



MANONMANIAM SUNDARANAR UNIVERSITY

**DIRECTORATE OF DISTANCE AND
CONTINUING EDUCATION TIRUNELVELI
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**B.A (English Literature)
First Year
English and Communication**

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Learning Objectives	
L01	To provide the students with an ability to build and enrich their communication skills.
L02	To enable the learners to demonstrate effective communication skills - listening, speaking, reading and writing
L03	To help them think and write imaginatively and critically
L04	To equip students to build self- confidence with a focus on self- presentation
L05	To facilitate the learners to learn personal and professional development

ENGLISH AND COMMUNICATION

UNIT I	Articles Parts of Speech Tenses Active Passive Voice Punctuation, Capitalization, Contractions and Collocations Proof Reading
II	Verbal & Non Verbal Greetings Formal & Informal
III	Message Writing Agenda Minutes
IV	Letters – Formal & Informal Email Report writing
V	Interview Presentation Skills Resume

What is an article?

Articles ("a," "an," and "the") are determiners or noun markers that function to specify if the noun is general or specific in its reference. Often the article chosen depends on if the writer and the reader understand the reference of the noun.

The articles "a" and "an" are indefinite articles. They are used with a singular countable noun when the noun referred to is nonspecific or generic.

The article "the" is a definite article. It is used to show specific reference and can be used with both singular and plural nouns and with both countable and uncountable nouns.

Many languages do not use articles ("a," "an," and "the"), or if they do exist, the way they are used may be different than in English. Multilingual writers often find article usage to be one of the most difficult concepts to learn. Although there are some rules about article usage to help, there are also quite a few exceptions. Therefore, learning to use articles accurately takes a long time. To master article usage, it is necessary to do a great deal of reading, notice how articles are used in published texts, and take notes that can apply back to your own writing.

To get started, please read this blog post on [The Argument for Articles](#).

A few important definitions to keep in mind:

Countable noun: The noun has both a singular and plural form. The plural is usually formed by adding an "-s" or an "-es" to the end of it.

one horse, two horses

one chair, two chairs

one match, two matches

Countable nouns may also have irregular plural forms. Many of these forms come from earlier forms of English. one child, two children

one mouse, two mice

Uncountable noun: The noun refers to something that cannot be counted. It does not have a plural form. Information

Grammar

Proper noun: The name of a person, place, or organization and is spelled with capital letters.

Tim Smith

McDonalds

Please see this webpage for more about [countable and uncountable nouns](#).

"A" or "An"

When to Use "A" or "An"

"A" and "an" are used with singular countable nouns when the noun is nonspecific or generic.

I do not own a car.

In this sentence, "car" is a singular countable noun that is not specific. It could be any car.

She would like to go to a university that specializes in teaching.

"University" is a singular countable noun. Although it begins with a vowel, the first sound of the word is /j/ or "y." Thus, "a" instead of "an" is used. In this sentence, it is also generic (it could be any university with this specialization, not a specific one).

I would like to eat an apple.

In this sentence, "apple" is a singular countable noun that is not specific. It could be any apple.

"A" is used when the noun that follows begins with a consonant sound.

a book

a pen

a uniform (Note that "uniform" starts with a vowel, but the first sound is /j/ or a "y" sound.

Therefore "a" instead of "an" is used here.)

"An" is used when the noun that follows begins with a vowel sound.

an elephant

an American

an MBA (Note that "MBA" starts with a consonant, but the first sound is /ɛ/ or a short "e" sound.

Therefore, "an" instead of "a" is used here.)

Sometimes "a" or "an" can be used for first mention (the first time the noun is mentioned). Then, in subsequent sentences, the article "the" is used instead.

He would like to live in a large house. The house should have at least three bedrooms and two bathrooms.

In the first sentence (first mention), "a" is used because it is referring to a nonspecified house. In the second sentence, "the" is used because now the house has been specified.

"The" When to Use "The"

"The" is used with both singular and plural nouns and with both countable and uncountable nouns when the noun is specific.

The book that I read last night was great.

In this sentence, "book" is a singular, countable noun. It is also specific because of the phrase "that I read last night." The writer and reader (or speaker and listener) know which book is being referred to.

The books assigned for this class are very useful.

In this sentence, "books" is a plural, countable noun. It is also specific because of the phrase "for this class." The writer and reader (or speaker and listener) know which books are being referred to.

The advice you gave me was very helpful.

In this sentence, "advice" is an uncountable noun. However, it is specific because of the phrase "you gave me." It is clear which piece of advice was helpful.

Here are some more specific rules:

"The" is used in the following categories of proper nouns:

Museums and art galleries: the Walker Art Center, the Minneapolis Institute of Art

Buildings: the Empire State Building, the Willis Tower

Seas and oceans: the Mediterranean Sea, the Atlantic Ocean

Rivers: the Mississippi, the Nile

Deserts: the Sahara Desert, the Sonora Desert

Periods and events in history: the Dark Ages, the Civil War

Bridges: the London Bridge, the Mackinac Bridge

Parts of a country: the South, the Upper Midwest In

general, use "the" with plural proper nouns.

the Great Lakes

the French

the Rockies (as in the Rocky Mountains)

"The" is often used with proper nouns that include an "of" phrase.

the United States of America

the University of Minnesota

the International Swimming Hall of Fame

Use "the" when the noun being referred to is unique because of our understanding of the world.

The Earth moves around the sun.

Wolves howl at the moon.

Use "the" when a noun can be made specific from a previous mention in the text. This is also known as second or subsequent mention.

My son bought a cat. I am looking after the cat while he is on vacation.

I read a good book. The book was about how to use articles correctly in English.

"The" is used with superlative adjectives, which are necessarily unique (the first, the second, the biggest, the smallest, the next, the only, etc.).

It was the first study to address the issue.

She was the weakest participant.

He was the only person to drop out of the study.

Biber et al. (1999) found that "the" is about twice as common as "a" or "an" in academic writing.

This may be because writers at this level often focus on overall ideas and categories (generic reference, usually no article) and on specific references (definite reference, the article "the").

Biber, D., Johansson, S., Leech, G., Conrad, S., & Finegan, E. (1999). Longman grammar of written and spoken English. Pearson.

No Article (Generic Reference)

Writers sometimes struggle with the choice to include an article or to leave it out altogether.

Keep in mind that if the noun is singular, countable, and nonspecific or generic (e.g., book, author), the articles "a" and "an" may be used. However, if the noun is countable and plural (e.g., "research studies") or uncountable (e.g., "information") and it is being used in a nonspecific or generic way, no article is used.

Here are some more specifics:

No article is used when a plural countable noun is generic or nonspecific.

I bought new pens and pencils at the store. (general, not specific ones)

Cats have big eyes that can see in the dark. (cats in general, all of them)

Babies cry a lot. (babies in general, all of them)

No article is used when a noncount noun is generic or nonspecific.

I bought milk and rice at the store. (generic reference)

We were assigned homework in this class. (generic reference)

There has been previous research on the topic. (generic reference)

Articles in Phrases and Idiomatic Expressions

Sometimes article usage in English does not follow a specific rule. These expressions must be memorized instead.

Here are some examples of phrases where article usage is not predictable:

Destinations: go to the store, go to the bank, but go to school, go to church, go to bed, go home

Locations: in school, at home, in bed, but in the hospital (in American English)

Parts of the day: in the morning, in the evening, but at night

Chores: mow the lawn, do the dishes, do the cleaning

There are also numerous idiomatic expressions in English that contain nouns. Some of these also contain articles while others do not.

Here are just a few examples:

To give someone a hand

In the end

To be on time

What is Part of Speech?

The English language has thousands of words and every word has some function to perform. Some words are there to show action, some to join, and some to name something. There are 8 different parts of speech including nouns, verbs, adjectives, adverbs, pronouns, prepositions, conjunction, and interjection. And together, all the functions performed by words in the English language fall under Parts of speech.

Parts of Speech Definition

The parts of speech are the “traditional grammatical categories to which words are assigned in accordance with their syntactic functions, such as noun, verb, adjective, adverb, and so on.” In other words, they refer to the different roles that words can play in a sentence and how they relate to one another based on grammar and syntax. Parts of Speech Chart

Types	Function	Examples	Sentences
<u>Noun</u>	Refers to Things or person	Pen, Chair, Ram, Honesty	Cars are expensive. This chair is made of wood. Ram is a topper. Honesty is the best policy.
<u>Pronoun</u>	Replaces a noun	I, you, he, she, it, they	They are expensive. It is of wood.

Types	Function	Examples	Sentences
			He is a topper. It is the best policy
<u>Adjective</u>	Describes a noun	Super, Red, Our, Big, Great class	Supercars are expensive The red chair is for kids Ram is a class topper. Great things take time.
<u>Verb</u>	Describes action or state	Play, be, work, love, like	I play football I will be a doctor I like to work I love writing poems.
<u>Adverb</u>	Describes a verb, adjective or adverb	Silently, too, very	I love reading silently. It is too tough to handle. He can speak very fast.
<u>Preposition</u>	Links a noun to another word	at, in, of, after, under,	The ball is under the table. I am at a restaurant. she is in trouble. I am going after her. It is so nice of him

	Joins clauses and sentences	and, but, though, after	First, I will go to college and then I may go to Fest. I don't have a car but I know how to drive. She failed the exam though she worked hard.
<u>Conjunction</u>			
Types	Function	Examples	Sentences
			He will come after he finishes his match.
	Shows exclamation	oh! wow!, alas! Hurray!	Oh! I got fail again. Wow! I got the job. Alas! She is no more. Hurray! We are going to a party.
<u>Interjection</u>			

All Parts of Speech with Examples

There are 8 different types of parts of speech i.e., Nouns, Pronouns, Adjectives, Verbs, Adverb, prepositions, Conjunction, and Interjection.

Noun –

A noun is a word that names a person, place, thing, state, or quality. It can be singular or plural. Nouns are a part of speech. □ Function: Refers to Things or person

- Examples: Pen, Chair, Ram, Honesty
- Sentences: Cars are expensive, This chair is made of wood, and Ram is a topper, Honesty is the best policy.

Pronoun –

The word used in place of a noun or a noun phrase is known as a pronoun. A pronoun is used in place of a noun to avoid the repetition of the noun.

- Function: Replaces a noun
- Examples: I, you, he, she, it, they
- Sentences: They are expensive, It is of wood, He is a topper, It is the best policy

Adjective –

A word that modifies a noun or a pronoun is an adjective. Generally, an adjective's function is to further define and quantify a noun or pronoun.

- Function: Describes a noun

- Examples: Super, Red, Our, Big, Great, class
- Sentences: Supercars are expensive, The red chair is for kids, Ram is a class topper, and Great things take time.

Verb –

A word or a group of words that describes an action, a state, or an event is called a verb. A verb is a word that says what happens to somebody or what somebody or something does.

- Function: Describes action or state
- Examples: Pen, Chair, Ram, Honesty
- Sentences: I play football, I will be a doctor, I like to work, I love writing poems.

Adverb –

A verb, adjective, another adverb, determiner, clause, preposition, or sentence is typically modified by an adverb. Adverbs often answer questions like “how,” “in what way,” “when,” “where,” and “to what extent” by expressing things like method, place, time, frequency, degree, level of certainty, etc

- Function: Describes a verb, adjective, or adverb
- Examples: Silently, too, very
- Sentences: I love reading silently, It is too tough to handle, He can speak very fast. Preposition

–

A preposition is called a connector or linking word which has a very close relationship with the noun, pronoun or adjective that follows it. Prepositions show position in space, movement, direction, etc.

- Function: Links a noun to another word
- Examples: at, in, of, after, under,
- Sentences: The ball is under the table, I am at a restaurant, she is in trouble, I am going after her, It is so nice of him

Conjunction –

A conjunction is a word that connects clauses, sentences, or other words. Conjunctions can be used alone or in groups of two.

- Function: Joins clauses and sentences
- Examples: and, but, though, after
- Sentences: First, I will go to college and then I may go to Fest, I don't have a car but I know how to drive, She failed the exam though she worked hard, He will come after he finishes his match.

Interjection –

An interjection is a word or phrase expressing some sudden feelings of sadness or emotions.

- Function: Shows exclamation
- Examples: oh! wow!, alas! Hurray!
- Sentences: Oh! I got fail again, Wow! I got the job, Alas! She is no more, Hurray! We are going to a party.

These are the main parts of speech, but there are additional subcategories and variations within each. Understanding the different parts of speech can help construct grammatically correct sentences and express ideas clearly.

Sentence Examples for the 8 Parts of Speech

Noun

- Examples: Luggage, Cattle.
- Sentence: Never leave your luggage unattended.
- In some places, cattle are fed barely. Pronoun
- Examples: who, either, themselves
- Sentence: I know a man who plays the guitar very well.
- Either of the two cars is for sale.
- They enjoyed themselves at the party. Adjective
- Examples: kind, moving, wondrous.
- Sentence:
- She is a kind person.
- Boarding a moving bus can be dangerous.
- Never poke a wounded animal. Verb
- Examples: Praise, Hate, Punish
- Sentence: She always praises her friends.
- I don't hate anybody.
- The boy has been punished by his teacher Adverb
- Examples: Always, enough, immediately
- Sentence: we should always help each other.
- We should be wise enough to understand what is good for us.
- We should leave bad habits immediately. Preposition
- Examples: Off, Below, From. to □ Sentence:
- He plunged off the cliff
- I live below the 9th floor.
- I travel daily from Delhi to Noida. Conjunction
- Examples: whereas, as well as, so,
- Sentence: The new software is fairly simple whereas the old one was a bit complicated.
- The finance company is not performing well as well as some of its competitors.
- He was ready so he may come. Interjection
- Examples: oops! whoa! phew!
- Sentence: Oops! I forgot to mention her name.
- Whoa! you drive fast.
- Phew! That was a close call, we had a narrow escape.

Parts of Speech Exercise – Test your Knowledge of Part of speech

Choose the correct Parts of Speech of the BOLD word from the following questions.

1. Let us play, Shall We?
 - a. Conjunction
 - b. Pronoun
 - c. Verb
2. It is a good practice to arrange books on shelves.
 - a. Verb

- b. Noun
 - c. Adjective
3. Whose books are these?
- a. Pronoun
 - b. Preposition
 - c. verb
4. Father, please get me that toy.
- a. Pronoun
 - b. Adverb
 - c. Adjective
5. His mentality is rather obnoxious.
- a. Adverb
 - b. Adjective
 - c. Noun
6. He is the guy whose money got stolen.
- a. Pronoun
 - b. Conjunction
 - c. Adjective
7. I will have finished my semester by the end of this year.
- a. Interjection
 - b. Conjunction
 - c. Preposition
8. Bingo! That's the one I have been looking for
- a. Interjection
 - b. Conjunction
 - c. Preposition

Answers:

1. c, 2. b, 3. a, 4. c, 5. a, 6. b, 7. c, 8. a

What are Tenses in English?

