

Communication Skills For Future Managers

Mrs. Sarita Michael Samson

**M.Phil, M.B.A. (HR & Marketing)
ATSS's College of Business Studies and Computer Applications,
Chinchwad, Pune-19**



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Mrs. Sarita Michael Samson

Mr. Vishal P. Pawar

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Mr. Vishal P. Pawar

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BENEFITS OF USING THIS BOOK

This book will help in developing communication skills to enable the students to put their thoughts in a fashion which is comprehensible by the reader.

- ❖ To assist you perform discipline-appropriate exercises and activities to develop the social, academic, and language skills necessary to achieve a university or school atmosphere.
- ❖ To provide you with basic information on Communication and business communication to prepare you for further business studies.
- ❖ To give you practice in learning strategies that will enable you to become an independent, confident, and successful learner of business studies and business writing.
- ❖ To improve the listening, reading, writing, and important thinking skills required for tutorial success.
- ❖ To assist you perceive the vocabulary and structure of nation language because it is employed in tutorial writing.
- ❖ To develop your crucial skills of self-evaluation.
- ❖ To provide you with the skills to deal with large quantities of academic reading and writing.

ACKNOWLEDGEMENT

I thank God for this opportunity to write a book and dedicate this book to my Parents and all who wants to learn and grow. This book would not have been possible without the support and guidance of Dr Aruna Deoskar Madam. Your encouraging words and thoughtful, detailed feedback have been very important to me. I also acknowledge hard work of Publication department.

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Author

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Syllabus

Sr. No.	Module	Objective	Learning outcome
I	<u>Spoken English</u>		
A	<p><i>Basic Grammar</i> (with practice exercise)</p> <ul style="list-style-type: none"> • Noun • Pronoun • Verb • Preposition • Adjectives <p>Sentence and its types</p>	Identify and use Noun, Pronoun, verbs, Adjectives, Preposition in a sentence correctly	Students would be able to recognise different Parts of speech.
B	Introduction: Self-introduction (introducing yourself to others), others to others	To develop self confidence	Confident, bold
C	<p><i>Listening</i></p> <p>Listening to texts, listening to CDs, Trials of a good listener</p>	Improve your ability to understand and comprehend verbal information	
D	<p><i>Conversation Skills:</i></p> <ul style="list-style-type: none"> • Starting a conversation, making friends, asking for information, exchanging ideas, sharing things, • Getting people to do things – requesting, attracting attention, agreeing & refusing • Talking about past events – remembering, describing experiences, imagining ‘what if. • Interrupting politely. • Offering: To do something, asking for permission, giving reasons. • Joining a conversation: Giving opinions, agreeing, disagreeing, discussing. • Getting things done: Describing things, instructing people how to do things. Stating Similarities, difference, preferences. • Saying sorry: Apologizing and forgiving 	To understand the basic purpose of communication. & Ability to understand and comprehend the meaning of different forms of communication	be able to prepare and deliver short individual and group presentations in English on business related topics , be able to read, summarize and discuss books, newspaper articles and scientific articles on business related topics , have a working knowledge of business words and phrases and basic English grammar

	<ul style="list-style-type: none"> • Complaining: Expressing disappointment • Describing: Places and people • Narrations: Narrative techniques, handling dialogues, controlling narratives (Narrate a fav. Movie) <p>➤ Telephonic conversation <i>Words & phrases used for conversation</i> Making statements, questions, order & suggestions – denying –rejecting-disagreeing-possibility-ability, permission, obligations etc.</p>	Understand the value of Listening	To make statement with correct grammar
E	<p><i>Reading Skill:</i> Techniques of reading. Reading comprehension of unseen Pages. Identifying the context & the central idea</p>	Effectively use the language of letter writing and reporting	to develop critical thinking skills. Actively think about what is happening
F	<p><i>Writing skills</i> A. Composing simple paragraph- Ordering information in a logical manner (coherence). B. Essay Writing (250 words)- Argumentative, Narrative, Descriptive, Imaginative. C. Writing Advertisement D. Writing Welcome Speech & Vote of Thanks.</p>	Ability to write meaningful and concise and effective messages To understand how to write effective messages and different types of communication	The students should Understand how the English language is used in written communication and in various business situations such as meetings and presentations
II	<p><u>Business English</u></p> <ul style="list-style-type: none"> • How to write simple Business letter <p>Principles of Effective Letter Writing</p> <ul style="list-style-type: none"> • Report Writing <p>Interview skills and resume writing</p>	To understand how to make effective Business Correspondence Ability to write precise business letters and understanding about business correspondence	Students would be able to write standard business letters and memos and summaries in English on business related topics. To read and understand messages, letters, etc. and to respond appropriately;

MODULE I

Spoken English

A. Basic Grammar

Before we start basic grammar, first, let's understand why grammar is important. Grammar helps to understand thing in an easy way. It improves our communication skills. Now communication skills are like another basic need of human life like others Roti, Kapda aur Makaan and now Communication also.

It's like we have so many things in our mind but we fail we make other person understand because of lack of proper grammar and we make other person confused. So, lets remove all ambiguity and kick start our session with basic Grammar, because it's never too late to learn something.

Parts of speech are the characterization of words arranged by their jobs and capacities inside the construction of the language. Parts of speech include everything a language has in itself. Would you be able to envision every one of the expressions of a language can be arranged into these classes? They assume various parts in the construction of a language

➤ There are eight parts of speech:

- ***Noun***
- ***Pronoun***
- ***Verb***
- ***Adjective***
- ***Adverb***
- ***Preposition***
- ***Conjunction***
- ***Interjection***

Noun

There are many definitions of Noun let's take very simple one. Noun could be a name, place or factor. Noun (noun): a word (except a pronoun) that identifies someone, place or thing, or names one amongst them (proper noun). The simple definition is: someone, place or factor. some examples:

- person: man, woman, teacher, John, Mary
 - place: home, office, town, rural area, America
 - thing: table, car, banana, money, music, love, dog, monkey
- (Source: <https://www.englishclub.com/grammar/noun-what.htm>)

So, form definition we can understand that noun Can be a person, Place or thing.

Few examples:

- Dhoni is a wonderful player.
- He was not born in this city.
- Sydney is the city he lives in.
- He is a man of dream.
- The bat is made of wood from a tree.
- My brother has a mobile phone.

Exercise

Q. Underline the Noun in the following sentences.

1. The Girl stopped at the station.
2. A pack of books is kept on the chair.
3. The Red Fort is a beautiful building.
4. This bangle is made of silver.
5. The firewoman could not put out the fire.
6. My family is going to Pune.
7. The Ganga is a holy river.
8. Many plants have been planted in the garden.
9. The shepherd took his flock of sheep to the grassland.
10. A crowd gathered around the injured man.
11. Your dress is quite dull.
12. I have a bag of grains.
13. This piece of advice will change my life.
14. The shopkeeper sold hundred cycles.
15. I have three types of clips.
16. Those stockings are mine.
17. His means of income is very limited.
18. These cattle are not mine.
19. The people were against new taxes.
20. His weight is five stone.
21. He has packed all his luggage.
22. The stationery is used in offices.
23. My sheep are grazing in the field.

Q. Fill in the blanks with a suitable noun.

1. There is a _____ of keys on the table.
2. Our _____ won the match.
3. The Bible is a holy _____ of the Christians.
4. The Nile is the longest _____.
5. Rahul Dravid is a famous _____.
6. Furniture is made of _____ and _____.
7. A _____ can live only in water.
8. The _____ ran away with all the money.
9. _____ is the best policy.
10. The story of the _____ and the mouse is very famous.

Writing Application: Writing sentences with Nouns.

Use the subsequent directions to jot down 5 sentences of your own.

(Source: <http://www.iseahs.rnu.tn/wp-content/uploads/NOUNS-EE.pdf>)

1. Write a sentence using two nouns that name your friends.

1. Write a sentence by using a noun that names a living thing or person that you can see.

3. Write a sentence by using a noun that names an inspiration or idea you can't sometimes see.

4. Write a sentence using a noun that names a non-living or nonconscious thing that you can see.

5. Write a sentence using nouns that name two or more additional cities or states you would like to visit.

6. Write a sentence by using nouns that name animals in the zoo.

Pronoun

Pronouns are little words that replace a thing. Pronouns are words like: *he, you, our own, themselves, a few, each...* We can utilize a pronoun rather than a thing.

