

## 2.6 IMPERSONAL PASSIVE

### Active voice

When the verb shows that the person or thing does something

Example

✚ He wrote a letter

### Passive voice

When the verb shows that something is done to the person or thing

Example

✚ A letter was written by him

*When the active voice is changed into passive, the object of the sentence is changed into subject of the passive voice*

### Change of pronouns

Active voice	Passive voice
I	Me
We	Us
You	You
He	Him
She	Her
It	It

## **SIMPLE PRESENT**

S+am/is/are+p.p. V+by+o

+ He(s)/eats(v) /a mango(o)

A mango is eaten by him

*Other examples:*

+ He calls me

I am called by him

+ They eat mangoes

Mangoes are eaten by him

## **PRESENT CONTINUOUS**

S+am/is/are+being +ppv+by+o

Example

+ He is eating a mango

A mango is being eaten by him

+ They are eating mangoes

Mangoes are being eaten by them

## **PRESENT PERFECT**

S+ has/have+been+ppv+by+o

+ He has eaten a mango

A mango has been eaten by him

+ They have eaten mangoes

Mangoes have been eaten by them

## **SIMPLE PAST**

S+was/were+ppv+by+o

+ He ate a mango

A mango was eaten by him

+ They ate mangoes

Mangoes were eaten by them

## **PAST CONTINUOUS**

S+was/were+being+ppv+by+o

+ He was eating a mango

A mango was being eaten by him

+ They were eating mangoes

Mangoes were being eaten by them

## **PAST PERFECT**

S+had+been+ppv+by+o

+ He had eaten a mango

A mango had been eaten by him

+ They had eaten mangoes

Mangoes had been eaten by them

## **SIMPLE FUTURE**

S+shall/will/can/may+be+ppv+by+o

+ He will eat a mango

A mango will be eaten by him

+ I can do the work

The work can be done by me

## **FUTURE PERFECT**

S+shall/will+have+ been+ppv+by+o

✚ He will have eaten a mango

A mango will have been eaten by him

## **IMPERSONAL PASSIVE**

It has no agent (by is not used)

✚ They have announced the results

The results have been announced

✚ By and object should not be used in impersonal passive

### ***Exercises:***

- 1) They are constructing a new bridge across the river
- 2) The engineers have introduced many innovations in aeronautical industry
- 3) They have successfully installed the new machinery in the factory
- 4) A skilled operator can carry out operations on a CNC machine
- 5) The panel is receiving the performance of the employees
- 6) The mechanics use thin grease as a lubricant in ball bearings
- 7) Someone will speak Japanese at the meeting
- 8) The company employed many workers this year
- 9) The industry generates heat for welding in many ways
- 10) We welded two metal plates together

### **Answers**

- 1) A new bridge is being constructed across the river.
- 2) Many innovations have been introduced in aeronautical industry.
- 3) The new machinery has successfully been installed.

- 4) Operations can be carried out on a machine.
- 5) The performance of the employees is being reviewed.
- 6) Thin grease is used as a lubricant in ball bearings.
- 7) Japanese will be spoken at the meeting.
- 8) Many workers were employed this year
- 9) Heat is generated for welding in many ways.
- 10) Two metal plates were welded together.

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## 2.4 Interpreting charts and graphs

Graphs and charts are the most efficient methods for displaying information in a simple manner. Using this form of representation helps its viewer to understand and interpret the information more easily and efficiently, which otherwise could be a very difficult and tedious process. Graphs, charts and tables can be invaluable in a formal report.

