

Oral communication:-

Oral communication implies communication through mouth. It includes individuals conversing with each other, be it direct conversation or telephonic conversation. Speeches, presentation, discussions are all forms of oral communication. Oral communication is generally recommended when the communication matter is of temporary kind or where a direct interaction is required. Face to face communication (meetings, lectures, conferences, interviews etc) is significant so as to build a report & trust.

Advantages of Oral communication:-

- There is high level of understanding & transparency in oral communication.
- There is no element of rigidity as it is flexible means of communication for changing decisions.
- The feedback is spontaneous in case of oral communication. Thus decision can be made easily.
- It is time saving, & also saves money & effort.
- It is an essential for teamwork & group energy.

Fundamentals of oral communication:-

→ For effective oral communication:

- Well-planned
- Clear pronunciation
- Brevity - Briefly
- Precision - compact word
- Natural voice
- Suitable words
- Courteous - polite manner
- Attractive presentation
- Avoiding emotions
- Emphasis
- Controlling intonation

Unit-1

Oral Comm

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Any communication for sharing information & ideas through spoken words is called oral communication.

Formal oral communication:-

• Face to face communication

• Telephone communication

Informal Oral Communication:-

• Presentation / Business meetings

• Lectures

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Written Communication:-

Written communication has great significance in today's business world. It is an innovative activity of the mind. Effective written communication is essential preparing worthy propagational materials for business development. Speech came before writing. But writing is more unique & formal than speech. But while speech is spontaneous, writing causes delay & takes time as feedback is not immediate.

Advantages of written communication:-

- It is permanent means of communication. Thus it is useful where record maintenance is required.
- Written communication is more precise and explicit.
- It provides ready records and references.
- It helps in laying down apparent principles, policies and rules for running of an organization.
- It assists in proper delegation of responsibilities.

* Main categories of Technical Communication:-

There are three categories of communication in business. They are internal operational, external operational and personal.

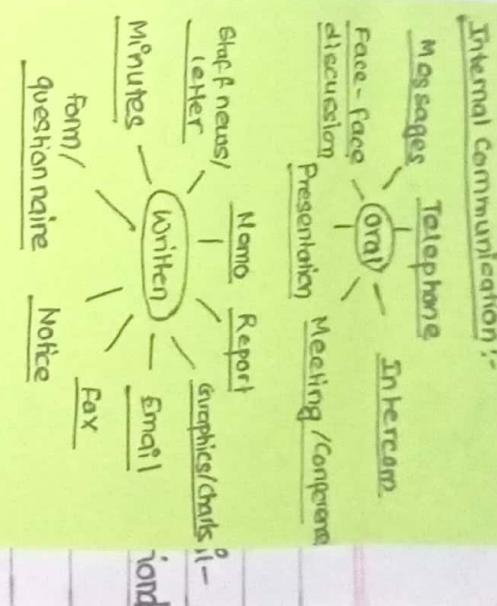
1. Internal-operational communication:-

- All the communication that occurs in conducting work within a business is internal operational. This is the communication among the business's employees than is done to create, implement and track the success of the business's operating plan.
- Internal-operational communication takes many forms. It includes the ongoing discussions, instructions & orders that supervisors give employees.
- Much of this internal-operational communication is performed on computer networks, email messages that employees carry out & contribute their ideas to the business.

2. External-operational communication:-

- The work related communicating that a business does with people and groups outside the business is external-operational communication. This is the

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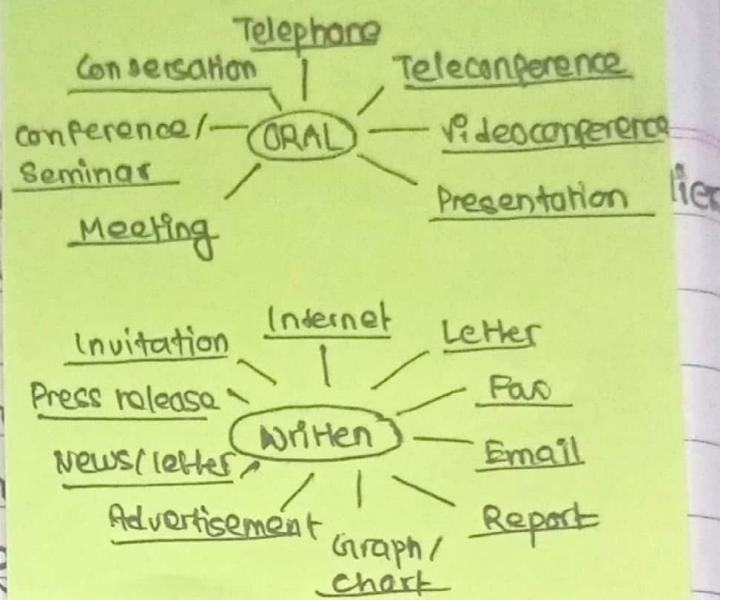
business's communication with the public - suppliers, service companies, customers, agencies, general public etc.

