

BCS-055 : BUSINESS COMMUNICATION by Ankit Kumar

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SHORT NOTES

(i) Rules for a Successful Group Discussion

- **Suno aur Samjho:** Dusre ki baat dhyan se suno.
- **Topic par Raho:** Sirf topic se related baat karo.
- **Respect Karo:** Dusre ki baat ka respect karo.
- **Clearly Bolo:** Apni baat clearly aur short mein rakho.
- **Sabko Bolne do:** Sabko chance milna chahiye.

(ii) A Framework for Proposals parastao, sujhaao

- **Shuruaat:** Proposal ka purpose batao.
- **Problem:** Kya issue solve karna hai, wo explain karo.
- **Solution:** Apne ideas do.
- **Benefits:** Isse kya fayda hoga, wo batao.
- **End:** Proposal ko short mein finish karo aur approval maango.

(iii) Facing a Phone Interview

- **Prepare Raho:** Company aur job ke baare mein pehle se research karo.
- **Quiet Place:** Shant jagah choose karo.
- **Professional Bano:** Formal aur positive tone mein baat karo.
- **Resume Saath Rakho:** Apne documents ready rakho.
- **Questions Pucho:** Role ke baare mein achhe questions puchho.

(iv) Organising a Portfolio

- **Divide Karo:** Kaam ko categories mein rakho.
- **Details Add Karo:** Kaam ke naam aur short description likho.
- **Best Work Dikhaao:** Apni best cheezein showcase karo.
- **Clean Rakho:** Simple aur professional banake rakho.
- **Update Karte Raho:** Naye kaam add karte raho.

Dealing with problem letters

"Problem letters ka matlab hai shikayat ya dikkat wale letters ko samajhna aur unka solution dhundhna."

Identify karo root cause - Sabse pehle, problem ka asli reason samjho. Letter ko do-teen baar padh ke dekho, aur samjho ki kya exactly issue hai.

Shanti se response likho - Gusse mein ya jaldi mein reply mat karo. Pehle khud ko thoda time do, phir calmly aur politely jawab do.

Clear aur concise likho - Jo bhi likhna hai, woh simple aur seedhe shabdon mein likho, taaki saamne wale ko clear ho jaaye ki tum kya kehna chahte ho.

Professional raho - Tone hamesha professional aur respectful rakho, chahe kitna bhi bada issue ho. Ye cheez saamne wale pe positive impact dalti hai.

Solution suggest karo - Sirf problem point out mat karo, balki kuch possible solutions bhi suggest karo. Isse tumhare approach aur maturity dikhati hai.

planning an event

Purpose Set Karo: Sabse pehle, event ka purpose decide karo - kya achieve karna hai aur audience kaun hogi?

Budget Banaye: Kitna paisa available hai aur kis cheez mein kitna kharch hoga, yeh pehle hi decide karo taaki future mein confusion na ho.

Venue Aur Date Fix Karo: Venue aur date finalize karo jo sabke liye convenient ho aur event ki requirement ke hisaab se ho.

Team Assign Karo: Kaam ko chhote tasks mein divide karo aur har task ke liye responsible log assign karo.

Promotion Aur Marketing: Event ko successful banane ke liye uski promotion karo, social media, invites, aur posters use karo taaki log aware ho aur interested ho jayein.

Important of small talk

Small talk ek zaroori skill hai jo logon ke saath connection banane, comfort create karne aur relationships build karne mein madad karta hai.

Relationship building – Small talk naye logon ke saath support banata hai. Yeh aapko ek friendly aur approachable image deta hai.

Communication skills improve hoti hain – Jab aap casually baat karte hain, toh aapki listening aur speaking skills aur better hoti hain.

Trust create hota hai – Small talk se samne wale ko lagta hai ki aap friendly aur genuine ho, aur iss tarah trust build karna easy ho jata hai.

Networking mein help karta hai – Acha small talk aapko naye opportunities aur connections provide kar sakta hai.

