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Program : **B.Tech**

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Semester: **1st**



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SUBJECT – ENGLISH –COMMUNICATION SKILLS**SUBJECT CODE –BE- 1003****UNIT—5-Business correspondence**

What is business letter or commercial letter

1. A **business letter** is usually a **letter** from one company to another, or between such organizations and their customers, clients and other external parties. The overall style of **letter** depends on the relationship between the parties concerned.
2. The letter that contains business related issues and information is called business or **commercial letter**. It refers to the letter in which business people or person exchange information with various business firms, customers, suppliers, employees, banks, insurance, companies, government agencies, business associations with aimed at selling or buying goods, obtaining information, placing orders, making inquiry etc and other related issues. Some important definitions of business letter are given below:

Importance of Business Letter

Business letters are used to sell the products, make inquiry about customers or prices of goods, seek information and advice, maintain good public relation, increase goodwill and perform a variety of other business functions. With the continuous growth of commerce and industry, usefulness and importance of business letter are also increasing gradually. Some points highlighting the benefits or importance of business letter are given below:

1. **Exchanging business information:** Letters are the most economic and convenient means of exchanging information. With the help of letters, executives can easily exchange information with customers, suppliers, investors, government offices; regulatory authorities etc.
2. **Establishing business relationship:** Business letter play important role in establishing and maintaining relationship with various parties. Business letters reduce the distance between a business and its customers, suppliers, creditors and other public groups.
3. **Legal acceptance:** Business letter is an acceptable document in the eye of law. It can be stored and produced as a documentary proof.
4. **Increasing goodwill:** Business letters, like inquiry letter, circular letter, order acknowledgement letter, adjustment grant letter etc help to increase good will of a business with the customers.

5. **Saving cost and time:** Business letters relieve the busy executives from visiting personally their clients and other concerned parties. Therefore, valuable time and costs can be saved.

6. **Assistance in local and international trade:** Both the local and foreign trade essentially requires the help of various business letters. Through letters, businessperson make inquiry about products and prices place orders for goods collect the dues make and settle claims etc.

Formats for Business Letter

As far as formatting of a letter ,given below is the **standard format of any business letter:**

- **Letterhead:** Most companies have a specific letterhead that you will need to type letters on. This may make it necessary to adjust the margins so that words are not printed onto the letterhead area.
- **Name and address:** Always try to have the name of someone that the letter should go to, even if you have to call to find it out.
- **Date:** This is the date that the letter was written. It should be written out, such as January 15, 2008.
- **Reference:** This gives a short description of what the purpose of the letter is. For example, one might write "lost invoice" or "account number 23654" or something like that.
- **Salutation:** If you do not know the person, use a more formal one, such as Dr. Brian Lowden.
- **Subject matter/body:** Single-space and left justify for modified block and block style letters. Have one blank line between paragraphs. The first paragraph should have a friendly opening and state the purpose of the letter. The subsequent paragraphs should support the purpose you stated in the first paragraph.
- **Closing:** This should be "thank you," "sincerely," or something similar.
- **Signature:** This is the actual signature of the person the letter is from, which may be different from the person who wrote the letter.
- **Typist initials:** These are the initials of the person who typed the letter. These are not the initials of the person who it is from. If they are both the same person. then this line is not necessary. Usually the first initials would be that of the writer, and the second initials are of the typist and are in lowercase. For example: JW/sc.
- **Enclosures:** List here anything else you may be sending, such as a brochure, samples, etc.

Each of these areas has a proper place, depending on which type of letter you are creating. What goes in each area also may vary, depending on whom the letter is being sent to and who is writing it. There are three main styles of business letter: **block, modified block, and semi-block styles**. Each is written in much the same way, including the same information, but the layout varies slightly for each one

FORMAT OF BUSINESS LETTER

Sender's address.
Sender's phone number

Date

RE: what the letter is about

Recipient's name

Recipient's company name

Recipient's address

SUBJECT:-----

Dear Name:

In this type of block letter, all the paragraphs line up at the left margin. There is no indenting of the paragraphs. The margins should be set to 1-1.5" all the way around the page. If you are using company letterhead, you will need to account for that in figuring the margin where the letterhead is placed on the page.

