

# **PEL135**

## **ADVANCED COMMUNICATIONSKILLS-II**



## **LECTURE WORKBOOK**

## TABLE OF CONTENTS

### **Unit I:**

**Meeting and greeting people:** vocabulary and common errors related to salutation; vocabulary and common errors related to self- introduction; vocabulary and common errors related to asking for help; common errors related to tenses and parts of speech

### **Unit II:**

**Usage of connectors and transition words in conversation:** usage of connectors, transition words and vocabulary related to routine; usage of connectors, transition words and vocabulary related to shopping; usage of connectors, transition words and vocabulary related to vacation

### **Unit III:**

**Engaging in small talk:** direct and indirect speech; vocabulary and phrases related to small talk, importance of small talk

### **Unit IV**

**Presenting your ideas effectively:** introducing intonation and stress; introducing dignitaries using positive adjectives; presenting ideas on products using positive adjectives

### **Unit V**

**Paragraph writing and power point presentation:** introducing paragraph writing, key elements of paragraph writing, usage of collocations ;do's and don'ts of power point presentation

### **Unit VI**

**Making reservation and arrangements:** telephone etiquettes; vocabulary and phrases for making reservation and arrangements, formal letter writing; request and complaint letters

# UNIT 1

## Meeting and Greeting People

### I. Vocabulary and Common Errors Related to Salutation

#### WHAT IS SALUTATION?

It is a polite expression of greeting or goodwill indicating respect and affection. It is a way to start correspondence by conveying regards.

Dictionary meanings:

- a gesture or utterance made as a greeting or acknowledgement of another's arrival or departure.
- a standard formula of words used in a letter to address the person being written to.

**Synonyms:** greeting, salute, address, hail, welcome, toast, tribute, homage, obeisance

#### VARIOUS SALUTATIONS

Type	Salutation
You are unaware about whom you are writing to	Dear Sir or Madam,
You really have heard about the person for quite a while but you've never written to or met this person	Dear Mr. Verma, Dear Dr. Rana, Dear Ms. Reddy, Dear Mrs. Bhatnagar,
The person is very near to you with whom you intermittently interact	Dear Smitha, Dear Mahesh Babu,
If the writer wishes to exclude the gender of the reader from the salutation / A gender neutral salutation	To Whom It May Concern
If the writer wishes to convey that the reader should forward the copy to one more suited to receive or	To Whom It May Concern

respond	
The marital-status-neutral salutation for an adult woman and may be applied in cases in which the marital status is irrelevant or unknown to the author.	Ms.
This can apply to specifically unmarried women; however, the term is being replaced more and more by Ms.	Ms.
This can apply to an unmarried woman or more generally a younger woman.	Miss
This is specifically used in formal situations for addressing boys typically aged under 16	Master
It is a historically used term to address many men rather than "Mr Pink, Mr White, et al."	Messrs. or Messieurs
Messrs is the abbreviation (pronounced "messers") for messieurs and is used in English.  Addresses many women; pronounced 'Meydammes'.	Mesdames

### Common Errors Related to Salutations and Greetings

Incorrect	Correct
dear mr. sankhyan	Dear Mr. Sankhyan,
Dear Mam,	Dear Madam,

Respected sir,	Respected Sir,
Best Wishes	Best wishes,
Kind Regards	Kind regards,
Your obediently	Yours obediently,

## EVERYDAY GREETINGS

Hi/ Hello are more informal and can be used at any time of the day.

Good morning is from midnight to noon: first thing in the morning.

Good afternoon is from noon to sun set: 12noon to 17hrs.

Good evening is from sun set to bed time. Good night is for bed time.

Good bye is used before a long absence or when parting ways.

## Informal Greetings - Example Conversations

Let's look at several example conversations.

Person A: Hi, my name is Shaamil. It's nice to meet you.

Person B: I'm Jagan. It's a pleasure to meet you, Shaamil.

Person A: What do you do Jagan?

Person B: I am a student of Mechanical Engineering.

Person A: What is your name?

Person B: Jyotiraditya.

Person A: What was that again?

Person A: Hey John, how have you been?

Person B: What a surprise. I haven't seen you in a long time. How have you been?

Person A: I'm doing very well. How about you?

Person B: "I finally have some free time. I just finished taking a big examination, and I'm so relieved that I'm done with it.

Person A: "Hi Priyanshi, what have you been up to?

Person B: "The same as usual. How about you?

Person A: I'm pretty busy at work these days, but otherwise, everything is great.

Person A: Andy, it's been a long time, how are you man?

Person B: What a surprise. I haven't seen you in a long time. How have you been?

Person A: Do you come to this restaurant often?

Person B: I've been here a couple of times, but I don't come often.

### **SAMPLE DIALOGUE FOR FORMAL CONVERSATION**

[Professor Gupta meets Mrs. Lokhani, one of his Ph D students, and her husband in the street.]

Prof. Gupta: Good Morning, Mrs. Lokhani.

Mrs. Lokhani: Good morning, Prof. Gupta. How are you?

Prof. Gupta: I'm fine thanks, and you?

Mrs. Lokhani: Quite good sir. Prof. Gupta, this is my husband Ajit.

Mr. Lokhani: Pleased to meet you.

Prof. Gupta: Pleased to meet you too. Are you from Gujarat, Mr. Lokhani?

Mr. Lokhani: Yes, from Jamnagar, exactly a place named Jam Jodhpur. And you, are you from Punjab?

Prof. Gupta: No, I'm from West Bengal, but I live in Chandigarh now.

Mrs. Lokhani: Well, goodbye. Prof. Gupta, it was nice to see you.

Prof. Gupta: Yes, goodbye.

## Word List

### Greeting People

Hello. / Hi.

Good afternoon. (after 12 o'clock)

Good morning. (before 12 o'clock)    Good evening

### Introducing People

What's your name?

Who are you?

My friends call me ...

My name is ...

You can call me ...

I am ...

### Haven't we met (before)?

Yes, I think we have.

I don't think we've met (before).

No, I don't think we have.

This is ...

I think we've already met.

Meet ...

### Have you met ...?

Yes, I have.

Yes, I think I have.

No, I haven't.

No, I don't think I have.

### Hello, ... (name)

Nice to meet you. (informal)

Pleased to meet you.

### How do you do? (formal)

Nice to see you.

Nice to see you again.

### Say Goodbye

Good bye.

See you soon.

See you next week.

Bye. / See you.

See you tomorrow

See you later.

Good night.

## **Health**

How are you?

How are you today?

Fine, thank

you/thanks.

Not too bad.

Very well.

I'm okay / all right.

Not too well, actually

## **II. Vocabulary and Common Errors Related to Self- Introduction**

### **What is self-introduction?**

Self-introduction is where you tell people who you are, what you do, what your interests are, where you are from, what you have done with your life.

Here are 6 tips. The first 3 are essential. The remaining 3 elevate your speech from "basic" to interesting to listen to.

**Stating your name clearly** Make sure you provide your full name so that the person can remember your name. You can say, "Hi, my name is Mark Salazar," or "Hello, I'm Angela Grace," and they'll be more likely to remember you.

**Placing yourself** - Where you are from, the organization you belong to, the position you currently hold.



**Background** The student's background. Background includes where you are from and details of your family.

**Interest, passion or goal** What particularly interests you? What drives you? What is the personal goal you want to achieve?

**Sharing personal details** hobbies or pet peeves, any personal achievement

**Unity** what do you share in common with someone else.

### **Simple Sentences used in Introduction**

Excuse me. My name is Niranjan.

Have you met Mr. Sethu?

This is Mrs. Raja.

I am sure. You'd like to meet my friend.

Good morning. I am Murugan.

Let me introduce my brother Balaji.

Please meet my friend Mr. Bala.

I am glad to introduce Mr. Ravi.

Do you know Ravi?

I would like to introduce the bank manager.

### **Simple Sentences used in Self-Introduction (By an Engineering Student)**

Good morning to all.

I have the capacity to lead a team at all times.

Hello! I am Rajesh.

I am doing dot.net now.

I am from Madurai.

My hobbies are reading and playing.

I am an engineering graduate.

My mother tongue is Tamil.

I did my schooling in Madurai.

I have good command over English and Hindi.

I did my graduation from REC, Trichy.

I am interested in sports.

I am from an orthodox family.

I got many prizes in track events.

My father is Mr. K. Kannan.

I represented my college cricket team.

He is a businessman.

I am qualified for the state level contest.

My mother is Mrs. K. Sivagami.

In my village I help the poor and the needy.

She is a housewife.

I want to help the poor.

I have one sister and a brother.

I have applied for an overseas job.

They are studying in the school.

I am always sociable.

I have to support my family.

I am proud of my college at all times.

I have secured proficiency in English.

I have self-confidence and faith in hard work.

### **Common Errors in Introducing Yourself**

#### **Incorrect**

Myself Dane Swan.

#### **Correct**

My name is Dane Swan

or

I'm Dane Swan.

My aim is to get a job in MNC.

My aim is to get a job in an MNC.

I wanna be a good software engineer

My aim is to become a software engineer.

or

I want to become a successful software engineer.

My aim is government job.

My aim is to become a government employee.

My strength is sincerity and hardworking.

My strengths are sincerity and hardworking nature.

My family consists 5 members.

My family consists of 5 members.

My mother is a house maker.

My mother is a house wife.

My mother diligently looks after household chores.

I have one brother.

I have a brother/sister.

I have an elder/a younger brother/sister.

20 years.

I'm 20.

I'm 20 years old.

My hobby is listening music.

My hobby is listening to music.

I was born and bought up in Hyderabad.

I was born and brought up in Hyderabad.

### III. Vocabulary and Common Errors Related to Asking for Help

#### HOW TO ASK FOR HELP

✔ **Remember**, it's okay to ask for help. Don't be embarrassed, and don't worry about other people judging you.

✔ **Think** what might happen if you don't get help—or if you do.

✔ **Decide** what the problem is and what help you need.

✔ **Think** about who you can ask for help. Choose someone you trust and who will know how to help you.

✔ **Think** about what you'll say when you ask for help. Do it.

✔ **Remember**, getting help when you need it is part of being responsible—to yourself.

<i>Expression</i>	<i>Response</i>
<b>To offer help</b>	
Would you like some help?	Yes, that would be great.
Can I give you a hand?	Thanks, much obliged
Do you need a hand?	No thanks, I've got it.
May I offer my assistance?	That would be so kind, thank you.
<b>To ask for help</b>	
Could you give me a hand?	Certainly.
Would you mind helping me out?	Not at all.
Could you help me please?	My pleasure

**Expression:** What do you think I should do?

**Response:** Why don't you (... take a taxi).

Response: That's a good idea.

**Expression:** What would you do in my shoes?

**Response:** Have you thought about (... getting some medicine at the pharmacy)?

Response: Maybe you're right.

**Expression:** Do you have any idea about what to do?

**Response:** I think you should (... see a doctor).

Response: Thanks for the advice.

**Expression:** What would you suggest?

**Response:** Have you considered (... the local markets? They have great deals).

Response: That might work. I hadn't thought of that.

**Expression:** Can you think of anything that might help?

**Response:** One option may be to (... call your embassy).

Response: Thanks, I'll try that.

### **SAMPLE DIALOGUE FOR ASKING FOR HELP**

**A:** Can you help me plan the office party?

**B:** Sure. What do you need the most help with, the food or entertainment?

**A:** I need help with food.

**B:** OK, well, let's coordinate our efforts. Should this party be formal or casual?

**A:** I think it should be casual.

**B:** I agree. Next, we have to decide on food. We have a choice of Chinese or Continental Cuisine. Which one should we have?

**A:** I would prefer Chinese food for this party.

**B:** Perfect choice. For music, should we have a live band or a DJ?

**A:** I think we should hire a live band.

**B:** OK then. Well, I will work on my part and get back to you with my progress on Friday.

### **VOCABULARY**

<b>Word</b>	<b>Meaning</b>	<b>Synonym</b>	<b>Antonym</b>
Head back	to start moving back to some place	Retract, regress, revert	Advance, progress
Honorific	Conferring or showing honor or respect	Designation, epithet, sobriquet, moniker, appellation	Discrediting, shameful, defamatory
Navigation	The guidance of ships or airplanes from place to place / to guide	Exploration, steering, voyaging, sailing, seafaring	Inertia, stasis
Take it up a notch	increase the effort or intensity exerted in a situation or to go to the next level	Progress	Take it down a notch
Rest assured	to be assured; to be certain	Certain, doubtless	Hesitant, indecisive
GPS	Global Positioning System-A navigational system involving satellites and computers that can determine the latitude and longitude of a receiver on Earth by computing the time difference for signals from different satellites to reach the Receiver		
To pursue	Carry out or participate in an activity; be involved in	Go after, hunt, seek, trail	Ignore, leave give up
To seek	Try to get or reach	Explore, investigate, pursue, follow	Ignore, shun, neglect
Third wheel	someone who deters the socialization of a couple, perhaps when being invited out of pity or through a feeling of duty		
Concern	Something that interests you because it is important or affects you	Involvement, interest	Disinterest, unconcern

Congenial	Suitable to your needs	Agreeable, cordial, favorable, genial	Aloof, disagreeable, discordant, Unfriendly
Hamlet	A community of people smaller than a Village	Small town	Metropolis
Fortitude	Strength of mind that enables one to endure adversity with courage	Bravery	Cowardice
Arrogant	Audacious, disdainful	Cavalier, haughty	Modest, humble

### **Common phrases for giving/ taking directions:**

Spot; pass by; come across; pass through; round turn; sharp turn; head back; take left; take right; go straight

### **Common words for landmarks:**

Street; road; boulevard; avenue; park; signpost; kerb/ curb; gulley; alley; basement; hotel; restaurant; lights/ traffic lights

*p.s: for finding or telling way, use clock directions*

### **Phrases that can be used to ask help in form of directions:**

Do you know where.....?

Where is....?

I am little lost. Could you help me out?

I'm looking for.....Is it far?

Is there anything else that I should....?

Could you?

Where is...?

Pardon me for interrupting but I'm lost. I am trying to find my way .....

Is.....street nearby?

Can you tell me the way to.....?

### **Phrases that can be used to tell directions:**

1. What can I do?
2. Let me ....
3. Which bus station/ place do you want to go to?
4. Just tell the taxi driver....
5. Where are you ...?

### Common Errors Related to Asking for Help

Incorrect	Correct
May you drop me to the bus stand?	Can/Could you drop me to the bus stand?
What should you suggest?	What would you suggest?
Take a left turn and then pass over the shed.	Take a left turn and pass through the shed.
When you are walking straight, you will come by a fire station.	When you are walking straight, you will come across a fire station.
Do you want a hand?	Do you need a hand?

## IV. Common Errors Related to Tenses and Parts of Speech

### RULES TO AVOID ERRORS IN TENSES

1. In **Present Simple** sentences, the number and the person of the subject play very important role. If the subject is Singular and third person, affix 's' or 'es' is added to the verb.

If the verb ends in any of the following: ss, o , x, z, sh,ch , add, 'es' instead of 's' with the verb.

#### Example:

- a. Pass-passes,
- b. miss-misses,
- c. do – does,
- d. fix – fixes

2. When the **main verb** is in **Future Tense**, use **Present Simple** in clauses with 'if, till, as soon as, when, unless, before, until, even if, in case and as'.

#### Example:

**Incorrect** -- We shall wait till she has arrived.

**Correct** -- We shall wait **till** she arrives.

3. When using verbs of perception (feel, hear, smell etc.), verbs of cognition (believe, know, think etc.), verbs of emotion (hope, love, hate etc.), apply **Present Simple** tense must be used instead of Present Continuous.  
As such verbs cannot be used normally in continuous form.

**Example:**

**Incorrect** – We are seeing with our eyes.

**Correct** – We see with our eyes.

**Exceptions:**

- The Session Judge is hearing our case.
- We are thinking of going to London next year.
- I am seeing my lawyer today.
- I am having some difficulties with this puzzle.

4. One must not use adverbs of past time like yesterday, last year, last month, ago, short while ago etc. with Present Perfect Tense.

**Example:**

**Incorrect** – He has completed his book yesterday.

**Correct** – He completed his book yesterday.

5. If two or more actions took place in sequence, we use Simple Past to denote the actions. (Otherwise Past Perfect is used to denote the earlier action) and use before to indicate the sequence.