Breaks the ice – Small talk awkward silence ko khatam karta hai aur ek comfortable environment create karta hai, especially formal meetings ya gatherings mein.

getting ready for the job market

Job market ke liye tayyari ka matlab hai apne skills aur knowledge ko enhance karna aur resume, interviews aur networking ke liye tayyar rehna.

Skills pe focus karo – Apne field ki latest skills seekho, jaise coding, data analysis, ya soft skills, jo employers ko chahiye hoti hain.

Resume update karo – Apna resume clean aur clear rakho, apne skills, achievements aur experience ko achhe se highlight karo.

Networking karo – LinkedIn ya other platforms pe professionals se connect karo. Events, webinars attend karo, aur industry ke baare mein seekhne ki koshish karo.

Internships ya projects karein – Apne skills ko real-world experience mein apply karne ke liye internships ya side projects karo.

Interview preparation – Common interview questions ke answers practice karo. Apni strengths aur weaknesses achhe se samajh lo, aur confidence ke saath interview do.

preparing for an interview

Interview ki tayari ka matlab hai apne skills aur knowledge ko effectively prastut karne ke liye practice karna aur apne aapko interview ke sawalon ke liye tayar karna.

Research Company & Role: Company ke baare mein achhe se research karo, unki values, products, aur culture samajh lo. Job description bhi dhyaan se padho, taaki tumhe pata ho ki kis role mein apply kar rahe ho.

Resume Revision: Apna resume update karo aur apne achievements aur experience ko clearly highlight karo. Jab bhi interview mein baat karein, apni strengths aur key skills pe focus rakho.

Mock Interviews: Practice karo! Friends ya family ke saath mock interview sessions lo, taaki tumhe apne answers confident aur clear way mein dene aayen.

Prepare for Common Questions: Kuch common interview questions ke answers tayar rakhna jaise "Tell me about yourself" ya "Why should we hire you?" Ye tumhe confident banayega.

Dress Appropriately & Be On Time: Interview ke din achha, professional kapda pehno aur time se pahunchna zaroori hai. Pehli impression bohot important hoti hai.

different styles and type of communicators

Different styles and types of communicators include assertive (clear and confident), passive (reserved), aggressive (dominating), and passive-aggressive (indirectly expressing anger).

Direct Communicator: Ye log apne thoughts seedha aur clearly express karte hain. They get straight to the point without beating around the bush. Example: "Mujhe yeh kaam jaldi chahiye."

Indirect Communicator: Ye log apne baat ko thoda roundabout tareeke se rakhte hain, jise samajhna thoda mushkil ho sakta hai. Example: "Mujhe lagta hai ki humein is par thoda aur sochna chahiye."

Assertive Communicator: Ye log apne ideas ko confidently, bina kisi hesitation ke express karte hain. They respect others' opinions but also stand their ground. Example: "Mujhe lagta hai ki yeh best solution hai."

Passive Communicator: Ye log apne opinions ko express karne mein shy hote hain, aur doosron ki baat ko zyada importance dete hain. Example: "Agar aapko theek lage, toh main ye kar dunga."

Aggressive Communicator: Ye log apne point ko dusre logon pe forcefully impose karte hain, without caring about others' feelings. Example: "Mujhe yeh karna hoga, aur tumhe mujhse kehna nahi hai!"

Internal communication

Internal communication ek organization ke andar employees aur teams ke beech information aur ideas share karne ka process hota hai.

Team Collaboration: Internal communication se team ke beech better collaboration hota hai, jisse kaam efficiently hota hai aur sabko ek direction milti hai.

Clear Information Flow: Achhi internal communication se sabko important updates milti hain, jaise meetings, deadlines, aur project changes, jisse confusion kam hota hai.

Employee Engagement: Jab internal communication acchi hoti hai, employees feel more involved aur unka morale high rehta hai, jo productivity badhata hai.

Problem Solving: Agar kisi issue ya challenge ka samna ho, toh internal communication se jaldi solutions milte hain aur team ek saath kaam kar sakti hai.

Feedback Mechanism: Effective communication se employees feedback de sakte hain, jo organization ko apne processes ko improve karne mein madad karta hai.

