

# STENOGRAPHER SECRETARIAL ASSISTANT (ENGLISH)

NSQF LEVEL - 3

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## TRADE THEORY

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SECTOR : OFFICE ADMINISTRATION AND FACILITY MANAGEMENT

(As per revised syllabus July 2022 - 1200 hrs)



Directorate General of Training

DIRECTORATE GENERAL OF TRAINING  
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP  
GOVERNMENT OF INDIA



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**NATIONAL INSTRUCTIONAL  
MEDIA INSTITUTE, CHENNAI**

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Post Box No. 3142, CTI Campus, Guindy, Chennai - 600 032

**Sector** : Office Administration and Facility Management  
**Duration** : 1 Year  
**Trade** : Stenographer Secretarial Assistant (English) - Trade Theory - NSQF Level - 3  
(Revised 2022)

**Developed & Published by**



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## FOREWORD

The Government of India has set an ambitious target of imparting skills to 30 crore people, one out of every four Indians, to help them secure jobs as part of the National Skills Development Policy. Industrial Training Institutes (ITIs) play a vital role in this process especially in terms of providing skilled manpower. Keeping this in mind, and for providing the current industry relevant skill training to Trainees, ITI syllabus has been recently updated with the help of Mentor Councils comprising various stakeholders, viz., Industries, Entrepreneurs, Academicians and representatives from ITIs.

The National Instructional Media Institute (NIMI), Chennai, has now come up with instructional material to suit the revised curriculum for **Stenographer Secretarial Assistant (English) - Trade Theory - NSQF Level - 3 (Revised 2022)** in **Office Administration and Facility Management Sector**. The NSQF Level - 3 (Revised 2022) Trade Practical will help the trainees to get an international equivalency standard where their skill, proficiency and competency will be duly recognized across the globe and this will also increase the scope of recognition of prior learning. NSQF Level - 3 (Revised 2022) trainees will also get the opportunities to promote life-long learning and skill development. I have no doubt that with NSQF Level - 3 (Revised 2022) the trainers and trainees of ITIs, and all stakeholders will derive maximum benefits from these Instructional Media Packages (IMPs) and that NIMI's efforts will go a long way in improving the quality of Vocational training in the country.

The Executive Director & Staff of NIMI and members of Media Development Committee deserve appreciation for their contribution in bringing out this publication.

Jai Hind

Directorate General of Training  
Ministry of Skill Development & Entrepreneurship,  
Government of India.

New Delhi - 110 001

## PREFACE

The National Instructional Media Institute (NIMI) was established in 1986 at Chennai by the then Directorate General of Employment and Training (D.G.E & T), Ministry of Labour and Employment, (now under Directorate General of Training, Ministry of Skill Development and Entrepreneurship) Government of India, with technical assistance from the Govt. of the Federal Republic of Germany. The prime objective of this institute is to develop and provide instructional materials for various trades as per the prescribed syllabi (NSQF Level 3) under the Craftsmen and Apprenticeship Training Schemes.

The instructional materials are created keeping in mind, the main objective of Vocational Training under NCVT/NAC in India, which is to help an individual to master skills to do a job. The instructional materials are generated in the form of Instructional Media Packages (IMPs). An IMP consists of Theory book, Practical book, Test and Assignment book, Instructor Guide, Audio Visual Aid (Wall charts and Transparencies) and other support materials.

The trade practical book consists of a series of exercises to be completed by the trainees in the workshop. These exercises are designed to ensure that all the skills in the prescribed syllabus are covered. The trade theory book provides related theoretical knowledge required to enable the trainee to do a job. The test and assignments will enable the instructor to give assignments for the evaluation of the performance of a trainee. The wall charts and transparencies are unique, as they not only help the instructor to effectively present a topic but also help him to assess the trainee's understanding. The instructor guide enables the instructor to plan his schedule of instruction, plan the raw material requirements, day to day lessons and demonstrations.

In order to perform the skills in a productive manner instructional videos are embedded in QR code of the exercise in this instructional material so as to integrate the skill learning with the procedural practical steps given in the exercise. The instructional videos will improve the quality of standard of practical training and will motivate the trainees to focus and perform the skill seamlessly.

IMPs also deal with the complex skills required to be developed for effective team work. Necessary care has also been taken to include important skill areas of allied trades as prescribed in the syllabus.

The availability of a complete Instructional Media Package in an institute helps both the trainer and management to impart effective training.

The IMPs are the outcome of collective efforts of the staff members of NIMI and the members of the Media Development Committees specially drawn from Public and Private sector industries, various training institutes under the Directorate General of Training (DGT), Government and Private ITIs.

NIMI would like to take this opportunity to convey sincere thanks to the Directors of Employment & Training of various State Governments, Training Departments of Industries both in the Public and Private sectors, Officers of DGT and DGT field institutes, proof readers, individual media developers and coordinators, but for whose active support NIMI would not have been able to bring out this material.

**Chennai - 600 032**

**EXECUTIVE DIRECTOR**



## ACKNOWLEDGEMENT

National Instructional Media Institute (NIMI) sincerely acknowledges with thanks for the co-operation and contribution extended by the following Media Developers and their sponsoring organisation to bring out this IMP for the trade of **Stenographer Secretarial Assistant (English) - 1 Year - Trade Theory- NSQF LEVEL - 3 (Revised 2022)** under **Office Administration and Facility Management** Sector for ITIs.

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NIMI records its appreciation of the Data Entry, CAD, DTP Operators for their excellent and devoted services in the process of development of this Instructional Material.

NIMI also acknowledges with thanks, the invaluable efforts rendered by all other staff who have contributed for the development of this Instructional Material.

NIMI is grateful to all others who have directly or indirectly helped in developing this IMP.

# INTRODUCTION

## TRADE PRACTICAL

The trade practical manual is intended to be used in workshop . It consists of a series of practical exercises to be completed by the trainees during the one year course of the **Stenographer Secretarial Assistant (English)** under **Office Administration and Facility Management** sector. Trade supplemented and supported by instructions/ informations to assist in performing the exercises. These exercises are designed to ensure that all the skills in compliance with NSQF LEVEL - 3 (Revised 2022) . The manual is divided into Ten modules.

|           |                                                                                    |
|-----------|------------------------------------------------------------------------------------|
| Module 1  | Fundamentals of Shorthand and Windows operating system                             |
| Module 2  | Formation of words, Phrases and Practice of MS-Word                                |
| Module 3  | Speed Developing exercises and English Language skills                             |
| Module 4  | Speed enhancing techniques                                                         |
| Module 5  | Note taking and transcription techniques                                           |
| Module 6  | MS Excel - Importance of Office - Office Layouts - Registers - Dictation Exercises |
| Module 7  | MS Power Point - Office Secretary - Filing - Dictation Exercises                   |
| Module 8  | Internet - Office tools & Equipments - Networking - Dictation Exercises            |
| Module 9  | Postal services - E-mail - Excel Tabulation Work -Enhancing Dictation Speed        |
| Module 10 | Letter Format - Online Tasks and Creation of Performance Sheet                     |

The skill training in the computer lab is planned through a series of practical exercises centred around some practical project. However, there are a few instances where the individual exercise does not form a part of project.

While developing the practical manual a sincere effort was made to prepare each exercise which will be easy to understand and can be carried out even by a below average trainee. However, the development team accepts that there is scope for further improvement. NIMI looks forward to the suggestions from the experienced training faculty for improving the manual.

## TRADE THEORY

The manual of trade theory consists of theoretical information of the Stenographer Secretarial Assistant (English) Trade. The contents are sequenced according to the practical exercise contained in the NSQF LEVEL - 3 (Revised 2022) syllabus on Trade practical. Attempt has been made to relate the theoretical aspects with the skill covered in each exercise to the extent possible. This co-relation is maintained to help the trainees to develop the perceptual capabilities for performing the skills.

The Trade Theory has to be taught and learnt along with the corresponding exercise contained in the manual on trade practical. The instructions about the corresponding practical exercise are given in every sheet of this manual.

It will be preferable to teach/learn the trade theory connected to each exercise atleast one class before performing the related skills on the shop floor. The trade theory is to be treated as an integrated part of each exercise.

The material is not for the purpose of self-learning and should be considered as supplementary to class room instruction.

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## LEARNING OUTCOME

On completion of this book you shall be able to

| S.No | Learning Outcome                                                                                                                                                                                                                   | Ref. Ex No.       |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 1    | Acquire knowledge about the computer hardware & stenography introduction. (Mapped NOS: MEP/N0201, MEP/N0216)                                                                                                                       | 1.1.01 & 1.1.02   |
| 2    | Identify the various Consonants, vowels and its application. (NOS: MEP/N09401)                                                                                                                                                     | 1.1.03 - 1.1.05   |
| 3    | Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels. (Mapped NOS: MEP/N0201)                                                                                 | 1.1.06 & 1.1.07   |
| 4    | Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation. Use Window operating system on computer. (Mapped NOS: MEP/N0201, MEP/N0216) | 1.1.08 - 1.1.12   |
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| 12   | Apply the suffixes. (Mapped NOS: MEP/N0201)                                                                                                                                                                                        | 1.4.44 & 1.4.45   |
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| 22   | Create Email Id. (Mapped NOS: MEP/N0216)                                                                                                                                                                                           | 1.8.70 - 1.8.72   |
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| 25   | Prepare all types of letter. (Mapped NOS: MEP/N0241, MEP/N0243, MEP/N1201, MEP/N0216)                                                                                                                                              | 1.10.80 - 1.10.83 |

## SYLLABUS

| Duration                                                    | Reference Learning Outcome                                                                                                                       | Professional Skills<br>(Trade Practical)<br>With Indicative Hours                                                                                                                                                                                                                                                      | Professional Knowledge<br>(Trade Theory)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Acquire knowledge about the computer hardware & stenography introduction.<br>(Mapped NOS: MEP/N0201, MEP/N0216)                                  | Computer:<br>1. Awareness of the computer hardware and its peripherals in the lab to accustom the trainees for use of computer. (11 hrs)<br>2. Stenographer: Name the Consonants according to their pairs and dictation thereof. (10 hrs)                                                                              | a) Introduction<br>b) Career opportunities in the Industry.<br>c) Different types of establishments.<br>d) An orientation programme on the course and related job opportunities by the industry expert and instructor.<br>e) Organizational hierarchy<br>f) Attributes of a Stenographer & Secretarial Assistant.<br>g) Duties and responsibilities of a secretary / Stenographer.<br>h) Inter-departmental coordination. (06 hrs)                                                                                                                                                                                                                                                                        |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Identify the various Consonants, vowels and its application.<br><b>(NOS: MEP/ N09401)</b>                                                        | <b>Develop:</b><br>3. Practice of Stroke Consonants and their joining. (08 hrs)<br>4. Practice of Joining stroke consonants. (08 hrs)<br>5. Demonstrate:<br>a) Long and Short vowels, (09 hrs)<br>b) Dot & Dash Vowels, (09 hrs)<br>c) Preceding and Following vowels. (04 hrs)<br>d) Intervening Vowels etc. (04 hrs) | <b>a) Introduction to Shorthand, Consonants:</b><br>• Definition,<br>• Classification,<br>• Arrangements and directions,<br>• Table of consonants,<br>• Joining of Strokes<br><b>b) Vowels:</b><br>• Long & Short Vowel,<br>• Dot & Dash Vowel,<br>• Places of Vowel,<br>• preceding and Following vowel,<br>• Intervening vowel and positions.<br><b>c) Computer Fundamentals:</b><br>• Introduction,<br>• Definition,<br>• Utility and types of Computers.<br><b>d) Computer Hardware:</b><br>• Definition & Introduction,<br>• Motherboard & Processor,<br>• Input, Output & Storage devices.<br><b>e) Software:</b><br>• Definition & Introduction to System Software, Application Software. (12 hrs) |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels. (Mapped NOS:MEPN0201) | 6. Dictation of the same as above. (11 hrs)<br>7. Point out: (10 hrs)<br>a) Logograms,<br>b) Grammalogues<br>c) Contractions,<br>d) Use of:<br>I. Tick 'The'<br>II. Punctuation marks<br>III. Dictation Practice<br>e) Diphthong<br>f) Triphones                                                                       | a) Short Forms:<br>• Logograms,<br>• Grammalogues,<br>• Contractions,<br>• Use of tick 'The' in phrasing,<br>• Punctuation Marks.<br>b) Diphthongs & Triphones:<br>• Definition & types<br>a) Abbreviated 'W' (06 hrs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



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| Professional Skill 21 Hrs;<br><br>Professional Knowledge 06 Hrs | Recognize the various types of computer keys & Prepare a complete sentence with use of l o g o g r a m s grammalogues, contractions, tick 'The' & punctuation. Use Window operating system on computer. (Mapped NOS: MEP/N0201, MEP/N0216) | 8. Keys Identification and practice of the same. (6hrs)<br>9. Computer:<br>b) Familiarisation with keyboard keys<br>c) Express Practical use of Window Operating System. (07 hrs)<br>10. Spelling practice using English Dictionary (02 hrs)<br>11. Create a log-in account and customise windows. (03 hrs)<br>12. Practice of typing in computer using tool-bars and menu bars/ tools in ribbons. (03 hrs)                                                                                                                                                                                | Windows Operating System:<br>• Introduction,<br>• Log on accounts & Passwords,<br>• Windows Menu,<br>• Minimizing,<br>• Windows resizing & Moving,<br>• Closing Windows,<br>• Tool Bar,<br>• Task Bar<br>• Menu bar<br>• Start Button,<br>• Shutting down Windows.<br>• Desktop,<br>• Windows Explorer,<br>• Control Buttons,<br>• Open, Cut, Copy & Paste etc.<br>d) Computer Keyboard Functions and its operations:<br>• Alphabetic keys<br>• Numeric keys<br>• Special keys<br>• Function keys (F1 to F12) (06 hrs)                                                                                                                 |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs     | Identify the strokes R & H, Abbreviated W and explain the sitting posture on c o m p u t e r . (Mapped NOS: MEP/N0201, MEP/N0216)                                                                                                          | 13. Practice of Alternative signs of R & H. (04 hrs)<br>14. Dictation Practice (04 hrs)<br>15. Practice (07 hrs)<br>i) Downward H,<br>ii) Tick H<br>iii) Dot H<br>iv) Upward SH<br>v) Dictation Practice<br>16. Practice of Phraseography and dictation (07 hrs)<br>17. Computer:<br>a) Explain the sitting posture on computer<br>b) Demonstrate Finger positioning on the keyboard. (11 hrs)<br>18. Computer Typing:<br>a) Practice on Computer<br>b) Creation of MS- Word files on Computer with the Use of various options of MS- Word. (07 hrs)<br>19. Practice voice change (02 hrs) | Alternative forms of R & H Strokes,<br>b) Thick Downward R & H.<br>c) Alternative forms & their uses:<br>• Abbreviated W,<br>• Diphone<br>d) Computer keyboard Operations:<br>• Sitting posture,<br>• Sight & Touch Methods,<br>• Practicing Home Row, UpperRow & Bottom Row Keys<br>• Shift Key Operation and Number Row.<br>• Alternative form of Aspirate H, Tick & Dot H,<br>• Downward H Stroke & Upward H Stroke.<br>e) Phraseography- Formation of Simple Phrases.<br>f) Computer:<br>• MS- Word<br>• Creation of File<br>• Use of its various option<br>g) Grammar-Voice<br>• Active and passive voice (12 hrs)<br>The Circle: |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs     | Identify small circle for S & Z, Large circle for SW/ large loop & small loop/ understand MS- Word by using all tools. (Mapped NOS: MEP/N0201, MEP/N0216)                                                                                  | 20. Practice of Small Circle for S & Z. (05 hrs)<br>21. Use of circle S & Z with other stroke Consonants and apply it to the new sentences. (08 hrs)<br>22. Computer Speed Typing: Computer typing practice with the minimum errors by following the typing rules. (08 hrs)                                                                                                                                                                                                                                                                                                                | • Small circle for S & Z,<br>• Circle and the strokes,<br>• Circle S with H stroke,<br>• Stroke L and circle S.<br>b) Computer Speed Typing:<br>• Speed Calculation,<br>• Signs & Symbols,<br>• Roman Numbers,<br>• Capitalizations of Letters,<br>• Display, Counting Errors<br>• Calculating speed and errors,<br>• Evaluation & Marking Scheme<br>C) Punctuation- full stop, comma, semi colon, inverted commas, hyphen. (06 hrs)                                                                                                                                                                                                   |



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|                                                             |                                                                                    | <p>23. Demonstrate:</p> <p>a) Large Circle – SW, SS, SZ and their medially and finally uses and dictation. (02 hrs)</p> <p>b) Small Loop for ST/SD. (03 hrs)</p> <p>c) Large loop of STR and dictation. (04 hrs)</p> <p>24. Computer: Practice in MS^Word by using various tools. (05 hrs)</p> <p>25. Calculate Speed Typing on Computer. (05 hrs)</p> <p>26. Practice all punctuations. (02 hrs)</p> | <p>a) Large Circle:</p> <ul style="list-style-type: none"> <li>• Large Initial Circle for SW,</li> <li>• Use of large circle,</li> <li>• Medially and finally,</li> <li>• Circle and vowel places.</li> </ul> <p>b) The loops:</p> <ul style="list-style-type: none"> <li>• Small Loop of ST/SD,</li> <li>• Large loop for STR</li> </ul> <p>c) Computer:</p> <ul style="list-style-type: none"> <li>• MS Word-</li> <li>• Processing with MS^Word,</li> <li>• Use of Different Menus like entering, Selecting, Deleting, Copying, Cutting and Pasting.</li> <li>• Finding and replacing Text,</li> <li>• Use of Auto Correct,</li> <li>• Formatting with word, • Inserting Numbers,</li> </ul> <p>Bullets</p> <ul style="list-style-type: none"> <li>• Paragraphs formatting</li> </ul> <p>d) Punctuation</p> <ul style="list-style-type: none"> <li>• Sign of interrogation</li> <li>• Sign of exclamation</li> <li>• Dash</li> <li>• Brackets</li> <li>• Apostrophe</li> <li>• Capitals (06 hrs)</li> </ul>                                                                                    |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Recognize the direction of SHR, SHL and alternative forms. (Mapped NOS: MEP/N0201) | <p>27. Practice of Initial small hooks for R &amp; L. (05 hrs)</p> <p>28. Apply the above on different types of sentences (08 hrs)</p> <p>29. Computer: Prepare many sentences to follow the rules on Computer for Speed Typing. (07 hrs)</p> <p>30. Spelling practice and common errors. (01 hrs)</p>                                                                                                | <p>a) Initial small hooks (Double Consonants):</p> <ul style="list-style-type: none"> <li>• R &amp; L Hooks,</li> <li>• SHR &amp; SHL hooked strokes,</li> <li>• Vowels and double consonants</li> </ul> <p>b) Computer:</p> <ul style="list-style-type: none"> <li>• Setting indents and spacing,</li> <li>• Use of help Options,</li> <li>• Page Set up, Margins, Ruler,</li> <li>• Paper Size in Word.</li> <li>• Inserting Lines and Page Breaks</li> <li>• Insertion and Use of Tables,</li> <li>• Deletion of Rows and Columns,</li> <li>• Alignments between Rows &amp; Columns</li> <li>• Viewing Documents Properties &amp; Printing, and</li> <li>• Other MS- Word Feature.</li> </ul> <p>c) Alternative forms of curved hooked strokes,</p> <p>d) Left &amp; Right Curves of f/ v/ th/ TH, upward SH with hooked strokes,</p> <p>e) intervening vowels, circles and hooks</p> <p>f) Compound Consonants:</p> <ul style="list-style-type: none"> <li>• Initial large hooks of WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB strokes.</li> <li>• Study of words commonly misspelt. (06 hrs)</li> </ul> |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Use curved hook and compound consonant. (Mapped NOS: MEP/N0201)                    | <p>31. Demonstrate:</p> <p>a) Curved hooked strokes i.e. F/ V / ith/ TH.</p> <p>b) Develop new sentences to follow the above rules</p> <p>c) Compound Consonants and develop WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and apply on different types of words. (07 hrs)</p>                                                                                                                                      | Study of conversational English. (06 hrs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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|                                                             |                                                                                                | <p>32. Computer typing of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy. (12 hrs)</p> <p>33. Practice of conversational English (02 hrs)</p>                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Recognize different types of hook. (Mapped NOS: MEP/N0201)                                     | <p>34. Construct:</p> <p>a) Final hook N and F/V and apply it on various types of sentences (07hrs)</p> <p>b) Shun Hook and joining with other Strokes and apply it on the different types of sentences. (07 hrs)</p> <p>35. Computer: Evaluate on Computer for Speed Typing (07 hrs)</p>                                 | <p>a) Final Hooks:</p> <ul style="list-style-type: none"> <li>• N &amp; F/V small hooks,</li> <li>• Hooks and Vowels,</li> <li>• Circles and Loops with finally hooked strokes.</li> </ul> <p>b) Large Final: • (Shun Hook) Use of Shun after Circle,</p> <ul style="list-style-type: none"> <li>• Use of shun hook after certain strokes. (06 hrs)</li> </ul> |
| Professional Skill 84 Hrs;<br>Professional Knowledge 24 Hrs | Develop new sentences applying halving / doubling principles.(NOS: MEP/N9426)                  | <p>36. Demonstrate Halving Principles on different types of words &amp; sentences. (21hrs)</p> <p>37. Halving of other compound consonants and apply it on Computer for Speed Typing. (20 hrs)</p> <p>38. Practice pairs of word confused and misused. (01 hrs)</p>                                                       | <p>a) Halving Principles:</p> <ul style="list-style-type: none"> <li>• Halving of Strokes for T or D,</li> <li>• Halving of M,N,L,R.</li> <li>• Halving of MP/MB/NG/KR hooked etc.</li> </ul> <p>b) Pairs of word confused and misused. (12 hrs)</p>                                                                                                           |
|                                                             |                                                                                                | <p>39. Demonstrate Doubling Principles, doubling of other compound consonant and apply it on sentences. (17 hrs)</p> <p>40. Construct the sentences apply on halving and doubling principles &amp; to develop the speed to type on Computer. (21 hrs)</p> <p>41. Practice of one-word substitution. (04 hrs)</p>          | <p>a) Doubling Principles:</p> <ul style="list-style-type: none"> <li>• Doubling of Strokes for TR &amp; DR,</li> <li>• Doubling of MP/MB/NG and L Strokes etc.</li> </ul> <p>b) Single word substitution.(12 hrs)</p>                                                                                                                                         |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Apply the prefixes. (Mapped NOS: MEP/N0201)                                                    | <p>42. Point out of Prefixes and their representative strokes and apply on sentences. (09hrs)</p> <p>43. Apply on Computer for Speed Typing. (12 hrs)</p>                                                                                                                                                                 | <p>a) Prefixes:</p> <ul style="list-style-type: none"> <li>• Definition and uses (06 hrs)</li> </ul>                                                                                                                                                                                                                                                           |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Apply the suffixes. (Mapped NOS: MEP/N0201)                                                    | <p>44. Point out of Suffixes and their representative strokes and apply on. (21 hrs)</p> <p>45. Develop the word to maintain the above rules &amp; apply on Computer for Speed Typing. (21 hrs)</p>                                                                                                                       | <p>Suffixes:</p> <ul style="list-style-type: none"> <li>• Definition and uses (12 hrs)</li> </ul>                                                                                                                                                                                                                                                              |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Identify the monetary units & use it.(NOS: MEP/N09402)                                         | <p>46. Explain the figures^a) Monetary Units &amp; Round Figures and use it on sentences. (04 hrs)</p> <p>b) Contractions- formation and uses, Essential Vowels and dictation (04 hrs)</p> <p>47. Develop the sentences to follow above rules writing in shorthand &amp; apply on Computer for Speed Typing. (13 hrs)</p> | <p>Figures-</p> <ul style="list-style-type: none"> <li>• Monetary Units &amp; Round Figures</li> </ul> <p>b) Contractions-</p> <ul style="list-style-type: none"> <li>• Formation and uses, • Essential Vowels. (06 hrs)</li> </ul>                                                                                                                            |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Form words with advance phrases, intersections and write simple letter. Mapped NOS: MEP/N0243) | <p>48. Contract:</p> <p>a) Practice of advance phraseography. (07 hrs)</p> <p>b) Practice of intersections. (07 hrs) c) Complete the Simple Letter writing taking dictation in shorthand and translate it on computer for speed typing. (14 hrs)</p>                                                                      | <p>a) Simple Letter Writing (12 hrs)</p>                                                                                                                                                                                                                                                                                                                       |

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|                                                             |                                                                                | d) Complete simple letter with taking dictation & translate on Computer for Speed typing. (14hrs)                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Translate all types of sentences.(NOS: MEP/N09403)                             | 49. Prepare of Note Taking Techniques & translate it. (22 hrs)<br>50. Translate matter typed on Computer for Speed Typing. (20 hrs)                                                                                                                                                                                  | Translation & Note Taking Techniques (12 Hrs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Practice on MS^Excel. (Mapped NOS: MEP/N0216)                                  | 51. Demonstrate:<br>a) Introduction to MS^Excel (03 hrs)<br>b) Functions in MS-Excel (09 hrs)<br>52. Data Entry using MS – Excel (10 hrs)<br>53. Take down Dictation of the shorthand from the books and transcribe on computer. (20 hrs)                                                                            | a) Office-<br>• Introduction,<br>• Importance of Office,<br>• Departments of Office.<br>• Functions, Duties and characteristics of Office Manager.<br>b) Introduction of MS- Excel:<br>• Opening a Worksheets;<br>• Entering text in worksheets.<br>• Editing Excel<br>• Selecting & editing cell contents / worksheet<br>• Saving & Printing;<br>C) Motivation:<br>• Introduction<br>• Process (12 hrs)                                                                                                                         |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Label the office layout.(NOS: MEP/ N09404)                                     | 54. Sketch of various layouts of office with space management. (08 hrs)<br>55. Formulas and Functions in MS- Excel. (21 hrs)<br>56. Complete note down shorthand dictation from the books and transcribe of the same on computer. (13 hrs)                                                                           | a) Office Layout, Types of Office Layout, Open and Private Office.<br>b) MS Excel:<br>• Inserting / deleting, rows and columns in a Worksheet inserting / deleting data using cut, copy and paste.<br>• Method: Using Formulas and functions in MS-Excel<br>c) Office Environment: • Importance, Elements like Light, Temperature, Ventilation, Noise, Interior Decoration, cleanliness and Safety. (12 hrs)                                                                                                                     |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Name the dispatch and diary register & detect computer virus.(NOS: MEP/N09405) | 57. Demonstrate of Dispatch and Diary Register with the entry Procedure and practical use (02 hrs)<br>58. Construct of Various Formulas, Charts etc. in MS- Excel. (05 hrs)<br>59. Use of anti –virus (01 hrs)<br>60. Take dictation of the shorthand from the books and transcribe of the same on Computer (13 hrs) | a) Handling of Mails- Inward & Outward Mails.<br>b) MS- Excel:<br>• Arithmetic, logical, Relative and absolute cell referencing;<br>• Formatting options of cell in worksheets,<br>• Align centre, left, right and justify cell contents,<br>• Concept of charts. c) Office Stationery, Office Forms and Manuals. Types of Office Stationery<br>d) Computer viruses:<br>e) Use of Anti-Virus,<br>f) Precautions & Scanning etc.<br>g) Motivation- Types of motivation<br>• Intrinsic motivation, ? Extrinsic motivation (06 hrs) |

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| Professional Skill 63 Hrs;<br>Professional Knowledge 18 Hrs | Identify all types of file requirements & implement the same on MS-Power point. (Mapped NOS: MEP/N0216) | 61. Show various files and practical use thereof. (08 hrs)<br>62. MS-power point – Prepare the PPT on current topic (15 hrs)<br>63. Add Graphics and the practice of the same on MS-power point (15 hrs)<br>64. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (25 hrs)                  | a) Filing - Meaning of Records, Compilation and Classification.<br>b) MS POWER-POINT^Introduction of PPT, presenting documents in Power point, add graphics to the document, Create a self^running presentation, (18 hrs)                                                                                                                                                        |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | P r e p a r e MS^PowerPoint Presentation.(Mapped NOS: MEP/N0216)                                        | 65. MS-Power Point presentation<br>a) Use Themes and Designs of the Slides in Power Point. (04hrs)<br>b) Apply Clipart and various objects into PPT slides. (04 hrs)<br>66. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (13 hrs)                                                      | a) Filing:<br>• Importance of Filing,<br>• Essentials of Good Filing Method.<br>Classification of files –<br>• Alphabetical,<br>• Numerical,<br>• Geographical and Subject wise.<br>• Centralization& Decentralization of Filing.<br>• E-filing<br>b) MS- PowerPoint:<br>• Layouts, themes and designs,<br>• Adding clip arts, diagrams, pictures, tables and charts. (06 hrs)   |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Demonstrate features of MS power Point. (Mapped NOS: MEP/N0216)                                         | 67. MS- power Point Show<br>a) Editing slides (03 hrs)<br>b) Slide Animation, (02 hrs)<br>c) Transition etc. (02 hrs)<br>d) Publish in MS-power point Show. (02 hrs)<br>68. Prepare MS-power point presentation. (04 hrs)<br>69. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (08 hrs) | a) Office secretary<br>b) Definition, Qualities, Qualification & Types of Secretary<br>c) MS- Power Point:<br>• Building animation effects,<br>• Transitions,<br>• Speaker notes,<br>• Copying a presentation to a CD/DVD/Pen drives,<br>• Editing and Printing Presentations /slides<br>d) Material Management-<br>• Introduction (06 hrs)                                      |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Create Email Id. (Mapped NOS: MEP/N0216)                                                                | 70. Use Internet – Create E^Mail Account. (04 hrs)<br>71. Send mails to multiple recipients. (05 hrs)<br>72. Apply all rules to take Dictation of the shorthand from the Newspapers and transcription of the same on Computer. (12 hrs)                                                                                          | a) Professional, personal duties and Functions of Office / private Secretary.<br>b) INTERNET:<br>• Introduction to Internet<br>c) Material Management-<br>• Importance<br>• Function (06 hrs)                                                                                                                                                                                    |
| Professional Skill 21 Hrs;<br>Professional Knowledge 06 Hrs | Identify all types of official tools & equipments. (Mapped NOS: MEP/N0216, MEP/N0241)                   | 73. Practical knowledge of various office tools & equipment and their uses. (05 hrs)<br>74. Searching of Information on Various search portals by using of Internet. (04 hrs)<br>75. Take down Dictation of the shorthand from the Newspapers and transcription of the same on Computer. (12 hrs)                                | a) Office Equipment:<br>• Principle for selection of Office equipment.<br>• Types of Office equipment & Mailing^Room equipment.<br>• Photocopier and Communicating equipment.<br>b) Other Useful equipment:<br>• Xerox Machine,<br>• Intercom & EPABX<br>• Scanner<br>• Personal Computer<br>• Internet, FAX, Printer etc.<br>c) Networking: types of network<br>• LAN, MAN, WAN |

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|                                                             |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Sending and receiving e-mail;</li> <li>• Searching, browsing websites, using search engines.</li> </ul> <p>d) Office Security: Meaning &amp; concept (06 hrs)</p>                                                                                                                                                                                                                                                                                                                                                                                    |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Observe all types of postal services. (NOS: MEP/N09406)                               | <p>76. Visit to the various post offices. (08 hrs)</p> <p>77. Take down Dictation of the shorthand from the Newspapers and transcription of the same on Computer. (24 hrs)</p> <p>78. Apply MS-Excel to create tabulation work (07 hrs)</p> <p>79. Sending &amp; receiving E-Mail. (03 hrs)</p>                                                                                                                                    | <p>a) Postal Services</p> <p>b) Post Office Services:</p> <ul style="list-style-type: none"> <li>• Importance of Pin Code,</li> <li>• Postcard, Registered Letters,</li> <li>• Ordinary, Insured Letters,</li> <li>• Parcels, Business Reply Postcards, VPP, UPC, Monetary Services etc.</li> </ul> <p>c) Speed Post and Courier Services. Postal Services: Post Bag, Post box etc.</p> <p>d) Office Security:</p> <ul style="list-style-type: none"> <li>• Importance</li> <li>• Types of office security (12 hrs)</li> </ul>                                                                |
| Professional Skill 42 Hrs;<br>Professional Knowledge 12 Hrs | Prepare all types of letter. (Mapped NOS: MEP/N0241, MEP/N0243, MEP/N1201, MEP/N0216) | <p>80. Take down Dictation of the shorthand from the Newspapers, books and magazines and transcribe the same on Computer (18 hrs)</p> <p>81. Take down dictation in letter format &amp; transcribe it (06 hrs)</p> <p>82. Prepare of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc. (08 hrs)</p> <p>83. Create Record/ performance Sheet applying in MS-Excel Formula. (10 hrs)</p> | <p>a) Application Writing</p> <p>b) Enquiry, quotation, order, collection and Complaint letters.</p> <p>c) Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc. and letters to the editors.</p> <p>d) Office Correspondence: Drafting of notice / agenda/ minutes and reports, circular &amp; memorandum.</p> <p>e) General Banking Correspondence</p> <ul style="list-style-type: none"> <li>• Opening of savings / current / Fixed deposit account</li> <li>• Request for loan / overdraft. (12 hrs)</li> </ul> |





## **Introduction of trade - Job opportunities - types of establishment**

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**Objectives:** At the end of this lesson you shall be able to

- **state the importance of this trade**
  - **state the skills to be acquired**
  - **list the job opportunities available**
  - **state the establishments that require stenographers.**
- 

**Importance of Trade:** This course enables a learner to perform the duties and responsibilities of a secretary to an officer. Apart from performing the secretarial tasks, it develops understanding about the organisational structure and develops skill not only in taking notes in shorthand, transcribing, typing on computer and taking print-outs but also in handling the various office machines and equipment. This is in addition to performing the receptionist duties. Indeed a stenographer cum secretarial assistant is a boon to any office without whom any office can function effectively.

**Skills imparted:** An efficient stenographer can take notes at a rate of 80-100 words per minute and can transcribe flawlessly on computer at a speed of 40 wpm duly punctuating the notes, capitalizing and displaying the matter. As good communication skills are required, trainees are imparted language skills as well-not only in written language but also in spoken language.

### **Job Opportunities**

There are plenty of vacancies in private sector and Government as well. The Government offers stenography jobs from entry-level all the way to supervisory positions. If a shorthand writer with a skill of 80/100 wpm clears the Staff Selection Commission examination conducted every year, will be selected in various Government organizations, such as Government departments, High Courts, Supreme Court, District courts, and the like. After due training, one can work as private secretary or personal assistant in multinational companies, private offices, banks, institutes, colleges, schools, law departments, social organizations, etc.

**Organisational Hierarchy:** A Stenographer has ample opportunities to climb up the ladder in any Organization. From a Stenographer Grade D to Personal Assistant (PA) to Private Secretary (PS) to Principal Private Secretary (PPS) to even Senior Private Secretary ...he/she has enormous opportunities in the hierarchy of any organization.

## **Attributes of Stenographer & Secretarial Assistant - Duties and Responsibilities**

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**Objectives:** At the end of this lesson you shall be able to

- **state the qualities of an ideal stenographer**
  - **explain the duties and responsibilities of a stenographer.**
- 

### **Qualities of a Good Stenographer**

A good stenographer should be tolerant and not in a hurry to leave the office at the stroke of the hour. He/she should be prepared to stay back and assist the boss in completing the tasks. He/she should possess balance of mind and should not lose temper while dealing with the public. Some of the qualities that will add value to a stenographer cum secretarial assistant are:

- a) Ability to deal effectively with officials and the public
- b) Resourcefulness
- c) Tact
- d) Good judgment
- e) Discretion
- f) Good physique and a pleasing personality
- g) Accuracy

### **Duties and responsibilities of a Stenographer**

A good stenographer should have high speed and accuracy in Stenography. Yet another trait of a good stenographer is proficiency in English as the whole art is based

on English. Stenographers without a good vocabulary, good grammatically accurate writing power, may have to face a number of difficulties at the time of transcription. The duties of a Stenographer also calls for independent correspondence on behalf of his/her boss. Finally the importance of spoken English is an asset which cannot be overlooked. Other duties include:

- a) Receiving and handling complaints, enquiries, requests, etc.
- b) Answering calls, taking messages and handling correspondence
- c) Receiving callers, ascertaining their business and answering their questions
- d) Using computer applications in performing work assignments
- e) Arranging appointments and meetings
- f) Producing agendas and taking minutes
- g) Maintaining files



# Computer fundamentals- Introduction, Definition, Utility and types of computers. Computer Hardware and Software

**Objectives:** At the end of this lesson you shall be able to

- understand fundamentally the general scope of the computer system
- distinguish between hardware and software
- describe the various types of computers
- explain how to connect accessories to computer
- narrate how to shutdown the system safely.

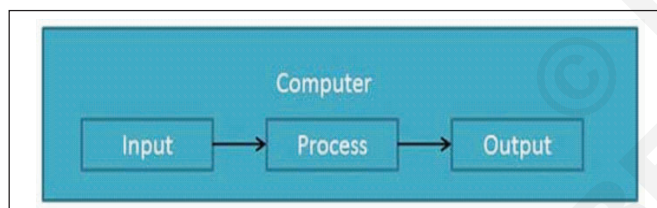
## Introduction

Today's world is an information-rich world and it has become a necessity for everyone to know about computers. A computer is an electronic data processing device, which accepts and stores data input, processes the data input, and generates the output in a required format. The purpose of this lesson is to introduce you to Computers and its fundamentals.

## Functions of a Computer

If we look at it in a very broad sense, any digital computer carries out the following functions

- Takes data as input.
- Stores the data/instructions in its memory and uses them as required.
- Processes the data and converts it into useful information.
- Generates the output.
- Controls all the above four steps.



## Advantages of Computers

Following are certain advantages of computers.

### High Speed

- Computer is a very fast device.
- It is capable of performing calculation of very large amount of data.
- The computer has units of speed in microsecond, nanosecond, and even the picoseconds.
- It can perform millions of calculations in a few seconds as compared to man who will spend many months to perform the same task.

### Accuracy

- In addition to being very fast, computers are very accurate.
- The calculations are 100% error free.
- Computers perform all jobs with 100% accuracy provided that the input is correct.

## Storage Capability

- Memory is a very important characteristic of computers.
- A computer has much more storage capacity than human beings.
- It can store large amount of data.
- It can store any type of data such as images, videos, text, audio, etc.

## Diligence

- Unlike human beings, a computer is free from monotony, tiredness, and lack of concentration.
- It can work continuously without any error and boredom.
- It can perform repeated tasks with the same speed and accuracy.

## Versatility

- A computer is a very versatile machine.
- A computer is very flexible in performing the jobs to be done.
- This machine can be used to solve the problems related to various fields.
- At one instance, it may be solving a complex scientific problem and the very next moment it may be playing a card game.

## Reliability

- A computer is a reliable machine.
- Modern electronic components have long lives.
- Computers are designed to make maintenance easy.

## Automation

- Computer is an automatic machine.
- Automation is the ability to perform a given task automatically. Once the computer receives a program i.e., the program is stored in the computer memory, then the program and instruction can control the program execution without human interaction.
- Reduction in Paper Work and Cost
- The use of computers for data processing in an organization leads to reduction in paper work and results in speeding up the process.
- As data in electronic files can be retrieved as and when required, the problem of maintenance of large number of paper files gets reduced.
- Though the initial investment for installing a computer is high, it substantially reduces the cost of each of its transaction.

## What is Computer?

The term "computer" is derived from Latin word "computare" which means to calculate.

Computer is a programmable electronic device that accepts raw data as input and processes it with set of instructions to produce result as output. It renders output just after performing mathematical and logical operations. The device also has memory that stores the data, programs and result of processing.

