

Most of the reports submitted to the Starbucks Business and Ethics Compliance Department address issues in the category of employee relations ("Business Ethics").

[Even if you paraphrase (i.e. put information from the source into your own words), you still must provide a citation at the end of the sentence. If the source does not list an author, use the first word or two of the title in your parenthetical citation. In this example, the source does not have page or paragraph numbers because it is a web site.]

In Egypt, “For many low income women . . . voting is less of a political act and more of an informal economic activity” (Blaydes and El Tarouty 371).

[Use an ellipsis—three periods with spaces in between—to show that words were left out of the middle of the quoted sentence. A period followed by an ellipsis indicates material left out between two sentences, rather than in the middle of one.]

Louis Herman and his colleagues used hand and arm signals to communicate with the dolphins: “For instance, a pumping motion of the closed fists meant ‘hoop,’ and both arms extended overhead (as in jumping jacks) meant ‘ball’” (Morell 54).

[You may use a colon after a full sentence to introduce a quotation. When quotation marks are included in the original text, the internal (or original) quotations marks become single.]

Works Cited

Blaydes, Lisa, and Sainaz El Tarouty. “Women’s Electoral Participation in Egypt: The Implications of Gender for Voter Recruitment and Mobilization.” *Middle East Journal* 63.3 (2009): 364-380. Academic Search Elite. Web. 24 Sept. 2009.

“Business Ethics and Compliance.” *Starbucks Coffee Company*, www.starbucks.com/about-us/company-information/business-ethics-and-compliance.

Morell, Virginia. “Animal Minds.” *National Geographic* Mar. 2008: 36-61. Print.