**Example:**

**Correct:** He switched on the light before he opened the door.

6. The use of **Simple Past** Tense with , ‘wish’ and ‘If only’ shows unreal Past and present state of things.

**Example:**

- a. I wish I were a millionaire! (I am not a millionaire)
- b. If I only knew her! (I don’t know her.)

7. In the following structure the use of Simple Past denotes unreal past and present time situation.

**Example:**

It is time we went home. (It is time for us to go home.)

8. Use of Past Continuous with ‘**When**’ and ‘**While**’

When is usually used when one action was completed and another action was going on.

- a. **When gives the meaning ‘at the time that’.**

**Example:**

When he arrived, his wife was washing her clothes.

- b. **While is used to denote a period.**

**Example:**

While I was teaching, I put through my best.



9. Past Perfect is used when we look back on earlier action from a certain point in the past.

**Example:**

She had completed her work, before I reached there.

10. The Past Perfect is used for an action which began before the time of speaking in the Past and which stopped sometime before the time of speaking.

**Example:**

He had served in a bank for twenty years; then he retired and established his business. His children were now well settled.

11. Past Perfect Continuous is used when the action began before the time of speaking in the past, and continued up to that time.

**Example:**

It is now eight and she was tired because she had been cleaning the house since dawn.

12. When two actions are to be taken place on some future time, we use Future Perfect for the action completed first and Present Simple for the action to be completed afterwards.

**Example:**

The student will have left the class before the teacher comes.

13. Future Perfect is also used for such incidents/actions about which we presume that another person had the knowledge of that incident or the action is already completed.

**Example:**

You will have heard about Mother Teresa.

Incorrect	Correct
The water is feeling cold.	The water <b>feels</b> cold.
We have met 3 days ago.	We <b>met</b> 3 days ago
I shall not go there even if it will be raining.	I <u>shall</u> not go there even <b>if</b> it <u>rains</u> .

When Rahul reach home, Tina had her lunch.	When Rahul reached home, Tina had had her lunch.
I wish I was a queen! (I am not a queen)	I wish I were a queen! (I am not a queen)
It has been the time you finished. (It is time for you to finish.)	It is time you finished. (It is time for you to finish.)
When she was gone to Merut, she bought a sari.	When she went to Merut, she bought a sari.
While I was in Drama, I can enjoy very much.	While I was in Drama, I could enjoy very much.
I started teaching before Deep came to my class.	I had started teaching before Deep came to my class.
This city would have been prosperous since a very long time.	This city has been prosperous since a very long time.
The Manger have started before I reach there.	The manager will have started before I reach there.
He will had read the newspaper so far.	He will have read the newspaper so far.
The bus started just before I had reached the station.	The train started just before I reached the station.

## **RULES TO AVOID ERRORS IN PARTS OF SPEECH**

### **1) NOUN**

a) Some nouns commonly used in English are always singular. Such nouns are used alone without indefinite article.

**Example :**

**Incorrect-** Rishi's brother gave her **an** advice.

**Correct-** Rishi's brother gave her **some** advice.

b) Several nouns are always plural. Archives, braces, glasses, goods, trousers are **examples** of such nouns.

**Incorrect-**Her scissor **is** blunt.

**Correct-**Her scissors **are** blunt.

### **2) PRONOUN**

a) Always use the subject form of pronoun after 'than' and 'as' in comparison. **Example:**

**Incorrect** -She is not as good singer as he.

**Correct**-She is not as good singer as him.

b) Always use the subject form of pronoun after the verbs am, is, are, was, were. **Example:**

**Incorrect**-It was him who stood first.

**Correct** -It was he who stood first.

### **3) ADJECTIVES**

a) Use of double comparative and superlative is wrong.

**Example:**

**Incorrect**-He is more stronger than me.

**Correct**-He is stronger than me.

b) Use of superlative while making comparisons between two things.

**Example:**

**Incorrect-**This chair is the best of the two.

**Correct -**This chair is the better of the two.

#### 4) **PREPOSITION**

a) Use 'of' (not 'over') after 'command'.

**Example:**

**Incorrect-**You must have excellent command over spoken and written English. **Correct-**You must have excellent command of spoken and written English.

b) Use 'on' (not 'for') after 'congratulate' and 'insist'.

**Example:**

**Incorrect-**I congratulate you for your victory.

**Correct-**I congratulate you on your victory

c) To/At "At" tells where an object or subject is while "to" refers to another location.

**Example:**

#We arrived at the station.

#Mary returned to the store.

d) For/Since "For" measures time while "since" refers to a specific period.

**Example:**

He has been traveling for five years.

He's been with the company since it was established.

e) Quantities "About", "around" and "up to" are used to create approximate quantifications.

f) Regions "In" refers to geographic regions, continents, counties and towns.

g) Roads and Streets When referring to a street or road, "on" is the word of choice.

**Example:** There's a bank on Birch Street.

h) Specific Places “At” refers to specific places and addresses.

**Example:** The Flinstones live at 184 Byard Lane.

## 5) ADVERBS

a) Use of ‘less’ in place of ‘fewer ’is incorrect.

**Example:**

**Incorrect-**Less than twenty students came to the class.

**Correct-**Fewer than twenty students came to the class.

b) Always use ‘quite’ which means completely or entirely immediately after the word it modifies.

**Example:**

**Incorrect-**The quite Annual Function of our college was successful.

**Correct-**The Annual Function of our college was quite successful.

## 6) CONJUNCTION

a) Use of a conjunction to connect unrelated ideas causes error.

Example : She will wash clothes tomorrow but India will not play England.

b) Use of different parts of speech after conjunction in pairs.

**Example:**

**Incorrect-**She not only teaches English but also Mathematics.

**Correct-**She teaches not only English but also Mathematics.

Incorrect	Correct
My dad always worked hard as we could afford the things we wanted.	My dad always worked hard so we could afford the things we wanted.

I would like visit Washington D.C	I would like to visit Washington D.C
Send this letter on my new address.	Send this letter to my new address.
He goes on his work.	He goes to his work.
Chennai is further from Delhi than Gurgaon.	Chennai is farther from Delhi than Gurgaon.
I enjoyed when I went to Italy.	I enjoyed myself when I went to Italy.
'Is he coming'? 'Yes, I think.'	'Is he coming'? 'Yes, I think so.'
They are all wrong but I.	They are all wrong but me.
She is my cousin sister.	She is my cousin.
I saw many deers in the jungle.	I saw many deer in the jungle.
I told these news to my father.	I told this news to my father.
The man who stole the bicycle he has been arrested.	The man who stole the bicycle has been arrested.
The very scariest villain of all time is Darth Vader.	The scariest villain of all time is Darth Vader.
She wore a very beautiful hat to the pie-eating contest.	She wore a beautiful hat to the pie-eating contest.

## UNIT 2

### Usage of Connectors and Transition Words in Conversation

#### I. Usage of connectors, transition words and vocabulary related to routine

##### What are connectors?

Sentence connectors are used to link ideas from one sentence to the next and to give paragraphs coherence. Sentence connectors perform different functions and are placed at the beginning of a sentence. They are used to introduce, order, contrast, sequence ideas, theory, data etc.

**Synonyms:** catenate, chain, compound, concatenate, conjugate, couple, hook, interconnect, interlink, join, link

However	This restaurant has the best kitchen in town. However, their staff members are quite rude.
On the contrary	I don't hate Jim. On the contrary, I'm rather fond of him.
Yet	I've asked you a thousand times not to leave your dirty socks on the floor. Yet, you keep doing it.
Also	I want to talk to Prince Harry when I'm in England. Also, I want to meet his sister-in-law.
Therefore	We're going to experience some meteor showers in the next few days. Therefore, the number of miraculous self-healings will rise.
Even so	This hypothesis is true, but even so, further research is required.  This dive may be dangerous for us, even so, we have to do it.
Instead	There is no chocolate now, I can give you some sugar instead.

	<p>Would you like to go to another place instead of cinema?</p> <p>Instead of complaining, you should try to be a constructivist.</p>
Alternatively	<p>You can play football. Alternatively, you can go to the cinema with me.</p> <p>They can call us to contact, or alternatively, they can send an email to us.</p> <p>I think we can go far away for vacation, or alternatively, we can go where we went last year.</p>

### What are transition words?

Two sentences become a sentence, using transitions words or phrases that link sentences and paragraphs together smoothly so that there are no abrupt jumps or breaks between ideas. The features of transitional words are as follows:

- transitions are phrases or words used to connect one idea to the next
- transitions are used by the author to help the reader progress from one significant idea to the next
- transitions also show the relationship within a paragraph (or within a sentence) between the main idea and the support the author gives for those ideas

In addition	Chris is on the basketball team this semester at Indiana School for the Deaf. In addition, he is on the soccer team.
In like manner	Ronda bought a new Saturn car; so in like manner the rest of her friends did the same thing.
Nevertheless	I am not able to go to the beach with you. Nevertheless, thanks for asking me.
Before	Stephen went to pick up Irene before he stopped by McDonald's for lunch.



While	While Missy was driving to work, she saw a deer by the roadside. She slowed down to watch the deer for a short time, then continued on her way to work.
But	You have ideas to share, but nobody listens.  You're asking for a sale, but you're ignored.  You want to inspire people, but everybody continues doing their own thing.
Likewise, similarly, in the same vein	She tried really hard to entertain her guests. Similarly, he put all his heart and soul in cooking a great dinner.
In conclusion, to sum up, in short	In conclusion, transition words are an important aspect of any copywriting effort.

### **What is routine?**

A routine is a sequence of actions regularly followed. It comprises commonplace tasks, chores, or duties as must be done regularly or at specified intervals.

There are different types of routines that one follows whether it be routine on weekdays, weekends, or office.

### **Usage of Connectors and Transitional Words in Routine**

While	I watch tv while having lunch.
And	I am good at Chemistry and Mathematics.
As well	I like play badminton as well as football.
Besides	Besides reading novels, I enjoy watching movies as well.

Moreover	This is true. Moreover, that is true also.
Further	Before going any further with my routine, I need to pay my bills.
Additionally	Additionally, I am quite interested in the history of food.
So	I wake up early so that I can reach college on time.
Then	I take shower and then offer prayers.
Hence	It takes a lot of time for me to take shower. Hence, I get late for my breakfast.
Therefore	He always gets up late. Therefore, he misses his bus.
As a result	He gets nausea in bus. As a result, he has to travel by car.
Meanwhile	You can set the table. Meanwhile, I'll start making dinner.
As soon as	I finish my work as soon as I can.
In addition	In addition, all her planning and tenacity were paying off.
But	I dress up early but still get late for the office.
Yet	I attend classes yet I am marked absence.
In short	I hardly find time for myself. In short, I have a tedious job.

Finally	Finally, when the day is over I relax on my bean bag.
For instance	Mobile devices are becoming less expensive. Sophisticated smartphones, for instance, can now be purchased for less than \$100.
On the other hand	I'd love to own a horse and go riding every day; on the other hand, taking care of the animal is a very big responsibility.
To sum up	To sum up, my day is usually full of ups and downs.
Lastly	Lastly I would like to mention that my day always ends with a smile.
Similarly	Similarly, our agricultural processes aren't so hot.
However	I have hectic days; however, my evenings are pleasant.

### **Daily Activities at Home**

Q: What are some of the daily activities that you do at home?

I wake up at 7am every morning.

I press the snooze button five times every morning before I turn off the alarm and get up. I go for a morning walk and then I have a cup of coffee and make breakfast. I usually read the newspaper while I have breakfast. I like to have a shower before I get dressed.

My mother brushes her long hair, and I have short hair so I comb my hair. How do you do your hair in the morning?

It is important to brush your teeth, and some women like to put make-up on.

After I have finished work, I go home to have dinner. In my house I usually don't make dinner. The family eats dinner together at 7:30pm.

After dinner I make sure that I do my homework, and then I chill out on the sofa and watch television.

On television I usually watch the News. I use phone for a while and chat with friends.

I feed the dog and the cat before I go to bed and then I go to the bathroom too.

If I am sick so I have to take my medication, but then I get into my pyjamas and set the alarm so I wake up in the morning.

The last things I do is lock the door, turn off the lights, and go to bed.

It doesn't take me long to fall asleep.

### **Weekly Activities**

What are some weekly activities that you do?

I go grocery shopping once a week at the local supermarket.

My family does the housework together every Saturday morning.

I usually do the washing on Sunday morning and when the machine is finished I hang the clothes out to dry.

On Sunday morning we go to church, and if there is lots of noise coming from next door, sometimes we fight with the neighbor.

On Saturday night my parents stay at home and I go out with friends. Even my friends that live at home call their parents each week. Every evening, I water the garden.

I usually pay someone to wash the car, but my partner says I should do it, so sometimes I argue with my partner about that.

If we are angry at the neighbor, we seek vengeance by annoying his dogs. I work in an important office, so I have to shine my shoes each day.

Sometimes we hire a movie, because we don't like to illegally download music and films.

I make sure that I synchronize my iPod so I always have new music on it.

To get our shopping, we go to the mall in the car.

Last week I forgot to recharge my travel card, and I had to argue with a bus driver. I couldn't call the office because I forgot to recharge my cellphone!

## Usage of Connectors, Transition Words and Vocabulary Related to Shopping

### What is shopping?

The process of browsing and/or purchasing items in exchange of money. It is an activity in which a customer browses through the available goods or services presented by one or more retailers with the intent to purchase. Sometimes, it may be considered an activity for pleasure while others, it is an economic one. One can shop online as well as offline. In online mode, the retailers come to the customer through an e-commerce portal while in offline mode, the customer avails the services by visiting the retailer.

### Vocabulary related to types of stores :

1. **department store** – a shop that sells many different items in different departments. Harrods is probably the world's best known department store.
2. **supermarket** – a large shop that sells mostly food and household items.
3. **grocer** (UK) / **grocery store** (US) – a shop that sells food.
4. **greengrocer** – sells fresh fruit and vegetables.
5. **butcher** – sells fresh meat.
6. **baker** – sells fresh bread and cakes.
7. **fishmonger** – sells fresh fish.
8. **chemist** (UK) / **drugstore** (US) – sells medicines and toiletries.
9. **pharmacy** (US) – sells medicines.
10. **newsagent** – sells newspapers and magazines.
11. **stationer** – sells paper goods.
12. **optician** – sells glasses / contact lenses.
13. **DIY store** – sells things for home improvement.
14. **hardware shop** / **hardware store** / **ironmonger** – hard goods, such as nails and screws.
15. **corner shop** (UK) – a shop on the corner of your street, selling a range of basic goods – food, newspapers, sweets, bread, etc.

16. **delicatessen (deli)** – sells specialist food not normally found in supermarkets. For example, an Italian deli, an Asian deli.
17. **bookshop / bookstore** – books.
18. **market** – market traders (people who work on a market) have stalls that sell fruit and vegetables, clothes, household items and so on.
19. **petshop** – for pets and pet food.
20. **flea market** – a group of stalls selling old furniture or clothes.
21. **tea shop** (UK) – like a cafe, but sells tea and cakes.
22. **petrol station** (UK) / **gas station** (US) sells petrol, car products and sometimes food.

### Frequently used expressions related to shopping:

#### 1) **Bargain hunting**

- Spend time in the shops looking for items to buy at the lowest price.  
*"During the sales I go **bargain hunting** with my friends!"*

#### 2) **Do the shopping**

- Go shopping regularly to buy food and other necessities.  
*"Jack and I generally **do the shopping** together on Saturday mornings."*

#### 3) **Go shopping**

- Go to the shops to buy things.  
*"She's **gone shopping** - I've no idea when she'll be back!"*

#### 4) **Fitting room**

- A place to try on clothes to see if they fit or suit you.  
*"I need your opinion. Will you come with me to the **fitting room**?"*

#### 5) **I can't afford it**

- Not have enough money to buy something.  
*"I'd love that jacket but **I can't afford it**!"*

#### 6) **In stock/out of stock**

- Be available or unavailable in a shop or store.  
*"I'm very sorry. I'm afraid the colour you want is **out of stock**."*

#### 7) **It costs a fortune!**

- Be very expensive.  
*"Look at the price of that bag - it costs a fortune!"*

8) **It costs an arm and a leg!**

- Cost a lot of money; be very expensive.  
*"The diamond engagement ring cost an arm and a leg!"*

9) **It's a steal!**

- So cheap that it's almost as if you haven't paid anything for it.  
*"At that price it's a steal. You won't find one cheaper in any other shop."*

10) **It's good value for money.**

- Worth the money spent on it.  
*"The quality is excellent so it's good value for money."*

11) **Price tag**

- A label showing the price of an article.  
*"Before I try it on I must find the price tag - just to be safe!"*

12) **Receipt**

- A piece of paper given in a shop as proof that you have paid for an article. (US: sales slip)  
*"If you keep the receipt you'll be able to exchange the article."*

13) **Refund**

- Money paid back to a customer who is not satisfied with an article purchased.  
*"You must produce the receipt if you want to get a refund."*

14) **Summer or Winter sales**

- A period in the year when articles are sold at a reduced price.  
*"The kids need new winter coats but I'll try and wait until the sales to buy them."*

15) **Shop around**

- Visit a number of shops selling similar articles in order to compare the prices.  
*"The Internet makes it easier nowadays to shop around before buying anything."*

16) **Shop assistant**

- A person who serves customers in a shop.  
*"The shop assistant was extremely patient while my mother tried on several pairs of shoes."*

17) **Shop till you drop**

Go shopping for a very long time, until you are exhausted.