Every act of communication with an external audience can be regarded as a public-relations messages, conveying a certain image of the company. The importance of external-operational communication to a business is obvious. Because the success of business depends on its ability to satisfy customers' needs, it must communicate effectively with those customers.

3. Personal communication:-

Personal communication is the exchange of information and feelings in which we human beings engage whenever we come together. So, not all the communication that occurs in business is operational. In fact, much of it is without apparent purpose as far as the operating plan of the business is concerned.

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* Key stages in the communication cycle:-

1. Sender - conceive the message

Thinking / considering the best means of putting your message across and bear in mind that timing is important.

2. Encode the message

This stage involves putting the information into an appropriate form suitable to both the sender, the recipient & the aim. So, think / decide whether words will suffice, print record is necessary or whether graphics are appropriate.

3. Select the appropriate channel

This stage is where the message is actually sent & the information is transferred. You must select appropriate telecommunication method.

4. Decode the message

This stage involves receiving the message & to consider it carefully so that the correct message is received.

5. Feedback

The communication process cannot be successful without appropriate feedback. So, it is important to acknowledge receipt of message until a full & appropriate response can be given.

* Barriers to Effective communication:-

Many problems arrived in our business & personal lives result from miscommunication. Communication may fail for a variety of reasons

- Non-verbal signals → referred as 'body language' such as facial expressions, gestures, movement, nodding of head, eye contact etc.
- Language → Language may differ from person's religion. Different words have different meanings. So, use of technical language should be consider.
- Listening → Listening carefully while communication is essential. So, if we don't listen carefully, we can't understand the things & arrives barrier in communication.

- Pre-judgement → We already know the background, knowledge or experience so we think or judge what we have heard instead of what has actually been said.
- Relationship → If relationships b/w people are not good, communication may fail to be effective or may break down altogether.
- Emotional responses → communication can't succeed if a person is highly emotional about the topic concerned i.e. insecurity, fear, anger etc.

Public Speaking:-

- Public speaking skill refers to the talent of effectively addressing an audience. Whether it is in front of a group of people you already know or a crowd of complete strangers, your ability to communicate to them with clarity & confidence is known as public speaking skills.
- There may or may not be an opportunity for interaction between the speaker and audience. The basic difference, however, between a casual talk and public speaking is that the latter is more purposeful and meant for celebratory, entertainment, influencing or informative purposes. (Aristotle mentions : 1. Ethos, 2. Pathos 3. Logos)

* Importance of public speaking:-

Good public speaking skill can have a huge impact on your career for the following reasons:

- Demonstrate your knowledge: Public speaking skills helps to articulate your thoughts clearly and effectively. So that you can show & apply your knowledge you possessed.

- Demonstrate your confidence: Public speaking not only increases your knowledge during the process of preparation but also increases & demonstrate your confidence.
- Helps you lead better: Public speaking skills helps you to lead to the better path & to climb up career ladder.

How to improve public speaking skills ?

- Know your speech well enough to maintain eye contact with your audience:- Seldom look down at notes. Improve your memory so you retain key phrases. Practice with a recorder. Try to work from key points rather than from an ironclad script.
- Smile & practice deep breathing:- if nerves wallop you at any time during your speech, take a deep breath, smile & picture your audience.
- Slow down:- First time, public speakers will naturally rush headlong to finish, garbling every word mistake so force yourself to slow down.
- Timing comes with experience:- when you're starting out, concentrate first on not rushing.
- Control your body language
- Learn to smile

- Stress your strengths
- Keep your ears & eyes open to feedback
- Use effective skills

Resume & Cover letter

Resume :- A resume is a summary (usually one page) listing of one's employment, education, skills or accomplishment. This is a key part of your portfolio (documents). The document is used in applying for a new position, usually in the professional sector. It is also called cv (curriculum vitae).

A cover letter is a brief opening letter that specifies what the application is about & draws the attention of the employer to your attached resume.

- A resume of one or two pages long reflects who you are & communicates to a potential employer your professional skills & knowledge or experiences.

Resumes Structure

Heading

- Clearly write your first name, middle name & surname.
- street & mailing address.
- Home phone number or mobile number
- Breakline of your personal website

Career Objectives

- In 2 to 3 lines, list the type of job or position you are looking for the industry or profession.
Eg: to obtain software developer position with a software company in order to demonstrate & further develop programming & software development skills.

Summary of qualification

- List 4 to 5 key skills / experiences
- Start with the skills

Education

- Exact name of academic degrees, with completion dates, majors, scores or division.
- Level of high school certificate, school name etc.
- Other education & training.

