** apiece for hinges and **\$0.06** apiece for screws.

You have to pay **\$0.89** per item, or you can purchase a box of 12 for **\$7.59**.

- Where two national currencies are expressed using the same term such as **US dollars**, **Canadian dollars** or **Australian dollars**, indicate which currency is meant using the country code followed by the letter “D”.

Prices are often quoted in **USD** rather than **CAD**.  
The price was quoted in **NZD** not in **SGD**.\*

N

214

- Where precision is required for specific amounts, use the country code followed by the appropriate symbol, i.e. **US\$**, followed immediately by the amount without a space.

The price for light crude for August was **US\$67** per barrel.  
The lowest price for that equipment was **CA\$342** per unit.

**Note.** Canadian dollars for specific amounts are also expressed as **C\$** or **CAN\$**. It is important to be consistent within one document.

\* ISO standard currency codes can be found with an Internet search by entering **ISO 4217**.

## ROMAN AND ARABIC NUMERALS / Chiffres romains et arabes

- Some specific contexts call for the use of either capitalized or lower-case Roman numerals.

### - Capitalized Roman Numerals

- Parts of a book (optional)

Volume III      Chapter IV      Part II

- Historic events or people

World War I	Louis XIV
Blue Nose II	John XXIII
Elizabeth I	Henri IV

- Poems, the Bible

Canto XVI  
Psalm XXIII

- Major headings in an outline or report

I. Introduction      Part II

### - Lower-Case Roman Numerals

- Page numbers for the front matter in texts

p. iv      p. xii

- Minor headings in an outline or bullets on a list

Section iii

iv. Holders of MS degrees

- Scenes in a play

Act 3, Scene ii

N

215

- **Equivalences of Arabic and Roman Numerals**

1 .....	I	11 .....	XI	30 .....	XXX	400 .....	CD
2 .....	II	12 .....	XII	40 .....	XL	500 .....	D
3 .....	III	13 .....	XIII	50 .....	L	600 .....	DC
4 .....	IV	14 .....	XIV	60 .....	LX	700 .....	DCC
5 .....	V	15 .....	XV	70 .....	LXX	800 .....	DCCC
6 .....	VI	16 .....	XVI	80 .....	LXXX	900 .....	CM
7 .....	VII	17 .....	XVII	90 .....	XC	1000 .....	M
8 .....	VIII	18 .....	XVIII	100 .....	C		
9 .....	IX	19 .....	XIX	200 .....	CC		
10 .....	X	20 .....	XX	300 .....	CCC		

**Note.** When presented on lists, Arabic numerals are aligned to the right and Roman numerals are aligned to the left.

## ORDER FOR PARTS OF A TEXT / ORDRE DES PARTIES D'UN TEXTE

### PLAN DU TABLEAU

Considerations .....	Généralités
Reports .....	Rapports
Term Papers .....	Dissertations
University Theses or Dissertations .....	Thèses universitaires ou mémoires

O

216

### DEFINITION / Définition

The standard order of presentation for elements in a text

Ordre habituel de présentation pour les éléments d'un texte.

### CONSIDERATIONS / Généralités

- Contents** What is included in the front matter, body and appendices varies according to the size and importance of a particular document.
- Pagination** The front matter, which precedes the introduction, is numbered with lower-case Roman numerals. From the beginning of the introduction until the end of the document, pages are numbered with Arabic numerals.
- Notes** Footnotes (usually content notes) are generally placed at the bottom of the page. Reference notes may be placed at the bottom of the page (usually in magazine articles), although they are generally placed on a reference list at the end of a document or at the end of a chapter.
- Comments** To call the reader's attention to important information that pertains to the entire text, it is preferable to use a separate page with the indication "notice" or "warning", rather than to risk having the information overlooked in the preface or the introduction.
- Synopsis** A synopsis is included with a thesis or dissertation that has been written in a language other than that of the university where it was produced. A synopsis should not be confused with an abstract.

### REPORTS / Rapports

**Note.** A transmittal letter accompanies a report.

#### Front Matter

Title Page  
Acknowledgements  
Abstract  
Contents  
Lists of Tables  
List of Illustrations  
List of Abbreviations

#### Main Text

Introduction  
Body  
Conclusion

#### Back Matter

Annexes  
Appendices  
Glossary  
Reference List  
Index



**TERM PAPERS / Dissertations****Front Matter**

Title Page  
 Abstract  
 Contents  
 List of Tables  
 List of Illustrations

**Main Text**

Introduction  
 Body  
 Conclusion

**Back Matter**

Annexes  
 Appendices  
 Reference List

O

217

**UNIVERSITY THESES OR DISSERTATIONS\* / Thèses universitaires ou mémoires****Front Matter**

Fly leaf (blank page)  
 Title Page  
 Identification of the  
 Thesis Committee  
 Abstract (Synopsis)  
 Contents  
 List of Tables  
 List of Illustrations  
 List of Abbreviations  
 Acknowledgements  
 Preface

**Main Text**

Introduction  
 Body  
 Conclusion  
 Content Notes  
 Reference Notes

**Back Matter**

Annexes  
 Appendices  
 Glossary  
 Reference List  
 Index  
 End paper (blank page)

\* Universities publish guidelines for the preparation of theses and dissertations which should be carefully followed in all details.

See also **BIBLIOGRAPHY** / *Voir aussi Bibliographie*

See also **FOOTNOTE** / *Voir aussi Note en bas de page*

See also **REFERENCE LIST** / *Voir aussi Liste de références*

See also **TRANSMITTAL LETTER** / *Voir aussi Lettre de transmission*

# ORGANIZATION CHART / ORGANIGRAMME

PLAN DU TABLEAU	
Purpose .....	But
Layout .....	Mise en page
Example of a Corporate Organization Chart .....	Exemple d'organigramme d'une société
Example of an Organization Chart for Company Structure .....	Exemple d'organigramme de la structure d'une société
Example of an Organization Chart for Roles in an Administrative Unit .....	Exemple d'organigramme indiquant les fonctions dans une division administrative

## DEFINITION / Définition

A graphic representation of the structure of a large company or organization

Représentation graphique de la structure d'une société ou d'un organisme d'importance.

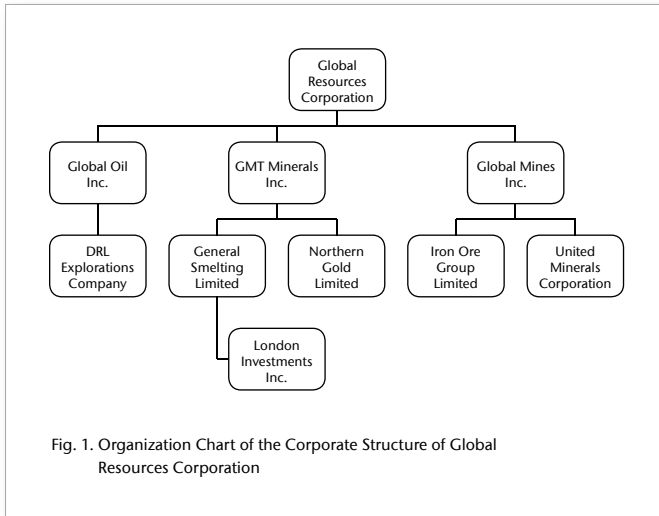
## PURPOSE / But

- To show the hierarchy and the links between people or functions in a large company or organization
- To show the relationship of elements within an organization such as a holding company

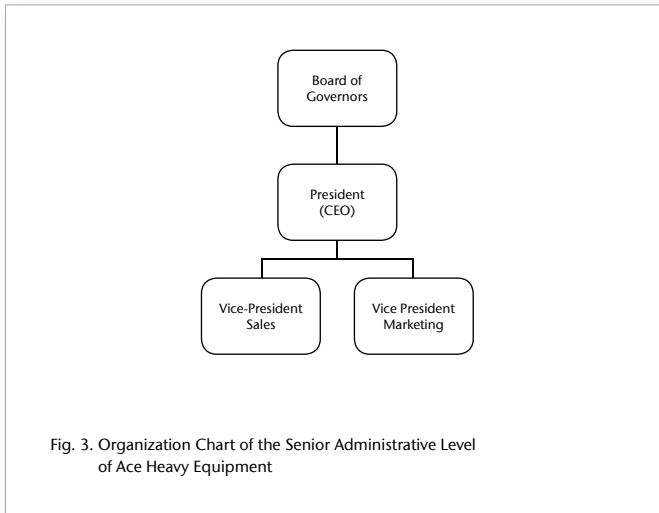
## LAYOUT / Mise en page

- The higher a position ranks in a company hierarchy, the higher it is placed in the organization chart.
- Each box in an organization chart can be divided into two parts to identify the position and the person who occupies it.
- Depending on how the organization chart is to be used, the names of people holding positions in the organization may be included or omitted.
- An organization chart can be drawn top to bottom or left to right.

Example of a Corporate Organization Chart  
 Exemple d'organigramme d'une société



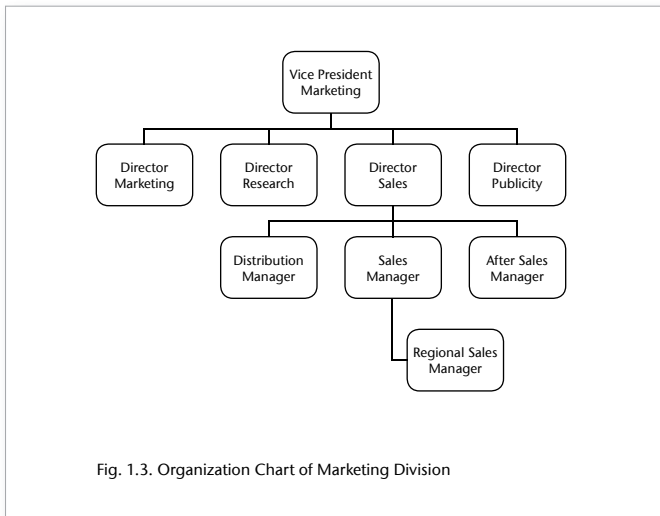
Example of an Organization Chart for Company Structure  
 Exemple d'organigramme de la structure d'une société



## ORGANIZATION CHART / ORGANIGRAMME

### Example of an Organization Chart for Roles in an Administrative Unit

Exemple d'organigramme indiquant les fonctions dans une division administrative



220

**Note.** Names of individuals occupying positions in an organization may be included in an organization chart as well.

See also **CHARTS** / *Voir aussi Graphiques*

See also **FLOW CHART** / *Voir aussi Diagramme*

PLAN DU TABLEAU	
Purpose .....	But
Elements .....	Éléments
Levels of Importance .....	Niveaux d'importance
Layout .....	Mise en page
Example of an Outline .....	Exemple de plan

**DEFINITION / Définition**

A list showing the parts of a proposed text according to their order of appearance  
 Liste indiquant les parties d'un texte projeté, selon leur ordre d'apparition.

**PURPOSE / But**

- To plan the content and organization of a document by enumerating items to be included, showing their relative importance, and indicating the order in which they will be introduced
- To indicate to a reader how a text is structured and which pattern of logical development will be followed

**ELEMENTS / Éléments**

- Main ideas and the supporting details that will form the basic structure of a text
- Examples, illustrations, quotations, statistics, etc. are **not** included in an outline.

**LEVELS OF IMPORTANCE / Niveaux d'importance**

- Each level of an outline must include at least two items.
- Most outlines do not include more than a few levels of importance.
- Occasionally outlines may use more than six levels of importance.
- Different forms of figures or letters are used to express different levels of importance.

Level one items ..... *Capitalized Roman numerals followed by periods* ..... I., II., III.  
 Level two items ..... *Capital letters followed by periods* ..... A., B., C.  
 Level three items ..... *Arabic numerals followed by periods* ..... 1., 2., 3.  
 Level four items ..... *Lower-case letters followed by periods* ..... a., b., c.\*  
 Level five items ..... *Arabic numbers between parentheses* ..... (1), (2), (3)  
 Level six items ..... *Lower-case letters between parentheses* ..... (a), (b), (c)

\* Alternately, lower-case letters may be indicated in italics with open parentheses (on the right). Example: a), b), c). Lower-case Roman numerals are sometimes used for levels four, five or six. Example: (i), (ii), (iii).

- Word processing software generates outlines which single-space all items except the first level.
- Where an outline is included in a report, it may be preferable to give more spacing between items to make them stand out clearly.
- Run-over lines are aligned with the first word following the numeral.

Example of an Outline

Exemple de plan



OUTLINE	
I. Introduction	first level
II. Possible Obstacles to Future Resource Management	first level
A. Environmental Concerns	second level
1. International Debate	third level
a) Kyoto Agreement	fourth level
(1) Canadian position	fifth level
(a) Government guidelines	sixth level
(b) Public opinion	
(c) Media attention	
(2) American position	fifth level
(a) Public opinion	sixth level
(b) Environmental lobby	
(c) Media attention	

# PARENTHÈSES [ ( ) ] / PARENTHESES [ ( ) ]

## PLAN DU TABLEAU

Purpose .....	But
Placement .....	Situation
Different Uses .....	Emplois divers

P

223

## DEFINITION / Définition

Punctuation marks [ ( ) ] which enclose nonessential, but complementary words, expressions or comments within a sentence

Signes de ponctuation [ ( ) ] qui encadrent des mots, des expressions ou des commentaires facultatifs, mais complémentaires dans une phrase.

## PURPOSE / But

- To set off elements in a sentence such as extra details, explanatory comments or pertinent digressions

## PLACEMENT / Situation

- Leave no spaces between parentheses and the elements they enclose.
- Leave one space on either side outside the parentheses.
- Final punctuation is generally placed outside the parentheses.

Queen Victoria died at the beginning of the twentieth century (**in 1901**).

Mozart's short life (**from 1756–1791**) did not prevent him from composing more than . . .

## DIFFERENT USES / Emplois divers

- **For Clarification or Precision**

- Parentheses make other adjoining punctuation unnecessary.

She was born in London (Ontario) not London (England).

Queen Elizabeth (the first, not the second) had red hair.

- **For Extra Details**

The item you ordered will arrive soon (Monday morning at the latest) or you won't be charged.

People present at the meeting included Nancy Byrd (International Red Cross), Bob Lederman (External Affairs), Kunjilika Chaima (UNHCR) . . .

Creating a model requires connecting a risk (avian flu) to a set of outcomes (morbidity, health care costs, etc.).

- **For Precision in Commercial Transactions**

Your payment is due in thirty (**30**) days.

Our fee for this service is two hundred dollars (**\$200**) per hour.

Interest on the loan is five percent (**5%**) payable over seven (**7**) months.

- **For Referral to Sources**

(See the chart on page 123)

(See Appendix C)

- **For Defining Terms or Providing Short Forms**

- The long form is written first followed by the short form in parentheses.

An important person in a large corporation is the Chief Operating Officer (COO) who is responsible for . . .

The ultimate responsibility rests with the Chief Executive Officer (CEO) and the Board of Directors.

- **For Digressions**

- Parentheses can be used in place of commas.

Geoff Blake (the man you met in Indonesia last month) will chair the meeting.

In every case we observed, the head of a NGP unit or chief growth officer (CGO as we humorously called him or her) was a future contender for the CEO position.

See also **COMMA** [ , ] / *Voir aussi Virgule* [ , ]

See also **PUNCTUATION—BRACKETS** [ [ ] ] / *Voir aussi Ponctuation—Crochets* [ [ ] ]

See also **PUNCTUATION—DASH** [ — ] **EM DASH**, [ — ] **EN DASH** / *Voir aussi PUNCTUATION—*

*Tiret long* [ — ], *tiret court* [ — ]

See also **PUNCTUATION** / *Voir aussi Ponctuation*



**PLAN DU TABLEAU**

<b>Placement</b> .....	Situation
<b>Polite Requests</b> .....	Interrogations polies
<b>Commands</b> .....	Consignes
<b>Indirect Questions</b> .....	Questions indirectes
<b>Elliptical Expressions</b> .....	Réponses courtes
<b>Other Uses</b> .....	Autres emplois

**DEFINITION / Définition**

A terminal punctuation mark [ . ] which is most commonly used to indicate the end of a statement, polite request, command, or elliptical expression

Signe de ponctuation final [ . ] le plus couramment utilisé pour indiquer la fin d'une déclaration, d'une demande polie, d'une consigne ou d'une expression elliptique.

**PLACEMENT / Situation**

- Place a period immediately after the last letter in a sentence.  
There will be a meeting of the steering committee on Thursday.
- Periods are omitted at the end of any form of heading, legend, date line or signature.  
Human Resources by Sector [Heading on a chart]
- A run-in sidehead is followed by a period.  
**Investments.** Few sources of investment . . .
- Leave one or two spaces after a period before beginning a new sentence.  
It was the best of times. It was the worst of times.—Charles Dickens

**POLITE REQUESTS / Interrogations polies**

- Where a sentence has the form of a question, but serves to make a request or a suggestion, the correct punctuation is a period.\*

Would you please submit the report by Friday.  
Can we meet at the front entrance after work.

Dans le cas d'une phrase qui a la forme d'une question, mais qui sert de demande ou de suggestion, la ponctuation finale correcte est le point, et non le point d'interrogation.

\*It is possible to use a question mark with requests in some cases in order to make it clear that you are not issuing an order.

## COMMANDS / Consignes

- Where direct instructions are given, use a period.

Turn out the lights before leaving.  
Wear a safety helmet on the site at all times.

P

## 226 INDIRECT QUESTIONS / Questions indirectes

- Where an interrogative is embedded in a sentence as an indirect question, the correct punctuation is a period.

*The question is who will pay for it.*  
*We aren't sure why he resigned.*  
*Where to hold the convention hasn't been decided yet.*

## ELLIPTICAL EXPRESSIONS / Réponses courtes

- Where a short phrase expresses the response to a question, for example, a period follows.

Okay. Of course. That's all.

## OTHER USES / Autres emplois

- Following Abbreviations

The meeting was called for 9 **a.m.** Everyone was informed.  
Let's sign up for the tour at 4 **p.m.** It should be fun.  
We ordered paper clips, pens, pencils, staples, **etc.**

**Note.** Where a sentence ends with an abbreviation followed by a period, no final period is required.

**Note.** No periods follow abbreviations of metric units.

- After Ellipsis Points
- Where ellipsis points occur at the end of a sentence, terminal punctuation follows the three dots unless the idea has trailed off.

Maybe we should . . . . Oh, never mind.

À la fin d'une phrase, les points de suspension sont suivis du point final.

- For Direct Quotations

- In a sentence containing a direct quotation, a period is placed inside the quotation marks to punctuate the quotation, or outside the quotation marks to punctuate the whole sentence.

During our discussion, Simon said, "I'm glad you invited me to this meeting."  
The rule states that "personal protective equipment must be worn".

P

227

- After an Introductory Phrase

- Where an introductory comment or definition which is not a complete sentence is followed by a full sentence, a period is used after the introductory phrase.

Planetary Nebulae

[an introductory phrase that is not a sentence]

Shells of gas thrown out by some stars near the end of their lives.

[a complete sentence that follows]

A typical planetary nebula is less than one light-year across.

See also **PUNCTUATION** / *Voir aussi Ponctuation*

# PERIODS OF TIME / PÉRIODICITÉ

## PLAN DU TABLEAU

Frequency of Occurrence .....	Expressions de la fréquence
Expressions for Sequencing Time .....	Expressions indiquant les divisions du temps
Prefixes Indicating Time Relationships .....	Préfixes indiquant les rapports dans le temps
Other Expressions .....	Autres expressions

P

228

## DEFINITION / Définition

Expected forms for expressing various periods of time

Termes d'usage servant à exprimer diverses divisions du temps.

## FREQUENCY OF OCCURRENCE / Expressions de la fréquence

- The following terms express the idea of occurrence in a specific time period.

hourly .....	once in an hour	<b>bi = two</b>
daily .....	once in a day	
weekly .....	once in a week	biweekly .....
monthly .....	once in a month	bimonthly* .....
annually .....	once in a year	bi-annually* .....

\*These terms can also mean “twice a”, as in “twice a week, month year”. Ambiguity can be avoided by using the expressions “every two weeks, months, years”.

\*Use of a hyphen is obligatory before vowels but is optional before consonants.

- For longer periods of time, use the expression “once per \_\_\_\_\_”.

once per decade  
once per century  
once per millennium

- For other time periods, use the expression “every \_\_\_\_\_”.

every two hours	every half hour
every ten minutes	every fifty years
every six weeks	every half century

- Other terms to express frequency of occurrence are “quarterly” and “semi”.

A report is published quarterly. (four times a year)  
A report is published semi-annually. (twice a year)  
Pay checks are issued semimonthly. (twice a month)

**EXPRESSIONS FOR SEQUENCING TIME / Expressions indiquant les divisions du temps**

the day before yesterday–yesterday–**today**–tomorrow–the day after tomorrow

**PREFIXES INDICATING TIME RELATIONSHIPS**

/ **Préfixes indiquant les rapports dans le temps**

**pre = before**

prerevolutionary times

presale prices

**ex (informal use) = former**

ex-husband's employer

ex-minister of finance

ex-president of the firm

**post = after**

postwar boom

postdoctoral research

**after = following**

after-dinner speaker

after-effect of the treatment

after-shock of the earthquake

P

229

**OTHER EXPRESSIONS / Autres expressions**

**centennial = the hundredth anniversary of an important event**

HEC Montréal celebrated its **centennial** in 2007.

**bicentennial = the two-hundredth anniversary of an important event**

Americans celebrated the **bicentennial** of the Declaration of Independence with great enthusiasm.

# PHRASAL VERBS / VERBES À PARTICULE

## PLAN DU TABLEAU

Considerations .....	Généralités
Phrasal Verb Categories .....	Catégories de verbes à particule

P

## DEFINITION / Définition

230

The combination of a verb with an adverb or preposition to extend or alter its meaning

Association d'un verbe à un adverbe ou à une préposition pour élargir ou modifier son sens.

## CONSIDERATIONS / Généralités

- Phrasal verbs are used to **extend the meaning** of some verbs.
- Phrasal verbs are used to **give new meanings** to some verbs.
- Grammatical rules apply to different categories.

## PHRASAL VERB CATEGORIES / Catégories de verbes à particule

- **Verb plus particle with no object**

I set my alarm clock to **go off** at six o'clock (ring)

Phrasal Verb	Example	Meaning
<b>blow up</b>	= During the fire in the factory, the fuel tanks <b>blew up</b> .	(exploded)
<b>break down</b>	= The assembly line stopped when the equipment <b>broke down</b> .	(stopped working)
<b>break out</b>	= After the earthquake, a cholera epidemic <b>broke out</b> .	(erupted)
<b>burn down</b>	= The building on the corner caught fire and <b>burned down</b> .	(was incinerated)
<b>burn up</b>	= The wood we put on the campfire <b>burned up</b> quickly.	(was consumed)
<b>carry on</b>	= Once you start something, it is wise to <b>carry on</b> until you finish.	(continue)
<b>catch on</b>	= When iPods were introduced, they <b>caught on</b> very quickly.	(became popular)
<b>check in</b>	= Ask the clerk at the hotel what time we have to <b>check in</b> .	(register)
<b>clear up</b>	= The weather report says the weather will <b>clear up</b> by tomorrow.	(improve)
<b>come back</b>	= Josephine will file the reports when she <b>comes back</b> from lunch.	(returns)
<b>come in</b>	= We have been expecting you. Please <b>come in</b> and sit down.	(enter)
<b>come to</b>	= When he <b>came to</b> , Ted didn't remember the accident.	(regained consciousness)
<b>come over</b>	= My neighbour invited me to <b>come over</b> for a cup of coffee.	(visit)
<b>cool off</b>	= Don't answer that annoying e-mail yet. Wait until you <b>cool off</b> .	(are calm)
<b>do without</b>	= Some people find it hard to <b>do without</b> sugar in their coffee.	(forego)
<b>eat out</b>	= I don't feel like cooking tonight. Let's <b>eat out</b> .	(go to a restaurant)
<b>get by</b>	= We don't have much paper left, but it's enough to <b>get by</b> for now.	(cope)
<b>get up</b>	= John has a long drive to work so he has to <b>get up</b> early to be on time.	(arise)
<b>give in</b>	= Pat was hard to convince but he finally <b>gave in</b> and agreed to come.	(conceded)

<b>give up</b>	= Running a business can be tough and many people just <b>give up</b> . ..... (quit trying)
<b>go away</b>	= That sales representative is such a pest. I wish he would just <b>go away</b> . ..... (leave)
<b>go back</b>	= After the long strike, the workers were happy to <b>go back</b> to work. .... (return)
<b>go off</b>	= If the fire alarm <b>goes off</b> , everyone should leave the building. .... (rings)
<b>go off</b>	= During a power failure, all the lights in the building will <b>go off</b> . .... (be extinguished)
<b>go on</b>	= What is <b>going on</b> around here? Where is everybody? ..... (happening)
<b>hold on</b>	= If you just <b>hold on</b> a minute, I'll try to find the number you need. .... (wait)
<b>look out</b>	= It's safe on the sidewalk, but when you cross the street, <b>look out</b> . .... (be careful)
<b>pass away</b>	= The gentleman across the street <b>passed away</b> unexpectedly last week. .... (died)
<b>pack up</b>	= The repairs are finished. The workers are <b>packing up</b> and leaving. .... (getting ready)
<b>pass out</b>	= Someone in poor physical condition could <b>pass out</b> from over-exertion. .... (faint)
<b>show up</b>	= It's hard to estimate how many people will <b>show up</b> for this event. .... (attend)
<b>speak up</b>	= Jo talks a lot in private, but she is shy to <b>speak up</b> in public. .... (express an opinion)
<b>start out</b>	= This project <b>started out</b> okay, but we are having some problems now. .... (began)
<b>stay up</b>	= Karen <b>stayed up</b> till midnight to finish the sales report. .... (didn't go to bed)
<b>stop off</b>	= Could you <b>stop off</b> at the mail room on your way back from lunch? ..... (go in)
<b>take off</b>	= After the ad campaign, sales of the product really <b>took off</b> . .... (increased)
<b>turn up</b>	= The missing report <b>turned up</b> in the photocopy room. .... (appeared)
<b>wait up</b>	= You are walking too fast for me. Please <b>wait up</b> . .... (slow down)
<b>wake up</b>	= John didn't <b>wake up</b> until his alarm clock rang. .... (awaken)
<b>wear off</b>	= The thrill of using the new equipment didn't take long to <b>wear off</b> . .... (diminish)
<b>wind up</b>	= If he doesn't change his dishonest habits, he could <b>wind up</b> in jail. .... (finish)
<b>work out</b>	= The YWCA is a good place for people who want to <b>work out</b> . .... (do exercise)

### • Verb plus particle followed by an object

The story was untrue, but Amy **fell for it** anyway.  
[object]

The guy was no good, but Amy **fell for him** anyway.  
[object]

[The object can be someone, something, or either]

<b>bring about</b> (something)	= I wonder what <b>brought about</b> <i>this change in attitude</i> . .... (caused)
<b>call on</b> (someone)	= It's not a good idea to <b>call on</b> <i>someone</i> unannounced. .... (visit)
<b>come across</b> (either)	= She <b>came across</b> <i>a reference to the event</i> by chance. .... (found)
<b>fall for</b> (either)	= Sandra <b>fell for</b> <i>the sob story</i> the old lady told. .... (believed)
<b>feel for</b> (someone)	= I really <b>feel for</b> <i>the candidates we didn't hire</i> . .... (have sympathy)
<b>get off</b> (something)	= You can <b>get off</b> <i>the bus</i> at the next corner. .... (disembark)
<b>get on</b> (something)	= You can only <b>get on</b> <i>the bus</i> at a designated stop. .... (embark)
<b>get over</b> (either)	= Jan <b>got over</b> <i>her disappointment about the job</i> quickly. .... (recovered from)
<b>go over</b> (something)	= The auditor is <b>going over</b> <i>the accounts</i> . .... (verifying)
<b>grow on</b> (someone)	= Terry <b>grows on</b> <i>you</i> when you get to know him. .... (becomes agreeable)
<b>look after</b> (either)	= Cary is <b>looking after</b> <i>my plants</i> while I'm away. .... (caring for)





look forward to (something)	=	Everyone is <b>looking forward to</b> <i>the end-of-term party</i> . ... (anticipating)
look in on (someone)	=	Why don't you <b>look in on</b> <i>Sue</i> and see how she is. .... (check on)
look out for (someone, something)	=	Auditors <b>look out for</b> <i>errors in their clients' accounts</i> . .... (are alert) Bill <b>looked out for</b> <i>his little brother</i> . .... (watched over)
make off with (something)	=	Somebody <b>made off with</b> <i>the stapler on my desk</i> again. .... (took)
miss out on (something)	=	Pat <b>missed out on</b> <i>the event</i> because he was away. ... (didn't take part)
play around with (something)	=	Someone <b>played around with</b> <i>my computer</i> again. .... (interfered)
put up with (something)	=	No one has to <b>put up with</b> <i>unsafe working conditions</i> . .... (tolerate)
run away with (someone)	=	To avoid a traditional wedding, Jill <b>ran away with</b> <i>Jack</i> . .... (eloped)
run out of (something)	=	The photocopier just <b>ran out of</b> <i>paper</i> . .... (lacked)
sign off on (something)	=	Only the VP can <b>sign off on</b> <i>those expenses</i> . .... (authorize)
stick up for (someone)	=	Elizabeth <b>sticks up for</b> <i>her little sister</i> . .... (defends)
talk down to (someone)	=	Employees don't like managers who <b>talk down to</b> <i>them</i> . ... (patronize)
watch out for (something)	=	You had better <b>watch out for</b> <i>ice on the sidewalk</i> . .... (be alert)

• Verb with a particle either before or after an object which is a noun, but only after an object which is a pronoun

They <b>called off</b> <i>the meeting</i> .	
They <b>called</b> <i>the meeting</i> <b>off</b> .	[correct with a noun]
They <b>called</b> <i>it</i> <b>off</b> .	[correct with a pronoun]
They <b>called off</b> <i>it</i> .	[incorrect with a pronoun]

blow up	=	Frank <b>blew up</b> <i>the balloons</i> . He <b>blew them up</b> with a bicycle pump. .... (inflated)
bring up	=	He <b>brought up</b> <i>the subject</i> too late. He should have <b>brought it up</b> sooner. .... (raised)
bring up	=	It's hard to <b>bring up</b> <i>a child</i> . It's harder to <b>bring one up</b> than in the past. .... (raise)
call off	=	We <b>called off</b> <i>the party</i> last week. We <b>called it off</b> because of the weather. .... (cancelled)
call up	=	You should <b>call up</b> <i>the library</i> and ask. Okay. I'll <b>call them up</b> right away. .... (phone)
check out	=	Did you <b>check out</b> <i>that book</i> ? Yes, I <b>checked it out</b> from the library. .... (borrowed)
check out	=	Did anyone <b>check out</b> <i>the rumour</i> . Jo <b>checked it out</b> —it's not true. .... (verified)
clean out	=	You'd better <b>clean out</b> <i>your filing cabinet</i> . <b>Clean it out</b> before we move. .... (empty)
clean up	=	I want you to <b>clean up</b> <i>your room</i> ! Please <b>clean it up</b> now. .... (tidy)
clear up	=	Let's <b>clear up</b> <i>this misunderstanding</i> ! Let's <b>clear it up</b> as soon as possible. .... (clarify)
cross out	=	Someone has <b>crossed out</b> <i>the date</i> . I'm not sure why they <b>crossed it out</b> . .... (erased)
drop off	=	Fed Ex will <b>drop off</b> <i>the packages</i> . They can <b>drop them off</b> tomorrow. .... (deliver)
figure out	=	It's hard to <b>figure out</b> <i>this problem</i> . I need help to <b>figure it out</b> . .... (solve)
fill in	=	Please <b>fill in</b> <i>this application form</i> . <b>Fill it in</b> with a pencil. .... (complete)
fill out	=	You have to <b>fill out</b> <i>this form</i> . <b>Fill it out</b> as soon as possible, please. .... (complete)
find out	=	When did you <b>find out</b> <i>his name</i> ? Did you just <b>find it out</b> now? .... (discover)
fold up	=	After the meeting, <b>fold up</b> <i>the chairs</i> . <b>Fold them up</b> carefully. .... (collapse)
give back	=	I asked her to <b>give back</b> <i>my pen</i> . She didn't <b>give it back</b> until I asked. .... (return)
give up	=	Jane won't <b>give up</b> <i>smoking</i> . She really should <b>give it up</b> though. .... (quit)
hand in	=	You have to <b>hand in</b> <i>your application</i> soon. You should <b>hand it in</b> today. .... (submit)

- hand out = The teacher **handed out** *the exams*. She **handed them out** to everybody. .... (distributed)
- hang up = **Hang up** *your coats* please. You can **hang them up** in the closet. .... (suspend)
- knock over = Someone **knocked over** *a chair*. They **knocked it over** when they stood up. .... (upset)
- leave out = Joan **left out** *the most important detail*. She **left it out** on purpose. .... (omitted)
- look over = **Look over** *the contract*. Once you have **looked it over**, we can discuss details. .... (study)
- look up = You can **look it up** on the Internet. You can **look up anything** on the Internet. .... (search for)
- make up = It seems that Tom **made up** *the story*. He **made it up** to protect his friend. .... (invented)
- pay back = I'll **pay back** *the loan* by Friday. In fact, I'll try to **pay it back** sooner. .... (reimburse)
- pick out = **Pick out** *a model you like*. You can **pick one out** in our on-line catalogue. .... (choose)
- pick up = Please **pick up** *the mail* on your way in. You can **pick it up** at the front desk. .... (collect)
- point out = The auditor **pointed out** *an error*. He **pointed it out** as soon as he found it. .... (indicated)
- put away = **Put away** *those files* before you leave. **Put them away** in the filing cabinet. .... (store)
- put back = Remember to **put back** *the stapler* when you finish. **Put it back** on my desk. .... (return)
- put down = I **put down** *a few ideas* on paper. I **put them down** as talking points. .... (wrote)
- put in = The Smiths **put in** *central air conditioning*. They **put it in** last summer. .... (installed)
- put off = They had to **put off** *the meeting*. They **put it off** until next week. .... (postponed)
- put on = We **put on** *our boots* before going out. We **put them on** in the hall. .... (wore)
- put out = The firefighters **put out** *the fire*. They **put it out** with chemicals. .... (extinguished)
- set up = The technicians **set up** *the microphones*. They **set them up** on the stage. .... (installed)
- shut off = **Shut off** *the water supply*. **Shut it off** before you leave on vacation. .... (close)
- take away = Did the janitor **take away** *the recycling*? Yes, he always **takes it away**. .... (remove)
- take off = **Take off** *your boots* if you come in. Don't **take them off** otherwise. .... (remove)
- take up = Ed plans to **take up** *golf* when he retires. His wife plans to **take it up** too. .... (begin doing)
- tear down = Contractors **tore down** *that building*. They **tore it down** very quickly. .... (demolished)
- tear out = No one will mind if you **tear out** *one page*. Why don't you just **tear it out**? .... (remove)
- tear up = Mr. Jenkins **tore up** *the contract*. He was furious when he **tore it up**. .... (shredded)
- think over = I'll **think over** *what you said*. After **thinking it over**, I'll make a decision. .... (consider)
- throw away = I need to **throw away** *these old files*. I'll **throw them away** with pleasure. .... (discard)
- try on = Janet is **trying on** *sunglasses*. She is **trying them on** to see how they look. .... (testing)
- try out = We are **trying out** *a new schedule*. We will **try it out** until June. .... (testing)
- turn down = Jason **turned down** *the invitation to the party*. He **turned it down** happily. .... (declined)
- turn off / on = **Turn off** *the radio* so we can talk. You can **turn it on** when I leave. .... (close / open)
- use up = We have **used up** *all the paper*. We **used it up** photocopying the reports. .... (depleted)
- work out = We can **work out** *this problem* together. No one can **work it out** alone. .... (solve)
- write down = I'm going to **write down** *the address*. I'll **write it down** before I forget. .... (note on paper)

<b>PLAN DU TABLEAU</b>	
<b>Considerations</b> .....	Généralités
<b>Placement</b> .....	Situation
<b>Examples of Pictograms on Signs</b> .....	Exemples de pictogrammes en signalisation

**DEFINITION / Définition**

A symbol used to indicate certain straightforward information in graphic form

*Symbole destiné à indiquer une information simple sous une forme graphique.*

**CONSIDERATIONS / Généralités**

- Common examples of pictograms are highway signs, computer icons and warning labels on toxic cleaning products.
- Pictograms should have the same form throughout a document.
- Pictograms should be clear and simple so they can be easily understood.
- Titles, numbers and explanatory notes are never used with pictograms.
- Overuse of pictograms should be avoided.

