

## **Short Notes on Communication Skill**

### **(01)Email Writing Skill**

#### **⇒ Steps in writing an eMail**

E-mail is the most common and fastest form of written communication. It can carry virtually any kind of computer file texts, tables, pictures and sounds. It is good to follow the following five steps to make sure that e-mails are professional.

1. Begin with a greeting
2. Thank the recipient
3. State your purpose
4. Add your closing remarks
5. End with a closing

1. Begin with a greeting: The opening line of your every e-mail should be a greeting, such as “Dear Sir or Dear Madam”. If you are writing a professional e-mail, it should have the formal use of their family name e.g., “ Dear Mrs Kulkarni” or Respected Mr. Jadhav”. If the relation is more casual you can simply write “Hi Albert”. If you don’t know the name of the recipient you can write “To whomsoever it may concern” or simply “Dear Sir / Madam”.

2. Thank the recipient: While replying to a person, don’t forget to thank the recipient for his / her interest in you or your company. You can write “Thank you for contacting ABC Company” or “Thank you for supporting me or “Thank you for your interest” and so on. If someone has replied to your e-mail, you should say, “Thank you for your prompt reply” or “Thanks for getting back to me”. Thanking him or her puts one in comfort and it makes you appear more polite.

3. State your purpose: If you are starting the e-mail communication, it may not be possible to include the line of thanks. So you can begin your e-mail by stating the purpose like “I am writing to enquire about...” Or “I am writing in reference to ...” you should begin the stating the purpose early on and then in the main body you can state the details. One should not use shortcuts in spelling and avoid using unacceptable abbreviations. We should be careful about the spelling and grammar of the sentences to sound professional. It also presents your image and the professional image of your company.

4. Add your closing remarks: At the end of the e-mail one should put closing remarks. You can write “Thank you for your patience and cooperation” or “Thank you for your consideration” and then you can also write “If you have any questions or concerns, don’t hesitate to let me know” and “I look forward to hear from you” depending on the situation and the type of email.

5. End with a closing: The last step in the e-mail is giving it an appropriate closing remark with your name. “Best Regards”, “Regards” “Sincerely Yours” and “Thank you” are the professional remarks. Casual remarks may include “Best wishes”.

### ⇒ **General techniques / tips to write an email**

1. Write the recipients email ID in the line that begins with “To”.
2. If there are many recipients, the address can be separated by semicolons.
3. The email ID of the sender will appear automatically in the recipient’s copy.
4. Use the CC ( carbon copy) line to send copies of your later two other people whom you want to keep informed.
5. Use the BCC (Blind Carbon Copy) line for people who want to keep their privacy. The address you will type here will not be seen by other recipients.
6. Do not skip the subject line. It must give a clear idea of the content of your message so that the recipient will immediately know what the letter is about.
7. Make the little in the subject line short but specific so that the recipient can quickly locate a particular message among others from you.
8. Send files that you want to send with your message as attachments. The recipient has to download them in order to read or see them.
9. Official emails, especially they are very formal, must all the components of such a letter that is sent by post.
10. Do not risk writing anything highly confidential, such as your ATM password or credit card number in your messages.
11. Before you click the send button, check the spelling and grammar.

### **Exercise for practice:**

1. Write an email to your principal with a request to arrange a book bank facility in the college library.
2. Write an email to the Tehsildar of your area for the disbursement of your educational scholarships.
3. Write an email to the Controller of Examination of your university for the postponement of the exams due to the Cricket World Cup.

### **(02) Job Application Writing Skill**

1. Start your letter by adding your contact information at the top: Remember that you want to make it as easy possible for your employer to contact you and know who you are.
2. Include the company’s information: after you include your information, write the name of the employer, his title, name of the company / institution and the address.
3. Address your letter to the person whom you are writing: Try to be modestly formal while beginning your letter. Start it with proper address. Avoid addressing it as “To whomsoever it may concern”. This shows that you have not done your research on the job and its requirements.

While writing your job application letter you have to start with:

1. Write an engaging first paragraph
2. State the source of the post to which you are applying
3. Explain why hiring you will benefit the employer
4. Summarize your strengths, qualifications and experience
5. Show your personality through the application
6. Summarize that you are the perfect candidate
7. Invite the employer to contact you
8. Sign off
9. Write your name underneath

### **(03) Essential points to include in a CV**

1. Personal Details: Your personal details are always on the top of your CV. At last state your name, address, phone number, e-mail address, marital status, nationality, date of birth and place of birth.
2. Qualifications: State all your relevant studies and courses that you have taken. Start with the last study you were doing or all still doing and work in a chronological way back.
3. Work Experience: Work experience includes enumeration of jobs you have had.
4. Knowledge of Language: State what languages you speak and for every language indicate a level (in writing or orally) the best layout is as fluent, good, moderate, etc.
5. Computer Skills: Indicate what computer programs you control and how well you do it.
6. Interests and other activities: Lastly, state all issues you think are important but have not shown up in your CV yet. Think about hobbies, interests and other relevant topics that say something about you.

### **Exercise for Practice:**

1. Write a job application to the Principal, Blue Bells High School Naigaon Bz. for the post of teacher in English.
2. Apply with your CV for the post of Marketing Executive in the ICICI Bank Mumbai.

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