Work experience

- In case you have held jobs, list them all.
- Include position title, type (part or full time), organization name, location, & dates
- Other employment history

Capabilities & skills

- Highlights key skills & capabilities
eg: proficient social media users

Awards, honors & activities

- List of awards, fellowships or other recognitions received.
- Include membership of professional experiences

Hobbies & interests

- May include hobbies & interests, such as reading, swimming, travelling, games etc.
- Do not include very personal information anywhere in the resume (date of birth, height, weight, marital status, religious, nationality, colour, disabilities etc.)

References

- List 2 to 3 references
- Reference person's name, current job title, current organization, contact details.
- Identify the relationship, such as teachers, thesis, guide, mentor.

Curriculum Vitae

Name: Purna Shrestha

Address: Chabel, Kathmandu

Phone: 9860381802

Email: purnashrestha28@gmail.com

Career Objectives:-

- To obtain a position of system administrator to demonstrate system administration & develop my IT skills.

Summary of Qualification:-

- Competent programmer in C, C++, Java & Mathematica.

Education:-

- Bachelor in Computer Science from Himalayan Whitehouse College (Aff. to Purbanchal University) (2079- current)
- 10+2 from Everest College (2076-2078) GPA 3.33
- SEE from Siddhartha Vanasthali Institute (2075) with GPA 3.25.

Work Experience:-

- Designed & developed a website for Puwannal Higher Secondary School as per of the community Education Project of Purbanchal University.
- Volunteered for the 2022 annual IT fare held by computer Association of Nepal.

Awards, honors, activities :-

- A number of awards in school in quiz-contest , handwriting competition & dance competition.
- Executive member of HWIC of PU of computer club for a year 2022.
- Attended the 2022 software Freedom Day celebration organized by Computer Association , Nepal.

Hobbies :-

- Interested in graphic designing , art .
- Other hobbies i.e dancing, travelling , outlining , drawing & listening musics.

References :-

1. Name: Mr. Utsab Pokharel

HOD

Bachelor of Information Technology

Himalayan Whitehouse Int'l College

Patalisadak, Kathmandu.

Mobile: 0000000000

Email: utcab@gmail.com

2. Name: Mr. Prakash Karki

Lecturer, English

Himalayan Whitehouse Int'l College

Patalisadak, Kathmandu

Mobile: 9999999999

Email: prakashkarki043@gmail.com

Cover letter:-

- The CV is always accompanied by a well thought out & targeted cover letter.
- The cover letter should generate interest & motivate the employer to want to know about you.
- The cover letter can be a major determinant.
- (-) Always personalize your letter by sending it to a named person rather than "Dear Sir / Madam".
- The cover letter must present your unique selling points in a creative & interesting way.

Date: May 18, 2022

The Manager,
Nepal Telecommunication Corporation
Kathmandu, Nepal.

Subject: For the post of System Administrator

Dear Sir / Madam,

I am writing this letter to apply for the system Administrator position at Nepal Telecommunication Corporation advertised on merojob.com in May 15, 2022.

I'm an enthusiastic and high-achieving IT professional with a Bachelor of Information Technology degree from Purbanchal University. I have exceptional technical and analytical skills with over 3 years of experience in software development, database management, information system support, and network & server support. In my previous roles, I have performed installation and configuration of software & hardware, router

and switch administration & worked extensively with windows and Active Directory. I have helped clients both on-site & remotely & have always demonstrated a keen ability for problem solving & troubleshooting.

You will find me to be a positive, motivated, & hard working person who is keen to understand company needs. I have excellent communication skills that allow me to work effectively & positively with staff & external stakeholders.

My resume is attached & I look forward to being able to discuss the position with you further.

sincerely,

Prerana Shrestha

Kathmandu, Nepal

* Principles of Good Writing:-

- The effectiveness of written messages depends on the right choice of words, the correct sentence, and the paragraph cohesiveness. The following general guidelines will help you write effective messages.
1. Use Paragraph Breaks:- Long paragraph distracts attentions of the readers and often cause poor understanding of message. short paragraph helps the readers to continue the message reading & understand it clearly. In order to make the paragraph short & simple there must be paragraph breaks.
 2. Keep Sentences & Paragraph shorts:- Keep the sentences & paragraphs as short as possible so that your audience or reader can understand them easily. To attain the goal each paragraph should stick to one topic and should be limited to eight to ten lines long.

3. Avoid Jargons:- simple and easy to understand words should be used. Ambiguous words and jargons should be avoided & dialect should not be used. Communication language should be used to avoid linguistic problems. To avoid jargons, you have to write with clarity, cohesiveness, conciseness & concreteness in your writing.

