

SHIVAJI UNIVERSITY KOLHAPUR

B A II Semester III (NEP 2.0)

Subject: Ability Enhancement Course (AEC 03)

English for Communication

Study Material

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B. A. II Semester – III
Ability Enhancement Course (AEC 03)
Course Name: English for Communication

Syllabus

Module No.	Title of the Module	Subtitles of the Module
I	Resume Writing and Interview Techniques	A. Writing a Resume B. Preparing for an Interview C. Facing an Interview
II	Official Letter-Writing	A. Letter of Application B. Letters related to appointment (Acceptance/Joining Report) C. Office Communication (Leave of Absence, Transfer, Permission, Requests) D. Resignation Letter / Complaint Letter

B. A. II Semester – III - Ability Enhancement Course (AEC)
Course Name: English for Communication

Nature of Question Paper (40 Marks)

- Q.1. Multiple choice questions (One mark each) (Based on Unit No. 1 & 2) (10 Marks)
- Q.2 Answer any one of the following (based on Unit No. 1) (10 Marks)
- Q.3. Answer any one of the following (Based on Unit No. 2) (10 Marks)
- Q.4. Write short notes (Any two out of three) (Based on Unit No. 1 & 2). (10 Marks)

Theory Exam: 40 Marks

Internal Evaluation: 10 Marks

Module I – Resume Writing and Interview Techniques

A. Writing a Resume

B. Preparing for an Interview

C. Facing an Interview

Introduction

The ability to write an effective resume and qualifying in an interviews is important for securing professional opportunities in today's competitive job market. A resume serves as a personal marketing tool, presenting a candidate's qualifications, skills and experiences in a short and persuasive manner. It is often the first point of contact with a potential employer, making its clarity, relevance and structure vital for creating a strong impression. This unit explores the art of resume writing, emphasizing how to shape content to specific job roles, highlight relevant achievements and adopt a professional format. By mastering these skills, candidates can effectively showcase their potential and stand out among other applicants.

Equally important are the techniques for preparing and succeeding in interviews, which are essential in transforming opportunities into job offers. This unit covers strategies for thorough interview preparation, including researching the company, practicing common questions and refining communication skills. It also addresses the nuances of facing an interview, such as maintaining confident body language, responding to behavioral questions and handling unexpected challenges. By combining resume-writing expertise with polished interview techniques, this unit equips individuals with the tools to navigate the job application process with confidence and professionalism.

A) Writing Resume

Bio-data, Resume and Curriculum Vitae (CV) are distinct documents used in professional and academic contexts, each serving a unique purpose and varying in content, length and structure.

Bio-data is short for biographical data. It is a traditional document primarily used in certain countries, such as India for purposes like job applications or matrimonial proposals. It focuses on personal details, including name, date of birth, gender, marital status, family background, education and work experience. It is often presented in a straightforward, chronological format. Bio-data is typically

concise, spanning one to two pages, and emphasizes factual personal and professional information without extensive customization for specific roles. Its simplicity and focus on personal details make it less flexible but suitable for contexts where employers or agencies seek standardized information.

A **Resume** is a targeted and professional document designed to highlight a candidate's relevant skills, qualifications and experiences prepared to a specific job or industry. Typically one to two pages long, a resume prioritizes brevity and impact, focusing on achievements, work history and skills that align with the job description. It is highly customizable, allowing candidates to emphasize transferable skills or accomplishments while omitting irrelevant details. Sections like a career objective, professional summary or key skills are common and the format can vary (e.g., chronological, functional, or combination) depending on the candidate's experience and the role. Unlike bio-data, a resume avoids excessive personal details unless directly relevant, making it a dynamic tool for competitive job markets.

A **Curriculum Vitae (CV)** is a comprehensive document that provides an in-depth overview of a person's academic and professional journey, often used in academic, research or international job applications. Unlike a resume a CV has no strict page limit and can extend to multiple pages, detailing educational qualifications, publications, research projects, presentations, awards and professional experiences. It is commonly used in fields like academia, medicine or research, where a detailed account of one's expertise is necessary. While a resume is prepared and concise a CV is exhaustive and standardized, rarely customized for each application. The CV's focus on academic and professional depth sets it apart from the more personal bio-data and the job-specific resume, making each document suited to distinct contexts and purposes.

Preparing a Resume

A Resume is a critical tool in the job application process, serving as a concise, professional summary of a candidate's qualifications, skills and experiences made for a specific job or industry. Crafting an effective resume requires careful planning, strategic organization and attention to detail to ensure it captures the attention of hiring managers.

Purpose of a Resume

The primary purpose of a Resume is to secure an interview by presenting a compelling snapshot of a candidate's abilities and achievements. It acts as a marketing document that highlights relevant qualifications, demonstrates alignment with the job requirements and conveys professionalism. A well-

crafted resume not only showcases technical skills and work experience but also reflects soft skills, such as communication and problem-solving, through clear and impactful content.

Components of a Resume

A standard resume includes the following sections, each designed to provide specific information to the employer:

1. **Contact Information** - Include your full name, phone number, professional email address and LinkedIn profile or portfolio link (if applicable). Avoid personal details like date of birth, marital status, or photographs unless specifically requested by the employer.
2. **Objective or Professional Summary** - A brief statement (2–3 sentences) summarizing your career goals or expertise, tailored to the job. An objective is ideal for freshers or career changers, while a professional summary suits experienced candidates.

Example (Objective): "Aspiring software engineer with a strong foundation in Python and Java, seeking to contribute technical skills to innovative projects at XYZ Tech."

Example (Summary): "Results-driven marketing professional with 5 years of experience in digital campaigns, driving 20% revenue growth through strategic SEO and content strategies."

3. **Education** - List your most recent educational qualifications first, including degree, institution, year of graduation, and relevant achievements (e.g., CGPA, honors).

For fresher, this section is prominent; for experienced candidates, it can be brief.

Example: B. Tech in Computer Science, Shivaji University, Kolhapur, 2023

4. **Work Experience** - List jobs in reverse chronological order, including job title, company name, location, dates, and key responsibilities or achievements.

Use action verbs (e.g., developed, implemented, increased) and quantify results where possible (e.g., increased sales by 15%).

For fresher, include internships, part-time jobs, or volunteer work.

Example: Marketing Representative, Pune, Jan 2023–Jun 2023

5. **Skills**- Highlight technical skills (e.g., programming languages, software proficiency) and soft skills (e.g., teamwork, communication) relevant to the job.

Categorize into Technical Skills and Soft Skills for clarity.

Example: Technical Skills: Python, Java, SQL, Adobe Photoshop

Soft Skills: Leadership, Problem-Solving, Effective Communication

6. **Projects (Optional)** - Include relevant academic or personal projects, especially for freshers or technical roles. Mention the project title, tools used, and outcomes.
Example: E-Commerce Website Development
7. **Certifications (Optional)** - List relevant certifications with issuing authority and date.
Example: Certified Data Analyst
8. **Achievements or Extracurricular Activities (Optional)** - Highlight awards, leadership roles or relevant extracurricular.
Example: - Won First Prize in National Elocution Competition, 2023

Types of Resume Formats- Choosing the right format depends on your experience and career goals:

1. **Chronological Resume –**

Lists work experience in reverse chronological order.

Ideal for candidates with consistent work history and career progression.

Best for showcasing a clear career trajectory.

2. **Functional Resume**

Focuses on skills and abilities rather than work history.

Suitable for fresher, career changers or those with employment gaps.

Highlights transferable skills but may raise questions about work history.

3. **Combination Resume**

Combines elements of chronological and functional formats, emphasizing both skills and experience.

Ideal for candidates with diverse experiences who want to highlight specific skills.

Steps to Prepare a Resume

1. **Research the Job and Company**

Analyze the job description to identify key skills and qualifications.

Research the company's values, culture, and industry to tailor your resume.

2. **Choose the Right Format**

Select a format that aligns with your experience and the job's requirements.

Ensure the structure is ATS-friendly (use standard fonts, avoid graphics, and include keywords from the job description).

3. **Draft Content**

Write concise, impactful bullet points focusing on achievements rather than duties.

Use action verbs and quantify results (e.g., "reduced processing time by 20%").

Prepare each section to the job, omitting irrelevant details.

4. **Design and Format**

Use a clean, professional layout with consistent fonts (e.g., Arial, Calibri, 10–12 pt).

Keep it to 1–2 pages (1 page for fresher, 2 for experienced candidates).

Use clear headings, bullet points, and sufficient white space for readability.

Avoid excessive colors, graphics, or tables that may confuse ATS.

5. **Proofread and Edit**

Check for grammatical, spelling, or formatting errors.

Ensure consistency in tense (past tense for past roles, present for current).

Seek feedback from peers or mentors to refine content.

6. **Save and Submit**

Save the resume as a PDF to preserve formatting, unless otherwise specified.

Name the file professionally (e.g., "Mahesh_Mali_Resume.pdf").

Include a tailored cover letter if required.

Best Practices

Prepare for Each Job: Customize your resume for each application, aligning skills and experiences with the job description.

Use Keywords: Incorporate industry-specific terms and keywords from the job posting to pass ATS filters.

Be Honest: Avoid exaggerating qualifications or experiences, as they may be verified during interviews.

Keep it Concise: Focus on relevant information, avoiding unnecessary details like unrelated hobbies or personal data.

Highlight Achievements: Emphasize measurable outcomes (e.g., "increased team efficiency by 10%") over generic responsibilities.

Update Regularly: Keep your resume current with recent experiences, skills, or certifications.

