

## **Types of Communication**

Language is the most powerful tool of communication. It is used to convey messages easily. There are two types of communication:

- 1) Verbal Communication
- 2) Non-Verbal Communication

**Verbal Communication:** The communication done by using language or (words) is called verbal communication. It is further divided into two parts:

- a) Oral Communication
- b) Written Communication

The term or word oral means anything related to the mouth. Oral communication is a form of communication in which the message is transmitted in spoken form. In oral communication the sender and the receiver exchange their ideas through speech, either in face to face conversation or through some mechanical or electrical device.

The forms or the modes of the oral communication are - face to face communication, meeting, conference, seminar, radio, T. V., lectures, interviews, telephone etc.

### **Advantages of Oral Communication**

- i) It is faster than the written conversation.
- ii) Oral communication helps in getting quick response from the receiver.
- iii) It is more effective because in this process, the sender and the receiver share their ideas on one to one basis.
- iv) It is more effective because one can make gestures and use body language to convey the ideas and feelings.
- v) It is useful when the information has to be kept a secret between the sender and the receiver.
- vi) It is useful when the receiver is illiterate.
- vii) It is useful when some messages are to be given to a large number of people.
- viii) It is more flexible because ideas and counter ideas can be exchanged and debated ..... upon.

### **Disadvantages of Oral Communication**

- i) It may not be possible in areas where there are no means of communication available.
- ii) It cannot serve as an authentic piece of record unless the conversation is recorded.
- iii) It may fail in certain situations and create misunderstanding because of the immediate response from the receiver where the sender and the receiver are in disagreement with each other; such disagreements can lead to arguments.

### **Written Communication**

The communication in which the information is exchanged in the written or printed form is known as written communication. It is the most formal of all types of communication. Written communication is transmitted by written words in the form of letters, reports, handbooks, memos, circulars, cards,



magazines, etc. and these days through e-mails. It is helpful to keep a record of communication with the advancement of technology. These days scope of written communication has become global with the availability of electronic means like e-mail and fax.

### **Advantages of Written Communication**

- i) Written communication is useful when the messages are of permanent nature.
- ii) It is useful when the message is long and lengthy.
- iii) It is helpful even when the receiver is in any part of the world
- iv) It is useful when the message contains figures and pictures or data.
- v) It is helpful when the message is difficult to transmit orally.
- vi) It is useful for the receiver because he gets sufficient time to understand the message and respond appropriately.
- vii) Written communication is useful for keeping a record in the future.

### **Disadvantages of Written Communication**

- i) It may create confusion in the mind of the receiver and to clear that confusion there may be a lot of to and fro exchange of information which may be time consuming.
- ii) Once the message has been dispatched, there is little scope for amendments.
- iii) If the written communication is poorly drafted, it may create misunderstanding and confusion in the mind of the receiver.

**Communication consists of basically four important skills:**

#### **1. Listening skill:**

Listening is an interpretative skill. In our daily life we listen to many words and texts through T V, computer, internet, music-system, mobile phone and human interactions. We spend our maximum time listening to others. Listening is usually done to obtain information, share experiences, solve problems etc. In organizations listening assumes more importance because policies are framed based on the information gathered by listening to subordinates. Good listening is an art that can be cultivated. A good listener knows the art of getting much more than what the speaker is trying to convey. Good listening always demands concentration of mind.

#### **2. Speaking skill:**

The ability to speak clearly and effectively is very significant. Man is a social animal and he maintains his social relations mainly through spoken language. He feels more comfortable while expressing his views through speech only. It is a very important communication skill. But it is very essential for a speaker

to make his message clear, meaningful and easily understandable to the receiver. Effective speech has become an important asset in this busy modern world. Much of our time is spent speaking formally and informally. We speak to express our needs, ideas and thoughts to others. A good speaker matches his ideas with meaningful, relevant and impressive words.

### **3. Reading skill:**

Reading skill is the foundation of good communication skill. Reading skill refers to the ability to understand written text. When a person comprehends or understands written text and combines his understanding with prior knowledge, he may be called a good reader. A good reader reads the matter with a purpose. There are a number of reasons why we read and this will often influence what we read and how we read. We must also bear in mind the purpose of the text from the writer's point of view. Text does not exist in a vacuum. Somebody who wrote the text had a reason for doing so. Comprehensive reading leads to enhancement of vocabulary of the readers.

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#### **4. Writing skill:**

Writing skill is one of the significant parts of communication skills. It is purely formal in nature. No organization works without written communication. Efficiency at work is judged on the basis of written reports. All the projects are carried out by following written instructions. Good writing ability plays a vital role in every profession. In all the fields, professionals are required to write reports, memos, texts, manuals, instructions, circulars and so on. Good writing skills are valuable assets at the work place. The good writers are more intelligent, confident, capable and responsible. Good writing skills not only ease the communication process in workplace but also leave positive effect on others.