It is believed that Analytical Engine was the first computer. It was invented by Charles Babbage in 1837. Charles Babbage is also considered as the father of computer.

On the basis of data handling capabilities, the computer is of three types:

- Analogue Computer
- Digital Computer
- Hybrid Computer

## First Generation Computers

The first generation (1946-1959) computers were slow, huge and expensive. In these computers, vacuum tubes were used as the basic components of CPU and memory. These computers were mainly depended on batch operating system and punch cards. Magnetic tape and paper tape were used as output and input devices in this generation;

## Second Generation Computers

The second generation (1959-1965) was the era of the transistor computers. These computers used transistors which were cheap, compact and consuming less power; it made transistor computers faster than the first generation computers.

## Third Generation Computers

The third generation computers used integrated circuits (ICs) instead of transistors. A single IC can pack huge number of transistors which increased the power of a computer and reduced the cost. The computers also became more reliable, efficient and smaller in size.

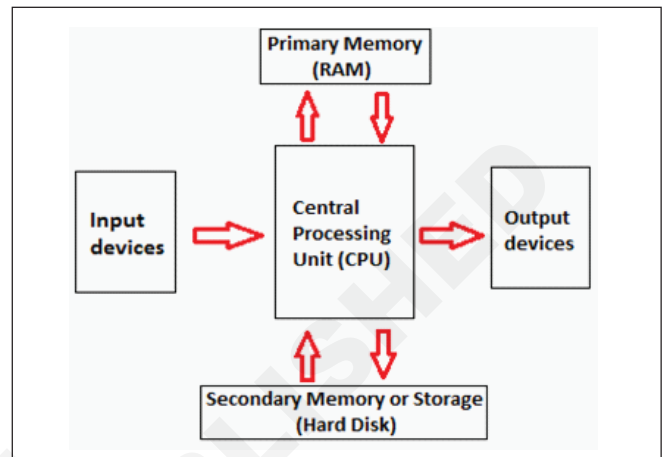
## Fourth Generation Computers

The fourth generation (1971-1980) computers used very large scale integrated (VLSI) circuits; a chip containing millions of transistors and other circuit elements. These chips made this generation computers more compact, powerful, fast and affordable. These generation computers used real time, time sharing and distributed operating system

## Fifth Generation Computers

In fifth generation (1980-till date) computers, the VLSI technology was replaced with ULSI (Ultra Large Scale Integration). It made possible the production of microprocessor chips with ten million electronic components. This generation computers used parallel processing hardware and AI (Artificial Intelligence) software. Some of the popular fifth generation computers are;

- Desktop
- Laptop
- NoteBook
- UltraBook
- ChromeBook
- CPU
- Output Devices
- Primary Memory
- Secondary Memory



The operations of computer components are given below:

- 1 Inputting:** It is the process of entering raw data, instructions and information into the computer. It is performed with the help of input devices.
- 2 Storing:** The computer has primary memory and secondary storage to store data and instructions. It stores the data before sending it to CPU for processing and also stores the processed data before displaying it as output.
- 3 Processing:** It is the process of converting the raw data into useful information. This process is performed by the CPU of the computer. It takes the raw data from storage, processes it and then sends back the processed data to storage.
- 4 Outputting:** It is the process of presenting the processed data through output devices like monitor, printer and speakers.
- 5 Controlling:** This operation is performed by the control unit that is part of CPU. The control unit ensures that all basic operations are executed in a right manner and sequence.

## Application of computer

The various applications of computers in today's are:

### 1 Word processing

- Word processing software automatically corrects spelling and grammar mistakes.
- The copy and paste features repeat the content of the document.
- Printout documents and makes several copies.
- Images can be added to your document.

## 2 Internet

- A network of all the computers in the world, we can browse through much more information than you could do in a library.
- Because computer can store enormous amounts of information.
- Very fast and convenient access to information
- You can communicate with a person sitting thousands of miles away in seconds via E-mail.
- Chat software that enables one to chat with another person on a real time basis.
- Video conferencing tools are becoming readily available to the common man.

### Digital video or audio composition

- Audio or video composition and editing have been made much easier by computers.
- The Graphic engineers use computers to generate short or full length films or even to create three dimensional models.
- Special effects in science fiction and action movies are created using computers.

### Desk top publishing

- In desk top publishing, we can create page layouts for entire books on the personal computer.
- Mathematical calculations
- Large calculations are made easy in computer software in Excel format

### Travel

- We can book tickets for air travel, railway, bus journey and make hotel reservations online.

### Gambling

- One can gamble online instead of going to casinos.

### Examinations

- One can write examinations online and get instant results.

### Certificates

- Different types of certificates can be generated.
- ATM Machines
- The computer software authenticates the used and dispenses cash.

### Matrimonial sites

- There are matrimonial sites through which one can search for a suitable groom or bride.

### News

- There are many websites through which you can read the latest or old news.

### Classmates

- There are many alumni websites through which you can regain contact with your classmates.

### Robotics

- Robots are controlled by software.

- Washing machines & Microwave ovens

- They are operated by software.

### Planning and scheduling

- Software can be used to store contact information for generating plans, scheduling appointments and deadlines.

### Plagiarism

- Software can examine content for plagiarism.

### Greeting cards

- We can send and receive greetings pertaining to different occasions.

### Sports

- Software is used for making umpiring decisions. There are simulation software using which a sportsperson can practice his skills. Computers also identify flaws in technique.

### Weather analysis

- Super computers are used to analyse and predict weather.

### Business

A computer has high speed of calculation, diligence, accuracy, reliability, or versatility which made it an integrated part in all business organisations.

Computer is used in business organisations for: Payroll calculations, Sales analysis, Budgeting, Financial forecasting, Managing employees database and Maintenance of stocks etc.

### Education

Computers have its dominant use in the education field which can significantly enhance performance in learning. Even distance learning is made productive and effective through internet and video-based classes. Researchers have massive usage of these computers in their work from the starting to till the end of their scholarly work.

### Marketing

In marketing, uses of computer are:

**Advertising** - with computers, advertising professionals create art and graphics, write and revise copy, and print and disseminate ads with the goal of selling more products.

**Home Shopping** - Home shopping has been made possible through use of computerised catalogues that provide access to product information and permit direct entry of orders to be filled by the customers.

### Banking

Today banking is almost totally dependent on computer. Banks provide the facilities of:

Banks provide online accounting facility, which includes current balances, deposits, overdrafts, interest charges, shares, and trustee records.

ATM machines are making it even easier for customers to deal with banks.

## Insurance

Insurance companies are keeping all records up-to-date with the help of computers. The insurance companies, finance houses and stock broking firms are widely using computers for their concerns.

## Communication

Communication means to convey a message, an idea, a picture or speech that is received and understood clearly and correctly by the person for whom it is meant for. Some main areas in this category are: Chatting, E-mail, Usenet, FTP, Video-conferencing and Telnet.

## Health Care

Most of the medical information can now be digitized from the prescription to reports. Computation in the field of medicine allows us to offer varied miraculous therapies to the patients.

## Military

Computers are the main tools which help in developing missiles and other equipment in the defence system. Designing and the maintenance are possible only through computers. Computer builds the links between the soldiers and commanders through the satellite. Construction of weapons and controlling their function is not possible without the aid of computers. The list of the criminals and the records of the cops are maintained regularly in the system.

## Engineering Design

As per the title, computers aid in designing buildings, magazines, prints, newspapers, books and many others. The construction layouts are designed beautifully on system using different tools and software.

## Types of Computer

Computers can be broadly classified by their speed and computing power.

| S.No. | Type                   | Specifications                                                                                                                                  |
|-------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | PC (Personal Computer) | It is a single user computer system having moderately powerful microprocessor                                                                   |
| 2     | Workstation            | It is also a single user computer system, similar to personal computer however has a more powerful microprocessor.                              |
| 3     | Mini Computer          | It is a multi-user computer system, capable of supporting hundreds of users simultaneously.                                                     |
| 4     | Main Frame             | It is a multi-user computer system, capable of supporting hundreds of users simultaneously. Software technology is different from minicomputer. |
| 5     | Supercomputer          | It is an extremely fast computer, which can execute hundreds of millions of instructions per second.                                            |

## Computer Hardware and Software

**Objectives:** At the end of this lesson you shall be able to

- identify different types of hardware connected to a computer system
- state functions of each component
- demonstrate how to connect and disconnect each component
- explain types of software
- narrate system software and application software.

Computer hardware is the collection of physical parts of a computer system. This includes the computer case, monitor, keyboard, and mouse. It also includes all the parts inside the computer case, such as the hard disk drive, motherboard, video card, and many others. Computer hardware is what you can physically touch.

### Input Devices (Fig.1)

**Touch Screen:** (Fig.2) A touch screen is a display device that the user to interact with a computer by using their finger or stylus.

They can be a useful alternative to a mouse or keyboard for navigating a GUI (Graphical User Interface) touch screens are used on a variety of devices, such as computer and laptop displays, smart phones, tablets, cash registers, and information kiosks. Some touch screens use a grid of infrared beams to sense the presence touch-sensitive input of a finger instead of utilizing touch sensitive input. (Fig.2)



Fig 1



Fig 2



**Camera (Fig.3):** Most digital cameras can use a USB cable that connects into a computer to send pictures that are in the camera to the computer.

Digital photography is a kind of photography where a digital camera is used to take photos. Digital cameras use an image sensor instead of photographic film.

Fig 3



**Scanner: (Fig.4)** A scanner is an input device that scans documents such as photographs and pages of text. This creates an electronic version of the document that can be viewed and edited on a computer. Most scanners are flatbed devices, which means they have a flat scanning surface. (Fig.4)

Fig 4



**Microphone: (Fig.5)** A microphone is plugged into the back of desktop computers into the sound card microphone port and depending on your computer case may also have a port on the front. On a laptop computer, the microphone is plugged into the microphone port found on the front or side of the laptop. (Fig.5)

Fig 5



**Mouse: (Fig.6)** A computer mouse is an input device that is used with a computer. Moving a mouse along a flat surface can move the cursor to different items on the screen. Items can be moved or selected by pressing the mouse buttons (called clicking). (Fig.6)

Fig 6



**Keyboard: (Fig.7)** A computer keyboard is an input device used to enter characters and functions into the computer system by pressing buttons, or keys. It is the primary device used to enter text. A keyboard typically con-

tains keys for individual letters, numbers and special characters, as well as keys for specific functions. (Fig.7)

Fig 7



**Joystick: (Fig.8)** A lever that can be moved in several directions to control the movement of an image on a computer or similar display screen. (Fig.8)

Fig 8



**Web cam: (Fig.9)** The term webcam is a combination of "Web" and "video camera". The purpose of **webcam** is, to broadcast video on the Web. Webcams are typically small cameras that either attach to a user's monitor or sit on a desk. Most **webcams** connect to the computer via USB. (Fig.9)

Fig 9



**Track ball: (Fig.10)** A trackball is a computer pointing device which can perform the same as a mouse. Computer mice have small balls inside of them, and when a user move mouse, the ball rolls, causing the pointer the screen to move (Fig.10)

Fig 10



**Output Devices (Fig.11)** Printers, Scanners and fax machines - Printers are output devices that create hard copies of computer files. Other all in one type printers are designed to provide multiple services such as scanning, fax, copier functions.

Fig 11



### Classification of printers (Fig.12)

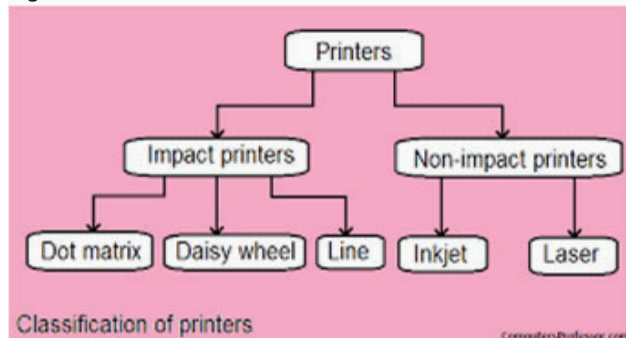
- **Impact printers**

Impact printer refers to a class of printers that work by banging a head or needle against an ink ribbon to make a mark on the paper. This includes dot-matrix printers, daisy-wheel printers, and line printers.

### Non impact printers

Printer that prints without banging a ribbon onto paper. Laser, LED, inkjet, solid ink, thermal wax transfer and dye sublimation printers are examples of non-impact printers.

Fig 12



Most computers have audio support either integrated into the motherboard or on an adapter card. Audio support includes ports that allow input and output of audio signals.

### Visual display units

#### Monitors

There are three main types of monitors available for computers:

- CRT - Cathode Ray Tube
- LCD - Liquid Crystal Display
- LED - Light Emitting Diodes

**Cathode Ray Tube:** (CRT) Monitor is the most common monitor type in the initial stages. Most televisions also used this technology in earlier stages. These monitors employ CRT technology, which was used most commonly in the manufacturing of television screens. With these monitors, a stream of intense high energy electrons is used to form images on a fluorescent screen. (Fig.13)

Fig 13



**LCD - Liquid Crystal Display Monitors:** The LCD monitor incorporates one of the most advanced technologies available today. Typically, it consists of a layer of colour or monochrome pixels arranged schematically between a couple of transparent electrodes and two polarizing filters. Optical effect is made possible by polarizing the light in varied amounts and making it pass through the liquid crystal layer. (Fig.14)

Fig 14



**LED (light-emitting diodes) Monitors:** LED monitors are the latest types of monitors on the market today. These are flat panel, or slightly curved displays which make use of light-emitting diodes for back-lighting, instead of cold cathode fluorescent (CCFL) back-lighting used in LCDs. LED monitors are said to use much lesser power than CRT and LCD and are considered far more environmentally friendly. The advantages of LED monitors are that they produce images with higher contrast, have less negative environmental impact when disposed. (Fig.15)

Fig 15



### Storage Devices (Fig.16)

#### Hard Disc Drive

- Spins at 5,400 - 7,200 rpm.
- Can store anywhere between GB to TB of data.

#### Floppy Drive

- 3.5 - inch disks store 1.44 MB of data

#### CDs/DVDs - Compact Discs

- Available in a variety of formats - CD-ROM, CD-R, CD-RW
- A typical CD holds about 700 MB of data

#### DVDs

- Available in DVD-ROM, DVD-R, DVD-RW
- Can hold 4.7 GB of data (standard)

#### USB Flash drive

- Storage capacity between MB - GB

#### Memory Card

MicroSD is a type of removable flash memory card used for storing information. SD is an abbreviation of Secure Digital, and micro SD cards are sometimes referred to as μSD or uSD. The cards are used in mobile phones and other mobile devices. Storage capacity between 2-512 GB.

### Central processing unit (Fig.17)

The central processing unit (CPU) of a computer is a piece of hardware that carries out the instructions of a computer program. It performs the basic arithmetical, logical, and input/output operations of a computer system. The CPU is like the brain of the computer - every instruction, has to go through the CPU. The CPU is sometimes also referred to as the central processor unit.



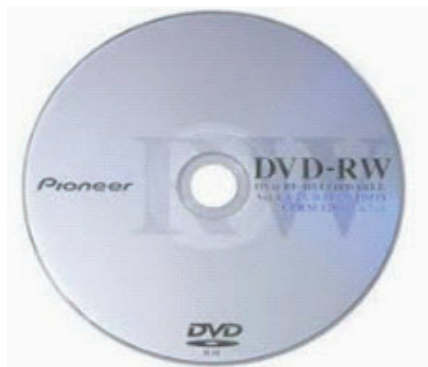
Fig 16



Hard Disc Drive



Floppy Disc Drive



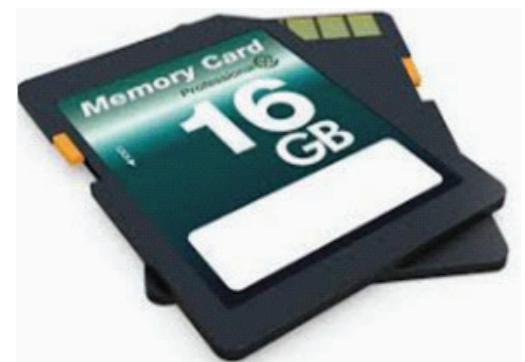
DVD/CD Drive



USB Flash Drive



Magnetic Tape



Memory Card

There are different brands and speeds

- Pentium made by Intel
- Celeron made by Intel
- Athlon made by AMD

## Memory

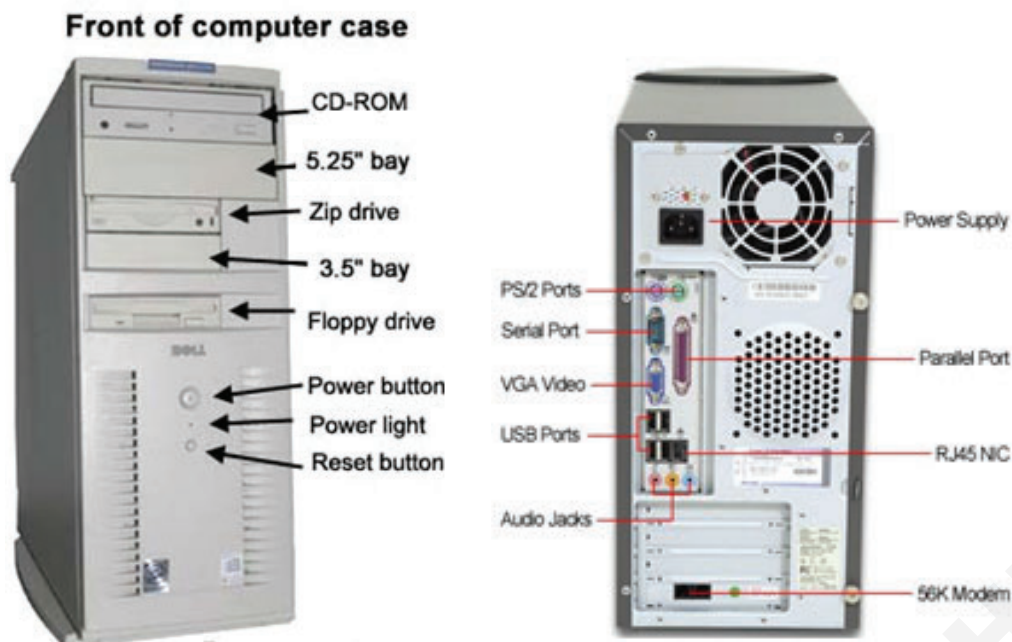
Random Access Memory (RAM)

- Temporary storage for data and programs that are being accessed by the CPU
- Volatile memory, which means that the contents are erased when the computer is powered off.
- More Ram means more capacity to hold and process large programs and files, as well as enhanced system performance.

## Types of RAM

- Dynamic Random Access Memory (DRAM)
- Static Random Access Memory (SRAM)
- Fast Page Mode DRAM (FPM Memory)
- Extended Data Out RAM (EDO Memory)
- Synchronous DRAM (SDRAM)
- Double Data Rate SDRAM (DDR SDRAM)
- Double Data Rate 2 SDRAM (DDR2 SDRAM)
- RAMBus DRAM (RDRAM)

Fig 17



### Read Only Memory (ROM)

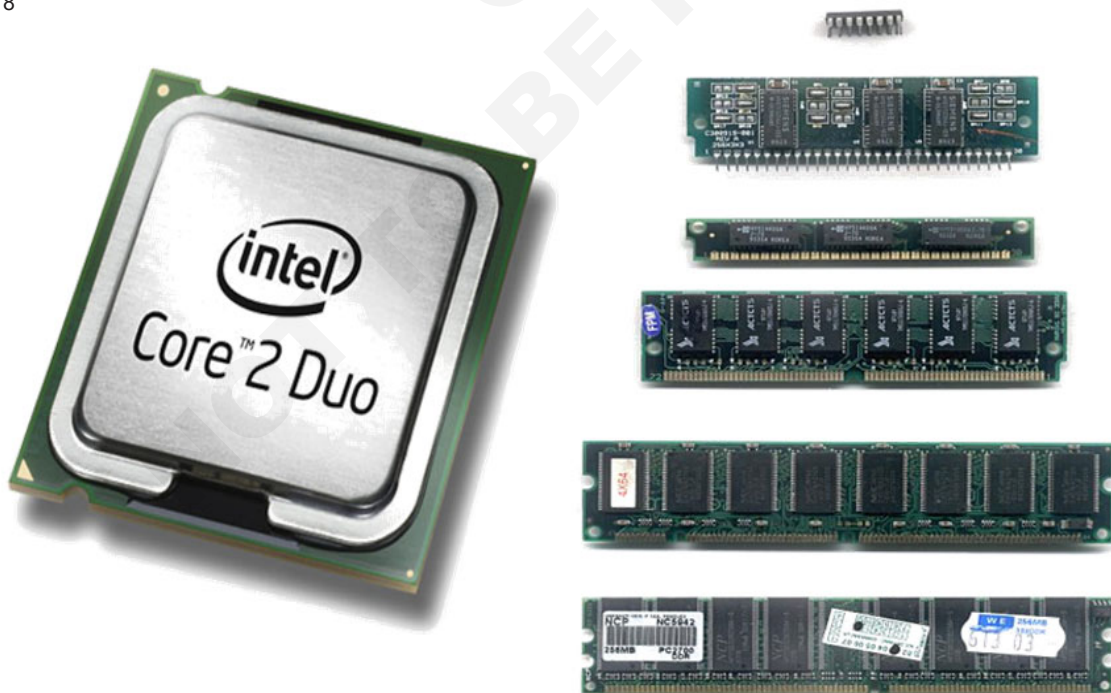
ROM is a storage medium that is used with computers and other electronic devices. As the name indicates, data stored in ROM may only be read. Unlike RAM (Random Access Memory), ROM is non-volatile, which means it keeps its contents regardless of whether or not it has power.

Basic instructions for booting the computer and loading the operating system are stored in ROM.

### Processors & Memory (Fig.18)

- Byte-one character of data (8 bit)
- 1 Kilobyte (KB) = 1024 Bytes
- 1 Megabyte (MB) = 1024 kilobytes
- 1 Gigabyte (GB) = 1024 Megabytes
- 1 Terabyte (TB) = 1024 Gigabytes

Fig 18



| ROM types | ROM types                                    | Description                                                                                                                                                                                                  |
|-----------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ROM       | Read-only memory chips                       | Information is written to a ROM chip when it is manufactured. A ROM chip cannot be erased or re-written and can become obsolete.                                                                             |
| PROM      | Programmable read-only memory                | Information is written to a PROM chip after it is manufactured. A PROM chip cannot be erased or re-written.                                                                                                  |
| EPROM     | Erasable programmable read-only memory       | Information is written to an EPROM chip after it is manufactured. An EPROM chip can be erased with exposure to UV light. Special equipment is required.                                                      |
| EEPROM    | Electrically erasable programmable read-only | Information is written to an EEPROM chip after it is manufactured. EEPROM chips are also called Flash ROMs. An EEPROM chip can be erased and re-written without having to remove the chip from the computer. |

### Power Supply (Fig 19)

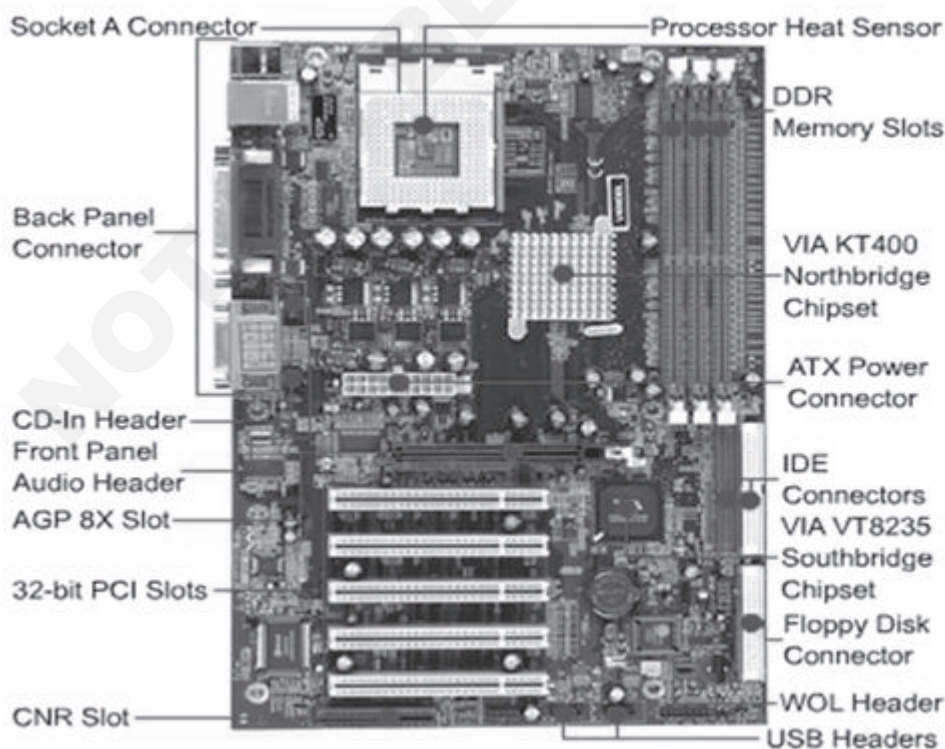
The computer gets its power from the external power supply to system through SMPS (Fig.11) (Switch Mode Power Supply) which acts as a AC to DC converter and step down the volts to 3 - 12 DC. The external power card is to be connected to the power supply plug in system and the power supply on/off switch is switched on and the power switch in the front side of the system is also switched on then the power supply fan must run. If it is not running then there may be a problem of power supply, if it runs properly then we can assure that we got power to our system.

Fig 19



### Motherboard (Fig.20)

Fig 20





The motherboard serves as a single platform to connect all of the parts of a computer together. It connects the CPU, memory, hard drives, optical drives, video card, sound card, and other ports and expansion cards directly or via cables. It can be considered as the backbone of a computer.

### Features of Motherboard

A motherboard comes with following features

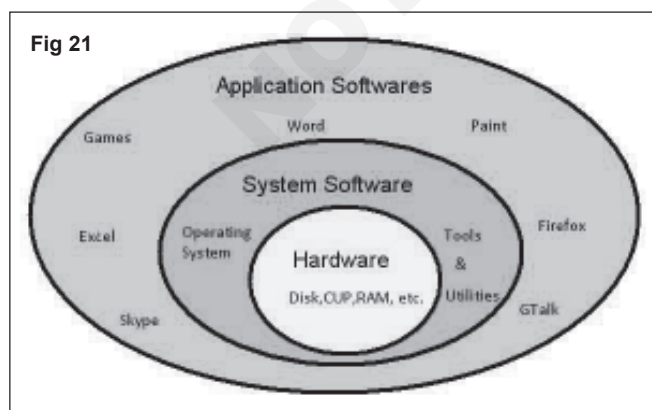
- Motherboard varies greatly in supporting various types of components.
- Motherboard supports a single type of CPU and few types of memories.
- Video cards, hard disks, sound cards have to be compatible with the motherboard to function properly.
- Motherboards, cases, and power supplies must be compatible to work properly together.
- Description of Motherboard

The motherboard is mounted inside the case and is securely attached via small screws through pre-drilled holes. Motherboard contains ports to connect all of the internal components. It provides a single socket for CPU, whereas for memory, normally one or more slots are available. Motherboards provide ports to attach the floppy drive, harddrive, and optical drives via ribbon cables. Motherboard carries fans and a special port designed for power supply. There is a peripheral card slot in front of the motherboard using which video cards, sound cards, and other expansion cards can be connected to the motherboard. On the left side, motherboards carry a number of ports to connect the monitor, printer, mouse, keyboard, speaker, and network cables. Mother boards also provide USB ports, which allow compatible devices to be connected in plug-in/plug-out fashion. For example, pen drive, digital cameras, etc.

### Different types of software

#### Key difference (Fig.21)

Software refers to a set of programs which is capable of performing some specific tasks on a computer system. They can be broadly classified into two categories - System software and Application software.



Software refers to computer programs which perform specific functions as instructed. It can be a single program

or may refer to a number of programs collectively. These instructions are defined in proper step by step manner. It is important to mention that hardware becomes incapable for extending its capabilities without support of the software. These software programs assist computer and network to start and work.

### Softwares are broadly classified into two categories

#### System Software

This software is usually engaged in background processes. This software sync the work of hardware and other types of programs. It acts as a middle layer between hardware and user applications. System software includes programs like

#### Operating System

It is a well - known example of system software. This software interacts with the hardware and provides the capability for running various types of programs. Desktop uses operating systems like Window, Linux and MacOS, whereas Android and Windows are commonly used operating systems for mobiles. There are different types of operating systems like real time, distribute, embedded, etc., It is necessary to consider the hardware specifications before deciding the operating system.

Language translators - It includes assemblers, compilers and interpreters. These programs have been designed for programming languages like C, Cobol, Pascal, etc. Machine Language is translated into machine code with the help of an assembler. Compiler translates the code written in a high level language to a lower one. An interpreter is capable of executing programs directly. It executes the program in a line by line manner.

#### Common Utility Programs

These programs are designed specifically for managing the computer device and its resources. It includes programs like communication tools and disk formatter. They are more focused on the operations of computer infrastructure. For example - Virus scanner is a kind of common utility programs which provides protection to the system from unwanted guests like Trojans and viruses.

#### Application Software

System softwares are more concerned about the background programs of the computer system. However, an application software performs some specific task on a system. There are numerous types of application software. They deal mainly with solving out some specific computing types of problems. They work for fulfillment of specific needs only. These types of software are also known as apps in short. Some of the common application software are.

#### Word processors

These softwares programs are used for creation of documents. In addition to basic activity of creating a document, it also assists in storing and printing that document. Changes can be easily made in the document

through these word processors. It is one of the most commonly used application software. MS - Word is an example of a word processor program.

### **Database software**

This software is capable of creating databases. In addition to it, it also manages the data or information residing inside the database. It is also known as DBMS sometimes. They help in organizing data. Some of the examples of database software are Access, Oracle and Sysbase.

### **Multimedia software**

These softwares have been devised to work with different types of media which are connected with each other, they are usually used in multimedia presentation.

### **Education and reference software**

These softwares have been devised in order to assist in learning about any specific thing. There are many different types of tutorial software programs which fall under this category. Many of these software programs have been designed for children for assisting them in their learning. They are also known as academic software. Ultimate Maths invaders and My Amazing Human body are two such softwares.

### **Graphic software**

These software programs assist in working with graphics, as they enable the user to edit or manipulate visual images. It includes image editors and illustration software. Adobe Photoshop and Corel Photo paint are two popular examples of graphic software. These types of software usually work on either bitmap or vector images.

### **Some Important Tools of Controls panel**

#### **Administrative Tools**

This control panel is for Very Advanced Users only. It allows Partitioning a Hard Drive, Stop/Start System Services, Schedule System Tasks, Manage Windows Firewall Settings and so on.

#### **Backup and Restore Center**

Allows to back up (and then restore) Picture files, Music files, Videos files, E-Mails, Documents, Windows Media Center, Recorded TV Shows and Compressed files either as a custom backup or as part of a full (hard drive image) backup. System files, Program/Executable files and temporary files will also be backed up alongside the own personal data files.

#### **Date and Time**

As well as for the obvious changing of the Date and Time this control panel also allows to change the Time Zone (i.e. to Hong Kong), synchronize the time with a time server (internet clock) and have two additional times (clocks) as part of the notification area clock.

#### **Device Manager**

Allows to Install or uninstall the driver software for a particular piece of hardware. Device Manager is good if a

piece of hardware is not working correctly and needs to be uninstalled. Or when a piece of hardware cannot be installed because no Installation CD for it, that contains its driver software, and therefore need to check the Internet for its driver software. Even if the hardware is working fine sometimes you might want to disable the hardware, for whatever reason(s) - Device Manager allows you to Enable or Disable hardware as well.

#### **Devices Printer**

Allows to set the default Printer, adjust Keyboard and Mouse properties, control Windows Fax And Scan software as well as view/control other aspects of the hardware (i.e. the computer and a flash drive).

#### **Display**

Allows to adjust certain aspects of the display screen, such as its Resolution (Desktop Size), its Clear Type (Font Readability), Text Size, Brightness and so on.

#### **Internet Options**

Allows to change the Internet Settings - Settings such as Security, Privacy, Content, History, Connections and so on. This control panel is for Very Advanced Users only.

#### **Keyboard**

Allows to change the speed of the keyboard and the speed of the flashing cursor.

#### **Mouse**

Allows to change Mouse and Mouse Pointer settings. For example one can change the look of the mouse pointer, the speed of the mouse, whether or not the mouse is left-handed or right-handed, the number of lines scrolled when using a wheel mouse and so on.

#### **Network and Sharing Centre**

Manages the Network side of Windows 7.setup and then connects to a network, checks a network's status, changes network settings and sets preferences for sharing files and printers amongst other things.

This control panel is for Very Advanced Users only.

#### **Sound**

Allows to configure the Sound and Audio Devices (Sound Themes, Volume and so on).

#### **Taskbar and Start Menu**

Allows to configure the Taskbar and Start Menu settings - Their appearance mainly.

#### **User Accounts**

Allows to configure the User Accounts, their Rights, password, picture and so on. This control panel is for Very Advanced Users only.

#### **Windows Firewall**

Allows to configure Windows 7's, built-in, Firewall settings. This control panel is for Advanced Users only.



## **Introduction to shorthand - consonants - classification - arrangement & direction of strokes - table of consonants - joining of consonants**

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**Objectives:** At the end of this lesson you shall be able to

- state the different systems of shorthand
  - define consonants
  - classify consonants
  - explain how the different Consonants are represented
  - join two or more consonants.
- 

### **Systems of Shorthand**

1837 Sir Isaac Pitman published Pitman's Shorthand

1884 J.M. Sloan (England) & Duployan (France) published Sloan Duployan System of Shorthand

1888 John Robert Gregg published Gregg's System of Shorthand

(This system is popular in the United States but not in India. This system is not based on Position writing)

Other writing systems like Morse code & Braille code (meant for the blind) were based on the phonetic concept of shorthand.

### **Shorthand and Stenography**

Shorthand is the art of recording spoken words in even time. It is a script with which human thoughts can be recorded quickly and effectively. It is recording the speed with which a man can speak out his thoughts for the benefit of others. Speed and accuracy are the essential factors for a shorthand writer.

Stenography is the art of writing a communication in shorthand and then transcribing it in the respective language script. Thus the art of stenography includes both shorthand and typewriting. That is why Stenography is referred to as 'Twin Arts'.

### **Shorthand - Uses**

In the past, shorthand was used to write the sermons of religious leaders of the church. It was used for 'notations' or marginal notes in public documents to protect them against forgery. George Bernard Shaw wrote all his literature in shorthand.

Charles Dickens was a shorthand reporter. Shakespeare's plays were all preserved by means of shorthand. Julius Caesar is also known to have written in shorthand. The mythological story that the Mahabharata was dictated by Vyasa to Lord Ganesha also indicates a system of shorthand writing in existence in ancient India.

Now-a-days, shorthand is used in legislative bodies, law courts, business correspondence, etc.

## **Consonants: Definition, Classification, Arrangements and Directions, Table of consonants, Joining of strokes**

---

**Objectives:** At the end of this lesson you shall be able to

- define consonants
  - list the number of consonants in shorthand
  - describe the classification of the consonants
  - narrate the pairs and arrangement of consonants
  - state the size and directions of shorthand strokes
  - join the consonants/strokes.
- 

### **Definition of consonants**

"Consonants are the result of audible friction in some part of the mouth or throat", by -Prof. Sweet. According to Indian Linguists - "Consonants are the body of a language and vowels are its soul".

### **Consonants**

According to Indian Linguists, Consonants are the body of a language and vowels are its soul. In fact no language can exist without them. They are so inter-related that no consonant can be used in a language without a vowel and no vowel can be used in a language without a consonant.

In Shorthand consonants are the body (Strokes) on which the soul (vowel signs) can be put. Therefore, Consonants have a major role in Shorthand (phonetic) writing, while vowels can be omitted subject to rules of theory.

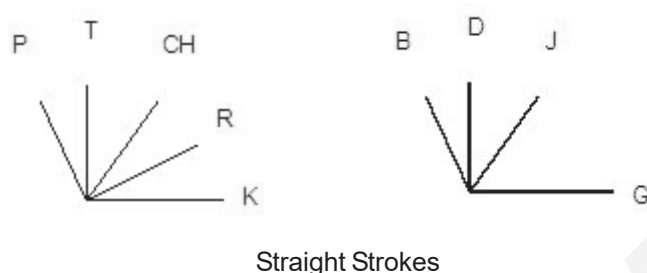
The Consonants (strokes) are phonetic units (syllables) of the language and are not fully dependent on the Consonant letters of English language. Therefore, a phonetic stroke of Shorthand can represent one or more consonant letters of English, e.g., the Stroke of K represents the sounds of C (call), Q (queen), K (king) and Ch (chemist); the Stroke of J represents the sounds of J (Jolly) and G (Geography); the stroke of S represents S (see, sea) and C (cite, cease); the stroke of Z represents X (Xerox),

C (Czar) and Z (zero); while the single stroke sound of ('/'), Ch, 'j' Sh, 't' Th or 't' Thee is represented by two or more consonant-letters of English. Therefore, Shorthand script has less consonantal strokes and has certain limitations compared to the longhand script.

There are only 24 consonants in English shorthand as - P,B,T,D, CH, J, K, G, M, N, NG, F, V, th, THE, S, Z, SH, ZH, L, R, W, Y, H.

### Pairs and arrangement of consonants

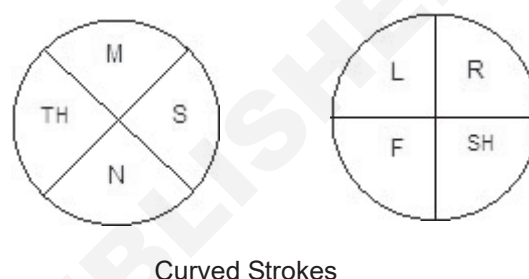
The consonantal strokes of English Shorthand have been paired into light and heavy strokes according to their phonetic sounds. There are, first sixteen consonants in pairs, thus, P/B, T/D, CH/J, K/G, F/V, th/THE, S/Z, SH/ZH. The articulations in these pairs are the same but the sound is light for the first consonant of each pair and heavy sound for the second consonant of each pair.



The consonants of each pair are represented by the same strokes, but for the second consonant this is written thick instead of thin, as P,B etc., We have therefore a light sign for the light sound and heavy sign (Thick Sign) for the heavy sound.

The consonants, M,N,R, L, W, Y, H do not have phonetic pairs and are represented by light strokes according to their phonetic sounds. The consonant NG does not have pair but it is written thick instead of thin since the sound of this consonant is heavy.

For the representation of all the consonantal sounds (except W,Y,H) the simplest geometrical forms are used, namely, the straight line and shallow curve. Those strokes formed by part of a straight line are called straight strokes while strokes formed by part of a circle are called curved strokes as shown in the following diagrams.



### Size and directions of stroke consonants

The consonants should be written about 2/3 of the length of shorthand notebook linespace. Shorthand strokes are written in three directions and are called

- Downward strokes,
- Horizontal strokes and
- Upward strokes.