Technology Ka Istemaal: Email, chat apps, aur other tools ka use karke communication ko asaan aur tezi se kiya ja sakta hai. Yeh team ko efficiently kaam karne mein madad karta hai.

difference between oral and written communication

Oral communication bol kar hoti hai, jabki written communication likh kar hoti hai.

1. **Formality:** Written communication formal hoti hai, jabki oral communication informal ya casual bhi ho sakti hai.
2. **Record Keeping:** Written communication ka record hota hai jo kabhi bhi refer kiya ja sakta hai, par oral communication mein information easily bhool sakte hain aur record nahi hota.
3. **Time & Effort:** Written communication time-consuming hoti hai kyunki soch samajh ke likhna padta hai, jabki oral communication zyada jaldi ho sakti hai.
4. **Clarity:** Written communication zyada clear aur precise hoti hai, kyunki words carefully select kar sakte hain. Oral mein clarity kabhi kabhi missing hoti hai due to tone ya gestures.
5. **Feedback:** Oral communication mein feedback turant mil jata hai, par written mein response lene mein time lagta hai.

Feasibility report

Feasibility report ek aisa report hota hai jo ye batata hai ki koi kaam ya project sambhav hai ya nahi, aur uske liye kitni mehnat, paisa aur samay lagega.

Purpose – Feasibility report ka main maksad yeh hota hai ke kisi project ya idea ko shuru karne se pehle uski possibilities aur challenges ko samjha jaye.

Scope Analysis – Isme project ka scope, yaani project ka kitna bada hoga aur kya-kya include hoga, uska analysis hota hai. Yeh ensure karta hai ke project realistic hai.

Cost Estimation – Is report mein project ki estimated cost calculate ki jaati hai, taaki samjha ja sake ke yeh project financially feasible hai ya nahi.

Risk Assessment – Feasibility report mein project se jude risks aur unka solution bhi diya jata hai, jisse project ki planning aur execution smooth ho sake.

Recommendation – Last mein, report mein ek recommendation hoti hai, yaani yeh suggest kiya jata hai ke project ko proceed karna chahiye ya nahi, based on analysis.

characteristics of reports

Reports ek structured document hoti hain jo kisi specific topic par information, analysis, aur findings ko present karti hain, aksar recommendations ya conclusions ke saath.

Ex. Ek business report jo quarterly financial performance batata hai, usme accurate sales figures, relevant market analysis, aur expenses ka breakdown hota hai, jo management decisions ko inform karta hai.

Culture business communication

Culture business communication ka matlab hai ki alag-alag cultures mein business ki baatein kaise ki jaati hain, jisme logon ke values, language, aur tareeke samajhkar baat ki jaati hai.

Ex. Ek multinational company mein, agar aap Japanese employees ki indirect communication style samajhte ho, toh teamwork aur negotiations zyada effective ho sakte hain.

organising oneself for business travel

Organizing oneself for business travel" ka matlab hai apne safar ke liye zaroori tayyari karna, jaise ki travel arrangements, meetings ki scheduling, aur required documents ka intezaam.

Ex. Real-world example: "Business trip se pehle, Raj ne meetings set ki, zaroori cheezein pack ki, aur travel ka plan bana liya taaki sab kuch asaani se ho jaye.

Organizing a portfolio

Organizing a portfolio ka matlab hai apne kaam, skills, aur achievements ko ek structured aur cohesive tareeke se arrange karna, taaki aap apni abilities achhe se showcase kar sakein.

Ex.: "Ek graphic designer apne best logo designs, brochures, aur website layouts ko ek portfolio mein organize karta hai taaki wo apne skills dikhake potential clients ko attract kar sake."

Group discussion

Group discussion ek aisi activity hoti hai jisme ek group of log ek specific topic par apne vichar vyakt karte hain, sunte hain aur discuss karte hain.

Ex. k company ke team members naye product launch ke strategy par group discussion kar rahe hain, jisme har kisi ka input valuable hai, taki best decision liya ja sake."

Fill in the blanks

(i) Anita is so lazy that she never gets up before eight o'clock.