A tense is a form of the verb that allows you to express time. The tense of the verb tells us when an event or something existed or when a person did something. Past, present, and future are the three main types of tenses.

Past, present and future are the three main types of tenses.

Past tense

The past tense is used to describe an activity or an event that has happened in the past or a past state of being and needs to include a time marker for when the event or action took place.

Structural formula:

Subject + verb (2nd form) + object.

Examples:

- We met yesterday.
- He bought a new laptop last week.

Present tense

The simple present tense or present tense is one of the most basic tenses in English. We use present tense to talk about something that is currently going on, something that is habitually performed, or a state that generally or currently exists.

Structural formula:

Subject + verb (s/es) + object.

Examples:

- She lives in Spain.
- Bob drives a taxi.

Future tense

The future tense is a verb tense used to describe an event or action that has not yet happened and is expected to happen in the future. Structural formula, Subject + shall/will+ verb (s/es) + object.

Example:

- He will be here soon.

Now that we have understood the three main types of tenses, communicating in English with a native English speaker will become easier. But to make communication in English easier and simpler, we need to learn more about tenses.

Apart from the three main types of tenses - present, past, and future - there are different subtypes of tenses which are mentioned below.

Past continuous tense

The past continuous tense is used to describe events or actions that have already occurred in the past. It's employed to describe any action which has happened in the past.

Structural formula:

Subject + helping verb (was/were) + verb (ing) + object.

Examples:

- I was watching TV.
- We were sleeping.
- She wasn't eating her lunch.

Past perfect tense

The past perfect tense is used to describe an event that occurred before a completed action in the past.

Structural formula:

Subject + had + verb (ed) + object.

Examples:

- He had gone when she became ill.
- She had not lived in New York.
- They had not been married long when I was born.

Past perfect continuous tense

The past perfect continuous tense represents any action or event that started in the past and sometimes continued into another action or another time.

Structural formula:

Subject + had been + Verb (ing) + object (optional) + time of action.

Examples:

- We had been playing games for 6 hours when Dad came home.
- She had been reading magazines for 1 month before she decided to apply for the job.
- Had she been washing dishes all day?

Present continuous tense

The present continuous tense is used to talk about the ongoing actions, events, or conditions that are still not finished.

Structural formula:

Subject + helping verb (is / am/ are) + main verb (ing) + object.

Examples:

- She is playing basketball.
- Birds are flying in the sky.
- I'm learning English.

Present perfect tense

The present perfect tense is used to describe a situation or event that has already occurred but has immediate ramifications. The present perfect tense can be used to describe experiences, and situations that occurred in the past but still have an influence on the present. We don't use it with time markers.

Structural formula:

Subject + helping verb (have/has) + verb (ed) + object.

Examples:

- She has not finished her work yet.
- I have seen that movie twice.
- We have visited LA several times.

Present perfect continuous tense

The present perfect continuous tense shows a situation that has started in the past and continues in the present.

Structural formula:

Subject + helping verb (have/has) + been + verb (ing) + object (optional) + since / for + time duration + object.

Examples:

- I have been learning English for many years.
- He has been working here since 2010.
- We have been saving money.

Future continuous tense

The future continuous tense is used to describe an ongoing action that will occur or occur in the future.

Structural formula:

Subject + shall/will be + verb (ing) + object.

Example:

- He will be coming to visit us next week.
- She will be watching TV.
- He will be writing a letter to Mary.

Future perfect tense

The future perfect is used to describe an action that will be completed between now and a certain point in the future.

Structural formula:

Subject + shall/will + have + verb (3rd form) + object.

Examples:

- They will have finished the film before we get home.
- She will have cleaned the house by 9pm.

Future perfect continuous tense

We use the future perfect continuous to focus on the duration of an action before a specific time in the future.

Structural formula:

Subject + shall/will + have been + verb (ing) + object (optional) + time instant.

Examples:

- He will have been studying hard for 2 weeks before the exam.
- By the time the alarm goes off, we will have been sleeping for 8 hours. Examples of tenses in English

Tense	Present	Past	Future
Simple	He rides a bike	He rode a bike	He will ride a bike

Continuous	He is riding a bike	He was riding a bike	He will be riding a bike
Perfect	He has ridden a bike	He had ridden a bike	He will have ridden a bike
Perfect continuous	He has been riding a bike since the morning	He had been riding a bike since 8 am	He will have been riding a bike at 8 am tomorrow

Active and Passive Voice

Here, we are listing out the Active and Passive Voice Rules for all tenses. You will come to know how an auxiliary verb is used to change a sentence from Active to Passive voice.

Active and Passive Voice Rules for Present Simple Tense

Here in this table, we are elaborating Rules of Active and Passive Voice with examples for Present Simple.

Active Voice	Passive Voice (Auxiliary Verb – is/am/are)
Subject + V1+s/es+ object	Object+ is/am/are+ V3+ by + subject
Subject + Do/does+ not + V1 + Object	Object + is/am/are+ not + V3+ by Subject
Does+ Subject+ V1+Object+?	Is/am/are + Object+ V3+ by subject +?

Active and Passive Voice Example with Answers of Present Simple Tense

Active: He reads a novel.

Passive: A novel is read.

Active: He does not cook food.

Passive: Food is not cooked by him.

Active: Does he purchase books?

Passive: Are books purchased by him?

Active: They grow plants.

Passive: Plants are grown by them.

Active: She teaches me.

Passive: I am taught by her.

Active and Passive Voice Rules for Present Continuous Tense

Below we will explain the Rules of Active and Passive Voice with examples for Present Continuous tense.

Active Voice	Passive Voice (Auxiliary Verb- is/am/are + being)
Subject + is/am/are+ v1+ ing + object	Object+ is/am/are+ being+ V3+ by + subject
Subject + is/am/are+ not+ v1+ ing+ object	Object + is/am/are+ not + being+V3+ by Subject
Is/am/are+ subject+v1+ing + object+?	Is/am/are + Object+ V3+ by subject +?

Active and Passive Voice Exercises of Present Continuous Tense

Active: Esha is singing a song.

Passive: A song is being sung by Esha.

Active: Kritika is not chopping vegetables.

Passive: Vegetables are not being chopped by Kritika.

Active: Is Ritika buying a table?

Passive: Is a table being bought by Ritika?

Active: They are serving poor people.

Passive: Poor people are being served by them.

Active: She is disturbing Dinesh.

Passive: Dinesh is being disturbed by her.

Active and Passive Voice Rules for Present Perfect Tense

You can understand passive voice for present perfect tense from the list which are given below.

Active Voice	Passive Voice (Auxiliary Verb- has/have +been)
Subject + has/have+ v3+ object	Object+ has/have+ been+ V3+ by + subject
Subject + has/have+ not+ v3+ object	Object + has/have+ not + been+V3+ by Subject
Has/have+ subject+ v3 + object+?	Has/Have + Object+ been+V3+ by subject +?

Active and Passive Voice Example with Answers of Present Perfect Tense

Active: Nitesh has challenged her.

Passive: She has been challenged by Nitesh.

Active: Radhika has not written an article.

Passive: An article has not been written by Radhika.

Active: Have they left the apartment?

Passive: Has apartment been left by them?

Active: She has created this masterpiece.

Passive: This masterpiece has been created by her.

Active: I have read the newspaper.

Passive: The newspaper has been read by me.

Active and Passive Voice Rules for Past Simple Tense

Here in the below table, you can check Active and Passive Voice Rules for past simple tense.

Active Voice	Passive Voice (Auxiliary Verb- was/were)
Subject + V2+ object	Object+ was/were V3+ by + subject
Subject +did+ not+v1+ object	Object + was/were+ not +V3+ by Subject
Did+ subject+V1+ object+?	Was/were + Object+ V3+ by subject +?

Active and Passive Voice Exercises of Past Simple Tense

Active: Reema cleaned the floor.

Passive: The floor was cleaned by Reema.

Active: Aisha bought a bicycle.

Passive: A bicycle was bought by Aisha.

Active: Naman called my friends.

Passive: My friends were called by Naman.

Active: I saved him.

Passive: He was saved by me.

Active: Miraya paid the bills.

Passive: The bills were paid by Miraya.

Active and Passive Voice Rules for Past Continuous Tense

We can easily convert sentences from Active to Passive Voice according to given rules below.

Active Voice	Passive Voice (Auxiliary Verb- was/were + being)
Subject + was/were + v1+ing+ object.	Object+ was/were +being+V3+ by + subject
Subject +was/were+ not+v1+ing + object	Object + was/were+ not +being+V3+ by Subject
Was/were+ Subject + V1+ing + object+?	Was/were + Object+ being+v3+ by+ subject+?

Active and Passive Voice Examples with Answers of Past Continuous Tense

Active: Nitika was painting the wall.

Passive: The wall was being painted by Nitika.

Active: Manish was repairing the car.

Passive: The car was being repaired by Manish.

Active: Were you reciting the poem?

Passive: Was the poem being recited?

Active: She was baking the cake.

Passive: The cake was being baked by her.

Active: She was watching me.

Passive: I was being watched by her.

Active and Passive Voice Rules for Past Perfect Tense

There are certain Active and Passive Voice Rules for Past perfect tense, with these only you can convert any sentence in Passive Voice.

Active Voice	Passive Voice (Auxiliary Verb- had +been)
Subject + had + v3+ object.	Object+ had+been +V3+ by + subject
Subject +had+ not+v3+ object	Object + had+ not +been+V3+ by Subject

Had+ Subject + V3+ object+?	Had + Object+ been+v3+ by+ subject+?
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Active and Passive Voice Exercises of Past Perfect Tense

Active: Misha had cleaned the floor.

Passive: The floor had been cleaned by Misha.

Active: Vidhi had not received the parcel.

Passive: The parcel had not been received by Vidhi.

Active: Vishal had solved the doubt.

Passive: The doubt had been solved.

Active: Had they caught the thief?

Passive: Had the thief been caught by them?

Active: I had paid fifty thousand.

Passive: Fifty thousand had been paid by me.

Active and Passive Voice Rules for Future Simple Tense

You can check Active Voice and Passive Voice Rules chart for future simple tense.

Active Voice	Passive Voice (Auxiliary Verb- will+ be)
Subject + will+ v1+ object.	Object+ will+ be +V3+ by + subject
Subject +will + not+ V1+object	Object + will+ not +be+V3+ by Subject

Will+ Subject + V1+ object+?	Will + Object+ be +v3+ by+ subject+?
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We can better understand Rules of Active and Passive Voice with examples for future simple tense.

Active and Passive Voice Examples with Answers of Future Simple Tense

Active: Kriya will sew the bag.

Passive: The bag will be sewed by Kriya.

Active: Disha will not arrange the things.

Passive: The things will not be arranged by Disha.

Active: Will you mop the floor?

Passive: Will the floor be mopped by you?

Active: They will post the letter.

Passive: The letter will be posted.

Active: Reena will save money.

Passive: Money will be saved by Reena.

Active and Passive Voice Rules for Future Perfect Tense

Here, we are sharing the Active Voice and Passive Voice Rules chart for future perfect tense.

Active Voice	Passive Voice
--------------	---------------

Subject + will+ have +v3+ object.	Object+ will+ have+ been +V3+ by + subject
Subject + will+ have +not+v3+ object.	Object + will+ have +not+been+v3+ subject
Will+ Subject+have+v3+ object+?	Will + object+have+been+v3+by +subject+?

Active and Passive Voice Exercises of Future Perfect Tense

Active: They will have brought the toy.

Passive: The toy will have been brought by them.

Active: Nimesh will not have changed the table cover.

Passive: The table cover will not have been changed by Nimesh.

Active: Will she have written the notes.

Passive: Will the notes have been written by her?

Active: They will have won the match.

Passive: The match will have been won by them.

Active: Vijay will have washed a shirt.

Passive: A shirt will have been washed by Vijay.

There is no Passive Voice formation for these tenses-

- 1.) Present Perfect Continuous Tense
- 2.) Past Perfect Continuous Tense
- 3.) Future Perfect Continuous Tense
- 4.) Future Continuous Tense

Types of punctuation marks

The English language uses 14 different types of punctuation marks. These types are listed in the table below beside their symbol.

Types of punctuation	Symbol of the type of punctuation
Full stop	.
Question m	?
Exclamation Mark	!
Comma	,
Colon	:
Semicolon	;
Slash	/
Dash	-
Hyphen	-
Brackets	[]
Parenthesis	()

Apostrophe	'
Speech Marks	" "
Ellipsis	...

Full stop

Full stops are pretty simple – they mark the end of a declarative sentence (instead of interrogative or exclamative sentences). You may also know them by their Americanised name, a period.

Here are some examples of sentences that used full stops.

I walked there.

I placed my feet, one after the other, until I finally reached my destination – just over there.

Full stops may also be used in acronyms and abbreviations, between each letter.

U.S.A. 9

A.M.

i.e.

Question mark

Question marks are used to end interrogative sentences. When we verbalise questions, our voices usually get higher at the end, signifying that we are asking a question. This is not possible to indicate in writing, so we use a question mark.

Some examples could include:

What is the capital city of England?

Who's going out this evening?

Task: Next time you or a friend asks a question, notice how your voice changes compared to when you usually talk.

These are examples of direct questions. However, a question mark is not used at the end of an indirect question. This is when someone reports what someone has already asked or requested, such as:

She asked if she could borrow my pencil.

Alternatively, a question mark may convey a sense of uncertainty.

For example, when the specific date of an event is disputed (such as with ancient texts or writers), a question mark might be used around the dates themselves. These are used in parenthesis, so they do not disrupt the sentence's meaning and only add a question to the particular detail alone.

The patient is taking 20mg (?) of Prozac daily.

Chaucer (born 1342/1343?, London – died 25 October 1400, London)

You might also notice that you raise your voice when you are unsure about what you are saying.

Question marks are used in writing similarly.

Exclamation mark

Exclamation marks are typically used at the end of an exclamatory phrase or sentence to convey a sense of loudness or emphasis in writing that would be more evident in the spoken word.

Exclamation marks might also be used to convey a sense of surprise. However, excessive exclamation marks in a piece of writing can appear childish, so it is advisable to avoid them in formal writing.

All he heard as she fell down was a cry. A cry of help!

She shouted out to him: 'Don't do that!' How

foolish we've all been today!

Colon

The colon indicates further elaboration on a phrase, whittling down a vague description into something more specific. There is always a full sentence before a colon (but it may not necessarily be succeeded by one).

Very few things consumed his mind at this time, but one took precedence over the rest: the fact he knew the world would end in the next 15 minutes.