- *"If you go to London with Ashley, you'll **shop till you drop**, so take comfortable shoes!"*

#### 18) **Shopaholic**

- Love shopping so much that it is like an addiction  
*"Sophie's favourite pastime is shopping - she's a complete **shopaholic**!"*

#### 19) **Shopping spree**

- Enjoy a lively outing, usually with much spending of money.  
*"Liza is planning to go on a **shopping spree** as soon as she gets her bonus."*

#### 20) **Shopping therapy**

- The idea that buying things can make you feel better.  
*"A little **shopping therapy** can usually cheer up bored teenagers."*

#### 21) **Spend money**

- Use money to purchase an article or service  
*"We **spent** a lot of **money** on excursions during our trip."*

#### 22) **Splash out on something**

- Buy something even though it costs a lot of money  
*"When he got a promotion Andy **splashed out** on a brand new car."*

#### 23) **Take something back.**

- Return something that you have bought  
*"The hair dryer didn't work properly so she **took it back** to the shop."*

#### 24) **That's a bargain!**

- Said when an article is well below the usual price.  
*"That handbag goes beautifully with the dress, and at that price **it's a bargain**!"*

#### 25) **That's a bit pricey!**

- It's a bit expensive.  
*"Their clothes are a bit pricey but they have a wonderful selection."*

#### 26) **That's dirt cheap!**

- It costs very little  
*"80% off! That's incredible - it's **dirt cheap** at that price.!"*

#### 27) **That's a rip-off!**



- Is much more expensive that it should be  
"\$10 for an orange juice? **That's a rip-off!**"

## 28) Window shopping

- Look at things in shop windows, without actually purchasing anything.  
"I haven't been paid yet, so I can only go **window shopping**"

### *How to ask questions to find out a store:*

Questions:	Responses :
a. <i>Can you recommend a good toy shop/store?</i>	a. <i>There is a really good book shop just around the corner.</i>
b. <i>Is there a chemist / pharmacy in this area?</i>	b. <i>You can buy that here in the hotel.</i>
c. <i>Where can I get pet food from?</i>	c. <i>The nearest one is a few mile away.</i>
d. <i>Where is the nearest shopping centre?</i>	d. <i>The best toy shop is in the shopping centre.</i>
e. <i>Could you direct me to the nearest post office please?</i>	e. <i>The post office isn't open on Sundays.</i>
f. <i>Do you know where the nearest hardware store is?</i>	f. <i>The convenience store on the corner might sell that.</i>

### **Different phrases/ sentences to begin a conversation for shopping:**

#### **a. Different ways of asking someone to SHOW you something**

- *Can you show me the ..... please? (Informal)*
- *Could you show me the ..... please? (Informal / Formal / More Polite)*
- *Would you be so kind to show me the ..... please? (Formal)*
- *I'd like to see the ..... please.*
- *Could you direct me to the .... aisle please?*

#### **b. When you want to TRY something, you can say:**

- *Do you have any testers for these (lipstick) colours?*
- *Can I try it / them on, please?*
- *Could I try it / them on, please?*
- *Is it okay if I try this / these on?*
- *Where can I try it / them on?*
- *Where are the changing rooms, please?*

**c. If you'd like the shop assistant to give you a DIFFERENT SIZE OR COLOUR, you could say:**

- *Do you have it / them in size ..... please?*
- *Do you have this/these in a smaller / bigger / larger size please?*
- *Can I try the larger / small one please?*
- *Do you have it / them in a different colour please?*
- *This is a little too tight / loose, do you have another one?*

**d. When you finally decide what you want to BUY, you can say:**

- *Wow, this one is great. I'll take it!*
- *This one is perfect, I'll take it thanks.*
- *I'll have this one, please!*
- *Can I buy the .... , please?*
- *How much is it / are they?*

### **Transition Words and Connectors While Talking About Shopping**

1	Yet	I bought many notebooks yet, i cannot find any when required.
2	Rather	I would rather buy home essentials rather spending on a dress.
3	However	The weather was rainy. However, I managed to Maintain my looks.
4	Nevertheless	It was a predictable, but <b>nevertheless</b> funny, story.

5	But	I would have gone to shopping with others but I didn't have any cash on me.
6	Although	Although it looked amazing on me, I could not purchase it.
7	Likewise	You've crossed the limits to eliminate some of the enemies who <b>likewise</b> stumbled across her.
8	Similarly	A mother can recognise her child even when blindfolded. <i>Similarly</i> , she can identify the type of fabric used in the dress.
9	In particular	I'm fond of denims in particular.
10	That is why	My skin is sensitive in nature that is why I relied on the herbal products.
11	Such as	Many celebrities endorse big brands such as Revlon, Lakme, FabIndia etc.
12	As a result	As a result of her bad temper, she ended up going for shopping alone.
13	In addition	In <i>addition</i> , all her planning and tenacity were paying off.
14	On the contrary	My mother thought that I love subtle colors like peach and white. On the contrary, I had deep
15	To begin with	To begin with, the salesperson spoke so quickly that I couldn't understand every word.
16	Presently	Presently I am working on my summer wardrobe.

17	Formerly	Formerly, I was working as a tourist guide.
18	Without a doubt	Without a doubt, elegance surpasses looks
19	On the whole	The weather was quite nice on the whole, except for one really rainy day in the middle of the trip.
20	Again	I tried on the dress again and again to check if it fits.
21	As well as	Gucci sells handbags as well as clothing line.
22	Whereas	Cotton clothes can be worn in summers, whereas woolen can be worn in winters alone.

### **EXAMPLES**

#### **Example Conversation 1:**

*A: Which sofa should we buy? I can't decide!*

*B: This one is larger, but it's more expensive. I prefer the smaller one.*

#### **Example Conversation 2:**

*A: I need a new watch, but I don't know which one to get. Can you give me any suggestions?*

*B: Rolex watches are better than Sekonda, but they're not as affordable. Sekonda watches are better value for money.*

#### **Example Conversation 3:**

*A: I like the red sweater. What do you think?*

*B: I like the red one too, but I think the blue one is better, and the green one is best. The green colour really suits you.*

#### **Example Conversation 4:**

*A: What do you think of this dress? Does it suit me?*

*B: It suits you well, but the floral print one is my favourite, and it's more suitable for this season.*

### Example Conversation 5:

**Assistant:** Can I help you?

**Lisa:** Yes, how much is that skirt?

**Assistant:** It's \$40.

**Lisa:** Can I try it on?

**Assistant:** Yes, what size are you?

**Lisa:** I don't know.

**Assistant:** Ok, try a size 10. The changing room is over there.

Lisa puts on the skirt. It's too small.

**Lisa:** Do you have it in a bigger size?

**Assistant:** Yes, here you are.

**Lisa:** Thank you

Lisa puts on the new skirt. It fits.

**Assistant:** How was it?

**Lisa:** I'll take it.

### Example Conversation 6:

**Mike:** I'd like to return this please.

**Assistant:** Do you have the receipt?

**Mike:** Yes

Mike gives the receipt to the assistant.

**Assistant:** Would you like to choose something else?

**Mike:** No, can I have a refund please?

The assistant gives Mike the money.

**Assistant:** Here you are.

**Mike:** Thank you.

## III. Usage of Connectors, Transition Words and Vocabulary Related to Vacation

### What is Vacation?

A **vacation** or **holiday** is a leave of absence from a regular occupation, or a specific trip or journey, usually for the purpose of revival, recreation or tourism. People often take a vacation during specific holiday observances, or for specific festivals or celebrations. Vacations are often spent with friends or family in order to rejuvenate from hectic routine lifestyle.

### Common Vacation based Vocabulary

1. **Airport:** I went to [the airport](#) to catch a flight to San Francisco.
2. **Check-in:** Make sure to get to the airport two hours early to check in.

3. **Landing:** The landing took place during a storm. It was very scary!
4. **Take off:** The airplane is scheduled to take off at 3:30 p.m.
5. **Camp:** Do you like to camp in the woods?
6. **Destination:** What is your final destination?
7. **Excursion:** I'd like to take an excursion to the wine country while we're in Tuscany.
8. **Go sightseeing:** Did you go sightseeing while you were in France?
9. **Hostel:** Staying in a youth hostel is a great way to save money on vacation.
10. **Hotel:** I'll book a hotel for two nights.
11. **Journey:** The journey will take four weeks and we'll visit four countries.
12. **Luggage:** Can you carry the luggage upstairs?
13. **Motel:** We stayed in a convenient motel on our way to Chicago.
14. **Package holiday:** I prefer to buy [package holidays](#), so I don't have to worry about anything.
15. **Passenger:** The passenger felt ill during the voyage.
16. **Route:** Our route will take us through Germany and on to Poland.
17. **Sightseeing:** The sightseeing in this town is rather boring. Let's [go shopping](#).
18. **Suitcase:** Let me unpack my suitcase and then we can go swimming.
19. **Tourism:** Tourism is becoming an important industry in almost every country.
20. **Tourist:** Every May many tourists from around the world come to see the flower festival.
21. **Travel agent:** The travel agent found us a great deal.
22. **Vacation:** I'd love to take a nice long vacation on the beach.
23. **Freeway:** We'll have to take the freeway to Los Angeles.
24. **Highway:** The highway between the two cities is quite lovely.
25. **Rail:** Have you ever traveled by rail?
26. **Go by rail:** Going by rail offers the opportunity to get up and walk around as you travel.
27. **Railway:** The railway station is down this street.
28. **Main road:** Take the main road into town and turn left at 5th Street.
29. **Taxi:** I got in a taxi and went to the train station.
30. **Cruise ship:** It's the most elegant cruise ship in the world!
31. **Ferry:** Ferries allow passengers to take their cars with them to their destination.
32. **Port:** There are all kinds of commercial ships in the port.
33. **Sailboat:** The sailboat requires nothing but the wind.
34. **Set sail:** We set sail for the exotic island.
35. **Voyage:** The voyage to the Bahamas took three days.

**Here are some commonly used connectors/transition words and phrases, grouped by category:**

**1. To express addition:**

also, another, furthermore, in addition, moreover

**2. To express consequence:**

as a result, consequently, for this reason, subsequently, therefore, thus

**3. To exemplify or illustrate:**

for instance, for example, such as

**4. To restate:**

in other words, in short, in brief, to put it differently

**5. For contrast and comparison:**

in contrast, likewise, on the other hand, on the contrary, similarly, yet, but, however

**6. To express sequence or order:**

first of all, to begin with, in the first place, next, secondly, second, third, thirdly, finally, etc.

**7. To summarize or conclude:**

all in all, in conclusion, to sum up, to summarize, to conclude

**Usage of Connectors and Transition Words in Vacation**

1	<b>Still</b>	I was late to be bus stand but still managed to board my bus.
2	<b>Of course</b>	I had a memorable experience in Shimla. Of course I enjoyed a lot as well.

3	<b>Although</b>	Although it was quite dangerous to go for trekking, we still managed to reach the top.
4	<b>Even so</b>	I know you claim not to care about the snowfall; <i>even so</i> , you keep talking about it.
5	<b>In short</b>	In short, I loved the trip.
6	<b>Despite</b>	Despite having a tight schedule, I managed to go for a vacation.
7	<b>In addition</b>	There's a postage and packing fee in addition to the repair charge.
8	<b>Instead</b>	Shan chose to visit India instead of visiting Pakistan.
9	<b>Especially</b>	I love everything about winters, especially the snowfall.
10	<b>Simply put</b>	Everything about hill stations was sublime and brought peace to her chaotic mind. Simply put, it was a heaven for her.
11	<b>In fact</b>	It was the most memorable trip of my life. In fact it found its place even on my blog.
12	<b>Consequently</b>	She didn't like the hotel; consequently, she changed it.
13	<b>Likewise</b>	Grateful to him, she was likewise anxious to leave the island before the beast returned and flew off the handle.
16	<b>Just like</b>	It turned out to be a fun trip, just like the previous one.
17	<b>That is why</b>	I couldn't complete my work on time that is why had to postpone the plan.
18	<b>Thereafter</b>	Thereafter, he ceased to pay attention.
19	<b>Even if</b>	Even if it rains, we will still go for camping.



<b>20</b>	<b>So</b>	We went to witness snowfall so had to carry the basic safety aids.
<b>21</b>	<b>In brief</b>	Can you share your experience in brief?
<b>22</b>	<b>Hence</b>	It isn't a favourable time to visit Dehradun at this time of the year. Hence, we postponed our plans.
<b>23</b>	<b>For instance</b>	The extreme temperature of Sahara desert causes many ailments. For instance, dehydration, sun burns etc.
<b>24</b>	<b>Thus</b>	Accepted theories can provide satisfactory results; <b>thus</b> , experiments can be avoided.
<b>25</b>	<b>Due to this</b>	There was heavy snowfall in Kashmir. Due to this, we had to cut short our trip.

### Ways to ask questions related to travel:

#### *Questions regarding Luggage*

1. How much luggage do you usually carry?
2. Do you bring electronic devices when you travel?
3. What are some things you always take with you on a trip?
4. Do you like to pack light when you travel?
5. Do you think that everyone overpacks? How many of the things you pack do you actually use or need?

#### *Questions based on Preferences*

1. Do you prefer traveling by car or plane?
2. Have you ever bought a package tour?
3. Where do you prefer to stay when you go on a vacation?
4. How often do you travel?
5. How often do you go camping?
6. How long do you like vacations to be?
7. What mean of transport do you like to use when you are on vacation?
8. Do you like to try local food when you travel?
9. What is the best age to travel?

10. Where do you like to stay when you go on vacations?

*Questions based on Last vacation*

1. Where did you go on your last vacation?
2. Who did you go with?
3. Where did you stay?
4. What did you do there?
5. What did you see there?

*Questions based on Next vacation*

1. What places are you planning to visit?
2. Who are you planning to go with?
3. When are you planning to go?
4. Where are you planning to stay in?
5. What sights are you planning to see?

*Questions based on Places to visit*

1. Have you ever been abroad?
2. How many countries have you visited?
3. Have you visited many touristic places in your country?
4. What touristic places do you like to visit?
5. Do you prefer visiting beaches or mountains?
6. Have you ever visited a European country?
7. Have you ever visited an African country?
8. What's your best vacation memory?
9. What's your worst vacation memory?
10. What countries would you like to visit?

**Examples :**

**1.Situation:** Lucy and Andrew are talking about their end of year holiday.

**Lucy:** Where did you go on holiday?

**Andrew:** I went to Beijing with my parents.

**Lucy:** How was it? Did you have a good time?

**Andrew:** It was wonderful. Beijing is a great city with many historical landmarks.

**Lucy:** What did you see there?

**Andrew:** We saw the Great Wall and other interesting places such as old palaces, as well as pandas. They were really interesting!

**Lucy:** I have been to Beijing once to attend a conference, but I didn't have time to travel around.

**Andrew:** Too bad. You could have stayed longer. It's not difficult to find cheap hotels in Beijing.

**Lucy:** Really? Where did you stay, anyway?

**Andrew:** We stay at the Orange Hotel near the Palace Museum.

**Lucy:** Was it good?

**Andrew:** Yes, it was a great budget hotel. The room was clean and it offered free drinks, fruit and snacks every day. How about your holiday?