**PLACEMENT / Situation**

- Explanations of pictograms which are used in documents are generally found in the front matter at the end of the list of abbreviations.
- Pictograms are generally located in the margin or to the left of a text in order to draw attention to certain recurring types of information.

PICTOGRAM / PICTOGRAMME

Examples of Pictograms on Signs

Exemples de pictogrammes en signalisation



P

236

Examples of Pictograms in a Text

Exemples de pictogrammes dans le texte



✂ .....



## PLAN DU TABLEAU

<b>Basic Form</b> .....	Forme de base
<b>Common Spelling Changes</b> .....	Modifications d'orthographe courantes
<b>Common Foreign Plurals</b> .....	Pluriels empruntés à d'autres langues
<b>Irregular Plural Forms</b> .....	Formes irrégulières du pluriel
<b>Variable Plurals</b> .....	Pluriels variables
<b>Hyphenated or Multipart Compound Nouns</b> .....	Noms avec trait d'union ou composés

## DEFINITION / Définition

Rules governing regular and irregular forms of plural nouns

Règles régissant les formes régulières et irrégulières du pluriel des noms.

## BASIC FORM / Forme de base

- The most common method for creating plural nouns is to add an “s”.

computer ..... computers  
 office ..... offices  
 toy ..... toys

- In some cases the plural is formed with “es”. In case of doubt, it is advisable to consult a dictionary to see whether the “-es” plural is necessary.

wish ..... wishes  
 fax ..... faxes  
 echo ..... echoes  
 pitch ..... pitches

## COMMON SPELLING CHANGES / Modifications d'orthographe courantes

- Where two- or three-syllable nouns end in “y”, change “y” to “i” and add “es”.

copy ..... copies  
 policy ..... policies  
 library ..... libraries  
 company ..... companies

- Where one-syllable words end in “y”, simply add “s”.

key ..... keys                      boy ..... boys  
 day ..... days                      tray ..... trays

## PLURAL NOUNS / PLURIEL DES NOMS

- Nouns ending in “f” sometimes change the “f” to “v” before adding “es”.

half ..... halves  
leaf ..... leaves  
thief ..... thieves  
self ..... selves

P

238

- As the rules are variable, it is advisable to consult a dictionary when in doubt.

## COMMON FOREIGN PLURALS / Pluriels empruntés à d'autres langues

- Some foreign plurals are part of the common language.
- Others are part of the scientific or legal lexicon only.
- It is advisable to consult a dictionary in case of doubt.

phenomenon .....	phenomena	basis .....	bases
memorandum .....	memoranda	hypothesis .....	hypotheses
appendix .....	appendices	thesis .....	theses
index .....	indices	criterion .....	criteria

## IRREGULAR PLURAL FORMS / Formes irrégulières du pluriel

- A few common words have irregular plurals.

man ..... men  
mouse ..... mice  
foot ..... feet  
goose ..... geese  
child ..... children  
woman ..... women  
ox ..... oxen

- Some animal names retain the singular form in the plural.

deer ..... deer  
moose ..... moose  
sheep ..... sheep  
elk ..... elk  
caribou ..... caribou

- Consult a dictionary when in doubt.

**VARIABLE PLURALS / Pluriels variables**

- In a few cases, two different rules apply depending on which use of the word is intended.

**Example 1:** “Fish” is the same in the singular as in the plural form. However, where the word describes types of fish in the plural, the word “fishes” is used.

I only caught *one fish*, but my brother caught five *fish*. [individual fish]  
 Scientists included three *fishes* in their study: cod, salmon and pike. [types of fish]

P  
239

**Example 2:** “Person” has a plural form “persons” but “people” is the **usual** term to express more than one person. However, “people” is the singular form for describing an ethnic or cultural group, and the plural is then “peoples”.

*One person* organized the seminar, but fifteen *people* attended it.  
 The Armenian *people* are very resilient. [one group]  
 Three European *peoples* that do not speak Indo-European languages are Finns, Basques and Hungarians. [three groups]

**HYPHENATED OR MULTIPART COMPOUND NOUNS / Noms avec trait d’union ou composés**

- Some common hyphenated or multipart nouns form plurals with the first part of the word rather than the last.

Singular	Plural	Singular	Plural
mother-in-law .....	mothers-in-law	leave of absence .....	leaves of absence
editor-in-chief .....	editors-in-chief	chief of staff .....	chiefs of staff
runner-up .....	runners-up	letter of credit .....	letters of credit
attorney general .....	attorneys general	coat of arms .....	coats of arms

**Warning:** Where the possessive form of these plural expressions is used, the “s” apostrophe for indicating possession follows the complete expression.

**plural “s”    possessive “s”**

her sisters-in-laws’ husbands  
 the editors-in-chiefs’ comments

## PREFACE / AVANT-PROPOS

### PLAN DU TABLEAU

Considerations .....	Généralités
Essential Elements .....	Éléments essentiels
Additional Elements .....	Éléments supplémentaires
Placement and Pagination .....	Situation et pagination
Example of a Preface to a Textbook .....	Exemple d'avant-propos d'un manuel
Example of a Preface to a Book .....	Exemple d'avant-propos d'un livre

P

240

### DEFINITION / Définition

An optional text at the beginning of a document where the author provides a brief, succinct discussion of the rationale for writing the text

Texte facultatif en tête d'un document dans lequel l'auteur présente brièvement et succinctement ses intentions.

### CONSIDERATIONS / Généralités

- This preparatory text allows the author more freedom than the summary or the introduction.
- It should not be confused with a summary, which gives a résumé of a longer text or document.
- It should not be confused with an introduction, where the author points out the relationship between various parts of a text.
- It should not be confused with a foreword, where another person introduces the author and comments on the importance of the text—although the terms preface and foreword are sometimes used interchangeably.
- For an academic text, the preface is written in the first person singular (as is the introduction).
- The main text is written in a more neutral manner often using the passive voice.

### ESSENTIAL ELEMENTS / Éléments essentiels

- Reasons that inspired the author to address the subject
- Objective in producing the work
- Relationship of the text to existing works
- Scope and limitation of the text
- Outline of the main difficulties encountered
- Rapid overview of the methodology used

### ADDITIONAL ELEMENTS / Éléments supplémentaires

- Acknowledgments—where there is no acknowledgements page.



**PLACEMENT AND PAGINATION / Situation et pagination**

- After the acknowledgements page and before the introduction
- Part of the front matter paginated in lower-case Roman numerals

**Example of a Preface to a Textbook**  
**Exemple d'avant-propos d'un manuel**



P  
241

**PREFACE**

*Essentials of Management Information Systems: Organization and Technology (Second Edition)* is based on the premise that professional managers in both the private and public sectors cannot afford to ignore information systems. In today's business environment, information systems have become essential for creating competitive practices for firms, managing global corporations, and providing useful products and services to customers. Briefly, it is difficult—if not impossible—to manage a modern organization without at least some grounding in the fundamentals of what information systems are, how they affect the organization and its employees, and how they can make businesses more competitive and efficient.

Accordingly, we have written this book to provide a concise introduction to management information systems that undergraduate and MBA students will find vital to their professional success. *Essentials of Management Information Systems* has many of the same features as our larger textbook, *Management Information Systems: Organization and Technology (Fourth Edition)*. However, core MIS concepts are presented in 15 chapters, making the text well-suited for introductory MIS courses, courses lasting less than one semester, and courses requiring a smaller MIS text to combine hands-on software, case studies or other projects.

This book reflects three powerful trends that have recast the role of information systems in business and management:

- The Internet and other global communications networks link together key participants in the value chain of a business—vendors, manufacturers, distributors, and customers. We can now design global business organizations linking factories, offices and mobile sales forces around the clock. A few years ago this was a dream.
- Globalization of markets puts new emphasis on organizational design and management control. When parts originate in Korea, assembly occurs in Mexico, and finance, marketing and general counsel are in New York, companies face tough challenges in designing the proper organization and managing the work.
- The transformation of the United States and other advanced industrial countries into full-fledged information economies puts new emphasis on productivity of knowledge workers, short product life cycles, and information as a source of competitive advantage.

In essence, the work of an organization—and its employees—depends on what its information systems are capable of doing. Increasing market share, becoming the high-quality or low-cost producer, developing new products, and increasing employee productivity depend more and more on the kinds and quality of information systems in the firm. Information systems can lead to more efficient and effective organizations, new styles and procedures of management, new strategies, and new organizational roles.

vii

reason for the book

objective

relationship to existing work

scope and limitations

rapid overview

## Example of a Preface to a Book

## Exemple d'avant-propos d'un livre



## PREFACE

Not long ago a journalist said to me, "Didn't you used to be Pat Johnson?" Yes, I said. "You were quite a firebrand in those days." "Yes", I said, "I was". What a strange mixture of emotions that evoked in me: pride, wonder, sadness, even shame. In the decade from 1973 to 1983, I had been a crusader for various causes: first as a "socialist" with Stephen Lewis and the New Democratic Party, then as a "capitalist" at the Toronto Stock Exchange, then as an ardent Canadian "nationalist" with Walter Gordon and the now-defunct Canadian Institute for Economic Policy, and finally as a spokesman for "small business." It was principally in this last guise that I achieved notoriety as a fire-brand. Then, at the peak of my so-called glory, solicited on all sides by the siren song of money and prestige, I dropped out. I got off the merry-go-round. All work, scientific or creative, is consciously or unconsciously autobiographical; this book, and the study on which it is based, is no accident.

John Maynard Keynes once quipped that "practical men, who believe themselves exempt from any intellectual influences, are usually the slaves of some defunct economist." Prophetic words. Many had become his slaves before we became Milton Friedman's. In fact, in my experience, we are adept at being slaves to all sorts of ideologies. During those years I spent as a crusader, I discovered that what is real, obvious, pressing, true, is usually bound and gagged and sacrificed on the altar of some theory or other. I'm reminded about the economist who, when told of the 1987 stock market crash, replied, "Yes, maybe so, but the real question is, can it happen in theory?"! We were all, myself included (thus the shame), rushing around shouting theories at one another, and the din was excruciating. The screaming was so loud that a practical man like Joe Clark could not be heard. When Clark, then prime minister, talked quietly about Canada being a "community of communities," it was too real, too true. It wasn't "clever" enough. We preferred the seemingly dispassionate, arid intellectualizations and "brilliant" centralist theorizing of Pierre Elliot Trudeau. Why do we worship brilliant over wise? The brilliant ideologues of centralism begot the ideologues of separatism; Trudeau's rigidity is partly responsible for the enduring appeal of Quebec separatism. The ideologues of the public sector produce the ideologues of the free market and vice versa; right-wing excesses created social-democratic and left-wing liberal excesses, which in turn spawned Margaret Thatcher and Ronald Reagan and Brian Mulroney, and now the "left" is mad about it? The ideology of "big business" produces the ideology of "small business" and so on and so on and so on, ad infinitum. Common Sense, which has had an undeservedly bad reputation ever since it thought the earth was flat, gets squeezed out of the middle. It was so useless and dispiriting. I had to get out of the noise. Pat, I said, get thee to a nunnery. So, I went to McGill. This book is the result of my decade away.

Patricia Pitcher, Ph.D.  
Montreal

v

Picher, P. (1995). *Artists, Craftsmen and Technocrats*. Toronto: Stoddart Publishing Company.

See also **FOREWORD** / *Voir aussi Préface*

See also **INTRODUCTION** / *Voir aussi Introduction*

See also **ORDER FOR PARTS OF A TEXT** / *Voir aussi Ordre des parties d'un texte*

See also **SUMMARY** / *Voir aussi Sommaire*

# VERBES ET PRÉPOSITIONS / PREPOSITIONS WITH VERBS

## PLAN DU TABLEAU

Verbs Followed by Specific Prepositions .....	Verbes se construisant avec des prépositions spécifiques
Verbs Followed by Different Prepositions (with changes to meaning) .....	Verbes suivis de différentes prépositions entraînant un changement de sens)

P

243

## DEFINITION / Définition

List of prepositions required following certain verbs and of verb/prepositions combinations that bring changes in meaning

Verbes qui se construisent avec une préposition spécifique et associations d'un verbe avec une ou plusieurs prépositions entraînant un changement de sens.

## VERBS FOLLOWED BY SPECIFIC PREPOSITIONS

/ Verbes se construisant avec des prépositions spécifiques

- The addition of a **specific** preposition is required following certain verbs or expressions.

(be) interested **in** .....Are you interested **in** astronomy?  
depend **on**.....That depends **on** what you mean by astronomy.

## List of Common Verbs with Specific Prepositions

(be) absent **from** ..... He was absent **from** work on Friday.  
(be) accustomed **to** ..... Sue was not accustomed **to** working alone.  
(be) acquainted **with** ..... I am not acquainted **with** that product.  
(be) afraid **of** ..... Nobody should be afraid **of** hard work.  
(be) angry **at** ..... Bev is angry **at** the man for interrupting her.  
approve **of** ..... Doctors today don't approve **of** smoking.  
(be) aware **of** ..... I wasn't aware **of** the change in the schedule.  
(be) bad **for** ..... Dr. Han told Sam that smoking was bad **for** him.  
believe **in** ..... Tom believes **in** crossing his fingers for good luck.  
borrow (*something*) **from** ..... Ask Pat if we can borrow *a pencil* **from** her.  
(be) composed **of** ..... The group was composed **of** six members.  
concentrate **on** ..... Jack was trying to concentrate **on** his work.  
consist **of** ..... The team consisted **of** 16 players and a coach.  
(be) crazy **about** ..... My sister is crazy **about** chocolate ice cream.  
count **on** ..... You can count **on** Ann to do what she promises.  
crash **into** ..... The car left the road and crashed **into** a tree.

- depend **on** ..... You can usually depend **on** the bus to be on time.
- (be) different **from** ..... My house is different **from** the one across the street.
- disagree **with** ..... Some of the members disagreed **with** the plan.
- (be) disappointed **in** ..... We were disappointed **in** the “gourmet” meal.
- escape **from** ..... The lion in the zoo escaped **from** its cage.
- explain **to** ..... Please explain **to** me how it works.

La préposition *to* suit toujours le verbe *explain*.

- (be) familiar **with** ..... Are you familiar **with** this method of doing it?
- glance **at** ..... I glanced **at** the article but I didn’t read it.
- glare **at** ..... Mark is glaring **at** the new sign they posted.
- graduate **from** ..... Jane graduated **from** McGill University in 2006.
- grin **at** ..... Ted seems amused. I wonder what he is grinning **at**.
- happen **to** ..... Fred is on crutches. I wonder what happened **to** him.
- hint **at** ..... The boss hinted **at** the possibility of a raise.
- hope **for** ..... We are hoping **for** a sunny day for the picnic.
- insist **on** ..... The two-year-old insisted **on** dressing himself.
- (be) interested **in** ..... I’m interested in taking a holiday **in** Mexico.
- laugh **at** ..... It’s not funny. What are you laughing **at** anyway?
- listen **to** ..... I listen **to** the weather report before I leave the house.

Le verbe *listen* est toujours suivi de la préposition *to*.

- (be) married **to** ..... Nicole Kidman used to be married **to** Tom Cruise.
- (be) nice **to** ..... The teacher was nice **to** all the kids in the class.
- (be) opposed **to** ..... The opposition party was opposed **to** the new law.
- (be) pleased **with** ..... The winning team was pleased **with** the outcome.
- (be) proud **of** ..... You can be proud **of** doing such excellent work.
- pay **for** ..... Do we have enough money to pay **for** the repairs?
- plan **on** ..... Where are you planning **on** going for your holidays?
- qualify **for** ..... I feel well qualified **for** the job they are advertising.
- refer **to** ..... What was John referring **to** when he said “Plan B”?
- relate **to** ..... I don’t see how that relates **to** what we are discussing.
- rely **on** ..... Let’s take a taxi. I don’t want to rely **on** Bill to get home.
- (be) responsible **for** ..... George is responsible **for** introducing the guest speaker.
- (be) scared **of** ..... She won’t go into the water because she is scared **of** crabs.
- search **for** ..... He’s on the internet searching **for** the information.

Le verbe *search* est toujours suivi de la préposition *for*.

- shout **at** ..... The coach shouted **at** the players to put more effort into their game.
- (be) similar **to** ..... That computer is similar **to** the last one you had.
- smile **at** ..... That person smiled **at** me but I don’t even know her.

- speak **to** ..... I spoke **to** him on the phone this morning.  
 stare **at** ..... The student stared **at** his exam paper in surprise.  
 (be) sure **of** ..... I think that is right, but I can't be sure **of** it.  
 take care **of** ..... Lynda offered to take care **of** the dog while I was away.  
 talk **to** ..... Talk **to** Human Resources if you want a raise.  
 (be) tired **of** ..... The teacher was tired **of** asking the students to pay attention.  
 wait **for** ..... Those people on the corner are waiting **for** the bus.

Le verbe *wait* est toujours suivi de la préposition *for*.

worry **about** ..... Don't bother Kim. She has enough to worry **about** already.

### VERBS FOLLOWED BY DIFFERENT PREPOSITIONS (WITH CHANGES IN MEANING)

*/ Verbes suivis de différentes prépositions (entraînant un changement de sens)*

- The choice of preposition can alter the meaning of a verb or expression in some cases.

agree <b>with</b> <i>someone</i>	I agree <b>with</b> you.
agree <b>on</b> <i>something</i>	They couldn't agree <b>on</b> anything.
agree <b>to do</b> <i>something</i>	He agreed <b>to</b> chair the meeting.

### List of Common Verbs Followed by Different Prepositions (with changes in meaning)

- appeal **to** *someone* ..... I am appealing **to** your common sense.  
 appeal **for** *something* ..... The victims of the flood appealed **for** help.  
 apologize **to** *someone* ..... The politician apologized **to** his constituents.  
 apologize **for** *something* ..... He apologized **for** misleading them.  
 apply **to** *someone* ..... She applied **to** the HR department.  
 apply **for** *something* ..... She applied **for** an administrative position.  
 argue **with** *someone* ..... The teenager argued **with** her parents.  
 argue **for** *something* ..... The consumer advocate argued **for** stricter laws.  
 arrive **at** *a place* ..... We arrived **at** the train station on time.  
 arrive **in** *a city or country* ..... Many immigrants arrive **in** Canada every year.  
 ask **about** *something general* ..... Let's ask **about** holidays in Spain instead of Italy?  
 ask **for** *something specific* ..... That is not my dinner. I asked **for** grilled chicken.  
 belong **with** *something* ..... That book belongs **with** the other cookbooks.  
 belong **to** *someone* ..... That book belongs **to** my friend Hillary.  
 (be) bored **with** *something general* ..... I'm bored **with** this movie. Let's turn it off.  
 (be) bored **by** *something specific* ..... Listeners are usually bored **by** speakers who mumble.  
 complain **to** *someone* ..... If you aren't satisfied, complain **to** the manager.  
 complain **about** *something* ..... That guy is always complaining **about** something.

PREPOSITIONS WITH VERBS / VERBES ET PRÉPOSITIONS

(be) excited **about** *something general* ..... Bob is excited **about** his new job.

(be) excited **by** *something specific* ..... Bob is excited **by** the challenges he will face.

(be) frightened **of** *something in general* .... Sam didn't go because he was frightened **of** falling.

(be) frightened **by** *something specific* ..... Tom was frightened **by** a sudden loud noise behind him.

(be) good **for** (*have a use*) ..... The Internet is good **for** finding information quickly.

(be) good **at** (*have talent*) ..... That woman is really good **at** her job.

246 know **of** *something in general terms* ..... I know **of** a website you can consult.

know **about** *something in depth* ..... I don't really know much **about** computers.

result **in** (*lead to*) ..... Reckless driving can result **in** an accident.

result **from** (*be brought about by*) ..... The collapse of the bridge resulted **from** years of neglect.

write **about** *something* ..... Shakespeare wrote **about** human nature.

write **to** *someone* ..... Romeo wrote **to** Juliette every day.

<b>PLAN DU TABLEAU</b>	
<b>Purpose</b> .....	But
<b>Considerations</b> .....	Généralités
<b>Characteristics of a Good Press Release</b> .....	Caractéristiques d'un bon communiqué de presse
<b>Elements</b> .....	Éléments
<b>Layout</b> .....	Mise en page
<b>Example of a Press Release</b> .....	Exemple de communiqué de presse

## DEFINITION / Définition

Information sent out by an organization to the media for publication

Information transmise par un organisme aux médias en vue d'une publication.

## PURPOSE / But

- To communicate information from your organization concerning events, products, etc. to the public

## CONSIDERATIONS / Généralités

- Get straight to the point because the media cut texts from the end.
- Answer the questions who, when, what, how and where in the first paragraph.
- Use the body of the text for details, examples, anecdotes that can be quoted.
- Give facts but do not suggest any conclusion.
- Use subtitles for readability if the text is long.

## CHARACTERISTICS OF A GOOD PRESS RELEASE

/ Caractéristiques d'un bon communiqué de presse

- Immediacy to attract the attention of the public
- Accuracy of the information
- Careful use of language (grammar, spelling, etc.)
- Brevity

**ELEMENTS / Éléments**

- Heading identifying the document as a press release
- Name of the organization releasing the information (Letterhead paper is appropriate.)
- Date and time of the release
- **Headline you propose (title and possibly subtitle)**
- Brief, punchy text suggested for release
- The indication –30– (to signal the end of the text)
- Name, telephone number and e-mail of a contact person for further information
- Run-in head with the first paragraph giving city of origin (separated from the text with a dash)

Vancouver–The Canadian Olympic Committee announced today that tourists arriving for . . .

**LAYOUT / Mise en page**

- **Facilitate reading with lots of blank space.**
  - Use double spacing.
  - Separate paragraphs with an extra line.
  - Use wider margins than for another document.



**Example of a Press Release****Exemple de communiqué de presse****Press Release**

Canadian Health Group, Inc.  
Winton Industrial Park  
2424 Mediterranean Crescent  
Flinders, ON M6T 1J6

**For Immediate Release****A Routine Check-Up to Save Lives**

**Flinders, ON—November 18, 2006**—Routine dental exams can save lives. Dentists routinely spot the first signs of cancer, heart disease, and rare skin and autoimmune diseases. Visits to the dentist aren't just for cleanings and fillings, according to new research.

"We don't just look at teeth and gum problems," says Dr. James Botterell, Past President of the Canadian Dental Association. "We can spot disease at an early stage. Visiting your dentist can lead to early diagnosis and treatment."

"Seventy-five percent of Canadians have gum diseases," says Dr. Tammy Wright, president of The Academy of Periodontology. "We know that keeping a healthier mouth plays a large role in having a healthy body. Gum disease, which dentists help identify, prevent and treat, may heighten the risk of heart disease, diabetes, and pneumonia according to recent trials."

New evidence shows that dental exams have a crucial role in disease prevention. Seeing your dentist every six months can nip many problems in the bud, giving all of us something to smile about.

For additional information on dental check-ups and overall health, visit: [www.canadianhealthgroup.ca](http://www.canadianhealthgroup.ca) or call 800-666-1212. Canadian Health Group, Inc. is a non-profit organization that provides up-to-date information to Canadians and to the healthcare industry.

–30–

For more information :

Judy White  
info@canadianhealthgroup.ca  
800-666-1212 Fax: 800-866-1234

# PROOFREADING AND EDITING / CORRECTION D'ÉPREUVES ET RÉVISION

<b>PLAN DU TABLEAU</b>	
Editing Guidelines .....	Directives de révision
Procedure for Proofreading .....	Règles générales pour la correction d'épreuves
Linguistic Elements .....	Langue
Spell Checker and Dictionary .....	Correcteur orthographique et dictionnaire
Layout and Typography .....	Mise en page et typographie
Standard Proofreading Marks .....	Signes courants de correction d'épreuves

## DEFINITION / Définition

Final verification of a document to ensure clear meaning and to eliminate linguistic or typographical errors

Vérification finale d'un document afin d'en assurer la clarté et d'en éliminer les erreurs linguistiques et typographiques.

## EDITING GUIDELINES / Directives de révision

- **Analyse your purpose.**
  - Reason for sending this message
  - Most suitable channel (letter, fax, e-mail, report)
- **Anticipate your reader.**
  - Personal and professional relationship to the person
  - How knowledgeable the person is about the subject
  - Who else might see this document in the future
- **Adapt your message to your audience.**
  - Think of the specific reader who will receive your message.
  - Provide all the information necessary to carry out request (date, quantities, specifications).
- **Organize your message.**
  - Decide which pattern is most appropriate (direct, indirect).
  - Decide which ideas should be grouped together.
- **Review paragraph and sentence length.**
  - Try to limit paragraphs to more than seven lines to avoid large blocks of text.
  - Try to limit sentences to no more than 35 words to maintain clarity.

- **Edit the message for grammar and style.**

- Use the active voice (We shipped the order August 10.) rather than the passive voice (The order was shipped August 10.)
- Avoid unnecessary information or personal reflections.
- Bear in mind that humour is usually not appropriate and risks being seen as offensive.
- Express similar ideas in parallel constructions.
- Use forceful sentences without adjectives or clichés.
- Check that ideas are ordered coherently in paragraphs.

P

251

### PROCEDURE FOR PROOFREADING / Règles générales pour la correction d'épreuves

- Read through the text several times focusing on only one or two elements at a time. Use a red pen to indicate corrections.
- Write corrections in the margin.
- Double check anything that seems incorrect.
- Where possible, have a second person proofread the text.

### LINGUISTIC ELEMENTS / Langue

- Read word-by-word for spelling, word use, subject-verb agreement, word form, punctuation, etc.
- Check for consistent use of spelling and uniformity of proper nouns, abbreviations, initialisms, acronyms and titles.

### SPELL CHECKER AND DICTIONARY / Correcteur orthographique et dictionnaire

- Use a spell checker consistently to identify spelling and grammatical errors.
- Use a dictionary in cases of doubt as spell checkers can confuse words like “from” and “form”.

### LAYOUT AND TYPOGRAPHY / Mise en page et typographie

- Check the presentation of titles, subtitles, labels, etc. for appropriate typography and for consistent.
- Check the use of hyphens, capital letters, underlining, italics and bold for consistency.
- Make sure the numbers of lists, tables, figures, references, annexes and appendices correspond with those indicated in the contents and the index.

## Standard Proofreading Marks

### Signes courants de correction d'épreuves



Align horizontally	=
Align vertically	
Centre	[]
Close space	◌◌
Leave space	#
Move left	┌┐
Move right	└┘
Transpose	┌┐
Begin paragraph	┌
Capitalize	cap
Remove capitals	bdc
Bold	bf
Italics	ital.
Underline	ul
Delete	
Insert	
apostrophe	'
comma	,
dash	-N/ or -M/
hyphen	-/
period	.
quotation marks	”
space	#
a word	\word
STET	leave the original form STET

**Note.** Editing features in computer software allow for the introduction of corrections and queries that can be added in the margin and accepted or rejected by the author.

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Basic Elements .....	Éléments de base
Additional Elements for Formal Proposals .....	Éléments supplémentaires d'une offre officielle
Example of a Proposal in Response to a Request for Proposals .....	Exemple d'offre de service en réponse à un appel d'offres

## DEFINITION / Définition

A written offer to provide a product or service to a potential customer

Offre écrite dans le but de proposer un produit ou un service à un client potentiel.

## PURPOSE / But

- To convince a potential client of benefits to be gained

## CONSIDERATIONS / Généralités

- Promise only what can be delivered as a proposal is a legally binding document.
- Use unsolicited proposals to inform potential clients of a product or service.
- Unsolicited proposals are short and have a strong persuasive tone.
- Proposals may be submitted in response to a request for proposals.
- Responses to requests for proposals are complete and formal.
- Do not include the request for proposals with the proposal you submit.

## BASIC ELEMENTS / Éléments de base

- **Introduction**
  - Give a brief presentation of the company or the individual making the proposal.
  - Use a persuasive style to generate interest and inspire confidence.
  - Allude to a specific concern that is foremost in the prospective client's mind.
  - Offer a solution or cite a key benefit to be gained.

- **Background**

- Describe the specific problem or situation that the proposal addresses.
- Demonstrate complete understanding of the situation.
- Employ the same language and terminology as the request for proposals.

- **Plan**

- Specify what is proposed and show how it will benefit the client.
- Detail what will be provided to the client in specific terms.
- Where relevant, outline how the project will be managed.
- Provide a schedule for completion of various elements in the plan.

- **Staffing**

- Detail the credentials and prior experience of key members of the proposed team.
- Outline the functions and availability of support staff.
- Identify equipment and software that will be available to the team.

- **Budget\***

- Provide a list of projected costs for equipment and material.
- Itemize person hours and costs for staff salaries.
- Detail charges for additional services such as follow-up training seminars.

\*Costs provided in a budget are legally binding and can not be altered after the fact.

- **Motivation to act on the proposal**

- Summarize key benefits.
- Request approval or authorization.
- Where relevant, specify an “expiry” date for the proposed service.

**ADDITIONAL ELEMENTS FOR FORMAL PROPOSALS****/ Éléments supplémentaires d'une offre officielle**

- **Some or all of the following elements may be included with a formal proposal.**
  - Cover letter
  - Executive summary
  - List of illustrations, tables, maps or photographs
  - Glossary of technical terms
  
- **Title page**
  - Title of the proposal
  - Name of the client organization
  - Identification of the request for proposals (number or source of the announcement)
  - Date of the submission
  - Author's or organization's name
  
- **Contents page**
  - Lists headings
  - Gives page numbers
  - Lists appendices
  
- **Appendix**
  - Items which might be included in the appendices of a proposal include the following items.
    - Testimonials
    - Curricula vitae of key team members
    - A list of previous projects
    - Technical specifications
    - Technical procedures to be followed, etc.

## Example of a Proposal in Response to a Request for Proposals

### Exemple d'offre de service en réponse à un appel d'offres



P

256

#### **Proposal for a Language and Cultural Orientation Program for Graduate Students from Indonesia**

Toucan Language Training Services  
January 22, 2010

#### **Introduction**

The principal goal of the proposed language training program is to prepare Indonesian scholarship students to meet the demands of graduate study at Riverhead University. A second goal is to facilitate the students' cultural adjustment to a foreign environment and to provide orientation to daily life in the city. The proposed program covers the period from July 7 to August 18, 2010.

Toucan Language Training Services has 10 years of experience in language and cultural training for overseas students in Canada. We have substantial experience in developing curricula and delivering successful tailor-made programs for university-bound students from other cultures. We are familiar with differences in educational systems in non-western cultures and with the difficulties international students may experience in adapting to university studies and to life in Canada.

#### **English for Academic Purposes**

Formal instruction in reading strategies will be provided. Teaching will focus on organization and will also deal with clause structure and word form errors. Writing assignments from the students' credit courses in Religious Studies will serve as the source of remediation. Instructors will meet with the students in tutorial workshops.

Formal instruction in academic skills will be offered. Teaching will focus on academic skills which the students will be expected to employ during the summer credit course and during their future studies at Riverhead. Particular attention will be paid to critical thinking and text organization which are weaknesses identified by the students' language instructors in the pre-departure program in Indonesia.