#### **2) Nonverbal Communication**

The word nonverbal means communication without the use of words and language. Non-verbal communication involves neither written nor spoken language but includes all the forms of communication which occur without the use of words. It is a process of communicating message through facial expressions and body language. Non-verbal communication is made through facial expressions, eye contact, physical gestures, postures and head and body language.

##### **Types of Nonverbal Communication**

- i) **Kinesics (body language):** is the study of body movements to judge inner state of emotions expressed through different parts of the body. Our body movements express our feelings in a subconscious way. Our facial expressions and eyes, postures and physical appearance convey a lot of messages.

- ii) **Paralanguage (Voice Type):** It is the study of quality and volume of voice. It refers to how a person speaks. It stresses on how a person speaks rather than what he speaks.
- iii) **Proxemics (space distance):** it is the study of how we use a space around to communicate the message. It is the personal space language as kinesics is the body language. Four types of distance of space is to determine the human relationship while communicating with each other.
  - a) **Intimate:** Physical contact to one and half feet. Physical contact to a distance of one and a half feet.
  - b) **Personal:** From one and half feet to four feet. From one and a half feet distance to distance of four feet.
  - c) **Social:** From four feet to twelve feet. From a distance of four feet to a distance of twelve feet.
  - d) **Public:** From twelve feet to infinity (range of eye sight & hearing).
- iv) **Haptics (Touch Language):** It is a study of how physical contact or touch is used to communicate the idea and feelings. Stroking, patting, shaking hands etc. play an important role in human behaviour.
- v) **Chrosemics (Time Language):** The subject deals with the way people use time dimension or time language. This time language is called chrosemics. It involves the time dimensions when we are communicating with someone. For, example, delay in reply to a personal or business letter in the office shows the irresponsibility of the person and completion of the task within a given time frame shows the sincerity or hard work of the person.
- vi) **Physical contexts:** Physical contexts like room design, furniture, decoration, color etc. convey a lot of meaning to our senses.

### **Advantages of nonverbal communication**

- (i) It is the natural and effective means of communication between two or more persons.
- (ii) When verbal communication breaks down nonverbal communication serves the purpose.



## **Formal Communication**

Formal communication is the process of exchanging information between two or more persons by following official rules, procedures, systems, formalities and chain of command in the form of written communication such as notes, letters, memos, notices, reports and statements. It usually relates to officially accepted activities. It travels through the senior most employees to the juniors. In this communication, every member of the organization has a position or status. It is not necessary that it is always in a written form. It can be verbal or through gestures.

### **Advantages of Formal Communication**

- (i) Formal communication is more efficient as it follows the rules.
- (ii) It is considered to be authentic because all records are maintained.
- (iii) It creates proper control and discipline in the organization.
- (iv) It is permanent in nature as it can be used as reference for the future.
- (v) It is systematic and easy to communicate with each other.
- (vi) With this we can communicate with employees quickly.
- (vii) It is very well coordinated, so all activities are done properly and easily through this communication.
- (viii) As it follows rules and regulations, there is very low possibility of mistakes in exchanging information within the organization.
- (ix) It is cost effective as these days all communication is done through e-mails or faxes.
- (x) It is transmitted instantly.

### **Disadvantages of Formal Communication**

- (i) It is time consuming.
- (ii) There is lack of direct and personal relation between the top executives and the employees.
- (iii) It is inflexible because there is a chain of command and the procedures have to be followed.
- (iv) In such a system of communication, everybody has his own duty, so everything becomes mechanical.
- (v) It may create misunderstanding because the sender is higher authority and the receiver is lower staff.

## **Informal communication**

Informal communication is the communication that takes place outside formal structures of the work place. It does not have any formalities. This is based upon informal relations. Formal communication networks will always be supported by informal channels. Informal communication is flexible and it changes with the changing situations. Note that informal communication can occur in the same settings as the formal communication, such as a manager may tell the employee something about his personal life that is not meant to be

recorded formally. Gossip is a form of informal communication. Some people refer to informal communication as the 'grapevine,'.

### **Advantages of Informal Communication**

- (i) It brings a sense of unity among employees of an organization when they meet to share and discuss certain issues.
- (ii) It provides feedback to the management.
- (iii) The speed of this is remarkable for transmitting information as it goes from one person to another instantly.

### **Disadvantages of Informal Communication**

- (i) It cannot always be taken seriously because it spreads or transmits information by word of mouth or orally.
- (ii) It does not carry the complete information as it is based on guess or one's personal opinion.
- (iii) It may distort the information as it is completely unofficial and its origin lies in hearsay.
- (iv) In such a communication, there are chances of misinterpretation, as every member can change information according to their own will and understanding.
- (v) It does not assign the responsibility on anyone; in case of any misunderstanding.
- (vi) There are the chances of leakage of information and it can damage the reputation or upset the plans of the organization.



