



SHIVAJI UNIVERSITY, KOLHAPUR
CENTRE FOR DISTANCE AND ONLINE EDUCATION

B. A. Part-II : English

Semester-III : Ability Enhancement Course (AEC) Paper C

English for Communication

Semester-IV : Ability Enhancement Course (AEC) Paper D

English for Communication

(In accordance with National Education Policy 2020)
(Academic Year 2025-26 onwards)

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Preface

Dear students,

This book contains Self-Learning Materials for B. A. Part-II: English, Semester-III: Ability Enhancement Course (AEC) (Paper C) and English for Communication, Semester-IV: Ability Enhancement Course (AEC) (Paper D). You are advised to read the syllabus prescribed for these papers carefully. The syllabus includes topics dealing with Resume Writing and Interview Techniques, Official Letter Writing, Common Errors in Written English and Essay Writings. It is not possible to print entire texts in this book, so each unit contains a very detailed summary of the text prescribed for your study. You are advised to read each text prescribed in the syllabus.

Each unit is interspersed with 'Check Your Progress' exercises, which are simple questions requiring answers in a word, a phrase or a sentence each. The purpose of these Self-check exercises is to make you go back to the main unit and get your answers for these questions on your own. The model answers are given at the end of each unit but we expect that you consult them after writing your own answers to check your understanding of the prescribed topics. There are exercises given at the end of each unit, which contain broad/short answer type questions which you have to face in the final examination. Try to write answers to these questions with the help of this study material.

Write answers in your own English and try to refer to the books. Each unit gives you a list of reference books. You should try to visit a college nearby to have a look at the original books for better understanding of contents of this syllabus.

We wish you best luck for your final examination

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Each Unit begins with the section objectives -

Objectives are directive and indicative of :

1. what has been presented in the unit and
2. what is expected from you
3. what you are expected to know pertaining to the specific unit, once you have completed working on the unit.

The self-check exercises with possible answers will help you understand the unit in the right perspective. Go through the possible answers only after you write your answers. These exercises are not to be submitted to us for evaluation. They have been provided to you as study tools to keep you on the right track as you study the unit.

Dear Students,

The SLM is simply a supporting material for the study of this paper. It is also advised to see the new syllabus 2024-25 and study the reference books & other related material for the detailed study of the paper.

Unit 1

Resume Writing and Interview Techniques

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1.0 Objectives :

After studying this module, the students will be able to -

- Develop skills to tailor resumes for specific roles.
- Master the structure and formatting of a resume.
- Respond to interview questions confidently.

1.1 Introduction :

Resume Writing and Interview Techniques are essential skills for anyone seeking to enter or advance in the job market. A well-crafted resume acts as your personal marketing tool, highlighting your skills, experience, and achievements to make a strong first impression on potential employers. Equally important are interview techniques, which help you effectively communicate your qualifications, build confidence and leave a positive impact during face-to-face or virtual interviews. Mastering both resume writing and interview skills greatly increases your chances of securing your desired job.

1.2 Presentation of the Subject Matter :

1.2.1 Section I: Writing a Resume :

A well-designed resume is a concise document that highlights your professional background, including work experience, education, skills and achievements. Its purpose is to present your qualifications clearly to potential employers and demonstrate your suitability for a specific role. A strong resume can distinguish you from other applicants and increase your chances of cracking an interview.

Typically used in the recruitment process, a resume should effectively convey your most relevant and valuable information in a straightforward, easy-to-read format. It quickly serves to show employers why you are a strong candidate for the job, based on your unique skills and experiences.

Types of Resume :

A. Chronological Resume :

The chronological resume is the most widely used format, best suited for individuals with a steady work history and no major employment gaps. This layout emphasizes your work experience by listing your roles and accomplishments in reverse chronological order—starting with your current or most recent job and moving backward.

Because of this focus, the chronological resume is especially effective for job seekers who have a strong track record of professional experience and notable achievements. It's also a preferred format among recruiters, as they tend to look at work history first when reviewing applications.

Even if you're a recent graduate, you can still use a chronological format by adjusting the order of sections to better fit your background. Alternatively, there are other formats that might be more appropriate depending on your experience level.

Let's begin with the fundamentals. The chronological resume has a simple and clear structure, with the latest experience—whether professional or academic—listed at the top, followed by earlier roles or accomplishments.

A standard chronological resume typically includes these key sections:

- Contact information
- Professional title and resume summary/objective
- Work experience and achievements
- Education section
- Your top soft/hard skills
- Include optional sections (languages, certificates, volunteer experience, etc)

Format of a Chronological Resume :

Here is a clear format for writing a chronological resume, which emphasizes your work history in reverse chronological order (most recent job first):

1. Contact Details:

- a. Your Full Name:
- b. Phone:
- c. Email:
- d. LinkedIn:
- e. City, State (optional).....

2. Professional Summary (Optional but recommended)

A brief 2–4 sentence summary highlighting your career achievements, experience level, and key skills relevant to the job you're applying for.

3. Work Experience :

a. Job Title :

Company Name – City, State

Month/Year – Month/Year

- Bullet points describing your responsibilities, achievements, and results
- Start each bullet with an action verb
- Use metrics where possible (e.g., “Increased sales by 25%”)

b. Job Title :

Company Name – City, State

Month/Year

- Responsibility or achievement 1
- Responsibility or achievement 2

(Repeat this section for each job, listing the most recent first)

4. Education

- Degree Earned (e.g., Bachelor of Arts in Psychology)
- University Name – City, State
- Month/Year – Month/Year
- Relevant coursework or honors (optional)

5. Skills

- Technical skills (e.g., Microsoft Office, Java, AutoCAD)
- Soft skills (e.g., Leadership, Communication, Problem-Solving)

6. Certifications & Training (Optional)

- Certification Name – Issuing Organization, Date
- Training Course Name – Provider, Date

7. Additional Sections (Optional)

- Projects, Volunteer Work, Languages, Awards
- Include only if they are relevant to the job or add value to your application.

B. Functional Resume :

A functional resume focuses on your skills and training rather than your work history. It's particularly useful for individuals with limited job experience, career changers, or those with gaps in their employment. This format emphasizes the capabilities that make you an asset to potential employers, even if your job background isn't extensive. This type of resume is also referred to as a skills-based resume, which highlights core competencies of the candidate rather than listing job history in reverse chronological order, which is typical in traditional resumes.

How to write a Functional Resume?

Start by choosing an appealing resume template and organize your resume using these main sections:

- Contact Information
- Resume Summary
- Skills Summary
- Education

If you have extra space, you can also add optional sections to provide a more complete picture of your background.

Key Sections of a Functional Resume :

1. Contact Information

Though basic, this section is critical. Be sure to include:

- Full name
- Current job title
- Email address
- Phone number
- City and country

Optional extras: Links to professional or relevant online profiles, such as:

- A personal portfolio (ideal for writers)
- GitHub (for developers)
- Instagram or Twitter (for marketers)

- An up-to-date LinkedIn profile

2. Resume Summary :

This section, placed just beneath your contact information, is a 2–4 sentences brief snapshot of your top professional achievements and key strengths. It's designed to show quickly hiring managers that you're a strong candidate for the role.

3. Skills Summary :

This is the centerpiece of a functional resume. Identify your top three most relevant skills for the position and explain how you developed or used each one. This section demonstrates your qualifications even without a lengthy job history.

4. Education :

This part is pretty simple. Include:

- Degree name (e.g., B.A. in Psychology)
- College/University name and dates attended (e.g., University of Mumbai, 2021–2024)

Optional additions:

- GPA (if 3.5 or higher and relevant)
- Honors (if any)
- Academic achievements (e.g., thesis or research work)
- Relevant coursework

Optional Resume Sections :

If you still have space, consider adding:

- **Projects :** Highlight personal or academic projects (e.g., a blog, an app, research).
- **Extracurricular Activities :** Especially useful for recent grades, showcasing involvement during school.
- **Languages:** List any additional languages and your proficiency level (Beginner to Native).
- **Work History :** While not required in a functional resume, you can include it. However, adding this turns your resume into a combination resume, blending both skills and chronological formats.

Format of a Functional Resume :

A functional resume emphasizes skills and abilities rather than chronological work history. It's especially useful for people with employment gaps, career changers, or those with limited experience in a specific field.

1. Full Name:

Phone Number:

Email Address:

LinkedIn Profile:

City, State (optional):

2. Professional Summary :

A brief paragraph (3–4 sentences) highlighting your top skills, experience, and career goals. Tailor it to the specific job you're applying for.

3. Key Skills and Competencies

(List 4–6 skill categories with brief bullet points under each.)

Example :

Project Management :

- Coordinated cross-functional teams to deliver projects on time and under budget
- Proficient with Agile and Scrum methodologies

Customer Service :

- Resolved customer complaints with 95% satisfaction rating
- Trained new team members on customer service protocols

Technical Skills :

- Proficient in Microsoft Office Suite, Slack, Trello
- Basic HTML/CSS, CRM software (Salesforce)

4. Professional Experience (Job Titles & Companies Only)

(Include job titles, company names, and dates—omit detailed responsibilities to keep focus on skills.)

- **Marketing Assistant** : ABC Corporation, New York, NY | Jan 2021 – Present

- **Sales Associate** : XYZ Retail, Brooklyn, NY | June 2018 – Dec 2020

5. Education :

- Bachelor of Arts in Communications
- University of California, Los Angeles | Graduated: 2018

6. Certifications (if applicable) :

- Certified Scrum Master (CSM) – 2022
- Google Analytics Certification – 2021

7. Volunteer Work (optional) :

- Community Outreach Volunteer
- Local Food Bank | 2020 – Present

C. Combination Resume (Hybrid Resume) :

The combination resume, also known as a hybrid resume, merges elements from both functional and chronological resume formats. It allows you to emphasize your professional skills while also detailing your work history. This style is particularly effective for individuals transitioning to a new career, re-entering the workforce, or aiming for a promotion.

This format is best used in specific situations, such as when you:

- Are shifting to a new career field
- Have noticeable gaps in your employment history
- Are an experienced professional with a broad skillset and varied background

If one of these scenarios applies to you, a combination resume could be a great fit. To structure it effectively, include the following key sections:

- Contact Details
- Professional Summary
- Work History or Core Competencies
- Summary of Skills
- Additional Skills
- Education

Let's see the description of all these sections of a combination resume in detail.

1. Contact Details :

At the top of your resume, clearly list your full name, email address, and phone number. Inclusion of your mailing address is optional. Your name should stand out, ideally in a slightly larger or bold font (no more than 14 pt). If relevant—especially for creative roles—add a link to an online portfolio.

2. Add a Resume Summary or Objective Statement :

Just below your contact information, consider adding a short summary or objective:

- An objective statement is best for those entering the workforce and outlines your career goals.
- A summary is a brief, engaging description of your professional background, emphasizing your experience and key skills.

3. Detail Your Work Experience Using Keywords :

List your professional experience starting with the most recent job. For each role, include:

- Job title
- Company name
- Dates of employment
- A short description of responsibilities and notable achievements

Where applicable, mention any professional growth or key lessons learned. Use keywords from the job description to align your experience with what employers are seeking.

Tips to Make it Stand Out :

- Highlight achievements, not just duties
- Focus on what you accomplished, not just what you were responsible for.
- Tailor to the Job
- Customize bullet points to reflect the skills and experience the employer is looking for.
- Start with strong action verbs
- Use verbs like “led,” “developed,” “optimized” to describe your work dynamically and specifically.
- Use numbers to show impact

- Quantify your results whenever possible (e.g., “Increased sales by 30%,” or “Reduced costs by 100K/year”).

4. Showcase Your Soft and Hard Skills :

Identify which skills align best with the job you’re applying for by reviewing the job posting. Be sure to include:

- Hard skills (technical abilities)
- Soft skills (interpersonal strengths)
- Transferable skills (useful across roles or industries)

To make your skills stand out :

- Create a bulleted skills section featuring 6–8 of your most relevant skills.
- Group similar skills into categories like “Technical Skills” or “Communication Skills” for clarity.
- List any required certifications or licenses first.
- Use tools like an AI-powered resume skills generator to find tailored, role-specific suggestions.

5. Education Section Guidelines :

Include your academic background—degrees, certifications, institutions, and attendance dates. This section is especially important for those with limited work experience or transitioning careers.

You may also list :-

- Relevant courses
- Academic performance (e.g., rank or GPA)
- Club or organization involvement
- Leadership roles
- Awards or honors

6. Resume Formatting Tips :

Proper formatting enhances the professionalism and readability of your resume. Pay attention to font type and size, margins, and spacing:

- Use a clean, readable font (e.g., Arial or Helvetica) sized between 10–12 points.

- Keep margins between 1 to 1.5 inches.
- Bold or slightly enlarge your name and section titles (up to 14 points).
- Use bullet points for clarity, especially in education and work history sections.

7. Design and Structure :

- Choose a clean, professional template.
- Keep the resume concise—ideally one page, especially for those with limited experience.
- Use action verbs to describe accomplishments and quantify results with data when possible.

8. Proofreading :

- Check carefully for grammar, spelling, and punctuation errors.
- Read it backward to catch mistakes and have others review it for a fresh perspective.
- If the resume exceeds one page, trim unnecessary content. Two pages are acceptable for senior or specialized roles.

9. Tailoring for Each Job :

- Customize your resume to match each job posting.
- Include keywords from the job description to improve visibility with Applicant Tracking Systems (ATS).
- Emphasize relevant experience and consider adding optional sections (e.g., certifications, languages) if they align with the role.

10. General Tips :

- Use a professional email address.
- Avoid personal pronouns.
- Do not include references unless asked.
- Always be truthful.
- Consider using AI tools for resume enhancement.

To conclude, by following these guidelines, you can craft a polished, targeted resume that effectively presents your qualifications and improves your chances of landing into a job.

Format of a Combination Resume:

A Combination Resume (also known as a Hybrid Resume) blends the best features of chronological and functional resumes. It highlights your skills and achievements while also providing a clear employment history.

Here is a standard format of a Combination Resume :

1. Contact Details :

- Your Full Name:
- Phone Number:
- Email Address:
- LinkedIn Profile:
- City, State:
- Portfolio/Website if applicable:

2. Professional Summary :

- A concise 2–4 sentence paragraph summarizing your qualifications, experience, and career goals. Tailor it to the job you’re applying for.

3. Core Competencies / Key Skills :

- A bullet list of 6–10 core skills relevant to the position (e.g., Project Management, Data Analysis, Customer Service, Adobe Creative Suite, etc.).

4. Professional Accomplishments / Career Highlights (Optional but recommended)

- Highlight 3–5 major achievements or projects
- Use quantifiable results when possible (e.g., “Increased sales by 25% in Q2 2023”)

5. Work Experience (Chronological Order) :

- **Job Title** – Company Name, Location

Month/Year – Month/Year

Bullet points describing your responsibilities and achievements

Focus on results and action verbs

- **Job Title** – Company Name, Location

Month/Year – Month/Year

Continue in reverse-chronological order

6. Education :

- Degree – Institution Name, Location
- Month/Year – Month/Year

Optional: GPA, Honors, Relevant Courses

Certifications / Professional Development (if applicable)

- Certification Name – Issuing Organization, Date
- Workshops, Seminars, Online Courses

Technical Skills (if not included earlier)

- Software, Programming Languages, Tools

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

Ashok Jadhav

Kolhapur, Maharashtra

(0231) 23450912

ash.jadhav@email.com

Personal Portfolio: ashokjadhavgraphics.personalwebsite.com

Professional Summary :

A committed and industrious graphic designer with in-depth experience using top-tier design software and tools in the industry.