Strokes are written with the shorthand pencil with light and heavy touch according to their, light or heavy sounds, Heavy strokes are never written upwards.

| Letter | Sound | Character/Stroke | Example (as in) |
|--------|-------|------------------|-----------------|
| P      | Pee   | ... (Down)       | rope            |
| B      | Bee   | ... (Down)       | bee             |
| T      | Tee   | ... (Down)       | took            |
| D      | dee   | ... (Down)       | deep            |
| CH     | Chay  | ... (Down)       | chair           |
| J      | Jay   | ... (Down)       | jolly           |
| K      | Kay   | ... (Horizontal) | key             |
| G      | gay   | ... (Horizontal) | gate            |

- Fricatives (Continuants):** The next eight consonants (F,V, th, THE, S,Z, SH, ZH) are called fricatives (Continuants) because in pronouncing them the outgoing breath passes slowly in a continuous stream through the mouth barriers.

| Letter | Sound | Character/Stroke                                                                         | Example (as in)  |
|--------|-------|------------------------------------------------------------------------------------------|------------------|
| F      | ef    |  (Down) | f <u>a</u> ce    |
| V      | vee   |  (Down) | s <u>a</u> ve    |
| th     | ith   |  (Down) | <u>th</u> in     |
| TH     | THee  |  (Down) | <u>th</u> ey     |
| S      | ess   |  (Down) | <u>s</u> ea      |
| Z      | zee   |  (Down) | <u>z</u> oo      |
| SH     | ish   |  (Down) | w <u>sh</u>      |
| ZH     | zhee  |  (Down) | l <u>z</u> isure |

**iii Nasals:** The next three consonants (M,N,NG) are called nasals as in pronouncing them the air passes through the nose also.

| Letter | Sound | Character/Stroke                                                                               | Example (as in) |
|--------|-------|------------------------------------------------------------------------------------------------|-----------------|
| M      | em    |  (Horizontal) | <u>m</u> ake    |
| N      | en    |  (Horizontal) | <u>n</u> ame    |
| NG     | ng    |  (Horizontal) | r <u>ng</u>     |

**iv Liquids:** The consonants L and R are called liquids, which flow into union with the other consonants and thus make double consonants as cliff, dry, etc., (where the L or R unites with the preceding consonants)

| Letter | Sound | Character/Stroke                                                                           | Example (as in) |
|--------|-------|--------------------------------------------------------------------------------------------|-----------------|
| L      | el    |  (Up)   | <u>l</u> ife    |
| R      | ar    |  (Down) | <u>r</u> Arm    |
| R      | ray   |  (Up)   | <u>r</u> ight   |

**v Coalescents:** W & Y are semi-vowels (coalescents), precede vowels and coalesce or unite with them.

| Letter | Sound | Character/Stroke                                                                         | Example (as in) |
|--------|-------|------------------------------------------------------------------------------------------|-----------------|
| W      | way   |  (Up) | <u>w</u> age    |
| Y      | yay   |  (Up) | <u>y</u> ellow  |

**vi Aspirate:** The consonant H is aspirate, which is a breathing upon a following vowel.

| Letter | Sound | Character/Stroke                                                                           | Example (as in) |
|--------|-------|--------------------------------------------------------------------------------------------|-----------------|
| H      | hay   |  (Up)   | <u>h</u> ope    |
|        |       |  (Down) | <u>h</u> e      |

### Joining of strokes

Strokes when joined must be written without lifting the pen. The beginning of a following stroke should be joined to the end of a preceding stroke, as-

P, PR, PT, PH 

## Vowels - Long Vowels -Short Vowels - Vowel Places - Preceding & following vowels - Intervening vowels and their position

**Objectives:** At the end of this lesson you shall be able to

- define a 'vowel'
- represent long vowels and short vowels along a stroke
- represent preceding and following vowels
- represent intervening vowels between two strokes
- write strokes in position according to first vowel sound.

### Vowels - Definition

"If the mouth passage is left so open as not to cause audible friction, and voiced breath is sent through it, we have a vowel" (Prof. Sweet).

Vowels are the soul of the language without which language cannot be used. Therefore, 12 vowels have been adopted in English shorthand according to their sounds.

**Vowel Sounds:** There are six long vowel sounds and six corresponding short vowel sounds in English shorthand. The long vowels may be remembered by repeating the sentence "Pa may we all go too". The short vowels may be remembered by repeating the sentence "That pen is not much good".

**Vowel Signs:** The long vowels are represented by a heavy dot and a heavy dash. The short vowels are represented by a light dot and a light dash.

**Vowel places:** There are three points on a stroke in which a vowel sign may be placed, namely, at the beginning, in the middle and at the end. The vowels are accordingly called first place, second place and third place vowels.

| Example      | Heavy Vowels |        | Light Vowels |        |
|--------------|--------------|--------|--------------|--------|
|              | Dot •        | Dash - | Dot •        | Dash - |
| Ist place    | ah •         | aw -   | a •          | o -    |
| IInd place   | a •          | o -    | e •          | u -    |
| III rd place | e •          | oo -   | i •          | oo -   |

"Pa may we all go too".

"That pen is not much good".

### Preceding & Following Vowels

If a vowel sign is written on the left hand side of an upstroke or down stroke, it is read before the stroke, as in

aid. age. ooze. ill, etc.

If a vowel sign is written on the right side of an upstroke or downstroke, it is read after the stroke, as in

say. row. way. day etc.

If a vowel sign is written above a horizontal stroke, it is read before the stroke, as in

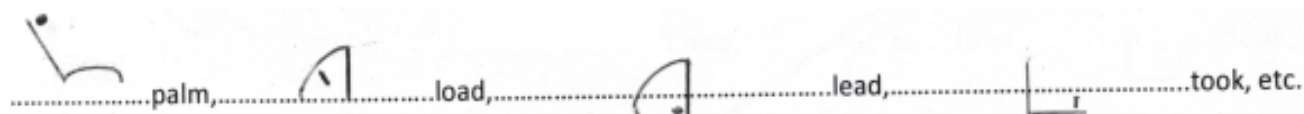
egg. oak

If vowel sign is written below a horizontal stroke, it is read after the stroke, as in

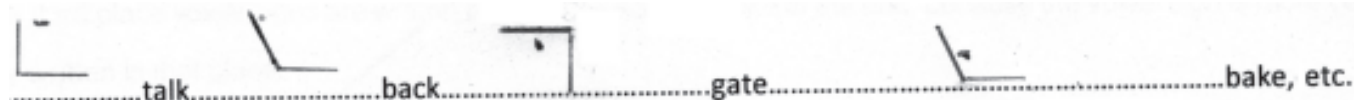
may. no/know

## Position of outline

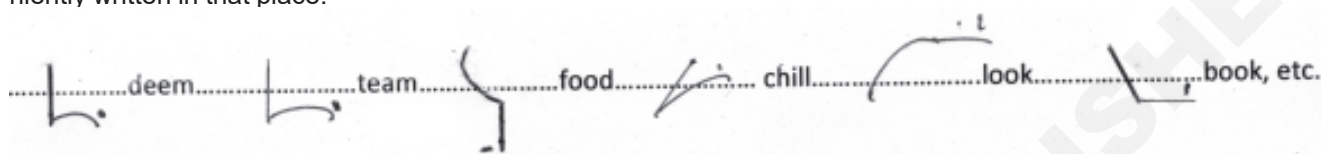
Just as there are three places in which vowel signs are put, there are three positions of shorthand outlines of the words. The first position of shorthand outline is above the line, the second position is on the line, and the third position is through the line. The first sounded vowel in the word determines the position of the outline, as in



Intervening Vowels: First and Second place vowels, when occurring between two strokes are written after the first stroke,



but the third place vowel signs are written before the second stroke at the end, because the vowel sign is more conveniently written in that place.





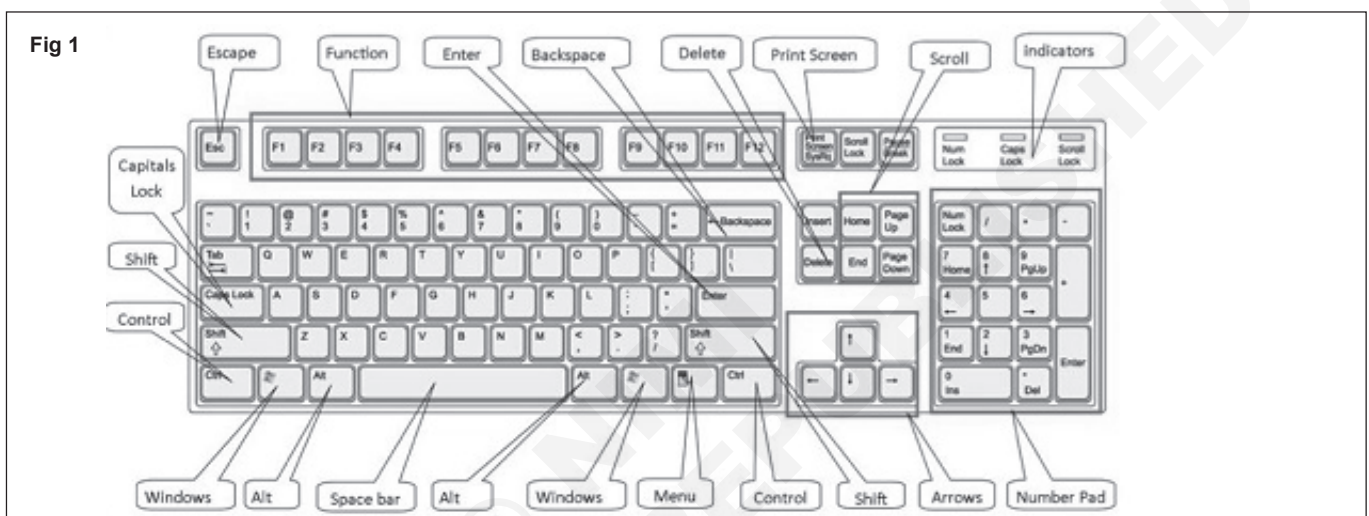
## Computer keyboard functions

**Objectives:** At the end of this lesson you shall be able to

- recognize the keyboard and position of character keys
- understand the functions of the function keys
- use shortcut keys for different operations
- state how to use combination keys like Ctrl, Alt and Shift keys
- explain the operation of Esc and Arrow keys
- use alphanumeric and numeric key pad.

A computer keyboard is an input device used to enter characters and functions into the computer system by pressing buttons, or keys. It is the primary device used to

enter text. A keyboard typically contains keys for individual letters, numbers and special characters, as well as keys for specific functions. (Fig.1)



### Shortcut Keys

**The Escape (ESC) key allows you to stop a function or action**

#### Ctrl + C or Ctrl + Insert

Both **Ctrl + C** and **Ctrl + Insert** copy the highlighted text or selected item.

#### Ctrl + F

Pressing **Ctrl + F** opens the "Find" in any program. This includes your internet browser to find text on the current page. For instance if you want to find a person's name in a registry this shortcut would be a fast way to do that.

#### Ctrl + P

Open a print preview of the current page or document being viewed. For example, press **Ctrl + P** now to view a print preview of this page.

#### Ctrl + S

While working on a document or other file in almost every program pressing **Ctrl + S** saves that file. This shortcut key should be used frequently anytime you're working on anything important.

#### Ctrl + V or Shift + Insert

Both the **Ctrl + V** and **Shift + Insert** paste the text or

object that's in the clipboard.

#### Ctrl + Z and Ctrl + Y

Ctrl+Z will undo any change. For example, if you cut out some text, this shortcut will undo it. This can also be pressed multiple times to undo multiple changes. Pressing Ctrl + Y would redo the undo.

#### Alt + Tab or Ctrl + Tab

This allows you to quickly switch between open programs moving forward.

**Tip:** Press **Ctrl + Tab** to switch between tabs in a program such as your internet browser.

**Tip:** If you also add in the Shift key to Alt + Tab or Ctrl + Tab it will move backwards. For example, if you are pressing Alt + Tab and pass the program you want to switch to, press **Alt + Shift + Tab** to move backwards to that program.

**Tip:** Windows Vista and 7 Users can also press the **Windows Key + Tab** to switch through open programs in a full screenshot of the Window.

Ctrl + Back space and Ctrl + Left or Right arrow

Pressing **Ctrl + Backspace** will delete a full word at a

time instead of only a single character.

Hold down the **Ctrl** key while pressing the **left or right arrow** to move the cursor one word at a time instead of one character at a time. If you wanted to highlight one word at a time you can hold down **Ctrl + Shift** and then press the **left or right arrow** key to move one word at a time in that direction while

#### **Ctrl + Home or Ctrl + End**

**Ctrl + Home** will move the cursor to the beginning of the document and **Ctrl + End** will move the cursor to the end of a document.

#### **Page up, Space bar, and Page Down**

Press either the **page up** or **page down** key to move that page one page at a time in that direction. When browsing the internet pressing the **space bar** also moves the page down one page at a time.

### **Computer key board operations**

#### **Keyboard**

The keyboard (Fig.1) is used for typing text into the computer. It is also known as the standard input device. A computer keyboard is similar to that of a typewriter, but it has additional keys as well. The most commonly available computer keyboard has 104 keys.

#### **Key Board**

Print Screen, Scroll Lock, Pause/Break. The print Screen, Scroll Lock, and Pause/Break keys are at the top - right corner of the keyboard.

- Escape key. The Escape (Esc) Key allows you to stop a function or action.

#### **Function Keys**

- Tab key
- Alphanumeric Keys
- Ctrl, Alt, and Shift
- Arrow Keys
- Numeric Keypad

There are different types of keys on the keyboard. The keys are categorised as:

- Alphanumeric Keys, including letters and numbers.
- Punctuation Keys, Such as the colon(:), the semicolon (;) the question mark (?), single quotes (') and double quotes (").
- Special keys, such as Arrow keys, control keys and Function keys (F1 to F12)

These keys have different functions depending on where they are used. For example, the ENTER key starts a new paragraph in a word processor, but in the command line, it executes a command.

Function keys are special keys that are used to perform specific functions. They are labelled as F1, F2, F3 and so on, up to F12. The functionality of the keys differs from software to software. The function of the F1 key in most software is to provide help with the software.

**Windows operating system: Log on accounts & passwords, windows menu, minimising, windows resizing & moving, closing windows, tool bar, task bar, menu bar, start button, shutting down windows, desk top, windows explorer, control buttons, open, cut, copy & paste**

**Objectives:** At the end of this lesson you shall be able to

- explain windows operating system
- identify the Windows screen elements and parts of a window
- create logon account and passwords
- resize, Move, and Scroll windows
- maximize, Restore, Minimize, and Close windows
- create, Copy, Move, Rename, and Delete files
- find files and folders
- use the Windows operating system to practice performing common tasks.

### Introduction to Windows

Windows is a collection of programs known as an operating system (OS) that controls a PC personal computer). First produced by Microsoft in November 1985, it has been frequently updated since, as computer memory has , as processing chips have got faster and, of course, when the internet was invented. Prior to Windows, PCs were operated by a series of text commands.

### Windows' key benefits and features

- Allows the user to interact with the computer (through the keyboard, mouse, microphone, etc.).
- Controls the storage of data (images, files, music).
- Controls hardware attached to the computer such as webcams, scanners and printers.
- Helps to open and close programs (word processors, games, photo editors, etc.), and gives them part of the computer's memory to allow them to work.
- What accesses to computer different users have and the computer's security.
- Deals with errors and user instructions, and issues simple error messages.
- Promotes multitasking by allowing the user to do several things on the computer at once - for example, watch a video while writing a letter.

Other operating systems are available, notably the Apple OS X used in Mac computers. In addition, with the increased use of smart phones, notepads and tablets, there are systems aimed directly at mobile devices. However, most people who learn to use computers do so on a system running Windows.

### The Windows Operating System

Every computer needs an operating system for operating the computer. There are a few around and Microsoft Windows is just one of them.

Some of the functions the Windows operating system allows to do are:

- Access applications (programs) on the computer (word processing, games, spread sheets, calculators and so on)
- Load any new programs on to the computer
- Manage hardware such as printers, scanners, mike, digital cameras
- Manage how files are stored on computer (File Management covered later in this module)
- Change computer settings such as colour schemes, screensavers, and the resolution of monitor.

There are several versions of Microsoft Windows in existence. They are Windows XP, Windows Vista, Windows 7 and Windows 10.

### Windows versions

Windows 7 continues the Microsoft tradition of releasing different versions of Windows for different users. There are four versions of Windows 7 available - Starter, Home Premium, Professional and Ultimate (Fig 1).

Fig 1

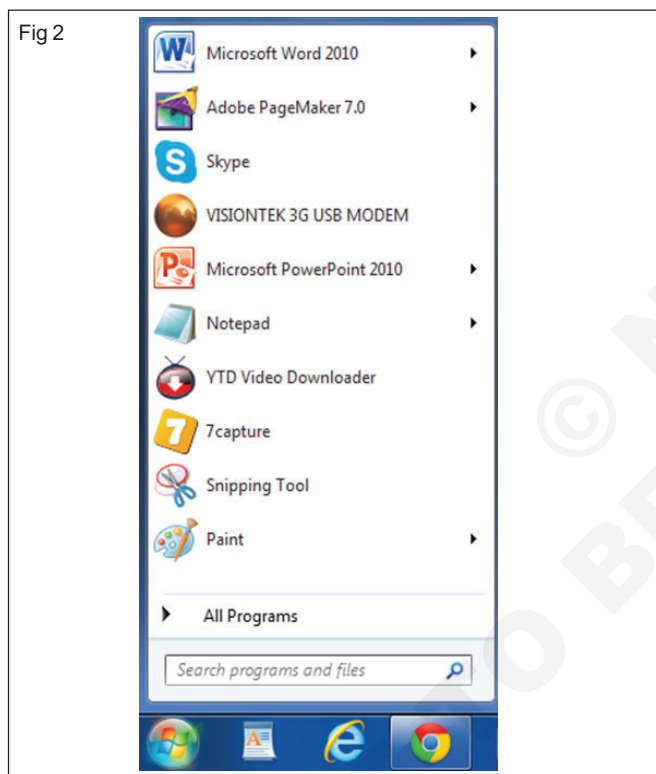


Windows 7 Starter can't be purchased at retail. It is meant primarily for net books and is a replacement to Windows XP in that market. Windows 7 Starter has some features disabled. There is no Windows Aero theme, Personalization features (such as changing the wallpaper) are not available, and there is no support for multi-media features such as Windows Media Centre.

Windows 7 Home Premium is considered the least expensive full version of Windows 7 and it is the least expensive version one can buy at a retailer. Windows 7 Professional is an upgrade that includes some useful utilities that both home and business users can appreciate. Windows 7 Ultimate has advanced security and language features.

### The START button

The START button is located at the bottom of the screen on the left-hand side of the taskbar and has access to most things available on the computer. When clicked on the START button the following can be accessed (Fig 2).



**Documents:** The DOCUMENTS menu links to default saving location.

**Pictures:** This will link for pictures folder

**Music:** This links to a folder for storing music

**Computer:** Clicking this link will show the drives connected to this computer

**Control Panel:** Allows making changes to the current settings on the computer.

**Devices and Printers:** The Devices and Printers folder displays devices connected externally to the computer, including devices connected wirelessly or over the network.

The Devices and Printers folder allows to performing many tasks, which vary depending on the device. Here are the main tasks it can do:

- View all the external devices and printers connected to the computer.
- Add a new device or printer to the computer.
- Check to see if a specific device is connected and working properly
- Display detailed information about the devices, such as make, model, and manufacturer
- See what tasks one can do with a particular device.

**Search programs and files:** Allows to search for files, folders, printers, software applications, etc. by entering search criteria

**Help and Support:** Access to a help facility where one can find out how to do certain things on the computer.

**Log Off:** Allows you to log off as a User without turning off the computer. This would allow someone else to log on.

### Desktop in Windows 7

The desktop (Fig 3) is the main screen area that one will see after Turn On the computer and Log On to Windows. Like the top of an actual desk, it serves as a surface for the work. When one opens programs or folders, they appear on the desktop. And one can also put things on the desktop, such as files and folders, and arrange them.

The desktop is sometimes defined more broadly to include the taskbar. The taskbar sits at the bottom of the screen. It shows which programs are running and allows switching between them. It also contains the Start button , which can be used to access programs, folders, and computer settings.

### Glossary of Desktop Icons



#### My Documents

MY DOCUMENTS is the default storage folder for the files to create. When you want to save or open a file, Microsoft Windows initially opens the MY DOCUMENTS dialog box.



#### My Computer

MY COMPUTER displays information about the computer, such as the contents of the computer drives and which printers have installed. It also allows finding, viewing and organising files.

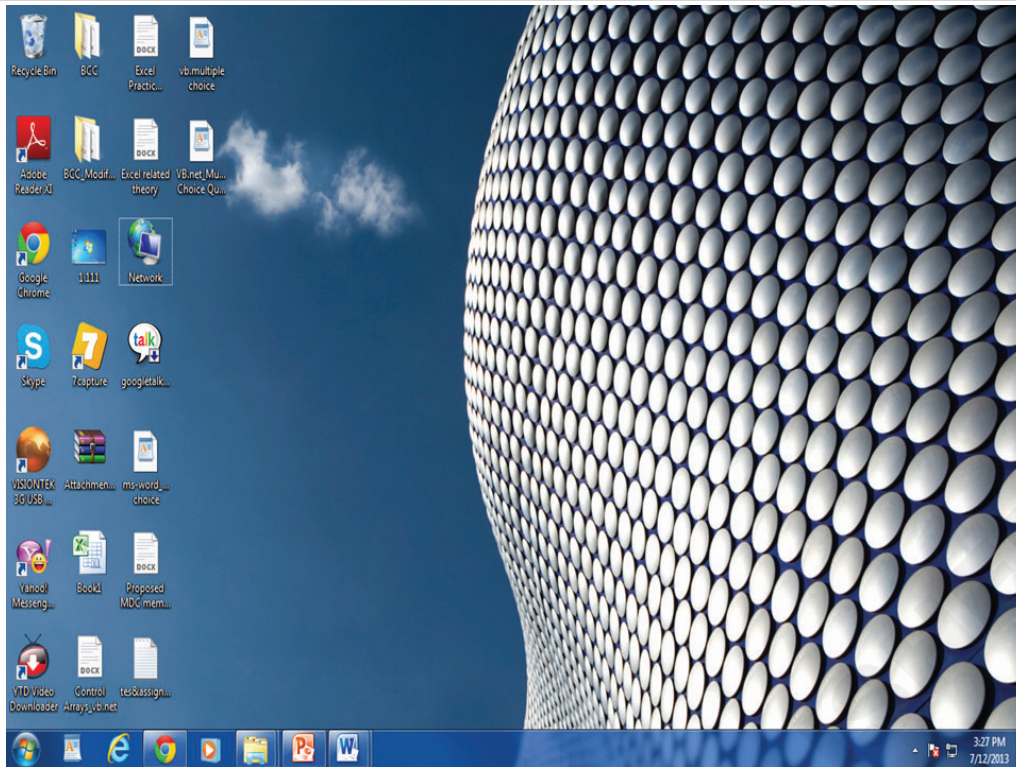


#### The Recycle Bin

The computers data files should be tidied up regularly and any unwanted files deleted from the system. Any file deleted from the hard drive will be placed first in the RECYCLE BIN.



Fig 3



## Internet Explorer

With INTERNET EXPLORER and Internet connection we can search and view the information on the World Wide Web. It is used to search the Internet for people, businesses and information about subjects, download music, copy graphics, stay in touch with or meet new friends and a host of other activities.

### Working with desktop icons

Icons are small pictures that represent files, folders, programs and other items. Windows, has at least one icon on the desktop and starts the Recycle Bin (more on that later). The computer manufacturer might have added other icons to the desktop.

### Adding and removing icons from the desktop

You can choose which icons appear on the desktop-you can add or remove an icon at any time. Some people like a clean, uncluttered desktop with few or no icons. Others place dozens of icons on their desktop to give them quick access to frequently used programs, files, and folders.

User can easily access from the desktop to the favourite files or programs, and can create shortcuts to them. A shortcut is an icon that represents a link to an item, rather than the item itself. When double-click a shortcut, the item opens. If you delete a shortcut, only the shortcut is removed, not the original item. Identification of shortcut is by the arrow on the icon (Fig 4).

### Selecting multiple icons

To move or delete a bunch of icons at once, you must first select all of them. Click an empty area of the desktop and drag the mouse. Surround the icons to select with the rectangle that appears (Fig 5). Then release the mouse button. Drag the icons as a group or delete them.

Fig 4

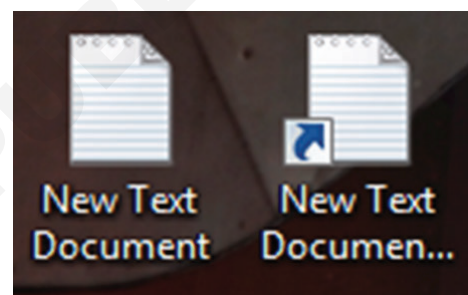
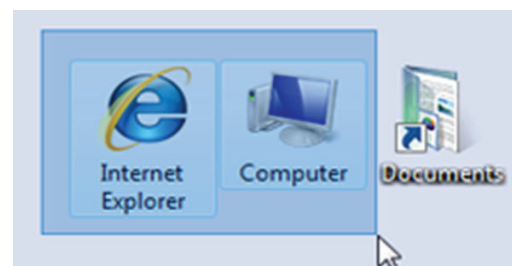


Fig 5



### Taskbar History (Fig.6)

The first thing that one notices when using Windows 7 is that the Windows taskbar (Fig 6) has been given its first major revision since Windows 95. Instead of using boxes with text and an icon to indicate an open task, the new taskbar uses icons only. The taskbar also no longer shows every single task that is open - instead, tasks are grouped by program, and all instances of an open program are displayed by hovering over a program's icon.

### Windows Explorer (Fig 7)

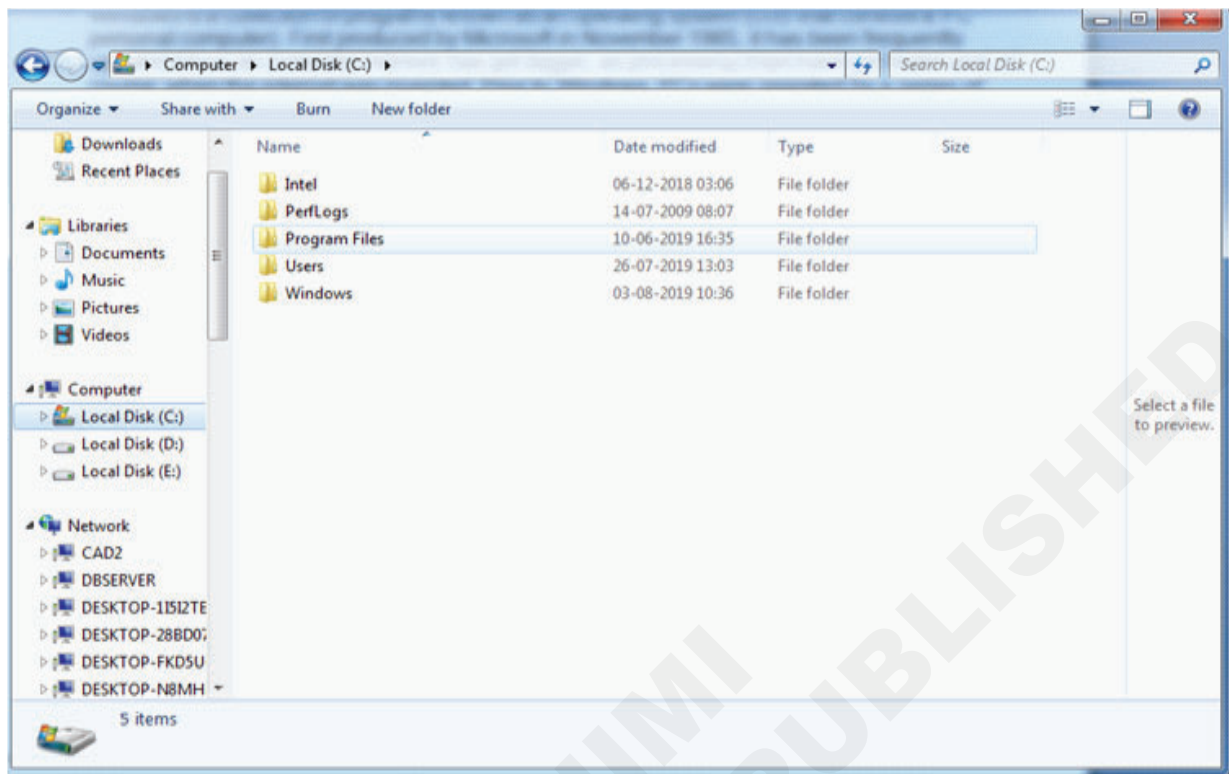
Windows Explorer has become a very powerful utility for navigation and searching directories for files in the system.



Fig 6



Fig 7



The field at the top is used to contain an address like C:\Documents and Settings\Directory. This address is now much more functional.

### Windows Search (Fig 8)

Windows helps to search the files from any directory. It just navigates to the folder and initiates search from the search field in the upper-right corner of the window. Next, Windows Explorer now gives the ability to preview documents as select them from search results. This is an option which can be enabled and disabled on the right side of the Menu Toolbar.

### Windows 7 Control Panel (Fig 9)

The Control Panel in Windows 7 is the place to go when one needs to make changes to various settings of the computer system, to control most Windows commands and features using the various options and sliders in the Control Panel.

To open the Control Panel, click the Start button on the taskbar and then click Control Panel on the Start menu. Windows 7 gives three different views for looking at the computer's Control Panel: To switch views, click the View by drop-down button (labelled Category by default) in the upper-right corner of the Control Panel and then choose one of the views from the button's drop-down menu.

### Category view (Fig 10)

By default, the Control Panel is displayed in Category view, which is separated into eight categories, ranging from System and Security to Ease of Access. To open a window with the Control Panel options for any one of these categories, simply click the category's hyperlink.

Fig 8

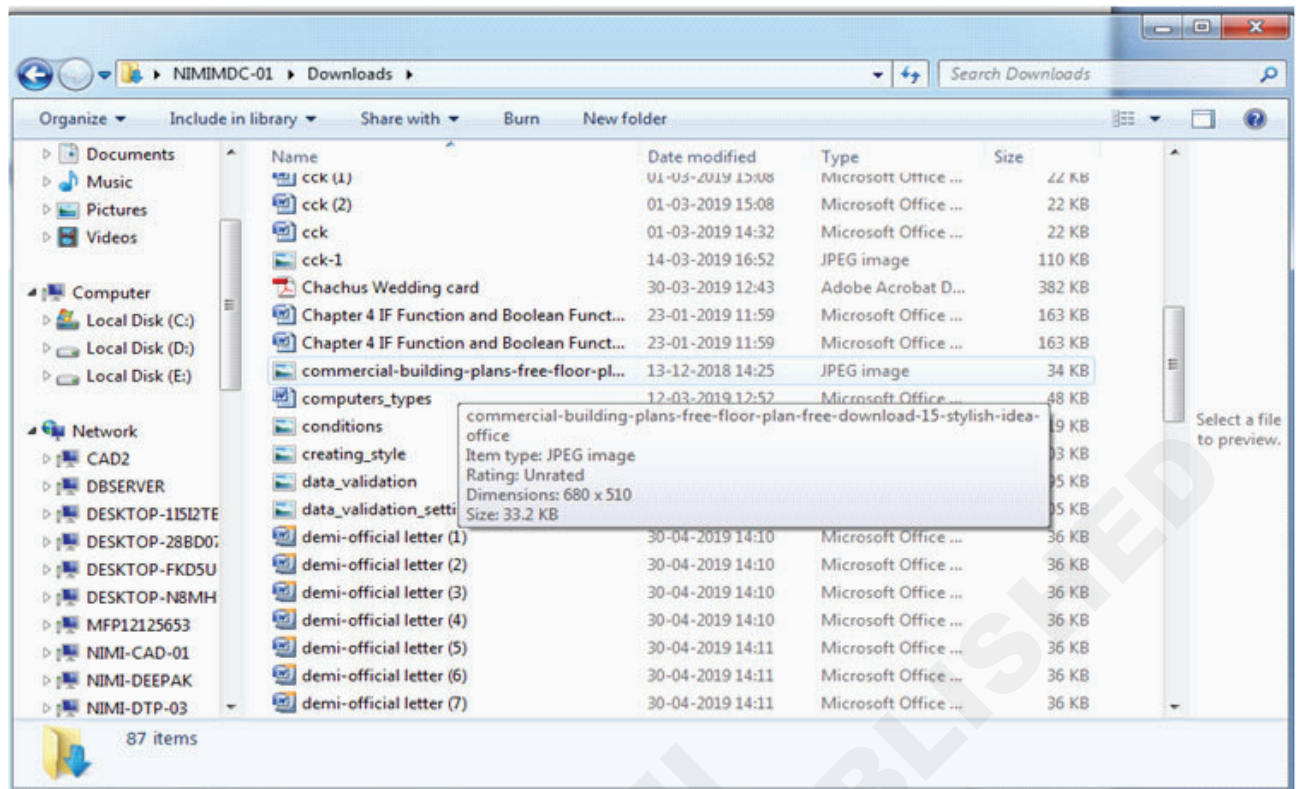


Fig 9

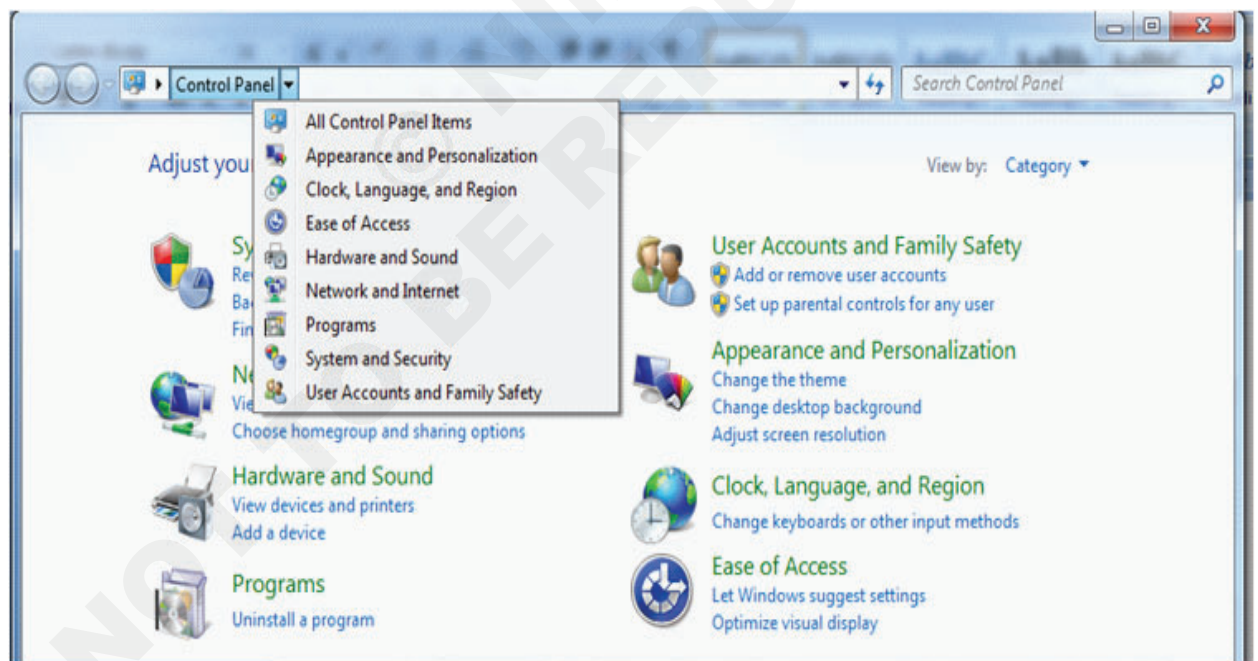
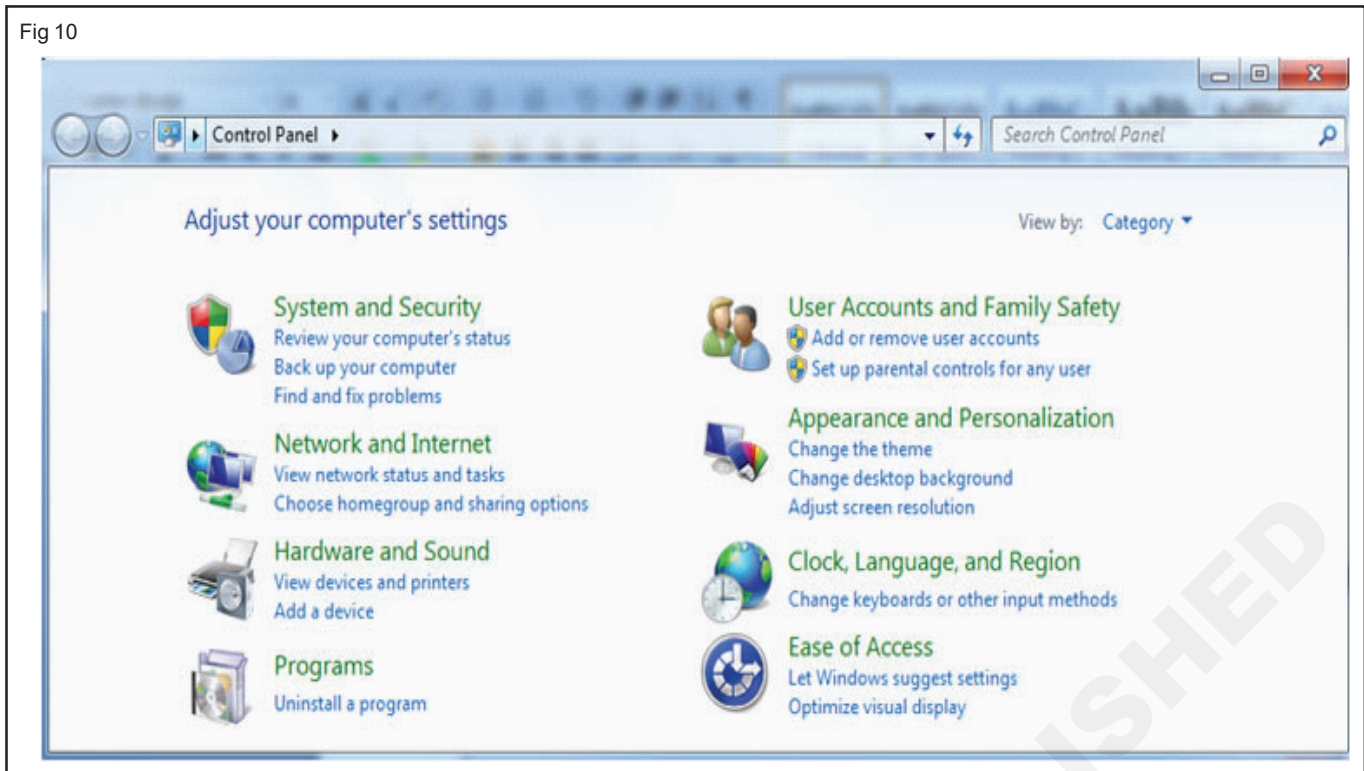


Fig 10





## Computer keyboard functions and its operations

**Objectives:** At the end of this lesson you shall be able to

- explain function keys
- explain numerical and key pad keys
- state the functions of caps lock and shift keys
- narrate delete and backspace keys functions
- explain short cut key (Ctrl and Alt).

The keyboard is the most important part of a computer. It consists of different sets of keys that help us to enter information into the computer. A standard keyboard has 104 keys.

Types of Keys in a Keyboard

Alphabet Keys

Number Keys

Special Keys

Function Keys

Navigation Keys

### 1. Alphabet Keys

26 alphabet keys are present on a keyboard from A to Z. these keys are not present in the alphabetical order. These keys are used to type words, sentences or paragraphs.

### 2. Number Keys

These keys are used for typing numbers. These keys are present above the top row of the alphabet keys and also present on the right side of the keyboard.