## **Prepositions**

### **Examples:**

1. There is a fort *on* the hill.
2. I would be back *in* five minutes.
3. The President lives *at* Rashtrapati Bhawan.

**Prepositions are used before nouns or pronouns. They show the relation between noun and the rest of the sentence.**

### **Kinds of Prepositions**

As per their structure they can be divided as under:

1. **Single Prepositions:** They comprise only one word e.g. in, for, to, with, by, from, of etc.
2. **Compound Prepositions:** They are added with prefix or suffix, e.g. before, behind, inside, outside, ahead, within, without etc.
3. **Phrase Prepositions:** They comprise a group of words e.g. instead of, because of, due to, according to, in order to, in front of etc.

### **Uses of some common preposition:**

#### **1. In**

- a) It is used before names of large cities, states and countries.
  - My brother lives in Delhi.
  - My uncle lives in England.
  - Many festivals are celebrated in Punjab.
- b) It is used for things at rest.
  - There is water in the jug.
  - The students are sitting in the class.
- c) It is used before names of months, years and seasons to express period of time.
  - I go for a walk in the morning.
  - I passed my diploma in 2010.
  - It is very cold in January.
  - In winter we wear woollen clothes.
- d) It is used to show the total length of time taken for the completion of an action.
  - The bus will reach Delhi in 2 hours.

#### **2. At**

- a) It is used before the name of small towns.
  - She lives at Kaithal.
- b) It is used for certain moment or point of time; as, at midnight, at night, at noon, at dawn.
  - i. - I take my coffee at night.
  - I visited the market at noon yesterday.
- c) It is used to tell the rate of something per unit.
  - Milk is sold at Rs. 40/ litre.
- d) It is used for indicating time; as arrival or departure.

### **3. Into**

- a) It is used for the things denoting inward motion.
  - The students rushed into the class.
- b) It is used to express the change in being or shape.
  - The plant has grown into a large tree.
  - Water turns into ice at 0°C.

### **4. To**

- a) It is used to indicate forward motion.
  - My sister is going to Chandigarh tomorrow.
- b) It is used in comparative degree of Adjectives.
  - He is senior to me.
  - I prefer coffee to milk.

### **5. On**

- a) It is used for denoting contact with the surface on which something is lying. It expresses the rest position.
  - The books are lying on the table.
- b) It is used before name of days and before date.
  - My uncle is coming on Sunday.
  - Our college will start on 25 February.

## **6. Upon**

- It is used for a thing in motion.
- The cat jumped upon the table.
- The boy jumped upon the stage.

## **7. Over and under:**

Over expresses a position 'higher than' or 'above'. Under indicates the opposite meaning of 'over'.

- Water flowed over the banks.
- There was an umbrella over her head.
- The workers rested under the tress.
- The cat sat under the table.

## **8. With**

- a) It is used to denote accompaniment.
  - I am going to Ambala with my parents.
- b) It is used to denote the instrument of action.
  - I cut the vegetables with a knife.
  - I write with a pen.

## **9. By**

- a) It is used in passive voice of sentence.
  - The letter was written by me.
- b) It is used before the name of any vehicle indicating journey.

- I go to college by scooter.
- We returned from Delhi by train.
- c) By indicates a time not later than.
  - I shall return by 5 o'clock in evening.

#### **10. For**

- a) It is used to show purpose/ destination.
  - These books are for him.
  - I have come here for attending a meeting.
- b) It is used for a period of time.
  - We have been studying for two hours.

#### **11. Since**

It is used for a point of time.(usually the time of beginning)

- We have been studying since morning.
- I have been waiting since 6 O'clock.

#### **11. Across**

It conveys the meaning or location of "on the opposite side".

- My friend lives across the street.

#### **13. Beside**

It refers to a position which means at the side of or 'by'

- She sat beside me.



### Exercise - 1

**Supply the correct preposition in the following sentences. Put the mark (x) where no preposition is needed.**

1. When we were..... Delhi, we stayed..... Ranjit Hotel.
2. Would you prefer to work..... a factory or..... a farm?
3. The Maheshwaris stay ..... the sea side for a month each year.
4. We met her..... a party.
5. Shimla is situated..... 2075 meters above sea level.
6. Haridwar is situated..... the bank of the river Ganga.
7. My village is situated..... the foot of the Shivalik Hill, not far from Kalka.
8. In this long-distance train, meals are served to the passengers..... their seats.
9. She lives..... the second floor of this building.
10. Kanyakumari is ..... the south of India while Sri Lanka is situated .... the south of India.

