



Punctuation: full stops (.)

Full stops (or periods) are separation marks. They are used to help the reader make sense of a written text by announcing a break in the flow of information. If you read your work aloud, you will be able to hear a pause where you should make a break with a full stop in the writing.

1. To show the end of a sentence which is not a question or an exclamation

Example:

The internet is having a major effect on how businesses are currently conducted. In addition, there has been a huge increase in the number of households now on-line.

2. To show when a word has been abbreviated*

Examples:

- Etcetera = etc.
- For example = e.g.
- Bachelor of Arts = B.A.

* Note: There is often some inconsistency here. With the increasing use of computers you will find that many abbreviations are now written without full stops. For example, *etc*, *eg*, *BA* and so on. Our advice to you is to carefully observe the patterns used in the books and articles you read at university, and follow what is commonly written.

3. When you do not need a full stop

Full stops are *not* required after signs and headings, or for abbreviations in science and mathematics, or between letters in an acronym.

Examples:

- Signs – Campus Central
- Science or Mathematics – CO₂
- The letters in an acronym – AIDS (Acquired Immune Deficiency Syndrome)

Activity

Decide where the full stops must be placed in the following paragraph.

Good relationships among employees, and between managers and employees, produce bottom-line advantages (Bentley, 1999; Peters, 1988) Hanson (1996) found, for example, that the presence of good interpersonal relationships between managers and employees was three times more powerful in predicting profitability than the four next most powerful variables Moreover, delivering outstanding customer service is almost impossible without supportive communication

See answers below

Answers

Good relationships among employees, and between managers and employees, produce bottom-line advantages (Bentley 1999; Peters 1988). Hanson (1996) found, for example, that the presence of good interpersonal relationships between managers and employees was three times more powerful in predicting profitability than the four next most powerful variables. Moreover, delivering outstanding customer service is almost impossible without supportive communication.