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Assignment No.2

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Registration Number - 23652008

Signature - Anjali

Course Code - OBC104

Course Title - Professional English Skills

PART-A

Q1. Which layout of business letters justifies all components to the left and is considered widely used in business organizations?

Ans A) Block Format

Q2. In the context of offer letters, what defines the transition from a proposal to a binding contract between an employer and a prospective employee?

Ans c. Acceptance of the offer

Q3. Which type of report is written to justify a course of action or recommend changes in the organization?

Ans c. Justification / Recommendation Report

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(2)

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Q4.

If you are answering the phone in a business setting, which of these statements is an example of poor phone etiquette?

Ans

B) "I don't know where he is."

Q5.

The minimum number of participants required for a meeting is termed as -

Ans

B) Quorum

Q6.

The term used to imply the fear of public speaking, or the stage is :

Ans

D) Glossophobia

Q7.

What is ext etiquette?

Ans

B) A set of rules for correct behaviour in social / professional situations

Q8.

Which of these is the online site where organizations display job opening?

Ans

B) Job Boards

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(3)

Q9.

What letters are sent in response to a customer's genuine claim?

Ans

B) Adjustment letter

Q10.

Poor lighting causes what kind of distraction to the listener?

Ans

C) Visual

PART - B

Q1. Discuss the necessary parts of a business letter and its layout in detail.

Ans 1

A business letter typically consists of several key parts, and its layout is structured to convey information in a clear and professional manner. Here are the necessary parts of business letter and their layout:

①

Sender's Address :

- located at the top of the letter.
- Includes the sender's name, company name (if applicable), street address, city, state and zip code.

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(2)

Date :

- Placed a few lines below the sender's address.
- Indicates the date when the letter is written.

(3)

Recipient Address :

- Positioned below the date.
- Contains the recipient's name, title (if known), company name, street address, city, state and zip code.

(4)

Salutation :

- Begins with formal greeting.
- Example include "Dear Mr. Smith" or "To whom it may concern".

(5)

Body of the letter :

- The main content of the letter.
- Organized into paragraphs to convey information logically.
- Clear, concise and directly addresses the purpose of the letter.

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(6) Complimentary Close :

- Placed a few lines below the last paragraph
- Includes a courteous closing, such as "Sincerely", "Best regards" or "Yours truly".

(7) Signature Block :

- Includes the sender's signature, typed name, and if applicable, sender's job title.

(8) Enclosure / Attachment Notation :

- If the letter includes additional documents such as a resume or brochure, this notation informs the recipient.

Business letter layout :

(1) Top Margin :

- Typically 2 inches from the top edge of the paper.

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(6)

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(2) Side Margins :

- a. Usually 1 inch on both the left and right sides of the paper.

(3) Alignment :

- a. All text is left-aligned.

(4) Font :

- a. Use a professional and easily readable font, such as Times New Roman or Arial.
- b. Font size is typically 12 points.

(5) Spacing :

- a. Single-spacing is used within paragraphs.
- b. Double-spacing is often used between paragraphs.

(6) Block Format :

- a. The most common format for business letters.
- b. All parts of the letter are left-justified.

(1)

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Additionally, we should use professional tone and language throughout the letter, and proofread for grammar, spelling and formatting errors. A well structured business letter with proper layout enhances professionalism and ensure effective communication.

Q2. Examine the steps involved in writing a good business report. Also mention the features of a good business report.

Ans 2 Steps involved in writing a good business report :

① Define the purpose :

Clearly understand the purpose and objective of the report. Determine what information need to be conveyed.

② Identify the Audience :

Consider who will be reading the report. Tailor the language, tone and level of detail to the knowledge and expectation of the audience.

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(3)

Registration no.- 23652008

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(3)

Gather Information :

Collect relevant data and information.

Use credible sources and ensure the accuracy and reliability of the data.

(4)

Organize the Content :

Structure the report logically with a clear introduction, main body and conclusion. Use headings and subheadings to enhance readability.

(5)

Write the Introduction :

Provide background information and state the purpose of the report. Include a brief overview of what will be covered.

(6)

Present Findings :

Present data and findings in a clear, concise and organized manner. Use graphs, charts and visuals when appropriate.

(9)

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(7) Analysis and Interpretation :

Analyze the data and offer interpretation.
Discuss the implications of the findings
and their relevance to the report's
purpose.