### 3. Special Keys

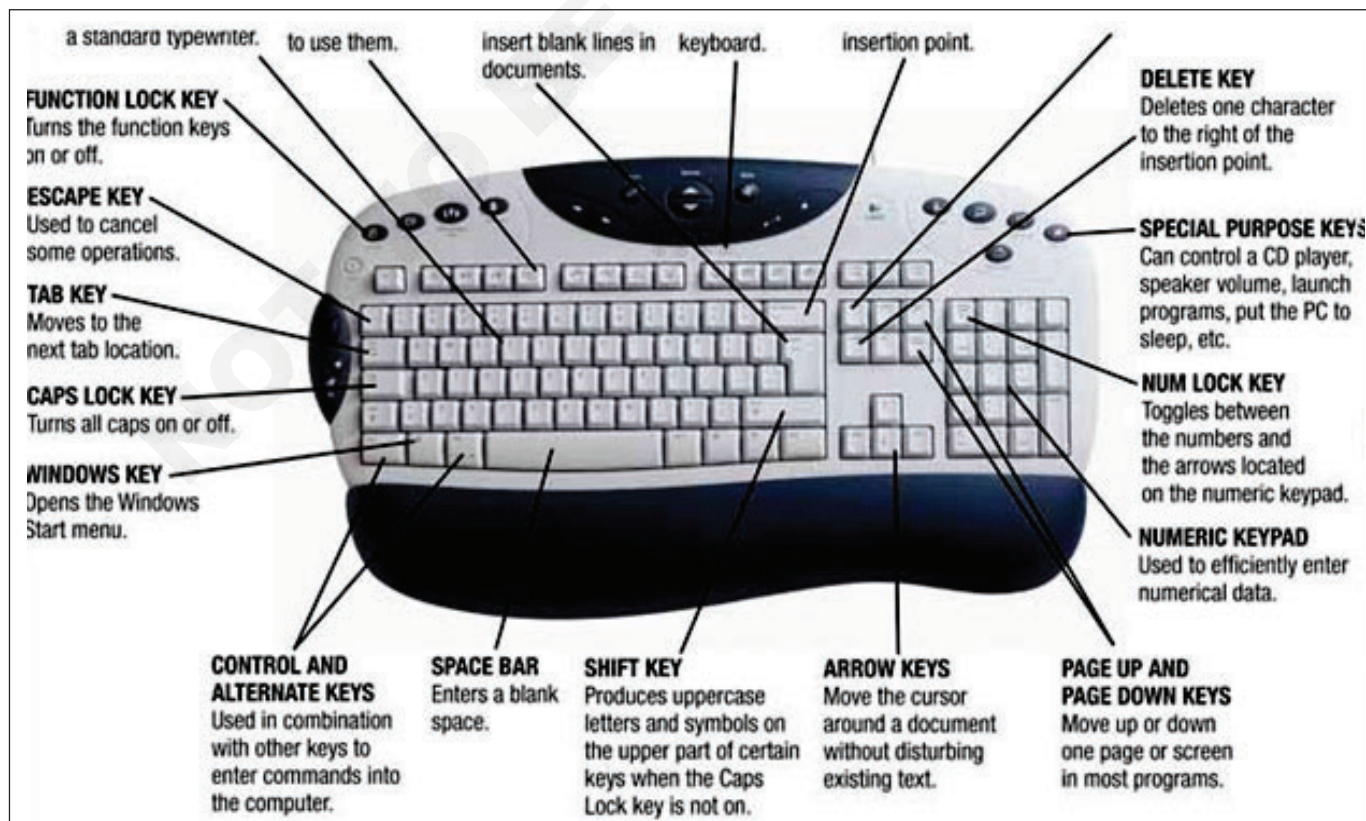
Keyboard has more special keys such as Space bar Key, caps lock key, backspace key, shift key, enter key, symbol keys and tab key etc.

### 4. Function Keys

12 function keys are present on a keyboard. They keys are perform specific tasks. They are present on the top-most row of the keyboard. Label F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11 and F12. These keys have different functions for different programs.

### 5. Navigation Keys

Every keyboard has some special navigation keys such as Cursor control keys (Arrow Keys), Home key, End key, Ctrl, Alt, Page Up, Page Down, Delete, Insert etc.



## Short forms in shorthand (logograms, contractions, tick 'the') & punctuation marks

**Objectives:** At the end of this lesson you shall be able to

- define logograms and grammalogues
- distinguish between grammalogues and contractions
- explain the use of tick 'the'
- state the punctuation marks used in shorthand.

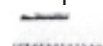
### Short forms

For the purpose of quick and easy writing frequently occurring words are represented by small signs in shorthand called short forms. These can be divided into three categories, i.e., Logograms, Grammalogues and Contractions.

**1 Logogram:** A frequently occurring word represented by a small imaginary sign in shorthand is called a logogram.

There are only 24 logograms formed by dots, dashes, angular signs, circles and loops in English shorthand as

 a/an,  the,  all,  and, etc.,

**2 Grammalogues:** A frequently occurring word represented by a single consonant stroke in shorthand is called a grammalogue as  can,  give/given,  Any/in  put, etc.,

**3 Contraction:** A frequently occurring word represented by two or more consonantal strokes is called a contraction.

Simple contractions can be formed by joining / disjoining strokes to the grammalogues, thus,  income,

 being,  going,  because, etc.

**4 Phrasing:** Writing of two or more words or short forms without lifting the pen is called phrasing, thus  to do,

 should be, etc.,

**5 Tick 'the':** The word 'the' is frequently used in English and may be represented by a light slanting tick, joined after

a stroke or short form of words and written in opposite direction of stroke as  of the,  to the,  on the,  at the, etc.,

### Punctuation Marks in Shorthand

| Punctuation Mark | Sign            | Shorthand Sign |
|------------------|-----------------|----------------|
| Full Stop        | .               | x              |
| Comma            | ,               | ,              |
| Semi-colon       | ;               | x<br>,         |
| Colon            | :               | x<br>x         |
| Hyphen           | -               | =              |
| Dash             | —               | ↵              |
| Exclamation      | !               | ↓              |
| Question         | ?               | ?              |
| Brackets         | ( )             | { }            |
| Paragraph        | //              | //             |
| Proper nouns     | Capital Letters | //             |



## Diphthongs & Triphones

**Objectives:** At the end of this lesson you shall be able to

- define a Diphthong
- state the diphthong sounds, their signs and places
- define a Triphone
- illustrate the different Triphonic signs and their places.

### Definition

Numerous definitions of Diphthongs are given in English language. Without going into the linguistic controversies, for Shorthand writing, a Diphthong can be defined as "a union of two vowel-sounds" by (Daniel Jones), as in tie, lie, by, my, cow, type, boil, guide, duty, beauty, etc. In shorthand (phonetic) writing the actual presence of two-vowels is not necessary. In words like by, how, shy, my, boy, etc., though a diphthongal (two vowel) sound occurs, the actual occurrence of two vowels is absent.

Similarly, in words like maid, aim, she, zoo, see, keep, meal, load, Paul, etc. though two vowels actually occur the two-vowel (diphthongal) sound is absent. These are thus written in Shorthand by long vowels according to their sounds about which we have already learnt.

Diphthongs and their places: There are 4 common diphthongs, i, ow, oi and u as heard in the sentence "I now enjoy music".

The formation of diphthongs are shown below

| 1 <sup>st</sup><br>vowel | + | 2 <sup>nd</sup><br>vowel | = | Resultant<br>Diphthong | Sign         | Place           | as in |
|--------------------------|---|--------------------------|---|------------------------|--------------|-----------------|-------|
| a                        | + | i                        | = | I                      | <sup>v</sup> | 1 <sup>st</sup> | Tie   |
| a                        | + | ö                        | = | Ow                     | <sub>^</sub> | 3 <sup>rd</sup> | Cow   |
| aw                       | + | i                        | = | Oi                     | <sup>7</sup> | 1 <sup>st</sup> | Boy   |
| i                        | + | oo                       | = | Ū                      | <sub>n</sub> | 3 <sup>rd</sup> | Few   |

Sound **i**-1st place

Pile Tire Shy Ripe

Sound **ow**-3rd place

Couch Bowl Loud Mouth

Sound **oi**-1st place

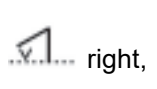
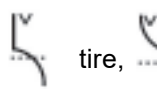
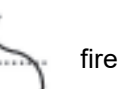
Toil Boiler Joy Coil

sound **u**-3rd place

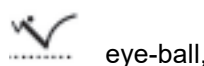
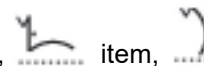
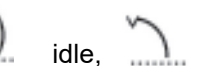
Pew beauty Duty new

## DIPHTHONG 'I':

The diphthong 'I' is written in the first place; as in

 pipe,  pike,  right,  tire,  fire

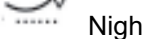
The diphthong 'I' is joined initially to downstrokes and N; thus,

 eye-ball,  item,  idle,  ice,  I-know.

The abbreviated form of 'I' i.e. the first tick may be joined initially to

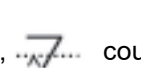
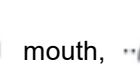
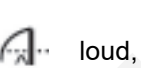
upward L and M; thus,

 isle,  I'm

The diphthong 'I' may be joined finally to N; thus  Nigh,  deny

## DIPHTHONG 'OW':

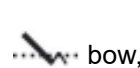
The diphthong 'OW' is written in the third-place.

 Ouch,  couch,  mouth,  loud,  county.

Initially and finally it is joined to other consonants

Initially 'OW' is attached to upward L; thus,  owl.

Finally, 'OW' is joined to downstrokes, when convenient; thus,

 bow,  vow,  sow,  anyhow.

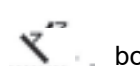
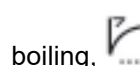
The diphthong 'OW' may be abbreviated when attached to N; as in

 now.

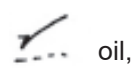
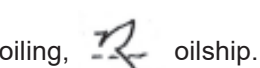
## DIPHTHONG 'OI'

The diphthong 'OI' is a first place diphthong and is always written

at the beginning of the consonant; thus

 boy,  joy,  boiling,  toil,  coil.

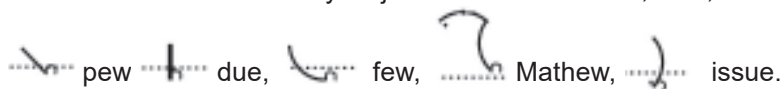
It is always joined initially to upward L; thus,

 oil,  oiling,  oilship.

## DIPHTHONG 'U'.

Diphthong 'U' is a third-place diphthong and must always be written

at the end of the stroke. It may be joined to downstrokes; thus,



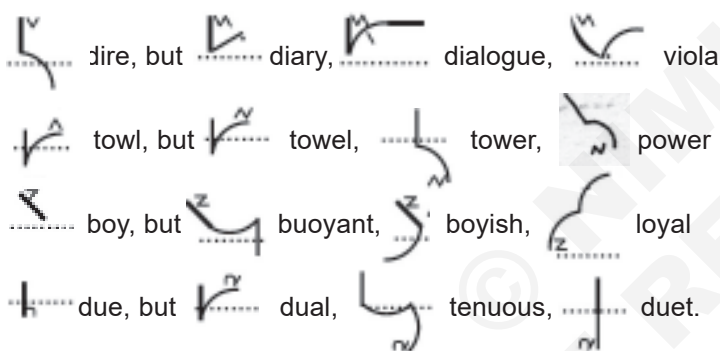
It is joined finally to k, g, m, n, l by slightly changing the angle for

convenience in joining; thus,



## TRIPHONES

The TRIPHONE (tri = three + phone = sound) is a three vowel sound i.e. diphthong + any vowel. The triphone is represented by adding a tick to the relevant diphthong sign; thus,



## Abbreviated 'W' and Diphones

**Objectives:** At the end of this lesson you shall be able to

- explain abbreviated 'w'
- state alternative forms and their uses
- explain Diphones.

### Alternative forms and their uses

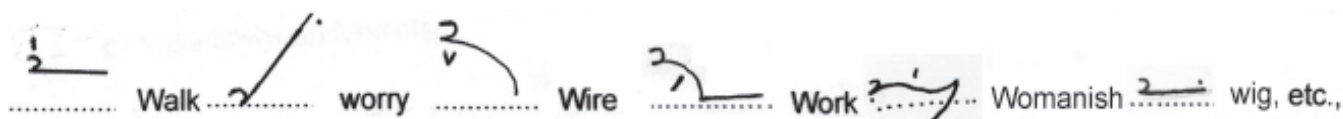
- Abbreviated W
- Diphone

### Abbreviated 'w'

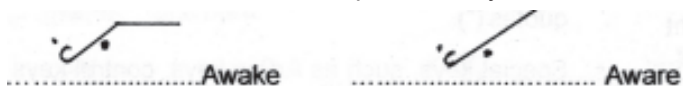
The consonant 'w' represented by initially hooked straight upstroke is also represented by an abbreviated form of right semi circle. The initial sound of 'w' before 'k', 'g', 'm', 'ray', 'ar', is represented by the right semi-circle; thus,

### Alternative forms and their use

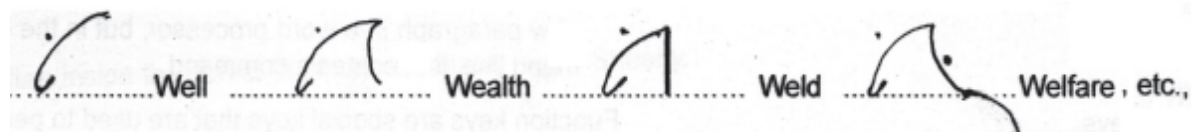
- a. Abbreviated W (Semi circle): The initial sound of W, is represented in many cases by semi-circles to obtain clear outlines, Thus



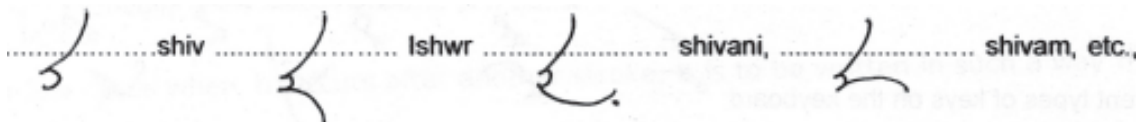
but when initial sound of W is preceded by a vowel the stroke 'w' must be written, as in



b. A small hook is attached before L stroke to represent the initial W sound, as in



c. The semi-circle can also be used in the middle and in the end to represent W/V sounds wherever convenient, as in



## Diphones

| Left diphone =<br>1 <sup>st</sup> place dot vowel + any vowel |      |                     |         | Right diphone =<br>1 <sup>st</sup> place dash vowel + any vowel |      |                  |          |
|---------------------------------------------------------------|------|---------------------|---------|-----------------------------------------------------------------|------|------------------|----------|
| Place                                                         | Sign | Value of diphone    | example | Place                                                           | Sign | Value of diphone | example  |
| 1 <sup>st</sup>                                               | ↗    | ah or ă + any vowel | Sahib ↗ | 1 <sup>st</sup>                                                 | ↗    | aw + any vowel   | ↗ drawer |
| 2 <sup>nd</sup>                                               | ↘    | ā or ǣ + any vowel  | layer ↘ | 2 <sup>nd</sup>                                                 | ↘    | ō + any vowel    | poet ↘   |
| 3 <sup>rd</sup>                                               | ↙    | ē or ĭ + any vowel  | real ↙  | 3 <sup>rd</sup>                                                 | ↙    | ōō + any vowel   | ruin ↙   |



## **Practicing of spelling using dictionary**

**Objectives:** At the end of this lesson you shall be able to

- **explain how to find words which you are not familiar**
- **state the method of finding words quickly**
- **explain the correct meaning of the word.**

### **How to use a dictionary effectively**

A dictionary is a very important tool for anyone who is learning a new language. With a good dictionary you can do the following:

- look up the meaning of an English word you see or hear
- check the spelling of a word
- check the plural of a noun or past tense of a verb
- find out other grammatical information about a word
- check the part of speech of a word
- find out how to say a word
- find examples of the use of a word

To be a good dictionary user, however, it is not enough to know what to use the dictionary for. You must also decide which is the best dictionary for any of the purposes listed above. As well as this, you need to be able to find what you are looking for quickly; you need to be sure that you have found what you were looking for; and, most importantly, you need to know when to use your dictionary.

### **Finding words quickly**

This is a skill that you need to practise. Ask someone to write down 5 words and see how long it takes you to find them. Of course, you will need to know the English alphabet perfectly, so practise this too. Use the guide words at the top of each dictionary page; and keep practising until you can find any word within 10 seconds. You should also practise finding words in your own language in your bilingual dictionary. If you use an electronic dictionary, take some time at home to learn how it works and, again, practise finding words quickly.

### **Finding the right meaning of an English word**

Very often when you look up a new English word, you find that it has more than one meaning. If you are not sure which one is correct, here's what you can do:

- First, check through all the meanings and find the one that makes most sense in the context where you found the word. (Very often, many of the different meanings are similar and this should be enough to give you a good idea what the word means)

- Second, if you really want to make sure, think what the word is in your own language and look it up in a bilingual dictionary. If one of the English translations is the original word you looked up, then you can be satisfied that you have found the right meaning.

### **Finding the right spelling**

Another problem you may have is when you want to check your spelling but you can't find the word you're looking for. What can you do?

- If you are sure of the first few letters, just look down the page until you find the right spelling. (Again, it is helpful to check the meaning is the one you expect.)
- If you are not sure of the first few letters, try some other possibilities. You know for example that some words that start with an -n sound have k as their first letter; e.g. knife, knight. So if you can't find the word under N, try looking in the K pages.
- If you still can't find the word, think what it is in your language and look it up in When you find a new word while reading, finish the sentence (better: the paragraph). If you haven't guessed the meaning and it still seems important, then you can look it up. To avoid interrupting your reading for too long, you should find its meaning in your own language using a bilingual dictionary.
- When you hear a new word in class (or the teacher has written it on the board), wait and continue listening. What the teacher says next may help you to understand the word. If you look in your dictionary, you will not hear what comes next, and this will make understanding the lesson more and more difficult.

If you think the word is very important, you could copy it from the board or write how you think it is spelled. Then later you could ask the teacher or another student what it means.

## Creation of login account

**Objectives:** At the end of this lesson you shall be able to

- explain how to create log-in account on your computer
- state the steps to create user accounts
- explain how to set user name and passwords.

### Creating a new user account in Windows 7 and Windows Vista

Windows 7 and Windows Vista allow you to have multiple users sharing the same computer under their own individual accounts. This allows each individual user to have their own location on the computer where they can store their personal documents, pictures, videos, saved games, and other personal data. This also allows the owner of the computer to assign certain accounts the ability to perform administrative tasks like installing software, while limiting other user's abilities.

### Steps to create a new account in Windows 7 and Windows Vista

- 1 Click on the Start button. This is the small round button ( ) in the lower left corner of your screen that has a Windows flag on it.
- 2 Click on the **Control Panel** menu option.
- 3 When the control panel opens you will see a screen as in Figure 1.

Fig 1



- 1 Click on the Add or remove user accounts control panel option as shown by the red arrow in figure 1.
- 2 You will now be in the Manage Accounts control panel as in Figure 2
- 3 This screen shows all the accounts currently on your computer. To create a new account, click on the Create a new account option as shown by the red arrow above.
- 4 You will now be at the Create New Account screen. (Fig.3)

Fig 2

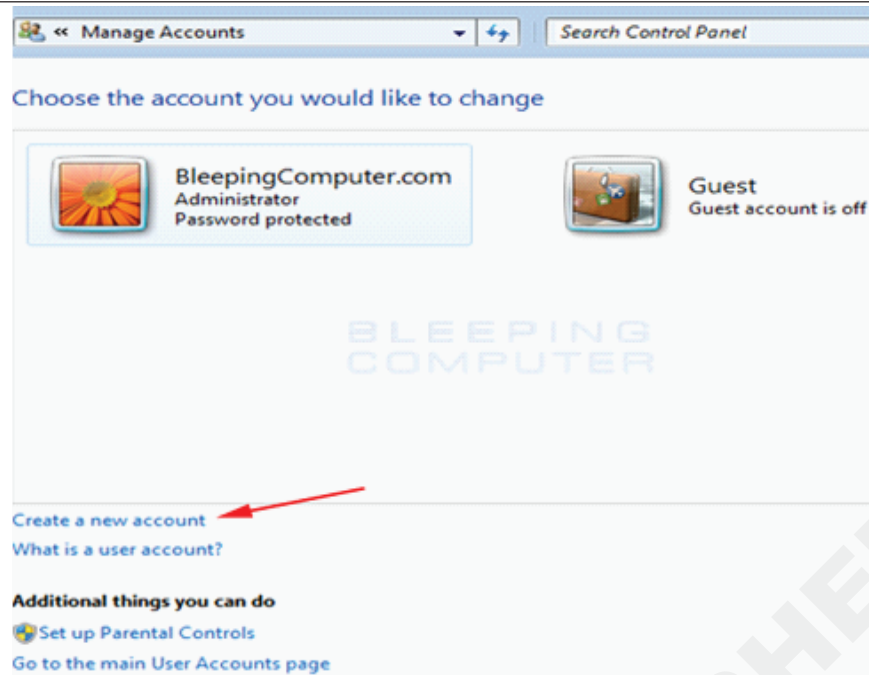
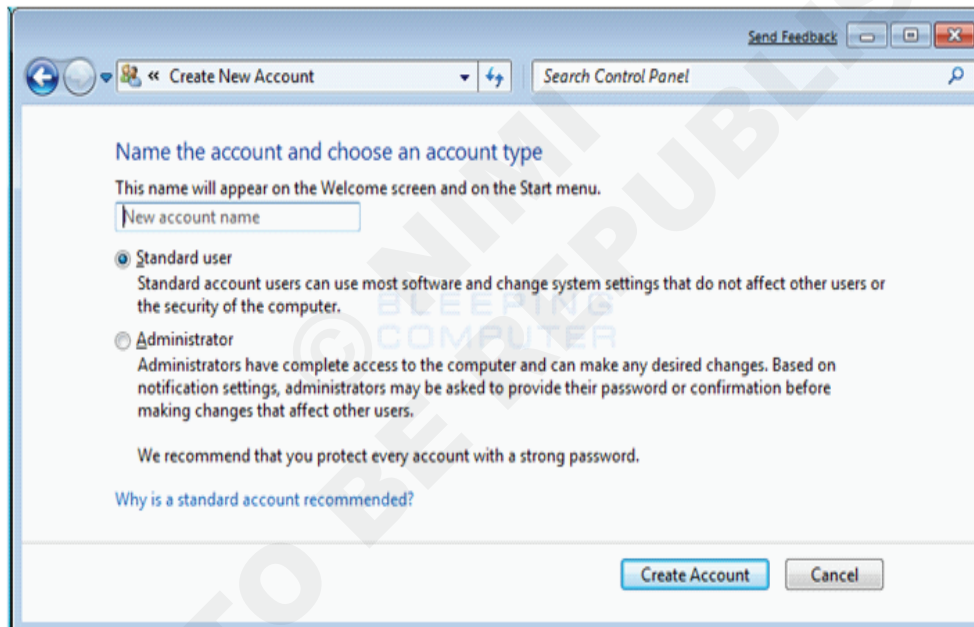
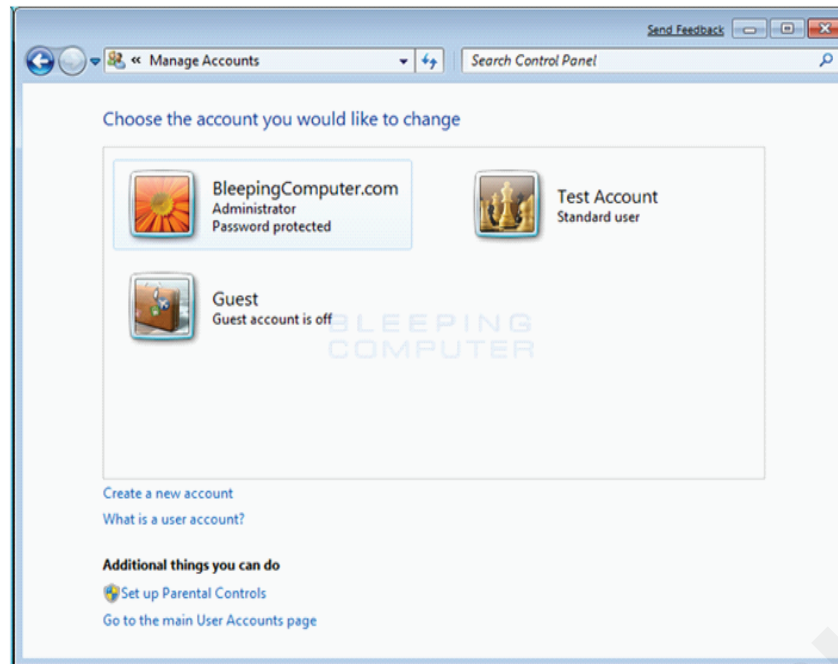


Fig 3



- 1 In the **New account name** field enter the name of the new account that you would like to create. This could be a person's first name, full name, or whatever other designation you would like to give. You then need to decide which of the two types of accounts you would like to create. An Administrator account has full access to the computer and can make all changes, install software, and create and delete accounts. The other type of account is Standard user and has limited privileges as to what settings and changes it can make to the computer. It is suggested that for all users, you set them as a Standard User account and have one administrator account that you can logon to as needed. This will protect your computer from malware and other harmful activities.
2. When you have finished selecting a name and the type of account you wish to setup, you should click on the **Create Account** button.
2. Your new account will have been created and you will see it listed in the Manage Accounts screen. (Fig.4)

Fig 4



- 1 As you can see new user, named Test Account, has been created.

Now when you start Windows 7 or Vista, you will see the additional account listed in the logon screen. That user can then select their login name and login into their profile so they can access their private data.

## Practicing of typing using tool bars and menu bars

**Objectives:** At the end of this lesson you shall be able to

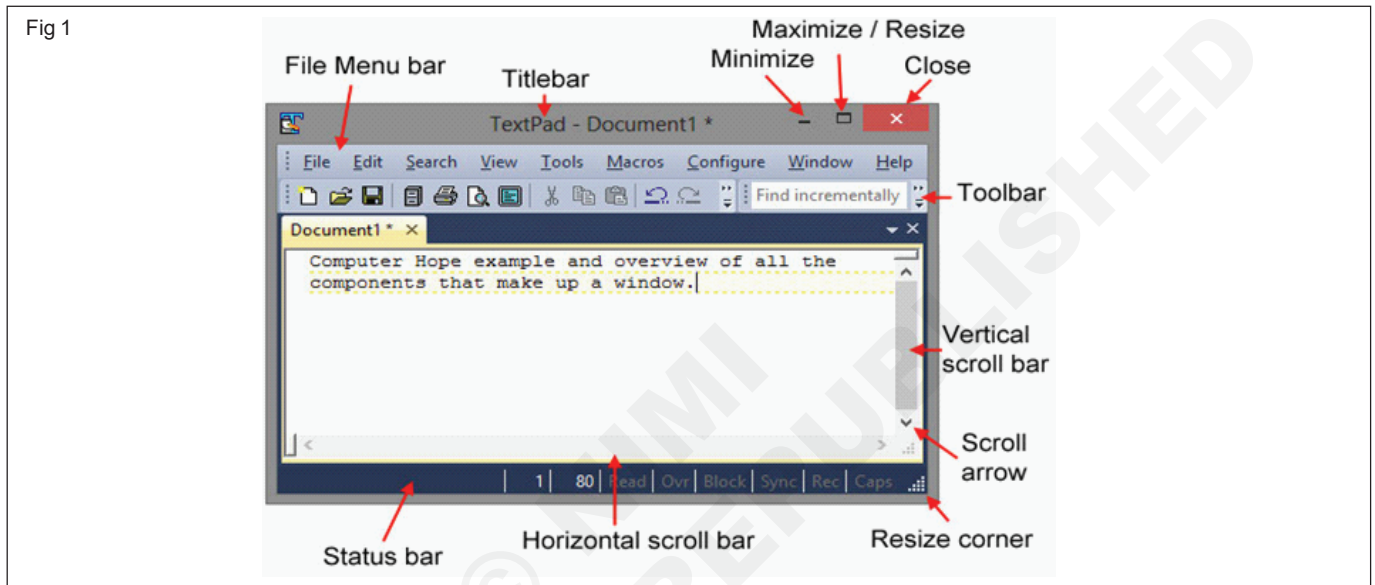
- state different tool bars and menu bars
- identify different tool bars and its functions
- explain how to open menu bar for different functions.

### Tool bars and Menu bars

The **toolbar**, also called **bar** or **standard toolbar**, is a row of boxes, often at the top of an application window, that control various functions of the software. The boxes

often contain images that correspond with the function they control, as demonstrated in the image below.

Microsoft Windows Window (Fig.1)



A toolbar often provides quick access to functions that are commonly performed in the program. For example, a formatting toolbar in a Microsoft Excel gives you access to things like making text bold or changing its alignment, along with other common buttons. In an Internet browser,

toolbars add functionality that may not come pre-installed. For example, with the Google toolbar, you can get access to exclusive Google features.

### Common computer software toolbars and other bars.

|                    |                                                                             |
|--------------------|-----------------------------------------------------------------------------|
| Bar chart          | A chart consisting of horizontal or vertical bars.                          |
| Barcode            | A series of lines that identifies an address, product, or other information |
| Browser toolbar    | Any toolbar in a net Browser                                                |
| Bookmarks bar      | Bar showing frequently visited bookmarks or favourites                      |
| Commands bar       | A bar that shows available commands in a program                            |
| Formatting toolbar | Toolbar that shows text formatting options.                                 |
| Formula bar        | Bar in a spreadsheet program that allows you to edit a formula.             |
| Menu bar           | A bar at the top of the screen that gives access to all of the menus        |
| Navigation bar     | Gives access to all navigation features in a browser.                       |
| Places bar         | A pane that shows common places to access files.                            |
| Progress bar       | An indicator that shows how long until something is completed               |
| Scroll bar         | A bar on the bottom or side of the window to scroll through a page.         |
| Split bar          | A bar that divides the window into multiple sections                        |
| Status bar         | One of the few bars at the bottom of the window that shows the status       |
| Title bar          | A bar at the very top of a window that describes the program or window      |



## Alternative form of R&H strokes - Thick downward R&H - their uses abbreviated W & Diphone

**Objectives:** At the end of this lesson you shall be able to

- state the rules governing the use of upward and downward R
- explain when and where upward H and downward H are used
- explain the use of Thick downward R & H.

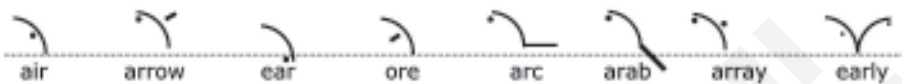
### Downward R & H

#### Alternative forms For 'R' And 'H'

##### Consonant 'R'

The Liquid consonant 'r' is the most frequently occurring consonant in English language. It is provided with two alternative forms; one is downward  and the other is upward . These two forms are provided for easy joining with other strokes and also to indicate the occurrence of initial or final vowel sound.

When preceded by a vowel, initial 'r' is written downward; thus,



When not preceded by a vowel, upward 'R' is written; thus,



Generally, initial or final 'r' is written upward when followed by vowel; thus,



Initial or final 'r' is written downward when not followed by vowel; thus,



Before 'm', initial 'r' is always written downward for easier joining; thus,



##### CONSONANT 'H'

The consonant 'h' is also provided with two alternative forms – upward  and  downward.

The upward form of 'h' is generally employed; thus



The downward form is used when 'h' is standing alone or when it is immediately followed by 'k' or 'g'; thus,



### Thickened LR/RR

|    |  |            |                |            |                                                                                               |
|----|--|------------|----------------|------------|-----------------------------------------------------------------------------------------------|
| LR |  | $l+r = lr$ | L is thickened | <br>(down) | 'L' is thickened to represent the addition of 'r'; thus 'ler'. It is always written downward. |
| RR |  | $r+r = rr$ | R is thickened | <br>(down) | 'R' is thickened to represent the addition of 'r'; thus 'rer'.                                |

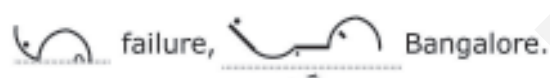
The downward 'l' is thickened for the addition of 'r' and thereby represents the compound consonant of 'lr'. The vowel between 'l' and 'r' is generally unaccented. Short vowels 'e', 'a', 'u', etc. generally occur between 'l' and 'r' (-lar, -ler, -lour), thus,



A small circle can only be attached finally to the compound consonant 'lr'; thus,



When a strongly sounded vowel occurs between 'l' and 'r', strokes 'l' and 'r' are to be used;



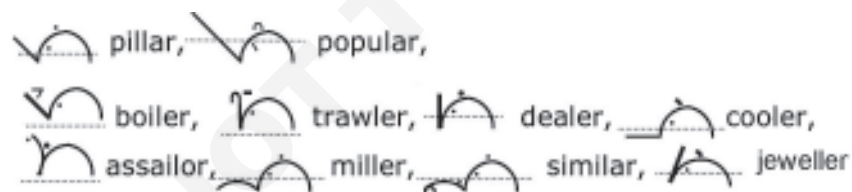
When a vowel follows final 'lr', stroke 'l' and 'r' are to be used; thus,



When 'l' is having an initial attachment like circle, loop, or hook, 'lr' is not used and strokes 'l' and 'r' are to be used; thus,



After straight downstrokes of p, b, t, d, ch, j, k, g, s, m. l(up) 'lr' is written with strokes 'l' and 'r'; thus,



After straight downstrokes, horizontals or upstrokes or right-hand curves with final circle, 'lr' is written with strokes 'l' and 'r'; thus,



The downward 'r' is thickened for the addition of 'r' and thereby represents the compound consonant of 'r+er'. The vowel between 'r' and 'r' is restricted to the short vowel 'e'. Hence, if any other vowel occurs between 'r-r', the compound consonant of 'rer' is not used; thus,

 bearer,  repairer,  scorer but

 horror,  mirror, are written with 'r'- 'r'.

Initially, small circle 's', large circle 'sw', small loop 'st', tick 'h' may be prefixed; thus,

Finally, small circle 's' can only be added to the compound consonant 'rer'; thus,

 soarer,  swearer,  starrer,  hirer.

 scorers,  bearers.

## Aspirate H: Tick & Dot H, Downward & Upward stroke H, Upward & Downward stroke 'SH'

**Objectives:** At the end of this lesson, you shall be able to

- explain the alternative forms of aspirate H
- state the TICK & DOT H & UPWARD SH
- describe phraseography.

### Aspirate H

The consonant H is represented not only by the upward stroke but also by a downward form of H. Various forms of H have been provided for easy and speedy writing in shorthand.

#### Downward 'H'

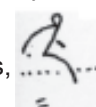
The downward form of 'h' is used when standing alone; thus,  hew,  high; and in the compound words

and derivative words, such as,  hewer,  highway,  high-class.

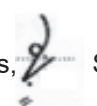
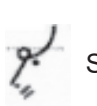
Before 'k' 'g' 'm' 'l (up)' 'r (down)', downward form of 'h' is used;

thus,  hook,  hog,  hackney,  Higgins,  ahem.

After upward 'l' and horizontal strokes, 'h' is written downward;

thus,  Lahore,  cohere,  maharaja,  unhook.

In a few cases when 'h' occurs after curved strokes, the circle of 'h' is

written inside the curve; thus,  Sahara,  Sheehy.

In a few cases where 's' and 'h' occur consecutively and medially, the circle is enlarged to represent 's' and 'h'; thus,

 Fitzhugh,  race-horse.

In a few cases when 'h' occurs after another stroke, it is to be written in such a way that 'h' should not be misread as 's-ch' or 's-r'; thus,

compare cohere but exchequer; observer but abhor.

### Upward 'H'

The upward form of 'h' is used in most of the cases, as it joins with other strokes and abbreviated forms, more easily; thus, appy, head, hitch, huge, hash, honey, hang, hurry, host, hisses, hive, hen, hawker, heckle, hammer, behave, overhaul.

### TICK 'H'

Before 'm' 'l' and 'r', initial 'h' is represented by a small tick written in the direction of downward 'h'; thus, ham, hell, hare.

The tick 'h' may be used medially also in phraseography words); thus,

with-whom, for-her, to-her, of-her

### DOT 'H'

In some cases where stroke 'h' cannot easily be written in the middle of a word, 'h' is represented by a light dot

before the vowel to which 'h' is attached; thus, manhood, likelihood, pinhole, glasshouse, neighbourhood, downhill, uphill, leasehold.

The dot 'h' is never used initially.

### Upward and downward 'SH'

'sh' when standing alone with or without initial or final attachment is written downward; thus,

ash, ashes, shoe, shoes, usher, Swash, shine, ocean, ushers.

When attached to a straight stroke, 'sh' is generally written downward; thus, rash, sherry, cherish, shake.

When attached to straight downstroke with initial attachment, 'sh' is written on the opposite side of the initial attachment; thus, splash, brush, blush, but after 'd' it is written upward; thus, dash.

When 'sh' is joined to a curve, it generally follows the motion of that curve; thus, fresh, afresh.

'Sh' is written downward after 'n'; thus, gnash

## Phraseography - Formation of simple phrases

**Objectives:** At the end of this lesson, you shall be able to

- define Phraseography and Phraseogram
- explain the importance of Phraseography
- explain the importance of position writing of a phraseogram.

### Phraseography - Formation of Simple Phrases

Phraseography in shorthand is writing two or more words together, without lifting the pen. The resultant outline is called phraseogram.

- You can write your own phrases subject to the following rules:
- The qualities of best phraseogram are facility, lineality and legibility.
- A phraseogram should neither ascend too far above the line, nor descend too far below the line, the reason being, if the hand is carried too far away from writing line, it will take some time to come back to the writing line to take up the next outline.
- A phrase must be easy to write.

The terms of facility, lineality and legibility are discussed below:

**Facility:** Phraseogram should be easy to write even in high speed.

**Lineality:** Phraseogram should not go up too far above the line of writing and should not go down too far below the line of writing.

**Legibility:** Phraseogram should be easily readable at first sight.

The first word should be written in its own position and the rest will follow it; thus,  how-can-they,  it-would-be,  I-have-the.

When the first stroke in the phraseogram is of first place, the same may be slightly raised or lowered, so that the second stroke can also be written in its own position for easy deciphering; thus,  I-thank-you,  with-much,  with-which,  with-each.

Before 'k', 'm', 'l'(up) 'l' is written with a single tick; thus,  I-can-be,  I-may-be,  I-will-be.

In phraseography  'he' is represented by stroke initially, and by logogram medially; thus,  he-may,

 if-he-may,  he-should-know,  if-he-should-know.

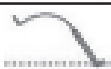
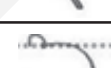
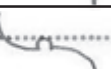
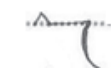
In phrases,  'much' is written in full as  for easier joining and also to distinguish from 'which' and 'each'; thus,  so-much,  how-much,  too-much.

'Were' is represented by  or  whichever joins easily in phrases; thus,  you-were,  if-you-were,  they were,  if-they-were.

In phrases, the word 'him' is represented by inserting a dot vowel at third place, to distinguish it from 'me' 'am', 'my' etc.; thus,  of-him,  to-him.

Generally there is no need of vocalization (placing vowel signs) in phraseography.



| Phrases               |                                                                                     |              |                                                                                       |
|-----------------------|-------------------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------|
| I thank you           |    | why have you |    |
| I think you should be |    | with you     |    |
| I have the            |    | too much     |    |
| I have had            |    | with much    |    |
| I saw the             |    | with which   |    |
| I see                 |    | with each    |    |
| I am                  |    | when they    |    |
| I may be              |    | what do you  |    |
| I will                |    | what was     |    |
| I will be             |    | what can be  |    |
| you should            |   | it would be  |   |
| you should be         |  | it should be |  |
| you can               |  | it will be   |  |
| you will              |  | it was       |  |
| you will be           |  | which was    |  |
| you may be            |  | which were   |  |
| you were              |  | he should be |  |
| if you were           |  | he will be   |  |
| they were             |  | if he        |  |
| how can they          |  | if he were   |  |
| why do you            |  | too much     |  |

## Special Phrases and Words

A group of words which makes sense, though not complete sense, is called a phrase. In addition to these, a number of Verbal Phrases (idioms) Parliamentary, Executive, Judicial, Departmental and Foreign phrases (words) are also used in English language, which have to be practised thoroughly for speed writing.