**Lucy:** I didn't go out because I took a charity job as volunteer tutor.

**Andrew:** Oh, that's good. I may want to try that on my next holiday.

**2.Situation:** Jane and Patrick talk about Jane's plan to take a vacation in San Francisco in the United States.

**Jane:** Guess what! I'm going to San Francisco!

**Patrick:** Really? When?

**Jane:** Tomorrow. I'm flying with Ocean Airlines.

**Patrick:** Do you need a ride to the airport?

**Jane:** No, thanks. I'm OK. I can get a taxi. Have you ever been to San Francisco?

**Patrick:** Yes. I have been there several times. There are many interesting places that you can visit, such as the Golden Gate Bridge.

**Jane:** What about Fisherman's Wharf?

**Patrick:** Oh, that's one of my favorites! There are lots of seafood restaurants you can sit at for lunch. Where are you going to stay?

**Jane:** I have booked a room at the Pacific Tradewinds Hostel. It is geared towards international travelers and it is close to Chinatown.

**Patrick:** How long are you going to be there?

**Jane:** Just three days.

**Patrick:** Why don't you stay longer?

**Jane:** I plan to go to New York to see an old friend.

**Patrick:** Have you booked the flight?

**Jane:** Yes, I have.

**3.Father:** It's been really long we guys haven't gone anywhere.

**Son:** So dad let's plan something for this summer.

**Daughter:** Father let's go to Goa?

**Father:** Goa?

**Mother:** No, no, no, we're not going to Goa. We will go to an **idyllic** and **tranquil** place where we can relax and find peace.

**Daughter:** Mom really? You are seeking peace. We can get enough peace sitting at our home too. Dad let's go to some happening place where we can actually have fun and **frolic**.

**Son:** Let's go to some adventure place. Where we can do paragliding, sky diving and lot more.

**Daughter:** Ha ha you are gonna do skydiving? Ohhh please!

**Son:** Yes, of course. I am **cut out for** that.

**Father:** OK, let's go to Dharamshala. It offers **serene milieu**, mesmerizing locales, and we all can have **an ace time**.

**Mother:** We both have gone there earlier.

**Children:** But mother we haven't experienced it.

**Mother:** OK then let's go. I will go and get started with packing.

**Children:** Yipee! Love you mom. That's going to be the best trip ever.

**Father:** I will book the flight tickets and hotel.

**Mother:** Instead of hotels let's stay in tents.

**Son:** Yeah mom it will be real fun.

**Daughter:** Yes dad its will be very exciting.

**Father:** OK.

4. **Hitesh:** Hello Sujon! How are you?

**Sujon:** I am fine. What's up to you?

**Hitesh:** I am also fine by the grace of Almighty. What are you thinking now?

**Sujon:** I am recollecting the incident about how I enjoyed the summer vacation.

**Hitesh:** Would you please describe it?

**Sujon:** Yes, why not? I went to my village home at Mymensingh. My heart leapt with joy when I met some known faces waiting for me.

**Hitesh:** Were they very happy to find you among them?

**Sujon:** Certainly! They were very happy to find me among them. They welcomed me heartily. I was also pleased with their rustic simplicity.

**Hitesh:** What did you do there?

**Sujon:** During my long stay there, I did a lot of things which gave me much pleasure and joy. The most interesting thing is that the village was free from urban noise.

**Hitesh:** Didn't you go to the river?

**Sujon:** Certainly! One day my cousin along with his friends set a programme of boat riding in the river of Brahmaputra. We enjoyed the boat riding greatly.

**Hitesh:** I see you enjoyed much. Did you make friendship with them?

**Sujon:** Yes. I made friendship with some of my cousin's friends. I visited their homes off and on and enjoyed their hospitality.

**Hitesh:** Oh, what a splendid summer vacation it was! Had I been with you!

**Sujon:** I also visited a village fair in the neighbouring village. That was a very crowded but enjoyable fair too. It would really be nice if you were with me.

**Hitesh:** Really I feel thrill. Thanks for your nice description.

**Sujon:** Most welcome to you.

5. **Julie:** I just bought a **ticket** to New York City. I'm so excited to see the city!

**Sophie:** Good for you! Traveling is so much fun. I love discovering new places and new people. When are you leaving?

**Julie:** Next week. I'm taking the **red eye**. It was cheaper. Hopefully, I'll be able to sleep on the plane.

**Sophie:** I wish I could go with you! New York City is a magical place. You'll have so much fun.

**Julie:** I hope so. I'm going to visit my brother who lives there. I will stay for a week and then take the train down to Washington, D.C.

**Sophie:** That sounds like a great vacation. I'm looking forward to a week at the beach for my summer vacation. I just want to relax.

## UNIT - 3

### DIRECT- INDIRECT SPEECH

A message can be conveyed in two ways:

- a. Directly
- b. Indirectly

**-Direct Speech:** the message of the speaker is conveyed or reported in his own actual words without any change.

**-Indirect Speech:** the message of the speaker is conveyed or reported in our own words.

**Example:**

**Direct:** Vaidya said, “I am very busy now”.

**Indirect:** Vaidya said that she was very busy then.

**-Reporting verb:** The verb first part of sentence (i.e. he said, she said, he says, they said, she says,) before the statement of a person in sentence is called reporting verb.

**-Reported Speech.** The second part of indirect speech in which something has been told by a person (which is enclosed in quotation marks in direct speech) is called reported speech.

**Example,** a sentence of indirect speech is, *He said that he worked in a factory.*

In this sentence the second part —*he worked in a factory* is called reported speech and that is why the indirect speech as a whole can also be called reported speech.

#### Fundamental rules for indirect speech

1. Reported speech is not enclosed in quotation marks.
2. **Use of word —that :** The word —that is used as a conjunction between the reporting verb and reported speech.

3. **Change in pronoun:** The pronoun (subject) of the reported speech is changed according to the pronoun of reporting verb or object (person) of reporting verb (first part of sentence). Sometimes the pronoun may not change.

In following example the pronoun of reported speech is —I which will be changed in indirect speech into the pronoun (Subject) of reporting verb that is —he.

### Example

**Direct speech :** He said, “I am happy”.

**Indirect Speech :** He said that he was happy

**Direct:** I said to him, “You are intelligent”

**Indirect Speech :** I said him that he was intelligent.

*(“You” changed to “he” the person of object of reporting verb)*

4. **Change in time:** Time is changed according to certain rules like now to then, today to that day, tomorrow to next day and yesterday to previous day.

### Examples:

**Direct speech:** *He said, “I am happy today”*

**Indirect Speech:** *He said that he was happy **that day**.*

5. **Change in the tense of reported speech:** If the first part of sentence (reporting verb part) belongs to past tense the tense of reported speech will change. If the first part of sentence (reporting verb part) belongs to present or future tense, the tense of reported speech will not change. Ex:

### Direct speech

### Indirect Speech

*He said, “I am happy”.*

*He said that he was happy. (Tense of reported speech changed)*

*He says, “I am happy”*

*He said that he is happy. (Tense of reported speech didn't change)*

## **RULES FOR CHANGING DIRECT TO INDIRECT SPEECH**

**Rule 1** – The pronoun of the first person in the reported speech is changed according to the subject of the reporting verb.

**Direct:** He says, “I am in the right”.

**Indirect:** He says that he is in the right.

**Rule 2** – The pronoun of second person in the reported speech is changed according to the object of the reporting verb.

**Direct:** He says to me, “You have done your job”.

**Indirect:** He tells me that I have done my job.

**Rule 3** – The pronoun of the third person in the reported speech remains unchanged.

**Direct:** He says, “She does not take coffee”.

**Indirect:** He says that she does not take coffee.

**Rule 4** – If the reporting verb is given in the present or future tense, the tense of the verb is in reported speech.

**Direct:** The manager says, “Ramesh works hard”.

**Indirect:** The manager says that Ramesh works hard.

**Rule 5** – If the verb is given in past tense then the tense of the verb in the reported speech is changed into past tense.

**Direct:** He said, “I am strong”.

**Indirect:** He said that he was strong.



**Rule 6** – If universal truth, habitual fact, two actions, and imagined condition happening at the same time are given in reported speech, the tense is not changed.

**Direct:** He said, “God is omni present”.

**Indirect:** He said that God is omni present

**Rule 7** - Told, asked, advised, requested, suggested, wished, prayed, given in reporting verbs are converted to “said” or “said to”.

-In case of the pronouns in the reported speech if these are consistent subject of the reporting verb, then covert into first person.

-If, that, whether, to are converted into inverted commas.

**Rule 8 -Imperative Sentences:** The sentences that give advice, order, request or suggestion.

- ‘To’ is used instead of ‘that’ as a connector.

-Use the words ordered, begged, pleaded, implored, advised, demanded, forbade etc. instead of ‘said’ as per the tone of the sentence.

**Direct :** The teacher said to me,” Go in your class and learn your lesson.”

**Indirect :** The teacher ordered me to go in my class and learn my lesson

**Rule 9** - Sentence which expresses state of joy or sorrow or wonder is called exclamatory sentence.

- To change such sentences, the words —exclaimed with joy|| or —exclaimed with sorrow|| or —exclaimed with wonder|| is added in the reporting verb depending upon the nature of exclamatory sentence in indirect speech.

**Direct:** He said, “Hurrah! We won the match.”

**Indirect :** He exclaimed with joy that they had won the match.

**Rule 10** - a) To change questions (which can be answered in yes or no) into indirect speech, word —if|| or —whether|| is used before the question in indirect speech.

b)Question which cannot be answered in YES/NO : To change such questions into indirect speech, the words —if|| or —whether|| is not used.

- The tense of the question is changed according to the rules for change in normal tenses in indirect speech but sentence will not start with the auxiliary verb of the tense.
- The word, —that, is not used between reporting verb and reported speech as a conjunction in indirect speech for question sentence. Asked, inquired etc. Are used in place of ‘that’
- Question mark is not used in indirect speech.

**Direct speech:** She said to him, —Why did you come late?!

**Indirect speech:** She asked him *why* he had come late.

## SUMMARY OF BASIC RULES OF CONVERSION

Conversion Table	
Direct Speech	Indirect Speech
Simple present He said, "I go to market every day."	Simple past He said (that) he went to the market every day.
Simple past He said, "I went to the market every day."	Past perfect He said (that) he had gone to the market every day.
Present perfect He said, "I have gone to the market every day."	Past perfect He said (that) he had gone to the market every day.
Present continuous He said, "I am going to the market every day."	Past continuous He said (that) he was going to the market every day.

Past continuous He said, "I was going to market every day."	Past perfect continuous He said (that) he had been going to the market every day.
Future (will) He said, "I will go to market every day."	Would + verb name He said (that) he would go to the market every day.
Future (going to) He said, "I am going to market every day."	Present continuous He said (that) he is going to market every day.
Auxiliary +verb name He said, "Do you go to market everyday?" He said, "Where do you go to market?"	Simple past He asked me if I went to market every day. He asked me where I went to market.
Imperative He said, "Go to market every day."	Infinitive He said to go to market every day.

## **RULES AS PER REPORTING VERB AND REPORTING SPEECH IN DIRECT SPEECH**

Direct Speech	Indirect Speech
Simple present + simple present He says, "I go to the market every day."	Simple present + simple present He says (that) he goes to market every day.
Present perfect + simple present He has said, "I go to the market every day."	Present perfect + simple present He has said (that) he goes to market every day.
Past continuous + simple past He was saying, "I went to market every day."	Past continuous + simple past He was saying (that) he went to market every day.
Past continuous + past perfect He was saying, "he had gone to market every day."	Past continuous + simple past He was saying (that) he had gone to market every day.
Future + simple present He will say, "I go to market every day."	Future +simple present He will say (that) he goes to market every day.

## RULES RELATED TO MODALS

Direct speech	Indirect speech
Can He said, "I can go to market every day."	Could He said (that) he could go to market every day.
May He said, "I may go to market every day."	Might He said (that) he might go to market every day.
Might He said, "I might go to market every day."	Might He said that I might go to market every day.
Must He said, "I must go to market every day."	Must He said (that) he must go to market every day.
Have to He said, "I have to go to market every day."	Had to He said (that) he had to go to market every day.
Should He said, "I should go to market every day."	Should He said (that) he should go to market every day.
Ought to He said, "I ought to go to market every day."	Ought to He said (that) he ought to go to market every day.

## SMALL TALK

What is **small talk** and why is it [important in business](#)?

Basically, small talk is when you talk about things that do not really matter too much. You do this to occupy time and [be polite](#).

The most common example of small talk is anything related to the weather. Here is an example:

"That snow just isn't going to stop!"

"I know. It took me 45 minutes just to shovel the driveway before I left today."

"That's too bad! I hope we see the sun by the end of the week. I was planning to go boating."

"At this rate, you'll have to go ice fishing instead!"

### Where do people make small talk?

Most often small talk occurs in places where people are waiting for something

- Water cooler
- Cafeteria / Kiosks
- Queues at any store/ booking desk
- Elevator

- Also at public gatherings / social event

### **When do people make small talk?**

- When you meet someone for the first time
- When someone greets you
- When someone smiles and acknowledges your presence
- When someone is alone but not busy with or engrossed in his/ her work
- When it is a break- time in between any program/ session

### **Why do people make small talk?**

- Enables a person to cope up with his/ her language skills
- Helps one to learn manners and social etiquette
- Provides a medium to build business deals
- Polishes one's interpersonal skills
- Encourages one to gain multiple views and opinions on the same topic and broadens one's horizon

### **Tips:**

#### **Tip 1: Do talk about common interests: sports, current events, hobbies, movies, TV, etc.**

These topics are easy for everyone. And it will help you find a connection with your conversation partner.

Example questions include:

- What do you do in your free time?
- What did you do last weekend?
- What's your ideal way to spend a weekend?
- What will you do this weekend?
- Did you read about .... in the newspaper?

#### **Tip 2: Do ask about personal information in general, for example, where someone comes from or what they do.**

In English-speaking culture, a very common question to ask is, "What do you do?" This question is asking about your job or your profession. This one question is really asking, where do you work, what is your profession, and what do you do in your job?

Generally, English-speakers spend a lot of time talking about their job. This may not be true in your culture but don't be surprised if a native English speaker asks about your job. It's a very common small talk topic.

Other example questions include:

- Where are you from originally?
- Do you come from a large or small family?
- What do you like about living here?
- What's the most famous dish in your country?

**Tip 3: Do ask or talk about work in a positive way with co-workers, clients, and peers.** Talking about work with your colleagues is often a way to build a relationship. It's a great first step in getting to know your co-workers. Example questions or conversations include:

- What are you working on these days?
- How is your current project going?
- Are you working on anything interesting these days?
- What did you think about the presentation?

Tip 4 : Show a genuine interest

Every time you speak to a person you don't know well, you have an excellent opportunity to develop and grow. So, rather than beginning a new conversation with anxiety, enter it with excitement. Have a genuine interest in getting to know a person you're talking to and learn from them. When you enjoy talking to someone, no talk feels like small talk.

Tip 5 : Ask open-ended questions

People like to talk about themselves. Why? Because it's the easiest subject to discuss. It's always harder to speak about something you know little about. Would you rather explain Shakespeare's influence on film and television or talk about your favorite movie?

Here are a few small talk examples:

- "Where are you from?" followed by "What is your hometown like? What do you like the most about it?"
- "What do you do?" followed by "Why did you choose that type of work? How did you enter that profession?"
- "Have you attended similar lectures before?" followed by "What do you think of today's presentation?"

Tip 6 : Never talk about something too personal

When you begin a conversation, you know almost nothing about the person. That's why an author, speaker, and blogger Gretchen Rubin [suggests choosing topics](#) common to both speakers.

## Tip 7 : Practice active listening

[Active listening](#) is a way of communication that involves consciously going into what another person is saying. Of course, all of us tune out from time to time. But if you pay attention to the speaker's words, you'll create much stronger connections. No doubt, the other person will surely notice how engaged you are.

**Tip 8 : Do some background work:** Familiarize yourself with the event theme, topics, key speakers, key guests, etc. to keep your conversation up-to-date and engaging.

**Tip 9 : Greet pleasantly:** Be welcoming and pleasant in your greetings. Make firm handshakes and make it a point to smile when you greet someone.

**Tip 10. Keep your introduction brief:** Keep your introduction concise. Most importantly, when introducing others to the group, make sure not to use wrong names.