4. Be clear:- Be clear about your writing. Rely on specific terms & concrete examples to explain your points.

5. Be specific:- Use specific words instead of general terms. Because general words express different message in different situation & it may confuse the readers. For e.g., instead of saying 'Mr. Ram is a tall man', say 'Mr. Ram is 5'7 tall'.

6. Use Active Voice:- Active voice is preferred over passive voice because it is short & direct. In written communication less passive sentences should be used.

7. Use Graph & charts as Aids:- Non-verbal communication such as graphs, charts, colors etc can be used

to argument & make the communication more vivid & lively.

8. Use 'you' viewpoint:- Use "You viewpoint" instead of "I or We viewpoint". You should make the readers understand how they will be benefitted & helps you to get immediate feedback from the receivers.

9. Produce your writing Appropriately:- Produce your writing on quality paper with proper margin so that it can have a smart look.

10. Use correct punctuation:- The use of proper punctuation magnifies your writing. It helps the reader to take pause in certain places, hence he doesn't feel tired.

11. Avoid slangs & idioms & use common words:-
Avoid using slangs, idioms, jargon & buzzwords. Abbreviations, acronyms & unfamiliar product names may confuse the reader. So, common words should be used to make effective communication.

12. Proofread carefully:- Before reproduction or printing your writing, you should be sure enough that it is error free & only proofreading can ensure you about it.

13. Avoid sexist & Racist words:- sexist & racist communication occurs when sexist & racist words are used in communication. Words like he, chairman, brotherhood, mankind etc have been used traditionally to both men & women, But critics say that these words undermine the place & image of women, their equal status & importance in the society.

Again "you people", "The Black", "The White" etc are considered as racist words that may create misunderstanding and confusion in communication. Communication should use neutral words in these cases like chairperson, teacher, supervisor, attendant, spokesperson etc to avoid sexist & racist communication.

14. Use Terminology or Technical words Carefully:- Terminology or technical words should be used with due caution. If you use technical word, you should give footnote as explanation.

15. Use transitional words :- Use transitional words & phrases to help the readers follow your writing. You can use in addition, first, second, third, etc to follow your points of writing. [moreover, furthermore, therefore, similarly]

* Writing a Fax Message :-

- Though fax is not popular medium to send a message, but before it was the most popular & liable option to send important information to the recipient as compared to other options like email or digital communication between sender & recipient.

* Elements of an Email Message :-

- Subject (What's the email about?)
- Sender (Email address appears here)
- Recipient
- Carbon copy (CC)
- ★ - Blind carbon copy (BCC) : people who receive the email but are not listed as recipients. Senders use the BCC if they don't want recipients to know who else has received the email.

- Salutation
- Email body (Message of email)
- Closing (Ending - "Sincerely", "See you soon" etc)
- Signature
- Attachments

* Parts of an Email:-

1. Subject line
2. Sender (Name, email)
3. Recipient (To)
4. Carbon Copy
5. Salutation
6. Email body
7. Closing
8. Signature

Memo

- The word "memo" is an abbreviation of "memorandum" (meaning "reminder"). Memos are used within organizations to communicate everything from routine details to complete proposals and reports. Memos are often only a few short paragraphs, but they can be much longer, depending on the purpose. Memos are often used to:
 - inform others about a new or changed policy, procedures, organizational details,
 - announce meetings, events & changes
 - announce decisions, directives, proposals, briefings and
 - transmit documents (internal)

* Major components of a Memo:-

- Head : To (who gets it) & from (who sent it)
- Date (when it was sent)
- Subject (what is about) : Use a half dozen words to save space & keep it uncluttered.
- Body : The body conveys the message
- Introduction : Includes the purpose, relevant background

information, tasks etc. Set the scene, describe the circumstances.

- Main points: Provide details, & expand on introduction, discuss the subject.
- Close: The final paragraph may summarize the key points or give general advice or encouragement about actions to be taken. It ends courteously.

Signature: Some memo writers may use their initials in same letter.

- Tail: CC: copies sent to anyone affected by the memo.
- Attachments: Attachments of an item referred to in the body of the memo.

★ Q. Write a short memo to the principal of HWIC request to attend upcoming educational Tour meeting organized by HWIC BIT Unit.

MEMO

To: Principal of HWIC, Toya Narayan Poudel

From: Prerana Shrestha

Date: 2022/05/28

Subject: To attend upcoming educational tour meeting

Our BIT unit is planning an Education tour meeting on 2nd June, 2022 at club house in Himalayan Whitehouse Int'l college.

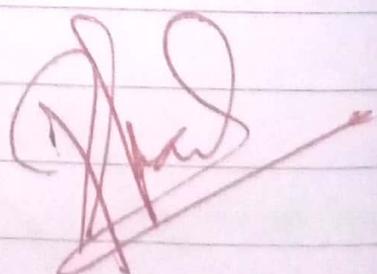
We will set up the appropriate educational place for our tour from where we can gain additional knowledge related to IT field.

