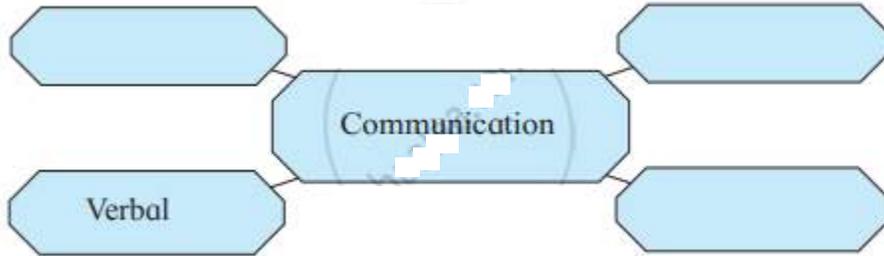


Chapter 3: E-mails

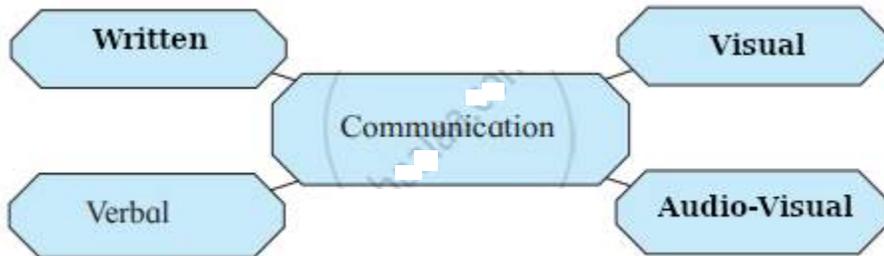
ICE BREAKERS [PAGE 105]

Ice Breakers | Q 1 | Page 105

There are different kinds of communication. Write some of them to complete the given boxes. Discuss the importance of each one of them with your partner.



SOLUTION



Ice Breakers | Q 2 | Page 105

Dos and Don'ts for Email Etiquettes. Discuss and add one or two Dos and Don'ts on your own.

Sr. No.	Dos	Don'ts
1.	Have a clear subject line.	Don't forget your signature.
2.	Use a professional salutation.	Don't use humour and sarcasm.
3.	Recheck your e-mail.	Don't assume the recipient knows what you are talking about.
4.	Keep private material confidential.	Don't punctuate poorly.
5.	Keep your email short and flawless. Stay concise.	Don't hit 'Reply All'.
6.	Check your attachments before sending them.	Don't think that no one but the intended recipient will see your email. (No predictions)

7.	Include your name or a signature with additional details and contact information.	Don't forward emails without permission.
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SOLUTION

Sr. No.	Dos	Don'ts
1.	Have a clear subject line.	Don't forget your signature.
2.	Use a professional salutation.	Don't use humour and sarcasm.
3.	Recheck your e-mail.	Don't assume the recipient knows what you are talking about.
4.	Keep private material confidential.	Don't punctuate poorly.
5.	Keep your email short and flawless. Stay concise.	Don't hit 'Reply All'.
6.	Check your attachments before sending them.	Don't think that no one but the intended recipient will see your email. (No predictions)
7.	Include your name or a signature with additional details and contact information.	Don't forward emails without permission.
8.	Keep your signature simple with your name and contact info.	Do not write an email in ALL CAPS
9.	Use common words of courtesy to keep your communication polite and effective	Don't use fancy fonts or colours.

BRAINSTORMING [PAGES 109 - 110]

Brainstorming | Q (A1) | Page 109

Write an email to your friend who has not contacted you for a long time. Use the hints/language support from the text to compose your email.

SOLUTION

The example given below shows you how to write an informal email to a friend who has not contacted you for a long time.

To: tarakhanna30@yahoo.com

Subject: Reconnecting with an old friend

Dear Tara,

Hope you are doing well, and are happy with your new life and a new job in a new city. Since you moved to New Delhi for work, we have had no long conversations like before. Also, I miss our group study sessions, cafeteria conversations, and the fun that we had during the cultural events in college.

I hope we spare some time from our busy schedules and get a chance to spend a weekend together. As a result, we'd get ample time to chat and catch up on each other's life. It's a brilliant opportunity to renew our bond all over again. Kindly keep me posted about your visit to our hometown so that we could plan this meet up.

Take care and keep in touch. I look forward to hearing from you.

Yours lovingly,
Drishti Joshi

Brainstorming | Q (A2) (i) | Page 109

Browse through the net and find out various types of emails and their formats.

SOLUTION

There are several types of emails that are used for different purposes. We have listed some types of emails below:

- a. **Transactional Emails:** Transactional emails are messages sent to users after their interaction with a website or an app. Some examples of transactional emails are password resets, purchase receipts, shipping notification, and legal notifications.
- b. **Milestone Emails:** Milestone emails are messages sent to customers for an important event or an occasion. Some examples of milestone emails are birthday wishes, new year greetings, festivals greetings, etc.
- c. **Plain-text emails:** Plain text emails are messages which include only simple text without any formatting options like bold, underline, or italics. There are no images, graphics, or embedded links in it.
- d. **Mobile optimized emails:** Mobile optimized emails are mobile-friendly messages aimed at providing ease of reading to mobile users. Clean and simple text, lighter images that are easier to load, and call to action buttons are some of the features of mobile-optimized emails. Some examples of mobile-optimized emails are digital advertisements, brochures infomercials, etc.

Brainstorming | Q (A2) (ii) | Page 109

Create your email account on any one of the email service providers (Gmail, Yahoo, Rediff) and send at least 3/4 emails to your contacts.

SOLUTION

Do it Yourself.

Brainstorming | Q (A3) | Page 109

Given below is a list of words used to develop a CV or a Resume. Prepare a CV/Resume of your own.

Personal Information

- Name
- Address
- Date of birth
- Telephone / E-mail
- Nationality
- Marital status

Work Experience

- Experience/ Occupation / Position
- Employer / Employment History
- Internships
- Activities and responsibilities

Education

- Education and Training
- Primary school
- Secondary school
- Other qualification

Personal Skills and Competencies

- Competencies / Personal Competencies / Personal Skills/ Computer skills
Mother tongue/ Other languages / Foreign languages

SOLUTION

Personal Information

Name – Ms. Tanish Shukla

Address – Nirmala College Campus, Andheri, Mumbai, Maharashtra 400053

Telephone – 251256955

E-mail – tanishshukla56@gmail.com

Date of birth – 20 July 1995

Nationality – Indian

Marital status – Unmarried

Work Experience

Fresher

Education

Bachelor of Science (Information Technology); Mumbai University.
Other Courses – Diploma in Information Technology.

Personal Skills and Competencies

1. Efficiency in Computer Skills.
2. Proficiency in English, Hindi, and German languages.
3. State-level Cricket player
4. Represented school and college in International Maths Olympiad.

Brainstorming | Q (A4) (i) | Page 110

Browse on the net and gather a variety of templates to write a 'Curriculum Vitae'.

SOLUTION

Do it Yourself.

Brainstorming | Q (A4) (ii) | Page 110

Multinational companies expect a different type of Professional CV. Browse through the net to gather information about it.

SOLUTION

Do it Yourself.