Writing in the Professional Context Question Bank

Professional Communications OER: Writing

This project/resource was funded by the Alberta Open Educational Resources (ABOER) Initiative, which is made possible through an investment from the Alberta government.

The questions below can be used for either formative or summative assessment activities in different chapters of the Writing Module. These include “Check Your Understanding”, Quizzes, Exams, Polls, etc.

* These questions can be formatted to accommodate different styles such as true/false, choice, matching, short answer. The correct answers are indicated by either blue text, or green highlighting. Prior to delivering any questions to students the blue text and green highlighting should be removed.
* A three dash (---) line at the left margin separates each question.
* Questions are divided by section and sometimes sub-divided by concept.
* Feedback (developmental and/or evaluative) for these questions should be added by the SME/Instructor in order to be congruent with the material taught.
* Some questions have been adapted from Creative Commons licensed materials. These questions can easily be identified by the [CC] that is attached to them. Detailed information about the source of these questions can be found in the [attribution statement](#h.nca85b9rpnm) at the end of the document.
* Questions from this bank may appear in the etext chapters as *Check Your Understanding* [CYU], lecture notes [LN], or in worksheets [ws]. Questions without any annotation exist only in this question bank document and may be used as supplementary assessment by students and the instructor.

\*Tip: for faster navigation through this document, click the *Add-ons* drop menu - *Get add-ons…* and search for “Table of Contents” by LumApps. Once installed you will be able to access a fully functional hyperlinked table of contents under the *Add-ons* drop menu.

# Grammar & Punctuation

## Grammar Section

### Parts of Speech

Indicate whether the word in quotation marks in these sentences is a noun, verb, pronoun, adjective, adverb, preposition, conjunction or article.

“We” went to the ranch yesterday. *Answer pronoun*

The office will be closed “on” Good Friday. *Answer preposition*

My “sisters” will be here tomorrow. *Answer noun*

By this time tomorrow I will have “finished” the report. *Answer verb*

I’ll see you “in” two hours. *Answer preposition*

He is the “fastest” runner in the group. *Answer adjective*

He went to see the doctor because he wasn’t feeling “well”. *Answer adverb*

They wanted to hire him, “but” he didn’t want to work with them. *Answer conjunction*

“Who” asked you to give this to me? *Answer pronoun*

We took a walk in “the” park. *Answer article*

### Articles

The following questions can be used in different ways and have been identified as options 1 & 2.

Option 1 - Indicate if an article is needed for each of the following.

Option 2 - Choose the most suitable article from those given for the following.

This office is \_\_\_ really friendly place to work.

Option 1 - Yes

Option 2 – choices offered “a, the, an” correct answer “a”

She’s \_\_\_ really friendly.

Option 1 - No

Option 2 – n/a

Did you hear about \_\_\_ dogs that saved the boy’s life?

Option 1 - Yes

Option 2 – choices offered “a, the, an” correct answer “the”

I don’t want to follow \_\_ instructions that he gave me.

Option 1 - Yes

Option 2 – choices offered “a, the, an” correct answer “the”

My friend used to live in \_\_\_ Vancouver.

Option 1 – No

Option 2 – n/a

\_\_ French is a difficult language to learn.

Option 1 - No

Option 2 – n/a

My first home was on \_\_ Green Street.

Option 1 - No

Option 2 – n/a

\_\_\_ dress she is wearing is yellow.

Option 1 - Yes

Option 2 – choices offered “A, The, An” correct answer “The”

I have borrowed \_\_\_ money from him before.

Option 1 - No

Option 2 – n/a

We’ll be staying at \_\_\_ hotel that’s closest to the beach.

Option 1 - Yes

Option 2 – choices offered “a, the, an” correct answer “the”

Keep \_\_\_ eye on him so he doesn’t take anything.

Option 1 - Yes

Option 2 – choices offered “a, the, an” correct answer “an”

### Adverbs

The following questions are not directly referred to in the etext, however these may be used as diagnostic assessment items if so desired.

Correctly complete each of the following sentences using the adverb choices below.

I visit my parents \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ than my brothers do. *Answer “more often”*

Choices: more often, the most often

Out of all my siblings, I visit my parents \_\_\_\_\_\_\_\_\_\_\_\_\_\_. *Answer the most often*

Choices: more often, the most often

He thinks he always knows \_\_\_\_\_\_\_\_\_\_\_\_\_. *Answer best*

Choices: better, best

Joyce did \_\_\_\_\_\_\_\_\_\_\_\_\_ than she thought she would in the interview. *Answer worse*

Choices: worse, the worst

I did \_\_\_\_\_\_\_\_\_\_\_\_\_ out of all the applicants on my interview. *Answer the worst*

Choices: worse, the worst

Out of all the students, Jim studied \_\_\_\_\_\_\_\_\_\_\_\_\_, but got the best grade. *Answer the least*

Choices: less, the least

### Adjectives

Indicate which of the adjective pair would correctly complete the sentence.

He was wearing a \_\_\_\_\_\_\_\_\_\_\_\_ shirt.

a) dirty old flannel

b) flannel old dirty

c) old dirty flannel

Pass me the \_\_\_\_\_\_\_\_\_\_\_\_ cups.

a) plastic big blue

b) big blue plastic

c) big plastic blue

I use to drive \_\_\_\_\_\_\_\_\_\_\_\_\_\_ car.

a) a blue old German

b) an old German blue

c) an old blue German

It’s in the \_\_\_\_\_\_\_\_\_\_\_\_\_ container.

a) large blue metal

b) blue large metal

c) blue metal large

He sat behind a \_\_\_\_\_\_\_\_\_\_\_ desk.

a) big wooden brown

b) big brown wooden

c) wooden big brown

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### Types of Sentences

Which of the following is a simple sentence?

a) I waited for Jeremy at the train station.

b) I waited for Jeremy at the train station, but he arrived at the station earlier and left before I arrived.

c) While I waited at the train station, Jeremy was already on his way to my place.

d) I waited for Jeremy at the train station, and was confused because the schedule board said the train had arrived already.

Which of the following in a compound sentence?

a) I waited for Jeremy at the train station.

b) I waited for Jeremy at the train station, but he arrived at the station earlier and left before I arrived.

c) While I waited at the train station, Jeremy was already on his way to my place.

d) I waited for Jeremy at the train station, and was confused because the schedule board said the train had arrived already.

Which of the following is a complex sentence?

a) I waited for Jeremy at the train station.

b) I waited for Jeremy at the train station, but he arrived at the station earlier and left before I arrived.

c) While I waited at the train station, Jeremy was already on his way to my place.

d) I waited for Jeremy at the train station, and was confused because the schedule board said the train had arrived already.

### Pronouns

#### Indefinite pronouns

Complete these sentences using one of the “indefinite” pronouns from the list provided. Some pronouns may not apply.

Pronouns Provided: somebody, either, both, much, most, everybody, little, anything, everything, nobody

* I invited a lot of staff, but \_\_\_\_\_\_\_\_\_ came except Tom. *Answer nobody*
* Who is nicer, John or his brother? \_\_\_\_\_ are nice. *Answer Both*
* The plant is pretty much the same as I remember it. \_\_\_\_\_ has changed since my last visit. *Answer Little*
* I heard that you have a lot of news to tell me. Yes, \_\_\_\_\_ has happened since we last spoke. *Answer much*
* When I left, I took \_\_\_\_\_ with me. *Answer everything*

#### Relative pronouns

Complete each sentence using the correct relative pronoun from those provided.

The process \_\_\_\_\_\_\_\_\_\_\_\_ you reach your conclusions is flawed.

choices: “on which, in which, by which, to which”, *correct answer “by which”*

The promise \_\_\_\_\_\_\_\_\_\_\_\_ we were bound had to be honored.

choices offered – “on which, in which, by which, to which”, *correct answer “to which”*

The things \_\_\_\_\_\_\_\_\_\_\_\_ we were entitled were not given to us.

choices: “on which, in which, by which, to which”, *correct answer “to which”*

The letter \_\_\_\_\_\_\_\_\_\_\_\_\_ he replied was very well written.

choices offered: “on which, in which, by which, to which”, *correct answer “to which”*

The method \_\_\_\_\_\_\_\_\_\_\_ he helped the new employee was very effective.

choices offered: “on which, in which, by which, to which”, *correct answer “by which”*

The city \_\_\_\_\_\_\_ she was born is not far from here.

choices: “that, who, whose, whom, where”, *correct answer “where”*

Many of the people \_\_\_\_\_\_\_\_\_\_\_\_ lost money on the stock market are now poor.

choices: “that, who, whose, whom, where”, *correct answer “who”*

The hotel \_\_\_\_\_\_\_\_ my wife works is about a kilometer from here.

choices: “that, who, whose, whom, where”, *correct answer “where”*

The tourists \_\_\_\_\_\_\_\_\_\_ we met yesterday are sitting in that restaurant.

choices offered: “that, who, whose, whom, where”, *correct answer “whom”*

### Parallelism in Sentences

Indicate if the following sentences are parallel. In cases where they are not parallel, rewrite the sentence to make it parallel.