(8) Provide Recommendations :

Based on the analysis, offer recommendations
or solutions to address the issue or capitalize
on opportunities identified in the report.

(9) Write the Conclusion :

Summarize the key points, findings and
recommendations. Reinforce the significance of
the report's content.

(10) Include an Executive Summary :

For longer reports, include a concise executive
summary at the beginning. It provides
a quick overview of the report's main
points.

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(10)

Anjali

(11) Add Supporting Materials:

Appendices, references and additional supporting materials can be included at the end for all those who want more in-depth information.

(12) Edit and Proofread :

Review the report for clarity, coherence and grammatical accuracy. Ensure consistency is in formatting and style.

(13) Seek Feedback :

Before finalizing the report, seek feedback from colleagues or stakeholders. Address any concerns or suggestions for improvement.

(14) Finalize and Distribute :

Make the necessary revisions based on feedback, and then finalize the report, distribute it to the intended audience.

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Features of a Good Business Report :

(1)

Clarity :

The report should be clear, concise and easy to understand, avoid jargon and unnecessary complexity.

(2)

Relevance :

All information presented should be relevant to the purpose of the report. Avoid including extraneous detail.

(3)

Accuracy :

Ensure that data, facts, and figures presented are accurate and verifiable.

Use reliable sources.

(4)

Objectivity :

Maintain an objective and impartial tone.

Present information without bias or personal opinions.

(5)

Organization :

The report should have a logical and coherent structure. Information should flow in a natural sequence.

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(6) Professional Appearance :

Pay attention to formatting, layout, and design. A professional appearance enhances credibility.

(7) Conciseness :

Present information in a succinct manner.

Avoid unnecessary repetition or verbosity.

(8) Audience - Centric :

Tailor the report to the needs and expectation of the intended audience. Use language appropriate for the readers.

(9) Timeliness :

Submit the report within the specified timeframe. Timeliness adds to the report's effectiveness.

(10) Actionable Recommendations :

If applicable, provide clear and actionable recommendations. These should be feasible and directly related to the report's findings.

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Registration no - 2365 2008

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(13)

(11) Appendices and References :

Include any supporting materials in appendices.
Provide a list of references or sources used.

(12) Executive Summary :

For longer report include a well crafted executive summary that encapsulates the main point for busy readers.

By following these steps and incorporating these features, a business report can effectively communicate valuable information to its audience.

Q4. What components must you in mind while writing a professional resume? Support your answer by giving illustrations.

Ans 4

Writing a professional resume involves considering various components to effectively showcase one's skills, experience and qualifications.

The key components to keep in mind, supported by illustrations:

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(14)

Registration no. - 23652008

Anjali

① Contact Information :

Include your full name, phone number, email address and LinkedIn profile (if applicable).

② Resume Summary or Objective :

Provide a concise summary highlighting your key skills and career goals.

③ Professional Experience :

List your work experience in reverse chronological order. Include job titles, company names, dates and a brief description of your responsibilities and achievements.

④ Education :

Mention your educational background, including degrees, institutions and graduation dates.

⑤ Skills :

Highlight relevant skills, both technical and soft skills. Use mix of hard and soft skills relevant to the job.

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⑥ Achievements :

Showcase specific accomplishments to demonstrate your impact in previous roles. Use quantifiable metrics whenever possible.

⑦ Certifications and Training :

Include relevant certifications or training that enhances your qualifications.

⑧ Professional Membership :

Mention membership in professional organization related to your field.

⑨ Keywords :

Incorporate industry specific keywords relevant to the job you're applying for.

⑩ Formatting and Consistency :

Use a clean and professional layout with consistent formatting. Ensure a balance of white space for readability.

⑪ Tailor for Each Job Application :

Customize your resume for each job application by emphasizing relevant skills and experience.

By carefully addressing these components, you can create a compelling and professional resume that effectively communicates your qualifications to potential employers.

Q5. Briefly explain the different types of interviews. What are the do's and don'ts to be kept in mind for facing an interview?

Ans5 Different types of Interviews :

① Structured Interview :

- Questions are predetermined and standardized for all candidates.
- Aim is to assess specific skills and competencies consistently.

② Unstructured Interview :

- Conversational and flexible format.
- Allows for a more open discussion to evaluate personality, creativity and communication skills.

③ Behavioral interview :

- Focuses on past behaviour as an indicator of future performance.