Example:

- Aaron is a good boy. He gets up early in the morning. (Here, you don't have to mention 'Aaron' again)
- The coach selected several key points. He wanted the team to memorize them. ('He' replaces 'the coach'; 'them' replaces 'several key points')

More example of pronoun

- She loved her children.
- But she could not love her husband.
- People of the city were afraid of her.
- They prayed for the well-being of their king.
- But they did not do the same for their queen.
- The queen was not loved and she knew it.
- It did not hurt him a lot.
- He made him the most powerful man in the seven kingdoms.
- People loved him so much.
- They also loved them and cared about them.
- It made him very popular.
- They got their meals. What about ours?

Exercise

Find in the correct pronouns.

1. My sister Jane loves books. This novel is for her.
2. My children like Disney films. The video is for them.
3. My brother Matt collects picture postcards. These postcards are for him.
4. My parents like Latin music. The CD is for them.
5. I like watches. This nice watch is for me.
6. My wife and I love sweets. These sweets are for us.

7. My nephew likes cars. The toy truck is for him.
8. My neighbour wants to go to California next year. The guide book is for her.
9. Here is another souvenir. I don't know what to do with it.
10. You know what? - It's for you.

<https://www.ego4u.com/en/cram-up/grammar/pronouns/exercises?02>

Change the subject noun(s) to subject pronouns.

- My father is tall. → He is tall.
My mother is short. → She is short.
You and your friend are shy. → You are shy.
My uncle is married. → He is married.
1. My friend is thirsty.
 2. My teacher is old.
 3. The kids are young.
 4. The Aeroplane is expensive.
 5. My Dad is angry.
 6. The girl is fat.
 7. The city is Clean.
 8. The girls are pretty.
 9. The house is clean.
 10. The socks are dirty.
 11. You and I are happy.
 12. You and your brother are sad.
 13. The man is tired.
 14. The men are rich.
 15. The woman is quiet.
 16. The women are noisy.
 17. You and I are hungry.

Verb

A verb could be a word or a mix of words that indicates action or a state of being or condition. A verb is that part of a sentence that tells U.S. what the topic performs. Verbs are the the hearts of English sentences



Source: theidioms.com

Examples:

- Jacob walks in the morning. (A usual action)
- Mike is going to school. (A condition of action)
- Albert does not like to walk. (A negative action)
- Anna is a good girl. (A state of being)

Verbs are related to a lot of other things like the *subject, person, number, tense, mood, voice*, etc.

Exercise

Fill in the blanks – Use suitable verb to be (am,is,are)

(Is it ,are, is a policeman, Where is, am not, are dangerous,is a flower)

1. I ____ a fireman. I am a policeman.
2. You ____ a kind man.
3. ____ your seat?
4. ____ my pen?
5. Snakes ____ animals.
6. Rose ____.
7. My uncle ____ .

Complete the sentences, put the correct verb into the correct form, positive or negative. (simple past tense)

(<https://www.grammarbank.com/simple-past-tense-exercises.html>)

1. It was warm, so I ____ off my coat. (take)
2. The film wasn't good. I didn't ____ it very much. (enjoy)
3. I knew Joanna was busy, so I ____ her. (disturb)
4. I was tired, so I ____ to bed early. (go)
5. The bed was not very comfortable. I ____ very well. (sleep)
6. Kim wasn't hungry, so she ____ anything. (eat)
7. We went to Pooja;s house but she ____ at home. (be)
8. It was a funny moment but nobody ____ (laugh)
9. The Attic was open and a bird _____ into the room. (fly)
10. The Motel wasn't very expensive. It _____ very much. (cost)
11. I was in a hurry, so I _____ time to phone you. (have)
12. It was hard work carrying the luggage. They _____ very heavy. (be)

Adjective:

An Adjective word portrays or adjusts thing/s and pronoun/s in a sentence. It typically demonstrates quality, size, shape, length, sentiments, substance, and more about a thing or pronoun.



Source: theidioms.com

Adjective ordinarily give applicable data about the things/pronouns they alter/portray by responding to the inquiries: What kind? What number of? Which one? What amount? Modifiers advance your composition by adding accuracy and creativity to it.

(source: <https://www.learngrammar.net/english-grammar/adjective>)

Examples:

1. The colourful balloon floated over the treetop.
2. The big dog chased the car.
3. They sleep in a stunning house.
4. Lisa is sporting a sleeveless shirt nowadays.
5. This soup isn't edible.
6. She wore a stunning dress.
7. He writes purposeless letters.
8. This search is far nicer.
9. A yellow butterfly is sitting on the red rose.
10. The tall giraffe is eating green leaves.
11. A little rat is beside the black cabinet.
12. The beautiful princess is wearing a purple gown.

Source: theidioms.com

Exercise

Underline the Adjective

- o Japanese products are reliable.
- o If you do not understand the Kantian ethics, you can come to me.
- o I have a G.K. book on my desk.
- o We used to have an old car.
- o He brought an expensive ring for me.
- o She gave me some gorgeous red dress.
- o They wanted to buy a diamond ring.
- o These cherries are not edible anymore.

- o They can't forget that incident.
- o My I pad became slow.
- o Our Grandfather asked us to be together always.
- o Your bag has been stolen from here.
- o Rama bought an exquisite diamond ring.

Adverb

An Adverb is a word/a bunch of words that alters action words, descriptors, and different qualifiers. It tells when, where, and how an activity is performed or shows the quality or level of the activity. Numerous Adverb end in - ly however a few words which end in - ly (like agreeable) are not intensifiers. Numerous words can be the two verb modifiers and descriptors as indicated by their movement in the sentence.

Example:

- Robin is always hungry for success.
- I love her very much.
- He is running fast.
- Alex works hard.
- He wrote that willingly.
- I thought the movie ended abruptly.
- The superbly painted landscape may be a terrific addition to my lounge ornament.
- Grandma's crystal vase is a priceless antique that must be handled delicately.
- His outfit showcased him delightfully quirky personality.
- The mother firmly disciplined the students for their misbehavior.
- She lightly dusted the brownies with a layer of powdered sugar before serving.
- They truthfully answered the police officer's questions.

Exercise

Find the adjective and fill the gap with the adverb.

Reva is happy. She smiles happily

The Man is loud. He shouts ____.

His Spanish is fluent. he speaks Spanish ____.

Your dad was angry. He spoke to us ____ .

His friend is a careless driver. He drives ____.

The singer is bad. He sings ____.

Jemma is a wonderful piano player. She plays the piano ____.

This exercise is easy. You ____ have to add one word in each space.

Preposition

A preposition word is a word that demonstrates the connection between a thing and different expressions of a sentence. They clarify connections of arrangement, space, and rationale between the object of the sentence and the remainder of the sentence. They assist us with getting request, time associations, and positions.

Example:

- o I am going to Canada.
- o Sama threw a small stone into the pond.
- o The present is inside the box.
- o They have gone out of the town.

Choose the appropriate preposition for each sentence and underline it.

1. There is street light **outside** – **off** the bank.
2. Keep the cat **by** – **on** chain when you walk it.
3. The paper airplane flew **through** – **over** the rooftops.
4. They took a walk **up** – **under** the mountainside.
5. The show piece is placed **over** – **on** the fireplace.
6. The Bus is parked **on** – **beside** the fence.
7. The cat is asleep **under** – **on** his bed.
8. He is sitting **near** – **off** the fire.
9. We are going to play football **outside** – **inside**.
10. Once **on** – **upon** a time there was a princess.

Conjunctions

Conjunctions are utilized to join provisions, expressions, and words together for developing sentences. Conjunctions create a association between/among words or gatherings of words to totally different items of the sentence and show a association between/among them.

Example:

- Alex and Robin are playing together.
- Alex plays well, but Robin plays better than him.
- I play cricket, and Robin plays football.
- When he was sick, I went to see him.

Join these sentences together using the conjunction 'and' or 'but'.

1. I wanted to buy my fav. comic. The store did not have any.

2. Ammy swims really well. Her diving is impressive too.

3. I bought an enormous Chocolate. Matt and I shared it.

4. karan has a brother. He does not have a sister.

5. We went to the book shop. The shop was closed.

6. Mr. Mihir sat on his armchair. He fell fast asleep.

7. Pankaj wanted an ice cream. He had no money.
-

INTERJECTION

An interjection is a sort of outcry embedded into standard discourse. In reality, it is a brief and sudden interruption in discourse for communicating feelings. The interjection could be a part of speech that is additional usually employed in informal language than in formal writing or speech. Basically, the perform of interjections is to specific emotions or sudden bursts of feelings. they will categorical a large type of emotions such as: excitement, joy, surprise, or disgust. (Source:<http://partofspeech.org/interjection>)

An interjection a word, expression, or sentence that communicates feeling, which means, or feeling. These feeling words continue accentuation marks, which are frequently yet not generally outcry focuses. For instance: Rats! My examination paper is late

Examples:

Ah! Er. Hey. Ouch! Umm.