So, we request you to attend this meeting and give your opinions towards this educational tour.

Furthermore, your presence & your advice related to our tour can be very effective for our BIT unit.

Prerana Shrestha

CC: All students of BIT unit



NOTICE

What is notice?

→ A notice is a written or an oral statement that contains the particulars of holding a meeting. When a circular is served among the members of the meeting to attend the meeting, it is called a notice. It is a letter of invitation that carries the request to the members to attend a meeting. A notice includes time, place, date & agenda of a meeting.

So, notice is formal written or formal information, notification or warning about a fact or an individual to the concerned person for attending the meeting.

* Essential elements or factors of a valid notice:-

- signature
- Proper time
- Time, date & place
- Unconditional
- Agenda
- Proper persons
- Consciousness
- Enclosure

Q. Imagine that you are the secretary of a IT company. Prepare a notice to the Board of Directors to attend the general meeting. Also attached the complete agenda.

Deewalk Inc. Company

New Baneshwor, Kathmandu

Date: 9 June 2022

Notice : The Board of directors meeting

This notice is to inform the Board of Directors that the annual meeting will be held at the head office of the company on July 1st, 2022 at 10 am. So, please attend this meeting following agenda.

- Agenda

1. About Nomination of some IT staffs
2. About Business Promotions.

Sincerely Yours

Prerana Shrestha

Secretary

Agenda

- An agenda is the list of items to be considered at a meeting. It is also called business or order of business. Effective agenda is one of the most important elements for a productive meeting. Meetings run effectively, if agenda are properly mentioned.
- Agenda is also the specific topics to be discussed in the meeting.

Minutes

- Minutes are official written record of topics discussed. The reason is obvious: minutes act as an aid to memory & provide a basis for decision & action.
- Minutes are the outcome of meetings and discussions that could be important in informing and enriching official documents or reports.
- As minutes of every meeting is approved by the members at the next meeting, they are considered as very important records & preserved.
- Minutes are impersonal, objective & matter of fact. It can be cool, concise, main points of discussion & decisions, recommendation & tasks & records.

* Why Meeting Agendas are Important?

A simple meeting agenda, distributed in advance, is perhaps the most important tool in ensuring a successful productive meeting, even when the meeting is between only you & one other person. Here's why:

- Agendas set the right tone: Meeting agenda let participant to meet business purpose with specific issues to be discussed in right way.
- Agenda Identify topics for discussion: Agenda makes participant easy to know what topics are going to be discussed in the meeting.
- Agendas keep everyone focused: Agendas can make participants focused in the specific topics for the fruitful outcomes of the meeting.
- Agenda Eliminate excuses: Agendas eliminates excuses that participants aren't ready to discuss a subject because they didn't know it was going to be brought up.

- * As minutes are self-sufficient records it is mandatory to give the following details:
 - Name of the organization / company
 - Address of the organization / company
 - Day, date, time & venue of the meeting
 - Number of the meeting, if in a series.
 - Name of the chairperson & the secretary
 - Names of the members present
 - Names of the members absent
 - Names of the persons who attended the meeting by special invitation, if any

* Formats of the minutes:

ABC Group of CompaniesKathmandu-6, Anamnagar

The meeting of the executive committee held at Yeti Banquet, Baneshwor on Feb 5, 2018 under the chairmanship of Prabin Karki passed the following resolution in presence of:

Team members present:

1. Mr. Prabin Karki, chairman
2. Mrs. Sita Dulal, Member
3. Mr. Anuj Kapadiya, Member
4. Miss. Rita Karki, Member
5. Miss. Indu KC, Secretary

signature

| No. | Subject | Minutes |
|------|--|---|
| 7.01 | Confirmation of the minutes in last meetings | The minutes of the meeting held on September 20, 2017 were approved & signed by the chairman. |
| 7.02 | Director's Report & Annual Accounts | Director's report & annual accounts have been circulated & approved. The chairman reported the program & highlighted its achievements outlining the next year's development plan. |

7.03 Auditor's Report

The auditor's report which has already taken as read & approved. It was noted that the assets of the company has increased by Rs. 50 lacs.

7.04 Appointments of few electronic Enr.

On a motion by Miss Saraswoti Karki, seconded by Mr. Ananda Karki, it was resolved that Mr. Ram Magar, Mr. Prabin Neupane, Missita Chrestha be appointed as electronic Engineer for the next 5 years at the payment of Rs. 60,000/- per month.

As no other matter was raised, the meeting ended with a vote of thanks to the chairperson.

Prabin Karki
Chairperson

Indu KC
Secretary

Technical Communication:-

Technical communication is written and oral communication for and about business and industry. Technical communication is communication that focuses on business materials - how to manufacture them, market them, manage them, deliver them & use them.