You may respond to our survey on the phone, visit any one of our ten locations, or write an email.CYU

Not Parallel. *You may respond to our survey by calling, by visiting any one of our ten locations, or by writing an email.*

This position is a fast-paced, challenge, dynamic, and customer-focused opportunity. CYU

Not Parallel. *This position is a fast-paced, challenging, dynamic, and customer-focused opportunity.*

The problem was in production, not in planning. CYU

Parallel

Jeremy is receiving employee of the month because he is intelligent, cares, honest, and works hard. CYU

Not Parallel. *Jeremy is receiving employee of the month because he is intelligent, caring, honest, and hardworking.*

### Prepositions

Complete the following sentences using the appropriate preposition from those provided.

I’m off for two weeks \_\_\_\_ July.

choices: “on, in, at”, *correct answer “in”* CYU

My friend \_\_\_\_ work is from Ontario.

choices: “at, in, around”, *correct answer “at”* ws

The workers have been \_\_\_\_\_\_ strike since October. CYU

choices: “on, in, about”, *correct answer “on”*

\_\_\_\_\_\_ you and me, I don’t think he’s a very good manager.

choices: “Among, Through, Between”, *correct answer “Between”* ws

Just keep walking \_\_\_ that building.

choices: “toward, across, along”, *correct answer “toward”*

There is no animosity \_\_\_\_ us.

choices: “with, throughout, between”, *correct answer “between”* CYU

The corrupt officer thought he was \_\_\_\_ the law.

choices: “outside, beyond, above”, *correct answer “above”* ws

### Conjunctions

Complete each of the following sentences using the correct conjunction from those provided. Note that not all conjunctions may apply.

Conjunctions provided – so, unless, but, since, therefore, although, because, while, however, moreover, accordingly

* I told him not to come, \_\_\_\_\_\_\_ he came anyway. *Answer but* ws
* I haven’t really prepared for this interview, \_\_\_\_\_\_\_\_\_\_\_ I feel a bit nervous. *Answer so* CYU
* Do not do anything \_\_\_\_\_\_\_\_ you hear from me first. *Answer unless* CYU
* \_\_\_\_\_\_\_\_\_ I was really tired, I took a nap for 15 minutes. *Answer since* ws
* \_\_\_\_\_\_\_\_\_ he likes to play hockey, his favourite sport is golf. *Answer while* ws
* He has always done well on exams. This time \_\_\_\_\_\_\_\_\_\_, he failed. *Answer however* ws
* I won’t be able to take on more work \_\_\_\_\_\_\_\_\_\_ I finish some of these projects. *Answer until* ws
* \_\_\_\_\_\_\_\_\_ he wasn’t a good player, he had a great game. *Answer although* CYU

### Modifiers

Each of the following sentences has a misplaced modifier, dangling modifier, or split infinitive. Identify each occurrence and then rewrite the sentences to eliminate the modifier problems and the split infinitives. CC-BY-NC-SA

* While eating lunch, a mouse ran by my foot. dangling modifier. While I was eating lunch, a mouse ran by my foot.
* A kid ran by, leading a bulldog wearing a ball uniform. misplaced modifier. A kid wearing a ball uniform ran by, leading a bulldog.
* Alex decided to calmly ask for a raise. split infinitive. Alex decided calmly to ask for a raise.
* Hopping around the backyard, I saw a tiny bunny. Misplaced modifier. I saw a tiny bunny hopping around the backyard.
* While typing my paper, the computer froze. dangling modifier. The computer froze while I was typing my paper.

Write a sentence that includes the following ideas. Make sure not to include any misplaced or dangling modifiers. CC-BY-NC-SA

* you finished the main course
* you ate pie and ice cream for dessert
* you ate the dessert after the main course

Write a sentence that includes the following ideas. Make sure not to include any split infinitives. CC-BY-NC-SA

* to complete
* definitely
* my homework
* by tonight

### Dangling Modifiers

Choose whether each of the following sentences is correct, or whether it has a dangling modifier.

Unlike many other students, the financial aid office did not approve his application. CYU

a) Correct

b) Dangling modifier

Having learned French in just three months, Paul was as happy as he could be. CYU

a) Correct

b) Dangling modifier

While watching a movie, people who talk loudly are really annoying.CYU

a) Correct

b) Dangling modifier

While listening to the radio, one should always make sure that the volume is not too loud.

a) Correct

b) Dangling modifier

Looking over the student’s exam, several mistakes became evident right away.

a) Correct

b) Dangling modifier

Looking over the student’s exam, the professor noticed several mistakes.

a) Correct

b) Dangling modifier

---

For each of the following, select the correct word from each pair.

It was an \_\_\_\_\_\_\_\_\_\_\_\_ good movie.

a) all together

b) altogether

We have to do this \_\_\_\_\_\_\_\_\_\_.

a) all together

b) altogether

Are you guys \_\_\_\_\_\_\_\_\_\_ there?

a) all ready

b) already

Are you guys \_\_\_\_\_\_\_\_\_\_?

a) all ready

b) already

I know where \_\_\_\_\_\_\_\_\_\_ going. CYU

a) there

b) they’re

c) their

We’re taking care of \_\_\_\_\_\_\_\_\_\_ cat. CYU

a) their

b) they’re

c) there

It \_\_\_\_\_\_\_\_\_\_ this chapter. (came before this chapter)

a) preceded

b) proceeded

He \_\_\_\_\_\_\_\_\_\_. (continued)

a) preceded

b) proceeded

I love you \_\_\_\_\_\_\_\_\_\_! (response to I love you!)

a) to

b) too

c) two

\_\_\_\_\_\_\_\_\_\_ welcome! (response to Thank you!)CYU

a) You’re

b) Your

---

For each of the following, indicate if “fewer” or “less” should be used to complete the sentence.

* I’m going somewhere where I’ll have \_\_\_\_\_\_ interruptions. *Answer fewer* CYU
* I’ve seen \_\_\_\_\_\_\_\_ birds here than in the park. *Answer fewer*
* This time, you’ve made \_\_\_\_\_\_\_ mistakes. *Answer fewer* CYU
* I could not care \_\_\_\_\_. Answer less
* I have \_\_\_\_\_ money than you. Answer less
* I have \_\_\_\_\_ patience for that behaviour than you. Answer less CYU

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For each of the following, indicate if “isn’t” or “aren’t” should be used to complete the sentence.

* There \_\_\_\_\_\_\_\_ enough oranges. *Answer aren’t*
* There \_\_\_\_\_\_\_\_ enough time to finish the report. *Answer isn’t*
* There \_\_\_\_\_\_\_\_ enough chairs for all the guests. *Answer aren’t*
* There \_\_\_\_\_\_\_\_ enough police officers on the streets. *Answer aren’t*

---

From the verbs provided, choose the correct tense to complete each of the following sentences.

Verb tense: is, are, were, was, know, knows, there’s, there are

* Neither the sister nor the brother \_\_\_\_\_\_\_\_ going to the concert. *Answer is*
* Physics \_\_\_\_\_\_\_\_ fun! *Answer is*
* All I had \_\_\_\_\_\_\_\_ twenty dollars. *Answer was*
* Neither of the neighbours \_\_\_\_\_\_\_\_\_ what happened. *Answer knows*
* \_\_\_\_\_\_\_\_\_\_ too many people in this city. *Answer There are*
* Either John or his wife \_\_\_\_\_\_\_\_ at home. *Answer is*

### Punctuation Section

For each of the following, choose whether a comma (,) or semicolon (;) is correct.

* He told me to wait \_\_\_ but I didn’t. *Answer comma (,)* CYU
* He couldn’t afford the big house \_\_ however, he was able to buy the smaller one. *Answer semicolon (;)* CYU
* The guests were Tom, an architect \_\_ Rachel, a doctor \_\_ and Bill, a dentist. *Answer semicolon (;)* CYU
* He wants to make a lot of money \_\_ in fact, he wants to be a millionaire. *Answer comma (,)* CYU
* The guests were German \_\_ French \_\_ and Italian. *Answer comma (,)* CYU

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Choose whether each of the following is complete or whether there is a comma splice.