My God! Bloody hell!

. Ahem - The sound of somebody clearing their throat in a trial to urge your attention

Aah - Used as a call for help or when someone is scared

Boo - accustomed scare somebody or to voice disapproval

Eh - Used after you did not hear or perceive what somebody aforesaid

Eww - Conveys dislike or disgust

Hmm - will mean you are thinking or hesitant

Exercise

Underline the Interjection

- Wow! That's an amazing scene.
- Aw, I didn't want them to come.
- What? You never told me that!
- Yes! I will most definitely do it.
- Nah, we are not going.
- Ouch! I was just stung by a honeybee.
- Hey, bring that back here.
- What do you mean that you can't come, huh?
- I'm just a kid, She is , not a professional athlete.

So , dear now we all are well verse with Basic grammar. So, let's try some exercise and practice as "Practice makes a man perfect" 😊

B. Introduction

What is an Introduction? This question doesn't seem very difficult but many times we fumble talking about ourself. Or whenever we are introducing ourself to others. Because we don't understand what to say or not. In this module will learn

- How to give your introduction
- Introduce yourself to others &
- Introduce others to others.

Why Introduction is important?

Your self-introduction can explain who you are, what you do and what other people need to know about you. You must introduce yourself every time you meet someone, without being represented by someone else. Introducing yourself is not just saying your name. The introduction should be as short as possible.

Benefits of self-Introduction

- It Helps build connections and increase self-confidence.
- Enhance presentation skills.
- Make a good impression.
- Improve the ability to know people.
- Deep understanding.
- Improve communication skills.

Do's and Don'ts

- Be confident
- Make eye contact
- Speak clearly
- Listen clearly about others introduction
- Speak about educational details briefly
- Share area of interests
- Share recreational activities
- Give details about the skills

Sample for self-introduction

Self-introduction of student

Sample 1

Good morning

I am XYZ, born, and brought up in Pune. Thank you for permitting me to introduce myself. I have scored 90% in 10th Std and 87 % in 12 Std. I am from science stream, and now I'm following my final year at Xavier Institute of Technology and Science, Bandra.

My strength is my attitude where I prefer to take up challenges and my positive approach thinking to accept both success and failure in a balanced way to move forward. I don't wish to say or mention weaknesses, but I want to mention that I don't leave any questions altogether, I believe and trust in myself, the work I do, and I want fulfilment in everything.

My short-term goal is to find a platform where I can inflate my career and grow with the organization. My long-term goal is to be the cause of the organization's success. My philosophy is "I always love to take challenges for my progress and steady growth".

That's all about me, sir. Thank you.

Sample 2

My name is ABC I'm from XYZ place where I finished my schooling last year from [name of the school]. I like watching movies. I play table tennis on weekends and chess whenever I get time. I'm into watching thriller shows as well, Dan Brown being my favourite novelist.

I'm happy to enter into college life, which would give me more freedom and where, finally, I don't have to come in a uniform. Post-college, I wish to work in consulting industry.

I'm particularly strong in Excel worksheets and creating well-designed banners and documents. If anyone requires support in these areas, I'll be glad to help. I look forward to meeting each one of you in the coming days.

Thanks.

Introducing others to other

Sample 1

Jim: 'Hi Andrew, how are you?'

Andrew: I am Fine, thanks. What about you?'

Jim: 'I'm very well, thanks. I appreciate you coming for the Football match. Andrew, let me introduce you to Rohan. He is also a good Football player.'

Andrew: 'Pleased to meet you.'

Rohan: 'Pleased to meet you too.'

Jim: Rohan, you also join us for Football match, today.

Rohan: Yeah, sure, Thanks.

Exercise:

- 1. Introduce yourself.***
- 2. Introduce your friend.***

C. Listening

What is listening skill?

Listening is that the ability to understand verbally communicated data and providing applicable feedback. It is delineated conjointly because the ability to listen to sound. Though it appears a straightforward natural activity, it's a talent that has not been perfect by several. Everyone, except deaf folks, hears however it's listening that creates the distinction. Hearing is that the impact of vibrations within the eardrums caused by sound waves, however listening goes on the far side this method. Hearing is natural and reflexive whereas listening could be a deliberate effort to to grasp sound that is detected. The stages within the listening method are: receiving (hearing), understanding, evaluating, basic cognitive process, and responding. As we are going to see later, this talent is value mastering for max edges in your career.

(Source: <https://www.cleverism.com/skills-and-tools/listening/>)

Listening is a skill which we all can develop by regular practice.

Listening is essential to such an extent that many top bosses give listening abilities preparing to their workers. This isn't astonishing when you consider that great listening abilities can prompt better consumer loyalty, more noteworthy efficiency with less mix-ups, and expanded sharing of data that thus can prompt more imaginative and creative work.

Numerous fruitful pioneers and business people credit their prosperity to successful listening abilities. Richard Branson often cites tuning in as one of the primary components behind the accomplishment of Virgin.

10 Steps To Effective Listening

1. Maintain eye contact.
2. Pay attention but at the same time be relaxed.
3. Keep a receptive outlook.
4. Listen to the words and attempt to picture what the speaker is saying.
5. Do not hinder and do not force your "answers."
6. Wait for the speaker to delay to pose explaining inquiries.
7. Ask inquiries just to guarantee understanding.
8. Try to feel what the speaker is feeling.
9. Give the speaker regular feedback.
10. Concentrate to what is not said—to nonverbal cues.
11. PS: There are various listening exercise which help us to improve our listening skill.

D. Conversation Skills

Conversation skills is something which we cannot live without. No matter where we are we always converse with each and everything knowingly and unknowingly. And many of us feel little hesitate to communicate properly like how to start a conversation, how to give a reply how to react etc.

I know it can be difficult or hard to start a conversation with someone, or to join a group conversation – especially in your second language. You may be thinking “what do I say?” or “what if I say the wrong thing?” or “what if they think I’m stupid?” Here's another issue. All dialects – including English – are substantially quite merely a summation of words and syntax rules. Language exists for correspondence. It's tied in with associating with individuals. Talking conversational English is generally pretty much realizing the correct comment in some random circumstance. That is once in a while instructed in homerooms.

so, here will see examples of different types of conversation of our day-to-day life. And before having a conversation it is very important to develop listening skill what we have seen in previous module.

Conversation Starters for Any Situation

Tell me about you. This is an incredible one since it welcomes the other individual to disclose to you something that they need to share. On the off chance that they need to enlighten you regarding their work, they can. In the event that they need to enlighten you concerning their children, they can. Furthermore, it's an extraordinary method to know what's at the highest point of somebody's psyche.

Working on anything exciting lately? This is my option in contrast to "what do you do?" Asking in the event that someone is dealing with something energizing aides the other individual discussion about something great in their life, rather than just giving you an exhausting update.

What is your story? This is an amazing conversation starter because it invites someone to tell you a story about them, and you never know what exciting thing they might tell you.

What kind of project are you working on right now? This is one of my top picks. No one can really tell what mystery side hustle somebody has. I love requesting that this one individual I definitely know in one setting, similar to work, however couldn't imagine anything better than to find out about them by and by.

What was the highlight of your day today? This is a often pleasant way of asking “how are you?” and it gets more interesting answers.

What was the highlight of your week? This is an extraordinary one to ask rather than the standard inquiry "How are you?" or "How's it going?" It helps individuals to sharing a positive story rather than simply offering an autopilot response of "Fine" or "Great."

Have you been to happening event like this before? This one may be adjusted for many varieties of occasions, from birthday celebrations (did you come a year ago?) to systems administration occasions (do you come here every month?).

What was the high-point and low-point of your day therefor so far? This one is extraordinary within the event that you just have a articulator. In the event that you are talking with an outgoing person, posing inquiries for them to ruminate and develop will intrigue them. Social butterflies love this inquiry.

Has this been a busy time for you? I don't generally prefer to get some information about being occupied, yet I utilize this ice breaker on the off chance that somebody appears to be diverted or not locked in. Here and there recognizing their occupied ness can snare them in.

How's that drink / course / design / game? one in every of my #1 setting signs is obtaining some info regarding no matter someone is holding or doing

Get some information about their wine. Inquire as to whether they like the work of art they are taking a gander at. Inquire as to whether the food is acceptable. These are simple openers.