You only need to single-space between sentences. Leave an extra open line between paragraphs. Keep in mind that these sample letters are a guideline.

People often customize to meet their preferred style.)

Sincerely,

Signature

here

name,
add title

[Identification initials]

Enclosures:

cc: Name

Business Letter--- Layout

As in all professional writing, business letters should be brief but clear. The relationship between the writer and the recipient should be stated at the outset. If action on the part of the recipient is requested, then that action should be specified. The tone of a business letter depends on the recipient: if it's someone with whom you've worked closely for several years, the tone may be warm and friendly, but in general business correspondence tends to be formal. Even if your letter is registering a complaint, your tone should be polite. Business letters, written on standard business letterhead, should be written in a block format, with everything beginning at the left margin.

1.Date: Month (spelled out), **day** (followed by a comma), **year**

2.Inside Address: The inside address belongs two lines after the date (this is the same address that appears on the envelope). It includes the recipient's name preceded by "Mr.," "Ms.," "Dr.," etc.; the title of office ("President") follows the name on the same line if the title is short; then the full address: street, city, state (official abbreviation only), ZIP code

3.Salutation: "Dear" followed by title, last name, colon. Save "To Whom It May Concern" for recommendations and testimonials, and avoid "Gentlemen" and "Dear Sir"; they're gender-specific.

4.Body of letter: The body of the letter begins two lines below the salutation and uses short, single-spaced paragraphs. State the purpose for and any connection with the recipient in the first paragraph. Describe what's wanted in the middle of the letter's body, and request specific action at the end of the body.

5.Close: Insert the close two lines below the last line of the letter. Capitalize the first word; conclude with a comma.

6.Signature: Leave three lines of space after the close for the signature. The signature should be signed in ink with the signatory's name typed one line below and the title typed one line below that.

7.Identification marks: If the letter is typed by someone other than the writer, then the typist's initials should be inserted below the typed name of the signatory; capitalize the writer's initials, and use lower case for the typist's.

8.Enclosures: "Enclosures" (or "Encl.") indicates that additional material should be included.

Copies: List other recipients alphabetically (or by rank).

1. Inquiry Letter (inviting quotation)

2. Reply to the inquiry (Sending Quotation)

Letter of inquiry is one of the most important types of business letters. When a buyer wishes to get some information about the quantity, price, availability etc of goods to be bought or about the terms of sale, payment. etc

The letter written in response to the inquiry letter is called the reply letter. Inquires must be replied promptly. A response letter provides the answers or information requested in a letter of inquiry. The objective is to satisfy the reader with an action that fulfills their request

Inquiries for information about services or goods are received and sent in business all the time. When you write a routine letter of inquiry, you can follow these guidelines:

- ❑ Write clearly and precisely what you want — a catalogue, price list, quotation, sample, general information, etc.
- ❑ Do not mention the price limit at which you want to buy a particular product. If you do so, the supplier may raise the quotation to the limit you state.
- ❑ Suppliers usually state their terms of payment when they reply to your inquiry. So you need not ask for them unless you hope a special rate.
- ❑ Try to keep your inquiry clear and concise as far as possible.

An inquiry letter must be acknowledged promptly as it means potential business. If you receive it from an established customer, reply to it with much appreciation. If you receive it from a prospective customer, reply to it saying that you are happy to receive it and state your hope of a lasting and friendly business relationship. Here are some examples of correspondence exchanged for inquiry

Inquiry Letter Sample: 1

Myako Departmental Store

305 Youngman Road
Ottawa, Ontario
(301) 321-5845
info@miyako.com

20 August, 2014

Reference No.-----

Reliance Electric Company
579 Lake Center Drive
Upper Marlboro, MD 20773

Subject-----

Dear Sir/Madam

I have a large departmental store in Ottawa and I am interested in the electric hair dryers you have advertised in the Daily Mirror.