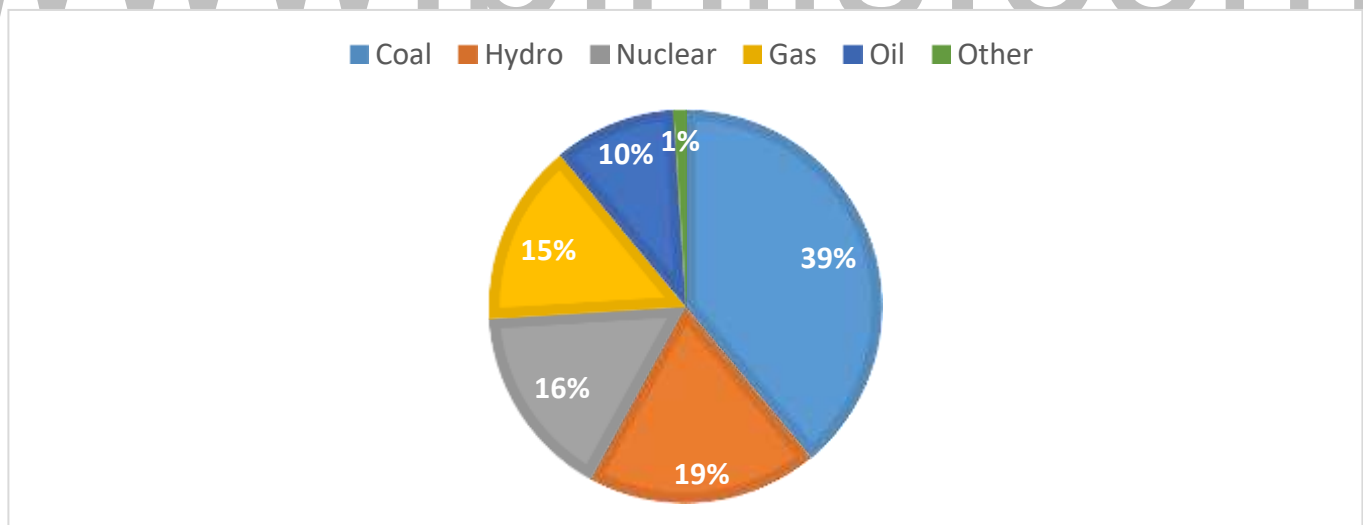
### Different types of data interpretation:

- ❖ Pie chart
- ❖ Bar chart
- ❖ Tabular column
- ❖ Flow chart

### **PIE CHART**

A pie chart is a way of summarizing a set of categorical data. It is a circle that is divided into segments. Each segment represents a particular category. The area of each segment is proportional to the number of cases in that category. The segments are arranged in alphabetical order and proceed in a clockwise direction. Each part is made distinct with the use of different shades or designs.

The following pie chart shows the available worldwide sources of electricity. Write a paragraph explaining the chart

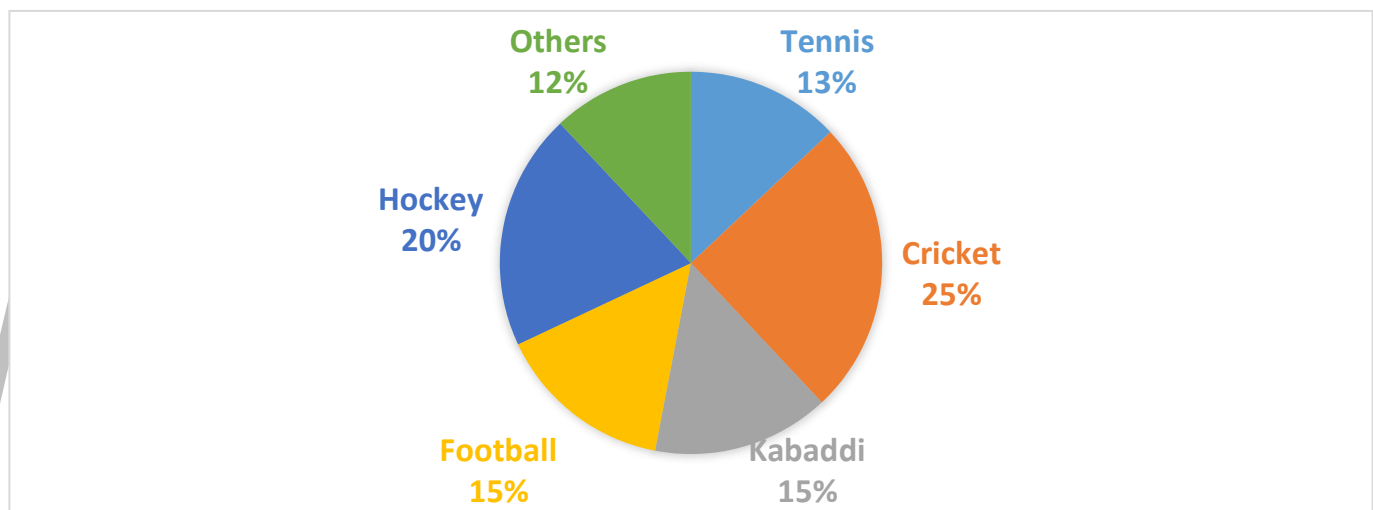


**Answer:**

The pie chart shows information about sources of electricity available worldwide and specific figures for selected countries. Overall, fossil fuels, such as coal, oil and gas are the most important sources of electricity.

The pie chart shows the main sources of electricity worldwide. Coal is the most important source, at 39%. This is followed by hydro-electric power at 19%, and nuclear power at 16%. A quarter of the world's electricity is produced from oil and gas. However, if all the fossil fuels, coal, oil and gas are added together, they account for almost two-thirds of electricity production. Other sources, such as wind power or solar power, contribute only a little towards electricity generation. In conclusion, sources of power vary greatly among countries. However, most countries worldwide rely on fossil fuels such as coal, oil, and gas.