**Tip 11. Keep conversations light and meaningful:** Do not let "yes/no" be your response for every question. Provide some relevant details, so that the other person can continue the conversation. Remember, do not overshare information! See the example below.

**Tip 12. Avoid sensitive topics:** Avoid any conversation related to politics, religion, gossip, controversies, personal questions, etc., as this may lead to uncomfortable situations. You can discuss general topics (e.g., something related to movies, sports, food, travel, books, hobbies, weather, etc.) Avoid lengthy discussions on eating habits or health-related issues of a personal nature.

**Tip 13. Gauge people's response and body language:** When making conversations, be empathetic and respond appropriately. Moreover, get cues on whether the other person is interested in talking.

**Tip 14. End the conversation on a good note:** You need to interact with other people too (never keep talking to the same person all the time, especially during gatherings or other events! The person may get bored). End your conversation on a pleasant note.

**Tip 15. Learn from your experience:** As you meet new people, keep a note of your experiences—good and bad and learn from your mistakes!

## Tip 16. Be yourself!

No one likes the fake networker. In the interest of being more outgoing, don't be someone you aren't. Putting out effort doesn't mean being fake.

## Tip 17. Compliment and shift.

Find something that you can genuinely compliment the other person on and then shift to a question so it isn't awkward. [Everyone loves a nice compliment.](#)

## Examples :

---

1.

Alice :How was the weather in (city) when you left?

Sam : A bit sunnier/colder than here, I'm afraid. :)

Alice : It's a bit warm/cold for this time of year, isn't it?

Sam : Yes, it's fantastic/terrible.

Alice : Is it true that it always rains in the UK?

Sam : Well, not exactly, but maybe there's a little bit of truth in that.

2.

Mink : “Hi Tom. How are things going over at the IT department today?”

Tom : “Good morning.It’s all good. I’m really looking forward to the party after work today. I hear Pam brought her famous carrot cake!”

Mink : Yes, she has brought Red velvet cupcakes as well.

Tom : Wow! This party is going to be a memorable one.

Mink : Yeah!

Tom : See you in party then! Have a nice day.

Mink : For sure!

---

3.

A : “Good morning! I went camping on Saturday, and of course it rained all day. Was your weekend any better?”

B : Good morning! I decided to spend my day by relishing a novel from my favourite author with a lot of take-away food. It went really well !

A: That’s great! I did not know that you like reading. Could you recommend a nice book for a beginner like me?

B : I am not an expert but I like this novel by Bond. I will lend you the copy.

A: Thanks a lot! Looking forward to an exciting experience.

---

4.

A : “I love your shoes today, they really pull your outfit together.”

B : Thank you for the compliment! I spent quite a fortune on these.



A : I noticed that your style is quite classy. You possess a good taste in fashion.

B : I am flattered. You too seem to have good knowledge of fashion. Let's meet over a cup of coffee sometime and discuss our fashion priorities.

A : Why not ? sure!

---

5.

**Onen:** "Hi Mary."

**Mary:** "Oh, hi."

**Onen:** "How are you doing?"

**Mary:** "I'm doing alright. How about you?"

**Onen:** "Not too bad. The weather is great isn't it?"

**Mary:** "Yes. It's absolutely beautiful today."

**Onen:** "I wish it was like this more frequently."

**Mary:** "Me too."

**Onen:** "So where are you going now?"

**Mary:** "I'm going to meet a friend of mine at the department store."

**Onen:** "Going to do a little shopping?"

**Mary:** "Yeah, I have to buy some presents for my parents."

**Onen:** "What's the occasion?"

**Mary:** "It's their anniversary."

**Onen:** "That's great. Well, you better get going. You don't want to be late."

**Mary:** "I'll see you next time."

6.

**Josh:** "Hi. My name is Josh. It's a pleasure to meet you."

**You:** "Hi Josh. I'm glad to be here."

**Josh:** "Did you have any problems finding this place?"

**You:** "I didn't have any problems. I found directions on the internet so it was pretty easy to find. However, the traffic was not that great."

**Josh:** "Traffic is never good around here."

**You:** "I agree. It would be great if there was a train or a subway line that went through here."

**Josh:** "That would be so great. I would definitely take the train if they had it."

**You:** "Trains are great because you can read a book or get a little rest instead of having to fight the traffic."

**Josh:** "Very true. Well, let me begin by telling you about our company..."

## VOCABULARY

S. No.	Word/ phrase	Meaning	Synonym	Antonym
1	Rendezvous	A meeting or a place where people meet		
2	Formal	Adhering to official standards, befitting an authority	Conventional, stately	Informal, casual
3	Informal	Not officially recognized	Relaxed, Casual, Unofficial	Formal, Stately, Official
4	To rendezvous	To meet, to get together	To assemble, to group	To scatter
5	Etiquette	Rules governing socially acceptable behavior	Mannerisms	Bad manners, impolite
6	Errand	A short trip that is taken in the performance of a necessary task or mission	Trip	
7	Sync	To occur at the same time or in the same pattern	Synch, Synchronization	Unsynchronized, Nonsynchronous
8	Tackle	Accept as a challenge	Undertake, take on,	Withdraw, give

			handle	up
--	--	--	--------	----

## Useful phrases for small talks:

### A) Saying How You're Feeling

**Great!**

**Couldn't be better**

**Pretty good** | tired

**A bit tired**

**Things are great** | so-so | alright, **I guess**

### B) Asking Your Friend About Their Favourite Team

*Often sport comes up in conversation:*

**Hey did you catch** the game | match last night?

**The Hawks are doing great, aren't they?!**

**They're playing** great | terribly **this year**

**Who do you think'll win** this weekend?

### C) Asking Your Friend About Something You Both Know

**So, how are things with..Marketa?**

**So, how's it going with..Marketa** | work | your boss?

**So, how did it go with that** girl | guy ..?

**So, how did..** the conference | your job ..interview **go?**

**Are you still working** at Honza's Sex Shop?

*D) Likewise, you can ask your friend about how their family are going:*

**How are the folks?**

**How's your dad** | mum **going?**

**Say 'hi' to your folks for me!**

### E) Using 'SO' Can Help Make The Conversation Flow

**So, how have you been?!**

**So what's new?**

**So do you fancy a drink?**

**So did you get the job?**

**Sooo, I guess I better run** | go

### F) Giving Your Friend Surprising News

**You'll never guess** – I'm marrying Tereza!  
**You won't believe this** – I got the job!  
**Have you heard** – Ralph's marrying Premek!

### **G) Responding To Surprising News**

**No way!**  
**You're kidding!**  
**You're joking!**  
**Really?!**  
**That's terrific** | terrible | shocking!  
**I can't believe that!**

# UNIT 4

## Presenting Your Ideas Effectively

### What is syllable?

Definition of **syllable**: a part of a word pronounced with a single uninterrupted sounding.

As you can see from this definition, a syllable is part of the pronunciation of a word, and a discussion of a syllable belongs in this lesson on phonology. We have already seen that some writing systems use symbols that correspond to the syllable instead of to an individual sound. Even when the syllable is not evident in a writing system, words can be broken into smaller pronunciation units called syllables. Some languages have many multisyllabic words, but others tend to have monosyllabic words.

### To find the number of syllables:

---count the vowels in the word,

---subtract any silent vowels, (like the silent "e" at the end of a word or the second vowel when two vowels are together in a syllable)

---subtract one vowel from every diphthong, (diphthongs only count as one vowel sound.)

---the number of vowel sounds left is the same as the number of syllables.

The number of syllables that you hear when you pronounce a word is the same as the number of vowel sounds heard. For example:

The word "came" has 2 vowels, but the "e" is silent, leaving one vowel sound and one syllable.

The word "outside" has 4 vowels, but the "e" is silent and the "ou" is a diphthong which counts as only one sound, so this word has only two vowel sounds and therefore, two syllables.

### Stress and intonation

Stress is about which sounds we emphasize in words and sentences. For example in the word 'banana' the stress is on the second syllable, in the word 'orange' the stress is on the first syllable. In sentences, we usually stress the most important, 'content' words.

In the following examples, stressed syllables are in capital letters:

PHOtograph    phoTOgraphy    photoGRaphic

PENcil                comMITtee                volunTEER

## Stress Rules

### There are two very simple rules about word stress:

One word has only one stress. (One word cannot have two stresses. If you hear two stresses, you hear two words. Two stresses cannot be one word. It is true that there can be a "secondary" stress in some words. But a secondary stress is much smaller than the main [primary] stress, and is only used in long words.)

### We can only stress vowels, not consonants.

Here are some more, rather complicated, rules that can help you understand where to put the stress. But do not rely on them too much, because there are many exceptions. It is better to try to "feel" the music of the language and to add the stress naturally.

#### A. Stress on first syllable

Rule	example
Most <b>2-syllable nouns</b>	PRESent, EXport, CHIna, TAbLe
Most <b>2-syllable adjectives</b>	PRESent, SLENDER, CLEVer, HAPpy

#### B. Stress on last syllable

rule	example
Most <b>2-syllable verbs</b>	preSENT, exPORT, deCIDE, beGIN

There are many two-syllable words in English whose meaning and class change with a change in stress. The word present, for example is a two-syllable word. If we stress the first syllable, it is a noun (gift) or an adjective (opposite of absent). But if we stress the second syllable, it becomes a verb (to offer). More examples: the words export, import, contract and object can all be nouns or verbs depending on whether the stress is on the first or second syllable.

#### C. Stress on penultimate syllable (penultimate = second from end)

Rule	example
Words ending in <b>-ic</b>	GRAPHic, geoGRAPHic, geoLOGic
Words ending in <b>-sion</b> and <b>-tion</b>	teleVIsion, reveLAtion

For a few words, native English speakers don't always "agree" on where to put the stress. For example, some people say teleVIsion and others say TELevision. Another example is: CONtroversy and conTROversy.

#### D. Stress on ante-penultimate syllable (ante-penultimate = third from end)

Rule	example
Words ending in <b>-cy</b> , <b>-ty</b> , <b>-phy</b> and <b>-gy</b>	deMOcracy, dependaBility, phoTOgraphy, geOLogy
Words ending in <b>-al</b>	CRItical, geoLOGical

#### E. Compound words (words with two parts)

Rule	example
For compound <b>nouns</b> , the stress is on the <b>first</b> part	BLACKbird, GREENhouse
For compound <b>adjectives</b> , the stress is on the <b>second</b> part	bad-TEMPered, old-FASHioned
For compound <b>verbs</b> , the stress is on the <b>second</b> part	underSTAND, overFLOW

#### Sentence Stress

Sentence stress is the music of spoken English. Like word stress, sentence stress can help you to understand spoken English, even rapid spoken English.

Sentence stress is what gives English its rhythm or "beat". You remember that word stress is accent on one syllable within a word. Sentence stress is accent on certain words within a sentence.

Most sentences have two basic types of word:

### **Content words**

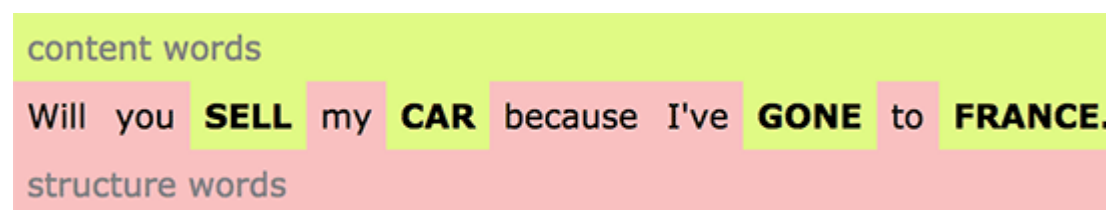
Content words are the key words of a sentence. They are the important words that carry the meaning or sense—the real content.

### **Structure words**

Structure words are not very important words. They are small, simple words that make the sentence correct grammatically. They give the sentence its correct form—its structure.

If you remove the structure words from a sentence, you will probably still understand the sentence.

If you remove the content words from a sentence, you will not understand the sentence. The sentence has no sense or meaning.



### **Intonation**

Intonation, in contrast, refers to pitch patterning imposed upon an utterance in order to express something other than differentiating words. Intonation responds to emotion, levels of politeness, and so on, or addresses such syntactic functions as showing a question. These functions are so important to most speech that in some everyday contexts the consonants and vowels can be largely lost and the intonation alone can carry the whole message. (That is probably the origin of the famous teenagers' mumbling and grunting that so annoys non-teenagers.) Unlike tones, intonation is found in all spoken languages.

Intonation is rarely directly taught in language classes, since most people consider it "natural" but there is of course variation from language to language, and differences in intonation can be responsible for a second-language speaker sounding unintentionally "abrupt," "polite," "uncertain" and so on. (For example, in American English "Hello, David" usually comes out with a loud Hello and a quiet David. In Mexican Spanish both words of *Hola, David* are equally loud or the David part is slightly louder.)

There are two basic patterns of intonation in English: falling intonation and rising intonation.

In the following examples a downward arrow (↘) indicates a fall in intonation and an upward arrow (↗) indicates a rise in intonation.



### Falling Intonation (↘)

(The pitch of the voice falls at the end of the sentence.)

Falling intonation is the most common intonation pattern in English.

It is commonly found in statements, commands, wh-questions (information questions), confirmatory question tags and exclamations.

- Statements
  - Nice to meet ↘you.
  - I'll be back in a ↘minute.
  - She doesn't live here ↘anymore.
  - Dad wants to change his ↘car.
  - Here is the weather ↘forecast.
  - Cloudy weather is expected at the end of the ↘week.
- Commands
  - Write your name ↘here.
  - Show me what you've ↘written.
  - Leave it on the ↘desk.
  - Take that picture ↘down.
  - Throw that ↘out.
  - Put your books on the ↘table.
- Wh- questions (requesting information.)  
(questions beginning with 'who', 'what', 'why', 'where', 'when', 'which', and 'how')
  - What country do you come ↘from?
  - Where do you ↘work?
  - Which of them do you ↘prefer?
  - When does the shop ↘open?
  - How many books have you ↘bought?
  - Which coat is ↘yours?
- Questions Tags that are statements requesting confirmation rather than questions.  
Not all tag questions are really questions.  
Some of them merely ask for confirmation or invite agreement, in which case we use a falling tone at the end.

- He thinks he's so clever, doesn't \he?
- She's such a nuisance, isn't \she?
- I failed the test because I didn't revise, did \ I?
- It doesn't seem to bother him much, does \ it?
- Exclamations
  - How nice of \ you!
  - That's just what I \need!
  - You don't \ say!
  - What a beautiful \ voice!
  - That's a \surprise!

### Rising Intonation ( ↗ )

(The pitch of the voice rises at the end of a sentence.)

Rising intonation invites the speaker to continue talking.

It is normally used with yes/no questions, and question tags that are real questions.

- Yes/no Questions  
(Questions that can be answered by 'yes' or 'no'.)
  - Do you like your new ↗ teacher?
  - Have you finished ↗ already?
  - May I borrow your ↗ dictionary?
  - Do you have any ↗ magazines?
- Questions tags that show uncertainty and require an answer (real questions).
  - We've met already, ↗ haven't we?
  - You like fish, ↗ don't you?
  - You're a new student ↗ aren't you?
  - The view is beautiful, ↗ isn't it?

We sometimes use a combination of rising and falling intonation in the same sentence.  
The combination is called Rise-Fall or Fall-Rise intonation.

### Rise-Fall Intonation ( ↗ ↘ )

(The intonation rises and then falls.)

We use rise-fall intonation for choices, lists, unfinished thoughts and conditional sentences.

- Choices (alternative questions.)

- Are you having ↗ soup or ↘ salad?
- Is John leaving on ↗ Thursday or ↘ Friday?
- Does he speak ↗ German or ↘ French?
- Is your name ↗ Ava or ↘ Eva?

- Lists (rising, rising, rising, falling)

Intonation falls on the last item to show that the list is finished.

- We've got ↗ apples, pears, bananas and ↘ oranges
- The sweater comes in ↗ blue, white pink and ↘ black
- I like ↗ football, tennis, basketball and ↘ volleyball.
- I bought ↗ a tee-shirt, a skirt and a ↘ handbag.

- Unfinished thoughts (partial statements)

In the responses to the following questions, the rise-fall intonation indicates reservation. The speaker hesitates to fully express his/her thoughts.

