

Omissions from quotations

Use ellipsis points (...) to indicate omission of one or more words. Do not use ellipses at the beginning of a quotation if you have indicated the omission of words by some other means, such as using a lowercase letter to begin the quoted material.

According to Jane Doe, the sales representative didn't "know a word-processing package from a spreadsheet."

In this example, the content of the sentence (as well as the use of the lowercase "k") lets the reader know that the speaker said more than was actually quoted.

5.6 Lists

Listing points by using bullets, numbers or letters makes them stand out. Where no ranking is intended, it is best to use bullets.

If the points are complete sentences, they should begin with a capital letter and end with closing punctuation. For lists of short phrases, use a comma or semicolon at the end of each line (this can be omitted if the lines are short) and a period at the end of the list. Whichever punctuation mark you use at the end of each item, be consistent.

Points should be parallel in structure. In the example below, each item begins with "to" and is a phrase rather than a complete sentence. (The list would not have been parallel if the last item began with "highlighting.")

Capital or uppercase letters have three main uses:

- to give emphasis, as in official titles and initial words;
- to distinguish proper nouns and adjectives from common ones; and
- to highlight words in headings.