- The Pie chart given below shows the spending of a country on various sports during a particular year. The total amount spent is hundred crores of rupees. Study the chart and interpret the data in 250 words



**Answer:**

The pie chart reveals the spending of a country on various sports during a particular year.

Overall, there are many differences in terms of sport activities. The money spent on sports over a hundred crore, how much more money was spent on hockey than on football? However, boys and girls both prefer doing the same activities: cricket, football, kabaddi, hockey, tennis.

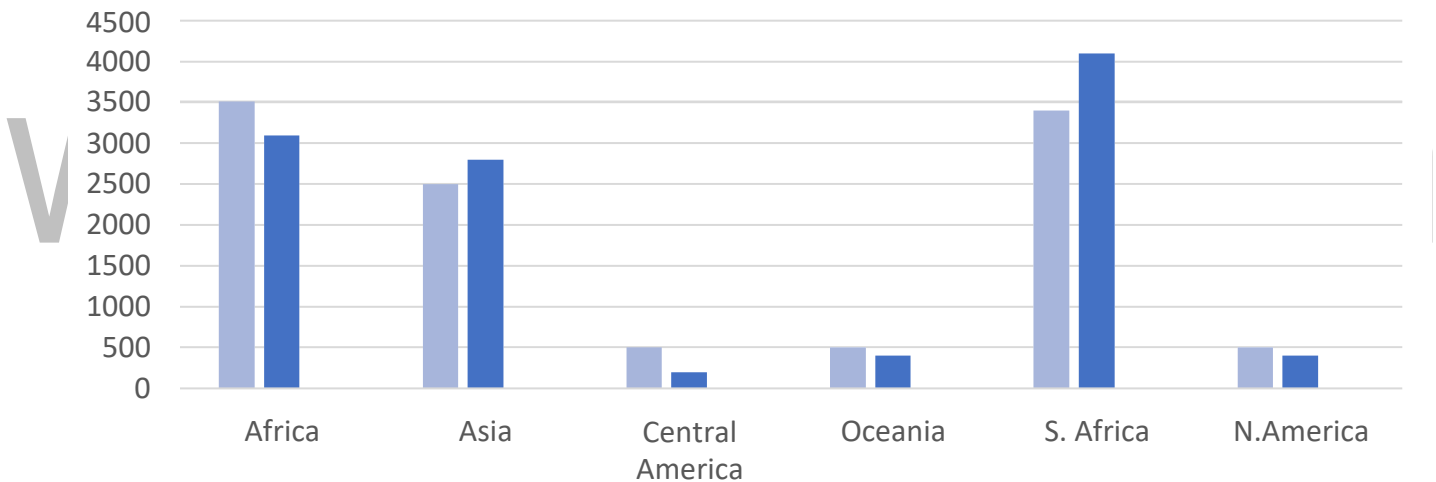
Turning to the chart, it illustrates that activities prefer playing cricket than taking other activities by 12%. Playing football comes as the third popular leisure works by fifteen percent. Compared to football, it is hockey participation followed by 20%. Then tennis and others are less preferable activities

A closer look at the chart, a similar proportion of kabaddi and football goes through 15% respectively. The percentage of cricket interested in playing hockey shows fifteen percent, while 13% is Tennis. In marked contrast, sports activities for others s12%, which is smaller than other activates, with twelve percent. Statistically, the total number of crickets represents 34%. This is twice as large as that of football, with only 15%percent. Roughly one quarter of sports like playing basketball and listening to music comes as the smallest. These activities reach the equal proportion.

**BAR CHART**

A bar chart is evenly spaced bar extending horizontally or vertically. It can present the relationship of numbers in two or three dimensions.