Please send me a copy of your illustrated catalogue and price list. As I need this product urgently, I would appreciate for an early reply.

Id. marks

yours sincerely ,

William Smith
Purchase Manager

Reply to the Above Inquiry Letter

Reliance Electric Company

579 Lake Center Drive
Upper Marlboro, MD 20773
Phone: (301) 321-5248
E-mail: info@reliance.com

21 August, 2014

Reference.No.

Myako Departmental Store
305 Youngman Road
Ottawa, Ontario



Subject-----

Dear Mr. William

Thank you for your letter inquiring about electric hair dryers. I am happy to enclose a copy of our latest illustrated catalogue and price list.

You may have shown your interest in our latest electric hair dryer, the RX55 model. This specially designed model is easier to use and gives more comfort than earlier models. You will find detailed information of our terms in the price list page of the catalogue.

Your consideration to place a trial order to test the efficiency of the product would be highly appreciated. We assure you of our best services and shall deliver the products within a fortnight of the receipt of your order.

If you have any question please contact me on 2356987.

Yours faithfully

Jennifer Gomez

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Sales Manager

Identification marks/ symbols
Enclosures:-

Inquiry letter no,2

FAHRI CLOTHES
& CO
Jln.Kapten Muslim No.20
Medan
INDONESIA



15 February 2013
Distro cloud Corporation
Pasundan Raya Street, No. 15
Jakarta 1240

Subject:-----

Dear Sirs,

We are a boutique located in Bekasi , and we were interested in your
distro cloud shirt medium size product.

Therefore, we will appreciate it if you can send us a very detailed explanation of the product complete
with your catalogues, price list, term, sample of design, and payment.

We would also to know if you are offering any trade discounts.

If you can quote us your favorable prices, we would like to place our order
as soon as possible.

We are looking forward to hearing from you. soon.

Yours faithfully,
FAHRI CLOTHES & CO

Ahmad Fahri

2

Purchase Manager

Identification marks

Enclosures

Reply of inquiry letter

Distro cloud Corporation
Pasundan Raya Street, No. 15
Jakarta 1240

16 January 2013
FAHRI CLOTHES & CO
Jln.Kapten Muslim No.20
Medan
INDONESIA

Subject:-----



Dear Mr Ahmad Fahri

,
We thanks you for your inquiry about our Distro cloud shirts product.

We are enclosing our catalogue together with prices and terms, for your review and are confident that this catalogue will provide many of the answers you have inquired.

We are also pleased to inform you that we will allow you a 10% discount on order of 60 pieces.

We hope you will find our prices and terms satisfactory and expecting your order as soon as possible.

If there is additional information you would like to know regarding our products, please do not hesitate to contact us. We will be most happy to be of assistance.

Yours faithfully,
For Distro cloud Corporation

Ismail Marzuki
Sales Manager

Identification marks

Enclosures

-----Order Letter -----

An order letter, also called a purchase order, is a formal letter issued by businesses to order goods or services from a vendor. **This letter functions as a contract between the buyer and the seller**

The letter which conveys the message for supply of goods is known as letter of order. In other words, the letter by which a buyer formally requests a seller to supply goods is known as order letter.

The letter that is written by a potential buyer to the seller requesting him to deliver goods is known as order letter. By writing inquiry letters, buyers can collect necessary information about the price, quality of goods and terms of sale. If the buyer finds the quoted price, quality of goods and terms of sales satisfactory, he places an order to supply goods in his address. The seller delivers the good according to the buyer's order.

In modern time, sellers supply printed orders forms to the customers and customers place orders by filling up those printed order blanks. In this case, the printed order sheet or blank is considered as the **order letter**.

***Factors to be consider while writing order letter-----**

An order letter also treated as the formal contact between the buyer and seller.

Considerable factors for drafting order letter -----

Following factors should be considered in drafting an order letter.

1. Detailed description of the goods.
2. Mention the delivery time.
3. Provide specifications of the goods regarding size, color, style, quality etc.
4. Shipment forwarding directions i.e. the route of the transportation.
5. Mode of payment.
6. Mention about the discount factor.
7. Formal request for timely delivery.

