

## BCR Short-Notes

### Unit - 1

The word communication has been derived from the Latin word 'communis' that means 'common'. Thus, communication signifies sharing of ideas in common.

#### **Keith Devis:**

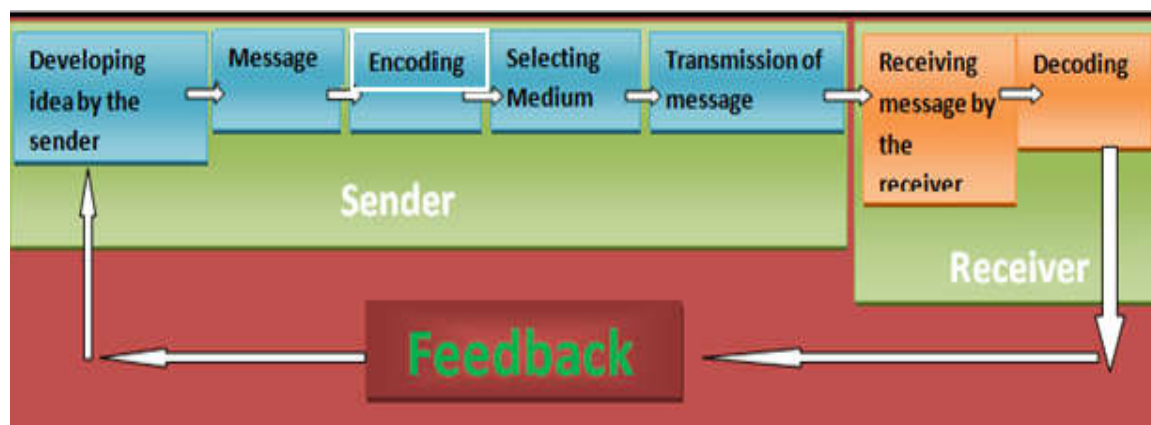
"Communication is a process of passing information and understanding from one person to another."

In simple words communication is an exchange of facts, ideas, opinions, or emotions by two or more persons.

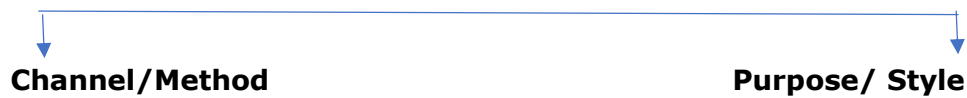
#### **The Process of Communication**

**Communication process** is the set of some **sequential steps** involved in transferring message. The process begins when the sender sends a message to the receiver and ends with receiver's feedback to the sender.

1. **Sender or transmitter:** The person who desires to convey the message is known as sender or communicator.
2. **Message:** It is a subject matter of any communication. It may involve any fact, idea, opinion or information.
3. **Encoding:** The process of converting the message into words, symbols, pictures, signs etc. is called encoding.
4. **Communication channel:** Communication channel is the media through which the message passes. It may be formal or informal.
5. **Receiver:** The person who receives the message is called receiver.
6. **Decoding:** Decoding is a mental process by which the receiver draws meanings from the words, symbols or pictures of the message.
7. **Feedback:** The reaction or response of the receiver is known as feedback.



## Types of Business Communication on the basis of



### 1. Verbal

(Involves the use of words )

- Oral Communication  
(Thru spoken words)
- Written Communication  
(Through SMS, e-mail, letters etc.)

### 1. Formal

(Follows org. hierarchy/ Chain of Command)

- Vertical
- Horizontal
- Diagonal

### 2. Non-Verbal

Sending & receiving wordless messages  
Body language, Paralanguage, Aesthetic,  
Appearance, Symbols)

### 2. Informal

(It is casual, friendly & unofficial,  
doesn't follow official rules &  
procedures)

### 3. Visual

(Includes signs, typography, graphic design, graphs etc.)

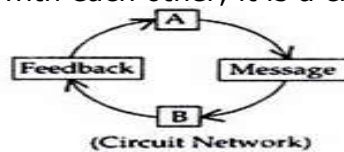
## NETWORKS OF COMMUNICATION

A **communication network** refers to the method/ pattern of contacts among the members of an organization. It determines the speed, accuracy and smoothness with which the message flows throughout the organisation.

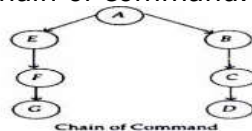
**1. Vertical Network:** The vertical network is usually between the superior and subordinate and vice versa. It is two-way communication.