**Tropical Deforestation by region, 1990-2000&2000-2005**  
**In thousands of hectares per year Data score**



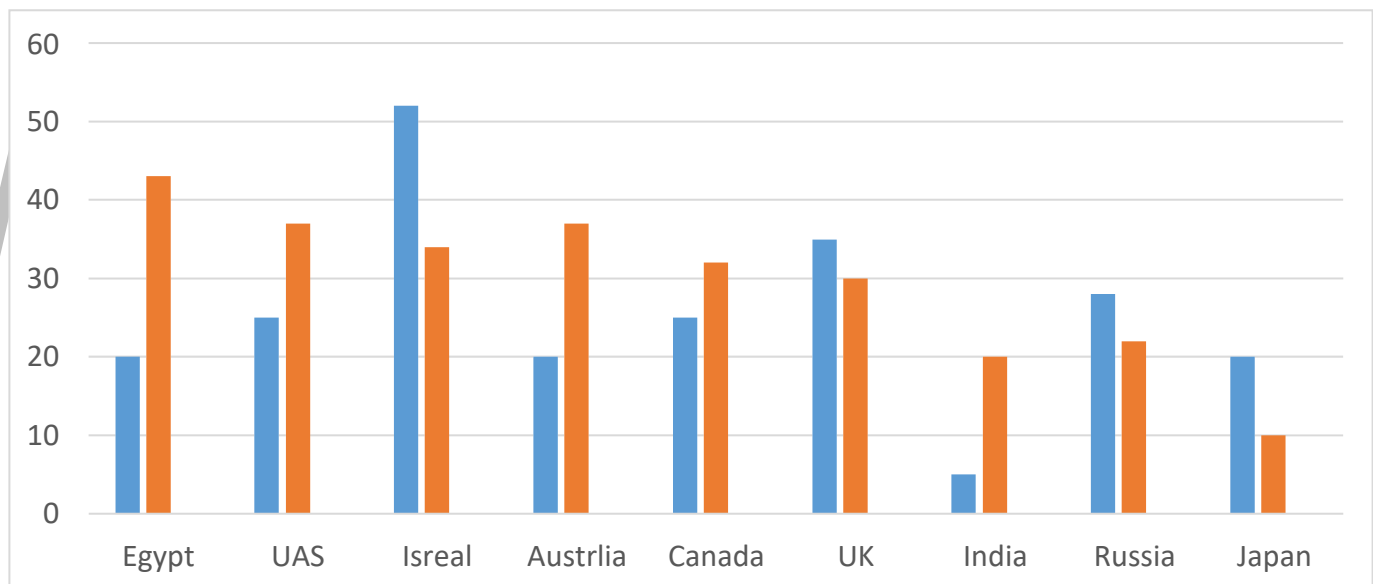
**Answer:**

This bar chart gives details about the deforestation occurred in different countries during two time zones. In the bar chart, the range at which the deforestation that took place between 1999 – 2000 and 2000 – 2005 in various countries is given. In the first time zone, three thousand and six hundred hectares of forest were cleared in Africa. Two thousand and five hundred hectares were cleared in Asia. Four hundred and eighty hectares of forest were cleared in Central America whereas five hundred hectares were destroyed in Oceania. In



contrast, three thousand and eight hundred hectares were cleared in South Africa. The deforestation activity in North America was noted to be four hundred and eighty hectares. Thus, the study for the year 1999 – 2000 shows that compared to Africa, Central and North America and Oceania are noted to be better while the deforestation in Asia seems to be equal to the African countries. In the time zone between 2000 – 2005, it is noted that except for Asia and South Africa, all the other countries had tried to reduce their deforestation activity. Africa is found to have reduced to three thousand and two hundred hectares – four hundred hectares less than the previous time zone. Asia is observed to have increased its destruction activity by three hundred and fifty hectares raising the total to two thousand eight hundred and fifty hectares. In Central America, only two hundred and fifty hectares were destroyed and in Oceania, four hundred hectares were destroyed, South Africa is seen to have increased the destruction to four thousand and two hundred – four hundred hectares increase. In North America, three hundred hectares only saw deforestation Thus, it is noted that most countries have understood the ill effects of deforestation and have tried to reduce this activity. All the countries should try to follow this trend and make our earth a beautiful place to live in.

**Look at the following bar chart, which describes the total expenditure on education and defense incurred by different countries. Write a paragraph describing the chart in not more than 200 words.**



**Answer:**

The given bar chart describes the total expenditure on education and defense incurred by different countries.

Of the countries given in the bar chart, Egypt spends the highest of nearly 43% on defense, whereas Japan spends just 10% of its total expenditure on defense. The United States and Israel spend approximately 37% and 34%, respectively, of their total expenditure on defense and thus hold the second and third places respectively. On the other hand, Australia 36%, Canada 34%, United Kingdom 30% and India 20% spend on defense. Next comes USSR which spends 22% for the same.

As far as expenditure on education is concerned Israel occupies the top position as 52% of expenditure is spent on education. In contrast India disperses the least of just 5% on education, while Egypt, Australia and Japan spend 20% of expenditure for education. USA and Canada show similarities in the allotment of expenditure on education i.e., Both the countries spare 25% of their total expenditure economy

**TABULAR COLUMN**

Tables give a systematic and orderly arrangement of items of information. Tables eliminate the tedious words, phrases and sentences that can instead be put at the top of the column or at the sides of rows in the tables.