Complaint letter

Letters which are written by the customers to the sellers about their inconveniences created by some unexpected situations are known as **complaint letters**

In a simple way, the letter written by the customers to convey their complaints to the seller of goods or to the transport authority is termed as complaint letter. In the process of supplying ordered goods to the customers, different persons and parties are involved. Therefore, there is every possibility of inadvertent mistakes being committed by someone. This may create inconvenience to the customers and even cause them financial loss. Therefore customers write letter to inform their inconveniences to the seller or to the transport authority. The letter written for this purpose is known **complaint letter**.

Causes of drafting complaint letter

After placing orders, customers expect that sellers will deliver the products accordingly. If the seller fails to do so, customers write complaint letter. Such letter is usually written for the following reasons or causes:

- Merchandise not received.
- Part of the merchandise not received
- The merchandise received was not received
- Delivery of defective products
- Goods received in a damaged condition
- Quantity of good is not what was ordered
- Goods delivered to wrong address
- Delivery of goods is delayed
- Impoliteness of office staff of the seller
- Delivery of mix-up products
- Clerical or book keeping errors
- Mistakes in the bill
- Charging high price
- Price included for goods returned
- Reminders for payment of bill already paid
- Poor quality of packaging
- Faulty insurance coverage
- Missing of products during transportation
- Carelessness of transportation authority
- Ignoring the provisions regarding brokerage, commission and discount
-

Specimen 1: M/s. Anna Food Products Ltd. has placed an order on December 05, 2013 to Mr. Michel Flour Mills Ltd. For 2000 bags of flour to be sent within December 15, 2013. Mr. Michel Flour Mills has accepted the order but the delivery of shipment was delayed for 3 (three) days, for the a [complaintletter](#) to the Manager, Mr. Michel Flour Mills Ltd. 10, Washington, New York, for the delay.

COMPLAINT LETTER 1.

M/s. Anna Food Products Ltd.
302, TUCSON AZ 85705, USA

Ref.

December 20, 2013

Manager
Michel Flour Mills Ltd.
10, Washington, New York



Dear Manager

We have placed an order on December 05, 2013 for 2000 bags of flour to be sent within December 15, 2013. You have sent an order acknowledgement letter and promised to deliver the shipment within the stipulate time. But it is unfortunate that the actual delivery was delayed for 03 (Three) days.

Due to your delay in sending the shipment, we could not maintain promise with our customers. Recurrence of this problem will force us to business elsewhere.

We expect that you will take the matter seriously and will take necessary step to prevent its recurrence. We are looking for future business.

Thanking your

Yours faithfully
(Mr. Jonson)
Manager

Anna foods

ID MARKS/ SYMBOLS

ADJUSTMENT LETTER

A letter which carries a favorable response against any reasonable request or claim is known as adjustment letter. It is an acknowledgment to the claimant informing him that his claim is under due consideration.

INTRODUCTION

Due to mistake, error or fault with the delivery of goods, buyer makes claim to the seller explaining the reason for claim properly. If the seller wishes to keep his customer's business, it is important for him to answer complaints as specifically and as quickly as possible. So, a letter is written by a seller to a buyer or customer informing him of the action taken in response to his (customer) letter of claim; such a letter is known as an adjustment letter.

Dissatisfied customers write complaint and claim letters either to the seller of goods or to the transportation authority, while the recipient of complaint or claim letters writes adjustment letter. A customer writes complaint letter if he finds anything unsatisfactory with the product he purchased. In the complaint letter, the customer simply expresses his cause of dissatisfaction. But, the customer writes a claim letter if he suffers from any financial loss. In the claim letter, the customer makes specific claim along with his logical cause behind the claim. After receiving the claim letter from affected customer, the seller will write the Adjustment letter either granting or rejecting the claim. In both the cases, letter should be written in a friendly and wormy tone.

Adjustment letter sample 1.

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Bangladesh Textiles Mills Ltd.
Narayangong, Dhaka

2

10th Feb. 04

Marketing Manger
Bexi-Clothes Corner
South Plaza,
Dhaka-1215.