We like her, she’s very funny.

a) Comma splice

b) Complete

We tried to call you, but you didn’t pick up the phone.

a) Comma splice

b) Complete

It’s cold outside, so put on some warm clothes.

a) Comma splice

b) Complete

My mother is a great cook, and so it my sister.

a) Comma splice

b) Complete

The test is difficult, you should study hard.

a) Comma splice

b) Complete

I want to help him, but he won’t let me.

a) Comma splice

b) Complete

This is going to be a very cold winter, therefore, you should buy some warm boots.

a) Comma splice

b) Complete

---

Look for the introductory word or phrase. On your own sheet of paper, copy the sentence and add a comma to correct the sentence. CC-BY-NC-SA

* Suddenly, the dog ran into the house.
* In the blink of an eye, the kids were ready to go to the movies.
* Confused, he tried opening the box from the other end.
* Every year, we go camping in the woods.
* Without a doubt, green is my favorite color.
* Hesitating, she looked back at the directions before proceeding.
* Fortunately, the sleeping baby did not stir when the doorbell rang.
* Believe it or not, the criminal was able to rob the same bank three times.

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On your own sheet of paper, use what you have learned so far about comma use to add commas to the following sentences. CC-BY-NC-SA

* Monday, Tuesday, and Wednesday are all booked with meetings.
* It was a quiet, uneventful, unproductive day.
* We’ll need to prepare statements for the Franks, Todds, and Smiths before their portfolio reviews next week.
* Michael, Nita, and Desmond finished their report last Tuesday.
* With cold, wet, aching fingers he was able to secure the sails before the storm.
* He wrote his name on the board in clear, precise, delicate letters.

---

On your own sheet of paper, create a compound sentence by combining the two independent clauses with a comma and a coordinating conjunction. CC-BY-NC-SA

* The presentation was scheduled for Monday. The weather delayed the presentation for four days. The presentation was scheduled for Monday, but the weather delayed it for four days.
* He wanted a snack before bedtime. He ate some fruit. He wanted a snack before bedtime, so he ate some fruit.
* The patient is in the next room. I can hardly hear anything. The patient is in the next room, but I can hardly hear anything.
* I want to get a better job. I am taking courses at night. I want to get a better job, so I am taking courses at night.
* I cannot move forward on this project. I cannot afford to stop on this project. I cannot move forward on this project, but I cannot afford to stop.
* Patrice wants to stop for lunch. We will take the next exit to look for a restaurant. Patrice wants to stop for lunch, so we will take the next exit to look for a restaurant.
* I’ve got to get this paper done. I have class in ten minutes. I have a class in ten minutes, but I’ve got to get this paper done.
* The weather was clear yesterday. We decided to go on a picnic. The weather was clear yesterday, so we decided to go on a picnic.
* I have never dealt with this client before. I know Leonardo has worked with her. Let’s ask Leonardo for his help. I have never dealt with this client before, but I know Leonardo has worked with her, so let’s ask for his help.

---

On your own sheet of paper, copy the sentence and insert commas to separate the interrupting words from the rest of the sentence. CC-BY-NC-SA

* I asked my neighbors, the retired couple from Florida, to bring in my mail.
* Our professor, Mr. Alamut, drilled the lessons into our heads.
* The meeting is at noon, unfortunately, so I will be late for lunch.
* We came in time for the last part of dinner, but most importantly, we came in time for dessert.

---

On your own sheet of paper, use what you have learned about comma usage to edit the following paragraphs. CC-BY-NC-SA

* My brother, Nathaniel, is a collector of many rare unusual things. He has collected lunch boxes, limited edition books, and hatpins at various points of his life. His current collection of unusual bottles has over fifty pieces. Usually, he sells one collection before starting another.
* Our meeting is scheduled for Thursday, March 20. By that time, we need to gather all our documents together. Alice is in charge of the timetables and schedules. Tom is in charge of updating the guidelines. I am in charge of the presentation. To prepare for this meeting, please print out any emails, faxes, or documents you have referred to when writing your sample.
* It was a cool, crisp, autumn day when the group set out. They needed to cover several miles before they made camp, so they walked at a brisk pace. The leader of the group, Garth, kept checking his watch and their GPS location. Isabelle, Raoul, and Maggie took turns carrying the equipment, while Carrie took notes about the wildlife they saw. As a result, no one noticed the darkening sky until the first drops of rain splattered on their faces.
* Please have your report complete and filed by April 15, 2015. In your submission letter please include your contact information, the position you are applying for, and two people we can contact as references. We will not be available for consultation after April 10th, but you may contact the office if you have any questions. Thank you.

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On your own sheet of paper, correct the following sentences by adding semicolons. If the sentence is correct as it is, write OK. CC-BY-NC-SA

* I did not notice that you were in the office; I was behind the front desk all day.
* Do you want turkey, spinach, and cheese; roast beef, lettuce, and cheese; or ham, tomato, and cheese?
* Please close the blinds; there is a glare on the screen.
* Unbelievably, no one was hurt in the accident. OK
* I cannot decide if I want my room to be green, brown, and purple; green, black, and brown; or green, brown, and dark red.
* Let’s go for a walk; the air is so refreshing.

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On your own sheet of paper, correct the following sentences by adding semicolons or colons where needed. If the sentence does not need a semicolon or colon, write OK. CC-BY-NC-SA

* Don’t give up; you never know what tomorrow brings.
* Our records show that the patient was admitted on: March 9, 2010; January 13, 2010; and November 16, 2009.
* Allow me to introduce myself; I am the greatest ice-carver in the world.
* Where I come from, there are three ways to get to the grocery store: by car, by bus, and by foot.
* Listen closely; you will want to remember this speech.
* I have lived in: Sedona, Arizona; Baltimore, Maryland; and Knoxville, Tennessee.
* The boss’s message was clear; lateness would not be tolerated.
* Next semester, we will read some more contemporary authors, such as: Vonnegut, Miller, and Orwell.
* My little sister said what we were all thinking: “We should have stayed home.”
* Trust me; I have done this before.

### Quotation Marks

Copy the following sentences onto your own sheet of paper, and correct them by adding quotation marks where necessary. If the sentence does not need any quotation marks, write OK. CC-BY-NC-SA

* Yasmin said, “I don’t feel like cooking. Let’s go out to eat.” CYU
* “Where should we go?” asked Russell.CYU
* Yasmin said it didn’t matter to her. OK CYU
* “I know,“ said Russell, “let’s go to the Two Roads Juice Bar.“ CYU
* “Perfect!“ exclaimed Yasmin. CYU
* “Did you know that the name of the Juice Bar is a reference to a poem?“ asked Russell.
* “I didn’t!“ exclaimed Yasmin. “Which poem?“
* “The Road Not Taken, by Robert Frost,“ Russell explained.
* “Oh!“ said Yasmin, “Is that the one that starts with the line, ‘Two roads diverged in a yellow wood?’“
* “That’s the one,“ said Russell.

### Apostrophes

Choose the correct response for each of the following.

\_\_\_\_\_\_\_\_ that person? CYU

a) Whos

b) Who’s

c) Whose

Both of my \_\_\_\_\_\_\_\_ were born in Canada. CYU

a) parents’

b) parents

I borrowed my \_\_\_\_\_\_\_\_\_\_\_ car yesterday. CYU

a) parents’

b) parents

Why \_\_\_\_\_\_\_\_ you be nice to him? CYU

a) cant

b) can’t

This house belongs to both my \_\_\_\_\_\_\_\_.

a) sisters

b) sisters’

\_\_\_\_\_\_\_\_ not him.

a) Its

b) It’s

---

On your own sheet of paper, correct the following sentences by adding apostrophes. If the sentence is correct as it is, write OK. CC-BY-NC-SA

* “What a beautiful child! She has her mother’s eyes.”
* My brother’s wife is one of my best friends.
* I couldn’t believe it when I found out that I got the job!
* My supervisors informed me that I wouldn’t be able to take the days off.
* Each of the students’ responses were unique.
* Won’t you please join me for dinner tonight?

### Parenthesis

On your own sheet of paper, clarify the following sentences by adding parentheses. If the sentence is clear as it is, write OK. CC-BY-NC-SA

* I recommend that you try the sushi bar (unless you don’t like sushi).
* I was able to solve the puzzle (after taking a few moments to think about it). CYU
* Please complete the questionnaire at the end of this letter. OK CYU
* Has anyone (other than me) read the assignment? CYU
* Please be sure to circle (not underline) the correct answers.