Core Competencies :

- Advanced proficiency in Adobe Photoshop
- Expert-level skills in Adobe InDesign
- Intermediate knowledge of CorelDraw
- Highly motivated and self-driven
- Innovative thinker
- Dedicated and dependable

Work Experience :

1. Next Up Press :

Associate Graphic Designer, August 2022 – Present

- Designed visuals for both print and digital formats
- Collaborated closely with editorial staff to ensure design accuracy and effectiveness
- Improved design software skills to address unique challenges in print media

2. Level 10 Designs,

Graphic Design Intern, June 2019 – July 2022

- Created visual content for client projects using design tools
- Gained hands-on experience with Adobe Creative Suite

3. Mumbai University Newspaper,

Graphic Designer, September 2017 – May 2019

- Produced digital designs for the university's online publications
- Partnered with content teams to craft visually engaging profile layouts
- Refined and expanded Photoshop expertise

Academic Background

ShivajUniversity, Kolhapur

Bachelor of Fine Arts (B.F.A.), Animation and Digital Arts

August 2014 – May 2017

Graduated with Distinction – 79%

Check your progress 1 :

Q. 1. A) Choose the correct alternative from the following:

1. What should a resume ideally highlight?
a. Personal opinions b. Hobbies
c. Qualifications and achievements d. Family background
2. Which of the following sections is NOT typically found in a chronological resume?
a. Contact Information b. Resume Objective
c. Work Experience d. Skills Summary

3. A functional resume is especially helpful for:
 - a. People with stable work history
 - b. Experts in one field
 - c. Career changers or those with limited experience
 - d. Retirees
4. What is a combination resume best used for?
 - a. Internships
 - b. Career transitions or promotions
 - c. Freelance work only
 - d. Volunteering positions
5. Which resume format is most preferred by recruiters?
 - a. Chronological
 - b. Functional
 - c. Combination
 - d. Academic
6. What is placed just below the contact section in most resume formats?
 - a. Work history
 - b. Resume summary/objective
 - c. References
 - d. Skills list
7. Why should numbers be used in describing job responsibilities?
 - a. To show creativity
 - b. To quantify impact
 - c. To confuse ATS
 - d. To lengthen the resume
8. In resume formatting, which of the following is considered ideal?
 - a. Fancy fonts and colors
 - b. Clear structure and readable font
 - c. Including emojis
 - d. Long paragraphs
9. What should be avoided in a resume?
 - a. Action verbs
 - b. Personal pronouns
 - c. Keywords
 - d. Professional summary
10. Which of the following is an optional resume section?
 - a. Work Experience
 - b. Education
 - c. Languages
 - d. Contact Information

B) Answer the following questions in one word, a phrase or a sentence each :

1. What is the main purpose of a resume?
2. Which resume format is best for individuals with a steady work history?
3. What type of resume emphasizes skills over work history?

4. What resume format combines elements of both functional and chronological resumes?
5. What kind of verbs should be used to describe achievements in a resume?
6. In which resume format are employment gaps less visible?

1.2.2 Section II : Preparing for an Interview :

An interview is a structured conversation where one person (the interviewer) asks questions, and another person (the interviewee) responds. During the interview for the job, the employer's aim is to evaluate whether the candidate is suitable for the job or not where as the candidate has to present himself/herself best showing liability for the post.

Preparing for an Interview is a crucial step in the job search process that can significantly impact your chances of success. It involves researching the company, understanding the job role, reviewing common interview questions, and practicing your responses. Effective preparation also includes planning your attire, organizing necessary documents, and developing thoughtful questions to ask the interviewer. By being well-prepared, you demonstrate professionalism, confidence, and a genuine interest in the position, all of which can leave a lasting impression on potential employers.

Types of Interviews :

A. In-Person Interviews: Definition and Purpose :

An in-person interview is a traditional, face-to-face meeting between a candidate and employer, typically held at the company's location. It allows for real-time interaction, enabling both verbal and non-verbal communication, and helps build rapport between the interviewer and the interviewee.

Key aspects of In-Person Interviews :

- Physical presence enhances communication and interaction.
- Non-verbal cues such as gestures and expressions help assess personality.
- Stronger rapport is built through direct conversation.
- Insight into company culture is gained by visiting the workplace.
- Skill assessments may be conducted on-site.
- Interview duration can vary from 30 minutes to several hours, if multiple sessions occur.

How to prepare for an In-Person Interview:

1. Research the Company :

Learn about its latest news, industry trends, and your interviewer (if known) to personalize your responses and show interest.

2. Practice Common Questions :

Prepare clear and concise answers to typical questions like:

1. Tell me about yourself
2. Why do you want to work here?
3. What are your strengths and weaknesses?

3. Use the STAR Method for Storytelling :

Prepare impactful stories demonstrating key skills, using:

- **Situation** : Describe the context or background of the challenge you faced.
- **Task** : Explain the specific responsibility or goal you were assigned.
- **Action** : Detail the steps you took to address the task or problem.
- **Result** : Share the outcome and highlight the impact of your actions.

4. Prepare Questions to Ask :

Have thoughtful questions ready about the role, team, and growth opportunities to demonstrate engagement and curiosity.

5. Plan Your Attire and Materials :

Choose professional clothing, and bring multiple copies of your resume, a notepad, and other necessary items.

6. Arrange Your Travel :

Plan your route in advance, check traffic or transit schedules, and aim to arrive early.

7. Stay Calm on Interview Day :

Start your day early, keep a relaxed mindset, and review notes or questions for final preparation.

B. Virtual Interviews :

A virtual interview, also referred to as an online or video interview, is a remote job interview conducted through platforms like Zoom or Google Meet. It allows employers and

candidates to connect without meeting in person, offering convenience and access to a broader talent pool. It follows a similar format to in-person interviews but occurs online.

Tips for Success in a Virtual Interview :

1. Check your technological support early :

- Ensure your camera, microphone, and internet connection are working properly.
- Install necessary software and test the setup a day in advance.
- Re-check 15–30 minutes before the interview to avoid last-minute issues.

2. Dress Professionally :

- Wear the same attire you would for an in-person interview.
- Dressing up boosts your confidence and presents a professional image.

3. Prepare Thoroughly:

- Prepare thoroughly and don't rely on searching for answers during the interview.
- Review common interview questions, research the company, understand the job description, and have examples of your accomplishments ready.

4. Minimize Distractions :

- Choose a quiet, tidy space with minimal background noise.
- Inform housemates and secure pets in another room during the interview.

5. Maintain Professional Demeanor :

- Sit upright with your face centered in the camera view.
- If surprised by a question, stay calm and collected.
- Replace a physical handshake with a smile and eye contact.

6. Build a Connection :

- Engage in light conversation or find common ground to build rapport.
- Ask about the interviewer's experience with virtual interviews or discuss mutual interests.

7. Be Genuine :

- Use the comfort of your environment to express your personality.
- Show enthusiasm through posture, facial expressions, and clear communication.

8. Follow Up :

- Send a thank-you email within 24 hours.
- Express appreciation and reiterate your interest in the position.
- Request interviewer contact details from HR if needed.

C. Phone Interviews :

A phone interview, sometimes called a telephone screening, is a type of job interview conducted over the phone. It's commonly used as a preliminary step to evaluate a candidate's qualifications, experience, and fit for a role before scheduling a more comprehensive in-person or virtual interview.

Phone screenings help employers narrow down candidates, identifying those most suitable for the position. If successful, candidates typically move on to the next stage of the hiring process.

These interviews are usually initiated by the interviewer at a scheduled time. However, in some cases, the candidate may need to call the interviewer, particularly when it's a group interview or if a conferencing system is used. Interviewers often prefer calling from their offices due to the convenience of coordinating during business hours.

Starting a Phone Interview (When the Interviewer Calls You) :

Making a strong first impression during a phone interview sets the tone for the entire conversation. Follow these steps when the interviewer calls:

1. Prepare in Advance :

Even though the interview isn't face-to-face, preparation is a key to success. Research the company, practice your responses, and have your resume on hand. Keep the interviewer's name nearby, and prepare a few thoughtful questions to ask.

2. Answer Professionally and Introduce Yourself :

Greet the caller clearly and confidently. State your name and confirm that you've been expecting the call. Ensure your voicemail is also professional in case you miss the call.

Example: "Hello, this is Priya Deshmukh. I've been looking forward to speaking with you, Ms. Anuskha."

3. Close the Call with Professional Courtesy :

Reiterate the interviewer's name at the end and express your appreciation. Use proper titles like Mr., Mrs., or Dr. While addressing them.

Examples :-

“Thank you again, Dr. Jadhav, for taking the time to speak with me.”

“I appreciate your time today, Mr. Deshmukh. Thank you for the opportunity.”

4. Starting a Phone Interview (When You Initiate the Call) :

If you’re the one making the call for the interview, here’s how to handle it:

Greet the Person Who Answers -

Whether it’s a receptionist or the interviewer, introduce yourself and explain the purpose of your call.

Examples:-

“Hi, I’m Priti, calling for my scheduled interview for the accounts payable clerical position.”

“Hello, this is Priti, calling regarding our scheduled phone interview today.”

5. Request to Speak with the Interviewer :

If someone else answers, ask to be connected to the correct person by name. If the interviewer answers directly, confirm their identity.

Examples:-

“May I speak with Mr. JivanThorat, please?”

“Am I speaking with Mr. JivanThorat?”

6. Express Gratitude Before Beginning :

Once you’re connected, thank them for their time before diving into the interview.

Example: “Hi, Ms. Priya, this is PritiVerma. I’m calling for our scheduled interview today. Thank you for taking the time to speak with me.”

D. Panel Interview :

A panel interview occurs when a candidate is interviewed by two or more individuals simultaneously. This format allows employers to gather diverse viewpoints and evaluate a candidate’s suitability for the role more efficiently.

What Does a Panel Interview Involve? :

In a panel interview, multiple people—such as managers, team members, HR professionals, and other decision-makers—interview a candidate at the same time. This type

of interview is commonly used in fields like education, healthcare, government, and corporate sectors, particularly for high-level positions with significant responsibilities.

Why Employers Use Panel Interviews :

- It saves time by allowing several stakeholders to meet the candidate together.
- Each panelist can form their own impression without relying on a single interviewer's feedback.
- It helps assess how candidates perform under pressure and interact with multiple people.
- Although being interviewed by a group can be intimidating, panel interviews offer advantages. They can replace multiple interview rounds, provide insights into the team dynamic and company culture, and give the candidate a more complete picture of the role and organization.

Check your progress 2 :

Q. 1. A) Choose the correct alternative :

1. What is the main purpose of a job interview for the employer?
 - a) To test technical knowledge
 - b) To reject unqualified candidates
 - c) To evaluate candidate's suitability for the job
 - d) To offer the job immediately
2. Which of the following is NOT part of the STAR method?
 - a) Situation
 - b) Task
 - c) Action
 - d) Technique
3. A virtual interview is commonly conducted using platforms like:
 - a) Google Chrome
 - b) Google Meet
 - c) Excel
 - d) Slack
4. In a phone interview, how should you answer the call?
 - a) Casually with "Hello?"
 - b) Professionally by stating your name
 - c) By asking "Who is this?"
 - d) By saying "What do you want?"
5. What should you not rely on during a virtual interview?

- a) Research notes b) Memorized answers
 - c) Searching answers online during the call
 - d) STAR stories
6. Which type of interview often involves multiple people interviewing at once?
- a) Phone interview b) Virtual interview
 - c) Panel interview d) In-person interview
7. Which of the following should you bring to an in-person interview?
- a) Snacks b) Multiple copies of your resume
 - c) Your pet d) A family member
8. Which of these is an advantage of a panel interview?
- a) Only one person evaluates you b) Less preparation is needed
 - c) Multiple perspectives can be gathered d) There are no follow-up questions
9. Before a virtual interview, it is important to:
- a) Wear pyjamas b) Test your technology setup
 - c) Keep your phone on loud d) Leave the room messy
10. When should you send a thank-you email after an interview?
- a) A week later b) Within 24 hours
 - c) Immediately after applying d) Never

B) State whether the following statements are true or false:

- 1. An interview is a one-way conversation.
- 2. In-person interviews do not allow non-verbal communication.
- 3. STAR method stands for Situation, Task, Action, Result.
- 4. Dressing professionally is important only for in-person interviews.
- 5. Phone interviews are always the final step in the hiring process.
- 6. Virtual interviews require a stable internet connection and working equipment.
- 7. In a panel interview, only one person evaluates the candidate.
- 8. Practicing common questions is a part of interview preparation.

9. Interview attire has no impact on the impression you make.
10. A thank-you email should be sent after a virtual interview.

1.2.3 Section – III : Facing an Interview :

Facing an interview is a significant step in one's professional journey. Whether it's for a job, internship, or academic opportunity, interviews serve as a platform to showcase your skills, experiences, and personality to potential employers or evaluators. The process can be both exciting and nerve-wracking, as it often determines your next career move. Preparing well, understanding the interview format, and presenting yourself confidently are key to making a positive impression. In this discussion, we will explore the essentials of facing an interview successfully—from preparation techniques and common questions to body language and follow-up etiquette.

General Tips for Facing an Interview :

Facing interviews confidently and effectively involves preparation, self-awareness, and communication skills. Here are some general statements and tips to help guide you:

1. Research the Company :

- Understand the company's mission, values, products, and recent developments.
- Know your interviewer's role if possible, and the team you're applying to.

2. Understand the Role :

- Read the job description thoroughly and align your skills and experiences with what's required.
- Be ready to discuss how your background fits the position.

3. Prepare Your Stories :

- Use the STAR method (Situation, Task, Action, Result) to answer behavioral questions.
- Have examples ready that demonstrate leadership, problem-solving, teamwork, and adaptability.

4. Practise Common Questions :

Be prepared to answer:

- Tell me about yourself.
- What are your strengths and weaknesses?

- Why do you want to work here?
- Where do you see yourself in 5 years?

5. Dress Appropriately :

- Wear professional attire that suits the company's culture (when in doubt, go formal).

6. Be Honest and Authentic :

- Don't try to be someone you're not. Employers appreciate genuineness and integrity.

7. Communicate Clearly :

- Speak confidently, maintain good posture, and make eye contact.
- Listen carefully and don't be afraid to ask for clarification.

8. Ask Thoughtful Questions :

- Prepare a few questions to ask the interviewer about the role, team, or company culture.

9. Handle Stress Positively :

- Stay calm, breathe, and don't rush. It's okay to pause and think before answering.

10. Follow Up :

- Send a thank-you email after the interview to express appreciation and reinforce your interest.

A. How to Face In-person Interview: Tips for Success :

- **Build a connection:** Use the interviewer's name and engage in light, relevant conversation.
- **Stay professional:** Avoid slang and personal oversharing; speak positively about past experiences.
- **Use pauses effectively:** Take a moment to reflect before answering.
- **Observe body language:** Adjust your responses based on the interviewer's cues.
- **Show enthusiasm:** Maintain eye contact, smile, and clearly express your interest in the role before leaving.

In-Person Interview Conversation: Cashier at Koyana Cooperative Bank, Kolhapur:

Here's a mock in-person interview script for the post of a Cashier at Koyana Cooperative Bank, Kolhapur, presented as a dialogue between the panel of interviewers and the candidate.

The interview balances professional competency, local relevance, and practical banking knowledge.

Location: Koyana Cooperative Bank, Kolhapur – Interview Room

Interview Panel:

- Mr. Patil (Branch Manager)
- Mrs. Desai (HR Officer)
- Mr. Jadhav (Senior Cashier)

Candidate: Mr. Rahul Shinde

Interview Begins :

Mr. Patil : Good morning, Mr. Shinde. Please have a seat.

Candidate : Good morning, sir. Good morning, ma'am. Thank you.

Mrs. Desai : Mr. Shinde, please introduce yourself and tell us briefly why you're interested in working at Koyana Cooperative Bank.