Time management seminars will be offered to help students cope with the heavy demands of their summer credit course assignments while they are involved with settling-in arrangements.

Library research assignments, given in collaboration with the credit course instructor, will serve as the basis for practising such library skills as narrowing topics, generating key words and using the RUSE. In addition, instruction in the use of the resources of the RIIS library will be provided in conjunction with the public services librarian.

#### **Canadian Culture**

To assist students with cultural adjustment and integration, the following activities are proposed:

- Orientation to the city (banking, food shopping, renting apartments, recreation, second-hand bookstores and winter clothing)
- Orientation to university services (libraries, bookstore, sports facilities, computer services, health services and student associations)
- Community contact (social visits with Canadian families, cultural events and holidays)
- Excursions (to Ottawa to meet with embassy staff and for national day celebrations, visit to Pioneer Village)

title reflecting language  
of request for proposals

demonstration of a clear  
grasp of primary and  
secondary goals

succinct outline of how  
the company's qualifications  
match the client's needs

details of proposed program  
of instruction (academic)

demonstration of knowledge  
of the group's past training  
demonstration of knowledge  
of the group's specific needs  
demonstration of knowledge  
of Riverhead resources

details of proposed program  
(cultural orientation)



**Scheduling**

Students will be met in Vancouver July 7 as they clear Customs and Immigration and accompanied to their final destination at the university residences. Assistance will be provided with initial settling-in (food, telephone, banking, renting apartments). A welcoming reception will be held shortly after their arrival. Cultural and non-academic activities will be scheduled in the evening and on weekends. The exception will be a day trip to Ottawa to allow students to register with their embassy.

Classes will begin on Tuesday following their arrival. See Appendix A for schedule for details.

**Instructors**

Instructors hired for the program have graduate-level training and are experienced in teaching English and academic research skills to students from non-western cultures. They will be provided with a curriculum which addresses the needs of this group as identified in the pre-departure questionnaire.

Two monitors who are familiar with the Riverhead campus and with Indonesian language and customs will be available to assist with cultural orientation, negotiating leases and social activities.

See Appendix B for program staff qualifications.

**Budget**

Curriculum development and supervision.....	\$2,500
Project administration.....	\$4,200
Salary for English instructors (120 hours at \$80 per hour) .....	\$9,600
Salary for special workshop instructors (48 hours at \$90 per hour) .....	\$4,320
Salary for monitors (100 hours at \$30 per hour) .....	\$3,000
Excursions (transportation and fees).....	\$2,400
Airport reception (Vancouver and local) .....	\$1,000
Materials (photocopies, etc.) .....	\$500
	<hr/>
	\$27,520
GST	\$2,259
PST	\$2,208
	<hr/>
	\$31,987

general outline of schedule

P

referral to appendix details

257

qualifications and training  
for program staff

details of program costs

See also **APPENDIX** / *Voir aussi Appendice*

See also **CONTENTS** / *Voir aussi Table des matières*

See also **SUMMARY** / *Voir aussi Sommaire*

See also **TITLE PAGE** / *Voir aussi Page de titre*

See also **TRANSMITTAL LETTER** / *Voir aussi Lettre de transmission*

# PUNCTUATION / PONCTUATION

PLAN DU TABLEAU	
Considerations .....	Généralités
Spacing Grid for Punctuation Marks .....	Espacements des signes de ponctuation
Ampersand .....	Et commercial
Asterisk .....	Astérisque
Brackets .....	Crochets
Dash .....	Tiret
Ellipsis Points .....	Points de suspension
Slash .....	Oblique

**Note.** Common punctuation marks found in individual tableaux are Apostrophe, Colon, Comma, Exclamation mark, Hyphen, Parentheses, Period, Question mark, Quotation marks, and Semicolon.

## DEFINITION / Définition

Marks used to set apart clauses, phrases or other elements in a sentence in order to indicate syntactic relationships, add nuances, or clarify meaning

Signes utilisés pour distinguer des propositions, des locutions ou d'autres éléments d'une phrase afin de marquer les relations syntaxiques, ajouter une nuance ou préciser un sens.

## CONSIDERATIONS / Généralités

- Clarity should be the guiding rule for punctuation use.
- Too much punctuation interrupts the flow of a sentence.
- Changing the order of elements in a sentence can avoid too much punctuation.

## SPACING GRID FOR PUNCTUATION MARKS / Espacements des signes de ponctuation

Mark	Space before	Space after	Example
Ampersand .....	one .....	one .....	Marks & Sparks
Apostrophe .....	none .....	none .....	manager's desk
Asterisk .....	none .....	none .....	Jones* *Head of sales
Brackets .....	none .....	none .....	[as you mentioned]
Colon .....	none .....	one .....	Room: 501

Aucune espace avant le deux-points, une espace après.

Comma .....	none .....	one .....	He said, "No."
Dash .....	none .....	none .....	1996–1999

Mark	Space before	Space after	Example
Ellipsis Points .....	one .....	one .....	in . . . er . . . a second
Exclamation Mark .....	none .....	one .....	Oh no! Not again!
Hyphen .....	none .....	none .....	a long-term plan
Parentheses .....	none .....	none .....	in thirty (30) days
Period .....	none .....	one .....	I did it. And would again.
Question Mark .....	none .....	one .....	Why? With whom?
Quotation Marks .....	none .....	none .....	He said, "Thanks".
<div style="border: 1px solid red; padding: 2px; display: inline-block;">Aucune espace entre les guillemets ouvrants et fermants et le texte encadré.</div>			
Semicolon .....	none .....	one .....	plans; and action
Slash .....	none .....	none .....	the off/on switch

## Ampersand [ & ] / *Et commercial* [ & ]

### PLAN DU SOUS-TABLEAU

Purpose .....	But
Company Titles .....	Raisons sociales
Legal Firms .....	Cabinets d'avocats
Informal Designations .....	Désignations courantes
Other Uses .....	Autres emplois

260

### DEFINITION / Définition

A symbol [ & ] used to replace the word “and” in some company titles and a few other specific contexts  
 Symbole [ & ] utilisé à la place du mot « and » (et) dans certaines raisons sociales et quelques autres contextes.

### PURPOSE / But

- Apart from limited and specific contexts, it is not appropriate to use an ampersand to replace “and” in business correspondence or other writing.

### COMPANY TITLES / Raisons sociales

- Some companies include an ampersand in their official names.

Simon & Schuster  
 Johnson & Johnson  
 A&P (The Great Atlantic & Pacific Company of Canada)

### LEGAL FIRMS / Cabinets d'avocats

- Law firms may link the names of partners, or add mention of associates with an ampersand.

McKenzie & Gillespie Partners  
 Donovan, Donovan & Associates

**INFORMAL DESIGNATIONS** / *Désignations courantes*

- Business or military contexts sometimes employ an ampersand as part of an unofficial designation.

R&D (Research and Development)  
R&R (Rest and Recreation)

P

261

**OTHER USES** / *Autres emplois*

- Where there is limited space to list a heading in the telephone directory, it is common to see the ampersand used to save space.

Storm Windows & Doors  
Moving & Storage  
Samson & Sons  
J. Johnson & Bros.

- Where the names of two or more authors are indicated in some academic referencing systems, the ampersand is used in place of “and”.

In one book (Goldman & Smythe, 2001) the authors claim that . . . [APA style]

*See also* **IN-TEXT CITATION** / *Voir aussi Références dans le texte*

*See also* **REFERENCE LIST—APA STYLE** / *Voir aussi Liste de références—Méthode APA*

## Asterisk [ \* ] / Astérisque [ \* ]

P

262

### PLAN DU SOUS-TABLEAU

Purpose .....	But
Considerations .....	Généralités
Typeface .....	Polices de caractères
Placement .....	Situation
Examples of Asterisk Uses .....	Exemples d'emplois d'astérisque

### DEFINITION / Définition

A symbol [ \* ] used to refer the reader to a footnote at the bottom of a page or table

Symbole [ \* ] utilisé pour renvoyer le lecteur à une note en bas de page ou de tableau.

### PURPOSE / But

- An asterisk is generally used instead of a number to refer the reader to a footnote: (1) in mathematical or technical documents to avoid confusion with numbers that form part of the text, (2) in titles, poems, and short texts.

### CONSIDERATIONS / Généralités

- Asterisks should be limited to not more than three on any given page.
- Multiple asterisks are indicated as follows: \*, \*\*, \*\*\*.

### TYPEFACE / Polices de caractères

- A footnote and asterisk are written in the same font as the rest of the document. The type size of the footnote is generally 2 points smaller.

**PLACEMENT / Situation**

- In the text, an asterisk is placed immediately after the word or immediately after the terminal punctuation mark of the sentence or quotation to which it refers.
- In the footnote, an asterisk is placed immediately before the footnote without a space.

P

263

**Examples of Asterisk Uses****Exemples d'emplois d'astérisque**

Consider the brilliant Nobel<sup>\*</sup> James Watson, one of the scientists who discovered the helical structure of DNA.

<sup>\*</sup>Nobel Prize recipient

L'astérisque se place immédiatement après le mot ou immédiatement après la ponctuation finale.

Generally speaking, the names of countries or nationalities that appear in expressions such as bone china, venetian blinds, or roman numerals are considered to be generic, and so they are not capitalized.\*

<sup>\*</sup>Dictionaries do not all agree on this point.

Dans les notes en bas de page, l'astérisque précède immédiatement la note, sans espacement.

## Brackets [ [ ] ] / Crochets [ [ ] ]

## PLAN DU SOUS-TABLEAU

Placement .....	Situation
Different Uses .....	Emplois divers

P

264

## DEFINITION / Définition

Squared punctuation marks [ [ ] ] used to enclose editorial comments, corrections, translations, etc. (usually in academic writing and mathematics sets)

Signes de ponctuation [ [ ] ] utilisés pour encadrer un commentaire éditorial, une correction, une traduction, etc. (généralement dans les travaux scolaires et les formules mathématiques).

## PLACEMENT / SITUATION

- Square brackets are placed around words, expressions, comments, etc. with no spaces inside the brackets and one space outside the brackets on either side.

## DIFFERENT USES / EMPLOIS DIVERS

- Editorial comments

[Remember that the score for Rebel's masterpiece had not yet been discovered.—Editor]

[Alternative spellings take you to commercial or other sites we do not recommend.—Editor]

A member of the commission insisted on “the importance of providing the public with **accurate information** [my emphasis] in order to facilitate informed decision-making in future.”

- Translations

One of the Islamic holy sites Professor Adams visited was Makkah [Mecca].

Mao Zedong [Mao Tse-tung] was a revered figure in China during those years.

Nikita Khrushchev's classic nyet [no] was not unexpected by the American negotiators.

- Inserting words into a text or quotation

He claimed that this family [the Borgias] had an unjustified reputation for poisoning their opponents.

No one expected the perennial also-rans [the Boston Red Sox] to win the World Series.

Mr. Brown was quoted as saying, “Good Queen Bess [Elizabeth] is a fine old gal.”



- Declining responsibility for errors in a quotation

The sage of the baseball diamond, Yogi Berra, once said, “It ain’t [*sic*] over till it’s over.”

He said he was gonna [*sic*] get back to us tomorrow on that.

La mention latine « sic » s'écrit en italique (les crochets restent en romain).

**Note.** When the Latin word “*sic*” is used to make an editorial comment on an error or to draw attention to an irregularity in grammar or spelling, the word “*sic*” is written in italics, but the brackets are not.

- Parenthetical elements inside parentheses

This was the age of the great inventors (Guglielmo Marconi [1874–1937] sent a radio signal across the Atlantic for example) who were responsible for the communications revolution that was to come.

In research centred on three regions (Southeast Asia [Malaysia], sub-Saharan Africa [Malawi] and the Andaman Islands) the investigative team came to several conclusions about indigenous fish-harvesting methods.

## Dash [—] em dash, [-] en dash / Tiret long [—], tiret court [-]

### PLAN DU SOUS-TABLEAU

Considerations .....	Généralités
Placement .....	Situation
Different Uses .....	Emplois divers

p

266

### DEFINITION / Définition

A horizontal punctuation mark [—] which indicates an emphatic break in a sentence for nonessential information or comment [an *em* dash or long dash]

Signe de ponctuation horizontal [—] qui indique une coupure dans une phrase pour introduire des renseignements facultatifs ou des commentaires.

A horizontal punctuation mark [-] which is used to join dates, page numbers, etc. [an *en* dash or short dash].

Signe de ponctuation horizontal [-] utilisé pour joindre des dates, des numéros de page, etc.

### CONSIDERATIONS / Généralités

- Two forms (either the shorter en dash or the longer em dash) are commonly used.
- Use the longer em dash [—] for separating nonessential information or comment in a sentence.
- To make the em dash in word processing software, use either ALT 0151 on the keypad (or Symbols, Special Characters) in Windows or Shift-Option-hyphen in Mac.
- Use the shorter en dash [-] for joining page numbers, dates, etc.
- To make the en dash in word processing software, use either ALT 0150 on the keypad (or Symbols, Special Characters) in Windows or Option-hyphen in Mac.

### PLACEMENT / Situation

- Where a dash sets off a comment in the middle of a sentence, place it between adjoining words at the beginning of the comment and again between adjoining words at the end of the comment with no space before or after.

Charlie Brown—if that's his real name—applied for a job with our company.  
 Tony was—if you can imagine—named to the senate!

Le tiret se note sans espacement ni avant ni après.

- Where a dash, rather than ellipsis points, replaces words in an incomplete thought, it is placed immediately after the last word.

What if—?

- A dash at the end of a sentence is followed by a period and then by one or two spaces if another sentence follows.

I'd like to believe him but—. Anyway, time will tell.

## DIFFERENT USES / Emplois divers

P

267

- To include nonessential or complementary information in a sentence

Ray Pinto hopes to—and probably will—win the election next month.

The Queen's speech concerned a difficult year—*annus horribilus*—that had occurred in her life.

He gave her a diamond—at least it looked like a diamond—for their wedding anniversary.

During the peak of the outbreak in the United States—where there were no deaths from SARS—trans-Pacific travel fell 40 percent below the previous year's level.

- To allow for dramatic emphasis

Ask not what your country can do for you—ask what you can do for your country.—JFK

I was terrified—not frightened, terrified—for my father as well as for myself.

Suddenly, Frank—can he have been out of his mind?—banged his fist on the table.

Compared with the 1918 flu pandemic, SARS was quite moderate—but it sure didn't seem that way in the first half of 2003.

[Note the change to a popular register of language after the dash which adds further dramatic emphasis.]

- To indicate an incomplete thought

They had better have that order here on time or—

That seems like a plausible explanation but—

- To separate dates or page numbers [An *en* dash is used]

We will look at the period from 2004–2007.

The information is found on pages 127–133.

## Ellipsis Points [ . . . ] / Points de suspension [ . . . ]

### PLAN DU SOUS-TABLEAU

Purpose .....	But
Omissions in Quotations .....	Omission dans les citations
Other Omissions .....	Autres omissions

p

268

### DEFINITION / Définition

Punctuation consisting of three spaced periods [ . . . ] used to indicate the omission of information  
 Signe de ponctuation composé de trois points [ . . . ] utilisé pour indiquer l'omission de renseignements.

### PURPOSE / But

- To indicate the omission of words or phrases in a sentence

### OMISSIONS IN QUOTATIONS / Omission dans les citations

- Where one or more words are omitted from quoted material, they are replaced by three spaced periods.
- Leave one space on either side of these ellipsis points.

“It is always difficult to talk about . . . forces for which we have no name, even if we feel their impact.”

Les points de suspension sont précédés et suivis d'un espacement.

- Where the omitted words occur at the end of a sentence, ellipsis points are followed by one space and terminal punctuation (period, question mark, exclamation mark).

“Do you mind . . . !” was the expression used by the heroine to signal disapproval.

The actor read the line, “She said she’d come later if . . . . But I don’t believe her.”

“But what can be done to mitigate the fears, to disperse the hatred, violence, and irrationality gathered around the school integration, to take the initiative out of the hands of racial demagogues . . . ? In the end, for laws to be obeyed, men must believe they are right.”—Martin Luther King Jr.

- Where ellipsis points indicate that one or more words have been omitted at the end of a sentence in order to show that an idea has trailed off, they are **not** followed by final punctuation.

The only part of the conversation I understood was, “Why did I get involved in . . .”

**OTHER OMISSIONS / Autres omissions**

- Where ellipsis points indicate hesitation, they are treated the same way as in quotations to indicate hesitations.

What I'm hoping to discuss is an . . . er . . . a raise.

## Slash [ / ] / Oblique (ou barre oblique) [ / ]

### PLAN DU SOUS-TABLEAU

Placement .....	Situation
Indicating Alternatives .....	Pour indiquer un choix
Indicating Double Functions .....	Pour indiquer une double fonction
Business Abbreviations .....	Abréviations commerciales

P

270

### DEFINITION / Définition

A diagonal punctuation mark [ / ] which is used principally to express alternatives or double functions, to separate elements in certain business abbreviations, and to write Internet URLs

Signe de ponctuation oblique [ / ] utilisé principalement pour exprimer un choix ou une double fonction, pour séparer des éléments dans certaines abréviations commerciales et pour noter des adresses Internet.

### PLACEMENT / Situation

- The slash is placed between the elements it separates with no space on either side.\*

### INDICATING ALTERNATIVES / Pour indiquer un choix

- Where two opposite characteristics are attributed to one noun, they may be joined with a slash.
  - an AM/FM radio
  - the off/on switch
  - an either/or situation
  - a pass/fail grade

### INDICATING DOUBLE FUNCTIONS / Pour indiquer une double fonction

- Where two complementary functions are indicated, a slash may be used to join the two components.
  - the secretary/treasurer
  - a nurse/practitioner
  - the owner/manager

### BUSINESS ABBREVIATIONS / Abréviations commerciales

- Abbreviations for some compound business expressions are joined with a slash.
  - n/30 ..... net amount due in thirty days
  - c/o ..... in care of (for mail)
  - O/S ..... out of stock
  - B/L ..... bill of lading
  - B/S ..... bill of sale

\*An exception is where a slash is used to separate bilingual titles on a reference list where one space is left on either side of the slash.

## QUESTION MARK [ ? ] / POINT D'INTERROGATION [ ? ]

### PLAN DU TABLEAU

Placement .....	Situation
Different Uses .....	Emplois divers

### DEFINITION / Définition

A terminal punctuation mark [ ? ] used to indicate the interrogative nature of a sentence or elliptical expression

Signe de ponctuation [ ? ] indiquant la fin d'une phrase utilisé pour marquer l'aspect interrogatif de celle-ci ou d'une expression elliptique.

Q

271

### PLACEMENT / Situation

- A question mark follows the last letter in the sentence without a space. It must be followed by one space.

Where are you going? I would like to join you.  
What time is it? We have to leave soon.

Le point d'interrogation suit immédiatement le mot qui le précède; il doit être suivi d'un espace.

### DIFFERENT USES / Emplois divers

- After a direct question

Where would you like to eat?  
Is the company planning an expansion in the near future?

- To emphasize a rhetorical question (An exclamation mark could also be used.)

Can you believe it?

- After an elliptical question (An exclamation mark could also be used.)

How?  
Who says?

- To emphasize a series of interrogatives at the end of a sentence
  - Where a series of questions follows from the same introductory comment, each internal question begins with a lower-case letter and is followed by a question mark. It implies different answers to each question.

Who will be responsible for calling the meeting? drafting the agenda? reserving the room?  
renting the equipment?

[All questions relate to who is responsible for something.]

- Where a series of independent questions is placed at the end of a sentence following a colon, each question begins with a capital letter and is followed by a question mark.

There are a few things I'm not sure about: What will the starting salary be? Who will I be  
working with? Is there much travel involved?

[Each question following the colon is independent.]

- To signal that a statement is interrogative

He thinks we'll agree to that?

- Following tag questions

Jack doesn't want to be nominated, does he?

This is the right address, isn't it?

See also **PUNCTUATION** / *Voir aussi Ponctuation*

See also **TAG QUESTIONS** / *Voir aussi Questions-tag*



## QUOTATION MARKS [ “ ” ] / GUILLEMETS [ “ ” ]

### PLAN DU TABLEAU

Direct Quotations .....	Citations directes
Indirect Quotations .....	Citations indirectes
Missing Information .....	Renseignements manquants
Inset Quotations .....	Citations dans le texte
Single Quotation Marks .....	Guillemets simples
Other Uses .....	Autres emplois

Q

273

### DEFINITION / Définition

Punctuation marks [ “ ” ] which are used on either side of words, phrases, expressions or sentences to indicate that certain words have been borrowed directly from another source

Signes de ponctuation [ “ ” ] qui encadrent un mot, une locution, une expression ou une phrase pour indiquer que certains éléments proviennent directement d’une autre source.

### DIRECT QUOTATIONS / Citations directes

- Where a direct quotation begins a sentence, use a comma or other punctuation mark inside the quotation marks before indicating who said, asked, shouted, etc.

“I spoke to Helen about this yesterday,” she said.  
“Did you ever talk to Jack about the problem?” he inquired.

Les guillemets ouvrants précèdent le mot, sans espacement; les guillemets fermants suivent le mot, sans espacement.

- Where a quotation follows the indication of who spoke, use a comma before the quotation marks.

When he became the first man to land on the moon, Neil Armstrong said, “One small step for man, one giant leap for mankind.”

- Where a quotation continues in two parts, and the second part of the quotation **begins a new sentence**, use a capital letter to begin the second part.

Mike Brown honestly doesn’t care whether Pluto is a planet or not. “It’s like asking whether Australia is a continent,” says the Caltech astronomer. “The word has no formal scientific definition.”

- Where a direct quotation **is interrupted**, use commas before and after the indication of the speaker as illustrated below.

- Begin the second part of the quotation with a lower-case letter.

“Well to begin with,” she sighed, “we will have to change the locks.”

Dans le cas d’une citation interrompue, le premier membre de la phrase se termine par une virgule et des guillemets fermants. Puis l’incise se termine par une virgule et l’autre membre de la phrase est encadré de guillemets ouvrants et fermants.

**INDIRECT QUOTATIONS / Citations indirectes**

- Where exact words from another work are included in a text, place the quoted material between quotation marks without a preceding comma.

The most recent article stated that “UPS operates the ninth largest airline in the world”.  
Thoreau wrote that “it is not worth the while to go around the world to count the cats in Zanzibar”.

Q

274

**MISSING INFORMATION / Renseignements manquants**

- Words can be omitted from a quotation by inserting ellipsis points.

“If all the board members and the managers . . . are determined to make an offer, the company will likely go ahead with plans to purchase the . . . equipment.”

**INSET QUOTATIONS / Citations dans le texte**

- Where more than four lines are quoted, indent ten spaces from the right and left margins, and leave one line before and after the quotation.
- Quotation marks are not used when quotations are inset like this.

In an article written in 1968, the writer and musician Jascha Zayde gives a more succinct description of Beethoven’s work as a revolutionary composer:

His piano sonatas were twice the length of any previous composer’s. He would use two themes where only one had been the practice. He changed piano techniques to suit his needs. Into almost all his works, he introduced new kinds of rhythms, harmonies, progressions, and an infinite variety of moods, ranging from the saddest to the most radiant happiness.

**SINGLE QUOTATION MARKS / Guillemets simples**

- Where a few words or an expression is singled out **within** a longer quotation, this is indicated by the use of single quotation marks ( ‘ ’ ).

In the author’s words, “Realistic detail may be present, but it is no longer an end in itself. Instead, it is subordinated to that ‘**other meaning**’ at which the symbolic narrative points.”

**OTHER USES / Autres emplois**

- Where a single word or brief phrase is quoted, put the exact words between quotation marks.
- No commas are required in this case.

Finley is on record as a “big-time supporter” of the suggested changes.  
I’d have to characterize Nadia as a “do-nothing” student.

## QUOTATION MARKS [ “ ” ] / GUILLEMETS [ “ ” ]

- Use quotation marks without commas to enclose the title of an article, chapter, song, poem, etc.

My favourite CD is “Graceland”.

“Yesterday” is my favourite song.

We had to memorize Keats’s poem “Ode on a Grecian Urn” in high school.

- Use quotation marks without commas to suggest an ironic use of a term.

The forensic auditor proved to be Hancock’s “nemesis”.

Her “little sister” turned out to be much taller than Joyce.

- Use quotation marks without commas to enclose specialized technical or business terms where they are used in non-technical discourse. Subsequent uses in the text do not require quotation marks.

Astronomers are interested in data on “supernovas”.

The company altered its drug reimbursement plan to make other medications available either for free or with a small “co-payment”.

See also **PUNCTUATION** / *Voir aussi Ponctuation*

## REFERENCE LIST / LISTE DE RÉFÉRENCES

### PLAN DU TABLEAU

Reference Styles .....	Méthodes de références
Considerations .....	Généralités
Elements .....	Éléments
Abbreviations Used in Academic References .....	Abréviations utilisées dans les travaux universitaires
Example of Three Styles for Reference Lists .....	Exemples de trois méthodes de références

R

276

### DEFINITION / Définition

Part of a document which provides complete bibliographic references for all the in-text citations in an academic work or substantial business document

Partie d'un document qui contient les renseignements bibliographiques complets de toutes les références figurant dans un texte universitaire ou dans un texte commercial d'une certaine importance.

### REFERENCE STYLES / Méthodes de références

#### • Three widely used styles for citing references are:

- APA (American Psychological Association) which is commonly used in the social sciences
- CSE (Council of Science Editors) which is commonly used in mathematics and the sciences\*
- MLA (Modern Language Association) which is commonly used in the humanities

\*CBE (Council of Biology Editors) until 2000

### CONSIDERATIONS / Généralités

- A reference list provides full bibliographic references for all works **cited** in a text.
- Reference lists are essential with any college or university paper or other academic work.
- Reference lists are generally included in formal reports, proposals and other business documents.
- Titles for reference lists vary slightly according to the style used (References, Works Cited, etc.)
- Magazines may include reference information as footnotes rather than on reference lists.
- Bibliographies list works **consulted** and may vary slightly in format from reference lists.
- The terms reference list and bibliography are sometimes used interchangeably.

### ELEMENTS / Éléments

- Family name and either first name or initials of the author depending on the style
- Title and subtitle of the work cited
- Date of publication

- Publisher's name
- Place of publication
- Page numbers for material quoted or cited in a text
- Information such as a URL permitting retrieval of electronic sources

## ABBREVIATIONS USED IN ACADEMIC REFERENCES / Abréviations utilisées dans les travaux universitaires

R

277

### • Standard Abbreviations

abr. ....	abridged	f., ff. ....	and following page, pages
anon. ....	anonymous	illus. ....	illustrated
b. ....	born	ms., mss. ....	manuscript, manuscripts
c., c ....	copyright	no., nos. ....	number, numbers (journal issues)
ca. (circa) .....	approximately (dates)	n.d., ND ....	no publication date given
chap., ch. ....	chapter	n.p. ....	no publication place given
col., cols. ....	column, columns	n.pag. ....	no page number given
d. ....	died	p., pp. ....	page, pages
ed., eds. ....	editor, editors	trans., tr. ....	translated by
esp. ....	especially	vol., vols. ....	volume, volumes

### • From Latin

- The abbreviations of many Latin terms continue to exist in documentation of sources and for academic citations although many are no longer in current use.
- Abbreviations such as a.m., p.m., etc., and e.g. are current in general usage.

AD .....	after Christ (dates)*	id. ....	the same
ad hoc .....	for a specific purpose	idem. ....	from the same source
a.m. ....	midnight to noon	i.e. ....	that is
BC .....	before Christ (dates)**	loc. cit. ....	in the place cited
BCE .....	before the common era	NB, n.b. ....	note well
CE .....	common era	op. cit. ....	in the work cited
cf. ....	compare	p.m. ....	noon to midnight
e.g. ....	for example	PS .....	post script
et al. ....	and others	sic .....	the word is known to be incorrect
etc. ....	and so forth	viz. ....	namely
ibid. ....	in the same place	vs., v. ....	versus

\*CE (common era) is a modern alternative for the older term AD.

\*\*BCE (before the common era) is a modern alternative for the older term BC.

**Note.** Where the term AD is used, it precedes the year number (AD 527). Where the term BC, CE or BCE is used, it follows the year number (66 BC, 7 BCE, 69 CE).

Examples of Three Styles for Reference Lists

Exemples de trois méthodes de références



R

278

Scarcella, R. (1990). *Teaching minority students in the multicultural classroom*. Englewood Cliffs, New Jersey: Prentice-Hall.

APA style

Scarcella, Robin. Teaching Minority Students in the Multicultural Classroom. Englewood Cliffs, New Jersey: Prentice-Hall, 1990.

MLA style

Hetherington RD. Simple Considerations in Measuring Health in Heifers. *Journal of Animal Sciences* 1998; 311: 617–662.

CSE style

See also **BIBLIOGRAPHY** / *Voir aussi Bibliographie*

See also **REFERENCE LIST–APA STYLE** / *Voir aussi Liste de références–Méthode APA*

See also **REFERENCE LIST–CSE STYLE** / *Voir aussi Liste de références–Méthode CSE*

See also **REFERENCE LIST–ELECTRONIC AND INTERNET SOURCES**

/ *Voir aussi Liste de références–Sources électroniques et Internet*

See also **REFERENCE LIST–MLA STYLE** / *Voir aussi Liste de références–Méthode MLA*

# LISTE DE RÉFÉRENCES—MÉTHODE APA\* / REFERENCE LIST—APA\* STYLE

\*American Psychological Association

<b>PLAN DU TABLEAU</b>	
Considerations .....	Généralités
Layout and Pagination .....	Mise en page et pagination
Punctuation and Capitalization .....	Ponctuation et majuscules
Example of Layout and Format for a Journal, Newspaper and Book Entry in APA Style .....	Exemple de mise en page et de formatage d'une revue scientifique, d'un périodique et d'un livre selon la méthode APA
Special Cases .....	Cas particuliers

R

279

## DEFINITION / Définition

List of materials consulted in preparing a term paper, thesis, dissertation, or other formal document

Liste de documents consultés lors de la préparation d'une dissertation, d'une thèse, d'un mémoire ou d'un autre texte officiel.

## CONSIDERATIONS / Généralités

- Include only works mentioned as in-text citations.
- List entries by authors' family names in alphabetical order.
- Use initials (not full names) for author's first names.
- Do not number items on the list.

## LAYOUT AND PAGINATION / Mise en page et pagination

- Begin the list on a new page following the page numbering of the main text.
- Place the heading "REFERENCES" at the top of the page, two lines above the first entry.
- Indent the second and subsequent lines of entries by five spaces.
- Double-space entries and between entries on an APA reference list.
- Place the date in parentheses following the author's name and followed by a period.
- Express page numbers of articles or chapters of books in full form (162–169 not 162–9).
- Use the designations "p." or "pp." only when citing newspaper articles or passages in books.

## PUNCTUATION AND CAPITALIZATION / Ponctuation et majuscules

- Separate all major elements of the entries with periods.
- Separate the author's family name and initial with a comma.
- Separate the place of publication and the publisher's name with a colon.
- Put the date of publication for a book in parentheses followed by a period.

- Express the date for a journal article in the format year, month in full, day.
- Do not capitalize titles except first words, words following a colon and proper nouns (sentence style).
- Capitalize titles of scholarly journals, magazines and newspapers.
- Give the titles of books, journals, magazines and newspapers in italics.
- Give the titles of journal articles or parts of edited books without italics.

### Example of Layout and Format for a Journal, Newspaper and Book Entry in APA Style

Exemple de mise en page et de formatage d'une revue scientifique, d'un périodique et d'un livre selon la méthode APA



#### REFERENCES

Brathwaite, W. (1996). Issues in language teaching. *Journal of Applied Linguistics*, 40, 104–112.

Reston, J. (2005, September 19). Why English should not be made the official language of the United States. *The New York Times*, p. C6.

Scarcella, R. (1990). *Teaching minority students in the multicultural classroom*. Englewood Cliffs, New Jersey: Prentice-Hall.

### SPECIAL CASES / Cas particuliers

- **Two authors**
  - Give both authors' names with the family name first, followed by a comma and initials.
  - Use a comma **and** an ampersand to separate the two names.
  - Give the title in italics in "sentence" style.

Goldman, L., & Smythe, S.E. (2001). *How to make a million dollar first impression*. Montreal: Business Class Publications.



- **Three to six authors**

- Include all the authors' names on the reference list.
- Give each author's family name first followed by a comma and initials.
- Separate authors' names with commas.
- Use an ampersand following a comma before the last name on the list.

Bowen, C., Webb, F., Hannesson, T. E., & Wilensky, L. (2005). *Public financing of the arts in Canada*. Toronto: Stoddart Publishing Company Limited.

- **More than six authors**

- List the first six authors by family names and initials separated by commas.
- Then use the designation "et al." following a comma to indicate subsequent authors.

Bowen, C., Foster, K., Kim, Y., James, E., Taylor, P., Willis, V., et al. (2005). *Public financing of the arts in Canada*. Toronto: Stoddart Publishing Company Limited.

- **No author named**

- In place of the author, give the name of the work in italics, followed by a period.
- Ignore the presence of definite and indefinite articles in determining alphabetical order.

*Web design made easy*. (2003). Seattle: New Dawn.

- **Work with an editor**

- Give the editor or editors' family names followed by their initials and the indication "Ed." or "Eds." in parentheses followed by a period.
- Separate the names of two editors with an ampersand following a comma.

*Ettinger, B. (Ed.). (2006). Living in isolation in Alaska*. Anchorage: Open Gate Press.  
Buisson, E., & Jones, M. (Eds.). (1999). *Diving into the caves of memory*. New York: Janus.

- **Translated work**

- Give the author's family name and initial followed by the date in parentheses and a period.
- Give the title of the book in English in italics, followed by the name of the translator in parentheses.
- Give the translator's name with initials before the family name, a comma and "Trans."