### Dashes & Hyphens

On your own sheet of paper, clarify the following sentences by adding dashes. If the sentence is clear as it is, write OK. CC-BY-NC-SA

* Which hairstyle do you prefer—short or long?
* I don’t know—I hadn’t even thought about that.
* Guess what—I got the job! CYU
* I will be happy to work over the weekend if I can have Monday off. OK CYU
* You have all the qualities that we are looking for in a candidate—intelligence, dedication, and a strong work ethic. CYU

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Each sentence contains a punctuation error. On your own sheet of paper, correct each sentence by adding the correct punctuation. The headings will let you know which type of punctuation mistakes to look for. If the sentence does not need corrections, write OK. CC-BY-NC-SA

**Commas**

* The wedding will be on July 13, 2012.
* The date, by the way, is the anniversary of the day that they met.
* The groom, the bride, and their parents are all planning the event.
* Actually, all of their friends and relatives are involved in the planning.
* The bride is a baker, so she will be making the wedding cake herself.
* The photography, the catering, and the music will all be provided by friends.

**Semicolons**

* Some people spend a lot of money hiring people for wedding services; they are lucky to have such talented friends.
* The flowers will be either roses, daisies, and snapdragons; orchids, tulips, and irises; or peonies and lilies.

**Colons**

* There will be three colours for the wedding: white, black, and gold. OK
* They’ve finally narrowed down the dinner choices: salmon, steak, and a vegan stew.
* Their wedding invitations contained the following quote from the Roman poet Ovid: “If you want to be loved, be lovable.”

**Quotes**

* The invitations said that the wedding would be “outdoor casual.” OK
* “What exactly does ‘outdoor casual’ mean?” I asked the bride. OK
* She told me to dress comfortably and wear shoes that do not sink into the ground. OK

**Apostrophes**

* On the day of the wedding, we’re going to rent a limo.
* My brother’s wife will make the arrangements.
* She’s a great party organizer.

**Parentheses**

* On the day of the wedding, the bride looked more beautiful than ever (and I’ve known her for fifteen years).
* All the details were perfect (in my opinion).

**Dashes**

* Everyone danced at the wedding — except my mother.
* It was to be expected — she just had hip surgery.

**Hyphens**

* The groom danced with his new mother-in-law.
* It was a spectacular, fun-filled day for everyone.

---

Each sentence contains a punctuation error. On your own sheet of paper, correct each sentence by adding commas, semicolons, colons, apostrophes, parentheses, hyphens, and dashes as needed. CC-BY-NC-SA

* My mother’s garden is full of beautiful flowers. CYU
* She has carefully planted several species of roses, peonies, and irises. CYU
* She is especially proud of her thirty-year-old Japanese maple tree. CYU
* I am especially proud of the sunflowers; I planted them! CYU
* You should see the birds that are attracted to the garden: hummingbirds, finches, robins, and sparrows. CYU
* I like to watch the hummingbirds; they are my favorite. CYU
* We spend a lot of time in the garden planting, weeding, and enjoying the view. CYU
* Aren’t gardens wonderful? CYU
* You should come visit sometime; do you like to garden? CYU

---

Read the following paragraph. Edit by adding apostrophes, parentheses, dashes, and hyphens where needed. There may be more than one correct way to edit some sentences. Consider how the punctuation you choose affects the meaning of the sentence. CC-BY-NC-SA CYU

|  |
| --- |
| I was a little nervous about the interview it was my first in years. I had to borrow my roommates suit, but it fit me well. A few days ago, I started to research the companys history and mission. I felt like I was well qualified for the job. When I arrived, I shook hands with the interviewer she had a strong grip! It nearly caught me off guard, but I did my best to smile and relax. I was a little distracted by all the books in the womans office she must have had a hundred books in that tiny room. However, I think my responses to her questions were good. Ill send her an email to thank her for her time. Hopefully shell call me soon about the position. |

**ANSWER KEY:**

|  |
| --- |
| I was a little nervous about the interview—it was my first in years. I had to borrow my roommate’s suit, but it fit me well. A few days ago, I started to research the company’s history and mission. I felt like I was well qualified for the job. When I arrived, I shook hands with the interviewer—she had a strong grip! It nearly caught me off-guard, but I did my best to smile and relax. I was a little distracted by all the books in the woman’s office (she must have had a hundred books in that tiny room). However, I think my responses to her questions were good. I’ll send her an email to thank her for her time. Hopefully, she’ll call me soon about the position. |

# Workplace Documents

### Memos

**Instructions:** Please review the memo below and then answer the multiple-choice questions that follow. The correct answers and explanations (in blue) can be found in the Memo Assessment Answer Key below. CC-BY

|  |
| --- |
| **MEMORANDUM**  **TO:** All Account Supervisors  **FROM:** Emilio Corona, Promotional Manager  **SUBJECT:** Federal Communication Commission  **DATE:** July 7, 2011  This week, the FCC met to discuss new ownership rules that might affect our sponsor and thus our ability to use the promotional items we’ve developed. Specifically, it may be necessary to discontinue using the monogrammed diaries we give to our anniversary honorees.  Please be aware that if our sponsor is forced to divest itself of some of its media holdings, we will be unable to show the diaries in our public service announcements or at least not until we locate a substitute or revamp our sponsorship contract.  Until we know how the FCC rules, we will continue to display the diaries, but we will not include any images of them in the direct mail campaign because those materials will be printed before the ruling is announced. |

What is the most problematic weakness in the memo shown above? CC-BY CYU

a) Its format is indirect.

b) Its tone is informal.

c) It does not emphasize the subject.

e) It is not objective.

Rumors have been spreading through the department about extended hours to be worked this month. Which workplace document would best communicate information and address this situation? CC-BY CYU

a) a direct email to the person who you think started the rumor

b) individualized business letters printed and placed in each employee’s mailbox

c) a memo identifying the rumor and providing correct information to the entire department

d) a memo identifying the rumor and providing correct information to the entire company.

---

You will be sending out a reminder memo about the working hours for the upcoming long weekend holiday, Victoria Day. Which of the following subject lines should you use?

a) Woohoo! Monday is a holiday!

b) Upcoming holiday hours

c) Holiday observance

d) Victoria Day weekend schedule

Explanation: This subject line is clear, concise, and specific to the holiday you are referring to. The others are either unprofessional or not specific enough.

### Business Letters

The five (5) main areas that all business letters should include are:

a) letterhead, title, to & from information, CC information, subject information

b) heading, opening, context, task, summary

c) summary, introduction, background, discussion, conclusion

d) heading, introduction, body, conclusion, signature

You are writing a letter to a company’s customer relations department, but do not know the name of the person who might be the best recipient for your message. Which of the following should you NOT use? CYU

a) To whom it may concern

b) No salutation

c) Dear Sir or Madam

d) Dear HR Manager

You are writing a letter to a company’s HR manager, Kelly Campbell. You know their name, but do not know their title (e.g. Mr. Ms. Mrs, etc.) or gender, and there is no photo on the company’s website. How should you write your salutation? CYU

a) “Dear Kelly Campbell:”

b) “Dear Mr or Ms Campbell,”

c) “Dear Sir or Madam Campbell,”

d) “Dear HR Manager:”

Most often, when closing a formal business letter, you should use which of the following closing statement? CYU

a) Cheers

b) From

c) Sincerely

d) Love

Match each business letter element to the main area in which it belongs. There may be more than one (1) element per main area. Each correctly matched pair is worth one (1) mark.

