

**Communicative English**

**Learning materials**

**1<sup>st</sup> Year Diploma Syllabus**



**Government Polytechnic Kendrapara**

**Shri Anupam Nayak**

**Lecturer in English**

## Formal Writing Skills Unit -IV

### NOTICE

Name of the Organisation

CLOSURE OF LIBRARY FOR MAINTAINANCE

Date-

This is to inform all the members of the library that Library will remain closed for the entire next week for annual repairs. All members are requested to Return all borrowed properties by the end of this week positively, before 5 PM on Saturday. For more details contact undersigned

Mr XYZ  
Librarian

## NOTICE

Government Polytechnic Kendrapara

Closure of hostel or students during Summer Vacation

Date

This is to inform all students that the hostel facilities will remain closed for the duration of summer vacation and no student shall be allowed to stay in the hostel for the period. Students are directed to vacate the premises within one day of the summer vacation's start. For more information contact the undersigned..

Mr XYXZ

Hostel Warden/Superintendent  
Govt. Polytechnic Kendrapara

## Purpose of a notice

- \* It is an effective tool for giving a particular piece of official information to a large number of people .
- \* People can be given the same information and there is no inconsistency
- \* It is equally accesible and cannot be tampered with by anyone making it very relaible.

It gives official information to large number of subordiantes very efficiently.

# AGENDA

Government Polytechnic Kendrapara  
Annual Sports Day

Date- 00/00/0000

Time-00:00

Venue/ Location: College Campus

Sl No.	Name of Event	Time	Location
1.	400m Race boys	1000	Playground
2 .	Discuss throw girls	1020	Playground
3.	"		
4.			
5.	"		
6			
7.			
8			
9.			
10			
11.			
12			

This is the  
Format of  
an Agenda  
that shows  
all the  
events and  
their  
timings and  
locations.

What is an agenda and what function does it serve?

An Agenda for any event is an itemised list of all the activities that must be carried out during the event along with their scheduled time and location.

An Agenda is generally given to the Guests who are supposed to attend the event so that they are aware of all the necessary details of the event and act accordingly so that the event can be carried out as per the schedule.

It also helps the organisers to keep track of whether all the activities are being carried out in a scheduled manner and they can make changes when and where necessary so that the event is organised successfully and within the scheduled time .

## Report writing

Two types of reports: News Report, Formal Report.

### NEWS REPORT

Format:

HEADLINE (\_ IN bold letters and font size bigger than the text , Attractive , Must be interesting , Does not have to follow Grammar rules\_)

Subheadline: It expands on the headline and gives more details.

Byline( it tells who the report is written by , Where it is written/Sourced/Aggregated from,)

Content( Top heavy with information and telling us any auxiliary details or comments and reaction from people involved at the bottom . if you are writing 3 paragraphs in a report , all the necessary information must be supplied in the first paragraph. And the content must be answering all the basic questions about the event including : WHAT , WHERE, WHEN , WHO, WHY , HOW?)

Subsequent paragraphs can include the auxiliary details.



# YAAS STRIKES ODISHA COAST, 30 INJURED, NO LOSS OF LIFE

HEAVY RAINS IN THE COASTAL DISTRICTS, CROPS WORTH CRORES LOST

by - Khageswar Behera  
Kendrapara/

The tropical cyclone Yaas made landfall on the eastern coast of India on Monday morning as predicted by the Indian Meteorological Department. The eye of the cyclone made landfall near Paradip port in the Jagatsinghpur district of Odisha and it moved towards Bhadrak and Balasore districts gradually losing its power and become a cycle of low pressure. The cyclone crossed the coastline exactly between 1020 - 1045 am on the morning of Monday , 7th of June. The state government had already evacuated the most vulnerable community of fishermen living in the coastal villages and moved them to cyclone shelters. There has been no reported loss of life among the coastal villages . thirty people have been admitted to hospital with minor injuries due to the cyclone. Damage to property and farmlands is being reported to be extensive.

This cyclone is third cyclone to hit the eastern coast of India in the last three years. It is being said that the increasing frequency of cyclones in the Bay of Bengal and Indian Ocean during the summer season is due to the rising temperature of the planet and the warming of oceans. This cyclone originated in the north Andaman sea a week ago on 1st June as a circulation of Upper air depression. It has been gradually gaining strength and had developed into a very severe tropical cyclone on the fourth of June and it maintained its course to hit the Odisha coast.

The CM and PM have assured the affected areas of a reconstruction package worth 500 Crore Rupees and all necessary services are being restored promptly..