- Do you like my new handbag? Well the ↗ leather is ↘ nice... ( but I don't like it.)
- What was the meal like? Hmm, the ↗ fish was ↘ good... (but the rest wasn't great).
- So you both live in Los Angeles? Well ↗ Alex ↘ does ... (but I don't).

- Conditional sentences

(The tone rises in the first clause and falls gradually in the second clause.)

- If he ↗ calls, ask him to leave a ↘ message.
- Unless he ↗ insists, I'm not going to ↘ go.
- If you have any ↗ problems, just ↘ contact us.

## I. Introducing Dignitaries

During an academic career you will have many opportunities to introduce a speaker. This is worth doing well, as both the audience and the speaker will appreciate a thoughtful introduction.

### Short But Sweet

An introduction is a small speech, usually less than a minute. Though short, it still contains all the elements of a full speech:

- An opening. It grabs the audience's attention and makes them aware of the importance of the upcoming subject.
  - A body. It describes the lecture topic and why the speaker is qualified to address it
  - A conclusion. In this case, it paves the way for the speaker to begin the presentation.
- Consider the introduction as a brief ritual or ceremony. Such a ceremony adds power to the talk. It contributes to the speaker's authority by establishing that she or he speaks from preparation, knowledge or experience.

The length of an introduction should be roughly proportional to the importance of the lecture, and to the degree of personal connection the introducer has with the speaker. If you are introducing someone you don't know personally to give a regularly scheduled Grand Rounds, make it about a minute.

#### **Dos and Don'ts**

- The introduction should be largely memorized, with some reference to notes permitted.
- Leave out claims that the speaker is especially brilliant, successful or a "good speaker." Instead, list his or her experience and expertise as it relates to the subject of the speech.
- A brief mention of a personal connection with the speaker can be powerful if genuine. However, don't steal the show – make it brief and all about the speaker.
- Do NOT read through awards, lectures, and titles. This can be tedious. Instead, identify a major career milestone or an especially noteworthy award.
- The speaker has been invited because she / he is well known for something. Make sure that the speaker is left with the impression that YOU are aware of their expertise.
- Optional: close with giving the title or topic of the speaker's talk
- When the speaker is a visitor to the department, the audience should be cued to welcome the speaker to the stage with applause.

#### **Example**

I have the great pleasure of introducing Professor Argye Hillis as today's Grand Rounds Speaker. During 30 years of work in Behavioral Neurology, Dr. Hillis has made fundamental contributions to our understanding of aphasia and neglect. In a series of landmark studies, Dr. Hillis has related the location of perfusion deficits in acute stroke to the particular behavioral features of neglect. I describe these studies every year when I give lectures on parietal lobe function. Dr. Hillis is a Professor of Neurology at Johns Hopkins University and among her many awards is the Norman Geschwind Prize in Behavioral Neurology. Her most recent research work, and the topic of her talk today, is the role of the right hemisphere in the perception and production of emotion. Please join me in welcoming Dr. Argye Hillis.

#### **Positive Adjectives: Describing People (Personality).**

**Calm:** Serene, Someone who has a calm personality does not get agitated or upset easily.

Example: Sona's calm, cool personality makes her the ideal leader for the hiking team.

Related adjectives: serene, tranquil, unagitated

**Humble:** Meek, considerate of others, acknowledging of one's limitations.

Example: The humble librarian won the respect of all the library users.

Related adjectives: meek, mild, modest

**Charismatic:** The ability to effortlessly winning the affections of others.

Example: Even though Calvin was new to the school, his charismatic ways soon won over most of the students and this was the main reason he won the race for class president.

Related adjectives: magnetic

**Eclectic:** possessing a style that is inspired by varying ideas and cultures.

Example: The eclectic world history teacher never ceased to amaze his students with new and culturally diverse wardrobe items.

**Modest:** Simple and conventional. The opposite of flamboyant or risqué. Someone with a modest style usually go for the simple.

Example: The two girls couldn't be more different in style with Samantha having a flair for the extravagant and Samara being

Related adjectives: humble

**Clever:** Very smart. Some other words for clever are; shrewd or witty.

Example: There was no need to worry as the experienced and clever technician was able to figure out the problem almost immediately.

**Generous:** Kind and considerate of others.

Example: The fire victims were offered food and clothing by a generous community member who heard about their plight.

**Creative:** Talented when it comes to finding new solutions, fixing things, or coming up with novel ideas.

Example: The ideal candidate for the position is a creative, multi-tasker who has excellent people skills.

**Flexible:** Open to and accepting of changes. Easily adaptable to new situations and environments.

Example: The new principal was flexible enough to allow for some very novel changes in the way the school is run, such as the introduction of student-led days where the students and teachers switched roles temporarily.

**Adaptable:** Capable of fitting a particular situation or use

When Connie's parents divorced, she proved herself to be **adaptable**. It wasn't easy, but she learned how to cope with this big change.

**Affectionate:** Having or displaying warmth or affection

If you like to snuggle up next to someone, then you are **affectionate**.

**Ambitious:** Having a strong desire for success or achievement

**Ambitious** people try to get ahead in life--they look for opportunities to better their life. For the most part, this has a positive feeling, but in some people, ambition is too strong and they hurt people along the way to get what they want.

**Amiable:** Diffusing warmth and friendliness

**Amiable** people are pleasant. They are kind, warm and friendly.

**Compassionate:** Showing or having sympathy for another's suffering

Someone who is **compassionate** feels a strong sense of sadness when they see others who are suffering.

**Considerate:** Showing concern for the rights and feelings of others

A **considerate** person looks out for other people. They often allow someone else to have the last piece of pie or they hold the door open for another person.

Courteous: Characterized by courtesy and gracious good manners

**Courteous** people say, "Please," "Thank you" and "No, thanks." Their manners are present because they are nice toward other people.

Diligent: Characterized by care and perseverance in carrying out tasks

**Diligent** people work hard until a job is done. They take great care in doing things right. They don't give up.

Elated: Overjoyed, thrilled and delighted

People feel **elated** when they achieve unprecedented accolades.

Empathetic: Showing ready comprehension of others' states

Someone who is **empathetic** is able to understand people better because they see things from the other person's perspective.

Generous: Willing to give and share unstintingly

A **generous** person shares what they have willingly. It might be a cupcake or their time-- either way, they're happy to share.

Gregarious: Temperamentally seeking and enjoying the company of others

**Gregarious** people are fun to be around and they like being around other people. They are the "life of the party."

Intuitive: Obtained through instinctive knowledge

An **intuitive** person operates by instinct. They sort of have a special feel for a situation. The best basketball players are intuitive when it comes to finding the open teammate.

Inventive: Marked by independence and creativity in thought or action

Since the band's drummer did not show up for the concert, they got **inventive**--they asked members of the audience to come up and clap and play tambourines.

Persistent: Stubbornly unyielding

**Persistent** people never give up. Even when the odds are stacked against them, they work tirelessly until the goal is achieved.

Philosophical: Meeting trouble with level-headed detachment

People who are **philosophical** often wonder, "In the grand scheme of things, is it worth it?" Philosophical people tend to look at the larger picture of life and stay above trivial situations.

Rational: Having its source in or being guided by the intellect

**Rational** people are practical. They make **rational** decisions based on their logical reasoning about a situation. They don't base decisions on emotions.

Reliable: Worthy of trust

Someone who is **reliable** is trust worthy and dependable. You can "count on" a **reliable** person.

Resourceful: Adroit or imaginative

A **resourceful** person uses creativity and the things around them to tackle a problem. They see solutions (sometimes obvious ones) that others don't see.

Sincere: Open and genuine; not deceitful

A **sincere** person is honest in their feelings toward others. (Antonym: insincerely).

Sympathetic: Expressing compassion or friendly fellow feelings

You are **sympathetic** when you feel sorry for someone else. You send a sympathy card when a friend loses a loved one because you want her to know that you feel sorry for her loss.

Unassuming: Not arrogant

An **unassuming** person is awesome but does not go around bragging about it. In fact, she might not even know that she's so awesome. A girl might be a great artist, but is **unassuming** about her skill.



Witty: Combining clever conception and facetious expression

Someone who is **witty** combines humor with intelligence. A **witty** observation is funny but also sophisticated. You need to be smart to understand a **witty** person's jokes.

## II. Introduction to Presenting Ideas on Products

### How to present your ideas effectively?

Coming up with good ideas is hard enough, but convincing others to do something with them is even harder. In many fields the task of bringing an idea to someone with the power to do something with it is called a pitch: software feature ideas, implementation strategies, movie screenplays, organizational changes, and business plans, are all pitched from one person to another. And although the fields or industries may differ, the basic skill of pitching ideas is largely the same.

### Presenting Ideas on Products

Describe results, not functions.

A customer is more interested in what a product does for her than what the product does. This is hard for product description writers to do. They are so focused on the product, its unique feature, or its selling points that they forget that the product not only has functions, but also results.

### Sample description 1

MAIN DESCRIPTION    ADDITIONAL IMAGES

#### SNORE MORE WITH SNORLAX

In this world of nothing but go-go-go, we often feel like Snorlax is more our speed. It spends most of its time sleeping. It's not picky about leftovers, and it seldom exercises. Yep. Snorlax understands us.

There's nowhere better to relax after a long day of work, school, or just being out and about than on your Pokémon Snorlax Bean Bag Chair. At 4 feet head to toe and over 2 feet across, this (s)lumbering Pokémon is perfect for your dorm room, your den, your bedroom, or right inside the door where you can collapse on it when you get in. Just remember not to block the road. It does not ship with a flute.

#### Product Specifications

- Pokémon Snorlax Bean Bag Chair
- Officially-licensed Pokémon merchandise
- A ThinkGeek creation & exclusive
- Materials: 100 polyester on the outside, filled with cotton and polyester fiber mix and polystyrene balls
- Care Instructions: Hand wash cold. Air dry.
- Imported
- Dimensions: 40" wide x 48" tall x 16" deep (YMMV depending on how it's sitting - it's a beanbag)

## Sample description 2



### QUILTED BLANKET - MINT STARS

Informations	Dimensions	How to care
--------------	------------	-------------

A beautiful double-faced blanket for kids and babies. On one side it is made of **soft cotton** velour and on the other of **delicate** 100 % cotton.

It is filled with soft and resilient **anti-allergic** silicone non-woven fabric, thanks to which it is perfect as your baby's first quilt as well as a cover for your baby in the pram during a walk. It is also ideal as a baby play mat on the hard floor.

The quilted blanket perfectly matches patterns on the lighting, bedding and cot bumpers from the **same collection**.

**Dimensions:** 80 x 100 cm

On one side it is made of soft cotton velour (80% cotton and 20% polyester) and on the other of delicate 100 % cotton.



## Sample description 3

### Product Details

Combining award-winning Reactor<sup>®</sup> technology with the features solo travelers need most, the WindBurner Stove System is ideal for backcountry adventures and weekend camping alike. Its radiant burner and enclosed, windproof design allow the stove to boil water fast and operate in weather that leaves conventional burners in the cold. The integrated cookware with built-in heat exchanger efficiently transfers heat to the lock-on pot so you can enjoy a quick meal or hot drink after a hike, ride or paddle. The all-in-one system nests inside its pot for easy packing and assembly—leaving more time for you to enjoy your adventure.

**Experience the WindBurner Stove System Collection**

**Ultra-Efficient:** Windproof radiant burner and pressure regulator maintain stove performance in windy and cold conditions; faster boil times & more fuel efficiency than conventional stoves.

**Compact Nesting:** System perfectly nests components inside the 1.0 L pot, with extra full-sized bowl snapping onto the outside.

**Compatible:** Fits 1.0 Personal Pot, optional 1.8 Duo pot & other compatible WindBurner cookware. Not for use with WindBurner Stock Pot or Sauce Pot.

## III. Adjectives

An adjective modifies a noun or pronoun by providing descriptive or specific detail. Adjectives usually precede the nouns they modify. Adjectives answer the following questions: What kind? How many? Which ones?

Example:

Tom bought a **beautiful** car. (*Beautiful* describes what kind of car Tom bought.)

Sally baked **ten** pies for the school bake sale. (*Ten* tells how many pies Sally baked.)

Bob climbed a **tall** tree in the backyard. (Tall specifies which tree Bob climbed.)

## POSITIVE ADJECTIVES RELATED TO PRODUCTS

**Bespoke:** designed and produced for particular customers

**Commercial:** produced **in** order **to** be sold

**Consumable:** intended **to** be bought, used, and then got rid of

**Country made:** (INDIAN ENGLISH) not made in a factory or by a skilled person as their job

**Custom-built or custom-made:** designed **and** built **for** one particular person

**Disposable:** Something that is disposable is designed **to** be thrown away after you have used it once or a few times.

**Generic:** a generic drug or other product does not have a trademark and is sold without a company's name on it

**Licensed:** licensed products are products that someone has official permission to use or to own

**Liquid:** involving things that can be sold and bought easily

**Mass-produced:** made in large quantities by using machines

**Merchantable:** of a good enough quality to be sold

**Handcrafted:** made by a person, not by a machine, and usually **made** with great skill

**Zero-rated:** (BRITISH) goods or services that are zero-rated do not have the tax called VAT added to them

**Land-based:** existing **in** a physical place rather than as a website. **Market-driven:** controlled **by** what and how much people want to buy.

**Paperless:** storing **and** communicating **information in** electronic **form** rather than paper.

**Made-to-order:** made according **to** the specific requests of a particular person.

**Off-the-shelf:** sold **for** general **use**, not made for a particular person or purpose.

**Returnable:** returnable **bottles or** other containers can be taken back to a shop so that they can be used again

**Well-stocked:** a **Well stocked shop has** plenty **of** things **in** it to choose from

# UNIT 5

## Paragraph Writing & Power Point Presentation

At the heart of the English curriculum is being able to clearly and succinctly express oneself in a written format. Contrary to belief, no one is a ‘naturally gifted’ or ‘born writer’; it is a skill that is learned through process and practice. Like a muscle, the more you properly exercise your writing abilities, the stronger they will become.

**So if you need to exercise your writing muscles, where do you start?**

- Good writers are also readers: by exposing yourself to the well written work of others in novels, stories, and articles will help you learn new ways to express your own ideas.
- Plan before you write anything important – sometimes just 5 minutes will help you plan and organize your ideas and result in stronger results.
- Complete your written assignments early so that you can put them aside to come back the next day to correct and proof them. When writing anything, make sure that you stress that the idea/topic/theme is important to the reader/world: essentially, answer the question ‘why do we care about what you are writing?’

Every paragraph consists of three main parts: a topic sentence, some supporting sentences, and a concluding sentence. Transition words and phrases provide links between individual paragraphs, and so are important to consider, as well.

### Discover Paragraph Writing

#### Title

##### 1. What is the title?

This is the personal title that you choose for your piece of writing that is NOT the name of the assignment (which should be instead put in the header).

##### 2. What does it do?

It is designed to attract and pique the reader’s interest in your writing.

##### 3. How do I write one?

- Many writers think they must title their piece at the start: instead of writing it at the beginning, you can wait until you have finished your writing and choose a few interesting words from your conclusion instead.
- Once you know your thesis, you can use the 'main idea' to help generate a few words that encapsulate that main point.

Example: **The Best Place To Live**

## **Attention Getter**

### **1. What is the attention getter?**

This is the opening sentence to your paragraph that precedes your thesis or topic sentence and is connected to the main idea but generalized.

### **2. What does it do?**

It is designed to attract and pique the reader's interest in your writing.

### **3. How do I write one?**

- Relate a dramatic anecdote.
- Expose a commonly held belief.
- Present surprising facts and statistics.
- Use a fitting quotation.
- Ask a provocative question.
- Tell a vivid anecdote.
- Define a key term.
- Present an interesting observation.
- Create a unique scenario.

Example: **The Best Place To Live**

**If an extraterrestrial were to land on Earth, it would have its choice of over 190 countries in which to live. It would be a difficult decision, but one country is certainly a better choice than most of the others.**

## **Topic/Thesis Sentence**

### **1. What is the topic/thesis sentence?**

The topic/thesis sentence is the core sentence in a paragraph and occurs after the attention getter.

### **2. What does it do?**

It introduces the main idea of the paragraph and provides an indication of the points/ideas that will be used to prove the topic/thesis statement.