## Conjunctions

Conjunction is a word which joins two words, clauses or sentences. Since they are the linking words, they are also called Linkers.

For example:

- I can read and write English.
- I could not come to school as I was ill yesterday.
- He tried but failed.
- She missed the train because she was late.
- She knows when her father will come.

There are mainly two types of conjunctions

- Coordinating Conjunctions
- Subordinating Conjunctions

### 1. Co-ordinating conjunctions

Co-ordinating conjunctions are those which join words, phrases or clauses having an equal rank; as, but, yet, so, thereof, as well as, still, or, either-or, neither-nor, both-and, not only – but also

Co-ordinating conjunctions are of four types:

- Cumulative conjunctions:

These conjunctions add one clause to the other.

- He came in and sat with me.
- Trust in god and do your best.
- You are no less guilty than your friend.
- Rohit as well as Sunil went to the market.

- Alternative conjunctions:

They denote a choice or alternate between two statements.

- Neither Rama nor her friend lives here.
- Sit silently or go out.
- Either he or his brother will come.

- **Adversative conjunctions:**

They denote contrast between two statements.

- He is poor but contented.
- You harmed me yet I will help you.
- She ran fast nevertheless she missed the bus.
- Indian team is not so strong, still we hope for the best.

- **Illative conjunction:**

These conjunctions show that one statement or fact is inferred from the other.

- I was ill, therefore I was absent yesterday.
- She did not work hard, so she was failed.
- He will stand first, for he works very hard.
- As you sow, so shall you reap.

## **2. Subordinating Conjunctions**

These conjunctions join a subordinate clause with the Main clause.

### **Classes of subordinating conjunctions**

- a) **Conjunctions of Time** e.g. *when, while, before, after, until, till, since, as soon as, whenever* etc.

### **Classes of subordinating conjunctions**

- a) Conjunctions of Time e.g. *when, while, before, after, until, till, since, as soon as, whenever* etc.
- Wait here till I come back.
  - I will help you when you ask me.
- b) Conjunctions of Place e.g. *where, wherever, whence*
- The cat moves wherever it likes.
  - Keep the keys where you can find them easily.
- c) Conjunctions of Additions e.g. *and, as well as, also, both, not only ....but also*
- My parents and my relatives attended the function.
  - He is both a poet and a singer.
  - He is not only rich but also clever.
  - He as well as his brother worked very hard.
- d) Conjunctions of Condition e.g. *If, unless, provided that, where as* etc.
- If you work hard you will pass in the exam.
  - Unless you work hard you cannot achieve your aim.
  - We shall go whether you like it or not.
- e) Conjunctions of Purpose or result e.g. *So that, otherwise, lest, etc.*
- Robin ran fast so that he could catch the bus.
  - You should work hard otherwise you may get poor marks in the exam.
  - Walk fast lest you should miss the bus.
- f) Conjunctions of Contrast e.g. *But, still, yet, though, although, however, etc.*



- I felt angry but kept quiet.
  - My uncle is sixty still he is healthy.
  - He worked hard yet he failed.
  - Although he was tired, he did not take the rest.
  - Though the room is small, yet it looks very pretty.
- g) Conjunctions of Comparison e.g. *As....as, than, etc.*
- He is as tall as a tree.
  - He is taller than his brother is.
  - Chandigarh is more beautiful than Delhi.
  - Many people are not as nice as they seem.
- h) Conjunctions of Manner e.g. *as, as if* etc.
- He behaves as if he is the lord of this house.
  - He did not behave as I expected him to do.
  - Do as your father tells you.
  - Manmohan is an honest leader as far as I know.

**Exercise –1 : Underline the Conjunctions in the given sentences:**

- 1) I have not met him since he became the manager.
- 2) When I reached the post office, all the tickets had been sold.
- 3) She will be delighted when she hears this.
- 4) You need not worry when I am here.
- 5) As you sow so shall you reap.
- 6) I will lend you my scooter whenever you want it.
- 7) She is such a kind lady that we all like her.
- 8) The gates will remain closed until the train passes.
- 9) I have seen the house where he was born.

## Kinds of Verbs:

There are two kinds of Verbs:

### A) Main Verbs (Transitive and Intransitive verb)

These verbs express the main action in a sentence or clause, or state of being of a person or a thing. Main verbs are also called *Lexical Verbs*. They are of two types:

- a) Transitive Verb
- b) Intransitive Verb

**Transitive Verbs** are those verbs which transfer the impact of the action performed by the subject on another noun (person or thing) called Object. In simple words, a transitive verb requires an Object to complete its meaning; e.g.