There were very few excuses she could make up for her behaviour that night: foolish drunkenness.

Punctuation: commas

Commas are the most misused and misunderstood type of punctuation because of the variety of contexts they can be used. One of the most common ways a comma is misused is when it joins two complete sentences together, which is known as comma splicing.

An example of which might look like:

'It's getting dark already, there's no way we will make it into town before dark.'

This is grammatically incorrect because both parts of the sentence make full sense on their own. Therefore, they do not need to be joined with a comma.

The correct punctuation would be a full stop e.g. 'It's getting dark already. There's no way we will make it into town before dark.'

The 8 rules for commas

There are many ways commas are useful and required.

Types of punctuation: comma rules	Explanation
When listing	Acts as a substitute for 'and' or 'or' when listing things.
With a conjunction	When concluding a sentence and then beginning the next with conjunction
After an introduction	Used after an introductory phrase, word, or statement that precedes the main clause.
With appositives	Frames an appositive within a sentence.
With non-restrictive clauses	Frames non-essential information from a nonrestrictive clause.
With direct addresses	When a narrator directly names the person to whom they are talking.
With direct speech	The name and the verb will be encompassed in commas when a speaker during a dialogue is referred to.

With numbers, dates, addresses and people's titles	Used in the conventional displaying of numbers, dates, addresses, and prestigious titles.
--	---

1. A comma when listing:

When dividing up three or more items in a series, you use commas to make a list or a tricolon because it allows a distinct division between each concept.

Using a comma in this way acts as a substitute for 'and' or 'or' when listing things. The final item listed doesn't require a comma, but instead, the words 'and' or 'or' before it is listed.

For example:

A, B, C, D and E are the first five letters of the alphabet.

I don't mind if we watch Game of Thrones, The Walking Dead or Westworld tonight.

2. A comma with conjunction:

Commas can join simple phrases or sentences together as long as the next begins with a joining word, or conjunction, like 'or', 'but', 'while', 'so' or 'yet'.

A comma is used in this way when concluding a sentence and then beginning the next with conjunction. See the examples below:

I had tried to tell her to get her umbrella, but she had already left the house.

He drove there, so we all arrived on time.

3. A comma after an introduction:

A comma can also be used after an introductory phrase, word, or statement that precedes the main clause.

Examples of introductory phrases include: 'although', 'after', 'if', 'as', 'when' or 'although', but these are not the only possibilities.

The introductions before the comma may also be infinitive and participle phrases, nonessential appositive phrases, absolute phrases or prepositional phrases, displayed in the examples below.

Although she wasn't going to be late, she still felt the need to pick up her pace.

Legs shaking, she stood up and made her announcement.

'You may not like the result. However, it is important for you to see.'

4. A comma with appositives:

This sort of comma frames an appositive within a sentence.

Appositive

A noun or phrase that rephrases another noun

The sentence must be able to make sense without the addition of the appositive, for example:

Chaucer, the medieval writer and diplomat, was once robbed while collecting taxes.

The Maths teacher, Mr Browse, had accidentally written on the board that '2+2=5'.

The description of Chaucer as a medieval writer and diplomat isn't essential to the phrase, but it adds more understanding.

5. A comma with non-restrictive clauses:

These are similar to the usage of commas with appositives. Instead, the framed non-essential information will be a non-restrictive clause.

Restrictive clause

A clause that involves both a relative pronoun and a personal pronoun) For example:

'The Kooks, who wrote that song you like, are performing in London next year.'

6. A comma with direct addresses:

This occurs when a narrator directly names the person to whom they are talking. The name (depending on where it occurs in a sentence) is framed by commas, for example:

'I think, Gemma, you're doing the wrong thing.'

'Gemma, I think you're doing the wrong thing.'

'I think you're doing the wrong thing, Gemma.'

7. A comma with direct speech:

When a speaker during a dialogue is referred to, the name and the verb will often be encompassed in commas. For example:

Harry said, 'I don't enjoy going out for runs, unless it's at night because I find the silence so peaceful.'

'I don't enjoy going out for runs,' said Harry, 'unless it's at night because I find the silence so peaceful.'

'I don't enjoy going out for runs, unless it's at night because I find the silence so peaceful,' said Harry.

8. Commas with numbers, dates, addresses and people's titles:

Commas may also be used in the conventional displaying of numbers, dates, addresses, and prestigious titles.

Regarding numbers, commas are required when referring to numbers over three digits. The commas are then placed at intervals of three numbers from the lowest end of the number, allowing

the number to be more easily distinguished by the number of groupings (whether it is a million, one hundred thousand, etc.). With dates, commas separate and isolate the years from the other information.

100

1,000

100,000

1,000,000

King John created the Magna Carta, in 1215, to try and create a peace treaty.

When writing addresses, each piece of information about the location is separated by a comma.

The street name, house number, town, county, country and postcode are all separated by punctuation to minimise the potential for confusion.

Send this letter to Ana at 109 Fictitious Street, No-Where Town, Imagination, NOR 3AL. Commas can also separate a person's title from the rest of the sentence, which allows an individual to be respectfully addressed without interrupting the flow of the sentence.

Brian May, CBE, ARCS, was the lead guitarist of the band Queen.

Thanks to this ad, StudySmarter remains free: Remove

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Punctuation: semicolon

The semicolon is used for separating two complete sentences without using a full stop or splicing, which can only occur when several conditions are met:

- If the sentences are too closely related to be entirely separated by a full stop
- No connecting words already between the sentences
- A colon isn't required instead

So the phrases 'I have too much work to do tonight, so I can't go out with you.' or 'I have too much work to do tonight. I can't go out with you.' become 'I have too much work to do tonight; I can't go out with you.'

Slash

There are two types of slash: the forwards and the backwards slash, but the latter is only used in writing with computer programming. A forward slash can be used for multiple things such as acting as a substitute for 'or', indicating an abbreviation or showing two conflicting sides.

- Substitute:

On this trip, everyone needs to bring his/her/their own pencil case.

- Abbreviation:

'w/o' = without.

- Conflicting sides:

There is a great deal of conflict between the liberals/conservatives.

Punctuation: dashes

Two types of dashes are used in punctuation: the em-dash (—) and the en-dash (–), which have distinct usages. These are often confused together, along with hyphens. Let's look at their differences.

The em-dash is quite versatile in its ability to replace commas and brackets in parentheses.

(with commas) It is important to contact Mrs Flowers, my lawyer, by Monday.

(with brackets) It is important to contact Mrs Flowers (my lawyer) by Monday.

(with dashes) It is important to contact Mrs Flowers—my lawyer—by Monday. The en-dash, however, can be used between:

- Ranges of numbers (whether time, dates, page numbers, etc.) The television series *Scrubs* ran from 2001–2010.
- Reports of results

The Football match was lost 2–1.

- Links between conflicting, directing, or connecting sides

It is undeniable that the North–South divide creates a sense of conflict amid the country. □

Compounded adjectives

The words 'award–winning', 'post–industrial society' (they can be used without the en-dash, but are an aesthetic choice: it is up to the individual to choose).

Hyphen

A hyphen's primary function is to combine two terms, but they are also used to separate words in professional printed material. They are often confused with em-dashes and en-dashes and used interchangeably, but this is incorrect. Here are some examples of how to use hyphens correctly:

Mother-in-law

Sign-up

Dry-cleaning

Square brackets

Editors or transcribers often use brackets to clarify information that might have been omitted or misspelled. There are also braces ({}), but much like backwards slashes, these are rarely used in written language as they are typically used in maths. Brackets may be used similarly, as in the examples below.

The girl [Helen] rarely remembered to bring her bag to school.

We were walking to the corner-ship [shop].

Parenthesis

Parenthesis is how people add additional information to a complete sentence by using brackets, em-dashes, or commas. For the parenthesis to have been correctly used, it is required that the whole sentence makes sense with, and without, the isolated bit of parenthesis.

They were struggling to lift the suitcase (that was filled to the brim with bricks) up the stairs.
The moon, shying away behind a cloudy gauze, struggled to light the path.

Apostrophe

Apostrophes have two usages in English grammar. The first is that they signal omitted letters in contractions.

For example, the words 'could not' become 'couldn't'. The 'o' in 'not' gets replaced with an apostrophe, and the two words combine.

Similarly, the words 'would have' become 'would've', replacing the 'ha' in 'have' with an apostrophe.

The second usage of apostrophes allows an indication of possession. For singular nouns, we use an apostrophe followed by 's', and for plural nouns, we simply use an apostrophe.

For example, the sentence 'the traction of the tyre is bad.' can become 'the tyre's traction is bad.'
Alternatively, if the noun is plural, the sentence 'the traction of the tyres is bad' can become 'the tyres' traction is bad'.

Speech and quotation marks

Speech marks are usually used to denote direct speech (i.e. exact words spoken). Quotation marks are used to emphasise words or signal an irregular choice of words.

When used with direct speech, speech marks follow certain rules.

Huda questioned her mother, "When are we going, and what will we do when we get there?" Here the speaking phrase begins the sentence, so the comma is placed before the speech.

'Where are we going,' Huda questioned her mother, 'and what will we do when we get there?'

Here the speaking phrase is framed by the speech, so the first bit of speech is concluded with a comma in speech marks, and the speaking phrase ends with one.

'When are we going, and what will we do there?' Huda questioned her mother.

In this example, the speech ends with a question mark, prioritising a comma that would normally be placed to frame the speaking phrase.

When using quotation marks to highlight certain elements, the point of interest is simply placed within single quotation marks: ' '. However, it is common to place the quote in double quotation marks when someone is being quoted.

While the word 'frame' is a verb, it can also be a noun.

Ellipsis

In writing, the ellipsis usage usually suggests an omission of words or a moment of building suspense.

For example, in Elizabeth Barrett Browning's Sonnet 28 from *Sonnets From the Portuguese* (1850), she uses an ellipsis to simultaneously express a build-up of extreme emotions and highlight how these feelings have made her unable to verbalise the love she wishes to explain truly:

'My letters! all dead paper... mute and white!—

And yet they seem alive and quivering

Against my tremulous hands which loose the string

And let them drop down on my knee to-night.

This said, ... he wished to have me in his sight

Once, as a friend: this fixed a day in spring

To come and touch my hand ... a simple thing,

Yet I wept for it!—this, ... the paper's light ...

Said, Dear I love thee, and I sank and quailed

As if God's future thundered on my past. This

said, I am thine—and so its ink has paled With

lying at my heart that beat too fast.

And this... O Love, thy words have ill availed,

If, what this said, I dared repeat at last!

How to avoid punctuation errors

No easy way to solve punctuation errors exists, but there are things you can do to make your work more accurate. Try familiarising yourself with the rules of using punctuation; you could also research common errors to be sure to avoid them.

Proofreading your work is also very important – we suggest reading it aloud for the most accuracy. It can also be helpful to get someone else to proofread for you, as they may spot mistakes you might have missed.

Here are some common punctuation errors to be aware of:

Punctuation type	Errors made	Reason for error	Incorrect examples
Apostrophes	<p>Apostrophes can be incorrectly placed when omitting letters or indicating possession (as well as other confusions).</p> <p>Pluralising nouns.</p>	<p>Often people give possessive pronouns apostrophes when they shouldn't.</p> <p>Confusion between 'its' and 'it's'.</p> <p>Lack of understanding of apostrophes.</p>	<p>'The car is your's now.'</p> <p>'Its all on it's own.'</p> <p>'There are so many car's.'</p>
Hyphens and Dashes	Confusion between em-dashes, en-dashes, and hyphens.	People often use hyphens instead of em-dashes.	'Without any reason- other than a strange sensation in her
			stomach- she decided to turn around and walk the other way.'
Quotation marks and commas	<p>Placing commas in the wrong place.</p> <p>Single and double quotation marks are used interchangeably.</p>	America and England have different ways of doing this, which may cause discrepancies and lasting confusion.	<p>'I never did that!' He exclaimed.</p> <p>'The "ghost" they saw in the house was just a plastic bag drifting through.'</p>

Commas	Overused, underused, or used instead of the correct punctuation.	Lack of understanding of how they are used in context. The only way to avoid this is by learning the rules.	<p>'I let the string go, so the wind blew my kite away.'</p> <p>'I didn't feel like going to bed, but I knew I'd be tired tomorrow morning.'</p> <p>'The weather was nice, I looked forward to going outside.'</p>
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Punctuation - Key Takeaways

- Punctuation is the standardised way we signpost how something is to be read. There are 14 different types of punctuation symbols.
- Correct punctuation allows writing to be read clearly and minimises misunderstanding.
- Em dashes (longest, parenthesis), En dashes (mid-length, joining), and hyphens (shortest, combining) can be easily confused.
- Writers may choose not to follow punctuation rules to make a point and emphasise some aspects of their writing.

Proofreading

Editing skills are crucial for anyone in business. Even a simple email you send as part of your day-to-day business routine needs to be reviewed before you send it. For those in a writing-related occupation editing is even more important.

Proofreading guidelines

We have rounded up a collection of proofreading tips as well as useful proofreading exercises and practice tools available online. There are many valuable handouts and articles that can make the time you spend proofreading much more effective.

- The Writing Center at UNC has an excellent editing and proofreading handout. It calls proofreading the "final stage of the editing process." The handout gives several tips on good proofreading including not relying on spelling and grammar checkers, proofread for

only one kind of error at a time and reading out loud. They also note that circling every punctuation mark makes it easier to spot these types of errors.

- A Harvard article called Editing the Essay includes the advice that you should be tough on even your favorite sentences.
- The Writing Center at the University of Wisconsin-Madison has an article about proofreading with many good tips, including the suggesting to set your work aside for a period of time before proofreading. Another good tip is to work from a print out of your paper and not don't just proofread on the computer screen.
- Some of Grammar Girl's tips include work backward, use a printed version of your paper and let your work site before proofreading.

You can find more good proofreading articles at Inklyo, BioMedical Editor and Copyblogger.

Here are highlights of the proofreading tips provided by online experts:

- Use a print out of your paper for a final proofread
- Read your paper out loud
- Read your paper slowly line by line
- Don't rely solely on grammar and spelling checkers
- Look for one type of error at a time
- Circle punctuation marks
- Don't ignore editing your favorite sentences
- Some experts advising proofreading backward

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Paragraph Questions			
1.	Explain the use of definite and indefinite articles with suitable examples.	K2	2	2
2.	Describe the process of converting sentences from active voice to passive voice.	K2	2	3

3.	Discuss the importance of punctuation marks in written communication.	K3	3	3
4.	Describe the process of proofreading in editing written texts.	K2	2	3
5.	Explain the function of contractions in informal communication.	K3	3	3

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Essay Questions			
1.	Examine the functions of different parts of speech in sentence construction.	K5	5	5
2.	Evaluate the significance of tense consistency in academic writing.	K5	5	5
3.	Assess the role of punctuation and capitalization in maintaining clarity and coherence.	K5	5	5
4.	Analyze the importance of collocations in achieving natural language fluency.	K4	4	4
5.	Critically analyze the structural differences between active and passive voice.	K5	5	5

VERBAL AND NONVERBAL COMMUNICATION

Verbal Communication

Verbal communication is perhaps the most obvious and understood mode of communication, and it is certainly a powerful tool in your communication toolbox. Put simply, verbal communication is the sharing of information between two individuals using words.