**Registered Motor Vehicles in Metropolitan Cities (in thousands)**

YEAR	KOLKATTA	CHENNAI	MUMBAI	TOAL (K+C+M)	NEW DELHI
1986	339	228	480	1047	961
1991	475	544	629	1648	1813
1994	545	689	608	1842	2239
1998	664	975	860	2499	3033

**Answer:**

Well, there's a good reason for it. Most of India's major cities now are home to more than a million vehicles, all of which contribute to traffic congestion, high road accidents and pollution, according to a Barclay's report titled 'Megatrends: Accelerating urbanization in India'.

In the report, the company's equity strategy team notes that India's transportation infrastructure is unable to keep up with the country's rapid urbanization rates.

A growing urban population means rising incomes, which translates into a burgeoning number of vehicles on the road. However, the pace of road network expansion has been slow and the state of public transportation is poor, leading to a host of problems for Indian cities.

In 1998, Delhi had the maximum number of cars in the country at 961, followed by Kolkata (339), Chennai (228), Hyderabad (3.3 million) and Mumbai (480). Surprisingly, Mumbai doesn't make the cut, coming in sixth with a little over 2 million cars.

**FLOW CHART INTO PROCESS**

A flow chart is a pictorial representation describing a process using connecting lines and a set of conventional symbols.



**Answer:**

Chocolate is a known favorite among people of all age group. The process of preparing chocolate is an age-old method. The main ingredients required for the preparation of chocolate is cocoa. Initially the cocoa beans are first roasted in a temperature of 300 degree for 30 minutes.

Then these cocoa beans are felt for cooling. Then the husk from these beans is removed. The cocoa beans are made into small pieces which are crushed using pepper grinder. Next these crushed particles are turned into brown mush. After which the cocoa bean paste is made ready.

Then this coca bean paste is heated in large pan which is then grinded through mortar grinding. Next sugar, milk and flavor is added which is poured into mold of desired shape and size. At last this is left to cool which is cut into small bars. Finally, they ready to serve and eat.

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## Unit 2: Listening

### 2.1 Listening to longer technical talks and completing exercises based on them.

#### INTRODUCTION

Listening is the ability to accurately receive and interpret messages in the communication process.

Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.

“The most basic and powerful way to connect to another person is to listen. Just listen. Perhaps the most important thing we ever give each other is our attention.” \_\_\_ Dr. Rachel Naomi Remen

#### 10 Tips to be a good listener:

1. Try to be still as you are listening.
2. Try to ignore distractions.
3. Make eye contact with the speaker.
4. Try to pinpoint the point of view of the speaker.
5. Try not to daydream ....Refocus when you catch yourself thinking about something else.
6. Try not to think about what you are going to say next when another person is talking. Concentrate on the speaker.
7. Observe body language (including your own).
8. Learn how to paraphrase what you have heard.
9. Learn how to ask for clarification if you don't understand. Don't pretend to understand.
10. Avoid interrupting (unless you are practicing how to interrupt politely). Take notes if it is not distracting to the speaker.

## **Listening strategies:**

Here are some strategies for improving your listening skills:

- Practice listening for the gist or main purpose.
- Reduce listening barriers.
- Listen for specific details such as problems.
- Listen for speaker bias.
- Make assumptions and predictions.
- Listen to many different accents.
- Listen with noise in the background. Learn to “tune out” other sounds.
- If you ask a question, listen for the answer.
- Practice summarizing and paraphrasing.
- Ask questions you think you know the answer to.
- Recognize pauses and false starts.
- Create your own questions.
- Find English music that you enjoy listening to.

## **Listening barriers**

- ✓ The speaker spoke too quickly.
- ✓ The speaker used informal language and idioms.
- ✓ The vocabulary level is too high.
- ✓ You assumed incorrectly that you knew what they were going to say.
- ✓ The speaker has an unfamiliar accent.
- ✓ The recording is not clear.
- ✓ The recording is not loud enough.
- ✓ You are not interested in the topic.
- ✓ You don't have any background knowledge.
- ✓ You had a strong emotional reaction to a word or point that you heard.
- ✓ You did not give the speaker (or recording) your undivided attention.

- ✓ Something is distracting you.
- ✓ You are tired.
- ✓ You are hungry.
- ✓ You are nervous.