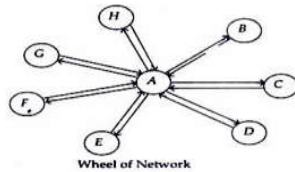
**2. Circuit Network:** When employees at the same level of authority communicate with each other, it is a circuit network.



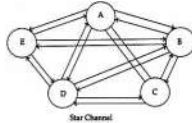
**3. Chain Network:** This network of communication follows the organisational hierarchy and chain of command.



**4. Wheel Network:** This is network, a single controlling authority gives instructions and orders to all the employees working under him/her. Here all subordinates receive commands from one superior and report to him.



**5. All Channel/ free flow or Star Network:** Under this network, there is no restriction on the flow of communication. Everyone is free to communicate with anyone and everyone in the organisation. Information flows fast, though there may be problem of coordination.



### Characteristics/ Essentials of Effective Communication

- 1. Pre-thinking: (Think before you speak)** Pre-thinking enables the sender to develop a creative message and to transmit it efficiently.
- 2. Specific Objective:** The communicator must know the objective of communication and must arrange the message accordingly.
- 3. Timeliness:** Message must be transmitted in appropriate time.
- 4. Clarity:** To be effective, the message must be expressed in simple and easy to understand language.
- 5. Completeness:** Completeness results in better understanding by the audience as they get all desired and crucial information.
- 6. Conciseness: (Brevity is the essence of business communication)**  
The concise message is one that contains only relevant and necessary facts, avoids repetition, and organizes properly.
- 7. Consideration: (It implies "stepping into the shoes of others")**  
Effective communication must take the audience's viewpoints, background, mind-set, education level etc. into consideration. Self-respect and emotions of the audience must be maintained.
- 8. Correctness:** The must be accurate in all aspects. False, manipulated, and exaggerated information make the communication ineffective.
- 9. Concreteness:** Use facts and figures instead of abstract ideas.
- 10. Use of Appropriate Media:** The sender should select the written or oral media depending on the nature and importance of the message, availability of time, cost, receiver's ability etc.

- 11. Attention and Effective Listening:** The communicator is also an effective listener. He has to listen attentively the response of the receiver. Therefore, the sender should possess the ability to hear the receiver's response attentively with due patience.

### Listening Skills

Listening is the ability to accurately receive and interpret messages in the communication process. It is the key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.

Listening well is a skill that everyone needs, as it is required in nearly all work activities. Areas where listening skills are important include:

- **Teamwork.** When team members listen to each other they are better able to share ideas and solve problems.
- **Decision Making.** Making the best possible decisions requires knowing all of the available information, and in order to know all of the information you need to listen to it and absorb it.
- **Managing and Supervising.** Managers need to listen with empathy, compassion and respect. This will allow employees to feel valued and trusted.
- **Customer Service.** Listening patiently and helping the customer fully express their issue can provide the extra insight needed to answer questions and solve problems in a way to satisfy the customer.
- **Sales.** Listening to a customer's needs before you start talking about the sale can provide the information you need to tailor your presentation to the client/customer.
- **Negotiation.** If you listen with an open mind, you can find clues as to what terms the other party will and won't accept.

### **Importance of Business English:**

English language is estimated as the 3rd largest mother tongue in the world. This further enhances the importance of Business English as the global marketplace treats it as a prerequisite to modern international cooperation. Business English is a specialised part of English that targets the language which is most commonly used in the business world.

Business English teaches the vocabulary that is used in business and the working world. It also teaches business related tasks that would be the norm in general working settings. These include things like business writing and reports, how to deliver presentations, put forth opinions and conduct meetings.

Other aspects of learning Business English include writing letters and emails, applying for roles and understanding job profiles, which is the need of any profession. Understanding English language also helps a student in improved understanding of the subject and better presentation of the answers to maximise the score.

In nutshell, learning Business English language helps a student to express his ideas in a better way and also helps him to have better employment and growth opportunities.

### **Difference between General English and Business English**

General English focuses more on the day to day conversation and involves the use of basic vocabulary and grammar. It leans more on a casual tone. On the other hand, business English is more extensive and specific. It is mainly used as a language tool for business, as it is applied in a more professional context. Learning business English can be empowering for individuals who aim for their professional growth, it also helps in enriching one's personal development which may lead to opening door for new opportunities.

