

Technical Communication  
Assignment-2

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Answer 1 → Following are the various types of reports:-

(A) Feasibility Report :- It is a document that assesses potential solutions to the business problem or opportunity and determines which of these are viable for further analysis.  
Ex: Launching of a product or service

(B) Background Report :

★ Intended to provide background details on a technical report.

★ Focuses on a certain issue

Ex: Definition of a topic

(C) Recommendation Report : Comparison and contrasting of various alternatives against a set of requirements to arrive at a best possible course of action for making the final recommendation.

Ex: Analyses the options.

(D) Organizational Report : Design to impact all major decision, actions and activities taking place within the organizational boundaries. It includes :-

✓ Policies which are widely acceptable

✓ Standard operating procedures



- ✓ Rules and Regulations
- ✓ Activity sequencing

### © Research Report :

- \* Present the findings of research both laboratory and field research.
- ✓ Details of work done by someone in the laboratory or a field.
- ✓ Include the definition, literature review, methodology etc
- ✓ A data centric approach.
- ✓ Indicates a conclusion and future scope of work to be done.
- ✓ Makes the readers comfortable about the purpose and results.

Ex: Scientific Research (Study)

Answer - 3 :- Following are the difference b/w letters, memos and e-mail :-

- # Letters :- Letters are brief messages sent to recipients that are often outside the organisation. They are often printed on letterhead paper that represents the business or organisation and are limited to one or two pages. Letter may serve to introduce your skills and qualification to prospective employers.



# Memos :- Memoranda or memos, are one of the most versatile document forms used in professional settings. Memos are "In-house" documents (sent within organization) to pass along or request information, outline policies, present short reports and propose ideas. A length of a Memo can range from a few short sentences to a multi-page report that includes figures, tables and appendices.

# E-mails :- They are very useful for messages that have slightly more content than a text messages, but it is still best used for fairly brief messages. Emails often serves to exchange information within organizations.

\* All the above three (mentioned) are used for both informal and formal means of communication.

Answer - 4 :- Following are the drawback of Emails:-

- \* Emails lack a personal touch. While some things are better off sent as written and typed messages, some things should be verbally relayed or written by hand in a note or letter.
- \* Emails can be disruptive

- \* Emails could potentially cause information overload.
- \* Emails can cause misunderstandings.
- \* Emails should be kept short and brief.
- \* This is specially difficult if you are one to send messages that are too long.
- \* Emails requires timely responses.
- \* Emails cannot be ignored for a long time.

Question-5 Discuss the important points to be considered while drafting a cover letter to accompany a resume.

Answer 5

### Cover Letter Accompanying a Resume

~~Page~~



249, Ashok Bhawan  
Ashok Nagar  
Delhi - 100200

10 September 2020

The Manager  
Cisco Private Limited  
5<sup>th</sup> Cross, Sebastian Road  
Hyderabad  
India - 201000

Dear Sir

I was very interested to see your advertisement for a Software Engineer in The Hindu (5 September 2020). I have been seeking just such an opportunity as this, and I think my background and requirements may be a good match. I am very much interested in working as a Software Engineer in your esteemed organisation. I enclose my resume as a first step in exploring the possibilities of employment with Cisco Private Limited.

I have interned in Satyam Computer Services Limited for past 2 months. I was involved in developing a graphical

user interface for meta data management system. So, I have hands-on experience in Java Security. JDBC and Oracle.

As a Software Engineer in your organisation, I assure you that I will work hard for the improvement of your company. Furthermore, I work well with others.

I would appreciate your keeping this enquiry confidential. Thank you for your consideration.

Yours faithfully

Vanshika Gupta

Contact Number → 9935664682.

Enclosure : Resume

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Answer 7 → ① Complaint letter

Satyam Computers

9 Naidu Road

Hyderabad - 500007

10 September 2020

Sales Manager

Hindustan Computers Limited [HCL]

140 M.G. Road

Bangalore - 500001

Dear Sir,

We had ordered 24 Personal Computers from your company in the month of August. When the Consignment arrived yesterday, we found 6 PCs in damaged conditions. We have to inaugurate our new Communication centre next week. So we request you to either replace them or repair them, whichever is possible at the earliest. And if repair or replace is not possible then we request you for the compensation regarding the same.

We had a fruitful associations with you in the past, so we look forward to a favourable response.

pg-⑧

Vanshika Gupta  
Section - D  
1901920130185

Yours faithfully  
Vanshika Gupta  
Purchase Manager.

Reply letter

Hindustan Computer Limited (HCL)  
140 M.G. Road,  
Bangalore - 500001

15 September 2020

Purchase Manager  
Satyam Computers  
9 Maidu Road,  
Hyderabad - 500007

Dear Vanshika,

Thank you for notifying us concerning the faulty products that you purchased from our company on 13 August 2020. I am sorry to hear that our PCs did not meet the high standards of our company.

I would like to apologize on behalf of Hindustan Computer Limited for the inconvenience this has caused to you.

