

PUNCTUATION

What are these punctuation marks called in English?

. , ; : / ? ! - — (...) ‘...’ “...”

How are they used? Here are some examples:

- i) Come in. Follow me. Sit down. Wait here. Mr Smith will see you in a minute.
- ii) Personally, I always found her kind, polite and helpful but slow, if you know what I mean.
- iii) I came; I saw; I conquered.
- iv) You can only take three things into the exam room: a pencil, a pen and a rubber.
- v) He/she should bring his/her passport and/or identity card with him/her.
- vi) Are you ready? Are you sure?
- vii) Oh my God! This hotel is terrible! Let's get out of here!
- viii) Anna-Maria Rodriguez-Mendoza is a twenty-three-year-old South-American volleyball-player.
- ix) They think it's all over — it is now!
- x) The Dow Jones Average (devised by Charles Dow and Edward Jones) was created in 1896.
- xi) I usually buy 'The Economist', 'The Financial Times' and 'National Geographic'.
- xii) 'The term "Brexit" refers to the UK leaving the European Union' (Smith & Wesson, 2020: 88).

6c) Apostrophes are used,

1) TO INDICATE POSSESSION

| | | |
|------|------------------------|----------------------|
| e.g. | Peter's friends | Mr Andrews' daughter |
| | The children's bedroom | The ladies' toilet |
| | A day's work | Two weeks' holiday |

2) TO INDICATE MISSING LETTERS OR NUMBERS

| | | | |
|------|---------|------|---------|
| e.g. | There's | I'd | I've |
| | They're | it's | o'clock |
| | '68 | '99 | |

3) WITH PLURALS COMPOSED OF NUMBERS AND/OR LETTERS

| | | | | | | | |
|------|----------|----------|--|------|----------|-------|--------------------|
| e.g. | the 90's | the 70's | CD's | PC's | CD-ROM's | DVD's | Four Airbus A380's |
| | DJ's | VIP's | "Remember, there are four S's, four I's and two P's in Mississippi." | | | | |

CAPITAL LETTERS

In English, you should always use a capital letter:

i) to begin the first word of each new sentence.

ii) in salutations,

Dear Sir / Dear Madam / Dear Sir or Madam / Dear Sirs / Dear Mr Dee / Dear Ms Ash,

and to begin the first word which follows them,

Dear Mrs Smith, Thank you so much for your letter of....

iii) for the pronoun *I*.

iv) at the beginning of proper nouns.

- First names and surnames: *Nelson Mandela, Hillary Clinton.*
- Titles: *President Obama, Dr House, Captain Kirk, General Lee, Professor Moriarty.*
- Nations and races: *The UK, Britain, India, Anglo-Saxon, Arab, Rom, Tamil.*
- Nationalities and languages: *English, Dutch, Hebrew, Sanskrit, Serbo-Croatian, Swahili.*
- States, continents, islands: *Texas, North America, Hawaii, Italy, Europe, Sicily.*
- Regions: *Tuscany, Lombardy, the Marche.*
- Villages, towns, cities: *Gradara, Florence, Venice, Genoa, Milan, Turin, Naples, Rome.*
- Streets, roads etc.: *Oxford Street, Tottenham Court Road, Park Avenue, Times Square.*
- Names of houses: *The White House, Buckingham Palace.*
- Mountains, gorges and canyons: *Mount Fuji, K2, the Andes, the Grand Canyon, Cheddar Gorge.*
- Rivers, lakes, seas, oceans: *the Nile, Lake Victoria, the Red Sea, the Atlantic Ocean.*
- Days of the week: *Monday, Tuesday...*
- Months of the year: *January February...*
- Festivals: *Christmas, Christmas Eve, Easter, New Year's Day, New Year's Eve.*
- Historical periods: *the Middle Ages, the Renaissance, the Dark Ages, World War I.*
- Political parties: *Labour, Conservative, Republican, Democrat.*
- Organizations: *the United Nations, the International Monetary Fund.*
- Companies: *Apple, Microsoft, Google, General Motors.*

v) to refer to a deity etc. *God, Christ, the Holy Spirit, the Virgin Mary, Buddha, Vishnu, Allah*
And to their followers, *Christians, Muslims, Hindus, Buddhists, Jews.*

vi) to begin the first word and the main words (but not articles, conjunctions or prepositions) of the title of a book, film, newspaper etc. *'Alice in Wonderland', 'War and Peace', 'The Man in the Iron Mask', 'The Guinness Book of Records', 'The European', 'The News of the World'.*