Candidate : Sure. My name is Rahul Shinde. I'm from Kolhapur and I've completed my B.Com from Shivaji University. I have also completed a certificate course in Banking and Finance. I'm interested in working with Koyana Cooperative Bank because it has a strong presence in this region and plays a key role in supporting rural and semi-urban development. As someone from this area, I'd be proud to contribute.

Mr. Jadhav : Good. As a cashier, you'll be handling a lot of cash and interacting with customers daily. How do you ensure accuracy and avoid errors in such a responsible role?

Candidate : Sir, I follow a very systematic approach. I double-check all entries before processing, maintain a clean and organized cash counter, and balance cash at the end of the day without fail. I also avoid distractions during cash transactions and always verify denominations in front of customers.

Mr. Patil : Suppose a customer complains that he was short-changed. How would you handle that situation?

Candidate : First, I would remain calm and polite. I'd ask the customer to explain what happened and review the CCTV footage and transaction details. If it's a mistake on my part, I'll apologize and immediately correct it. Transparency and politeness are key to handling such situations.

Mrs. Desai : What do you understand by cooperative banking? How is it different from commercial banking?

Candidate : Cooperative banks are owned and operated by their members, with the aim of providing credit and services to the local community, especially in rural and semi-urban areas. They operate on the principle of cooperation and mutual benefit. Commercial banks, on the other hand, are profit-driven institutions and generally have broader operations across regions and sectors.

Mr. Jadhav : We often deal with senior citizens and farmers. How would you assist someone who may not understand digital banking or formal procedures?

Candidate : I would patiently explain the process in simple Marathi and use visual aids if needed. I'd guide them step-by-step and make sure they're comfortable, without making them feel rushed or embarrassed. Respect and empathy are essential.

Mr. Patil : Let's say you have Rs.2,00,000 cash in hand but the system shows Rs.1,98,500. What would be your immediate steps?

Candidate : I would recheck the entire day's transactions, tally receipts, and count the cash again carefully. If the difference persists, I'd report it immediately to my superior and help in auditing the records to find the discrepancy.

Mrs. Desai : Are you comfortable with working under pressure, especially during peak hours like month-end or festival seasons?

Candidate : Yes, ma'am. I understand that such periods are part of the job. I remain focused, stay organized, and prioritize customer service without compromising accuracy.

Mr. Patil : Last question – Why should we hire you?

Candidate : I believe I have the right blend of local knowledge, sincerity, and a customer-friendly approach. Being from Kolhapur, I understand the community's banking needs and values. I'm ready to work hard, learn continuously, and contribute to the bank's trusted image.

Mr. Patil : Thank you, Mr. Shinde. We'll get back to you soon.

Candidate : Thank you, sir. Thank you, ma'am. It was a pleasure speaking with you.

B. How to Face a Virtual Interview :

To succeed in a virtual interview, ensure your technology works, dress professionally, prepare like you would for an in-person meeting, create a distraction-free environment, present yourself confidently, establish rapport, be authentic, and follow up afterward.

Sample of a Virtual Interview :

Here's a sample of Zoom interview script for the position of Salesman in an Agro-based Industry in Sangli. The script includes an interviewer (Mr. Patil) and a candidate (Ravi Deshmukh). The tone is professional and friendly, and the setting reflects a realistic virtual interview scenario.

Zoom Interview Script – Salesman Position (Agro-based Industry, Sangli) :

(Scene: Zoom meeting in progress. Both participants are visible on camera. The interviewer is seated in a well-lit office; the candidate is joining from home.)

Mr. Patil (Interviewer) : Good morning, Mr. Deshmukh. Can you hear and see me clearly?

Ravi Deshmukh (Candidate) : Good morning, sir. Yes, I can hear you clearly and see you as well. Thank you for having me today.

Mr. Patil : Glad to hear that. Let's begin. Could you please introduce yourself and give us a brief about your background?

Ravi : Sure, sir. My name is Ravi Deshmukh. I'm from Kolhapur and I hold a Bachelor's degree in Agricultural Science from Mahatma Phule Krishi Vidyapeeth, Rahuri. I've been working in the agricultural input sales sector for the past 3 years, mainly dealing with fertilizers and pesticides. I'm very passionate about rural marketing and connecting directly with farmers to understand their needs.

Mr. Patil : That's good to know. Since we are located in Sangli and mainly deal with sugarcane-related agri products, how familiar are you with this crop and the region?

Ravi : Yes sir, Sangli is one of the leading regions for sugarcane farming in Maharashtra. During my fieldwork, I had the opportunity to visit Sangli several times and interact with local farmers. I'm quite familiar with the crop cycle, common pests, and nutrient requirements of sugarcane. I also understand the marketing challenges in this area.

Mr. Patil : Excellent. Tell me, how do you approach sales in a rural setup where farmers might be skeptical about new products?

Ravi : That's a great question, sir. I believe in building trust first. I usually start by understanding the farmer's problems, then offer product demos or trials. I also share success stories from nearby villages to gain confidence. Regular follow-ups and after-sales support are key in rural sales.

Mr. Patil : Very well said. Our company often conducts Krishi Melas and demo days in villages. Are you comfortable organizing and leading such events?

Ravi : Absolutely, sir. In my previous role, I have organized 12 such events in different talukas. I coordinated with local authorities, arranged logistics, and gave product presentations in Marathi for better understanding. I enjoy this kind of field engagement.

Mr. Patil : Good to hear. One challenge we often face is reaching monthly targets, especially during off-season periods. How do you handle such pressure?

Ravi : Sir, I usually plan proactively. During off-seasons, I focus on promoting complementary products like bio-fertilizers or soil conditioners. I also use that time to strengthen relationships with retailers and stockists so that sales remain consistent. I believe proper planning and communication help reduce pressure.

Mr. Patil : Very strategic. Can you tell me about one difficult situation you faced in your previous job and how you overcame it?

Ravi : Certainly. Once a batch of pesticide we sold caused a phytotoxic reaction in one farmer's field. He was understandably upset. I immediately visited the farm, collected samples, and coordinated with the technical team. We replaced the product free of cost and compensated part of his crop loss. Later, we even gained more clients in that village due to our honesty.

Mr. Patil : That shows accountability. Finally, why do you want to work with our company?

Ravi : Sir, your company has a strong presence in the agri-sector, especially in western Maharashtra. I respect how you balance business with farmer welfare. I see a lot of learning opportunities here and believe my experience aligns well with your field sales model.

Mr. Patil : Thank you, Mr. Deshmukh. I really appreciate your clarity and enthusiasm. We'll be concluding the initial round today and will inform you within a week about the next steps.

Ravi : Thank you very much, sir. It was a pleasure speaking with you. Looking forward to hearing from you.

Mr. Patil : Wish you all the best. Have a great day!

(Both smile. Zoom call ends.)

C. How to face a Phone Interview :

Phone interview is similar to the virtual interview except the video calling. It is conducted with the remote candidate. The candidate needs to:

- Confirm interview details in advance
- Make sure you're aware of the correct time and date, and clarify any logistics with the employer beforehand.

Here are some tips for getting ready to face the phone interview:

1. Be Ready to Answer the Call Yourself :

- Inform anyone you live with about the interview to avoid distractions. You should be the one to answer the phone.

2. Practice Active Listening :

- Pay close attention, take notes, and wait until the interviewer finishes speaking before responding. This prevents miscommunication and shows respect.

3. Take Notes and Ask Insightful Questions :

- Write down key points and enquire about job responsibilities or company culture if needed. Asking questions shows engagement.

4. Send a Follow-Up Message :

- After the interview, send a thank you email to express appreciation and reinforce your interest in the role. This can leave a lasting impression and improve your chances of moving forward.

Additional Preparation Tips for preparation of a successful phone interview:

• List Your Strengths :

Write down your top skills and how they align with the job requirements so you can refer them during the interview.

• Choose a Quiet Location :

Select a quiet, distraction-free environment. Inform others in your space, or go to a private room if needed.

• Use a Landline If Possible :

A landline can help prevent dropped calls or poor reception that may interrupt the conversation.

• **Inquire About Next Steps :**

In your follow-up note, ask what comes next in the hiring process to demonstrate initiative and genuine interest in the position.

Mock Phone Interview: Computer Operator – BPCL, Karad :

Here's a mock phone interview for the position of Computer Operator at Bharat Petroleum Corporation Ltd. (BPCL), Karad. The dialogue includes realistic questions and appropriate answers, simulating an exchange between an interviewer and a candidate.

□ **Call Connects :**

Interviewer : Good morning. Am I speaking with Mr. Rajesh Patil?

Candidate : Yes, good morning. This is Rajesh Patil speaking.

Interviewer : Hi Rajesh. I'm Meena Joshi from the HR department of Bharat Petroleum, Karad. Thank you for applying for the Computer Operator position. Is this a good time for a brief phone interview?

Candidate : Yes, absolutely. Thank you for the opportunity.

Interviewer : Great. Let's start with a quick introduction. Could you briefly walk me through your background?

Candidate : Sure. I have a diploma in Computer Engineering from Government Polytechnic, Satara. I've worked for two years as a data entry and system support operator at a logistics company. I'm well-versed in MS Office, data management systems, and basic troubleshooting. I'm looking to grow in a stable and reputed organization like BPCL.

Interviewer : That sounds good. Can you explain your experience with data entry and record management?

Candidate : Certainly. In my previous job, I maintained records of stock movement and billing using Excel and company software. Accuracy and speed were crucial, so I developed formulas and shortcuts to improve efficiency and minimize errors.

Interviewer : Do you have experience working with SAP or similar ERP systems?

Candidate : I've had exposure to Tally ERP and a little training in SAP during a certificate course. I'm comfortable learning and adapting to company-specific systems quickly.

Interviewer : Excellent. Our operations rely heavily on real-time data processing. How do you ensure accuracy under pressure?

Candidate : I double-check all entries before final submission and cross-reference with source documents. I also use validation tools in Excel and alerts in systems like Tally to reduce chances of human error.

Interviewer : Let's say the system you are using crashes unexpectedly during your shift. How would you handle it?

Candidate : First, I'd try basic troubleshooting—check connectivity, restart the system, and ensure it's not a user-end problem. If unresolved, I'd escalate the issue to the IT team immediately, and in parallel, maintain manual records temporarily to ensure workflow continues.

Interviewer : Good. What would you do if you receive conflicting data entries from two departments?

Candidate : I would verify the source documents from both departments, clarify inconsistencies with the concerned teams, and document the resolution for transparency. Only after that would I update the system with corrected data.

Interviewer : This role also involves coordination with the operations and logistics team. How comfortable are you working in a team-based, fast-paced environment?

Candidate : I'm very comfortable. In my last job, I coordinated with the warehouse and billing departments daily. I believe in clear communication and a team-first attitude.

Interviewer : Great to hear. Are you comfortable working in shifts if required?

Candidate : Yes, I understand BPCL operates in multiple shifts, and I'm fully flexible to work as per the requirement.

Interviewer : Do you have any experience with compliance and report generation?

Candidate : Yes. I've prepared daily and monthly stock reports, and occasionally helped in formatting compliance reports for audits, especially related to inventory and dispatch data.

Interviewer : That's great. Do you have any questions for us?

Candidate : Just one—what would be the next step in the selection process?

Interviewer : We will shortlist candidates for an in-person or video interview, followed by a basic skills test. You'll hear from us within a week. Thank you for your time, Rajesh.

Candidate : Thank you very much. I look forward to the opportunity.

D. Facing a Panel Interview :

As a part of preparation for this interview, the candidate needs to reach out to the employer to gather as much detail as possible. As you prepare, consider the following:

1. Who will be on the panel, and what are their roles?
2. What can you learn about each panelist online or on the company website?
3. How can you tailor your responses to address each panelist's priorities?
4. What is the interview location and structure?
5. What topics will be discussed?
6. What materials should you bring (e.g., resumes, portfolios)?
7. Will you need to present or complete a task during the interview?

Next, prepare as you would for any interview. Research the company, align your experience with the job description, and practice answering common questions using the STAR (Situation, Task, Action, Result) method. Also, prepare thoughtful questions to ask the panel, which shows initiative and helps you evaluate the role.

Tips for Success in a Panel Interview :

Beyond practical preparation, it's important to manage your mindset and interpersonal approach:

- **Acknowledge Your Feelings :** It's normal to feel nervous. Take a few deep breaths or review your notes to center yourself before the interview.
- **Evaluate the Role for Yourself Too :** View the interview as a two-way conversation. Use your questions to understand the job better and assess if it's the right fit for you.
- **Engage All Panelists :** Make eye contact, speak clearly, and involve each interviewer, even if some are quieter or only one person is leading.
- **Control the Pace :** Take a moment before answering to collect your thoughts. Listen attentively, ask for clarification if needed, and provide well-thought-out responses.
- **Follow Up :** Before leaving, gather contact details for each panelist and express appreciation for their time.

Sample Panel Interview for the post of Manager at Bank of Maharashtra, Satara :

Here is a sample Panel Interview Script for the post of Manager at Bank of Maharashtra, Satara, featuring a realistic exchange of questions and answers between the interview panel

and the candidate. The panel may typically include a Zonal Manager, HR Officer, and a Senior Branch Manager.

Panel Members :

- Mr. Deshmukh – Zonal Manager (ZM)
- Ms. Kulkarni – HR Officer (HR)
- Mr. Patil – Senior Branch Manager (SBM)

Candidate: Mr. Ajay Sharma

Panel Interview Script

Ms. Kulkarni : Good morning, Mr. Sharma. Please introduce yourself.

Candidate : Good morning, ma'am. Good morning, sirs. I'm Ajay Sharma. I hold an MBA in Finance from Pune University and have 8 years of experience in the banking sector. I've worked with ICICI Bank as Assistant Manager, handling operations, team leadership, and customer relationship management. I'm originally from Satara and I'm very enthusiastic about contributing to the growth of Bank of Maharashtra in my home region.

Mr. Deshmukh : Why do you want to join Bank of Maharashtra, and why the Satara region specifically?

Candidate : Sir, Bank of Maharashtra is a leading public sector bank known for its strong regional presence and customer trust, especially in Maharashtra. I believe my understanding of the local market, culture, and customer behavior in Satara gives me an edge in building lasting relationships and enhancing business. I see this as both a professional opportunity and a way to contribute to my hometown.

Mr. Patil : As a manager, how would you handle a situation where a staff member is underperforming?

Candidate : Sir, I believe in addressing performance issues through a constructive and empathetic approach. I would first meet the staff member privately to understand the reasons behind the underperformance—whether it's due to lack of clarity, training, or personal challenges. Then, I would set clear expectations, provide necessary support or mentoring, and set a review timeline. If the issue persists despite support, I would take action in accordance with the bank's HR policy.

Ms. Kulkarni : What is your leadership style, and how do you motivate your team?

Candidate : I practise participative leadership. I believe in involving the team in decision-making, recognizing individual contributions, and setting clear goals. Motivation comes through empowerment, open communication, and celebrating small wins. Regular feedback and a transparent appraisal system also help maintain high morale.

Mr. Deshmukh : Suppose you are posted as a Branch Manager in a semi-urban area of Satara with poor CASA deposit growth. What steps would you take?

Candidate : Sir, I would begin with a market analysis to understand customer segments and competitors. I'd launch awareness campaigns targeting farmers, self-help groups, and small traders. I'd strengthen doorstep banking, digital onboarding, and community engagement—possibly through financial literacy camps. Incentivizing staff to reach CASA targets and improving customer service would also be a priority.

Mr. Patil : How do you ensure compliance and reduce the risk of fraud at the branch level?

Candidate : Compliance starts with awareness and training. I would ensure all staff are well-versed in KYC norms, AML procedures, and internal audit protocols. I'd promote a culture of integrity, conduct periodic internal checks, and encourage whistleblowing for any irregularities. Segregation of duties and review of high-value transactions are also key preventive measures.

Ms. Kulkarni : How do you manage work-life balance, especially in a leadership role?

