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|  | **MUTHAYAMMAL ENGINEERING COLLEGE**  **(An Autonomous Institution)**  (Approved by AICTE, New Delhi, Accredited by NAAC & Affiliated to Anna University)  Rasipuram - 637 408, Namakkal Dist., Tamil Nadu. |  |

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|  | | **MUST KNOW CONCEPTS** | | |  | **MKC** |
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| **ENGLISH** | |  | | | | **2020-21** |
|  | | |  |  | | |
| **Course Code & Course Name** | | | **:** | **19HSS01& Business English** | | |

**Year/Sem/Sec : I/I/A**

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| --- | --- | --- | --- | --- | --- | --- |
| **S.No.** | **Term** | **Notation**  **(Symbol)** | | **Concept / Definition / Meaning /**  **Units / Equation / Expression** | | **Units** |
| **Unit-I : Communication and Business English** | | | | | | |
|  | Communication |  | | The imparting or exchanging of information by speaking, writing, or using some other medium. | |  |
|  | Kinds of communication Objectives |  | | \*Building awareness  \*Providing information  \*Creating interest  \*Corroborating a brand  \*Stimulating demand. | |  |
|  | Types of communication |  | | There are two types of communication:   * Verbal communication * Non verbal communication. | |  |
|  | Verbal communication |  | | Verbal communication is the type of communication that is done using the words either in written or oral form. | |  |
|  | Non verbal communication |  | | The non verbal communication is the wordless communication such as facial expressions, body movements, gestures and eye contact. | |  |
|  | Process of communication |  | | * The sender * Encoding * The message * The channel * Decoding * The receiver * Feed back. | |  |
|  | Types of barriers to communication |  | | * Language barriers * Psychological barriers * Physiological barriers * Physical barriers * Attitudinal barriers. | |  |
|  | Effective communication |  | | It is a communication between two or more persons wherein the intended message is successfully delivered, received and understood. | |  |
|  | Business operations |  | | Everything that happens within a company to keep it running and earning money is referred to collectively as business operations. | |  |
|  | Positive Language |  | | Positive language is nothing but using positive words and positive attitude in a language. | |  |
|  | Transitional words |  | | As a ‘part of speech’ transition words are used to link words, phrases or sentences. | |  |
|  | Encoding |  | | Encoding is putting the targeted message into appropriate medium which may be verbal or non-verbal depending upon the situation, time, space and nature of the message to be sent. | |  |
|  | Decoding |  | | Decoding refers to interpreting or converting the sent message into intelligible language. | |  |
|  | [Written Communication](https://www.skillsyouneed.com/writing-skills.html) |  | | It includes letters, e-mails, social media, books, magazines, the Internet and other media, which has led to an explosion of information and communication possible. | |  |
|  | Visualizations |  | | G[raphs, charts](https://www.skillsyouneed.com/num/graphs-charts.html), maps, logos,etc., are all visualizations which can communicate messages. | |  |
|  | [Interpersonal communication](https://www.skillsyouneed.com/ips/interpersonal-communication.html) |  | | It is a process that involves participants who negotiate their roles with each other, whether consciously or unconsciously. | |  |
|  | **Feedback** |  | | It is acontent from the receiver which shows how the message is understood and attempt to correct any misunderstanding or confusion as soon as possible. | |  |
|  | Communication channel |  | | It is used to transmit our message to a recipient, or to receive a message from someone else. It includes face-to-face conversations, telephone calls, text messages, email, the Internet, social media, radio and TV, written letters, brochures and reports. | |  |
|  | Communication barrier |  | | It is that in many communications, the message may not be received exactly the way the sender intended due to few obstacles. | |  |
|  | Overcoming Barriers |  | | Some tools that can be used to bridge barriers in everyday communications are active listening, use of simple language and getting constructive feedback. | |  |
|  | Elements of business operations |  | | * Process * Staffing * Location * Equipment or technology | |  |
|  | Conversation |  | | It is an interactive [communication](https://en.wikipedia.org/wiki/Communication) between two or more people. | |  |
|  | **Oral communication** |  | | This is the communication which employs the spoken word, either direct or indirect as a communication channel. | |  |
|  | **Vertical communication** |  | | This is the communication in which the information or data flows up and down the organizational structure. | |  |