Fayet, M. (2004). *Written French for business communications*. (A. Nishimata, Trans.). Paris: Pelerin.

• **Multivolume work**

- Give the author's name or the editor's name with "Ed." in parentheses followed by a period.
- Give dates that span all volumes in parentheses followed by a period.
- Give the title in sentence format and in italics.
- Indicate the number of volumes in parentheses following the abbreviation "Vols."

Wayudi, Y. (Ed.). (2001–2007). *The rise and fall of the Majapahit kingdom* (Vols. 1–4). Yogyakarta: Garuda Publishing.

• **Document from a business or organization**

- Give the name of the organization in full.
- Do not include definite or indefinite articles in determining alphabetical order.
- Give the date in parentheses followed by a period.
- Give the title of the work in italics and sentence format followed by a period.
- If the organization is also the publisher, write the word "author" in the place of the publisher.

Educational Testing Service. (2005). *Helping students communicate with confidence*. Princeton: Author.

• **Encyclopaedia**

- Where an article is unsigned, give the name of the article followed by a period and the date in parentheses followed by a period.
- Give the title of the encyclopaedia in italics.
- Provide the volume number and page numbers following "pp." in parentheses.
- Where an article is signed, give the author's family name and initial followed by the date in parentheses and the title of the article.
- Give the title of the encyclopaedia in italics.
- Give the volume and pages numbers of the article, separated by a comma, in parentheses.
- Indicate the page numbers following the designation "pp."

Islam. (1998). *Encyclopaedia Britannica*. (Vol. 26, pp. 603–612). Chicago: Encyclopaedia Britannica.

Adams, C. (1998). Islamic holy sites. In *Encyclopaedia Britannica* (Vol. 22, pp. 128–132). Chicago: Encyclopaedia Britannica.

- **Non-print material**

- Name the director, performer, interviewer, etc. with the family name first and the initial.
- Give the title of the interview, performance, etc.
- Identify the type of media along with the series, program (in italics), or station.
- Give the exact date when the material was viewed, broadcast, or performed in the format year, month in full, day.

Roux, J.L. interviewed by Ann Brown, *Interviews for Today*, CBC International, (2003, April 26).

- **Work in an anthology**

- Give the family name and initial of the author before the date in parentheses, followed by a period.
- Give the title of the specific work cited followed by a period.

Trelawny, P. (1993). The Magician of Kiev.

- Use “In” before the initials and family name of the editor of the anthology followed by “Ed.” in parentheses and a comma.
- Give the title of the anthology in italics using sentence format.

In C. Sikorsky (Ed.), *An anthology of modern Ukrainian writing*.

- Give the page numbers for the work cited preceded by “pp.” in parentheses followed by a period.
- Indicate the place of publication followed by a colon and the name of the publisher.

Trelawny, P. (1993). The magician of Kiev. In C. Sikorsky (Ed.). *An anthology of modern Ukrainian writing*. (pp. 133–135). New York: Random House.

- **Article from a scholarly journal**

- Give the author’s family name and initials, followed by the date in parentheses and a period.
- Give the title of the article in sentence format, followed by a period.
- Give the title of the journal with the initial letters of words capitalized.
- Use italics for the title and volume number, followed by a comma.
- Write page numbers out in full, omitting “p.” or “pp.”, followed by a period.

Mitchell, S. (2004). A critical look at current practices in Ontario public schools. *Journal of Educational Practices*, 20, 192–198.

- For periodicals that begin with new numbers in each issue, give the journal title and volume number in italics.

- Give the issue number in parentheses with no space after the volume number.
- Do not put the issue number in italics.
- After a comma, indicate the page numbers of the article, followed by a period.

Mitchell, S. (2004) A critical look at current practices in Ontario public schools. *Journal of Educational Practices*, 20(3), 192–198.

R

284

• **Article from a newspaper or magazine**

- Give the author’s family name and initials, followed by the year, month and day of publication in parentheses.
- Give the title of the article in sentence format.
- Give the name of the publication, capitalized and in italics, followed by a comma.
- For magazines, include the volume number followed by a comma.
- For newspaper articles, indicate the section and page number following “p.”

Woodworth, E. (2006, August 15). Terminator seeds: A crisis in the third world. *The Toronto Star*, p. D1.

- For magazines, indicate page numbers following “pp.”

Woodworth, E. (2006, August 15). Terminator seeds: A crisis in the third world. *Maclean’s Magazine*, 89, pp. 23–26.

- For book reviews, editorials or letters to the editor, add the appropriate descriptive information in square brackets after the title and follow it with a period.
- Capitalize but do not italicize the titles of books referred to in a review.

Macdonald, L. (2006, March 19). Consumer choice in retailing [Review of the book *Retailing Today*]. *Victoria Times-Colonist*, p. B11.

See also **REFERENCE LIST–ELECTRONIC AND INTERNET SOURCES**

/ Voir aussi **Liste de références–Sources électroniques et Internet**

See also **IN-TEXT CITATION / Voir aussi Références dans le texte**

**Note.** For more detailed information on APA referencing go to [www.apa.org](http://www.apa.org) to begin a search for more detailed guidance on APA reference style.

# LISTE DE RÉFÉRENCES – MÉTHODE CSE\* / REFERENCE LIST – CSE\* STYLE

\*CSE (Council of Science Editors) was known as CBE (Council of Biology Editors) before 2000.

PLAN DU TABLEAU	
Considerations .....	Généralités
Layout and Pagination .....	Mise en page et pagination
Punctuation and Capitalization .....	Ponctuation et majuscules
Example of Layout and Format of Two Types of Book and Journal Entries in CSE Style .....	Exemple de mise en page et de formatage de deux types de références – méthode CSE pour un livre et une revue scientifique
Special Cases .....	Cas particuliers

R

285

## DEFINITION / Définition

List of materials consulted in preparing a term paper, thesis, dissertation, or other formal document in the scientific domain

Liste de textes consultés lors de la préparation d'une dissertation, d'une thèse, d'un mémoire ou d'un autre document officiel dans le domaine scientifique.

## CONSIDERATIONS / Généralités

- Include only works that have been cited in the in-text citations in the text.
- For Citation–Sequence (C–S) style, number items consecutively in the order in which superscript numbers occur in the text.
- For C–S style, follow numbers with a period and one space before giving the author's family name.
- For Name–Year (N–Y) style, list references alphabetically by authors' family names.
- For (N–Y) style, do not number entries on the reference list.

## LAYOUT AND PAGINATION / Mise en page et pagination

- Centre the title "CITED REFERENCES" at the top of the page following the end of the text.
- Place the first entry two spaces after the title.
- Double-space subsequent entries.
- Authors' names appear with the family name first followed by initials which are not punctuated.
- Use a period to separate the author's name and initials from other elements in the entry.
- Capitalize only proper nouns and the initial word of the titles of books or articles.
- **For C–S style**, align numbered entries with the margin.
  - The order for elements in the entry is: author's name, title, place of publication, publisher's name, date, the number of pages in the material cited and the page number followed by "p."

- For N–Y style, align the first line with the margin and indent the second line by five spaces.
  - The order for elements in the entry is: author’s name, date, title, place of publication, publisher’s name, number of pages in the material cited and the page number followed by “p.”

**PUNCTUATION AND CAPITALIZATION / Ponctuation et majuscules**

- Separate all major elements in the reference entry with periods.
- Separate the place of publication and the publisher’s name with a colon.
- Separate the publisher’s name and the date or page number with a semicolon.
- Indicate the number of pages followed by a “p” and a period.
- Capitalize only the initial word, the word following a colon and proper nouns in a title.
- Capitalize abbreviations used for titles of scholarly journals.
- Capitalize the author’s initials without punctuation after the family name.

**Example of Layout and Format of Two Types of Book and Journal Entries in CSE Style**

Exemple de mise en page et de formatage de deux types de références–méthode CSE pour un livre et une revue scientifique



**CITED REFERENCES**

**Citation-Sequence Style**

1. Hannesson HM. Drug resistance under hospital operating-room conditions. Boston: Houghton Mifflin Co.; 1999. 387 p.
2. Rhodes MW. Use and abuse of growth hormones in primate research. *New England Journal of Medicine* 1997; 314: 453–58.

---

**Name-Year Style**

Hannesson HM. 1999. Drug resistance under hospital operating-room conditions. Boston: Houghton Mifflin Co.; 387 p.

Rhodes MW. 1997. Use and abuse of growth hormones in primate research. *New England Journal of Medicine* 314: 453–58.

**SPECIAL CASES / Cas particuliers**• **Two authors**

- Use the first author's family name and initials followed by a comma and the second author's family name and initials.

Drake DR, Globenski EB. Adaptation in . . .

R

287

• **Three authors or more**

- Write out the names of all the authors with their initials.
- Avoid the use of "et al." in the reference list.

Drake DR, Globenski EB, Rutherford J, Maitland JB, Whitman T. Adaptation in . . .

• **Article in a scholarly periodical**

- Include the author's name and initials, the title, date, name and volume number of the journal and the page numbers cited.
- **For C–S style entries**, follow the author's name with the title of the article, a period, the name and the year of publication of the journal.

- After a semicolon give the volume number, a colon and the page numbers cited in shortened form.

2. Rhodes MW. Use and abuse of growth hormones in primate research. New England Journal of Medicine 1997; 314: 453–58.

- **For N–Y style entries**, follow the author's name with the date, title of the article, a period, the name and the volume number of the journal.

- After a semicolon give the page numbers cited in shortened form.

Rhodes MW. 1997. Use and abuse of growth hormones in primate research. New England Journal of Medicine 314; 453–58.

• **Article in a monthly periodical**

- Include the author's name and initials, the title, the year and month, the name and volume and issue number of the periodical and indicate the page numbers cited.
- **For C–S style entries**, follow the author's name with the title of the article, a period, the name of the periodical, the year and month.

- After a semicolon give the volume number, the issue number in parentheses, a colon and the page numbers cited.

17. Rhodes MW. What deep sea oceanographic research is teaching us about extinction. Scientific American 1997 March; 314 (5): 453–58.

- **For N–Y style entries**, follow the author’s name with the year and month, a period, and the title of the article.

- After a period, give the title of the periodical.
- After a semicolon, give the volume number and issue number in parentheses.
- After a colon, give the page numbers of the material cited.

Rhodes MW. 1997 March. What deep sea oceanographic research is teaching us about Extinction. *Scientific American*; 314 (5): 453–58.

R

288

See also **IN-TEXT CITATION** / *Voir aussi Références dans le texte*

See also **REFERENCE LIST–ELECTRONIC AND INTERNET SOURCES**

/ *Voir aussi Liste de références–Sources électroniques et Internet*

**Note.** For more detailed information on CSE referencing go to [www.councilscienceeditors.org](http://www.councilscienceeditors.org) to begin an Internet search for more detailed guidance on CSE references.



**PLAN DU TABLEAU**

Considerations .....	Généralités
Elements .....	Éléments
Additional Elements .....	Éléments supplémentaires
URLs .....	Adresses électroniques
Other Notations .....	Autres notations
Reference list—APA Style .....	Liste de références—Méthode APA
Reference list—CSE Style .....	Liste de références—Méthode CSE
Reference list—MLA Style .....	Liste de références—Méthode MLA

**DEFINITION / Définition**

Ways to cite references to material from websites, databases, electronic communications, books, articles or documents in digital form

Manière de citer des références de matériel de sites Internet, de bases de données, de communications électroniques, de livres, d'articles ou de documents numériques.

**CONSIDERATIONS / Généralités**

- Author and title information follows the same format and order as that of other documents in the style.
- Entries are integrated alphabetically with other entries on a reference list.
- Details of electronic addresses should be noted accurately and fully so that sources can be retrieved.
- Since versions of Internet sources can vary, it is important to include the date material was accessed.
- Although material on websites may be modified or disappear, it may be archived and can be located with a DOI (digital object identifier).
- As electronic and Internet works are becoming important sources of research material, conventions for citing them are evolving quickly.\*

\*It is recommended that researchers keep abreast of updated versions of guidelines produced by universities and style-guides. It is important that consistency be maintained within any one document.

**ELEMENTS / Éléments**

- Title of the material cited
- Author's name (or name of organizations used as "author")

- Publication information
- Date of publication
- Date of access

### ADDITIONAL ELEMENTS / Éléments supplémentaires

- Medium consulted (CD-ROM, microfilm, DVD, PDF format online) noted in square brackets
- Type of online document (serial online, digital version, data file) noted in square brackets
- Retrieval or access date of websites or other sources which may be changed or moved\*
- Date when the online document cited was accessed
- Path followed from a home page or website to access the document

\*Digital documents are beginning to be assigned a DOI (digital object identifier) which allows them to be traced and accessed.

### URLS / Adresses électroniques

- URLs should include all the original elements to make retrieval possible.
- URLs should include the protocol.

http:// ..... indicates hypertext transfer protocol  
https:// ..... indicates hypertext transfer protocol secure  
ftp:// ..... indicates file transfer protocol

- URLs generally (but not always) include the domain indication “www” following the protocol.

http://www.

- Domain name extensions can indicate the appropriateness of a source.

.edu ..... indicates that an educational institution is the host  
.org ..... indicates that a non-profit organization is the host  
.gov ..... indicates that a government entity is the host  
.com ..... indicates a commercial website

- Present a URL so that no outside element such as a period or dash is accidentally introduced.
- Place the URL either on a separate line or break it immediately after a period or a slash.

- Consider omitting a period after a URL or place it between angle brackets as some referencing systems recommend.

Available from <http://www.bus.org/journal/April04> (Accessed . . .

Available from <<http://www.bus.org/journal/April04>>. (Accessed . . .

R

- Where a URL leads to a website from which the material cited can be obtained commercially or by subscription, use the term “available from”.

291

Hasker, D. (2007). Challenges in the manufacturing sector. *Bu Issues Update* [serial online] 204(4): 12-14. **Available from:** URL: <http://www.bus.org/journal/April04>.

## OTHER NOTATIONS / Autres notations

### • Retrieval Date

- Where material is accessed from a website which may have changed or disappeared, the date of retrieval should be noted using one of the formats illustrated below.

Meadwell, H. (2004). Politics and the supreme court in Pakistan. *Asian Issues Quarterly* [serial online] 22(4): 12-14. Available from: URL: <http://www.piq.org/journal/April04>. **(Accessed June 12, 2008)**.

Meadwell, H. (2004). Politics and the supreme court in Pakistan. *Asian Issues Quarterly* [serial online] 22(4). 12-14. **Retrieved June 12, 2008 from:** <http://www.bus.org/journal/April04>. [APA]

Meadwell, Hudson. (2004). Politics and the Supreme Court in Pakistan. *Asian Issues Quarterly* [serial online] 204; (4): 12-14. **Web. 12 June 2010 from:** <<http://www.bus.org/journal/April04>>. [MLA with angle brackets]

- Digital and Internet sources are sometimes noted in block format as above, but they are also noted following the rules for indenting of particular reference systems. Consistency is important.

### • Update Notice

- Where information from a website is periodically updated, this can be noted.

Statistics Canada. 2006. How to Cite Statistics Canada Products. Statistics Canada Catalogue no. 12-591-XWE. **Version updated March 31**. Ottawa. update notice  
<http://www.statcan.ca/English/freepub/12-591-XIF/12-591-XIF2006001.htm>  
(Accessed 24 October 2006)

Healy, P. Obama and Clinton brace for drawn-out campaign. *The New York Times*, A8. February 9, 2008. **Last update 11:19 a.m. ET**. URL: update notice  
<http://www.nytimes.com>. Path: Home Page. Today's Paper. Jump to National Report. (Accessed February 9, 2008)

• **Electronic Document Type**

White, J. (2006). Question formation observed in L2 students in Quebec schools. *TESOL Journal*, [serial online] 16 (3), 146–152. Retrieved August 7, 2007. serial online  
<http://www.tesoljour.org/May06>

Goldilocks effect. (n.d). In *Longman Business English Dictionary [CD-ROM]*, Englewood Cliffs, New Jersey: Pearson Education. CD-ROM

Williams, Wade. Birds of Prey. (2008). *Encyclopaedia Universalis*. [electronic version] 26(3): 603–612. Accessed February 25, 2008. electronic version  
<http://www.encyclopaediauniver.buffet.ed>

• **Path**

- Where the URL leads to a website which has several portals, specify a path.
- Separate the elements of the path with periods.

Healy, P. Obama and Clinton brace for drawn-out campaign. *The New York Times*, A8. February 9, 2008. Last update 11:19 a.m. ET. URL: <http://www.nytimes.com>. **Path: Home Page. Today's Paper. Jump to National Report.** (Accessed February 9, 2008) path to a source specified

**REFERENCE LIST—APA STYLE / Liste de références—Méthode APA**

• **Elements to include in a citation**

- Author's family name followed by a comma
- Author's initial followed by a period
- Year of publication in parentheses
- Title of work in italics
- Title without italics followed by journal title in italics
- Retrieved (month, day year) from: URL
- URL or DOI (digital object identifier) of Internet site

Willis, V. (2010). *Does the Educational System Really Need Reform?* Retrieved May 14, 2011 from: <http://www.edblog/highered.com>

Willis, V. (2009). Reforms in Higher Education. *Ontario Journal of Educational Issues* 16: DOI: 1041-2/00043209306438

## REFERENCE LIST—CSE STYLE / Liste de références—Méthode CSE

### • Elements to include in a citation

- Author's family name followed by a space and initials (or title of a homepage)
- Date of publication
- Title of the work
- Title of the journal
- Medium indicator "Internet" in square brackets
- Date updated (year, month abbreviated, day)
- Volume following a semicolon
- Length of work specified in screens
- Available from: URL

Hannesson D. 2009. Drug resistance under hospital operating-room conditions. *Journal of Medical Biology*. [Internet]. [2010 Jan 10]; 1: [about 4 screens]. Available from: <http://epress.com/medbio>

Medical Advances [Internet]. 2010. [place of publication unknown]: Newdiscoveries.com: [updated 2011 Mar 3; cited 2011 Nov 6]. Available from: <http://epress.com/medbio>

## REFERENCE LIST—MLA STYLE / Liste de références—Méthode MLA

### • Elements to include in a citation

- Author's family name and first name separated by a comma (or editor, organization, translator, or other author designation)
- Title of the work cited in italics
- Website title in italics\*
- Publisher (or sponsor of the website) or n.p.
- (Day month year) of publication or n.d.
- Medium indicator "Web."
- (Day month year) source was accessed

Lunn, Forest. *Verb Tenses in English*. 2011. *FLESL*. Web. 15 October 2011.

\*If a URL is indicated, it should follow the date of access and be placed between angle brackets followed by a period.

See also **REFERENCE LISTS—APA STYLE / Voir aussi Liste de références—Méthode APA**

See also **REFERENCE LISTS—CSE STYLE / Voir aussi Liste de références—Méthode CSE**

See also **REFERENCE LISTS—MLA STYLE / Voir aussi Liste de références—Méthode MLA**

# REFERENCE LIST–MLA\* STYLE / LISTE DE RÉFÉRENCES–MÉTHODE MLA\*

\*Modern Language Association

R

294

PLAN DU TABLEAU	
Considerations .....	Généralités
Layout and Pagination .....	Mise en page et pagination
Punctuation and Capitalization .....	Ponctuation et majuscules
Example of Layout and Format for a Journal, Newspaper and Book Entry in MLA Style .....	Exemple de mise en page et de formatage pour une revue scientifique, un périodique et un livre selon la méthode MLA
Special Cases .....	Cas particuliers

## DEFINITION / Définition

List of materials consulted in preparing a term paper, thesis, dissertation, or other formal document

Liste d'ouvrages consultés lors de la préparation d'une dissertation, d'une thèse, d'un mémoire ou d'un autre document officiel.

## CONSIDERATIONS / Généralités

- Include only works mentioned in the in-text citations.
- Do not number items on the reference list.
- List entries by authors' family names in alphabetical order.
- Give authors' first names in full following the family name and a comma.
- Give publishers in shortened form (Houghton **not** Houghton Mifflin Company).

## LAYOUT AND PAGINATION / Mise en page et pagination

- Place the reference list on a new page following the page numbering of the main part of the text.
- Centre the heading "WORKS CITED" at the top of the page two lines above the first entry.
- Indent all parts of entries, except the first line, by five spaces.
- Double-space entries and between entries on the reference list.
- Place the date after a comma following the publisher's name.
- Express the page numbers of articles and sections of books in shortened form (162-69)
- Omit the designation "p." when giving page numbers.

## PUNCTUATION AND CAPITALIZATION / Ponctuation et majuscules

- Separate all major elements in a reference entry with periods.
- Separate the author's family name and first name with a comma.

- Separate the place of publication and the publisher's name with a colon.
- Capitalize initial letters of all content words in book and article titles.
- Underline titles of books and journals, but do not underline the period that follows.
- Place the titles of journal articles and the period that follows between quotation marks.

### Example of Layout and Format for a Journal, Newspaper and Book Entry in MLA Style

Exemple de mise en page et de formatage pour une revue scientifique, un périodique et un livre selon la méthode MLA



**WORKS CITED**

Brathwaite, William. "Is Our Language Really as Different as We Think?" Journal of Applied Linguistics 40 (1996): 13–20.

Reston, James. "Why English Should Not Be Made the Official Language of the United States." The Washington Post 14 Feb. 2004: C16.

Scarcella, Robin. Teaching Minority Students in the Multicultural Classroom. Englewood Cliffs, New Jersey: Prentice-Hall, 1990.

### SPECIAL CASES / Cas particuliers

- **Two authors**
  - For the first author, give the family name first, followed by the first name in full.
  - For second and subsequent authors, give the first name in full, followed by the family name.
  - Use a comma plus the word "and" to separate the last two authors names.
 

Goldman, Lynda, and Sandra Smythe. How to Make a Million Dollar First Impression. Montreal: Business Class, 2001.
- **For more than four authors, give the first author's name only, followed by the designation "et al."**

Bowen, Charles, et al. Public Financing of the Arts in Canada. Toronto: U of Toronto Pr, 2005.

• **No author named**

- In place of the author's name, give the name of the work underlined.
- Ignore the presence of definite and indefinite articles in determining alphabetical order.
- Retain the article at the end of the title where it is useful for retrieval purposes.

Web Sites Made Easy. Boston: Houghton, 2008.

Magnificent Feat, A. New York: Empire, 2010.

• **Work with an editor**

- Give the name of the editor followed by a comma and the designation "ed."
- For two editors, separate the two names with "and" and use the designation "eds."

Ettinger, Barney J., ed. Tall Tales from the West. New York: Harper, 2004.

Buisson, Eric, and Michael Jones, eds. Collected Stories from the West. New York: Dutton, 2006.

• **Translated work**

- Give the author's family name and first name followed by a period.
- Give the title of the work in English, underlined, followed by a period not underlined.
- After the designation "Trans.," give the translator's name in normal order followed by a period.

Fayet, Michelle. Written French for Business Communications. Trans. Aline Nishimata. Cambridge: Cambridge U Pr, 1994.

• **Multivolume work**

- Following the author's or editor's name, give the title of the work, underlined, followed by a comma.
- Indicate the number of volumes using the abbreviated form "vols."
- Give the place of publication followed by a colon and the publisher's name followed by a comma.
- Give the dates corresponding to the time period covering when all the volumes were published.

Wayudi, Yudian. The Rise and Fall of the Majapahit Empire, 4 vols. Yogyakarta: Garuda, 2001–2007.

- Give the volume number and the date it was published when referring to one volume in a series.

Wayudi, Yudian. The Rise and Fall of the Majapahit Empire, Vol. 2. Yogyakarta: Garuda, 2003.



- **Document from a business or organization**

- Give the name of the organization in full, but do not include definite or indefinite articles in determining alphabetical order. The article may be given at the end of the title where it is useful for retrieval purposes.
- Give the place of publication followed by a colon.
- Write the publisher's name out again as publisher in shortened form, followed by a comma.
- Give the date followed by a period.

Educational Testing Service. Helping Students Communicate with Confidence. Princeton: Ed Test Ser, 2005.

- **Work in an anthology**

- Give the author's name for the specific work being cited, followed by a period.
- Give the title of the section or chapter followed by a period, all between quotation marks.
- Give the title of the anthology underlined and followed by a period.
- After the designation "Ed.", give the editor's first and last names followed by a period.
- Give the place of publication followed by a colon and the publisher's name in shortened form followed by a comma, the date and a period.
- Give the page numbers of the specific work in shortened form, followed by a period.

Barnsworth, Jason. "Telling It from the Heart." An Anthology of Short Stories. Ed. Charles Adams. Montreal: McGill-Queen's U Pr, 1993. 174–79.

- **Article from a scholarly journal**

- Give the author's name followed by a period.
- Give the title of the article followed by a period, all between quotation marks.
- Give the title of the journal, underlined with initial letters capitalized, followed by the volume number.
- Leave a space and give the date of publication in parentheses followed by a colon.
- Write the page numbers of the article in shortened form.

Mitchell, Susan. "A Critical Look at Current Practices in Ontario Public Schools." Journal of Educational Practices 20 (2004): 192–98.

- Where periodicals begin with new numbers in each issue, give the issue number separated from the volume number with a period.

Mitchell, Susan. "A Critical Look at Current Practices in Ontario Public Schools." Journal of Educational Practices 20.4 (2004): 192–98.

• **Article from a newspaper or magazine**

- Give the author’s family name and first name followed by a period.
- Give the title of the article followed by a period, all between quotation marks.
- Give the name of a newspaper or magazine, underlined, followed by the date and a colon.
- Give the date in the format day, month, year in shortened form without a period.
- For a newspaper article, give the section and page number of the article.
- For a magazine article, give the page numbers in shortened form, followed by a period.

Woodworth, Elizabeth. “Terminator Seeds: A Crisis in the Third World.” The Toronto Star 15 Aug 2006: D1.

Woodworth, Elizabeth. “Terminator Seeds: A Crisis in the Third World.” Maclean’s Magazine 15 Aug 2006: 23–6.

- For book reviews, editorials, letters to the editor, etc. add the appropriate descriptive information in shortened form such as “Rev. of” for “Review of” before the title.
- Underline the titles of books that are being reviewed.

Macdonald, L. “Consumer choice”. Rev. of Retailing Today, John Green. Victoria Times-Colonist, 19 Mar 2006: B11.

See also **IN-TEXT CITATION** / *Voir aussi Références dans le texte*  
 See also **REFERENCE LIST–ELECTRONIC AND INTERNET SOURCES**  
 / *Voir aussi Liste de références–Sources électroniques et Internet*

**Note.** For further information on MLA style, go to [www.mla.org](http://www.mla.org) to begin an Internet search for more detailed guidelines.

PLAN DU TABLEAU	
Purpose .....	But
Considerations .....	Généralités
Language .....	Langue
Elements .....	Éléments
Planning and Preparation .....	Planification et préparation
Structure .....	Structure

## DEFINITION / Définition

Document which normally follows a request from decision-makers in business, government, education or other organizations for information on a particular topic or situation

Document généralement rédigé à la suite d'une demande de la part de têtes dirigeantes dans le domaine des affaires, gouvernementales, de l'éducation ou d'autres organismes afin d'obtenir des renseignements sur un domaine particulier.

## PURPOSE / But

- To present the results of a thorough piece of research and analysis
- To provide an in-depth analysis of a problem, project or situation to inform strategic decisions

## CONSIDERATIONS / Généralités

- Background, prior knowledge, and level of responsibility of the recipient of the report
- Specific requirements of the reader and the exact nature of what that person needs to know
- A balanced view even though only certain arguments are retained in the conclusion and recommendations
- Demonstrable evidence to support all opinions advanced in the document

## LANGUAGE / Langue

- Use a writing style that is neutral and correct with an objective and impartial tone.
- Avoid the use of the first person in favour of the third person and the passive voice.
- Use correct grammar, spelling and punctuation.
- Do not use contractions (even though they may be acceptable in some other types of business writing).

**ELEMENTS / Éléments**

- Formal reports include all or some of the following features.
  - Letter of transmittal
  - Cover or binder
  - Title page
  - Acknowledgements
  - Executive summary
  - Contents
  - List of tables
  - List of illustrations
  - List of abbreviations
  - Glossary of technical terms
  - Annexes
  - Appendices
  - Bibliography
  - Index

R

300

**PLANNING AND PREPARATION / Planification et préparation**

<b>Narrow and define the subject</b>	Make sure that the assignment is understood. Be clear on the focus of the final text.
<b>Layout a schedule</b>	List the tasks that need to be accomplished. Make a schedule for completion of these tasks.
<b>Collect information</b>	Use interviews, questionnaires, and personal experience. Read relevant journals, articles and reports. Observe a situation at first hand where relevant. Reflect on personal experience.
<b>Sort information collected</b>	Select relevant information to retain for the report. Discard non-essential information.
<b>Organize material and data</b>	Classify data and documents collected. Set aside or prepare tables, charts, etc.
<b>Make an outline</b>	Choose the main ideas related to the thesis of the text. Classify supporting details and examples related to the main ideas.

**STRUCTURE / Structure****• Executive Summary**

- Gives a brief overview of the main findings, conclusions and recommendations
- Uses a writing style directed to managers rather than to technical experts
- Avoids technical jargon that may be included in other parts of the report for specialists
- Comprises about one tenth of the whole report
- Includes headings if the summary is part of a longer report

**• Introduction**

- Description of the background, need for, and objective of the report
- Situation of the problem in a broader context to illustrate its significance
- Identification of the person or body that commissioned the report
- Nature of the assignment—unless it is already clear from the letter of transmittal
- Scope of the report in terms of what will and will not be included
- Review of the literature where relevant in an academic or technical context
- Preview of the main organizational structure of the document
- Summary of sources and methods used
- Definition of key terms used in the report

**• Main Text**

- Presents findings based on research and investigation
- Discusses findings according to the assignment
- Draws partial conclusions that advance the development of the arguments
- Uses headings and subheadings to guide the reader through the text
- Includes tables, figures and other visual support where relevant
- Draws conclusions based on the findings presented
- Makes recommendations for action to be taken

**• Conclusions**

- Summarizes the findings—with bullets where several points are covered
- Analyzes and interprets what the findings mean
- Discusses how the findings apply to the original problem
- Makes sure that conclusions follow from arguments and evidence presented

- **Recommendations**

- Begins with a formal statement that recommendations are supported by the findings and the conclusions presented
- Suggests specific actions to solve a problem
- If relevant, provides information outlining how recommendations can be acted on

R

302

See also **ACKNOWLEDGEMENTS** / *Voir aussi Remerciements*

See also **ANNEX** / *Voir aussi Annexe*

See also **APPENDIX** / *Voir aussi Appendice*

See also **CONTENTS** / *Voir aussi Table des matières*

See also **GLOSSARY** / *Voir aussi Glossaire*

See also **INDEX** / *Voir aussi Index*

See also **LIST OF ABBREVIATIONS** / *Voir aussi Liste d'abréviations*

See also **LIST OF ILLUSTRATIONS** / *Voir aussi Listes d'illustrations*

See also **LIST OF TABLES** / *Voir aussi Liste de tableaux*

See also **SUMMARY** / *Voir aussi Sommaire*

See also **TITLE PAGE** / *Voir aussi Page de titre*

See also **TRANSMITTAL LETTER** / *Voir aussi Lettre de transmission*

<b>PLAN DU TABLEAU</b>	
<b>Purpose</b> .....	But
<b>Considerations</b> .....	Généralités
<b>Formats</b> .....	Présentation
<b>Information Report</b> .....	Rapport d'information
<b>Example of a Report Containing</b>	
<b>Requested Information</b> .....	Exemple de rapport répondant à une demande d'information
<b>Recommendation Report</b> .....	Rapport de recommandations
<b>Example of a Report Containing</b>	
<b>Requested Recommendations</b> .....	Exemple de rapport répondant à une demande de recommandations

## DEFINITION / Définition

A document which serves either to describe information obtained or to analyze a particular situation, problem or question, and to propose a solution or make a recommendation

Document destiné à colliger de l'information obtenue ou à analyser une situation, une question ou un problème précis, et à proposer une solution ou à faire une recommandation.

## PURPOSE / But

- To collect and organize routine information such as sales, profits, options for new procedures, equipment, potential suppliers, etc.
- To analyze situations, information, options, etc. and to propose solutions, evaluate options and recommend action
- To report on long-term projects in terms of meeting deadlines, evaluating progress and adjusting approaches
- To provide a written record of discussions, decisions, or implementation of directives in complex organizations
- To condense the content of technical reports, journal articles, and books in terms of main ideas, conclusions and suggested actions
- To maintain records of production, supplies, incidents or decisions in organizations

## CONSIDERATIONS / Généralités

- Reports vary in length and format according to the circumstances.
- Language should be correct and have a neutral and impartial tone.
- Contents should reflect a specific context and need-to-know.
- Arguments presented should be explicit and well-reasoned.
- A balanced overview of the situation should be provided.