Common Mistakes to Avoid

- Including irrelevant or outdated information (e.g., high school details for experienced professionals).
- Using unprofessional email addresses (e.g., coolguy123@email.com).

- Overloading with jargon or buzzwords without context.
- Failing to proofread, leading to typos or inconsistencies.

Sample Example of Resume

Resume

Mr. Sandip Patil

+91-9876543210 | sandippatil@gmail.com | linkedin.com/in/sandippatil | Mumbai, India

Objective

Aspiring marketing professional with a degree in Business Administration, eager to leverage strong communication skills and internship experience in digital marketing to contribute to innovative campaigns at XYZ Corp.

Education

BBA in Marketing, Shivaji University, and Kolhapur

2022–2025 | CGPA: 8.8/10

- Awarded Best Campaign Strategy in Annual Marketing Fest

Higher Secondary Certificate, Sangli Highschol and Jr. College Sangli

2020–2022 | 92%

Internship Experience

Marketing Intern, Digital Solutions Ltd., Mumbai

Jan 2024–Jun 2024

- Created social media content, increasing Instagram engagement by 20%.
- Conducted market research to identify trends, supporting product launches.
- Assisted in SEO optimization, improving website traffic by 15%.

Projects

E-Commerce Marketing Campaign

- Developed a digital marketing strategy for a mock e-commerce platform using Google Ads and social media.

- Achieved a simulated 30% increase in user acquisition through targeted ads.

Skills

Technical Skills: Google Analytics, Canva, SEO, MS Office

Soft Skills: Team Collaboration, Creative Problem-Solving, Communication

Certifications

- Google Digital Marketing Certification, 2024
- HubSpot Content Marketing, 2023

Extracurricular Activities

- Secretary, Marketing Club, Shivaji University, Kolhapur 2023–2024
- Organized inter-college marketing symposium, attracting 200+ participants.

B) Preparing for an Interview

An interview is an essential stage in the job application process, serving as a critical opportunity for candidates to showcase their skills, personality and suitability for a role beyond what is conveyed in a resume. It acts as a two-way evaluation, allowing employers to assess a candidate's qualifications, cultural fit and potential contributions while enabling candidates to gauge the organization's values, expectations and work environment. The interview is often the deciding factor in securing a job offer, as it provides a platform to demonstrate communication skills, problem-solving abilities and enthusiasm for the role. Its importance lies in its ability to bridge the gap between a static resume and a dynamic, in-person impression, making it essential for candidates to prepare thoroughly and perform effectively.

The significance of an interview extends beyond mere selection, as it allows employers to evaluate soft skills, such as confidence, adaptability and interpersonal abilities, which are difficult to assess through written applications alone. For candidates, the interview is a chance to clarify their qualifications, elaborate on achievements and address any gaps or concerns in their resume. It also offers an opportunity to ask insightful questions, demonstrating genuine interest and alignment with the company's goals. A strong interview performance can differentiate a candidate from others with similar qualifications, often tipping the scales in their favor. Moreover, interviews foster mutual

understanding, helping both parties determine if the role and organization are a good match, thus laying the foundation for a successful professional relationship.

In today's competitive job market, the interview also serves as a testing ground for handling pressure and articulating thoughts clearly. Behavioral and situational questions reveal a candidate's decision-making process, emotional intelligence, and ability to navigate real-world challenges, which are critical for most roles. For employers, interviews provide insights into a candidate's motivation and long-term potential, ensuring alignment with organizational objectives. For candidates, excelling in an interview can lead to better negotiation opportunities, such as salary or role-specific benefits. Ultimately, the interview is not just a hurdle to clear but a strategic opportunity to build rapport, demonstrate value, and secure a career-defining role.

Basic Preparation for an Interview

Preparing for an interview is fundamental to make a good impression and increasing your chances of getting the job. It involves understanding the job, researching the company, practicing your answers and presenting yourself confidently. Proper preparation helps you feel ready, reduces nervousness and shows the employer that you are serious about the role.

1. **Understand the Job:** Start by reading the job description carefully. Note the skills, qualifications, and responsibilities mentioned. Match your experience and abilities to what the employer is looking for. For example, if the job requires teamwork, think of examples from your past where you worked well in a team. This helps you explain why you're a good fit.
2. **Research the Company:** Learn about the company before the interview. Visit their website to understand what they do, their products or services, and their values. Check their social media or recent news to know about their latest achievements or projects. This shows the interviewer you're genuinely interested and helps you answer questions like, Why do you want to work here?
3. **Practice Common Questions:** Be ready for questions like, Tell me about yourself, What are your strengths and weaknesses? or Why should we hire you? Prepare short, clear answers that highlight your skills and experience. Practice with a friend or in front of a mirror to sound natural. Also, prepare examples of your achievements, like a project you completed or a problem you solved.

4. **Prepare Questions to Ask:** Interviews are a two-way conversation. Have 2–3 questions ready to ask the interviewer, such as, What does a typical day in this role look like? or What are the opportunities for growth in this company? This shows you're curious and serious about the role.
5. **Dress Appropriately:** Choose professional clothes that suit the company's culture. For formal jobs, wear a suit or business attire. For casual workplaces, neat and clean clothes like a collared shirt and trousers work well. Ensure your outfit is ironed, and avoid flashy colors or accessories.
6. **Practice Good Body Language:** During the interview, sit up straight, make eye contact, and smile to show confidence. Avoid fidgeting or crossing your arms, as this can make you seem nervous or closed off. A firm handshake (if appropriate) at the start and end leaves a positive impression.
7. **Prepare Your Documents:** Bring copies of your resume, a list of references and any certificates relevant to the job. Keep them organized in a folder. Also, carry a pen and notepad to jot down important points if needed.
8. **Know the Interview Details:** Confirm the date, time and location (or platform for virtual interviews). Arrive 10–15 minutes early to show punctuality. For online interviews, test your internet, camera, and microphone beforehand to avoid technical issues.
9. **Stay Calm and Positive:** Get enough rest the night before, and eat a light meal to stay energized. Take deep breaths if you feel nervous, and remind yourself that the interviewer wants to see the real you. Be honest, stay positive, and avoid speaking negatively about past jobs or colleagues.
10. **Follow Up After the Interview:** After the interview, send a polite thank-you email within 24 hours. Thank the interviewer for their time, mention something specific from the conversation and restate your interest in the role. This leaves a professional and lasting impression.

By preparing in these simple ways, you'll feel more confident and ready to show the employer why you're the right person for the job. Practice and preparation make a big difference in performing well and standing out.

C) Facing an Interview

Facing an interview requires thorough preparation, confidence and professionalism to make a strong impression. Start by researching the company's mission, values and recent achievements to tailor your responses and show genuine interest. Practice common questions to highlight relevant skills and accomplishments. Dress appropriately for the company's culture, arrive early and bring necessary

materials like resumes. During the interview, maintain eye contact, listen actively, and answer concisely with enthusiasm, avoiding negative comments about past experiences or unprofessional language. Follow up with a personalized thank-you email within 24 hours to reinforce your interest and leave a positive impression.

Preparing and facing a job interview involves knowing what to do and what to avoid to make a strong impression. Below are some **Do's** and **Don'ts** for a successful interview.

Do's for a Job Interview

1. Research the Company

Shows genuine interest and preparation.

Study the company's website, mission, values, recent projects, and news. Mention specific details, like a recent product launch, during the interview.

Example: I'm impressed by [Company's] recent initiative in [specific project].

2. Prepare for Common Questions

Demonstrates readiness and confidence.

Practice answers to questions like Tell me about yourself, What are your strengths? and Why do you want this role? using the STAR method (Situation, Task, Action, Result).

Example: Have a 1-2 minute response ready for Tell me about yourself.

3. Dress Appropriately

First impressions matter, and attire reflects professionalism.

Research the company's dress code (e.g., business formal for corporate roles, business casual for tech startups). When in doubt, dress slightly more formal than expected.

Example: For a corporate role, wear a suit; for a creative role, opt for smart casual.

4. Arrive on Time (or Early)

Punctuality shows reliability and respect.

Aim to arrive 10-15 minutes early for in-person interviews or log in 5 minutes early for virtual ones. Account for traffic or technical issues.

Example: Test your Zoom link a day before a virtual interview.

5. Bring Necessary Materials

Being prepared shows organization.

Carry copies of your resume, a notebook, a pen, and any requested documents. For virtual interviews, have digital copies ready.

Example: Bring 2-3 printed resumes in a folder.

6. **Show Enthusiasm and Positivity**

Employers value candidates who are excited about the role.

Smile, maintain good eye contact, and express enthusiasm for the role and company.

Example: I'm really excited about the opportunity to contribute to your team's innovative projects.

7. **Ask Thoughtful Questions**

Shows engagement and helps you assess if the role is a good fit.

Prepare 2-3 questions about the team, role, or company goals.

Example: What does success look like in this role? or How does the team collaborate on projects?

8. **Follow Up After the Interview**

Reinforces your interest and leaves a positive impression.

Send a concise thank-you email within 24 hours, mentioning a specific topic from the interview.

Example: Thank you for discussing [specific topic]. I'm even more excited about the role.

9. **Practice Active Listening**

Shows respect and helps you respond thoughtfully.

Nod, maintain eye contact, and paraphrase questions if needed to clarify.

Example: If I understand correctly, you're asking about my experience with [skill].

10. **Tailor Your Responses**

Relevance makes your answers impactful.

Align your skills and experiences with the job description and company needs.

Example: If the role requires teamwork, highlight a specific team project success.

Don'ts for a Job Interview

1. **Don't Arrive Unprepared**

Lack of preparation signals disinterest.