While both are kinds of English language as forms of communication, the approach and objectives of these two widely vary from each other. The approach for the general English leans more on the basic, conversational, day-to-day use of words, while business English is a systematic and complex mode of speaking the said language.

### **Barriers to Communication**

Barriers to communication mean obstacles to the process of communication which cause misunderstanding, confusion and overall miscommunication.

1. **Organizational barriers:**

- Negative organizational climate
- Absence of communication policy
- Excessive authority layers
- Status difference
- Inappropriate information transmission
- Filtration of information

2. **Language or Semantic Barriers:**

- Technical Jargon
- Symbols or Words with Different Meanings
- People may interpret the same word in different ways.
- Use of Local Dialect/ Different Languages

3. **Technology Barriers:**

In this modern era, if one is not familiar with video conferencing, SMS, emails, WhatsApp etc. may fail to communicate effectively.

4. **Physical barriers:** Physical barriers are the result of

- noise,
- distant location,
- outdated technology
- Lack of good infrastructure etc.

5. **Cultural Difference:** Difference nations have different cultures. Lack of proper knowledge and wisdom to the culture of receiver may be a reason of communication problem.

6. **Physiological Barriers:** Poor eye sight, difficulty in hearing, ill health etc. act as the barrier to effective communication.
7. **Emotional Barriers:** Anger, jealousy, anxiety, fear of criticism etc.
8. **Gender Barriers:** Men and women communicate differently. Men tend to talk in a logical and linear manner whereas women tend to be more emotional and verbose. Due to traditional mindsets, men find it difficult to take orders from or provide information to women.

**Others:**

- **Noise:** In oral communication, noise hinders smooth flow of message.
- **Information Overload:** Information overload is the situation when a person is given too much information at a time.
- **Faulty expression:** Faulty expression of message fails to convey exact meaning to the receiver due to lack of clarity, use of vague terms etc.
- **Negative attitudes to change:** There are certain people who always prefer the old customs and resist any kind of change.
- **Lack of Harmony:** Absence of mutual understanding between sender and receiver results in communication barrier.

## Unit-II: Grammar & Vocabulary

### Grammar and its role in effective communication:

Grammar lays the groundwork for effective communication because it enhances accuracy. This means grammar rules can help learners develop a habit of thinking logically and clearly and they become more accurate when using language. Proper use of grammar is a sign of respect, both for speakers and listeners. For speakers, speaking clearly means they take time to polish themselves with a good impression from the listeners. A person with a poor grammar skill can form negative impression and this may last for a long time.

### The Sentence:

A group of words that makes complete sense is called a **sentence**.

Eg. The sun sets in the west.

### The Phrase

A group of words that makes sense but not the complete sense is called a phrase.

→ It can't be used alone but can be used as the part of the sentence. It doesn't carry any finite verb.

Eg. The sun sets **in the west**. (in the west is a phrase)

### The Clause

A clause is a group of words containing a subject and a verb. It can be an **independent clause or a dependent clause**.

An **independent clause** can stand by itself as a complete sentence.

Eg. *The dog barked at him.* (It is an independent clause/ sentence)

A **dependent clause** can't stand by itself, it depends on the main (independent) clause

*When the man broke into the house,.....* (It is a dependent clause, one must join an independent clause to complete it)

*When the man broke into the house, the dog barked at him.*

Dependent clause

Independent clause

Phrase, clause and sentence:

A phrase - Contains no finite verb, can never stand on its own.

A clause - Contains a finite verb, it may or may not stand on its own.

A sentence - Contains at least one finite verb and always stands on its own.

### Types of sentences

#### (On the basis of function)

##### **Declarative Sentence**

(a) Affirmative/ Positive  
He plays hockey.

#### (On the basis of structure)

##### **Simple Sentence**

(Carries only one finite verb)

He sat under a tree.

