



# **MALLA REDDY COLLEGE OF ENGINEERING & TECHNOLOGY**

**(An Autonomous Institution – UGC, Govt.of India)**

**Recognizes under 2(f) and 12(B) of UGC ACT 1956**

**(Affiliated to JNTUH, Hyderabad, Approved by AICTE –Accredited by NBA & NAAC-“A” Grade-ISO 9001:2015  
Certified)**

## **PROFESSIONAL ENGLISH**

**B.Tech – I Year – II Semester**

**DEPARTMENT OF HUMANITIES AND SCIENCES**



# MALLAREDDY COLLEGE OF ENGINEERING AND TECHNOLOGY

B. TECH- I YEAR- II SEM

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## (R18A0002) PROFESSIONAL ENGLISH

### INTRODUCTION:

English is a tool for global communication and is the dominant language which is sweeping almost all the fields in the world. It has become a necessity for people to speak in English comfortably, if they want to enter the global workforce. Hence, the course is designed to help the students to meet the global standards. Each unit focuses on English skill-set to improve: Interview skills, giving presentations and professional etiquette.

### COURSE OBJECTIVES:

1. To enrich students to express themselves appropriately and fluently in professional contexts.
2. To enhance their employability through regular participation in group discussions and interview skills.
3. To lay foundation with writing strategies for the future workplace needs.
4. To acquaint students with different components of professional presentation skills.
5. To equip students with necessary training in listening to comprehend dialects of English language.

### SYLLABUS:

#### UNIT-I

(8 hrs)

Listening	-Bill Gate's TED talk on Solving Big Problems
Speaking	- Description of Pictures, Places, Objects and Persons
Grammar	- Finite and Non-finite verbs & If clauses
Vocabulary	- Business Vocabulary
Writing	- Paragraph Writing

#### UNIT –II

(10 hrs)

Listening	- Google CEO Sundar Pichai's Speech I/O 2017 Keynote
Speaking	- Oral presentations
Grammar	- Transformation of Sentences
Vocabulary	- Idioms
Writing	- Abstract Writing

#### UNIT –III

(10 hrs)

Listening	- Sample Interviews (videos)
Speaking	- Mock Interviews
Grammar	- Direct and Indirect Speech
Vocabulary	- Standard Abbreviations (Mini Project)
Writing	- Job applications I (Cover Letter)

**UNIT – IV**

(6 hrs)

- Listening - Telephonic Interviews
- Speaking - Telephonic Expressions
- Grammar - Auxiliary verbs
- Vocabulary - Word Analogy-I
- Writing - Job Application II (Resume)

**UNIT – V**

(5 hrs)

- Listening - Tanmay Bhakshi's ITU interview
- Speaking - Professional Etiquette
- Grammar - Common Errors
- Vocabulary - Word Analogy-II
- Writing - Report Writing

\* Exercises apart from the text book shall also be referred for classroom tasks.

**REFERENCE BOOKS:**

1. Practical English Usage. Michael Swan. OUP. 1995.
2. Remedial English Grammar. F.T. Wood. Macmillan.2007
3. On Writing Well. William Zinsser. Harper Resource Book. 2001
4. Study Writing. Liz Hamp-Lyons and Ben Heasley. Cambridge University Press. 2006.
5. Communication Skills. Sanjay Kumar and PushpLata. Oxford University Press. 2011.
6. Exercises in Spoken English. Parts. I-III. CIEFL, Hyderabad. Oxford University Press

**COURSE OUTCOMES:**

Students will be able to:

1. draft coherent and unified paragraphs with adequate supporting details.
2. demonstrate problem solving skills, decision-making skills, analytical skills.
3. comprehend and apply the pre-interview preparation techniques for successful interview.
4. achieve expertise in writing resume and cover letter formats.
5. understand the steps of writing 'Reports and Abstract'.

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**UNIT – I****BILL GATE'S TED TALK ON SOLVING BIG PROBLEMS**

Listen to the talk and answer the questions given below.



Questions:

1. What are the problems that the speaker discusses in the speech?

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2. What were the two tools that helped to bring the death rate down in Europe?

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3. Where is more money invested according to the speaker?

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4. Why and what does the speaker talk about Kipp schools?

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5. “It was a very ‘dynamic’ environment”. What is the speaker talking about?

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## DESCRIPTION OF PICTURES, PLACES, OBJECTS AND PERSONS

### Description of pictures

A picture speaks a thousand words!

Learning how to describe pictures, places, objects and persons coherently is an essential skill for students. Effective descriptive words convey factual information, mood and character in addition to appearance. The best descriptions draw us in and keep us rapt with attention, placing us in a scene. The details must appeal to our senses. Phrases that merely label (like tall, middle-aged, and average) bring no clear image to our minds. Since most people form their first impression of someone through visual clues, it makes sense to describe our characters using visual images.

A picture description is an ideal way of practicing your English vocabulary in all sorts of fields. And there's also a benefit for everyday life – imagine you want to show pictures of your family or home to your foreign friends.

## GUIDELINES

- Scan the picture and identify the topic.
- It is better to start with a general statement.
- For example, 'they are clearly both connected to the topic of science... but in two quite different contexts'.
- Use present continuous to describe what is happening. Select the relevant details.
- When comparing the pictures, talk about the similarities and differences between them. For example: 'Both pictures show... but this one..., whereas the other one...'.
- Use a wide range of vocabulary. Remember this is a picture so you cannot be 100% sure what is happening.
- Use appropriate language to show you are guessing. Speculate about the pictures.
- You are not asked simply to describe what is happening.
- For example: 'He is likely to / she'll probably find it quite tough'. Give your opinion, using a variety of structures. If the photographs surprise you, illustrate surprise in your writing.
- When you describe a picture, remember a good way to start is: This is a picture of ....
- Then you can say how many people are in the picture, what clothes they are wearing and how they are feeling, for example: do they seem happy, sad, angry? What are the people doing? And where are they?
- You can use words like Behind, Next to, In front of, to describe where people and things are in the picture.

**Exercise-1**

Fill the blanks with the missing words. You can choose from:

Shopping, shelves, customers, shop assistant , paper , dark, badge ,till, happy, busy, bags



This is a picture of a supermarket. The till is very \_\_\_\_\_ today. There are four \_\_\_\_\_ in the picture. A woman and her daughter are standing behind a \_\_\_\_\_ trolley. They are smiling and look \_\_\_\_\_. There is a \_\_\_\_\_ bag in the shopping trolley. The helpful \_\_\_\_\_ is working at the till. He is wearing a \_\_\_\_\_ apron and a name \_\_\_\_\_. Another woman is paying for her shopping at the \_\_\_\_\_. There are some \_\_\_\_\_ bags at the end of the till to pack away the shopping. There are some wooden \_\_\_\_\_ behind the till.

**Exercise-2**

Describe this picture in your own words.




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## Description of a place

- A good description of a 'place' helps to explain what makes it so different from other 'places' and can give a good guide as to where it is located.
- When you're describing a place or a person, think about the specificity of the describing words you choose. You could say, 'The man was short' yet the others might ask themselves 'how short?' If you said 'the man was minute', this suggests not only that the character is especially small in size but also registers a sense of surprise or shock (given the strength of the descriptive word).
- Whether you're describing a ramshackle old building or a vivacious, sprightly character, use descriptive language.
- Include information on the appearance of the place, the atmosphere, its people, culture and history.
- Decide which details to include and make a paragraph plan. Use lively descriptive language to make your description interesting. Conclude by giving a personal recommendation. Is it an interesting place to visit? Why/why not?
- These adjectives can be used for describing a place: crowded, cosmopolitan, airy, remote, desolate, noisy and so on.
- Select details which are needed to create the impression you want your reader to have. Focus on what is needed for plot, to create a mood, or to capture atmosphere.

Consider these two descriptions of a room.

1. "The room was square with a window along one side. It had four chairs and a TV and video. There was a snacks cabinet and computer in the corner. The carpet was red and the ceiling cream."

2. "The room was brightly lit by a large window and housed several modern pieces of electrical equipment but the effect was softened by a snacks cabinet and a warm red carpet."

The first description is like a list. It gives a lot of information, which is not very interesting.

The second gives an overall impression of the room and also manages to hint at the character behind it. In this case, it suggests someone who likes technology but wants to be comfortable too.

### **My City**

I live in Hyderabad. It's a buzzing and crowded city. It offers great food and the best food is Hyderabadi Biryani. There are lots of varieties of biryani. I enjoy eating this delicacy with my family every weekend. My favourite place in Hyderabad is the Salarjung museum. I still remember the day when my friends and I, along with our history teacher visited the museum. I was awestruck with the amazing exhibits at the museum. My friends made fun of me and shook me violently at one instance, when I was simply standing and staring, admiring the exhibits displayed there.

I love the vibrant Charminar because there are many places to go for shopping. Charminar is so colorful, it is also called "choodi bazaar", it is also called the "city of pearls"; the markets offer interesting design patterns of clothing, accessories, pearls and so on. If you like buying great bags and books, you must go to Koti. I have had bought books from Koti on half the price. Your bargain skills come to rescue when you shop at General bazaar or Paalika bazaar. Hyderabad is a city rich in tradition and culture.

One shall never miss the majestic Golconda fort when they come to Hyderabad. I spent a great time at this historic place on my birthday. And if you like animals you can visit the Nehru Zoological Park and see different fish, birds and wild animals. There are other attractions too like Ramoji Film city, Qutub Shahi Tombs, Shri Jagannath temple, Falaknuma Palace and so on. Come and see for yourself!

### **Exercise**

Describe your favorite place/city in your own words.

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## Describing a person

Describing a person or an object, an event or a process can be done verbally or in non-verbal way. It is necessary to give information only in verbal communication when it comes to telephonic interviews/conversations or in writing.

While describing, it is vital to understand the following things:-

### A. Person-

- |                               |   |
|-------------------------------|---|
| a] <b>Body build:</b>         | skinny, thin, slender, average weight, muscular, fat, chubby, plump, overweight, obese, beer belly, average build, stocky, medium height, tall, short, wheatish, cat-eyed, sharp-nose, etc. |
| b] <b>Description of hair</b> | baldy, permed, curly hair, spikes, straight hair, shabby hair, wavy- hair, blonde, pony, pigs tail, plaited, fringes, grey hair, broom hair etc   |
| c] <b>Description of nose</b> | sharp nose, blunt nose, big nose, lips etc.,  |
| d] <b>Facial features</b>     | moustache, beard, side burns, pimples, dimples, round eyes ,square chin, big nose, spectacled, round face, moles etc.   |

Let us read the description of Charlie Chaplin.



He is a short man with baggy pants, a tight coat, big shoes, a small derby hat, squatty walking with his toes out and his knees wide apart. A bamboo cane in hand, that nasty little walk and a signature toothbrush moustache is one and only Sir Charles Spencer Chaplin. He was an English comedy actor, a notable director and a musician. He is considered to be one of the finest mimes and clowns caught on film. Chaplin was one of the most creative and influential personalities in the silent film era- he acted in, directed, scripted, produced, and eventually scored his own films. His working life in entertainment spanned over 65 years. Some of his famous movies are- Making a Living, The great dictator and many more.

## Exercise

Describe any of the following persons.

- a) Your Class Teacher      b) Your Best Friend      c) Yourself

MANUSCRIPT



## PARAGRAPH WRITING

A paragraph is a group of sentences that share the same idea. We use paragraphs to structure our writing and to make it easier for the reader to follow. Write down information and ideas relating to that topic. Once you have a clearer idea of what you want to address in your paragraph, you can start organizing your thoughts by writing down your ideas on a notepad or word document. Paragraphs can contain many different kinds of information. Regardless of the kind of information they contain, all paragraphs share certain characteristics. One of the most important of these is a topic sentence.

