

## Unit:-1

## \* Business communication - Writing skills



The business communication writing skills is purposeful piece of writing that conveys relevant information to the reader in a clear, concise, and effective manner.

- It includes client proposals, reports, memos, emails, and notices.

### 1. Minutes ↗

The minutes also known as minutes of meeting, protocols or, informally, notes, are the instant written record of a meeting or hearing.

### def ↗

The minutes are the official written record of the meetings of an organization or group.

- They are not transcripts of those proceeding.
- using Robert's Rules of Order newly revised the minutes should contain mainly a record of meeting.

\* Format ↗

The format of the minutes can vary depending on the standards established by an organization, although these are general guidelines.

- 1) Robert's
- 2) Rules
- 3) Order

- The traditional closing phrase is "Respectfully submitted".

- The one of the first items in an order of business or an agenda for a meeting is the reading and approval of the minutes from the previous meeting.

## \* References :-

### Citations :-

Minutes e

A featherless plantigrade  
biped mammal of the genus  
Homo". old english man, man  
" human being.

## 2. Memo :-

A memo is a short message that's typically used to communicate official business policies and procedures within a company.

The memo are usually meant as message to all members of an organization, rather than a one-on-one personal message.

When you should write a memo :-

The most part, the purpose of writing a memo is to provide information.

- However, memo can occasionally include a call to action or a persuasive elements.

Here are some instances when a memo might be useful:

- Informing employees about company policy or process changes.
- Providing an update on key projects or goals.
- Making a request of all employees.

## How to write a memo:

### 1. Header ↗

The start with a header that clearly indicates that the communication is a memorandum.

- The intended recipients, the sender, the date, and the subject.

### 2. Introduction ↗

The introduction that uses a declarative sentence to announce the main topic of the memo.

### 3. Body ↗

Include a body paragraph with discussion points that

elaborate or list the main ideas associated with the memo's topic.

#### 4. Conclusion ↗

The conclusion you memo with any remaining information following the body paragraph.

- This is a summary of the memo and should clearly inform the reader of any actions required.

#### 5. Closing ↗

The close your name, email address and phone number in case anyone needs to contact you.



## MEMORANDUM :-

To :-

FROM :-

DATE :-

SUBJECT :-

I'm writing to inform you that  
writing the memo.

As our company continues to grow....

please let me know if you  
have any questions. In the meantime,  
I'd appreciate your cooperation as  
takes place.

## \* Resume, CV & ↗

The applying for a job by sending out your CV to potential recruiters can be a daunting task.

In this article, we discuss a way of getting a call for an interview with your potential employers.

### Key takeaways &

A CV or curriculum vitae is important for job application because it highlights your education, skills, talents and accomplishments.

- To make a good CV, you should include complete personal details, a strong professional profile, detailed employment history, educational qualifications, and relevant skills and achievements.

## Write a Resume :-

A resume is a document commonly used in the hiring process.

The goal is to quickly communicate why you are uniquely qualified for the position based on your skills and experiences.

### How to create a professional Resume?

1. Start by choosing the right resume format :-

A "format" is the style and order in which you display information on your resume.

A chronological resume format places the professional history section first and is a good option if you have a rich professional work history with no gap in resume.

2. Include your name and contact information :-

The resume should begin with your name and contact information including your email address and phone number.

- The might also include a link to your online portfolio if you are applying to creative positions.

3. Add a resume summary or objective :-

After your contact information, you have the option to include either a resume summary or objective statement.

- A resume summary is a short statement that uses active language to describe your relevant work experience and skills.

## Resume :-

Here is an example of a resume following the combination resume format.

### Rishabh Seth :

Mumbai, Maharashtra

(022) 234509122

rish.seth@email.com

rishabhsethgraphics.personalwebsite.com

### Summary :

A diligent and hardworking graphic designer with expertise in key industry-leading design tools and software.

### Skills :

A graphic design and work skills : adobe photoshop. adobe in Design.

### Professional History :

Neat up pass

Associate graphic designer, August 2014 - Present



- The created graphics for both print and online publications.

## Level 10 Designs

Intern, June 2013 - June 2014

## Educational History :

Mah Mumbai university

August 2010 - May 2014

B.F.A, Animation and Digital Arts

- The creating a professional resume is essential for jobseekers.