Spoken versus Written Communication

While we typically focus on speech while talking about verbal communication, it's important to remember that writing is also a form of verbal communication. After all, writing uses words too!

Imagine for a moment that you're a college student who is struggling with material in a class. Rather than simply giving up, you decide that you're going to ask your instructor for the guidance you need to make it through the end of the semester. Now, you have a few choices for using verbal communication to do this. You might choose to call your instructor, if they've provided

contact information, or talk to them in person after class or during office hours. You may take a different approach and send them an email. You can probably identify your own list of pros and cons for each of these approaches. But really, what's the difference between writing and talking in these situations? Let's look at four of the major differences between the two:

Formal versus Informal: We generally use spoken communication informally while we use written communication formally.

Synchronous versus Asynchronous: Synchronous communication is communication that takes place in real time, such as a conversation with a friend. In contrast, asynchronous communication is communication that is not immediate and occurs over longer periods of time, such as letters, email, or even text messages.

Recorded versus Unrecorded: Written communication is generally archived and recorded for later retrieval while spoken communication is generally not recorded.

Benefits of Spoken Communication

Spoken communication can be a conversation, a meeting, or even a speech. Spoken communication is powerful in that it allows for input from every part of the social communication model. You encode your thoughts into the spoken word and look to your audience to decode and take the message in. You can ask for feedback directly to confirm understanding of your message.

In a world where we do most of our talking by email and text, spoken communication is a breath of fresh air. Leverage the power of spoken communication to create relationships—you can establish a rapport and a sense of trust with your audience when you speak with them. Spoken communication allows you to bond on a more emotional level with your listeners.

Spoken communication also makes it easier to ensure understanding by addressing objections and clearing up misunderstandings: you can adjust your message as you communicate it, based on the feedback you're getting from your audience. Spoken communication allows you to walk away from a conversation with a higher degree of certainty that your message was received.

Verbal communication is a powerful tool, and it's made even more powerful when paired with listening and nonverbal communication.

Nonverbal Communication

We've already employed a little bit of nonverbal communication with the active listening skills we've previously discussed: nodding, facial expressions, leaning toward the speaker to show interest—all of those are forms of nonverbal communication. Body language can reinforce your spoken message or it can contradict it entirely.

There's a myth that says that when you speak, only 35 percent of your communication is verbal and 65 percent of it is nonverbal. That's not entirely true because so much depends on the context

and situation. It is, however, absolutely true that nonverbal communication can make or break your message.

Here are some types of nonverbal communication and the effects they can have on the success of your communication:

Facial expressions: Your teenage cousin we referred to at the beginning of this section might have told you he was happy, but his apathetic facial expression may have communicated different information. Facial expressions—happy, sad, angry—help you convey your message. Be aware of your facial expression when you talk and particularly when you listen, which is when it's easy to forget.

Gestures: When you speak, a gesture can make your message stronger. Pointing out something you want your listener to look at more closely is an example of nonverbal communication that makes your message understood. Motioning warmly toward a coworker who deserves special recognition, making a fist to show frustration or anger, such gestures help further engage your audience when you speak.

Proximity: How close you are to your audience when you speak sends a nonverbal message. If your size is imposing and you leave a very small distance between you and your listener, it's likely your nonverbal communication will be a bit threatening. On the other hand, giving someone too much space is an awkward nonverbal communication that might confuse your listener.

Touch: Shaking an audience member's hand, putting your hand on his shoulder: these are nonverbal cues that can affect the success of your message. Touch communicates affection, but it also communicates power. You can think about what kind of messages a job applicant may send through a weak handshake versus a firm one after having a job interview.

Eye contact: Making and maintaining eye contact with an audience when you're verbally communicating or listening communicates to the other party that you're interested and engaged in the conversation. Good eye contact often conveys the trait of honesty to the other party.

Appearance: Your clothing, hair, and jewelry are also a part of nonverbal communication. If you put a dachshund pin on your lapel each morning (because you have a pet dachshund), that says something about you as a person. Similarly, the quality and condition of your clothing, how it fits, if it's appropriate for the season—all of these things speak nonverbally about you as a communicator.

Nonverbal communication reveals a lot about you as a communicator and how you relate to other people. It pays to be aware of the elements of your nonverbal communication so you can maximize the impact of your message.

Greetings: Formal and Informal Greetings in English

Greetings in English! In any situation when using the English language, there will be times that you are required to greet someone and it is therefore very important that you have this type of

vocabulary under your belt. In this article, we will be looking at various greetings that can be used in a variety of situations when conversing with English speaking people.

What Is A Greeting?

A greeting is simply a way of saying hello to someone. In the English language, there are multiple ways in which this can be done. There are greetings which can be used in formal situations and also greetings which are used in a more friendly, informal setting. It is very important to be able to select an appropriate greeting for every situation. We will be looking at this a little more closely in the next section.

Formal Greetings

When meeting someone under formal circumstances such as in a business meeting or meeting an important person for the first time, you might use some of these more formal greetings. If you are ever in any sort of doubt as to whether you should use a formal or informal greeting, it is always better to opt for the formal to avoid causing offence. If the situation calls for an informal greeting, the other speaker will likely signal this.

Good morning/afternoon/evening/day – These formal greetings are used as a replacement for the word ‘hello’ and are often used in a formal setting depending on the time of day. Usually, before 12 pm, you say ‘good morning,’ after 12 pm you say ‘good afternoon’ and from around 6 pm you say ‘good evening.’ You can use the term ‘good day’ at any point during the morning or afternoon.

How do you do? – This is quite an old-fashioned greeting, but it is still widely used in very formal situations. You are likely to hear a reply such as ‘very well, thank you’ when asking this question.

Pleased to meet you – This is a greeting which is often used when meeting someone for the first time. It is common in formal circumstances but may also be used in a less formal situation on a first meeting.

How are you doing? – This is a polite way of asking how someone is and is often used in conjunction with words like ‘hello’ or ‘good morning/afternoon/evening’ etc.

Informal Greetings

There are many more informal greetings in English than there are formal ones and this is because most situations call for a more laid back tone. We are now going to take a look at some informal greetings which you can use with English speaking friends, family or anyone else that you are familiar with.

Hi – This word, which is another word for ‘hello’ is probably one of the most commonly used greetings in the English language and something you will hear very frequently.

Hiya – This is another take on the above mentioned ‘hi’ and is commonly used in the UK.

Hey (there!) – Another variation on the word ‘hello’. this is used as a friendly, upbeat greeting.

How’s it going? -This is an informal way to ask someone how they are and is used often in place of ‘hello.’

How you doing? – Once again, this is a way of asking how someone is and is something that is commonly said in English.

Alright! – This is a very common greeting which is used to say hello to someone and is very common in the UK.

‘Sup – More common in the USA, this greeting is a slang term meaning ‘what’s up?’ Many people will use the term ‘what’s up’ but often it is shortened to ‘sup.

Yo – This is another one which is more common in the USA, and is simply another way to say ‘hey, what’s up?’

How’s things/how’s life? – Rather than asking the more formal question ‘how are you?’ many people use this less formal term.

Long time, no see – This greeting is usually used when bumping into a person who you have not seen for a long time.

Greeting a person you haven’t seen for a long time (Formal)

1. It has been a long time.
2. It’s been too long.
3. What have you been up to all these years?
4. It’s always a pleasure to see you.
5. How long has it been?
6. I’m so happy to see you again.

Greeting a person you haven’t seen for a long time (Informal)

- How come I never see you?
- It’s been such a long time.
- Long time no see.
- Where have you been hiding?
- It’s been ages since we last met.

Formal Greetings in English

It's best to begin by using formal greetings in most business situations, and then listen to how your co-workers or business partners greet you.

It's a good idea to wait until someone speaks casually with you before you speak casually with them. You may find that people will begin to use casual greetings with you over time, as you get to know each other better.

Formal greetings are also used when you meet older people.

1. Good morning , Good afternoon or Good evening

These are formal ways of saying "hello", which change depending on the time of day.

Keep in mind that "good night" is only used to say "goodbye," so if you meet someone late in the day, remember to greet them with "good evening," rather than "good night."

"Good morning" can be made more casual by simply saying "morning." You can also simply use "afternoon" or "evening" as informal greetings, but these are less commonly used.

2. It's nice to meet you or Pleased to meet you

These greetings are formal and polite. If you say this to someone when you meet him or her for the first time, it will make you seem courteous (polite).

Remember to only use these greetings the first time you meet someone. Next time you see the person you can show that you remember him or her by saying "it's nice to see you again" or simply "it's nice to see you."

3. How have you been?

This greeting question is only asked by people who have already met. If someone asks you "how have you been?" they want to know if you have been well since the last time the two of you met.

4. How do you do?

This greeting is VERY formal, and quite uncommon and old-fashioned now, but it may still be used by some older people.

The proper response is "I'm doing well" or, as strange as it seems, some people even ask "how do you do?" right back as an answer.

Informal Greetings in English

5. Hey , Hey man or Hi

You can use “hey” and “hi” to greet someone instead of “hello.” Both are particularly popular among younger people.

While “hi” is appropriate to use in any casual situation, “hey” is for people who have already met. If you say “hey” to a stranger, it might be confusing for that person because he or she will try to remember when you met before!

You can also add “man” to the end of “hey” when greeting males. Some people also use “hey man” to casually greet younger women, but only do this if you know the woman very well.

Remember that “hey” doesn’t always mean “hello.” “Hey” can also be used to call for someone’s attention.

6. Greeting a stranger

But what about introducing yourself to a stranger?

Speaking with strangers is often a dreaded (feared) task for many speaking in a second language, and for English learners it is no different. We have particular titles used for greeting strangers in English and usually, it is more formal speech.

For a full breakdown of how to politely greet strangers in English, you can just watch them doing it. But not in a creepy way—don’t go hide in the bushes and watch people interact.

7. How’s it going? or How are you doing?

These are casual ways of asking “how are you?” If you’re trying to be particularly polite, stick with “how are you?” but otherwise, you can use these expressions to greet almost anyone.

The word “going” is usually shortened, so it sounds more like “go-in”. You can answer with “it’s going well” or “I’m doing well” depending on the question.

Although it’s not grammatically correct, most people just answer “good”—and you can too. Like when responding to “how are you?” you can also follow your answer by asking “and you?”

8. What’s up? , What’s new? or What’s going on?

These are some other informal ways of asking “how are you?” which are typically used to casually greet someone you have met before. Most people answer with “nothing” or “not much.”

Or, if it feels right to make small talk, you could also briefly describe anything new or interesting that’s going on in your life, before asking “what about you?” to continue the conversation.

9. How’s everything? , How are things? or How’s life?

These can be used to casually greet someone and ask how the person is doing, but most often these sentences are used to greet someone you already know. To these, you can answer “good” or “not bad.”

Again, if small talk feels appropriate, you could also briefly share any interesting news about your life, and then ask the person “what about you?” or another greeting question.

10. How’s your day? or How’s your day going?

These questions mean “how are you?” not just right now, but how you’ve been all day. You would use these greetings later in the day and with someone you see regularly.

For example, you might ask a co-worker one of these in the afternoon, or a cashier that you see at the grocery store every evening.

“It’s going well” is the grammatically correct response, but many people simply answer with “fine,” “good” or “alright.”

By the way, notice that “good,” “fine” or “not bad” are perfect answers to almost any greeting question.

11. Good to see you or Nice to see you

These casual greetings are used with friends, co-workers or family members that you haven’t seen in a while.

It’s common for close friends to hug when they greet each other, particularly if they haven’t seen each other in some time. So you might use this greeting along with a hug or handshake depending on your relationship with the person.

12. Long time no see or It’s been a while

These casual greetings are used when you haven’t seen someone in a long time, particularly if you meet that person unexpectedly.

How much is a long time? It depends on how often you normally see that person. For example, you could use one of these greetings if you normally see the person every week, but then don’t see them for a few months or more.

Usually, these phrases are followed by another question, like “how are you,” “how have you been?” or “what’s new?”

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Paragraph Questions			
1.	Explain the concept of verbal communication.	K2	2	2
2.	Illustrate the importance of greetings in professional communication.	K2	2	3
3.	Explain the importance of politeness in communication.	K2	2	2
4.	Write a note on how tone influences communication.	K2	2	3
5.	Discuss the significance of communication etiquette in social interaction.	K3	3	3

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Essay Questions			
1.	Analyze the role of verbal and non-verbal communication in effective interaction.	K4	4	4
2.	Critically examine the influence of body language on interpersonal communication.	K5	5	5
3.	Evaluate the role of greetings in establishing positive relationships.	K5	5	5
4.	Assess the impact of non-verbal signals on communication effectiveness.	K5	5	5
5.	Discuss the importance of cultural awareness in communication practices.	K4	4	5

What is Message Writing?

A message refers to a brief piece of information that you write down for a person when you cannot contact them directly. A message can be both written or oral.

Example

When you were not at home, your friend called and informed your sister about the cancellation of a plan for the next day. So, your sister will leave you a message before going out to inform you about your friend's call.

Messages can be passed through different mediums, be it phones, texts or emails. But for school students, a generic form of message writing is included under the English syllabus. For this type of writing, they get to learn about retrieving and interpreting information through the conversation given. Then, they are taught about writing the basic inputs into a well-drafted format.

Message Writing Format

Since message writing is an essential part of the writing section in English exams, students are advised to follow a uniform format. Otherwise, you can lose marks for wrong formatting. Let's take a quick view of the generic format for message writing in schools:

Format of Message Writing

What is the format of message writing

Here are the key elements you must include in message writing:

Heading

You should begin by writing the heading as 'MESSAGE' in capital letters. It is supposed to be written in the centre at the top.

Date

On the left-hand side of the page, you have to write the date in expanded form.

Time

Though it is mandatory to mention the time in a message, there is no specification for its placement as it can either be mentioned on the left under the date or on the right side adjacent to it.

Body

It is the main passage, wherein you need to mention all the essential information. Do not use lengthy sentences, keep it short, precise and within 150 words.

Sender

After writing the necessary information, the sender's name comes at the end on the left side.