(b) Negative He doesn't play hockey.	The earth revolves around the sun. The cat is sleeping.
<b>Interrogative (Question) Sentence</b> - What is your name? - Will he come today? - He is going, isn't he?	<b>Compound Sentence</b> carries two or more independent clauses. These can be formed with: - semi-colon (;) / comma / Colon (:) Seema cooked the dinner before leaving for the party; Arjun locked the door. - conjunction (For, And, Nor, But, Or, Yet, So/ still). I like coffee and Reena likes tea. Rohit is happy, but Sita is sad. - Either.. or, neither.. nor, not only.. but also She is neither honest nor sincere.
<b>Imperative Sentence</b> (order/command, request, advice, proposal or suggestion) - Do it at once. (Order) - Keep off the grass. (Command) - Please help me. (Request) - Work hard. (Advice) - Let's go for a walk. (Suggestion)	<b>Complex Sentence</b> carries a principal/ main clause and one or more subordinating clauses (Common subordinating conjunctions: Since, because, unless, until, till, while, that, when, if, though, although, while, even though, whereas, whereas etc.) - We missed our plane because we were late. - Her father died when she was very young.
<b>Exclamatory Sentence</b> (Expresses strong feeling or emotion such as joy, sorrow, regret, surprise, wonder etc.) - How beautiful the flower is! - Hurrah! We have won the match.	<b>Complex Compound</b> consists of at least two independent clauses & one or more dependent clauses. - He left in a hurry <b>after</b> he got a phone call <b>but</b> he came back five minutes later. - The dog, <b>which</b> is eating the bone, is happy, <b>but</b> the cat is sad.

### Tenses & Active-Passive

	Active voice	Passive voice
<b>Simple present tense</b>	<b>V1 + s/ es</b> I write a letter.	<b>is / am / are + V3</b> A letter is written by me.
<b>Present continuous tense</b>	<b>is/am/are + V1+ing</b> I am learning my lessons.	<b>is/am/are + being + V3</b> My lessons are being learnt by me.
<b>Present perfect</b>	<b>has/have + V3</b>	<b>has/have + been + V3</b>



<b>tense</b>	You have written letters.	Letters have been written by you.
<b>Simple past</b>	<b>V2</b> I took tea yesterday.	<b>was/were + V3</b> Tea was taken by me yesterday.
<b>Past continuous tense</b>	<b>was/were + V1+ing</b> I was learning my lessons.	<b>was/were + being + V3</b> My lessons were being learnt by me.
<b>Past perfect tense</b>	<b>had + V3</b> I had finished the project.	<b>had + been V3</b> The project had been finished by me.
<b>Simple future tense</b>	<b>will/shall + V1</b> I will finish the job.	<b>will/shall + be + V3</b> The job will be finished by me.
<b>Future perfect</b>	<b>will/shall + have + V3</b> I will have finished the job.	<b>will/shall + have + been + V3</b> The job will have been finished by me.
<b>Forming Passives with Modals</b>		Object + (may, must, can, could, ought to, should) + be + verb3
Our English teacher may give an exam today.		An exam may be given by our English teacher today.
You must obey the traffic rules		The traffic rules must be obeyed
She cannot climb on the hill.		The hill cannot be climbed by her.
You should warn him about stray dogs.		He should be warned about stray dogs by you.
You ought to obey your parents.		Your parents ought to be obeyed by you.
<b>Changing an imperative sentence in the active voice to passive</b> Let + object + be + past participle.		
Active		Passive
Do it.		Let it be done.
Open the door.		Let the door be opened.
Throw the ball.		Let the ball be thrown.
Help me.		Let me be helped. You are requested to help me.
Learn the poem.		Let the poem be learned. You are asked to learn the poem.
<b>Here the active verb does not have an object. Therefore, the passive form should begin with you.</b>		
Work hard.		You are advised to work hard.
Lock the door at night.		You are advised to lock the door at night.
Get out.		You are ordered to get out.

<b>When the active voice is in the negative, the passive voice takes the form:</b> Let + object + not + be + past participle.	
Do not beat the dog.	Let the dog not be beaten.
Don't tell him anything.	Let him not be told anything.
Don't touch it.	Let it not be touched. You are warned not to touch it.

**When there are two objects in an active sentence, there are two possible passive sentences.**

- Active: The professor gave the students the books.  
 Passive: The students were given the books (by the professor).  
 Passive: The books were given to the students (by the professor).

**Prepositional Sentences:**

Active sentence	Passive sentence
Someone <b>broke into</b> the pet shop.	The pet shop <b>was broken into</b> .
They <b>looked for</b> the baby.	The baby <b>was looked for</b> .
Someone <b>shouts at</b> the man.	The man <b>is shouted at</b> .
Parents object to children watching movies.	Children watching movies are objected to by parents.