* Verbal Communication:-

Verbal communication is any communication by using words to share information with others. These words may be both spoken and written. Verbal communication can be done by phone calls, face-to-face meetings, speeches, teleconference, or video conferences.

- Effective communication increases the productivity of business, decreases errors & run the operations smoothly.
- Good verbal communication makes excellent business relationships with other organization, customers, suppliers etc.
- It helps to reduce communication barrier produced because of cultural & language difference.

- Effective verbal communication between employer and employee also increases job satisfaction level.
- Effective verbal communication helps to receive right and updated information.

* Types of verbal communication:-

1. Speaking face-to face
2. Speaking on the phone
3. Video-chat services
4. Writing letters
5. Giving a lecture
6. Making announcements
7. Leaving a voice mails

* Non-verbal communication:-

Non-verbal communication is sharing the information through non-verbal platforms like facial expression, gesture, eye-contact, posture, body language, the physical distance between communicators.

- For example; people may nod their head when they want to say "Yes" or they are agreed with other person, but shrug their shoulders with sad expression implies things are not really fine at all.
 - Non-verbal communication implies information about one's emotional state.
 - Define the relationship between the people.
 - Provides feedback to the other people.
 - Regulate the flow of communication.
- * Types of Non-verbal communication:-
1. Facial expression
 2. Body movement & posture
 3. Gestures
 4. Eye contact
 5. Touch
 6. Space (Distance)

Business Letter

A business letter is a formal way of communication between two or more parties. Business letters can be informational, persuasive, motivational or promotional.

A business letter can...

- tell an employer why you want the job.
- tell a company that you don't like their service.
- ask someone for information.
- tell someone in government what you think.

* Importance of Business Letters:-

- Letters represent your company's public image and your competence.
- Letters are more personal than a report, yet more formal than memos or e-mail.
- Letters constitute an official legal record of an agreement.

- Letters provide a wide-range of corporate information.

* Types of business letter:-

1. Application letter
2. Complaint letter
3. Request letter
4. Order letter
5. Sales letter

* Purposes of Business letter:-

1. Requesting or providing information. (Inf. sales, covering letters)
2. Ordering goods or services - (order letters)
3. Acknowledging the order (Acknowledgment letter)
4. confirming information or arrangement (confirmation letter)
5. Expressing thanks or congratulation (Good News)

B. Conveying bad news (Bad News)

To complaining about products or services (Complaint letter)

8. Answering a complaint (Adjustment letter)

* Major parts of letter:-

- Letterhead
- Return Address
- Date
- Letter Address / Inside Address
- Salutation
- Body
- Complimentary close
- Handwritten signature
- Keyed name (Author's name)

★ Q. What are the different styles of the letter?

Block styles

Personal Business letter styles

- In block style, all lines in the letter begin at the left margin (no tabbing or indenting) This is the most common one in the modern business letter. (All from left side)

Modified Block Styles

- Date line, complimentary closing & writer's identification begin at midpoint.

Headline:

Date:

Address:

complimentary close

Enclose:

Semi-Modified Block Styles

- date line, complimentary closing & writer's identification begin at midpoint & all body paragraphs are indented (or tabbed over) $\frac{1}{2}$ ".

Letter of Instruction

→ A letter of instruction is a letter that gives another party order or authority to carry out specific instruction.

Q. Write a letter of instruction to someone for appointing him to respect your organization to perform the project related task entitled "Establishment of HWIC Branch in Chitwan."



Himalayan White House
International College

Ramshah Path

Kathmandu, Nepal

22 June 2022

Miss Ritika Shrestha

Manager

This letter is to instruct you about our new project; "Establishment of HWIC Branch in Chitwan". So, I want to appoint you as a manager in our branch for carrying out this project as you are well-known as the best manager.

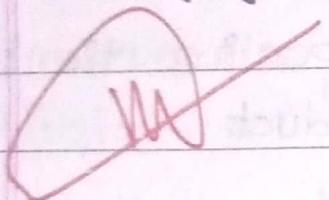
← So, we expected you to perform your best as this is very important assignment for our branch. This project is another big progress for us. So, with all instructions & new strategy, you are appointed to be a good performer to meet the progress in our new branch of HWIC in Chitwan.

Good luck with the project. The management
expects you to be a valuable manager of our
new branch.

With Best Regards,

Priyanka Shrestha

Managing Director



Sales letter

→ A sales letter is one of the most important instruments of sales promotion, despite unprecedented advancements in advertising through the print & electronic media.

* Objectives of sales letter:-

1. Get the attention of prospective clients
2. Generate interest in your product
3. Generate a call to action

* How to write an Adjustment letter?

→ Adjustment letter is a type of business letter submitted in response to a customer's complaint letter or claim, written by manager of an organization or business representative. It is also referred as a complaint response letter, customer complaint reply, letter of response to a complaint.

