

Letter Writing

Letters are an important form of written communication. They are written to express our idea, information, message, request, order, complaint, opinion etc., to others.

Types of letters :-

Letters are of two types:

- (i) Formal letters
- (ii) Informal letter

Formal letters: These are written in formal and decent language and follow certain rules with a stipulated format. These are also called official letters. These are written to officials and business associates. These include official letters, business letters, letters of application, letters to editors of newspaper, letters of complaints and others.

Informal letters:- These are also called personal letters. These are written to friends, relatives and members of our family.

Format of the letter:

Three types of formats are used in writing letters.

They are : 1. Indented format (or) Traditional format

2. Blocked form

3. Fully blocked form

1. Indented format:- It is also called the traditional format. The structure of the different parts of the letter in this format is as follows:

Indented format [Traditional Format].

From: Sender's Address	Place:
To: Receiver's Address	Date:
Greeting / Salutation	
	Sub:
	Ref:
Body of the letter	
Leave taking Signature.	

Blocked format:

Sender's Address	Date:
Receiver's Address	
Salutation	
Subject:	
Body of the letter [Content]	
Closing [Leave taking]	
Signature	

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Blocked format :- In the blocked format, everything starts from the left margin, except the date which is towards the right margin.

Fully-Blocked format :- In the fully blocked format, everything including the date starts from the left margin. Punctuation marks are omitted except in the body of the letter.



Fully blocked format

Sender's Address

Date:

Receiver's Address

Subject:

Body of the letter:

1. Introduction
2. Main Content
3. Conclusion.

Thanking you

Yours sincerely / faithfully/truly,

Signature
(Name).

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Activity.

Write a letter to the principal requesting to issue character cum merit certificate.

Abbas Kader

5-6-322 Kamak Road

Begumpet, Hyderabad-500042

02 August 2022

The Principal.

Ishastry Memorial College
Hyderabad 5000532



Dear Sir,

Subject: Request for a character-cum-merit certificate.

I have completed my undergraduate studies from Ishastry Medical college. I would like to apply for a suitable job for which I require a character-cum-merit certificate. I request you to please issue the same to me. I wish to furnish the following particulars for your reference.

I was a student of your college from the academic year 2019-20 to 2021-22. I completed my BA degree in July 2019 with a distinction. I am happy to say that I took an active part in extracurricular activities. I participated in inter-collegiate as well as university-level sports and cultural competitions. I was the

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Captain of the university-level sports and cultural competitions. I was the captain of the university ball badminton team during the academic year 2019-20. I also participated in the state-level inter-collegiate debate competition and was awarded the second runner-up prize. I was the student editor of the college magazine Anupama.

I would be very grateful if you could please issue a character-cum-merit certificate for me EXCELLENTLY the earliest.

Thank you.



Yours faithfully,
Abbas Kader

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2. write a letter to consumer services manager requesting to replace defective refrigerator.

Ref: Invoice no. 127/Dec/20

15/1 Regency Circle

Mangaluru 575003

5 January 2021

Consumer Services Manager

Allied electronics

Market Road, Mangaluru-575001



Dear Sir/madam,

Sub: Request for replacement of defective refrigerator.

This is about a Glacier refrigerator (model: GR260; size: 175-litre; colour: blue) that I bought from your showroom on 30 December 2020 (Copy of bill enclosed).

Ever since it was delivered on 2 January, the fridge has not been working. Even when set on maximum, the inside temperature remains close to just 20 degrees Celsius. Water in the ice tray does not freeze, and food kept in the fridge spoils in a day.

Your showroom has a reputation for both quality and reliability, and so I am certain that this is only a chance happening.

Could you replace the defective refrigerator with a new piece in the

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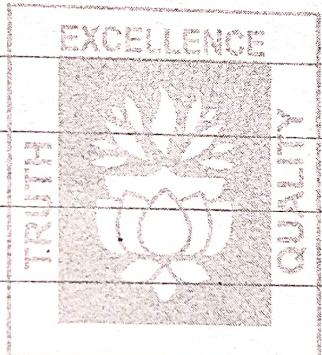
Same model, size and colour, please.

Yours faithfully,

Amulya. B

Amulya Bhat (Mrs).

Enclosed : Copy of bill no: 127/Dec/20.



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Resume / curriculum vitae

Resume or CV is a summary of persons academic or professional history. They can give one's academic qualifications, work experience, skills.

CV (Curriculum Vitae) and Resume are both used to showcase your qualifications for a job, but they serve different purposes.

Feature	CV	Resume
Length	Typically longer can be several pages.	Usually one or two pages.
Purpose	Primarily used for academic or research position.	Mainly used for most job applications, especially in business and industry.
Content	Detailed overview of your academic background, publications, research experience, teaching experience, and professional memberships.	Highlights your most relevant skills, work experience, and accomplishments.
Focus	Academic achievements and qualifications	Professional experience and skills.

When to use which

- CV: For academic positions, research roles or fellowships.
- Resume: For most job applications in business, industry, or non-academic fields.