- a) I admire his looks. (His 'looks' is object)
- b) Sachin hit a century. (A 'century' is object)
- c) They love football. ('Football' is object)
- d) He likes her. ('Her' is object)

In the above mentioned sentences, 'admire', 'hit', 'love' and 'like' are Transitive verbs and take Objects to complete their meaning.

**Intransitive Verb** is that verb which does not take an object is to complete the sense as it expresses a complete sense by itself; e.g.

- a) The boy was sleeping.
- b) He sang beautifully.
- c) Children play.
- d) Birds were flying.

In these sentences 'sleeping', 'song', 'walked' and 'flying' are intransitive verbs, as they do not need any object to complete their sense.

### Note:

- A verb must agree with its subject in number and person; as,
  - He is kind to me.
  - We are thankful to him.
- Two singular subjects joined by 'and' take a plural verb.
  - He and his friend are working together.
- If two singular subjects joined by 'and' are preceded by 'each' and 'every', they take a singular verb; as
  - Each girl was given a prize.
  - Every minute of the day is useful.

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- 4. If two singular nouns refer to the same person or thing and the article is used only once, the verb used is singular; as,



- The poet and dramatist is dead.
- Two or more singular subjects connected by 'either.....or' or 'neither....nor' or 'not' take a singular verb; as,
  - Neither Ram nor Sham is to blame
- When the two subjects joined by 'either-or' or 'neither-nor' are of different numbers, the plural subject should be placed near the verb and the verbs should be plural; as,
  - Either Mohan or his friends have stolen my purse.
  - Neither you nor your parents were present in the fair.
- When a plural noun denotes a quantity or a specific amount considered as a whole, the verb is singular.
  - Fifty rupees is not a big sum.
- If the two nouns or Pronouns joined by 'either ....or' or 'neither .....nor' represent different persons, the verb agrees with the subject nearer to it; as,
  - Either you or Ram is a fool.
  - Neither you nor I am at fault.
- If two subjects express one idea, the verb following them is singular; as,
  - Slow and steady wins the race.
  - Bread and butter is a wholesome breakfast.
- A collective noun takes a plural or singular verb according to its meaning ;as,
  - The crowd was running in all directions.
  - The assembly passes all laws.

## B) Auxiliary Verbs

These verbs (sometimes known as *Helping Verbs*) are combined with the main verb. They, however, cannot form a complete sentence on their own and require main verb to denote the action. They generally help to express ideas such as ability, probability, possibility, obligation on duty etc.

Auxiliary Verbs are as two types

**(1)Primary or Main Auxiliary Verbs:** These are three in number and help the main verb to show tense, possession, or negative situations or questions.

They are: be, have, do.

Correct use of primary auxiliary verbs:-

### (1) Use of 'Be'

- The different forms of 'be' are -is, am, are, was, were, being, been- -  
'Be' is used in the following ways:
- As helping verbs
  - She is writing a letter.
  - We were dancing.
- As a proper or main verb in the sense of existence:
  - She is a good girl.
  - He is a doctor.

- We are his friends.
- As an intransitive verb of incomplete predication:
  - A dog is a faithful animal.
  - Mohan is very kind.
- Be is used to make continuous tense and the passive voice
- The old man **is walking** slowly
- The building **was destroyed** by the earthquake

## (2) Use of 'Have'

The forms of have are: are: have, has, had, having.

(a) As a main verb, it denotes possession or connections:

- (1) I have many books.
- (2) He hasn't a house.

(b) As a helping verb

- I have finished the work.
- He has done his duty.

(c) To show a habit or habitual use of a thing:

- I have dinner at ten.
- Do you have tea at five?

(d) When used with the infinitive (to) it denotes necessity or obligation from without:

- I have to be at school by ten.
- He had to work hard for the day.

(e) In the sense of getting something done by someone else:

- I have my shoes polished everyday.
- I will have my haircut tomorrow.

## (3) Use of Do

The forms of Do are : do, does, did, done, doing

(a) It means to 'perform'

1. He did his work well.
2. She is doing her housework now

(b) It helps to form an interrogative sentence:

1. Do you go to school everyday?
2. Does she sing every morning?

(c) 'Do' is also used in the sense of 'be enough'

1. I don't want more money; five rupees will do.
2. Don't send me more men; three will do.

(d) It helps to form a negative sentence:



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## **Circular**

When the same information is to be conveyed to a large group of people in an organisation, office circulars are used. It is a brief piece of professional communication that goes to everyone concerned in an organisation. Circulated both within and outside an organisation, circulars can be of various types. The subject of the circular is always mentioned at the top. The circular, as the name suggests, are circulated among the staff through a peon. All the staff members note and sign the circulars. Sometimes they can be put on the board. Usually circulars are about general matters. They can be about office conduct, matters related to employees such as, the rules that apply to them and their welfare facilities, to promote a new product or to make matters of interest known to several people.