## FORMATS / Présentation

- **Letter format**
  - Generally serves to communicate information informally between organizations
  - Uses headings, bullets and lists to make information easy to locate
  - Conveys straight-forward information in a relatively brief document (one to several pages)
- **E-mail or memo format**
  - Serves to communicate information within an organization
  - Shares the characteristics of letter-format reports
- **Short informal report format**
  - Routine internal reports may be presented on prepared forms
  - Less routine internal reports are presented on plain paper
  - A cover page gives the title, date and possibly the writer's name
  - Headings and subheadings are used to make information easy to locate

## INFORMATION REPORT / Rapport d'information

- **Often responds to a specific request by a superior for information**
- **May report the facts concerning an incident, trade mission or meeting\***
- **Consists of a structured presentation of data collected**
- **Does not include judgments or recommendations**

\*A meeting report is less formal than minutes which use formulaic language and require approval by the participants.  
See MINUTES

- **Structure**
  - Introduction
    - Reason for the report
    - How information was gathered
    - Any pertinent facts or data
    - Brief preview of findings
  - Findings and Discussion
    - Uses parallel headings
    - Uses a coherent pattern of organization such as chronology, most important to least important
    - May discuss points as they are raised or in a separate discussion section
    - Avoids drawing conclusions or making recommendations



- Summary

- Recaps the main points made in the report

- Additional Features

- Succinct, informative subject line
- Clear, concise introductory sentence
- Goodwill statement at the end of the report

R

305

**Example of a Report Containing Requested Information**  
**Exemple de rapport répondant à une demande d'information**



TO: Yolanda Green, President  
 FROM: Gerry Smith, National Sales Manager  
 SUBJECT: Facilities for This Summer's Sales Conference

succinct, clear subject line

**Background**

Due to the recent expansion of our sales force, the company is expecting nearly 200 representatives at the summer sales conference this year. The facilities we have used in the past are no longer adequate. For one thing, too few conference rooms are available. For another thing, concerns have been expressed about the availability of AV equipment and about disappointing food quality. Consequently, a search for new facilities for this year's meeting has been undertaken.

states the reason for the report

**Findings**

My Internet search has pinpointed three promising locations within about 200 kilometres of Pearson Airport. The following establishments match our criteria in terms of facilities, size and price.

says how data was gathered

**Blue Mountain Resort**

This hotel and conference centre is 200 kilometres from the airport at a lake-front location. It advertises a world-class dining experience to accommodate any taste. Recreation facilities include golf, canoeing and hiking trails on the property. The conference center auditorium accommodates 250 people and is equipped with state-of-the-art AV equipment. There are six conference rooms that can hold 20 people each. Costs are at the high end of the reasonable range according to industry standards.

uses parallel headings

uses coherent system to organize information

**Mountain Inn Resort**

This complex is 250 kilometres from the airport up mountain roads and offers tennis, golf and riding trails in a spectacular setting. It boasts a four-star restaurant and two coffee shops. Its main conference hall has room for 150 people, but it offers twelve meeting rooms for 15 to 20 people with built-in equipment. This facility is offering a special package deal for conferences to mark the inauguration of its newly renovated facilities. This would bring the cost in under the industry average.

uses parallel headings

**Haliburton Domain Spa and Conference Centre**

This facility is located in resort country 150 kilometres from the airport. There are two lakes on the 100-acre property and canoeing and sailing are available. There are tennis courts and exercise rooms, and a spa with massage and mud packs. Dining is advertised as healthy choices, but several restaurants are located in the village nearby. There are eight large conference rooms with seating for 30 to 40 people each. The dining hall is equipped with a stage and can be used as an auditorium with AV equipment brought in. The price for the conference is reasonable but extra charges apply for use of the spa facilities.

**Summary**

All of these sites match the general parameters of what we are looking for in a conference locale. They are within 150–250 miles of the airport. They offer options for good dining and a variety of recreation possibilities. There is somewhat of a disparity in price but this should perhaps be weighed against the sort of convention facilities they offer. At the high end, Blue Mountain Resort is well equipped but may be a little short on conference rooms. Haliburton Domain offers a number of conference rooms but may be less able to provide AV service. Mountain Inn offers a nice balance of good equipment and lower cost, but it is less accessible from the airport.

I remain available to discuss these findings further.

uses parallel headings

recaps main points

avoids drawing conclusions

goodwill statement

**RECOMMENDATION REPORT / Rapport de recommandations**

- Requires research, reflection and synthesis leading to well-justified conclusions and recommendations
- Responds to a specific request by a superior, or is produced at the writer's initiative in reaction to a perceived problem
- Gives a reasoned exposé of the facts after research and reflection
- Draws conclusions based scrupulously on the data collected
- Includes the opinion of the writer who has researched the issue

- **Structure**

- Introduction

- Gives the reason for the report (why is it required)
- Announces conclusions and recommendations immediately (in general recommendation reports)
- Builds up to conclusions and recommendations more gradually (for controversial topics)

- Findings

- Gives background information on the situation necessitating the report
- Provides specific examples, statistics and quotations
- Describes benefits, potential problems and alternatives (pros and cons)
- Details costs that may be saved or incurred with the proposed solution
- Suggests a time frame for implementing recommendations where relevant
- Supports the findings with reliable evidence
- Uses headings, subheadings, bullets, numbers, tables and figures for readability

- Conclusions and Recommendations

- Briefly summarizes (recaps) the main points in the findings
- Ensures that conclusions are supported by research and can be justified
- Offers clear recommendations including a completion schedule where relevant
- Uses action verbs to present recommendations

## Example of a Report Containing Requested Recommendations

### Exemple de rapport répondant à une demande de recommandations



R

308

Catherine Taylor-Bassett  
 Director of Human Resources  
 Gingersnap Books Publishers

Subject: Recommendations for Employee Assistance Services

#### Introduction

As in any large organization, our company faces on-going needs in the area of employee support programs for difficulties related to workplace injuries, stress, grief, financial management, and substance abuse. As you requested, I have contacted HR departments in six comparable companies and I would like to propose some measures that we in HR can implement to improve the maintenance of a healthy productive workforce by shifting the emphasis of our employee assistance efforts.

#### Background

At present, HR can refer employees to a part-time nurse for minor work-related injuries. More serious problems are handled as crisis intervention through referral to off-site resources. These procedures have several drawbacks. First, they are reactive, not preventative. Second, they are very costly and their effectiveness cannot be monitored. And finally, these measures are not really comprehensive enough to address many of the issues we face.

#### Findings

Other institutions I have contacted offer a variety of preventive programs some of which I feel we could benefit from here at Gingersnap Books.

**In-house fitness programs.** Exercise and nutritional counselling programs promote noon-time walks, offer group rates on health club memberships and seminars on healthy eating, eliminate unhealthy snacks and meals from the cafeteria, and provide blood pressure and lung capacity checkups. Posters are used to promote exercise and good eating habits.

**Preventing on-the-job injuries.** Posters are located near work stations and regular intranet advisories are issued. Ergonomic evaluation of employees' equipment improves safety and early referrals to either community-based or hospital clinics prevent chronic health problems.

**Financial planning advice.** In-house seminars can be used to explain such company programs as health insurance, retirement packages and savings programs. Individual counselling and support groups can provide advice and support to employees experiencing difficulties managing debt and personal finances.

**Stress, grief and substance-abuse counselling.** In-house psychological services run programs aimed at prevention as well as treatment. Grief counselling and group support are used. Assessment of job descriptions and office environments enable readjustments to relieve stress before it becomes overwhelming. Individual counselling and in-house support groups help employees deal with alcohol and drug abuse issues.

uses either memo or letter format for an internal report

introduces the report with its context

previews the conclusions

creates justification for the report

presents findings factually without commentary

uses headings in bold for clarity

**Smoke-free work space.** Banning smoking in the building and around the entrances has been found to make the habit less attractive to smokers. Anti-smoking seminars and internal ad campaigns are also being used. Another option is support groups for people trying to quit.

**Analysis and Discussion**

A wide variety of approaches to workplace health and safety issues were seen in the institutions surveyed. Some of these solutions require specific action to be taken by the employer such as creating a smoke-free environment or providing ergonomic workspaces. Other solutions centered on publicizing health and safety practices at work. A third approach involved creating support groups to help with grief, smoking, and financial problems. Finally there was a clearly felt need for professional counselling services, either in-house or thorough referral to outside resources. What is clear is that the tendency is shifting from a treatment-based, after-the-fact approach to a preventive approach. Both ethical and financial arguments support this approach.

**Recommendations**

Several of the practices found in the industry have already been implemented at Gingersnap Books. We have banned smoking in the building and around entrances. We have identified outside resources for dealing with severe cases of psychological distress or substance abuse. On the basis of my survey, there seem to be several practices that could be introduced here immediately.

1. Action to prevent injuries—hire an outside specialist or have a member of staff trained to carry out an ergonomic assessment of workspace equipment and to promote safe practices among employees. This approach would considerably reduce lost work time and the need for costly treatment for carpal-tunnel syndrome, back problems and other occupational injuries.
2. Cardio health and fitness—negotiate special rates with a fitness center to encourage employee participation. Lunch time walking groups can also encourage fitness. Our company might even want to set up a small exercise room that would contribute to both fitness and stress relief.
3. Food services—two of the companies surveyed have taken a proactive stance by replacing soft drink machines with juice and bottled water dispensers and changing the cafeteria menu to eliminate foods with high trans-fat content. While these measures met with some initial resistance, they have now been accepted and even praised by the employees. We could do the same.
4. Creation of support groups—designate one trained member of the HR staff to set up support groups to help employees deal with personal crises such as grief, smoking, and finances. This person could also serve as the liaison with outside resources such as the psychological counsellor or the clinic for stress injuries.

The workplace safety committee could meet within the next two weeks to discuss action to be taken based on this report. If you agree, I would be pleased to send the report to committee members.

Sincerely,

Frank Trimble

summarizes what the findings mean

R

309

identifies areas where no action is needed

arranges actions to be taken from most to least important

uses numbered paragraphs

ends with motivation to act and polite closing

Put signature here

See also **REPORT – FORMAL / Voir aussi Rapport – Travaux officiels**

# SEMICOLON [ ; ] / POINT-VIRGULE [ ; ]

## PLAN DU TABLEAU

Placement .....	Situation
Joining Independent Clauses .....	Pour joindre deux propositions indépendantes
Separating Contrasting Ideas .....	Pour séparer des idées opposées
Separating a Series of Long Clauses .....	Pour séparer une série de longues propositions
Before Transitional Expressions .....	Avant un marqueur de relation

S

310

## DEFINITION / Définition

A punctuation mark [ ; ] which is used to join two closely-related independent clauses in an equal relationship, to separate long items on lists, etc.

Signe de ponctuation [ ; ] utilisé pour joindre deux propositions indépendantes étroitement liées, pour séparer de longs éléments dans une liste, etc.

## PLACEMENT / Situation

- Place a semicolon immediately after the last letter of a word, and leave one space after the semicolon.

You get to define a strategy; you get to direct operations every day.

## JOINING INDEPENDENT CLAUSES / Pour joindre deux propositions indépendantes

- Where the second independent clause contains closely related (and equal) information, use a semicolon.

We know through painful experience that freedom is never voluntarily given by the oppressor; it must be demanded by the oppressed.

Children can come and go as they please; they can choose to be attentive or not without fear of disapproval.

Find up-to-date, reliable information from diverse sources; create open lines of communication.

## SEPARATING CONTRASTING IDEAS / Pour séparer des idées opposées

- Where two contrasting ideas are joined together, a semicolon can be used to separate them.

Dogs come when they're called; cats take a message and get back to you.

Dogs have owners; cats have staff.

Hong Kong's fast reflexes pre-empted a dangerous epidemic; China's slow response prolonged the deadly disease.

**SEPARATING A SERIES OF LONG CLAUSES / Pour séparer une série de longues propositions**

- Where a series of long clauses are included in a sentence, use semicolons to separate the clauses.

Strategies to quit smoking suggested by the seminar leader included waiting until at least ten in the morning before lighting your first cigarette; refusing to accept cigarettes offered to you by other people in social settings; breaking the connection between smoking and drinking coffee by avoiding this combination of activities; and beginning an exercise program intended to build a healthier life-style.

S

311

**Note.** Where the second of two independent clauses **explains or expands on** the first, use a colon. Then separate the series of long clauses on the list by using semicolons.

[expands on the first clause]

Nardelli laid out a three-part strategy: enhance the core by improving the profitability of current and future stores in existing markets; extend the business by offering related services such as tool rental and home installation of the store's products; and expand the market, both geographically and by serving new kinds of customers, such as big construction contractors.

[In this example, a colon signals that information in forthcoming clauses will expand on the first clause. Semicolons then separate the long clauses which fulfill that function.]

**BEFORE TRANSITIONAL EXPRESSIONS / Avant un marqueur de relation**

- Where certain expressions (*however, that is, namely, therefore*) occur at the beginning of the second clause, a semicolon is used before the transitional expression.
- A comma follows the expression.

We would like to accommodate the customer; **however**, we are running out of time.  
John seems to have a serious strategy for losing weight; **namely**, he plans to eat less and exercise more.  
Julie said she would attend the meeting; **that is**, she would attend if she could get away.

- Where certain other expressions (*hence, then, thus, so, yet*) are used, no comma is required after the expression.

Let's get started now; **then** we can finish before dark.  
John has a lot of potential; **yet** he never seems to accomplish anything.

See also **COLON [ : ] / Voir aussi Deux-points [ : ]**

See also **PUNCTUATION / Voir aussi Ponctuation**

# SUMMARY / SOMMAIRE

S

312

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Characteristics .....	Caractéristiques
Preparation .....	Préparation
Executive Summary .....	Sommaire de gestion
Example of an Executive Summary .....	Exemple de sommaire de gestion

## DEFINITION / Définition

A brief text giving a concise, clear and accurate recapitulation of the main points contained in a longer text

Court texte présentant une récapitulation concise, claire et exacte des principaux points contenus dans un texte plus long.

## PURPOSE / But

- To give a quick overview of the contents of a longer text
- To separate out the main points of a longer academic article

## CONSIDERATIONS / Généralités

- |                    |   |
|--------------------|---|
| <b>Style</b>       | A summary is a coherent text rather than a series of disconnected points in note form.  |
| <b>Length</b>      | Where a limit is imposed, a variation of 10 percent is normally tolerated. A limit of 250 words generally means between 200 and 275 words.  |
| <b>Vocabulary</b>  | Although <b>vocabulary</b> from the original text can be used, it is essential that the summary be written in the words of the person preparing it: it should not simply copy or paraphrase the original.         |
| <b>Perspective</b> | The writer should summarize the main ideas in an impersonal, neutral style that stands outside the text. It is best to avoid references such as “The author says . . .”, “Professor Higgins suggests . . .”, etc. |

## CHARACTERISTICS / Caractéristiques

- Describes the main ideas of the original text briefly
- Makes no commentary on the content or on the author
- Has no introduction or conclusion other than what is provided in the original text
- Follows the line of development of the original work
- Can be read and understood without reference to the original text (stands alone)



- Avoids bringing in any ideas that were not present in the original text
- Makes little or no reference to the original text
- Avoids phrases from the original work or a close paraphrase of the text

### PREPARATION / Préparation

S

- Survey the original text by reading the introduction, first line of each paragraph and the conclusion.
- Read the text noting the main ideas, key words, and transition markers.
- Look up any unfamiliar words in a dictionary.
- Summarize major sections of the text in simple direct language.
- Eliminate secondary ideas, examples, quotations, digressions, statistics, etc.
- Bring the sentences summarizing major sections together in a coherent text.
- Edit and revise the summary.
- Where a limit is imposed on the number of words in a summary for academic work, it is advisable to count the number of words periodically.

313

### EXECUTIVE SUMMARY / Sommaire de gestion

- Follows the same basic rules as any other summary
- Precedes a report or other document prepared for a manager or senior executive
- Avoids the use of technical terms and specialized jargon

Example of an Executive Summary  
(Based on a 3500-word original article)

Exemple de sommaire de gestion  
(basé sur un article original de 3 500 mots)



The car manufacturing industry faces serious challenges as saturated markets and changing consumer tastes lead to plant closings and layoffs in North America and around the globe. American manufacturers secured a market advantage in the 1990s with the innovation of SUVs but are seeing their market share eroded as federal guidelines on emissions and increased overseas competition cut sales and leave their production facilities with supplies of unsold vehicles. The result is a major redefinition of how car makers respond to the market and how car manufacturing is carried out.

North American car makers are joining a trend already evident in China, Brazil and Europe. Manufacturers are abandoning traditional modes of production in favour of smaller factories with more flexible production lines. Many of the functions that were performed in-house are now being contracted out to suppliers. Experts foresee a future where the role of major car companies will focus on core tasks—designing, engineering and marketing. Other operations will be carried out in smaller-scale, more flexible factories located nearer to markets.

Technological advances have fostered innovative parts manufacturing techniques that promote contract assembly rather than mass-scale manufacturing at a central location. Innovations mean that basic platforms capable of accommodating smaller niche-market vehicles are gaining ground. In this context the manufacturers' adversarial approach to suppliers is being supplanted by a more cooperative model that responds to the technological and market changes in the industry.

See also **ABSTRACT** / *Voir aussi Résumé*

See also **FOREWORD** / *Voir aussi Préface*

See also **INTRODUCTION** / *Voir aussi Introduction*

See also **PREFACE** / *Voir aussi Avant-propos*

# QUESTIONNAIRE D'ENQUÊTE / SURVEY QUESTIONNAIRE

## PLAN DU TABLEAU

Considerations .....	Généralités
Instructions .....	Consignes
Example of Survey Questionnaire Instructions .....	Exemple de consignes d'un questionnaire d'enquête
Form for Questions .....	Formulation des questions
Surveys by Mail .....	Enquête effectuée par la poste
Example of a Letter Accompanying a Survey Sent by Mail .....	Exemple de lettre accompagnant un questionnaire d'enquête expédié par la poste
Follow-Up .....	Suivi

S

315

## DEFINITION / Définition

A form containing a set of questions which is sent to a representative sample of people to determine their opinions or attitudes on a particular subject

Formulaire contenant une série de questions expédié à un échantillon représentatif de personnes pour connaître leur opinion ou leur position sur un sujet particulier.

## CONSIDERATIONS / Généralités

- Define the goal of the research involved and address the whole topic.
- Write in simple, precise language appropriate to the people surveyed.
- Ask only one question at a time.
- Provide short, clear responses to choose from.
- Have an orderly, well-spaced layout.
- Be sure questions are clear, unambiguous, and do not assume the respondents have prior knowledge of the issue.
- Test the questionnaire before distributing it.

## INSTRUCTIONS / CONSIGNES

- Mention the reason for the questionnaire.
- Define terms used in the questionnaire.
- Explain how to interpret the scale used (1= strongly agree, 2= agree, etc.)
- Give clear guidance on how to enter responses (circle, blacken, check, etc.)
- Use short, simple sentences in the active voice where possible.
- Use courteous language.

Please fill in the questionnaire with a black pencil.

Please respond to all the questions on the form.

Please print your answers to questions 34 and 35.

Please answer by blackening the circle that matches your answer.

Example of Survey Questionnaire Instructions  
Exemple de consignes d'un questionnaire d'enquête



S

316

**Instructions**

1. Please respond to each question with the answer that best reflects your opinion.
2. In this questionnaire, the term “organic” refers to any product containing no chemical additives.
3. In this questionnaire, the scale runs from “never” (1) to “always” (5).  
  
When shopping for groceries, I look for the “organic” label on products I buy.  
never    1    2    3    4    5    always
4. The goal of this questionnaire is to determine customers’ opinions so we can offer a better range of products in future. Answers will be strictly confidential.

Thank you for you collaboration!

**FORM FOR QUESTIONS / Formulation des questions**

- Short, complete sentences facilitate understanding.

Check the sentence that best describes your viewing habits.

- I never watch the evening news.
- I watch the evening news occasionally.
- I watch the evening news on a regular basis.
- I make a point of watching the evening news every night.

- Possible answers should be logically and grammatically parallel.

Which description corresponds to your annual income before taxes?

- Less than \$20,000
- From \$20,000 to \$39,999
- From \$40,000 to \$59,999
- From \$60,000 to \$89,999
- From \$90,000 to \$100,000
- More than \$100,000

**SURVEYS BY MAIL / Enquête effectuée par la poste**

- Include the questionnaire itself with clear instructions.
- Include a self-addressed stamped envelope to facilitate its return.
- Include a cover letter mentioning
  - (1) The purpose of the survey or questionnaire
  - (2) The name of the organization or person responsible
  - (3) The benefits of collaborating
  - (4) The confidentiality with which respondents' replies will be treated

S

317

**Example of a Letter Accompanying a Survey Sent by Mail****Exemple de lettre accompagnant un questionnaire d'enquête expédié par la poste**

Dear Customer,

Please find enclosed a survey that Exoticofruit is conducting to learn more about customers' preferences and concerns. All responses will be treated as confidential. Your collaboration will help us offer products that meet your shopping needs in the coming months.

Kindly complete the questionnaire and return it in the self-addressed stamped envelope by June 14. Survey results will be posted in the store within two weeks should you wish to consult them the next time you are shopping at Exoticofruit.

Sincerely,

*James Greengrocer*  
James Greengrocer,  
Manager, Exoticofruit

purpose of survey

assurance of confidentiality  
benefits of completing the surveyclear instructions with  
self-addressed envelope

offer to share the results

person and organization  
conducting the survey

**FOLLOW-UP / Suivi**

- A reminder when the questionnaire is not returned
- A letter of thanks to participants
- An offer to share the results, where appropriate

S

318 See also **TRANSMITTAL LETTER / Voir aussi Lettre de transmission**

<b>PLAN DU TABLEAU</b>	
Purpose .....	But
Considerations .....	Généralités
Placement .....	Situation
Numbering .....	Numérotation
Titles .....	Titres
Column Headings .....	En-têtes de colonne
References and Notes .....	Références et notes
Example of a Table Containing Statistical Data .....	Exemple de tableau contenant des renseignements statistiques
Example of a Table Containing Non-Statistical Data .....	Exemple de tableau contenant des renseignements non statistiques

**DEFINITION / Définition**

A horizontal and vertical arrangement of data used to simplify the presentation of statistical and other data material

Disposition horizontale et verticale de renseignements utilisée pour simplifier la présentation de matériel statistique ou d'autres données.

**PURPOSE / But**

- To allow the reader to see trends and patterns and to locate specific information quickly

**CONSIDERATIONS / Généralités**

- Guidelines allow considerable variety with respect to details.
- Details in a given document are all presented the same way.
- Tables are presented in the same type size and font as the text.
- Tables are single-spaced.
- Vertical columns can be separated by white spaces where enough room is available.
- Where space is not available, vertical lines are used to separate columns.

**PLACEMENT / Situation**

- Where tables are less than half a page, they are placed as near as possible to where they are referred to in the text.
- Where tables are longer, they can be located on a following page or placed in an annex.

**NUMBERING / Numérotation**

- Tables are numbered in Arabic numerals in one of three ways: (1) consecutively throughout the document, (2) consecutively within each chapter, (3) consecutively as they appear in the appendix.
- Where tables are numbered consecutively by chapter, the chapter number is followed by a period and the number of that table within the chapter.
- A period follows the number of the table two spaces before the title begins.

Table 6.4. [Indicates the fourth table in Chapter 6]

Table 1.2. [Indicates the second table in Chapter 1]

Table A.3. [Indicates the third table in the appendix]

**TITLES / Titres**

- Capitalize the initial letters of content words in the titles of tables.
- Omit punctuation following the titles of tables.
- Use bold or italic script for titles.
- Display titles at the top of the table either centered or aligned with the left margin.
- Place any subtitle right below the title.
- Place titles following the table number and a period by two spaces.

Table 4. *Sales and Net Operating Expenses 2007*

**Table 3.4. Sales Revenues for Retail Outlets in Three Locations**

Table A.7. Rate Changes for Railway Freight  
Over a Ten-Year Period: 1989–1999

**COLUMN HEADINGS / En-têtes de colonne**

- Each column in a table generally has a heading.
- Headings may be written in bold or italics or regular typeface.
- Initial letters of content words are generally capitalized.
- Headings are centered within the width of the column.
- Longer headings may appear on two or three lines.
- Information such as % or \$ is incorporated into headings where possible.



## REFERENCES AND NOTES / Références et notes

- Where the source of information in a table is identified, or where a note is provided, it is included within the table at the bottom, not in the body of the text.

## Example of a Table Containing Statistical Data

## Exemple de tableau contenant des renseignements statistiques



Table 2.5. Growth of the Economy and of Compensation, 1980–90

Country	Growth in GDP/GNP (%)	Increase in Real Labour Incomes (%)
South Korea	121.8	115.8
Hong Kong	64.2	60.0
Singapore	77.5	79.8
Taiwan	88.0	102.7

Note. GDP = gross domestic product; GNP = gross national product

## Example of a Table Containing Non-Statistical Data

## Exemple de tableau contenant des renseignements non statistiques



Table 1. Relevance of the Elasticity of Demand

	Tested Party	Comparable Companies
Part of a multinational group	Yes	No
High barriers to entry	Yes	No
Market	Less competitive	More competition
Elasticity of demand	Lower than -1 but absolute value not large	Lower than -1 but large absolute value
Deviation of the equilibrium price from the price that would be observed in a perfectly competitive market	Higher than average	Smaller than average
Economic profit	Higher than average	Smaller than average
Economic profit in proportion to accounting margins	Higher than average	Smaller than average

See also **CHARTS** / Voir aussi Graphiques

See also **LIST OF TABLES** / Voir aussi Liste de tableaux

# TAG QUESTIONS / QUESTIONS–TAG

## PLAN DU TABLEAU

Purpose .....	But
Placement .....	Situation
Formation .....	Formulation
Meaning .....	Signification

T

322

## DEFINITION / Définition

Brief question forms appended after statements seeking confirmation of opinions expressed

*Courte question qui suit une déclaration, cherchant à obtenir l'approbation sur l'opinion émise.*

## PURPOSE / But

- To reinforce or call attention to the idea contained in the main sentence

## PLACEMENT / Situation

- Tag questions follow a comma after the main sentence.

## FORMATION / Formulation

- The **auxiliary verb** (real or understood) of the main sentence is used.
- A **pronoun** representing the subject of the main sentence is used.
- Tag questions are punctuated with a question mark.
- Affirmative sentences require negative tags.
- Negative sentences require affirmative tags.

[affirmative sentence]      [negative tag]  
Jack **will be** here for the meeting, **won't** he?

[negative sentence]      [affirmative tag]  
Sue **won't be** here for the meeting, **will** she?

**MEANING / Signification**

- An affirmative statement (with a negative tag) invites agreement.
- A negative statement (with an affirmative tag) invites confirmation of a negative fact or opinion.

The director is multilingual, **isn't he?** ..... Yes, he is.  
 The door won't open without a key, **will it?** ..... No, it won't.  
 You haven't met Steve yet, **have you?** ..... No, I haven't.  
 They can wait a day or two, **can't they?** ..... Yes, they can.  
 Maggie left on Tuesday, **didn't she?** ..... Yes, she did.  
 That candidate wouldn't answer our questions, **would he?** ... No, he wouldn't.  
 We should wait until everyone has arrived, **shouldn't we?** ..... Yes, we should.

T  
323

See also **PUNCTUATION / Voir aussi Ponctuation**

# TELEPHONE MESSAGES / MESSAGES TÉLÉPHONIQUES

T

324

<b>PLAN DU TABLEAU</b>	
Considerations .....	Généralités
Telephone Language .....	Vocabulaire téléphonique
Placing Calls .....	Acheminement d'un appel
Answering Calls .....	Réception d'un appel
On Hold .....	Appel en attente
Taking Messages .....	La prise de messages
Example of a Form for Taking Messages .....	Exemple de formulaire de messages téléphoniques
Leaving Messages .....	Comment laisser un message

## DEFINITION / Définition

Standard business protocols and appropriate language for taking and leaving telephone messages  
Protocole téléphonique courant et langue appropriée pour prendre et laisser un message téléphonique.

## CONSIDERATIONS / Généralités

- Be efficient and courteous when speaking to someone on the phone.
- Avoid speaking quickly or too softly; speak clearly and distinctly.
- Write down points you want to make if the call will be more than a brief exchange.
- Write down points that come up in the conversation to refer to later.
- Use a polite register of language and tone of voice.

Polite:        **I would like** some information about . . .  
                  **Would you please tell her** I called.  
                  **Could you** send it by mail **please**.

Abrupt:        **I want** some information about . . .  
                  **Tell her** I called.  
                  **Send it** by mail.

## TELEPHONE LANGUAGE / Vocabulaire téléphonique

- Expressions which are specific to telephone conversations are listed below.

Identity        **This is** Sidney Jones.  
                  **This is** Via Rail.  
                  **This is** Dr. Martin's office.

Precision      **That's** Karyn with a Y.  
                  **That's** area code 604.  
                  **That's** Thursday between 10 a.m. and 2 p.m.

- Contact      When and where can I **reach** her if it's urgent?  
She can always **reach** me at home.  
I can't seem **to reach** the right department.
- Call back     Please ask him to **call** me **back** in an hour.  
Would you like her to **call** you **back** when she is free?  
When can he **return my call**?  
It's Julie Clark. I'm **returning Karyn's call**.

T

325

### PLACING CALLS / Acheminement d'un appel

- Identify yourself, ask to speak to the person you are calling, briefly say why you are calling.
- Use "Good morning" or "Good afternoon" rather than the less formal expressions "Hello" or "Hi".
- Use a person's name and courtesy title (if you know them) for a more personal effect.
- Spell your name or the name of your organization if it is likely to be hard to understand.

**Good morning. This is** Will Lee. **May I speak to** George Fraser, **please**.

**Good afternoon**, Ms. Read. **This is** Graham Scott from Acme Sales with the information you requested.

**My name is** Fred Rockne. **That's spelled** R – O – C – K – N – E. We met at the meeting in Dallas.

**This is** Joe March from ICAO. **That's written** I – C – A – O. I'm returning Ms. Smith's call.

### ANSWERING CALLS / Réception d'un appel

- Identify yourself or your organization.
- Offer to be of assistance.

[Personal Answer]

**Good morning. This is** Jane Gates.

**Good morning.** Eric Smythe **speaking**.

[Impersonal Answer]

Human Resources. What can I do for you?

Jackson Public Library. Can I help you?

Customer Service. How may I help you?

### ON HOLD / Appel en attente

To put someone on hold

Good morning. Duncan Public Library. Please **hold the line** a moment.

Customer Service. **Would you hold** for a moment please.

To come back to the call

Thank you **for waiting**. How may I help you?

Thank you **for holding**. What can I do for you?

**TAKING MESSAGES / La prise de messages**

- Record the caller's name, job title and company.
- Write out the caller's number (including area code and extension).
- Note the reason for the call and any details or inquiries.
- Note the time of the call and who took the message.
- Ask when it would be convenient to have someone call back.
- Organizations often have printed forms for taking messages.

Ms. Smith **isn't available** at the moment.

**Would you like to leave** a message?

**May I take** a message?

**Would you spell** your name please?

**Would you spell** your company's name for me please?

Is there a time **when it would be convenient** for her **to return your call**?

**Example of a Form for Taking Messages**

**Exemple de formulaire de messages téléphoniques**



**MESSAGE**

Urgent \_\_\_\_\_

For \_\_\_\_\_

Time \_\_\_\_\_ Date \_\_\_\_\_

From \_\_\_\_\_

Company \_\_\_\_\_

Phone number \_\_\_\_\_

Message \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Taken by \_\_\_\_\_

**LEAVING MESSAGES / Comment laisser un message**

- Be succinct and to-the-point without pauses or digressions.
- Clearly state the nature of your call and what you would like the person to do.
- Be especially careful to enunciate well when leaving names, times, or telephone numbers.
- Consider spelling out your name, leaving pauses between letters.
- Indicate whether time is a.m. or p.m. (morning or afternoon)
- Give numerical information with pauses between the numbers.
- Repeat long series such as telephone numbers twice.

**This is** her sister Wendy calling from Winnipeg. **Would you please** ask her to call me at my office before 5 p.m. Winnipeg time.

[live message]

**This is** Barbara Corbit. *That's* C – O – R – B – I – T. **I would like** information on the XB-6 computer graphics software you advertised in today's Gazette. Please have a salesperson call me before **7 p.m.** You can **reach me** at 5 – 1 – 4    5 – 5 – 5    6 – 1 – 6 – 8. **That's** Barbara Corbit at 5 – 1 – 4    5 – 5 – 5    6 – 1 – 6 – 8. **Thank you.**

[voice mail message]

## TERM PAPER / DISSERTATION

T

328

### PLAN DU TABLEAU

Purpose .....	But
Elements of a Term Paper .....	Éléments d'une dissertation
Things to Avoid .....	À éviter
Steps to Follow .....	Étapes à suivre
Example of a Term Paper Topic .....	Exemple de sujet de dissertation
Presentation .....	Présentation
Patterns for Developing Arguments .....	Conseils pour développer un argumentaire
Strategies for Supporting Arguments .....	Conseils pour étayer un argumentaire
Example of a Term Paper for a College Course .....	Exemple de dissertation de cours collégial

### DEFINITION / Définition

An exercise used at the college and university level to develop academic skills related to the content of a course

Exercice utilisé dans les études collégiales et universitaires pour développer des habiletés liées au contenu d'un cours.

### PURPOSE / But

- To practise expressing ideas clearly and succinctly
- To practise supporting and defending a reasoned point of view
- To explore and analyze concepts through research and reflection
- To give informed opinions and advance well-supported arguments
- To develop academic skills to plan, write coherently, quote appropriately, and cite sources

### ELEMENTS OF A TERM PAPER / Éléments d'une dissertation

- Clear statement of a thesis or governing idea
- Presence of an introduction, body and conclusion
- Evidence of a plan with logical development of ideas
- Arguments well-supported by examples and relevant details
- Cohesive text with an appropriate level of language
- Attention to syntax, transition markers and grammar
- Neat layout and absence of spelling and typographical errors
- Correct citation of sources



**THINGS TO AVOID / À éviter**

- Unclear focus
- Incoherent development of ideas
- Lack of support for points put forward
- Inclusion of unsupported personal reflections
- Un-cited use of other people's ideas\*

\* Plagiarism is defined as the use of a sentence, phrase or idea taken from another person's work without citing the source or putting the words of that person between quotation marks. Plagiarism is a serious matter in the academic or business worlds whether from print, non-print media or Internet sources.

T

329

**STEPS TO FOLLOW / Étapes à suivre**

1. Interpret the question and understand the focus of the assignment to avoid moving off topic.

**Example of a Term Paper Topic****Exemple de sujet de dissertation**

In the face of evidence that not only are smokers more frequently absent from work but that their health care costs are 50 percent higher than those of non-smokers, some companies are considering refusing to hire smokers. One company plans to institute a policy that does not allow workers to smoke even on their own time and that requires blood tests to verify compliance.