|  | **Horizontal communication** |  | | This is the communication between two similar levels of the organization. | |  |
| **Unit-II : Grammar & Vocabulary** | | | | | | |
|  | **Diagonal communication** |  | | This is the communication across the cross-functional levels of employees from various departments of the organization. | |  |
|  | Message |  | | Message is referred to as the information conveyed by words as in speech and write-ups, signs, pictures or symbols depending upon the situation and the nature and importance of information desired to be sent.  Message is the heart of communication. | |  |
|  | Receiver |  | | Receiver is the person or group who the message is meant for. He may be a listener, a reader or a viewer. | |  |
|  | Language Barriers |  | | when communicating in the same language, the terminology used in a message may act as a barrier if it is not fully understood by the receiver(s). | |  |
|  | Psychological Barriers |  | | The psychological state of the receiver will influence how the message is received. | |  |
|  | Physiological Barriers |  | | Physiological barriers may result from the receiver’s physical state. | |  |
|  | Physical Barriers |  | | An example of a physical barrier to communication is geographic distance between the sender and receiver(s). | |  |
|  | Attitudinal Barriers |  | | Attitudinal barriers are behaviors or perceptions that prevent people from communicating effectively. | |  |
|  | Coherence |  | | Coherence in writing is the logical bridge between words, sentences, and paragraphs. Coherent writing uses devices to connect ideas within each sentence and paragraph. | |  |
|  | Phrase |  | | It is a group of words that work together to make meaning, but it’s not a complete sentence. | |  |
|  | Noun Phrase |  | | A noun phrase is usually assembled centering a single noun and works as a subject, an object or a complement in the sentence | |  |
|  | Adjective Phrase |  | | An adjective phrase is comprised of an adjective and works as a single adjective in the sentence. | |  |
|  | Clause |  | | A clause is a group of words that contains both a subject and a predicate. | |  |
|  | Independent Clause: |  | | An independent clause functions on its own to make a meaningful sentence and looks much like a regular sentence | |  |
|  | Dependent Clause |  | | A dependent clause cannot function on its own because it leaves an idea or thought unfinished. | |  |
|  | Kinds of sentences |  | | Declarative sentence, Interrogative sentence  Imperative sentence, Exclamatory sentence. | |  |
|  | Declarative Sentence |  | | A declarative or assertive sentence states a fact, opinion or idea. | |  |
|  | Interrogative sentence |  | | An interrogative sentence asks a question.  An interrogative sentence is followed by a question mark (?). | |  |
|  | Imperative sentence |  | | An imperative sentence gives a command or a request | |  |
|  | Exclamatory sentence |  | | An exclamatory sentence expresses strong feeling. The exclamatory sentence always ends with an exclamation point. | |  |
|  | Types of sentences |  | | Simple sentence, Compound sentence, Complex sentence, Compound complex sentence. | |  |
|  | Simple sentence |  | | Simple sentences contain a single independent clause. | |  |
|  | Compound sentence |  | | Compound sentences have two or more independent clauses and no dependent clauses | |  |
|  | Complex sentence |  | | Complex sentences contains an independent clause and one or more dependent clause. | |  |
|  | Sentence patterns |  | | A sentence can be divided into five parts:  Subject , Verb , Object, Complement, Adjunct. | |  |
| **Unit-III : Writing CV and Letter of Application** | | | | | | |
|  | Complement |  | | A complement completes the meaning of a subject or an object. | |  |
|  | Adjunct |  | | An adjunct is a word or a phrase that is added or joined to a sentence to give additional meaning to it. | |  |
|  | Prefix |  | | A **prefix** is a group of letters placed before the root of a word. For e.g. illegible, unhappy, disappointment, etc. | |  |
|  | Suffix |  | | A **suffix** is a group of letters placed after the root of a word. For e.g. careful, development, beautiful, etc. | |  |
|  | [Synonyms](http://www.yourdictionary.com/synonym) |  | | [Synonyms](http://www.yourdictionary.com/synonym) are words with the same or similar meaning. | |  |
|  | [Antonyms](http://www.yourdictionary.com/antonym) |  | | [Antonyms](http://www.yourdictionary.com/antonym) are words with opposite meanings. | |  |
|  | Word Formation |  | | Word formation is the creation of a new word. word formation is sometimes contrasted with semantic change, which is a change in a single words meaning. | |  |
|  | Error Spotting |  | | Spotting errors are asked in verbal reasoning. You need to spot sentences and error which are grammatically incorrect | |  |