**Topic Sentence:** The first sentence of your paragraph needs to be the topic sentence. A topic sentence is an introductory line that addresses what the main idea or thesis of the paragraph is going to be. It should contain the most important and relevant point you wish to make regarding your topic, thus summarizing the paragraph as a whole.

**Supporting Sentences:** Once you have written and are happy with your topic sentence, you can start to fill in the rest of your paragraph. This is where the detailed, well-structured notes you wrote earlier will come in handy. Make sure that your paragraph is coherent, which means that it is easy to read and understand, that each sentence connects with the next and that everything flows nicely as a whole. To achieve this, try to write clear, simple sentences that express exactly what you want to say.

**Concluding Sentence:** The concluding sentence of your paragraph should tie everything together. A good concluding sentence will reinforce the idea outlined in your topic sentence, but now it has all the weight of the evidence or arguments contained in your supporting sentences behind it. After reading the concluding sentence, the reader should have no doubt as to the accuracy or relevance of the paragraph as a whole.

**Note:** Paragraphs should never contain more than one central idea. If a given idea has multiple points or facets, then each individual aspect of the idea should be given its own paragraph. A new paragraph is also used each time you are contrasting two points or presenting each side of an argument.

### Sample - **Pros and cons of Social networking sites**

#### **Topic sentence:**

The benefits of social networking sites have the potential to outweigh the dangers of such websites.

**Supporting Sentences:**

While social networking does curb Real life interaction with one's peers, it also provides shy, introverted, or socially awkward youth with a new avenue of communication that often makes it easier to connect and form relationships.

**Concluding Sentence:**

Even though there are large number of risks and downfalls associated with social networking, when the tool is used correctly and the youth are instructed on correct usage, it offers considerable positives.

**Some useful Phrases:**

**To show addition:** again, and, also, besides, equally important, first (second, etc.), further, furthermore, in addition, in the first place, moreover, next, too

**To give examples:** for example, for instance, in fact, specifically, that is, to illustrate

**To compare:** also, in the same manner, likewise, similarly

**To contrast:** although, and yet, at the same time, but, despite, even though, however, in contrast, in spite of, nevertheless, on the contrary, on the other hand, still, though, yet

**To summarize or conclude:** all in all, in conclusion, in other words, in short, in summary, on the whole, that is, therefore, to sum up

**To show time:** after, afterward, as, as long as, as soon as, at last, before, during, earlier, finally, formerly, immediately, later, meanwhile, next, since, shortly, subsequently, then, thereafter, until, when, while

**To show place or direction:** above, below, beyond, close, elsewhere, farther on, here, nearby, opposite, to the left (north, etc.)

**To indicate logical relationship:** Accordingly, as a result, because, consequently, for this reason, hence, if, otherwise, since, so, then, therefore, thus.....

**Exercise**

Write a paragraph on "An invention that has changed the world".

## **GRAMMAR**

### **IF CLAUSES**

Conditional sentences have two parts: the **if-clause** and the **main clause**.

The IF-clause introduces a **condition**. The main clause is the **result** of that condition

Example sentence: If it rains, I will cancel the trip.

*If it rains* is the if-clause and *I will cancel the trip* is the main clause.

### **Rules of 'IF' clause sentences**

There are some rules which we need to follow in using “if” clause sentences.

<b>If clause</b>	<b>Main clause</b>
Simple Present -----	Simple Future
Simple Past --	with 'Would'
Past Perfect----	with 'Would have'
Subjective mood -----	with 'Would'

#### ***Simple Present -----Simple Future***

If the '**if clause**' is in **simple present tense**, the main clause is to be in **simple future tense**.

**Ex:-**

If he invites me, I will attend the party.

If I go fast, I will catch the bus.

If she calls me, I can go to meet her.

If they play well, they will win the game.

#### ***Simple Past-----with Would***

If the '**if clause**' is in **Simple Past tense**, we can write the main clause with **would**.

**Ex:-**

If he invited me, I would attend the party.

If she prepared well, she would pass the exams.

If I met them, they would tell me the secret.



***Past Perfect tense-----with Would have***

If the 'if clause' is in **past perfect tense**, we can write the main clause with **would have**.

**Ex:-** If he had invited me, I would have attended the party.

If I had gone there, I would have got information about the issue.

If they had studied well, they would have settled in a good position.

***Subjective mood-----with Would***

If the **if clause** is written in **subjective mood**, we can write the main clause with **would**.

**Ex:-** If he were I, he would kill the thief.

If she were Ramya, she would complete the work in time.

**Note: -** For all plural and singular subjects we use only "**were**".

**Exercise:**

**Choose the right answer from the given options to fill in the blanks of the following 'If' clause sentences.**

1. If he prepares well, he \_\_\_\_\_ the exam.  
a) pass   b) will pass   c) would pass   d) would have passed
2. If Raju \_\_\_\_\_ early, he would have caught the bus.  
a) has started   b) started   c) had started   d) will start
3. If I \_\_\_\_\_ her pen, she would give me .  
a) asks   b) will ask   c) had asked   d) asked
4. If I had tried hard, I \_\_\_\_\_ the job.  
a) got   b) would have got   c) will got   d) get
5. If she \_\_\_\_\_ I, she would complete the work.

- a) was      b) are      c) were      d) is
6. If they \_\_\_\_\_ me, I will reach to a good position.  
a) helped      b) have helped      c) had helped      d) help
7. If she invited me, I \_\_\_\_\_ the party.  
a) attend      b) would attend      c) will attend      d) attended
8. If I \_\_\_\_\_ well, I would not have been in this position.  
a) had studied      b) studied      c) will study      d) has studied
9. If she understands the passage, she \_\_\_\_\_ the questions.  
a) answered      b) had answered      c) is answering      d) will answer
10. If Radha were a bird, she \_\_\_\_\_ in the sky.  
a) will fly      b) fly      c) would fly      d) will be flying

### BUSINESS VOCABULARY

Working in a business environment you will feel the need to learn a raft of new words not covered by Standard English Vocabulary. Sooner or later you will be exposed to obtain new skills such as speaking on the phone in the most professional manner, creating an outstanding CV, writing letters to your partners or making unique presentations.

In order to handle all of these tasks with dignity and honor you need to get acquainted with so called business vocabulary. By the way, according to research conducted by Global English almost 100% of employees are of the firm opinion that inadequate business language skills result in poor communication and misunderstanding between co-workers or business partners.

In order to climb up the career ladder with more ease and in a short period of time you need to have competency in business vocabulary.

## BASIC BUSINESS TERMS

Let's start by looking at a few very basic business terms that you might hear or need to use when you gain full-time employment (or even set up a business of your own).

### 1. Business plan

Image shows a man sketching a business plan on a glass pane.

Business plans don't always go idea profit.

A business plan is, as the name suggests, a document used to outline plans for a business, setting out growth goals for the next three to five years, and identifying information needed to achieve those goals, such as target market, unique selling points, marketing goals, and so on. It might also outline strengths, weaknesses, opportunities and threats (also known by the abbreviation "SWOT"). Business plans are essential for those setting up or developing a business, and will be needed in order to secure funding from banks, the Government or investors.

### 2. Balance sheet

A balance sheet details the company accounts at a certain point in time (often the end of the financial year). It lists the values of the company's assets (things belonging to it), liabilities (what it owes) and ownership equity (what's left after liabilities). It's intended to provide a snapshot of how the company is doing financially, which can then be compared with goals outlined in the business plan.

### 3. Start-up

The term "start-up" is used to describe a brand new business, typically in its first few months or years of trading. The term has connotations of entrepreneurship, and the implication is often that the company will grow significantly in size. It's often associated with the tech industry, because the term was used extensively during the dot com boom, but it can apply to any new business. Start-ups are typically thought of as forward-thinking, often with a relaxed atmosphere in unconventional offices. Because start-ups are in their infancy, they have a small number of employees and often no strict hierarchy, making them attractive places to work.

### 4. Forecast

Just as a weather forecast predicts what the weather's going to be doing, so a business forecast predicts various aspects of a business's future movement based on its current situation, external

factors, new products, plans for marketing and such like. The timeframes are usually somewhat longer than those involved in a weather forecast – three to five year forecasts are common. Types of business forecast include sales, profit and loss, and cashflow; the latter helps business owners predict whether they're likely to run out of money.

## **5. Marketing**

Marketing refers to the promotion of a product or service. It can take numerous forms, including advertising, emailing customers, sending out leaflets or brochures, engaging with potential customers via social media, and so on.

## **6. USP**

A “USP” is the “Unique Selling Proposition” of a company, product or service – in other words, what makes it different from similar offerings. USPs are considered when a company is set up or a new product or service is launched, and they're also at the forefront of marketers' minds, because it's the unique aspects that enable those charged with marketing to succeed, by highlighting reasons why customers should choose them rather than another company.

## **7. HR**

The abbreviation “HR” stands for “Human Resources”, and it's the part of a company that deals with matters relating to its employees. The goal of someone who specialises in HR is to ensure that employees are happy and productive, reducing turnover of employees (that is, reducing the frequency with which employees leave and new ones are hired) and maximising the cost-effectiveness of the company's investment in its workforce. HR oversees employee training and development, enforces company regulations and deals with payroll (everything to do with the payment of employees).

## **8. Recruitment**

Recruitment is the process of hiring new employees. Companies exist whose sole purpose is to match employers with potential employees; these are known as recruitment agencies.

## **9. Brand**

“Brand” is the term given to a company's name and the recognizable attributes that go with that company, which define its unique identity. The company's tone of voice and design of official communications are part of what gives it this “brand identity”.

## **10. Public Relations**

Public Relations are the role within a business devoted to communicating with the press, and ensuring favorable media coverage of a company, product or service.

## **11. Minutes**

The “minutes” of a meeting are notes taken during the meeting to record what was said, what was agreed, and to assign actions to individuals whose responsibility it will be to complete them.

## **12. Cold call**

This is a phone call, usually from a sales representative of a company, to a potential customer or client who is not expecting the call and with whom there has been no previous contact, with the aim of trying to sell them something. Cold calls have a bad reputation, and are often referred to by customers as “nuisance” calls.

## UNIT 2

### GOOGLE CEO SUNDAR PICHAI'S KEYNOTE AT 2017 I/O CONFERENCE

Listen to the audio keenly and fill in the blanks with the missing words:



Two years ago, at Google I/O, we \_\_\_\_\_ photos as a way to \_\_\_\_\_ users' photos using machine learning. And today, we are over 500 million \_\_\_\_\_ users. And every single day, users upload 1.2 billion photos to \_\_\_\_\_. So the \_\_\_\_\_ of these products are amazing. But they are all still \_\_\_\_\_ up their way towards \_\_\_\_\_, which I'm excited, as of this week, we crossed over 2 billion active \_\_\_\_\_ of Android. As you can see the \_\_\_\_\_ is pretty happy too, behind me.

So it's a \_\_\_\_\_ to serve users at this scale. And this is all because of the \_\_\_\_\_ of mobile and smart phones. But \_\_\_\_\_ is \_\_\_\_\_ again. We spoke last year about this important shift in computing, from a mobile-first to an AI-first \_\_\_\_\_.

\_\_\_\_\_ learning is what allowed us about two weeks ago to \_\_\_\_\_ support for \_\_\_\_\_ users in Google Home, so that we can \_\_\_\_\_ up to six people in your house and \_\_\_\_\_ the experience for each and every one. So \_\_\_\_\_ is becoming an important \_\_\_\_\_ in our products.