Ref: Your letter dated 5th Feb. 04.

Dear Sir,

We thank you .for your letter of 5th Feb. 04 along with/ sample of cloth for examination. The report that we have received just today shows that the consignment forwarded to you was the wrong one full of defective clothes. It was a mistake because of our despatch section and we regret this mistake which has caused you both embarrassment and inconvenience. We have already sent the replacement by passenger train. You can be sure of the quality of cloth now sent.

You can, of course, return the clothes to us and debit our account for the loss caused to you. We again regret the inconvenience to you and assure you that such mistakes will be avoided in future.

Yours faithfully

M. Ashraf
Sales Manager
Banagladesh Textile Mills Ltd.



Id marks/ symbols

Enclosures

Adjustment letter example 2

Emporium Tea Ltd.
Golf Club Road, Tongi, Gazipu

25th July, 04,

Manger
State Tea Corner
25, Dhanmondi, Dhaka-1211

Ref: Your letter dated July 21, 2015

Dear Sir,

We have received your letter of complaint dated July 21, 04 regarding shortage of quantity. It is probably first time that we get such complaint from a customer regarding shortage of quantity.

Where as you are our valued customer, we cannot deny any human error made by our dispatch workers. As a large concern in the country, we have to deal with large quantity each day and therefore a sudden error is possible. We therefore, are dispatching the shortage quantity as per your order.

We expect your co-ordination as before.

With thanks.

Yours faithfully

Salam Ahmed
Sales Manager
Emporium Tea Ltd.

Identification marks

Enclosures

Application Letter

A job **application letter** (also known as a cover **letter**) is a **letter** you send with your resume to provide information on your skills and experience. This **letter** is your chance to “sell” yourself to an employer, explaining why you are an ideal candidate for a position.

The letter of application is intended to provide detailed information on why are you are a qualified candidate for the job you are applying for

Your application letter should let the employer know what position you are applying for, what makes you a strong candidate, why they should select you for an interview, and how you will follow up.

In another word, an application letter is also called as a cover letter. It is considered to be the important document which you can send with your resume. In this document, you can add information related to your skills and experiences. This letter basically gives the reason to the employer to appoint you because it states your qualification for the particular job.

TYPES OF APPLICATION LETTER

1. **SOLICIATED** --A **solicited** cover **letter** is something you draft when you're **applying** for a posted job opening or responding to an employment ad. Start off the **letter** by introducing yourself and stating why you're writing. For example, "I'm writing in regard to the open marketing manager position posted on your website
 2. **UNSOLICIATED**----An **unsolicited cover letter** is used to pitch yourself to a potential employer, either for an existing job opening, or as a way of introducing yourself to a company you'd like to work with. The former is known as "prospecting," and is used to let an employer know who you are and what kind of job you're looking for
-

FORMAT OF APPLICATION LETTER

From:

_____ (Your name)

_____ (Your address)

Date _____ (date of writing letter)

To,

_____ (employer's name)

_____ (employer's address)

Dear Mr. /Ms _____ (name of the concerned person),

I have come across your advertisement regarding the post of(mention post)
in _____ (mention where you saw the advertisement) dated _____ (mention date of advertisement).

I am a graduate in.....(mention subjects) from _____ University (name). Currently I am working in(name of current employer) as a(designation). I have around _____ years of work experience.

I am sending all my certificates including resume for your perusal. Please inform me through email or call me on the telephone number given in the resume if I am short listed.

2

Your organization has good reputation in the industry and I want to be a part of this esteemed organization. If I am selected, I shall put in all my efforts and become an asset to the organization.

Looking forward to hear from you,

Thanking you,

Yours Sincerely,

_____ (Your name)

Enclosures:--

SAMPLE APPLICATION LETTER

Nilesh Dubey



RGPVNOTES.IN

46, New Palasia, INDORE

Date:- 16-11-1990

To,

The Recruiting Manager, General Electricals,

Uppal Road, Hyderabad

Subject-----Application for the post of Civil Engineer

Dear Sir/Madam,

This letter is with reference to your advertisement in Times Newspaper dated 28th September, 2013 for the post of onsite engineer. I am interested to apply for this job.