**How to Change Voice from Passive to Active**

In order to change passive voice to active voice, recognize the subject then rewrite the sentence so the subject is performing the action.

Mary enjoys reading.  
 Reading is enjoyed by Mary.

**(Refer to your BCR book for more details)**

**Direct and Indirect Speech**

**Direct Speech:** In direct speech, we convey the message of the speaker in his own actual words without any change to another person.

**Indirect Speech:** In indirect speech, we convey the message of the speaker in our own words to another person.

**Rule:** For changing to Indirect Speech, Pronouns of Reported Speech are changed as per "S O N = 1 2 3" Rule.

If Person of Pronoun of Reported Speech is	Rule	Change the Person of Pronoun as per Reporting Verb's
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First Person	S	Subject
Second Person	O	Object
Third Person	N	No Change

**Rule: If Tense of Reporting Verb is either Present Tense or Future Tense, we do not make change in the Tense of Reported Speech.**

- He has said, "Radha dances on the stage."
- He has said that Radha dances on the stage.
  
- I will say, "He loves his mom."
- I will say that he loves his mom.

**If the tense of Reporting Verb is Past Tense then in Indirect Speech Tense of Reported Speech is changed to Past Tense as per Rule given below:**

Rules	Direct / Indirect Speech
Simple Present Changes to Simple Past	Direct: He said, "I am busy." Indirect: He said that he was busy.
Present Continuous Changes to Past Continuous	Robin said, "I am suffering from fever." Robin said that he was suffering from fever.
Present Perfect Changes to Past Perfect	She said, "He has finished his work." She said that he had finished his work.
Present Perfect Continuous changes to Past Perfect Continuous	She said, "It has been raining for three days." She said that it had been raining for three days.
Simple Past Changes to Past Perfect	He said, "I bought a table." He said that he had bought a table.
Past continuous Changes to Past Perfect continuous	He said to me, "I was waiting for you." He told me that he had been waiting for me.
Past Perfect (No Change In Tense)	She said, "She had consulted a doctor." She said that she had consulted a doctor.
Past Perfect Continuous (No Change In Tense)	She said, "I'd already been teaching for five minutes." She said she'd already been teaching for five minutes.
Future Simple, will <i>into</i> would	He said, "I will buy a mobile." He said that He would buy a mobile.

Future Continuous, will be <i>into</i> would be	I said to him, "I will be writing to him." I told him that I would be writing to him.
Future Perfect, will have <i>into</i> would have	She said, "they will have achieved the target." She said that they would have achieved the target.

### Changes in Modals

CAN changes into COULD	He said, "I can drive a car." He said that he could drive a car.
MAY changes into MIGHT	He said, "I may buy a computer." He said that he might buy a computer.
MUST changes into HAD TO	He said, "I must work hard." He said that he had to work hard.
<b>These Modals Do Not Change: Would, could, might, should, ought to.</b>	
Would	They said, "we would apply for a visa." They said that they would apply for visa.
Ought to	He said to me, "you ought to wait for him." He said to me that I ought to wait for him.

## Indirect Speech for Imperative Sentence:

A sentence that expresses a request, advice, or order is called an imperative sentence.

Sentences starting with "Let"

### Said changes to proposed / suggested

He said to his friends, "Let's hit the floor."

He proposed to (suggested to) his friends that they should hit the floor.

I said to my friends, "Let's hit the floor."

I proposed to (suggested to) my friends that we should hit the floor.

She said to me, "Let's go to see the movie."

She proposed to me that we should go to see the movie.

Direct Speech	Indirect Speech
She said to me, "Please help me".	She <b>requested</b> me <b>to</b> help her.
He said to me, "Please make some tea for me".	He <b>requested</b> me <b>to</b> make some tea for him.
She said to them, "Please do not make a noise".	She <b>requested</b> them <b>not to</b> make a noise.
The old man said to him, "Always speak the truth".	The old man <b>advised</b> him <b>to</b> always speak the truth.
The teacher said to him, "Do not waste your time".	The teacher <b>advised</b> him <b>not to</b> waste his time.
The doctor said to him, "Avoid unhealthy foods".	The doctor <b>advised</b> him <b>to</b> avoid unhealthy foods.
The doctor said to him, "Do not smoke".	The doctor <b>advised</b> him <b>not to</b> smoke.
The police said to the man, "Open the door".	The police <b>ordered</b> the man <b>to</b> open the door.
He said to me, "Close the window".	He <b>ordered</b> me <b>to</b> close the window.
The boss said to the employee, "Get out of the room".	The boss <b>ordered</b> the employee <b>to</b> get out of the room.