|  | Sentence correction |  | | Sentence correction is one or more sentences with some parts of it underlined or bold, are given. We are required to check if there is any error in the sentence or marked parts. | |  |
|  | Word Analogy |  | | An analogy is a type of word problem.It is made up of two word pairs.Your goal in solving an analogy is to find a word that correctly completes the second pair.Both the pairs have the same kind of relationship.To solve the analogy you need to find that relationship. | |  |
|  | Idioms |  | | Idioms are defined as a group of words whose implied meaning is different from the meaning of the individual words. For e.g. A piece of cake, an apple of their eyes, break a leg, etc. | |  |
|  | Direct Speech |  | | The speech in which the actual words of the speaker are repeated is called direct speech. For e.g. Ragu said, “I am very hungry.” | |  |
|  | Indirect Speech |  | | The speech in which the substance of the speaker’s speech is given is called indirect speech. For e.g. Ragu said that he was very hungry. | |  |
|  | ‘If’ conditionals |  | | There are three types of ‘If’ conditionals:   * Open type/Probable – likely to be true. * Improbable – unlikely to be true. * Impossible conditional clause. | |  |
|  | Letter |  | | A letter is a type of grapheme, which is a contrastive unit in a writing system. The contemporary English-language alphabet consists of twenty-six letters each of which corresponds to one or more sounds. Letters are combined to form words. | |  |
|  | Official Letter |  | | An official letter is written for official purposes to authorities, dignitaries, colleagues, seniors, etc and not to personal contacts, friends or family. | |  |
|  | Types of official letter |  | | 1.Government organization official letter  2.Semi government organizations official letter  3.Autonomous body’s official letter  4.Private organizations official letters. | |  |
|  | Personal letter |  | | A personal letter is a type of letter or informal composition. It usually concerns personal matters rather than professional concerns and sent from one individual to another. A letter deals with issues that deserve more than a minute of attention. | |  |
|  | Purpose of Personal letter |  | | It is to inform that the receiver that the sender wants to tell an important thing like personal feelings, thoughts, or experiences . which are meant to be read by a specific person. | |  |
|  | Messages |  | | A system or process of transmitting messages like some information, news, advice, request, or other means. | |  |
|  | Types of Message |  | | 1. Nominal 2. Expressive 3. Predicative | |  |
|  | Purpose of Message |  | | We use communication to share information, comment, ask questions, express wants and needs, develop social relationships, social etiquette. | |  |
|  | Notices |  | | A notice is a written or printed announcement. It is written in order to inform a large number of people about something that has happened or is about to happen. They are put up on display boards in schools or at public places. | |  |
|  | 4 General types of Notice |  | | 1. Puplic Notice 2. Constructive Notice 3. Actual Notice 4. Implied Notice | |  |
|  | Effective Notice |  | | A good Notice is always to the point and leaves no scope for further enquires without compromising on the word limit.(50 words) | |  |
| **Unit-IV : Job Interviews and Recruitment** | | | | | | |
|  | Reports |  | | A report is a short, sharp, concise document which is written for a particular purpose and audience. It generally sets outs and analyses a situation or problem, often making recommendations for future action. | |  |
|  | What are types of report |  | | 1.Oral Report  2.Written Report  3.Short Reports  4.Long Reports  5.Informal Report  6.Formal Report | |  |
|  | Good report |  | | A good report is always a complete and self-explanatory document. For this, repetition of facts, figures, information, conclusions and recommendation should be avoided. Report writing should be always complete and self-explanatory. It should give complete information to the readers in a precise manner. | |  |
|  | Investigation |  | | There is any problem, a committee or commission or study group investigates the problem to find out the reason behind the problem and present the findings with or without the recommendation in the form of a report. | |  |
|  | Evaluation |  | | Large scale organizations are engaged in multidimensional activities. It is not possible for a single top executive to keep personal watch on what others are doing. So, the executive depends on reports to evaluate the performance of various departments or units. | |  |
|  | Email |  | | Electronic mail or E-mail is an easy and effective means of instantaneous transmission of your information. It operates across [computer networks](https://en.wikipedia.org/wiki/Computer_network), which today is primarily the [Internet](https://en.wikipedia.org/wiki/Internet_access). | |  |