Candidate : Ma'am, I prioritize time management and delegation. I make sure to set realistic goals, encourage teamwork, and take regular short breaks to stay refreshed. A balanced mind contributes to better decision-making, and I believe in leading by example.

Mr. Deshmukh : What is your vision for your first year if selected for this role?

Candidate : Sir, in the first year, I'd aim to strengthen customer relationships, boost CASA growth, and improve credit quality by monitoring NPAs closely. I'd also focus on digital adoption, training staff on customer service, and contributing to the bank's social initiatives under CSR.

Ms. Kulkarni : Do you have any questions for us?

Candidate : Yes, ma'am. Could you please share your expectations from the new manager in the first six months, particularly in terms of business targets?

Mr. Deshmukh: We expect a proactive approach in expanding the customer base, ensuring compliance, and building a motivated team. CASA and retail loan growth are top priorities. You'll receive target guidelines after joining.

Ms. Kulkarni : Thank you, Mr. Sharma. We appreciate your responses. We'll be in touch.

Candidate : Thank you all for the opportunity. It was a pleasure speaking with you.

Check your progress 3 :

Q. 1. A) Fill in the gaps with the appropriate alternative:

1. Facing an interview is a significant step in one's journey.
a) Academic b) Professional
c) Social d) Personal
2. Themethod is often used to answer behavioral questions in an interview.
a) SWOT b) SMART
c) STAR d) SPOT
3. It's important to.....the company's mission, values, products, and recent developments.
a) memorize b) criticize
c) ignore d) research
4. During a virtual interview, ensure your works properly before the session.
a) script b) technology
c) furniture d) schedule
5. A professional should dress appropriately, preferably more when in doubt.
a) informally b) casually
c) formally d) comfortably
6. In a phone interview, practice listening to avoid miscommunication.
a) passive b) active
c) selective d) critical
7. Always follow up after an interview with a email.
a) casual b) complaint

- c) thank-you d) rejection
- 8. During a panel interview, make sure to engage panelists.
 - a) the lead b) only senior
 - c) only one d) all
- 9. In an in-person interview, use pauses to reflect before answering.
 - a) infrequently b) dramatically
 - c) sarcastically d) effectively
- 10. Asking thoughtful questions during the interview shows _____.
 - a) nervousness b) disinterest
 - c) engagement d) arrogance

B) Answer the following questions in one word, a phrase or a sentence each :

1. What is the primary goal of an interview?
2. Why is it important to research the company before an interview?
3. What does the STAR method stand for?
4. What is one benefit of dressing professionally for an interview?
5. What should you avoid during an in-person interview?
6. In a phone interview, why is using a landline recommended?
7. What is one way to control stress during an interview?
8. Why should you send a follow-up email after any interview format?
9. What should you do if you're unsure about an interview question?
10. What is a key tip for panel interviews?

1.3 Summary :

Resume writing is the process of creating a professional document that outlines an individual's education, work experience, skills, and accomplishments. A well-crafted resume serves as a marketing tool to showcase a candidate's qualifications to potential employers. It should be clear, concise, and tailored to the specific job being applied for. Key elements of a strong resume include a compelling summary or objective, a detailed work history, relevant skills, and educational background. Effective resume writing involves using action verbs, quantifying achievements, and maintaining a clean, organized layout to make a positive first impression and improve the chances of securing an interview.

Effective interview preparation and confident performance are key to securing a job. Preparing for an interview involves researching the company, understanding the job role, reviewing common interview questions, and practicing responses. It also includes preparing necessary documents, dressing appropriately, and being punctual. On the other hand, facing an interview requires good communication skills, a positive attitude, confidence, and the ability to present one's qualifications clearly. Candidates should listen carefully, respond thoughtfully, and maintain professional body language. Together, these steps help create a strong impression and increase the chances of success in an interview.

1.4 Terms to Remember :

Concise : Expressing much in few words; brief and to the point.

Chronological : Arranged in the order in which events happened, from the most recent to the oldest.

Competencies : The skills, knowledge, and ability to perform a task effectively.

Snapshot : A brief summary or overview.

Quantify : To measure or express something as a number.

Interpersonal : Relating to relationships or communication between people.

Transferable : Skills or abilities that can be applied in different jobs or industries.

Formatting : The arrangement and presentation of text, especially on a page.

Tailoring : Customizing or adapting something for a specific purpose.

Applicant Tracking Systems (ATS) : Software used by employers to screen resumes and manage recruitment.

Interviewee : A person who is being interviewed.

Rapport : A positive and harmonious relationship in which people understand each other well.

Preliminary : Something that comes before the main event or action, often as a preparation.

Comprehensive : Complete and including everything that is necessary.

Insight : A deep understanding of a person, thing, or situation.

Assessments : The process of evaluating or judging something or someone, often in terms of skill or value.

Genuine : Real, sincere, and honest; not fake or pretended.

Intimidating : Frightening or threatening in a way that makes someone feel less confident.

Accomplishments : Achievements or things successfully done, especially after effort or skill.

Stakeholders : People or groups who have an interest in a decision or activity, especially in a business or project setting.

1.5 Answers to Check self progress :

Check your progress 1 :

Q. 1. A) 1-c, 2-d, 3-c, 4-b, 5-a, 6-b, 7-b, 8-b, 9-b, 10-c

- B)** 1. To present qualifications to employers
2. Chronological resume
3. Functional resume
4. Combination resume
5. Action verbs
6. Functional resume

Check your progress 2 :

Q. 1. A) 1 - c, 2 - d, 3 - b, 4 - b, 5 - c, 6 - c, 7 - b, 8 - c, 9 - b, 10 - c

B) 1 - F, 2 - F, 3 - T, 4 - F, 5 - F, 6 - T, 7 - F, 8 - T, 9 - F, 10 - T

Check your progress 3 :

Q. 1. A) 1 - b, 2 - c, 3 - d, 4 - b, 5 - c, 6 - b, 7 - c, 8 - d, 9 - d, 10 - c

B) Objective type questions :

1. To showcase your skills, experiences, and personality to potential employers.
2. It helps align your responses with the company's mission and culture.
3. Situation, Task, Action, Result.
4. It creates a strong first impression and shows respect for the opportunity
5. Using slang or oversharing personal information.

6. To prevent dropped calls or poor reception.
7. Breathe deeply and pause before answering.
8. To express appreciation and reinforce interest in the role.
9. Ask for clarification before responding.
10. Make eye contact and engage all interviewers equally.

1.6 Exercise :

Q. 1. A. Choose the correct alternative:

1. Which of the following is NOT typically included in a standard chronological resume?
 - A. Work experience
 - B. Resume summary
 - C. Hobbies and favorite books
 - D. Education section
2. Which resume format is best suited for someone re-entering the workforce after a long break?
 - A. Chronological Resume
 - B. Functional Resume
 - C. Combination Resume
 - D. Academic Resume
3. What section is considered the centerpiece of a functional resume?
 - A. Education
 - B. Contact Information
 - C. Skills Summary
 - D. Work History
4. Which of the following is an effective way to improve your resume's visibility in applicant tracking systems (ATS)?
 - A. Add colorful graphics
 - B. Use unique fonts
 - C. Include keywords from the job description
 - D. Mention unrelated experiences
5. Which of the following is NOT a benefit of in-person interviews?
 - A. Ability to assess non-verbal cues
 - B. Building rapport through direct conversation
 - C. Saving time and reducing travel
 - D. Gaining insight into company culture
6. What should you do to ensure success in a virtual interview?
 - A. Use a casual tone to keep the conversation light
 - B. Dress informally to stay comfortable
 - C. Test your technology setup in advance
 - D. Search for answers online during the interview

7. Why do employers conduct panel interviews?
 - A. To speed up hiring by avoiding any interviews
 - B. To assess how a candidate performs under group pressure
 - C. To save money by reducing salary offers
 - D. To give the candidate more time to speak

B. Answer the following questions in one word, a phrase or a sentence each:

1. What is the main function of a resume in the job application process?
2. Who benefits most from using a chronological resume format, and why?
3. What is the primary focus of a functional resume?
4. What is a combination resume, and when is it most effective?
5. Name three optional sections you can include in any resume format.
6. What method is recommended for answering behavioral interview questions?
7. Name one platform commonly used for virtual interviews.
8. What is the main purpose of a phone interview?

Q. 2. A. Answer the following questions :

1. Who benefits most from using a chronological resume format?
2. How can recent graduates tailor their resume to fit a chronological format?
3. Describe the key components of a functional resume.
4. What is a combination resume and when is it most effective?
5. Why is it important to research the company before an interview?
6. How can a candidate best prepare for in-person interviews, and why is understanding non-verbal communication crucial in this setting?
7. What are three key technical preparations required before a virtual interview?
8. Describe two ways to maintain professionalism during a virtual interview.
9. What distinguishes a panel interview from other types of interviews?
10. What skills and strategies should a candidate employ to perform well in a panel interview?

B. Write short notes on the following :

1. Functional Resume
2. Work experience in resume writing
3. General tips for resume writing
4. In-person interview
5. Tips for success in Virtual Interview
6. Starting a phone interview
7. Tips for facing an interview
8. Panel Interview

Q. 3. Fill in the blanks and complete the script of the following interview which was conducted for the position of a Sales Executive at SataraD'Mart:

Interviewer : Good morning! Could you please introduce yourself and tell me a little about your background?

Candidate :! Thank you..... My name is Rahul Sharma. I have about three years of experience in retail sales, primarily working with consumer goods companies.

Interviewer :, Rahul. What motivated you to apply for the Sales Executive position at D'MartSatara?

Candidate : I've always admired D'Mart's customer-centric approach and its reputation for offering value., I can contribute effectively to expanding D'Mart's customer base here.

Interviewer : Excellent. Can you describe a time when you successfully handled a difficult customer? How did you manage the situation?

Candidate : Sure.

Interviewer : Handling customers well is key. How do you usually approach meeting your sales targets?

Candidate : I

Interviewer : That sounds effective. D'Mart emphasizes teamwork. Can you tell me about a time you worked successfully as part of a team?

Candidate : Absolutely. In my last role, our team had to meet a quarterly sales target.

We

Interviewer : Great teamwork is essential here.?

Candidate : I'm quite comfortable.

Interviewer : Lastly, how do you plan to contribute to the growth of D'MartSatara?

Candidate:

Interviewe : Thank you, Rahul.?

Candidate : Yes, could you tell me more about the training and development opportunities available for sales executives at D'Mart?

Interviewer : Certainly.

Candidate : That's great to hear. Thank you for the information.

Interviewer :

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Unit 2

Official Letter Writing

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2.0 Objectives :

After studying this module students will be able to:

- use formal English in official communication.
- learn format and types of official letters.
- respond to office communication and draft or write letters such as application letters, acceptance letters, etc.
- raise complaints faced on day to day basis to the concerned authorities.

2.1 Introduction :

Official or formal letters are formal documents used for professional, business, or administrative purposes. They are related to job activities and can be used to make complaints to concerned authorities about problems faced on day to day basis. These letters have structured format, professional tone and clear language. These letters are used to get information, make requests, provide notifications and feedbacks, and also to address formal matters between individuals, organizations, or government entities.

Key Characteristics of Official Letters :

The Official Letters have following characteristics:

- 1. Formal Tone:** They maintain a professional and respectful tone throughout.
- 2. Structured Format:** They follow a specific format, including sender and recipient addresses, date, salutation, body, and closing.
- 3. Clear Purpose:** Each letter has a clear and specific purpose, such as making a request, providing information, or addressing an issue.
- 4. Professional Language:** They use precise and formal language. They avoid slang, jargon, or casual expressions.
- 5. Record Keeping:** Official letters are used as a written record of communication for future reference.

Structure of Official Letters:

The Official Letter can be written as per following structure:

1. Sender's Address :

2. Date :

3. Recipient's Address :

4. Salutation :

5. Body :

Introduction

Main Content

Conclusion.

6. Closing.

7. Signature:

8. Enclosure :

1. Sender's Address :

Here the sender/applicant's address is written. The address starts with full name, followed by complete address of that person. This part of the letter is also called as 'Inside Address'.

2. Date :

The date is written below the sender's address. It states the date of communication with concerned authority or organisation.

3. Recipient's Address :

It refers to the address of the person or organization whom the letter is written to. Mostly the designation of the concerned person is mentioned along with address of that company or organization.

4. Salutation :

The official letters begin with formal greetings like "Dear Sir/Madam" or "Respected Sir/Madam"

5. Body :

The body is the main part of the letter. It states the purpose of letter and provides necessary details to support sender's point. The body of letter consists the following points:

Introduction : States the purpose of the letter.

Main Content : Provides details, facts, or explanations.

Conclusion : Summarises the key points and outlines any next steps.

6. Closing :

The letter should end with a formal closing like “Sincerely” or “Yours faithfully.”

7. Signature :

The sender/applicant signs here. It is followed by sender/applicant’s full name.

8. Enclosure :

The documents attached with the letter are listed here.

2.2 Content : Types of Official Letters :

Following types of official letters are prescribed for your study:

A) Letter of Application

B) Letters Related to Appointment:

i) Acceptance Letter

ii) Joining Report

C) Office Communication:

i) Leave of Absence

ii) Transfer Letter

iii) Permission/Request Letter

iv) Resignation Letter:

D) Complaint Letter

2.2.1 Sub-content I: Letter of Application :

A **Letter of Application** is also known as a cover letter. It is accompanied by Curriculum Vitae (C.V.). It is a formal document used to express interest in a specific job, program, or opportunity. It introduces yourself, highlights your qualifications, relevant skills, experiences, and achievements that align with the job description. It also demonstrates your enthusiasm for the position and the company, and explains why you are eligible for that job or how you can add value to that organization.

Below is an examples of Letter of Application:

Example :

Mr. Suresh Vilas Kale Mayur Apartments, 44/B, Rajarampuri (4th Lane) Kolhapur. Date: 4th June 2024. To, The Secretary, Saraswati Education Society, Kolhapur. Sub : Application for the post of Assistant Teacher of English... Ref : Your advertisement in daily “Pudhari”, dated on 2nd June 2024. Respected Sir, With reference to above mentioned advertisement, I wish to apply for the post of Assistant Teacher of English. My educational qualification is M.A., B.Ed. and I have also done a certificate course in computer application offered by MSCIT. I have 09 years teaching experience at Bhavani Highschool and Junior College, Satara. I have enclosed my complete CV along with no objection certificate from my present employer. Therefore, I request you to kindly consider my application and give me an opportunity to prove my abilities. With regards, Yours faithfully, (signature) (Mr. Suresh Vilas Kale) Encl: C.V.

Please Note:

In above letter, the applicant gives reference to the advertisement. He gives his academic qualification and also states his professional experience. He also makes effective use of following expressions like “kindly consider my application” and “give me an opportunity to prove my abilities.”

2.2.1 Check Your Progress :

A) Rewrite following sentences by choosing the most correct alternative:

- i) A Letter of is also known as a cover letter.
 - a) Application b) Leave
 - c) Complaint d) Transfer
- ii) A Letter of is accompanied by Curriculum Vitae (C.V.).
 - a) Application b) Leave
 - c) Complaint d) Transfer
- iii) The documents attached with the letter are listed in
 - a) sender Address b) complimentary close
 - c) inside address d) enclosure

B) Answer the following questions in one word/phrase/sentence.

- i) Which formal document is used to express interest in a specific job?
- ii) Give one example of salutation.
- iii) Give one example of formal closing.

C) Answer the following questions in detail :

- i) Write an application letter for the post of Junior Clerk. Imagine all the necessary details.
- ii) Write an application letter for the post of Production Manager to The Chief Manager, Malati Chemicals Pvt. Ltd., Satara.

2.2.2 Sub-content II: Letters Related to Appointment :

i) Acceptance Letter :

An **Acceptance Letter** is a formal document/letter by which an employee of the company acknowledges and agrees to the terms and conditions or pay scale mentioned in the appointment letter.