Talking about \_\_\_\_\_, we are excited about designing better machine learning models, but today, it is really time \_\_\_\_\_. It's a \_\_\_\_\_ effort of a few engineers and scientists mainly machine learning \_\_\_\_\_. We want it to be possible for hundreds of thousands of \_\_\_\_\_ to use machine

learning. So what better way to do this than getting neural nets to design better neural nets? We call this approach AutoML. It's learning to learn. So the way it works is we take a set of \_\_\_\_\_ neural nets. Think of these as little baby \_\_\_\_\_ nets, and we actually use a neural net to \_\_\_\_\_ through them till we arrive at the best neural net. We use a \_\_\_\_\_ learning approach. And it's — the results are \_\_\_\_\_. To do this is computationally hard, but \_\_\_\_\_ TPUs put it in the \_\_\_\_\_ of possibility. We are already \_\_\_\_\_ state-of-the-art in \_\_\_\_\_ tasks like CIFAR image recognition.

So we're making \_\_\_\_\_ progress in applying machine learning and we're applying it across all our products. But the most important product we are using this is for Google Search and Google Assistant. We are evolving \_\_\_\_\_ to being more \_\_\_\_\_ for our users. This is why last year at Google I/O we spoke about the \_\_\_\_\_, and since then we have launched it on Google \_\_\_\_\_ and Google Home, and today it's available on over 100 million devices.

## ORAL PRESENTATION

### What is an Oral Presentation?

An oral presentation is a short talk on a set topic. In an oral presentation one or more students give a talk to a group and present views on a topic based on their readings or research. The rest of the group then joins in a discussion of the topic.

### Performance Anxiety

Most people feel nervous about speaking in front of a group and that's not a bad thing—a bit of adrenalin can help a performance. However, an oral presentation is a performance, so you need to act the part of a confident speaker. To make sure that 'stage fright' doesn't become a problem, here are some strategies to try:

- Being well-prepared and organized reduces anxiety and makes presenting easier. Make sure you've prepared and rehearsed, that your notes are arranged in correct order and any visuals work without any problems.
- Take a few deep breaths. Breathing slowly and evenly will calm you down especially if you're prone to 'the shakes' (in your hands or your voice) when you're nervous.
- Stand in a balanced position, facing the audience, feet apart. Smile!
- If you feel nervous, tell the group you're presenting to— they will understand. Remember that the audience consists of your colleagues and friends. They want you to succeed.

## Preparing a Presentation

- If you are able to choose a topic, select the one that you have some questions about and that interests you the most.
- Examine the topic provided to you carefully and make sure you know exactly what to do.
- Research your topic.
- Have a clear, organized structure for your oral presentation.
- Brainstorm your topic and write a rough outline in point form.
- Organise your material and write a draft—think about the length of time you have to speak and the amount of information you can include.
- Summarize your draft into points.
- Plan and prepare your visual aids.
- Rehearse your presentation and get its length right. Ask a friend to listen and time your presentation.

## Structuring your presentation

Structuring a talk is no different from writing an essay or a report; it requires an introduction, body and conclusion which have to be linked clearly. A poorly structured talk will confuse and frustrate an audience.

1. Introduction - Start your talk by greeting the audience and introducing yourself. Outline the main points and state your topic and tell the audience what your presentation will cover. A good introduction will capture an audience's attention.
2. Body - Move from one point to the next by using phrases (such as 'Firstly ... secondly' ... 'finally'). Develop the main points and present examples and evidence. Make sure you provide clear links between main points and explanations. Use visual aids to engage the interest of your audience and 'show' instead of just 'tell'. Emphasize important information. Tell your audience when information is particularly important or interesting. Tell them why.



3. Conclusion - Take the opportunity to show that you have covered all the points you made in your introduction. Express your own conclusions about the opinion/argument. Don't introduce any new information in the conclusion. You can signal your conclusion with the phrase '*In conclusion ...*' Thank the audience, and invite questions.

### Starting well

- Stand in a balanced position, facing the audience, feet apart - this helps you to appear confident. Don't slouch, shuffle about or lean against the furniture.
- Take a deep breath and wait for the group to focus their attention on you before you start to speak.
- Greet the audience and introduce yourself, even if they already know you.
- Smile! Your audience will react warmly and if you can't feel relaxed you can at least appear that way.

### Delivery

- Don't read your presentation word-for-word from a script or from PowerPoint slides - listening to someone read aloud is boring for an audience. Aim to talk instead.
- Written and spoken language is different. Use appropriate language; generally a formal but conversational tone is best (avoid slang or colloquial language).
- Speak clearly and at a moderate pace. Don't rush; nervous speakers tend to speed up, so try to pace yourself.
- Slow down to emphasize key points.
- Don't be afraid to pause. Short pauses can add emphasis to important points and give you a chance to collect your thoughts.
- Make eye contact with your audience. Don't just look at your tutor or stare off into space. A good technique is to divide the room into three sections (left, middle and right) and sweep your eyes across the audience. If you don't want to look anyone in the eye, look at a point in the middle of their foreheads occasionally.
- Rehearse with your visual aids to make sure they work.
- Time yourself to make sure you stay within the allotted time limit.
- Keep your body turned toward the audience and your body language open and friendly.

## Answering questions

After your presentation, members of your class may ask you questions. Don't be afraid of questions; they are a positive sign. They show that the audience is listening and interested.

- Listen carefully to the question. Repeat or paraphrase the question so you are sure you understand it and so everyone in the audience hears it.
- If it is a long question, try breaking it up into sections, and answer them one by one.
- Be brief and to the point and avoid introducing new information.
- If you don't know the answer to the question, it's OK to say so - you can't know absolutely everything about your topic. Get the group involved by opening the question up to the audience and letting someone else answer it! If no one else can, you can always offer to find out the answer for them at a later date.

## TRANSFORMATION OF SENTENCES

**A sentence is a grammatical unit made up of one or more words** (*Go!* is a sentence, as is *The cat sat on the mat.*). Sentences begin with a capital letter and end with a full stop, a question mark or an exclamation point. Sentences can be simple, compound, and complex, depending on the thoughts they convey and how they're structured.

### SIMPLE SENTENCE

**A subject + a verb + and a completed thought = simple sentence (independent clause)**

It is referred to as "independent" because, while it might be part of a compound or complex sentence, it can also stand by itself as a complete sentence.

1. The girl sprinted after the tiger.
2. The cat purred.
3. Mary and Samantha arrived at the bus station early but waited until noon for the bus.

### COMPOUND SENTENCE

A compound sentence refers to a sentence made up of two independent clauses (or complete sentences) connected to one another with a coordinating conjunction (For, And, Nor, But, Or, Yet, So).

1. Joe waited for the train **but** the train was late.

2. I like bananas **and** I like grapes.
3. The shoplifter had stolen clothes, **so** he ran once he saw the police.

You should avoid beginning a sentence with "and," "or," "but," or the other coordinating conjunctions.

## COMPLEX SENTENCES

A **complex sentence** is made up of an independent clause and one or more dependent clauses connected to it. A **dependent clause** is similar to an independent clause, or complete sentence, but it lacks one of the elements that would make it a complete sentence.

Dependent clauses begin with **subordinating conjunctions**. Below are some of the most common subordinating conjunctions:

after	although	as	because	Before	while
since	Even though	if	though	unless	that
when	wherever	whereas	whenever	until	

The dependent clauses can go first in the sentence, followed by the independent clause, as in the following:

Note: when the dependent clause comes first, a comma should be used to separate the two clauses.

1. **Because** Mary and Samantha arrived at the bus station before noon, I did not see them at the station.
2. **While** he waited at the train station, Joe realized that the train was late.
3. **After** eating lunch at The Cheesecake Factory, Tim went to the gym to exercise.

Conversely, the independent clauses can go first in the sentence, followed by the dependent clause, as in the following:

**Note:** When the independent clause comes first, a comma should **not** be used to separate the two clauses.

1. I did not see them at the station **because** Mary and Samantha arrived at the bus station before noon.
2. Joe realized that the train was late **while** he waited at the train station.
3. Opinionated women are given disadvantages in societies **that** privilege male accomplishments.

## Transformation of Simple, Compound and Complex Sentences

Conversion of one type of sentence into another requires changing a phrase into a clause or vice versa.

**Simple to Compound:** a phrase into main clause

**Simple to Complex:** a phrase into a subordinate clause

**Compound to Simple:** a main clause into a phrase

**Compound to Complex:** a main clause into a subordinate clause

**Complex to Simple:** a subordinate clause into a phrase

**Complex to Compound:** a subordinate clause into a main clause

In many cases, a sentence can be written in three different ways, making it simple, complex or compound as the case may be.

**Some examples:**

- I. Simple:** Being rich he can travel by air.  
**Complex:** As he is rich he can travel by air.  
**Compound:** He is rich so he can travel by air.
- II. Simple:** In case of not working hard, you will fail.  
**Complex:** Unless you work hard, you will fail.  
**Compound:** Work hard otherwise you will fail.
- III. Simple:** In spite of his old age, he can run fast.  
**Complex:** Although he is old, he can run fast.  
**Compound:** He is old but he can run fast.

**Table for Three Types of Sentences**

<b>Simple</b>	<b>Complex</b>	<b>Compound</b>
	<b>so that</b> We read so that we can learn.	<b>and /or</b> We read and we learn.
<b>Inspite of/Despite</b>  Despite being poor he is honest.	<b>Though/Although</b>  Though he is poor he is honest.	<b>but</b>  He is poor but he is honest.
<b>Verb+ing</b>  Being punished he wept.	<b>Since/As</b>  As he was punished, he wept.	<b>and so</b>  He was punished and /so he wept.
<b>enough/too ....to</b>  He is too weak to walk.	<b>so.....that(negative)</b>  He is so weak that he cannot walk.	<b>very.....and</b>  He is very weak and he cannot walk.
<b>Without</b>  Without reading you will fail.	<b>If/In case</b>  If you do not read you will fail	<b>or</b>  Read or fail/you will fail.
<b>at the time</b>  He woke up at the time of raining	<b>when</b>  He woke up when it was raining.	<b>and</b>  It was raining and he woke up.
<b>Adjective</b>  It was a red ball.	<b>that/which</b>  It was a ball that/which was red.	<b>and</b>  It was a ball and it was red.

**Exercise 1 :**

Find out the type of the sentence.

1. Walk quickly; else you will not overtake him.
2. The town in which I live is very large.
3. I called him, but he gave me no answer.
4. I went because I was invited.
5. I returned home because I was tired.
6. They always talk who never think.
7. The star was bright.
8. You can leave or stay.
9. Rani went to the market and bought some flowers
10. The baby cried for food.

**Exercise: I**

Change the following sentences as directed.

1. Krishna went to market. Krishna bought vegetables. (change into compound sentence)

---

2. He is my uncle. He is 50 years old. (change into complex sentence)

---

3. Raju sang a song and crossed the river. (change into simple sentence)

---

4. He played cricket to become a famous cricketer. (change into compound sentence)

---

5. It was raining, but he did not stop doing the work. (change into complex sentence)

---

6. Kiran felt sick and took the medicine. (change into simple sentence)

---

**IDIOMS**

English idioms are an important part of everyday English. They come up all the time in both written and spoken English. Because idioms don't always make sense literally, you'll need to familiarize yourself with the meaning and usage of each idiom. That may seem like a lot of work, but learning idioms is fun, especially when you compare English idioms to the idioms in your own language. Learning to use common idioms and expressions will make your English sound more native, so it's a good idea to master some of these expressions.

1. **A blessing in disguise:** a good thing that seemed bad at first.

Losing that job turned out to be a **blessing in disguise** for him as it forced him to plunge into business.

2. **Beat around the bush:** Avoid saying what you mean, usually because it is uncomfortable

Will you please stop **beating around the bush** and get to the point?