## Activity

### Plastic Panic

In the most places around the globe plastic bags are a big environmental worry. Many animals not just pets, but also small animals like squirrels, rats, birds, and stray animals foraging for food in our neighborhood end up eating lightweight\_\_\_\_\_. Apart from causing terrible pain due to internal blocks, plastic has compounds, which can damage the\_\_\_\_\_ organs and also retard their ability to resist disease. In the food chain, these compounds are also passed on the predators. Grazing cattle eat plastic wastes like lightweight plastic cups. Sometimes stray dogs put their heads into the small plastic bags with leftover food in the garbage and their heads get stuck in them, leading to\_\_\_\_\_. Plastic ropes and threads used for tying parcels are also extremely dangerous \_ they can cause entanglement, especially among birds. When lightweight plastic ends up in our waterways, marine life, which includes fish, sea animals and water birds, feed in the rivers and seas and ends up as victims. A fine transparent plastic bags filled with water and debris looks a lot like a\_\_\_\_\_, the favourite food of sea turtles. The\_\_\_\_\_ association to save sea turtles (MEDASET) speaks of one sea turtle, which had ingested\_\_\_\_\_ such bags.

Having realized the seriousness of the issue, the Irish Government decided to do something about it. They imposed tax on using plastic bags. The practice has caught on in villages, towns and cities throughout Ireland. In just 17 months, there has been a stunning drop in the use of the\_\_\_\_\_ that choked the country's narrow lanes, quiet rivers and winding highways. The Irish Environment Department says that shoppers used around 1.2 billion plastic bags per year before the tax was imposed in\_\_\_\_\_. Since then, the use has dropped by around 95 percent. What the Government collects through the sale of bags goes for recycling programs. Plastic bags now form only 0.3 percent of

the total garbage collected. It was five percent before the tax. It took \_\_\_\_\_ years of campaigning to persuade the Irish Government to impose the levy.

In Australia, the government is looking into the Irish system to reduce plastic bag litter by 75 percent. \_\_\_\_\_ wants to ban plastic bags from the capital Dhaka. A year ago, South Africa made it illegal for shops to offer flimsy plastic shopping bags, sarcastically called the \_\_\_\_\_ because they are found all around the country. Shopkeepers in South African towns offer the more ecologically friendly polypropylene bags or thicker plastic bags that are economical to recycle.

In India, there is plastic garbage everywhere, even near temples and historic monuments. The reasons for this menace are the same, the world over. Explosive economic growth, followed by an increase in consumption, garbage and \_\_\_\_\_. But that still does not explain why people simply throw the plastic bags on the road knowing very well it will chock everything in sight.

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## 2.5 NUMERICAL ADJECTIVE

Numerical Adjectives indicate how many persons or things are meant or in what order a person or thing stands

*Note: Numbers should be written in words till the numbers “10” and plurals should not be used in answers.*

### Examples:

- 1) A bottle with a capacity of 10 litres – A ten litre capacity bottle
- 2) A pipe of 3 feet length – A three-foot pipe
- 3) A lamp power of 60 watts – A sixty-watt lamp
- 4) An investment of 5 lakhs – A five lakh investment
- 5) A journey of 200 miles – A two-hundred-mile journey
- 6) An interval of 15 minutes – A 15-minute interval
- 7) A tank capacity of 2000 liters – A 2000-liter capacity tank

### Exercise:

- 1) A journey of 50 miles
- 2) A lecture for 3 hours
- 3) An expedition lasting for 5 days
- 4) A research grant of Rs 2 lakhs
- 5) A stamp with a value of Rs 5
- 6) A cricket match lasting five days
- 7) A drive for 8 hours
- 8) A tank with a capacity of 1000 gallons
- 9) A road measuring 100 feet
- 10) A walk of 5 miles

**Answers:**

1. A 50-mile journey
2. A three-hour lecture
3. A five-day expedition
4. A two-lakh research grant
5. A five-rupee stamp
6. A five-day cricket matches
7. An eight-hour drive
8. A 1000-gallon capacity tank
9. A 100-foot road
10. A five-mile walk

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## Unit 2

### Reading

#### Reading longer technical text – identifying the various transitions in a text - paragraphing

#### Why is Reading Important?

- ✓ Reading Expands the Mind
- ✓ Reading Allows for Creative Thinking
- ✓ Reading Helps to Improve Concentration
- ✓ Reading Helps Your Vocabulary
- ✓ Reading Helps as Stress Reduction
- ✓ Reading improves your Knowledge
- ✓ Reading Helps Your Memory Improvement
- ✓ Reading Improves Focus and Concentration

Read the text on “Taj Mahal” and make notes using the outline given below:

#### Taj Mahal

Taj Mahal needs no introduction. This monument is on the list of the Seven Wonders of the World. No wonder people swarm in flies all year round to witness the magnificence of his beauty. This monument is located in India in the city of Agra in Uttar Pradesh. In other words, Taj Mahal marks the excellence of Mughal architecture.