(ii) Radha is learning German these days

(iii) The company has made a lot of projects this year

(iv) The dog has been barking since morning.

(v) It rained heavily yesterday.

i) The night our mother went to the shop and did not come back. What happened? I don't know.

ii) I bought a new car last month but I have not sold my old car yet, so at the moment I have two cars.

(i) We are unable to supply the goods unless we receive payment in advance.

Unless - jab tak nahi, agar nahi

(ii) A spare axle is provided in case one is damaged during routine use.

(iii) The machine should not be modified unless a service engineer is present.

(iv) The filter should be changed when the unit has been in operation for two months.

(v) The red light will come on when the machine overheats.

(a) to shorthand, she is qualified in bookkeeping.

(b) The new job pays a higher salary being closer to home.

(c) The manager wasn't fair and he wasn't honest

(d) He told me the reason why he left and many more things

(e) He lost half a fortune, he managed to save his life.

a. In addition to

b. as well as

c. either

d. besides

e. but

Fill in the blanks with appropriate form of the verbs given in brackets :

- (a) When we(read) about the Titanic, the story was not new to me because I (see) the movie.
- (b) When the Titanic (leave) England, many of the lifeboats (passive : remove).
- (c) When the Titanic sank, a rescue ship (come) to pick up the survivors.

(a) read, had seen (b) left, were removed (c) came

Fill in the blanks with appropriate form of the verbs :

- (i) Promila for the last three hours. (sleep)
- (ii) Sunil early since I started my new job. (get up)
- (iii) When I (arrive) at the supermarket, the manager (guide) me through the shop.
- (iv) As we were watching, the boy (fall) into the harbour.

- (i) has been sleeping
(ii) has been getting up
(iii) arrived, guided
(iv) fell

ACTIVE PASSIVE

Tense	Active voice	Passive voice
Present Indefinite	Does/Do	Is/Are/Am
Present Continuous	Is/Am/Are	Is/Am/Are + Being
Present Perfect	Has / Have	Has been / Have been
Present Perfect Continuous	Has / Have been	Has / Have been + Being
Past Indefinite	Did	Was / Were
Past Continuous	was/were	was/ were + being
Past Perfect	had	had been
Past Perfect Continuous	had been	had been + being
Future Indefinite	Will	Will be
Future Continuous	Will be	Will be + Being
Future Perfect	Will have	Will have been
Future Perfect Continuous	Will have been	Will have been + being

(i) Rohit may win the prize.

- Passive: The prize may be won by Rohit.

(ii) The doctor was examining the patient.

- Passive: The patient was being examined by the doctor.

(iii) They have built a new bridge over the river.

- Passive: A new bridge has been built over the river by them.

(iv) A team of experts is preparing the report.

- Passive: The report is being prepared by a team of experts

(v) His mother gave him a new pen

- Passive: A new pen was given to him by his mother.

(i) The cook is tasting the soup.

Answer: The soup is being tasted by the cook

(ii) Anu answered all the questions easily.

Answer: All the questions were answered easily by Anu.

(iii) Rina lost her passport.

Answer: The passport was lost by Rina.

(iv) You cannot park the car here.

Answer: The car cannot be parked here.

(v) Who broke the chair?

Answer: By whom was the chair broken? (or "Who was the chair broken by?"

1. Somebody cleans the office every day.
 - Answer: The office is cleaned every day.
2. They cancelled all flights because of the fog.
 - Answer: All flights were cancelled because of the fog.
3. How do people learn languages
 - Answer: How are languages learned?
4. People don't use this road very often.
 - Answer: This road is not used very often.
5. They have built a new hospital near the airport
 - Answer: A new hospital has been built near the airport

(i) **They will close the shop tomorrow.**

The shop will be closed by them tomorrow.

(ii) **The child was eating an apple when the door-bell rang.**

An apple was being eaten by the child when the door-bell rang.

(iii) **They have built a new bridge over the river.**

A new bridge has been built over the river by them.

(iv) **The college will celebrate its Annual Day next week.**

The Annual Day will be celebrated by the college next week.