Message Writing Format

Word Limit

It is essential for students to stick to the given word limits in order to get full marks for message writing questions. The standard word limit set by CBSE for such questions is 50 words. Make sure you are covering all the essential points within the word limit.

Points to be Remembered while Writing a Message

A box should include a message.

It must be written using the correct format, as demonstrated below.

The word count should be capped at fifty.

You can write a message as a casual or formal note.

Message Writing from a Conversation

The questions on message writing from a conversation are quite common in exams when you will be provided with a conversation between two people. For this, the common format of message writing is followed in which you can provide a summary of your conversation and convey the receiver with the message that has been sent.

You are Rita. Your mother had recently gone for a health checkup. You received a call from the assistant doctor regarding the result of her reports. Since you have to go out, you leave a message for her. Draft a message regarding the same in not more than 50 words.

Dr Kaushik: Is this A/24, Geeta Colony?

You: Yes. May I know who is calling?

Dr Kaushik: I am Dr Priya Kaushik calling from Central Diagnostic Centre. I would like to speak to Mrs Sneha.

You: She is not at home right now.

Dr Kaushik: Could you please tell her that I have seen all her test reports. They do not show any serious problems and if there would be no improvement, we might take some more tests. I advise her to continue the same set of medicines for a week and I have fixed her appointment with the cardiologist for four o'clock at the Christ Hospital. She must reach there on time with all her reports.

You: Thank you, Doctor. I will convey her the same.

Here's how to write this message from conversation:

Message Writing From a Conversation

Example for Message Writing

Here are some of the distinct examples of message writing from which students can learn about how to appropriately draft the content for different kinds of situations.

Exploring Message Writing for English? Don't forget to take a look at Letter Writing!

You are Simran. Your brother is not at home. You received a call from his friend regarding the cancellation of dance class. Since you have to go out, you will leave a message for him. Draft a message about the same in not more than 50 words.

Raj: Hello! Is this 25-A/12, Kamla Nagar?

Simran: Yes. May I know who's calling?

Raj: I am Raj, Samar's friend. Can I talk to him?

Simran: He has gone to the market with mom and forgot his mobile here. Can I pass a message?

Raj: Sure. I called to tell him that today's class is suspended as our teacher had to go for a family emergency. The cancelled class will be held on Sunday. Please inform him of the same.

Simran: Oh! Sure. I will. Thank you.

Raj: You're Welcome. Bye.

Message

21st January 2023

—

Dear Samar

Your friend Raj from your dance classes called and informed me that today's dance class is cancelled because the teacher has a family emergency. It will now be held on Sunday.

Simran

Know All About Acing English for Competitive Exams!

Message Writing Worksheet

Here are some exercises for you to understand how to write messages. Practice them and let us know how helpful these were in the comment section below!

Exercise 1: Write Message from a Conversation

Harry: Hello, May I speak to Raj?

Neha: Sorry, my brother is not at home. May I know who's this?

Harry: Hi, This is Harry, I am Raj's classmate. Can you tell Raj that the tennis match at school tomorrow is postponed to the next Saturday.

Neha: Sure, I will pass on your message.

Harry: Thank you!

As Neha has to visit her friend, she leaves a message for Raj as per her conversation with Harry. Write the message on her behalf.

Exercise 2

You are Ritvik/Ritika. You stay in the college hostel and share a room with Manish/Manisha. You are going to get a health check up since you haven't been feeling well since the morning. Your roommate's classmate came a while ago and asked you to tell Manish/Manisha that they need their Maths notebook back. Draft a message telling your roommate about the same.

Exercise 3

You receive a phone call from your dad's office in his absence and have the following conversation with the speaker.

Mr Sharma: Hello, Mr Anand?

Yourself: Hello, Dad is not at home, may I know who's calling?

Mr Sharma: I am Ramesh Sharma, your Father's assistant at his office.

Yourself: Hello, Mr Sharma. He is not at home. Do you have a message for him?

Mr Sharma: Yes. Please inform him that the 10 am meeting in the morning has been rescheduled to 12pm.

Yourself: Okay, Uncle. I will tell Dad once he comes back.

Exercise 4: Write a Message from Notes.

Take a look at the following notes from the notepad of Ms Meena Krishnan, Principal of R M Public School, Delhi. As her assistant, you have to draft a message on her behalf to Mr. Ram Sharma, the Vice Principal of the school.

Notes

-Meeting at 10.30 am in the Principal's office

-Topic of Discussion: Interschool Sports Meet

-Review of preparations

-Another meeting at 11.30 with the coordinators and in charge to check the progress of sports meet preparations.

AGENDA

An agenda is a list of meeting activities in the order in which they are to be taken up, beginning with the call to order and ending with adjournment. It usually includes one or more specific items of business to be acted upon. It may, but is not required to, include specific times for one or more activities. An agenda may also be called a docket, schedule, or calendar. It may also contain a listing of an order of business. An agenda lists the items of business to be taken up during a meeting or session. It may also be called a "calendar". A meeting agenda may be headed with the date, time and location of the meeting, followed by a series of points outlining the order in which the business is to be conducted. Steps on any agenda can include any type of schedule or order the group wants to follow. Agendas may take different forms depending on the specific purpose of the group and may include any number of the items.

In business meetings of a deliberative assembly, the items on the agenda are also known as the orders of the day. Optimally, the agenda is distributed to a meeting's participants prior to the meeting, so that they will be aware of the subjects to be discussed, and are able to prepare for the meeting accordingly.

In a workshop, the sequence of agenda items is important, as later agenda steps may be dependent upon information derived from or completion of earlier steps in the agenda.

Frequently in standard meetings, agenda items may be "time boxed" or fixed so as not to exceed a predetermined amount of time. In workshops, time boxing may not be effective because completion of each agenda step may be critical to beginning the next step. In parliamentary procedure, an agenda is not binding upon an assembly unless its own rules make it so, or unless it has been adopted as the agenda for the meeting by majority vote at the start of the meeting. Otherwise, it is merely for the guidance of the chair. If an agenda is binding upon an assembly, and a specific time is listed for an item, that item cannot be taken up before that time, and must be taken up when that time arrives even if other business is pending. If it is desired to do otherwise, the rules can be suspended for that purpose.

Standard Order of Business

1. Reading and approval of minutes
2. Reports of officers, boards and standing committees
3. Reports of special committees
4. Special orders
5. Unfinished business and general orders
6. New business

The above standard order of business has been found to be appropriate for meetings in most organizations.^[7]

The "special orders" and "general orders" refer to items of business that usually come from a previous meeting (the word "order" in these two cases do not refer to "sequence" but instead is more like a "command" in its meaning). Usually items become special orders or general orders by adoption of the motion to postpone. A difference between these orders is that, in general, a special

order can interrupt other business when the time comes for its consideration, while a general order waits until the pending business is taken care of. For example, say a motion is being considered and then postponed to the next meeting. This postponed motion becomes a general order for the next meeting. When the time for "general orders" comes up in the order of business, consideration of the postponed motion is resumed.

"New business" is where the bulk of the discussion as well as decisions in the meeting usually takes place. If a group has not adopted an agenda or an order of business, all of its business would be considered "new business".

Optional headings

Opening ceremonies - Items may include invocation, singing of the national anthem, reciting of the pledge of allegiance, reading of the mission of the organization, recognition of dignitaries, etc.

- Roll call (taking of attendance)
- Review and adoption of the agenda
- Consent calendar - tool used by deliberative assemblies with a heavy workload to consider a series of items in bulk with a single vote
Good of the order, General Good and Welfare, or
Open Forum - for other issues to allow a participant to raise another point for discussion
- Announcements - may include review of key points, discussion of assignments, communications plan for what to tell others not in the meeting, and confirmation of the next meeting, if any
Program (such as an educational talk, film, or guest speaker)
- How To Write Meeting Minutes

- Many professionals use a range of methods, such as voice recordings or meeting minutes reports, to help them document what occurs at their meetings. A meeting minutes report can give participants an easy way to remember what happened at a meeting and implement any steps they're meant to take before the next meeting. Knowing how to write effective meeting minutes may help you better organize your notes and determine which topics to include in your report.

What are meeting minutes?

Meeting minutes are written documents that reflect what happened during a meeting. The meeting minutes reports typically focus on the key items discussed during the meeting, any decisions reached and the next steps for individuals or teams to take.

Having meeting minutes reports can make it easier for the meeting participants to recall what happened during the meeting when taking their next step. It can also provide an important record for project or company stakeholders who might not have attended the meeting, but who want to take actions based on what happened during that meeting.

What Is the Importance of Taking Meeting Minutes?

How to write meeting minutes reports

Following are 10 steps that can help you compose an effective meeting minutes report:

1. Make an outline

Prior to the meeting, create an outline by picking or designing a template. Make sure that your template includes different sections, such as for meeting participants or next steps, to help you organize your notes as you take them. Some professionals also find it useful to design an

outline by including each item on the meeting agenda. As the meeting occurs, you can then arrange your notes so that each of your points connects to a clear overall topic.

2. Include factual information

Add factual details, such as where and when the meeting takes place. Include a list of the meeting's participants. During the meeting, you can then note on the minutes report which participants arrived, such as by placing a checkmark next to their names.

3. Write down the purpose

Record the purpose of the meeting as either the meeting title or as a distinct section. Some meetings may encompass a range of ideas and conversations. Including the meeting purpose in your report can help you synthesize the most important topics of conversation.

4. Record decisions made

Write down any decisions made during the meeting. If these decisions involved a vote, include a tally of how many people voted for each option. You might also want to keep track of how many people voted for options that ultimately the meeting participants didn't decide to pursue. This way, if the rejected or accepted decision becomes a conversation topic at a future meeting, participants can refer back to the minutes report.

5. Compose action items

Create a separate section for actionable items that specific individuals or teams plan to complete prior to the next meeting. Record any dependables, meaning tasks that need to be accomplished before others, or deadlines for these actions. This list of actionable items can help professionals or departments recall their responsibilities once the meeting's concluded.

6. Add details for the next meeting

Include any additional information relevant to the next meeting. This may include topics you didn't get to discuss at this meeting or that you plan to discuss further at the next one. It might also consist of the next meeting date and time, location or participants.

7. Be concise

Strive to only record the most relevant or crucial main ideas discussed at the meeting. It's okay if your minutes report doesn't capture information related to every minute of the actual meeting. The goal of meeting minutes reports is typically to summarize the meeting for participants to refer back to or for company leaders to receive progress reports.

8. Consider recording

Think about recording your meeting with a device, such as a voice recording app on a mobile device. Although you likely don't need to transcribe everything from a recording into your meeting minutes, having a recording of your meeting can be useful if your meeting goes at a fast pace, has many participants or covers an array of topics. With a recording of your

meeting, it becomes easier to reorganize or add details to your meeting minutes report after the meeting's over. If you do decide to record the meeting, be sure to get permission from all the meeting's attendants.

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Paragraph Questions			
1.	Explain the purpose of message writing.	K2	2	2
2.	Describe the format of a written message.	K2	2	2
3.	Write a note on the components of an effective meeting agenda.	K2	2	3
4.	Explain the purpose of writing minutes of a meeting.	K2	2	2
5.	Illustrate the role of agenda in organizing discussions.	K3	3	3

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Essay Questions			
1.	Analyze the significance of message writing in professional communication.	K4	4	4
2.	Evaluate the role of minutes in documenting organizational decisions.	K5	5	5
3.	Examine the structure and functions of a meeting agenda.	K5	5	5
4.	Critically examine common errors in agenda and minutes preparation.	K4	4	5
5.	Develop guidelines for effective meeting documentation.	K6	6	6

How To Write Good Letters (With Formal and Informal Examples)

Letter writing is a skill people need for personal, professional and academic purposes. Letters come in many forms, from digital to hard copy and informal to formal. Knowing how to format and write effective letters when corresponding with professionals as well as acquaintances. In this article, we describe how to write a good letter and provide examples.

Why is it important to know how to write a good letter?

Knowing how to write a good letter is important if you plan to communicate with co-workers, hiring managers, bosses, professors and other professionals in a formal way. A good letter can:

Make a strong impression on potential employers

Allow you to leave a job on good terms

Help a network connection get a job

Confirm an agreement

Make convincing arguments

Provide critical information

Strengthen communication with a client

A well-written and properly formatted letter tells someone you have taken the time to communicate important information and that you are serious about the topic you have written about.

Reasons to write a letter

You might write a letter to personal, professional or academic contacts to:

Produce documentation or written proof of an agreement or a conversation

Demonstrate your interest in a job or a cause

Provide a personal touch to a communication

Make an announcement

Make a strong impact or meaningful impression

Related: Documentation in the Workplace

Types of letters

Letters are organized under two main categories: formal and informal. Informal types of letters include:

Thank you

Congratulations

Sympathy or condolence

Friendship/thinking of you

Love

Appreciation

Announcement, such as a name or an address change

Letter to the editor

Welcome

Formal types of letters include:

Invitation

Job or school application

Acceptance letter

Rejection letter

Exit or resignation letter

Recommendation or referral

Offer or proposal

Agreement

Cover letter

Interview follow-up or thank you

Inquiry

Related: 7 Types of Business Letters and When To Use Them

Formal vs. informal letters

The main difference between formal and informal letters is that formal letters professionally address someone, and informal letters address someone in a personal way. Other differences include:

Formal letters follow a specific format, while informal letters can follow any format.

The tone of a formal letter is professional and official, while the tone of an informal letter is friendly.

People usually write formal letters in the first or third person, while informal letters can be from any point of view.

Formal letters are focused and concise and do not include filler or fluff.

Formal letters are usually typed, while informal letters can also be handwritten.

Formal letters include a date and contact information at the top.

Unlike informal letters, formal letters do not include grammatical trends like contractions (can't, don't, I've), slang or idioms.

Most formal letters are no longer than one page, while informal letters can be any length.

When trying to decide what type of letter to write, choose a formal one when communicating with an official or someone you only know professionally. Choose an informal letter when writing casually to someone you know very well, such as a co-worker.

Related: Business Letter Format and Example

How to write a letter

The best way to write a letter depends on whether it is formal or informal. Follow these steps when writing a formal letter:

Left-align the text.

Write your name, address and contact information at the top of the page, typically aligned on the left or right side.

Include the full date you wrote the letter. Write it on a new line, left-aligned.

Directly under the date, write the recipient's title, name, company, address and contact information.

Start with a formal salutation, such as "Dear Mr. Henderson," followed by a colon. You can address them by their full name or their last name. Use "To whom it may concern" if you do not know who will receive the letter.

Write a brief introduction or opening sentence stating the letter's purpose.

Write the body of the letter, which provides supporting information and should generally be two to three paragraphs. Each paragraph should make one clear point, and the tone should be professional.

Add a concluding statement summarizing the letter's objective and providing the recipient with a call to action.