**Five Main Areas: Element:**

1. \_A\_E\_ Heading A. Date

2. \_H\_C\_ Introduction B. Call-to-action

3. \_D\_\_\_ Body C. Attention Statement

4. \_B\_\_\_ Conclusion D. A bulleted list

5. \_F\_G\_ Signature E. Return and Inside Address

F. Sender’s name and contact information

G. Closing statement such as, “Sincerely”

H. Salutation

---

**Instructions:** Please review the business letter below, and then answer the multiple- choice questions that follow. The correct answers and explanations (in blue) can be found in the Business Letter Assessment Answer Key below. CC-BY CYU

|  |
| --- |
| aspen-country-lodge.png |
| November 14, 2015  Dorothy Allen 12345 Stream Ave. St. Augustine, FL 34567  Dear \_\_\_\_\_\_\_\_(#1):  As the holiday season approaches, we are reminded of the blessings that are bestowed on us throughout the year. At Aspen Country Lodge, the pleasures we share year after year with our Legacy clients are among our most cherished blessings.  And so, as our staff looks forward to spending time with friends and family, we are also thinking of special friends like you and hoping you are enjoying good health and good cheer. We take pride in being your home away from home and reserve a special place in our hearts for the memories we’ve shared with you.  Thank you for making Aspen Country Lodge part of your annual traditions. Have a blessed Christmas and a peaceful, joyous, and prosperous New Year.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_(#2),  Theodore P. Hyde, Owner/Manager  Aspen Country Lodge • 402 Aspen Way • Cold Bluff, CA 98765 • (303) 346-7889 |

This letter is not the perfect specimen of proper English grammar and diction. Which of the following would describe the style of this letter? CC-BY CYU

a) formal and impersonal

b) informal and personal

c) formal, yet personal

d) informal, yet impersonal

Fill in blank #1 with the most suitable salutation. CC-BY CYU

a) Ms. (or Mrs.) Allen

b) Legacy Client

c) Dorothy

d) Sir

e) Dorothy Allen

Explanation: Although this is a formal business letter, the subject matter and client history (the holiday season, being a “Legacy” client, returning “year after year”) warrants a more personal approach

Fill in blank #2 with the most suitable close. HINT: Your choice should be consistent with the answer you provided for question #1. CC-BY CYU

a) Sincerely

b) Yours Truly

c) Thank You

d) Cordially

e) As Always

Explanation: To declare that the message has been sent “Sincerely” or “Cordially” is unnecessary because the content of the letter already expresses those sentiments. “Thank You” is problematic because it would not be clear what the recipient is being thanked for. “As Always” is similarly vague and imprecise. “Yours Truly” is the best choice because it addresses the recipient again (“Yours”) and is recognized as being a more personal rather than formal closing statement. This approach would **NOT** ordinarily be suitable in a business letter, but its context justifies a personal approach and thus it should be used consistently throughout

Is it appropriate that the signature lines in this letter include the sender’s title (position in the company)? Why or why not? CC-BY CYU

a) Yes. It is a standard business practice to always use the sender’s title.

b) No. The sender’s title is optional. For example, it is more appropriate to use it business-to-business than business-to-client.

c) Yes. The title communicates the sender’s relevance with respect to the subject of the letter and its central message.

d) No. The title is optional, so you should consider it with respect to the context and tone of the message.

The eText readings identify a number of functions a business letter can fulfill. Which of those is the most accurate way to describe this letter’s function? CC-BY CYU

a) to introduce the business to a potential client

b) to announce or sell a product or service

c) to maintain positive customer relations

d) to document an event or decision

e) to deliver important or specific information

Explanation: This letter’s underlying goal is to build on the client relationship and generate repeat sales. It focuses on positive feelings and emotions in order to do this.

Why is there no return address on this letter? CC-BY CYU

a) Because it is written in an informal style, so such deviations are acceptable.

b) Because the recipient’s familiarity with this business means she already knows it.

c) Because the letterhead graphic takes up too much space.

d) Because the address is printed in the footer of this letterhead.

e) All of the above.

Explanation: There is no need to repeat contact information if it is already present, regardless of where it is located.

Which of the following summarizes best the central message of this letter? CC-BY CYU

a) We cherish Legacy clients like you.

b) We are thinking of you.

c) We hope you are enjoying good health and cheer.

d) We are proud of being your home away from home.

e) All of the above

Explanation: In trying to do all of these things, it ends up not doing a good job at any of them.

---

### Emails

Because emails include “to” and “from” information, there is no need to include a salutation. **True** **False**

---

Your construction company is currently working on renovations in the main hall of an office building. The workers of the office building are still present in their offices everyday, and often walk through your company’s construction zone which is not only a safety hazard, but is interfering with the renovation timelines. Which of the following subject lines is most appropriate in terms of length and content to send to the company(ies) still in the offices in the building? CYU

a) no subject line is needed as the recipient knows me personally

b) your employees keep walking through our construction site which delays our project every time it happens

c) construction interruptions

d) stay out of the building until our job is done

Feedback: The subject should be clear, short, and specific. The subject line may be cut off in the recipient’s inbox so the two word subject line here accomplishes the goal while maintaining positive relations.

You are working on a project team of seven (7) people. One day you receive an email from the client addressed to your entire team. The message only applies to your area of the project. Should you: CYU

a) use the reply all function?

b) reply directly to the client and BCC the rest of your team?

c) reply directly to the client?

d) reply directly to the client and CC your supervisor?

Feedback: You should use reply all sparingly. You should **NOT** send your reply to everyone who received the initial email unless your message absolutely needs to be read by the entire group.

You receive an email from a coworker from another department containing a message written in all caps that upsets you. Should you: CYU

a) respond immediately?

b) draft a response, but wait until you have calmed down before sending it?

c) forward it to a colleague or your boss?

d) do not dignify it with a response at all?

Feedback: You should be careful not to reply to email with an emotional response. However, you should not ignore the email just because it upset you either.

You receive an email from the client about a project your team is working on, but you do not know the answer to it. Should you: CYU

a) respond immediately with any information you think you know about the inquiry?

b) try to find out the answer yourself, and only reply when you find out the information?

c) respond within 24 hours that you’re searching for the answer to their question and will be contacting them again soon?

d) do not reply at all, because you don’t know the answer so it’s not your concern?

Feedback: You should make it a habit to reply to emails within 24 hours even if it is just to say that you will provide the information requested within a day or two.

The “To:” field of an email usually includes the intended recipient’s name or some other identifier, so why is it necessary to also include a proper salutation in a business email? CC-BY

a) To tell the recipient what the message is about

b) To get a return receipt so you know the email was read

c) To make sure the recipient knows who sent the email

d) To indicate even before the recipient opens the email that the message will be courteous and professional

e) To demonstrate respect and avoid mix-ups in case the message is sent to the wrong person

When is it appropriate to use reply-all in an email? CC-BY

a) When you are not sure who sent the original

b) Whenever an email is sent to a group of people simultaneously

c) When your response is relevant to everyone who received the original message

d) When you want to introduce a new idea

e) All of the above

Which of the following traits can reduce the effectiveness of business emails? CC-BY

a) Using lengthy, detailed paragraphs

b) Using a salutation, such as “Dear Mr. Horner”

c) Mentioning that an attachment accompanies the email in the text of the email

d) Using bullets to emphasize lists

e) Waiting before responding if the topic is an emotional one

---

### Short Reports

What is the main difference between a recommendation report and a summary report?

a) A recommendation report is persuasive; a summary report is informative.

b) A recommendation report is analytical; a summary report is narrative.

c) A recommendation report is solicited; a summary report is unsolicited.

d) A recommendation report is brief; a summary report is lengthy.

e) All of the above

---

Jean is a supervisor in a large agricultural equipment manufacturing facility. The facility has several different departments for different tasks such as fabrication, welding, assembly, and painting. Orders come in through the computer system, which starts a series of tickets for workers to know which, and how many parts to produce to fulfill an order. The most recent order was distributed through the ticketing system three weeks ago and has still not been completed. This order should only have taken two weeks to complete. Jean identified that there is an problem in the fabrication department. It seems that the group of new hires are not fabricating parts within the tolerances set by the engineers which is causing problems at the time of welding, and sometimes as far down the line as assembly. CYU

Jean needs to communicate the current state, her assessment of the production issues, and provide an estimated time for completion to her superiors, which report would she write to accomplish this? CYU

a) a progress report

b) a recommendation report

c) a summary report

Jean believes that she has a solution that will prevent these fabrication issues from occurring in the future. Which type of report would she use to describe what has been completed, what problems were encountered, and solutions to the problems? CYU

a) a progress report

b) a recommendation report

c) a summary report

Jean believes that she has a solution that will prevent these fabrication issues from occurring in the future. She would like to propose these solutions to her boss, Kim Kelly, but has encountered pushback from her boss before. Her boss has made it clear that Jean does not make decisions and that that responsibility (or right) resides with Kelly. Which type of report would best suit Jean’s needs and purpose? CYU

a) a progress report

b) a recommendation report

c) a summary report

---

### Fax Cover Sheets

Which of the following cases would likely require you to fax the document? CYU

a) when sending more visually rich documents

b) to send a direct verbal message to your audience

c) distributing a company newsletter to all regional offices

d) an employment contract requiring a signature

---

### FAST

Good writing meets the expectations of the audience(s). One strategy to ensure you have met the expectations of your audience is to consider their position by asking yourself \_\_\_\_\_\_\_\_\_\_\_\_\_. *Answer “What’s in it for me?”*

In advance of a meeting, you want to communicate to all participants that there is an agenda that lists the topics which will be covered. Moreover, you want to emphasize that the meeting will not deviate from the topics or their order, but time will be reserved at the end of the meeting for other business. Which document type would you use and which elements of FAST should be emphasized in your writing? CYU

a) Email: audience and tone

b) Business Letter: format and audience

c) Email: format and style

d) Short Report: format and tone

e) Business Letter: audience and style

### Whole Chapter

It is acceptable to use acronyms in memos because everyone in the organization knows them. **True False**

Feedback: Although many people in the organization may know what the acronyms represent there may be people new to the organization that do not yet know all of the acronyms. For communication clarity you should at least write out the entire acronym in its first appearance in a document with the acronym in parenthesis after it. Then you can continue to use the acronym.