Are employers ever justified in taking such steps?

- In this example:

- The subject is **the right of employers to take specific measures** to reduce the impact of smoking on absenteeism and health care costs.
- The focus is whether there is any justification for not hiring smokers or for monitoring employees outside working hours.
- The paper should **not** treat the pros and cons of smoking, the dangers of second-hand smoke or smoking in restaurants.
- If the paper does not address the question of employers' and employees' rights, the paper is off topic.

## 2. Research the subject.

- Use brainstorming, reading, and personal reflections to gather information.
- Consult encyclopaedias, dictionaries, magazine articles, books and Internet websites.
- Note facts, examples, and quotations that can support your arguments.
- Group information into general categories.

## 3. Prepare an outline.

- In a few words, summarize the position you intend to defend.
- Decide which ideas and information you will retain.
- Decide which pattern of development will make your ideas clear.
- Make an outline that groups main ideas and supporting details.
- Include examples, quotations, facts and convincing details.

## 4. Write the first draft following the order: body, introduction, conclusion.

- Body**            Begin with the body of the text (80 percent of the paper). Use topic sentences to announce the main ideas of paragraphs. Offer supporting arguments, details and examples to go with topic sentences. Draw partial conclusions based on well-supported facts and opinions. Use transition markers to guide the development of ideas.
- Introduction**   Write the introduction (10 percent of the paper). Attract the reader's attention with an interesting opening sentence. State the position you are defending in your own words. Provide a clear thesis statement giving your point of view and suggesting how you will develop your argument (comparison, chronological development, etc.)
- Conclusion**     Write the conclusion (10 percent of the paper). Briefly summarize the main line of argumentation and the partial conclusions. Include a restatement of the thesis.

## 5. Revise the draft.

- Ensure that paragraph divisions are clear and logical.
- See that arguments, examples, quotations and details lend adequate support.
- Check that quotations are exact, between quotation marks and with citations.
- Include partial conclusions in the paper and in the conclusion.
- Make sure transition markers are logical and aid comprehension.
- Check for correct use of syntax, vocabulary, grammar, spelling, and punctuation.

**PRESENTATION / Présentation**

- Term papers are generally typed and double-spaced.
- Do not indent but leave an additional line between paragraphs.
- Leave two additional lines to set off the introduction and conclusion.
- Provide a reference list giving full bibliographic references for all citations used in the text.
- Prepare a title page according to the custom of your college or university.
- Included the course name and number, the date, the professor's name, your name and your student ID number.

T

331

**PATTERNS FOR DEVELOPING ARGUMENTS / Conseils pour développer un argumentaire**

- Work from specific examples to reach a general rule or conclusion.
- Begin with a general rule and move to specific examples.
- Illustrate an idea through analogy, metaphor or comparison.
- Demonstrate a cause-and-effect relationship.
- Explain a complex concept in everyday terms.
- Advance hypotheses that extend from current facts to predict an outcome.
- Provide examples and details to clarify each main point.

**STRATEGIES FOR SUPPORTING ARGUMENTS / Conseils pour étayer un argumentaire**

- **Ways to make your arguments more persuasive include**
  - Citing research data, statistics, results, conclusions  
Statistics Canada data show a 12 percent increase in clothing imports from abroad.
  - Referring to events, incidents, personal testimony  
Events following Hurricane Katrina offer proof of the inadequacy of planning efforts.
  - Resorting to universal truths, proverbs, specialist opinions  
Dr. Spock himself argued for more liberal child-raising methods.
  - Appealing to universal or shared values  
Few people today would dispute the need for conscious efforts to protect the environment.
  - Associating arguments with state-of-the-art ideas and technology  
This tendency is supported by the explosion of nanotechnology that few people could have imagined a decade ago.

Example of a Term Paper for a College Course

Exemple de dissertation de cours collégial



T

332

The Use of Clocks as a Metaphor in Francis Ford Coppola's *Rumble Fish*

In his film *Rumble Fish* Francis Ford Coppola seeks to capture the essence of youth through the metaphoric and literal use of clocks. Clocks are a relatively vague symbol which Coppola exploits against the dream-like quality of the film and its characters to express a variety of themes. While the subject of the film may seem to be the causes of urban violence, this is merely a background for exploring more universal themes such as coming of age, the end of youth, and impending death. It is in this sense that clocks become a powerful and flexible metaphor for the stages and machinations of youth.

Rusty James is the archetypal personification of youth. We first see him “hangin’ out” at Benny’s Billiards when the subject of the rumble comes up. The time and place of the rumble are mentioned “10 o’clock behind the pet store”—a time that will later prove significant. Yet Rusty is concerned with little beyond the present. Neither the lapse of time since he last saw Patty, nor the fight that will overlap with the time he is arranging to visit Patty’s house concerns him as he dwells in the present.

Rusty’s traits of irresponsibility and rebelliousness are time related as well. He apparently has little to do with his time beyond “hangin’ out”. When he does manage to attend school, it is only a physical presence where he daydreams about his girl. He is reprimanded by the principal for chronic tardiness, and expresses his profound desire to party where there are no clocks. While he “makes out” with Patty, a clock is used to visually reinforce the idea of impending disaster. Rusty is at his adolescent prime, but the ticking of the clock signals the approach of some consequences.

The arrival of Motorcycle Boy is tied up with images of time as well. He is present but is unable to intercede to prevent his brother being injured because of his temporal limitations. Motorcycle Boy is himself out of adolescence, but he has yet to obtain the freedom he sought. He is tormented by this as he says, “I never got to the ocean. California got in the way.” He points to the gangs as a manifestation of youthful involvement in events where time is suspended like the fish.

themes to be examined  
thesis statement

topic sentence

examples

partial conclusion

topic sentence

examples

partial conclusion

topic sentence

examples

partial conclusion

Motorcycle Boy has obtained maturity and as a consequence is witnessing the death of youth. As he leans pensively on the table where the clock sits, Rusty observes, “He looks different, I forget he’s just 21 . . .”. In fact, Motorcycle Boy is not “just 21”; he has entered the realm of adulthood—a particularly frightening reality for someone who is supposed to be leading while lost himself. Indeed, this theme is underlined in the scene in the pharmacy where Motorcycle Boy is portrayed as the Pied Piper who can’t reach the ocean himself.

Time metaphors take a more sinister turn in the image of the handless clock in front of the police officer. Here the clock seems to foreshadow Motorcycle Boy’s fate. As Motorcycle Boy he reigned, but as motorcycle man he is frustrated. He feels a tremendous need to deliver the rumble fish to freedom. Yet he is unable to do it. The clock takes a prominent place again in the pet store scene as Motorcycle Boy tells Rusty to follow the river to the ocean, to freedom. The Pied Piper is shot at midnight—symbolically completing the cycle. The message is clear: it is Rusty who still has time, who can deliver the fish to freedom.

*Rumble Fish* portrays the complex period of human life that is youth through the use of symbols and especially that of the clock. Time is of the essence for the very existence of youth is delimited by time. The surreal quality of the film and the constant presence of clocks blend together and drive the film ahead. Virtually every scene has a clock marking out a stage of life or making a point related to time and existence. The clock-less scenes are linked to acts of youth that seem beyond the restricting confines of time. There is a constant interplay from the outset to the end between Motorcycle Boy coming reluctantly of age in a world of time, and Rusty at the archetypal prime of his timeless existence. Clocks serve to mark the characters passage into the next stage of existence—life or death as the case may be.

topic sentence

examples

partial conclusion

topic sentence

details

partial conclusion

conclusion with a summary  
of the partial conclusions

restatement of the thesis

T

333

See also **CONCLUSION** / *Voir aussi Conclusion*

See also **DEVELOPMENT** / *Voir aussi Développement*

See also **INTRODUCTION** / *Voir aussi Introduction*

See also **OUTLINE** / *Voir aussi Plan*

See also **PROOFREADING AND EDITING** / *Voir aussi Correction d'épreuves et révision*

See also **TITLE PAGE** / *Voir aussi Page de titre*

See also **TRANSITION MARKERS** / *Voir aussi Marqueurs de relation*

## THANK-YOU NOTE / NOTE DE REMERCIEMENTS

### PLAN DU TABLEAU

Structure .....	Structure
Considerations .....	Généralités
Some Formulaic Expressions .....	Quelques expressions d'usage
Example of a Thank-You Note for Advice Given .....	Exemple de note de remerciements pour un conseil reçu
Example of a Thank-You Note for Assistance Provided ...	Exemple de note de remerciements pour de l'aide reçue

T

334

### DEFINITION / Définition

A brief handwritten expression of appreciation which is appropriate for individuals who have spent more than half an hour providing help that contributed to the attainment of a goal or objective

Brève note d'appréciation rédigée à la main à l'intention d'une personne ayant consacré une aide de plus d'une demi-heure à l'atteinte d'un but ou d'un objectif.

### STRUCTURE / Structure

- **Salutation**

Dear Maggie,  
Dear Mr. Lederman,

- **Expression of appreciation and thanks**

- Use two or three sentences.
- Be specific about what the thanks are for.
- Explain briefly how the help contributed to the goal.
- Provide an upbeat closing thought that does not repeat the thanks.

- **Signature**

- Write your name legibly.
- Omit a standard closing such as "Sincerely" or "Yours truly".

### CONSIDERATIONS / Généralités

- Use good quality paper or a card.
- Avoid the informal use of "thanks" as a verb. (Say "Thank you.")
- Use a "you" perspective.

**You** made it possible . . .  
**Your** help . . .

## SOME FORMULAIC EXPRESSIONS / Quelques expressions d'usage

Thank **you** for the time **you** took to . . .  
 Please accept my thanks for **your** . . .  
**Your** timely advice about . . . is really appreciated.  
 I am grateful for **your** contribution to . . .  
**Your** help and understanding are greatly appreciated . . .

T

335

## Example of a Thank-You Note for Advice Given

## Exemple de note de remerciements pour un conseil reçu



Dear Ms. Graham,

Thank you for the time you took to review my business plan on Thursday. Your comments enabled me to present a more professional document to the committee deciding on grants to young entrepreneurs. You will be the first to know if my project is selected.

Jean Martin

specify what thanks are for  
 say how the advice helped

offer to keep them informed

## Example of a Thank-You Note for Assistance Provided

## Exemple de note de remerciements pour de l'aide reçue



Dear Sue,

Please accept my thanks for working overtime to prepare the bid on the Johnson contract before the deadline. You made a big contribution to getting it out on time. We will all celebrate with a dinner at a good restaurant when the bid is accepted.

Tony

specify what thanks are for

mention how the efforts helped

end on a personal up-beat note

## TITLE PAGE / PAGE DE TITRE

336

T

### PLAN DU TABLEAU

Purpose .....	But
Elements .....	Éléments
Placement and Pagination .....	Situation et pagination
Punctuation .....	Ponctuation
Layout and Typeface .....	Mise en page et typographie
Example of a Title Page for a Report .....	Exemple de page de titre de rapport
Example of a Title Page for a College Assignment .....	Exemple de page de titre d'un travail collégial

### DEFINITION / Définition

Cover page of a text which identifies the nature and the reason for the document

Première page d'un texte qui présente la nature et l'objet d'un document.

### PURPOSE / But

- To give the title and subtitle
- To identify the purpose of the document
- To identify the author

### ELEMENTS / Éléments

- **For a report or proposal**
  - Title and, where applicable, subtitle
  - Name of the person or organization the document is for
  - Name of the author(s) with job title(s) or professional qualifications (CA, PhD)
  - Name of the company, division or department that prepared the document
  - Reference numbers of the project, contract or order
  - Date
- **For a term paper or academic submission**
  - Title and, where applicable, subtitle
  - Name of the author (student)
  - Student number
  - Course number
  - Name of the teacher or professor
  - Name of the educational institution
  - Date



**PLACEMENT AND PAGINATION / Situation et pagination**

- The title page is the first page of a text.
- The title page is numbered as part of the front matter but the number does not appear on the page.

**PUNCTUATION / Ponctuation**

- Information appearing on the title page does not require final punctuation.
- Where punctuation is part of the title, it is included.

**LAYOUT AND TYPEFACE / Mise en page et typographie**

- Information on the title page should be arranged in a balanced manner.
- Information should go from general to particular and from main points to details.
- The title page should be in the same type face as the rest of the document.
- Bold face, italics and varied fonts should be avoided.

TITLE PAGE / PAGE DE TITRE

Example of a Title Page for a Report  
Exemple de page de titre de rapport



Example of a Title Page for  
a College Assignment

Exemple de page de titre d'un travail collégial



T

338

Blain Group Consultants

Market Opportunities for Propane Imports from  
South Korea in the Winnipeg Area

Spring 2013

Report prepared by the Market Analysis Division,  
Blain Group Consultants, for the  
City of Winnipeg Energy Study Project

---

David Farris, MBA, Coordinator  
Market Analysis Division  
Farris@blaingroupconsultants.com

Article Summary

The Aesthetics of Narcissism  
by Rosalind Krauss

Dawson College  
Course 123-339  
Prof. Simon Hendrickson

Janet Taylor  
ID. 9031789  
October 16, 2012

**PLAN DU TABLEAU**

Use of Titles .....	Utilité des titres
Choice of Titles .....	Choix des titres
Capitalization Rules for Titles .....	Majuscules dans les titres
Capitalization of Hyphenated Words .....	Majuscules des mots avec traits d'union

**DEFINITION / Définition**

The words that appear on the cover of a document, as headings for chapters, or headings in a text  
 Mots qui figurent sur la couverture d'un document, comme en-têtes de chapitre, ou en-têtes dans un texte.

**USE OF TITLES / Utilité des titres**

- **Titles identify the content of**
  - Books
  - Articles in periodicals
  - Reports
  - Chapters, parts, sections

**CHOICE OF TITLES / Choix des titres**

- Use a short phrase or expression which summarizes the exact content of the text.
- Avoid using vague or ambiguous titles which do not give a clear indication of the content.
- Avoid a title that is too brief or too detailed, or that summarizes the conclusion.
- **Dissertations or Theses**
  - Titles of dissertations and theses do not generally consist of more than 15 words in total.
  - Universities produce specific guidelines for the preparation of dissertations and theses which must be followed to the letter with no variation.

**CAPITALIZATION RULES FOR TITLES / Majuscules dans les titres**

- Initial letters of all words with the exception of articles (*a, an, the*), prepositions with fewer than four letters (*at, by, for, on and in*), and conjunctions (*and, but, and or*)
- Any word that appears first or last in a title

- Any word following the colon that separates a title and subtitle.

To Have and Have **Not**  
A Man for All Seasons  
Ten Years Before the Mast  
Metaphors We Live **By**

Horse Sense: **How** to Pull Ahead on the Business Track  
Literary Agents: **A** Writer's Introduction  
**Of** Mice and Men  
**A** Short History of Time

## CAPITALIZATION OF HYPHENATED WORDS / Majuscules des mots avec traits d'union

- In the body of written texts, the second unit in a hyphenated word is not capitalized.

Her e-mail message was brief and to-the-point.  
E-mail is an essential tool in business today.

- Where a hyphenated word occurs in a title, however, all units are capitalized.

E-Mail Made Easy  
Up-To-Date Techniques for Organic Gardening

# MARQUEURS DE RELATION / TRANSITION MARKERS

## PLAN DU TABLEAU

Purpose .....	But
Things to Avoid .....	À éviter
Uses of Transition Markers .....	Rôle des marqueurs de relation

## DEFINITION / Définition

Words or phrases that indicate logical relationships between ideas in a text

Mots ou phrases qui marquent les relations logiques entre les idées d'un texte.

## PURPOSE / But

- To show the nature of the relationship between two or more ideas
- To give direction to the progression of ideas
- To establish logical links to guide the reader through a text
- To provide cohesion between elements in a text

## THINGS TO AVOID / À éviter

- Using transition markers that do not correspond to the logical relationship intended
- Unnecessarily using transition markers where the link between ideas is clearly evident
- Repeating the same transition marker too frequently in the same text

## USES OF TRANSITION MARKERS / Rôle des marqueurs de relation

- **To introduce explanations or examples**

Not all European countries are members of the EU. **For example**, Iceland retains its own monetary system and has not joined the common market.

Several techniques have proved to be effective at providing relief. **For instance**, hypnotism has been found to reduce or eliminate pain during surgery.

In order to perfect his technical knowledge, Cormier turned to architects **such as** Auguste Perret and Peter Behrens rather than to engineers.

Some industries, **like** biotechnology and medicine, require expert design.

The main pavilion of the university **is an example of** modern institutional buildings in Quebec.

- **To emphasize or restate a point**

The company was much less successful in the new market than it expected. **In fact**, it had incurred \$92 million dollars in losses, closed 22 of its branches and cut 1,200 jobs by mid-March.

Most of the audience left the theatre during the screening of the new film. **Indeed**, only a handful of people were there by the time the lights came on.

Our best students, **that is** our A+ students, usually go on to successful careers.

- **To introduce alternatives or conditions**

Research showed that patients needed to be aware that they were receiving a specific treatment. **Otherwise**, they would not respond to the treatment they were getting.

**Unless** something is done to address the causes of obesity soon, an epidemic of cardiovascular diseases lies a heartbeat away.

- **To show cause and effect**

**Because** salaries increased, employees became more productive.

[because + a sentence]

**Because of** a bug in the software, the customers' statements were sent out late.

[because of + a noun]

**Owing to** unexpected circumstances, the schedule had to be revised.

**Since** he has an accounting degree and relevant experience, Al is one of the leading candidates for the job.

**As** more companies discover the scarcity of supply management, the demand for such skills will increase.

- **To show results**

**As a result of** the ice storm affecting southern Ontario, power lines are down throughout the region.

Too many workers were arriving late or leaving early. **As a consequence**, everyone is now required to punch in with a time clock.

Peter Russell was appreciated by his clients and respected by the other sales reps. **Consequently**, no one was surprised when he was offered a managerial position.

A proliferation of choice risks confusing consumers, **thus** strengthening their tendency to like what they think other people like rather than to make their own decisions.

The business environment today is radically different from what it was in the past. **Therefore**, the strategies needed to function in business have become radically different.

Jack was tired **so** he went home early.

- To indicate steps in a process

**First, second, third**

**Then, next, after that, last, finally**

- To enumerate points on a list

This book of essays offers students assistance in various ways. **First**, each chapter has an introduction to guide them to main points. **Second**, each essay serves as a model of a different pattern of writing. **Third**, each chapter is followed with biographical information and clues to writing strategies. **Fourth**, each essay is followed by a series of review questions covering themes and composition features.

- To indicate sequence and time relations

**Before** a candidate is hired, the human resources department checks the person's references.

**Until** 2000, pensions were fully indexed. **After** January 2001, they were only indexed after a three-percent rise in the cost of living.

**Since** Martha retired, the department has been without an administrative assistant.

We won't sign the contract **until** we hear from our legal advisors.

Mark graduated in May. **Since then** he has been looking for a job in his field.

**As soon as** she turns 16, Jennifer plans to get her driver's licence.

Employees took a course before the software was installed. **Subsequently**, the transition went smoothly.

The new receptionist will start next week. **Meanwhile**, we are all taking turns answering the phone.

The exercise equipment is hard to use, but the regular customers are **gradually** getting used to it.

**As** the results began to come in, it became increasingly clear that the party was not doing well at the polls.

**When** the company decided to change suppliers, it approached a specialty chemical company.

**While** you were out, someone came by to see you about something important.

**During** the development phase, many novel variations were considered.

- **To indicate order of importance**

There are many steps that can and have been taken to combat environmental degradation. We need to continue to act and to modify our personal and civic behaviour to this end. **Above all**, we need to be aware that the time to act is not in the future, but now—before it is too late.

There are several steps people can take to stop smoking. **Primarily**, they must commit themselves to stopping.

This behaviour puts responsibility for decision making on only one person. **More important**, it makes it difficult to build team spirit in the group.

- **To introduce additional information**

Tom had made a number of errors in the last six months. **What's more**, he booked off sick on a regular basis and lacked concentration when he was in the office.

In Japan, educational financing and planning are centralized. **In addition**, teachers enjoy respect and high job status.

Education is compulsory for ages six to fifteen in Japan. **Furthermore**, Japanese children attend school 240 days a year, compared to 180 days in the U.S.

Providing good service to current customers makes them loyal to the company and its products. **Moreover**, having a reputation for providing good service attracts new customers.

Learning another language is not easy. **Besides** learning new syntax and vocabulary, you have to learn a new way of seeing the world.

There were many different reasons why people in the study had divorced. **Likewise**, there were many different ways they behaved after divorce.

- **To indicate contrast**

The word “bachelor” has a positive connotation associated with a desirable choice to be alone. In **contrast**, the word “spinster” has a pejorative connotation associated with an undesirable state of being unwanted.

If you want to cancel your subscription, just write cancel on the invoice and return it. **However**, if you wish to continue receiving the magazine, you qualify for a special introductory rate.

One strategy to reduce the risk involved is to wear the right equipment. **But** a better strategy is to stay home.

None of the subjects in my study could tell me what was responsible for their impression, **yet** they all agreed that the impression was widespread among their group.

Cormier's work was largely confined to Quebec and Ontario. **Nevertheless**, his achievements are clearly part of an international movement where North American and European influences converge.



Buying a new photocopier for the office is expensive. **On the other hand**, the old machine is not producing professional-looking copies anymore.

**Whereas** words convey information, how we speak them conveys what “message” we intend to send.

**While** kids today have different ways of communicating, their basic desires are not new.

**Even though** she took lots of Vitamin C in the winter, she always seemed to catch colds.

**Although** America was a multi-ethnic society from the beginning, it was not until recent times that different groups of Americans began to assert their ethnic identities.

T

345

- **To summarize or conclude**

**In brief**, these are the essential questions to ask yourself. And the answers will set you free.

**In short**, few men or women remain with one employer for their whole careers, and a woman’s somewhat lower managerial tenure might be explained partly by women’s having only recently entered the executive ranks in significant numbers.

**In summary / To sum up**, sales executives can get much more out of their entire sales force by using a scientific approach. The tools and processes described here are evolving, but in a few years they will be standard procedure for any company that hopes to compete in the global marketplace.

**In conclusion**, I hope my children have inherited that essential trait ethnic minorities in this country have so sharply honed: a strong will to survive.

## TRANSMITTAL LETTER / LETTRE DE TRANSMISSION

### PLAN DU TABLEAU

Basic Transmittal Letter .....	Lettre de transmission de base
Transmittal Letter with Comments .....	Lettre de transmission avec commentaires
Example of a Transmittal Letter with Comments .....	Exemple de lettre de transmission avec commentaires

T

346

### DEFINITION / Définition

A letter accompanying a proposal, price list, report, etc. which identifies what is being sent and gives the reason for the transmittal

Lettre accompagnant une proposition, une liste de prix, un rapport, etc., qui indique la nature de l'envoi et explique la raison de la transmission.

### BASIC TRANSMITTAL LETTER / Lettre de transmission de base

- **Purpose**
  - To identify an attachment or enclosure
  - To refer to any previous discussion of the enclosure
- **Preparation**
  - Use business letter format.
  - Identify what is being sent.
  - Use the term “Enclosure” for letters.
  - Use the term “Attachment” for e-mail transmissions.
- **Body**
  - Identifies the nature of what is being transmitted
  - Gives the reason for the transmittal

As you requested in our telephone conversation on May 21, I am enclosing three copies of our *Advanced Learner's Dictionary*. This will enable your teachers to begin planning their courses for the next semester.

This is a copy of the annual report that we send out to our stockholders each year. You may also consult our website for projections for the coming quarter.

**TRANSMITTAL LETTER WITH COMMENTS / Lettre de transmission avec commentaires**

- **Purpose**

- To identify what is being sent
- To refer to the context for the transmission
- To offer factual details concerning the enclosure
- To propose further assistance

- **Preparation**

- Use business letter format.
- Summarize the reason for and the nature of the transmission.
- Provide factual commentary on the contents of the transmission.\*
- Conclude with a brief goodwill statement and offer to be of service.

\*Avoid expressing an opinion where a document outlines different options.

Example of a Transmittal Letter with Comments  
Exemple de lettre de transmission avec commentaires



T

348

January 29, 2012

Susan Mitchell  
Project Manager  
Student Union Expansion  
Room 214  
Underhill Building\*

Dear Susan,

I am enclosing the two plans for additions to the Student Union Building of the type that your team asked for during our planning meeting in November. As you requested, the plans were drawn up by final-year students in the Faculty of Architecture here at the University.

Both documents include floor plans, drawings of the finished addition and estimates of the cost of the additions. Each plan has its advantages.

- Plan A is an open space concept with the use of large windows and skylights to give maximum lighting. The plan, however, calls for materials that bring costs a little over budget.
- Plan B calls for the integration of an interior court with a garden adjacent to the cafeteria area which has a big appeal in the summer but raises maintenance issues during the winter session.

Once your committee has had the opportunity of looking over the two submissions, I will be happy to discuss the advantages and drawbacks with you in more detail.

Sincerely,

*James Wilinsky*

James Wilinsky  
Professor  
Faculty of Architecture

Enclosure: Two plans for additions to the Student Union Building

identify what is being sent

give reason for the transmission

provide factual comments with advantages and disadvantages

propose further assistance

\*For a letter addressed to someone outside the campus, the full street address would be included here.

See also **BUSINESS LETTER—DETAILS** / *Voir aussi Lettre d'affaires—Composants*

See also **BUSINESS LETTER—FORMAT** / *Voir aussi Lettre d'affaires—Présentation*

## LANGUAGE IMPARTIAL / UNBIASED LANGUAGE

### PLAN DU TABLEAU

Considerations .....	Généralités
Language to Avoid Offending People .....	Éviter les formulations offensantes
Out-Dated and Current Language .....	Termes désuets et actuels
Strategies for Making Correspondence Gender-Neutral .....	Conseils pour l'emploi d'une formulation épécène

U

349

### DEFINITION / Définition

The use of gender-neutral, unbiased, non-exclusionary language which indicates that a writer is up-to-date

Emploi d'un langage impartial, non exclusif et sans distinction de genre indiquant que la personne qui rédige tient compte de la réalité actuelle.

### CONSIDERATIONS / Généralités

- Areas in which communication can be unintentionally biased, discriminatory or exclusionary include: gender, race, disabilities or impairments, religion, family status and age

### LANGUAGE TO AVOID OFFENDING PEOPLE / Éviter les formulations offensantes

- Use language that avoids stereotypes.
- Use language that includes all readers such as “ladies and gentlemen”, “colleagues”, “valued customer”, “participant”.
- Avoid terms that may be considered demeaning or offensive to particular groups.
- Describe jobs in terms of function rather than gender.

### OUT-DATED AND CURRENT LANGUAGE / Termes désuets et actuels

#### Out-Dated Language

#### Current Language

anchorman .....	anchor
businessman .....	business executive, businessperson, manager
chairman (of a company) .....	CEO (chief executive officer)
chairman (of a meeting) .....	chairperson, chair
cleaning lady .....	cleaner
the disabled .....	people with disabilities
the elderly .....	senior citizens (seniors)
an epileptic .....	a person with epilepsy

**Out-Dated Language****Current Language**

fireman .....	firefighter
foreman .....	supervisor
girl at the front desk .....	receptionist
insurance man .....	insurance agent
mailman .....	letter carrier, mail carrier
male nurse .....	nurse
mankind .....	humans, humankind
managers and their wives .....	managers and their spouses (partners)
policeman .....	police officer
salesman, saleswoman .....	sales rep (representative)
salesman, saleslady (store) .....	sales clerk
spokesman .....	spokesperson
stewardess .....	flight attendant
a victim of AIDS .....	a person with AIDS
waiter, waitress .....	server
weatherman .....	meteorologist
workman's compensation .....	worker's compensation
young people/old people .....	people under/people over a specific age

U

350

**STRATEGIES FOR MAKING CORRESPONDENCE GENDER-NEUTRAL****/ Conseils pour l'emploi d'une formulation épicène**

- Particular care should be taken to avoid offending readers with exclusionary gender references.

A good employee hands in **his** report on time.

[assumes all employees are men]

The **spokesman** mentioned that **his** colleagues . . .

[assumes all colleagues are men]

The **chairperson** mentioned that **her** colleagues . . .

[assumes that all colleagues are women]

- Attention to syntax and grammar can avoid the use of **he** or **she** as a universal reference.

1. Use the plural form.

Good employees hand in **their reports** on time.

2. Make the subject neutral or generalize.

A good employee hands in **reports** on time.

3. Use “you” as the subject.

**You** should all hand in **your reports** on time.

4. Reword sentences to make the subject into the object and use the passive voice.

**Reports** must be handed in on time.

5. Avoid the use of pronouns by reworking the syntax of the sentence.

The **spokesperson** mentioned that **colleagues** had requested . . .

Some of the **spokesperson’s colleagues** had requested . . .

[avoids designating the gender of colleagues]

## VERBS REQUIRING GERUNDS / VERBES QUI DEMANDENT LE GÉRONDIF

### PLAN DU TABLEAU

Rules for the Use of Gerunds .....	Règles d'emploi du gérondif
List of Verbs and Expressions Followed by the Gerund Form .....	Liste de verbes et d'expressions suivis du gérondif

V

### 352 DEFINITION / Définition

Verbs and expressions where convention dictates the use of the gerund rather than the infinitive form of a succeeding verb

Verbes et expressions qui commandent le gérondif, plutôt que l'infinitif, pour le verbe qui suit.

### RULES FOR THE USE OF GERUNDS / Règles d'emploi du gérondif

- Certain verbs and a few expressions are followed by the gerund (–ing form) of a second verb rather than by the infinitive form.
- Some other verbs and a few expressions can be followed by either the gerund or the infinitive form.

Some people really enjoy **eating** in restaurants. [Only a gerund is correct.]

Other people can't stand **eating** in restaurants. [Either a gerund or an infinitive is correct.]

Other people can't stand **to eat** in restaurants.

### LIST OF VERBS AND EXPRESSIONS FOLLOWED BY THE GERUND FORM

/ Liste de verbes et d'expressions suivis du gérondif

- accustomed to (be) ... We are accustomed to **paying** our bills by the Internet.  
adore ..... Janet adores **watching** the sun set over the Persian gulf.  
anticipate ..... When do you anticipate **receiving** your degree?  
appreciate ..... We would appreciate **receiving** the shipment by Friday noon.  
avoid ..... Sue keeps asking him for input but he always avoids **giving** his opinion.  
can't help ..... I know what he said but I can't help **thinking** that there is a better way.  
carry on ..... Jake doesn't agree. He plans to carry on **doing** it the way he always has.  
commence ..... The band will commence **playing** when the players enter the stadium.  
complete ..... When you have completed **filling in** the form, come to the counter.  
consider ..... Would you consider **reducing** the price on a bulk order?  
delay ..... Delay **shipping** the merchandise until we receive a payment.  
deny ..... Ted denied **knowing** anything about the incident at the party.  
describe ..... The mountaineer described **climbing** one of the peaks in the Alps.  
discuss ..... We discussed **taking** the train but it would take too long to get there.  
dislike ..... Some people over forty dislike **being** asked for their age on forms.  
dread ..... Tom dreaded **getting up** early and **fighting** the traffic to get to work.



enjoy .....	After a meal my friend <u>enjoys</u> <b>drinking</b> a cup of coffee.
feel like .....	Let's stay home this evening. I don't <u>feel like</u> <b>going</b> anywhere.
finish .....	Has the accountant <u>finished</u> <b>calculating</b> what we have to pay in taxes?
get through .....	The plumber only <u>got through</u> <b>fixing</b> the leak a few minutes ago.
give up .....	When Frank realized that he had a problem, he <u>gave up</u> <b>drinking</b> .
go around .....	The new employee <u>goes around</u> <b>acting</b> as if he owns the place.
imagine .....	I can't <u>imagine</u> <b>working</b> in an atmosphere like that for long.
involve .....	That plan would <u>involve</u> <b>reinstalling</b> the software we already have.
keep .....	That man is unrealistic. He <u>keeps</u> <b>hoping</b> to win the lottery and retire.
keep on .....	You have almost finished the report. <u>Keep on</u> <b>working</b> on it.
look forward to .....	People who work in offices <u>look forward to</u> <b>having</b> time off.
mention .....	Did Francine <u>mention</u> <b>calling</b> a technician to fix the printer?
mind .....	Jack doesn't <u>mind</u> <b>making</b> the coffee before the meeting.
miss .....	Some of us really <u>miss</u> <b>getting</b> together after work on Fridays.
object to .....	They <u>objected to</u> <b>waiting</b> such a long time before they were served.
postpone .....	We had better <u>postpone</u> <b>making</b> a decision until all the facts are in.
practise .....	Members of the yoga class <u>practised</u> <b>standing</b> on their heads.
put off .....	Why don't we <u>put off</u> <b>making</b> a decision until we get everyone's input?
quit .....	My friend <u>quit</u> <b>smoking</b> after reading the pamphlet the doctor gave him.
recall .....	The boss couldn't <u>recall</u> <b>saying</b> that he would give employees a bonus.
recommend .....	The technician <u>recommended</u> <b>buying</b> a new machine to replace the old one.
regret .....	It was hard but I don't <u>regret</u> <b>taking</b> that management course.
resent .....	In my experience, some people <u>resent</u> <b>hearing</b> the truth from someone else.
risk .....	We don't want <u>to risk</u> <b>upsetting</b> our customers by increasing prices now.
set about .....	They <u>set about</u> <b>cleaning</b> the house when they heard visitors were coming.
stop .....	Airlines <u>stopped</u> <b>servicing</b> food on domestic flights when fuel prices increased.
suggest .....	Someone <u>suggested</u> <b>hiring</b> an outside expert to assess the situation.
talk about .....	You can <u>talk about</u> <b>getting</b> more exercise but I'll believe it when I see it.
think about .....	We are <u>thinking about</u> <b>replacing</b> the old equipment some time soon.
tolerate .....	I don't think I can <u>tolerate</u> <b>sitting</b> through another long, boring meeting.
used to (be) .....	Mary is looking for a new roommate because she <u>is not used to</u> <b>living</b> alone.