|  | E- mail includes |  | | 1.Heading  2. Saiutation  3.Body  4.Closing  5.Siganutre | |  |
|  | E- mail receive |  | | It goes to the senders ISP mail server and then reaches that of the recipient who can have access to it while checking the mail. | |  |
|  | Advertisements |  | | An advertisement is an announcement [online](https://www.collinsdictionary.com/dictionary/english/online), or in a newspaper, on television, or on a [poster](https://www.collinsdictionary.com/dictionary/english/poster) about something such as a product, event, as a [printed](https://www.collinsdictionary.com/dictionary/english/print) [display](https://www.collinsdictionary.com/dictionary/english/display) in a [newspaper](https://www.collinsdictionary.com/dictionary/english/newspaper), short film on [television](https://www.collinsdictionary.com/dictionary/english/television), [announcement](https://www.collinsdictionary.com/dictionary/english/announcement) on [radio](https://www.collinsdictionary.com/dictionary/english/radio_1), etc, designed to sell goods, [publicize](https://www.collinsdictionary.com/dictionary/english/publicize) an event, etc. | |  |
|  | Types of Advertisment |  | | 1. Classified 2. Commercial/ Display | |  |
|  | Classified Adversting |  | | Classified ads are placed by individuals wishing to advertise goods and services available or needed. | |  |
|  | Display Adversting |  | | Display advertisements appear in various sizes on most pages throughout the Newspaper. | |  |
|  | Sales Letter |  | | A sales letter is a form of sale correspondence. It is a letter that tries to sell a product. Sales letters are an effective way to communicate with clients. | |  |
|  | Letter of Authorization |  | | A letter of authorization is a document authorizing the recipient to carry out a certain action. For example a bank account holder may write a letter to the bank authorizing a transaction, or authorizing somebody else to act on their behalf if sick. | |  |
|  | Letter of Recommendation |  | | A letter of recommendation (or reference letter) is a document designed to add extra weight and merit to a job or college application. They are usually written by a supervisor, colleague, teacher, or friend. | |  |
|  | Job Application |  | | A [job application letter](https://www.naukri.com/blog/how-to-write-a-job-application/) is usually the first step to initiate the job application process. | |  |
|  | Covering letter |  | | A cover letter or covering letter is a [letter of introduction](https://en.wikipedia.org/wiki/Letter_of_introduction) attached to, or accompanying another [document](https://en.wikipedia.org/wiki/Document) such as a [résumé](https://en.wikipedia.org/wiki/R%C3%A9sum%C3%A9) or CV. | |  |
|  | CV |  | | A curriculum vitae, often shortened as CV is a written overview of someone's life's work (academic information, publications, qualifications, etc.). Vitae often aim to be a complete record of someone's career, and can be extensive. | |  |
|  | Resume |  | | A résumé or resume is a document used and created by a person to present their background,. skills, and accomplishments. It can be used for a variety of reasons, but most often they are used to secure new employment | |  |
|  | Creative Writing |  | | Creative writing is a form of artistic expression, draws on the imagination to convey meaning through the use of imagery, narrative, and drama. | |  |
|  | Job Interviewing |  | | A job interview is an [interview](https://en.wikipedia.org/wiki/Interview) consisting of a conversation between a job applicant and a representative of an [employer](https://en.wikipedia.org/wiki/Employer) which is conducted to assess whether the applicant should be hired. | |  |
|  | Appearance and body language |  | | Personal appearance is the way you look when you step out of your home. It includes all your outside accessories or adornments and accoutrements whereas body language is the conscious and unconscious movements and postures by which attitudes and feelings are communicated. | |  |
|  | Attending interviews |  | | Few things to be followed while attending an interview:1. Look professional and well groomed2. Demonstrate professionalism3. Avoid distractions4. Be polite and attentive5. Be aware of body language6.Listen carefully.etc., | |  |
|  | Public Speaking and Oral Reporting |  | | Public speaking is the process or act of performing a [speech](https://en.wikipedia.org/wiki/Speech_communication) to a live [audience](https://en.wikipedia.org/wiki/Audience). It is commonly understood as formal, face-to-face speaking of a single person to a group of listeners. Whereas the **standard oral report consists of an introduction, a main body and a conclusion.** | |  |
|  | Making Formal Speech |  | | A formal speech is the pre-planned type of speech that is usually given to a large audience at formal or professional events, such as business lectures or family celebrations. | |  |