3. **Call it a day:** Stop working on something

I think we have done enough work today, I am feeling tired now, let's **call it a day**

4. **Get out of hand:** Get out of control

The football fans have got completely **out of hand**

5. **Not rocket science:** It's not complicated

Freddie, let me show you how to change the oil in your car. Don't worry, '**it's not rocket science.**'

6. **Miss the boat:** It's too late

The discounted price sale ended today and I just **missed the boat** on making a great deal.

7. **Pull someone's leg:** To joke with someone

Don't worry about what he said. He's just **pulling your leg.**

8. **That's the last straw:** My patience has run out

**The last straw** in their relationship was when he physically abused her. She walked out after that.

9. **Add insult to injury:** To make a bad situation worse

The company rejected his application for a job, and to **add insult to injury**, refused to pay his expenses.

10. **Give someone the cold shoulder:** Ignore someone

She **gave me the cold shoulder.**

### Exercise 1

Choose the right option for the underlined idioms

1. My parents were on pins and needles while I was writing my EAMCET exam..

A. excited.    B. curious.    C. anxious    D. disturbed

2. Ignoring his father's warnings, he burnt his fingers by starting a new business.

A. felt ashamed    B. Got into trouble    C. Suffered loss.    D. burnt his hand in fire.

3. I found my son burning the midnight oil to secure good rank.

A. wasting oil    B. Too much interested    C. reluctant    D. working hard

4. He had to eat a humble pie in starting a row with his neighbor over a trifle.

A. To feel sorry and apologies for a wrong    B. to take simple food  
C. To remain without food    D. To be punished for doing something wrong.

5. By disobeying the orders of his boss, John will have to face the music.

A. go to a party    B. To invite a trouble    C. face the problem    D. listen to music

## Exercise 2

Collect any five idioms and write their meanings in the given space.

- 1.
- 2.
- 3.
- 4.
- 5.

## ABSTRACT WRITING

An abstract summarizes, usually in one paragraph of 200 words or less. To write an abstract, finish your paper first, then type a summary that identifies the purpose, problem, methods, results, and conclusion of your work. After you get the details down, all that's left is to format it correctly. Since an abstract is only a summary of the work you've already done, it's easy to accomplish!

### MAJOR ASPECTS:

1) **Identify your purpose.** So what? Why does this matter? The reader wants to know why your research is important, and what the purpose of it is. Start off your abstract by considering the following questions:

- Why did you decide to do this study or project?
- How did you conduct your research?
- What did you find?
- Why is this research and your findings important?
- Why should someone read your entire essay?

2) **Explain the problem at hand.** Abstracts state the “problem” behind your work. Think of this as the specific issue that your research or project addresses. You can sometimes combine the problem with your motivation, but it is best to be clear and separate the two.

- What problem is your research trying to better understand or solve?
- What is the scope of your study - a general problem, or something specific?
- What is your main claim or argument?



3) **Explain your methods.** Motivation - check. Problem - check. Methods? Now is the part where you give an overview of how you accomplished your study. If you did your own work, include a description of it here. If you reviewed the work of others, it can be briefly explained. Discuss your own research including the variables and your approach.

- Describe the evidence you have to support your claim
- Give an overview of your most important sources.

4) **Give your conclusion.** This should finish up your summary and give closure to your abstract. In it, address the meaning of your findings as well as the importance of your overall paper. This format of having a conclusion can be used in both descriptive and informative abstracts, but you will only address the following questions in an informative abstract.

- What are the implications of your work?
- Are your results general or very specific?

### **The importance of a good abstract**

The abstract allows you to elaborate upon each major aspect of the paper and helps readers decide whether they want to read the rest of the paper.

## **SAMPLE ABSTRACT**

### **Indian Sports**

Sports are an integral part of any society and so in India. But the disappointing performance of the Indian athletes and players in the Olympic has made the people to think about the condition of sports in India. Despite our huge size in terms of population, we have not been able to leave our impact on international sports. In this paper I focus on the reasons that lead to such a disappointment of Indian sports in international arena. Starting from wrong policy makers to the worse infrastructure all contribute to demean the motivation of the athletes. Cricket being the other reason as sponsorship, fan support and media all focus on it hence resulting in ignoring other sports. In fact it has been again and again pointed out that politics in the Sports Organizations of India has spoiled the sports. Under such circumstances, it is not possible to raise the standard of sports in India. This paper will through light on the reasons of the downfall of Indian sports as well as offer solutions for the same.

## UNIT III

### INTERVIEW TECHNIQUES

To meet the challenges of professional life, one has to be familiar with many skills to grab the attention of an interviewer, out of which Interview skills are the basic necessities to meet up the future challenges with success.

#### TYPES OF INTERVIEWS:

There are many types of interview like Information gathering interview, appraisal interview, exit interview, hiring interview, college/ university interview, persuasive interview, counseling interview and many more.

Hiring/Entrance Interview is one of the best known and the most widely experienced type of interview, where an interviewer is taken by Human Resource Manager/ Educational Expertise. To reduce your chances being rejected, here are some basic professional skills, which will lead you towards the path of success in your interview.

#### PRE-INTERVIEW PLANNING:

- One should have to be prepared in advance for an interview. It's the only way through which one can gain the trust of an interviewer.
- An interviewer always attempt to find answers for the following.  
Why they should select you?  
What are the qualities, which you have and other do not have?  
How can you benefit their organization?
- If you can show your trust, your confidence, your commitment, and appropriate skills, then you could win a successful future.
- Interview is a form of oral communication. It's one to one, or one to group interaction, where an applicant proves themselves as a unique person to be the part of an organization.
- Remember that interview is always pre-planned and structured. It's a formal presentation between an interviewer and an interviewee.
- Only those pass it with flying colors, who are original and show their interest with confidence and who present themselves appealing.

**TIPS:**

- Decide what to wear.
- Remember to Dress simply but elegantly. Dress should be well ironed without crease. Wear comfortable shoes. Remember to wear basic hosiery.
- You can even check what management wears and dress similarly without over kill.
- Do not Dress casual or wear Athletic Shoes.
- Prepare your file having your portfolio, educational degree copies and extra copies of your resume.
- Find proper address in advance, that where are you going in the morning.
- Last but not the least, get a good night sleep.

**AFTER INTERVIEW**

With a pleasing smile, say thanks and ask about the next step in the process. Follow up. Call them if you do not get a call within a given time frame and don't forget to write a thank you letter to an organization for taking out their precious time for your interview.

**TRADITIONAL INTERVIEW QUESTIONS**

Few of the traditional interview questions, which an organization might ask are

1. Tell me about yourself (in two minutes).
2. Why do you feel that you will be successful in...?
3. Why did you decide to interview with our organization?
4. Are you willing to relocate?
5. Tell me about your scholastic record.
6. Tell me about your extra-curricular activities and interests.
7. What are your strengths and weaknesses?
8. Why should we hire you?
9. Where do you see yourself in 5 years? 10 years?

**ANSWERING STRATEGIES:**

- 1) You can never predict every question that you will encounter, so approach the interview with an inventory of important points. Make a list of the points about yourself that you want the interviewer to know.
- 2) Consider each question an opportunity to provide some of this information. Don't assume anything. You will be evaluated on your answers, not your resume.
- 3) Pause a couple of seconds before you respond to each question, even if you know exactly what you want to say. Take this time to quickly plan your answer, this helps to avoid misunderstandings and produces much more concise answers.
- 4) If you don't understand a question, ask for clarification. This is expected and is preferable to providing an unsuitable answer. If you need time to collect your thoughts - take it. It is better to think for a few moments and make sure that your answer is doing you justice.
- 5) Always expand. Never answer a question with a "yes" or "no."
- 6) The interview is an opportunity for you to sell yourself. Don't be afraid to 'blow your own horn.' As long as you can back up what you are saying with examples which demonstrate that what you are saying is true, you are not bragging.
- 7) Be very positive. Don't complain about anything. Also, avoid negative words.
- 8) Don't be afraid to repeat important points. In fact, it is a good idea to do this.

**GRAMMAR****DIRECT SPEECH AND INDIRECT SPEECH****Tip 1: Conversion rules as per the Reporting Verb**

When the reporting or principal verb is in the Past Tense, all Present tenses of the direct are changed into the corresponding Past Tenses.

**Direct:** He **said**, "I am unwell."

**Indirect:** He **said** that he **was** unwell.

If the reporting verb is in the Present or Future Tense, the tenses of the Direct Speech do not change.

**Direct:** He **says/will say**, "I am unwell."

**Indirect:** He **says/will say** that he **is** unwell.

The Tense in Indirect Speech is NOT CHANGED if the words within the quotation marks talk of a universal truth or habitual action.

**Direct:** They said, "We **cannot live** without water."

**Indirect:** They said that we **cannot live** without water.

### **Tip 2: Conversion rules of Present Tense in Direct Speech**

#### **Simple Present Changes to Simple Past**

**Direct:** "I **am** happy", she said.

**Indirect:** She said that she **was** happy.

#### **Present Continuous Changes to Past Continuous**

**Direct:** "I **am reading** a book", he explained.

**Indirect:** He explained that he **was reading** a book.

#### **Present Perfect Changes to Past Perfect**

**Direct:** She said, "He **has finished** his food".

**Indirect:** She said that he **had finished** his food.

#### **Present Perfect Continuous Changes to Past Perfect Continuous**

**Direct:** "I **have been to** Gujarat", he told me.

**Indirect:** He told me that he **had been to** Gujarat.

### **Tip 3: Conversion Rules of Past & Future Tense**

#### **Simple Past Changes to Past Perfect**

**Direct:** He said, "Ira **arrived** on Monday."

**Indirect:** He said that Ira **had arrived** on Monday.

#### **Past Continuous Changes to Past Perfect Continuous**

**Direct:** "We **were living** in Goa", they told me.

**Indirect:** They told me that they **had been living** in Goa.

### **Future Changes to Present Conditional**

**Direct:** He said, "I **will be** in Kolkata tomorrow."

**Indirect:** He said that he **would be** in Kolkata the next day.

### **Future Continuous Changes to Conditional Continuous**

**Direct:** She said, "I'll **be using** the car next Friday."

**Indirect:** She said that she **would be using** the car following Friday.

### **Tip 4: Changes in Modals**

CAN changes into COULD

**Direct:** He said, "I **can** swim."

**Indirect:** He said that he **could** swim.

MAY changes into MIGHT

**Direct:** He said, "I **may** buy a house."

**Indirect:** He said that he **might** buy a house.

MUST changes into HAD TO/WOULD HAVE TO

**Direct:** He said, "I **must** work hard."

**Indirect:** He said that he **had to** work hard.

Modals that DO NOT Change: Would, Could, Might, Should, Ought to.

**Direct:** He said, "I **should** face the challenge."

**Indirect:** He said that he **should** face the challenge.

### **Tip 5: Conversion of Interrogative**

Reporting Verb like 'said/ said to' changes to asked, enquired or demanded

**Direct:** He **said to** me, "What are you doing?"

**Indirect:** He **asked** me what I was doing.

If sentence begins with auxiliary verb, the joining clause should be if or whether.

**Direct:** He said, “**Will** you come for the meeting?”

**Indirect:** He asked them **whether they would** come for the meeting.

If sentence begins with ‘wh’ questions then no conjunction is used as the "question-word" itself act as joining clause.

**Direct:** “**Where** do you live?” asked the girl.

**Indirect:** The girl **enquired where** I lived.

### **Tip 6: Command, Request, Exclamation, Wish**

#### **Commands and Requests**

Indirect Speech is introduced by some verbs like ordered, requested, advised and suggested. Forbid(s)/ forbade is used for the negative sentences. The imperative mood is changed into the Infinitive.

a) **Direct:** Rafique said to Ahmed, “Go away.”