Our engineers will be visiting your company



for collecting the defective PCs within next 2 days. We will send you a replacement within 7 days after receiving damaged products.

Thank you for your loyal patronage of Hindustan Computers Limited.

Sincerely,

Shiv Nadar

Sales Manager.

Answer-8 Report: A report is a document that represent ~~manager~~ information in an organized format for a specific audience and purpose.

Types Of Reports are:-

① Background Report →

- \* Focuses on certain issue
- \* Intended to provide background details on a technical report.

Ex → Definition of a topic

③ Feasibility Report :- It is a document that assesses potential solutions to the business problem or opportunity and determines which of these are viable for further analysis.  
Ex → Launching of a product.

④ Recommendation Report → Comparison and contrasting of various alternatives against a set of requirements to arrive at a best possible course of action for making the final recommendation.

Ex - Analysis the given options.

⑤ Organizational Report → Design to impact all major decisions, actions and activities taking place within the organisational boundaries it includes → :

- \* Policies which are widely acceptable.
- \* Rules and Regulations.
- \* Activity sequencing.
- \* Standard operating procedures.

Answer 9 → Memos → A memorandum is a written message that may be used in a business offices. It's main purpose is to serve as a reminder or to give some instruction.



# Where Memos are used :-

- A] To request for action or information.
- B] To suggest solutions to business problems.
- C] To report the details of a project at regular intervals.
- D] To announce or give formal notice to readers.
- E] To confirm the details of meetings, conversation etc.

# Difference between a Memorandum & a transmittal letter

S.NO.	Basis	Memo	Letter
1.	Nature	Informal and concise	Formal & Informative
2.	length	short	Comparatively Long
3.	Communication	one to many	one to one
4.	Exchanged Between	Departmental units or superior subordinate within the organisation	Two business houses or between company and client.

Answer 10 → Following are the 7 C's of effective business communication :-

- 1] Clarity :- When writing to someone, be clear about your goal. To be clear try to minimize the no. of ideas in each sentence.
- 2] Concise :- When you are concise in your communication, you stick to the point and keep it brief. Your audience doesn't need to read six sentences when you could communicate your message in three.
- 3] Concrete :- When your message is concrete it implies being particular and clear rather than fuzzy and general. It strengthens the confidence.
- 4] Courtesy - Courtesy in message implies the message should show the sender's expression as well as should respect the receiver.
- 5] Correctness → Correctness in communication implies that there is no grammatical error in communication.



6] Completeness → The communication must be complete. It should convey all the facts required by the audience.

7] Consideration → Consideration "stepping into the shoes of others". Effective business communication must take the audience into consideration i.e. audience's point of view, background etc.

Answer - 2

E-mail "Questionnaire :-

To : All Employees

FROM: HR - Survey . com .

DATE: 10 September 2020

SUBJECT: A General Employees Survey (Absenteeism Related)

On behalf of Reg. International I would like to encourage you to participate in the survey to provide valuable feedbacks and answers to general query related (questions). Your feedback will be used to help drive our future success and also will let us know whether we are able to meet the demands of our employees. The question that need to be answer by the employees are as follow.

- 1) Name -:
- 2) Department -:
- 3) Date of Joining -:
- 4) Age -:
- 5) Education -:
- 6) Marital status -:
- 7) Nature of family -: Joint / Nuclear
- 8) No. of members in a family -:
- 9) Are you suffering from any disease:
- 10) Monthly Income -:



- 11) Employees are allotted to achieve suitable goals → ☐ Yes / ☐ No
- 12) A psychological conducive climate for the (department) development of employees is prevailing → ☐ Yes / ☐ No
- 13) Organization follows job rotation → ☐ Yes / ☐ No
- 14) Your opinion or any suggestion on Company's Promotion Policy → (Explain in 300 words)
- 15) Women's development needs are identified → ☐ Yes / ☐ No
- 16) Work environment is made place for performance and learning → ☐ Yes / ☐ No
- 17) Weakness are identified and removed → ☐ Yes / ☐ No
- 18) Employees are requested to specialize all the areas → ☐ Yes / ☐ No
- 19) Senior employees are given proper elevation → ☐ Yes / ☐ No
- 20) Any further suggestion or question.

PLEASE ENSURE THAT YOUR SUBMISSION / ANSWERS ARE MADE WITHIN NEXT 5 DAYS.

All are requested to send their responses on mail → HRsurvey.com

Thank You

Personal Manager, HRD



Cover Letter

Reg International

Mumbai - 201000

Date: 10 September 2020

Dear Employee

I invite you to take part in a survey being conducted by the HRD Department to seek your views on the reasons for absenteeism growth in the company.

Your feedback counts. Your response will help shape important decisions at the organisation.

You are requested to mail your responses within next 7 days. On the mail Id. mentioned in the questionnaire - Email.

For any further query you may contact Vanshika Gupta, Personnel Manager, HRD Department on 9935664682 or [vanshikascp10@gmail.com](mailto:vanshikascp10@gmail.com)

Thanking You

Yours Sincerely

Vanshika Gupta

Personnel Manager, HRD

Vanshika