**Example1: Draft a circular to prepare for audit inspections.**

**Government Polytechnic, College, Karnal**  
**Circular No.: GPK/12**

**Date: June 20, 2018**

**Subject: June 28, 2018 Visit by Auditors**

An audit committee will visit our organization on June 28, 2018. All record pertaining to purchase must be up to date for the visit. The auditors may require additional information while auditing the record so no employee can avail leave on June 28, 2018.

**R.S.Pathak**  
**Principal**

**2. Circular depicting change of timings**

**B & R Department, Bathinda**

**Circular No.7023**

**Date: June 20, 2018**

**Subject: Change in Office Timings**

As per the guidelines, to save electric power, given by the Punjab Government vide its notification no. 2024 dated June 19, 2018, the office timings of the department will be 8 A.M. to 2 P.M. from June 20, 2018 till further orders.

Employees are expected to strictly adhere to these office hours.

**Gauri Shankar**  
**Administration Officer**

## Basics of Report Writing

Report writing is one of the most diverse and complex of all writing tasks. Writing a report, whether for academic use or business purpose, is a powerful tool of providing factual information, recorded data, investigations, researches, analysis, etc. to a person or organization who wants to use that information. A report is defined as an orderly and systematic presentation of factual information that supports in problem-solving and decision making process.

A good report serves as an investigating and decision making tool as it clearly presents the analysis and statistical information of the factors relevant to a particular matter. This kind of research paper is also used for planning and critical evaluation as it contains useful analytical information about key resources and other important aspects to an issue. Below listed are five essentials of a perfect report.

### 1. Factual Accuracy

A report writer should be extra careful in quoting facts and statistical data. Since the information given in the report is research-based whose findings and analysis are used for making crucial decisions, a writer must gather information from scholarly and legitimate sources and must proofread the information at least two times in order to avoid presenting incorrect data.

### 2. Precision and Objectivity

A student before drafting a report on any academic topic should keep in mind that such a research paper should be objective in nature, i.e. free from the writer's personal opinions. A professional report writer is also definite about the actual purpose of the report and does not drift away from it throughout the paper. A writer can turn a report into a valuable research paper when it is written with precision because it brings credibility and trust in the findings or information provided in the report.

### 3. Relevance

Another characteristic of a good quality report is relevance. A report writer must always include those empirical evidences, statistics and facts which are relevant to the actual subject or objective of the report. Citing info from irrelevant sources can make the paper weak and its findings unreliable. The key here is to only look for the relevant pieces of information from scholarly sources i.e. journals, published reports, books etc. and to give their proper reference. For an impressive research report, accurate date and relevant facts are inevitable.

### 4. Clarity

For an academic report, a student must prepare a rough outline of the things that will be included in the document. Using pointers will help in addressing all the main points in the report. Also the language of the report should be

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simple and clear. Try to avoid long sentences and complicated terms but at the same time, the language should be formal and academic.

### 5. Perfect Format

Your report should follow a standard format which includes abstract, introduction, research or analysis, results/findings, conclusion and references.



### **Importance of a Good Report**

1. Improves communication skills of the writer
2. Improves writing skills
3. Adds to the good reputation of the writer
4. Enhances the writer's analytical skill
5. Increases possibilities of the writer's promotion to the higher position in the organization
6. Increases the writer's efficiency in work
7. Contribution to the Reader or to whom the report is submitted
8. Helps in decision making
9. Helps in identification of the problem
10. Helps in taking required course of action
11. Helps in research and development
12. Contribution to the organization or the business
13. Helps in creating plans, objectives, and strategies
14. Helps to implement and evaluate strategies
15. Increases company's reputation
16. Helps in management and marketing
17. Ascertains the situation and the position of the company
18. Aids in finding the problems and inconsistencies inside the organization
19. Assists in increasing production, research and development
20. Helps in employee motivation
21. Aids in catching the desired group of customers
22. Helps in international trade



### Inspection report on video player

<b>Number:</b> <b>Date:</b>	<b>Make:</b> <b>Model:</b> <b>Type:</b> <b>Serial no.:</b>
<b>Checked by:</b>	
<p><b>Note:</b> Please mark a tick (✓) against the relevant item.</p> <p>a) Visual inspection: Case: Normal/Stretched/Broken Heads: Normal/worn out/sticky/ dusty</p> <p>b) Mechanical Movement: Stopped/obstructed run/intermittent/noisy/smooth</p> <p>c) Amplifier: Playback: dead/poor/distorted/humming/normal</p> <p>d) Display: Normal/ distorted/ poor</p> <p>e) Frequency response: High-frequency missing/low-frequency missing/ speaker-jarring/normal</p> <p>f) Suggested repair and replacements:</p> <p>g) General remarks:</p> <p style="text-align: right;">Signature</p>	

## **'Resume' Writing**

Your resume 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, you're going to have trouble getting the job you want - or even an interview.