Showing up without knowing the company, role, or industry.

Example: Avoid saying, I don't know much about what you do.

2. **Don't Speak Negatively About Past Employers**

Negativity reflects poorly on your professionalism.

Avoid Criticizing former bosses, colleagues or companies.

Example: Instead of My last boss was terrible, say, I'm looking for a role with more growth opportunities.

3. **Don't Overshare**

Conciseness shows clarity and respect for the interviewer's time.

Avoid giving long-winded or irrelevant answers.

Example: Keep Tell me about yourself to 1-2 minutes, focusing on relevant experience.

4. **Don't Lie or Exaggerate**

Dishonesty can be uncovered and damage your credibility.

Avoid claiming skills or experiences you don't have.

Example: If you're not proficient in a tool, say, I'm familiar with it and eager to deepen my skills.

5. **Don't Interrupt the Interviewer**

Interrupting appears disrespectful and impatient.

Avoid cutting off the interviewer or answering before they finish.

Example: Wait for a pause before responding, even if you're eager to answer.

6. **Don't Focus Only on Salary or Benefits**

Overemphasizing compensation early can suggest you're not interested in the role itself.

Avoid asking about salary or perks before the interviewer brings it up.

Example: Wait for the interviewer to mention compensation or discuss it in later rounds.

7. **Don't Use Unprofessional Language**

Slang or casual language can undermine your professionalism.

Avoid using filler words like um, like, or inappropriate jargon.

Example: Instead of "t was, like, awesome, say, It was a rewarding experience.

8. **Don't Appear Disconnected**

Lack of enthusiasm can make you seem uninterested.

Avoid drooping, minimal eye contact, or one-word answers.

Example: Sit upright, nod and engage actively in the conversation.

9. Don't Forget to Silence Your Phone

Why: Distractions disrupt the flow and seem unprofessional.

Avoid allowing notifications or calls during the interview.

Example: Silence your phone and keep it out of sight before the interview starts.

10. Don't Skip the Follow-Up

Failing to follow up can make you seem disinterested.

Not sending a thank-you note or waiting too long.

Avoid generic emails; personalize your follow-up with interview details.

Some common Questions asked in Interview

1. Tell me about yourself.
2. Why do you want to work here?
3. What are your strengths?
4. What are your weaknesses?
5. Where do you see yourself in 5 years?
6. Why did you leave your last job?
7. Can you describe a challenging situation and how you handled it?
8. How do you handle pressure or tight deadlines?
9. What motivates you?
10. How do you work in a team?
11. What is your greatest professional achievement?
12. How do you handle conflict at work?
13. What do you know about our company?
14. How do you prioritize tasks?
15. What skills make you a good fit for this role?
16. How do you stay updated in your field?
17. Describe a time you went above and beyond.
18. How do you handle failure?
19. Why should we hire you?
20. Do you have any questions for us?

Multiple Choice Questions

1. What is the ideal length of a professional resume for most candidates?
a) 3-4 pages **b) 1-2 pages** c) 5-6 pages d) No limit
2. Which section of a resume should highlight your most relevant accomplishments?
a) Education **b) Work Experience** c) Hobbies d) References
3. What should you include in the contact information section of a resume?
a) Full name, phone number, email, and LinkedIn profile
b) Home address, date of birth, and marital status
c) Social media handles and personal hobbies
d) Salary expectations and references
4. What is the best way to tailor a resume for a specific job?
a) Use the same resume for all applications **b) Include keywords from the job description**
c) Add unrelated skills to appear versatile d) Make the resume longer to cover all experiences
5. Which font is most appropriate for a professional resume?
a) Comic Sans **b) Times New Roman** c) Wingdings d) Script MT Bold
6. What should you avoid including in a resume?
a) Quantifiable achievements **b) Irrelevant personal information like age or marital status**
c) Specific skills related to the job d) Professional certifications
7. How should you list your work experience on a resume?
a) In random order b) In chronological order, starting with the oldest job
c) In reverse chronological order, starting with the most recent d) Only include internships
8. Why is researching the company important before an interview?
a) To memorize the company's financial reports
b) To show genuine interest and tailor your answers
c) To impress the interviewer with unrelated facts
d) To avoid answering questions about yourself
9. What is the STAR method used for in interview preparation?
a) Creating a resume **b) Structuring answers to behavioral questions**
c) Designing a cover letter d) Scheduling the interview

10. What should you do to prepare for a virtual interview?
- a) **Test your camera, microphone, and internet connection**
 - b) Use a public Wi-Fi network for flexibility
 - c) Keep your phone on for notifications
 - d) Set up in a noisy environment to seem busy
11. How early should you arrive for an in-person interview?
- a) 30 minutes late
 - b) **10-15 minutes early**
 - c) Exactly on time
 - d) 1 hour early
12. What is a good way to practice for an interview?
- a) Memorize all answers word-for-word
 - b) **Conduct mock interviews with a friend or mentor**
 - c) Avoid practicing to stay spontaneous
 - d) Focus only on technical skills
13. What should you research about the company before the interview?
- a) The CEO's personal hobbies
 - b) **The company's mission, values, and recent projects**
 - c) Competitors' salary packages
 - d) The office cafeteria menu
14. What should you bring to an in-person interview?
- a) **Copies of your resume and a notebook**
 - b) Your laptop and charger
 - c) Personal photos and snacks
 - d) Nothing at all
15. What is the best way to start answering Tell me about yourself?
- a) Share your entire life story
 - b) **Focus on your professional background and relevant skills**
 - c) Discuss your hobbies in detail
 - d) Talk about your family
16. How should you respond to a question about your weaknesses?
- a) Say you have no weaknesses
 - b) **Mention a genuine weakness and how you're improving**
 - c) Blame others for past mistakes
 - d) Ignore the question
17. What should you avoid during an interview?
- a) Maintaining eye contact
 - b) **Speaking negatively about past employers**
 - c) Asking thoughtful questions
 - d) Smiling occasionally
18. What is an appropriate question to ask the interviewer?
- a) What is the salary for this role?
 - b) **What does success look like in this position?**
 - c) How many vacation days do I get?
 - d) Why did the last person leave?

19. How should you handle a question you don't know the answer to?
- a) Make up an answer **b) Admit you don't know but express eagerness to learn**
 - c) Change the topic d) Stay silent
20. What should you do after the interview to leave a positive impression?
- a) Call the interviewer immediately **b) Send a personalized thank-you email within 24 hours**
 - c) Post about the interview on social media d) Wait for the company to contact you

Q. Answer the following questions

1. Explain the key components of a professional resume and why each is important.
2. How would you prepare a resume for a specific job role? Provide a step-by-step approach.
3. Discuss common mistakes candidates make when writing a resume and how to avoid them.
4. What are the dos and Don'ts for Interview?
5. Which basic preparation is needed to face the interview?
6. Write an imaginary interview for the post of Assistant Manager.
7. Write an imaginary interview for the post of Assistant Professor.
8. Write an imaginary interview for the post of Clerk/Typist.
9. Prepare your resume for job interview.
10. Write and imaginary interview for the post of English Teacher

Module II- Official Letter Writing

- A. Letter of Application
- B. Letters related to appointment (Acceptance/Joining Report)
- C. Office Communication (Leave of Absence, Transfer, Permission, Requests)
- D. Resignation Letter / Complaint Letter

Introduction

Official letter writing is a formal mode of communication used for professional or business purposes, such as addressing organizations, government bodies or individuals in an official capacity. It follows a structured format to ensure clarity, professionalism and respect. Typically, an official letter includes key components like the sender's address, date, recipient's address, a formal salutation (e.g., Dear Sir/Madam), a concise body, and a polite closing (e.g., Yours sincerely). The tone is formal, avoiding casual language, and the content is direct, focusing on the purpose of the letter, whether it's a request, complaint, inquiry or application. The body is organized into paragraphs: an introduction stating the purpose, a middle section providing details or supporting information, and a conclusion summarizing the request or next steps. Proper formatting, correct grammar and a professional tone are essential to convey authority and ensure the letter is taken seriously. Official letters may be sent via email or printed on letterhead, depending on the context and should always be proofread to avoid errors.

Elements of Official Letter

Official letter writing requires specific elements to ensure clarity, professionalism and effectiveness. These elements create a structured format that conveys the message respectfully and formally. Following are the important elements of Official letter.

Sender's Address: Placed at the top, it includes the writer's full address (name, organization, street, and city, postal code) to identify the source of the letter and facilitate replies.

Date: Written below the sender's address, it specifies when the letter was written (e.g., September 14, 2025), providing a reference for timelines and record-keeping.

Recipient's Address: Includes the recipient's name, title, organization and full address, ensuring the letter reaches the correct person or department.

Salutation: A formal greeting (e.g., Respected Sir/Mam or Dear Sir/Madam) that addresses the recipient respectfully, setting a professional tone.

Subject Line: A concise phrase summarizing the letter's purpose (e.g., Application for Marketing Manager Position), allowing quick identification of the topic.

Body: The main content, typically divided into:

Introduction: Briefly states the purpose of the letter (e.g., I am writing to apply for...).

Main Content: Provides details, explanations or supporting information in a clear and organized manner.

Conclusion: Summarizes the purpose, includes a call to action or next steps (e.g., I look forward to your response).

Formal Closing: A polite sign-off (e.g., Yours sincerely for known recipients or Yours faithfully for unknown ones), maintaining professionalism.

Signature: In printed letters, the sender's handwritten signature above their typed name authenticates the letter.