Some of the sentences appear to be interrogative, but are imperative in nature.

He said to me, "Would you please move a bit?"  
He requested me to move a bit.

They said to me, "Could you please wait for a moment?"  
They requested me to wait for a moment.

The teacher said to me, "Do your work."  
The teacher ordered me to do my work.

For Interrogative, exclamatory, Optative sentences etc. and from indirect to direct speech refer to **BCR Book & class notes.**

**Vocabulary Building: Refer to BCR Book & class notes.**

## **Unit – III: Comprehension Passages & Note Making**

**Comprehension:** Strategies for attempting comprehension passages-

1. Read the passage carefully to understand the main idea. Do not read half and assume the rest (in case of lengthy paragraphs).
2. After 1<sup>st</sup> read, read the questions once.
3. Reread the passage, marking the specific information related to questions.
4. Many a time, students feel that two answers are appropriate in the context. However, there will always be fine differences. Therefore, re-read and choose carefully.
5. **Summary** of the passage should be according to the given word limit/ instructions or not more than 25% of the given passage in **one's own words.**

**Note Making:** Points to be remembered:

- Must write the title.
- It should state what the majority of the passage talks about.
- Minimum 4 and maximum 8 abbreviations should be used in note making.
- Make key to abbreviations after writing the notes and not after the summary.
- Helping verbs, articles, pronouns and determiners should be omitted.
- Write **minimum 3 main heading and 3-4 sub-headings** (do not write too many subheadings)
- Write phrases not complete sentences.
- Do not forget to **use indentation.**

Example:

- A. Rd the para
  - A.1 Rd twice
    - A.1.1 1st time – Idtfy main idea
    - A.1.2 2nd time – Idtfy important points
  - A.2 UL imp. Words
- B. Systematically Plan & divide content acc. to
  - B.1 theme
  - B.2 importance
  - B.3 time
  - B.4 Avoid adding your own interpretations
- C. Write heading
  - C.1 sub - headings
    - C.1.1 Add related pnts
    - C.1.2 use phrases
    - C.1.3 ignore unimp. information

- C.1.4 indent and number sub-headings and sub- points
- C.2 abbreviation
  - C.2.1 Repeated words should be abbreviated.
  - C.2.2 use common symbols and acronyms

Key to abbreviations

- 1. Rd - Read
- 2. Idtfy - Identify
- 3. pnts - points
- 4. imp - important

**Summary:** It must be written from notes in one's own wordings not exceeding 25% of the original text.

### **Unit- IV Writing Skills**

**There are four main types of writing;**

- 1. Expository/ Explanatory: Impartial & based on facts
- 2. Persuasive/Argumentative: Debate, discussions
- 3. Descriptive: More detailed
- 4. Narrative: Usually fictional

#### **1. PRÉCIS WRITING**

**Essentials of Precis Writing**

- 1. The precis must not exceed one-third of the length of the original passage.
- 2. The precis is usually written in indirect form.
- 3. The precis should be in own words of the precis-writer.
- 4. The combination of the sentence of original passage should be avoided at the maximum.
- 5. Different paragraphs may be used in precis-writing. At the same time, there must be a continuity from first paragraph to next paragraph.
- 6. The precis must be in simple and direct. There should not be any grammar mistake in the precis-making.
- 7. Every precis must have a short and appropriate title.**

#### **2. Article Writing**

An article is usually considered part of informal writings. There are no rules to abide by however, following elements are included in article writing.

**Format of an Article:**

**Heading/Title:** It should be Eye- catching.

**By Line/ Name of the writer:** A by-line gives the name and often the position of the writer, along with the date. Usually, it is mentioned under the title towards the right.

**Introduction:** Introduction should be catchy. A powerful quote/ shocking statement/ startling fact, statistics can also make an article interesting.

**Body:** It generally consists of 2-3 paragraphs detailing the various aspects of the topic i.e. factual information, merits, demerits, consequences, causes & effects etc.

**Conclusion:** Ending is a summary or in some cases a statement that there is more to be learned. One may conclude with a final opinion, recommendation or a comment expressing a hope, a warning, an appeal or a call for action. Leave a feeling among readers that article has come to a successful conclusion.