(v) **A team of experts is preparing the report.**

The report is being prepared by a team of experts.

MAKE SENTENCE ON THESE WORDS

1. ****Exhausted****: Bahut thak gaya/gayi
2. ****Figure out****: Samajhna ya samasya ka hal dhoondhna
3. ****Prone to enthusiasm****: Jaldi excited hone waala/waali
4. ****Aimlessly****: Bina kisi manzil ke ya bina kisi direction ke
5. ****Conversing****: Baat-cheet karna

Exhausted: I felt exhausted after a long day at school.

Figure out: She tried to figure out the puzzle.

Prone to enthusiasm: He is prone to enthusiasm when talking about sports.

Aimlessly: The dog wandered aimlessly around the yard.

Conversing: They were conversing quietly in the library.

1. ****Appreciate****: Kisi ki tareef karna.
2. ****Displayed****: Dikhaya gaya.
3. ****People-focused****: Logon par dhyan dena.
4. ****Collaborative****: Milkar kaam karna.
5. ****Flexible****: Aasani se badal sakne wala.

Appreciate: I appreciate your help.

Displayed: The painting was displayed on the wall.

People-focused: Our boss is very people-focused.

Collaborative: We worked in a collaborative way.

Flexible: She is flexible with her time

1. ****Point of view****: Soch ya nazariya
2. ****Superficial****: Sirf bahar se, gehra nahin
3. ****Creep into your life****: Aapki zindagi mein dheere se ghus jaana
4. ****Supportive****: Madad karne waala, saath dene waala
5. ****Humble****: Seedha-saadha, vinamr

Point of view: My point of view is different.

Superficial: The cut was only superficial.

Creep into your life: Worries can creep into your life.

Supportive: She is supportive of me.

Humble: He is a humble person

Suspicion: Shaq

Ambitious drive: Aage badhne ki ichha

Impaired: Kamzor ya bigda hua

High value: Keemti ya zaroori

Status: Rutba ya position

Personality: Insaan ki khaas aadatein

Suspicion: People felt suspicion when he came late.

Ambitious drive: His ambitious drive helped him succeed early.

Impaired: The accident made his memory a bit impaired.

High value: This necklace has high value, so keep it safe.

Status: His work improved his status.

Personality: Everyone likes his friendly personality.

Contradicted Jab koi kisi ki baat ko galat bata de.

Commitment Kisi cheez ko pura karne ka promise.

Misunderstanding Kisi cheez ko galat samajhna.

Expectation Kisi se kuch ummid karna.

Indecisive Kisi decision ko lene mein confusion hona.

(i) **Contradicted**

She contradicted his story by telling the truth.

(ii) **Commitment**

He showed commitment by practicing every day.

(iii) **Misunderstanding**

There was a misunderstanding about the meeting time.

(iv) **Expectation**

My parents have an expectation that I will do well in exams.

(v) **Indecisive**

I was indecisive about what to eat for dinner.

FROM UNSEEN PASSAGE

OPPOSITE WORDS

Disturbing - Calming

Frank - Shy

Increase - Reduce

Strong - Weak

SYNONYMS

Agreement - **Accord Consensus**

meeting - **Gathering Assembly**

Forcefully - **Vigorously Powerfully**

Respectful - **Courteous Considerate**

detractant - **Discouragement, Hindrance**

COMPOSITION

AUTOMOBILES ARE POSING A SERIOUS THREAT TO LIFE IN BIG CITIES:

- Introduction: Bade shehron mein cars ki taadaad badhti ja rahi hai, jisse pollution aur traffic kaafi zyada ho gaya hai. Yeh problems humare health aur daily life ko effect kar rahi hain, aur life thodi mushkil ho gayi hai.

EDUCATION IS MUCH MORE THAN PASSING EXAMS WELL:

- Introduction: Education ka matlab sirf exams mein achhe marks lana nahi hota. Education ka asli matlab hai zindagi ke liye skills aur knowledge gain karna, jo humein ek better insaan banati hai.