**Indirect:** Rafique **ordered** Ahmed **to go** away.

b) **Direct:** He said to her, “Please wait.”

**Indirect:** He **requested** her **to wait**.

#### **Exclamations and Wishes**

Indirect Speech is introduced by some words like grief, sorrow, happiness, applaud. Exclamatory sentence changes into assertive sentence and Interjections are removed.

**Direct:** He said, “**Alas!** I am undone.”

**Indirect:** He **exclaimed sadly** that he was broke.

### **Tip 7: Change of Pronouns**

The first person of the reported speech changes according to the subject of reporting speech.

**Direct:** **She** said, “**I am** in ninth class.”

**Indirect:** She says that **she** was in ninth class.

The second person of reported speech changes according to the object of reporting speech.

**Direct:** He says to **them**, "**You** have completed **your** job."

**Indirect:** He tells **them** that **they** have completed **their** job.

The third person of the reported speech doesn't change.

**Direct:** He says, "**She** is in tenth class."

**Indirect:** He says that **she** is in tenth class.

### **Tip 8: Change of Place and Time**

Words expressing nearness in time or place in Direct Speech are generally changed into words expressing distance in Indirect Speech.

Now -- then ; Here – there ; Ago -- before ; Thus – so ; Today -- that day ; Tomorrow -- the next day ; This -- that ; Yesterday -- the day before ; These -- those ; Hither—thither ; Come – go ; Hence – thence ; Next week/month -- following week/month

Examples

**Direct:** She said, "My father came **yesterday**."

**Indirect:** She said that her father had come **the day before**.

**Direct:** She **says/will say**, "My father came **yesterday**."

**Indirect:** She **says/will say** that her father had come **yesterday**.

*(Here the reporting verb 'says' is in the present tense OR 'will say' is in future tense; hence the time expression 'yesterday' won't change.*

### **Tip 9: Punctuation**

The words that are actually spoken should be enclosed in quotes and begin with a capital letter

Example: **He said, "You are right."**

Comma, full stop, question mark, or exclamation mark must be present at the end of reported sentences and are placed inside the closing inverted comma or commas.

Example: **He asked, "Can I come with you?"**



If direct speech comes after the information about who is speaking, comma is used to introduce the piece of speech, placed before the first inverted comma.

Example: **She shouted, “Stop talking!”**

Example: **“Thinking back,” she said, “he didn't expect to win.”** (*Comma is used to separate the two reported speech and no capital letter to begin the second sentence*).

### **Tip 10: Conversion of Indirect to Direct Speech**

1. Use the reporting verb, "say" or "said to" in its correct tense.
2. Remove the conjunctions "that, to, if or whether etc" wherever necessary.
3. Insert quotation marks, question mark, exclamation and full stop, as per the mood of the sentence.
4. Put a comma before the statement.
5. Write the first word of the statement with capital letter.
6. Change the past tense into present tense wherever the reporting verb is in the past tense.
7. Convert the past perfect either into past tense or present perfect as found necessary.

### **Example**

**Indirect:** He asked **whether** he is coming.

**Direct:** He said to him, **“Are you coming?”**

### **Spot the Errors:**

*Correct the following speeches where it is necessary.*

- Direct: The boy said, “I’m happy with my results.”
- Indirect: The boy said that he is happy with his results.
- Direct: She said, “I have baked a cake.”
- Indirect: She said (that) she baked a cake.
- Direct: He said, “All people have equal rights.”
- Indirect: He said that all people had equal rights.

- Direct: Roshni said, “I may meet him here”.
- Indirect: Roshni said that she may meet him here.
  
- Direct: She says, “I will go to school tomorrow.”
- Indirect: She says that she would go to school the day after.
  
- Direct: He said, “She is coming this week to discuss this.”
- Indirect: He said that she was coming this week to discuss this.
  
- Direct: He said to them, “Will you come for dinner?”
- Indirect: He said to them will they come for dinner?
  
- Direct: The teacher said, “Be quiet and listen to my words.”
- Indirect: The teacher said them to be quiet and listen to my words.
  
- Direct: The old man said, “Ah! I am ruined.”
- Indirect: The old man said that Ah he was ruined!
  
- Indirect: The policeman enquired where we were going.
- Direct: The policeman enquired where are you going.

## **VOCABULARY**

### **Standard Abbreviations**

1. HR: Human Resources
2. ATM: Automated Teller Machine
3. UFO: Unidentified Flying Object
4. HIV: Human Immunodeficiency Virus
5. IQ: Intelligence Quotient
6. PIN: Personal Identification Number
7. FBI: Federal Bureau of Investigation
8. CCTV-Closed-Circuit Television

9. LPG- Liquefied Petroleum Gas
10. AC - Alternating Current
11. HDFC- Housing Development Finance Corporation
12. AM - ante meridiem
13. PM - Post Meridiem
14. AC - Alternate Current
15. BCCI-Board of Control for Cricket in India
16. BBC-British Broadcasting Corporation
17. BHEL-Bharat Heavy Electronics Limited
18. BSF-Border Security Force
19. CBI-Central Bureau of Investigation
20. CRPF-Central Reserve Police Force

### EXERCISE:

1. Fill in the blanks with the full forms of the abbreviations which are in bold.

a. Ramya plans to do her Ph.D from **UK**.

\_\_\_\_\_

b. I love movies of Mammooty! He plays an officer of **CBI** in many hit movies.

\_\_\_\_\_

c. My father was a young man when he joined **CRPF**. He was posted on the borders of Jammu.

\_\_\_\_\_

d. My friend, Sharath learnt English by listening to **BBC** regularly.

\_\_\_\_\_

e. Many soldiers laid down their lives during the **LOC** war at Kargil.

\_\_\_\_\_

f. These days, **CCTV** has become a norm to bring down crime rate of Hyderabad.

\_\_\_\_\_

g. All of us have accounts in **HDFC**.

---

h. You are not supposed to mishandle the **CPU** in the English lab.

---

i. Our first lesson in Physics deals with **AC**.

---

j. The **LPG** cylinders have become very expensive these days.

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## **WRITING**

### **REQUISITES OF COVER LETTER**

Cover letters can improve your chances for an interview. They show how eager you are to work for the specific employer you're applying to. And you can let a bit of your personality come through in ways your resume doesn't allow for.

It's a fact, however, that not all employers (or recruiters) take the time to read cover letters. But it's always good practice to write a cover letter. To simplify things for yourself, create a single, standardized cover letter, one that you can easily modify – by addressing it to a specific person at the company you're applying to, or by highlighting some of your work accomplishments that tie back to their job ad – each time you apply to a new company.

### **FREQUENTLY ASKED QUESTIONS**

1. What's the real purpose of a cover letter?

A. It's important to remember that the cover letter, like the resume, is a marketing tool. Use it to show how your experience and skills can directly help the employer. Doing so demonstrates to them that you have taken the time to customize your application to meet their needs.

2. What exactly should I put in my cover letter and what should I leave out?

A. Highlight your relevant work history, educational background, and earned credentials. Make sure they come close to matching what the employer's job posting asks for. However just like with your

resume, certain information should not be revealed to employers. Otherwise you might be exposing yourself to potential discrimination.

### 3. How should I format my cover letter?

A. Typically a cover letter is set up like any other business letter. It starts with the contact information of the person you're addressing the letter to. Then it states the subject of the letter, which might include the name or reference number of the job you're applying for. Following this is the body of the letter: why you believe you're qualified for this job, a bit about your relevant work history, how it is you're interested in working for this particular employer, ending with how you plan to follow up.

### 4. What are the worst cover letter mistakes?

A. Writing endlessly about how wonderful you are – without backing it up, forgetting to mention why you truly want to work for this specific employer. Avoid addressing the cover letter “To Whom It May Concern” or “Dear Employer,” which reveals that this is a broadcast letter, not a targeted marketing tool.

### 5. Are there cover letter samples for different situations I can access for free?

A. Cover letter samples for different positions (such as Office Coordinator or Purchasing Assistant) and for several types of career circumstances are available in the websites but choose the right vocabulary that suits you the best.

### 6. Who can I get to review my cover letter for errors and effectiveness?

A. Proof reading is a skill that not everyone possesses. That's why people decide to reach out for a second opinion. You can get others to review your cover letter for free (trusted friends, recruiters and local career centers), though it may pay dividends to hire a professional cover letter/resume writer for an experienced opinion.

### 7. How do I handle sticky situations in my cover letter?

A. If you've recently been downsized, or have been out of the workforce on an extended leave, it's a good idea to mention this in your cover letter. The goal is to inform the employer of your circumstances while minimizing any concerns they might have. Read more about how to handle sticky situations in your cover letter.

### 8. What is the best way to include a cover letter along with my resume?

A. When you apply to a job posting online, you can include your cover letter as text, right in the body of your e-mail. Caution is advised though: you don't want to send an email with fancy fonts and

designs if the recipient is using a plain-text email client. Read more about the proper ways of Emailing Cover Letters and Attachments.

9. Do I need to state my “objective” in my cover letter?

A. Not necessarily. Have you read about how to replace the Resume Objective with a Personal Brand Statement? In a similar vein here's How to Include Your Personal Brand Statement in Your Cover Letter. Furthermore you can simply state that you are applying for the position as it's listed in the job ad.

10. Are there ways to increase the impact of my cover letter?

A. One way to distinguish yourself in a cover letter is to Customize Your Cover Letter to the Job Ad. Show employers that you are genuinely qualified for the exact job they're offering. Also capture their attention right from the start with New Beginnings for Your Cover Letter.

### **SAMPLE COVER LETTER**

Amit Singh  
NH111-C43 Damanagar  
District – Singrauli  
Himachal Pradesh

23rd January 2019

The Manager (Designation)  
XYZ (Company Name)

Dear Sir/Madam,

Sub: Application for the post of assistant electrical engineer

I am currently pursuing my B-Tech Electrical & Electronics. As I am in search of right job, I identified your company and find it the right place as I will have the scope of being a part of the technical team, where I can execute my electrical knowledge, which is my area of interest.

I have been an active member of the academic project Capillary Evaporate Cooler & have got a practical knowledge during this project tenure. I have also attended an Industrial Training program at National Thermal Power Cooperation, where we experienced and learnt about steam cycle.

I believe that my communication skills, technical skills and positive work ethics would make me an asset to your organization.

I would like to be a part of this reputed firm, where I can utilize my skills, knowledge & talent. This would be the right opportunity and I strongly believe that if given a chance I will prove myself and contribute to the growth and success of the organization. Please find my detailed CV for your consideration. Should you need any more details, please do let me know. Thanking you for your time and looking forward to hear from you.

Thank you for your consideration.

Sincerely,

(Amit Singh)

Enclosure

Resume and related testimonials

## UNIT-IV

### TELEPHONIC INTERVIEWS

Telephonic interviews are scheduled to determine whether the candidate is competent to face the personal interview or not. Basically, a telephonic interview is the first contact, the candidate establishes with the company. Such interviews are often used for short listing the candidates in order to narrow the crowd of applicants who will be invited for face-to-face interviews. Moreover, telephonic interviews minimize the expenses involved in interviewing distant candidates.

### CHALLENGES IN TELEPHONIC INTERVIEW

However there are many advantages in telephonic interviews but there are some complexities and challenges associated with it.

- The candidate can't see the interviewer face-to-face, and therefore their body language can't be analyzed. Here, the concept of seeing into their eyes and gesticulation is nowhere. In telephonic interviews, candidates cannot show the confidence in terms of greeting smile and sitting style.
- Every person is not gifted with the attractive Anchor-Like Voice. Sometimes, the candidate is very good in personality and knowledge, but voice is not very impressive. Moreover, pronunciation and dialect of every person is different depending upon the region which is one of the obstacles in effective communication. In this case, telephonic interviews are not successful.