| **Unit-V : Presentation and Grammar Usage** | | | | | | |
|  | Use of Voice |  | | For a candidate to create a good impression during interview a positive tone is essential, as this shows confidence, in addition clarity of voice will also demonstrate good communication. | |  |
|  | Using Telephone |  | | An efficient business telephone system streamlines good communication between organization and customers. The telephone offers a faster interaction than email, and is easy and quick to use. | |  |
|  | Use of Visual Aids |  | | A visual aid is something that supplements words with a picture, chart, or illustration.  The major advantages of using visual aids in your speeches are that they heighten audience interest, shift attention away from the speaker, and give the speaker greater confidence in the presentation as a whole | |  |
|  | Interviewing People |  | | An interview is a [conversation](https://en.wikipedia.org/wiki/Conversation) where [questions](https://en.wikipedia.org/wiki/Question) are asked and answers are given.The interviewer asks questions to which the interviewee responds, usually so information may be transferred from interviewee to interviewer. | |  |
|  | Recruitment |  | | The process of finding and hiring the best-qualified candidate for a job opening, in a timely and cost effective manner. | |  |
|  | Asking for Information |  | | Asking for information can be as simple as asking for the time, or as complicated as asking for details about a complicated process. | |  |
|  | Inquiries about people |  | | The [process](https://www.macmillandictionary.com/dictionary/british/process_1) of [asking](https://www.macmillandictionary.com/dictionary/british/ask_1) about something or [examining](https://www.macmillandictionary.com/dictionary/british/examine) something in [order](https://www.macmillandictionary.com/dictionary/british/order_1) to get more [information](https://www.macmillandictionary.com/dictionary/british/information) about a person/ persons. | |  |
|  | Refusing Request |  | | To politely turn down a request, just be honest. Let the host know that you'd love to attend (even if that part isn't honest), and mention one or two things you were particularly looking forward to so that the host feels good about their event. | |  |
|  | Adjustment Refusals |  | | Probably the hardest situation of all is to refuse someone's request, to get him to rationally accept the reasons for the bad news without any negative feelings, and, if it's a refusal to a customer or client, to keep the reader's business. | |  |
|  | Credit Refusal |  | | Credit refusal is the rejection of a credit application by a prospective lender, usually due to its assessment that the applicant is not creditworthy. | |  |
|  | Types of text Types |  | | There are two types of text types:   1. Factual text types include factual description, recount, or persuasive. 2. Literary text types include such types as poetry, narrative or personal response. | |  |
|  | Interviewer vs. Interviewee |  | | Interviewer is one who interviews while interviewee is someone being interviewed; the recipient of an interview: usually, the one answering the questions. | |  |
|  | Top ten skills graduate recruiters want |  | | 1. Commercial Awareness 2. Communication 3. Teamwork 4. Negotiation and Persuasion 5. Problem solving 6. Leadership 7. Organisation 8. Perseverance and motivation 9. Ability to work under pressure 10. Confident | |  |
|  | Elements of Public Speeking |  | | 1. The speaker 2. The message 3. The channel 4. The listener 5. The feedback 6. The interference 7. The situation | |  |
|  | Purpose of Oral Report |  | | The main purpose of an oral report is to present subject content in an organized, concise and effective manner to a live audience. | |  |
|  | Four Basic Methods of Oral Report |  | | 1. Manuscripts 2. Memorized 3. Extemporaneous 4. Impromptu | |  |
|  | Overcome Nervousness |  | | 1. Don’t be afraid of nervousness. In an uncomfortable situation, remind yourself that nervousness id normal, and it can even be helpful. 2. Be prepared 3. Get into a positive headspace 4. Talk to someone 5. Try a relaxation technique | |  |
|  | Relaxation Techniques |  | | 1. Take slow, deep breaths 2. Soak in a warm bath 3. Listen to music 4. Practice mindful meditation | |  |
|  | Where we use Formal Speech |  | | 1. Business meetings 2. Dinner parties 3. Special Events 4. Schools / Universities 5. Offices 6. Hospitals 7. Court of Law | |  |
|  | Visual Aids |  | | Photos, Pictures, Illustrations, Charts, and Tables. | |  |
|  | Types of Claims |  | | There are four common claims that can be made;   1. Definitional 2. Factual 3. Policy 4. Value | |  |
|  | Paragraph |  | | A paragraph is a self-contained unit of discourse in writing dealing with a particular point or idea. A paragraph consists of one or more sentences. It is a part of formal writing, used to organize longer prose. | |  |