Finish with a complimentary close, such as "Sincerely, Ky Williams." Skip two lines, and then sign your full name beneath the complimentary close.

When writing an informal letter, follow these steps:

Include the date in the upper left corner if necessary.

Begin with an informal salutation, such as "Hi Marty,"* followed by a comma.

Write a brief introduction explaining why you are writing. You might start with a question such as "How are you?"

Include as many body paragraphs as you need to provide more detail and personal information.

End with a closing paragraph that summarizes the letter's main objective and call to action, if applicable.

Include an informal closing such as "Thanks, Harley."

Add a postscript (P.S.) if you want to include a final note.

The tone of your informal letter should match how you normally speak to that individual.

Letter-writing tips

To write a good letter, regardless of the type, follow these suggestions:

Know your reader

Use a tone appropriate for that individual and language or terminology they are likely to understand.

Choose the right format

Letters can be emails or hard copies and typed or handwritten. Write an email if the letter is informal or if you are writing a formal letter to a professional contact who prefers to communicate through email. Make a hard copy if you need documentation of your letter. Write an informal letter by hand to make it more personal, but always type formal letters.

Be concise

Clearly state your intent or objective, and make sure the information you include is necessary, particularly if you are writing a formal letter. Ask yourself questions like "why am I writing?" and "what do I want from this letter?" as you write to keep your content focused.

Keep it short

Respect your recipient's time by limiting your content to just the most important details in just a few brief paragraphs.

Write to the reader

Use words such as "we," "our" or "you" if you want to make a letter feel more personal.

Proofread

Read over your letter to find any misspellings or grammatical errors. You can also have a trusted friend or coworker read it over for proofreading and to identify areas for improvement. Both of these steps can ensure your letter is as clear and easy-to-read as possible as well as professional.

Related: [Writing a General Purpose Cover Letter: Tips, Template and Examples](#)

[Get interview-ready with tips from Indeed](#)

[Prepare for interviews with practice questions and tips](#)

[Letter examples](#)

Here are two examples of good letters by type:

Formal example: academic recommendation letter

Carson May

39 Schnabel Street

Las Vegas, NV 89129

391-339-3042

April 10, 2019

Dr. Madison Scott

Professor of English Studies

Grice University

1009 Lewis Lane Charlotte,

NC 28202

Dear Dr. Scott:

I am pleased to write a letter of recommendation to admit Sandy Everett to your English Studies program. I had the honor of teaching Ms. Everett in two of my literature classes at Pownall High School, and she is one of the most gifted and hard-working students I've taught.

Ms. Everett has the ability to balance multiple assignments and complete each one on time with exceptional attention to detail. She is also a brilliant writer who understands how to use words to make convincing arguments and craft beautiful stories. She has even been the editor of the school yearbook for the past two years and has transformed it into a stunning work that showcases our school, students and projects in the best light.

Ms. Everett is a model student and would be an exceptional addition to your program. Please contact me at 391-339-3042 if you need additional information.

Regards,

Carson May

Literature teacher, Pownall High School

Informal example: congratulatory letter

February 11, 2020

Hi Carly,

I hope you're doing well! I just heard from Sandra Pierce NYU that you accepted the assistant swim coach position there. Congratulations! I know how challenging it can be to land your dream job right out of college, and I'm so honored to have provided you a letter of recommendation for that role. I know you will make an exceptional swim coach and make a real impact on the young athletes at NYU.

Congrats again. No one is more deserving of this role than you are, and I look forward to hearing about your new venture in person.

Sincerely,

Matt

Formal vs. informal email writing

Formal email writing is usually in a B2B or B2C scenario or a professional email between colleagues, businesses, or partners. Informal email writing is something you might send a friend, or family member, or sometimes even a quick email you're firing off to a colleague.

When you're emailing a friend there is not much risk of getting your words or meaning wrong, and there is little risk of hurting your reputation or wrecking an incredible business opportunity. But when writing a business email there is much at stake and many things that can go horribly wrong. This is why our article will deal mostly with formal email writing and how to get it right every time.

Here, we'll go over all the ins and outs of what goes into an email structure, different email formats you can use, as well as short email templates that you can use in various scenarios. Keep reading to learn how to write the perfect email.

Basic formal & professional email structure

Before we get into different email templates, it's important to know how to build an email yourself. For the most part, every email, regardless of its contents, will follow the same structure with the same basic elements. You should get to know these elements in order to ensure proper and effective email writing as a whole.

The basic elements of professional email writing:

1. Your email address
2. Subject line
3. Email Opening
4. Email body
5. Email ending
6. Email Sign off
7. Email signature/footer

Now let's break these down, one by one.

Professional email address

Your email address is oftentimes out of your control. If you're working for a company or operate under the umbrella of a brand your email address will likely include the company or brand name domain.

For example, the emails in WiseStamp are all in the following format:

[employee_name]@wisestamp.com. This ensures that we all have a professional business email address. Since only the owner of wisestamp.com can issue email addresses under that domain name, this ensures our emails appear legitimate.

Imagine if each employee had a random Gmail address like [name]wisestamp@gmail.com, which anyone can create, that would be a bit suspicious. Email open rates are first and foremost dependent on trust, so make sure you have a trustworthy email address or suffer very low open rates.

If you are a freelancer professional, working separately from an established brand, consider buying a domain name for your personal brand. You can look up available domains on Google domain registrar.

Subject lines

Your subject line will be the single most important element in your formal email writing. It is the first thing your recipient will see and unless you convince her then and there that your email is a safe, relevant, and high priority (in that order) it may never be opened. If this happens, any effort you put into the rest of the email elements will go to waste.

Your subject line will depend on the purpose or content of your email, but overall, you want it to be something engaging enough for a recipient to click on.

Email subject line guidelines:

- Be clear and specific – avoid using generic or clickbait subject lines that say nothing or make unrealistic promises, like “find out how to double your business in a week”.
- Be original – avoid using those all too common subject line templates you find on the internet. Instead make original subject lines that are relevant, personal, and concise.
- Add relevancy – address something that the recipient will recognize, like an acquaintance’s name or an article/ show/ book they appeared on.

Studies have shown that personalized subject lines are 26% more likely to be opened. You also want to tailor your email subject line to your email goal, whether it’s a sales email, a personal email, a newsletter, or something else. I advise that you take the time to think of 3-4 refined options then consider which of them will likely be most appropriate.

Email Opening

The next most important way to hook a recipient into your email is by writing a strong email opening line. Like your subject line, the email opening is mostly used as another filtering stage for most people. If it fails to meet the promise made in the subject line, your readers will ditch it.

Therefore, it’s extremely important to define your main point in 1 or 2 paragraphs tops. If you clearly convey your request or question and your reader feels it’s relevant and interesting, then they’ll continue reading your email. If you manage to get them to stay after this point, in most cases, they’ll return your email. Good for you.

Email opening guidelines:

- Address your recipient by their preferred name – look up an article they’ve written or their LinkedIn page and see what name they use. Some people will use their full name or their nickname accordingly (for example David vs. Dave, or Anastasia vs. Ana).

- Establish a connection – connect your email to a personal experience that involves the recipient, like an article or a news piece you’ve read about them, or a conversation you had with an acquaintance.
- Match the opening with the subject line – your opening message has to mirror the promise made in the subject line because this is how the reader validates relevancy. If you don’t connect the subject line to the opening, readers will be confused and even assume clickbait.
- Get to the point fast – tell your reader why you contacted her and what’s in it for her.

Email body

The body of your email is where you get into your main message. Whether you’re composing an email to establish a new business connection or just following up on a meeting, the body of your email should be detailed enough that the reader isn’t confused, but also brief and to the point. No one wants to sit and read a long-winded email when they have dozens of other unattended messages in their inbox.

Email body writing guidelines:

- Be concise – detail only what’s needed to get your point across.
- Use words that convey (authentic) positive personal emotions – words like “glad”, “excited”, “intrigued”, and “confident”.
- Use the word “because” when asking for something – it’s been scientifically shown that people are more easily convinced to do something if told why, and more so if the reason is important to them.
- Show don’t tell – if you can’t explain something in a few words, see if you can add a screenshot, a video, or a link that explains it better.
- Use headings to split long content into sub-topics – if you can’t avoid writing a long email, make sure to break it up into subsections with headings. This will help your timescarce readers to scan and find their points of interest.
- Add your concrete request or question in bold text – to ensure your readers do not miss the most important piece of content (your request or question) – set it in a separate line and put it in bold. You can also use some color. If you do avoid light shades (you want high contrast between the text and the white background. Once you pick a color – stick with it.

Email ending

After you’ve addressed all your main points in the body of your email, you’ll want to end it with a respectful and brief salutation. You can either invite your recipient to reach out for more questions, wish them success, or ask a question. It all depends on the motive for your email. If it

was a long email it could also be a good idea to gently reiterate your main request, question, or motivation.

Email sign-off

When closing your email, you'll want to choose a suitable email sign-off. There are different sign-offs you can use for each occasion, such as "best regards," "sincerely," or "with love," but you obviously wouldn't want to send the last one to your manager. Make sure your signoff is appropriate to your email content and your recipient.

NOTE:

A cool tip you can apply is to add a handwritten signature sign off.

A handwritten signature give your recipient the feeling that you gave the email special attention and a personal touch..

Email signature/footer

Your email signature (or footer) is your wave of goodbye. The way you do this can affect the impression you've made up to this point. If you make this moment memorable, organized, and aesthetic you can get some extra credit and a positive attitude from your reader. On the other hand, if you mess this up, your entire message or offer may be put in doubt. So, make sure your email signature looks visually appealing and well organized.

Consider creating a professional email signature to nail a positive lasting impression. Use the simple text email signature we all used back when email started at your discretion. Whichever you choose, be sure to include all your professional and contact information. It would also be a good idea to add links to your website, social media sites you are most active in, or a landing page.

Professional formal email examples: specific formats for specific goals & uses

In order to get a better understanding of how all the elements of an email work together in different types of emails, it's helpful to look at some templates. Here, we'll cover a number of email scenarios and provide you with an example for each one. Each of these letters refers to a specific situation, but you can always tweak the content to make it more relevant to your needs.

REPORT WRITING

Report writing is a vital communication skill. Be it in school, college or the office, this skill is useful everywhere. Firms and government offices use report writing format daily. Students also need to submit reports as part of their assignments.

The value of writing a report is as follows.

- It is a precise copy of a specific subject.

- It has factual and reliable data.
- It presents information in a logical flow.
- It helps make crucial decisions.

Here is everything one needs to know about report writing.

What is Report Writing?

A report is a structured way to give information. It is a written account of a person, place, event or issue. It follows a systematic format for easy reading.

One can collect information for a report from primary or secondary research. People can discover facts from personal observation or investigation. One can also refer to books, magazines, websites, interviews, and other public information sources.

Two basic facts to keep in mind for report writing are as follows.

Purpose

The report writing format may depend on its aim. For example, the purpose of a scientific report is to help readers understand the experiment or research. So, the format will be long and contain many sections.

Language

There is no language bar to write reports. One can do report writing in English, Hindi, or any other language. However, most reports are in English as it is an international language. The translation of English reports into different languages for local readers is also possible.

Types of Reports

There are various types of reports one can write. One can pick the type based on the report writing topics or goals.

1. Formal or Informal Reports

A formal report is analytical. The objective of this report is to explain a problem and find its solution. A formal report is common in business and government firms. It is a long-format report with a fair and neutral tone. It takes a lot of research to prepare this report.

A formal report writing example is ‘Treatment of COVID-19 on Diabetic Patients’

An informal report is not analytical. The objective of this report is to give information on routine and internal office issues. It looks like a letter or memo. So, it is a short format report. It usually has a casual tone. This report doesn’t require any research.

Example: ‘COVID-19 Guidelines for Onsite Employees’

2. Short or Long Reports

A short report is around 2–10 pages. It is useful for temporary or short-term projects. The format of report writing is brief. It has a summary, introduction, results, and suggestions.

Example: ‘Minutes of the Meeting’

Long reports can run 50–100 pages or more. It presents information on difficult or researchbased problems. The format has many sections. It has a title page, table of contents, introduction, research method, findings, conclusion, suggestions, references, and appendix.

Example: ‘Effects of Screen Time on Children’

3. Informational or Analytical Reports

An informational report only presents information. It does not analyse or interpret information. The length of this report is short.

Example: ‘Customer Care Policy Guidelines’

The analytical report shares facts and data after complete analysis. It has great importance in decision-making in business and the economy. The length of this report is long.

Example: ‘Market Analysis of Retail Industry’

4. Proposal Reports

A proposal report is a document that allows one to propose an idea. This type of report writing aims to give a solution to a problem. Some proposals also aim to request funds. A person can submit a proposal to customers, the government, investors, the board of directors, or sponsors.

For example, the Government of India often invites proposal reports from startups. The purpose is to encourage startups to find modern solutions to challenges in cities.

5. Internal or External Reports

An internal report is shared within a team or office. There is a limited distribution to people. The purpose is to update everyone about the status or progress of some internal work. It helps management to make decisions for the business.

Example: ‘Monthly Report of Sales Department’

The external report is shared outside the firm. It is openly available for public viewing. The purpose is to show transparency in business. It raises awareness and trust for the firm in the public.

Example: ‘Annual Report of ABC Company’

6. Periodic Reports

A periodic report follows a specific schedule. Its frequency can be weekly, fortnightly, monthly, quarterly, six-monthly, or yearly. At times, it can be of a longer duration. The aim is to give regular updates on a project, business operations, or other issues.

Example: ‘Income Statement for 2021–2022’

Detailed Read: project report format

7. Functional Reports

A functional report gives information on a particular function or department of the firm. This type of report writing is suitable for firms with several divisions. A functional report can be about sales, marketing, accounting, finance, etc.

Example: ‘Performance Analysis of Marketing Division in 2022’

Format of Report Writing

Here is report writing examples of two commonly used formats.

Magazine Report Writing Format

- Heading

This is the title of the report. It should be catchy and should describe the report in a few words.

Example: Christmas Décor Ideas For Home Sweet Home

- Byline

This is the name of the writer of the report and may also include the writer's designation.

- Opening Paragraph

The opening paragraph gives an overview of the report. It should hook the readers.

- Details

This is the main part of the report and should have all the info or facts one wants to share.

- Conclusion

It is the last part of the report. Which should be a summary of the findings or suggestions.

Newspaper Report Writing Format

1. Heading

This is the top line of the newspaper that people notice and should be short in length.

Example: Bollywood Film Festival Award Winner Announced

- Byline

The reporter's name comes under the byline.

- Date and Place

This part of the report writing format shows the date and place of the event. The purpose is to give validity to the report.

- Opening Paragraph

This is the introduction of the report. It tells readers what to expect from the report.