~ Samay New



## Personal Letter (format)

Sender's Address

Date

Dear XYZ,

{

Contents

}

Salutation

Sender's name

(Letter to father Inviting him to attend the prize distribution ceremony)

Government Polytechnic

Kendrapara

Dt- 07/06/2021

Dear Father,

I am doing well and wish for your well being. I am pleased to tell you that I have secured the Gold medal for being the most meritorious student in our year. I am going to be awarded at the Graduation ceremony next week. It will give me immense pleasure if you and mother will attend the occasion and will feel proud of me.

Your loving/obedient son

XYZ ABC

Application ( Format)

The \_\_\_\_\_(name of authority)

Name of the Institution

( Through Appropriate medium)

Date-

Subject-\_\_\_\_\_

Sir/Madam

{

Contents

}

Thank you.

Salutations(Sincerely Yours)

Name of applicant

(Application to the Bank manager to close an account with their branch)

The Branch Manager

XYXZC Bank

Gardapur Village Branch

Kendrapara

Date-07/06/2021

Subject- Application for closing bank account

Sir/Madam

I am holding a savings bank account no.- 0000000000000 in your branch. Due to personal reasons I have to change the bank account and therefore need to close my account with your bank. The form for closing the account has been filled and attached with this letter. I hope you will take immediate action .

Thank you.

Sincerely

ABBABCCCC

## Business Letter( Format)

Sender's address

Date

Receiver's Name

Receiver's address

Subject: \_\_\_\_\_

Sir/Madam

{

Contents

}

Sincerely

Sender's Name

## Types of Business Letters:

1. Enquiry
2. Order
3. Complaints
4. Cancellation
5. Service
6. Payment
7. Execution of Order

## Letter of enquiry

- These are sent to establishments in order to ask about the availability of the goods or services being provided by them including their terms and conditions and their rates.
- 
- They must give exact particulars about the goods or service that is being sought.
- Sent by prospective buyers and customers.
- You are going to enter a business relationship with your seller/supplier and you should maintain a polite and respectful attitude and language.

### Things to be included in a letter of enquiry:

- Details of the item being sought.
- Quantity
- Price and discount
- Delivery schedule
- And all the items must be sorted in a tabular form.

### Example of a letter of enquiry:-



Government Polytechnic

Kendrapara

08/06/2021

M/s Patitapabana Computers

Badambadi

Cuttack

Subject: Enquiry about the availability of Laptops.

Sir/madam

I am writing on behalf of Government Polytechnic Kendrapara to enquire about the availability of certain make and models of laptops for academic use in our institution. [ Please send your catalogue and rate list/ We are looking to purchase 30 nos. of HP and 20 nos. of Dell Laptops] Please provide the details of sale and service for the following listed items:

Sl no.	Name and details of the Item	Rate	Quantity	Amount
1	Laptop HP		30	
2	Laptop Dell		20	
	Total			

Kindly send the above details at the earliest so that we can start the process of purchase soon.

Thank you

Sincerely

XYZ

## Letter placing an order

- After having enquired about the availability of goods or services, we decide to purchase certain goods according to our convenience.
- This letter will inform your seller/supplier about what you wish to purchase and in what quantities. It is an offer from the customer to the seller to supply goods or services.
- Sometimes in place of an order a call for quotations can be placed calling for interested suppliers to send their bids to provide the same goods or services and it is upto the customer to choose the best available option from all the given options.
- An order letter must also specify all the terms of service on behalf of the customer, including- the final date of delivery, the total cost of the order including/excluding delivery charge, verification of goods once supplied, and the mode of payment.

## Details to be included:

- Particulars of the items
- Quantity
- Price
- Date of delivery
- Terms and conditions of service

Government Polytechnic  
Kendrapara  
08/06/2021

M/s Books Of the World  
Mangalabag  
Cuttack

Subject: Regarding the supply of Books reference your letter  
dated-05/06/2021

Sir/Madam

I am writing on behalf of Govt. Polytechnic Kendrapara to inform you that we have decided to place an order with your establishment for the following listed items:

Sl.no	TITLE	Author/Editor	Publisher	Quantity	type
1	AABABJHA	M S Sharma	Orient	40	

The books need to be delivered within 30 days from the receiving of this letter. The payment will be made via bank transfer after the verification of the goods has been completed.

We wish to hear from you at the earliest.

Thank you

Sincerely

XYZ

## Letter of Complaint

- The nature of complaint.
- Should be written to proper authority who can take appropriate action regarding your complaint
- It should be free of any malicious language and emotional outburst and should be precise and to the point. Avoid using excessively polite or impolite language.
- Do not try to blame any particular person and allow the organization to take their own action.