### Verbal Phrases

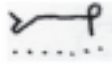
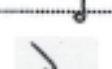
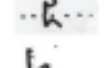
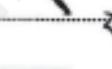
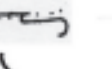
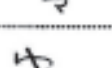
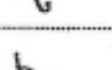
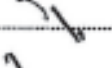
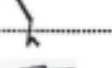
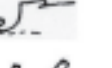
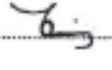
All languages have certain expressions which are peculiar to them and lend special meaning to the words and phrases known as idioms. English language is rich in such expressions. Thus idiomatic phrases are formed by the combination of verbs, prepositions, adjectives, adverbs, nouns, etc., However, some important phrases given in this lesson will help you realize their utility in the day to day working.

Phrases are of great help in Shorthand. Therefore, phrases should be short, simple and sure to enable speedy writing reading and correct transcription.

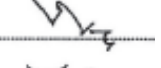
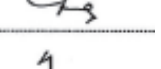
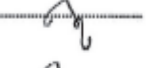
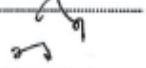
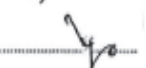
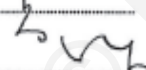
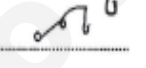
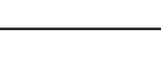
### Verbal Phrases (idioms)

| S.No. | Words                                   | Outlines | S.No. | Words                   | Outlines |
|-------|-----------------------------------------|----------|-------|-------------------------|----------|
| 1.    | To bring about                          |          | 2.    | Act upon                |          |
| 3.    | Come across                             |          | 4.    | To call upon            |          |
| 5.    | To carry on                             |          | 6.    | To take place           |          |
| 7.    | To take into account                    |          | 8.    | To lay down             |          |
| 9.    | To deal with                            |          | 10.   | To turn down            |          |
| 11.   | Held up                                 |          | 12.   | Held over               |          |
| 13.   | To take away                            |          | 14.   | To take down            |          |
| 15.   | Laid down                               |          | 16.   | To look forward         |          |
| 17.   | To set up                               |          | 18.   | To look after           |          |
| 19.   | To get rid of                           |          | 20.   | Look forward            |          |
| 21.   | To call the attention of the government |          | 22.   | Take into consideration |          |
| 23.   | Hand over                               |          | 24.   | To take over            |          |
| 25.   | Let us see                              |          | 26.   | To do away with         |          |
| 27.   | Let us have                             |          | 28.   | To bring up             |          |
| 29.   | Let us know                             |          | 30.   | Brought about           |          |
| 31.   | Let us do                               |          | 32.   | To bring out            |          |

## Parliamentary Phrases

| S.No. | Words                        | Out lines                                                                           | S.No. | Words                         | Out lines                                                                             |
|-------|------------------------------|-------------------------------------------------------------------------------------|-------|-------------------------------|---------------------------------------------------------------------------------------|
| 1.    | I would like to know         |    | 2.    | I would like to state         |    |
| 3.    | I would like to submit       |    | 4.    | Hon'ble Members of this House |    |
| 5.    | My hon'ble friends           |    | 6.    | In the first instance         |    |
| 7.    | In this House                |    | 8.    | Pointed out                   |    |
| 9.    | Human lives                  |    | 10.   | It will not be                |    |
| 11.   | both Houses of Parliament    |    | 12.   | To the best of my ability     |    |
| 13.   | To the best of their ability |    | 14.   | To the best of your ability   |    |
| 15.   | From time to time            |    | 16.   | Come to the conclusion        |    |
| 17.   | Inspite of the fact that     |    | 18.   | Having regard to the          |    |
| 19.   | In regard to the             |    | 20.   | In relation to                |    |
| 21.   | With regard to the           |   | 22.   | They were able to             |   |
| 23.   | Keep(ing) in view            |  | 24.   | On account of                 |  |
| 25.   | In view of                   |  | 26.   | On my behalf                  |  |
| 27.   | on his behalf                |  | 28.   | On your behalf                |  |
| 29.   | on their behalf              |  | 30.   | Brought out                   |  |
| 31.   | Members of Parliament        |  | 32.   | Social and economic           |  |
| 33.   | Its and buts                 |  | 34.   | Honourable Minister           |  |
| 35.   | Mr Deputy Speaker            |  | 36.   | In this connection            |  |

## Executive Phrases

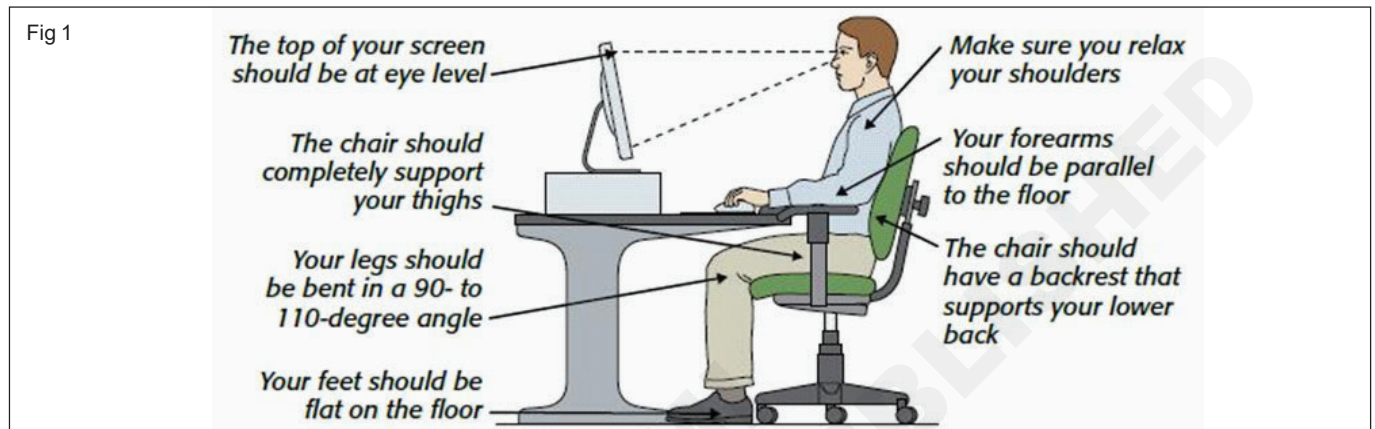
| S.No. | Words                            | Out lines                                                                           | S. No. | Words                        | Out lines                                                                             |
|-------|----------------------------------|-------------------------------------------------------------------------------------|--------|------------------------------|---------------------------------------------------------------------------------------|
| 1.    | From the point of view           |    | 2.     | From my point of view        |    |
| 3.    | In view of the circumstances     |    | 4.     | Apart from the fact that the |    |
| 5.    | I should like to conclude        |    | 6.     | In the course of the         |    |
| 7.    | From the facts                   |    | 8.     | On the table                 |    |
| 9.    | Lok Sabha                        |    | 10.    | Rajya Sabha                  |    |
| 11.   | Will be taken into consideration |    | 12.    | Will be taken into account   |    |
| 13.   | Will have to be considered       |    | 14.    | Taken into consideration     |    |
| 15.   | What has happened                |    | 16.    | What is happening            |    |
| 17.   | It would have been               |    | 18.    | What would happen            |    |
| 19.   | Balance sheet                    |    | 20.    | State of affairs             |    |
| 21.   | Profit and loss                  |    | 22.    | Assets and liabilities       |    |
| 23.   | Deficit financing                |   | 24.    | Finance Minister             |   |
| 25.   | Fiscal policies                  |  | 26.    | Fiscal targets               |  |
| 27.   | Mr. Deputy Chairman              |  | 28.    | Mr. Vice Chairman            |  |
| 29.   | For a long time                  |  | 30.    | Let us try                   |  |
| 31.   | Special consideration            |  | 32.    | Has to be considered         |  |
| 33.   | For consideration                |  | 34.    | For your consideration       |  |
| 35.   | Under consideration              |  | 36.    | Shall be considered          |  |
| 37.   | As a result of                   |  | 38.    | Ought to be considered       |  |

## Computer keyboard operations

**Objectives:** At the end of this lesson you shall be able to

- narrate the correct sitting posture in front of a computer
- explain sight and touch method of typing
- understand the correct finger positioning
- explain home row, upper row and bottom row of keyboard.

**Sitting posture (Fig.1)**

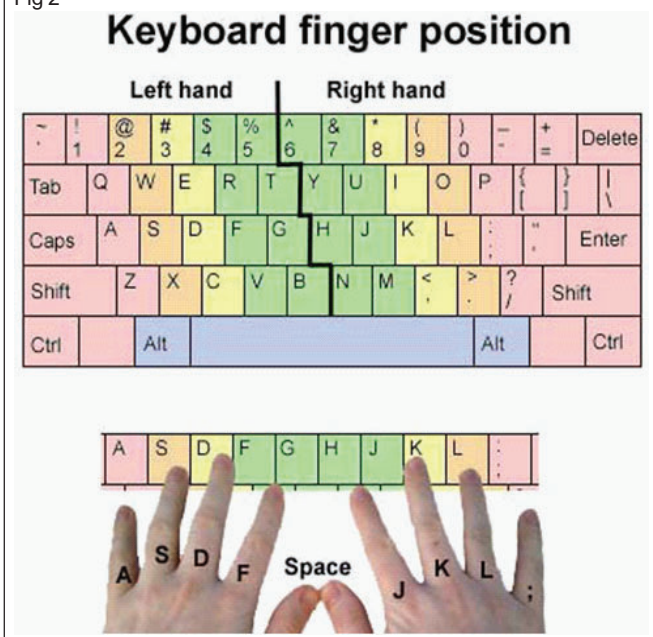


- Adjust the chair height so your feet are flat on the floor and your knees are in line (or slightly lower) with your hips.
- Sit up straight and keep your hips far back in the chair.
- The back of the chair should be somewhat reclined at a 100- to 110-degree angle.
- Ensure the keyboard is close and directly in front of you.
- To help your neck stay relaxed and in a neutral position, the monitor should be directly in front of you, a few inches above eye level.
- Sit at least 20 inches (or an arm's length) away from the computer screen.
- Relax the shoulders and be aware of them rising toward your ears or rounding forward throughout the workday.

not concentrate on the copy. It is not good for acquiring high speed in typewriting.

**Touch method:** Touch typing is a method of typing without the use of the sense of sight, or simply by feeling the keyboard. However, the sense of touch is only slightly involved since this typing method is governed by muscle memory through rigorous training with the proper typing method. This way, the fingers get so used to typing that they instinctively go to the appropriate keys without the typist needing to see or even feel around the keyboard.

Fig 2



### Sight & touch method

**Sight method:** In the Sight Method the Typewriting is done by looking at the Keyboard and the material which is to be typed by the Operator. The Operator reads a few words from the matter to be typed, types the same by looking at the Keyboard and then again reads some words and types them again and goes on repeating this process till the whole page is typed. In this method all the fingers are not used. Only the 'forefingers' of both the hands are used for typing in the sight method of typewriting. This method is not scientific. In this method the Operator can-

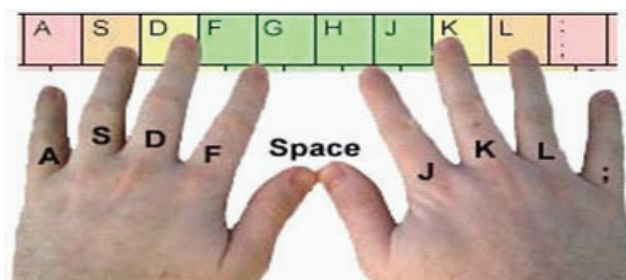


## Home row

The **home row keys** are the **row of keys** on the computer keyboard your fingers rest on when not typing. For example, on the standard QWERTY United States key-

board, the **home row keys** for your left hand are A, S, D, F and G and your right hand are ; (semicolon), L, K, J, H. (Left index finger will touch **F** and **G** and right index finger will touch **J** and **H**)

Fig 3



## Upper row keys



The upper row keys are the ten keys found above the **home row keys** on a QWERTY US keyboard. The top row keys include the Q, W, E, R, and T keys for the left hand and P, O, I, U, and Y keys for the right hand. (left in-

dex finger will touch **R** and **T** while right index finger will touch **U** and **Y**)

## Bottom row keys



The **bottom row keys** are the ten **keys** found below the **home row keys** on a QWERTY US keyboard. The **bottom row keys** include the Z, X, C, V, and B **keys** for the left hand and forward slash, period, coma, M, and N for the right hand. (left index finger will touch **V** and **B**, while right index finger will touch **M** & **N**)

ters. There are typically two **shift keys**, on the left and right sides of the row below the home row.

## Number row



The **keys on which you see numbers**: 0 - 9 are called number keys. These are used to type numbers.

## Shift keys

The **shift key** is a modifier **key** on a keyboard, used to type capital letters and other alternate "upper" charac-

## **MS Word - Creation of files - use of various options**

---

**Objectives:** At the end of this lesson you shall be able to

- **explain MS word 2007**
- **define how to start MS word 2007**
- **identify and explain office button, quick access toolbar, tabs and ribbon**
- **state how to create, open, save and close the word documents**
- **define editing text, table, mail merge, page layout, clip arts, picture, shapes, page numbering.**

### **MS Office 2007**

Microsoft Office 2007 is a bundled application software package designed specifically to be used for office, home or business use. It is a proprietary product of Microsoft Corporation and was first released in 1990. Microsoft office consists of the following popular application packages:

- **Microsoft Word 2007:** Helps users in creating text documents.
- **Microsoft Excel 2007:** Creates simple to complex data/numerical spreadsheets.
- **Microsoft PowerPoint2007:** Stand-alone application for creating professional multimedia presentations.

- **Microsoft Access 2007:** Database management application.
- **Microsoft Publisher 2007:** Introductory application for creating and publishing marketing materials.
- **Microsoft Office Outlook 2007:** Used mainly as an email application.

### **Introduction to MS Word 2007**

Microsoft Word is one of the most popular software programs in the world, used by millions of office workers, students and home users to create, read and edit documents. Many people don't use all the features of MS Word because not all of them are necessary for every user. It can be useful to familiarize yourself with the basic features and characteristics of MS Word, even if you don't need them all immediately.

## **MS Word - Creation of file and use of various tools**

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**Objectives:** At the end of this lesson you shall be able to

- **explain MS Word 2007**
- **define how to start MS Word 2007**
- **explain office button, quick access toolbar, tabs, and ribbon**
- **explain common tools in MS Word 2007**
- **state how to create, open, save and close the word document**
- **define editing text, table, mail merge, page layout, clip arts, picture, shapes, page numbering**
- **explain formatting text, styles, table, page layout, clip arts, picture, shapes**
- **explain change the text style in Word document.**

### **Microsoft Office 2007**

Microsoft Office 2007 is a bundled application software package introduced by Microsoft Corporation. Office 2007 has more features than the earlier version of office 2003. Microsoft Office 2007 consists of the following popular application packages:

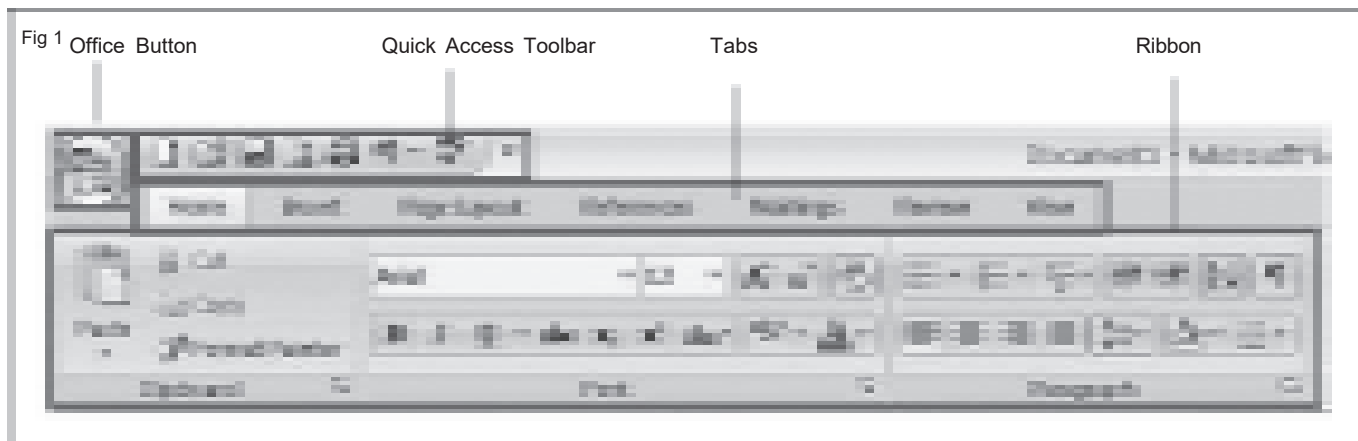
- Microsoft Office Word 2007
- Microsoft Office Excel 2007
- Microsoft Office Access 2007
- Microsoft Office PowerPoint 2007
- Microsoft Office Publisher 2007
- Microsoft Office Outlook 2007

### **Microsoft Office Word 2007**

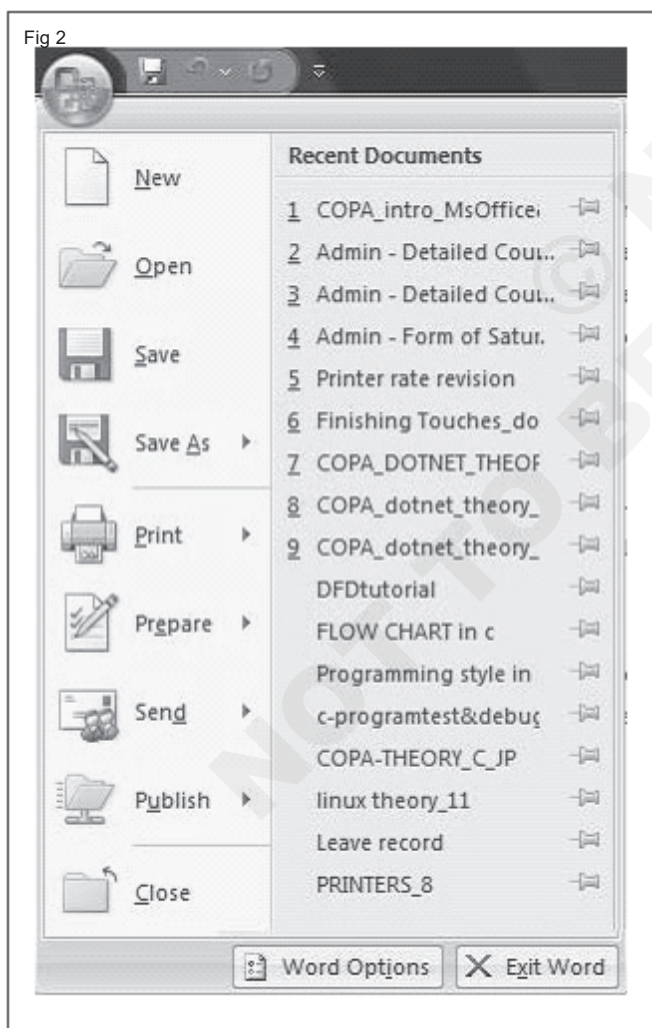
Microsoft Office Word 2007 is a word processor. A word processor is a software package that helps to create and edit a document. Word perfect, Word star, Write, Microsoft word are the popular word processors. Now, Microsoft word is the most popular word processor today. It helps you produce professional-looking documents by providing a comprehensive set of tools for creating and formatting a document, memos, letters, reports, brochures, business documents and even internet web pages.

### **Starting word 2007 application**

Click the Mouse on Start → All Programs → Microsoft Office 2007 → Microsoft Office Word 2007. Microsoft Office Word 2007 opens along with a default blank document named with Document1 and has tabs and buttons. 1) Office button, 2) Quick Access Toolbar, 3) Tabs, and 4) Ribbon as on Fig 1.



- 1 This is the Office button which is similar to the File menu in MS word 2003 as on Fig 2.
- A Start new project; Open a Project, Save, Print, etc.
- B This shows recent documents and is a quick way to open a recent project.
- C This opens the Word Options window where you can change settings and customize your Quick Access Toolbar.



- 2 This is the Quick Access Toolbar. With this tool bar one can set it up to needs. To do so just click the arrow at the end of this bar and select which items best suit needs.

They will be placed in the order they are selected. Again to customize this Quick Access Toolbar go to the office button and select Word Options. Click customize on the left and search for any buttons that suit needs. A Shortcut to customize this bar is to right click in the Tabs bar and select Customize Quick Access Toolbar.

3 This is the Tabs Bar. Tabs are similar to the menu system of MW2003 instead of having dropdown menus. MsWord 2007 created the Tab and Ribbon system. When you select a tab it will display the Ribbon associated with that tab. Here everything has been changed into button form.

4 The tabs display a Ribbon. In this Ribbon there are many buttons that are grouped into categories such as Clipboard, Font, and Paragraph as on Fig 3.

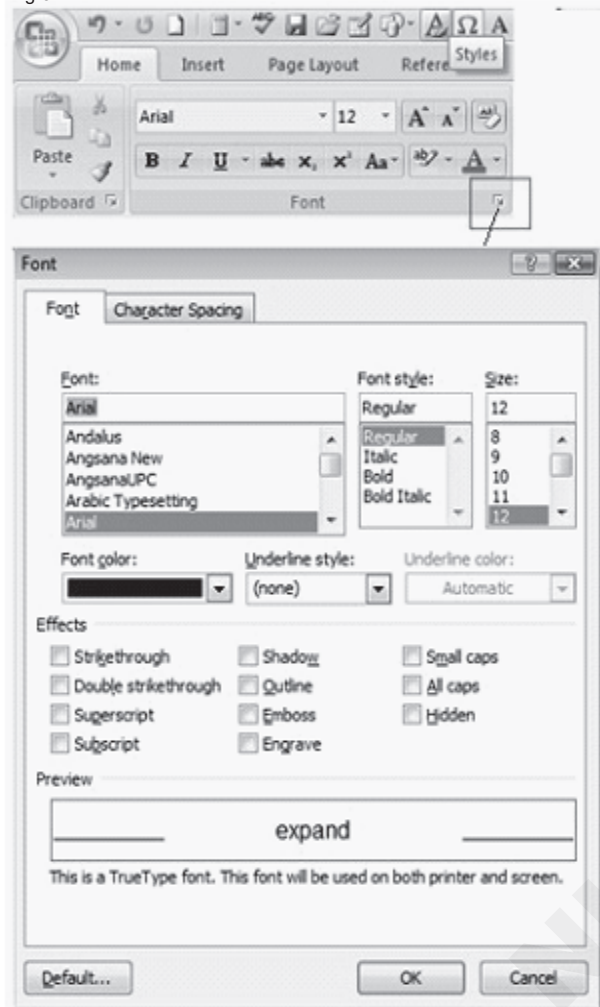
It will help if you take a couple minutes to look through all the tabs and Ribbons to learn the layout and to remember where to find buttons when working on projects and papers. Another new feature is the preview feature.

If you scroll your mouse over one of the Styles in the Home tab it will show in your paper what it will look like before clicking the style. Now the categories in each Ribbon may have a button at the end of its bar.

If you click this button it will expand into a window and show more options.(Fig 4). For example the Font category will expand into a window where it will have all the settings for the font and character spacing.

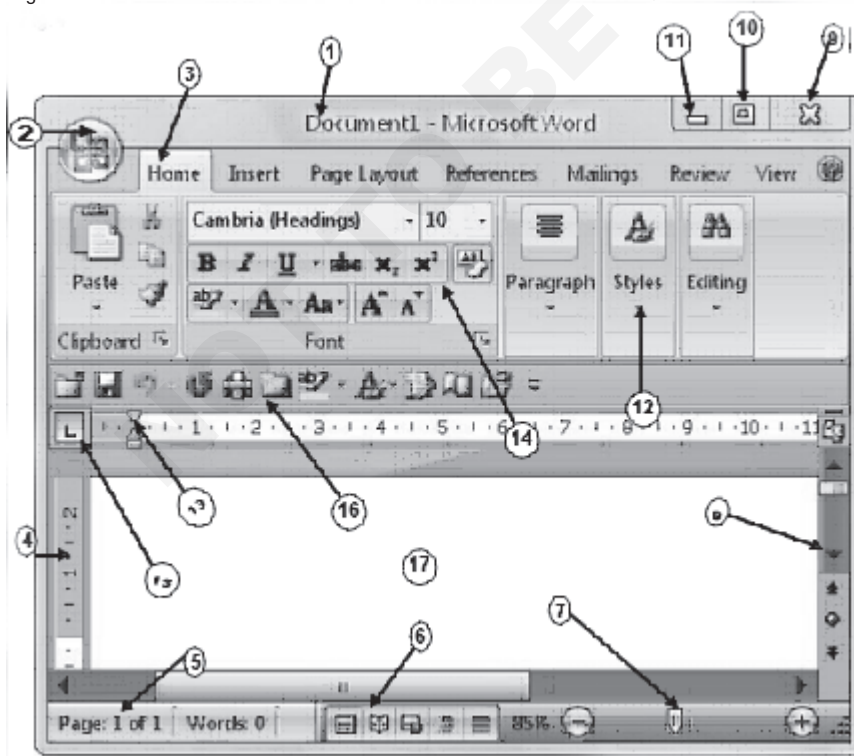
- 1 Title bar will appear at the top of the application window. It displays the name of the currently active word document1 along with a name of application.
- 2 Office button contains the file attribute options and recently opened document list to quick access. It has the word options to set the properties of few actions.
- 3 Menu bar Shows the Home, Insert, Page Layout, references, Mailings, Review, View menus and Help button.
- 4 Vertical scroll is bar used to align text or objects in the document. The measuring units can be changed according to our requirements.
- 5 Status bar shows the current position of the cursor and indicates page number and words.

Fig 3



- 6 Layout View can be used to switch the view mode of the active document. This contains Print Layout, Full Screen Reading, Web Layout, Outline and Draft.
- 7 Zoom option can be used to zoom the document to fine tune the objects and read text clearly. The Zoom options has 10% to 500% enlargement.
- 8 Horizontal Scroll bar is used to move the document up/down to view the entire document
- 9 Close button is located at the top right corner of the window. It is used to close the document as well as the application window.
- 10 Maximize buttons are used to maximize the document when it was minimized.
- 11 Minimise button, when this button is clicked the active document will be minimized on to the taskbar of the windows.
- 12 Styles are some pre-defined format for the quick format for the text.
- 13 Horizontal ruler is useful to align text and objects and the tab settings can be done on the horizontal ruler.
- 14 Formatting tool bar is important to give print effects to the text document such as fonts, point size, toggle bold, italic & underline, bulleting and number- ing
- 15 Tab button is the place where the type of tab can be selected such as left tab, right tab, centre tab, decimal tab, etc.,

Fig 4



1. Title bar
2. Office button
3. Menus
4. Vertical Ruler
5. Status bar
6. Layout view
7. Zoom
8. Vertical Scroll bar
9. Close button
10. Maximize button
11. Minimize button
12. Styles
13. Horizontal Ruler
14. Formatting tools
15. Tab setting button
16. Customize Quick Access Toolbar
17. Work area



- 16 Customize Quick Access toolbar is a shortcut bar where the familiar and repeat functions tools can be kept there.
- 17 Work space the space is the area in which you can enter the text of your document.

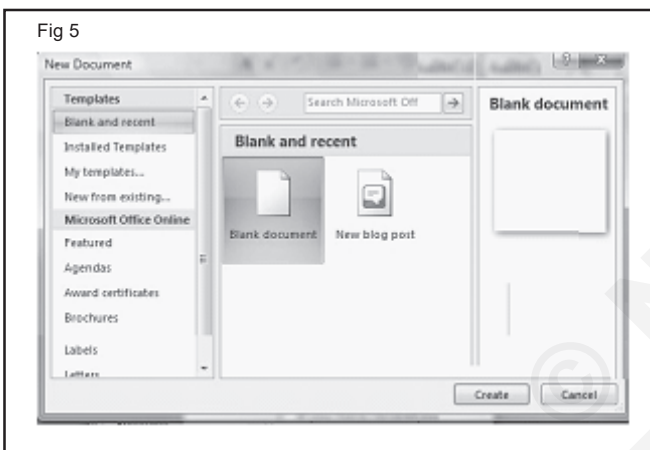
### Create a New Document

There are several ways to create new documents, open existing documents, and save documents in Word:

- Click the Microsoft Office Button and Click New or
- Press CTRL+N (Depress the CTRL key while pressing the "N") on the keyboard

When you click on the Microsoft Office Button and Click New, you have many choices about the types of documents you can create. If you wish to start from a blank document, click Blank as on Fig 5.

If you wish to start from a template, you can browse through your choices on the left, see the choices on center screen, and preview the selection on the right screen.



### Opening an Existing Document

- Click the Microsoft Office Button and Click Open, or
- Press CTRL+O (Depress the CTRL key while pressing the "O") on the keyboard, or
- If you have recently used the document you can click the Microsoft Office Button and click the name of the document in the Recent Documents section of the window. Insert picture of recent docs

### Saving a Document

- Click the Microsoft Office Button and Click Save or Save As (remember, if you're sending the document to someone who does not have Office 2007, you will need to click the Office Button, click Save As, and Click Word 97-2003 Document), or
- Press CTRL+S (Depress the CTRL key while pressing the "S") on the keyboard, or
- Click the File icon on the Quick Access Toolbar

### Close a Document

To close a document

- Click the Office Button
- Click Close Editing a Document

### Typing and inserting Text

The text will appear where the blinking cursor is located. Move the cursor by using the arrow buttons on the keyboard or positioning the mouse and clicking the left button. The keyboard shortcuts listed below are also helpful when moving through the text of a document

| Move Action           | Keystroke |
|-----------------------|-----------|
| Beginning of the line | HOME      |
| End of the line       | END       |
| Top of the document   | CTRL+HOME |
| End of the document   | CTRL+END  |

### Selecting Text

To change any attributes of text it must be highlighted first. Select the text by dragging the mouse over the desired text while keeping the left mouse button depressed, or hold down the SHIFT key on the keyboard while using the arrow buttons to highlight the text. The following table contains shortcuts for selecting a portion of the text.

| Selection              | Technique                                                            |
|------------------------|----------------------------------------------------------------------|
| Whole word             | double-click within the word                                         |
| Whole paragraph        | triple-click within the paragraph                                    |
| Several words or lines | hold down SHIFT while using the arrow keys                           |
| Entire document        | choose Editing   Select   Select All from the Ribbon or press CTRL+A |

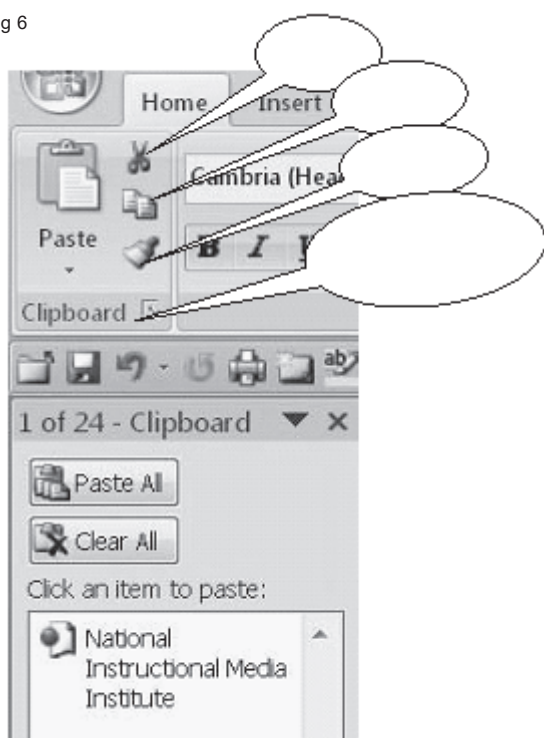
Deselect the text by clicking anywhere outside of the selection on the page or press an arrow key on the keyboard.

### Inserting Additional Text

Text can be inserted in a document at any point using any of the following methods as on Fig 6.



Fig 6



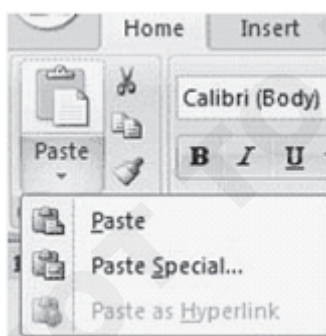
**Cut and Paste Text:** Highlight the text you wish to copy, right click, and click Cut, put your cursor where you want the text in the document, right click, and click Paste.

**Drag Text:** Highlight the text you wish to move, click on it and drag it to the place where you want the text in the document. As on No.

### Rearranging Blocks of Text

To rearrange text within a document, you can utilize the Clipboard Group on the Home Tab of the Ribbon as on Fig 7

Fig 7



### Insert picture of clipboard group labelled

- **Move text:** Cut and Paste or Drag as shown above
- **Copy Text:** Copy and Paste as above or use the Clipboard group on the Ribbon

**Paste Text:** Ctrl + V (hold down the CTRL and the "V" key at the same time) or use the Clipboard group to Paste, Paste Special, or Paste as Hyperlink

### Deleting Blocks of Text

Use the BACKSPACE and DELETE keys on the keyboard to delete text. Backspace will delete text to the left

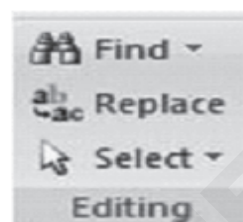
of the cursor and Delete will erase text to the right. To delete a large selection of text, highlight it using any of the methods outlined above and press the DELETE key.

### Search and Replace Text

To find a particular word or phrase in a document:

- Click Find on the Editing Group on the Ribbon
- To find and replace a word or phrase in the document, click Replace on the Editing Group of the Ribbon as on Fig 8.

Fig 8



### Undo Changes To undo changes

- Click the Undo Button on the Quick Access Toolbar as on Fig 9.

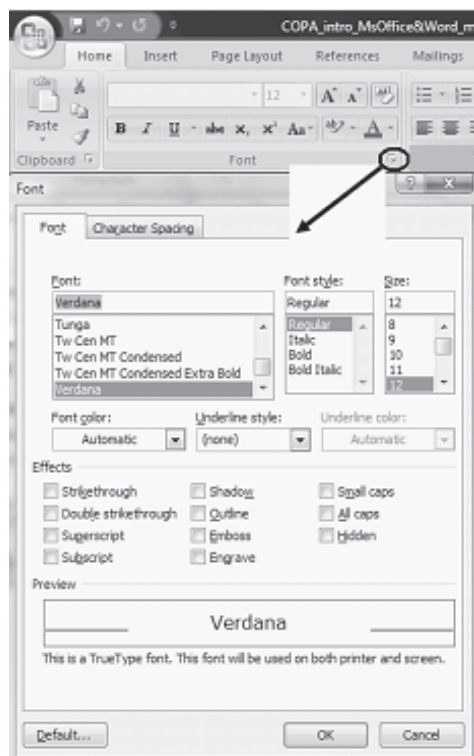
Fig 9



### Format text

The easiest way to format text is to make use of the formatting toolbar. The formatting toolbar is shown in (Fig.10) and can be found under the HOME Menu toolbar.

Fig 10



**Font menu:** Allows you to choose from a wide number of fonts. To select a particular font click on the arrow head beside the box, scroll down with the scrollbar until you select a particular font and select it by clicking on it.

**Font Size:** Select a size for your font by clicking on the arrowhead and scrolling down and clicking on the size that you desire. If you want to change the font of text which has already been typed in, highlight the text and then select the size as mentioned above.

**Font Style:** You may select whether you want to make the font Bold, Italicized or underlined.

**Alignment:** The text may be aligned to the left, right or center or can be aligned to the right side or can be justified across the page.

**Numbered and Bulleted lists:** Creates a numbered or bulleted list.

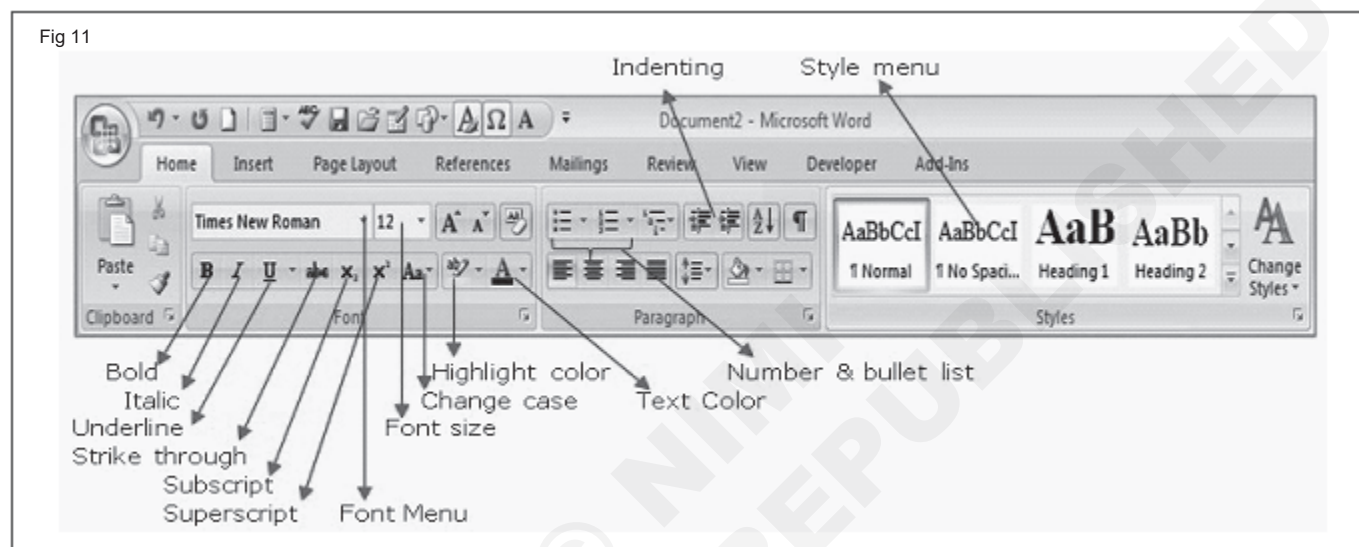
**Increase/Decrease indent:** Change the indentation of a paragraph in relation to the side of the page.

**Outside Border:** Add a border around a text selection.

**Highlight Color:** This option may be used to change the color behind the selected text.

**Text Color:** This option changes the color of the text selected.

The Font dialogue box allows you to select from a larger selection of formatting options. Click on the down arrow button on the Font toolbar to access the box as on Fig 11.



### Formatting Paragraphs

A paragraph may be formatted by placing the cursor within the paragraph and selecting the downward arrow, in the paragraph Section of the HOME menu toolbar. (Fig 12)

- **Alignment:** This is used to align the text horizontally either to the
  - left, center, right or justified.
- **Indentation:** This indicates the distance the text is indented from
  - the left and right edges of the page.
- **Special:** Select special indents for first lines and hanging indents.
- **Line Spacing:** Set the line spacing for the text.

### Change a Style in Microsoft Word 2007

Using Styles in Microsoft Word 2007 is an efficient way to format documents as on Fig 13. However, you may on occasion have problems changing Styles. If you are having problems changing Styles, the following may help you.

This may even be helpful for you if you have successfully changed Styles in Microsoft Word 2007 in the past, but for some reason the changes now do not seem to take effect.

Quick Styles are styles promoted into Word 2007's Styles gallery on the Home ribbon.