### TIPS TO SUCCEED IN TELEPHONIC INTERVIEWS

- Attend call at quiet ambience without any physical barrier.
- Keep important documents ready. You should have the copy of your resume (professional profile/CV) that was sent to the company.
- Avoid rescheduling of the interview
- Respond within seconds rather than minutes. In telephonic interview, the candidate should respond to questions within 1 minute.



- Avoid answers in “yes, no, ya” like words. The candidate should avoid answers in “yes”, “no” or “ya” words. The candidate should keep the voice clear, conversant and non confusing.
- Sometimes, the candidates take help of friends during the interview.
- Deliver honest and true information
- Don't smoke, chew gum, eat, or drink.
- Do keep a glass of water handy, in case you need to wet your mouth.
- Smiling will project a positive image to the listener and will change the tone of your voice.
- Speak slowly and enunciate clearly.
- Use the person's title (Mr. or Ms. and their last name.) Only use a first name if they ask you to.
- Don't interrupt the interviewer.
- Take your time - it's perfectly acceptable to take a moment or two to collect your thoughts.
- Give short answers.
- Remember your goal is to set-up a face-to-face interview. After you thank the interviewer ask if it would be possible to meet in person.

## TELEPHONIC EXPRESSIONS

We need to make sure that we are using relevant job-seeking related phrases and expressions.

### Examples:

- Could you repeat that please?’
- Could you speak a little more slowly please?
- Would you mind spelling that for me please?’
- Could I ask who’s calling, please?
- How may I help you?
- Do you mind waiting a few minutes?
- Thanks for calling. I’m calling to clarify...
- I’d like to leave him a message.
- When is a good time to call?
- Good morning! Quick Translations, Alice speaking. How may I help you?

- May I (please) speak to Mr. Smith?

### **Describing your personality**

Here are some adjectives to use during an interview.

- Easy-going: a relaxed person who is easy to get along with
- Hard-working: someone who works well and isn't lazy
- Committed: a person who is loyal to a project or person
- Trustworthy: someone who you can rely on
- Honest: someone who tells the truth
- Focused: someone who is not easily distracted
- Methodical: a person who pays attention to details and works in a logical way
- Proactive: someone who takes steps to complete tasks without supervision
- You can say: I'm (easy-going), or I'm a/an easy-going person/employee/worker.
- If you'd like to add punch, use an intensifier like very, extremely, really. ("I'm very trustworthy," "I'm an extremely focused employee.")

### **Describing your strengths**

Some positive traits and skills managers look for include:

- The ability to multitask
- Perform to a deadline
- Solve problems
- Communicate well
- Work in an international environment and with people from all over the world
- Speak foreign languages
- Enthusiasm
- You can use phrases like
- I'm good at/I'm skilled at multitasking/working under pressure/working to a deadline, or my strength is my ability to solve problem /be enthusiastic/speak fluent English etc.

### **Describing your experience**

Here are some phrases to use:

- I have five years' experience as a waitress/in retail/as a teacher

- I worked in retail for seven years and was promoted to manager in my second year
- I studied at the University of Queensland
- I worked for Anderson and Assoc. as a lawyer
- Be prepared to run through and explain the main points in your CV. Use the opportunity to elaborate on what's on your CV and give more details.

### **Describe your goal**

- Why do you want to do this job?
- These phrases can help:
- I want to further my career in physiotherapy/as a physiotherapist, in administration/as an administrator, in retail/as a branch manager
- I believe your company is an important player in its industry
- I feel my skills set is a perfect fit for your team and I can contribute by.....
- It's very important to emphasize the last point – your interviewer will want to be convinced that you really want the role. Don't overdo it, of course, but do make sure you make this point clear

### **ANALOGY-1**

Analogy is a comparison between one thing and another, typically for the purpose of explanation or clarification. The relationships that are found in analogy questions fall into several general types.

#### **1. Object/its characteristics**

Rubber : flexible :: iron : rigid

#### **2. Letter relationship**

Pat : tap :: rat : tar

#### **3. Similarity/contrast**

Happy : joy :: fat: plump

#### **4. Completion**

Los : Angeles :: San : Francisco

## 5. Symbol or representation

Dove : peace :: lilies : beauty

### EXERCISE-1

Fill in the blanks with the correct word.

1. virus : illness :: flood : \_\_\_\_\_

- a. rain              b. destruction              c. hurricane              d. drought

2. olive branch : peace :: lamb : \_\_\_\_\_

- a. meekness      b. evil                      c. love                      d. royalty

3. smart: intelligent :: ecstatic : \_\_\_\_\_

- a. despaired      b. blissful                      c. unhappy                      d. miserable

4. sweet : sour :: \_\_\_\_\_ : biased

- a. impartial      b. concerned                      c. unfair                      d. predisposed

5. lion : ferocious :: \_\_\_\_\_ : cunning

- a. cat              b. fox                      c. rabbit                      d. elephant

### AUXILIARY VERBS

An auxiliary verb (abbreviated aux) is a verb that adds functional or grammatical meaning to the clause in which it appears, such as to express tense, aspect, voice, emphasis, etc. Auxiliary verbs usually accompany a main verb. The main verb provides the main semantic content of the clause. Auxiliary verbs are also called helping verbs, helper verbs, or (verbal) auxiliaries.

Auxiliary verbs are so called because they help to form the various tenses, moods, and voices of other verbs. The principal ones are **be**, **do**, and **have**.

#### 1. Be is used with other verbs (Be forms-is, am, are ,was, were)

- to form continuous tenses and the passive voice:

She is reading a magazine.

We were talking to them for ages.

England was beaten by Germany in the final.

#### 2. Have is used to make perfect tenses: (have forms-has, have, had)

The secretaries haven't written all the letters yet.

The thief had left before I entered the room.

We will have established community gardens by next year.

### 3. Do is used: (do forms-do, does, did)

To emphasize: He did look tired.

To make questions: Do you want a cup of coffee?

Does Sam write all his own reports?

To form negative statements or questions:

I don't like meat.

Didn't he know how to play football?

#### Examples:

1. Do you like German food?
2. Does your mother speak English?
3. He did not come to school yesterday.
4. Why are you talking?
5. I was taking lunch when you called!
6. A new road is built behind the school.
7. Is he your friend?

#### Exercise-1

##### I. Fill in the blanks with correct auxiliary verb.

1. \_\_\_\_\_ you coming to the party?
2. They\_\_\_\_\_ finished the job.
3. What \_\_\_\_\_ you do every Sunday?
4. She\_\_\_\_\_ not want to stay at home.
5. He\_\_\_\_\_ called me twice this morning.
6. What\_\_\_\_\_ she do in her free time?
7. Where\_\_\_\_\_ they go yesterday?
8. She\_\_\_\_\_ always wanted to meet him.
9. What\_\_\_\_\_ they doing when you came in?
10. She\_\_\_\_\_ come yet; we're still waiting for her.

## Resume

The resume is a summary of background facts in list form. It should be designed for quick reading, the resume lists facts about the candidate.

There are several basic types of resumes you can use to apply for job openings. You can choose to write a chronological, functional, combination, or a targeted resume. Each resume type is used for different purposes. Therefore, when deciding which type of resume to use, you have to think about your current circumstances.

### Chronological Resume

A chronological resume starts by listing your work history, with the most recent position listed first. Below your most recent job, you list your other jobs in reverse chronological order. Employers typically prefer this type of resume because it's easy to see what jobs you have held and when you have worked at them. This is the most common resume type. This type of resume works well for job seekers with a strong, solid work history. If you are starting your career, or if you are changing career fields, you might consider a different resume type.

### Functional Resume

A functional resume focuses on your skills and experience, rather than on your chronological work history. Instead of having a “work history” section at the top of your resume, you might have a “professional experience” or “accomplishments” section that lists various skills you have developed over the years. Functional resumes are used most often by people who are changing careers or who have gaps in their employment history. It is also useful for people who are new to the workforce, have limited work experience, or who have a gap in their employment.

### Combination Resume

A combination resume is a mix between a chronological resume and a functional resume. At the top of the resume is a list of one's skills and qualifications. Below this is one's chronological work history. However, the work history is not the focus of the resume and typically does not take up much

space on the resume. With this type of resume, you can highlight the skills you have that are relevant to the job you are applying for, as well as provide your chronological work history.

### **Targeted Resume**

A targeted resume is a resume that is customized to specifically highlight the experience and skills you have that are relevant to the job you are applying for. It takes more work to write a targeted resume than to click to apply with your existing resume. However, it's well worth the effort, especially when applying for jobs that are a perfect match for your qualifications and experience.

### **The Order of Information**

Before delving into what information you should add, it's important to remember that the information you include will largely depend on the format you choose. With that being said, below is a general guide to what information you should add and the order in which you should add it.

#### **I. Contact Information**

The contact information section is pretty self-explanatory. This section does not require a label (Contact Information or Contact Details). When listing your contact details you should follow this order:

**Name** (largest font on page, middle initial is optional)

**Mailing Address**

**Telephone Number** (Check that you have an appropriate voicemail message)

**Email Address** (makes sure it's appropriate, use your formal@gmail.com account.)

**Link to online portfolio** (optional, ensure it is relevant to the position)

#### **II. Choose a Resume Introduction**

Like formats, job seekers have 3 choices for their resume introduction: qualifications summary, career objective, and professional profile. The goal of all three are to gain the attention of an employer by highlighting your skills and experience that will help their company. However, the method through which each introduction achieves this goal differs.

## Qualifications Summary

With regards to format, the qualifications summary is a bullet point list (ranging from 4 to 6 points) of your most outstanding career achievements. Avoid using generic statements and try to list your skills in a way reflects your unique voice.

### Dos

I am applying to a job that requires a rigid set of abilities.

I have a wealth of experience in the industry.

I possess multiple skill sets.

### Don'ts

I lack experience.

I am an entry level candidate that lacks specific skill sets.

I lack measurable achievements

## Career Objective

A resume objective, also referred to as a career objective, is a 2-3 sentence statement that provides an overview of your skills and experience. This resume introduction is best for entry-level candidates.

### Dos

- I am an entry-level applicant.
- I do not have in-depth experience in the industry.
- I am a recent college graduate.

### Don'ts

- I have a wealth of industry-specific skill sets.
- I am changing career paths.
- I am writing a cover letter.

## Professional Profile

The professional profile is a combination of both the career objective and qualifications summary. It is also the most flexible of the three styles as it can be formatted as short paragraph of bullet-point list.



### III. Professional Experience

The section is the core of your resume, where you are tasked with proving the skills you have listed in the qualifications summary or career objective. When it comes to labeling this section some use “Relevant Experience,” or “Work Experience” as an alternative to “Professional Experience.”

### IV. Education

Having a solid education section helps to display the foundation of your knowledge and expertise. Depending on your professional experience, you may want to consider switching the order of the professional experience and education sections.

Here are the main points to include in your education section:

The names of your university, community college, or technical school (Don't include high school unless you did not attend college)

Location of the schools (city, state)

Date of graduation (month, year)

Degree(s)

GPA (only include if your GPA is above 3.0, round up to the first decimal place , and use this format: GPA: 3.5/4.0)

### Awards/Honors/Activities

Grants

Academic Honors

Scholarships

Volunteer positions

Professional Affiliations

## Technical Skills

Some careers, such as those in the IT or Engineering fields, require specialized knowledge and hands-on skills. Within the IT industry, a software manager's responsibilities will differ from company to company. A technical skills section is helpful in showcasing your knowledge of specific systems.