### Types of complaints:

- Wrong goods sent
- Receiving goods in damaged condition
- Shortage of goods
- Late arrival of goods
- Inferior quality to what was ordered
- If any of the goods have been tampered with during transit.

### Example of a letter of complaint

Government Polytechnic

Kendrapara

Dt 09/06/2021

M/s Gajanana Traders

Bomikhal , Bhubaneswar

Subject: Complaint about receipt of defective goods against Order dated 16/05/2021

Sir/Madam

I am writing on behalf of Govt. Polytechnic Kendrapara to inform you that the Order place with you for goods on 16/ 05/2021 has been received. We regret to inform you that on verification it was found that out of the 40 wall clocks of Ajanta make ordered only 32 were working properly. Therefore our institution can only make payment for the items delivered in working condition. If your establishment can have the defective pieces replaced within another 15 days then complete payment will be made to you.

We wish to hear your response soon.

Thank you

Sincerely

XYZ

## Letter of cancellation

- It should be polite but firm in language
- It must state the reason and grounds for cancellation.
- The reason for cancellation must be within or in agreement with the terms of service previously agreed upon
- It must be used as a final option when there can be no resolution of a situation through complaints or by exploring any other options.

## Letter of cancellation must contain:

- The reason for cancellation of order
- The terms and conditions of service being violated by any party as mentioned in the order letter.
- The various attempts previously made to salvage the situation.
- It must be clearly mentioned that the cancellation is a final step and is being carried out as there is no other option left to explore.
- If any other actions are liable to be taken against the offending party.

## Example of order of cancellation:



Government Polytechnic

Kendrapara

Dt-09/06/2021

M/s Gangadhar and Sons

Samantrapur , Bhubaneswar

Subject: Cancellation of order placed on date-16/05/2021 by (sender's name)

Sir/Madam

On behalf of Govt. Polytechnic Kendrapara , we regretfully inform you that the order for 15 set of various size test tubes now stands cancelled. Your establishment failed to deliver the goods within the stipulated time limit and we received no request for an extension of the final date from you. Also your establishment has been unreachable for the past week and attempts to make contact have ended in failure.

All of these are a violation of the terms of service agreed to in the order letter. We therefore have the reason and authority to cancel the standing order with you. And due to your failure to comply , no further business will be conducted with your establishment.

Thank you.

Sincerely

XYZ

## Letter of Execution of order

- This is a response from the supplier to the customer informing them that their order is in the process of being fulfilled.
- It includes the updates if ANY that are necessary for the customer to know about their order , for example, any difficulty faced in executing, any exceptions or special circumstances surrounding the order and acknowledgement of the details and conditions provided in the order letter.
- It serves the purpose to update the customer on the progress of the goods they have ordered.
- This is always sent after receiving an order letter and must mention if the order is being fulfilled or not.

## Things to be included

- Details/ numbers of the letter of order with date
- Itemised list of all the goods and services being provided along with the unit prices and total amount including shipping charge.  
( Bill)
- Expected time for the goods to be delivered.

Sender's address

Dt-16/06/2021

Office of Principal  
Government Polytechnic  
Kendrapara, Odisha

Subject- Execution of Order no.bxczd3365972 dated- 14/06/2021

Sir/Madam

We are happy to inform you that the order for 300 Study Tables placed with our establishment is being executed and the goods have been dispatched to your location and are expected to be delivered within a day or two. The goods supplied are of the highest quality as prescribed in the order and the terms and conditions listed in the order letter are acceptable . Kindly verify the goods and respond as soon after delivery as possible.

Thank you

Sincerely  
M/s XYZABC

Enclosures:      the bill of the items being shipped.

## Letter Requesting or demanding service from an establishment

- It may be requesting a service that you have subscribed to and are thus entitled to said service that you demand.
- If it is a service for which you are not subscribed to and /or you are requesting a subscription or you have the need then you request a service
- If you need the service on a priority basis or if there can be delay.

## Things to be included

- An enquiry about if the service provider is available (request)
- A time and place for when and where the service is to be provided
- If it is an emergency or not.
- Details of the problem to be fixed.

## Example of a letter requesting a service

Government Polytechnic  
Kendrapara , Odisha

Dt-16/06/2021

M/s ZXCVCBN private Ltd.  
Bhubhaneswar, Odisha

Subject- Requesting service and repair of Old Computer systems.