- Details

This part of the report explains everything in detail. And is all about the what, when, why, where, and how of the event.

- Conclusion

The conclusion wraps up the report. It prompts readers to think further or take action.

Also, read about the Notice Writing Format.

Tips on Writing the Perfect Report

Whether it is a report format class 12 or a business report, it should be impressive. Here are tips for writing a good report.

1. Understand the Report's Aim

Find out the purpose of the report. It will form a strong foundation for proper research. It will help to know what readers expect from the report. For example, the goal can be to raise Rs 5 lakh for the education of the poor.

2. Research the Report Writing Topics

Spend time understanding the report writing topics. This will help give the right direction to research. Then, research all sources of information available. Sort all the notes date-wise or topic-wise in manual or laptop folders. Use MS Word, Excel, or Google Drive to store the notes. 3.

Write an Outline

The format of report writing should include an outline. An outline will give the report a proper structure. Divide the outline into sections. The outline will also help present the report logically. A general outline looks like this:

- Title page.
- Summary.
- Table of Contents.
- Introduction.

- Methodology.
- Results or findings.
- Discussion.
- Recommendations.
- Conclusion.
- References.
- Appendices.

4. Write Simple Language

The report should have clear language. The readers should find it easy to read and understand the content. It shouldn't have any jargon unless it is a scientific or technical report. If there is any jargon, explain it in the notes at the bottom of the page.

5. Make Visually Attractive

Visual information makes up 90% of the data that a human brain receives. Visuals are more powerful than words. The report writing format will look attractive with charts, graphs, diagrams, images, etc. It will help readers understand the report more quickly.

6. Use a Clear Layout

A clear layout is necessary so that readers don't feel overwhelmed looking at it. They should be able to skim through it conveniently. The elements of a good layout are:

- Headings and subheadings
- Short paragraphs
- Short sentences
- Readable font size
- Numbers and bullet points
- Adequate spacing and margins
- Active voice

7. State Correct Facts

Readers want factual information from a report. Hence, focus on giving the correct facts. The source or proof facts should also be part of the report. The facts also show that the report writer has thoroughly researched the topic.

8. Pay Attention to Grammar

A report with poor grammar can create a bad impression on readers. They might also find it hard to understand the context of the report. Sometimes, wrong grammar may also change the meaning of the content.

A few common grammar mistakes to avoid in report writing are:

- Spelling errors.
- Missing or wrong punctuation.
- Weak sentence structure.
- Wrong usage of pronouns.
- Misplacing apostrophes.
- Unnecessary words.

9. Edit and Proofread

After the first draft, edit and proofread the report. It will help detect factual and grammar mistakes. A few ways of editing and proofreading are as follows.

- Run the report through online grammar tools.
- Read the report word by word to find mistakes using the human eye.
- Cross-check the facts with references.
- Ask someone else to edit and proofread.

10. Use Digital Templates

These days, digital templates of a report writing format are easily available online. Such templates give a professional look to reports. They also save time on report creation and improve

productivity. The templates also have a great visual appeal. They are useful when you submit digital reports. However, you can also print the reports.

Report Writing Sample for School

The report writing format of class 12 and Class 10 are almost similar. Yet, the report topics are more difficult in Class 12 than in Class 10.

The format is short and as follows.

1. Headline
2. Byline
3. Introduction
4. Main body
5. Conclusion

School Report Writing Sample 1

Topic: Write a report about this year's Class 10 annual celebration in your school.

Fun-Filled Annual Function Celebration of Class 10

—Meena Pillai

The annual function of Class 10 of NSS School for 2021-22 was held on 14th March 2022. Both students and academic staff enjoyed the celebrations.

The school invited Mr Namit Gupta, mayor of Pune city, as the guest of honour. School principal Mrs Devika Shah started the event with an inspiring speech. Then, students gave excellent singing, dance, and acting performances on the stage. The event ended with prize distribution to students.

The annual function was a special event for everyone. We wish luck to Class 10 students for the board exams. We also thank our teachers for organising the annual function.

School Report Writing Sample 2

Topic: Write a report on the first aid training programme held for Class 12 students.

First Aid Training Programme by Red Cross Society for Class 12 Students

— Vijay Sharma

International Red Cross Society held a first aid training programme for Class 12 students in Patna. The event took place on 5th May 2022 at City Council Hall. Students from private and government schools came to the event.

The period of workshop was three days. The first day had a lecture on the importance of knowledge of first aid. The second day had a lesson about different types of first aid treatments. The students learnt about the treatment of various emergencies. They learned first aid for fractures, heart attacks, electric shocks, and fire burns. On the third day, students had a practical demo of the first aid treatment.

This programme was very educational. First aid is an important life skill that every student must know.

Report Writing Format for College

College students often need to write reports on their course subjects. The format is as follows.

- Overview
- Background
- Discussion
- Conclusion

The format may also include other elements of the outline mentioned above in writing tips.

Check out the sample of report writing for college.

Sample 1

This is an extract from a sample research report of Victoria University.

- Title: The Change in the Australian Workforce Since the End of World War II
- Summary: This report discusses the changes that have occurred in the Australian workforce.
- Introduction: This report examines new influences that affect the workforce. It focuses on women's participation, migrant workers, etc.
- Findings: Married women's participation increased rapidly after 1971.

- Conclusion: Many changes are positive. However, machines and technologies have replaced many areas. So, there is high demand for a skilled workforce.
- Recommendation: Greater access to primary data would enable a more thorough analysis of this topic.

Sample 2

This is an extract from an example of report writing from Wright State University.

- Title: The Effects of Stress on Business Employees and Programmes Offered by Employers to Manage Employee Stress
- Introduction: Today, many firms and employees are experiencing the effects of stress on work performance.
- Findings: Stress affected the satisfaction and creativity of employees.
- Conclusion: It is vital to manage workplace stress for employees' better performance.

Do you have the wisdom to share with others? If so, you can become a Q&A expert at Chegg. You can choose any subject and answer related questions.

Sign up to connect with worldwide students and get international academic exposure. You also get a chance to improve your career options through expert meet-ups and peer networking. You have the freedom to follow a flexible work schedule. The best part is that you get paid for every question you answer!

Frequently Asked Questions

What is the use of report writing?

A report is a written document in the academic and professional world. Report writing has many uses, which include the following.

Gives information in an organised way.

Finds the root cause of a problem and gives the solution.

Presents analysis and findings of a problem. Helps make informed decisions.

What is the format of report writing?

The format can vary as per the type of report. However, most reports follow a basic structure:

1. Title
2. Executive Summary
3. Table of Contents

4. Introduction
5. Body
6. Conclusion
7. References
8. Appendix

How do you write a report in English format?

The format for report writing in English follows a similar style as other reports. However, writing, editing, and proofreading reports in English are easy. This is because many online tools can check for mistakes and plagiarism.

How do you write a school report format?

It is common for schools to give report writing to higher-class students. The report writing format for class 10 and class 12 is as follows:

1. Headline
2. Byline
3. Introduction
4. Main Body
5. Conclusion

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Paragraph Questions			
1.	Describe the features of an informal letter.	K2	2	2
2.	Discuss the importance of tone in letter writing.	K3	3	3
3.	Explain the format of professional email communication.	K2	2	2
4.	Describe the language style used in professional correspondence.	K2	2	3
5.	Illustrate the differences between letters and emails.	K3	3	3

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
Essay Questions				
1.	Analyze the similarities and differences between formal letters and professional emails in organizational communication.	K4	4	4
2.	Discuss the structural components of an effective report.	K5	5	5
3.	Critically examine common mistakes in email and report writing.	K5	5	5
4.	Analyze how digital communication has influenced the style and structure of official correspondence.	K4	4	4
5.	Develop a critical essay explaining the importance of accuracy and objectivity in report writing.	K6	6	6

INTERVIEW

An interview is a structured conversation where one participant asks questions, and the other provides answers. In common parlance, the word "interview" refers to a one-on-one conversation between an interviewer and an interviewee. The interviewer asks questions to which the interviewee responds, usually providing information. That information may be used or provided to other audiences immediately or later. This feature is common to many types of interviews – a job interview or interview with a witness to an event may have no other audience present at the time, but the answers will be later provided to others in the employment or investigative process.

An interview may also transfer information in both directions.

Interviews usually take place face-to-face, in person, but the parties may instead be separated geographically, as in videoconferencing or telephone interviews. Interviews almost always involve spoken conversation between two or more parties. In some instances a "conversation" can happen between two persons who type their questions and answers.

Interviews can be unstructured, free-wheeling and open-ended conversations without predetermined plan or prearranged questions. One form of unstructured interview is a focused interview in which the interviewer consciously and consistently guides the conversation so that the interviewee's responses do not stray from the main research topic or idea. Interviews can also be highly structured conversations in which specific questions occur in a specified order. They can follow diverse formats; for example, in a ladder interview, a respondent's answers typically guide subsequent interviews, with the object being to explore a respondent's subconscious motives. Typically the interviewer has some way of recording the information that is gleaned from the interviewee, often by keeping notes with a pencil and paper, or with a video or audio recorder.

The traditionally two-person interview format, sometimes called a one-on-one interview, permits direct questions and follow-ups, which enables an interviewer to better gauge the accuracy and relevance of responses. It is a flexible arrangement in the sense that subsequent questions can be tailored to clarify earlier answers. Further, it eliminates possible distortion due to other parties being present.

Interviews are an opportunity to create a personal rapport while having a professional conversation. Depending on your industry, you may conduct interviews for a variety of purposes, including job interviews, performance assessments and published informational or promotional articles. Transferring a conversation into a written report is a valuable skill that takes practice and preparation.

What is an interview report?

An interview report is a written record of a professional, guided conversation. These reports may be intended for the public as published articles interviewing an important or public figure or for private use in admissions and hiring situations. Many companies interview job candidates one-on-one, but there are typically multiple people in a company involved in the hiring process. These people also need to get information and insight into each job candidate interviewed. The easiest way to accomplish this is to have the person conducting interviews write a report summarizing the experience that they can share with others. Related: [How To Write a Report for Work \(With Examples\)](#) Why are interview reports important?

Interview reports have the following important benefits:

Recording detailed information

Combining facts and subjective impressions for the reader

Providing a searchable record of events

Serving as a structure for planning the interview

Aiding in company decision making

How to write an interview report

Writing interview reports is an important business skill to practice. Follow these steps to create an interview report:

1. Combine interview preparation with writing preparation

Gather all the relevant information about the interviewee and the occasion for the interview. This preparation is the most important factor in planning a successful interview and interview report.

Planning questions ahead of time may make the interview and report writing process easier.

Have your materials ready to take notes on the interviewee's answers and your impressions.

2. Consider your audience and tone

The questions you plan to ask and the writing style you employ can differ dramatically based on the occasion for writing. You may approach writing a report of a job interview intended for your company's HR department very differently than an interview with a prominent artist for a magazine article. However, the basic steps for writing an interview report are constant.

3. Decide on a style

When writing an interview report, you may decide between two main styles. These are question-and-answer (Q&A) style and narrative style. Both provide a brief introduction to acquaint the reader with the interviewee, the situation and the interviewer's impressions. The rest of a Q&A report looks a lot like a script containing a faithful reproduction of everything said with clear attributions. The narrative style draws on interview notes to craft a storyline out of the conversation. This style can be especially helpful with a tough interview that only produced a few good quotes overall or for concise summaries.

4. Use the report template as a guide

You can use a report template as a plan for the interview as well as writing the report. This may help keep conversations on topic and prevent missed questions and information.

5. Complete the report

Fill in the rest of your interview report template after the interview is over. It's best if you can write the report immediately after the interview while the experience is still fresh in your mind. If

you choose a narrative style, you may have more work at this step than with a Q&A style, so plan your time accordingly.

6. Proofread

Before submitting, reread your report and make any necessary syntax and grammar corrections. Reading out loud is an effective way to catch minor errors and awkward wording, or you could ask a peer to review it for you.

Presentation Skills See also: Top Tips for Effective Presentations

Presenting information clearly and effectively is a key skill in getting your message across. Today, presentation skills are required in almost every field, and most of us are required to give presentations on occasions. While some people take this in their stride, others find it much more challenging.

It is, however, possible to improve your presentation skills with a bit of work. This section of SkillsYouNeed is designed to help.

Many people feel terrified when asked to talk in public, especially to bigger groups. However, these fears can be reduced by good preparation, which will also lay the groundwork for making an effective presentation.

There are Different Types of Presentations, but They're All Presentations

There are any number of occasions when you may be asked to speak in public or to a group of people. They include:

Presenting or making a speech at a conference or event.

Objecting to a planning proposal at a council meeting.

Making a speech at a wedding.

Proposing a vote of thanks to someone at a club or society.

On behalf of a team, saying goodbye and presenting a gift to a colleague who is leaving.

Seeking investment or a loan to help you set up a new business.

These can all be considered presentations.

They do not, however, all require the same approach. You would not, for example, use PowerPoint to thank a colleague who was leaving. It would be unusual (though it has been done) to use it in a speech at a wedding. However, a conference audience would be somewhat surprised NOT to see slides projected onto a screen.

It follows, therefore, that there is no single set of rules that apply to all presentations. There are, however, some things that every presentation opportunity has in common. These include:

You will present better if you have prepared effectively. This does NOT necessarily mean that you have written out your speech verbatim and rehearsed it until you know it off by heart— although that might work for some people. It does, however, mean that you have to be confident that you are saying the right thing, in the right way, to the right people.

You need to be clear about your audience and your message. Every presentation will be better if you have clearly considered the message that you want or need to convey, and how best to convey it to your audience. These two pieces of information drive your style, structure, content, and use of visual aids.

You must never overrun your allocated time. In other words, don't outstay your welcome. Almost every speech or presentation is better if it is shorter. Nobody minds going for coffee early or finishing before they expected to do so. Everybody minds being held up.

Generally speaking, your audience starts on your side. As a rule, your audience is there (more or less) voluntarily. They have chosen to listen to you, and they want to enjoy your presentation.

The occasion is yours to lose.

An Important Point

There is one very important point to remember: if what you're doing or saying is not working, do something else.

One of the worst feelings as a presenter is that you have lost your audience. You know that's happened, but you continue to stumble through your remaining PowerPoint slides for the next 15 minutes, as your audience checks their phones and wishes it was coffee time. You think you have no choice, but that's not actually true.

When you present, you are in charge of the room. The audience has effectively handed you control and is sitting back waiting for you to do something. You may have prepared a specific talk, but if you see that isn't working, you can always change it. You are, after all, the expert.