**Note.** Activities following the verb **go** are expressed in the gerund form.

**Examples:**

go camping	go skating
go dancing	go hiking
go bird watching	go shopping
go swimming	

## VERBS REQUIRING INFINITIVES / VERBES QUI DEMANDENT L'INFINITIF

### PLAN DU TABLEAU

Rules for the Use of Infinitives ..... Règles d'emploi de l'infinitif  
List of Verbs Followed by the Infinitive Form ..... Liste de verbes commandant l'infinitif

V

354

### DEFINITION / Définition

Verbs and expressions where convention dictates the use of the infinitive rather than the gerund form of succeeding verbs

Verbes commandant l'emploi de l'infinitif, plutôt que le gérondif, pour le verbe qui suit.

### RULES FOR THE USE OF INFINITIVES / Règles d'emploi de l'infinitif

- Certain verbs are followed by the infinitive form of a second verb rather than by the gerund form.
- Other verbs and a few expressions are followed by either the infinitive or the gerund form.

We aren't allowed **to enter** the site without permission. [An infinitive is required.]

It began **to snow** about two hours ago.

It began **snowing** about two hours ago.

[Either an infinitive or a gerund is correct.]

### LIST OF VERBS FOLLOWED BY THE INFINITIVE FORM / Liste de verbes commandant l'infinitif

afford ..... We have decided that we can't afford **to go** on holiday this year.  
agree ..... Margaret Jones agreed **to be** the treasurer of our association.  
appear ..... The product we received appeared **to be** the one we had ordered.  
arrange ..... Janet has arranged **to arrive** a little early to help decorate the room.  
ask ..... George Wilson was asked **to make** a speech at the convention.  
attempt ..... Some members of the alpine club will attempt **to climb** Mount Logan.  
beg ..... When asked his opinion, the chairman responded that he begged **to differ**.  
care ..... Would you care **to order** anything else to eat or have you had enough?  
claim ..... Jean claimed **to be** the best sales representative in the eastern division.  
consent ..... If Al is nominated, do you think he will consent **to run** for office?  
decide ..... Jack has decided **to apply** for the job he saw posted on the Internet.  
demand ..... One person at the meeting angrily demanded **to know** who had said that.  
deserve ..... Malcolm argued that he was the one who deserved **to attend** the conference.  
expect ..... We didn't expect **to meet** so much resistance to our plan for the new logo.  
fail ..... The ad campaign failed **to capture** the public's attention as expected.  
forget ..... Someone forgot **to turn off** the lights when we were leaving the house.

- help\* ..... Everyone in their family helped **to prepare** the holiday meal.
- hesitate ..... If a store is offering a good deal on a product, don't hesitate **to accept** it.
- hope ..... You can't hope **to learn** a language if you don't practice using it.
- learn (how) ..... My colleague says she learned **to prepare** a balance sheet in her last job.
- manage ..... Despite the economic slowdown, the company managed **to turn** a profit.
- mean (intend) ..... A good sales rep can suggest he means **to give** you a good deal.
- need ..... Everyone needs **to pass** the same exam in order to get a driver's licence.
- offer ..... The retailer offered **to give** customers full refunds for defective products.
- plan ..... The company plans **to offer** its shares on the NYSE in the near future.
- prepare ..... Our company is not really prepared **to undertake** such a big project.
- pretend ..... When Todd spilled his glass, everyone pretended **not to notice**.
- promise ..... The lawyer promised **to send** the documents by registered mail.
- refuse ..... Some employees refused **to participate** in the survey.
- seem ..... During our trip, everything seemed **to go** according to schedule.
- struggle ..... For years the inventor struggled **to achieve** recognition for his invention.
- swear ..... At the investiture ceremony, the Prime Minister swore **to do** his duty.
- threaten ..... The workers threatened **to strike** if their wages weren't increased.
- volunteer ..... Several people volunteered **to work** on the fundraising campaign.
- wait ..... People with lottery tickets waited **to hear** what the winning numbers were.
- want ..... Fred wants **to find** a job in marketing when he graduates from university.
- wish ..... Human Resources asked if anyone wished **to take** their holidays in June.

\*Note that following the expression "can't help", the gerund form is required.

# WRITTEN ENGLISH—ERRORS TO AVOID / ANGLAIS ÉCRIT – ERREURS À ÉVITER

## PLAN DU TABLEAU

Considerations .....	Généralités
Chart of Common Errors .....	Liste d'erreurs courantes

W

## DEFINITION / Définition

356 Errors that may be seen as marks of careless or uneducated language use  
Erreurs qui peuvent être vues comme étant le signe d'une langue négligée ou relâchée.

## CONSIDERATIONS / Généralités

- Written language is more formal than spoken language.
- Errors that may be overlooked in speech stand out in written work.
- Certain errors risk marking the writer as sloppy or inattentive.
- Certain errors risk creating the impression that the writer is uneducated.

## CHART OF COMMON ERRORS / Liste d'erreurs courantes

### INCORRECT

**All of** the candidates will be interviewed.

Profits will be divided **between** the shareholders.

Please order paper, pencils, staples **and etc.**

Refer to the **above-mentioned** example.

### CORRECT

**All** the candidates will be interviewed. (noun)  
**All of us** agree. (pronoun)

Profits will be divided **among** the shareholders.  
Darren and Eric divided the profits **between** them.

Please order paper, pencils, staples, **etc.**  
Please order paper, pencils, staples **and** envelopes.

Refer to the example in **the preceding paragraph.**  
The **above-mentioned** decision . . . (legal use)

## INCORRECT

A large **amount** of people attended the meeting.

The meeting began **at about** 10 o'clock.

We would **appreciate** if you came on time.

The computers are **both alike**.

The cabinet is **besides** the desk.

The **firm's** shares are listed on the TSE.

The hockey tickets were **complimentary**.

## CORRECT

A large **number** of people attended.  
(countable unit)

A large **amount** of time elapsed.  
(uncountable unit)

The meeting began **at** 10 o'clock sharp.  
The meeting began **around** 10 o'clock.  
(more or less)

We would appreciate **it** if you came on time.  
We appreciated **your help**. (requires direct object)

The computers are **alike**.  
The computers are **both** laptops.

The cabinet is **beside** the desk.  
**Besides** the cabinet, there is a chair near the desk.

The **corporation's** shares are listed on the TSE.  
(large)  
The law **firm** has its offices downtown.  
(professional)  
He works for an insurance **company**.  
(general)

The hockey tickets were **complementary**.  
(free)  
The appendix contains **complementary** data.  
(extra)  
The client's comments were **complimentary**.  
(flattering)

INCORRECT

CORRECT

W

358

The course **includes** twelve lectures.

The course will **consist of** twelve classes.  
(in total)

The team **comprises** people from six offices.  
(describes all)

The course **includes** lectures, readings and tests. (as parts)

You **could of** told us the shipment would be late.

You **could have** told us the shipment would be late.

The **ex**-ambassador to Turkey will attend.  
(spoken)

The **former** ambassador to Turkey will attend.  
(written)

**Less** sales reps are being hired this year.

**Fewer** sales reps are being hired this year.  
(countable)

**Less** training will be needed for sales reps.  
(uncountable unit)

**Firstly, Secondly, Thirdly** (older form)

**First, Second, Third** (more current form)

The mayor's name should **go before** the clerk's name on the invitation. (spoken)

The mayor's name should **precede** the clerk's name on the invitation. (written)

The clerk's name should **go after** the mayor's name on the invitation. (spoken)

The clerk's name should **follow** the mayor's name on the invitation. (written)

The retailer doesn't know whether the material is flammable or **inflammable**.

The retailer doesn't know whether the material is flammable or **non-flammable**. (flammable and inflammable mean the same)

## INCORRECT

The delivery truck lost **it's** wheel.

It **looks like** profits are down. (spoken )

Concepts **like** communism and capitalism are used less today. (spoken)

The actress wore dark glasses because her **notoriety** attracted attention.

I got the instruction manual **off of** Jane Curtis.  
It fell **off of** her desk.

**Sex** should not determine access to advancement.

We aren't sure **if** the manager will attend. (spoken)

I **would of** come if I had known about the meeting.

## CORRECT

The delivery truck lost **its** wheel.

TGIF means Thank God **It's** Friday. (It is)

**It's** been easier to work with the new software. (It has)

It **looks as if** profits are down. (written)

It **looks as though** profits are down. (written)

Concepts **such as** communism and capitalism are used less today. (written)

The actress wore dark glasses because her **celebrity** attracted attention. (fame)

The criminal wore dark glasses because his **notoriety** attracted attention. (negative reputation)

I got the instruction manual **from** Jane Curtis.

It fell **off** her desk.

**Gender** should not determine access to advancement.

We aren't sure **whether** the manager will attend. (written in sense of 'whether or not')

I **would have** come if I had known about the meeting.





**acetate:** sheet of transparent film to place on an overhead projector used by a presenter to illustrate points during a presentation

**acronym:** abbreviation formed using the initial letters or groups of letters of words in a set phrase pronounced as one word

**address block:** information placed at the beginning of a letter to give the identity and full address of the intended recipient

**back matter:** additional materials paginated in Arabic numbers sometimes included at the end of a main text

**bcc (blind courtesy/carbon copy):** indication that the sender has concealed the names of people on a distribution list

**bold:** typeface where characters are printed darker than the rest of the text to make particular features in the text stand out

**bullet:** typographical feature that uses marks to precede items on a list

**business title:** identification of a person's job function in an organization

**capitalize:** put letters or words in capital letters

**caption:** label that appears under figures, tables and pictures to identify what they illustrate

**clause:** grammatical term referring to a part of a sentence containing a subject and verb

**complimentary close:** polite formulaic expression used before the writer's signature at the end of a letter

**contraction:** grammatical term referring to the shortened form of words where letters are replaced by an apostrophes

**courtesy title:** polite term of reference that precedes a person's family name in written correspondence

**cross-reference:** note indicated by "See" or "See also" referring the reader to another part of the text which contains related information

**degree:** official diploma awarded by a university upon completion of a full course of study

**font:** typeface of characters in a word-processed or printed document

**front matter:** material paginated in Roman numerals which precedes the introduction and main body of a text

**indent:** begin a line usually two to five spaces in from the left margin

**initialism:** technical term for abbreviations formed using first letters of words in a set phrase pronounced letter by letter

**justify:** align a document so that all lines of text end at the same place on the appropriate margin

**letterhead:** official paper with the logo, address, phone numbers, e-mail address and/or website of an organization

**newspaper headline style:** way to express information in abbreviated form, capitalizing initial letters of content words and omitting articles and prepositions

**non-print material:** various types of audio-video and electronic materials in a library collection

**passim:** term indicating non-sequential use of items over a number of pages

**phrase:** grammatical term referring to a unit of language which has meaning, but lacks the subject and verb of a full sentence or clause

**periodical:** magazine or scholarly journal published weekly, monthly or quarterly

**postal designation:** two-letter code used to identify Canadian provinces or American states in postal addresses

**prefix:** grammatical term referring to a particle that is added to the beginning of a word to alter or extend the meaning

**proper noun:** grammatical term for nouns referring to official names for people, places or things and written with the initial letter capitalized

**redundancy:** unnecessary repetition of information

**register:** reference to a particular level of language use as formal, friendly, slang, or scientific/technical

**salutation:** formulaic greeting used to begin a letter or e-mail

**script:** style (Roman or Italic) of printed letters used in word processing or printing

**self-addressed stamped envelope (SASE):** return envelope with the sender's address and with postage affixed for the convenience of the person asked to return something in the envelope

**signature line:** typed line appearing below a handwritten signature to give the writer's full name in easy-to-read format

**single-digit:** number that consist of only one figure

**suffix:** grammatical term referring to a particle that may be added to the end of a noun in order to alter or extend the meaning

**superscript number:** small raised number that identifies words or expressions in a text that will be discussed in a footnote

**typeface:** term referring to the font and size of characters used in word-processed or printed documents

**white space:** areas of a document which are left free from text to give an open appearance and enhance readability

- Adams, J., (Ed.). (2007). *Longman business English dictionary* (2nd ed.). Edinburgh Gate, England: Pearson Education Limited.
- American heritage dictionary of the English language* (4th ed.). (2006). Boston: Houghton Mifflin Company.
- American Psychological Association. (2009). *Concise rules of APA style* (6th ed.). Washington, DC: Author.
- American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: Author.
- American Psychological Association. (2007). *APA style guide to electronic references*. Washington DC: Author. [Downloaded from [www.apa.org/books/](http://www.apa.org/books/)].
- Arron, J. E. & McArthur, M. (2009). *The Little, Brown compact handbook* (4th Canadian ed.). New York: HarperCollins College Publishers.
- Atkinson, C. (2007). *Beyond bullet points: Using Microsoft PowerPoint to create presentations that inform, motivate and inspire*. Redmond, WA: Microsoft Press.
- Barber, K. (Ed.). (2004). *Canadian Oxford dictionary* (2nd ed.). Don Mills, ON: Oxford University Press Canada.
- Barber, K. & Pontisso, R. (Eds.). (2006). *Canadian A – Z of grammar, spelling and punctuation*. Don Mills, ON: Oxford University Press Canada.
- Bates, I. D. (2000). *Writing with precision: How to write so that you cannot possibly be misunderstood*. (4th ed). New York: Penguin Books.
- Berish, L. & Thibaudeau, S. (1994). *Grammar connections 2*. Scarborough, ON: Prentice Hall Regents Canada.
- Bertrus, M. (2005). *Perfect phrases for resumes*. New York: McGraw-Hill.
- Blicq, R. (2005). *Communicating at work: Creating messages that get results* (4th ed.). Scarborough, ON: Pearson Education Canada.
- Brians, P. (2008). *Common errors in English usage* (2nd ed.). Wilsonville, OR: William, James & Co.
- Burnett, R. & McKee, J. (2003). *Technical communication*. Scarborough, ON: Nelson Canada.
- Canada. Canada Post Corporation. (1995). *The Canadian addressing standard handbook*. Ottawa: Author.
- Canada. Business Access Canada. *How do I write an effective proposal?* <http://www.contractscanada.gc.ca/> . Accessed March 7, 2009.
- Canada. Industry Canada. Communications and Marketing Branch. (2008). *Industry Canada style guide*. Ottawa: Author. [Downloaded from [gc.ca](http://gc.ca)]
- Canada. Multiculturalism and Citizenship Canada. (2010). *Plain language, clear and simple*. Ottawa: Author.
- Canada. Public Works and Government Services Canada. (2009). [www.ourlanguages.gc.ca](http://www.ourlanguages.gc.ca) . Accessed October 12, 2009.
- Canada. Public Works and Government Services Canada. Job bank. *Electronic résumés*. [www.jobsetc.ca/content\\_pieces.jsp?category\\_id=523&lang=e](http://www.jobsetc.ca/content_pieces.jsp?category_id=523&lang=e) . Accessed May 21, 2008.
- Canada. Public Works and Government Services Canada. Translation Bureau. (1997). *The Canadian style: A guide to writing and editing*, (Rev. ed.). Toronto: Dundurn Press Limited.

- Carbone, N. (2000). *Writing online* (3rd ed.). Boston: Houghton Mifflin Company.
- Casperson, D. M. (1999). *Power etiquette: What you don't know can kill your career*. New York: American Management Association International.
- Clark, J., Clark, L. & Carroll, S. (1995). *A handbook for office workers* (Canadian ed.). Scarborough, ON: Nelson Canada.
- Collins Gage Canadian paperback dictionary* (new ed.). (2006). Edited by Pratt, E. K. Toronto: Thomson Nelson.
- Council of Science Editors. (2006). *Scientific style and format* (7th ed.). Reston, VA: Author.
- Craig, J., Bevington, W., & Scala, I. K., (Eds.). (2001). *Designing with type: A basic course in typography* (5th ed.). New York: Watson-Guption Publications.
- DiYanni, R. & Hoym P. C., (2003). *Scribner handbook for writers* (4th ed.). Boston: Allyn & Bacon.
- Engkent, L. (2007). *Skill set: Strategies for reading and writing*. Don Mills, ON: Oxford University Press Canada.
- Fayet, M. & Mann, A. (1995). *Correspondance commerciale en anglais*. Paris: Les éditions d'organisation.
- Flower, L. & Ackerman, J. (1998). *Problem solving strategies for writing*. Fort Worth, TX: Harcourt Brace College Publishers.
- Funk & Wagnalls Canadian college dictionary* (rev. ed.). (1989). Markham, ON: Fitzhenry & Whiteside.
- Gibaldi, J. (2009). *MLA handbook for writers of research papers* (7th ed.). New York: Modern Language Association.
- Goldman, L. & Smythe, S. (2001). *How to make a million dollar first impression*. Montreal: GSBC.
- Greenfield, N. M. & Goban, S. B. (2006). *Canadian business writing: A structural approach*. Scarborough, ON: Thomson-Nelson.
- Guffey, M. E. & Burke, P. (2009). *Canadian business English* (5th ed.). Toronto: Thomson-Nelson Canada.
- Guffey, M. E., Rhodes, K. & Rogin, P. (2010). *Third brief Canadian edition: Business communications process and product* (3rd ed.). Toronto: Thomson-Nelson.
- Harris, M. & Pilz, J. (1997). *Prentice Hall Canada reference guide to grammar and usage* (2nd ed.). Scarborough, ON: Prentice Hall Canada.
- Houghton Mifflin College Division. (1998). *A guide for authors*. Boston: Author.
- Hypergrammar at the University of Ottawa. *The function of phrases*. [www.uottawa.ca/academic/arts/writcent/hypergrammar/phrfunc.html](http://www.uottawa.ca/academic/arts/writcent/hypergrammar/phrfunc.html) . Accessed July 21, 2009.
- ISO (International Organization for Standardization). (1997). Information and Documentation – Bibliographic References, Part 2, Electronic Documents and Parts Thereof. ISO 690-2. <http://www.iso.org/>. Accessed July 21, 2009.
- Longman dictionary of contemporary English* (5th ed.). (2009). Edinburgh Gate, England: Pearson Education Limited.
- Kuiper, S. (2010). *Contemporary business report writing* (4th ed.). Mason, OH: Thomson South-Western.
- Maggio, R. (1987). *Non-sexist word finder: A dictionary of gender-free usage*. Boston: Beacon Press.

- Maggio, R. (1991). *Dictionary of bias-free usage: A guide to nondiscriminatory language*. Phoenix: Oryx Press.
- Malo, M. (1996). *Guide de la communication écrite au cégep, à l'université et en entreprise*. Montréal: Éditions Québec Amérique.
- Mayer, H. & Philpot, R. (1991). *English language usage at Hydro-Québec*. Montreal: Hydro-Québec.
- McKinnon, W. (1999). *Complete guide to e-mail*. Nepean, ON: Rysshell Books.
- Merriam-Webster's collegiate dictionary* (11th ed.). (2003). Springfield, MA: Merriam-Webster. Also available online at <http://www.Merriam-WebsterCollegiate.com> . 365
- Merriam-Webster's concise dictionary of English usage*. (2002). Springfield, MA: Author.
- Messenger, W., et al. (2009). *The Concise Canadian writer's handbook* (3rd ed.) Don Mills, ON: Oxford University Press Canada.
- Meyer, C. (2010). *Communicating for results: A Canadian student's guide* (2nd ed.). Don Mills, ON: Oxford University Press Canada.
- Modern Language Association of America. (2009). *MLA handbook for writers of research papers* (7th ed.). New York: Author.
- Muckian, M. & Woods, J. (1996). *The business letter handbook: How to write effective letters & memos for every business situation*. Holbrook, MA: Adams Media Corporation.
- Munter, M. (2011). *Guide to managerial communication: Effective writing and speaking* (9th ed.). Upper Saddle River, NJ: Prentice Hall.
- Munter, M. & Paradi, D. (2008). *Guide to PowerPoint*. Upper Saddle River, NJ: Prentice Hall.
- Munter, M. & Russel, L. (2008). *Guide to presentations* (2nd ed.). Upper Saddle River, NJ: Pearson Prentice Hall.
- Murray, D. (2008). *Write to Learn* (8th ed.). Fort Worth, TX: Harcourt Brace College Publishers.
- Olivier-Leonhardt, G. (1999). *Execumé: It's more than a resume*. Atlanta, GA: Empower-U Publishers.
- Ontario. Ministry of Citizenship. Office for Disability Issues. (1992). *Word choices: A lexicon of preferred terms for disability issues*. Toronto: Author.
- O'Quinn, K. (2006). *Perfect phrases for business letters*. New York: McGraw-Hill.
- OWL at Purdue University. Site Map. (2009) *The report body. The report abstract and executive summary*. <http://owl.english.purdue.edu/workshops/hypertext/reportW/index.html> . Accessed September 8, 2009.
- Parkinson, D. & Nobel J., (Eds.). (2006). *Oxford business English dictionary for learners of English*. Oxford: University Press.
- Pontisso, R. & Sinkins, E. (Eds.). (2004). *Oxford Canadian spelling*. Don Mills, ON: Oxford University Press Canada.
- Raimes, A. & Jersky, M. (2010). *Keys for writers* (6th ed.). Belmont, CA: Wadsworth Publishing Company.
- Ritter, R. M. (2003). *The Oxford style manual*. Oxford: Oxford University Press.
- Roland, M. & Mast-Grand, M. (2002). *Téléphoner en anglais / Telephoning in English*. Paris: Langues pour tous.

- Sabin, W. A., Millar, W. K., Sine, S. L., & Strashok, G. W. (2010). *The Gregg reference manual* (8th Canadian ed.). Toronto: McGraw-Hill Ryerson.
- Sabin, W. A. (2010). *The Gregg reference manual: A manual of style, grammar, usage, and formatting* (11th ed.). Boston: McGraw-Hill Irwin.
- Sedlack, R. P., Jr., Schwom, B. L. & Keller, K. P. (2008). *Graphics and visual communication for managers* (2nd ed.). Mason, OH: Thomson South-Western.
- Statistics Canada. (2006). *How to cite statistics Canada products*. Statistics Canada Catalogue no. 12-591-XWE. Version updated March 31. Ottawa. <http://www.statcan.ca/English/freepub/12-591-XIF/12-591-XIF2006001.htm> . Accessed October 24, 2006.
- Statistics Canada. *Graph types*. [www.statcan.ca/english/edu/power/ch9/first9.htm](http://www.statcan.ca/english/edu/power/ch9/first9.htm) . Accessed December 12, 2007.
- Truss, L. (2003). *Eats, shoots, and leaves: The zero tolerance approach to punctuation*. New York: Penguin Group (USA).
- Turabian, K. L. (2007). Revised by Booth, W. C., et al. *A manual for writers of research papers, theses and dissertations* (7th ed.). Chicago: University of Chicago Press.
- Turabian, K. L. (1996). Revised by Grossman, J. & Bennett, A. *A manual for writers of term papers, theses, and dissertations* (6th ed.). Chicago: University of Chicago Press.
- University of Chicago Press. (2010). *The Chicago manual of style: The essential guide for writers, editors, and publishers* (16th ed.). Chicago: Author.
- University of Victoria Writer's Guide. *Developing and ordering paragraphs*. <http://web.uvic.ca/wguide/> . Accessed February 10, 2009.
- Webster's third new international dictionary of the English language, unabridged: The great library of the English language*. (2002). Springfield, MA: Merriam-Webster.
- Williams, R. (2008). *The non-designer's design book: Design and typographic principles for the visual novice* (3rd ed.). Berkeley, CA: Peachpit Press.
- Yapp, N. (1994). *Debrett's guide to business etiquette: The complete book of modern business practice and etiquette*. London: Headline Book Publishing.
- Zelazny, G. (2007). *Say it with charts complete toolkit*. New York: McGraw-Hill Trade.

**Note.** Page numbers of important occurrences of the word or term are in **bold**.

- 24-hour time system, 80, 184
- abbreviations
  - academic and professional degrees, 99
  - academic and professional titles, 99
  - business and internet terms, 3-6, 270
  - business cards, 42
  - business expressions with slash, 270
  - clock time, 80-81
  - common business and internet terms, **3-6**
  - consistency in use of, 251
  - countries' postal addresses, 20
  - domain names, 6
  - Latin terms, 277
  - list of, 189-190
  - measurements, 210
  - period after, 226
  - postal codes, 18
  - professional designations, 99-100
  - standard academic terms, 277
  - See also* American postal address; Canadian postal address; Mexican postal address
- ABD (all but dissertation), 100
- abstract, **7-10**
  - key words with, 8
  - length of, 7
  - formal report, 7, 9, 216
  - scientific article, 10
  - thesis or dissertation, 7, 8, 217
- academic degrees, 100
- academic dissertations, 285, 294
  - abstract for thesis or dissertation, 7, 8
  - citations for, 162-172, 276-298
  - contents, 95
  - contents page, 95
  - contractions, 31
  - parts of theses or dissertations, **217**
  - preface for, 240
  - titles, 339
  - writing, brackets with, 264
  - See also* term paper
- accuracy, 96, 162, 206, 247
- acetate, **11-13, 142**
  - 16-26 point typeface on, 12
  - frame for, 12
  - handouts more effective than, 11
  - key points, 11
  - overhead projector with, 11
  - parallel form, 12
  - showing organization chart, 13
  - showing text, 13
- acknowledgements, **14-15, 240**
  - formal report, 216, 300
  - thesis or dissertation, 217
- acronyms, 113, 189, 251
- action verbs, 113, 307
- active voice
  - business letters, 50, 251
  - e-mail, 124
  - survey questionnaire, 315
- AD and CE, 277
- address, **16-20**
  - address block, 44, 127
  - address formats, 45
  - addressee notations, **46**
  - American postal address abbreviations, 18
  - Canadian postal address abbreviations, 18
  - inside address, 44
  - international destinations, 20
  - Mexican postal address abbreviations, 19
  - postal code, 18
  - street address, 16
  - zip code, 18
  - See also* business letters, 45-71 passim; envelope
- adjectives of nationality, 104
  - endings with -ese, 104
  - endings with persons, 104
  - exceptions, 104, 105
- adjourned, 208
- agenda, **21-22**
  - appended to meeting announcement, 22
  - approval of, 207
  - distribution list, 21
  - false cognates, 132
  - in meeting announcement, 22, 201-202
- airline schedules, 184
- align
  - captions, 137
  - entries on CSE reference list, 285-286
  - epigraph, **130**
  - glossary, 146
  - internal address block, 44
  - signature block, 102
- aligned
  - numbers, 199, 215
  - run-over lines, 222

- alphabetical order, **23-27**  
 classification rules, 23  
 compound proper nouns, 25  
 glossary terms, 146  
 names with Celtic prefixes, 26  
 names with particles, 26  
 names with saints, 27  
 proper nouns, 25  
 usual or official forms, 24
- a.m. or p.m., 80-81, 177, 185, 201
- American spelling, 70
- American zip code, 18
- ampersand. *See* punctuation—ampersand
- angle brackets, 291
- annex, **28-29**  
 academic work, 217  
 formal report, 216, 300  
 layout and typeface for, 29  
 margins for, 187  
 supplementary material in, 28  
 tables place in, 319
- announcement. *See* appointment notice
- anthology, 166, 171, 283, 297
- AOB, 21
- APA (American Psychological Association)  
 in-text citation for social sciences, 162-167  
 reference list for social sciences, 279-284, 292  
 use of ampersand with, 261
- apostrophe, **30-32**  
 contractions in verb phrases, 31  
 omissions in verb phrases, 31  
 possession, 30  
 plurals of letters and initialisms, 32  
 spacing of, 258
- appendices  
 complementary information in, 33  
 consistency, check for, 251  
 contents, 95  
 formal report, 216  
 term papers, 300  
 theses or dissertations, 217
- appendix, **33-34**  
 details, referral to, 257  
 heading format for, 34  
 indication of, 33  
 proposal, 255
- application letter. *See* cover letter
- appointment notice, **35-37**  
 degrees and professional titles in, 35  
 description of organization, 36  
 language for, 36
- approval  
 of agenda, 207  
 of minutes, 208
- Arabic numerals  
 alignment on lists, 215  
 equivalences of Arabic and Roman numerals, 215  
*See also* numbering with Arabic numerals
- area code, 134
- article. *See* journal article
- asides, 154
- asterisk. *See* punctuation—asterisk
- attachments  
 with e-mail, 47, 124  
 with transmittal letter, 346
- attention line, **46, 51**
- attributive nouns, 31
- author's credentials, 143
- author's family name  
 in-text citation, 162-172 *passim*  
 reference list, 276-298 *passim*
- author's initials  
 in-text citations, 162-172 *passim*  
 reference lists, 276-298 *passim*
- author's point of view, 173, 174
- automated and keyboarded fractions, 212
- auxiliary verb  
 contractions of, 31  
 with tag questions, 322  
 verb *be*, 179  
 verb *have*, 179
- bad news reply letter, **63-65**  
 buffer with, 63, 65  
 goodwill statement for, 65  
 indirect method for, 65  
 neutral opening for, 65  
 passive voice with, 63  
 sandwich bad news, 64  
 strategies for positive impact, 64
- bar chart, 12, 77, **79, 89**
- BC and BCE, 277
- BCC (blind courtesy copy), 125



- BCE, 277
- bibliography, **38-39**  
 academic paper, 38  
 alphabetical order for, 23  
 books consulted, 38  
 contrasted with reference list, 38, 276  
 formal report, 300  
 format for, 39  
 marginal tabs for, 188
- bibliographic references  
 academic works, 276  
 term papers, 331
- body of text. *See* development
- bold (bold-face type)  
 consistency in use of, 251  
 headings, 149-150, 154, 308, 320  
 index items, for emphasis, 160  
 run-in subheadings, 151, 154  
 subject lines, 47, 125  
 titles of contents, 96  
 titles of tables, 320
- book titles. *See* titles, headings
- brackets. *See* punctuation—brackets
- British spelling, 70
- buffer, use of, 63, 65
- bullets, **120**  
 e-mail, 125  
 executive summary, findings, 301  
 informal reports, 304  
 recommendation reports, 307  
 vertical presentation of lists, 197
- business card, **40-42**  
 abbreviations on, 42  
 points to include, 40  
 telephone numbers, 41
- business document  
 reference list for, 276, 298
- business letter—details, **43-48**  
 address formats, 45  
 addressee notations, 46  
 attention line, 46  
 closing a business letter, 47  
 company letterhead, 43  
 company names, 45  
 copy notation, 47-48  
 date line, 43-44  
 enclosure, 47  
 inside address (destination), 44  
 letterhead, 43  
 mailing notation, 46  
 reference line, 46  
 second page notation, 48  
 subject line, 46-47
- business letter—format, **49-54**  
 business-to-business, 50  
 business notations, 51  
 individual-to-business, 54  
 simplified routine letters, 52  
 transmittal letter, 346  
 use of contractions, 50
- business letter—types, **55-68**  
 bad news letter, **63-65**  
 claim letter, **59-60**  
 direct method for, 55  
 indirect method for, 63  
 inquiry and reply letters, **55-58**  
 persuasive letter, **66-68**  
 positive reply to claim letter, **61-62**
- business organization, documents of, 166, 171
- business notations, **51, 52**
- business titles, 48, 50, 101
- Canadian dollars, 214
- Canadian government, pan-Canadian names, 25
- Canadian Intellectual Property Office, 75
- Canadian spelling, **69-70**
- capital letters, in initial position, **71-75**  
 celestial bodies, 72  
 geographical names, 72-73  
 government and public bodies, 73  
 initial capitals, 71  
 model, part, room, flight and the like, 211  
 professional titles, 72  
 reference list, 276-298 *passim*  
 specific regions, 73  
 sporting events, 74  
 time periods, 74  
 trademarked products, 75
- capital letters, for complete words  
 acetates, 11  
 addressee notations, 46  
 appendices, titles of, 33, 34  
 attention line, 46

- capitalization rules for titles, 339
- chapter titles on contents page, 96
- headings, 189, 191, 193
- mailing notations, 46
- overuse of, 89
- reference initials, 48
- routine business letter format, 53
- subject line, 47
- titles of parts on contents page, 96
- captions, **137, 191**
  - abbreviated with figures, 76
  - bar chart, 79
  - line chart, 78
  - list of illustrations, 191
  - typeface for, 186
- cc. *See* courtesy copy
- CE, 277
- chairperson, 207
- chapter
  - contents page, 95
  - headings for, 149-150
  - in-text citation by, 162-172 *passim*
  - last page of, 187
  - reference list at end of, 216
  - reference list, 276-298 *passim*
  - tables, listed by, 193
  - tables, numbered by, 320
  - titles of, 96
- charts, **76-79**
  - on acetates, 11
  - bar chart, 79
  - formal report, use with, 300
  - line chart, **78**
  - pie chart, **77**
- citation
  - academic reference notes, 142
  - in-text citation, 162-172 *passim*
  - reference list, 276-298 *passim*
  - term paper sources, 328, 331
- citation–sequence style (CSE), 167
- claim, 61
- claim letter, **59-60**
  - direct method for, 55
  - positive reply to, 61
  - bad news reply to, 63-65
- classification rules. *See* alphabetical order
- clock time, **80-81**
  - a.m. and p.m., for itineraries, 185
  - a.m. and p.m., for invitations, 177
  - colon, use of for clock time, 83
  - “noon” and “midnight”, 81
  - o’clock, 80
- closing a business letter. *See* complimentary close
- c/o. *See* in care of
- collective salutations, 98
- college and university level, 328
- Collins-Gage Canadian Paperback*, 70
- colon, **82-83**
  - formal salutations, 97
  - glossary items, 146
  - horizontal lists, 82, 196
  - independent clauses, 82
  - in-text citation, 162-172 *passim*
  - letter following, 47
  - reference initials, 48
  - reference line, 46
  - reference list, 279-298 *passim*
  - separating titles from subtitles, 83
  - series of independent clauses, 272
  - short notices, 71
  - spacing with, 258
  - stating clock time, 83
  - vertical lists, 82, 197
- comma, **84-87**
  - city and province, separation of, 44
  - direct quotations, 273
  - horizontal list, 196
  - index entries, 160
  - indirect quotations, 274-275
  - informal salutations, after, 97
  - in-text citation, 162-172 *passim*
  - reference list, 276-298 *passim*
  - spacing of, 258
- commercial establishments, 153
- commercial transactions
  - numbers in, 211, 224
- company
  - hierarchy in, 218-219
  - names for, **45, 260**
  - policy, 61
  - See also* organization chart
- compass directions, 16
- complaint letter. *See* claim letter