Sender's Name and Title: The full name and, if applicable, designation (e.g., Dr. Mahesh Mali, Head, Department of English) to clarify the sender's authority or role.

Enclosures/Attachments: Noted at the end (e.g., Enclosure: Resume), indicating additional documents included with the letter.

Reference Number (if applicable): A unique identifier for tracking or organizational purposes, often used in formal or institutional correspondence.

These elements ensure the letter is structured, professional, and effective, with a formal tone, proper formatting and concise language tailored to the purpose.

Types of Official Letter Writing

Official letter writing contains various types, each serving a specific purpose while maintaining a formal tone and structure. Following are the primary types of official letters.

1. **Business Letters:** These are used for professional communication between organizations, clients or stakeholders, such as proposals, agreements or sales inquiries. They highlight clarity, professionalism and a direct approach, often including a call to action or specific request.
2. **Complaint Letters:** Written to address grievances or issues with a product, service or organization, these letters outline the problem, provide supporting details and request a resolution, maintaining a polite yet assertive tone to ensure the matter is taken seriously.

3. **Application Letters:** Used to apply for jobs, admissions or opportunities, these letters highlight the sender's qualifications, experience or suitability, often accompanied by a resume or supporting documents, and aim to persuade the recipient of the candidate's merit.
4. **Inquiry Letters:** These seek information or clarification from an organization or individual, such as details about products, services or procedures. They are concise, specific and polite, clearly stating the information needed and often requesting a prompt response.
5. **Recommendation Letters:** Written to endorse an individual for a job, academic program, or other opportunity, these letters detail the person's skills, character, or achievements, providing a credible and professional endorsement to support their application.
6. **Resignation Letters:** Used to formally announce an employee's intent to leave a position, these letters are brief, professional and express gratitude while stating the resignation date and offering cooperation during the transition period.
7. **Cover Letters:** Accompanying applications or proposals, these letters introduce the sender, summarize their purpose, and highlight key qualifications or intentions, serving as a persuasive introduction to supporting documents.
8. **Invitation Letters:** Sent to formally invite individuals or groups to events, meetings, or ceremonies, these letters provide details like date, time, venue, and purpose, maintaining a courteous and welcoming tone.

Each type of letter follows a standard format, including sender's and recipient's addresses, date, salutation, body (with an introduction, details, and conclusion) and a formal closing. The tone remains professional and the content is tailored to the specific purpose, ensuring effective communication in formal settings.

A. Letter of Application

An application letter is a formal document used to apply for a job, academic program, or other opportunities, aiming to persuade the recipient of the sender's suitability. Its purpose is to introduce the applicant, highlight their qualifications, skills, or experiences, and express interest in the opportunity while demonstrating professionalism and enthusiasm. The format follows a standard official letter structure, typically typed in a professional font (e.g., Times New Roman, 12-point) on letterhead or plain paper for printed versions, or formatted cleanly for emails.

The structure includes key elements: the sender's address at the top, followed by the date (e.g., September 14, 2025), then the recipient's address (name, title, organization, address). A formal

salutation (e.g., "Dear Hiring Manager") opens the letter. The body consists of three parts: an introductory paragraph stating the position or opportunity applied for and how the applicant learned about it (e.g., "I am writing to apply for the Software Engineer position advertised on your website"); a main section (1-2 paragraphs) detailing relevant qualifications, skills, experiences, or achievements that align with the opportunity, often referencing an attached resume; and a concluding paragraph reiterating interest, expressing gratitude, and including a call to action (e.g., requesting an interview or follow-up). The letter ends with a formal closing (e.g., Yours sincerely), the sender's signature (for printed letters), and typed name. If applicable, an enclosure note (e.g., Enclosure: Resume) is added. The tone remains professional, concise, and tailored to the recipient's needs, with proper grammar and no errors to ensure a positive impression.

Example of Application Letter

Q. Write an application letter for the post of English Teacher to The Principal, Bharati Vidyapeeth's English Medium School Vita.

Miss. Snehal Jadhav
123, Sai Colony, Shivaji Nagar
Vita, Maharashtra, 415311
Email - snehaljadhav@email.com
14th September, 2025

To,
The Principal
Bharati Vidyapeeth's English Medium School
Vita, Maharashtra, 415311

Subject: Application for the Post of English Teacher

Dear Sir/Madam,

I am writing to apply for the position of English Teacher at Bharati Vidyapeeth's English Medium School, Vita, as advertised in the local newspaper on September 10, 2025. With a Master's degree in English Literature and three years of teaching experience at the secondary level, I am eager to contribute to your esteemed institution's commitment to academic excellence and holistic student development.

During my tenure at Podar International School, Karad I successfully taught English to students in grades 8 to 10, developing engaging lesson plans that enhanced students' reading, writing, and critical thinking skills. I incorporated interactive methods, such as group discussions and creative writing workshops, which improved student participation by 30% and resulted in consistently high performance in board examinations. Additionally, I hold a B.Ed. degree with a specialization in English pedagogy, equipping me with the skills to create inclusive and effective learning environments tailored to diverse student needs. My attached resume provides further details on my qualifications and achievements.

I am deeply inspired by Bharati Vidyapeeth's reputation for fostering a nurturing and innovative educational environment. I am confident my passion for teaching, strong communication skills, and dedication to student success align with your institution's values. I would welcome the opportunity to discuss how my skills and experience can contribute to your academic team.

Thank you for considering my application.

Yours faithfully,

Miss Snehal Jadhav

Enclosure: Resume

Exercise

Q. 1 Write an application letter for the post of Mathematics Teacher to The Principal, St. Joseph's High School, Pune

Q 2 Write an application letter for the post of Librarian to The Principal, Modern Public School, Kolhapur

Q. 3 Write an application letter for the post of Clerk/Typist to The Manager, India Garments Ltd. Kolhapur

B. Letters related to appointment (Acceptance/Joining Report)

Letters related to appointments, specifically **Acceptance Letters** and **Joining Reports** are formal documents used in professional settings to confirm an individual's acceptance of a job offer or to report their official joining of an organization. These letters are critical in maintaining clear communication between the employee and employer, ensuring mutual understanding of the appointment terms and formalizing the start of employment. Below is a detailed explanation of their purpose, format,

structure and key considerations, presented in a comprehensive paragraph, followed by specific details for each type.

An **Acceptance Letter** is written by a candidate to formally accept a job offer extended by an employer, expressing gratitude, confirming the position, and acknowledging key terms such as salary, start date or conditions.

A **Joining Report** (or Joining Letter) is submitted by the employee on or after their first day of work to formally confirm their commencement of duties, often including details like the date of joining and any required documentation.

Both letters are formal, concise, and follow a standardized official letter format to maintain professionalism. They serve as legal and organizational records, ensuring clarity and avoiding misunderstandings. These letters are typically addressed to the employer's HR department or the authority issuing the offer, using a professional tone and avoiding casual language.

Acceptance Letter

Purpose

- To formally confirm acceptance of a job offer or appointment.
- To express gratitude and enthusiasm for the opportunity.
- To acknowledge and agree to the terms of employment (e.g., position, salary, start date).
- To serve as a written record of the candidate's commitment to join the organization.

Format

Medium: Typed on plain paper or personal letterhead for printed letters, or formatted cleanly for email submissions.

Font and Spacing: Professional font (e.g., Times New Roman, 12-point), single-spaced within paragraphs, double-spaced between sections.

Length: Concise, typically one page or 150-250 words.

Tone: Formal, polite, and enthusiastic, avoiding informal phrases or jargon.

Structure

1. **Sender's Address:** The candidate's full address (name, street, city, postal code, email, phone number) at the top left.

2. **Date:** The date the letter is written (e.g., September 14, 2025).
3. **Recipient's Address:** The employer's details, including name, title (e.g., HR Manager), organization, and address.

Example: The HR Manager, Bharati Vidyapeeth's English Medium School, Vita, Maharashtra, 415311.

4. **Salutation:** A formal greeting, such as Dear Sir/Madam if the name is unknown.
5. **Subject Line:** A brief statement of the letter's purpose.

Example: Acceptance of Job Offer for English Teacher Position.

6. **Body:**

Introduction: State the purpose, referencing the job offer and expressing gratitude.

Example: I am pleased to formally accept the offer for the position of English Teacher at Bharati Vidyapeeth's English Medium School, as outlined in your offer letter dated September 10, 2025.

Main Section: Confirm key details (position, start date, salary, or other terms) and express enthusiasm for the role.

Example: I am excited to join your esteemed institution on October 1, 2025, and agree to the terms outlined, including the annual salary of INR 4,50,000.

Conclusion: Reiterate gratitude, confirm readiness to comply with any pre-joining requirements (e.g., submitting documents), and provide contact information for further communication.

Example: Thank you for this opportunity. I will submit all required documents by September 20, 2025. Please contact me at 9876543210 for any further details.

7. **Formal Closing:** Use Yours sincerely (if the recipient's name is known) or Yours faithfully (if unknown), followed by a comma.
8. **Signature:** Handwritten signature (for printed letters) above the typed full name.
9. **Enclosures** (if applicable): Note any attached documents, such as signed offer letters or forms.

When writing an acceptance letter for a job offer, several key considerations ensure its effectiveness and professionalism. The letter should be sent promptly, ideally within 2-3 days of receiving the offer, to demonstrate eagerness and respect for the employer's timeline. Clarity is crucial, so confirm specific details from the offer letter, such as the job title, start date, and salary, to avoid any misunderstandings.

