

Reference Words and How to Use Them

It/they/them	Used to replace ideas that have been mentioned previously	<ul style="list-style-type: none">• Opening an office in Brno seems sensible. It would take advantage of the growing market there.• They've sent us ten different reports. It's going to take time to go through them.• There are new customers joining up all the time. If we are to benefit from them we need to make sure we provide useful content.
This/these	Used to refer to objects or ideas that are near in place or time	<p>You suggested last week that we should open an office in Brno. This seems to be a good idea if we want to benefit from the market there.</p> <p>Thank you for sending me sample materials from your new course. These have given me a good idea of the high quality training that your company delivers.</p>
That/those	Used to refer to objects that are more remote in place or time	<p>The minister was accused of having lied to the journalist about the fraud cases. That is not exactly what happened though. He was misquoted.</p> <p>Staff who wish to take advantage of this new benefit are able to apply immediately. Those who do not apply before the deadline will have another opportunity in three months time.</p>

The former/the latter/ respectively	<ul style="list-style-type: none"> • Used when you have written about two subjects or ideas that you wish to refer to again (if you used <i>it</i> or <i>he</i> the subject you are referring to may not be clear) <ul style="list-style-type: none"> ○ The former is the first mentioned ○ The latter is the second <p>Respectively is used to refer to two items in the order in which they were written (i.e. The former, then the latter)</p>	We are planning to open new offices in Brno and Bratislava. The former is scheduled for a May opening and the latter is due to open in September. These are expected to bring in additional revenues of 150 million CZK and 240 million CZK respectively .
Who	Refers only to people	There is a dispute with the new team member who thinks that he should have been given a larger bonus even though he has only been with the team for one month.
Which	Refers to things or ideas	Thank you for your inquiry dated 5 January, which I just received today.
That	Refers to people, things or ideas	Chris Jones will then discuss the changes that are planned with the new office openings.

One/ones	Can be used to substitute for a noun that you have previously mentioned	<p>There are many issues to consider. The most important one is how we are going to staff the new offices.</p> <p>Here are the reports we received. I have marked the ones that you need to read.</p>
Such	Refers to things or people of a similar type to ones that you have mentioned previously	We are suffering from staffing issues and not being able to recruit the right people. Such problems have the potential to slow down our expansion significantly.