### 3. Report Writing

Report has also been defined as "A communication from someone who has the information to someone who wants to use that information".

Reports can be:

1. Newspaper report
2. Magazine report
3. Official reports for various organisations

#### **Format of Newspaper/ Magazine Reports:**

- Title/ Heading
- By line (name of the author)
- Place, date (date is not always mentioned)
- Body of report.

Official reports may however have different formats depending upon the requirements.

### 4. WRITING FORMAL MAILS

#### Format of an email:

**From:** Name of person sending the mail.

**To:** Name of recipient(s)

**Cc:** Carbon copy (This field is optional.)

**Bcc:** Blank carbon copy (This field is optional.)

**Subject:** State it clearly and concisely.

**The Message Body:** It contains:

**Opening Salutation:** Dear Sir/ Madam/ Dear Mr. Gupta/ Hi all

**Main body:** It contains:

- Opening paragraph: The main idea/ reason for writing the mail.
- Following paragraphs: giving relevant details.
- Closing: make a concluding statement/ suggestion/ Recommendations to address the issue or problem/ Suggestions on the timeline for resolving the issue
- Signature Line: It includes signature, name and designation of the sender.



**From :**  
**To :**  
**Subject:**

---

Opening Salutation

Body of the email

With Warm Regards

<Name>  
Designation

---

## 5. Official Circulars

**Format of a circular:**

Circular No. XXI

October 5, 20XX

<Subject>

For all employees

Directly write the reason for writing office circular

**< Name >**  
**<Designation>**

## 6. MEMOS

**Format of Memo (IOM):**

<Name of the Company>  
<Address>

Interoffice Memo

TO:  
FROM:  
DATE:  
SUBJECT:

Directly write the reason for writing MEMOS

[A memo may or may not be signed.]

## 7. Formal Letters

Sender's Address (Name of the sender/ Designation is not mentioned here)	Paras Institute of Commerce [P] Ltd. DSS 24-25, PLA Shopping Complex Hisar Tel: +98966 85777 Email: <a href="mailto:parasinstitute@gmail.com">parasinstitute@gmail.com</a>															
Date	31 October, 20XX															
Name , Designation, Company's name and Address of the Receiver	Mr. Sohan Sharma The Manager <a href="#">New Golden Furnishers Co.</a> Jhandewalan New Delhi															
Salutation	Dear sir															
Subject	Subject: Order for Institute Furniture															
Body of the letter: Introduction	After going through your catalogue of office furniture, we wish to place an order for the following items for our school.															
Detailed description	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">S. No.</th> <th style="text-align: left;">Item</th> <th style="text-align: left;">Quantity</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Dual Desks</td> <td>400</td> </tr> <tr> <td>2.</td> <td>Writing Chairs</td> <td>200</td> </tr> <tr> <td>3.</td> <td>Wooden Chairs (General Size)</td> <td>100</td> </tr> <tr> <td>4.</td> <td>Table (General Size)</td> <td>50</td> </tr> </tbody> </table>	S. No.	Item	Quantity	1.	Dual Desks	400	2.	Writing Chairs	200	3.	Wooden Chairs (General Size)	100	4.	Table (General Size)	50
S. No.	Item	Quantity														
1.	Dual Desks	400														
2.	Writing Chairs	200														
3.	Wooden Chairs (General Size)	100														
4.	Table (General Size)	50														
Conclusion	<p>All the items should be as per the specifications mentioned in your quotation. Substandard material will be returned. The delivery should be made before April 15, 2018 failing which the order will stand cancelled.</p> <p>Please send the bill after deducting the discount as applicable. As agreed upon earlier, payment of the bill will be made by cheque in favour of the firm within 10 days after the delivery of items.</p>															
Complimentary Close	Yours sincerely															
Signature	Rahul Sharma															
Designation of Sender (if applicable)	Purchase Manager															

## RESUME WRITING

### Example: Chronological Format

**<Name>**  
**<Address 1>**  
**<Address 2>**  
**Phone: 98XXXXXXX**

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#### Career Objective

Seeking internship in an organization where I can grow in terms of knowledge, skills and attitude and put to an effective use my analytical abilities and professional competence in the areas of accounting, taxation and auditing so as to align self-development with organizational development.