Maintaining a professional tone is essential, blending formality with enthusiasm while avoiding overly personal or casual language to uphold a polished image. Thorough proofreading is necessary to eliminate grammatical or spelling errors, reflecting attention to detail and professionalism. Finally, ensure compliance with any conditions outlined in the offer, such as background checks or document submission, addressing these explicitly to show readiness and adherence to requirements.

Sample Acceptance Letter

Miss Snehal Jadhav

123 Sai Colony, Vita, Maharashtra, 415311

Email - snehaljadhav@gmail.com

September 14, 2025

To,

The Principal,

Bharati Vidyapeeth's English Medium School Vita,
Maharashtra, 415311

Subject: Acceptance of Job Offer for English Teacher Position

Dear Sir/Madam,

I am delighted to formally accept the offer for the position of English Teacher at Bharati Vidyapeeth's English Medium School, as outlined in your offer letter dated September 10, 2025. I am grateful for this opportunity and excited to contribute to your institution's academic excellence.

As per the offer, I confirm my acceptance of the position with a start date of October 1, 2025, and an annual salary of INR 4,50,000. I am committed to fulfilling all pre-joining requirements, including submitting the necessary documents by September 20, 2025. I look forward to joining your esteemed team and supporting the school's mission.

Please feel free to contact me at snehaljadhav@gmail.com or 9876543210 for any further information.

Thank you once again for this opportunity.

Yours sincerely,

Miss Snehal Jadhav

Enclosure: Signed Offer Letter

Joining Report

Purpose

- To formally confirm the employee's commencement of duties on the agreed start date.
- To serve as an official record for the employer's HR department.
- To report compliance with onboarding requirements (e.g., document submission).
- To express readiness to assume responsibilities and contribute to the organization.

Format

Medium: Typically submitted in print on the first day of work or via email if requested by the employer.

Font and Spacing: Professional font (e.g., Arial, 12-point), single-spaced within paragraphs, double-spaced between sections.

Length: Very concise, usually 100-150 words.

Tone: Formal, straightforward, and professional.

Structure

1. **Sender's Address:** The employee's address, including name, contact details, and sometimes employee ID (if assigned).
2. **Date:** The date of joining or the date the letter is written (e.g., October 1, 2025).
3. **Recipient's Address:** The employer's details, typically the HR Manager or reporting authority.
4. **Salutation:** Formal greeting, such as Dear Sir/Madam.
5. **Subject Line:** Clearly states the purpose.

Example: Joining Report for the Post of English Teacher.

6. **Body:**

Introduction: State the purpose, confirming the date of joining and the position.

Example: I am pleased to report that I have joined Bharati Vidyapeeth's English Medium School as an English Teacher on October 1, 2025.

Main Section: Mention completion of onboarding formalities (e.g., document submission) and express readiness to begin duties.

Example: I have submitted all required documents, including my educational certificates and ID proofs, to the HR department. I am eager to commence my responsibilities.

Conclusion: Offer cooperation and provide contact details for further communication.

Example: Please let me know if any additional information is required. I look forward to contributing to the school's success.

7. **Formal Closing:** Use "Yours sincerely" or "Yours faithfully."
8. **Signature:** Handwritten signature (for printed letters) above the typed name.
9. **Enclosures** (if applicable): List any documents submitted with the letter.

When preparing a joining report, several key considerations ensure its effectiveness and professionalism. The report should be submitted on the first day of work or as per the employer's instructions to confirm timely commencement of duties. Accuracy is vital, so clearly mention the exact joining date and position as outlined in the offer letter to avoid discrepancies. Documentation is also important; confirm the submission of required documents, such as educational certificates or ID proofs, if applicable, to demonstrate compliance with onboarding requirements. Brevity is essential; keep the letter concise, focusing only on essential details to maintain clarity and efficiency. Finally, maintain a professional tone, using formal language and thoroughly proofreading to ensure the letter is error-free, reflecting a polished and professional image.

Sample Joining Report

Miss Snehal Jadhav
123 Sai Colony, Vita, Maharashtra, 415311
Email - snehaljadhav@gmail.com
September 14, 2025

To,
The Principal,
Bharati Vidyapeeth's English Medium School Vita,
Maharashtra, 415311

Subject: Joining Report for the Post of English Teacher

Dear Sir/Madam,

I am pleased to inform you that I have officially joined Bharati Vidyapeeth's English Medium School as an English Teacher on October 1, 2025, as per the offer letter dated September 10, 2025.

I have completed all onboarding formalities, including the submission of my educational certificates, ID proofs, and other required documents to the HR department. I am eager to begin my responsibilities and contribute to the school's academic mission.

Please feel free to contact me at snehaljadhav@gmail.com or 9876543210 for any further information or requirements.

Thank you for this opportunity.

Yours sincerely,

Miss Snehal Jadhav

Enclosures: Educational Certificates, ID Proof

Differences between Acceptance Letter and Joining Report

Timing: An Acceptance Letter is sent before joining, typically within days of receiving the offer, while a Joining Report is submitted on or after the first day of work.

Purpose: The Acceptance Letter confirms intent to join and agreement to terms, while the Joining Report confirms the actual start of employment and completion of onboarding.

Content: The Acceptance Letter focuses on enthusiasm and agreement to terms (e.g., salary, start date), while the Joining Report emphasizes the joining date and compliance with formalities.

Length: Acceptance Letters are slightly longer, detailing enthusiasm and terms, while Joining Reports are shorter, focusing on confirmation of joining.

Exercise

Q. 1 Write an acceptance letter for the post of Accounts Assistant to The HR Manager, Sunrise Enterprises, Mumbai

Q. 2 Write a joining report for the post of Marketing Executive to The HR Manager, Global Innovations Ltd., Bengaluru

Q. 3 Write an acceptance letter for the position of Research Intern to The Research Coordinator, National Institute of Technology, Hyderabad

Q. 4 Write a joining report for the post of Primary School Teacher to The Principal, Little Stars Public School, Chennai

Q. 5 Write an acceptance letter for the post of Customer Service Representative to The HR Manager, BlueWave Solutions, Delhi

C. Office Communication (Leave of Absence, Transfer, Permission, Requests)

Office communication, particularly for purposes such as requesting a leave of absence, transfer, permission, or other requests, is a critical aspect of professional correspondence that ensures smooth operations and maintains workplace professionalism. These communications are typically formal, adhering to organizational protocols, and are directed to supervisors, HR departments, or relevant authorities. They serve to clearly articulate the employee's needs whether seeking time off for personal or medical reasons, requesting a transfer to another department or location, seeking permission for specific actions, or submitting other workplace-related requests while demonstrating respect for organizational policies and procedures. Such communications require a structured format, a professional tone, and precise details to ensure clarity, facilitate timely approvals, and maintain positive working relationships, all while adhering to the organization's guidelines and fostering effective internal coordination.

a) Leave of Absence letter

A **Leave of Absence letter** is a formal document used in office communication to request time off from work for various reasons, such as personal matters, medical issues, family emergencies, or professional development. This letter ensures that the request is documented, adheres to organizational policies, and facilitates smooth coordination within the workplace. Below is a detailed explanation of the purpose, format, structure, key considerations and a sample example of a Leave of Absence letter, ensuring clarity, professionalism, and compliance with workplace protocols.

Purpose of a Leave of Absence Letter

Formal Request: To formally request time away from work, specifying the duration and reason for the leave.

Compliance with Policy: To align with the organization's leave policies, ensuring the request is processed correctly.

Documentation: To provide a written record for HR or management, aiding in tracking leave balances and approvals.

Work Coordination: To allow the employer to plan for the employee's absence, ensuring minimal disruption to operations.

Professional Communication: To maintain a respectful and professional tone, fostering positive workplace relationships.

Types of Leave of Absence

Medical Leave: For personal health issues or medical procedures, often supported by a doctor's note.

Personal Leave: For personal reasons, such as family events, travel, or personal commitments.

Maternity/Paternity Leave: For childbirth or adoption, typically governed by specific organizational or legal policies.

Bereavement Leave: For attending to the loss of a family member or close relative.

Study/Educational Leave: For pursuing professional development or academic courses.

Emergency Leave: For unforeseen circumstances, such as family emergencies or urgent personal matters.

Format

Medium: Typed on plain paper or company letterhead for printed submissions, or formatted for email if permitted by the organization.

Font and Spacing: Professional font (e.g., Times New Roman or Arial, 12-point), single-spaced within paragraphs, double-spaced between sections.

Length: Concise, typically 150-250 words, focusing on essential details.

Tone: Formal, polite, and respectful, avoiding casual or overly personal language.

Structure

1. **Sender's Address:** The employee's full address (name, designation, department, contact details, and employee ID if applicable).
2. **Date:** The date the letter is written (e.g., September 14, 2025).

3. **Recipient's Address:** The supervisor, HR manager, or relevant authority's details, including name, title, organization, and address.
4. **Salutation:** A formal greeting, such as Dear Sir/Madam if the name is unknown.
5. **Subject Line:** A clear statement of the letter's purpose.

Example: Request for Medical Leave from October 5 to October 10, 2025.

6. **Body:**

Introduction: State the purpose of the letter, specifying the type of leave and dates.

Example: I am writing to request a medical leave of absence from October 5 to October 10, 2025, due to a scheduled medical procedure.

Main Section: Provide a brief reason for the leave (without excessive personal details), mention compliance with company policy, and outline arrangements for work continuity (e.g., delegating tasks or completing work in advance).

Example: As per the school's leave policy, I have attached a medical certificate. I will ensure all lesson plans are prepared and shared with the substitute teacher.

Conclusion: Express gratitude, request approval, and provide contact details for follow-up.