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Note: In some countries, the terms "CV" and "resume" are used interchangeably. It's always best to check the specific requirements of the job application to determine which one is preferred. Resume/CV will give you a chance to be interviewed by interviewer.

Types of Resumes :-

Chronological Resume : Highlighting work experience, exhibit work experience in reverse chronological order.

Functional resume :- For fresh graduates, and to the applicants with less work experience, In this we highlight educational qualifications and skills instead work experience.

Combination resume :- Applicants who wants to highlight their work experience, educational qualifications and skills (work experience irrelevant to job).

Non-traditional resume :- It is suited for people in creative field like multimedia.

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Activity

Write your Resume

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Report writing

A report is a piece of writing that presents an account of an event, situation or process. It is usually prepared to provide information on and/or announce the result of an investigation, expression of experience or finding. A report must be written in clear, simple language and in a direct style. When writing a report, be clear about the following things:

- what the report is about
- who it is meant for
- what it will be used for.

Types of reports :

- i) Feasibility reports : These reports study whether a project should be undertaken or not. For example, a university may commission a feasibility report to decide if they should add a new course or a stream of study. The report will cover the scope.
- ii) Progress reports : A progress report spells out the progress that a project has made. It helps the people in charge understand the status of all aspects of a project.
- iii) Incident reports : An incident report is an objective description of an incident that provides the facts to someone who was not present.
- iv) Marketing reports : These reports provide an overview of the marketing efforts undertaken for a particular product.

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Report formats:

Reports may be written in one of several formats, depending on the subject of reports and what purpose it is meant for.

Memo format:

The memo format is usually a report that is sent to someone within the same organisation as a memo, so that the report and its recommendations implemented. It is formatted in the same way as an inter-office memorandum.

Letter format:

The letter format is usually a concise report for the use of people outside an organisation. This type of report is formatted like a formal letter but has additional headings and footnotes that pertain to the report.

Manuscript format:

The manuscript format is used for long, formal reports. It contains detailed information on the ^{subject} of the report.

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Activity on report writing

Date : 10 - October - 2022

To : All teachers of Mathematics Department

From : Head of Mathematics Department

Re : Admission for MSc courses.

The principal called for a meeting of all the Head of Department on 4 - October - 2022 to discuss admission criteria for postgraduate courses.

The following decisions were taken:

- Students with undergraduate degrees in subjects other than mathematics may be considered for admission to MSc Mathematics provided they pass the entrance examination with 50% marks.
- Scholarships may be offered to those whose family income is less than Rs 2 lakhs per annum and who score atleast 40% marks in the entrance examination.
- Fee waivers may be offered to those whose family income is between Rs 2 lakhs and Rs 4 lakhs per annum and who score atleast 50% marks in the entrance examination.
- These criteria will be published on the website of our college. You are requested to share this information with students.

Signed

Dr. Surabhi Das.

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Activities on Presentation skills.

1. How to start a conversation.

Conversations, formal or informal, are an indispensable part of everyday communication. Whether it is a dialogue with a stranger or an acquaintance, striking a conversation is an art by itself. Conversation is not just words - it is a complex interplay between people, involving many other signals, seen and implied. A good conversationalist should focus on the following parameters while launching into a conversation.

- who are the participants in the conversation
- what is your relationship with them?
- what is to be said?
- how is it to be said?
- Is the situation formal or informal?

Here are some well tested and effective openers to get a conversation started.

- Comment on the location or occasion: Look around to see if there is anything worth pointing out. For instance, "I enjoy this view!" "Such incredible food!" etc.
- Ask an open-ended question: Open ended questions facilitate to start the conversation and continue the conversation with ease. Open ended questions generally begin with the question words like who, when, what, why, where and how. For example, "what sort of

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books do you like?" which season do you prefer the most etc. Acquire adequate knowledge on current events: Updating one's knowledge on current affairs is a good way to start a conversation or continue the conversation.

Make use of previous discussions: If the person is a known individual, recollect the list of topics already discussed and continue with one of them.

• Pose questions that are easy to answer: Some questions are hard to answer and make the person think sometimes, "Do I really have to answer this question?" Many people prefer easy questions to hard questions.

How to respond relevantly and appropriately.

During a normal natural conversation many different expressions are needed to show the speaker's level of intellectuality, attitude and coherence.

Introduce oneself

Question

How do you do? My name is _____

Hello, how are you? In fact, I have been waiting to see you

Response

How do you do? I am _____

well, good to meet you. I have been looking forward to meeting you too.

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Greetings and Compliments:

Statement

You look great/ lovely today

Response

Really? How nice of you to say.

That's a nice dress you are wearing I'm glad you like it.

Requests and Suggestions:

Question

Will you please come as soon as
you can?

Response

Yes, _____

Shall we _____?

Yes, that sounds good/ No, I don't
think it's a good idea.

Asking and giving permission.

Question

Do you have any objection if—?

Response

Of course, you can _____

Is it alright if I _____?

Sure, go ahead/ Sorry, but _____

Invitations and offers.

Question

Would you like to _____?

Response

Thank you. I'd love to / Thanks
anyway, but _____

How about coming to a magic show
tonight?

That's great! What time?

Activity.