After determining the purpose and main points of your message, analyzing the audience, and selecting which workplace document you will create, the best next step would be to: CYU

a) draft the body of the message

b) outline the format of the document

c) start from the complimentary close and write backwards

d) draft and proofread the introductory paragraph

Enclosure notations are common practice with paper letters. When sending attachments with an email you should: CYU

a) not include an enclosure note as the recipient can see that there are attachments in the email anyway

b) include the enclosure note because attachments are not always obvious when reading email on a variety of devices

c) not include an enclosure note because the attachments appear inline in the email body text

d) include a statement that the attachments are in a separate email and send attachments alone in a follow-up email

The purpose of this workplace document is to ensure everyone in the department or company receives a consistent message: CYU

a) individualized emails

b) individualized printed letters

c) memorandums

d) faxes

e) project progress reports

Your company is located in a shared office space which houses five companies total. Your company has been notified by the building’s security team - by email - that they have seen people smoking too close to the building entrances which could results in a $250 fine/ticket to those individuals. You should: CYU

a) distribute a memo to your company’s employees only

b) distribute a memo to all employees of each company in the building

c) forward security’s email to all the smokers you know in your company

d) hold a team meeting to discuss the details of security’s email

e) print the email and post it to the pinboard in the lunchroom

Temporary layoffs are coming, but most employees will be hired back eventually. To maintain morale and loyalty, which nonverbal aspect of communication would be the BEST way to circulate the layoff/rehire message? CC-BY

a) Distribute a memo to everyone.

b) Mail personalized letters.

c) Post the message on department bulletin boards.

d) Use a headline in the employee newsletter that announces in boldface: “LAYOFFS COMING, BUT REHIRING LIKELY.”

e) Send an impersonal email to a listserve of employees

---

**Instructions:** Use the following four statements to answer the questions that follow. CC-BY

|  |
| --- |
| **A.** With the use of personal electronic gadgets becoming so widespread, Angela Harmon has asked me to remind you of Tantallon Woodwork’s policy: employees are not to use their cell phones, iPods, MP3 players or any other non-work related, electronic items while on the machine floor or while operating company vehicles, including automobiles. In its efforts to keep you healthy and safe, the company would like you to consider the following facts about the impact these gadgets can have on your perception and dexterity.  **B.** Andy, because of the constant reminders I have had to give you about when you can and cannot take breaks and also about our dress standards, I can’t give you a character reference or any kind of reference. You should ask one of your co-workers or maybe someone who knows you but doesn’t work for this company.  **C.** With seven product lines and more in development, we have shown that we are committed to providing products that our retail partners can sell proudly under their unique brand names. We strive to offer quality and effectiveness comparable to higher-priced products at signiificant cost savings to consumers.  **D.** Got ur msg need 2 chk w BD 4 into & @ deliv date re tallonbolt will fax results 2 u |

The writing in which of the samples below reflects a style that is NOT appropriate given its context as well as its content? CC-BY

a) A

b) B

c) C

d) D

e) None of the above

Which of the writing samples exhibits a colloquial style of writing? CC-BY

a) A

b) B

c) C

d) D

e) E

# Revising written documents

It is often best to begin the revision process with:

a) the copy edit

b) the proofread

c) editing everything for each sentence along the way

d) the structural edit

Checking to ensure that all of the necessary information is present in your written document is part of the \_\_\_\_\_ stage of revision.

a) Copy edit

b) Proofread

c) Reread

d) Structural edit

You submit one of your written document drafts to a classmate for peer revision. Your classmate writes a comment that your document appears to be an inverted pyramid format rather than an essay format. Which stage in the revision did your classmate most likely identify this error?

a) Copy edit

b) Proofread

c) Reread

d) Structural edit

Reviewing and considering the audience and purpose of a document should happen in which stage of revision?

a) Copy edit

b) Proofread

c) Reread

d) Structural edit

Which stage of revision maintains a focus on the audience while reviewing the document sentence by sentence? CYU

a) Copy edit

b) Proofread

c) Reread

d) Structural edit

Identifying and correcting grammar and punctuation errors such as sentence fragments, and commas splices should occur in which stage of revision?CYU

a) Copy edit

b) Proofread

c) Reread

d) Structural edit

Checking to ensure that all of the necessary information is present in your written document is part of the \_\_\_\_\_ stage of revision. CYU

a) Copy edit

b) Proofread

c) Reread

d) Structural edit

Checking to ensure that all of the necessary information is present in your written document is part of the \_\_\_\_\_ stage of revision. CYU

a) Copy edit

b) Proofread

c) Reread

d) Structural edit

---

On your own sheet of paper, use what you have learned about using commas to edit the following letter. CC-BY-NC-SA

|  |
| --- |
| March 27, 2015  Alexa Marché  14 Taylor Drive Apt. 6  New Castle Maine 90342  Dear Mr. Timmons,  Thank you for agreeing to meet with me. I am available on Monday the fifth. I can stop by your office at any time. Is your address still 7309 Marcourt Circle, #501? Please get back to me at your earliest convenience.  Sincerely,  Alexa |

**The following paragraph contains errors in punctuation. On your own sheet of paper, correct the paragraph using the revision skills you have learned in this chapter as needed. There may be more than one way to correct the paragraph.** CC-BY-NC-SA CYU

|  |
| --- |
| May 18 2015  Dear Hiring Manager  Allow me to introduce myself in my previous position I was known as the King of Sales. Youre welcome to contact my previous employer to inquire about my performance. I hope to earn the same title within your company. I have a strong work ethic and great interpersonal skills. Clients recognize me as dependable honest and resourceful. My name is Frances Fortune. I have thirteen years experience in corporate sales and account management. I have been the top rated seller for two years in a row. I excel at goal setting and time management. However you don’t have to take my word for it I will be happy to provide personal and professional references upon request. I look forward to speaking with you in person in the near future.  Sincerely  Frances Fortune |

ANSWER KEY:

|  |
| --- |
| May 18, 2015  Dear Hiring Manager:  Allow me to introduce myself; in my previous position, I was known as the “King of Sales.” I hope to earn the same title within your company. My name is Frances Fortune. I have thirteen years’ experience in corporate sales and account management. I have been the top-rated seller for two years in a row. Clients recognize me as dependable, honest, and resourceful. I have a strong work ethic and great interpersonal skills. I excel at goal-setting and time management. However, you don’t have to take my word for it; I will be happy to provide personal and professional references upon request. You’re welcome to contact my previous employer to inquire about my performance. I look forward to speaking with you in person in the near future.  Sincerely,  Frances Fortune |

# Ethical Guidelines for Writing

## Plagiarism

**Instructions:** Read the scenario below and answer the following questions.

|  |
| --- |
| Tiffany is a regional manager for a restaurant chain. The company will be opening a new restaurant location in the town of Dalry. Regional managers for the restaurant chain are responsible for writing articles in the company newsletter, of particular importance are articles for the opening of new locations. Tiffany decides that she’d like to include information about the town of Dalry in her article about the new restaurant location. Tiffany is quite pressed for time to send the article draft to the newsletter editor. She finds several really detailed articles about the history and culture of Dalry online, copies and pastes several paragraphs into her own article, and changes a few words and sentences around. When the newsletter is sent out, Tiffany gets praise from her superiors, as well as the other regional managers, on her well written article. |

Respond to the following short answer questions with respect to the scenario above. Each question is worth ## marks.

a) Does what Tiffany did follow ethical guidelines for workplace writing? Why or why not?

b) what would you suggest Tiffany have done instead?

**---**

Tiffany’s use of the articles in this way is considered plagiarism. **True False**

It’s ok that Tiffany used the Internet to find information for her article**. True False**

Instead of changing a few words Tiffany should have used direct quotes, and cited the articles she read online. **True False**

---

**Instructions:** Read the scenario below and answer the following questions.

|  |
| --- |
| Jeremy is one of the contributors to the company blog. Before writing most of his blog posts, he checks a number of different websites with articles about his area of interest, and he often bases his blog posts are directly inspired by what he reads. He writes the entire blog post himself, without pulling direct quotes from the articles he uses for inspiration, and does not mention or link to the sites either. |

Respond to the following short answer questions with respect to the scenario above. Each question is worth ## marks.

a) Does what Jeremy did follow ethical guidelines for workplace writing? Why or why not?

b) What would you suggest Jeremy have done instead?