Example: Thank you for considering my request. Please contact me at [snehaljadhav@email.com](mailto: snehaljadhav@email.com) for any clarification.

7. **Formal Closing:** Use "Yours sincerely" (if the recipient's name is known) or "Yours faithfully" (if unknown), followed by a comma.
8. **Signature:** Handwritten signature (for printed letters) above the typed name, or typed name for emails.
9. **Enclosures:** List any attached documents, such as medical certificates or forms.

When drafting a Leave of Absence letter, several key considerations ensure its professionalism and effectiveness. Timeliness is critical submit the letter 1-2 weeks in advance for planned leaves or as soon as possible for emergencies to allow sufficient time for approval and planning. Clarity is essential, so specify the exact dates, type of leave (e.g., medical, personal), and a brief reason to avoid ambiguity. Demonstrate compliance by referencing the organization's leave policy, such as the number of allowed leave days or required documentation, to show adherence to protocols. Address work continuity by outlining how responsibilities will be managed, such as delegating tasks or providing handover notes,

to minimize disruption. Maintain a professional tone, keeping the letter formal, concise, and free of unnecessary personal details unless relevant (e.g., for medical leave). Include required supporting documents, like medical certificates, as per company policy. Thorough proofreading is necessary to eliminate grammatical or spelling errors, reflecting professionalism. Finally, use the organization's preferred delivery method, such as email, HR portal, or hard copy, to ensure proper submission.

Sample Letter of Leave of Absence

Mr. Prashant Patil
English Teacher, Department of Languages
Employee ID: T456
456 Lotus Lane, Vita, Maharashtra, 415311
Email - prashantpatil@gmail.com

September 14, 2025

To,
The Principal
Bharati Vidyapeeth's English Medium School
Vita, Maharashtra, 415311

Subject: Request for Medical Leave from October 10 to October 15, 2025

Dear Sir/Madam,

I am writing to request a medical leave of absence from October 10 to October 15, 2025, due to a scheduled medical procedure. As per the school's leave policy, I have attached a medical certificate from my doctor for your reference.

To ensure minimal disruption, I have prepared detailed lesson plans for the specified period and will coordinate with the substitute teacher to facilitate a smooth transition. All pending assignments will be graded and submitted prior to my leave. I am committed to resuming my duties on October 16, 2025, in full capacity.

Thank you for considering my request. Please contact me at prashantpatil@gmail.com or 9123456789 for any clarification or additional information. I look forward to your approval.

Yours sincerely,
Mr. Prashant Patil

Enclosure: Medical Certificate

b) Transfer Letter

A **Transfer Letter** in office communication is a formal document used by an employee to request a transfer to a different department, location, or role within the same organization, or by an employer to notify an employee of an approved transfer. It serves as a professional means to communicate the intent or confirmation of a change in work assignment while adhering to organizational protocols. Below is a detailed explanation of the purpose, format, structure, key considerations, and a sample example of a Transfer Letter, ensuring clarity, professionalism, and compliance with workplace policies.

Purpose of a Transfer Letter

Request a Transfer: For employees to formally request a move to a different department, branch, or role, citing reasons such as career growth, personal circumstances, or skill alignment.

Confirm a Transfer: For employers to officially notify an employee of an approved transfer, detailing the new role, location, or department and any associated changes (e.g., reporting structure).

Documentation: To provide a written record for HR and management, ensuring transparency and tracking of personnel changes.

Facilitate Coordination: To allow the organization to plan for the employee's transition, such as reassigning duties or adjusting team structures.

Professional Communication: To maintain a formal and respectful tone, fostering positive workplace relationships and demonstrating adherence to organizational policies.

Types of Transfer Letters

Employee-Initiated Transfer Request: Written by an employee seeking a transfer due to personal reasons (e.g., relocation, family needs), professional growth (e.g., new role or department), or skill alignment.

Employer-Initiated Transfer Notification: Issued by the organization to inform an employee of a transfer decision, often due to organizational needs, restructuring, or performance considerations.

Internal Transfer: Within the same organization, such as moving from one department or branch to another.

External Transfer: To a different location or branch of the organization, often involving a change in workplace or city.

Format

Medium: Typed on plain paper or company letterhead for printed submissions, or formatted for email if permitted by the organization.

Font and Spacing: Professional font (e.g., Times New Roman or Arial, 12-point), single-spaced within paragraphs, double-spaced between sections.

Length: Concise, typically 150-250 words, focusing on essential details.

Tone: Formal, polite, and professional, avoiding casual or overly personal language.

Structure

1. **Sender's Address:** The employee's details, including name, designation, department, employee ID (if applicable), and contact information.
2. **Date:** The date the letter is written (e.g., September 14, 2025).
3. **Recipient's Address:** The supervisor, HR manager, or relevant authority's details, including name, title, organization, and address.
4. **Salutation:** A formal greeting, such as Dear Sir/Madam if the name is unknown.
5. **Subject Line:** A clear statement of the letter's purpose.

Example: Request for Transfer to the Pune Branch.

6. **Body:**

Introduction: State the purpose of the letter, specifying the transfer request and desired department, role, or location.

Example: I am writing to request a transfer from the Vita branch to the Pune branch of Bharati Vidyapeeth's English Medium School.

Main Section: Provide a brief reason for the transfer (e.g., career growth, personal circumstances, or alignment with skills), highlight relevant qualifications or contributions, and mention compliance with the organization's transfer policy.

Example: Due to my family's relocation to Pune, I believe this transfer will allow me to continue contributing effectively as an English Teacher while aligning with my personal circumstances.

Conclusion: Express gratitude, request approval, and offer to discuss further or provide additional information.

Example: Thank you for considering my request. I am happy to discuss this further and can be reached at priyapatel@email.com.

7. **Formal Closing:** Use Yours sincerely (if the recipient's name is known) or Yours faithfully (if unknown), followed by a comma.
8. **Signature:** Handwritten signature (for printed letters) above the typed name, or typed name for emails.
9. **Enclosures:** List any attached documents, such as a transfer application form or supporting documents, if required by the organization.

Sample Transfer Letter

Mrs. Priya Patel
English Teacher, Department of Languages
Employee ID: T456
456 Lotus Lane, Vita, Maharashtra, 415311
priyapatel@gmail.com

September 14, 2025

To,
The Principal
Bharati Vidyapeeth's English Medium School
Vita, Maharashtra, 415311

Subject: Request for Transfer to the Pune Branch

Dear Sir/Madam,

I am writing to respectfully request a transfer from the Vita branch to the Pune branch of Bharati Vidyapeeth's English Medium School, effective November 1, 2025, due to my family's relocation to Pune.

Having served as an English Teacher for three years at the Vita branch, I have developed engaging lesson plans and contributed to a 20% improvement in student performance in board examinations. I believe my skills and experience will allow me to continue delivering high-quality

education at the Pune branch. As per the school's transfer policy, I have completed the required tenure and attached the necessary transfer application form. To ensure a smooth transition, I will complete all pending tasks and provide detailed handover notes to my successor.

Thank you for considering my request.

Yours sincerely,
Mrs. Priya Patel

Enclosure: Transfer Application Form

c) Permission Letter

A **Permission Letter** in office communication is a formal document used by an employee to request approval from a supervisor, HR department, or relevant authority for specific actions, such as attending an external event, taking time off during work hours, using organizational resources, or participating in activities outside regular duties. It ensures that the request aligns with organizational policies and facilitates coordination within the workplace. Below is a detailed explanation of the purpose, format, structure, key considerations, and a sample example of a Permission Letter, ensuring clarity, professionalism, and compliance with workplace protocols.

Purpose of a Permission Letter

Formal Request: To seek official approval for an action or activity that requires authorization, such as attending a workshop, leaving early, or using company facilities.

Compliance with Policy: To demonstrate adherence to organizational rules and procedures, ensuring the request is processed appropriately.

Documentation: To provide a written record for HR or management, maintaining transparency and accountability.

Workplace Coordination: To allow the organization to plan for any impact on operations, such as covering duties during the employee's absence.

Professional Communication: To maintain a respectful and formal tone, fostering positive workplace relationships.

Types of Permission Letters

Permission for Time off during Work Hours: To leave early, arrive late, or take a short absence for personal or professional reasons (e.g., attending a medical appointment or a seminar).

Permission to Attend External Events: To participate in workshops, conferences, or training sessions outside the organization.

Permission to Use Resources: To access company facilities, equipment, or spaces (e.g., meeting rooms, projectors) for work-related or approved personal purposes.

Permission for Additional Responsibilities: To take on tasks outside regular duties, such as representing the organization at an event.

Permission for Personal Activities: To engage in activities during work hours, such as volunteering or attending a family event, with minimal disruption.

Structure

1. **Sender's Address:** The employee's details, including name, designation, department, employee ID (if applicable), and contact information.
2. **Date:** The date the letter is written (e.g., September 14, 2025).
3. **Recipient's Address:** The supervisor, HR manager, or relevant authority's details, including name, title, organization, and address.
4. **Salutation:** A formal greeting, such as Dear Sir/Madam if the name is unknown.
5. **Subject Line:** A clear statement of the letter's purpose.

Example: Request for Permission to Attend a Teaching Workshop on October 5, 2025.

6. **Body:**

Introduction: State the purpose of the letter, specifying the action or activity for which permission is sought and relevant details (e.g., date, time, event).

Example: I am writing to request permission to attend a teaching workshop on October 5, 2025, organized by the National Education Council in Pune.

Main Section: Provide a brief reason for the request, its relevance to work (if applicable), and how responsibilities will be managed during the absence or activity. Mention compliance with organizational policies.

