

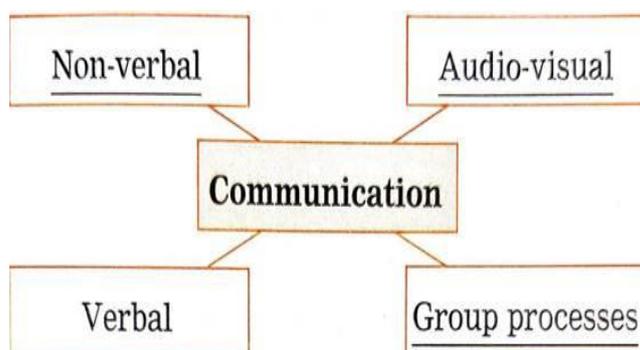
### 3.3 E-mails

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#### Ice Breakers

- 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. (Rotate your phone)

Ans.



Importance of each :

**Note:** Students discuss the following with the help of the given points.

(1) **Verbal:** (Points: These are oral and written modes; use of language; can be face to face, written, with use of mechanical devices like telephones, etc., helps to convey our thoughts and feelings; to give orders, requests, instructions, etc. Difficult if you do not know the language of a country; importance of knowing various languages, etc.)

(2) **Non-verbal:** (Points: body language like facial expressions, gestures, eye contact, pitch or tone of voice, colours, etc., charts, maps, posters, pictures, etc. important as they convey more than the actual verbal communication. Sometimes unknowingly done.)

(3) **Audio-visual:** (Points: extremely important today; helps to keep contact with people who are far away; interviews for jobs, admissions, etc., often done this way; even marriage proposals; helps to save time, money, solve environmental problems, friendly discussions, etc.)

(4) **Group processes:** (Points: lectures to large audience; speeches during elections; helps illiterate people; seminars, workshops, college and school teaching, etc.)

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

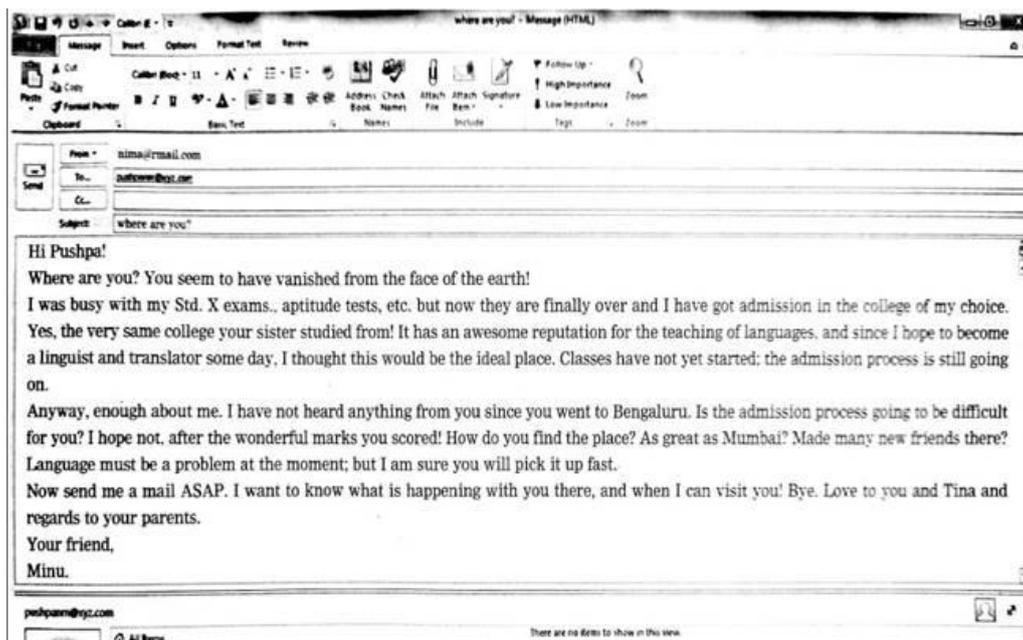
Ans.

Dos	Don'ts
Have a clear subject line.	Don't forget your signature.
Use a professional salutation.	Don't use humour and sarcasm.
Recheck your e-mail.	Don't assume the recipient knows what you are talking about.
Keep private material confidential.	Don't use wrong punctuation.
Keep your email short and flawless. Stay concise.	Don't hit 'Reply All'.
Check your attachments before sending.	Don't think that no one but the intended recipient will see your email. (No predictions)
Include your name or a signature with additional details and contact information.	Don't forward email without permission.
Give correct information.	Don't use SMS language.
Check your spellings and grammar.	Don't try to be too friendly.

### BRAINSTORMING

(A1) 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.

Ans.



(A2) (i) Browse through the net and find out various types of emails and their formats.

Ans. Do it your own

(ii) 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.

Ans. Do it your own

(A3) Given below is a list of words used to develop a CV or a Resume. Prepare a CV/Resume of your own.

Ans. A brief example of a resume:

Resume

**Personal Information:**

**Name:** Manasi R. Raut

**Address:** C- 43, Sangam, Vasant Vihar, Pokhran Road 2, Thane – 400610

**E-Mail:** [Manasiraut@gmail.com](mailto:Manasiraut@gmail.com)

**Date of birth:** 16-3-2001

**Nationality:** Indian

**Marital status:** Singal

**Education and Training:**

-	Year of passing	Marks obtained	Board/University
(1) Std. X	2017	86.3%	Maharashtra State Board. School: Vasant Vihar Model School, Thane
(2) Std. XII	2019	84%	Maharashtra state Board, Collage: NMM Junior College, naupada, Thane

• **Other qualifications :**

(1) Have passed the Intermediate Drawing examination with B grade.

(2) Was awarded the NTS Scholarship.

• **Work Experience :**

(1) Was part of an event management organization for 2 months after Std. X.

(2) Worked as a cashier in a mall after Std. XII, during the vacation, for 3 months.

**Personal Skills and Competencies:**

**Indian Languages:** English, Hindi, Marathi and Gujarati.

**Foreign Language:** French

**Interests:** Reading, travelling, drawing, painting, blogging; was on the school basketball team.

**Computer skills:** Proficient in Microsoft Word, Excel and Powerpoint. Competent in Adobe Photoshop, illustrator and sketch

**(A4) (i) Browse on the net and gather a variety of templates to write a 'Curriculum Vitae'.**

**Ans. Do it your own**

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

**Ans. Do it your own**