- complimentary close  
 business letter, 47, 49, 102  
 business-to-business letter, placement in, 51  
 e-mail messages, 47, 102, **124**  
 individual-to-business letter, placement in,  
 53, 54  
 routine business letters, 52, 53  
*See also* correspondence–signature block
- compound adjectives, **157**
- computer-generated slide, **88-90**  
 heading guidelines, 89  
 type size for, 89  
 use of charts with, 89
- computer software. *See* software
- conclusion, **91-94**, 301  
 article, 93  
 report, 216, 301, 302, 307  
 scientific paper, 94  
 thesis, supported in, 120  
 term paper, 217  
 transition markers for, 345  
 university theses or dissertations, 217
- conjunctions, 86
- contact information, 40, 109, 110
- contact person, 134
- content notes, **142**  
 placement of, 216  
 university theses or dissertations, 217
- contents, **95-96**  
 formal report, 216, 300  
 layout for, 96  
 university theses and dissertations, 217
- contractions  
 abstract, 8  
 business letters, 50  
 formal report, 299  
 verb phrases, 31
- c/o. *See* in care of
- copy notation, **47**  
 role of, 51
- correspondence–salutation, **97-100**  
 abbreviations for degrees, 99  
 collective salutations, 98  
 courtesy titles, 98  
 generalized salutations, 98  
 professional designations, 49, 99  
 unknown gender, 98
- correspondence–signature block, **101-103**  
 elements in, 101  
 format for standard closings, 102  
 use of courtesy titles, 103  
*See also* complimentary close
- countries, **104**, 20
- court documents, 147
- courtesy copy (cc.), **47-48**
- courtesy title  
 appointment notice, 35  
 business card, 40  
 inside address, 44  
 salutation, 97  
 signature block, 103  
 wording for, 98, 127
- cover letter for a curriculum vitae, **107-111**  
 formal proposals, 255  
*See also* letter of transmission
- cover page, 304  
*See also* title page
- cover sheet. *See* fax cover sheet
- cross-references, 159, 161
- CSE (Council of Science Editors)  
 in-text citation for mathematics and scientific  
 disciplines, 167-168  
 reference list for mathematics and scientific  
 disciplines, 285-288, 293  
 superscript numbers for, 285
- currencies, 214
- curriculum vitae, **112-117**  
 achievements, 114, 115  
 action verbs, 113  
 education, 114  
 experience, 114  
 listing point on, 113  
 past responsibilities, 114  
 volunteer work, 115  
*See also* cover letter for a curriculum vitae
- dash. *See* punctuation–dash
- database, 289
- date, 177, 201
- date line, **43**
- deadlines  
 e-mail, 126  
 memo, 204  
 formal report, 303
- ‘Dear’, as business salutation, 97, 98

- decision-centered minutes, 206
- decision-makers, 299
- dedication, **118-119**
  - italics, 118
  - page numbering, 118
  - punctuation of, 119
- definitions, guidelines for, **145**
- descriptive geographical designations, 73
- development, **120-122**
  - body, for term paper, 330
  - patterns for developing arguments, 331
  - strategies for supporting arguments, 331
  - term paper example, 332
  - transition markers for, 341-345
- dictionary
  - check generic names, 75
  - check irregular plural nouns, 237
  - check prefixes, 157
  - check role of particles in names, 26
  - comparison of, for spelling, 70
  - as complement to spell checker, 251
  - useful source for glossary definitions, 146
- digressions, 224
- direct method, **55, 250**
- disclaimer, 135
- discography, 38
- dissertation. *See* academic dissertation
- distribution list
  - prior to meeting, 202
  - memo, within organization, **204**
- DOI (digit object identifier), 289, 292
- dollars, 214
- dollar sign, 213
- domain names, 6
- double-spaced
  - APA references, 279
  - contents page, 96
  - CSE references, 285
  - list of abbreviations, 189
  - MLA style in-text citations, 169
  - MLA style references, 294
  - term paper, 331
- Dr., for doctor, 99, 103
- drawings, 191
- editing. *See* proofreading and editing
- editorial comments, 264
- editor's name
  - in-text citation, 162-172 passim
  - reference list, 276-298 passim
- education, 108-110, 113, 114
- electronic and Internet citation, **289-292**
  - APA style for, 292
  - CSE style for, 293
  - electronic document type, 292
  - electronic source citations, 163
  - MLA style for, 293
  - path, 292
  - retrieval date, 291
  - update notice, 291
  - URLs, 290-291
- ellipsis points. *See* punctuation—ellipsis points
- em dash. *See* punctuation—dash
- e-mail, **123-126**
  - active voice for, 124
  - attachments, 47, 124, 346
  - blind courtesy copy (BCC), complimentary close for, 101, 124, 235
  - font for, 125
  - language for (tone), 124
  - motivation to action, 126
  - newspaper headline style, 125
  - out-of-office message, 125
  - readability, 124-125
  - read receipt, 204
  - report format, 304
  - salutations for, 123
  - subject line in, 125
- employment history, 116, 117
- en dash. *See* punctuation—dash
- enclosure notation, **47, 51, 52**
  - e-mail, format for, 47, 346
  - memo, use with, 203
  - transmittal letter, use with, 346, 348
- encyclopaedia, 330
  - in-text citation, 162-172 passim
  - reference list, 276-298 passim
- end notes, 142
- end paper, 217
- English person/English-speaking, 104
- entries
  - reference list, 276-298
- enumeration. *See* listing
- envelope, **127-128**

- format, 44
- in care of (c/o), 128
- layout for, 127
- mailing notations, 127-128
- epigraph, **129-130**
  - on page with title, 130
  - on a separate page, 130
  - typeface for, 130
- et al.
  - in-text citation, 162-172 *passim*
  - reference list 276-298 *passim*
- etc., use of, 113
- exclamation mark, **131**
  - spacing of, 259
- exclamation point. *See* exclamation mark
- executive summary, **301**, 313, 314
  - formal report, 300
  - headings in, 301
  - proposals, 255
- experience, 114
  - employment history, 116, 117
- false cognates, **132**
- fax cover sheet, **134-135**
  - disclaimers, 135
  - readability, 134
- faux amis. *See* false cognates
- federal government, list of names, 25
- fig., use of, 76-79, 136, 137
- figurative
  - names, 73
  - references, 74
  - sense, 31
  - use, 72
- figure, **136-138**
  - alignment of, 191
  - font and typeface for, 137
  - layout for, 136, 187
  - list of illustrations, **191**, 192
  - numbering of, **136**
  - terminology on charts, **76**
- file transfer, 123
- filmography, 38
- findings
  - formal report, conclusion, 301
  - formal report, recommendations, 302
  - information report, 304, 305, 308, 309
  - linked to other studies, 94
  - recommendation report, 307, 308, 309
- first person singular
  - academic texts, 240
  - acknowledgements, 14, 300
  - curriculum vitae, 113
  - preface, 240
- flow chart, **139-140**
  - computer-generated slide, 89
  - meaning of shapes in, 139
  - on acetate, 12
- fly leaf, 217
- font
  - asterisk, 262
  - dedication, 118
  - e-mail, 125
  - footnote, 141
  - headings, 148
  - highlighting, **152-153**
  - index, 160
  - readability scale, **155**
  - typeface and size, **152-153**
  - See also* typeface; type size
- footnote, **141-142**
  - asterisks with, 262
  - content notes, 142
  - endnotes, 142
  - layout for, 186, 187
  - numbering, 141
  - placement of, 216, 263
  - reference notes, 142
  - superscript number, 141
  - typeface for, 141, 186, 262
- foreign words, 154
- foreword, **143-144**, 240
- formal greeting, 97
- fractions, 157, 212
  - automatic, 212
  - keyboarded, 212
- frame, 12, 137
- French names in official documents, 25
- French person/French-speaking, 104
- front matter, 188, 216, 217
- gender-neutral correspondence, 350
- general index, 159
- generic names, 73, 75, 104

- gerunds with verbs. *See* verbs
  - requiring gerunds
- glossary, **145-146**
  - alphabetical order for, 23, 146
  - layout for, 146
  - marginal tabs for, 188
  - reports, 216
  - technical terms for formal report, 300
  - technical terms for proposal, 255
  - university theses or dissertations, 217
- goodwill statement
  - business letters, 65, 66
  - report, 305, 306
  - transmittal letter, 347
- government or public bodies, 73
- graphic form, 235
- graphic material, sending, 134
- graphic representation, of company, 218
- graphs, 191
- guidelines, for specialized subjects, 163
- guidelines for writing English technical documents. *See* International Council for Technical Communications
- guidelines, from universities, 174, 217
- hand-written signatures, 47, 101, 102
- headings, **147**
  - academic texts, 149
  - appendix, 34
  - chapters, 149, 154
  - computer-generated slides, 89
  - formal report, 301
  - itinerary, 185
  - omission of period in, 225
  - placement of, 148-150
  - press release, 248
  - proposal, 255
  - run-in subheadings, **151**, 248
  - section headings, 150, 214
  - subtitles, 154
  - tables, 320
  - See also* titles
- highlighting features, **152-153**
  - bold, 154
  - e-mail headings, 125
  - fonts, 152
  - mailing notations, 127
  - readability scale, **155**
  - scripts, 153
  - typeface, 153
  - underlining, 155
- holding company, 218
- holidays, 74
- horizontal list
  - colon, 82, 196, 197
  - grammatically parallel form, 195, 196, 197
- horizontal arrangement of data, tables, 319
- hours, 80
- humanities, 162, 169, 276
- hyphen, **156**
  - consistency in use of, 251
  - fractions, 212
  - letter collision, 158
  - numbers, 156
  - periods of time, 228
  - personal relationships, 157
  - prefixes, 157
  - superscript numbers, 167
  - suspended hyphens, 158
  - telephone numbers, 41
- in care of (c/o), 128
- incoterms, 6
- indentation, **186**, 274
- independent clauses, 82, 86, 274, 310, 311
- index, **159-161**
  - alphabetical order, 23
  - alternate terms, 161
  - cross references, 159, 161
  - formal report, 300
  - layout and typeface, 160
  - pagination, 188
  - report, 216
  - types of, 159
  - university theses or dissertations, 217
- indirect method for business letters, 63, 66, 250
- infinitive with verbs. *See* verbs requiring infinitives
- information report, **304-306**
  - findings, 304
  - requested information, 305
- initials
  - in-text citation, 162-172 passim
  - memo, 203, 204
  - reference initials, 48
  - reference list, 276-298 passim

- initialisms, 32, 251
- inquiry and reply letters, **55-58**
- direct method, 55
  - motivation to action, 56-57
  - structure and language for, 56
- inside address, **44**, 50, 51
- intercaps, 75
- international addresses, 17, **20**
- International Chamber of Commerce, 6
- International Council for Technical Communications, 69
- international correspondence, 20, 44
- international direct dial code, 41
- International Trademark Association, 75
- in-text citation, **162**
- APA style for social sciences, 163-167
  - C–S (citation–sequence), 167-168
  - CSE style for mathematics and science, 162, 167-168
  - electronic sources, 163
  - MLA style for humanities, 169-172
  - N–Y (name-year), 168
- introduction, **173-176**
- formal report, **301**
  - information report, **304**
  - place in a report, 216
  - place in a term paper, 217
  - place in university theses or dissertations, 217
  - recommendation report, **307**
  - style not to follow, 174
  - style to follow, 174
  - term paper, **330**
  - thesis announced in, 120
- introductory phrase
- lists, introduced by, 197
  - punctuation of, 227
- introductory sentence, 52, 305
- invitation, **177-178**
- additional notations for, 178
  - useful language for, 177
- irregular verbs–past participles, **179**
- irregular verbs–past tense, **182**
- ISO standard country codes, 6
- ISO standard currency codes, 214
- italic script
- dedication, 118
  - epigraph, 130
  - letters on an outline, 221
  - reference list, 276-298 *passim*
  - titles of tables, 320
  - uses of italic script, **153-154**
- itinerary, **184-185**
- layout, 185
  - 26-hour time system, 184
- job title
- on business cards, 40
  - curriculum vitae, 114
  - on envelope, 127
  - inside address, 44
  - memo, 205
  - signature block, 101-102
  - telephone messages, 326
- journal articles
- abstract, 8
  - in-text citation, 162-172 *passim*
  - reference list, 276-298 *passim*
  - sources for reports, 303
- key words
- abstract, 7, **8**, 10
  - formal report, 301
  - summary, 313
- language register. *See* written language
- layout, **186-188**
- itinerary, 185
  - justification, 187
  - margins, 187
  - memo, 203
  - outline, 222
  - pagination, 188
  - press release, 248
  - term paper, 330, 331
  - title page, 337
- legally binding document, 253
- legend
- charts, 77, 78, 79
  - flow chart, 139
  - punctuation of, 225
- letter collision, 158
- letter format for informal reports, 304

- letterhead
  - business letters, 43-44, 49-50
  - press release, 248
- line chart, **78**
- list, item on, 84
- list of abbreviations, **189-190**
  - formal report, 216
  - pictograms on, 235
  - university theses or dissertations, 217
- lists of figures. *See* list of illustrations
- list of illustrations, **191-192**
  - formal report, 216, 300
  - proposal, 255
  - term paper, 217
  - university theses or dissertations, 217
- list of tables, **193-194**
  - formal report, 216, 300
  - proposal, 255
  - university theses or dissertations, 217
- listing, **195-199**
  - horizontal list, 195-197
  - marker for, 85
  - numbering items on, 198-199
  - parallel form, 195
  - vertical list, 195, 197, 198
- literal minutes, 206
- literary works, 147
- logo, 40, 43
- Longman Business English Dictionary*, 6
- lower-case letters
  - acetates, 11
  - footnotes with scientific writing, 141
  - horizontal lists, labeling, 196
  - indexes, 161
  - on outline, 221
  - quotations, second part of, 273
  - second clause, after colon, 83
  - section headings, 150-151
  - typeface, easier to read, 153
  - typist's initials, 48
  - See also* Roman numerals
- mailing notations, **46**, 51, 52, **127-128**
- main idea, 120, 121, 312, 313
- make and do, **200**
- maps, 191
- margins, **187**
  - agenda, 21
  - business letters, 49
  - figure, 137
  - inset quotations, 274
  - pictogram placement, 235
  - press release, 248
  - proofreading, 251
- marginal tabs, 188
- mathematical documents, 262
- mathematics, 162, 276
- mathematics sets, brackets with, 264
- measurements, 210
- mechanical sorting codes, 127
- meeting, 21
- meeting announcement, **201**
- memorandum (memo), **203-205**
  - distribution, 204
  - job title, 205
  - layout, 203
  - meeting announcement, 201
  - pass-it-on, 204
  - subject line, 204
- Merriam-Webster's Collegiate*, 70
- Microsoft®Excel, 76
- midnight, 81
- minutes, **206**
  - approval of agenda, 207
  - approval of previous minutes, 208
  - language for, 208
  - types of, 206
- MLA (Modern Language Association)
  - in-text citation for humanities, 169-172
  - reference list for humanities, 276, 294-298
- money, 210, **213**
- months of the year, 74
- motions, 208
- motivation to action, 52, 56, 57, 58, 309
- mottos, 154
- Mr./Ms., 40, 50, 97, 98, 127
- multiple adjectives, 84
- name–year citation style, 168
- national currencies, 214
- n.d. (no date)
  - in-text citation, 162-172 *passim*
  - reference list, 276-298 *passim*



- newspaper headline style  
     computer-generated slides, 89  
     subject lines, 125  
 news release. *See* press release  
 non-print material, 38, 172  
 noon, 81  
 notice, 216  
 notice of appointment. *See* appointment notice  
 notice of nomination. *See* appointment notice  
 numbering with Arabic numerals  
     chapters, 149  
     enumerated lists, 196  
     figures, 136  
     footnotes, 141  
     order on alphabetical lists, 23  
     subsection numbers, 151  
     tables, 320  
 numbers, **209-215**  
     abbreviations with, 210  
     commercial contexts, 211  
     fractions, 212  
     money, 213  
     percentages, 212  
     Roman and Arabic numerals, 214, 215  
     symbols with, 210  
     technical writing, 210  
     as words, 209  
 o'clock, 80  
 official written record, 206  
 OHP. *See* acetate  
 on hold, 325  
 order for parts of a text, **216-217**  
     reports, 216  
     term paper, 217  
     theses or dissertations, 217  
 organization chart, **218-220**  
     administrative unit, 220  
     corporate organization, 219  
     company structure, 219  
 outdated versus current language, 349  
 outline, **221-222**  
     levels of importance, 221  
     report, 300  
     term paper, 330  
 out-of-office message, 125  
 overhead projector, 11  
*Oxford Advanced Learner's*, 70  
 pagination with Roman numerals  
     abstract, 8  
     acknowledgments, 15  
     contents, 95  
     foreword, 143  
     list of abbreviations, 189  
     list of illustrations, 191  
     list of tables, 193  
     preface, 241  
     title page, 337  
 pagination, no page numbers visible  
     dedication, 118  
     epigraph, 129  
 paragraph  
     divisions of text, 147, 330  
     indentation, 186  
     last page of, 187  
     length of, 50, 124, 250  
     on lists, 195  
     numbered in formal reports, 309  
     parallel headings for, 304-306  
     partial conclusions in, 92  
     press release, 248  
     themes grouped in, 112  
     title on new page, 187  
     topic sentence with, 121  
 parallel form  
     on acetates, 12  
     computer-generated slides, 89  
     on lists, 195  
     proofread for, 251  
 parallel headings, 304-306  
 parentheses, **223-224**  
     acronyms, 189  
     clarification and precision, 223  
     defining terms, 224  
     digressions, 224  
     extra details, 224  
     in-text citation, 162-172 *passim*  
     numbers on outlines, 221  
     precision in commercial transactions, 224  
     reference list, 276-298 *passim*  
     spacing, 259  
     *See also* punctuation-brackets  
 parenthetical citation. *See* in-text citation  
 part of a text, 147, 149

- partial conclusions
  - development, 120, 122
  - informal report, 301
  - recapitulation, 92
  - summary, 92
  - term paper, 330, 332, 333
- partial name of publication, 170
- partial title, 170
- pass-it-on notation, 204
- passive voice, 251
  - academic texts, 240
  - bad news letters, 63
  - formal report, 299
  - gender-neutral language, 351
  - minutes, 208
- past participles. *See* irregular verbs—past participles
- past tense. *See* irregular verbs—past tense
  - for citations, 163
  - for quotations, 163
- path, 292
- peoples, names for, 104
- percentages, 77, 79, 212
- period, **225-227**
  - abbreviations, 226
  - commands, 226
  - dash at the end of a sentence, 267
  - ellipsis point, to make, 268
  - horizontal list, 196
  - in-text citation, 162-172 *passim*
  - introductory phrase, 227
  - list of illustrations, 191
  - polite requests, 225
  - reference lists, 276-298 *passim*
  - run-in sideheads, 225
  - tables, 320
  - vertical lists, 197
- periodicals
  - appointment notice, 35
  - articles in, 339
- periods of time, **228-229**
  - frequency, 228
  - prefixes for, 229
  - sequencing time, 229
- persuasive letter, **66-68**
  - anticipate resistance, 67
  - cover letter, 107
  - indirect method for, 63
  - proposals, 253
- persuasive text, 107
- phrasal verbs, **230-234**
  - particles with, 230, 231, 232, 233
  - objects with, 231, 232, 233
- pictogram, **235**
- pie chart, **77**
  - on acetate, 12,
  - on computer-generated slide, 89
- plagiarism, 329
- plates, 191, 192
- please circulate, 203
- plural nouns, **237**
  - foreign plurals, 238
  - hyphenated or multi-part noun plurals, 239
  - irregular plurals, 238
  - variable plurals, 239
- possession, 30
- possessive, 31
- positive impact strategies, 64
- positive reply letter, **61-62**
  - direct method for, 55-56
- postal codes, 18, 19, 44
- PowerPoint. *See* computer-generated slide
- preface, **240**
  - for a book, 242
  - passive voice, in, 240
  - for a textbook, 241
  - for university theses or dissertations, 217
- prefixes, **157, 229**
- prepositional phrase, 85
- prepositions with verbs, **243-246**
  - with changes to meaning, 245
  - with specific verbs, 243
- present perfect,
  - for citations, 163
  - for quotations, 163
- press release, **247**
- professional business correspondence, 43
- professional designations
  - abbreviation of, 99-100
  - Canada and United States differences, 100
- professional titles, **35-36, 99**
- proofreading and editing, **250-252**
- proofreading marks, 252

- proposal, **253-257**  
 appendix for, 255  
 budget for, 254  
 schedule for, 254  
 title page for, 255
- punctuation, 258-270  
 ampersand, **260-261**  
 APA style citation, 280, 281  
 company titles, 260  
 legal titles, 260  
 spacing of, 258  
 asterisk, **262-263**  
 footnote, 141;  
 spacing of, 258  
 brackets, **264-265**  
 APA style referencing, 284  
 CSE style referencing, 290  
 with translations, 264  
 spacing of, 258  
 dash, **266-267**  
 complementary information, 267  
 dramatic emphasis, 267  
 run-in head on press release, 248  
 spacing of, 259  
 separate page numbers, 267  
 ellipsis points, **268-269**  
 omissions in quotations, 268, 274  
 spacing of, 258  
 slash, **270**  
 with business expressions, 270  
 spacing of, 259  
 with URLs, 290  
 writing fractions, 212  
 spacing grid for, **258-259**  
*See also* apostrophe; colon; comma;  
 exclamation mark; hyphen; period;  
 question mark; semi-colon
- Quebec, names in, 27  
 Quebec government, names requirements, 25
- question mark, **271-272**  
 rhetorical questions, 271  
 tag questions, 272, 322
- questionnaires, 29  
*See also* survey questionnaire
- quorum, 208
- quotation marks, **273-275**  
 MLA style citation, 294-298 *passim*  
 for quotations on term papers, 330  
 single quotation marks, 274
- quotations, 330  
 direct quotation, **273**  
 inset quotations, 186, 274  
 in recommendation report, 307
- readable, 89
- readability  
 curriculum vitae, 112  
 e-mail, **124-125**  
 fax cover sheet, 134  
 layout for, 186  
 press release, 247  
 recommendation report, 307  
 Roman script for, 153
- readability scale, **155**
- recommendation report, **307-309**  
 letter format for, 308  
 time frame for, 307
- recommendations  
 formal report, 302  
 information report, 303, 304  
 recommendation report, 307
- reference initials, **48, 51, 52**
- reference line, **46, 51, 52**
- reference list, **276-278**  
 abbreviations used in academic references,  
 277  
 abbreviation of Latin terms, 277  
 three styles for reference lists, 278  
*See also* bibliography
- reference list—APA style, **279-284, 292**
- reference list—CSE style, **285-288, 293**
- reference list—electronic and Internet sources,  
**289-293**  
 APA style, 292  
 CSE style, 293  
 DOI, 292  
 electronic document type, 292  
 elements to include, 289, 290  
 MLA style, 293  
 path, 292  
 retrieval date, 291  
 update notice, 291  
 URLs, **290, 291, 292, 293**

- reference list—MLA style, 293, **294-298**
- reference notes, **142**, 162, 216, 217
- register, 154
- reply letter. *See* inquiry and reply letter
- reply/reply all, 125
- report—formal, **299-302**
  - introduction for, 175, 176
  - layout for outline in, 222
  - reference list for, 276
- reports—informal, **303-309**
  - for information, 304, 305
  - for recommendations, 307, 308
- request for proposals, 253
- restatement of author's point of view, 93
- restatement of context, 92
- résumé. *See* curriculum vitae
- retrieval date, 291
- return address, 44
- review of the literature, 174, 301
- rhetorical questions, 271
- Roman numerals
  - chapter headings, 149
  - front matter, pagination of, 8, 15, 95, 143, 188, 189, 241
  - lower-case, 214-215
  - no numbers appearing, 118, 129
  - outline, 214, 215, 221
- Roman script, 130, 153
- routine business letter format, **52-53**
- routine information, transmission of
  - e-mail, used for, 123
  - memo, used for, 203
  - informal report, 303
- routine internal reports, 304
- run-in head, for press release, 248
- run-in sidehead, 225
- run-in subheadings, **151**, 154
- rural route, 17, 42
- salutation, 49, 51, 123
  - See also* correspondence—salutation
- sans serif font, 125, 152
- schedules, 300
- scholarly journals,
  - reference list, 276-298 *passim*
- scientific disciplines, 162, 167
- sciences, 276
- scope, 174, 175, 176, 240, 241, 301
- second page notation, **48**
- section of text, 147, 163
- section of text headings, 150
- self-addressed stamped envelope, 317
- selective minutes, 206
- semicolon, **310-311**
  - contrasting ideas, 310
  - independent clauses, 310
  - in-text citation, 162-172 *passim*
  - reference list, 276-298 *passim*
  - series of clauses, 196, 197, 311
  - spacing of, 259
  - transitional expressions, 311
- serif font, 125, 152
- sic, 265
  - reference list, 276-298 *passim*
- signature
  - meeting announcement, 202
  - memo, 203
  - thank-you note, 334
- signature block. *See* correspondence—signature
- signature line, 124
- single-spaced
  - annex, 28
  - appendix, 33
  - list of abbreviations, 189
  - list of illustrations, 191
  - list of tables, 193
  - tables, 319
- slash. *See* punctuation—slash
- slide, 90
- social sciences, 162, 163, 276
- software
  - available for projects, 254
  - charts, 76
  - coding titles and headings, 95
  - contents page, 95
  - editing and proofreading, 252
  - em dash, 266
  - e-mail, 203
  - flow charts, 139
  - footnotes, 141
  - index, 160
  - mathematics, 152
  - outlines, 222
  - spell checking, 152
- spacing grid for punctuation, 258-259
- specialized index, 159
- spell-check, 251
- spelling. *See* Canadian spelling; plural nouns

- standard closings, 102  
 standardized forms, 135  
 style guides, for computer-generated slides, 88  
 stylized figures, 11  
 subcategories, 160  
 subdivision, 160  
 sub-headings, 304, 307  
 subject line, **46**  
     bold for, 154  
     brief reports, 173, 305  
     business letters, 49, 51, 52, 58  
     e-mail, 123, **125**, 126  
     memorandum, 203, 204, 205  
 subsection, 147  
 subordinate clause, 86  
 subtitle, 186, 251  
     curriculum vitae, 112  
     punctuation of, 83  
     for readability, 247  
     tables, 320  
     titles, 83  
     *See also* sub-headings  
 summary, **312-314**  
     conclusion, 92  
     executive summary, 313, **314**  
     key words, 313  
     report, 305  
     stands alone, 312  
 superscript numbers  
     CSE style reference list, 167  
     footnotes, 141  
 supporting arguments, 331  
 supporting idea/ details, 92, 120, 121, 221, 300  
 survey questionnaire, **315-318**  
     sent by mail, 317  
 suspended hyphens, 158  
 suspension points. *See* punctuation—ellipsis points  
 symbols  
     list of abbreviations, 189  
     with numbers, 210  
     pictogram as, 235  
 synopsis, 216  
 tables, **319-321**  
     annex, 29  
     containing non-statistical data, 321  
     containing statistical data, 12, 321  
     formal reports, 301  
     list of, 193  
     support author's analysis, 120  
     typeface for, 186  
     references and notes, 321  
 table of contents. *See* contents  
 tag questions, 272, **322-323**  
 technical documents, footnote in, 262  
 technical reports, 303  
 technical terms, 145, 275, 313  
 technical texts, headings in, 147  
 telephone messages, **324-327**  
 telephone numbers, 41  
 term paper, **328-333**, 285, 294  
     citation in, 331  
     conclusions for, 330, 333  
     introductions for, 175, 330  
     outline for, 330  
     partial conclusions for, 330, 332, 333  
     plagiarism on, 329  
     presentation for, 331  
     sources in, 328  
     strategies for supporting arguments for, **331**  
     topic sentence for, 330, 332, 333  
 thank-you note, **334-335**  
     for advice given, 335  
     for assistance provided, 335  
 thematic index, 159  
 thesis (academic document), 7, 8, 121, 285, 294  
     *See also* academic dissertation  
 thesis, statement of, 120, 175, 300, 328, 330, 332  
 third person singular  
     abstract, 8  
     formal reports, 299  
 time. *See* clock time; periods of time  
 time frame, 307  
 timelines, 12  
 titles, **339-340**  
     acetate, 12  
     annex, 95  
     appendices, 95  
     capitalization rules for, 71, 339  
     capitalization of hyphenated words, 340  
     curriculum vitae, 112  
     dissertations or theses, 339  
     division, of text, 147  
     placement, 187, 191

- quotation marks in, 275  
for tables, 320  
typeface for, 154, 186
- titles for foreign diplomas, 36
- title page, **336-337**  
college assignment, 336, **338**  
report or proposal, 216, 300, 336, **338**  
theses or dissertations, 217
- 382** tone, in business letters, 56, 60
- topic sentence, 121, 122, 330, 332, 333
- trademarked products, 75
- train schedules, 184
- trans. (translator), 276-298 *passim*
- translation, brackets for, 264
- transition markers, **341-345**  
additional information, 344  
alternatives or conditions, 342  
cause and effect, 342  
contrast, 344  
emphasis or restatement, 342  
enumerating points on a list, 343  
explanations or examples, 341  
order of importance, 344  
results, 342  
sentence, introduces a, 85  
steps in a process, 343  
sequence or time relations, 343  
summary or conclusion, 345  
use in summary, 313  
use in term paper, 328, 330
- transmission of fax, 134
- transmittal letter, **346-347**  
for a formal report, 300, 301  
with comments, 348
- two-word verbs. *See* phrasal verbs
- typeface  
acetates, 12  
appendix, 33  
boldface, 154  
captions, 186  
chapter headings, 149  
consistency in use of, 186  
examples, 153  
figures, 186  
footnote, 186  
readability scale for, **155**  
title page, 337  
uniform on CV, 112
- type size  
computer-generated slides, 89  
dedication, 118  
expression of, **153**  
fax cover sheet, 134  
footnote, 141, 262  
for highlighting, 152  
index, 160  
tables, 319  
variation in, 186
- typographical errors, 250
- unbiased language, **349-351**  
gender-neutral language, 350  
out-dated language, 349
- underlining  
designation on reference line, 46  
highlighting with, 152, **155**  
MLA style citation, 170, 171  
MLA style reference, 295, 296, 297, 298  
proofreading, check for, 251  
subject line, 47
- universities, 174, 217
- university degree, 36
- update notice, 291
- URL, 39, 40, 43, 270, 277, **290**, 291, 292
- verbs requiring gerunds, **352-353**
- verbs requiring infinitives, **354-355**
- vertical arrangement of data (columns), 319
- vertical list  
format for, 197, 198  
grammatically parallel form, 195, 196  
use of colon with, 82
- visual representation, 76, 139
- visual support, 11, 88, 301
- volume number  
in-text citation, 162-172 *passim*  
reference list, 276-298 *passim*
- warning, 216
- website, 289, 290
- wording, 145
- word-processing software. *See* software
- work cited, 294
- written English—errors to avoid, **356**
- ‘you’ perspective, 334
- zip code. *See* postal code



Abbreviations	Contents	Layout	Tables
Abstract	Cover Letter	Make and Do	Tag Questions
Acknowledgments	Curriculum Vitae	Meeting Announcement	Telephone Messages
Address	E-Mail	Organization Chart	Term Paper
Agenda	False Cognates	Phrasal Verbs	Thank-You Note
Alphabetical Order	Figure	Plural Nouns	Titles
Annex	Flow Chart	Preface	Transition Markers
Appendix	Footnote	Press Release	Transmittal Letter
Appointment Notice	Foreword	Proofreading and Editing	Unbiased Language
Bibliography	Glossary	Proposal	Verbs with Gerunds or Infinitives
Business Card	Index	Punctuation	Written English Errors
Business Letter	In-Text Citation	Reference List	<i>Et plus...</i>
Canadian Spelling	Invitation	Report	
Capital Letters	Irregular Verbs	Summary	
Charts	Itinerary	Survey Questionnaire	

## Guide de la communication écrite EN ANGLAIS

Construit sur le modèle du réputé *Guide de la communication écrite en français* de Marie Malo, cet ouvrage vise à faire connaître les règles d'usage de la rédaction, du référencement, et de la présentation de documents en anglais.

Conçu expressément pour les francophones désireux d'améliorer leur aptitude à communiquer en langue anglaise, le *Guide de la communication écrite en anglais* vous enseignera en un tournemain les méthodes éprouvées pour rédiger des documents clairs et élégants.

L'organisation alphabétique des contenus, présentés sous forme de tableaux comprenant de nombreux exemples détaillés vous permettra de trouver rapidement réponse à vos questions.



Photo : © Martine Doyon

### Sandra Thibaudeau

Titulaire d'une maîtrise ès arts en linguistique appliquée de l'Université Concordia, Sandra Thibaudeau cumule 20 ans d'expérience dans le domaine de l'enseignement de l'anglais, langue seconde, dans les cégeps et universités du Québec. Outre sa longue expérience d'enseignante, Sandra Thibaudeau est la coauteure de nombreux manuels destinés à l'apprentissage de l'anglais, langue seconde, ouvrages qui ont reçu et reçoivent toujours une large diffusion.