Example: The workshop will enhance my teaching skills, benefiting our students. I will ensure all lesson plans are prepared in advance and coordinate with a colleague to cover my classes.”

Conclusion: Express gratitude, request approval, and provide contact details for follow-up.

Example: Thank you for considering my request. Please contact me at priyapatel@email.com for any clarification.

7. **Formal Closing:** Use Yours sincerely (if the recipient's name is known) or Yours faithfully (if unknown), followed by a comma.
8. **Signature:** Handwritten signature (for printed letters) above the typed name, or typed name for emails.
9. **Enclosures:** List any attached documents, such as event details or forms, if required by the organization.

Important points to remember

Timeliness: Submit the letter well in advance (e.g., 1-2 weeks for planned activities, or as soon as possible for urgent requests) to allow for approval and planning.

Clarity: Specify the exact details of the request, such as the date, time, duration, and purpose, to avoid ambiguity.

Compliance: Reference the organization's policies (e.g., approval process for external events or resource use) to demonstrate adherence.

Work Continuity: Address how duties will be managed during any absence (e.g., arranging a substitute, completing tasks in advance) to minimize disruption.

Professional Tone: Maintain formality and brevity, avoiding unnecessary personal details unless relevant to the request.

Documentation: Include any required supporting documents, such as event invitations or registration forms, as per company policy.

Proofreading: Ensure no grammatical or spelling errors to reflect professionalism.

Delivery Method: Follow the organization's preferred submission method (e.g., email, HR portal, or hard copy).

- **Follow-Up:** Check with the recipient if no response is received within the expected timeframe.

Sample Permission Letter

Priya Patel

English Teacher, Department of Languages

Employee ID: T456

456 Lotus Lane, Vita, Maharashtra, 415311
priyapatel@email.com

To,
The Principal
Bharati Vidyapeeth's English Medium School
Vita, Maharashtra, 415311

Subject: Request for Permission to Attend a Teaching Workshop on October 5, 2025

Dear Sir/Madam,

I am writing to request permission to attend a one-day teaching workshop on October 5, 2025, organized by the National Education Council in Pune, from 9:00 AM to 5:00 PM. The workshop focuses on innovative teaching methodologies, which will enhance my ability to deliver engaging lessons to our students.

As per the school's policy on professional development, I have attached the workshop registration form and agenda for your reference. To ensure minimal disruption, I will prepare detailed lesson plans in advance and coordinate with a colleague to cover my classes during my absence. All pending tasks will be completed before October 5, 2025.

Thank you for considering my request.

Yours sincerely,
Priya Patel

Enclosure: Workshop Registration Form

d) Requests Letter

A **Request Letter** in office communication is a formal document used by an employee to seek approval, resources, support, or specific actions from a supervisor, HR department, or relevant authority within an organization. Unlike permission letters, which often focus on time away or resource use, request letters cover a broader range of needs, such as funding for a project, additional staff, training opportunities, policy changes, or other workplace-related support. These letters ensure clarity, align with organizational protocols, and maintain professionalism. Below is a detailed explanation of the purpose, format, structure, key considerations, and a sample example of a Request Letter, ensuring clarity, compliance, and a professional tone.

Purpose of a Request Letter

Formal Request: To formally ask for approval, resources, or actions, such as funding, equipment, training, or policy adjustments, that require management's authorization.

Compliance with Policy: To demonstrate adherence to organizational procedures, ensuring the request is processed correctly.

Documentation: To provide a written record for HR or management, maintaining transparency and accountability.

Workplace Coordination: To facilitate planning and decision-making by clearly outlining the request's purpose and impact.

Professional Communication: To maintain a respectful and formal tone, fostering positive workplace relationships and demonstrating professionalism.

Types of Request Letters

Resource Request: For equipment, budget, or additional staff to support a project or department (e.g., requesting laptops for a new team).

Training Request: To seek approval for professional development, such as workshops, courses, or certifications.

Policy Change Request: To propose adjustments to workplace policies, such as flexible hours or remote work arrangements.

Support Request: For assistance, such as additional manpower or collaboration from another department.

Event or Initiative Request: To organize or participate in events, such as team-building activities or community outreach programs.

Leave-Related Requests: For special leaves not covered by standard policies, such as extended personal leave or sabbaticals.

Structure

1. **Sender's Address:** The employee's details, including name, designation, department, employee ID (if applicable), and contact information.
2. **Date:** The date the letter is written (e.g., September 14, 2025).

3. **Recipient's Address:** The supervisor, HR manager, or relevant authority's details, including name, title, organization, and address.
4. **Salutation:** A formal greeting, such as Dear Sir/Madam if the name is unknown.
5. **Subject Line:** A clear statement of the letter's purpose.

Example: Request for Funding to Attend a Professional Development Workshop.

6. **Body:**

Introduction: State the purpose of the letter, specifying the request and its context.

Example: I am writing to request funding to attend a professional development workshop on innovative teaching methods, scheduled for October 10, 2025, in Mumbai.

Main Section: Provide a brief rationale for the request, its relevance to work, expected benefits to the organization, and compliance with company policies. Mention any arrangements to minimize disruption.

Example: The workshop will enhance my teaching skills, benefiting our students' learning outcomes. The estimated cost is INR 15,000, and I have attached a detailed budget as per school policy.

Conclusion: Express gratitude, request approval, and provide contact details for follow-up.

Example: "Thank you for considering my request.

7. **Formal Closing:** Use Yours sincerely (if the recipient's name is known) or Yours faithfully (if unknown), followed by a comma.
8. **Signature:** Handwritten signature (for printed letters) above the typed name, or typed name for emails.
9. **Enclosures:** List any attached documents, such as budgets, forms, or event details, if required by the organization.

When drafting a Request Letter for office communication, several key considerations ensure its effectiveness and professionalism. Submit the letter well in advance 4 weeks for planned requests or as soon as possible for urgent ones—to allow sufficient time for approval and planning. Ensure clarity by specifying the exact nature of the request, such as the funding amount, resource type, or event details, along with its purpose to avoid ambiguity. Demonstrate compliance by referencing the organization's policies, such as budget approval or training guidelines, to show adherence to protocols. Highlight the organizational benefit, emphasizing how the request enhances productivity, skills, or team performance.

Address work continuity by outlining how responsibilities will be managed during any absence or resource allocation, such as delegating tasks or adjusting schedules. Maintain a professional tone, keeping the letter formal, concise, and free of unnecessary personal details. Include required documentation, such as budgets or forms, as per company policy. Proofread thoroughly to eliminate grammatical or spelling errors, reflecting professionalism. Use the organization's preferred delivery method, such as email or HR portal, and follow up if no response is received within the expected timeframe.

Sample Request Letter

Priya Patel
English Teacher, Department of Languages
Employee ID: T456
456 Lotus Lane, Vita, Maharashtra, 415311
priyapatel@email.com

September 14, 2025

To,
The Principal
Bharati Vidyapeeth's English Medium School
Vita, Maharashtra, 415311

Subject: Request for Funding to Attend a Professional Development Workshop

Dear Sir/Madam,

I am writing to request funding to attend a professional development workshop on innovative teaching methods, organized by the National Education Council in Mumbai on October 10, 2025. The workshop aims to enhance teaching strategies, which will directly benefit our students by improving classroom engagement and learning outcomes.

The total cost of the workshop, including registration and travel, is estimated at INR 15,000, and I have attached a detailed budget and registration form as per the school's professional development policy. To ensure minimal disruption, I will prepare lesson plans in advance and coordinate with a colleague to cover my classes on the specified date. Upon completion, I will share key insights with the faculty to enhance our teaching practices.

Thank you for considering my request. I look forward to your approval.

Yours sincerely,
Priya Patel

Enclosures: Workshop Budget, Registration Form

D. Resignation Letter / Complaint Letter

I) Resignation Letter

A **Resignation Letter** in office communication is a formal document submitted by an employee to notify their employer of their decision to leave their position, typically providing notice as per organizational policies or employment contracts. It serves as a professional and courteous way to communicate the intent to resign, ensuring a smooth transition and maintaining positive workplace relationships. Below is a detailed explanation of the purpose, format, structure, key considerations, and a sample example of a Resignation Letter, ensuring clarity, professionalism, and compliance with workplace protocols.

Purpose of a Resignation Letter

Formal Notification: To officially inform the employer of the employee's decision to resign from their position.

Compliance with Policy: To adhere to the organization's notice period requirements (e.g., 2 weeks, 1 month) as outlined in the employment contract or company policy.

Documentation: To provide a written record of the resignation for HR and management, ensuring clarity and transparency.

Facilitate Transition: To allow the employer to plan for the employee's departure, such as reassigning duties or recruiting a replacement.

Professional Closure: To express gratitude, maintain professionalism, and preserve positive relations for future references or networking.

Types of Resignation Letters

Standard Resignation: For employees leaving voluntarily due to personal reasons, career changes, or new opportunities.

Short-Notice Resignation: For situations requiring immediate departure (e.g., emergencies, health issues), though still formal and respectful.

Retirement Resignation: For employees retiring from their role, often with a longer notice period and reflections on their tenure.

Conditional Resignation: For cases where resignation is contingent on specific circumstances (e.g., unresolved workplace issues), though rare and requiring careful wording.