SOCIAL MEDIA HAS MADE THE HUMAN RACE LONELIER THAN BEFORE:

- Introduction: Social media pe hum bohot logon se connect hote hain, lekin asli zindagi mein hum akela feel karte hain. Yeh isliye hota hai kyunki online dosti real life wali dosti jaisi nahi hoti

YOUR DREAM JOB

- Introduction: Har kisi ka ek sapna hota hai, apna dream job paane ka. Mera dream job wo hai jisme main apne shauk ko follow kar sakoon aur apni life ko aur dusron ki life ko better bana sakoon

(i) How Would Life Be Different If There Was No Internet?

Agar internet nahi hota, toh life kaafi slow aur boring hoti. Communication ke liye humein letters likhne ya landline calls karne padte. Social media aur video calls ki jagah, log sirf face-to-face baat karte.

Students aur researchers ke liye internet ke bina study karna mushkil hota. Library aur books par depend karna padta. Shopping bhi sirf physical stores se hoti, aur online shopping ka concept hi nahi hota.

Entertainment ke liye log TV, radio aur outdoor games karte, par movies aur shows ko access karna mushkil hota. Global friends banane ka chance bhi kam hota.

Haan, distractions kam hote aur log zyada peaceful life jeete, par duniya zyada isolated aur limited hoti. Knowledge aur technology ki kami duniya ko slow bana deti.

(ii) Increasing Globalization Would Lead to the Mingling of Cultures and Traditions

Globalization se duniya ek dusre ke cultures ke kareeb aayi hai. Har jagah alag-alag food milega, jaise sushi, pizza aur samosa sab countries mein popular ho gaye hain.

Movies aur music mein bhi cultures mix ho gaye hain—Bollywood, K-pop aur Hollywood sabko pasand hai. Festivals jaise Diwali aur Halloween alag-alag countries mein celebrate hote hain.

Par iska ek downside bhi hai. Kabhi-kabhi local traditions aur languages chhup jati hain, aur English ka influence zyada ho jata hai.

Balance karna zaroori hai. Agar hum apne traditions ko save karte hue naye cultures ko accept karein, toh duniya aur colorful aur connected banegi.

(iii) Our Homes in the Future

Future ke ghar smart aur advanced honge. Lights, AC aur gadgets voice commands ya apps se control honge. Har cheez automatic aur convenient hogi.

Solar panels aur wind energy ka use hoga, aur green gardens ghar ka part honge. Water recycling aur energy-saving systems ghar ko eco-friendly banayenge.

Compact aur space-saving designs zyada common honge, jaise foldable furniture. 3D printed ghar jaldi aur low cost mein ban jayenge.

Virtual reality se apne ghar ko customize karne ka option milega. Future ke homes sirf rehne ki jagah nahi, ek smart aur sustainable lifestyle ka center honge.

(iv) Improving the Quality of Life in the Cities

Cities ki life ko better banane ke liye transport, environment aur housing pe focus karna hoga. Metro, electric buses aur cycling promote karni chahiye taaki pollution aur traffic kam ho.

Green parks aur trees se log relax karenge aur pollution bhi reduce hoga. Clean water aur air ke liye pollution control zaroori hai.

Affordable housing banani chahiye, jo sabke budget mein ho. Vertical buildings aur smart cities isme help karenge.

Healthcare aur education easily accessible honi chahiye. Technology ka use karke city services ko fast aur easy banaya ja sakta hai. Agar sab cheezein balance mein ho, toh cities ek peaceful aur happy life de sakti hain.

LETTER

[Aapka Naam]

Secretary, [Aapke Sports Club ka Naam]

[Aapka Address]

[Tareekh]

The Secretary,

[Doosre Club ka Naam]

[Unka Address]

Dear Sir/Madam,

Umeed hai aap achhe hain. Main [Aapke Sports Club ka Naam] ka Secretary hoon. Hum chahte hain ki agle season ke liye hamare club aur aapke club ke beech inter-club matches ya contests, khaaskar [sports ka naam] mein organize kiye jayein.