To prevent this section from taking up too much space, try breaking up this section into categories and list your skills within each. For example:

- Software: Proficient in Microsoft Office Suite, Visio, and Oracle
- Programming Languages: Excel at HTML, C++, and Python
- Additional Skills additional skills sample
- Sample Skills Section
- Including an additional skills section may be worth considering. An additional skills section is a short and concise list of skills relevant to your industry. This section is similar a technical skills, but is often used for industries that do not specifically require advanced skills. Check out the yellow-highlighted additional skills section in the image to your right.

### What to include:

- Fluency in a second language
- Knowledge of computer applications (Photoshop, Illustrator)
- Ability to operate heavy machinery
- What not to include:
- Generic statements (Customer Service Skills)
- Run of the mill skills
- Unrelated skills
- Even if you have already added skills to your career objective or qualifications summary, it never hurts to add more abilities. For instance, someone like an IT manager who works with a wide array of programs and techniques will in turn have a wide range of skills to fill both a qualifications summary and additional skills section.

**FUNCTIONAL RESUME (EXPERIENCED)****M A. SANDEEP**

1234 North 55 Street

Begumpet, Hyderabad 68005

(040) 292-2345

sandeep@xxx.com**SUMMARY OF QUALIFICATIONS**

**Exceptionally well organized and resourceful Professional** with more than six years experience and a solid academic background in accounting and financial management; excellent analytical and problem solving skills; able to handle multiple projects while producing high quality work in a fast-paced, deadline-oriented environment.

**EDUCATION****Bachelor of Science** : Osmania University, Hyderabad (In Progress)

Major: Accounting

Minor: Computer Information

Systems Expected Graduation Date: January, 20xx

GPA to date: 3.95/4.00

**PROFESSIONAL ACCOMPLISHMENTS****Accounting and Financial Management**

- Developed and maintained accounting records for up to fifty bank accounts.
- Formulated monthly and year-end financial statements and generated various payroll records, including federal and state payroll reports, annual tax reports, W-2 and 1099 forms, etc.
- Tested accuracy of account balances and prepared supporting documentation for submission during a comprehensive three-year audit of financial operations.
- Formulated intricate pro-forma budgets.
- Calculated and implemented depreciation/amortization schedules.

**Information Systems Analysis and Problem Solving**

- Converted manual to computerized accounting systems for two organizations.

- Analyzed and successfully reprogrammed software to meet customer requirements.
- Researched and corrected problems to assure effective operation of newly computerized systems.

### WORK HISTORY

- **Student Intern**, Financial Accounting Development Program, Ville parle, Mumbai (Summer 20xx)
- **Accounting Coordinator**, Nebraska Special Olympics, Omaha, NE (20xx-20xx)
- **Bookkeeper**, SMC, Inc., Omaha, NE (20xx – 20xx)
- **Bookkeeper**, First United Methodist Church, Altus, OK (20xx – 20xx)

### PROFESSIONAL AFFILIATION

**Member**, IMA, Osmania University, Student Chapter

### COMPUTER SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint, Outlook), QuickBooks
- Basic Knowledge of MS Access, SQL, Visual Basic, C++

**UNIT V****LISTENING****TANMAY BAKSHI'S INTERVIEW AT ITUWTDC**

- You will hear an interview with Tanmay Bakshi, World's Youngest IBM Watson Programmer at ITUWTDC, World Telecommunication Development Conference, 2017
- For each question, 1 – 15, mark one letter (A, B, or C) for the correct answer.
- After you have listened once, read the questions.
- Replay the recording before answering the questions.



1. Through which social networking platform/website was Tanmay Bakshi invited to attend the conference?
  - a. Facebook
  - b. Livedin
  - c. LinkedIn
2. Tanmay Bakshi developed his first app in the year \_\_\_\_\_.
  - a. 2010
  - b. 2011

- c. 2013
3. After creating apps, Tanmay Bakshi
- a. lost rigidity
  - b. lost interest in technology
  - c. None of the above
4. Everyday technology becomes \_\_\_\_\_, so he intends to create technology that remains \_\_\_\_\_.
- a. Stable, still
  - b. Obsolete, new
  - c. Near, far
5. Since when was Tanmay hooked on to the concept of artificial intelligence?
- a. When he saw a computer playing a game show
  - b. When he stumbled and fell down on artificial intelligence
  - c. When he was 13 years old
6. Which of these statements is true as far as Artificial intelligence is concerned?
- a. It will bring about the end of the world
  - b. AI is not made to replace humans
  - c. AI is bad for humanity
7. How can Watson help in the treatment and diagnosis of cancer?
- a. Cancer specialists can personalize the medicines
  - b. By replacing the oncologists with machines
  - c. Watson cannot help in the treatment and diagnosis of cancer
8. Which of these statements is true
- a. Artificial intelligence cannot make decisions.
  - b. Humans cannot make the end goal of Artificial intelligence negative
  - c. Artificial intelligence cannot change its objective function
9. Whom did Tanmay Bakshi quote talking about two types of job?
- a. Andrew McFee
  - b. Billgates
  - c. Neither of the above
10. Everyone must future proof themselves by learning
- a. The language of English
  - b. The language of technology

- c. The language of the world
11. Tanmay Bakshi realized that there's a huge knowledge gap in terms of technology. He is reaching out to the innovators through:
- Tanmay Teaches
  - Reading a lot of books
  - Trying to reach them through whatsapp
12. Who are more intelligent according to Tanmay Bakshi?
- Humans
  - Computers
  - Cellphones
13. What, according to Bakshi, is the use of smart cars?
- Minimizing a human's mundane activities
  - A human can concentrate on other most important things
  - Both (a) and (b)
14. According to Tanmay Bakshi's cognitive story, he is able to
- Let a girl hear
  - Let a girl see
  - Let a girl speak
15. What is the message that Tanmay Bakshi wants to give to the audience?
- Artificial intelligence will be replaced by new technologies in the future.
  - Artificial intelligence is the future of technology but not digital economy.
  - Artificial intelligence is the future of technology and also digital economy.

## PROFESSIONAL ETIQUETTE

### INTRODUCTION

Professional etiquette is an unwritten code of conduct regarding the interactions among the members in a business setting. When proper professional etiquette is used, all involved are able to feel more comfortable, and things tend to flow more smoothly. Professional etiquette plays a monumental role in making a lasting positive first impression. In professional situations, displaying proper etiquette can give you a competitive edge over others who may not be using proper etiquette. Likewise, failing to use the correct etiquette may result in being overlooked for employment or losing other valuable

opportunities. Professional etiquette can be applied to many areas of an individual's work life including e-mails, phone calls, and business meetings.

### **Professional Etiquette Tips**

In a corporate world, every action and every behavior is noticed. You need to be at the best of your professional behavior. Professional etiquette is something that you just cannot ignore. It adds to your overall personality and affects your profession especially when you go for client meetings, business development, sales pitch etc.

Some of the must have professional etiquettes are as follows:

- Always listen to fellow members or clients in a meeting attentively. A good listener is always appreciated. Do not interrupt anyone. However, if you do so unintentionally, apologize and let the other person finish.
- Do not be too aggressive while conversing. Be strong in your communication but present it calmly. Your tone should always be polite.
- Maintain a good body language and eye contact. While talking, look at everybody so that they feel you are not are not talking to just one person.
- Keep your conversations short and to the point. Do not make it speech-like.
- Try and avoid getting personal at anyone to avoid any sort of conflicts. Be reasonable in your arguments and politely beg to differ in case you do.
- Avoid harsh tone and polish your language. Maintain your sobriety and politeness. Avoid fidgeting of any sort and do not put your hands on the face while in a conversation.
- Professional handshakes should be firm. However, ensure your handshake is not so firm that it crushes or hurts the other person's hand. Be confident while shaking hands and do not forget to smile.



- Always wear neat and nicely pressed formal clothes during meetings. Choose sober colors like white, beige, blue, brown, black etc. Women should avoid wearing dresses that expose too much.
- Do not wear very heavy make-up. Be neat and clean. Make sure that you have well manicured nails. Do not wear jewellery that is too heavy or chunky.
- You can wear heels for a good body posture. Maintain a good hair style and tie them up for a cleaner look. Wear clothes which you are comfortable in so that you can carry them well. This is very important while you are in a business meeting or client presentation. Men should also be neatly dressed. Always polish your shoes.
- Keep your nails and hair short. Wear a good belt and a tie.
- When you are introduced to someone, stand up to meet or greet the person, shake hands or nod your head and smile.
- While having official dinner, offer the seat to your guests first, in some case, clients. Be punctual and thank the host for the dinner. Initiate conversations while waiting for the food.
- Avoid pointing the knife or fork towards the other person while eating and speaking. Learn basic table manners to dine with a potential client or an important business meet.
- Avoid talking when there is food in your mouth. Switch off or put your mobile phones in silent mode while in a meeting. In case it is an urgent call excuse yourself and take permission for taking the call.

## COMMON ERRORS

### Introduction to Common Errors in English Usage:

The concept of language errors is a fuzzy one. I'll leave to linguists the technical definitions. Here we're concerned only with deviations from the standard use of English as judged by sophisticated users such as professional writers, editors, teachers, and literate executives and personnel officers.

s.no	Incorrect	Correct
1.	Mr. Sharma is my English teacher	Mr . Sharma is my Teacher of English.
2.	Chiranjivi is my cousin brother.	Chiranjivi is my cousin.
3.	One must do his duty.	One must do one's duty.
4.	He made a blunder mistake.	He made a blunder.
5.	Open your book on page ten.	Open your book at page ten.
6.	He has gone to abroad.	He has gone abroad
7.	He married his daughter.	He got his daughter married.
8.	He live in the boarding.	He lives in the boarding house.
9.	Sachin and myself helped you.	Sachin and I helped you.
10.	Please write with ink.	Please write in ink.
11.	He died from cancer.	He died of cancer.
12.	My younger brother goes to the college daily.	My younger brother goes to college daily.
13.	He is taller than me.	He is taller than I (am).
14.	It is a true fact.	It is a fact.
15.	Radha resembles to her mother.	Radha resembles her mother.
16.	Please pay for your bill.	Please pay your bill.
17.	I need a house to live.	I need a house to live in.
18.	I want a pen to write.	I want a pen to write with.
19.	We go to college by foot.	We go to college on foot.
20.	I prefer coffee than tea.	I prefer coffee to tea.
21.	I will wait here until you do not return.	I will wait here until you come.
22.	He needs not worry.	He need not worry.

23.	Mohan insisted to go there.	Mohan insisted on going there.
24.	His grandmother is died.	His grandmother is dead.
25.	Are you a member in the committee?	Are you a member of the committee?
26.	Sachin is good in English.	Sachin is good at English.
27.	Thousands were injured in the war.	Thousands were wounded in the war.
28.	There is no other alternative.	There is no alternative.
29.	What is the cost of this pen?	What is the price of this pen?
30.	Translate this passage from English to Hindi.	Translate this passage from English into Hindi.
31.	I have learnt this lesson word by word.	I have learnt this lesson word for word.
32.	I am going to cut my hair.	I am going to have my hair cut.
33.	I asked him that why he was late.	I asked him why he was late.
34.	He pays more attention to Hindi than English.	He pays more attention to Hindi than to English.
35.	Sachin has made ten goals.	Sachin has scored ten goals.
36.	He admitted that he had committed the murder.	He confessed that he had committed the murder.
37.	Please consult the concerned authority.	Please consult the authority concerned.
38.	This is the house whose roof leaks.	This is the house, the roof of which leaks.
39.	Being a cloudy day, we did not go out.	It being a cloudy day, we did not go out.
40.	Please give a ten rupees note.	Please give a ten rupee note.

## EXERSICE 1

**Correct the following sentences.**

1. We are only five on our team.
2. I would rather to work from home than come to the office.
3. We're used to have a lot of work to do, so meeting the deadline won't be a problem.
4. My client sent me an email but I haven't replied her yet.