Having fun? A truly simple virus approach opener is to search for somebody who is without anyone else, however appears as though they are making some alright memories. It's not difficult to sit close to somebody at a table, or remain close to somebody at the bar and basically ask, "Making some great memories?" or "Having a good time?" It's a more pleasant opener than just "How are you?"

Keep the Conversation Going

Okay, those are my twelve killer openers. How about getting more personal? My next set of speech communication starters area unit to assist you continue the speech communication.

What are you doing this weekend? Ever had that awkward lull in a communication? This communication starter is always& constantly welcome. And, if it's a Monday or Tuesday, you can adjust it to ask "Did you do anything fun this past weekend?" Sometimes, I also try "What's your favourite or happy thing to do on the weekends?"

What are your preferred eating places round here around here? I almost always ask for personal recommendations. They make exquisite verbal exchange starters. Why? I continually get exquisite tips! And if a person doesn't have a solution due to the fact, they're new to a city, you may communicate approximately in which they got here from. Win-win!

Keeping up with __sport / **television** show / news__ recently? If **you're updated on information** or sports, **you may additionally** ask your **accomplice in the event that they preserve** up as well. If so, **exquisite, you've got got plenty** in common. If not, **you may inform** them **approximately** it!

Can you endorse any specific cocktails / appetizers / cakes here? Another exquisite manner to get guidelines is calling what to reserve or seize from the buffet. If they haven't eaten yet, you may cross seize a few meals together.

All the meals appear so good... I'm now no longer certain what to get! What are you thinking? Or what have you ever tried? A version of requesting a advice is looking truly for recommendation on what to order. Even at networking events, you may stroll as much as the bar to get recommendations.

What a beautiful / cool / ugly / weird venue. Have you been right here before? One aspect you'll continually have anyplace you're, is context. Whether you're in a house, a restaurant, or a ballroom, there may be continually something precise to touch upon and ask approximately.

Did you spot that viral ____ YouTube video? It became throughout my social media today. If there may be a high-quality video you simply watched, carry it up. If they have got visible it you may chuckle together. If they haven't, you may display them!

I'm creating a espresso / going to seize a drink, does all of us else need one? This one is wonderful due to the fact you may use this to cope with a whole group—perhaps your new crew to your first day at a brand-new job, or a set of human beings you're sitting with for a

presentation at a conference. This may be a great manner to check the water and open up in addition verbal exchange with the folks who be a part of you to your espresso run.

When in doubt, in case you experience a bit awkward asking non-public questions proper out of the gate, use your surroundings and environment to create verbal exchange. Comment at the meals and drinks. Ask approximately the venue or location. You can also ask standard hobby questions, inclusive of their favourite sports activities crew or YouTube video.

Few Examples:

STARTING A CONVERSATION WITH A COLLEAGUE:

At workplace, you operate barely extra formal English, which include those not unusual place expressions:

- hi, kathy. How are you doing?
- how's your day going?
- we're positive having a busy/sluggish day today.
- have you heard the information approximately _____?
- (on saturday): have to procure any plans for the weekend?
- (on monday): how changed into your weekend?

You can communicate approximately tasks you're running on, or approximately pursuits you've got got outdoor work. Current country wide and worldwide information is likewise a great subject matter of communication.

STARTING A CONVERSATION WITH A FRIEND WHO YOU HAVEN'T SEEN IN A LONG TIME:

Here are a few traditional statements to start a dialogue with anyone you spot after an extended partition:

Hi ! How have you ever been?

- Long time no see!
- So, what have you ever been as much as up to recently?
- How's your family?
- Are you truly working at ABC Company?

For this situation, you ca get a few records approximately information on your partner's work, take a look at, family, and amusement activities. The partner will maximum probable get a few records approximately past due upgrades on your personal life, as well.

STARTING A CONVERSATION AT A PARTY OR WEDDING:

- I don't assume we've met – I'm Keth.
- Are you from India?
- So, how do you know about Mary?
- Have you attempted the chocolate cake? It's delicious!

In case you are at a meeting or wedding, you may start a dialogue with the aid of using asking how the person is aware of the host of the gathering (or people getting hitched). You can likewise state approximately the meals and drinks, or approximately the music.

STARTING A CONVERSATION AT CONFERENCE OR WORK EVENT:

- I don't think we've met before – I'm Shayna.
- So, where are you from?
- What did you think about the speaker?
- That was an amazing workshop – I learned a lot. How about you?

The articulation "I do not assume we have got met" may be applied in gifted situations as well. You can get a few records approximately the person's work, what employer they may be from, and their conclusions approximately the assembly occasions.

STARTING A CONVERSATION WITH SOMEONE YOU HAVE JUST BEEN INTRODUCED TO:

- Nice to see you!
- How do you two know each other?
- So, what do you do for a living? (= *what's your job?*)
- Where are you studying?
- How long have you been (a journalist / doing yoga / interested in music)?
- How did you get into this?

Imagine you've got a partner, Nora, who acquaints you together along with her partner Ryan. You can get a few records approximately how they understand one another, and approximately Ryan's work. In the occasion that Nora says Ryan is an understudy, you may get a few records approximately his area of take a look at and what 12 months of college he is in. On the off risk that Nora gives Ryan as a writer, or a partner from yoga class, or an artist, you may get a few records approximately how lengthy he has achieved that action, or how he formerly were given stimulated with the aid of using it. His solution will at that factor deliver fabric to continue with the dialogue.

STARTING A CONVERSATION WITH SOMEONE YOU MEET OUTSIDE:

- It's a lovely day, isn't it?
- It looks as if it's going to rain/snow.
- Can you believe all this rain/snow we've been having?
- Sure is a hot/cold one today!
- Your pet is so cute! What's his name?

If you're in a park, at the street, etc., the maximum not unusualplace manner to begin a communication is with the aid of using speaking approximately the weather.

STARTING A CONVERSATION WITH A STRANGER IN OTHER SITUATIONS:

- The mystery to beginning a communication with a person you don't understand is to make a remark approximately the modern social context. Here are some examples of the way to do this:

At an artwork gallery: "That's an thrilling painting. What do you believe you studied of it?"

□ At a bar: "This is a amazing song – I love Latin music. How approximately you?"

□ At a sports activities game: "Wow, that changed into a amazing play! So, who's your favored player?"

- At a cafe: “Boy, do I want a coffee!”
- At a live performance or occasion: “What a amazing turnout! Have you ever been right here before?”
- At a playground: “My youngsters are positive complete of strength today!

As in the instance of the cafe and playground, you don’t want to invite an immediate question. You can truly make a remark to the alternative man or woman, and that is like an invite for the alternative man or woman to remark, too. This can then start a communication. (Source: <https://www.espressoenglish.net/>)

EXERCISE:

Write a conversation or communication exercise: family (with examples)

Write a conversation exercise: greetings and introductions

Introduce your best friend to your friends.

Write a conversation exercise: with shopkeeper

In pairs, take it in turns to begin a communication with the aid of using the use of one of the questions 1 - 10 below. Keep your communication going every time with the aid of using asking 5 follow-up questions.

1. Where do you live?
2. What are you going to do at the weekend?
3. Do you like going to the cinema?
4. Have you ever been abroad?
5. How long have you studied English?
6. Where do you come from?
7. How did you get here?
8. Where did you move to your last holiday?
9. What's your favourite food?
10. What do you do while you're now no longer working/studying?
11. Describe your favourite place .
12. Describe your favourite personality(celebrity/cricketer /the person you admire)

E. Reading Skill

Reading abilities will be capacities that relate to an individual's ability to peruse, fathom, decipher and translate composed language and writings. Excellent reading abilities can be profoundly advantageous to acclimatizing and reacting to composed correspondences like messages, messages, letters and other composed messages. Utilizing reading abilities in the working environment can likewise be significant for guaranteeing viable composed correspondence, which can bring about less miscommunication or misconception of assumptions.

Reading abilities can likewise envelop a few key perspectives that cooperate to create by and large education abilities, including cognizance, familiarity, jargon and procedures that assist per users with interpreting and discover importance in messages.

Reading comprehension is genuinely the capacity to recognize what you read. Strong analysing comprehension commonly encompasses plenty of literacy talents had to interpret and discover meanings inside a textual content. Several factors like fluency, the capacity to decode strange vocabulary and the use of context clues from the analysing to discover key capabilities of a textual content can all be additives of powerful analysing comprehension.

Read the passage carefully and try to understand the contents.

Try to recognize the that means of each phrase in context to the passage.