Hamara sports ground achhi facilities ke saath equipped hai, jaise ki [facilities ka zikr karein: seating, changing rooms, floodlights, etc.]. Humara mann hai ki is tarah ke friendly matches se na sirf camaraderie badegi, balki humare members ko apni skills dikhane aur improve karne ka bhi mauka milega.

Agar aapke club ko is opportunity mein interest hai, toh kripya humein batayein. Hum dates aur arrangements ke liye aapke convenient time pe discuss kar sakte hain.

Aapke response ka intezaar rahega.

Best Regards,

[Aapka Pura Naam]

Secretary, [Aapke Sports Club ka Naam]

[Contact Information]

SHORT PRESENTATION

Aapko ek chhota sa presentation banana hai jismein lagbhag 10 slides honge. Yeh presentation in dono mein se kisi ek topic par hona chahiye:

1. Koi industry jo aapko pasand hai: Aapko ek aisi industry ke baare mein batana hoga jo aapko interesting lagti ho, jaise ki technology, fashion, healthcare, etc.
2. Aapke workplace mein aise badlav jo aap chahte hain: Aapko apne office ya kaam ki jagah par aise badlav suggest karne honge jo sabke liye helpful hon.

Presentation banane ke steps:

1. Topic Chunein:

- Yeh decide karein ki aap industry ke baare mein presentation banayenge ya workplace ke badlav ke baare mein.

2. Research aur Planning:

- Industry ke liye: Us industry ke baare mein thoda research karein, jaise ki uske trends, innovations, aur future prospects.
- Workplace ke badlav ke liye: Apne office mein kin cheezon ko change karne ki zaroorat hai, aur yeh badlav kaise sabke liye faayda mand honge, ispar soch-vichar karein.

3. Slide ka Content:

- Slide 1: Title Slide (Apna naam, topic, aur date likhein)
 - Slide 2: Introduction (Bataein ki aap kis topic par baat karenge)
 - Slides 3-9: Main Content (Apne points ko clearly aur step-by-step bataein)
 - Industry ke liye: Us industry ki history, current trends, aane wale samay mein kya hoga, etc.
 - Workplace ke liye: Kya badlav chahiye, usse kya fayda hoga, aur kaise kiya ja sakta hai.
 - Slide 10: Conclusion (Jo bhi aapne presentation mein bataya, usko short mein summarize karein)
4. Design:
- Slides ko simple aur saaf sutra rakhein.
 - Points ko bullet form mein likhein aur images ya charts use karein jisse presentation interesting lage.
5. Final Review:
- Sab kuch likhne ke baad presentation ko ek baar check karein.
 - Present karne se pehle practice karein taaki aap confidently bata sakein.

REPORT

There has been a fire in your office. Write a report in about 250 words on :

- How it started
- Any casualties/injuries
- How it was put out
- What steps to prevent further occurrences

Office Mein Aag Lagne Ki Report

[Date] ko hamare office mein aag lag gayi. Yeh incident dopahar mein [time] par hua aur sab log ghabra gaye. Pata chala ki aag ek short circuit ki wajah se lagi thi, jo main electrical panel mein hua tha. Wire kharab hone aur socket overload hone ki wajah se spark hua aur aas-paas ka samaan jalne laga.

Is incident mein do logon ko chhoti chhoti choten aayi, aur ek insaan ko dhuaan ke wajah se saans lene mein dikkat hui, lekin koi serious chot nahi lagi aur sab theek hain. Jaise hi aag lagi, emergency plan follow kiya gaya aur sab logon ko turant building se bahar nikaala gaya.

Fire alarm baj gaya aur kuch logon ne fire extinguisher use karke aag ko bujhane ki koshish ki. Fire brigade bhi kuch hi minute mein pahunch gayi aur unhone 20 minute ke andar aag ko bujha diya aur dhuaan bhi nikaal diya.

Aise incidents ko future mein rokne ke liye, management ne decide kiya hai ki electrical wiring ko theek karwayenge aur regular check-ups bhi karenge. Fire drills

aur training bhi plan kiya gaya hai, taaki sab log aage se aur taiyaar rahein aur bina ghabrahat ke react kar saken.

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