Capitalization & Punctuation Exercise

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1 april 2023

john kenneth dowling
uk videots ltd
11 vine street
cambridge cb5 2ko
tel 41 1223 67895
email black-j @ icon.co.uk

dear mr dowling

barry trotter videogames cease and desist

as solicitors representing one of the most famous authors in britain omg legal services is writing to you as the chairman and ceo of uk videots ltd to demand that you cease and desist the production sale distribution promotion and marketing of a series of videogames based on characters created by our client ms j k rowling

as you are no doubt aware it is illegal to produce sell or profit from derivative works based on a living authors copyrighted material without the necessary adaptation right specifically authorizing a third party to do so in your case the main characters in the barry trotter series of videogames bear a substantial similarity to what are now household names from ms rowlings novels viz barry trotter the teenage wizard his friends tom ferretti and felicity frogmore and his arch enemy diego malafede all of whom reside at a boarding school for magicians called dogwarts

in legal terms there has been i a clear infringement of copyright ii a denigration of ms rowlings original work which suppresses the demand for it and iii a substantial degree of injury to our clients artistic reputation as many unwitting consumers are under the impression that the name j k dowling prominently displayed on the packaging is merely a misprint

on behalf of my client i hereby demand that uk videots cease and desist the production sale distribution promotion and marketing of the following products barry trotter and the loch ness monster barry trotter climbs mount everest barry trotter meets dr death barry trotter in bangkok barry trotter for president barry trotter and the lgbtqia crusade barry trotter indian ocean adventure and barry trotters unspeakable revenge

since all your products are designed and manufactured in britain the ban will also cover your chinese japanese german spanish and french dvds cd roms and all software for online games and mobile devices we are issuing this cease and desist letter now in april to prevent any plans you may have for a promotional campaign to take advantage of black friday or the christmas rush failure to comply will result in immediate legal action and a demand for substantial damages

in the meantime if you have any queries i am available at the above address and phone number

yours sincerely

olive ogmore solicitor

4) LINKING WORDS, PHRASES & ABBREVIATIONS

In each case, choose the most appropriate linking word, phrase or abbreviation from those marked (a) – (d).

1) The climate in Myanmar is cool and dry between December and January
the Christmas holiday period is the best time for tourists to visit.

- (a) Such as (b) Namely (c) In other words, (d) viz.

2) It is illegal for children, anyone under sixteen years of age, to buy cigarettes.

- (a) such as (b) i.e. (c) e.g. (d) and so on

3) You may have to work overtime during national holidays, Easter, Christmas, New Year

- (a) viz. (b) for instance (c) e.g. (d) and so on

4) Windows 12 has many advantages over Windows 11., it's a lot faster.

- (a) i.e. (b) For example (c) Namely (d) Viz.

5) The Europass CV template is available in various languages, English, German, Spanish

- (a) or rather (b) namely (c) for instance (d) etc.

6) Wedding rings are usually made of precious metals, gold or platinum.

- (a) such as (b) namely (c) i.e. (d) or rather

7) You may nominate your spouse, your husband or wife, as your next of kin.

- (a) that is to say (b) for example (c) namely (d) e.g.

8) Some fuels, methane, are a lot cheaper than petrol or diesel.

- (a) i.e. (b) e.g. (c) in other words (d) viz.

9) We are all in danger of losing our jobs,, everyone except the Chairman and the CEO.