* DO'S:-

(Response to complaint letter)

1. Answer a complaint promptly.
2. Adopt the you-attitude - write in a positive and cheerful tone.
3. Acknowledge the problem & accept blame gracefully.
4. Focus on the relevant facts rather than emotions.
5. Emphasize the corrective measures being taken.
6. Treat the client with respect, even if their claim is insulting.
7. Follow a simple business format.

* Don'ts:-

1. Use abusive & insulting language. Be diplomatic and polite.
2. Don't be negative or suspicious about the customer's claim.
3. Blame other individuals, departments or company policy
4. Argue with customers or contradict them.
5. Overcompensate the client.

* A "goodwill letter" is a simple way to repair your credit report & it can be used for both federal & private loans.

* What makes a convincing Goodwill letter?

1. Respond thankfully
2. Take responsibility
3. A good recent payment history
4. Proof of any errors & relevant documents
5. Simple & to the point

Thank you letter

Date: 30 June, 2022

To Human Resource Manager
CAS Trading House
Kathmandu, Nepal.

(Regarding) Re : Thank you - System Administrator Interview

Dear Sir / Madam,

It was a great interview day with you about System Administrator position at the Trade Agency. The position you gave ^{me} as a system administrator is really perfect as for my skills & interests. The creative approach to a system administration that you described confirmed my desire to work with you.

As my enthusiasm, I will definitely bring a strong encouragement to others to work cooperatively with the department through my skills, assertiveness & ability for system developer, graphic designing & so on.

So, I am so grateful for our interview. I am very interested in working for the post you gave. Looking forward to hear from you about this position further.

Sincerely,

Premashree

Chabahil, Kathmandu

9860381802

premashree@gmail.com

* Follow-Up Letter :-

Follow-up letters can be used after a networking opportunity such as a phone conversation with a potential employer, a networking event, or other conversation with a person who is indicating an interest and ability to assist you in your job or internship search.

* Reasons to send follow-up letters :-

1. Follow-up letters show the interviewer your interest in gaining the job.
2. Follow-up letters give a chance to refresh an interviewer's mind.

3. Follow-up letters serve to express gratitude for the meeting.
4. Follow-up letters also serve to increase your chances in starting cooperation before taking the position
5. The document gives an opportunity to address some information, which wasn't discussed during the interview

Acknowledgement letter

- Acknowledgement letter are also called as letters of receipt. They are formal & short letters, mainly serving legal purposes. In business, such letters play an important role as it indicates that you value the opinion & time of concerned party.
- * Usually acknowledgement letter use very similar wording, such as:
 - company is acknowledging receipt of the following documents;
 - I hereby acknowledge the receipt of the following document/s;
 - I am writing to confirm the receipt of;

- We wish to thank you for sending us (quotation goods, documents etc)
- I am writing in reference to our telephone conversation to confirm the...
- We received your return shipment of (product name)

- Q. Suppose you are the site engineer of Biring Hydro Power Project stationed in Ilam district. Now prepare a first quarterly progress report to be submitted to Head office in Kathmandu.

Biring Hydro Power Project
Quarterly Progress Report

20 July 2022

| | | Position | Date |
|-------------|------------------|-------------------|-------|
| Prepared by | Prerana Shrestha | Site Engineer | 1 Aug |
| checked by | Bibek Karanjit | Sr. Site Engineer | 1 Aug |
| Approved by | Uttam Amatya | Chief Executive | 1 Aug |

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- 1. Introduction
 - 1.1 Background
 - 1.2 Project Description
 - 1.3 Features of Project
 - 1.4. Location & Access
 - 1.5. Conclusion

1.1 Background

Biring Energy Power Pvt. Ltd (BEPL) aims to develop Biring Hydro Power Project (57.5 MW) in Ilam District, using technical, managerial & financial capability and is dedicated to supply the power to the National Grid to fulfill domestic energy demand. The project is a run-of-river (RoR) hydropower project.

1.2 Project Description

The proposed Biring Hydro Power Project is located in Sandakpur VDC of Ilam district of Nepal. The source of water for the project is originated from Maipokhari and Todke falls rivers which are snow fed Rivers starting from the East hilly region. The powerhouse is located on the right bank of Maipokhari River with level 2336 m amsl.

1.3 Location & Access

The project can be accessed from Kathmandu through an existing all-weather road up to 513.1 km. from Kulekhani to Pharping road & reaches upto Sandakpur.