Sir/Madam

We request you to send your service representative at the earliest opportunity to carry out the monthly service checks and carry out any necessary repair of the older computer systems of the institution for the continued functioning of the institution as usual. Some of the computer systems have been malfunctioning lately. Kindly send your best available representative on an urgent basis. The concerned authority will be at your disposal in the institution premises during office hours.

Thank you.

Sincerely

Mr XyzPOQRT

Incharge ( Computer Lab)

## CV/ RESUME/ BIO-DATA

All three are different things and contain different information and are used for different purposes in different fields.

- Bio-data

It contains our biographical information and is helpful in identifying us based on our features or given details. It has the most common information about you possible and it is not helpful in identifying your skillsets or your personality.

It is a very old fashioned way of introducing ourselves to prospective employers. This is not commonly used by businesses and employers in today's day and age.

- Resume

It is a French word that means summary . It is a summary of your biographical , contact , and qualifications. The qualifications mentioned in a resume are the qualifications that are necessary for the particular job that you are applying for. Unrelated qualifications and other skills that have no bearing on the work you are applying for , should not be mentioned.

This model is usually found in Northern America and the employers based there.

- CV( Curriculum Vitae)

This is a Latin term which means Course of Life. It contains along with your biographical and contact details, the entire details of your academic career starting from your very first milestone to the latest and includes all the cocurricular and extra skills that you have acquired in the course of your life.

This is a useful tool for finding out about your character, personality, attitude and skills. this format is used all over the world.



### Covering Letter/ Job Application/Cover letter

This is the letter that is sent to a prospective employer applying as a candidate for any advertised vacancy in the particular institution or establishment.

This must always accompany a CV or resume and it must answer a very important question that every employer has about prospective employees: what is the candidate as a person and if they will be a suitable candidate, and what value will they add to the organization. Other than that it must also mention the positive qualities of the candidate to the employers so as to make a positive impression.

### Format of a Cover letter

Sender's Address

Date

Receiver's Name

Receiver's Address

Subject-

Sir/Madam

( Contents/ Body/ Information )

Sincerely

Sender's Name

Enclosures: CV, Work experience certificates, References

## Example of a Cover letter

Government Polytechnic  
Kendrapara

Dt- 17-06-2021

Dr. Ashalata Mangaraj  
Director of Recruitment  
Tata Steel Ltd.  
Bokaro

Subject- Application for the post of Quality Control Officer

\_\_\_\_Madam

I am XYZABC , an Engineering graduate in Mechanical Engineering ,applying for the post of Quality Control Officer advertised by your organization in Sambad newspaper on 12 June 2021.

I am a very Hardworking and skilled candidate for the post and I have qualified with the best scores. I believe that I will add a great value to your organization with my skills , experience as well as my positive attitude . I am a very social person and have no problems building working relationships and doing work under other people.

My CV has been attached along with the recommendation of my previous employers. I hope to hear from you soon.

Thank you.

Sincerely

XYZABC

### **Format of a CV**

Name of the Candidate

Residential Address

Phone Number

( Header Part)

Email ID

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### **EDUCATIONAL QUALIFICATIONS**

Sl No .	Name of the Qualification	Year of Qualification	Name of the Institution	Board/ University	Grade / Marks / GPA
1	PhD in _____	2030-31	NIT Rourkela	NIT	00.00
2	MTech in Mech. Engg.	2026-27	CET Bhubaneswar	CET	00.00
3	B Tech Mech. Engg	2024-25	CET Bbsr	CET	00.00
4	Diploma IN Civil Engg.	2020-21	Govt Polytechnic Kendrapara	SCTEVT Odisha	00.00
5	10 <sup>th</sup> / Matriculation .	2016-17	Govt Higher Secondary School,	BSE Odisha	00.00

			Chatabar		
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## **Skills**

Technical Skills:

- \*O
- O
- 
- 
- 
- 

Non Technical Skills:

- Communication Skill
- Leadership skill
- Analytical and problem Solving skills
- Conflict resolution

## **Work Experience**

<b><u>Sl No.</u></b>	<b><u>Title of position held</u></b>	<b><u>From date</u></b>	<b><u>To date</u></b>	<b><u>Job description</u></b>	<b><u>Notable achievements</u></b>	<b><u>Complaints (if any)</u></b>
1	<b><u>Project Overseer</u></b>	<b><u>05-04-2016</u></b>	<b><u>11-10-2019</u></b>		-- --	-- --

## **Objective**

I hope to secure a Supervisory job at a mid level company to make use of my experiences and skills and to learn and grow as a worker.