|  | Essay |  | | An essay is, generally, piece of writing that gives the author’s own argument. | |  |
|  | Types of Essay |  | | Narrative essay, Descriptive essay, Expository essay, and Argumentative essay. | |  |
|  | Presentation |  | | A presentation is the process of presenting a topic to an audience. It is typically a demonstration, introduction, lecture, or speech meant to inform, persuade, inspire, motivate, or to build good will or to present a new idea or product. | |  |
| **Placement Questions** | | | | | | |
|  | Types of Presentation |  | | * 1.Informative Presentation  2.Instructional * Presentation 3.Arousing Presentation * 4. Persuasive Presentation. | |  |
|  | Importance of Presentation |  | | Effective presentation skills are important because they help to keep a presentation interesting, help the presenter to communicate with confidence, and motivate the audience to listen. | |  |
|  | Punctuation |  | | The marks, such as full stop, comma, and brackets, used in writing to separate sentences and their elements and to clarify meaning. | |  |
|  | Adjective & Adverb Confusion |  | | Adjectives and adverbs are often confused and therefore misused. To modify a noun or pronoun, use an adjective. To modify a verb, an adjective, or an adverb, use an adverb instead.  Adjective: This *cheap* scarf is no bargain. Adverb: This scarf can be purchased *cheaply*. | |  |
|  | Subject-Verb Agreement |  | | [Subject verb agreement](http://grammar.yourdictionary.com/sentences/Subject-Verb-Agreement.html) simply means the subject and verb must agree in number. This means both need to be singular or both need to be plural. | |  |
|  | Dangling Modifier |  | | A dangling modifier is a word or phrase that modifies a word not clearly stated in the sentence. A modifier describes, clarifies, or gives more detail about a concept. | |  |
|  | Parallelism |  | | Parallelism, also known as parallel structure or parallel construction, is a balance within one or more sentences of similar phrases or [clauses](https://en.wikipedia.org/wiki/Clause) that have the same grammatical structure. | |  |
|  | Listening |  | | Effective listening skills are the ability to actively understand information provided by the speaker. | |  |
|  | Speaking |  | | Speaking skills are the skills that give us the ability to communicate effectively. | |  |
|  | Improving pronunciation |  | | For beginners, practicing pronunciation of English words should be done daily as an half-hour activity. | |  |
|  | Stress |  | | Relative emphasis that may be given to certain syllables in a word, or to certain words in a phrase or sentence.. | |  |
|  | Group Discussion |  | | Group of individuals, typically who share a similar interest discuss ideas, solve problems, or make comments. | |  |
|  | Active Listening |  | | Technique that is used in counseling, training, and solving disputes or conflicts. | |  |
|  | Formal Talk |  | | A formal talk is the pre-planned type of talk that is usually given to a large audience | |  |
|  | Informal talk |  | | Informal language, on the other hand, is much more spontaneous and casual | |  |
|  | Interactive Communication |  | | It is a [dynamic](https://en.wiktionary.org/wiki/dynamic), two-way flow of information. | |  |
|  | Public Speaking |  | | Public speaking is the process or act of performing a [speech](https://en.wikipedia.org/wiki/Speech_communication) to a live [audience](https://en.wikipedia.org/wiki/Audience). | |  |
|  | Appearance and body language |  | | Personal appearance is the way you look when you step out of your home | |  |
|  | Interviews |  | | An interview is essentially a structured conversation where one participant asks questions, and the other provides answers. | |  |
|  | Employee Selection |  | | Employee Selection is the process of interviewing and evaluating the candidates for a specific job and selecting an individual for employment based on certain criteria. | |  |
|  | Purpose of selection process |  | | The purpose of selection process is to pick up the most suitable candidate who would meet the requirements of the job in an organization best, to find out which job applicant will be successful, if hired. | |  |
|  | Aims of the selection process |  | | * Gather as much relevant information as possible * Organise and evaluate the information | |  |
|  | Types of Selection Device |  | | * The Application Form * Written Tests * Performance-Simulation Tests * The Interview * Background Investigations * Physical Examination | |  |
|  | Selection Process |  | | * Screening of Applications * Selection Tests | |  |
|  | Fair Employment  Practices Recruitment |  | | Fair employment practices consist of hiring practices that are fair, merit-based and non-discriminatory. | |  |
|  | | |  | |  | |
| **Faculty Team Prepared** | | | **Signatures** | |  | |
|  | **SureshKumar Ayyavoo** | |  | |
|  | **K.Helen** | |  | |  | |

**HoD**