#### Educational Qualification:

Examination	Institution/ Board	Year	Grade/ Percentage
C.A. (I.P.C.C)  GROUP I  GROUP II	ICAI	MAY 2021	68.57% 67.50%
C. A. Foundation	ICAI	November 2020	78 %
Senior Secondary - Commerce	CBSE	June 2020	98%

#### Extra-Curricular Activities:

- Among the top rank holder throughout my academic records.
- Won 1<sup>st</sup> price in "law based quiz competition".
- Participated and bagged many prizes in Group discussion and debate competitions.

#### Computer Proficiency:

- Completed 100-hrs compulsory course prescribed by ICAI at the designated institute.
- Proficiency in MS-Office, & Basic Internet operations.

#### Personal Details:

Father's Name : Sh. ....  
Date of birth : XXXXX  
Languages known : English, Hindi and Punjabi  
Passport No. : XXXXX  
Permanent Address: XXXXX. XXXXXXXXX

**Date:**

**Place:**

**Aditya Sharma**

## MEETINGS

A meeting is a gathering of two or more people for a particular purpose.

- To plan
- To sort our conflicts
- Making decisions
- to organise
- to deal with problems

Requisites of a meeting:

1. Selection of the right candidate.
2. Sending intimation to all the participants.
3. Set the agenda.
4. Appointment of a facilitator: Chairman facilitates the meeting with the help of secretary.
5. Providing opportunity to all the participants to contribute their points.

### The Agenda

Agendas are the blueprints for building successful meetings. It provides lists of topics to be discussed at the meeting.

**It can be presented in Narrative form or tabular form**

#### Format - 1 for Meeting Agenda (Narrative form):

Meeting Agenda

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Location :  
Date :  
Time :  
Objectives :  
Attendees :

Agenda Items

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- I. Call to Order
- II. Introductions & Roll Calls
- III.
- IV.
- V.
- VI. Adjournment

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\*\*\* Call to order means "Let the meeting begin"

## Format - 2 for Meeting Agenda (Tabular form)

### Meeting Agenda

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Location :  
Date :  
Time :  
Objectives :  
Attendees :

### Agenda Items

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Time	Topic	Speaker
9:00am	Introduction	Name of the speaker
9:15 am	Discussing upcoming strategy for launch of new product	Name of the speaker
9:45 am	Project Report	Name of the speaker
10:15 am	Tea break	
10:35 am	Market trends	Name of the speaker
11:00 am	Open house	
11:35 am	Thank you note	Chairperson

## MINUTES OF A MEETING

Minutes are the forma records of what was decided at the meeting.

**It can be presented in Narrative form or tabular form.**

### Example-1 of Minutes of Meeting

**Name of the organisation**

**Address**

Minutes of the ..... meeting of < Name of the organisation> held on <day>, <date> at <time> at <place meeting was held>

Members present:

- 1
- 2
- 3
- 4
- 5

The minutes of the meeting are as follow.

<b>Subject</b>	<b>-1 :-</b>	Regarding of the minutes of previous meeting and confirmation.
<b>Resolution</b>	<b>-1:-</b>	The staff Secretary Prof. V. P. Bhalekar read the minutes of the last meeting & they were confirmed unanimously.
<b>Subject</b>	<b>-2 :-</b>	Preparation of new admission and efforts to increase admission

<b>Resolution</b>	<b>-2:-</b>	Staff members put forward the topic of efforts to be taken for increasing the admission for the academic year 2019-20. Handbills, pamphlets were distributed at various places. Flex boards were also fixed at .....
<b>Subject</b>	<b>-3 :-</b>	Prospectus design
<b>Resolution</b>	<b>-3:-</b>	The Chairman of the Admission committee showed the prospectus to all Present members and the designed was finalized.
<b>Subject</b>	<b>-4 :-</b>	
<b>Resolution</b>	<b>-4 :-</b>	
<b>Subject</b>	<b>-6 :-</b>	Date of the next meeting
<b>Resolution</b>	<b>-6:-</b>	The date of the next meeting was finalized on 30.06.2016 at 11.00 a.m. in the IQAC Office.

### **Action Taken Report (ATR)**

Action Taken Report is a report compiled few days after a meeting, stating the various actions taken as per the discussions made.

**It is presented after a gap of 5-7 days or more after the meeting.**

**Example:**

**October 25, 20XX**

As per the meeting held on October 10, 20XX at ..... of <company>, following actions have been reported:

- 
- 
- 

<Name>

<Designation>