- Remember, your resume is your first impression, so make it count by showcasing your best attributes in a clear and compelling manner.

## \* Memorandum :-

A memorandum or a form of official interdepartmental communication that is used to convey essential decision or information.

A memorandum definition and example can be seen in

- The memorandum letter that is displayed above displays the kind of topic this tool is often used for.

### Purpose of a memorandum :-

A memo can have many uses and this versatility combined with its official capacity is why it is used quite often in an organization.

The follows in memorandum :-

- A way to transfer knowledge of a specific process.
- To convey specific details on a project.
- To request specific information.

Advantage of a memorandum :-

- memorandums are a timesaving mode of communication and are quite convenient to use.
- memos are stored for the future, and such can be referred later if needed.

How to write a memorandum :-

The memorandum writing consists of multiple segments.

A memorandum paper comes.

## 1. The Header ↴

The head segment can be split into four parts.

(i) To :- Enter the recipient's name and position.

(ii) From :- Enter the sender's name and position.

(iii) Date :- Enter the date of sending

(iv) Subject :- Enter the a short reason for the memo

## 2. opening segment ↴

The opening should contain a brief version of why this memo is necessary. So the recipient knows exactly what is happening.

## 3. Content ↴

The there are any

specific reasons or circumstances for the memo, they can be listed in this section.

#### 4. Action

segment ↴

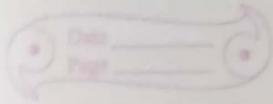
This segment should be used to instruct the recipient on any steps to be taken or tasks to be performed related to the context or subject.

#### 5. Summarizing

↳

The memos should be short, some can turn out to be rather long based on the subject in question.

In such cases, a memo should also carry a summary to help the recipient understand what is required and why.



## \* Notice :-

The notice writing is a key skill for sharing important information clearly and effectively.

### Introduction about notice :-

There are two means of communication, formal and informal.

- notice writing is a formal means of communication.
- The purpose of notice writing is to bring to notice a certain piece of information to a group of people.

### Notice writing Format :-

{ School / organization name }

NOTICE

Date :- { DD / MM / YYYY }

Subject :- { Brief Topic of the notice }

To :- { Target Audience }

Content :-

1. Opening statement :-

The clearly state the purpose of the notice. include any relevant background information if needed.

2. Details :-

The provide all necessary details about the event, meeting, or announcement.

3. Action Required :-

The describe any actions that the recipients need to take. include deadlines or additional instructions if applicable.

#### 4. Contact information :-

The provide contact details for further inquiries or clarifications.

Issued by :- [Name] & [Designation]

Example of notice writing :-

The occasion of environment day, the school has decided to organise a fair.

Chintels High school, Kanpur, uttar pradesh

Notice

10 May 2020

Meeting of the environment studies society. on the occasion of environment day, the school has decided to organise a fair. All the students from the environment society are requested to attend the meeting on 11th auditorium to discuss the arrangements for the fair.

Nandita

kulmi

(Secretary of Environment Society)

Sample notice 1

NOTICE

Date :- 16<sup>th</sup> August 2024

subject :- upcoming school Annual Day  
celebration.

To all students and staff.



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The event will commence at 10:00 Am and is expected to conclude by 2:00 pm.

All students are requested to wear their school uniform and report to their respective classrooms by 9:30 Am.

For any further information or queries, please contact the school office.

Principal & School name:

\* Sample notice 2

NOTICE :

DATE :- 16<sup>th</sup> August 2024

Subject :- Staff meeting on new Policy implementation

To :- All staff members

This is a notify all staff members that a mandatory meeting will be held on 20th August 2024 at 3:00 pm in the conference room. The purpose of the implementation of the new company policies and procedures.

Attendance is compulsory for all staff members. Please come prepared to discuss the changes and how they will affect your respective departments.

For any questions or additional information, please contact the HR department.

Regards,

{your name}

HR Manager

{company name}

## 5. E-Mail :-

E-mail stands for electronic mail or electronic mails.

- The most commonly used feature of the network in the field of communication is e-mail.

- The person who has to send a certain message is called the sender and the one who receives it is called the receiver.

- The e-mail address may look something like this

12345@gmail.com

### \* Types of Email :-

E-mail are basically classified into three categories.