- (a) for example (b) i.e. (c) or rather (d) in other words

10) Bronze is an alloy made of two metals copper and tin.

- a) viz. (b) e.g. (c) such as (d) in other words

Now, working in groups of two or three, put an appropriate word, phrase or abbreviation in sentences 11-15.

11) We accept all major currencies: dollars, pounds, euros, yen

12) Women should always cover their hair when they visit a mosque., some kind of headscarf is compulsory.

13) The tour includes the major capital cities of South East Asia Yangon, Bangkok, Phnom Penh, Vientiane, Kuala Lumpur, Manila, Singapore, Hanoi and Nusantara.

14) This offer is for pensioners only, anyone over 65 years old.

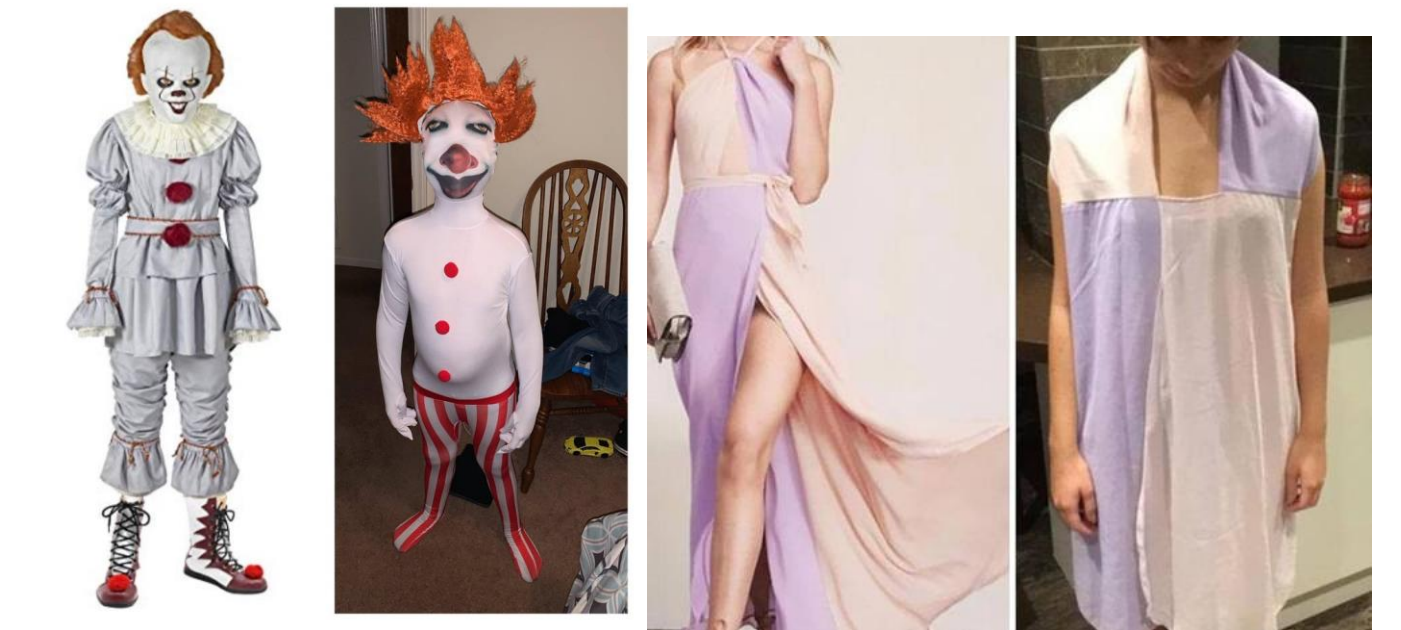
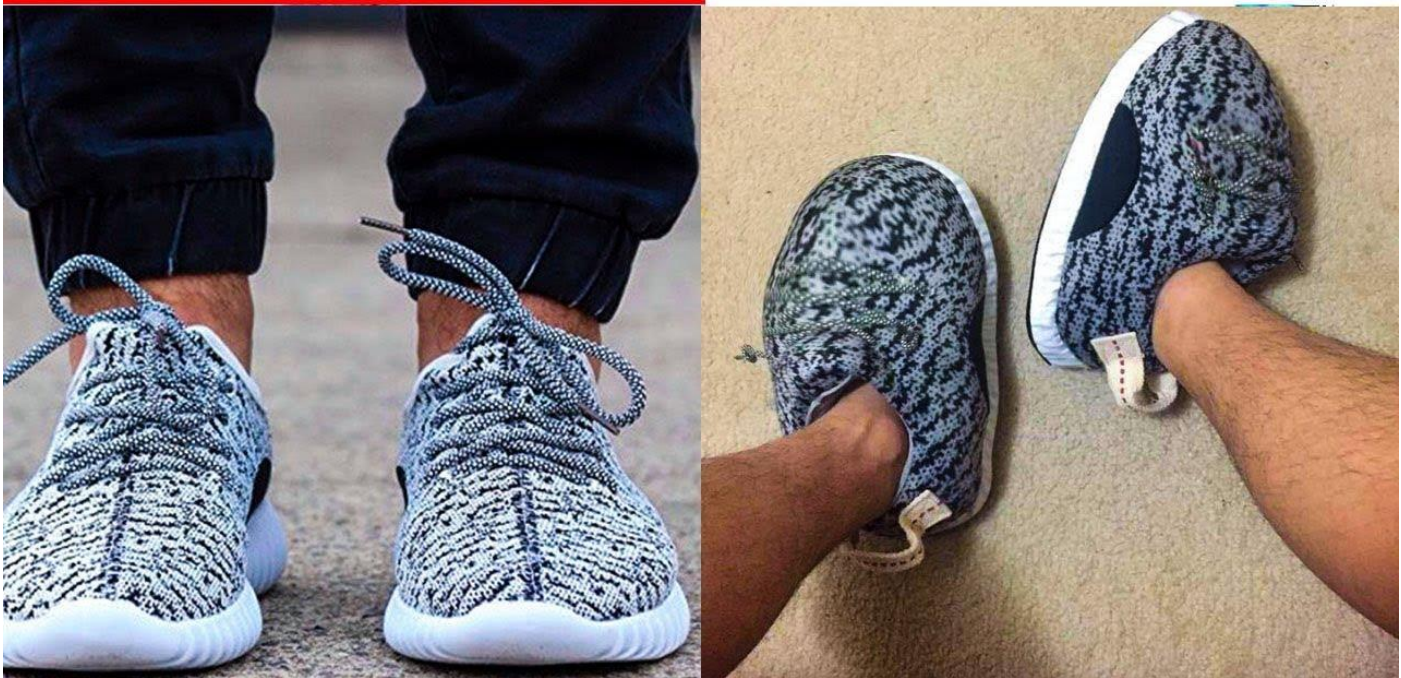
15) Euros are used to pay for goods and services all over Europe,, throughout the eurozone, which is not the same thing.