- After analysing the passage thoroughly, flip to the questions that follow. Try to discover the solutions.
- Check your solutions earlier than writing them.
- Answer has to be withinside the identical tense, wherein the query is given.
- Answer the questions about the premise of the facts given withinside the passage. Do now no longer upload your very own views, expressions and imagination.
- Try to reply the questions on your very own phrases however strictly to the factor and as in short as possible. We See that each solution is apparent and entire in itself.
- Revise your-solutions cautiously to keep away from any mistake.
- Most importantly time control has to be followed.

EXERCISE:

Unseen Passage: The Old Lady

The old age lady was glad to be back at the block of flats where she lived. Her purchasing had worn-out her and her basket had grown heavier with each step at the manner home. In the lift, her mind had been on lunch and an excellent relaxation but when she got out at her own floor, both were forgotten in her sudden discovery that her front door was open. She was thinking that she should reprimand her maid following morning for such a monstrous piece of negligence, she walked slowly into the hall and directly detected that each one the space doors were opened, however following her regular apply she had shut them before going out. wanting into the drawing area, she saw a scene of confusion over by her writing table.

It was as clear as daylight then that burglar had forced to entre in her absence. Her initial impulse was to travel spherical all the rooms searching for the thieves, on the other hand she set that at her age it would be a lot of prudent to possess somebody along with her, thus she visited fetch the porter from the basement. By this time her legs were beginning to tremble, so she sat down and had a cup of very strong tea, while she called the police.

Then her calm regained, she was able to set-off with the porter's help to go looking for any intruders UN agency could be still lurking in her flat.

They went through the rooms, being careful to touch nothing, as they didn't wish to hinder the police in their hunt for finger-prints. The chaos was unimaginable. She had lived within the flat for thirty years and was a veritable magpie at billboard and it appeared as if everything she possessed had been tossed out and turned over and over. a minimum of searching for the items she ought to have discarded years past was currently being created easier for her. Then a police inspector arrived with a constable and she or he told them of her discovery of the empty flat. The inspector began to seem for finger-prints, whereas the constable checked that the exterior door locks had not been forced, thereby proving that the burglars had either used skeleton keys or entered through the balcony.

There was no trace of finger-prints, however the inspector found a unclean red bundle that contained jewellery that the married woman aforesaid wasn't hers. thus, their entry into this flat was apparently not the burglar's 1st job that day and that they should are disturbed. The inspector then asked the woman to do to ascertain what was missing by subsequent day and suggested her to not keep alone within the flat for a couple of nights. The married woman thought that he was a fussy creature, however since the porter united with him, she rang up her female offspring and asked for her facilitate in what she delineated as a touch spot of hassle.

Q. Answer the following questions

1. The old lady was glad to be back at her home because
 1. she had finished her shopping.
 2. it was night time.
 3. she was tired.
 4. some guests had arrived at her home.

2. She decided to scold her maid consecutive morning as a result of
 1. she had not finished the household chores.
 2. she had left the house in a hurry.
 3. she had left the front door open.
 4. the house had been burgled.

3. Old lady decided to take someone along with her to look around the rooms because
 1. she was terrified.
 2. she was old and realised she should take someone along.
 3. she felt the burglars might still be there.
 4. All of these.

4. The burglars entered her flat by
 1. making forced entry.
 2. using duplicate keys.
 3. breaking the door open.
 4. through neighbour's house.

5. The inspector advised the old lady dont stay alone in the flat for a few nights because
 1. her maid had left
 2. she was very old
 3. it was not safe
 4. None of these

6. The word which conveys a same meaning as 'disorder' is
1. reprimand
 2. chaos
 3. lurking
 4. prudent

Answer

1. she was tired
2. she had left the front door open
3. All of these
4. using duplicate keys
5. it was not safe
6. chaos

Q. Answer the following questions:

1. She saw a scene of _____ of over by her writing desk.
2. It was a clear as daylight then that _____ had forced an entry in her absence.
3. The chaos was _____
4. Atleast sorting out the things she should have discarded years ago was being made _____ for her.
5. therefore their entry in to the current flat was apparently not the burglars' initial job that day and that they should are _____ .
6. She rang up her daughter and asked for her help in what she described as a little spot of _____.

Answers

1. confusion
2. burglars
3. inconceivable
4. easier
5. disturbed
6. bother

Read the passage given-below and answer the questions that follows.

The culture of nuclear families is in fashion. Parents are often heard complaining about the difficulties in mentioning children lately. a lot of freedom in demand, an excessive amount of independence; overnight parties; excessive extravagance, splurging pocket money; no time for studies and family all this is often a standard cry of such families. Aren't parents, themselves, liable for this pitiful state? the essential need of a growing youth is that the family, love, attention and bonding alongside moral values. One shouldn't forget that 'charity begins at home'.

Independence and individuality both got to be respected, so as to take care of the sanctity of family. Children, today are to be handled with tact so as to bridge the generation gap. Only the appropriate demands got to be fulfilled, as there are too many expenses to be met and top many social obligations to be taken care of by the oldsters. Our forefathers lived happily in joint families. Children loved to measure with their cousins, learnt to regulate within means. There was perfect harmony between the generations. old-age home concept was never existed. There

was deep respect for the family elders and love, care and concern for the kids. Even the small family differences were solved amicably.

Solve the following Question and Answers

Questions:

1. Name any two major common concerns of a nuclear family. (1 x 5 = 5 Marks)
2. Who, according to the passage, are responsible for them?
3. Explain the expression 'charity begins at home'.
4. Explain the atmosphere in joint families.
5. Which word in the passage means 'Holiness of life'?

Answers:

1. Too much independence and no time for studies and family.
2. Parents themselves.
3. The parent should not forget that it is in giving that one receives.
4. In joint families, children get a friendly atmosphere and they also learn to adjust within means.
5. Sanctity

Unseen Passage

Read the passage given below and answer the questions that follow.

When we enter New York harbour, the first thing we see is that the Statue of Liberty. What impresses us the foremost is its size and magnificence. have you ever ever wondered how it came to be there? The Statue of Liberty was a present from the people of France to mark the 100-year anniversary of yank Independence. In 1869, sculptor Frederic Auguste Bartholdi began to plan his concept for the monument.

Bartholdi chose the design of classic Greek and Roman figures. He envisioned Liberty as a robust and proud figure, one who personified not only the majestic Greek goddesses of the past, but also the working men and ladies of this. So, in 1884, the work was finished, and Liberty was packed into 214 crates and sent to NY city. just one problem stood within the way. While the French had raised tons of funds to create the statue, New York had not secured the funds to create its foundation. it had been not until a replacement York newspaper implored people for donations that cash became available. Finally, on 28th October 1886, Americans celebrated the revealing of the Statue of Liberty.

Unseen Passages with Question and Answers

Questions:

1. Why was the Statue of Liberty given as a gift to America by France?
2. What is the name of the sculptor of the monument 'the Statue of Liberty'?
3. What did the sculptor imagine the Statue of Liberty to be?
4. How many years did it take to unveil the Statue of liberty?
5. Trace the word from the passage which means the same as "imagined".

Answers:

1. The Statue of Liberty was given as a gift to America by France to mark the one-hundred-year anniversary of American Independence.

2. Frederic Auguste Bartholdi.
3. The sculptor imagined the Statue of Liberty as the majestic Greek Goddesses of the past and also as the working men and women of the present.
4. It took about 2 years to unveil the Statue of Liberty.
5. Envisioned

(source: <https://www.learnbse.in>)

Read the following paragraph and answer the questions the follow: -

Long hours of sitting, while raising the danger of diabetes and disorder, may also threaten brain health, medical researchers said on Thursday after what they described as a “preliminary study.” The study by US researchers has suggested that long hours of sitting appears to be related to changes within the medial lobe (MTL), a neighbourhood of the brain critical for formation of latest memories. Their study has also suggested that physical activity, even at high levels, is insufficient to offset the harmful effects of prolonged sitting. The researchers speculate that the thinning of the MTL might be a precursor to memory problems or dementia in middle-aged persons or older adults. Boston university researchers had in 2015 observed that folks aged between 55 and 82 years who took more steps through either walking or jogging performed better on memory tests than those that were sedentary. Another US study last year had found that folks in danger of Alzheimer’s disease who spend time in moderate physical activity the equivalent of a brisk walk — are more likely to point out healthy patterns of glucose metabolism, a measure of brain health and activity.

A) State whether the following sentences are ‘True’ or ‘False’. Write ‘T’ for True and ‘F’ for False:-

- i) Long hours of standing threatens brain health.
- ii) MTL is midline temporal lobe.
- iii) Thinning of MTL can lead to dementia.
- iv) People with moderate physical activity are the more likely to show healthy patterns of glucose metabolism.