Example :

Mr. Rajesh Bhimrao Shikhare
22/D, Gulmohor colony,
Near Z.P., Satara.
Date: 12th March 2023

To,
The Chief Manager,
Mayur Chemicals Pvt. Ltd., Pune

Subject : Acceptance of appointment for post of a Production Manager

Dear Sir,

I am pleased to formally accept the post of Production Manager at Mayur Chemicals Pvt. Ltd., Pune, as stated in your appointment letter dated 10th March 2023. I thank you for this opportunity. I am excited to contribute the best of me to company's progress. As discussed, I confirm my acceptance of the following terms:

- Position: Production Manager
- Start Date: 15th March 2023
- Salary: 60,000 per month
- Other Terms: 6 months' probation period

Please let me know, if there are any other formalities required before my joining. I look forward to start my journey with your reputed company.

With regards,

Sincerely,
(Signature)
(Mr. Rajesh Bhimrao Shikhare)

Please note:

In above letter, the employee accepts the appointment and conditions laid down by the company. Note the use of expressions like, "formally accept", "excited to contribute the best of me" and "confirm my acceptance".

ii) Joining Report :

A **Joining Report** is a formal document/letter submitted by a new employee at time of joining the duties. It serves as an official record of the employee's start date and confirms his/her presence in the company. It is submitted on the first day of joining or as per company policy. It is also used for promotion and other benefits such as seniority. The employees join the duty as per time limit mentioned in the appointment letter. He/she has to complete the legal documents such as signing contracts, as per the requirement of the company/organisation.

Example :

Ms. Sushma Shinde Prajakt, 22, Vishrambag, Sangli. Date: 15/06/2024	To, The Chief Executive Officer New-Era Pharma Solutions, Mumbai. Subject: Joining Report... Dear Sir/Madam, I am Sushma Shinde. Hereby report that I have joined New-Era Pharma Solutions, Mumbai as an Assistant Sales Manager on 15th June 2024. I will be working under the Sales department and reporting to Chief Sales Manager. I confirm that I have completed all necessary formalities, including document submission and orientation procedures. Looking forward to contribute to the organization. Sincerely, (Signature) (Ms.Sushma Shinde)
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Please note:

In above letter, the employee joins her duty and mentions the day of joining. She has completed all procedures of the company required before joining on the appointed post.

2.2.2 Check Your Progress :

A) Rewrite following sentences by choosing the most correct alternative :

- i) An is a formal document/letter by which an employee agrees to the terms and conditions of the company.
a) Acceptance Letter b) Joining Report
c) Application Letter d) Transfer Letter
- ii) A is a formal document/letter submitted by a new employee at time of joining the duties.
a) Acceptance Letter b) Joining Report
c) Application Letter d) Transfer Letter
- iii) is used for promotion and other benefits such as seniority.
a) Acceptance Letter b) Joining Report
c) Application Letter d) Transfer Letter

B) Answer the following questions in one word/phrase/sentence.

- i) Which letter serves as an official record of the employee's start date?
- ii) Who writes the acceptance letter to the company?

C) Answer the following questions in detail:

- a) Write either a joining report or a letter of acceptance for the post of Office assistant. Imagine other required details.

2.2.3 Sub-content III : Office Communication :

I) Leave of Absence :

During your job period, sometimes you may need leave from your work for some reasons. Here **Leave of Absence or Leave Application** is used to communicate it. There are various types of leaves granted to the employee. These are:

1. Sick Leave : It is written due to medical emergency. If required, attach a medical certificate along with the application.

2. Casual Leaves : These leaves are offered for personal/unplanned reasons. They have limited number of days.

3. Earned Leave/Paid Leave : These are pre-approved planned leaves.

4. Maternity/Paternity Leaves : These are offered during the pregnancy or to take care of new born babies.

5. Study Leave : These leaves are granted for exams/training. A proof is required with these letters.

These letters are written in advance and if necessary, your job responsibilities are assigned to another person for the temporary period.

Example :

To, The Manager, Sun Agro Ltd., Satara. Subject : Application for CasualLeave ... Dear Madam, I need 03 days of casual leave from 12/04/2024 to 14/04/2024 due to family emergency.I have completed my pending tasks and assigned responsibilities to Ms Poonam Kale, Jr. Sales Associate, during my absence.I would appreciate your approval for the same. Thank you for your kind consideration. Sincerely, (Signature) (Ms. Rani Ashok Khade)	Ms. Rani Ashok Khade Sales Associate, Employee ID : 178, Sales Department. Date: 11th April 2024.
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Please note:

In above leave application, the employee mentions specific days leave. She gives reason for her leave and also assures smooth operation by handing over her responsibilities. Note the expression she has used, “completed my pending tasks” and “assigned responsibilities to” etc.

II) Transfer Letter :

Transfer letters are written for location transfer (from one city/branch to another), Department Transfer (e.g., moving from Sales to Purchase etc.) and also Position Transfer (e.g., role or position change within the same company).

Example :

Mr Siddharth Patil Production Manager, Employee ID : 256, Purchase Department, Shirval Branch. Date: 27th April 2024 To, Personnel Manager, Sara Chemicals Pvt Ltd, 324, MIDC, Shirval. Subject : Request for Transfer from Shirval Branch to Pune Branch ... Dear Sir, I am writing this letter to request a transfer from my current position as a Production Manager from Shirval Branch to Pune Branch. My wife is working in our company in Pune Branch. If you kindly approve this transfer, it will be beneficial to us look after our children. I assure you that the transition will be smooth. I will complete all pending responsibilities before the transfer. I hope you will consider my request kindly. Thank you for your time and consideration. Sincerely, (Signature) (Mr Siddharth Patil)

Please note:

The applicant in this letter maintains polite and formal tone and clearly explain why the transfer is needed. He also uses expressions like “assure a smooth transition” and “complete all pending responsibilities” to strengthen his request of transfer.

III) Permission/Request Letter :

Permission/Request Letters are used for various purposes like participation in some events, travel, to do any additional short term required for current post, etc.

Example :

Mr Vinay Gurav Sales Executive, Employee ID: 256, Sales Department, New Tech Info Services, Kolhapur. Date: 2nd June 2024 To, The Chief Manager New Tech Info Services, Kolhapur. Subject : Request for Permission to attend online webinar ... Respected Sir, I am writing this letter to seek your permission to attend an online webinar on “Use of AI in Marketing” from 10th to 11th June 2024. This webinar will be helpful to know recent development in sales field. I assure you that I will complete my pending work of this period, as soon as, I join my duty. I hope that you will consider my request favourably and grant permission for the same. With regards, Yours Sincerely, (Signature) (Mr VinayGurav)

Please Note :

The applicant in this letter states the purpose of the letter and also highlights benefit of attending this webinar. He also uses expressions like “assure you”, “consider my request” and “grant permission” to make this letter more appealing.

IV) Resignation Letter :

Resignation Letters are written at time of leaving the job. In some cases the Resignation Letter is given before 30 days or as per contract note made at the time of joining the duty. While writing the Resignation Letter, one should write it in positive note. He/she should avoid criticism of current employer or company. The letter should reflect your positive attitude and further pursuit of betterment. It should explain your reason for leaving either personal or professional growth.

Example :

Mr Vinay Gurav Sales Executive, Employee ID: 256, Sales Department, New Tech Info Services, Kolhapur. Date: 1st December 2024
To, The Chief Manager New Tech Info Services, Kolhapur.
Subject : Resignation Notice...
Dear sir,
I am writing this letter to resign from my position as Sales Executive, at New Tech Info Services, Kolhapur, with effect from 31 st December 2024. I have taken this decision after careful consideration, as I am pursuing new opportunity as a 'Sales Head' at Hitech Solutions, Pune. I am grateful for the opportunities I have had here.
I thank you for the invaluable experience and wish the team and the organization continued success.
With regards,
Yours Sincerely, (signature) (Mr VinayGurav)

Please Note :

In above letter, the applicant gives reason to his resignation and gives one month notice period for his resignation. His letter shows gratitude towards previous employer. He has used expressions like “grateful for the opportunities” and “the invaluable experience” to express it.

2.2.3 Check Your Progress :

A) Rewrite following sentences by choosing the most correct alternative :

- i) Sick Leave application is written due to emergency.
 - a) medical
 - b) economical
 - c) religious
 - d) personal
- ii) are written for location transfer.
 - a) Resignation Letters
 - b) Transfer letters
 - c) Leave Letter
 - d) Permission Letters
- iii) are written at time of leaving the job.
 - a) Resignation Letters
 - b) Transfer letters
 - c) Leave Letter
 - d) Permission Letters

B) Answer the following questions in one word/phrase/sentence.

- i) Which letter is used to seek the permission from the employer?
- ii) Give one use of transfer letter.
- iii) Which letter should have notice period?

C) Answer the following questions in detail :

- i) Write a request Letter for Permission to work remotely on specific dates. Imagine other necessary details.
- ii) You are working as a Receptionist at ‘Shilpa Tours Travels Pvt. Ltd.Sangli’ Write a resignation letter citing the reason.

2.2.4 Sub-content – IV: Complaint Letter :

A complaint letter is a formal written document used to address grievances, report problems, or seek resolutions in various personal, professional, and official scenarios. They state the problem and expect desired solution. These letters create documented proof of the issue and increase chances of resolution. They are also useful, if the matter escalates to the court. If the issue is unresolved, one should send a follow-up letter to higher authorities of the concerned departments.

There are various types of issues covered in these letters. These include **Consumer and Business Complaints** (Defective/Faulty Products, Poor Service, Billing Issues, False Advertising etc.), **Workplace Complaints** (Harassment/Discrimination, Unsafe Working Conditions, Salary/Payment Disputes, Unfair Treatment etc.), **Housing and Property Issues** (Landlord-Tenant Disputes, Noise Complaints, Property Damage etc.), **Public Services and Government Authorities** (Municipal Issues, Police Complaints, Utility Problems such as electricity/water supply or overbilling, etc.), **Legal and Institutional Complaints** (Consumer Courts, Educational Institutions, Healthcare, etc.), etc.

Example :

Mr. Rupesh Gaikwad 23/D, Rudra Apartment, Shahupuri, Kolhapur. Date: 1st April 2025	
To, The Commissioner, Municipal Corporation, Kolhapur.	
Subject : Non-functional Street Lights ...	
Dear Sir,	
I want to draw your kind attention to the problem faced by residents of Rudra Apartment, Shahupuri. From last fifteen days, the street lights are not functional in our area. During the night time, the area becomes absolutely dark and elderly people can't go out for evening walk. There is also fear of burglary among the residents of this area.	
Hence, I request you kindly to take the necessary action and install new street lights or repair the existing at the earliest.	
I hope you will take the matter with utmost priority.	
With regards,	Yours faithfully, (signature) (Mr. Rupesh Gaikwad)

Please Note :

The applicant in this letter raises a complaint and asks the competent authority to take the necessary action for solution at the earliest. He has used expression like “draw your kind attention to problem faced”, “take the necessary action” and “take the matter with utmost priority” to emphasise the intensity of problem faced.

2.2.4 Check Your Progress :**A) Rewrite following sentences by choosing the most correct alternative :**

- i) is a formal written document used to address grievances, report problems, or seek resolutions.
 - a) Resignation Letter b) Compliant letter
 - c) Leave Letter d) Permission Letter
- ii) creates documented proof of the issue and increase chances of resolution.
 - a) Compliant letter b) Application letter
 - c) Leave Letter d) Permission Letter

B) Answer the following question in one word/phrase/sentence.

- i) Give any one issue covered in a complaint letters.
- ii) What one should do if the issue is unresolved?

C) Answer the following questions in detail :

- i) Write a complaint letter to The Manager, Surbhi Hotel, Karad regarding bad food quality.
- ii) Write a complaint letter to The Chief Engineer, M.S.E.B, Sangli for faulty electricity meter.

2.3 Key to check your progress:**2.2.1 Check Your Progress:****A) Rewrite following sentences by choosing the most correct alternative :**

- i) a) Application
- ii) a) Application
- iii) d) enclosure

B) Answer the following question in one word/phrase/sentence.

- i) Application Letter

ii) Dear Sir/ Respected Sir

iii) Sincerely/Yours faithfully

C) Answer the following questions in detail :

i) Write an application letter for post of Junior Clerk. Imagine all the necessary details.

To, The Secretary, Modern Education Society, Sangli. Sub : Application for the post of Junior Clerk ... Ref : Your advertisement in daily “Sakal”, dated on 10th June 2024. Respected Sir, With reference to above mentioned advertisement, I wish to apply for the post of Junior Clerk in your reputed education society. I have done B.A. in Economics from Willingdon College, Sangli. I have done G. D.C.&A. and also a certificate course in computer application offered by MSCIT. I have 05 years work experience as Junior Clerk at Sarvoday Secondary School, Karad. I have enclosed my complete CV along with no objection certificate from my present employer. Therefore, I request you to kindly consider my application and give me an opportunity to prove my abilities. With regards, Encl: C.V.	Ms. Asha Jadhav Sholk Apartments, 44/B Vishrambag, Sangli. Date: 15th June 2024. Yours faithfully, (signature) (Ms Asha Jadhav)
---	---

ii) Write an application letter for post of Production Manager to The Chief Manager, Malati Chemicals Pvt. Ltd., Satara.

Mr. Rajesh Tupe
Kanchan Apartments,
Vidynagar, Karad
Date: 10th April 2024.

To,
The Chief Manager,
Malati Chemicals Pvt. Ltd., Satara.

Sub : Application for the post of Production Manager ...

Ref : Your advertisement in daily “The Times of India”, dated on 2nd April 2024.

Respected Sir,

With reference to above mentioned advertisement, I wish to apply for the post of Production Manager in your reputed company. I have done M.A. in economics from S.G. M. College Karad and M.B.A. from V.I.M. Peth. I have also done a diploma course in Tally 9.

At present, I am working as Assistant Production Manager at Jay Agro Chemicals Ltd for last 05 years. I have enclosed my complete CV along with this letter.

Therefore, I request you to consider my application favourably and give me a chance to prove my abilities.

With regards,

Yours faithfully,
(signature)
(Mr. Rajesh Tupe)

Encl: C.V.

2.2.2 Check Your Progress :

A) Rewrite following sentences by choosing the most correct alternative :

- i) a) Acceptance Letter
- ii) b) Joining Report
- iii) b) Joining Report

B) Answer the following questions in one word/phrase/sentence.

- i) Joining Report
- ii) employee who has been appointed by the company

C) Answer the following questions in detail:

- a) Write either a joining report or a letter of acceptance for the post of Office assistant. Imagine other required details.

Mr. Rajesh Tupe Kanchan Apartments, Vidynagar, Karad Date: 13th April 2024. To, The Chief Manager, Jay Agro Chemicals Ltd, Pune. Subject : Joining Report... Dear Sir/Madam, I am Mr. Rajesh Tupe, hereby report that I have joined Jay Agro Chemicals Ltd, Pune as an Office assistant on 13th April 2024. I will be working under the Human Recourses Department and I will be reporting to Manager (H.R.). I confirm that I have completed all necessary formalities, including document submission and orientation procedures. Looking forward to contribute to the organization. Sincerely, (Signature) (Mr. Rajesh Tupe)
--

2.2.3 Check Your Progress :

A) Rewrite following sentences by choosing the most correct alternative:

- i) a) medical
- ii) b) Transfer letters
- iii) a) Resignation Letters

B) Answer the following questions in one word/phrase/sentence.

- i) Permission/request letter
- ii) Request to transfer from one post/place/designation to another.
- iii) Resignation Letter

C) Answer the following questions in detail:

- i) Write a request Letter for Permission to work remotely on specific dates. Imagine other necessary details.