- Quick Styles provide easy access to and visibility of frequently used styles.
- Quick Styles provide an thumbnail preview to the formatting of a style.
- Styles applied in a document, by default, appear in the Quick Styles gallery.
- New styles created in Word 2007, by default, become a Quick Style.
- Quick Styles are quickly defined from the right click menu and travel with the document.

### Insert Tab

The Insert Tab is right next to the Home Tab in Microsoft Word 2007. This tab has a lot of useful features that will let you insert things like pictures, clip art images, shapes, Smart Art graphics, charts and a host of other items. Let us review a few of these features in this exciting new tab. Before that here is a screen shot of the insert tab shown Fig 14.

A common task in Microsoft Word is to add a Page Break. For this practice use the definition assignment document as illustrated below.

Fig 12

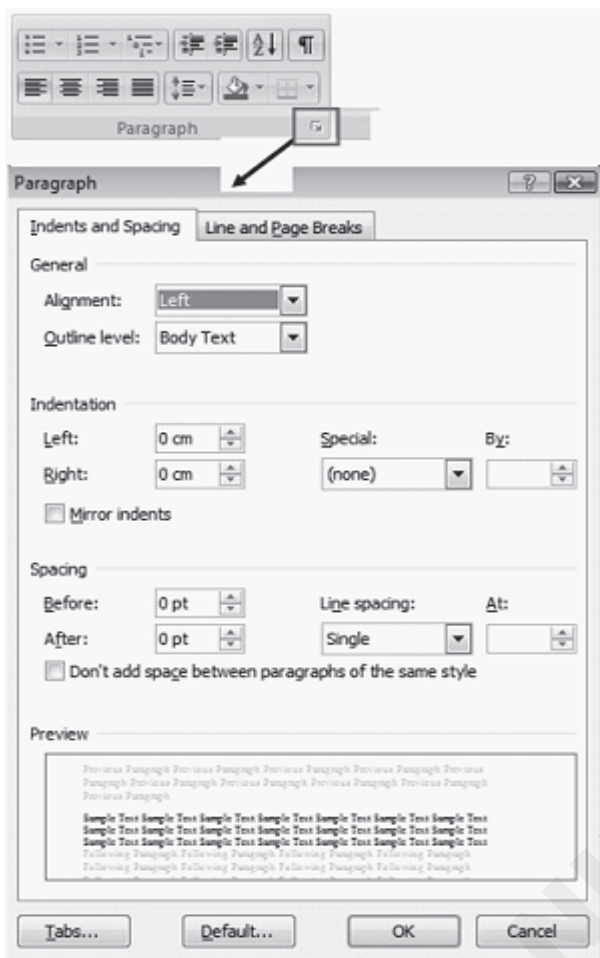
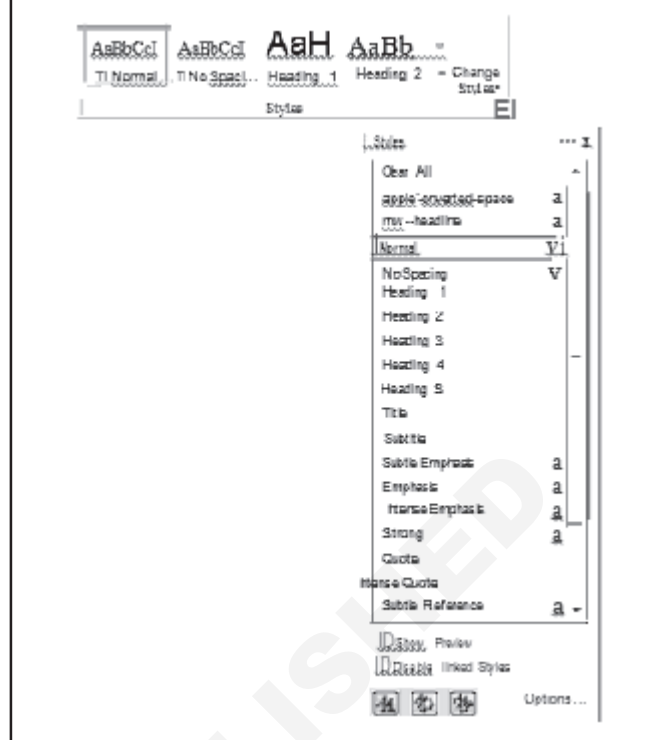


Fig 13



To add a page break right before the Research Analysis section. In order to do this in Microsoft Word 2007 select the Insert Tab and then select the Pages group and then choose Page Break.

Here is a screen shot of this action as on Fig 15.

Fig 14

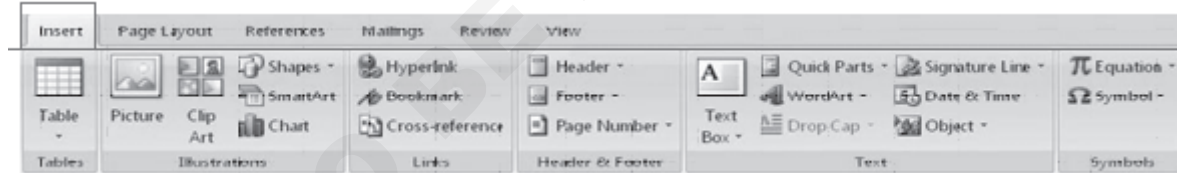
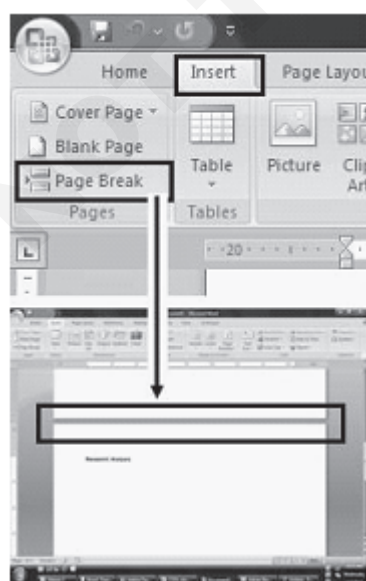


Fig 15



## Adding Tables

Tables are used to display data in a table format.

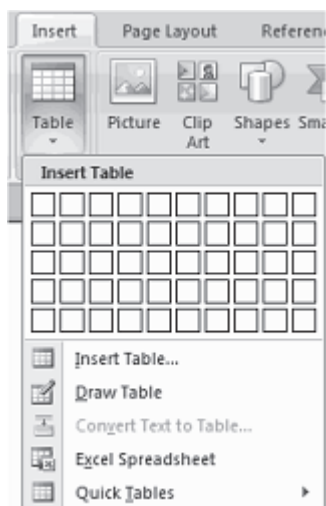
### Create a Table

To create a table

- Place the cursor on the page where you want the new table
- Click the Insert Tab of the Ribbon as on Fig.16
- Click the Tables Button on the Tables Group. You can create a table in one of four ways
- Highlight the number of row and columns
- Click Insert Table and enter the number of rows and columns



Fig 16



- Click the Draw Table, create your table by clicking and entering the rows and columns
- Click Quick Tables and choose a table

### Enter Data in a Table

Place the cursor in the cell where you wish to enter the information. Begin typing.

### Modify the Table Structure and Format a Table

To modify the structure of a table

- Click the table and notice that you have two new tabs on the Ribbon: Design a Layout as on Fig 17.

These pertain to the table design and layout.

### On the Design Tab, you can choose

- Table Style Options

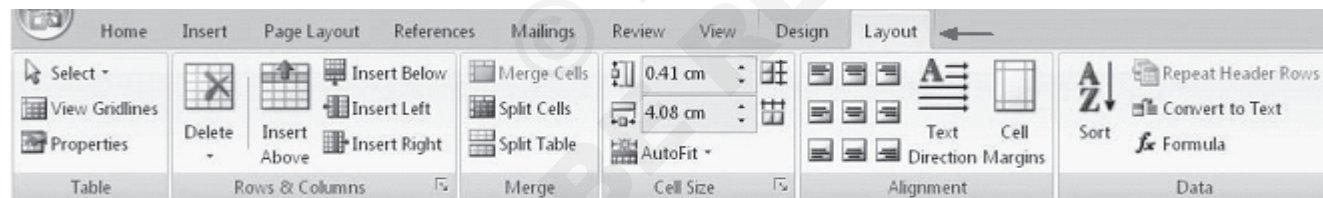
Fig 17



- Table Styles
- Draw Borders

To format a table, click the table and then click the Layout Tab on the Ribbon as shown in Fig 18.

Fig 18



### This Layout tab allows you to

- View Gridlines and Properties (from the Table Group)
- Insert Rows and Columns (from the Rows & Columns Group)
- Delete the Table, Rows and/or Columns (from the Rows & Columns Group)
- Merge or Split Cells (from the Merge Group)
- Increase and Decrease cell size (Cell Size Group)
- Align text within the cells and change text directions (Alignment Group)

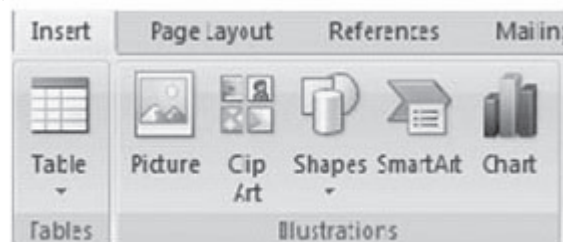
Word 2007 allows you to insert illustrations and pictures into a document. To insert illustrations as shown in Fig 19.

### Insert Picture

The first selection in Illustrations is Insert a picture from a file as on Fig 20.

When clicked on this a window will open. Browse to a photograph or other picture you have saved on your

Fig 19

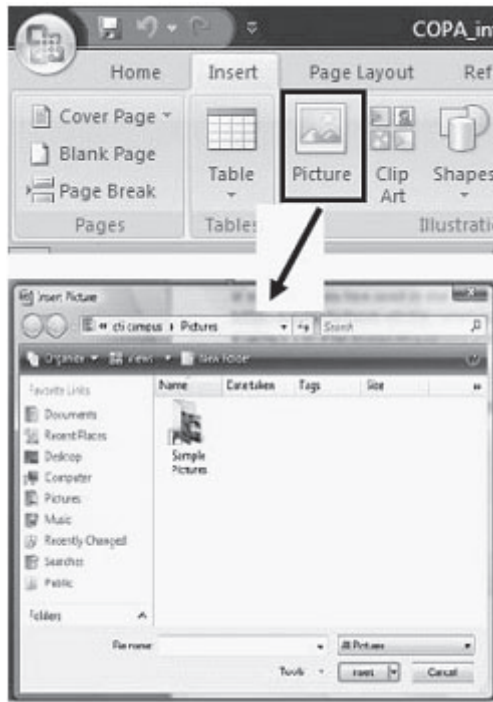


computer. Use this to create birthday invitation for friends with their current picture in the background. It can have a lot of fun incorporating personal photos into the documents.

### Clip Art

- Place your cursor in the document where you want the illustration/picture
- Click the Insert Tab on the Ribbon
- Click the Clip Art Button

Fig 20



- The dialog box will open on the screen and you can search for clip art as on Fig 21.

Fig 21

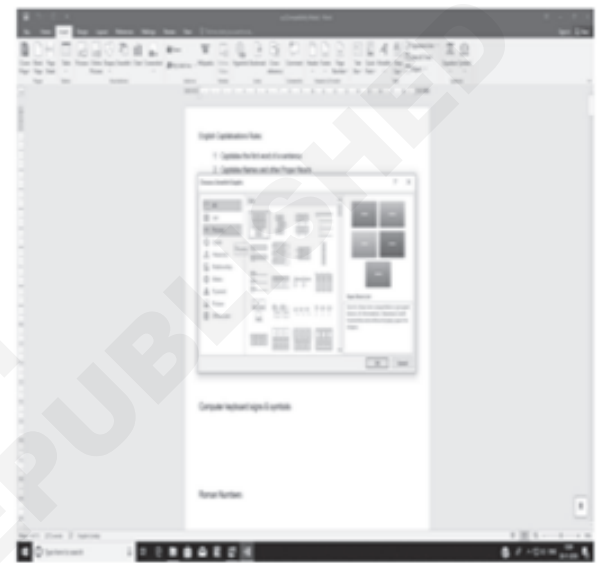


- Choose the illustration you wish to include

### Smart Art

- Smart Art is a collection of graphics you can utilize to organize information within the document. It includes timelines, processes, or workflow
- Place your cursor in the document where you want the illustration/picture
- Click the Insert Tab on the Ribbon
- Click the Smart Art button
- Click the Smart Art you wish to include in your document as on Fig 22.

Fig 22



- Click the arrow on the left side of the graphic to insert text or type the text in the graphic.



## Grammar - Active Voice and Passive Voice

**Objectives:** At the end of this lesson you shall be able to

- **identify sentences according to their voice**
- **recall rules for changing active voice into passive voice**
- **recall rules for changing passive voice into active voice.**

In the Active Voice, the subject of the sentence does the action.

**Example 1:** Ravi wrote a letter (Active Voice)

(Subject) (Verb) (Object)

In the Passive Voice, the subject of the sentence was acted upon

A letter was written by Ravi (Passive Voice)

(Subject) (Verb) (Object)

Notice that the object of the Active sentence became the subject of the Passive sentence

Rules for changing Active Voice into Passive Voice:

Identify the subject, verb and the object

Change the object into subject

Put the suitable auxiliary verb

Change the verb into past participle of the verb

Add the preposition 'by'

Change the subject into object

**Example 2:** The hunter killed the Tiger. (Active Voice)

(Subject) (Verb) (Object)

becomes

The tiger was killed by the hunter. (Passive Voice)

(Subject) (Verb) (Object)

We do not include 'by' when the doer of the action is unknown or unimportant as in the sentence "The money was stolen".

We cannot use Passive Voice with intransitive verbs (verbs that have no object)

Ex: He fixed the clock. (Active Voice)

becomes

The clock was fixed (Passive Voice)

Now, look at the following sentences:

- 1 He laughed
- 2 They are coming soon
- 3 An accident has happened.

(In the above sentences, laugh, come, happen are intransitive verbs. There are no objects. Therefore there is no possibility of changing these sentences into the Passive Voice)

| Tense                           | Structure                                                                       | Example                                                                            |
|---------------------------------|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|                                 | Active Voice<br>Passive Voice                                                   | Active Voice<br>Passive Voice                                                      |
| Simple Present                  | S + Verb<br>S + am/is/are + Past Participle                                     | I make a sweet<br>A sweet is made by me                                            |
| Present Continuous              | S + am/is/are + Verb-ing<br>S + am/is/are + being + Past Participle             | They are drinking coffee<br>Coffee is being drunk                                  |
| Present Perfect                 | S + have +/has + Past Participle<br>S + have/has + been + Past Participle       | Someone has eaten my cake<br>My apple has been eaten by someone                    |
| Present Perfect Continuous<br>x | S + have/has + been + Verb-ing<br>S + have/has + been + being + Past Participle | Ramu has been playing badminton<br>Badminton has been being played by Ramu         |
| Simple Future                   | S + will/shall + Verb<br>S + will be + Past Participle                          | My friends will take me to the party<br>I will be taken to the party by my friends |

| Tense                                    | Structure                                                                                  | Example                                                                                            |
|------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
|                                          | Active Voice<br>Passive Voice                                                              | Active Voice<br>Passive Voice                                                                      |
| Future Continuous<br>Future Perfect      | S + will/shall +be + Verb-ing<br>S + will/shall + be + being + Past Participle             | Vijji will be watching TV at 9 p.m. tonight<br>TV will be being watched by Vijji at 9 p.m. tonight |
| Future Perfect Continuous<br>Simple Past | S + will + have + Past Participle<br>S + will have been + Past Participle                  | They will have finished the work before Sunday                                                     |
| Furture Perfect                          | S + will + have been + V-ing<br>S + will + have been + being + Past Participle             | The work will have been finished before Sunday                                                     |
| Future Continuous<br>Future Perfect      | S + will/shall +be + Verb-ing<br>S + will/shall + be + being + Past Participle             | Vijji will be watching TV at 9 p.m. tonight<br>TV will be being watched by Vijji at 9 p.m. tonight |
| Future Perfect Continuous<br>Simple Past | S + will + have + Past Participle<br>S + will have been + Past Participle                  | They will have finished the work before Sunday                                                     |
| Furture Perfect                          | S + will + have been + V-ing<br>S + will + have been + being + Past Participle             | The work will have been finished before Sunday                                                     |
| Future Perfect Continuous                | S + will + have been + V-ing<br>S + will + have been + being + Past Participle             | He will have been eating the fruits<br>The fruits will have been being eaten by him                |
| Simple Past                              | S + Verb<br>S + were/was + Past Participle                                                 | They occupied the house<br>The building was occupied by them                                       |
| Past Continuous                          | S + was/were + V-ing<br>S + were/was +being + Past Participle<br>S + had + Past Participle | Ramani was writing a letter<br>A letter was being written by Ramani                                |
| Past Perfect                             | S + Had been + Past Participle<br>S + Had been + Past participle                           | He had distributed the prizes<br>The prizes had been distributed by him                            |
| Past Perfect Continuous                  | S + had been + V-ing                                                                       | He had been preparing for the CA examination for two years before he moved to Chennai              |
|                                          | S + had been + being + Past Participle                                                     | The CA examination had been being prepared by him for two years before he moved to Chennai         |
| Modal Verbs (Present)                    | S + modal verb + Verb<br>S + modal verb + be + Past Participle                             | They can do it<br>It can be done by them                                                           |
| Modal Verbs (Present Perfect)            | S + modal verb + have + Past Participle<br>S + modal verb + have + been + Past Participle  | He might have injured Raju<br>Raju might have been injured by him                                  |

## Small Circle - Circle with stroke H and circle with stroke L

**Objectives:** At the end of this lesson you shall be able to

- express the sounds indicated by small circle at different places
- explain how circle is written to straight strokes and curved strokes
- state when small circle should not be employed
- state how vowels to circles are written
- describe the use of circle with strokes L and H.

### Circle - S

The consonant sounds S and Z are represented not only by the strokes S and Z but also by a small circle - o. Initially the small circle represents the sound of S only and medially, finally the sound of S or Z. The circle is written

a. Inside the curves as in

safe, seem, seen, designs, etc.

b. Outside the angles formed by two straight strokes joined together as in

risk, task, desk, gossip, etc.,

c. With left motion (anti-clockwise) to straight strokes, as in

Space, Seeds, tasty, Cask, etc.,

d. Initial circle is read first and final circle is read last. Vowels are read in relation to the stroke, not to the circle.

e. Circle S may be added to grammalogues and short forms to get derivatives of words, as in

have, haves, does, goes, its, etc.,

Stroke S is used when it stands alone or when it is preceded by a vowel initially or followed by a vowel finally, as in

say, ask, Lucy, essay, etc.,

However, the stroke S is written finally to represent “-ous” when preceded by a diphthong/ diphone sound, as in

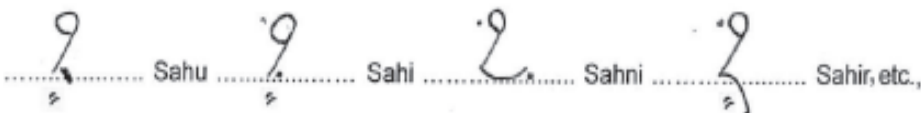
Joyous, Pious, Ingenuous, tortuous etc.,

Stroke Z is used initially and finally when followed by a vowel, as in

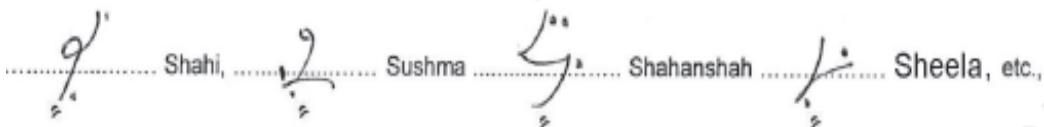


### Circle before aspirate H

Initial sound of S followed immediately by H is represented by doubling the attachment (circle) of H. The rule of upward and downward H should be followed when initial S is immediately followed by H, as in



But the sound of SH is always represented by its stroke, as in

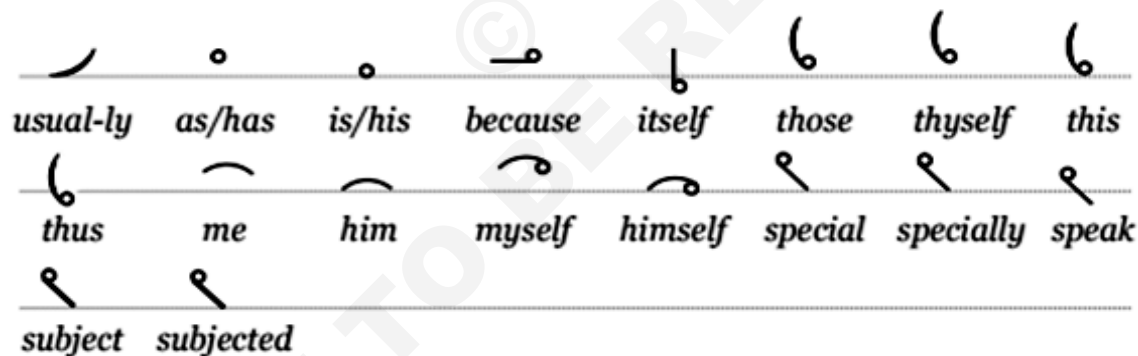


### Stroke L and Circle S

Stroke L immediately followed or preceded by a circle attached to a curve, is written in the same direction in which the circle is completed, as in



### Grammalogues



## Speed calculation, counting of errors, evaluation and marking scheme, Signs & symbols, Roman numbers and capitalization of letters, punctuation marks

**Objectives:** At the end of this lesson you shall be able to

- state the formula for calculation of speed
- state the nature & treatment of errors
- state the evaluation scheme
- understand the formula for calculation of net speed.

The following are some of the typing equations and formulae that are used in calculating typing speed.

$$\text{Gross WPM} = \frac{(\text{All typed entries})}{\text{Time (min.)}} \times 5$$

When calculating typing speed, a "word" is any five characters. For instance, "I love keyboarding, don't you?" would be counted as 6 words (30 characters / 5) and not just 5. Spaces, numbers, letters, and punctuation are all included, but any function keys such as Shift or Backspace are not included. To give an example, if you typed 200 characters in 1 minute, your net wpm typing speed would be (200 characters/5)/1 min = 40 WPM. If you typed 200 characters in 30 seconds your net speed would be (200/5) / 0.5 = 80 WPM.

$$\text{Net WPM} = \text{Gross WPM} - \left( \frac{\text{Uncorrected Errors}}{\text{Time (min)}} \right)$$

$$= \frac{\left[ \left( \frac{\text{All Typed Entries}}{5} \right) - \text{Uncorrected Errors} \right]}{\text{Time (min)}}$$

### Calculating speed on computer

Various methods of calculating Gross Speed, Net Speed, and Assignment of marks are being used. Best formula has been evolved for counting of Gross speed, Net speed and assignment of marks on the basis of minimum speed prescribed. 5% errors are allowed.

### Counting of strokes

5 Strokes constitute a word. In counting of strokes or letters, every depression of a key is counted, including shift key, tabulator bar, and space bar for leaving space between words. In this method the penalty for each error is 2 words which is universally prescribed limit. Before any calculation is done mark the error in the typed script and write the gross letters typed. Note the duration of the test

GROSS SPEED GS = GL/5T (WPM)

GS= Gross speed GL= Gross Letters T= Time

NET SPEED GL-PE/5T

PE = Penalty for errors (10 x Errors) 5 = (5 Strokes= 1 word)

### Nature & Treatment of Errors

Overtyping of letter, wrong or non-use of punctuation marks, wrong or non-capitalization of a letter, spelling mistake, addition of any letter, typing of a figure forward or vice versa, leaving no space between different words, wrong or non-syllabification or words at the end of a line.

### Evaluation Scheme

#### Test of computer

e.g. Speed Test (English) @ 30 WPM

Max. Marks Allotted = 100

- Qualifying Speed = 30 wpm; Time = 10 Minutes
- Qualifying Marks (QM) = 60% of MM (100) = 60
- Qualifying Penalty Marks (QPM) = MM - QM (100 - 60 = 40)
- Marks Obtained (MO) = on applying the formula given ahead.
- Error Committed = Gross Error - Error Admissible.
- PE for Penalty for Errors.

Errors Admissible (EA) = 5% of Gross Words Typed, e.g. GW 300 = 15 WORDS.

### Formula for Calculation of Net Speed

Net Speed = GW (Gross Words) - PE = ...w.p.m (words per minute) T (Time)

A. Example 1 -If GW is = 300; EC = 15 ; The Net Speed Calculation will be:

$$\text{Net Speed} = \frac{\text{GW (300)} - \text{PE (2x5)}}{\text{Time (10)}} = \frac{300 - 10}{10} = 29 \text{ wpm}$$

B. Example 2 -If GW is = 300; EC = 20 ; The Net Speed Calculation will be:

$$\text{Net Speed} = \frac{\text{GW (300)} - \text{PE (2x5)}}{\text{Time (10)}} = \frac{300 - 20}{10} = 28 \text{ wpm}$$

C. Example 3 -If GW is = 300; EC = 30 ; The Net Speed Calculation will be:



$$\text{Net Speed} = \text{GW (300)} - \text{PE (2x5)} = 300 - 30 = 27 \text{ wpm}$$

$$\text{Time (10)} \quad 10$$

$$\text{A. Marks Obtained} = \text{Maximum Marks (100)} \times \text{Net Speed (30)} - \text{QPM (40)} = \text{Marks Qualifying Speed (30)}$$

$$\text{M.O.} = \text{MM (100)} \times \text{NS (30)} - \text{QPM (40)} = 60 \text{ Pass}$$

$$\text{QS (30)} \quad 100$$

$$\text{B. M.O.} = \text{MM (100)} \times \text{NS (29)} - \text{QPM (40)} = 56 \text{ Fail}$$

$$\text{QS (30)} \quad 100$$

$$\text{C. M.O.} = \text{MM (100)} \times \text{NS (27)} - \text{QPM (40)} = 50 \text{ Fail}$$

$$\text{QS (30)} \quad 100$$

$$\text{D. M.O.} = \text{MM (100)} \times \text{NS (40)} - \text{QPM (40)} = 93$$

(if type speed increases)

$$\text{QS (30)} \quad 100$$

### Evaluation Scheme - shorthand practical test

#### Treatment & Penalty for Errors

Errors Committed to be Marked on the Script and counted as

Full/One Error to be marked by X sign on the script for the following types of Errors

a. Omission/ addition/ substitution/ transposition of any Word or figure

Spelling Error of a word (Spell check facility being available on Computers)

b. Half Error to be marked by an oval sign for

- Non-capitalization of Proper Nouns or wrong capitalization of first letter of a sentence (in English Shorthand Transcription only);

#### Formula

$$\text{Marks Obtained (MO)} = \frac{\text{MM (100)} - \text{EC} \times \text{QPM (60)}}{\text{EA (20)}}$$

$$\begin{array}{rcl} \text{Examples 1 - A candidate committing 25 Errors will get} & = & 100 - \frac{25(\text{EC}) \times 40(\text{QPM})}{20(\text{EA})} \\ & & \underline{\hspace{1cm}} \\ & & 100 \end{array}$$

$$\begin{array}{rcl} \text{Examples 2 - A candidate committing 20 Errors will get} & = & 100 - \frac{20 \times 40}{20} \\ & & \underline{\hspace{1cm}} \\ & & 100 \end{array}$$

$$\begin{array}{rcl} \text{Examples 3- A candidate committing 10 Errors will get} & = & 100 - \frac{10 \times 40}{20} \\ & & \underline{\hspace{1cm}} \\ & & 100 \end{array}$$

$$\begin{array}{rcl} \text{Examples 4 - A candidate committing 0 Errors will get} & = & 100 - \frac{0 \times 40}{20} \\ & & \underline{\hspace{1cm}} \\ & & 100 \end{array}$$

- Spelling error of Proper Nouns (unpopular names or places, etc.);
- Wrong or non use of Punctuation Marks.
- Maximum 1 Error should be marked for repeated spelling errors of a word.

#### No Errors should be marked for improper paragraphing

c. Total Errors = Full Errors +  $\frac{1}{2}$  of Half Errors;

d. Fraction of an error to be ignored and rounded off to the nearest figure. Marks to be awarded on Full Errors (e.g. round figures).

#### Shorthand Dictation Gross Speed = Total words/ Time

#### Formula for award of marks

5 Minutes Shorthand Tests @ 80 WPM and transcription on computer in 45 minutes:

#### Details of Examination Scheme

(MM) Max Marks allotted = 100 Qualifying Marks = 60% of MM() = 60

(a) Total Words dictated @ 80 w.p.m. for 5 minutes = 400 words

(b) Errors Admissible = Maximum 5% of total words (400) = 20 (EA)

(c) Errors Committed (Errors committed by the candidate) = Total/Actual Errors

(d) Qualifying Marks (60% of Max. Marks 100) = 60 (QM)

(e) Qualifying Penalty Marks (MM (100) - QM (60) = 40 (QPM)

## Computer keyboard signs & symbols

| Key/Symbol  | Explanation                                                                    |
|-------------|--------------------------------------------------------------------------------|
| Windows     | PC keyboards have a Windows key that looks like a four-pane window.            |
| Command     | Apple Mac computers have a command key.                                        |
| Menu        | PC keyboards also have a Menu key that looks like a cursor pointing to a menu. |
| Esc         | Esc (escape) key.                                                              |
| F1 - F12    | Information about the F1 through F12 keyboard keys.                            |
| Tab         | Tab key.                                                                       |
| Caps lock   | Caps lock key.                                                                 |
| Shift       | Shift key.                                                                     |
| Ctrl        | Ctrl (control) key.                                                            |
| Fn          | Fn (function) key.                                                             |
| Alt         | Alt (alternate) key (PC only; Mac users have Option key).                      |
| Spacebar    | Spacebar key.                                                                  |
| Arrows      | Up, down, left, right Arrow keys.                                              |
| Back Space  | Back space (or Backspacer) key.                                                |
| Delete      | Delete or Del key.                                                             |
| Enter       | Enter key.                                                                     |
| Prt Scrn    | Print Screen key.                                                              |
| Scroll Lock | Scroll Lock key.                                                               |
| Pause       | Pause key.                                                                     |
| Break       | Break key.                                                                     |
| Insert      | Insert key.                                                                    |
| Home        | Home key.                                                                      |
| Page up     | Page up or pg up key.                                                          |
| Page down   | Page down or pg dn key.                                                        |
| End         | End key.                                                                       |
| Num Lock    | Num Lock key.                                                                  |
| ~           | Tilde.                                                                         |
| `           | Acute, back quote, grave, grave accent, left quote, open quote, or a push.     |
| !           | Exclamation mark, exclamation point, or bang.                                  |
| @           | Amperat, arobase, asperand, at, or at symbol.                                  |
| #           | Octothorpe, number, pound, sharp, or hash.                                     |
| £           | Pound Sterling or Pound symbol.                                                |
| •           | Euro.                                                                          |
| \$          | Dollar sign or generic currency.                                               |
| ¢           | Cent sign.                                                                     |
| ¥           | Chinese/Japanese Yuan.                                                         |
| §           | Micro or Section.                                                              |
| %           | Percent.                                                                       |
| °           | Degree.                                                                        |

| Key/Symbol | Explanation                                                                      |
|------------|----------------------------------------------------------------------------------|
| ^          | Caret or circumflex.                                                             |
| &          | Ampersand, epershand, or and symbol.                                             |
| *          | Asterisk, mathematical multiplication symbol, and sometimes referred to as star. |
| (          | Open parenthesis.                                                                |
| )          | Close parenthesis.                                                               |
| -          | Hyphen, minus or dash.                                                           |
| _          | Underscore.                                                                      |
| +          | Plus.                                                                            |
| =          | Equal.                                                                           |
| {          | Open brace, squiggly brackets, or curly bracket.                                 |
| }          | Close brace, squiggly brackets, or curly bracket.                                |
| [          | Open bracket.                                                                    |
| ]          | Closed bracket.                                                                  |
|            | Pipe, or, or vertical bar.                                                       |
| \          | Backslash or reverse solidus.                                                    |
| /          | Forward slash, solidus, virgule, whack, and mathematical division symbol.        |
| :          | Colon.                                                                           |
| ;          | Semicolon.                                                                       |
| "          | Quote, quotation mark, or inverted commas.                                       |
| '          | Apostrophe or single quote.                                                      |
| <          | Less than or angle brackets.                                                     |
| >          | Greater than or angle brackets.                                                  |
| ,          | Comma.                                                                           |
| .          | Period, dot or full stop.                                                        |
| ?          | Question mark.                                                                   |

### Roman Numbers

The Roman Numerals are represented by the letters that we have. The Roman numerals 1-10 are: I, II, III, IV, V, VI, VII, VIII, IX, X. The Romans used this for their numbers. Some were influenced by Latin. We use Roman numerals too. Some books use Roman numerals instead of our regular numbers.

### English Capitalisation Rules

- Capitalise the first word of a sentence
- Capitalise Names and other Proper Nouns
- Don't capitalise after a colon
- Capitalise the first word of Quote
- Capitalise Days, Months, and Holidays but not Seasons.
- Capitalise most words in Title
- Capitalise Cities, Countries, Nationalities and Languages
- Capitalise time periods and events.

|   |   |      |     |   |      |
|---|---|------|-----|---|------|
| 1 | = | I    | 10  | = | X    |
| 2 | = | II   | 20  | = | XX   |
| 3 | = | III  | 30  | = | XXX  |
| 4 | = | IV   | 40  | = | XL   |
| 5 | = | V    | 50  | = | L    |
| 6 | = | VI   | 60  | = | LX   |
| 7 | = | VII  | 70  | = | LXX  |
| 8 | = | VIII | 80  | = | LXXX |
| 9 | = | IX   | 90  | = | XC   |
|   |   |      | 100 | = | C    |

## **Large initial circle for SW - Large Medial Circle & Large final circle of SES / SEZ circle and vowel places - ST loop & STR loop**

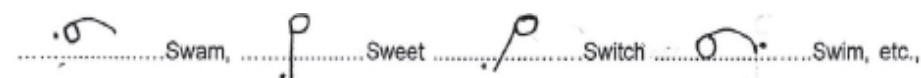
**Objectives:** At the end of this lesson you shall be able to

- state the uses of large circle initially, medially and finally
- explain the use of ST and STR loops
- state the circumstances when large circle and loops cannot be used
- state the use of large circle in Phraseography.

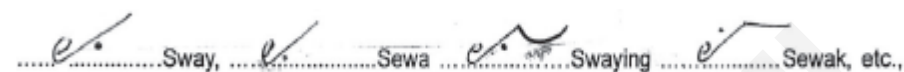
A Large or big circle represents the addition of SW/SS/SZ to the strokes, according to the following rules:

### **SW Circle**

If the circle is enlarged and joined initially with a stroke (inside curves and with left motion to straight strokes), it represents the double consonant SW, as in

 Swam, Sweet, Switch, Swim, etc.,

But "SW" cannot be joined with W, Y, H strokes because of initial attachments, as :

 Sway, Sewa, Swaying, Sewak, etc.,

### **SS/SZ Circle**

Medially or finally the large circle represents SS/SZ, as in

 Necessity, bases, faces, Causes, etc.,

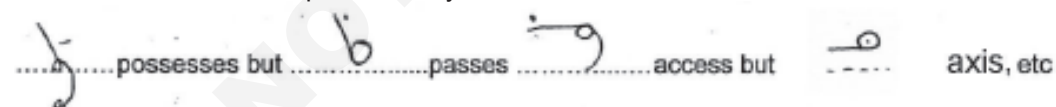
Large Circle and the vowels: A first or third place vowel can be indicated inside the large circle, as in

 Exist, Thesis, Exhaust, Exercise, etc.,

Plurals and Possessives: Plurals and possessives can be indicated after the stroke, as in

 Lucy's, policies, jealousies, Vasu's, etc.,

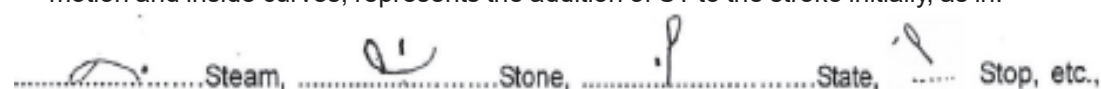
Two sounds of S-S are represented by S circle and stroke, as in

 possesses but, passes, access but, axis, etc

### **Small Loop for ST/SD**

An oval shaped circle is called a Loop and represents the addition of ST/SD or STR to the stroke, according to their rules.

- a) A small initial loop equal to one third of the length of the stroke, attached to straight strokes (except W/Y/H) with left motion and inside curves, represents the addition of ST to the stroke initially, as in.

 Steam, Stone, State, Stop, etc.,

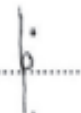
b) The loop represents addition of ST or SD to the stroke finally, as in

 cost  fused  refused  nest, etc.,

c) The loop is also employed medially, as in

 Justify,  Elastic,  Testing,  enlisting, etc.,

But the loop cannot be employed when a vowel follows T or D finally or occurs between S and T/D, as in

 Beset  Bestow  Rusty  Tasty, etc.,

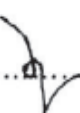
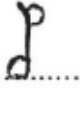
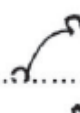
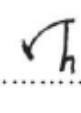
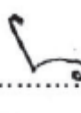
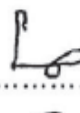
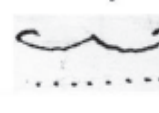
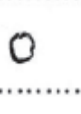
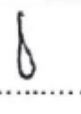
### Large Loop - STR

If the size of ST loop is increased to two-thirds of the length of a stroke and, joined medially or finally, it represents STR, as in

 Foster  Poster,  Faster,  masterpiece etc.,

But STR loop is not employed initially with any stroke.

### Phrases

 Dear-sir  Yours-truly  every-circumstance  all-circumstances  
 you-will-remember  I-believe  I-will-tell-you  by all  
 by-all-means  at-all  at-all-costs  in-our-opinion  
 as-is  is-as  this-is  last-year  at-first  just-now

### Grammalogues

 first  influence  influenced  next  most  language  thing  young  your  Lord  we  
 owing



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## Office Administration and Facility Management R.Theory for Ex 1.2.22 & 23

### Stenographer Secretarial Asst. (Eng) - Formation of Words, Phrases and Practice of MS Word

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## MS Word - use of different menus, copying, cutting and pasting, formatting document and printing

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**Objectives:** At the end of this lesson you shall be able to

- state word processing techniques
- explain how to open and save documents
- describe how to change style and fonts
- explain how to set margins
- explain indenting methods
- describe printing process for documents.

A word processing program is a software program that includes tools for entering, editing, and formatting text and graphics. Microsoft Word is a powerful word processing program that allows you to create and enhance a wide range of documents quickly and easily. The electronic files you create using Word are called documents. One of the benefits of using Word is that document files can be stored on a hard disk, CD, flash drive, or other storage device, making them easy to transport, exchange, and revise.

You can use Word to accomplish the following tasks:

### Type and edit text

The Word editing tools make it simple to insert and delete text in a document. You can add text to the middle of an existing paragraph, replace text with other text, undo an editing change, and correct typing, spelling and grammatical errors with ease.

### Copy and move text from one location to another

Using the more advanced editing features of Word, you can copy or move text from one location and insert it in a different location in a document. You also can copy and move text between documents. This means you don't have to retype text that is already entered in a document.

### Format text and paragraphs with fonts, colors, and other elements

The sophisticated formatting tools in Word allow you to make the text in your documents come alive. You can change the size, style, and color of text, add lines and shading to paragraphs, and enhance lists with bullets and numbers. Creatively formatting text helps to highlight important ideas in your documents.