Taj Mahal is one of the main reasons why India is famous. Many people even associate India with Taj Mahal. However, to me, more than the splendid architecture, it is the story behind it that appeals to me the most. This magnificent beauty stands strong as a symbol of the love of a husband to his wife. Moreover, it reminds us of the power of love and how it can set an example for generations to come. The renowned Taj Mahal was brought to life by the vision of the Mughal Emperor Shah Jahan. He got this monument built for his beloved wife, Mumtaz Mahal after she passed away.

To honour the memory of his loving wife, Shah Jahan ordered the finest artisans from all over the world to build it. He wanted to make something that had never been done before for anyone. The emperor wished to give the last gift to his wife whom he loved very much.

Even till date, people sing praises about Shah Jahan’s grand gesture. It makes you believe in love and appreciate it like never before. We also see how under the tomb lies the body of the eternal lovers. Shah Jahan and Mumtaz Mahal are buried next to each other and even after death, they remained side by side.

Notes:

Introduction; \_\_\_\_\_

Wonder: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

B: history: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

C: architecture: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

D: symbol of love: \_\_\_\_\_

READING -LONGER TEXT-Technical

Nearly 73% of Indians total installed power generation capacity is thermal, of which coal based generation is 90% - the remaining comprising diesel, wind, gas and steam. The 85 utility thermal power stations, besides the several captive power plant, use bituminous and sub-bituminous coal and produce large quantities of fly ash. High ash content (30%-50%) contributes to these large volume of fly ash. Fly ash is formed from the non-combustible minerals found in coal. The powdered coal is conveyed by air to air furnace where the carbon is ignited in an atmosphere of 1900-2100°F. The non-combustible minerals become molten as they are carried through the firing zone by the air stream. The molten mineral solidify in the moving air stream which gives approximately 60% of the fly ash particle a spherical shape. India's dependence on coal as a source of energy remains as strong as it was. Every day, Delhi's thermal power plants spew out 125000 tons of fly ash. This fly ash is simply dumped in landfills, where they pose a serious hazard to the entire ecosystem and affect the lives of millions. India generates 100 million tons of fly ash every year.

Such a huge quantity does pose challenging problems, in the form of land usage, health hazard, and environmental dangers. In disposal, as well in utilization, utmost care

has to be taken, to safeguard the interest of human life., wild life such other considerations.

Read the text:

Fly ash- An Alternative Building Material

### **10 Ways to Increase Your Reading Speed**

1. Stop the Inner Monologue
2. Word–Chunking
3. Do not Reread the Words on the Page
4. Use Peripheral Vision
5. Use a Timer
6. Set a Goal
7. Read MORE
8. Use a Marker
9. Work on Improving Your Vocabulary
10. Skim the Main Points FIRST

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### 3.4.1 Sequence words

This is the process of arranging instruction or sentence in correct order with the help of sequencing words. Some sequencing words are given below

FIRST, SECONDLY, THEN, NEXT, AFTERTHAT, FINALLY

NOTE: The sentences are in correct order with the help of sequencing words rearrange them in correct order.

Example:

I take a shower

I get dressed

I brush my teeth

I get up

Answers:

First, I get up

Next, I brush my teeth

Then, I take a shower

Finally, I get dressed

Exercise:

Type: 1

Sufficient sugar is added

Tea leaves are added to the boiling milk

Milk is boiled

It is mixed well

Answers: 3,2,1,4

Example:2

Your pin number is entered

Your cash is collected

ATM card is inserted

The withdrawal option is processed

Answers: 2,4,1,3

Example: 3

I eat breakfast

I read the newspaper

I get dressed

I go to college

Answers: 2,3,1,4

Type: 2

Provide an appropriate sequencing word to fill in the gaps:-

My friend and I visited Rome last summer .....we flew from New York to Rome in first class. ....we arrived in Rome ..... we went for lunch ..... We found a great restaurant for lunch.

Answer: first, next, then, finally

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## UNIT 2

### 2.2 Speaking

#### Describing a process

Explanation:

A process description carefully explains in detail the steps needed for one to perform a desired task.

A process is a series of events, taking place one after the other. Describing each stage till the last one. Time connectors are used to connect the stages.

#### Some common process connectors

- To begin
- Then
- Following this
- Next
- After
- After that
- In the subsequent stage
- Followed by
- Finally

#### Guidelines

- Process description generally explains how something works or happens.
- The purpose of the text is to tell how a change takes place through a series of stages.
- Notice how the process is described in the text.
- Draw a graphic organizer or outline that can be used to represent the particular process.

#### Tips to write process description

- ❖ Answer the question, “how does it happen?”