B) Answer each of the following questions in about 30 words :-

- i) What has the study by US researchers suggested?
- ii) What did the Boston University researchers observe?
- iii) What did the US study on Alzheimer’s patients find?

(Source: <https://kabirmondal.blogspot.com/2020/10/reading-comprehension-unseen-set-5.html>)

F. Writing Skills

Paragraph writing

Paragraph writing is nothing but a group of meaningful sentences which discuss one main idea. There are many ways to write a paragraph but here will focus on three main component or element of the paragraph. paragraph must have beginning sentence or topic sentence, supporting sentence and concluding sentence.

1. **Topic sentence:** is the first sentence of the paragraph. It starts the main idea of the paragraph. Topic sentence has many important functions.it basically talks about subject and perspective of the paragraph. Although most passages ought to have a subject sentence, there are a couple of circumstances when a section probably won't require a theme sentence. For instance, you could possibly overlook a subject sentence in a section that portrays a progression of occasions, if a passage keeps building up a thought that you presented (with a theme sentence) in the past passage, or if every one of the sentences and subtleties in a section unmistakably allude—maybe by implication—to a primary concern. By far most of your passages, nonetheless, ought to have a subject sentence.
2. **Supportive Sentence:** are utilized to build up the subject sentence. All in all, they give more data about the point sentence. Supporting sentences can give realities, insights, subtleties, or models.
3. **Concluding Sentence:** The closing sentence is the last sentence in the section. It ordinarily rehashes the theme sentence in various words or sums up the central matters of the section.

Tips of writing paragraph

- Make the principal sentence of your point sentence.
- Offer help by means of the middle sentences.
- Make your last sentence an end or progress.
- Realize when to begin another passage.
- Use progress words

Essay Writing

Composing an article regularly is by all accounts a feared task among understudies. Regardless of whether the paper is for a grant, a class, or possibly a challenge, numerous understudies regularly discover the assignment overpowering. While an exposition is an enormous venture, there are numerous means an understudy can bring that will assist break with bringing down the undertaking into reasonable parts. Following this cycle is the least demanding approach to draft a fruitful paper, whatever its motivation may be.

For a few, composing an exposition is pretty much as straightforward as taking a seat at their PC and starting to type. Be that as it may, much more arranging goes into composing an exposition effectively. On the off chance that you simply haven't composed a piece of writing, or on the off chance that you simply battle with composing and wish to enhance your abilities, it's a sensible thought to follow various significant strides within the paper composing measure.

For example:

- choose what sort of paper to compose
- conceptualize your point

- research the point
- pick a composing style
- build up a theory
- diagram your paper
- compose your article
- alter your composition to check spelling and sentence structure

Exercise:

- *Write an essay on My Friend.*
- *Write an essay on your favourite personality.*
- *Write an essay on your favourite place.*

Advertisement

We all know what is an advertisement. As it is also have become a part of life and with the help of advertisement, we can make our choices in life. so somewhere it plays a huge role in our life. So, here will learn how to write an advertisement. Though we may think it's easy but it's kind of tricky as well.... So, let's start...

There are some steps we need to consider before making an advertisement

1. for whom we are going to make .. i.e who will be our customer
 2. what customer like and dislike
 3. what kind of product
 4. what makes you different
 5. what causes you to better than your competitors
 6. make catchy tagline
 7. make a proper headline. (It talks about your product)
- think about your customers what they need. what different you can provide them. For this you need to have lot of brainstorming. Brainstorm about your products or services.

EXERCISE:

Task: write a short story to keep your reader interested and state the major benefits of your product/service.

Time: 30 minutes

Welcome speech



Source: <https://www.aplustopper.com/>

Wow! this is something very exciting... welcoming someone with our thoughts /speech. But many don't feel comfortable and often confused what to say, when, how and so many

questions. There are few things which we need to keep in mind before giving welcome speech:

1. Welcome or greet everyone
2. Let everyone know why you have gathered.
3. it should not be lengthy
4. make a connection with the audience.
5. Thanking the guests and also the audience for marking their presence within the event.

A Welcome Speech is important because it marks the start of the actual event and offers a short information concerning what's planning to crop up additional. A welcome speech is that the most vital a part of any event because it sets the correct tone for the event and offers it a specific thanks to persevere. An exciting and smart quality welcome speech will gain the eye of the audience whereas an ordinary one will lose a similar. These are basic instruction while giving welcome speech but it will differ according to the situation and event for example if it's an organisational event or a private get together. Let's see them one by one

Welcome speech for organisation event- points to remember

- If this can be a welcome address for a enterprise, share some goals that may encourage and excite everybody regarding why they've gathered along.
- If you are introducing a replacement team member, encourage everybody to just accept the new member(s) of the cluster. this may initiate bonding.
- Leave everybody energized regarding what is to return, mistreatment your welcome speech to start out everything on a positive note.

Party, Special Event, or Conference

If this is often a welcome speech for a celebration, a special event, or a conference, take care to welcome all the attendees and convey them for coming back. • Use this as a chance to amp up the gang and acquire everybody excited for what is to come back. • If you are mistreatment this chance to form a special announcement or introduce a guest speaker, then you'll be able to move onto pertinent details that may inform the gang concerning the advantage of your special announcement.

Exercise:

- *Write a welcome speech on farewell Party.*
- *Write an welcome speech on College Annual Gathering*

Vote of thanks



Source: Google

While drafting a vote of thanks speech, it's necessary for you to know the motive behind constant. the aim of a speech of this sort refers to you expressing a many thanks or acceptance

speak, showing your feeling for one thing given or shown to you. A speech of this type is typically given at the tip of the program. it's addressed to specific due to all the efforts place by those liable for organizing the event.

What is vote of thanks?

A vote of thanks speech could be a temporary speak, given on behalf of the organization, as a group of people to a particular person or group of individuals. It may lead to the people UN agency were to blame for the technical arrangements, catering, fitting of the event, etc. A 'thank you' speech ought to even be short and crisp. whereas drafting the speech, confirm to stay land language easy and to the purpose, and guarantee your speech ends with a decision to commendation from the group for all those that are to blame for organizing it all.

Exercise

- *Write a vote of thanks for birthday party.*
- *Write a vote of thanks for marriage ceremony.*

Module II

BUSINESS ENGLISH

Now this part is something very interesting and technical. In this part will learn about business English. as names defines which can be used in organisation. A formal English language.

A. Business Letter

A business letters has numbers of importance. Its most significant feature is that the easy reaching and communication with completely different parties. it's not invariably doable to satisfy persons face to face. A business correspondence helps to satisfy some structure goals. One is able to do the objectives through it. allow us to study a number of them in details.

- How to write simple Business letter

Qualities of a Good Business Letter:

1. Clarity
2. Conciseness
3. Completeness
4. Correctness
5. Courtesy
6. Cheerfulness
7. Promptness
8. Appropriateness
9. The 'You' attitude
10. Integral

Different categories of letters are: -

1. Letter of enquiry
2. Replies to enquiry letters
3. Letters of quotation
4. Letters for placing order
5. Complaints letters
6. Adjustment letters
7. Circular letters
8. Letters for application agency
9. Sales letter

Parts of a Business Letter:

The following parts usually constitute the structure of a business letter:

1. Heading
Numerous business associations utilize printed letter head for business correspondence. The letterhead contains the name, the location, the line of business, transmitted location, phone numbers, wire numbers, email address and so forth
2. Date
The date ought to be demonstrated in the upper right-hand corner of the letter sheet. It is generally composed a few spaces beneath the last line of the letterhead.

There are two techniques for showing the date:

- (I) In the request for day, month and year — 10 July 1999.

(ii) In the request for month, day and year — July 10, 1999. The two techniques are satisfactory.

It is prudent to compose the names of the month in full.

3. Inside Address

The inside address includes the names and address of the person or firm to whom the letter is written. It's typically written 2 areas higher than the eye line and 2 areas below the extent of date. If there's no attention line it's given higher than the salutation within the left margin. The complete address, i.e., the name of the person, firm, street, road etc. need to be written as indicated within the availability you purchased the address from. The main points mustn't be abbreviated. While addressing a firm, 'Messer's' is employed before the name. If the firm bears personal title, Messer's ought to be used. If the letter is addressed to an official by name write mister. or Shri before the name. If the officer is associate degree woman add Miss and if married Mrs. or Smt. before her name.

4. Attention line

At the point when a letter is routed to an organization so it should arrive at a specific office by name or a specific office, at that point consideration line is composed underneath within address. This line is by and large underlined.