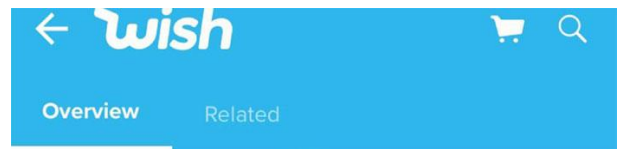


1) SPEAKING: describe what the Wish website promised its clients and what it actually delivered

EXPECTATION

REALITY







Rug Carpet Embroidered

by chendongdong

★★★★★ 1 customer review



SOLICITORS' LETTERS: CLAIMS

PRESENTATION: Read Letter 1 below. Note the conventional order of **Steps** in a typical claim for compensation.

LETTER 1.

OMG Legal Services
85 Chichester Road
Harwich CO12 5JU
Tel./Fax: +(44) 1255 269438
E-mail: OMG@iweb.com

5 November 2022

Bill Sykes (Manager)
Wish UK Ltd.
9 Ripper Street
Whitechapel
London FO 2UBF

SALUTATION -

Dear Mr Sykes

INTRODUCTION -

Claim for Unsatisfactory Service from Wish UK Ltd.

CLAIM -

On behalf of Mr and Mrs Baxter of 14 Waverley Road, Harwich, OMG Legal Services is preparing to make a claim against Wish UK Ltd. regarding the misleading information, incorrect billing and poor service our clients received when they ordered goods from your website on 20 September 2022.

EXPOSITION -

To begin with, the goods which arrived at the Baxters' house did not resemble the items displayed on your website at all. The two Halloween outfits they ordered did not look like Spiderman or Pennywise the clown and were both far too small for an adult to wear even though Mr and Mrs Baxter had ordered the largest size available, i.e. XXL. Not only that, the inferior quality of the garments and the shabby synthetic fabric they were made of rendered them completely unsuitable for the neighbourhood Halloween party my clients were planning to attend. Moreover, the Persian carpet which they ordered at the same time was supposed to measure 300 cm X 100cm whereas the package you sent them contained what looked like a 10 cm X 15 cm sample which, according to the enclosed invoice, still cost them £250. Furthermore, although my clients ordered the aforementioned items over 30 days before they were needed, they arrived on 2 November, three days after the Halloween party they were intended for. Finally, they were not expecting to have to pay a £30 import duty on the Persian carpet, a surcharge which, in their opinion, was unreasonably high, given its paltry dimensions.

JUSTIFICATION -

Frankly, our clients expected better service, lower prices and higher quality from such an internationally renowned online retailer – particularly one whose sales slogan is, 'Shopping Made Fun'.

REQUIREMENTS -

If they do not receive a full refund within 30 days, OMG Legal Services will be suing you and your suppliers under the UK's Consumer Contracts Regulations of 2014. We have assured our clients that they have a good case for compensation of at least £1,000, so we would advise you to contact them directly and return their money. In any case, you should send us the name and address of your insurers, so that we can write to them as well.

INVITATION to FURTHER -
COMMUNICATION

I look forward to hearing from you.

CONVENTIONAL ENDING -

Yours sincerely

IDENTIFICATION -

Oliver Ogmores (Solicitor)

2) CLAIMS: The Conventional Order of Steps (Harper 2006)

2a) Study this explanation of how to write a claim for compensation.

Step 1: SALUTATION: “Dear Mr / Mrs / Miss / Ms Jones” “Dear Sir / Madam / Sir or Madam / Dear Sirs”

Step 2: INTRODUCTION: Situating the claim in time and/or place.

Claim for Compensation: Kali Travel’s ‘Moghul Adventure’ tour, January 2022

“Last week/month, I...” “On (date), I...”

Step 3: CLAIM: “On behalf of...”
“...is preparing to make a claim for...”
“...regarding...”
“Our client has instructed us to sue... for...”

Step 4: EXPOSITION: Stating the main facts and all relevant information.

“My client’s holiday in.....X..... was a complete disaster. Firstly,... Secondly,... Thirdly,...”

“Your advertisement / brochure / representative stated that... In fact,”

“The goods which my clients ordered on..., and which arrived on..., were totally unsatisfactory.
Firstly, ... Secondly..., Thirdly...”

“According to your letter of (date) / our contract of (date)... In fact, ...”

“Our client understood that, In fact, ...”

Step 5: JUSTIFICATION: “In view of the above, ...”
“For a product / holiday / service of this price, one would expect...”
“It is unreasonable to expect...”
“It is intolerable that...”
“I feel that our client / your customers have been misled...”

Step 6: REQUIREMENTS: Explaining what you want the addressee to do.

“We would advise you to...”

“If you do not within...x..days..., I will be forced to...”

“Unless you within...x..days..., we will be forced to...”

“Our client would therefore be grateful if you would...”