- ❖ Provide any necessary context (who or what performs the action, and under what conditions; what is its significance?)
- ❖ Give a concise overview of the process. Conclude this section by breaking the process up into stages: “the principle stages of writing process are planning, drafting, revising, and proof reading.”
- ❖ Focus on each step in turn.

### Activity

1. Describe the process to open a bank account
2. Describe the process of opening an email account
3. Write a conversation between you and your friend describing the process of using ATM card.

### Answer

#### **1. 5 steps to open a bank account**

- a) Decide what kind of account you need
- b) Look for an account with the services you'll use most
- c) Shop around to compare rates and fees
- d) Choose a financial institution and location
- e) Open your account

#### **2. Opening an email account**

- ❖ Click on Create account.
- ❖ Visit Google account creation page, [accounts.google.com](https://accounts.google.com)
- ❖ The sign-up form will appear. Enter your first and last name.
- ❖ Choose a Username for your account.
- ❖ After choosing a username, enter a password. Type the password again to confirm.
- ❖ At last tap on Next.
- ❖ On the next page enter your phone number to verify your account.

- ❖ On the given mobile number you will receive a text message from Google with a verification code. Enter the verification code and tap on Verify.
- ❖ On the next page enter your DOB in the specified fields.

### 3. Conversation between friends

A: I need to use the ATM.

B: What's stopping you?

A: I'm not sure how.

B: I don't understand.

A: I've never used one before.

B: I can help you figure it out.

A: What do I have to do?

B: Slide your card into the machine.

A: Then what?

B: You need to type your PIN in.

A: What do I have to do next?

B: Click on whichever option you want, and you're done.

## 2.5 VOCABULARY USED IN LETTERS, E-MAILS AND REPORTS

### Formal letters – salutation

- ❖ Respected sir/madam
- ❖ Sir/madam

### Subscription

- ❖ yours faithfully
- ❖ yours sincerely

### Informal letters – salutation

- ❖ Dear friend
- ❖ Dear uncle
- ❖ Dear Krishna
- ❖ Dear Latha

### Subscription

- ❖ yours lovingly

### Reason for writing

- ❖ I am writing to.....
- ❖ I am writing with regard to....
- ❖ I am writing on behalf of .....

### Asking questions

- ❖ I would be grateful if .....
- ❖ Could you tell me something about .....?
- ❖ I would particularly like to know .....

### Referring to their letter

- ❖ As you stated in your letter.....

- ❖ Regarding .....
- ❖ Concerning .....
- ❖ With regard to .....

### **Complaining**

- ❖ I am writing to complain about .....
- ❖ This is for your kind notice that ....
- ❖ I would like to bring to your kind notice that.....

### **Closing**

- ❖ I look forward to hearing from you
- ❖ If you require any further information, please contact me

### **Letter of application**

- ❖ Sir,
- ❖ Respected sir,

### **Reason for writing**

- ❖ With reference to your advertisement .....
- ❖ I am writing in response to your advertisement which I saw in the Hindu dated .....

### **Experience/ Qualification**

- ❖ I have been working for last four years
- ❖ Presently I am working
- ❖ I have completed my UG and PG in ...
- ❖ Moreover, I have diploma in ....

## Useful vocabulary in e-mails

### Salutation

- ❖ Dear sir/madam
- ❖ Sir
- ❖ To whom it may concern

## Opening sentence

### Replying

- ❖ Thanks for your e-mail

### Giving a reason

- ❖ I am writing to
- ❖ I would like to inform you
- ❖ I would like to reply

### Making enquires

- ❖ I would like to receive ....
- ❖ we would be grateful if .....
- ❖ could you please send me?

### Replying to an enquiry

- ❖ I am pleased to send you
- ❖ I hope you are satisfied with this
- ❖ Thanks for choosing

### Requesting action

- ❖ Can you send ..... to me by Thursday please
- ❖ Please keep in touch with

## Replying

Thanks for your email.... In replying to your email, here are....

Attaching files

- ❖ I am attaching
- ❖ I have attached
- ❖ Please find attached

Close

- ❖ Yours faithfully
- ❖ With regards
- ❖ See you

## Vocabulary in reports

The problem

- ❖ It is important.....

Response to the problem

- ❖ Therefore
- ❖ As a result

Way of dealing with the issue

- ❖ Approach
- ❖ Method

Action related to the issue

- ❖ Respond to
- ❖ Take account of
- ❖ Action you recommend
- ❖ To approve

- ❖ Should
- ❖ Ought to
- ❖ To be recommended

#### Reason for a problem

- ❖ Create
- ❖ Induce
- ❖ Produce
- ❖ Results in

#### Conclusions

- ❖ Support
- ❖ Should be understood as
- ❖ Demonstrate
- ❖ Establish

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