Taking the time to work on your resume is really important. The information on this page offers some tips and advice on how to make your resume the best it can be.

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## **The purpose of a resume**

Your resume is a marketing tool. It needs to demonstrate:

- that you are employable,
- how you meet the job and the organisation's requirements,
- that you have the right qualifications and education,
- that you have the right experience and skills, and
- that you have the right level of professionalism for the job.

## **How long should my resume be?**

The resume is only one page long, as it is customized according to the job profile. If one is making a general document stating all the aspects of one's profile then a CV is a better choice.

## **How should I order my resume?**

Generally it's always good to present the information on your resume in this order:

1. Contact details
2. Objective
3. List of key skills
4. Educational qualifications
5. Employment history/volunteering/work placements
6. Personal information
7. Declaration/undertaking

Not everything in this list must appear on your resume every time, and the order can change from application to application. The most important thing is to get the most useful information across first. For example, if your education history is not specifically related to the job, put it toward the end of your resume, behind the information that *is* related to the job.

## **Do I need to change my resume for each application?**

You need to edit your resume to every job application so that it responds to the specific requirements of the job you're applying for.

You might not need to change much, but you do need to make sure your opening statement, your key skills and your personal attributes all respond to the needs of the role, based on the job ad (if there was one) and the research you've done into the job.

You should also tailor your resume to show how your work experience specifically meets the needs of the job you're applying for.



## **How to prepare your resume**

Ways that you can prepare your resume include:

- Using your opening statement to link your experience and education to the organisation and the requirements of the job
- Listing your most relevant key skills first
- Including examples of achievements that meet the advertised requirements of the job
- Including specifically relevant key words and phrases throughout your resume.

## **What your 'resume' should include**

There are a number of things that every resume should have on it.

### **Contact details**

Make sure you include your name, email address and a contact phone number on your resume''. You don't have to include your home address, although there might be some situations when doing so would be a good idea.

Include your contact details in the header of your resume.

### **Objective**

The objective in a resume is only one to two sentences long. It can even consist of half a sentence/statement. It can be written in the first person (I/me/my) as opposed to the rest of the 'resume', which is written in the third person only. The 'declaration/undertaking' is also written in the first person.

### **Key skills & strengths**

Your 'resume' should include a list of between 5 to 7 skills that link your experience to the job you're applying for.

If the job you're applying for was advertised, either the ad or the position description may provide a list of skills and experiences that are essential for doing the job. It may also provide a list of "desirable" skills and experience. Your list of key skills and strengths needs to respond to all of the items on the "essential" list and as many items as possible on the "desirable" list.

When putting together this list, think of things you've done or learned to do as part of:

- Jobs you've had
- Your studies
- Any work placements you've done
- Any volunteering you've done



## **Educational history**

Your educational history only needs to show your highest level of education. You don't need to include your results, unless showing them proves how well you're suited to the job.

If you can, you should also include a few bullet points listing your academic achievements (e.g., school or class captaincies, awards you've won, or groups you've been part of).

## **Employment history**

When providing your employment history, start with the your most recent job and go backwards from there. Give the position title and the dates you worked there.

If you haven't had a job before, you can use other things to demonstrate your experience, including:

- Work experience you have done through school
- Work placements or internships that you've done through university or TAFE
- Volunteer work you've done

For each job provide a list of the things that you achieved while in that job, and the significant contributions you made to the organisation. Make sure that these achievements and contributions match the key skills and strengths listed earlier on your resume.

## **Personal Information**

This section includes 'interests' (not hobbies/part-time activities), languages known, and the date of birth (if required).

## **Testimonials**

A testimonial is another good way to prove that your skill and experience is what the employer is looking for.

Getting a testimonial can be as easy as asking a colleague, teacher or previous employer to write a couple of sentences about you.

You can include any testimonials you get as part of your educational history or your employment/volunteering/work placement history. The cover letter/e-mail can list all the documents submitted as part of one's profile.

Usually it is enough to include one or two testimonials in your profile. Any more than two is probably too many.

## **Keywords**

A lot of recruitment agencies use software that scans applications for key words and phrases. Applications that don't use the right keywords tend to be automatically rejected.

Key words and phrases that this software looks for can include the names of:

- Skills
- Jobs

- Activities
- Qualifications
- Software
- Tools

To make sure your resume has the right key words and phrases, check out the job ad and make a list of the words and phrases it uses. If you don't have a written job ad to refer to, you can use a job search engine to find other ads for similar jobs and see what kind of keywords those ads use.