5. Salutation

Welcome methods good tidings. It shows the regard or love or pleasantness which you present in a letter. The decision of welcome relies on the individual connection between the author and the per user. It is put two spaces beneath consideration line or two spaces underneath within address. While tending to a firm, organization or a club, and so forth use 'Dear Sirs'.

6. Subject

The reason for title is to tell the per user quickly what is the issue here. By seeing this the per user can comprehend initially what is the issue here. The typical practice is to type this line in a twofold space between the greeting and the primary line of the body.

Dear Sirs,

Subj.: Payment of Bill.

7. Reference

In an answer to a previous letter reference number, date and so on might be referenced beneath the subject. Subject and reference should be isolated and should stand apart obviously to stand out enough to be noticed of the peruser.

8. Body

The body is the main piece of a letter. The reason for this part is to pass on the message and to create an appropriate reaction in the peruser. It is, in this way, essential to organise and organize the material cautiously.

For the most part, the body comprises of the accompanying:

(I) Opening section.

(ii) Main section.

(iii) Closing section.

The initial passage ought to be written so that it pulls in the consideration of the peruser and makes him go through the letter.

The primary section contains the topic. It should cover every one of the significant focuses which the essayist needs to pass on. It ought to be written in straightforward, clear and unambiguous terms.

The end section ought to demonstrate the assumptions, aims and wishes of the sender.

9. Complimentary close

The Complimentary close is a well-mannered method of finishing a letter. It is composed two spaces beneath the last line of the body of the letter.

10. Signature

Signature is that the assent of the author to the subject-matter of the letter. it's placed below the complementary shut.

11. Enclosure.

At times, papers, for example, value list, list, draft might be connected exactly. This is demonstrated after the mark and at the left-hand edge. By and large, the curtailed structure "End." is composed against which the quantity of walled in areas is shown.

Samples letters

1.Enquiry letter

24R, Ring Road, ITO
Pune 1100XX
2 July 20XX
The Director
National Institute of Choreography
Sector 16, Noida 102XXX

Subject: Enquiry regarding course in choreography

Dear Sir

Refer to your advertisement regarding the courses in choreography offered by your reputable institute, i would like to state that I'm currently in X class and preparing for my final examination. I'm considerably curious about dancing and need to require it as a career. i'm also given to know that this institute is far and away the simplest thus far as choreography cares and that I would considerably wish to be a part of it. Kindly send me the prospectus and therefore the form. I might be highly grateful if you'll provide me with the subsequent information:

- The department and programme faculty
- Funding opportunities
- Scholarships available
- Admission procedure
- Eligibility criteria
- Hostel facilities

Kindly send me, the brochure alongside the enrolment form at the earliest in order that I could register myself for the course

Yours faithfully

(Source: <https://www.learninsta.com/letter-of-placing-order>)

2. Order letter

DIKS School
Mohini New
Loni 1100XX
20 January 20XX

The proprietor
Hyderabad Music House
New Delhi 1100XX

Subject: Placement of order for musical instruments

Dear Sir

This is to inform you that our college management has decided to put an order together with your organisation for the availability of music instruments; the list is given below. The worth quotation submitted by your agents has been approved and therefore the institutional discount of 10 per cent offered by you has been accepted. Kindly make it convenient to send the delivery at intervals of 15 days. I'm sure proper packing of the instruments are going to be taken care of and therefore the responsibility of any damage caused during transportation, shall rest with you. I hope future repairs and maintenance of the items are going to be provided by your organisation promptly and satisfactorily. The payment are going to be made through a crossed cheque to your agent just after the delivery.

List of Items	No; of pieces
Sitar-	5
Harmonium-	10
Tabla-	4
Tanpura-	6
Guitar -	2

Yours faithfully

Anvita

Head of Dept (Music)

Principles of Effective Letter Writing

1) Planning of the Letter- A business letter ought to be arranged appropriately. The essayist should realize what to say, how to say, to whom, when and why. Prior to composing a letter, the essayist should gather the necessary data. He should know the configuration of letter he needs to utilize. He should know the specific motivation behind the letter.

2)Completeness- The letter ought to be finished definitely. It ought to be finished regarding substance and design. It ought to contain every one of the important and required subtleties relying upon the subject of the letter. Basically, a letter is supposed to be finished when every one of the compulsory parts and discretionary parts (as per need) of the letter are available.

3)Conciseness-The letter ought to be compact. Each word ought to have its own worth. Greatest data ought to be passed on in least words. There ought not be anything extra or unessential. Long and questionable articulations, tedious words and long expressions ought to be kept away from. Single word replacement ought to be utilized.

4)Consideration-Consideration includes venturing into the shoes of others. The essayist ought to think about the collector's perspective, outlook, and so forth for this the essayist ought to receive 'your demeanour'. Your mentality doesn't mean utilizing the word 'you' rather than 'we' or 'I'. It implies that the recipient should be caused to feel significant which can be accomplished by utilizing 'your disposition'. For instance, as opposed to composing Our bank likewise gives portable banking and net financial office to clients. The author may compose You will likewise get versatile banking and net financial office.

5)Clarity-The substance of the letter should be clear and perceived by the collector in the primary perusing. The thoughts communicated should be intelligently associated. The language ought to be straightforward. Long and equivocal articulations, redundant words and long expressions ought to be kept away from. Language ought not be utilized. Specialized terms ought to be utilized when totally essential.

6)Concreteness-Concreteness implies explicit and clear. Author should utilize explicit raw numbers. There ought not be any equivocalness in sentences or words. Ex-'The College won numerous decorations. This sentence isn't explicit and indistinct for the recipient. So essayist should be explicit, eg.- 'The College won 3 gold, 5 silver and 8 bronze decorations'.

7)Courtesy-Courtesy involves approaching the peruser with deference. Each letter ought to be politely phrased. Well-mannered and persuading words bring positive reaction from the peruser or beneficiary. Certain respectful words, for example, 'I demand you', 'Kindly think about it'. 'It would be exceptionally decent of you', 'Thank you', 'Kindly take a little difficulty', and so forth ought to be utilized. Despite the fact that you are composing a letter to gather contribution from your indebted person, don't compose, 'It is ridiculous on your part to postpone instalment', however utilize respectful words 'Kindly don't defer the installment' or 'It would be decent of you to pay the sum due quickly'.

8)Correctness-The letter ought to be right in all regards right design, content language, tone and style. Erroneous letter makes a helpless impression about the sender. On the off chance that the substance isn't right, the collector will be confounded. The right language implies right sentence development, right spelling and accentuation, right jargon, true tone and fitting style assist the collector with understanding the letter appropriately.

9)Language-The language utilized in business letter ought to be formal or expert. Try not to make negative articulations beyond what many would consider possible. Ex-The shop isn't open on Sunday. Rather say-The shop is open on throughout the days aside from Sunday. Keep away from longwindedness. Be exact. Recollect everyone is however occupied as you seem to be and would invite letters that are immediate and forthright. Ex-rather than 'Kindly see that a request is led to decide the explanation', compose 'If it's not too much trouble, discover the explanation'. Keep away from detached voice quite far as it is fairly longer articulation. Ex-rather than 'The merchandise will be despatched by us', compose 'We will despatch the products'.

10)Drafting and Editing-Make a first draft remembering the standards of composing. Watch that each section contains one fundamental thought. The sections are sensibly associated and the sentences inside a passage are likewise having an intelligent association. Check language, sentence structure, spelling and accentuation. Set up the following draft and check it again and settle the draft to despatch.

B.Report Writing

Basically, a report is a short, sharp, succinct record which is composed for a specific reason and crowd. It by and large sets out and examinations a circumstance or issue, regularly making proposals for future activity. It is a verifiable paper, and should be clear and very much organized.

Necessities for the exact structure and substance of a report will shift among association and divisions and in investigation between courses, from one mentor to another, just as between subjects, so it merits seeing whether there is a particular rule before you start.

Points to remember

- Notice the place, date, time and other important realities about the occasion.
- Incorporate data gathered from individuals around or influenced by the occasion.
- Compose the name of the correspondent.
- Give an appropriate title/heading.
- Write in past tense.
- Write in announced discourse and utilize latent type of articulation.
- Create thoughts (causes, reasons, results, conclusions) intelligently.
- Write in a not so much formal but rather more expressive way, while composing a report for a school magazine.
- Present your thoughts and impressions to make the report fascinating.