### **3. How do I write one?**

Summarize the main idea of your paragraph. Indicate to the reader what your paragraph will be about.

**Example: The Best Place To Live**

If an extraterrestrial were to land on Earth, it would have its choice of over 190 countries in which to live. It would be a difficult decision, but one country is certainly a better choice than most of the others. **Canada is one of the best countries in the world due to its health care system, standard of education, and its urban centres.**

## **Supporting Details**

**1. What are supporting sentences?**

They come after the topic sentence, making up the body of a paragraph.

**2. What do they do?**

They give details to develop and support the main idea of the paragraph.

**3. How do I write them?**

You should give supporting facts, details, quotations, and examples that are thoroughly explained. In senior level English classes, quotations and direct reference information is required (whether it is from online references or quotes from literature – you must support your ideas).

**Example: The Best Place To Live**

If an extraterrestrial were to land on Earth, it would have its choice of over 190 countries in which to live. It would be a difficult decision, but one country is certainly a better choice than most of the others. Canada is one of the best countries in the world due to its health care system, standard of education, and its urban centres. **First, Canada has a universal health care system which “comprehensive coverage for medically necessary hospital and physician services” (Health Canada). This allows all Canadians to have access to medical services regardless of their income or geographical location in the country. Second, Canada has a high standard of education that is also publicly funded by all levels of government from kindergarten to secondary levels and has resulted in a 99% national literacy rate (“Education in Canada”). Finally, Canada's cities are clean and efficiently managed with both Calgary, Alberta and Ottawa, Ontario ranking first and fourth on the Sierra Club’s cleanest cities in the world (“Cleanest Cities”).**

## **Closing Sentence**

**1. What is the closing sentence?**

The closing sentence is the last sentence in a paragraph.

## 2. What does it do?

It restates the main idea of your paragraph and also tries to have a lasting impact or epiphany.

## 3. How do I write one?

Restate the main idea of the paragraph using different words.

**Example:** The Best Place To Live

If an extraterrestrial were to land on Earth, it would have its choice of over 190 countries in which to live. It would be a difficult decision, but one country is certainly a better choice than most of the others. Canada is one of the best countries in the world due to its health care system, standard of education, and its urban centres. First, Canada has a universal health care system which “comprehensive coverage for medically necessary hospital and physician services” (Health Canada). This allows all Canadians to have access to medical services regardless of their income or geographical location in the country. Second, Canada has a high standard of education that is also publicly funded by all levels of government from kindergarten to secondary levels and has resulted in a 99% national literacy rate (“Education in Canada”). Finally, Canada's cities are clean and efficiently managed with both Calgary, Alberta and Ottawa, Ontario ranking first and fourth on the Sierra Club's cleanest cities in the world (“Cleanest Cities”). **Overall, Canada has more to offer with its health care, education, and cities that would be a wonderful for anyone anywhere on the planet or in orbit above it.**

## Prewriting

The prewriting stage is when you think carefully and organize your ideas for your paragraph before you begin writing.

### Six Prewriting Steps:

1. **Think carefully about what you are going to write.** Ask yourself: What question am I going to answer in this paragraph or essay? How can I best answer this question? What is the most important part of my answer? How can I make an introductory sentence (or thesis statement) from the most important part of my answer? What facts or ideas can I use to support my introductory sentence? How can I make this paragraph or essay interesting? Do I need more facts on this topic? Where can I find more facts on this topic?
2. **Open your notebook.** Write out your answers to the above questions. You do not need to spend a lot of time doing this; just write enough to help you remember why and how you are going to write your paragraph or essay.

3. **Collect facts related to your paragraph or essay topic.** Look for and write down facts that will help you to answer your question. Timesaving hint: make sure the facts you are writing are related to the exact question you are going to answer in your paragraph or essay.
4. **Write down your own ideas.** Ask yourself: What else do I want to say about this topic? Why should people be interested in this topic? Why is this topic important?
5. **Find the main idea of your paragraph or essay.** Choose the most important point you are going to present. If you cannot decide which point is the most important, just choose one point and stick to it throughout your paragraph or essay.
6. **Organize your facts and ideas in a way that develops your main idea.** Once you have chosen the most important point of your paragraph or essay, you must find the best way to tell your reader about it. Look at the facts you have written. Look at your own ideas on the topic. Decide which facts and ideas will best support the main idea of your paragraph. Once you have chosen the facts and ideas you plan to use, ask yourself which order to put them in the paragraph. Write down your own note set that you can use as you write your paragraph or essay.

## Writing Paragraphs

The five step writing stage is when you turn your ideas into sentences.

1. Open your notebook and word processor.
2. Write the topic sentence, supporting sentences, and closing sentence.
3. Write clear and simple sentences to express your meaning.
4. Focus on the main idea of your paragraph.
5. Use the dictionary to help you find additional words to express your ideas.

## Editing Paragraphs

The editing stage is when you check your paragraph for mistakes and correct them.

Grammar and Spelling	Style and Organization
1. Check your spelling.	1. Make sure your paragraph has a topic sentence.
2. Check your grammar.	2. Make sure your supporting sentences focus on the main idea.
3. Read your Paragraph again.	3. Make sure you have a closing sentence.
4. Make sure each sentence has a subject.	4. Check that all your sentences focus on the
5. See if your subjects and verbs agree with each other.	



6. Check the verb tenses of each sentence.

main idea.

7. Make sure that each sentence makes sense.

5. See if your paragraph is interesting.

## Collocations

What is Collocation?

A *collocation* is a familiar grouping of words, especially words that habitually appear together and thereby convey meaning by association.

**Here are the usual collocations:** *a light wind, a faint smell, a heavy smoker, wide awake, sound asleep, fast asleep, broad accent, broad agreement, broad daylight, broad grin, broad shoulders and wide appeal, wide area, wide experience, wide interests, wide margin.*

### Collocations

### Meanings

1. below normal

*below average*

2. pick you up

*give you a ride in a car, give you a lift*

3. What's up

*what's new/ what's going on*

4. take a chance

*take risk*

5. do your hair

*comb your hair*

6. make trouble

*create a problem*

7. catch fire

*When something comes in contact with fire & starts to burn.*

8. make a noise

*create disturbance*

9. break down

*To cry, to weep*

10. Key issue

*important issue*

11. Keep fit

*stay fit*

12. come close

*almost achieve or do*

13. get along with

*able to make friendship or bond with someone*

14. make room

*create space*

15. break a promise

*not keeping up with the promise made*

16. make a mess

*to ruin something*

17. catch sight of

*to catch a glimpse of something or someone*

18. pay attention

*listen to something carefully*

19. go bankrupt

*have no money at all*

20. bring about

*to cause to take place*

21. keep the change

*keep the balance of the money*

22. pay the bill

*to pay an amount for the services used*

23. dismiss an offer

*reject an offer*

24. keep quiet

*refrain or prevent someone from speaking or from disclosing something secret*

25. make my bed

*tidy someone's bed*

26. go astray

*become lost*

27. round of applause

*a show of appreciation*

28. take an exam

*write an exam*

29. keep in touch

*stay in contact with someone*

30. richly decorated

*Beautifully decorated*

31. burst into tears

*to cry*

32. run out of time

*to have no time left*

33. save a seat

*reserve a seat*

34. come to a decision

*making a final decision about something*

35. a quick meal

*a meal that does not require much time to get prepared*

36. Take time

*make time for something*

37. Take charge

*become responsible*

38. get over something	<i>to forget something</i>
39. right on time	<i>being exactly on time for something</i>
40. pay back	<i>to repay</i>
41. save water	<i>not wasting water unnecessarily</i>
42. call back	<i>returning a call</i>
43. save money	<i>A reduction in expenditure or cost.</i>
44. draw a conclusion	<i>coming to a final conclusion</i>
45. draw your attention to	<i>catch someone's attention</i>
46. take a taxi	<i>hire a taxi</i>
47. keep in mind	<i>remember</i>
48. run along	<i>go away</i>
49. walk away	<i>move away from a place</i>
50. absolutely necessary	<i>very important</i>
52. bad temper	<i>getting angry easily</i>
53. Accept a request	<i>to officially accept or approve a request or a proposal</i>
54. get ready	<i>to be going to do something immediately</i>
55. accept a challenge	<i>take up a challenge</i>
56. utterly stupid	<i>very foolish</i>
57. filled with horror	<i>get scared</i>
58. make trouble	<i>create a problem</i>
59. close a deal	<i>to bring negotiation to an end by agreeing to a point</i>
60. make my bed	<i>tidy someone's bed</i>
61. Owe an apology	<i>someone needs to feel sorry or a need to apologize to someone</i>
62. make way	<i>to make progress; to move ahead.</i>
63. Early riser	<i>someone who has a habit of getting up early</i>
64. Whispering softly	<i>speaking softly</i>
65. Tread carefully	<i>to avoid saying or doing anything that could cause difficulties</i>
66. Take charge	<i>become responsible</i>
67. Surge of anger	<i>extreme anger</i>
68. Make a move	<i>take measures, take the initiative</i>
69. hang out	<i>to spend a lot of time in a place or with someone</i>
70. slept off	<i>To get rid of something while sleeping</i>
71. Sound sleep	<i>peaceful sleep</i>
72. blow chances	<i>To ruin, mishandle, or fail to capitalize on an opportunity</i>
73. stay out	<i>stay away from a particular matter</i>
74. hang up	<i>end a telephone conversation by cutting the connection</i>
75. Sense of pride	<i>being filled with pride/ego</i>
76. chill out	<i>intended to induce or enhance a relaxed mood</i>
77. smell funny	<i>smell unfamiliar or stinky</i>
78. Let go off	<i>release something</i>
79. make money	<i>earn money</i>
80. far cry from	<i>very different from</i>
81. catch cold	<i>become infected with a cold</i>
82. going fishing	<i>To undertake a search for facts, esp. by a legal or quasi-legal process like a grand-jury investigation</i>
83. flushing out	<i>to remove,</i>
84. heavy fire	<i>a continuous or destructive cannonading, or discharge of small arms</i>
85. break a habit	<i>To end a habit</i>
86. payout	<i>a huge amount of money</i>
87. Keep fit	<i>stay fit</i>
88. Pose a threat	<i>make something dangerous</i>
89. cover blown	<i>to reveal someone's secret/truth</i>
90. key in	<i>to enter</i>
91. see it coming	<i>recognize a person who can be fooled or deceived</i>
92. Badly in need	<i>requires something urgently</i>
93. Breaking News	<i>a newly released piece of information</i>
94. Bright idea	<i>a new idea</i>
95. Burning issue	<i>latest topic of discussion</i>

96. Cast vote	<i>to vote</i>
97. Go blind	<i>unable to see</i>
98. Changing world	<i>something that changes and does not remain the same</i>
99. Closely linked	<i>closely related</i>
100. Do Dishes	<i>wash the dishes</i>

## Presentation

Some presentations are better than others. Some have gorgeous designs. Some have insanely actionable takeaways. Some just give down-to-earth advice. But the best presentations represent all three.

### How to Create a Presentation

1. Less is more.
2. Keep text to a minimum.
3. Rethink visuals.
4. Incorporate multimedia.

#### 1. Less is more.

Here's the thing -- SlideShare exists for a reason. It allows users to view information in a presentation format without having to go somewhere else to see it presented. When you, a human being, deliver a presentation, chances are that that's part of the reason why people are tuning in. They care about the topic, but they also are curious about the person speaking on it.

That's why it can be valuable to keep your slides simple when delivering a presentation to an audience in-person. You want the focus to be on the message, rather than just the slides themselves. Keep the slides on-topic, but simple enough that people can still pay attention to what you're saying, using the visual presentation to support your message.

#### 2. Keep text to a minimum.

One way to accomplish the aforementioned simplicity is to reduce the amount of text in your presentation. People [recall information better when images are paired with it](#) (as opposed to text), so to help your message resonate with the audience, focus on visual content when you create your slides -- we'll cover more on that in a bit.

You certainly won't be alone -- even Google CEO Sundar Pichai practices the reduction of text in his presentations. "Since stories are best told with pictures," he [reportedly remarked at Google I/O 2017](#), "bullet points and text-heavy slides are increasingly avoided at Google."

### 3. Rethink visuals.

When you reduce the amount of text in your slides, you'll need compelling visuals to support the message you're delivering to your audience. But that doesn't mean you can just throw some nice-looking photos onto your deck and move on. Like any other content strategy, the visual elements of your presentation need to be strategic and relevant.

#### **Templates**

While PowerPoint templates have come a long way since the program was first unveiled to the world, chances are, they're still commonly used. To help make your presentation unique, choose a theme that your audience hasn't seen dozens of times before -- one that matches your brand and complements the topic you're speaking about.

Sometimes, it pays to look beyond to other presentation platforms other than PowerPoint to find unique templates, like Prezi. There are also many visual content design sites that offer customizable templates that you can adapt for your own brand and topic, like Canva. In fact, in addition to templates, Canva also offers its very own platform for building presentations from scratch, which you can check out [here](#). Additionally, you can also take a look at Venngage's free [presentation maker](#) for more professionally designed templates, icons and high-quality stock photos that you can use right away.

#### **Charts and Graphs**

One of the best ways to support the message you're delivering in your presentation is by including data and statistics -- and the good news is that they, too, can be represented visually, rather than bulleted out in text.

That's where charts and graphs come in: They provide a colorful and engaging way to present the details that support your point. That said, make sure they fit in with the rest of your presentation's visual theme -- otherwise, it'll distract the audience from what you're talking about, rather than enhancing it.

#### **Color Themes**

There's been some research around the way color can influence our emotions, especially when used in marketing -- in some cases, changing the color of a CTA button [boosted conversions by 21%](#). While the goal of your presentation may not necessarily be to make a sale, you might be trying to invoke certain feelings or impressions, which a strategic use of color can help you do.

## Fonts

When you do include text, you want it to be readable enough for your audience to fully consume and interpret it easily enough to avoid becoming distracted from your message. If you include text that's too small or dense to easily read, they'll become too focused on trying to decipher it to pay attention to what you're saying.

The text should not only be big enough for people in the back of the room to read it, but also, presented in the right color to maintain visibility over your background.

## Image quality

Incorporating this fabulous visual content into your presentation will go to waste if the images are low-quality. Make sure your photos and other visual assets are high-resolution enough to be crisp and clear when displayed on a huge presentation screen.

## 4. Incorporate multimedia.

There's a reason why we love examples. You can give out the best advice available, but sometimes, in order to believe it, people need to see it in practice.

Multimedia is one way to achieve that -- in a manner that can also capture and maintain your audience's attention. A simple Google search for "[music in presentations](#)" yields enough soundtrack results to suggest that it's a unique way of engaging your audience, or at least create a welcoming atmosphere before and after you speak.

Within the presentation itself, video -- as it is in so many other applications -- serves as valuable visual content to keep your audience engaged. After all, [43% of people want to see more video content from marketers](#), often because it helps to illustrate and explain theories in practice in a way that the spoken word or photographs can't do alone.

## The importance of presentation skills

It is very sad that so many influential, bright minded presenters with a deep expertise in their fields lose their audience due to their poor presentation skills. It is also about respect for the audience.

### Presentation Style:

It is important to remember that **How you present is as important as what you present.**

- Be yourself, relax, and practice some deep breathing techniques
- Sound conversational and enthusiastic;
- Use key phrases in your notes so you do not have to read them;
- Try to use your slides more than your notes;
- Vary volume;

- Don't be afraid of some silence and do not use fillers such as "um";
- Nervousness is usually invisible, most people will not notice small changes in your voice or occasional mistakes;
- Use body language effectively (e.g., establish frequent eye contact with the audience);
- Concentrate on the message;
- Begin with a slow, well-prepared introduction and have a confident and clear conclusion;
- Make eye contact with your audience
- Don't read your slides (assume your audience is literate!)
- Conclude by repeating your main points you covered during the presentation.
- Thank the audience. Show them your appreciation. Show them you want to be there.
- Practice, practice, practice.



# UNIT 6

## Making Reservation & Arrangements

### I. Making Reservations

#### What are Telephone Etiquettes?

An individual needs to follow a set of rules and regulations while interacting with the other person over the phone. These are often called as telephone etiquettes. It is important to follow the basic telephone etiquettes as our voice plays a very important role in creating an impression of our personality, education, family background as well as the nature of job we are engaged in. The person giving the information is called the sender and the second party is the recipient.