### Format and design pages

The page-formatting features in Word give you power to design attractive newsletters, create powerful résumés, and produce documents such as research papers, business cards, CD labels, and books. You can change the paper size and orientation of your documents, organize text in columns, and control the layout of text and graphics on each page of a document. For quick results, Word includes preformatted cover pages, pull quotes, and headers and footers, as well as galleries of coordinated text, table, and graphic styles that you can rely on to give documents a polished look. If you are writing a research

paper, Word makes it easy to manage reference sources and create footnotes, endnotes, and bibliographies.

### Enhance documents with tables, charts, diagrams, and graphics

Using the powerful graphics tools in Word, you can spice up your documents with pictures, photographs, lines, shapes, and diagrams. You also can illustrate your documents with tables and charts to help convey your message in a visually interesting way.

### Use Mail Merge to create form letters and mailing labels

The Word Mail Merge feature allows you to send personalized form letters to many different people. You can also use Mail Merge to create mailing labels, directories, e-mail messages, and other types of documents.

### Share documents securely

The security features in Word make it quick and easy to remove comments, track changes, and unwanted personal information from your files before you share them with others. You can also add a password or a digital signature to a document and convert a file to a format suitable for publishing on the Web.

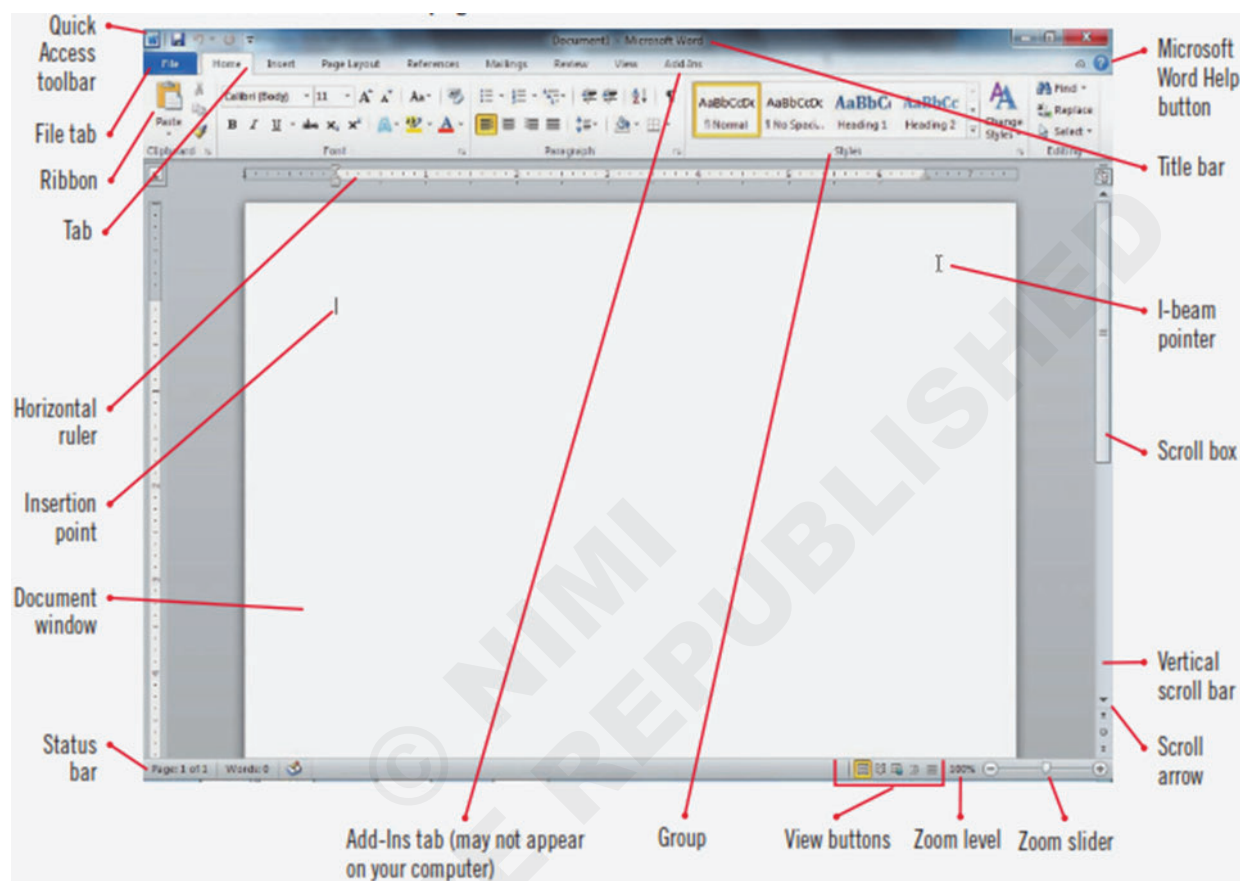
### The Elements of Word 2010 Screen

#### The elements are shown in Fig.1

- The title bar displays the name of the document and the name of the program. Until you give a new document a different name, its temporary name is Document 1. The title bar also contains resizing buttons and the program Close button. These buttons are common to all Windows programs.
- The Quick Access toolbar contains buttons for saving a document and for undoing, redoing, and repeating a change. You can modify the Quick Access toolbar to include the commands you use frequently.
- The File tab provides access to Backstage view, where you manage files and the information about them. Backstage view includes commands related to working with documents, such as opening, printing, and saving a document. The File tab also provides access to resources for help using Word and to the Word Options dialog box, which is used to customize the way you use Word.

- The Ribbon contains the Word tabs. Each tab on the Ribbon includes buttons for commands related to editing and formatting, documents. The commands are organized in groups. For example, the Home tab includes the Clipboard, Font, Paragraph, Styles, and Editing groups. The Ribbon also includes the Microsoft Word Help button, which you use to access the Word Help system.
- The document window displays the current document. You enter text and format your document in the document window.

Fig 1



- The rulers appear in the document window in Print Layout view. The horizontal ruler displays left and right document margins as well as the tab settings and paragraph indents, if any, for the paragraph in which the insertion point is located. The vertical ruler displays the top and bottom document margins.
- The vertical scroll bar and the horizontal scroll bar are used to display different parts of the document in the document window. The scroll bars include scroll boxes and scroll arrows, which you can use to scroll through a document.
- The status bar displays the page number of the current page, the total number of pages and words in the document, and the status of spelling and grammar checking. It also includes the view buttons, the Zoom level button, and the Zoom slider. You can customize the status bar to display other information.
- The view buttons on the status bar allow you to display the document in Print Layout, Full Screen Reading, Web Layout, Outline, or Draft view.
- The Zoom level button and the Zoom slider provide quick ways to enlarge and decrease the size of the document in the document window, making it easy to zoom in on a detail of a document or to view the layout of the document as a whole.

### Ribbons

Across the top of the Ribbon is a series of tabs. You can click one of these tabs to expose a set of controls specific to that tab. Initially, the Ribbon displays these seven tabs:

**Home:** Basic commands for creating and formatting documents. You can find controls for working with the Clipboard, setting the font, formatting paragraphs, applying styles, and using Find and Replace.

**Insert:** Commands for inserting various items into your document, including new pages, tables, pictures, shapes, and other types of illustrations, headers and footers, specially formatted text, etc

**Page Layout:** Commands that let you adjust the layout of your document's pages. You can apply a theme to your document to set the overall look of the document or control details such as the page margins and background colors.

**References:** Commands that let you create tables of contents, footnotes, bibliographies, indexes, and other elements.

**Mailings:** Commands for creating mail merges.

**Review:** Commands for proofing and adding comments to your documents and tracking changes.

**View:** Commands that let you change the view. You can use this tab to switch to different document views, to show or hide certain types of information (such as paragraph marks), and to zoom in for a closer look at your document.

## Word 2010 Keyboard Shortcuts

A shortcut key is a function key, such as [F1], or a combination of keys, such as [Ctrl][S], that you press to perform a command. For example, instead of using the Cut, Copy, and Paste commands on the Ribbon or the Mini toolbar, you can use the keyboard shortcuts [Ctrl][X] to cut text, [Ctrl][C] to copy text, and [Ctrl][V] to paste text. You can also press [Ctrl][S] to save changes to a document instead of clicking the Save button on the Quick Access toolbar or clicking Save on the File tab. Becoming skilled at using keyboard shortcuts can help you quickly accomplish many of the tasks you perform in Word. If a keyboard shortcut is available for a command, then it is listed in the ScreenTip for that command.

Word 2010 offers a number of helpful keyboard shortcuts for performing tasks quickly. Here are some shortcuts for common Word formatting, editing, and file and document tasks.

| WORD 2003 COMMAND              | EQUIVALENT WORD 2010 COMMAND                                                               |
|--------------------------------|--------------------------------------------------------------------------------------------|
| File → New                     | File tab, New                                                                              |
| File → Save                    | File tab, Save                                                                             |
| File → Page Setup              | Page Layout tab, Page Setup group                                                          |
| Edit → Undo                    | Quick Access toolbar, Undo                                                                 |
| Edit → Find                    | Home tab, Editing group, Find                                                              |
| Edit → Replace                 | Home tab, Editing group, Replace                                                           |
| Insert → Picture → Clip Art    | Insert tab, Illustrations group, Clip Art                                                  |
| Insert → Picture → From File   | Insert tab, Illustrations group, Picture                                                   |
| Insert → Diagram               | Insert tab, Illustrations group, SmartArt                                                  |
| Format → Font                  | Home tab, Font group, dialog box launcher                                                  |
| Format → Paragraph             | Home tab, Paragraph group, dialog box launcher                                             |
| Format → Styles and Formatting | Home tab, Styles group, dialog box launcher                                                |
| Tools → Spelling and Grammar   | Review tab, Proofing group, Spelling & Grammar                                             |
| Tools → Letters and Mailings   | Mailings tab                                                                               |
| Tools → Templates and Add-Ins  | File tab, Options, Add-Ins tab, select Templates in the Manage drop-down list and click Go |
| Tools → Options                | File tab, Options                                                                          |
| Table → Draw Table             | Insert tab, Tables group, Table                                                            |

## Word 2010 Editing Shortcuts

| Command    | Shortcut | Ribbon Location           |
|------------|----------|---------------------------|
| Undo       | Ctrl+Z   | Quick Access toolbar      |
| Cut        | Ctrl+X   | Home tab, Clipboard group |
| Copy       | Ctrl+C   | Home tab, Clipboard group |
| Paste      | Ctrl+V   | Home tab, Clipboard group |
| Select All | Ctrl+A   | Home tab, Editing group   |
| Find       | Ctrl+F   | Home tab, Editing group   |
| Replace    | Ctrl+H   | Home tab, Editing group   |

## Word 2010 File and Document Shortcuts

| Command  | Shortcut   | Ribbon Location                    |
|----------|------------|------------------------------------|
| New      | Ctrl+N     | File tab, New command              |
| Open     | Ctrl+O     | File tab, Open command             |
| Save     | Ctrl+S     | File tab, Save command             |
| Print    | Ctrl+P     | File tab, Print command            |
| Help     | F1         | Help button at top right of Ribbon |
| New Page | Ctrl+Enter | Insert tab, Pages group            |

## Word 2010 Formatting Shortcuts

| Command          | Shortcut       | Ribbon Location           |
|------------------|----------------|---------------------------|
| Bold             | Ctrl+B         | Home tab, Font group      |
| Italic           | Ctrl+I         | Home tab, Font group      |
| Underline        | Ctrl+U         | Home tab, Font group      |
| Center           | Ctrl+E         | Home tab, Paragraph group |
| Left Align       | Ctrl+L         | Home tab, Paragraph group |
| Right Align      | Ctrl+R         | Home tab, Paragraph group |
| Justify          | Ctrl+J         | Home tab, Paragraph group |
| Clear Formatting | Ctrl+Space bar | Home tab, Font group      |

## Open a Document in Word 2010

There are several ways to open a Word 2010 document that was previously saved as a file on disk.

- 1 Choose the Open command from the File tab menu: Alternatively, you can use the keyboard shortcut Ctrl+O. Either way, the Open dialog box opens
- 2 Locate the document you want to open: The Open dialog box, you can examine various folders on your PC's hard drive, and on any computer network your PC is connected to, for files to open.
- 3 When you find the file, select it: The file appears highlighted in the dialog box.

- 4 Click the Open button.

## Save a Document in Word 2010

- 1 **Click the File tab and select the Save as command:** The Save As dialog box appears. You need to use the Save As dialog box is when you first create a document and if you want to save a document with a new name or to a different location on disk.
- 2 **Type a name for your document in the File Name text box:** Word automatically selects the first line or first several words of your document as a filename and puts it in the Save dialog box. If that's okay, you can move to Step 4. Otherwise, type a name in the File Name box.
- 3 **Choose a location for your file (Optional):** In the Save As dialog box to choose a specific folder for your document.
- 4 Click the Save button.

## Word wrap

In word processing, a feature that causes the word processor to force all text to fit within the defined margins. When you fill one line with text, the word processor automatically jumps to the next line so that you are not required to keep track of line lengths and to press the Return key after each line. The word processor divides lines in such a way that a word is never split between two lines (unless the word processor supports hyphenation).

Word wrap also occurs if you change the margins. In this case, the word processor readjusts all the text so that it fits within the new margins.

Note that word wrap inserts a soft return at the end of each line, not a hard return. Soft returns are invisible codes that the word processor utilizes. Hard returns are real characters inserted into the document.

Some word processors allow you to turn off the word-wrap feature. This is useful for writing programs and other types of formatted text where you want complete control over new lines.

## Using the Undo, Redo and Repeat commands

Word remembers the editing and formatting changes you make so that you can easily reverse or repeat them. You can reverse the last action you took by clicking the Undo button on the Quick Access toolbar, or you can undo a series of actions by clicking the Undo list arrow and selecting the action you want to reverse. When you undo an action using the Undo list arrow, you also undo all the actions above it in the list—that is, all actions that were performed after the action you selected. Similarly, you can keep the change you just reversed by using the Redo button on the Quick Access toolbar. The Redo button appears only immediately after clicking the Undo button to undo a change. If you want to repeat an action you just completed, you can use the Repeat button on the Quick



clicking inserts "thank you" at the location of the insertion point. If you just applied bold, clicking applies bold to the currently selected text. You also can repeat the last action you took by pressing [F4].

### Selecting Text

One basic editing skill is selecting text. After you select some text, you can delete it, copy it, move it, apply formatting to it, change its capitalization etc. The easiest way to select text is to click and drag the mouse over the text you want to select. You can also use one of these mouse actions to select text:

- To select all text between two points: Click at the start of the block of text, hold down Shift, and click at the end of the block.
- To select a single word: Double-click anywhere on the word. Click, click.
- To select an entire paragraph: Triple-click anywhere on the paragraph. Click, click, click.
- To select an entire sentence: Hold down Ctrl and click anywhere in the sentence.
- To select a column of text: Hold down Alt, click and hold the mouse button, and drag. Drag the mouse left or right to increase or decrease the width of the column selected, and drag the mouse up or down to extend the column up or down.

### Deleting Text

Deleting text is one of the basic skills of good editing. Word has many ways to delete text. The most basic deletion technique is to delete characters one at a time by pressing one of these two keys:

**Backspace:** Deletes the character to the left of the insertion point

**Delete:** Deletes the character to the right of the insertion point

Delete large amounts of text

**To delete a sentence:** Hold down the Ctrl key and click in the sentence to select it, and then press Delete or Backspace.

**To delete a paragraph:** Triple-click the paragraph to select it and then press Delete or Backspace.

**To delete the entire document:** Press Ctrl+A to select the entire document and then press Delete or Backspace.

### Cut, Copy, and Paste in Excel 2010

You can use the Cut, Copy, and Paste commands to move or copy information in an Excel 2010 worksheet. Because of this Clipboard arrangement, you can use these commands to move or copy information to any other worksheet open in Excel or even to other programs running in Windows (such as a Word document).

### Moving a cell selection

To move a cell selection with Cut and Paste, follow these steps:

- 1 Select the cells containing data you want to move.
- 2 Click the Cut button in the Clipboard group on the Home tab (the button with the scissors icon). Alternatively, press Ctrl+X. The program surrounds the cell selection with a marquee and displays the following message on the Status bar: Select destination and press ENTER or choose Paste.
- 3 Move the cell cursor to, or click the cell in the upper-left corner of the destination range. When you indicate the destination range, Excel only needs to know the location of the cell in the upper-left corner of the destination range.
- 4 Press Enter or Ctrl+V to complete the move operation. Alternatively, you can click the Paste button in the Clipboard group on the Home tab. The cell contents disappear from where they began and reappear in their new location.

### Copying a cell selection

Copying a cell selection with the Copy and Paste commands follows a nearly identical procedure to the one you use with the Cut and Paste commands. After selecting the range to copy, you click the Copy button on the Home tab or press Ctrl+C.

An advantage to copying a selection with the Copy and Paste commands and the Clipboard is that you can paste the information multiple times. Just make sure that, instead of pressing Enter to complete the first copy operation, you click the Paste button on the Home tab of the ribbon or press Ctrl+V. After you select the first cell of the next range where you want the selection copied, choose the Paste command again. When you make the last copy, press Enter. If you forget and choose Paste, you can remove the marquee around the original cell range by pressing the Esc key.

### Formatting Text using fonts

Formatting text with fonts is a quick and powerful way to enhance the appearance of a document. A font is a complete set of characters with the same typeface or design. Arial, Times New Roman, Courier, Tahoma, and Calibri are some of the more common fonts, but there are hundreds of others, each with a specific design and feel. Another way to change the appearance of text is to increase or decrease its font size. Font size is measured in points. A point is 1/72 of an inch. You change the font and font size of the body text, title, and headings.

### Font & Size selection

Font refers to the manner or style in which text is displayed in the document. Different fonts contain different collection of characters and symbols. Word offers many ways to change fonts and font styles. The text to be formatted needs to be selected first.



### Follow these steps to change fonts and font styles

- Open the File group.
- Use Bold(B), italics(I), Underline(U) buttons on the format toolbar.
- To add bold formatting to the text, follow these steps:
- Select the text and click on the Bold button.
- Alternatively, click on the bold button and type the text. Similarly, the characters can be underlined and italicized.

### Changing Font Size

Font size is measured in points and picas are used for measuring spacing, line thickness, and so on. There are 12 points to a pica and six picas to an inch; therefore, there are 72 points to an inch. Normal template the font size, follow these steps: Use the drop-down font size on the formatting toolbars, type the font size, in the font size box on the format toolbar and press the Enter key.

### Use any of these keyboard shortcuts to increase or decrease the font size

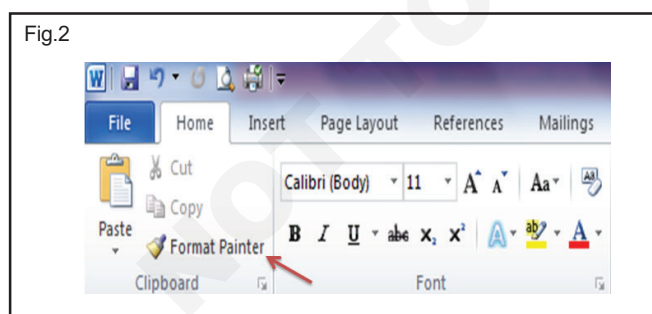
To increase the Font size select the matter and press Ctrl+Shift+> keys. To

decrease the font size select the matter and press Ctrl+Shift+< keys. Alternatively

you can use Ctrl+] or Ctrl+[ to increase or decrease the font size.

### Format Painter (Fig 2)

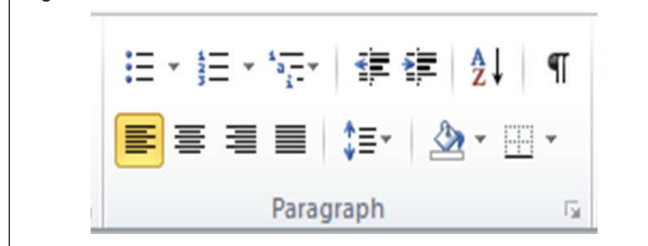
The Format Painter is a very useful option, it copies the formatting from specific portions of the document and applies it to other portions of your document with a few clicks. The process is very simple, select the portion of the document, hit the Format Painter option and then select the new paragraph upon which you wish to apply the format of the first paragraph.



### Formatting Paragraphs (Fig 3)

To format a paragraph, first click anywhere in the paragraph you want to format. (Where you click in the paragraph doesn't matter.) Then use one of the keyboard shortcuts or buttons on the Ribbon. To remove all paragraph formatting, press Ctrl+Q.

Fig.3



### Justification (Fig 4)

You can set the paragraph alignment to Align Left, Align Right, Center, or Justify by using the first four buttons at the bottom of the Paragraph group on the Home tab on the Ribbon. The different ways you can align text using the Ribbon are

Fig.4

| Toolbar Button | Keyboard Shortcut | Alignment |
|----------------|-------------------|-----------|
|                | Ctrl+L            | Left      |
|                | Ctrl+E            | Center    |
|                | Ctrl+R            | Right     |
|                | Ctrl+J            | Justify   |

### Line spacing

In the Paragraph group on the Home tab on the Ribbon, you find the Line and Paragraph Spacing button, which you use to add space between the lines of text in a paragraph. By default, lines are single spaces, with slightly more than that amount below a paragraph. In the Line and Paragraph Spacing drop-down list (in the Paragraph group on the Home tab), you can select several options for the paragraph's line spacing. The ones you use most are 1.0, 1.5, and 2.0. Click the dialog box launcher to open the Paragraph dialog box, where you can select one of these options from the Line Spacing drop-down list:

**At Least:** Specify a minimum measurement for the line spacing, such as At Least 14 Points.

**Exactly:** Set an exact measurement.

**Multiple:** Set other amounts of line spacing, such as 3 Lines.

The following keyboard shortcuts can help you quickly format paragraph spacing:

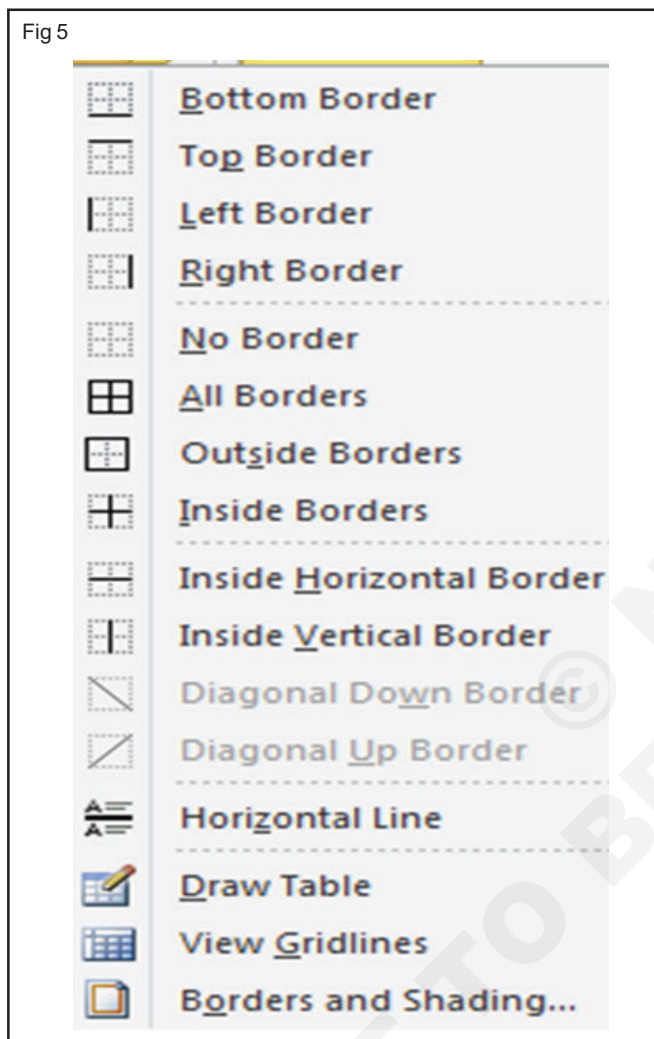
| Keyboard Shortcut | Effect on Paragraph |
|-------------------|---------------------|
| Ctrl+1            | Single-space        |
| Ctrl+2            | Double-space        |
| Ctrl+5            | 1.5 line spacing    |

**Setting indents and spacing, use of help options, page set up, margins, ruler, and paper size in word. Inserting lines and page breaks, viewing documents properties and printing, use of tables, insertion and deletion of rows and columns, alignments between rows and columns and other MS-word features.**

## Borders

The Paragraph group on the Home tab on the Ribbon has a Border button you can use to apply basic borders. You can click the button to apply the current border type to whatever text you select. Click the arrow next to the button to reveal a palette of border types, as shown in Fig.5

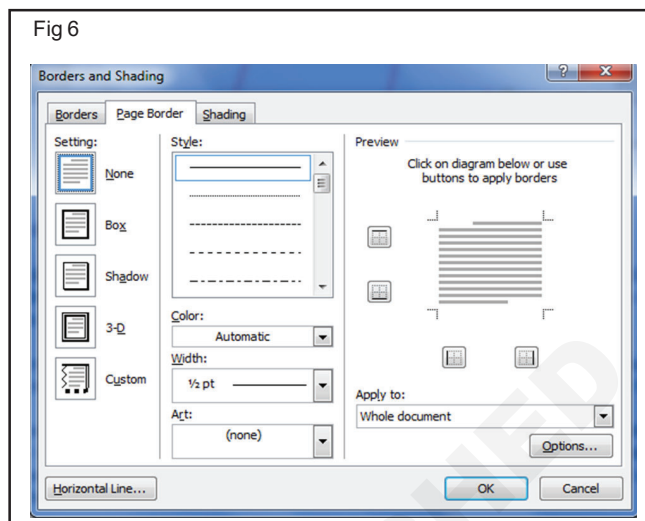
Fig 5



To draw a simple box around some text and choose a border, follow these simple steps:

- 1 Select the text you want to draw a border around.
- 2 Click the down arrow on the Borders button in the Paragraph group in the Home tab on the Ribbon and select the Outside Borders option.
- 3 To change the border's style, color, or width, select the Borders and Shading option at the bottom of the Border buttons dropdown list. This step opens the Borders and Shading dialog box.
- 4 Make your selections in the Borders and Shading dialog box (Fig 6).

Fig 6



## Indenting

Some publications require that you indent the first line of every paragraph. Others require that you indent all lines by moving them to the right - useful for nested paragraphs (a paragraph within a paragraph). Place the insertion point somewhere in the paragraph you want nested and click the Increase Indent button in the Paragraph group on the Home tab. If you continue to click it, you increase the indent. To unindent an indented paragraph, use the Decrease Indent button.

- 1 Open the Paragraph dialog box by using the dialog box launcher in the Paragraph group on the Home tab on the Ribbon.
- 2 In the Indentation area, select the First Line option from the Special drop-down list.
- 3 If you want, change the amount in the By box. The box automatically says 0.5" and can be changed by typing over the figure or using the spinner buttons to the right of the text.
- 4 Click OK.

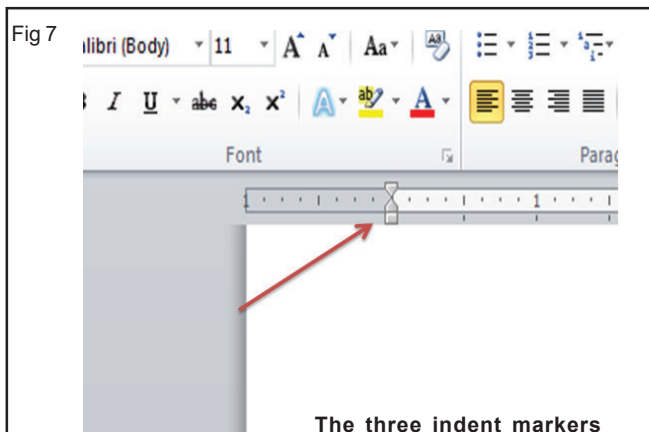
To indent everything except the first line of a paragraph, select Hanging Indent from the drop-down list in Step 2.

## First line & Hanging Indent

In many types of documents, you may wish to indent only the first line of each paragraph. This helps to visually separate paragraphs from one another. It's also possible to indent every line except the first line, which is known as a hanging indent.

## To create or adjust a First Line Indent or Hanging Indent (Fig 7)

- 1 Place the insertion point anywhere in the paragraph you wish to indent, or select one or more paragraphs.



### First line Indent

Dear Mr. Powell:

Thank you for taking the time to meet with me last Thursday. I enjoyed meeting with you and touring the facility. I was of the showroom and with the competence of the staff at Quality chance to work in such a productive and supportive atmosphere.

As we talked about in our meeting, my fourteen years of commissioned floor sales and in the role of Sales Supervisor, we Furnishings. In that time, I have learned many techniques that would customer satisfaction ratings at Quality Furnishings.

In addition, I wanted to let you know that I have recently Superior Sales Training program at the National Business Institute the program are sure to bolster sales. I look forward to having Quality Furnishings.

### Hanging Indent

Dear Mr. Powell:

Thank you for taking the time to meet with me last Thursday. I enjoyed meeting with you and touring the facility. I was of the showroom and with the competence of the staff at Quality chance to work in such a productive and supportive atmosphere.

As we talked about in our meeting, my fourteen years of sales on floor sales and in the role of Sales Supervisor, would greatly that time, I have learned many techniques that would increase satisfaction ratings at Quality Furnishings.

In addition, I wanted to let you know that I have recently received Sales Training program at the National Business Institute the program are sure to bolster sales. I look forward to having Quality Furnishings.

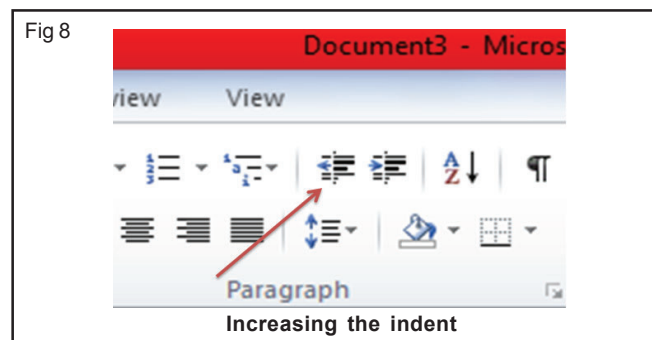
- 2 To adjust the first line indent, drag the First Line Indent marker on the ruler.
- 3 To adjust the hanging indent, drag the Hanging Indent marker.
- 4 To move both markers at the same time, drag the Left Indent marker. This will indent all of the lines in the paragraph.

### **To Use the Indent Commands**

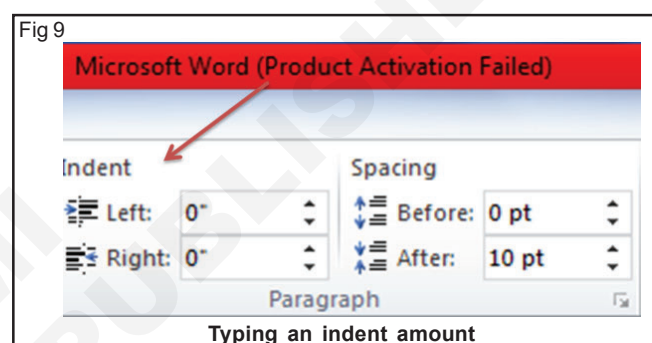
If you want to indent all of the lines in a paragraph, you can use the Indent commands on the Home tab.

- 1 Select the text you wish to indent.

- 2 Make sure you are on the Home tab.
- 3 Click the Increase Indent command to increase the indent by increments of 1/4 inch (Fig 8).



- 4 Click the Decrease Indent command to decrease the indent by increments of 1/2 inch. If you would prefer to type in your indent amounts, you can use the Indent fields on the Page Layout tab (Fig 9).



### **Spell Check**

Word checks your spelling and grammar as you type. Spelling errors display with a red wavy line under the word. Grammar errors display with a green wavy line under the error. If you want to spell check your entire document, press F7 and click the spelling icon, or choose Spelling and Grammar from the review group. If you want to spell check part of your document highlight the area you want to spell check. Then press F7 and click the spelling icon, or choose Spelling and Grammar from the review group.

### **Using the Thesaurus**

One effective Word feature is a built-in thesaurus that can quickly show you synonyms for a word you type.

- 1 Right-click a word you typed and choose Synonyms from the menu that appears. A menu that lists synonyms for the word appears. (Sometimes, Word throws an antonym into the list, just to be contrary)
- 2 Click the word that you want to replace your word.

Word replaces the original word with your selection.

### **Inserting a Table**

A table is a grid made up of rows and columns of cells that you can fill with text and graphics. A cell is the box formed by the intersection of a column and a row. The lines that divide the columns and rows and help you see the grid-like structure of a table are called borders. You can create



a table in a document by using the Table command in the Tables group on the Insert tab. Once you have created a table, you can add text and graphics to it.

**Insert Table:** Create a table with any number of columns and rows and select an AutoFit behavior

**Draw Table:** Create a complex table by drawing the table columns and rows

**Convert Text to Table:** Convert text that is separated by tabs, commas, or another separator character into a table

**Excel Spreadsheet:** Insert a blank Excel worksheet into the document as an embedded object

**Quick Tables:** Insert a preformatted table template and replace the placeholder data with your own data

### Format a Table in Word 2010

To format a table in Word 2010 - maybe adding a row, adjusting the width of a table element - you can use Word's Table Tools tabs after the table has been created. The Table Tools tabs show up only when a table is being edited or selected. .

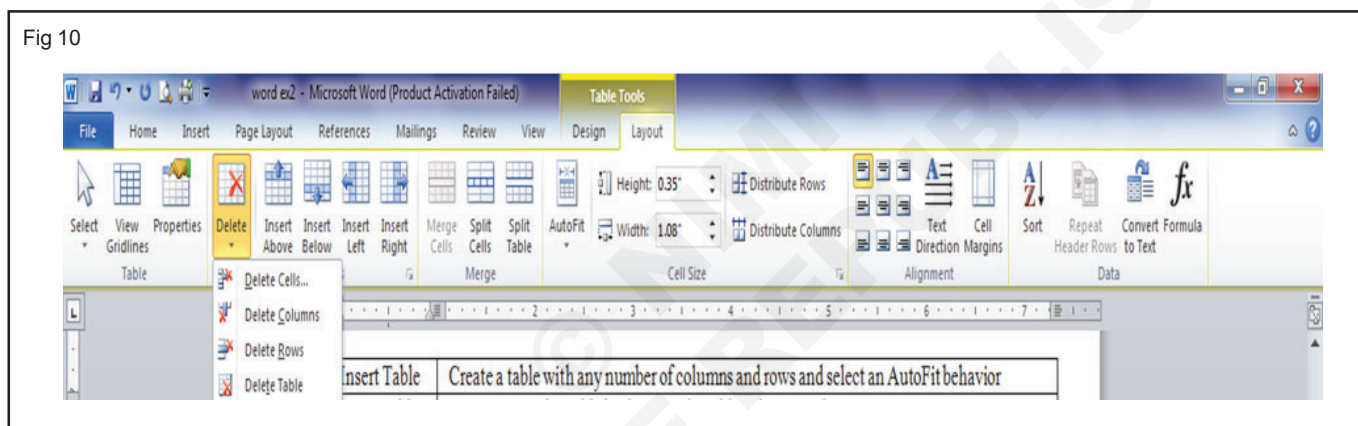
### Manipulating a Word table with the mouse

- Clicking-and-dragging the mouse on a vertical line in the table's grid allows you to adjust the line left or right, and resize the surrounding cells.
- You can also adjust cell width by using the Ruler, by pointing the mouse at the Move Table Column button that appears above each table cell gridline.
- Clicking-and-dragging the mouse at a horizontal line allows you to adjust the line up or down, and change the row height of surrounding cells.

### Adjusting the Word table (Fig 10)

It's the Table Tools Layout tab that contains many of the command buttons and items that let you manipulate and adjust a table. Start your table design by placing the insertion pointer somewhere within the table itself, which makes the Table Tools Layout tab appear:

Fig 10



**Deleting cells, columns, or rows:** Position the insertion pointer in the part of the table you want to remove, then choose the table element to remove from the Delete button's menu.

**When you choose the Delete Cells command, you see a dialog box asking what to do with the other cells in the row or column: move them up or to the left. Yes, deleting a cell may make your table asymmetrical.**

**Inserting columns or rows:** Four commands in the Rows & Columns group make this task possible: Insert Above, Insert Below, Insert Left, and Insert Right. The row or column that's added is relative to where the insertion pointer is within the table.

**Adjusting row and column size:** Cell Size group let you fine-tune the table's row height or column width. The Distribute Rows and Distribute Columns command buttons, found in the Cell Size group, help clean up uneven column or row spacing in a table.

**Aligning text:** Text within a cell can be aligned just like a paragraph: left, center, or right. Additionally, the text can be aligned vertically: top, middle, or bottom.

**Reorienting text:** The Text Direction button in the Alignment group changes the way text reads in a cell or group of selected cells. Normally, text is oriented from left to right. By clicking the Text Direction button once, you change the text direction to top-to-bottom. Click the button again and direction is changed to bottom-to-top. Clicking a third time restores the text to its normal direction.

### Designing a Word table

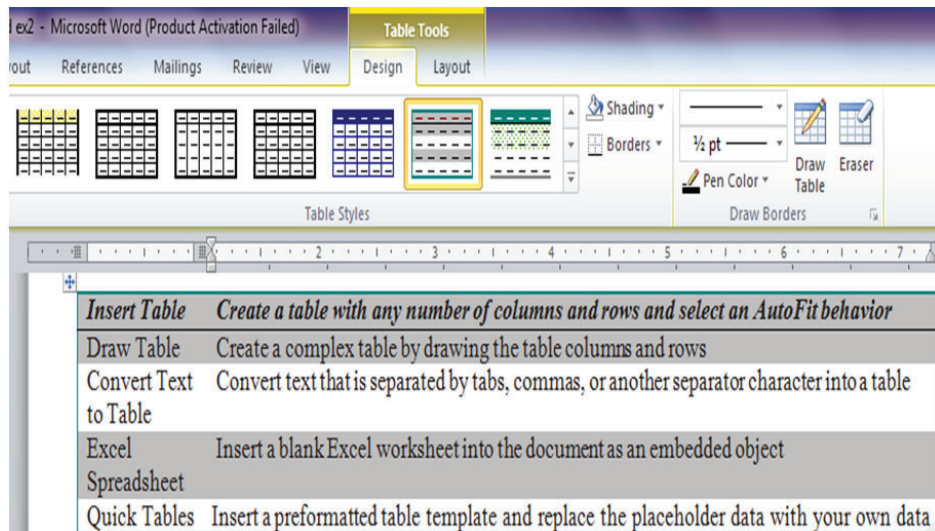
The Table Tools Design tab is used to help you quickly format your table. The tab shows up whenever the insertion pointer lies somewhere in a table

**Using Quick Styles:** The Table Styles group can quickly apply formatting to any table. Choose a style or click the menu button to see a whole variety of styles.

The Quick Styles don't work when you have a table in a document created by or saved in an older version of Word.

**Removing a table's lines:** Occasionally, you may want a table without any lines. Select the table and choose No Border from the Borders menu.

Fig 11



Having no lines (borders) in a table makes working with the table more difficult. The solution is to show the table gridlines. To do that, select the table and choose the Show Gridlines command from the Border menu.

**Merging cells:** You can combine two or more cells in a table by simply erasing the line that separates them. To do so, click the Eraser command button found in the Draw Borders group. The mouse pointer changes to an eraser. Click a line and it's gone. Click the Eraser button again when you finished merging.

**Splitting cells:** To turn one cell into two, you simply draw a line, horizontally or vertically, through the cell. Click the Draw Table command button in the Draw Borders group, and then draw new lines in the table. Click the Draw Table button again to turn off this feature.