To, The Chief Manager Infotech Services, Satara. Subject : Request for Permission to work remotely ... Respected Sir, I am writing this letter to seek your permission to work remotely or to work from home. The assigned project to me can be completed by working remotely as I have to do data analysis and entry of it on our portal. Hence, I request you to allow me to work remotely for 10 days from 5th June 2024 to 14th June 2024. I hope that you will consider my request favourably and grant permission for the same. With regards,	Mr Abhinav Bhise Project Associate, Employee ID: 1156, Infotech Services, Satara. Date: 2nd June 2024
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Yours Sincerely,
(Signature)
(Mr Abhinav Bhise)

ii) You are working as a Receptionist at 'Shilpa Tours Travels Pvt. Ltd. Sangli' Write a resignation letter citing the reason.

Ms. Neha Jdahav
Receptionist
Employee ID: 56,
Shilpa Tours Travels Pvt. Ltd.
Sangli
Date : 1st February 2024

To,
The Chief Manager
Shilpa Tours Travels Pvt. Ltd.
Sangli.

Subject : Resignation Notice...

Dear sir,

I am writing this letter to resign from my position of a Receptionist, Shilpa Tours Travels Pvt. Ltd. Sangli, effective from 28th February 2024. I have taken this decision after careful consideration, as I have been appointed as an Office Assistant at 'India Tours Travels, Pune'. I am grateful for the opportunities I have had here.

I thank you for the invaluable experience and wish the team and the organization continued success.

With regards,

Yours Sincerely,
(signature)
(Ms Neha Jdahav)

2.2.4 Check Your Progress :

A) Rewrite the following sentences by choosing the most correct alternative :

- i) b) Compliant letter
- ii) a) Compliant letter

B) Answer the following question in one word/phrase/sentence.

- i) Consumer and Business Complaints/Workplace Complaints/Housing and Property Issues/Public Services and Government Authorities /Legal and Institutional Complaints
- ii) One should send a follow-up letter to higher authorities of the concerned departments.

C) Answer the following questions in detail :

- i) Write a complaint letter to The Manager, Surbhi Hotel, Karad regarding bad food quality.

To,
The Manager,
Surbhi Hotel,
Karad.

Mr. Akshay Joshi
23/D, Rudra Apartment,
Shahupuri, Kolhapur.
Date: 1st April 2025

Subject : Regarding bad food quality....

Dear Sir,

I want to bring to your notice about the unsavoury experience of dinning at your Surbhi Hotel, Karad. We had arranged a birth party on 31st march 2025 on the said location but our joy did not last for longer, as the food served for our dinner was not of your known quality. It was half cooked and served hastily, as there were so many customers. The service and hospitality for which this hotel was known were missing on that day.

So, I request you take this issue seriously and ask your staff to improve food quality and service.

With regards,

Yours faithfully,
(signature)
(Mr. Akshay Joshi)

ii) Write a complaint letter to The Chief Engineer, M.S.E.B, Sangli for faulty electricity meter.

Mr. Aruna Shirke
11/C, Gulmohor, Vishrambag,
Sangli.
Date: 1st April 2025

To,
The Chief Engineer,
M.S.E.B, Sangli.

Subject : Regarding faulty electricity meter

Dear Sir,

My consumer ID is 201246226550. I am writing this letter to bring your notice issue regarding the faulty meter allotted to us. It shows more consumption than the available electrical equipment's consumption capacity. As a result, I am getting heavy electricity bill for last 04 months.

Hence, I request you kindly replace the faulty electricity meter at the earliest.

With regards,

Yours faithfully,
(signature)
(Mr. Aruna Shirke)

2.4 Summary :

The present module elaborates that Official or Formal letters are formal documents used for professional, business, or administrative purposes. The major types of official letters are studied in this module. A Letter of Application is also known as a cover letter. It is used to

express interest in a specific job, program, or opportunity. By an Acceptance Letter, an employee of the company acknowledges and agrees to the terms and conditions or pay scale mentioned in the appointment letter. A Joining Report is submitted by a new employee at the time of joining the duties. Leave of Absence or Leave Application is used to communicate leave from work. Transfer letters are written for location transfer, Department Transfer and also Position Transfer. Permission/Request Letters are used for various purposes like participation in some events, travel, to do any additional short term required for current post, etc. Resignation Letters are written at time of leaving the job. A complaint letters state the problem and expect desired solution.

2.5 Exercises :

Q.1 Answer the following questions :

- A) Write an application letter for post of Office Assistant to The Manager, Global Foods Pvt. Ltd., Satara. Imagine the necessary details.
- B) Ms Shalini Patil, a cashier in the Kisan Coop Bank Ltd, Karad, needs causal leave for a 03 days, as her husband is hospitalized and she has to look after him. Write an application for leave on her behalf, giving other necessary details.
- C) You are appointed as a Sales Assistant at Toshiba Electrical Appliances, Kolhapur. Write an acceptance letter giving necessary details.
- D) You are employed as Assistant Manager with Sarthi Agro Tools, MIDC Pimpri – Chinchwad, Pune- 19. You wish to resign from current job and join another company, as a Marketing Manager. Write a resignation letter stating it.

Q.2 Write short notes on the following questions :

- a) Key Characteristics of Official Letters
- b) Structure of Official Letters
- c) Leave of Absence
- d) Resignation Letter
- e) Complaint Letter

2.6 Fieldwork :

Visit nearby offices in your area and collect samples of official letters studied in this module.



Unit 1

Common Errors in Written English

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- 1.3 Summary**
- 1.4 Terms to Remember**
- 1.5 Answers to Check self progress**
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- 1.7 References for further study**

1.0 Objectives :

By the end of this module, you will be able to :

1. Identify some common grammatical errors in English including the errors related to the use of articles, quantifiers, prepositions and the subject-verb agreement.
2. Construct and apply proper sentence structure.
3. Maintain consistent verb tense throughout a piece of writing ensuring it aligns with the intended timeline of events.
4. Improve vocabulary and choose precise, appropriate words that enhance clarity.
5. Develop self-editing skills to eliminate common errors, with a focus on clarity, conciseness, and grammatical correctness.

1.1 Introduction :

Dear students, effective communication in English requires clarity, precision, and adherence to grammatical norms. Using incorrect English is itself a common problem in many Indian students. Even proficient speakers and writers encounter recurring errors that can hamper understanding and diminish the impact of their message. In order to avoid such common errors in English and to improve the skills of spoken and written English, we have to learn and understand the fundamental rules of grammar of English. There are questions on common errors in English in most of the competitive examinations and also the entrance examinations for admissions in foreign countries like the USA, the UK for the courses in master's degrees in various disciplines. Besides, using correct English both in speech and writing is necessary for jobs in the corporate world. This module is designed to identify and address some common errors, out of many, providing you with the tools to recognize, correct, and ultimately avoid them in your writing and speaking exercises.

By the end of this module, you may develop a keen eye for identifying errors and a solid understanding of how to correct them leading to more effective and polished English communication.

1.2 Presentation of the Subject Matter :

1.2.1 Articles :

Articles are small but essential words in English that help specify whether we are referring to something specific or something general. They are placed before nouns and play a crucial role in the structure of a sentence. Understanding when and how to use these articles will enhance your clarity and precision in English communication.

There are three articles in English: 'a', 'an' and 'the' and these articles are divided into two types:

1.1.1. Indefinite Articles :

'a' and 'an' is used when we refer to a thing, person, place, etc. for the first time.

- 'a': Used before words starting with a consonant sound such as 'a book', 'a university', 'a house' etc.

- 'an': Used before words starting with a vowel sound such as 'an apple', 'an hour', 'an honest person' etc.

I saw a cat in the garden.

This is a good idea.

I found an umbrella in the bus.

He is a doctor.

1.1.2. Definite Article : 'the'

We use 'the' when referring to something specific or previously mentioned.

I saw a dog. The dog was barking.

She is the best player of the team.

There was a snake in the staff room. We called in a snake charmer. The snake charmer caught the snake and took it away.

Now let us see some of the rules for the use of articles and common mistakes in the use of articles in English language.

1.1.3 Use of articles

Countable nouns with singular number take article 'a', 'an' before them. 'A' is used when the word begins with a consonant sound. For example: a boy, a teacher, a cat, a chair, a class, a temple, a city, a market etc.

'An' is used when the word begins with a vowel sound. For example:

1. She purchased **an** ornament.
2. They found **an** umbrella at the railway station.
3. The teacher gave **an** idea to the students.

However, there are some words beginning with a vowel letter, but they do not take the article 'an'. For example:

1. He studies in a university.
2. The girls have got a unique opportunity.

The pronunciation of the words ‘university’ and ‘unique’ begins with a consonant and not with a vowel though the words begin with a vowel letter. Hence before these words, the article ‘a’ is used and not ‘an’.

In the same way the words hour, heir begin with a consonant ‘h’ but the sound / h / is not pronounced. Hence the pronunciation begins with a vowel. So, the article ‘an’ is used before them. For example:

1. He is an heir to the big property in the village.
2. She spent an hour at the zoo in her tour to the city of gardens.

However, there are words beginning with the consonant ‘h’ and this sound / h / is pronounced. Hence, we use the article ‘a’ before them. For example:

1. He stayed in a hotel for the night.
2. The film is without a hero.
3. I met a holy man in a village.

There are abbreviations used in speech and writing and the pronunciations of these words begin with a vowel. Hence article ‘an’ is used before them. For example:

1. My brother is an M.A. in Linguistics.
2. My father is an M.P. from the Vidarbha region.

Article ‘the’ is used for the following things :

- a. The unique or only one such things.

The sun, the earth, the moon, the sky, the mars

- b. The names of the rivers, oceans, seas, mountain ranges, straits.

the Krishna, the Sutlej, the Bay of Bengal, the Atlantic, the Himalaya, the Nilgiris, the Sahara.

- c. The names of countries in plural and the republics.

The Netherlands, The United Kingdom, The United States of America, The Czech Republic

- d. The number showing ranks (ordinal numbers).

The first, the third, the last, the second, the twentieth, the fortieth

e. The names of monuments, landmarks, books, buildings.

The Pyramids of Giza, The Eiffel Tower, The Taj Mahal, The Ambassador hotel, The Ramayana, The Mahabharata.

f. The title of the head of the state.

The President, the Prime Minister, the Governor, the Chief Minister

g. The superlatives.

The best student, the most important point, the finest film, the highest peak.

h. The group of people/the nationals, for example:

The old, the young, the poor, the rich, the Indians, the Americans, the Chinese, the French

i. Zero article or no article: When countable nouns refer to the whole class or non-material things, they do not take any article. For example:

1. Water is essential for life.
2. Cats are independent animals.
3. Light travels faster than sound and wind.

j. Names of meals do not take articles, for example:

1. I generally take breakfast at 8 'o' clock and lunch at 1 'o' clock.
2. Dinner will be served after 8 'o' clock.
3. Is supper ready?

Check Your Progress 1 :

A. In the following piece, the place of articles has been left blank. Put the articles 'a', 'an' and 'the' at their appropriate places.

One sunny afternoon, I decided to take _____ walk in _____ park near my house. I saw _____ squirrel darting up _____ tree and _____ old man feeding _____ pigeons by _____ fountain. _____ children were playing on _____ swings, laughing joyfully. I sat on _____ bench, enjoying _____ warm breeze and watching _____ clouds drift by. It was _____ peaceful day in _____ heart of _____ city.

1.2.2 Errors related to the use of quantifiers :

Quantifiers are words that express quantity or amount such as **many, much, few, a few, little, a little, some, any, and all**. Using them incorrectly can lead to confusion or miscommunication. Here are some common errors related to the use of quantifiers, along with explanations and corrections.

i. Few and a few :

Few and a few are used with countable nouns. A few has a positive or affirmative meaning. It means a small number. Few has a negative meaning It means not many, almost nothing. For example:

1. There are few people in the hall. So, the speaker did not come to address.

In the above example 'few' means almost no people.

2. A few of the students pass UPSC examinations.

It means a small number of students pass the examinations. Few and a few are not used with mass nouns. For example, you **cannot** say:

- a. He gave me few information.
- b. She purchased a few gold.

ii. Little and a little :

'Little' and 'A little' are used with uncountable nouns, 'Little' is rather negative, it means not much. 'A little' is more positive, it means 'some'. Look at the following examples:

1. I have little time. I must leave now. (It means I haven't got much time.)
2. I need little sleep. (It means I don't need much)
3. There is a little rain today. (It means there is some rain)
4. Give the roses a little water. (It means give some water.)

iii. Some and any :

We use 'some' and 'any' to talk about limited number or quantities.

'Some' is used in positive sentences and 'any' in negative and interrogative sentences. Study the following sentences:

1. He bought some fresh mangoes. (positive).
2. I need some new clothes (positive).

3. He didn't buy any carrots, because he doesn't like them. (negative).
4. Is there any water in the tank? (interrogative).
5. We needed some milk, but we couldn't get any in the shop (positive, negative).
6. If you have any difficulty, please contact me (if condition).
7. Will you please add some sugar in the tea? (request in question).
8. Is there any food left in the pot? There is some if you like (question and positive).

iv. Much and many :

We use 'much' with uncountable nouns and 'many' with countable nouns. 'Much' and many are most common in questions and negatives. In formal affirmative sentences, we generally prefer a lot of, lots of or plenty of. These can be used with both uncountable and countable nouns. Study the following examples:

1. Do you have much trouble with English?

I don't have much trouble in speaking but I have lots of difficulties in writing (not much difficulty).

Check Your Progress 2 :

Rewrite the following sentences filling in the gaps with appropriate quantifiers.

1. There aren't buses on Sundays.
2. She has got old pictures of the house.
3. It was nice to have time to talk to you.
4. They had money, but they were pretty happy.
5. He has friends in the village, he isn't very popular.
6. There is that I can do for you.
7. You can never have little from her.
8. There is water in the tank and it will satisfy his thirst.

1.2.3 Errors related to the use of prepositions :

Preposition is a word that shows the relationship between a noun (or pronoun) and another word in a sentence. It typically indicates relationships of place, time, direction, manner, means, and possession. Prepositions are usually followed by a noun or pronoun, forming a prepositional phrase. They are frequently used words and some of the most common and

simple prepositions are: in, at, on, to, into, for, up, with, without, till, of, by, above, below, after, between, before, along, around etc.

Let us study the use of some of these prepositions.

‘At’, ‘in’ and ‘to’ are used for position, distance, movement and place. For example:

1. I met her at a concert. (programme, place)
2. Let’s go to a concert. (movement)
3. He is in Nagpur. (place, position)
4. They sent the teacher to Akola. (distance)

We often use ‘at’ to talk about where something happens-for example a meeting place or a point on a journey. See the following examples:

1. We usually meet at the college.
2. I had to change trains at Daund Junction.
3. Turn right at the second signal.

‘At’ and ‘in’ are often both possible. We prefer ‘in’ when we are thinking more about the place itself and not just the activity. For example:

1. We had dinner at Hotel Fern. It was very hot in the dining room.

‘At’ is not used with the names of very big places. For example :

1. We changed trains in New Delhi (not at New Delhi).
2. They changed planes at Sahara airport (not in Sahara airport).
3. They arrived at school late.
4. She arrived in Kolhapur.

We use ‘on’ with surfaces like floors, tables, wall. For example :

1. The bag is on the table.
2. We live on the second floor.
3. Girls are playing on the seashore.
4. The birds are on the roof.

We use ‘by’ and ‘until’ when something may or may not happen, of a situation will continue upto a certain moment. For example :

1. You can have my car until evening.
2. I can repair your bike by next Monday.
3. This form must be returned by the end of this month.
4. You can stay until the week end.

‘Above’ and ‘below’ are used when something is above or below the surface. For example:

1. The books are below the sofa.
2. The photo is above the chair.

‘Beside’ is used in the sense of near or by the side. For example:

1. The teacher stood beside the dais.
2. The car is parked beside the road.

‘At’ is used to talk about a specific day, for example: at Diwali, at Easter, at Christmas, at the ceremony etc.