#### Telephone etiquettes to be followed:

- Always remember your voice has to be very pleasant while interacting with the other person over the phone. Don't just start speaking, before starting the conversation use warm greetings like "good morning", "good evening" or "good noon" depending on the time.
- Never call any person at odd hours like early morning or late nights as the person will definitely be sleeping and will not be interested in talking to you.
- In any official call, don't use words like "Any guess who I am?" "as the person on the other side might be occupied with something and can get disturbed. Always say "Is it Ted?", and do ask him, "Is it the good time to talk to you?" and then start communicating. If the person sounds busy always wait for the appropriate time.
- Make sure your content is crisp and relevant. Don't play with words, come to the point directly and convey the information in a convincing manner. First prepare your content thoroughly and then only pick up the receiver to start interacting.
- After dialing, always reconfirm whether the person on the other side is the desired person whom you want to interact with. Always ask "Am I speaking to Mike?" or "Is this Jenny?" before starting the conversation.
- Always carefully dial the numbers, never be in a rush or dial the numbers in dark as it would lead to a wrong call. If by mistake you have dialed a wrong number, don't just hang up, do say sorry and then keep the phone courteously.
- Never put the second party on a very long holds. Always keep the information handy and don't run for things in between any call as the listener is bound to get irritated.
- While interacting over the phone, don't chew anything or eat your food. First finish your food and then only dial the number. If you are reading, please leave the book aside, first concentrate what the other person wishes to convey and then continue with the book.
- After completing the conversation, don't just hang up. Reconfirm with the receiver whether he has downloaded the correct information or not and do end your conversation with pleasant words like "Take care", "nice speaking with you" and a warm bye. Never say Goodbye.
- Always speak each and every word clearly. The person on the other hand can't see your expressions so remember your tone should be apt to express your feelings in the correct form.



- If you are not the correct person and the speaker needs to speak to your fellow worker always say “one moment please- I will call him in a minute”. If the colleague is not in the office premises, always take a message on his behalf and don’t forget to convey him when he is back.

## **Vocabulary and phrases for making arrangements**

Some common expressions can be used to make arrangements.

**To make an arrangement, use**

**We....**

*We can eat out tonight.  
We can go to the  
movies. We can take  
the train.*

*We can schedule the meeting for tomorrow.  
We can discuss our concerns with the  
manager. We can meet outside the cinema.*

**To ask someone where they would like to meet, use Where...?**

*Where shall we meet?  
evening?*

*Where would you like to spend the*

*Where would you like to meet?  
Where shall we go to eat?*

*Where would you like to go on holiday?*

**To ask someone when they want to meet, use Whe ...? or What time...?**

*What time does the meeting start?  
When shall we meet?*

*When would you like to meet for dinner?*

## **Expressions of time**

Use on with days: Could we meet on Monday?

Use in with months, years and other expressions: I'm going to visit my grandparents in October.

Use at with times and other expressions: Could you please call me at 3pm?

Use next to refer to future times: I hope we can meet again next week.

Use when to start a future time clause: Let's meet again when it is convenient.

## **Tenses**

To speak about a timetable, use the present simple: Next term runs from 1 September until 16 December.

To speak about a future arrangement, use the present continuous: Mr Toshiko is coming to our next meeting.

To speak about a plan, use 'be going to': Next term we are going to learn about pollution.

Tenses in complex sentences about the future

Use the present simple after when, if and next time in future time clauses:

I will call you when I get to the station.

I'm going to work with my dad when I finish school.

Let's go for a walk if the weather is good.

Will you visit the Eiffel Tower next time you are in Paris?

## TELEPHONE ETIQUETTE

Useful telephone vocabulary and phrases in English

<b>Making contact :</b>	<ul style="list-style-type: none"><li>▪ Hello / Good morning / Good afternoon ...</li><li>▪ This is John Brown speaking</li><li>▪ Could I speak to ..... please?</li><li>▪ I'd like to speak to ..... ..</li><li>▪ I'm trying to contact .....</li></ul>
<b>Giving more information:</b>	<ul style="list-style-type: none"><li>▪ I'm calling from Tokyo / Paris / New York / Sydney ...</li><li>▪ I'm calling on behalf of Mr. X ...</li></ul>
<b>Taking a call :</b>	<ul style="list-style-type: none"><li>▪ X speaking.</li><li>▪ Can I help you?</li></ul>
<b>Asking for a name / information :</b>	<ul style="list-style-type: none"><li>▪ Who's calling please?</li><li>▪ Who's speaking?</li><li>▪ Where are you calling from?</li><li>▪ Are you sure you have the right number / name?</li></ul>
<b>Asking the caller to wait :</b>	<ul style="list-style-type: none"><li>▪ Hold the line please.</li><li>▪ Could you hold on please?</li><li>▪ Just a moment please.</li></ul>
<b>Connecting :</b>	<ul style="list-style-type: none"><li>▪ Thank you for holding.</li><li>▪ The line's free now ... I'll put you through.</li><li>▪ I'll connect you now / I'm connecting you now.</li></ul>
<b>Giving negative information :</b>	<ul style="list-style-type: none"><li>▪ I'm afraid the line's engaged. Could you call back later?</li><li>▪ I'm afraid he's in a meeting at the moment.</li><li>▪ I'm sorry. He's out of the office today. / He isn't in at the moment.</li><li>▪ I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here</li><li>▪ I'm sorry. There's nobody here by that name.</li><li>▪ Sorry. I think you've dialled the wrong number./ I'm afraid you've got the wrong number.</li></ul>

<b>Telephone problems :</b>	<ul style="list-style-type: none"> <li>▪ The line is very bad ... Could you speak up please?</li> <li>▪ Could you repeat that please?</li> <li>▪ I'm afraid I can't hear you.</li> <li>▪ Sorry. I didn't catch that. Could you say it again please?</li> </ul>
<b>Leaving / Taking a message :</b>	<ul style="list-style-type: none"> <li>▪ Can I leave / take a message?</li> <li>▪ Would you like to leave a message?</li> <li>▪ Could you give him/her a message?</li> <li>▪ Could you ask him/her to call me back?</li> <li>▪ Could you tell him/her that I called?</li> <li>▪ Could you give me your name please?</li> </ul>

### **Sample telephonic conversation1: Making a reservation**

**Hotel Clerk:** Hello. Sunnyside Inn. May I help you?

**Man:** Yes, I'd like to reserve a room for two on the 21st of March.

**Hotel Clerk:** Okay. Let me check our computer here for a moment. The 21st of May, right?

**Man:** No. March, not May.

**Hotel Clerk:** Oh, sorry. Let me see here. Hmmm.

**Man:** Are you all **booked** that night?

**Hotel Clerk:** Well, we have one **suite** available, complete with a **kitchenette** and a sauna bath. And the view of the city is great, too.

**Man:** How much is that?

**Hotel Clerk:** It's only \$200 dollars, plus a 10% room tax.

**Man:** Oh, that's a little too expensive for me. Do you have a cheaper room available either on the 20th or the 22nd?

**Hotel Clerk:** Okay, we do have a few rooms available on the 20th; we're full on the 22nd.

**Man:** Well, how much is the room on the 20th?

**Hotel Clerk:** \$80 dollars, plus the 10% room tax.

**Man:** Okay, that'll be fine.

**Hotel Clerk:** All right. Could I have your name, please?

**Man:** Yes. Bob Maexner.

**Hotel Clerk:** How do you spell your last name, Mr. Maexner?

**Man:** M-A-E-X-N-E-R.

**Hotel Clerk:** Okay, Mr. Maexner, we look forward to seeing you on March 20th.

**Man:** Okay. Goodbye.

### Vocabulary and Sample Sentences

- **book** (*verb*): reserve
  - Let's book a room at a cheap hotel in the city.
- **suite** (*noun*): a group of connected rooms at a hotel
  - I decided to reserve a suite for our honeymoon.
- **kitchenette** (*noun*): a very small kitchen
  - My first apartment was very small and only had a kitchenette.

## II. Making arrangements

### Sample telephonic conversation1: Making an arrangement

Simon: Hello.

Alice: Hi Simon, it's Alice.

Simon: Hi there Alice. How are things?

Alice: Not too bad. Listen, there is a new film out with Russell Crowe. I've heard it's really good. Would you like to go to the cinema to see it with me?

Simon: Sure, sounds great.

Alice: Shall we say Thursday evening?

Simon: I'm afraid, Thursday isn't good for me. I'm having dinner with my family. It's my mother's birthday.

Alice: OK. Can you make it on Friday?

Simon: Err, yeah, Friday sounds fine.

Alice: Great.

Simon: What time do you want meet?

Alice: Well, they're showing the film at 8.30, so how about 8.15? In front of the cinema.

Simon: Fine. See you on Friday.

### Changing the plan

Simon: Hello.

Alice: Hi Simon, it's Alice. Listen, I'm calling about Friday. I'm afraid I can't make it. You see, my cousin is coming to visit me for the weekend and I have to spend some time with her.

Simon: Oh, that's a pity.

Alice: Can we do Sunday instead?

Simon: Sure, that suits me fine.

Alice: Great.

Simon: Same time, same place?

Alice: Yes. See you then. Bye.

### Sample telephonic conversation 2:

The Protocol Department arranged a visit of diplomats accredited at Moscow to the Cardiological Centre of the Ministry of Public Health. Here is a talk between a Soviet official and an Australian diplomat concerning the details of the visit.

Mr Ward: Good morning. This is Ward of the Australian Embassy speaking.

Mr Orlov: Good morning, Mr Ward. Orlov speaking. Can I be of any help to you?

Mr Ward: I am calling to confirm our visit to the Moscow Cardiological Centre. Any changes in the schedule of the visit, Mr Orlov?

Mr Orlov: No changes so far. The visit is arranged for the heads of staff and other members of foreign missions and embassies in Moscow.

Mr Ward: The date and time remain as mentioned in the memo?

Mr Orlov: Yes, next Tuesday, 11 a.m.

Mr Ward: Thank you. Are we supposed to go to the Cardiological Centre on our own?

Mr Orlov: No, Mr Ward, we invite you to come to the Foreign Ministry first, and then we'll proceed to the Centre in buses.

Mr Ward: That's a good idea. Any chance of seeing you, Mr Orlov, at the Ministry?

Mr Orlov: Of course, I'll be accompanying you to the Cardiological Centre.

Mr Ward: Fine. See you next Tuesday, then. Good-bye.

Mr Orlov: Good-bye, Mr Ward.

### Some phrasal verbs for making arrangements

Phrasal vocabulary

Study the following sentences. Try to guess the meaning of the words in bold  
I'm afraid I can't meet you. Something has **come up**.

I can't meet you on Saturday or Sunday. I'm **tied up** all weekend.

Let's **meet up** at the fountain at 8pm and walk to the bar together.

I can't meet you on Friday. Can we **bring forward** the meeting to Tuesday?

I can't meet you on Wednesday. Can we **put off** the meeting to Friday?

I'm sorry, but I have **to call off** tomorrow's meeting.

I'll **pick you up** at 8pm and take you straight to the restaurant.

Are we **still on** for tomorrow night? I hope your plans haven't changed.

## **I. An Introduction to Letter Writing**

### **What are formal letters?**

Formal letters or business letters are written to achieve a specific purpose. These can include:

- ☐ Complaining
- ☐ applying for a position such as employment
- ☐ Requesting information about something
- ☐ applying for acceptance to a college or university.

### **The layout of a formal letter**

A formal letter has a different layout from an informal letter. Here are some features you need to know:

1. The writer's address is in the top left corner.
2. Include the date under the address.
3. The recipient's (also called the receiver's) address is on the left. This helps a company or large institution to know which staff member should deal with the letter.
4. The subject line is a very short 'title'. This tells the recipient what the letter is about. This is very helpful so that they can categorize it quickly and know who it applies to and what it is about.
5. The letter ends with 'Yours faithfully', and then your name. Many learners get confused about when to use 'Yours faithfully' and 'Yours sincerely'. Use this hint: Faithfully for Formal letters, and Sincerely for Social letters.

### **What are some of the features of a formal letter?**

- A formal letter is always written in formal language. But it does not need to be old-fashioned.
- Do not ask the recipient how they are. You only do that in social or friendly letters.
- Include all the information the recipient will need.
- Use full sentences and correct grammar.

### **How to plan a formal letter**

You could plan a formal letter like this:

1. Introductory paragraph: Explain what the letter is about.
2. Paragraph 2: Give any background information.
3. Paragraph 3: Write about any action that needs to happen.
4. Concluding paragraph: End politely, in a short paragraph. Here are two possible sentences:

- ☐ Thank you for your assistance.
- ☐ I hope that this matter will be resolved.

**Format:**

Your Name  
Your Address  
Your City, State, Zip Code  
Your Phone Number  
Your Email Address

**Date****Contact Information** (*The person or company you are writing to*)

Name  
Title  
Company  
Address  
City, State, Zip Code

**Salutation**

Dear Mr./Ms. Last Name: (Use a formal salutation, not a first name, unless you know the person extremely well. If you do not know the person's gender, you can write out their full name. For instance, you could write "Dear Pat Crody" instead of "Dear Mr. Crody" or "Dear Ms. Crody")

***Subject:******Body of Letter***

When writing a letter, your letter should be simple and focused, so that the purpose of your letter is clear.

The first paragraph of your letter should provide an introduction as to why you are writing so that your purpose is obvious from the very beginning.

Then, in the following paragraphs, provide more information and specific details about your request or the information you are providing.

The last paragraph of your letter should reiterate the reason you are writing and thank the reader for reviewing your request.

Leave a blank line after the salutation, between each paragraph, and before the closing.

## **Closing**

Yours Sincerely

**Name**

## **Complaint letter:**

A Complaint Letter is a type of letter written to address any type wrong doing, offence, grievance, resentment arising out of a product, service etc. Complaint Letters are used to raise your concerns about unfair things and seek a productive outcome.

Having a problem with a product or service can be frustrating. When you're trying to resolve a problem with a company, the first step should be to discuss your concerns with a representative of the business. If a phone call or email doesn't resolve the problem, consider writing a complaint letter.

A letter is important. It puts your complaint on record with the company, helps preserve any legal rights you may have in the situation, and lets the company know you're serious about pursuing the complaint.

## **Sample complaint letter**

905,41C,LPU  
Phagwara,Punjab-144411

July 18,2020

Mr Rodrigues Ahuja  
Sales Representative  
Armada & Armada  
Green Lane  
[Moga, Punjab-142001

Dear Mr Rodrigues

On 14<sup>th</sup> july 2020, I bought a mobile phone model Armada-120. I made this purchase at Vikay Electronics, Phagwara.

Unfortunately, your product has not performed well because it hangs very often and gets overheated on charging. To resolve the problem, I would appreciate your company to replace the mobile for me. Enclosed are copies of my bill and warranty card concerning this purchase/repair.



I look forward to your reply and a resolution to my problem. Please contact me at the above address or by phone.

Yours Sincerely,

Raghav Gupta

M: 9812345366

**Request letter:**

Request Letter is a letter which is written when you need certain information, permission, favour, service or any other matter which requires a polite and humble request.

An announcement letter is a request letter when it requires your presence for a certain event. Invitation letters and persuasive letters are also types of requests. A cover letter is also a type of request as it is asking to be considered for a post or asking for information about a job.

Sector-57  
Patiala, Punjab-144411

19<sup>th</sup> July,2020

Mr V.Bhatnagar  
Senior Lawyer,District Court  
Jalandhar.

Sub: Request for filling a survey

Dear Mr Bhatnagar,

My name is Younis khan,a representative of the student division of LPU. I write this letter to request your response on a survey that we are doing for an employment generation project in your city. We believe that you are a stakeholder in the city community and the feedback you give us will inform development of the project.

We are doing research on employment avenues in your locality aiming at improving the living standards of the community. We wish to request you to respond to general questions in this survey. I assure you that this questionnaire does not have any personal questions and all responses given are confidential.

Kindly find the attached survey form with relevant questions attached herewith for your consideration. Please fill all the questions and return the filled and signed questionnaire to our email. We hope to have your responses by the latest 25<sup>th</sup> July,2020 so that we have sufficient time to analyze the responses from the major stakeholders.

Kindly consider our request and fill the survey to promote the implementation of the project.

Thank you for your assistance in advance.

Yours Sincerely,

Aman

Student