---

Read the following statements. Which cases would be considered plagiarism, and which would not?

* I wrote my own original idea in my report without citation not plagiarism
* I paraphrased someone else’s ideas in my report without citation plagiarism
* I paraphrased someone else’s ideas in my report and included a citation not plagiarism CYU
* I changed a few words from the source, and therefore do not have to include quotation marks plagiarism CYU
* I did not cite the source in my report because I found the information online plagiarism CYU
* I submitted a report that I bought online plagiarism CYU
* I used a direct quote, word for word, and cited the original source not plagiarism CYU
* I used the same words in the same order as the original author and cited the source, so I don’t need quotation marks plagiarism
* I could not remember where I read the information so I just cited an author I quoted elsewhere in the report plagiarism
* Paraphrasing is easy, you can just use synonyms to replace words plagiarism
* I did not cite the source because the information is common knowledge not plagiarism

---

Read the following original text and the example student responses. Decide if each is an example of acceptable paraphrasing or of plagiarism and explain your reasoning. CC-BY

Instructor note: the 4 responses, were all written by students who thought they were paraphrasing. Only one succeeded.

The original text:

|  |
| --- |
| “*The new Internet economy has brought about the development of competing search engine companies, each with its own proprietary software. Sites are collected and updated differently. After a search is conducted, one search engine provides exactly what’s required within the first ten hits whereas another is useless. Frequently there is tremendous overlap, although no two search engines are exactly alike. Since the outcome varies from search engine to search engine, researchers often find it necessary to use several engines for the same question for either the best or more comprehensive results*.” |

Burnett, Rebecca E. (2001). Technical Communication (5th ed.). Fort Worth: Harcourt, Inc., p. 199.

Burnett points out that competing search engine companies have proprietary software that collects and updates sites differently. As a result, one will provide what you want within the first ten hits, while another is useless. That means that researchers will frequently need to use several engines to obtain the best or more comprehensive answers (2001).

Even though the author’s name and date are cited, this is clearly plagiarism. Changing the verb from passive to active (“are collected and updated differently” becomes “collects and updates differently”) is not sufficient change. Substituting “while” for “whereas” in “within the first ten hits …another is useless” again is not sufficient change. Some exact wording is retained; sentence structure is identical. The same objections hold for “to use several engines …. The best or more comprehensive answers.”Some students have tried to argue that the information in the original paragraph is now common knowledge and that, as a result, some use of the exact wording is inevitable. I agree, to a certain extent. I wouldn’t be surprised if “proprietary software” occurred to many writers as a phrase. But example #1 relies far too heavily on simple substitution while retaining sentence structure and whole blocks of words.

Multiple search engines on the Internet have arisen, each with unique strengths and weaknesses. These differences derive from each engine’s respective method of analyzing and classifying information on the Internet. As a direct result of these differences, more exhaustive search results are often obtained through the use of several engines (Burnett 2001).

This is a fine paraphrase. The source is cited and the only duplicate wording occurs in “several engines,” a phrase that I would agree is in common use and therefore is not plagiarism.

When researching a specific subject on the Internet, the use of multiple search engines is essential for a thorough search because each search engine utilizes different algorithms.

This is an acceptable paraphrase, but the source is not cited. So it is plagiarism!

Rebecca Burnett suggests that we use several search engines because sometimes there is tremendous overlap in results and the outcome differs from search engine to search engine (2001).

Because this is so short, you might be tempted to call is a paraphrase. But “tremendous overlap” is identical, and “the outcome differs from search engine to search engine” changes only “varies” to “differs” and leaves the rest of the wording and structure the same. It is plagiarism.

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You read a communication textbook that notes, “Promoting understanding and limiting misinterpretations are key goals of effective workplace communication.” If you use that information in a brochure about the public relations services your company offers, is the following form of that information acceptable to use without crediting its original source: “We will help your business communicate effectively by promoting understanding and limiting misinterpretations between you and your clients?” CC-BY

a) Yes, it is acceptable, because it rephrases the original.

b) No, it is not acceptable, because it still copies someone else’s words without giving them credit.

c) Yes, it is acceptable, because it changes words and uses them in a different context.

d) No, it is not acceptable, because it uses several pairs of words that are the same as the original.

e) Yes, it is acceptable. Because the statement does not mean the same thing as the original.

### Copyright

Copyright status is only granted to well-known authors and filmmakers. **True False** CC-BY CYU

Feedback: Copyright is granted to anyone who records an original creative work in a fixed, tangible form.

Amy tells Daniel about her summer vacation, and he says he'd love to see her pictures. Amy uses Facebook to upload the photographs she took at camp so he can download them. That's copyright infringement. **True False** CC-BY CYU

Feedback: Sharing your own original work using peer-to-peer file-sharing technology is legal.

Kathy downloaded a few photos of local organic farms from Flickr.com's Creative Commons (CC) pool. She follows the rules of the photographer's specific CC license and uses them in her digital video about sustainable agriculture. That's OK.

**True False** CC-BY CYU

Feedback: Kathy can legally use the photos as long as she follows the rules of the license.

Paula read an interesting article about the making of the film Titanic and wants to use a short quote in her cinema review paper for journalism class. That's copyright infringement.  **True False**CC-BY CYU

Feedback: Since she's using a short quotation for the purpose of scholastic commentary, it would be fair use.

Since Richard forgot to register his screenplay before he sent it out to agents for review, he's no longer eligible to copyright it.  **True False**CC-BY CYU

Feedback: Copyright protection is automatic once your original work is in a fixed, tangible form.

You have a single-user paid subscription to an online magazine that is related to your work. This month’s issue has an article that is relevant to a project you are working on. You want to share the article with your colleagues, so you email a PDF of the article to your team. This is NOT copyright infringement because you have a paid subscription to the online magazine. **True False**

Feedback: Without express permission of the publisher, or a multi user subscription, you had to create copies of the article.

Your department purchases a single-user online subscription to the local newspaper and shares the username and password so anyone in the department can read it when they wish. Would this be considered copyright infringement? CYU

a) No, because the department is paying for it so everyone should have access.

b) Yes, because the department only purchased a single-user license.

c) No, because only one person ever accesses the newspaper at one time.

d) Yes, because the newspaper could also come be printed and delivered.

Feedback: Many periodicals offer multi-user licenses which would be useful for departments or organizations to subscribe to. These licenses are often more expensive than single-user licenses so it may be tempting to get the cheaper license and distribute the materials yourself, but that likely violates the terms of use of your subscription and infringement copyright.

Sasha read an article he found publicly on another company's blog. He copies the text and posts the article to his company’s internal wiki to share with his colleagues. Would this be considered copyright infringement? CYU

a) No, because the article was posted publicly online, not behind a paywall.

b) Yes, because all writing in the wiki should be original writing.

c) No, because everything online is in the Public Domain.

d) Yes, because he made a copy of the work.

Feedback: As the article was publicly available on the other companies blog, Jeremy would have been better off sharing the URL with his colleagues. Copying and pasting the materials infringes copyright.

## Access to Information and Codes of Conduct

Tyson works as a clerical assistant in the training department for Alpha Inc. One training course, that each employee is required to take within the first six months to year of beginning work, is managed by a third party company, Delta Co. Alpha Inc. and Delta Co. have an agreement that communications regarding the course offering details will be sent via Alpha Inc.’s training department to avoid confusing the new employees. Delta Co. is responsible for tracking attendance, and completion of the training course, and each year requires some basic employee information supplied by Alpha Inc.’s training department. This year, Tyson's supervisor asks him to prepare and send the new employee information to Delta Co. noting to include first name, last name, and company email address. Alpha Inc.’s employee records are kept in old database software that not many people in the entire company really know how to use anymore, and Tyson is not overly familiar with the software. He knows that Delta Co. cannot have access to the database directly so he decides to download information from the database to a spreadsheet and email it to the training contact in Delta Co. cc’ing his supervisor. Tyson’s supervisor decides to open the attachment and sees that Tyson included the requested information, but also columns detailing employee birthdays, salary and/or wages, and additional comments.

a) Describe what is happening in the scenario above with regards to the eight elements of communication (source, message, channel, receiver, feedback, environment, context, and interference) and what ethical or privacy related issues could arise from this situation.

b) What could have been done differently to improve the outcome of the communication scenario above?