“Our client would be much obliged if you could...”

Step 7: INVITATION TO FURTHER COMMUNICATION: Inviting the addressee to contact you.

“In the meantime, I am available at the above address and telephone number.”

“I look forward to hearing from you.”

Step 8: CONVENTIONAL ENDING: “Yours faithfully / Yours sincerely”

Step 9: IDENTIFICATION: Your signature and name, clearly printed.

2b) Now read Letter 2 on the next page and indicate where **Steps 1-9** are in the text.

LETTER 2.

OMG Legal Services
85 Chichester Road
Harwich CO12 5JU
Tel./Fax: +(44) 1255 269438
E-mail.: OMG@iweb.com

Tengri Travel
223 Shadwell Road
London W1A 4WW

30 April 2022

Dear Sirs

Claim for Compensation: Tengri Travel's 'Outer Mongolia Adventure' tour, April 2022

On behalf of Mr and Mrs Fogg of 14 Fleet Street, Harwich, OMG Legal Services is preparing to make a claim for compensation against Tengri Travel regarding the unacceptably bad service and loss of luggage they experienced during their 'Outer Mongolia Adventure' tour from April 5th-26th 2022.

Firstly, the way the tour was organised was inefficient and highly unsatisfactory. Our clients had not been informed that the weather would be so cold in Mongolia in spring and so they had brought completely the wrong kind of clothing with them. When they complained about this to the tour guide about it, he looked unconcerned and did nothing. Secondly, a considerable amount of time was wasted because transport was badly co-ordinated from start to finish. During their excursion to the Khongor Sand Dunes, the Dragons' Grave and the Flaming Cliffs, their Jeep broke down in the middle of the Gobi Desert and had to be repaired by the driver. In this way, a whole day was lost from the planned itinerary. Later on, there was a ninety-minute wait for the train to Lake Baikal which, in the end, provided standing-room only for the entire 30-hour journey. Thirdly, on their return to Ulan Bator, the Foggs discovered that their luggage had been stolen en route, including Mrs Fogg's laptop, iPad and iPhone.

In view of their complete disappointment and the appalling service from your company and negligent local staff, Mrs Fogg has instructed OMG Legal Services to sue Tengri Travel for a refund or another sixteen-hundred-dollar holiday free of charge plus the sum of \$4,000 to cover the cost of a replacement laptop, iPad and iPhone, as well as the heavy winter clothes they were forced to buy at exorbitant prices. Furthermore, the fact that Mr and Mrs Fogg were just married and on their honeymoon entitles them, in our opinion, to significant damages for the emotional distress caused.

We have advised our client that, given Tengri Travel's well-documented record of negligence and incompetence she has a very good case for compensation. We therefore request that you write to your insurers as soon as possible and invite them to contact us directly. I am available at the above address and phone number, and I look forward to hearing from you.

Yours faithfully

John Masters (Solicitor)

2c) Read Letters 1 and 2 again and find appropriate adjectives to put under each heading.

| | |
|--------------|-------|
| Service | |
| Prices | |
| Personnel | |
| Organization | |

2d) Underline the words used by John Ogmores to list his clients' complaints in Letter 1.

(1) *To begin with,...* (2) (3) (4) (5)

Then underline the words used by John Masters to sequence his clients' complaints in Letter 2.

(1) *Firstly,...* (2) (3)

3) WRITING ACTIVITY 1

You are Gregory Grinch of OMG Legal Services. Last week, your client, Allan Quatermain, flew from Milan to Accra on Ashanti Air flight AA225. They lost some of his baggage, including three very valuable and important things, and the flight was re-routed to a different destination, causing him to miss his father's funeral. Now send a claim for compensation to Ayesha Aziz of Ashanti Air at 77 Kinbu Road, Accra, Ghana explaining what has happened, what was lost, how much it was worth and what you want her to do about it. Do not forget to include all the relevant information including names, addresses, dates, telephone numbers etc. Before you start, make notes in the space below.