Structure

1. **Sender's Address:**
2. **Date:**
3. **Recipient's Address:**
4. **Salutation:** A **Subject Line:** A clear statement of the letter's purpose.
5. **Body:**
6. **Formal Closing:**.
7. **Signature:**
8. **Enclosures:**

When drafting a Resignation Letter, several key considerations ensure its professionalism and effectiveness. Submit the letter in accordance with the organization's notice period, typically 2 weeks or 1 month as per the employment contract or policy, to facilitate a smooth transition. Ensure clarity by specifying the position and the effective resignation date to avoid ambiguity. Adhere to the organization's resignation policy, including notice periods and exit procedures like returning company property or attending exit interviews. Maintain a positive and professional tone, avoiding negative remarks about the organization, colleagues, or work environment, even if resigning due to dissatisfaction. Offer transition support, such as training a replacement or providing handover notes, to demonstrate goodwill. Thoroughly proofread to eliminate grammatical or spelling errors, reflecting professionalism. Use the organization's preferred delivery method, such as email, HR portal, or hard copy, and follow up if no acknowledgment is received within a reasonable timeframe. While providing a reason for resignation is optional, if included, keep it brief, neutral, and professional, such as pursuing new opportunities, and address required exit formalities to ensure a smooth departure.

Sample Resignation Letter

Priya Patel
English Teacher, Department of Languages
Employee ID: T456
456 Lotus Lane, Vita, Maharashtra, 415311
priyapatel@email.com
September 14, 2025

To,
The Principal
Bharati Vidyapeeth's English Medium School
Vita, Maharashtra, 415311

Subject: Resignation from the Post of English Teacher

Dear Sir/Madam,

I am writing to formally resign from my position as English Teacher at Bharati Vidyapeeth's English Medium School, effective October 14, 2025, in accordance with the one-month notice period outlined in my employment contract.

After careful consideration, I have decided to pursue a new career opportunity that aligns with my professional goals. I am deeply grateful for the support, professional growth, and opportunities to contribute to the school's academic mission over the past three years. To ensure a smooth transition, I will prepare detailed lesson plans and handover notes for my successor and am available to assist with training or other exit formalities.

Thank you for the invaluable experience and support.

Yours sincerely,
Priya Patel

Enclosure: Resignation Form

II) Complaint Letter

A **Complaint Letter** in office communication is a formal document used by an employee to address a workplace issue, grievance, or dissatisfaction to a supervisor, HR department, or relevant authority. It aims to seek resolution or corrective action while maintaining professionalism and adhering

to organizational protocols. Below is a detailed explanation of the purpose, format, structure, key considerations, and a sample example of a Complaint Letter, ensuring clarity, professionalism, and compliance with workplace policies.

Purpose of a Complaint Letter

Raise a Concern: To formally report a workplace issue, such as unfair treatment, policy violations, equipment issues, or interpersonal conflicts, to the appropriate authority.

Seek Resolution: To request specific corrective actions, such as policy enforcement, repairs, or mediation, to address the issue.

Documentation: To provide a written record of the grievance for HR or management, ensuring transparency and accountability.

Professional Communication: To maintain a respectful and formal tone, fostering constructive dialogue and preserving workplace relationships.

Compliance: To align with the organization's grievance or complaint procedures, ensuring the issue is handled appropriately.

Types of Complaint Letters

Workplace Environment Complaints: Addressing issues like unsafe working conditions, inadequate facilities, or malfunctioning equipment.

Policy or Procedure Complaints: Highlighting violations of organizational policies, such as unfair scheduling or leave denials.

Interpersonal Complaints: Reporting conflicts with colleagues, supervisors, or subordinates, such as harassment or unprofessional behavior.

Performance or Workload Complaints: Addressing concerns about excessive workload, lack of support, or unfair performance evaluations.

Resource or Support Complaints: Raising issues about insufficient resources, such as outdated technology or lack of training.

Structure

1. **Sender's Address:**

2. **Date:**
3. **Recipient's Address:**
4. **Salutation:**
5. **Subject Line:**
6. **Body:**
 - Introduction: Main Section: Conclusion:**
7. **Formal Closing:**
8. **Signature:**
9. **Enclosures:**

When drafting a Complaint Letter in office communication, several key considerations ensure its effectiveness and professionalism. Submit the letter promptly after the issue arises or after unsuccessful informal resolution attempts to facilitate timely action. Ensure clarity by providing specific details, such as dates, locations, and incidents, to clearly describe the issue and its impact, avoiding vague or ambiguous statements. Adhere to the organization's grievance or complaint policy by addressing the letter to the designated authority and including any required forms. Maintain an objective and polite tone, avoiding emotional, accusatory, or confrontational language to foster constructive dialogue. Support the complaint with relevant facts or documentation, such as emails or reports, while refraining from personal attacks. Be solution-oriented by suggesting a reasonable resolution, such as repairs or mediation, to encourage positive outcomes. For sensitive issues like harassment, share only necessary details and direct the letter to the appropriate authority, such as HR, while requesting confidentiality if needed. Thoroughly proofread to eliminate grammatical or spelling errors, ensuring professionalism and credibility. Use the organization's preferred delivery method, such as email, HR portal, or hard copy, and follow up if no response is received within 3-5 business days.

Sample Complaint Letter

Priya Patel
English Teacher, Department of Languages
Employee ID: T456
456 Lotus Lane, Vita, Maharashtra, 415311
priyapatel@email.com
September 14, 2025

To,
The Principal
Bharati Vidyapeeth's English Medium School
Vita, Maharashtra, 415311

Subject: Complaint Regarding Inadequate Classroom Resources

Dear Sir/Madam,

I am writing to formally raise a concern regarding the inadequate classroom resources in the Department of Languages, specifically the non-functional projectors in Classroom 3A, which have been affecting teaching efficiency since August 2025.

The lack of operational projectors has hindered my ability to deliver interactive lessons, impacting student engagement and learning outcomes. I reported this issue to the maintenance team on August 10 and August 20, 2025, but no repairs have been completed. As per the school's policy on resource maintenance, I respectfully request that the projectors be repaired or replaced by October 1, 2025, to ensure effective teaching. I have attached copies of my maintenance request forms for your reference.

Thank you for addressing this concern promptly. I look forward to a resolution.

Yours sincerely,
Priya Patel

Enclosures: Maintenance Request Forms

Practice Questions

- Q1. Write an application letter for the post of Library Assistant to The Librarian, Sangli Nagar Vachnalya, Sangli
- Q2. Write an acceptance letter for the post of Salesmen to The HR Manager, TechVision Solutions, Kolhapur
- Q3. Write a joining report for the post of Accounts Officer to The HR Manager, Apex Industries, Satara.
- Q4. Write a permission letter to attend a conference to The Principal, Sunrise International School, Kadegaon.
- Q5. Write a resignation letter for the post of Marketing Coordinator to The HR Manager, BlueWave Enterprises, Karad.

Sample Question Paper

B. A. II Semester – III - Ability Enhancement Course (AEC 03)

Course Name: English for Communication

Total Marks: 40

Time: 2 Hours

Q.1. Choose the correct option from the given alternatives.

10

1. Which of the following is NOT typically included in a standard resume?
 - a) Personal hobbies unrelated to the job
 - b) Educational qualifications
 - c) Work experience
 - d) Contact information
2. During interview preparation, what is the primary purpose of researching the company?
 - a) To memorize the CEO's name
 - b) To demonstrate genuine interest and shape responses
 - c) To decide on salary expectations only
 - d) To prepare casual small talk
3. In facing an interview, which body language signal is most likely to convey confidence?
 - a) Slouching in the chair
 - b) Maintaining eye contact
 - c) Crossing arms tightly
 - d) Fidgeting with hands
4. A letter of application is primarily used for -----
 - a) Requesting a transfer within the company
 - b) Applying for a job vacancy
 - c) Complaining about a product
 - d) accepting a job offer
5. Which element is essential in a joining report letter?
 - a) Detailing reasons for resignation
 - b) Confirming the start date and acceptance of terms
 - c) Requesting leave immediately
 - d) Complaining about office facilities
6. In office communication, a leave of absence letter should include -----
 - a) Only the employee's signature
 - b) Reasons for leave, duration and contact details
 - c) A detailed resume
 - d) Salary negotiation points
7. What is the main goal of a resignation letter?
 - a) To request a promotion
 - b) To formally notify the employer of intent to leave
 - c) To apply for a new position internally
 - d) To complain about colleagues
8. When writing a resume, the section for skills should -----
 - a) List generic traits like hardworking without examples
 - b) Be tailored to the job description with relevant abilities

- c) Include only academic achievements d) Be placed at the end after references
- 9. A complaint letter in official communication should -----
 - a) Use emotional language to express frustration
 - b) State facts clearly, suggest solutions, and remain professional
 - c) Include unrelated personal details d) Demand immediate resignation of staff
- 10. In a permission request letter for office communication, it is important to -----
 - a) Avoid specifying the reason
 - b) Clearly state the purpose, duration, and any supporting details
 - c) Include a full resume attachment d) Use informal slang for friendliness

Q.2 Answer any one of the following.

10

- a) Explain the key components of an effective resume. Provide a sample structure for a fresher's resume applying for a Marketing position.
- b) Write an imaginary interview for the post of English Teacher in School?

Q.3. Answer any one of the following (10 Marks)

- a) Write an application letter for the post of Assistant Manager to The Secretary, Bharati Co-operative Bank Ltd. Pune.
- b) Write a letter of request to The Manager, Quality Powers Ltd. Kolapur for transfer from Kolhapur to Sangli Unit.

Q.4. Write any two short notes of the following

10

- a) Basic Preparation for Interview.
- b) Do's and Don'ts for Interview.
- c) Structure of Complaint Letter.
- d) Significance of Official Letter writing