Once you have a list to work from, start adding those words and phrases to your resume. Good places to add keywords include:

- Your opening statement
- Your list of key skills
- Your educational history
- Your employment history

### **What not to put on your resume**

Here are a few things not to include on your resume. Note that there may be circumstances when including some of the following information shows that you're a good fit for the job. If that's the case, including that information would be a good idea.

#### **Private information**

You don't have to provide any personal or private information on your resume. There's no benefit to be gained from providing information that could be used to generalise about you as a potential employee.

Your resume doesn't have to include:

- Your date of birth
- Your gender
- Any ailments or disabilities
- Your health status

A possible exception to this might be when providing this information would give your application an advantage (e.g., if the employer is looking for someone young, or a female applicant). In these situations, consider including such information if you think it would strengthen your application.

#### **Factual errors**

Submitting a 'resume' or cover letter with spelling mistakes will guarantee you don't get an interview. You should spell check your resume before you send it, but you should also get someone else to read it as well and check for mistakes you might have missed.

Double-check everything that you include in your 'resume'. If you mention the company's name, make sure you get it right. If you mention the name of places you've worked before, make sure you get that right. Mistakes on resumes are worse than typos.



## **Images and graphics**

Don't include images or photos on your 'resume'. Not only are images disliked by recruiters and HR professionals, they can also create problems with recruitment software.

## **Fancy formatting**

Stick to easy-to-read fonts and formats. This makes it easier for recruiters to review your 'resume'. It also means any recruitment software that reviews your resume can easily read the information. Good fonts to use include:

- Verdana
- Arial
- Times New Roman
- Calibri

Don't use large headings to break up the sections of your 'resume'. Use a 10- or 11-point font for your main content and a 12- or 14-point maximum for heading.

## **Information in tables**

Some 'resume' templates present information in tables to help with layout, but some recruitment software is unable to read tables. Your 'resume' should only be formatted using line breaks and simple formatting (like setting multiple columns across the page).

## **PDF versions of your 'resume'**

Some recruitment software can't read pdfs. Unless a job ad specifically says to provide your resume as a .pdf, you should always only submit your 'resume' in word format (.doc or .docx).

## **Reviewing your resume**

Having someone else review your 'resume' is extremely important. Make sure you use someone who will actually tell you if they think something isn't right. People you could ask include:

- Co-workers
- Former employers
- Teachers
- Career guidance counsellors
- Your parents or guardians

### **Sending E-Mail**

**Email:** Email stands for electronic mail. It is the most preferred means of communication because it is cheaper and faster. E-Mail can be categorized into two types:

1. **Formal email:** The email which is sent to an office for some official purpose.
2. **Informal email:** The email which is sent to relative or friend for some personal purpose.



E-mail is an instance of written communication that is much faster compared to conventional letter writing. Nowadays, the sending of E-mail, be it personal or official is very common among all. Sending an email is quite easy - be the recipient abroad or next door to us.

### **1. Format of an e-mail.**

- a) E-mail address of the recipient of the mail.
- b) Main subject / reason of writing the email.
- c) Salutation

### **2. Body of the email:**

- a) Introduction
- b) Matter in detail
- c) Conclusion
- d) Courteous leave taking and closing
- e) Name, designation and contact details of sender.

The format of an e-mail must be strictly followed in a formal e-mail. Just like a formal letter, we use formal language in a formal e-mail also. Use of abbreviations, short forms, slang language should be avoided in a formal e-mail. On the other hand, in an informal e-mail, we can miss out on salutation, leave taking and designation and contact details of the sender because we are writing the mail to an acquaintance.

### **Guidelines to write an E-mail:**

- 1) One should have the email address from where the email is to be sent.
- 2) The email address of the receiver must be written correctly, if there is any mistake of even a single character then the email will not be received at the receiver's end.
- 3) The sender then writes the subject of the email, it should be compact and to the point.
- 4) If the copy of the email is to be sent to another person, his/her email address should be entered in CC option available.
- 5) Write salutation to the receiver.
- 6) Write the content of the email in logical, compact and correct manner. Avoid any type of mistakes.
- 7) Write complementary close at the end.
- 8) If some other file is to be attached with the email, write it as attachment after the content of the email.
- 9) Do read the composed email before sending to check for mistakes or shortcomings.
- 10) The writer should have an email address of his/ her own, so that he/ she is capable enough to have first-hand knowledge of the process.

## Regarding enquiry for Admission schedule in Diploma courses in Haryana



Add label



**Parveen Pannu**

to parveenkpannu

7:03 AM [View details](#)



Sir

Kindly inform by return email the detailed schedule of Admission in Diploma courses in Polytechnic in Haryana.

Regards

Parveen Kumar

Lecturer in English

Govt. Polytechnic, Hisar



Reply



Reply all



Forward