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(17)

Anjali

- b. Candidates share examples of how they handled specific situations.

④ Panel Interview :

- Involves multiple interviewers, often from different departments.
- Provides diverse perspectives on the candidate's suitability.

⑤ Phone or Video Interview :

- Conducted remotely using phone or video conferencing tools.
- Common for initial screening or for candidates in different location.

⑥ Case Interview :

- Common in consulting and analytical roles.
- Candidates analyze and solves business problem or case scenario.

Name - Anjali Kanwasji

(18)

Registration no. - 23652008

Anjali

Do's for facing an Interview:

① Research the Company:

Understand the company's values, mission and culture.

② Prepare for Common Questions:

Anticipate and rehearse responses to common interview questions.

③ Dress Professionally:

Choose appropriate attire that aligns with the company culture.

④ Arrive Early:

Aim to arrive 10-15 minutes before the scheduled interview time.

⑤ Bring Copies of Your Resume:

Have extra copies of your resume to share with Interviewers.

⑥ Maintain Eye Contact:

Demonstrate confidence and engagement through eye contact.

Name - Anjali Kamwasi

(19)

Registration no. - 23652008

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⑦ Listen Actively :

Pay attention to ask the interviewer's questions and respond thoughtfully.

⑧ Ask questions :

Prepare questions to ask the interviewer to show your interest.

⑨ Follow Up with a Thankyou Email :

Send a thankyou email expressing gratitude and reiterating your interest.

Don'ts for Facing an Interview :

① Don't Arrive Late :

Punctuality is crucial. Being late reflects poorly on your reliability.

② Don't Overshare Personal Information :

Keep responses focused on professional experiences and avoid oversharing personal details.

③ Avoid Negative Language :

Refrain from using negative language or

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Speaking ill of previous employers or colleague.

(4) Don't Interrupt :

Allow the interviewer to finish their questions before responding.

(5) Avoid Overconfidence :

Confidence is good, but avoid coming across as arrogant or overly confident.

(6) Don't Bring up Salary Too Early :

Let the interviewer initiate discussions about salary and benefits.

(7) Avoid Rambling Answers :

Keep responses concise and to the point.

Rambling can be perceived as lack of focus.

(8) Don't Forget to follow Up :

Failure to send a thank you email can impact your overall impression.

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(21)

Registration no. - 23652008

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Q7. What do you mean by stage fright? What steps should be taken to overcome it?

Ans Stage fright, also known as performance anxiety or nervousness, is the fear or apprehension experienced by an individual when faced with the prospect of performing in front of an audience. This can occur in various situations, such as public speaking, giving a presentation, acting on stage or participating in activity where one is the focus of attention.

Steps to overcome Stage fright :

① Preparation :

Thoroughly prepare and rehearse your material or performance.

Knowing your content will boost confidence.

② Visualization :

Mentally visualize a successful performance. Imagine yourself confidently presenting or performing to help alleviate anxiety.

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(2)

Anjali

③ Deep Breathing :

Practice deep breathing exercises to calm nerves. Inhale slowly, hold and exhale. This can help regulate your heartbeat.

④ Positive Affirmations :

Replace negative thoughts with positive affirmations. Remind yourself of your abilities and past successes.

⑤ Focus on the message :

Shift your focus from yourself to the message or content you are delivering. Concentrate on providing value to your audience.

⑥ Warm-Up Exercises :

Engage in physical warm up exercises or stretches to release tension in your body.

⑦ Start Small :

Gradually expose yourself to public

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(23)

Registration no. - 23652008

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Speaking or performing. Start with a smaller audience and work your way up to larger ones.

(8) Interact with the Audience :

Establish a connection with the audience.

Engage them by making eye contact and involving them in your presentation.

(9) Accept Imperfection :

Understand that nobody is perfect. Embrace the possibility of small mistakes, and don't let them derail your performance.

(10) Seek Support :

Share your concerns with a friend, mentor or colleague, getting supportive feedback can boost your confidence.

(11) Professional Help :

Consider seeking help from a public speaking coach or therapist who specializes in performance anxiety.

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(24)

(12) Desensitization :

Gradual exposure to performing in front of
her an audience can desensitize you to
the fear over time.

(13) Celebrate Success :

Acknowledge and celebrate your achievements,
no matter how small. Positive reinforcement
builds confidence.