4) SPEAKING ACTIVITY

Look at the picture shown below.

- a) What could have happened?
- b) Who might be responsible?
- c) What should the householder do?



5) WRITING ACTIVITY 2

You are Gregory Grinch of OMG Legal Services. Write a claim for compensation on behalf of Abigail Crabtree, the householder, to Furio Gonzales, the person who owns the car in the picture shown above.



HARVARD LAW SCHOOL

1) READING COMPREHENSION

A Harvard Law student has filed a lawsuit against the university because tuition prices and fees have remained the same despite classes moving to remote learning due to the Coronavirus pandemic.

"I decided to sue Harvard because while they did make some effort ... the first semester we were online to mitigate things, they just have not lowered tuition fees," Abraham Barkhordar, 23, told ABC News in an exclusive interview.

"They've actually suggested that to mitigate the difficulties of online learning that we rent office space as students," said Barkhordar. "I just felt disrespected and unheard by the administration. And I think, as I've learned this year, the way to get justice in America is through the legal system."

In March, during the height of the pandemic and in the middle of the semester, Barkhordar said he was forced to move out of his on-campus housing with very little notice. He decided to go home, which involved flying across the country and moving back in with his parents in California, where he said disruptions were commonplace since five people were living in one home.

Barkhordar said he felt like he was at a disadvantage. Since law school relies on participation, he said he had to wake up at 5 a.m. for class. And without the student spaces like the library and the study groups that usually come with a Harvard Law School education — in addition to the difficulty of learning online — he began to fall behind in class.

In May, he finished his first year of law school, 3,000 miles away from the library he said he had previously "lived in".

The law school announced that classes will remain virtual while tuition fees will remain at \$65,875 — the same price as last year.

Last spring, most universities and colleges across the nation went remote as the novel Coronavirus swept across the nation. Classes were held over Zoom, many students moved back home and most tuition prices remained unchanged.

But by the end of the semester, more than 50 schools and universities faced legal complaints from students demanding that tuition or fees be refunded. Drexel University in Philadelphia, Columbia University in New York City, Michigan State, Vanderbilt, Brown, Berkley and the University of Colorado are some of the schools facing these legal challenges. In each claim, the plaintiffs — the students — centre their argument around the fact that there was diminished value in an isolated, virtual education.

On Monday, Harvard University joined the list of schools to be sued by its own student, who is a named plaintiff.

The Claims

The lawsuit alleges three claims against Harvard, the first being a **breach of contract**.

“Students signed up at the beginning of the semester, paid their tuition on the understanding that they would receive classes in person for the whole semester,” Barkhordar said. “That agreement wasn’t met. Classes went online halfway through, so that was a breach of contract.”

The second claim of the lawsuit is **unjust enrichment**.

“By exacting the same tuition and fees from these students under these strange circumstances where you’re paying reduced overheads ... ultimately, that unjustly enriches Harvard and other institutions like it because the students are paying for something that they are ultimately not getting,” Barkhordar told ABC News.

The third claim is **conversion**.

“They converted that money that was for tuition into a benefit for themselves without actually giving the benefit to the students,” Barkhordar said.

Barkhordar said he’s bringing the lawsuit against Harvard in the hope it becomes a class action lawsuit, saying he’s fully prepared and ready to represent his fellow classmates, which could be considered an injured class in court.

“Plaintiff and Class Members did not intend to attend an online educational institution, but instead enrolled in Defendant’s institution on an in-person basis,” the class action lawsuit complaint says, referring to Harvard University as the defendant. “The online learning option Defendant offers is subpar in practically every aspect. The remote learning option is in no way the equivalent of the in-person education putative Class Members were promised when they committed to attend Harvard.”

2) WRITING

You are Saul Goodman, Abraham Barkhordar’s lawyer. Write a formal letter to Harvard University making a claim for (i) breach of contract; (ii) unjust enrichment; and (iii) conversion, based on the information and arguments given in the article above.