I am a graduate in Civil Engineering from Osmania University, Hyderabad. Currently I am working with a private firm as a civil engineer.

2

I am looking for better opportunities and find your job profile interesting. Your company has reputation in the industry as one of the best employee friendly organizations. I want to be a part of this esteemed organization.

I am sending my resume and all other certificates for your perusal. Please inform me through email or call me on the number given in the resume if I am short listed for the interview.

Looking forward to hear from you,

Thanking you,

Yours Sincerely,

Nilesh dubey

Enclosures-1}Resume

2} photocopies of certificate



2

The HR Manager,
IFB Services,
Salem Road,
Chennai

25th September

Subject:---

Dear Sir/Madam,

I am writing this letter in response to your advertisement in The Hindu newspaper dated 23rd September, 2013 regarding the vacancy for Area Sales Manager

I have a graduate degree in economics and a diploma in marketing management. Currently I am employed as Sales manager in Croma Industries Ltd. I have three years work experience in this field. I am looking for better opportunities which are suitable for my educational qualification and experience.

2

I am aware of the reputation your company has in the industry. I want to be a part of this esteemed organization. I shall put in all my efforts to become as asset to the institution.

Along with academics, I have been a sportsperson as well. I play cricket and represent the state in several tournaments. I am sending all relevant certificates including my resume for your perusal.

If you consider me as a suitable candidate for the post, please email me or call me on the telephone number provided in the resume.

Looking forward to hear from you,

Thanking you

Yours Sincerely,

Vinay Kumar

Enclosures



What is Resume or CV?

The resume or bio-data is a brief record of the applicant's personal details, educational qualifications, specialized training, experiences, references and any other relevant information. It is a summary of one's personal and educational accounts. A resume is considered as a formal advertisement of a person's qualifications.

Your **resume** (sometimes called your "**CV**") is your most important tool when applying for a **job**. It doesn't matter how qualified you are, or how much experience you have - if your **resume** is poorly presented or badly written, Also known a as job resume,

A resume is a brief written summary of a job applicant's past employment history, education, and other pertinent information. The term resume is used primarily in America, where it has taken the place of the Latin expression curriculum vitae, or CV.

Resume Formats

When you are job searching, it's important to choose the resume format that works the best for your background and experience. Depending on your career level and work experience, some resume formats may work better than others at emphasizing your particular abilities and work history.

Your resume shows the employer how and why you are qualified for the job, and you will want to present your skills and experience in a way that will have the most chance of getting you selected for an interview.

Read below for information on the different types of resume formats, and a detailed example of a resume format.

TYPES OF RESUME FORMAT

The different types of resumes include chronological, functional, and combination resumes. Read below for more information on each, and for links to examples and further information.

- **Chronological Resumes**-- -- The chronological resume format is most commonly used. It lists your work history in reverse chronological order (with your most recent work history listed at the top).
- **Functional Resumes** ---- Functional resumes focus on skills. They are organized by different types of skills or experiences, rather than by chronological work history. Functional resumes are good for people with gaps in employment history, or whose work history is not directly related to the job.
- **Combination Resumes**---- Combination resumes are a mix of the chronological and functional formats. They provide a chronological list of one's work history, but they also have sections that focus on different types of skills

Basic resume format

BLANK BASIC RESUME TEMPLATE
<http://smallpersonalbiz.com>

Your Name
 Street Address
 City, State or Province, Zip
 Phone Number - your_email@email.com

Objective or Summary
 Type your objective here by telling the employer what you can do for them and what their benefit by hiring you.

Related Experience:
 Type dates Company name City, State
 Company description
 Job Title
 • Job Description
 • Job Description

Education:
 University Name City, State
 Type Degree (state your degree name)
 Date you graduated
 Type honours, clubs involved with

Skills:
 Type your skill related to your objective.