You can, for example:

Skip through some slides to a section that they may find more interesting;

Ask your audience whether there is particular information that they were expecting that you are not providing;

Suggest that everyone looks a bit sleepy, and maybe it would be better to start questions early, or have a discussion; or

Ask the audience at the start of the presentation what they are expecting and what they want you to cover. That way, you can tailor the presentation to fit their expectations.

Just as when you are facilitating, you want to help your audience get the most out of your presentation. The best way to do that is to accept feedback—which may include smiles, nods of interest, or people getting their phones out. Quick Guide to Effective Presentations

If you need to improve your presentation skills quickly, then a really good place to start is with our Top Tips for Effective Presentations.

This will give you some ‘quick wins’ that will help you improve your presentations. If you’re already an experienced presenter, this page should be a useful refresher, or even take your skills from good to great.

Our tips include general ideas about connecting with your audience, information about the importance of voice and body language, and detailed tips about preparing slide-shows.

The most important tip of all, however, is to remember that it's all about your audience.

Keep that in mind, and your presentation skills will almost instantly improve.

If you have more time to develop your presentation skills...

...then the Presentation Skills section of SkillsYouNeed is designed to help.

Our Presentation Skills section is split into two parts.

The first gives you a step-by-step guide to putting together and delivering a professional and effective presentation.

The second provides more detailed information about presenting and communicating in particular circumstances.

You can either use our step-by-step guide to walk you through the presentation preparation and delivery process, or you can focus on particular areas that are an issue for you.

Preparing for Your Presentation

The guide starts by explaining [What is a Presentation?](#)

We define a presentation as a means of communication that can be adapted to various speaking situations, such as talking to a group, addressing a meeting or briefing a team. Effective presentations usually require careful thought and preparation—although this preparation need not take very long.

Preparation is the most important part of making a successful presentation. Our page on [Preparing For A Presentation](#) explains what information you need before you can really start to plan your presentation and decide what you are going to say. The most important aspects include the objective of the presentation, the subject, and the audience.

Irrespective of whether the occasion is formal or informal, you should always aim to give a clear, well-structured delivery. To do so, you need to organise your presentation material. You can either do this in your head, or use a technique like mind-mapping to help you identify links and good flow.

By the time you come to write your presentation, you should know exactly what you want to say and the order in which you want to say it. You may want to use one of the standard presentation structures, such as ‘What, Why, How?’. You will also find it helpful to consider how to tell your story most effectively, and to use stories in your presentation to illustrate points. There is more about this in our page on writing your presentation.

You also need to decide on your presentation method. Presentations range from the formal to the informal. Your choice of presentation method will depend on many factors, including the audience, the venue, the facilities, and your own preferences.

Visual aids can add another dimension to your presentation, helping to hold your audience’s attention, and also act as a reminder of what you wanted to say. However, they need handling with care. Only use visual aids if they are necessary to maintain interest and assist comprehension. If visual aids are not used well, they can ruin a presentation.

See [Working with Visual Aids](#) to avoid falling into the trap of the dreaded ‘Death by PowerPoint’.

A particular case of visual aids is the use of data in a presentation.

There are times when using data in a presentation can really help you to tell the story better. It is, however, important not to blind your audience with statistics. You also need to remember that many people find numbers difficult to understand. Our page on [Presenting Data](#) gives some hints and tips about using data effectively in a presentation situation.

On the Day of the Presentation

There are a number of aspects to delivering your presentation on the day.

The practicalities of how you manage your presentation can make a significant difference to its success, and to your nerves! For example, turning up early means that you will have a chance to see the room, and ensure that you can operate all the necessary equipment. There is more about how to cope, including managing sound systems, audio-visual equipment and lecterns in our page on [Managing the Presentation Event](#).

Many people also feel very nervous before and during a presentation. This is entirely normal, and can even be helpful if you can channel it in the right way. There are some tried and tested strategies and techniques to manage your nerves so that you can concentrate on delivering an effective and engaging presentation.

[Coping with Presentation Nerves](#) for some ideas that will help.

How you present yourself can also affect how your audience responds to your presentation.

You need to fit with your audience's expectations if they are not going to spend quite a large chunk of your presentation dealing with the differences between expectations and reality.

For more about aspects of self-presentation, see our page on [Self-Presentation in Presentations](#).

You also need to consider how to manage your presentation notes.

Few people are able to give a presentation without notes. You will need to know your own abilities and decide how best to make the presentation. You might manage your talk by using full text, notes on cue cards, keywords on cue cards, or mind maps. There is more about this in our page on [Managing your Presentation Notes](#).

After the presentation, you may be faced with a question-and-answer session. For many people, this is the worst part of the event.

Decide in advance how and when you wish to handle questions. Some speakers prefer questions to be raised as they arise during the presentation whilst others prefer to deal with questions at the end. At the start of your presentation, you should make clear your preferences to the audience.

See our page on [Dealing with Questions](#) for more ideas about how to make the question session pleasant and productive, rather than something to dread.

Presenting Under Particular Circumstances

You may find that you need to give a presentation under certain circumstances, where your previous experience is less helpful.

Circumstances that may be new to you include:

[Presentations in Interviews](#)

[Presenting to Large Groups and Conferences](#)

[Giving Lectures and Seminars](#)

[Giving a Speech, for example, at a wedding.](#)

One particular special case is attending public consultation meetings.

Our pages on [Attending Public Consultation Meetings](#), and [Managing Public Consultation Meetings](#) provide information to help whether you are a concerned member of the public, or responsible for organising a public meeting.

You may also find yourself required to organise or manage a press conference.

Although this may not strictly be what you would describe as a 'presentation', it is nonetheless an event at which you are required to present your organisation in a particular light.

Our page on Managing a Press Conference gives some ideas about how best to do that.

Finally, should you be unlucky enough to be involved in a serious crisis or disaster that affects your organisation, our page on Crisis Communications gives some ideas about how to manage press and public relations on these occasions.

RESUME

A great resume can capture the attention of a recruiter or hiring manager and help you stand out from other applicants. Formatting your resume is an important step in creating a professional, readable resume.

There are several different ways to format your resume. One of the first decisions you are required to make is the type of resume you would write: chronological, functional or combination. Each of these resume types is beneficial for different people who have various backgrounds and objectives. When making specific formatting decisions like margin size or font style, your goal is to deliver a document that allows employers to quickly see why you are a good fit for the job.

In this guide, we discuss the best ways to format your resume for your career objectives. While you might be formatting your existing resume for new job applications, you can also make certain formatting decisions before you begin writing. This allows you to construct a resume within the guidelines of proper formatting. For example, setting one-inch margins provides a structure so you know how long your resume is when formatting is applied. From there, you can adjust font size and style as needed.

There are three popular resume formats: chronological, functional and combination.

Chronological resume

A chronological resume lists your work experience in reverse chronological order starting with your most recent position at the top. This is the most traditional resume format and for many years it remained the most common.

A chronological resume format usually includes the following information in this order:

Contact information

Objective or summary statement

Professional experience

Relevant skills

Education

Additional information (i.e. volunteer work and special interests—optional)

A chronological resume is a good choice for anyone whose employment history shows a consistent, advancing career path. For example, you might select a chronological resume format if you have spent the past several years in the same industry and each role you have held was more senior than the last. It is also often used by people who are applying to a position in the same or similar field for the majority of their work experience.

But, if you have multiple gaps in your employment history, you are looking to change careers or your work experience is heavily varied, you may want to consider a functional or combination resume.

Functional resume

A functional resume focuses more on relevant skills than work history. While the chronological format highlights work experience with detailed summaries of the achievements within each position, the functional format focuses on the applicant's skill set.

A functional resume format usually includes the following information in this order:

Contact information

Objective or summary statement

Summary of relevant skills

Work experience

Education

Additional information (i.e. volunteer work and special interests)

A functional resume is best if you have multiple gaps in employment, are shifting careers with little to no experience in the industry in which you are applying or if you are re-entering the workforce after a lengthy break.

In some cases, a functional resume might be too limiting. If you have some experience and few or no gaps in your employment history, a combination resume might be the right choice.

Combination resume

A combination resume is a blend of the chronological and functional resume types. This resume format allows you to emphasise both your work experience and relevant skills. Because your

skills and employment history consume most of your resume space, you may be required to eliminate optional sections such as volunteer work or special interests.

A combination resume format usually includes the following information in this order:

Contact information

Objective or summary statement

Work experience

Summary of most relevant skills

Education

The combination resume is a more flexible format so you are required to list either your skills or your work experience first depending on which you consider more important for the role. For example, if you have many unique skills that are especially valuable to the industry in which you are applying for work, you might consider listing them above your work experience. It can also be helpful to look for clues in the job posting to understand what is most important for the employer in an ideal candidate.

Let employers find you when you create an Indeed Resume How

To Format A Resume?

The goal of formatting your resume is to create a professional-looking, easy to read document. Employers have only a short time to look through your resume so your formatting decisions are required to make information clear and easy to find. If you are formatting an existing resume, you might require to adjust certain words or phrases to ensure it is still easy to read after you applied

formatting changes. If you are formatting a resume before you write it, be sure to pay attention to how the information looks on the page and adjust as needed.

Here are the key steps for formatting a resume:

Apply appropriate margins.

Select a professional, readable font.

Make your font size 10–12 points.

Feature section headers.

Use bullet points.

Ask for feedback.

Let us look at each of these components in detail. Consider how you might apply each of these when drafting or updating your resume.

1. Apply appropriate margins

Setting proper margins for your document ensures the information fits within a highly readable space on the page. Standard margins for resumes and other professional documents like cover letters or resignation letters is one inch on all sides. If you have a fairly short resume with a lot of blank space, you can use wider margins to create a less distracting document that appears fuller. If you decide to adjust your margins, you require to keep them below 1.5 inches.

You are also required to make sure to left-align your resume so it is easy to read. If appropriate and readable, you might decide to center-align certain section headers to stylise your resume.

2. Select a professional, readable font

When deciding what font to use for your resume, keep in mind that it is clear and easy to read.

Making sure employers do not require to do any work to understand words on your resume is the most important factor when choosing a font. It is also helpful if your resume is sent through an application tracking system (ATS). Many employers use an ATS, which does not always read and interpret intricate fonts well. You are also required to avoid “light” or “thin” fonts which can sometimes be difficult to read on a screen or on paper.

There are two main categories of fonts—serif and sans serif. Serif fonts have tails while sans serif fonts do not. Sans serif fonts (or fonts without tails) are generally good fonts for resumes because they have clean lines that are easy to read. There are fonts like Georgia but there are few more that are still widely accepted among employers as simple and professional.

3. Make your font size 10–12 points

Another factor in making your words highly readable is setting an appropriate font size. Generally, you are required to stay between 10 and 12 points. If you are trying to reduce white space, select a 12-point font. Anything more might appear cartoonish or unprofessional. If you have a lot of information on your page, start with a 10-point font and increase it if you have space.

If your resume is still more than one page with a 10-point font, avoid reducing your font further and see if there is opportunity to make your ideas briefer instead. You can do this by removing any irrelevant or extraneous information, combining ideas or making your ideas briefer with shorter sentences and less filler words.

For example, here is a resume sentence that can be shortened:

“Performed inventory audits on a monthly basis and discovered issues with over-ordering—executed an organisation solution across all teams which resulted in a 10 percent increase in revenue over the next two quarters.”

Make your ideas concise and remove filler words to include only the core value of your statement:

“Performed regular inventory audits, identified and solved over-ordering problem to achieve 10 percent revenue increase.”

Here are a few other techniques you can use to write a shorter resume:

Consider removing filler words such as ‘like,’ ‘with,’ ‘a,’ ‘and’ and ‘that’.

Instead of listing each function of every job you have held, pick 2–3 key impacts you made in those roles.

If you have two points that are similar, consider combining them into one brief statement.

4. Feature section headers

Bolding, underlining or increasing the font size for section headers can help employers quickly find the information they are looking for. Be careful when formatting section headers. They are required to be differentiated from the section body in a clean, professional way. You can stylise your headers in a few different ways.

Use a ‘bold’ font on your section headers.

Increase the size of your section header fonts to 12, 14 or 16 points.

Underline your section headers.

You can also apply these styles to your name and contact information at the top of your resume. This information is required to be the first thing employers see and ensure it is easy to read and reference.

5. Use bullet points where appropriate

Using bullet points in your experience, skills or education sections allows employers to easily pick the most relevant pieces of information from your background. Bullet points are required to be used to list your achievements. Avoid using one or two bullet points. If you have less than three pieces of information, simply list them without bullets in sentence form or use other punctuation to separate different ideas.

For example, under a position you have held in the experience section, you would use bullets to communicate how you were successful in that role:

_Consistently operated overhead cranes, hoists, power tools and other project equipment in a safe manner.

Anticipated needs of 11 on-site workers and delivered parts to 23 field technicians.

Completed weekly service reports, time cards and other related project equipment paperwork._

In the education section, you might not have three or more ideas to share so it might look something like this without bullet points:

6. Ask for feedback

After you have finished writing and formatting your resume, ask trusted friends or colleagues to review it. It can be helpful to have a third party provide their view and feedback. While they look for grammar and spelling mistakes that you might have missed, they are also required to pay attention to your formatting. Ask them to look for readability, consistency and a professional look and feel.

7. Edit and proofread

Before you send the meeting minutes to participants or stakeholders, standardize the formatting. For example, if you used a combination of bullet points and numbers to represent the same types of main ideas, switch to using one consistently. As another example, if you find that some sections on your meeting minutes report seem long, you can create additional sections to make this document easier for others to quickly read. Be sure to also fix any slight errors, such as grammatical issues, typos or spelling mistakes.

8. Attach supplementary documents

Attach or link to any relevant supplementary documents when you send out the meeting minutes. These supplementary materials may include any documents referenced during the meeting that can help provide your colleagues with a more comprehensive understanding of what happened at the meeting or what actionable items they can perform next. Potential supplementary documents might include KPI reports, updated project schedules or issues logs.

□

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Paragraph Questions			
1.	Explain the purpose of an interview in recruitment.	K2	2	2
2.	Describe the qualities of an effective presentation.	K2	2	2
3.	Illustrate the essential components of a resume.	K2	2	3
4.	Discuss the role of visual aids in presentations.	K3	3	3
5.	Examine how resumes contribute to career opportunities.	K4	4	4

SI. No.	Questions	LOCF Mapping		
		Level	CO	PO
	Essay Questions			
1.	Analyze the role of interviews as a tool for evaluating candidates in the recruitment process.	K4	4	4
2.	Critically examine the elements that make a resume effective and professionally appealing.	K5	5	5
3.	Analyze the role of presentation skills in academic and professional development.	K4	4	4
4.	Assess how non-verbal communication influences the effectiveness of presentations.	K5	5	5
5.	Develop a critical essay explaining how presentation skills contribute to leadership and professional growth.	K6	6	6