\*c) Discuss your responses in class with your peers and instructor.

---

Ian works as a pharmaceutical technologist at a community pharmacy. While filling prescriptions he recognizes one of the names on the label sheet. The prescription he is filling is for an old neighbour that he did not get along with. Ian knows that the prescription is supposed to help patients with heart problems. Later that night over dinner Ian casually mentions the prescription for his old neighbour to his wife.

a) Is it ethical or acceptable for Ian to recount the story of his observation from work? Why or why not? CYU

\*b) Discuss your responses in class with your peers and instructor.

---

## Writing Respectfully

When writing workplace documents and communications, especially in potentially volatile circumstances, we aim to write respectfully. This may be achieved by balancing: CYU

a) courtesy, style, and tone

b) courtesy, professionalism, and conciseness

c) directness, plain language, and positivity

d) format, formality, and friendliness

e) indirectness, positivity, and conciseness

A simple and effective way to demonstrate courtesy, even in short emails, is to: CYU

a) ask how the recipient is doing.

b) state that you are doing well and hope they are too.

c) use only the recipient’s first name.

d) use the proper salutation and recipient’s name.

Feedback: Although the other answers attempt to show interest in the recipient, or demonstrate the type of relationship you have with them, they can sometimes be seen as a waste of time especially for short communications. In addition, asking how your recipient is doing may seem inauthentic.

# Information Literacy

## Internet Search Terms

You have been asked to gather information about rabies in cats. Which of the following searches would be the best for this task? CYU

a) (cat OR feline) AND rabies

b) cat OR (feline AND rabies)

c) (cat OR rabies) AND feline

d) cat AND feline AND rabies

Using the word “OR” as a boolean operator in your search: CYU

a) broadens your search to results containing one term, the other, or both

b) excludes terms from your search results

c) narrows your search to results including combination of search terms

d) limits the search to an exact phrase

e) groups search terms together

Using the word “AND” as a boolean operator in your search: CYU

a) broadens your search to results containing one term, the other, or both

b) excludes terms from your search results

c) narrows your search to results including combination of search terms

d) limits the search to an exact phrase

e) groups search terms together

Using the word “NOT” as a boolean operator in your search: CYU

a) broadens your search to results containing one term, the other, or both

b) excludes terms from your search results

c) narrows your search to results including combination of search terms

d) limits the search to an exact phrase

e) groups search terms together

Using quotation marks in your search: CYU

a) broadens your search to results containing one term, the other, or both

b) excludes terms from your search results

c) narrows your search to results including combination of search terms

d) limits the search to an exact phrase

e) groups search terms together

Using parenthesis marks in your search: CYU

a) broadens your search to results containing one term, the other, or both

b) excludes terms from your search results

c) narrows your search to results including combination of search terms

d) limits the search to an exact phrase

e) groups search terms together

---

Your boss is thinking about censoring Internet use for all employees in the department. They have asked you to do a quick search regarding the question: *Should employers censor Internet use?*

Which of the following BEST represents the search question?

a) Internet AND censorship AND employers

b) Internet AND censorship OR employers

c) Internet AND censorship NOT employers

d) Internet OR censorship OR employers

e) Internet NOT censorship AND employers

Which of the following searches would return the MOST results?

a) Internet AND censorship AND restrict AND employers

b) Internet AND (censorship OR restrict) NOT employers

c) Internet AND (censorship OR restrict) AND employers

d) (Web) AND (censorship) AND employers

---

Use your favourite search engine to search for websites about a topic of your choice. Record the top 10 results on a sheet of paper or a document file. Now perform the same topic search using another search engine (e.g. Google, Yahoo, Bing, DuckDuckGo) and record the top 10 results. Finally, perform the search again either using a different device (e.g. phone, tablet, laptop, school computer) OR use the private browsing (or “incognito) feature in your web browser. CYU

a) How are your search results similar?

b) How are they different?

\*c) Bring your results for discussion in class with your peers and instructor.

---

**Instructions:** Use the letter in the table to answer the questions that follow it.CC-BY

|  |
| --- |
| [letterhead]  October 14, 2011  Martin and Dorothy Allen  12345 Stream Ave.  St. Augustine, FL 32084  Dear Mr. and Mrs. Allen:  Remember the warm, comforting scent of logs that enveloped you the moment you stepped through the doors of our Aspen Country Lodge last winter? The pleasures you enjoyed with us are waiting for you again this year.  **February 2012 is Aspen’s customer appreciation month, and we want you to come back and be appreciated!**  The forecast is for snow, snow, and more snow, and our newly engineered lifts and grooming equipment are primed to make you experience with us even better than last time. We also have several unique events planned that we’re sure you’ll enhoy, including guided cross-country ski tours, shopping trips, and themed social evening in Wiltshire Main Lodge.  And, of course, you’ll still be able to hunker down in the peace and quiet of our cozy mini chateaus or our luxurious guest rooms.  You need to hurry though. Use the enclosed customer appreciation coupon to reserve your favourite chateau or room before they are taken. Also, enjoy the **discounted rate of only $185.00 per night** for double occupancy. That’s a **savings of over 20%** off the usual rate!  So, make your reservations today and come back to the country. We’re looking forward to seeing you again.  Sincerely,  Theodore P. Hyde  Owner/Manager  Encl.  Aspen Country Lodge - 402 Aspen way - Pillomina, CA 98765 - (303) 346-7889 |

Which rhetorical element does the business letter shown below rely on the LEAST? CC-BY

a) Pathos: tone and emphasis

b) Ethos: expectation and reference

c) Logos: clarity and arrangement

d) Thanos

What strategy does the sample business letter above use to attract the reader’s attention? CC-BY

a) “Who did it when?”

b) “What’s in it for me?”

c) “The 5-Ws: Who, what, where, when, and why?”

d) “The Tell’em Cubed Principle”

e) “When will we want what?”

Of the following traits of good writing, which is MOST apparent in the first paragraph of the letter presented above? CC-BY

a) It meets the reader’s expectations.

b) It is efficient and effective.

c) It gets to the point quickly.

d) It uses appropriate writing conventions.

e) It attracts the reader’s attention.

---

You are scrolling through your Facebook newsfeed and see one of your friends posted a link to an article about a drastic increase in workplace injuries related to a new type of ergonomic phone. You are drawn in, and go read the entire article. The article seems to be professionally written, but the notion this particular phone seems odd. The news site logo indicates it’s a trusted news source. What might you do next to evaluate validity the site? CYU

a) Trust the site because of the logo’s statement

b) Trust the site because it is well laid out, the material is recent, and is pretty well written

c) Check the site’s “About” page and publication information

d) check to see if the site uses “https” in the URL

e) look for a credit card validation symbol

**---**

Visit either the [Beaverton](http://www.thebeaverton.com/) or the [Lapine](http://thelapine.ca/) and look for an article that looks interesting to you. As you read the material respond to the following questions regarding the credibility of the site and its information: CYU

* Write the article title and URL
* Who wrote the material?
* Who owns the website?
* Is the material recent?
* How is the material laid out?
* How is the website viewed by the wider community?
* What about the article makes it believable and/or unbelievable?
* What strategies can you use to determine if this article is valid, credible, and reliable or not?

**---**

Which of the following is the correct APA reference for Marshall McLuhan’s book, *Understanding Media*?

a) McLuhan, Marshall. *Understanding media: The extensions of man.* MIT press, 1994.

b) McLuhan, M. (1994). *Understanding media: The extensions of man.* MIT press.

c) McLuhan, Marshall. *Understanding media: The extensions of man.* MIT press, 1994.

d) Marshall McLuhan. (1994). *Understanding media: The extensions of man.*

Which of the following is cited correctly in APA?

a) Hyde and Jekyll define signifiers as "an object which communicates a specific meaning through its presence and form" (1923, p. 294).

b) Hyde and Jekyll (How to Communicate) define signifiers as "an object which communicates a specific meaning through its presence and form" (p. 294).

c) Hyde and Jekyll (1923) define pointers as "an object which communicates a specific meaning through its presence and form" (p. 294).

In APA, a block quote is used when:

a) you directly quote more than 20 words from the original text

b) you directly quote 40 or more words from the original text

c) never, because direct quotes of substantial length are plagiarism

d) when you want to emphasize the quote

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* Business Letter Assessment created by The Saylor Foundation for the Saylor.org course *BUS210: Corporate Communication*, previously shared at <http://www.saylor.org/site/wp-content/uploads/2012/08/BUS210-Business-Letter-Assessment-Fixed.pdf> under a [CC BY 3.0 US license](http://creativecommons.org/licenses/by/3.0/us/).
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