Sample

Fire In Slum Area

P.D.K. International School, Madurai a fireplace broke out near our colony, I.G. Extension on 12th October, 20xx. This ghastly fire burnt down a minimum of 50 shanties and about 30 casualties were reported. The meagre belongings of daily wagers and labourers living during this slum were turned to ashes. The pathetic sight of wailing children and ladies was heartrending. Since the hearth broke out at around 7.30 pm, most of the womenfolk were cooking their evening meals. numerous slum dwellers had to travel hungry that night because the fire brigades took almost four hours to douse the flames and control the hearth. People from our colony came forward to assist these distressed people. We offered packed food and water to them. The miserable plight of these individuals as their abodes turned to ashes can still haunt the residents of our vicinity for associate extended time. (Source: <https://www.learncbse.in/report-writing>)

Exercise:

Write a report on Organisation Get together- Diwali party.

C. Interview skills



Image by Miguel Co © The Balance 2019

Despite the fact that most positions don't need cajoling abilities, overcoming the meeting regularly does. You don't need to address each inquiry question impeccably; however, you can improve your meeting abilities. Here are 10 meeting abilities that will help you land the work. Acing a meeting is a science however much it is a craftsmanship, and it requires persistent arrangement alongside the capacity to be quiet in the meeting room. It's likewise that you be agreeable and sure about examining why you are the best fit for a job.

Talking is an expertise all by itself, one during which your capacity to attach with the questioner and to elucidate your considerations are factors that are similarly as significant in landing the position a bit like the capabilities recorded on your resume. Here may be a rundown of meeting abilities which will assist you with getting recruited.

1. Do your Background research.

This may not appear to be a real meeting expertise, yet it is. In the event that you stroll into a meeting saying, "Presently, what do you do once more?" and "Do you all have subsidizing yet?" you're bound before you start. Regardless of how shimmering your character is, you would like to try to to the inspiration research.

2. Be courteous to everybody.

You may have heard accounts of individuals who were impolite to the secretary, cut somebody off in the parking area, or hollered at the barista at the coffeehouse around the bend and afterward didn't land the position. These things occur, and they can demolish your odds. I won't ever, ever, not in 1,000,000 years recruit the individual who is discourteous to the secretary or barista. Numerous scouts and employing chiefs feel something similar.

3. Watch your non-verbal communication.

This one is somewhat harder. My Inc. associate Minda Zetlin recorded 21 non-verbal communication botches that individuals make. Some of them are particularly significant in a meeting. For example: Lean in or sit up directly to show you're intrigued.

Keep eye to eye connection so you look legitimate, however don't simply secure a gaze, since then you look forceful.

Try not to gesture excessively. Indeed, you need to show arrangement, yet such a large number of gestures and you begin to seem as though you don't really mind.

4. Watch your genuine language.

In the event that you have a potty mouth, save it for your companions, and not for the meeting. On the off chance that the questioner is letting the f-bombs fly, you can feel greater doing likewise, yet something else, use words that express your real sentiments and thoughts.

6. Survey your own resume.

You understand what you did, correct? Is it accurate to mention that you simply are certain? I once got found napping during a meeting when the recruiting administrator asked me a specific inquiry about an achievement on my resume. I needed to stagger briefly before my cerebrum hooked on to what she was discussing. Try to not commit that error. Invigorate your memory, particularly old positions.

7. Plan for standard inquiries.

Heaps of questioners will request that you "inform me regarding when ..." followed by something fitting for your field and this specific work. You ought to have incredible answers arranged for this. Conceptualize a rundown of potential inquiries and work on your answers. Another Inc. partner, Jeff Haden, just recorded the 27 Most Common Job Interview Questions and Answers. Unquestionably, audit these inquiries prior to showing up at a prospective employee meeting.

8. Set up your closet.

Indeed, individuals judge you by the thing you're wearing. Most questioners won't mind the brand of your coat, or if the impact point of your shoe is scraped, yet you need to be dressed suitably. By and enormous, for many expert positions that suggests a suit, or one stage lower. just in case you're concerned, attend their parking garage before the meeting and watch individuals begin. within the event that their style is business easy-going, you ought to wear a suit. within the event that they're wearing jean and flip lemon, you're likely fine in business easy-going, however preferable to be embellished over underdressed, in many ventures.

9. Set up your inquiries.

Try to not pose inquiries that would be replied by taking a gander at the organization site. Do pose inquiries about the difficulties of the position, what achievement resembles, and the way this position finds an area with the association's objectives. confine mind, you would like to look as if you're truly keen on prevailing during this position, and you would like this data to try to intrinsically.

10. Try not to insult your previous boss.

You're altogether probability getting to be inquired on why you're hoping to go away your present place of employment (or why you left your last add case you're jobless). Try to not lie, however do not be really negative all things considered. "My supervisor may be a tremendous jerk. She is nit-demanding, plays top choices, and smells like fish." this stuff

may all be valid, yet you do not begin looking great. mapped out how to clarify why you're leaving, why you bought terminated, what you gained from it, and the way this all methods this new position is a unprecedented fit.

11. Remember the note to say thanks.

It doesn't need to be a card any longer; an email will do fine and dandy. You can get employed without one, yet it's a decent signal to send a speedy subsequent email to the employing administrator and scout. It keeps you to them and shows your good manners, which brings this round trip. You start by being pleasant to everybody, and you end the meeting by being pleasant to everybody, and you increment your odds.

10 common questions ask in interview

1. Tell me about yourself.
2. Why should I hire you?
3. What are your strengths and weaknesses?
4. What is the difference between confidence and over confidence?
5. What is the difference between hard work and smart work?
6. Why do you want to work at our company?
7. How do you feel about working nights and weekends?
8. Can you work under pressure?
9. What are your goals?
10. Are you willing to relocate or travel?
11. What motivates you to do good job?
12. What makes you angry?
13. Give me an example of your creativity.
14. How long would you expect to work for us if hired?
15. Are not you overqualified for this position?
16. Describe your ideal company, locatiozn and job.
17. What are your career options right now?
18. Explain how would be an asset to this organization?
19. What are your outside interests?
20. Would you lie for the company?
21. Who has inspired you in your life and why?
22. What was the toughest decision you ever had to make?
23. Have you considered starting your own business?
24. How do you define success and how do you measure up to your own definition?
25. If you won \$10 million lottery, would you still work?
26. Tell me something about our company.
27. How much salary do you expect?
28. Where do you see yourself five years from now?
29. On a scale of one to ten, rate me as an interviewer
30. Do you have any questions for me?

(Source: <https://www.jntufastupdates.com/hr-interview-questions-and-answers-freshers/>)

Exercise:

You can practice such questions with your friends or family or also in front of mirror.

D. Resume writing

A solid resume conveys your capabilities and sets you up for vocation achievement. Here's a full breakdown of what a resume is, the reason resumes are significant for work searchers, and what makes each kind of resume special.

A resume is a proper report that a task candidate makes to order their capabilities for a position. A resume is typically joined by a modified introductory letter in which the candidate communicates an interest in a particular work or organization and causes to notice the most significant particulars on the resume.

The spelling of "Resume" really starts from French, and signifies "outline." right up 'til the present time, the reason for a resume is still to furnish businesses with a synopsis of your pertinent capabilities.

In case you're going after a position, you need at any rate a resume to be considered for the position.

A resume is quite often needed for candidates to middle class positions. They are the initial step taken by corporate spotters and employing administrators to recognize competitors who may be welcome to meet for a position.

Fruitful resumes feature explicit achievements candidates have accomplished in previous positions, like reducing expenses, rising above deals objectives, expanding benefits, and working out groups.

Types of Resumes

A typical misguided judgment is that there's only one approach to compose a resume. There's really an assortment of resume designs, and everyone has its own qualities and shortcomings. Contingent upon your particular range of abilities or work history, one configuration may be more qualified to feature your capabilities than another.

For reference, there are four principle sorts of resumes:

- Chronological resumes
- Functional resumes
- Targeted resumes
- Combination resumes

Why resumes is important

Your resume, alongside an introductory letter, is a fundamental piece of the recruiting interaction, and is a base prerequisite to be considered for a position.

A decent resume is the initial segment of your application any recruiting director will see, so it's significant that it passes on your capabilities precisely and convincingly.

Your resume should offer businesses an edible outline of your significant abilities, work history, instruction foundation, and achievements. In light of this data, they can settle on an educated choice about whether they need to meeting or recruit you.

However, composing a resume without any preparation can be tedious. To improve on the cycle, take a stab at utilizing our online resume manufacturer. Simply type in your data and our product will assist you with collecting an impeccably designed resume that makes certain to intrigue any employing administrator.