Imagine that you are travelling in a train and would like to converse with the traveler sitting opposite to you. How will you start a conversation?

Me: "long journey, isn't it? where are you headed?"

Traveler: "Yeah, it is. I'm going to Bangalore. Work trip, unfortunately."

Me: "Ah Bangalore - Beautiful city. I've been there a few times. You're lucky to be going there for work!"

Traveler: "Yeah, it's not bad. But I'd much rather be going on vacation!"

Me: "I hear you. I'm going to Chennai to visit family. Looking forward to some home-cooked food!"

Traveler: "Nice! Family visits are always refreshing. What do you ^{do} for work, by the way?"

Me: "I'm a Software engineer. You?"

Traveler: "I'm a consultant. Boring work, but pays the bills."

Me: "I know that feeling. So, what do you do to unwind after a long day?"

Traveler: "I usually hit the gym or go for a run. Sometimes, I just binge-watch a good show!"

Me: "That sounds good. I like to read or play video games to relax."

Traveler: "Nice. Well, this train journey is flying by. Almost reached Bangalore".

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Me: "Yeah, time flies when you're having a good conversation.
Safe journey!"

Traveler: "Thanks, you too!"

2. Role play:-

Role play is a learning techniques where participants take on the roles of other people to act out a simulated situation. Learning by doing is mostly preferred in the process of effective language learning.

The important aspects of role play are speaking skills, listening skills, and non-verbal communication. One has to cultivate the habit of listening so as to understand, answer according to the context.

Points to be kept in mind

Volume: important for the speaker to study the distance between him and the listener to focus on proper audibility.

Pitch and Modulation: modulating the voice and the pitch brings about the grip of the dialogue for effective communication.

Pace, pronunciation and enunciation: maintain optimum pace to be audible and clear. Proper pronunciation of words and enunciation makes the dialogue distinct and effective. So, one has to keep in mind the use of stress and intonation.

Vocabulary and Syntax: Apt vocabulary, correct usage of ~~idiotic~~ distinct idiomatic expressions, phrasal verbs and correct sentence structure help in communicating effectively.

Non-verbal Communication

This deals with things are beyond verbal communication. Non-verbal communication is partly instinctive, partly taught and partly limitative

- (1) Eye contact: Eye Contact is the most powerful and direct element that conveys ones attitude and readiness for any situation.
- (2) Facial expressions: The face is the index of the mind. Universal facial expressions are connected with universal emotions
- (3) Posture: The variations in 3 postures standing, sitting and lying down exhibit negative and positive attitude.
- (4) Body movement and Gestures: body movement talks about movement of head, hand and feet appropriate and controlled hand and feet movements reveal an assertive and matured personality.

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Activity.

write a role play on hospital.

Doctor = Keerthi, Patient = Chandrika, Receptionist = Sirisha.

Receptionist: Good morning, do you have an appointment?

Patient: Yes, my name is Chandrika.

Receptionist: Ok, there you are there. The doctor will be about 10 minutes. Have you been to this practice before?

Patient: Yes

Receptionist: Great, can you fill in this short form and can I have your medicate card? Now, can go to Doctor's cabin.

Doctor: Good morning, I'm Dr. Keerthi how are you feeling today?

Patient: Fine doctor, I'm

Doctor: Ok, tell me what happened?

Patient: I'm suffering from fever and cold doctor.

Doctor: I'm sorry to hear that. Let's get to the bottom of it. When did the symptoms start?

Patient: The fever started about three days ago, and the cold began shortly after.

Doctor: Do you have any other symptoms, like a sore throat, cough or body aches?

Patient: Yes, I have a sore throat and a mild cough. My body feels quite weak, too.

Doctor: I see. Have you taken any medication so far?

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Patient: Just take some over-the-counter paracetamol for the fever.

Doctor: Alright. Let me take your temperature and check your throat. (The doctor examines the patient). Your temperature is slightly high, and your throat looks inflamed. It seems like viral infection.

Patient: Oh, I see. Is it serious?

Doctor: It doesn't seem serious right now. With rest and proper care, you should recover in a few days. However, if the symptoms worsen or you experience difficulty breathing, you should see me immediately.

Patient: Got it. What should I do to recover?

Doctor: Drink plenty of fluids to stay hydrated, get plenty of rest & stick to light, nutritious meals. You can continue taking paracetamol for fever. I'll also prescribe a mild decongestant & lozenges for your sore throat.

Patient: Thank you, doctor. I'll follow your advice.

Doctor: You're welcome. Take care of yourself, and I'll see you in a week if the symptoms persist.

Patient: Alright. Thanks again, doctor.

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3. JAM:-

A speech activity where participants are given a topic and one minute to express their ideas. JAM activities can help students improve their fluency, build leadership skills and overcome stage fear.

The important rules to be followed are:

1. No deviation
2. No repetition
3. No hesitation

Do's

- Be ready to speak in any given situation.
- Be brief and to the point.
- Be cautious of time
- Follow a sequential order.

Don'ts

- Tumble ideas.
- Drag the point.
- Give too many pauses.
- Shy away from expressing your ideas.

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Activity

write about your jam topic