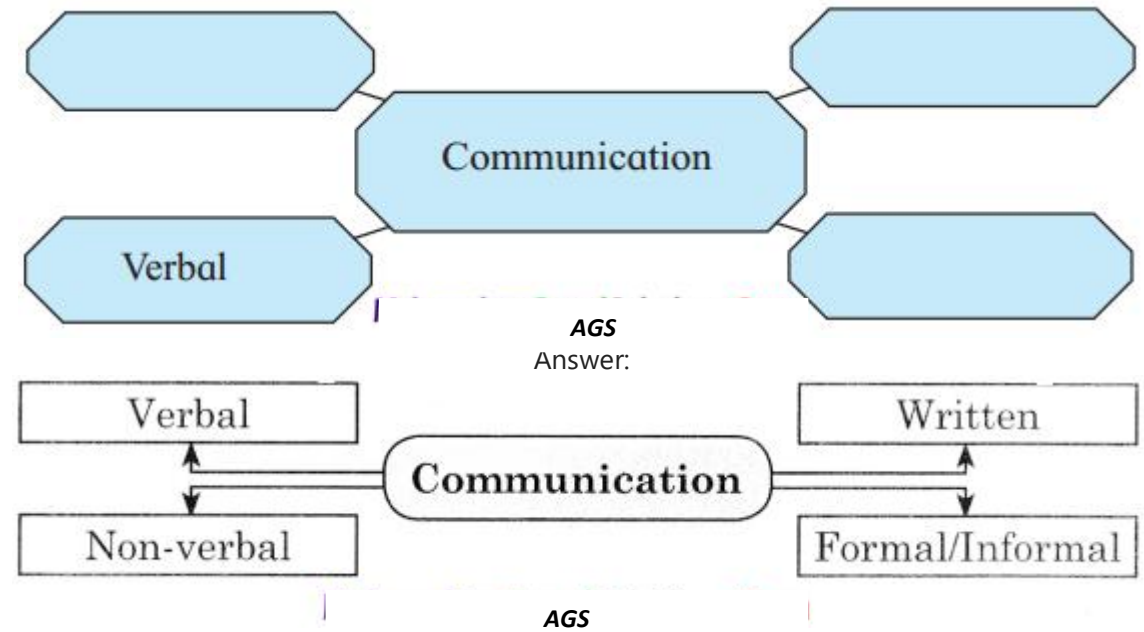


Question 1.

There are different kinds of communication. Write some of them to complete the given boxes. Discuss the importance of each one of them with your partner.



Question 2.

Dos and Don'ts for Email Etiquettes. Discuss and add one or two Dos and Don'ts on your own".

Answer:

Dos	Don'ts
1. Have a clear subject line.	Don't forget your signature.
2. Use a professional salutation.	Don't use humour and sarcasm.
3. Recheck your e-mail.	Don't assume the recipient knows what you are talking about.
4. Keep private material confidential.	Don't punctuate poorly.
5. Keep your email short and flawless. Stay concise.	Don't hit 'Reply AH'.
6. Check your attachments before sending.	Don't think that no one but the intended recipient will see your email. (No predictions)
7. Include your name or a signature with additional details and contact information.	Don't forward email without permission.
8. Make use of 'Bcc' to e-mail a team.	Don't make use of emoticons while sending professional e-mails.
9. Make sure to send a reply to all e-mails received.	Avoid replying while you are in an angry or unpleasant mood.

(A1)

Question 1.

Write an e-mail to your friend who has not contacted you for a long time. Use the hints/language support from the text to compose your e-mail.

Answer:

To: abc@xyz.com

Subject:

Dear /(Name),

How have you been? It has been a while since we last had a conversation. If I am not wrong, it has been more than a year or two. I hope things are going well with you.

I was going through some old albums that I found yesterday while cleaning the cupboard. I also came across a photo, which we had taken with the monkeys. I clearly pictured the scene of the past days when my uncle made the two of us sit between the monkeys. Oh how frightened were we!

My nostalgic trip made me wonder what are you upto. I remember the last time when you e-mailed me you told me about the job markets declining in New Zealand. Let me know if everything is well at your end.

I have attached some pictures; have a look. I will be waiting to hear back from you.

All the best and take care.

(Name)

(A2)

Question (i)

Browse through the net and find out various types of emails and their formats.

Answer:

[Students are expected to attempt this question on their own.]

Question (ii)

Create your email account on any one of the email service providers (gmail, yahoo, rediff) and send at least 3/4 emails to your contacts.

Answer:

[Students are expected to attempt this question on their own.]

(A3)

Question 1.

Prepare a CV/Resume of your own.

Answer:

(FULL NAME)

Address: ()

Contact: +91 ; E-mail: ()

Nationality: Indian; Date of Birth:

ADMINISTRATIVE ASSISTANT/SECRETARY

Profile

- Result-driven professional with two years of experience in administrative support.
- Expertise in managing operational needs, reporting, communicating status updates, travel booking, etc.
- Strong exposure of working in a team for promoting smooth operations of the organization.
- Excellent written and verbal communication with interpersonal skills.
- Exceptionally well organized, self-motivated, committed and perpetual inclination to learn.

Key Skills

- Administration skills
- Record management
- Report generation
- Communication skills
- Time Management

Work Experience

XXX Pvt. Ltd.

SINCE DEC 2017

Secretary

- Responsible for maintaining day-to-day operations and maintaining daily checklists.
- Answering or referring queries.
- Maintaining documents, presentations, spreadsheets, databases, etc.
- Maintaining confidential files, preparing reports, etc.
- Arranging appointments, meetings, conferences, travel, etc.

Education

- Bachelor of Commerce, XYZ University
- Certificate course on Secretarial Practice
- Computer skills: MS Office Suite (Word, Excel, Powerpoint)

Languages known: English, Hindi and Marathi

Yuvakbharati English 11th Digest Chapter 3.3 E-mails Additional Important Questions and Answers

Question 1.

The State Government of Maharashtra has decided to take strict measures on the hawkers's encroachment on roads. Draft an e-mail to the editor of a local daily expressing your concern for the jobless hawkers.

Allguidesite -

- Arjun

- Digvijay

Answer:

To:

Subject: Hawker's dilemma

Dear Madam,

This is to bring to your notice the strict measures that has been taken by the Deputy Municipal Commissioner of Mumbai against the hawkers encroaching on roads of Mumbai.

The President of the hawkers' union has said that due to Municipal action, many hawkers have become jobless and are likely to indulge in criminal activities. As citizens of Mumbai, we are fed up with the hawkers' encroachment on roads. But there is some point in what the hawkers' president says.

Our authorities should provide alternative accommodation to the hawkers. If after providing accommodation, the hawkers occupy the footpaths, they should be punished.

As a concerned citizen, I appeal to the Municipal Commissioner, through your daily, to give the matter a second thought.

Thanks and Regards,

XYZ

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