5. Maybe I'm going to finish this today.
6. Please borrow me your badge so I can get into the storage closet.
7. I can't finish this by the end of the day. Even though I spend all day on it, I won't finish on time.
8. Probably, I'll go to the beach on Saturday.
9. The Old Man and the Sea was written for Ernest Hemingway.
10. Our office is near to the airport, so it will be easy for you to get here.

## Exercise 2

1. . We have many stuffs to do this week, so I don't know if I can go to English class.
2. Despite I was tired, I came to work today.
3. If we had a gym here, I can work out after work.
4. I always try to do things very careful and make sure I do them correct. (*two mistakes*)
5. We have people from all over the world here: India, United States, Venezuela, Canada, United Kingdom, Germany, and France. (*two mistakes*)
6. Are we going to have to work overtime again this week? I hope no.
7. Yesterday, he told me that he will send the email after lunch, but he didn't do it.
8. My schedule often changes, but I normally work since 9 a.m. to 6 p.m.
9. I thought you were still with Microsoft. When did you stop to work there?
10. I'm not pretty sure about what we should do.

## WORD ANALOGY 2

An analogy is a type of word problem. It is made up of two word pairs. Your goal in solving an analogy is to find a word that correctly completes the second pair. Both the pairs have the same kind of relationship. To solve the analogy you need to find that relationship.

An analogy looks like this: puppy: dog :: kitten : cat

When you say it out loud it sounds like this: “puppy is to dog as kitten is to cat”

There are different types of comparisons such as these:

1. **Part to Whole**, in which one word is a part or piece of the other as in

Nose : face :: ace : deck of cards

2. **Antonyms**, words that have the opposite meaning as in

Night : day :: cold : hot

3. **Synonyms**, words that have the same or similar meanings as in

Happy : glad :: sliding : skidding

4. **Description or Characteristic**, in which one word describes the other word as in

Sandpaper: rough :: ocean : wet

5. **Item to Category**, in which one word names something that falls into the group named by the other word as in

Bird : blue jay :: season : winter

6. **Rhyme words**:

Nose : hose :: dryer : hire

7. **Worker to tool**

Mechanic : wrench :: programmer : computer

There are many more types of analogies. Sometimes you just have to invent a relationship (type) that solves a certain analogy. For instance, there might be one that just counts the letters in the words.

Here's an example

Nose : take :: apple : happy

You must place the parts of the analogy in the same order on both sides of “::”.

For instance, if the analogy relationship is “Whole to Part,” and you place “whole” first on one side then “whole” must be first on the other side. Car: tire:: glasses : nosepiece

### 1. PARTS AND WHOLE

1. Car : tire :: tree : \_\_\_\_\_
  - a. Rubber
  - b. Limb
  - c. Wheel
  - d. Grow
2. Roof : house :: wall : \_\_\_\_\_
  - a. room
  - b. straight
  - c. square
  - d. cracked
3. day : hour :: week : \_\_\_\_\_
  - a. minute
  - b. second
  - c. month
  - d. day
4. cactus : spines :: pig : \_\_\_\_\_
  - a. piglet
  - b. sow
  - c. bacon
  - d. bristles
5. Book : chapter :: tractor : \_\_\_\_\_
  - a. plowed
  - b. read
  - c. track
  - d. motor

## II. Tool user and tool

1. Milliner is to hats as cartographer is to \_\_\_\_\_.  
 a. Cars      b. Phones      c. Maps      d. Carts
2. Spider is to web as \_\_\_\_\_.  
 a. Grasshopper is to insect      b. Musician is to song  
 c. Nest is to bird      d. Wall is to house
3. Cow is to milk as \_\_\_\_\_.  
 a. Eggs is to bacon      b. Cloth is to clothing  
 c. Fish is to caviar      d. Plant is to chlorophyll
4. Carpenter is to \_\_\_\_\_ as blacksmith is to sword.  
 a. Wood      b. Table      c. Metal      d. Shoe
5. Furnace is to heat as generator is to \_\_\_\_\_.  
 a. Water      b. Cold      c. Narratives      d. Electricity

## III. Object to Function Analogies

1. Camera : photograph :: ruler : \_\_\_\_\_      Inch/ foot/ picture/ measure
2. Pencil : write :: brush : \_\_\_\_\_      Paint/ comb/ paper/ build
3. Microscope: magnify :: calculator : \_\_\_\_\_      See/ accountant/ add/ mistake
4. Saw: cut:: scale : \_\_\_\_\_      Weighs/ fish/ heavy/ size
5. Ear: hear:: mouth : \_\_\_\_\_      Mouth/ eye/ listen/. speak

## IV. Tool its action

- a. Dough : bread :: \_\_\_\_\_ : pancake  
 a. Griddle      b. cake      c. batter      d. oven
- b. \_\_\_\_\_ : skid :: obstacle : swerve  
 a. Bike      b. ice      c. wheel      d. roadway
- c. Lemon : \_\_\_\_\_ :: chocolate : sweet  
 a. Citrus      b. tart      c. lures      d. sauce
- d. Clementine : orange :: monkey : \_\_\_\_\_

- a. Jungle      b. baby      c. ape      d. robot
- e. \_\_\_\_\_ : college :: mechanic : garage
- a. Book      b. learning      c. professor      d. engine

### V. Type and category

- a. Pineapple : \_\_\_\_\_ :: orange : Florida
- a. Dole      b. Hawaii      c. Canada      d. mango
- b. Fern : plant:: \_\_\_\_\_ : fish
- a. Catch      b. minnow      c. animal      d. sparrow
- c. \_\_\_\_\_ : wrist :: belt : waist
- a. Arm      b. hand      c. bend      d. bracelet
- d. \_\_\_\_\_ : tennis :: drive : golf
- a. Net      b. score      c. racket      d. serve
- e. \_\_\_\_\_ : poem :: fable : story
- a. epic      b. poet      c. haiku      d. rhyme

### TECHNICAL REPORT WRITING

Engineers and scientists write formal reports for many reasons, including the documentation of experiment and designs.

What distinguishes a **formal report** from an **informal reporting** of information? The answer lies not in the topics of formal reports, but in the expectations of the audiences for formal reports. In a formal report, the audience expects a methodical presentation of the subject that includes summaries of important points as well as appendices on tangential and secondary points. Note that the readers for a formal report are often two or more distinct audiences. These distinct audiences include professionals specializing in the report's subject matter, professionals not specializing in the report's subject matter, and managers overseeing the report's subject matter.

For, instance, as an engineer or scientist working on the design of an airplane seat, you might write several formal reports. One formal report might propose a new design for the seat. A second formal report might update the progress on the construction of a test seat. Yet another formal report might document tests performed on the design. Still another formal report would assess whether the new design should replace the existing design. In the last report, you would combine elements from all the



previous reports. Note that the last report might appear as a research article, which is a special kind of formal report for a research audience.

### **Key features of reports**

Do remember that Reports

- are designed for quick and easy communication of information
- are designed for selective reading

And while writing,

- use sections with numbered headings and subheadings
- use figures and diagrams to convey data.

### **Basic Structure of a Report**

A report usually has these components:

- Cover
- Title page
- Acknowledgements
- Table of Contents
- Abstract and summary
- Introduction
- Discussion or description
- Conclusions
- Recommendations
- Appendix
- List of references
- Bibliography
- Glossary
- Index

## Cover

To protect the manuscript against damage, a report is usually bound in a cover, a neat and attractive cover gives a report professional look. It should contain only essential information, namely, the report number and its clarification, if any, name of the organization, title of the report, name of the author and the date.

## Title page

The title page gives:

- the course name and number, the department and university
- the title of the report
- the authors' names, and ID numbers
- the date of submission

## Acknowledgments

It is necessary to acknowledge any help, assistance or guidance received from different persons or organizations. In doing so you should be sincere and courteous and have a variety in your expressions. A few commonly used expressions are given below:

- We thank
- We are grateful
- We are highly obliged to
- Thanks are due to

The reasons for thanking the person (s) are also stated, for example, we are particularly grateful to Mr. John for his useful guidance, and...

## Abstract and Summary

An abstract is a clear, concise condensation of the purpose and the most important results of the project. It states what the report is all about, what has been accomplished and the significance of the achievement. A summary on the other hand is the entire report in a nutshell. It has a beginning, stating why the project was carried out and why the report was written; middle, highlighting the most important feature of the report and an end giving conclusions and recommendations

**Introduction**

An introduction states the subject and the purpose of the project, gives the background, describes the basic procedure or methods followed for the collection of data and their sources, defines scope points out the limitations or qualifications of the project; and indicates the value or importance of the project.

**Discussion or Description**

The function of this element is to discuss or describe the main business of the report. It naturally therefore contains the data on an organized form, of them in tables, which are analyzed. These are then evaluated and judgment is formed and they ultimately lead to the formulation of conclusions.

**Conclusions**

To give a sense of finality and completeness to the discussion or description, it is a common practice to make a certain remarks at the end of a piece of writing. Their function is merely to bring the discussion smoothly to a close, giving the reader a psychological assurance of having come to an end.

**Recommendations**

Recommendations, when given, are clearly derived from the conclusions and indicate future action, application of material, need the further investigation or proposed programme, etc.

**Appendix**

The appendix is a useful element of the report. Each appendix should be a separate unit and should be unnumbered as Appendix A, Appendix B, etc. the kinds of material that are generally included are as follows: derivations of equations, detailed calculations, copies of exhibits, data sheets, questionnaires used in the investigation, list of questions used for interview, sample of forms, detailed descriptions of equipment or procedures, tables and figures which would be conveniently fit into the body of the report, etc.

**List of references**

If you have used or quoted in your report matter from any published or unpublished source, you should give credit to the author(s) concerned by citing them in the text and listing them at the end of the report. This list is known as the list of references. The entries in the list with full bibliographical details are made in the alphabetical order or in order of citation in the text.

## **Bibliography**

A bibliography is a list of sources consulted. It is serially numbered and the entries in it are made in the alphabetical order. The details appear in the same sequence as in the list of references.

## **Glossary**

A glossary is a list of technical words or terms used by the reporter in a special sense. The sole purpose of a glossary is to help the reader understand clearly what you say in the report.

## **Index**

An index helps the reader locate a topic or sub-topic or any other material easily. The entries in the index are arranged in an alphabetical order and are cross-reference

## **Sample report**

### **A report on an accident that took place in a leading plastic manufacturing unit.**

From:

Ajesh Kumar

The Supervisor / Quality Control

Hyderabad

13 June 2018

To:

The Managing Director

ABC Plastics Private Limited,

Warangal, Telengana District,

Sub: Report on the fire accident/Ref: TN/Che/645

With reference to your memo No.TN/Che/645, dated 17th February 2018, a detailed study on the fire accident has been made. A report on the accident with suggestive measures to avoid such mishaps in future is illustrated below.


Last week on 14th February 2018, a fire broke out in the plastic injection manufacturing unit due to a spark produced in the electric circuit near the main when the products (powder container shutter for HLL) were being dispatched. The products were 400 KG in volume. Immediately fire extinguishing spray started automatically and fire service rushed from outside also. About 20 workers involving in the service inside the shop floor experienced 20% burns. They were administered first aid and taken to the hospital immediately. The fire continued and all the products to be dispatched were burned out completely even though the fire service took their best.

**Findings:**

- i) Under investigation, it was found that some spark had occurred to damage in the power line.
- ii) Constant exposure to paint had caused the damage.

**Conclusion and recommendations:**

- i) Wiring should be checked and replaced at regular intervals, particularly, in the paint shop.
- ii) Proper fuses should be installed.
- iii) Workers should be provided fire-resistant dress.
- iv) More number of automatic fire extinguishing devices should be installed.



Ajesh Kumar.

MRCET