‘In’ is used for a period of time, for example: in the morning, in the month of April, in 2015, in the afternoon.

To point a particular day or date, we use ‘on’, For example: on Monday, on his birthday, on 1st of this month etc.

‘During’ is used for a longer stretch of a period, for example: during vacation, during election time, during examination time.

There are also combinations of nouns, verbs and adjectives with the prepositions. Study the following examples:

1. I was surprised at the news.
2. I agree with what you say.
3. She is afraid of frogs.
4. I generally travel on a bus (not in).
5. The teacher was shocked at his poor performance.
6. She is good at English grammar.
7. Please listen to me very carefully (not listen me).

8. The class consists of fifty boys.

There are other common examples of combinations of prepositions. For example: sorry for, depend on, ashamed of, fond of, happy with, fed up with, capable of, proud of, liable to, search for, pay attention to, object to, insist on, die of, suffer from.

Check Your Progress 3 :

Use the appropriate prepositions in the following sentences.

1. She is born 1994.
2. We met evening party.
3. The Konark Express goes Pune Bhubaneswar.
4. They did not agree her plan.
5. The ceiling fan is her head.
6. This book belongs Geeta.
7. There should be no complaint bad condition of seating arrangement
8. I am going to call the Home Minister.

1.2.4 Errors related to subject-verb agreement/concord :

This is an important sort of error committed by the non-native users of English. It is important to understand the concord between subject and verb. Always remember that if the subject is third person in singular number, the verb is also in singular number. Study the following examples:

1. The principal was very upset by the behaviour of his students.

The subject 'The principal' in this sentence is in singular number. The verb 'was' also is in singular number.

2. She plays a guitar.

The subject 'she' is in third person, singular number. So, the verb takes inflectional suffix 's' in the simple present tense.

3. They study Shakespeare's plays.

The subject 'they' is third person in plural number, the verb 'study' does not take inflectional suffix 's'.

4. They are playing cards. (plural subject, plural verb)

5. Administrators have forgotten their responsibilities. (plural subject, plural verb)
6. Sunil has written a letter to his manager. (singular subject, singular verb)
7. They were busy with the assigned task. (plural subject, plural verb)

Singular nouns for groups of people often have plural verb. For example,

1. My family are angry with me.
2. The team are having their dinner.
3. India have won the cricket match.
4. The government have decided to assist the draught affected farmers.

In the above examples the singular nouns refer to group of people, hence they take plural verbs.

However, the nouns which indicate one unit indicate a singular subject and they take singular verbs. For example:

1. A cricket team is being formed.
2. The average family has three members.
3. There is a government at the state.
4. The committee was formed by the law of the state.

In the above examples the nouns of group of people indicate one unit.

There are some nouns that end in-s, -es, -ics. These nouns are always singular. For example:

Economics, Mathematics, Physics, Politics, news, Keats (these nouns take singular verbs)

The sum of money is a singular subject. For example:

1. Ten thousand rupees is a big amount.
2. A hundred rupees is a small amount.
3. Twenty years is not a short period.
4. Hundred kilometres is a long distance.

The noun phrases in the above examples are treated as singular numbers, hence they take singular verbs.

There are some nouns where the students are often misguided by the nearest nouns and the verbs. See the following examples:

1. One of the boys was absent. (not 'were', as the subject is 'one' and 'of the boys' is a modifier of 'one')
2. One of the friends is coming for the party. (and not 'are' coming)
3. The brightest of the students was injured in the accident. (and not were injured)

When the coordinating conjunctions either-or, neither- nor, join two singular nouns, the subject is singular, and if they join two plural nouns, the subject is also plural. Accordingly, they take singular or plural verbs. For example:

1. Either the boy or the girl is lost.
2. Neither the teacher nor the students have supported the plan.
3. Neither the owner nor the workers are guilty.
4. Either the peasants or the master is blamed.

Similarly, the nouns joined by besides, as well as, along with take singular verb if the first noun is singular. For example:

1. Archana, as well as, Pritam was absent.
2. The professor along with the pupils was present for the seminar.
3. The Secretary, besides his son, is coming for the meeting.

Check Your Progress 4 :

Correct the following sentences wherever necessary.

1. The news of his death are sorrowful.
2. Economics are really not a difficult subject.
3. One of the stolen girls were restored to the parents.
4. Neither the teacher nor the students has turned up to the classes.
5. The Indian cricket team has lost against Australia.
6. Her family is not satisfied with her progress.
7. Narayan as well as his college mates have attended the wedding ceremony.
8. The chairman, besides his family members are on the tour of Europe.

1.3 Summary :

‘Common errors’ are common in nature. It is a broader concept, having different areas, where speaker and students commit mistakes. Being the non-native speakers of English a bulky book on errors will not suffice. The present unit attempted to discuss some common errors related to the use of articles, subject verb agreement, prepositions and quantifiers. You are advised to refer and study certain grammar books and read reputed daily newspapers to watch the use of language in a proper way.

1.4 Terms to Remember :

- Adverbials** : a word or phrase functioning as a major clause constituent and typically expressing place
- Articles** : articles are words used before nouns to indicate whether they are specific or general
- Concord** : agreement between words in gender, number, case, person, or any other grammatical category which affects the forms of the words
- Countable** : (of a noun) that can form a plural or be used with the indefinite article
- Diminish** : make or become less, cause to seem less impressive or valuable
- Encounter** : an unexpected or casual meeting with someone or something, meet (someone) unexpectedly
- Error** : A mistake, the state or condition of being wrong in conduct or judgement
- Inconsistencies** : the fact or state of being inconsistent, not staying the same throughout
- Indefinite** : lasting for an unknown or unstated length of time, not clearly expressed or defined; vague
- Inflectional** : relating to or involving a change in the form of a word to express a grammatical function or attribute
- Precision** : the quality, condition, or fact of being exact and accurate
- Preposition** : a word that shows the relationship between a noun (or pronoun) and another word in a sentence
- Quantifiers** : words that express quantity or amount
- Recurring** : occurring again periodically or repeatedly

Suffix : a letter, syllable, or group of syllables added at the end of a word or word base to change its meaning

Tools : a device or implement, especially one held in the hand, used to carry out a particular function

1.5 Answers to check your progress :

Check Your Progress 1 :

One sunny afternoon, I decided to take a walk in the park near my house. I saw a squirrel darting up a tree and an old man feeding the pigeons by the fountain. The children were playing on the swings, laughing joyfully. I sat on a bench, enjoying the warm breeze and watching the clouds drift by. It was a peaceful day in the heart of the city.

Check Your Progress 2 :

Rewrite the following sentences filling in the gaps with appropriate quantifiers.

1. There aren't many buses on Sundays.
2. She has got some old pictures of the house.
3. It was nice to have some time to talk to you.
4. They had little money, but they were pretty happy.
5. He has few friends in the village; he isn't very popular.
6. There is nothing that I can do for you.
7. You can never have too little from her.
8. There is enough water in the tank and it will satisfy his thirst.

Check Your Progress 3 :

Use the appropriate prepositions in the following sentences.

1. She is born in 1994.
2. We met at evening party.
3. The Konark Express goes from Pune to Bhubaneswar.
4. They did not agree with her plan.
5. The ceiling fan is above her head.
6. This book belongs to Geeta.

7. There should be no complaint about bad condition of seating arrangement
8. I am going to call on the Home Minister.

Check Your Progress 4 :

Correct the following sentences wherever necessary

1. The news of his death is sorrowful.
2. Economics is really not a difficult subject.
3. One of the stolen girls was restored to the parents.
4. Neither the teacher nor the students have turned up to the classes.
5. The Indian cricket team lost to Australia.
6. Her family are not satisfied with her progress.
7. Narayan as well as his college mates has attended the wedding ceremony.
8. The chairman, besides his family members, is on the tour of Europe.

1.6 Exercise :

1. Select any written short paragraph and highlight the use of articles 'a', 'an, and 'the' used in it.
2. Try to find out more quantifiers and attempt to use them in your sentences.
3. Write ten to fifteen sentences using the variety of prepositions.
4. Borrow any reference book on High School English Grammar from your college library and study the examples / illustration related to subject-verb agreement.

1.7 References for further study :

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Unit 2

Essay Writing

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2.0 Objectives :

After studying this module students will be able to:

1. Understand the skills required for essay writing
2. Learn the pre writing and writing techniques of essay writing.
3. Apply the skills of essay writing individually at their own level.

2.1 Introduction :

Dear students in the previous module you have studied common errors in written English. In this module you will learn the concept of essay, prewriting activities required for essay writing, various types of essays, how to develop ideas and drafting an essay with proper structure.

2.2 Presentation of Subject Matter :

2.2.1 Section 1 : Introduction: Purpose and Process :

The term essay is a written composition, properly structured and systematically arranged piece expressing writer's own concept, opinion, analysis and arguments on a particular topic. An Oxford Dictionary defines 'essay' as 'a short piece of writing on a particular subject'. Though the word essay is somewhat loosely applied to a variety of compositions, it is a written composition which expresses one's own personal ideas and analysis and arguments on a particular subject as well as provides details of a narrative or description.

Essays help to develop your thinking and structure your arguments properly. Your wide reading and experience help to develop your opinion and analyses it properly. It also evaluates your knowledge and comprehension about particular subject, your ability to critical thinking and analyzing. In a sense, essay writing is a kind of platform where you can present your knowledge, express ideas and opinion with the help of critical thinking and analysis on a particular topic.

Purpose of Essay Writing :

Essay writing is logically based on the following purposes.

1. To express knowledge and comprehension of the particular subject :

The primary aim of any essay is to inform and demonstrate the readers by expressing the knowledge about the particular subject, comprehension, skill of analyzing and exploring various ideas and perspectives about the particular topic. In one sense, essays are an attempt

by the writer to unfold and present the topic through presentation of knowledge, various ideas, critical thinking and analysis of the particular subject.

2. Development of analytical and critical thinking skills :

Essay writing does not include only information about the particular subject. Moreover, it provides an opportunity to the readers to analyze the concerned topic through various perspectives. Also, it encourages critical analysis and logical reasoning which helps to develop critical thinking skills.

3. To develop communication skills :

Essay writing is a kind of platform where the writer receives an opportunity to communicate your knowledge, express your ideas and viewpoints and analyze them critically.

4. To express personal Experiences :

Another purpose of essay writing is that essays are proper medium to express and promote our personal experience in a detailed way on a particular topic.

5. To present ideas logically and systematically :

Essays help to develop your ideas and thoughts and arguments logically and systematically.

Process of Essay writing :

Though there isn't any specific process of essay writing, for convenience you can follow the following process of essay writing.

Stage 1: Pre-writing :

Essay writing is a kind of writing skill which evaluates your overall language skills. For writing an impressive essay one should need some tasks for preparation. It is a kind of prewriting activity which includes reading, minute observation, etc. Let us discuss in detail.

- a. Reading :** Reading is an important habit. Your habit of intensive and extensive reading definitely helps you to comprehend variety of subjects widely, gather general information, improve your knowledge and comprehend new ideas, update yourself with current affairs, etc. Thus, reading various types of books, newspapers or periodicals, etc. will help you to form fine thoughts and accurate information.
- b. Minute observation :** Along with reading if you keep your eyes open wide and experience everyday details, it will definitely improve your knowledge at grass root

level. Also, conversation with other people is a kind of source to collect and enrich knowledge.

Stage 2 : Comprehension of the Topic :

It is very important that you should understand the topic provided for you for essay writing properly with accurate conception of the subject. For example, if the essay is on “The Pleasures of Friendship”, be careful that it is not about what is mean by friendship, its historical details, importance, etc.. The discussion should be concentrated on the importance and pleasures behind friendship and how it affects on the life of human being.

If the topic is “Social Media and Youth”, it should focus on the impact of social media, uses and limitations and challenges to use social media, etc.

Once you understand the topic clearly, find out its purpose, required format, word limit, etc. expected for essay writing. In addition to it, you should know the various types of essays and their approximate features. There are various types of essays you should know actually what type of essay you are expected to write. Let us discuss briefly the various types of essays.

1. Narrative Essays : Narration means talking about the happenings or events. Narrative essays are about events or experiences. It generally focuses on a particular point and written in first person. e.g. *The Day that Changed my Life, My Life during the COVID-19 Pandemic Situation, etc.*

2. Descriptive Essays : These types of essays deal with the description about some places, objects, persons etc. with portrayal of vivid details. e.g. *Trees are our Best Friends, My Village/Town, etc.*

3. Expository /Reflective Essays : Such type of essays is informative for discussing ideas from various points of views. e.g. *Digital Literacy, AI and Employment Opportunities, Importance of Time Management, etc.*

4. Persuasive or Argumentative Essays : Such type of essays are aimed to convince the readers our ideas. e.g. *Save Trees Means to Save Earth, The Necessity of Walking, etc.*

There are some other types of essays like analytical or critical essays, the compare and contrast essays, etc. also.

Stage 3 : Planning and Outlining :

Once you understand the topic clearly gather all the main ideas in favor or opposite in a rough draft. This is brainstorming which we are discussing in a detailed way later. Planning and outlining an essay includes-

1. Brainstorm ideas
2. Organizing main points logically
3. Collect and provide illustrations and supporting details
4. Create an outline structure (Introduction, Body and Conclusion)

Stage 4 : Drafting :

Once you have a concrete planning and outline about the essay you are going to write, start writing the essay. While drafting, be careful about –

1. Logical arrangement of paragraphs.
2. Coherence and linking among the sentences in a paragraph.
3. Grammatical correctness
4. Avoid repetition and deviation .
5. Consider word limit given for essay writing.

Check Your Progress – I :

Q.1 : Complete the following sentences by choosing the correct alternatives :

1. The essays written on the places, objects or persons are called as
A. Narrative essay B. Descriptive essay
C. Reflective essay skill D. reflective essay
2. What among the following is the purpose of essay writing?
A. To draw picture B. To write about rules and regulations
C. To express knowledge and comprehension of the particular subject
D. To establish friendship
3. The habit of reading helps us to
A. comprehend variety of subjects widely.
B. gather general information

- C. improve your knowledge
 - D. All of these
4. Pre-writing activity in essay writing includes
 - A. extensive and intensive reading B. drafting
 - C. editing D. none of these
 5. While drafting the essay one should be careful about
 - A. Your likes and dislikes B. Your favourite book
 - C. Logical arrangement of paragraphs. D. Your habit

Q.2. Choose the correct answer from the alternatives given below the questions:

1. What is mean by the term 'essay'?
 - A. Written composition by expressing our ideas on a particular subject.
 - B. Essays about events or experiences
 - C. Informative essays
 - D. None of these
2. What is mean by narrative essay?
 - A. Essays written on describing places
 - B. Grammatical correctness
 - C. Essays about the happenings or events.
 - D. All of these

Q.3 Write short notes on the following.

1. Importance of reading in essay writing
2. Planning and outlining the essay

2.2.2 : Section 2 : Brainstorming :

Brainstorming is a prewriting activity. It means noting down any idea or details that you know about the given topic before actually starting the essay. This strategy is used to generate our ideas and to pin down before starting the process actually. You should note down all the ideas or details- positive or negative related to the given topic. Brainstorming is very important as –

1. It helps to collect all the details related to the given topic.

2. It is useful to generate ideas and organize them logically.
3. It is useful for collecting key points.
4. It saves time and efforts and avoids aimless writing.
5. You will not miss any relevant information related to the given topic.

Brainstorming is a free-flowing process of thinking. There are various techniques of Brainstorming for essay writing. Some of them are as follows:

1. Freewriting : It includes writing our ideas or details related to the given topic in short time (5-10 minutes approximately) without worrying about grammar, ideas, structure, etc. Such writing helps to explore your ideas and unveiling them without the burden of compactness of structure.