1.4 Features of Project

| SN | Particulars | Remarks |
|----|---------------------------|---|
| 1. | <u>General</u> | |
| | Name of the Project | Biring Hydro Power Project |
| | Type of the Project | Snow fed ROR Hydropower Project |
| 2. | <u>Location</u> | |
| | District | Ilam District |
| | Project location | Sandakpur |
| | River | Maipolchari and Tadke falls |
| 3. | <u>License Boundary</u> | |
| | Longitude | $86^{\circ}26'30''E - 86^{\circ}30'30''E$ |
| | Latitude | $27^{\circ}40'37''N - 27^{\circ}43'87''N$ |
| 4. | <u>Tunnel Length</u> | |
| | Total | 2336 m |
| 5. | <u>Power House</u> | |
| | Type | Surface |
| | Power | 1003.5 m |
| 6. | <u>Approximate cost</u> | 10,578 million NRP |
| 7. | <u>Approximate Period</u> | 4 Years |

1.5. Conclusion

Hence, this Project is well planned & designed to supply the energy & mitigate the environmental impact.

- a. Write a proposal on behalf of your company responding to a bid issued by Sunsari District Office to construction of its new office building.

To Head of Office,

Sunsari District.

Date: 20 July, 2022

Subject: A proposal to construct a new office building

The purpose of this proposal is to construct a new office building of Sunsari District Office, responding to a issued bid following NCB procedures. All the information and procedures for this project are issued with a bid. So, our company's bidders are submitting e-bid with the requested documents within mentioned period.

| S.N. | Bid No. | Description of Work | Bid Security Amt. (N.Rs.) | Bid Fee (N.Rs.) | Last date of Bid Submission | Remarks |
|------|--|---|------------------------------|--------------------|-----------------------------|---------------------------|
| 1. | Sunsari District Office/NCB 01/078/079 | Construction of a new office building for Sunsari District Office, Morang | 680,000/- | 5,000/- | 2022-08-01 12:00 Hrs | Single Stage Two Envelope |

Date: |

Page: |

Chief Investigation Officer

Prerana Shrestha

Agenda

Date : 1

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A. Recent financial & economic situation

Q. Imagine that you are the secretary of our engineering organization named "Ashish Engineering company". Write a notice to invite the shareholder of the to attend the special meeting with the following agenda:

- 1. Appointment of few IT staffs
- 2. Audit Report of fiscal year 2021-2022
- 3. Opening new branches of the organization



Ashish Engineering Company Pvt. Ltd
Ramechapatti, Kathmandu.

Date: 9 June 2022

Notice for the special meeting

As you all know, the whole world is hit by covid-19 & Nepal is also suffering from that. In light of this, we have decided to convene a special meeting to the shareholders of the company to discuss what we should take to deal with the situation. We have the following agenda to the meeting (Mention Agenda)

The meeting will be held on June 22, 2022, 1:00pm at 'Rashiya Sabha Griha'. Please read the agenda & come up with the fruitful suggestions.

Please make it convenient to the meeting.

Sincerely yours
Signature

* Examination Question Pattern

FM-80

PM-32

1. Comprehension Question - 8

Read the following passage & answer the following questions.

2. Answer any two of the following. ($2 \times 8 = 16$)

- a. Prepare a manuscript for a talk on- climate change, globalization, noise pollution, environmental pollution, price hike, Future of IT, Greenhouse energy, status of hydropower production in Nepal etc.
- b. Prepare a minutes discussion (notice, agenda) report, memo, essay etc.
- c. Prepare a notice, agenda, memo etc about a 16th meeting of the Board of Directors of any company.
3. Define group discussion, presentation, skills, oral & written communication, technical communication, verbal & non-verbal communication, oral presentation skills, group presentation, Rules of Good writing, Proposal, reports, recommendation for reports, seminar, workshops etc (8)
4. Write a CV & resume. (8)
5. Proposal or report (8)
6. Write a short note on any two (8)

- a. Fundamentals of effective writing.
 - b. General types of description
 - c. Other questions for short notes: Extensive & Intensive reading
summary writing / Precise writing
memo, minutes, workshops, seminars, conference, reports,
etc.
7. Write an essay (10) :- Price hike in Nepal, Role of IT in
South East Asia, Deforestation, Importance of computer,
digital marketing, cyber crime, misuse of technology, women
empowerment, gender discrimination, importance of social media
virtual classroom, covid-19 & its impact on education etc.
8. Suitable Intonation (4)
9. Mark stress (4) - transportation, beneath, produce, continue, develop.
10. Fill in the blanks with appropriate clauses (4)
11. Fill in the blanks with appropriate preposition. (2)
- Other Grammar Questions:- voice, tense, reported speech,
subject verb agreement, stress, error analysis, reading
techniques.
 - Other Important Topics:- Standard letter format, writing
letters for asking & giving instruction, letter for request,
apology, explanation, complaint, order
 - Preparing advertisement, leaflets, fax message, email-
message.

Q. What are the major parts or components of letter?

→ Letter head

Suppose you have recently attended job interview for system administrator to CAS Trading House, write thank you letter to HR Manager.