Student's Manual

Session 9 - Email Writing & Telephonic Etiquette

Why to learn Email Writing?

Apparently, Companies test the Candidates knowledge and flexibility in writing technical E-mails. As companies deal with many Global clients. Students should also know the importance of email while sending it or while responding to emails from Recruiter. And also, the importance of Telephonic Etiquette while Calling the Recruiter or while responding to the recruiter's call.

Email Presentation / Structure
To
CC
BCC
Subject line (within 9 words / 60 Characters)
Salutation
   - Dear Mr. or Ms. (Avoid salutation as **"Respected")**
   - Dear Sir/Madam, Dear Sir or Madam
-    Body (KIS – Keep it Simple & Short) - Your email should be precise and crisp.
-    Use Block format which is typically used for business mails. In block format, the entire text is left aligned and double spaced
Leave Taking or Subscription
 - Regards
- Thanks, and Regards
(Avoid '**yours sincerely / Obediently)**
Signature

Sample Email for reference

Write an email to the HR recruiter for extending the joining day for 10 days due to Project submission formalities at the University.

Subject: Request for Extension of Joining Date

Dear Sir/ Madam

I hope this email finds you well. I am writing to discuss a matter regarding my upcoming joining date, and I appreciate your attention to this request.I recently received the job offer for the Data Analyst role at your company, and I am genuinely excited about the opportunity to contribute to the team. However, I find myself in a situation where I would like to request an extension of my joining date.

The reason for this request is related to the completion of certain project submission formalities as a part of my B.Tech degree. I am seeking an extension of 10 days to allow me to conclude the project-related tasks and make a seamless transition to my new role.

I understand the importance of the joining process and assure you that I am committed to completing these formalities as efficiently as possible. I genuinely appreciate your understanding and consideration of my request. Please let me know if there is a specific process, I should follow to formalize this extension request.

Thank you for your time and understanding. I am eager to join the **badelog.com** team and contribute to its success.

Regards,

Nitesh Gupta

B. Tech (ECE) 6th Sem, 2023

Mob: 94385 14682

TASK
Email 1 – Write an email to the HR for applying for the AI Engineer Position as per advertisement

Email 2 - Write a reply mail to the HR thanking him for the offer letter received and confirm by accepting the offer letter.

NOTE: Make students write the above two emails and get it checked by you

Telephone Etiquette – Crucial Points to remember

- Confirm the person whom are you calling to at the first go e.g. *Am I speaking to or May I speak to*

- Introduce yourself with concrete identity with past meeting or individual reference (If calling)

- Confirm whether he is free to attend your call e.g. *Can I have a few minutes of yours please if you are not occupied, or Is this a good time to talk?*

- Avoid jumping into conversation immediately

- During conversation, try to listen attentively and speak slow and clear

- At the end of the conversation, say *Thank you for your Time*

- Prefer a confident hello than a meek or arrogant Hello while receiving the Call.

- Avoid saying *Who's This,* when somebody is looking for you by your name. *May I know who is calling* is *standard*

TASK

Roleplay

Case 1 – (Incoming) You have applied through mail to a position of a Decision Scientist post at Mu Sigma. You received a call from the company for a screening round through telephonic round.

Case 2 – (Outgoing) You have got the contact of the HR from the newspaper advertisement. You will call the HR inquiring more about the Job and further opportunities.

NOTE: Make students prepare a roleplay script and let's see who performs the best.

Facilitators need to guide them in case they are going wrong. And also, can add some more cases for roleplays