For example, suppose the topic is “*The Pleasures of Friendship*”

Freewriting: *relationship, mutual bond of loyalty, importance, various layers of friendship, social belonging, friendship unlimited, friendship with living organisms. Friendship with nature, natural life style, unconditional bond of love and care, etc.*

2. Listing : It means to create a list of all the ideas and details related to the given topic in a short time.

For Example : suppose the essay is on *Pleasures of Friendship*

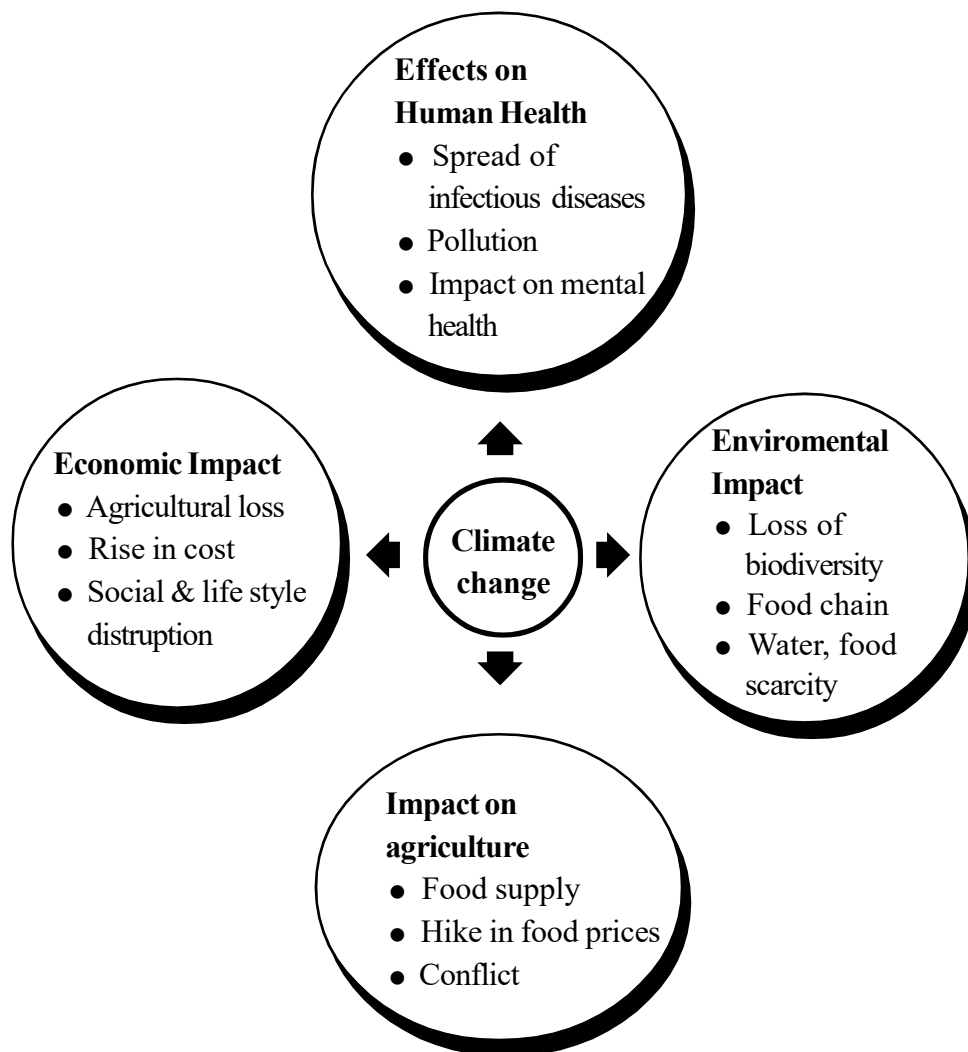
Listing :

1. *Relationship*
2. *bond of loyalty,*
3. *Sharing*
4. *Social belonging*
5. *Friendship with other living organisms*
6. *Ecofriendly behaviour*

3. Mind Mapping :

It is a technique where you can put the main topic at the center and draw branches with related subtopics.

For example, Mind Mapping diagram for the essay “Effects of Climate Change on the Human Life”



4. Questioning :

It includes asking questions like who, what, when, where, why, etc. with an intention to provide details of every angle.

For instance, 1. What is climate change?

2. What are the changes after climate change?

3. What are the reasons behind climate change?

4. What are the remedies to control climate change?

Check your progress II :

Q.1. Complete the following sentences by choosing the correct alternatives:

1. is a technique/method used to generate our ideas and to pin down before starting the process actually.
A. Brainstorming B. Opening
C. Description D. Precis writing
2. Listing is a brainstorming technique/method which means.....
A. To write critical appreciation B. Summarizing the paragraph
C. Paraphrasing D. to create a list of all ideas related to the essay.
3. is a technique of brainstorming where you can put the main topic at the center and draw branches with related subtopics.
A. Listing B. Freewriting
C. Mind-mapping D. Questing

Q.2. Write brainstormed ideas using any relevant brainstorming technique/method you like on the following topics :

1. Trees our Best Friends
2. Economic Growth and Environmental Considerations
3. Life on Mars
4. My Favourite Sport / Film Personality

Q.3. Answer the following questions in short :

1. What is brainstorming in essay writing? Discuss various brainstorming techniques?
2. How do brainstorming method help to generate and organize ideas?

2.2.3 : Section 3 : Opening the Essay

An essay can be divided into three parts. These are opening, body of information and conclusion. Opening an essay means to introduce the topic of the given essay in brief. The purpose behind this is to let the readers know about the topic you are going to discuss and some key aspects. You can open your essay by various ways like by giving definitions, making general or universal statement, referring to some quotations, proverbs, good thoughts, referring to a brief story or incident, related news, incidents or a piece of information that leads to the main topic. You can go on adding more relevant information while opening the topic.

Suppose the topic of essay writing is “Pleasures of Friendship, it’s one of the ways of opening will be as follows.

Relationship plays a vital role in our life. Relations can be of various types. Some of them are blood relations, neighbourhood relations or other forms of relations in the society. The relationship which is unique in itself and different from any other type of relations is the friendship. It is close and trusting relationship between two or more persons or countries who care for one another. There is mutual bond of loyalty, understanding and affection in friendship. There isn’t any barrier of age, geographical boundaries, religion, caste or financial status in friendship. Not only that friendship can be developed without direct interaction. Modern technology helps us to connect virtually with the help of pen-friend, e-pal, etc.

Let us see another example.

Social Media and Youth

Modern technology and the development of internet has revolutionized the world today. The internet and online platforms have changed our lives. One such platform is social media. It includes online platforms and websites that avail users to create, share and communicate with their own content with other users virtually. These platforms help the users to share, exchange, and comment their ideas, send information or express opinion or emotions through audio visual aids. It plays an important role for everyone especially young generation. . It plays significant role at educational, social, domestic, levels.

While opening an essay be careful about grammar and vocabulary. Generally, the introduction or opening should be in present tense. Do not open the essay with linking devices like but, in addition, so, etc. These are being used in successive sentences when you provide additional details. The opening of the essay should arouse curiosity among the readers.

Check Your Progress III :

Q.1. Choose the correct option :

1. Identify the opening sentence of the essay on ‘Benefits of Internet’ .
 - A. Internet can be considered as a modern revolution as it is an inseparable part of human life.
 - B. In fact it is true that internet is useful but it is not everything.
 - C. However overuse of internet can be dangerous.

- D. There are many advantages of internet.
2. Which of the following is the best opening statement to introduce the essay on ‘The Importance of Healthy Food’.
- A. To conclude, healthy eating habits are important
- B. Nutritious food is a type of food which have rich source of vitamins, minerals, proteins, etc. needed for healthy body.
- C. Exercise is also important.
- D. Not only healthy food, exercise is also important.
3. Identify the opening sentence of the essay on ‘Climate Change and its Impact on Human Life’.
- A. Climate change is a long-term procedure to change or shifts in weather patterns.
- B. Global warming is one of the reasons.
- C. Scientists are working to find out solutions.
- D. It affected the life style of human beings.

Q.2. Write short notes on the following.

1. Opening of an essay
2. Strategies to open an essay

2.2.4 : Section 4 : Body of Information

It is the core part of the essay where you actually develop your ideas or information about the given topic. Here, you are to write your brainstormed ideas, that you have worked out, in pre-writing in a detailed way. You should be careful about the following things while writing the body of information of an essay.

1. Develop your ideas into paragraphs. Each paragraph should consist single idea or information that is relevant to the main topic.
2. All paragraphs should be coherent. It is better to rank your ideas in order of importance. You can make paragraphs using chronical order, spatial order (top to bottom) or emphatic order (least to most important).
3. How many paragraphs should be in a single essay depends on need of the given topic.

4. It is necessary to support your ideas or information with suitable examples.
5. Keep logical balance while discussing positive and negative sides of the given topic.
6. Avoid repetitions. If necessary, give only reference of already mentioned idea or information.
7. Make proper use of linking devices (connectors) throughout the essay. The most common linking devices are-
 - A. Listing- e.g. first, secondly, next, finally, etc.
 - B. Addition- e.g. In addition to it, what's more, not only— but also, etc.
 - C. Results or Consequences- e. g. to conclude, therefore, so, as a result. etc.
 - D. Examples- e.g. For example, for instance, to illustrate, etc.
 - E. Contrast (Showing Difference) – e.g. but, however, on the contrary, etc.
 - F. Comparison – e.g. similarly, likewise, etc.

Suppose you are to write an essay on “Pleasures of Friendship”, the body of information should cover the following ideas.

1. Benefits of friendship
2. Friendship and at different age groups and levels
3. Pleasures of friendship

Let us see how to develop body of information of the essay “Pleasures of Friendship”

One of the benefits of friendship is the mutual understanding between friends as they accept one another with one's flaws and limitations. Friendship provides support and companionship forever. Though face to face interaction may not be possible every time, friendship groups on digital platforms keep the friends together virtually.

The depth and purposes of friendship is different at different age groups and levels. Friendship in childhood is made easily with limited expectations like playing together or sharing. It focuses on fun and immediate pleasure. The conflicts if any are frequent and short lived. Friendship in teenage is more emotional which helps to navigate complex feelings valuing trust and loyalty. At adult and middle age friends value for emotional depth and mutual support, while at old age friendship helps to reduce loneliness

and tolerate odds of life. Moreover, friendship between parents and their children, husband wife, business relations, etc. add joy to the existing relations making it concrete. Not only that the friendly relations between countries help to establish universal peace. Thus, friendship is always pleasurable.

If we consider the benefits of friendship, it is only the true joy and pleasure. The joy of shared experiences is limitless. There are many incidents and experiences that friends share together like group study, sharing of tiffin, relaxing over a cup of tea, sharing feelings. All these moments become a cherished memory. Laughter, cutting jokes, meaningful conversations shared during these moments enrich our lives and we learn something valuable without formality. The feedback provided by friends helps us to be more confident and encourages us to strive for the best.

Friendship helps to develop our social belonging. It avails a strong network of friends which provides an opportunity to be social and reduces our isolation. This is very important for developing our mental health and emotional intelligence.

Friendship can be found beyond human relationships. One can form deep friendship with other inanimate or animate things. For instance, books are very good friends. Secondly, friendship with animals develop an unconditional bond of love and emotional healing. Our ecofriendly life style guided by care and responsibilities for nature provides the deep joy. Our habits to save environment, planting and caring for trees, developing ecofriendly habits will definitely give pleasure to human kind.

Check Your Progress IV :

Q. 1. A. Fill in the blanks in the following sentences by choosing the correct alternative:

1. You can develop your brainstormed ideas in a detailed way in of an essay.
A) Opening B) Body of Information
C) Conclusion D) pre writing
2. is not necessary for 'Body of Information' in essay writing.
A) Avoiding repetitions B) Giving suitable examples to support our ideas
C) use of pictures D) Developing our ideas into paragraphs
3. Cohesive devices like but, however, on the contrary are used to show.....
A) Contrast B) Addition
C) Examples D) Conclusion

Q.1 B. Choose the correct answer for the questions below from the given alternatives:

1. Identify the cohesive device used for addition?
A. in this way B. So
C. Moreover D. To conclude
2. 'The hotel provides breakfast. Moreover, it provides vehicle also.' Identify the cohesive device used in the sentences?
A. breakfast B. hotel
C. Moreover D. vehicle
3. Identify the cohesive device used for giving example?
A. For instance B. Quickly
C. Despite D. To conclude
4. Which sentence uses incorrect cohesive device.
A. It was raining heavily, so we cancelled our plan.
B. She is not only intelligent but hardworking also.
C. The film was boring because we left the theatre early.
D. He could not attend the lecture because he was sick.

2.2.5 Section 5 : Conclusion

Conclusion is the formal ending of an essay. As the beginning of the given topic should create curiosity, the conclusion should satisfy the readers about your details, recommendations or implications on the given topic. Conclusion does not mean merely repeating the main ideas discussed earlier in the essay. It should include summing up of the topic. At the same time, you can comment or recommend on your ideas. You can also discuss implications. Be careful about the use of grammatical structure and vocabulary in concluding paragraph also. For cohesion you should use proper cohesive devices that are already discussed earlier. In addition to it, use terms like 'under these circumstances', 'in this case', etc. for expressing implications.

The conclusion of the essay "Pleasures of Friendship" will be like this:

To conclude friendship is an unconditional bond of love care support. It is the source of deep pleasure and personal growth. The friendship which goes beyond human relations in the company of nature and living organism adds deep joy in our life.

Check Your Progress V :

Q. 1. Fill in the blanks in the following sentences by choosing the correct alternative:

1. is the formal ending of an essay.
A) Conclusion B) Opening
C) Body of intermation D) Giving examples
2. For Concluding the topic, the following expressions can be used.
A) To conclude B) Therefore
C) As a result D) All of these

Q. 2 Write short note on the following :

1. Conclusion is an essay writing.

2.3 Summary :

Essays are the written compositions which express one's ideas, thoughts or arguments providing detailed descriptions. The purpose of essay is to express knowledge, experience developing analytical and critical thinking. The process of essay wring can be divided into three stages-pre-wring, comprehension, planning and outlining and drafting.

Brainstorming is a process of thinking to generate ideas freely. There are various techniques of brainstorming like freewriting, listing, mind mapping.

Logically an essay can be divided into three parts-opening, body of information and conclusion. Opening includes the introductory part of an essay. Body of information deals with the detailed ideas covering the core part of a given topic, while conclusion is the formal ending of an essay.

2.4 Terms to Remember :

Essay : Short piece of writing on a particular subject expressing writer's ideas, opinion with analytical and critical thinking.

Brainstorming : It is a prewriting activity used to generate our ideas and to pin down before starting the process actually writing an essay.

2.5 Answers to Check Your Progress :

Check Your Progress – I

Q1: 1-B, 2- C, 3- D, 4- A, 5- C.

Q.2: 1-A, 2-C

Check Your Progress – II

Q.1: 1-A, 2- D, 3-C.

Check Your Progress – III

Q.1: 1-A, 2-B, 3- A.

Check Your Progress – IV

Q.1A: 1 - B, 2 - C, 3 - A

Q.1 B: 1 - C, 2 - C, 3 - A, 4 - C

Check Your Progress – V

Q.1 : 1 - A, 2 - D

2.6 Exercises :

Q. 1. Write short notes on the following.

1. Purposes of essay writing
2. Brainstorming as a prewriting activity in an essay writing
3. Opening of the essay
4. Body of the Information in a essay writing
5. Conclusion in an essay writing
6. Use of cohesive devices in an essay writing

Q. 2. Write an essay on any one of the following topics.

1. Social media and Youth
2. Economic Growth and Environmental considerations
3. The day that changed my life
4. The challenges faced by farmers in India

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