Activities:
 Type your activities (optional)

Honors/Awards:
 Type your honors/awards (optional)

Purpose of resume

Once you're in the workforce, your resume contains a summary of what you do for a living. Whether you're an executive assistant or the executive manager of a large corporation, you must be able to explain what you do. The ability to explain your responsibilities and the purpose of your duties is what enables you to move from one position to another. A well-written resume is proof that you understand how your tasks and responsibilities fit into the overall goals of the organization for which you work

Importance of Resume

Without a favorable initial impression, a prospective employer is likely to stop considering you as a suitable candidate for the job on offer and move on to other candidates who have provided better resumes.

Think of a resume as a tool for marketing yourself. It's more than just a document: It outlines your background, your skills, and your education so that a potential employer is quickly and easily able to see how your individual experiences can contribute to a company's success.

Resume is a medium for advertising yourself, it's the first means in which you use to present yourself as a job applicant and try to claim that you are the best choice candidate to a prospective employer.

Difference between RESUME and CURRICULAM VITAE

A **resume** provides a summary of your education, work history, credentials, and other accomplishments and skills. There are also optional sections, including a resume objective and career summary statement. Resumes are the most common document requested of applicants in job applications. A resume should be as concise as possible. Typically, a resume is one page long although sometimes it can be as long as two pages. Often resumes include bulleted lists to keep information concise.

A **curriculum vitae summary** is a one-to-two-page, condensed version of a full curriculum vitae. A CV summary is a way to quickly and concisely convey one's skills and qualifications. Sometimes large organizations will ask for a one-page CV summary when they expect a large pool of applicants

Like a resume, a curriculum vitae (CV) provides a summary of one's experience and skills. Typically, CVs are longer than resumes – at least two or three pages.

CVs include information on one's academic background, including teaching experience, degrees, research, awards, publications, presentations, and other achievements. CVs are thus much longer than resumes, and include more information, particularly related to academic background

TENDERS

It makes an offer for the supply of goods or services.

Tender usually refers to the process whereby governments and financial institutions invite bids for large projects that must be a call for bids, call for **tenders**, or **invitation to tender** (ITT, often called **tender** for short) is a special procedure for generating competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts. It is submitted within a finite deadline

Meaning of Tender:

On obtaining sanction of the detailed estimate, tender documents are prepared and tenders are invited from the intending tenderers, either classified enlisted contractors or open tender

allowing tenderers other than enlisted to participate. While allowing any outside tenderer, other than enlisted registered, his/their bona fide, competence, experience, financial capability, etc., are verified.

E- MAILS

What is email?

Email is short for 'electronic mail'. Similar to a letter, it is sent via the internet to a recipient. An email address is required to receive email, and that address is unique to the user. Some people use internet-based applications and some use programs on their computer to access and store emails.

Key benefits and features of using email

- It's quick – your recipient receives your email as soon as they go online and collect their mail.
- It's secure.
- It's low cost.
- Photos, documents and other files can be attached to an email, so that more information can be shared.
- One email can be sent to more than one recipient at a time.
-

Importance of email

Email is **important** because it creates a fast, reliable form of communication that is free and easily accessible. ... It is not characterized by the inconveniences that are generally associated with traditional communication media, such as telephone or postal **mail**.

Benefits of Email

- It is more personal & direct medium for communication.
- Messages are delivered within seconds around the world.
- It allows to save & keep a record of your communication.
- Easy to send with no time boundation.
- Good example of One-To-Many communication.
- You may attach files, documents, images, & other media to an email.
- You can access your email from anywhere with Internet connection kept on.
- Activate your filters and receive only genuine mails.

- -----

Disadvantages of E-mail

- Many people send unwanted emails to others. These are called spam mails. It takes a lot of time to **filter out** the unwanted emails from those that are really important.
- Emails cannot really be used for official business documents. They may be lost and you cannot **sign** them.
- Your mailbox may get **flooded** with emails after a certain time so you have to empty it from time to time.
- Emails may carry viruses. These are small programs that harm your computer system. They can read out your email address book and send themselves to a number of people around the world
- -----





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We hope you find these notes useful.

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