### Deleting a Word table

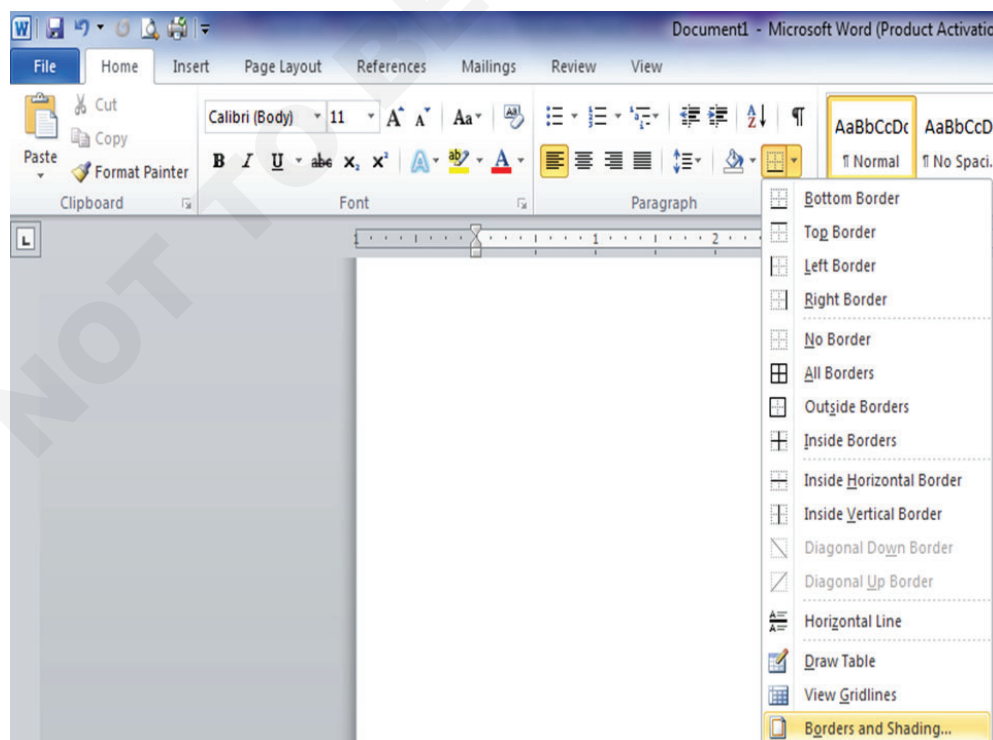
To remove the table from your document, click the mouse inside the table and then choose Delete?Table from the Rows & Columns group on the Layout tab.

### Add Borders to Text:

Following are the simple steps to add border to any text or paragraph.

- 1 Select the text or paragraph to which you want to add border. You can use any of the text selection method to select the paragraph(s).
- 2 Click the Border Button to display a list of options to put a border around the selected text or paragraph. You can select any of the options available by simply clicking over it (Fig 12).

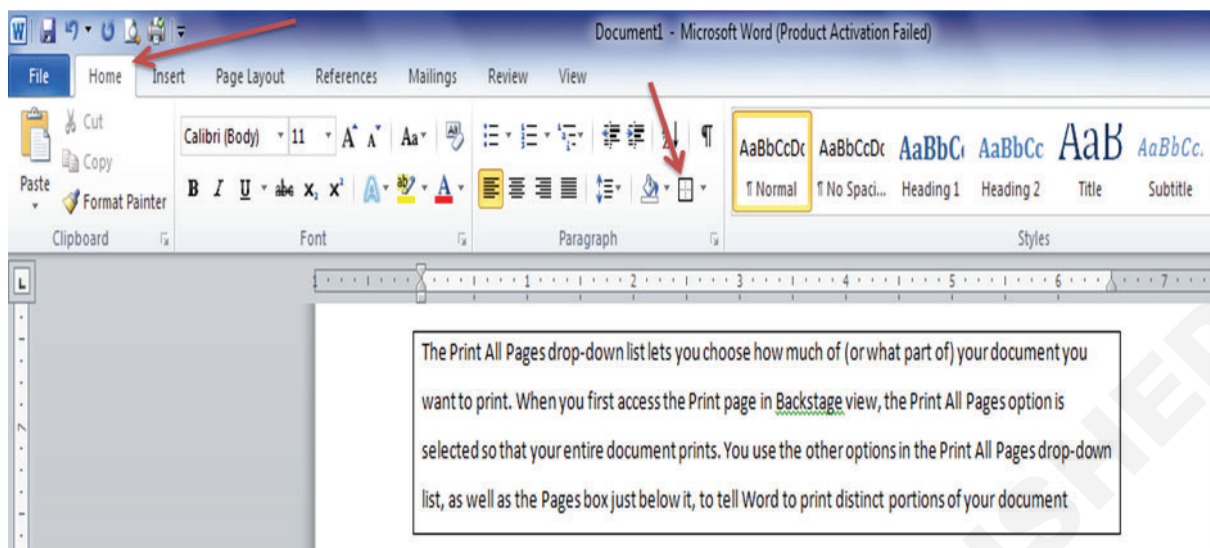
Fig 12





- 3 Try to add different borders like left, right top or bottom by selecting different options from the border options (Fig 13).
- 4 To delete the existing border, simply select No Border option from the border options.

Fig 13

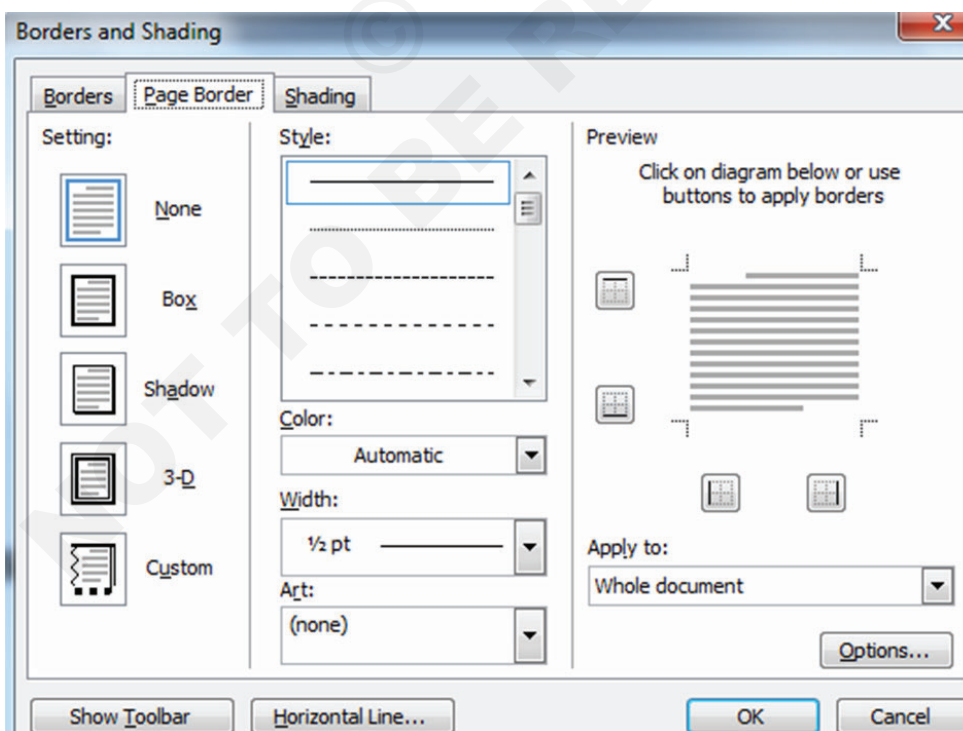


### Add Borders to Page

You can add borders of your choice to word pages by following the simple steps given below.

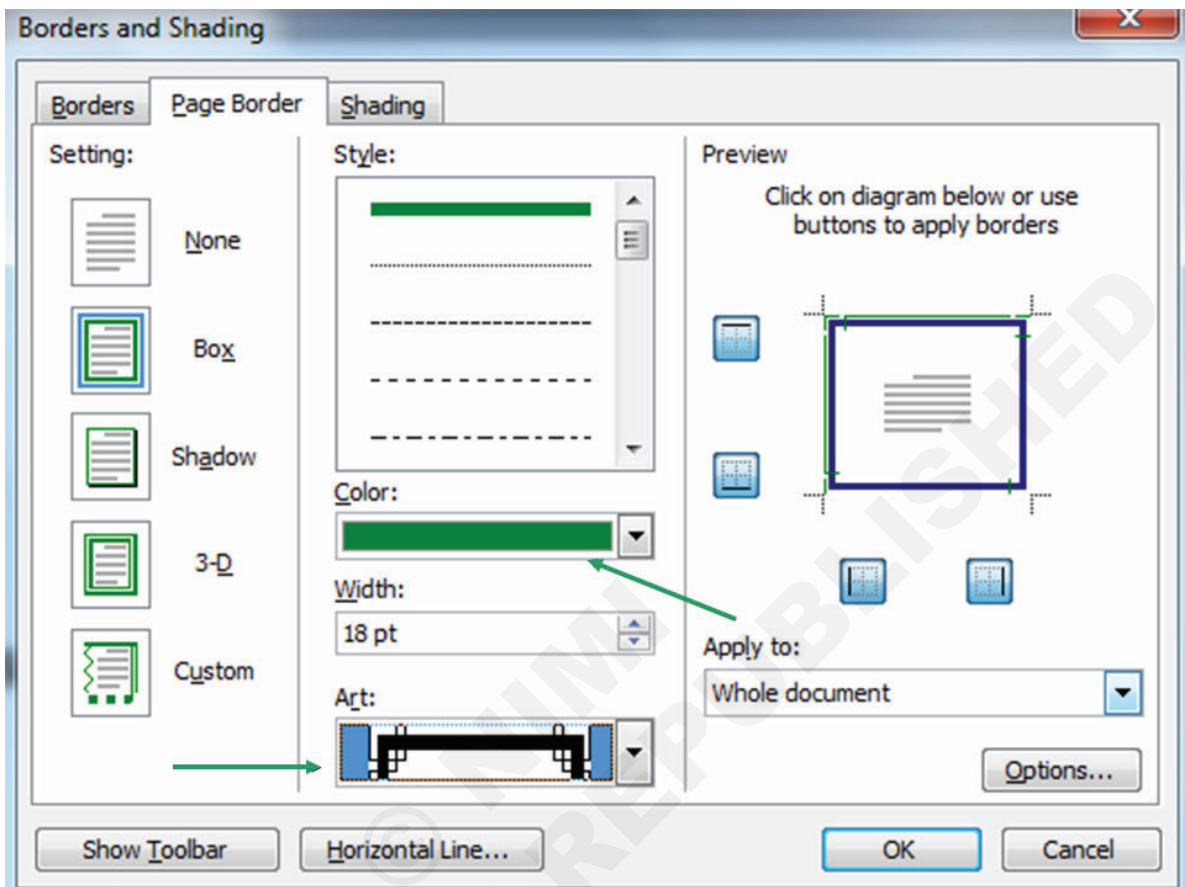
- 1 Click the Border Button to display a list of options to put a border. Select Border and Shading option available at the bottom of list of the options as shown in fig. This will display a Border and Shading dialog box. This dialog box can be used to set borders and shading around a selected text or page borders (Fig 14).

Fig 14



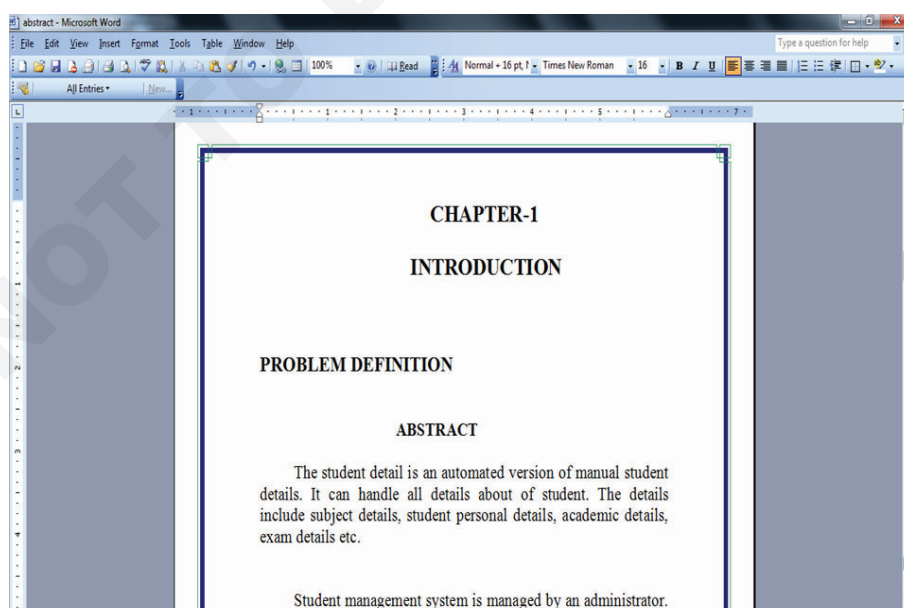
- 2 Click Page Border tab which will display a list of border settings, styles and options whether this border should be applied to the whole document or just one page or first page.
- 3 You can use Preview section to disable or enable left, right, top or bottom borders of the page.
- 4 You can customize yours border by setting its color, width by using different arts available under style section (Fig 15).

Fig 15



You can have similar or even better borders as given below in Fig.16

Fig 16

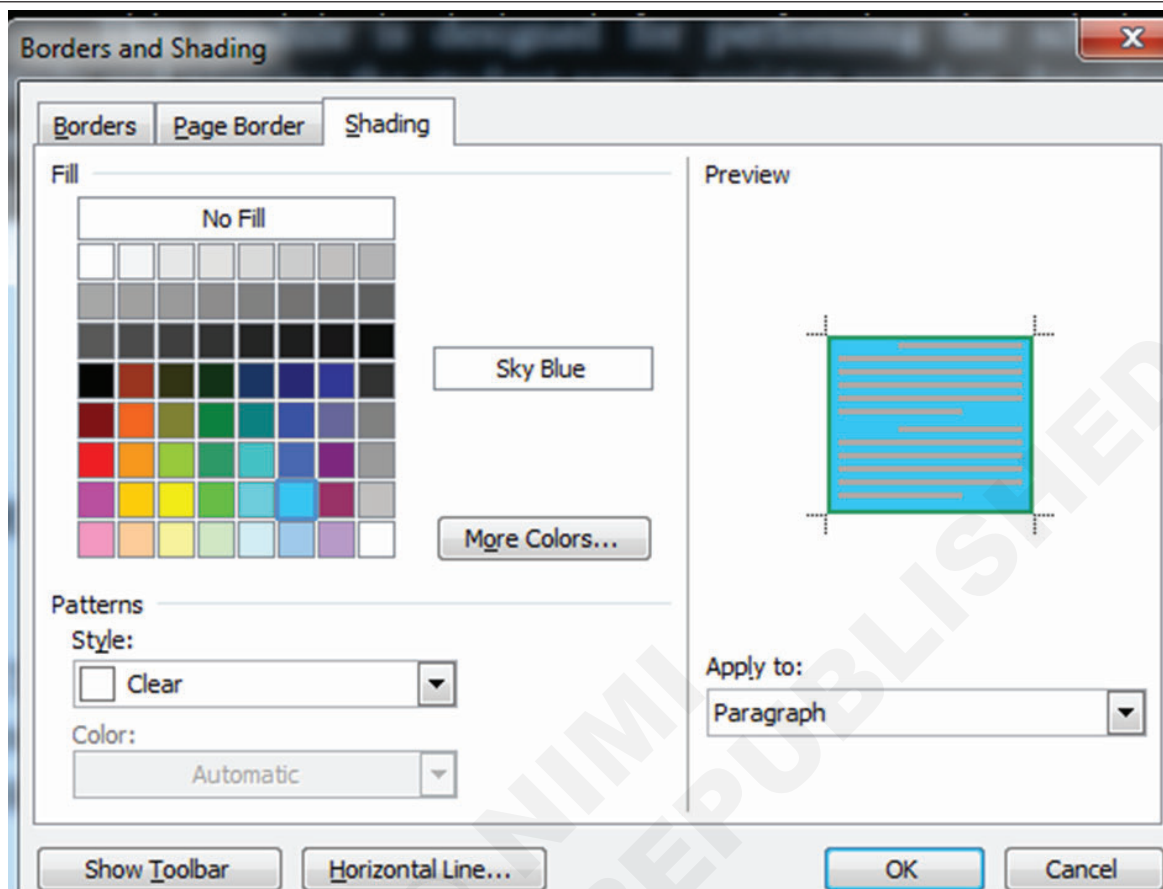


## Add Shades to Text

- 1 Click the Border Button to display a list of options to put a border. Select Border and Shading option available at the bottom of list of the options as shown in fig 17.

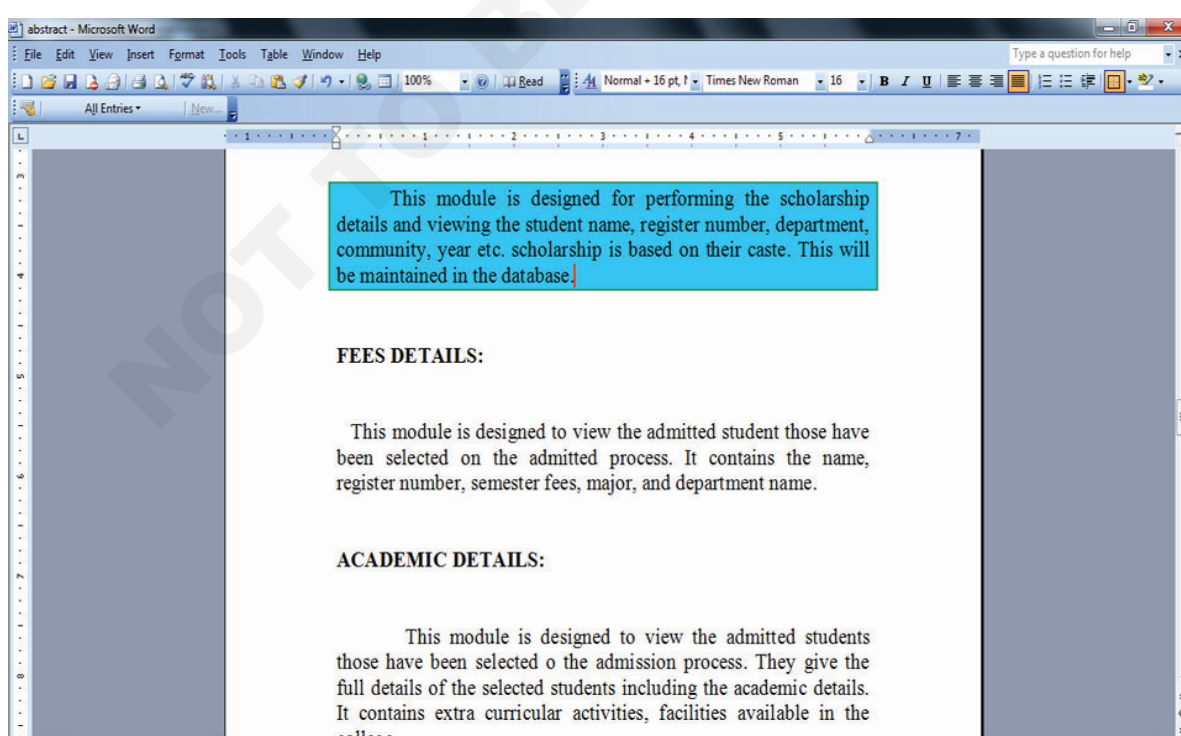
This will display a Border and Shading dialog box. This dialog box can be used to set borders and shading around a selected text or page borders (Fig 17).

Fig 17



- 2 Click Shading tab which will display options to select fill, color and style and whether this border should be applied to Paragraph or Text.
- 3 You can use Preview section to have an idea about the expected result. Once you are done, click OK button to apply the result (Fig 18).

Fig 18



### 3.3.3 Page Setup

Page setup can be used to change page orientation, set left, top, bottom margins, page sizes, etc. To change page size and orientation

- 1 Select the Page layout group
- 2 Select the Margins tab.
- 3 In the orientation area, select Portrait or Landscape.

#### Setting Margins

- 1 Select the Page layout group
- 2 Select the margins tab.
- 3 Select custom margins and enter the measurement in the Top, Bottom, Left and Right boxes.
- 4 Click on the OK button to close the dialog box. When you set margins, Word applies the measurements to all the pages in a document .

#### Choose paper size

- 1 Select the Page layout group
- 2 Select the margins tab.
- 3 Select paper size

#### Print Preview

Previewing a document means viewing a screen representation of one or more pages before you print them. To print preview a document, the steps are:

- 1 Select the Print from File group. The document can be previewed

### Printing a document

#### Printing more than one copy

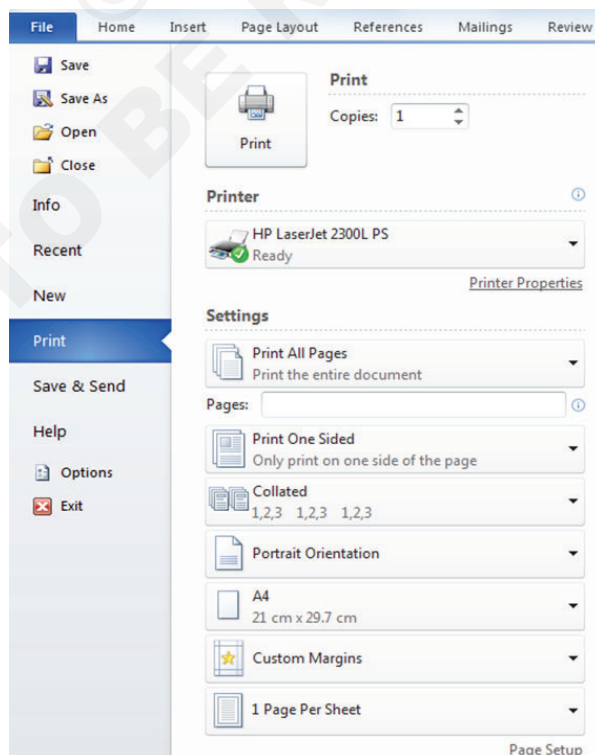
The Copies box on the Print page lets you print more than one copy of your document. You can click one of the arrows next to this field to increase or decrease the number of copies, or you can type directly in the box to specify the number of copies.

The Collate setting, which lets you choose between collated and uncollated printing. If you chose collated printing (the default setting), Word prints each copy of your document one at a time. In other words, if your document consists of ten pages and you select three copies and select collated printing, Word first prints all ten pages of the first copy of the document, and then all ten pages of the second copy, and then all ten pages of the third copy. If you choose uncollated printing, Word prints three copies of the first page, followed by three copies of the second page, followed by three copies of the third page, and so on (Fig. 19)

#### Printing part of a document

The Print All Pages drop-down list lets you choose how much of (or what part of) your document you want to print. When you first access the Print page in Backstage view, the Print All Pages option is selected so that your entire document prints. You use the other options in the Print All Pages drop-down list, as well as the Pages box just below it, to tell Word to print distinct portions of your document.

Fig 19





**Print Selection:** Print just the portion of the document you selected before entering Backstage view. First, select the pages you want to print. Then choose File? Print, select Print Selection from the Print All Pages drop-down list, and click Print.

**Print Current Page:** Print just the current page. Before you display the Print page, move to the page in your document that you want to print. Then select this option in the Print page of Backstage view and click Print. This option is handy when you make a change to one page and don't want to reprint the entire document.

**Print Range:** Select specific pages for printing. You can print a range of pages by typing the beginning and ending page numbers, separated by a hyphen, as in 5-8 to print pages 5, 6, 7, and 8. Or, you can list individual pages, separated by commas, as in 4,8,11 to print pages 4, 8, and 11. And, you can combine ranges and individual pages, as in 4,9-11,13 to print pages 4, 9, 10, 11, and 13. Use the Pages box to specify the pages you want to print. Entering page numbers in the Pages box automatically changes the drop-down list setting to Print Range if it wasn't already so.

**Document Properties:** Print information about your document.

**List of Markup:** Print a list of revisions made to the document.

**Styles:** Print the styles in the document.

**AutoText Entries:** Print any AutoText entries in the document.

**Key Assignments:** Print any custom shortcut keys that are assigned.

**Print Markup:** You can enable the Track Changes feature and then use this option to print your document along with any revision marks.

**Only Print Odd Pages:** Print pages 1, 3, 5, and so on.

**Only Print Even Pages:** Print pages 2, 4, 6, and so on.

### Other settings

**The Print page of Backstage view has several other options:**

**Print One Sided:** Most printers print on only one side of the paper. This option lets you manually print on both sides of the paper, if you want. If you choose to print manually on both sides of the paper, Word prompts you to reinsert each page to print the next page on its backside.

**Collated:** This option is useful when printing multiple copies of a document.

**Portrait Orientation:** Portrait orientation refers to printing on the paper so that the longest side of the paper is the height and the shorter side is the width. Landscape orientation flips the page so that the long side is the width and the short side is the height.

**Letter:** Change the paper size. The default is usually Letter (8.5 x 11), but you can select different paper sizes.

**Margins:** You can change the margin settings from the Print page.

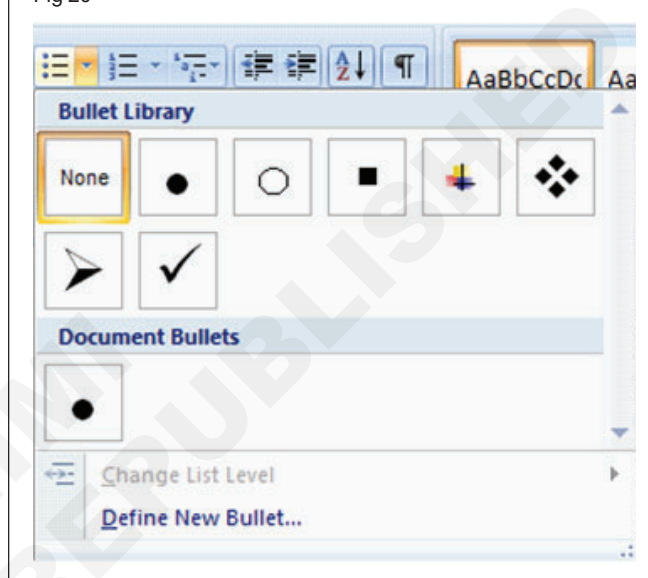
**1 Page Per Sheet:** Print more than one page on each sheet of paper.

**Page Setup:** This hyperlink near the bottom of the page opens the Page Setup dialog box, from which you can adjust the document margins again before you print

### Setting Bullet and numbering

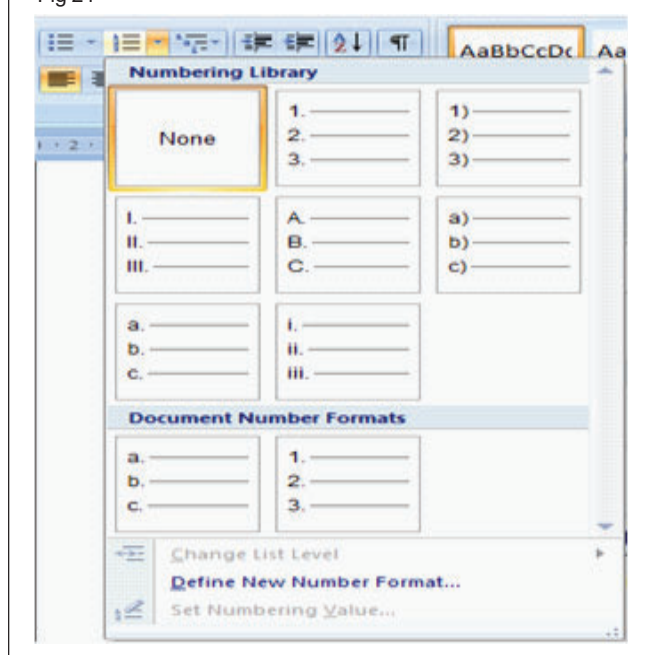
Bullets and Numbering is a paragraph level attribute that applies a bullet character or a numeral to the start of the paragraph. In bulleted lists, each paragraph begins with a bullet character, as in Fig.20

Fig 20



In numbered lists, each paragraph begins with an expression that includes a number or letter and a separator such as a period or parenthesis. The numbers in a numbered list are updated automatically when you add or remove paragraphs in the list. Fig.21

Fig 21





## Paragraph formatting

In **Word**, the term 'paragraph' means any amount of text, graphics, objects, or other items that are followed by a paragraph mark (¶), which is inserted into the document each time you press the ENTER key. You can show or hide the paragraph marks by clicking the Show/Hide button on the Standard toolbar. When you format a paragraph, you actually format a block of text and inserted objects that are followed by a paragraph mark. The paragraph mark stores all the formatting information for the paragraph.

Paragraph formats affect the appearance of the entire selected paragraph, not just certain words or lines of text within a paragraph. The appearance of a document depends largely on the formatting you apply to the various paragraphs.

Examples of formats you can apply to paragraphs include:

- Alignment
- Tabs
- Line spacing
- Paragraph spacing
- Indentation
- Dropped initial capital letter
- Borders and shading
- Bullets and numbering

## Initial small hooks R and L - Use of SHR and SHL strokes - Initial hooks and vowels

**Objectives:** At the end of this lesson you shall be able to

- form double consonants by adding R and L hooks to straight and F curved strokes
- state how SHR and SHL are written
- describe the placement of vowels to hooked strokes
- state the extended use of R/L hooks.

### R Hook to Straight Strokes

A small initial hook written with right motion (clock-wise) adds R to straight strokes, as in

p, pr, tr, chr, kr, etc.,

To curved strokes R hook is written inside the curves, as in

f, fr, thr, mr, nr, etc.,

### L Hook to straight Strokes

A small initial hook written with left motion (anti-clockwise) adds L to straight strokes, as in

p, pl, tl, chl, kl, etc.

L Hook to Curved Strokes: L hook is a large hook written inside the curves, as in

f, fl, thl, ml, nl, etc.

The stroke (ray) is not hooked initially because the strokes W and Y are employed for W and Y sounds.

### SHR and SHL

SHR is always written downward while SHL is always written upward, as in

Shroff Pressure essential official, etc.

### Vowels and Double Consonants

Vowels are read with the double consonants according to their places, as in

place Prime apply leader, etc.,

### Extended use of R and L Hook

In order to obtain easier joining, L hook is employed in many cases, even though it is followed by a vowel, as in

Deeply Thinly Locally cheaply, etc.,

## Grammalogues

|                                                                                                                |                                                                                                          |                                                                                                            |                                                                                                |                                                                                                               |                                                                                                      |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <br>principle<br>principal-ly | <br>liberty             | <br>member<br>remember-ed | <br>number-ed | <br>truth                  | <br>Dr.<br>doctor |
| <br>dear                      | <br>during              | <br>chair                 | <br>cheer     | <br>larger                 | <br>care          |
| <br>people                    | <br>belief<br>believe-d | <br>tell                  | <br>till      | <br>deliver-y<br>delivered | <br>largely       |
| <br>call                      | <br>equal-ly            | <br>over                  | <br>however   | <br>valuation              |                                                                                                      |

## **Setting indents, spacing, page set up, Margins, Ruler, Paper size in word, Inserting Lines and Page Breaks, Insertion of tables, Deletion of Rows and Columns, Alignment between rows and columns, viewing document properties and Printing**

**Objectives:** At the end of this lesson, you shall be able to

- state different type of indents and spacing
- explain page set up and margin settings
- explain inserting lines, tables and page break functions
- describe alignment between rows and columns
- explain viewing document properties
- explain printing options.

### **Setting Indents**

There are two types of indents that can be adjusted: paragraphs and bullet points. Each has a separate way of adjusting the indent size.

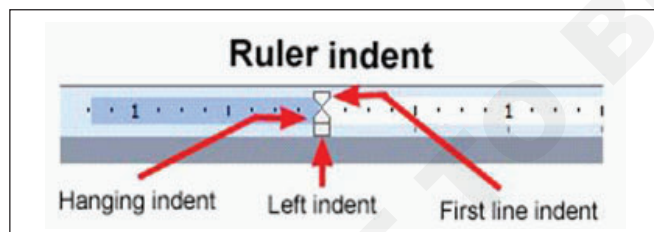
#### **First line indent with tab**

The first line indent can always be created using the Tab key on the keyboard.

A complete paragraph can be indented with the keyboard shortcut Ctrl+M and pressing the keyboard shortcut more than once will indent the paragraph further. To reverse the indent, press Ctrl+Shift+M

#### **Adjusting indents using the ruler**

To adjust a paragraph indent size, use the Ruler, which is below the menu bar and resembles the picture shown below.



The top marker (down arrow) controls the first line indent, and the middle marker (up arrow) controls the hanging indent (the indent for lines after the first line in each paragraph). The bottom marker (small box) controls the left indent. To adjust these indents, you can click and drag each marker to the right or left.

**Note:** To change the orientation for an entire document, select all text document (Ctrl+A) and then adjust the indent spacing in the ruler as details above. If a large indent is created when pressing Tab key and adjusting the indent on the Ruler does not fix the issue, adjust the Left Tab Stop in the Ruler.

#### **Changing indents in the Paragraph window**

Another way to adjust the indents is to view the Paragraph settings. To view this window, double-click on the

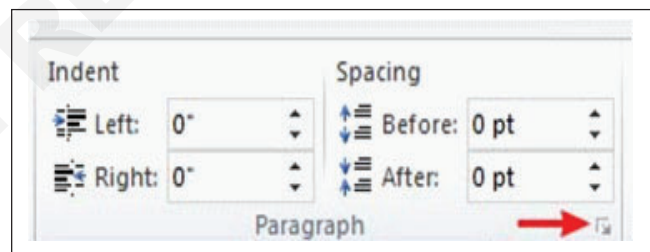
markers in the ruler, click Format and then Paragraph. You can also place the cursor in the paragraph, right-click with your mouse, and choose Paragraph.

Adjust the indent on the Ribbon in Word 2007 and later

If you're using a newer version of Microsoft Word that uses the Ribbon, such as Word 2007 or 2013, do the following.

- 1 Click on the **Layout** or **Page Layout** tab.
- 2 Adjust the indent settings in the **Paragraph** section.

To view the Paragraph window mentioned in the above section, click the small down arrow indicated by the red arrow in the picture below.



### **Page set up/Page layout**

The page setup is the parameters defined by the user that help determine how a printed page appears. Those parameters can include everything from the size, margins, page orientation, to quality of print. More plainly, it's a menu that allows users to customize the layout of a page. The page setup dialog box is usually available from the file drop-down menu. For Microsoft Word 2007 or later, the page setup options are available under the Layout tab in the Ribbon menu

### **Inserting Lines and Page Breaks**

Breaking up sections of a document by typing individual characters to form a line is time-consuming and may not achieve the proper formatting effect. Instead of using the keyboard to draw lines, here are three ways to insert different styles of horizontal lines in MS Word.

## Use AutoFormat to Insert a Line in Word

To quickly insert a line into a word document with the AutoFormat feature, type a few characters to instantly create the different types of lines.

To create a line, place the cursor in the location that you'd like to insert a line, type the three characters for the desired line style, then press Enter. To create the different types of lines, press the associated keys on the keyboard:

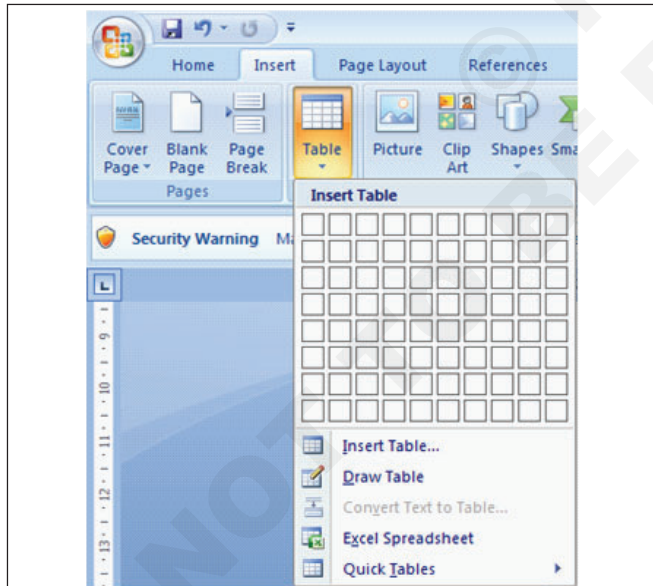
- Plain single line: Three hyphens (---)
- Plain double line: Three equal signs (===)
- Broken or dotted line: Three asterisks (\*\*\*)
- Bold single line: Three underline symbols (\_\_\_)
- Wavy line: Three tildes (~~~)
- Triple line with a thick center: Three number signs (###)

## Page breaks

Word automatically adds a break at the end of each page. You can also insert a manual page break anytime you want to start a new page in your document.

- 1 Put your cursor where you want one page to end and the next to begin.
- 2 Go to **Insert > Page Break**.

How to Insert a Table in a Microsoft Word Document - Steps



- Open Word or the document where you wish to put a table.
- Position the cursor on the area where you want the table to be inserted.
- Choose your method of inserting your table.

## Formatting table

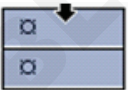
After you create a table, Microsoft Office Word 2007 offers you many ways to format that table. If you decide to

use Table Styles, you can format your table all at once, and even see a preview of what your table will look like formatted in a particular style before you actually apply the style.

You can create a custom look for tables by splitting or merging cells, adding or deleting columns or rows, or adding borders. If you're working with a long table, you can repeat the table headings on each page on which the table appears. To prevent awkward page breaks that disrupt the flow of your table, you can also specify just how and where the table should break across pages.

## Delete a cell, row, or column

1. Do one of the following:

| To select | Do this                                                                                                                           |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------|
| A cell    | Click the left edge of the cell.               |
| A row     | Click to the left of the row                    |
| A column  | Click the column's top gridline or top border  |

- 2 Under **Table Tools**, click the **Layout** tab
- 3 In the **Rows & Columns** group, click **Delete**, and then click **Delete Cells**, **Delete Rows**, or **Delete Columns**, as appropriate.

## Alignment between Rows and columns

The term 'row', represent an arrangement, wherein people, objects, numbers or any other things lie next to each other, facing the same way, i.e. in a horizontal line. It goes from left to right, like the row of a school classroom, or seats of a movie theatre.

A column is an arrangement of facts, figures, words, etc., are placed one after another in a sequence. In a table, columns are separated from each other by lines which enhance its readability and attractiveness. It helps in making the comparison between two columns by placing them side by side.

Rows and Columns both are the fundamental part of any table whether; it is a spreadsheet or matrix on the basis of, to store data. These are a vital geometric arrangement which divides any data set on the basis of attributes.

## Viewing Document properties and Printing

MS Word Document File Properties is a software specially designed for bringing changes in the initial configuration of MS word files. It also allows viewing the properties of each file. The software gives the user all the necessary tools for modifying the properties and attributes of word documents. He has the possibility to edit the title, the author, the file date time or making it in read only mode.



## Printing

To print a document, your computer needs to be connected to a printer. For this You'll need a computer with Word installed and a Printer set up and connected to your computer.

**Step 1:** Open an existing Microsoft Word document or start a new document, Before you print, type your text in the blank document or insert an image.

**Step 2:** When you are ready, click on **File** in the top left-hand corner of your document. Then, click on Print.

Alternatively, some versions of Word may have an Office button instead of a 'File' button - it's a round Office icon in the top left-hand corner of the screen, click on this if you have one.

Choose how many copies of your document you need and click on the printer you wish to use. You will have to have your printer already installed on your computer.

**Step 3:** Depending on your printer options, you can choose other printing features such as whether you want to print all pages or only certain pages. You can also change the orientation of the print from portrait to landscape and set your computer and printer whether you're printing on a certain size of paper. You'll also see, on the right, a preview of your printed document will look like.

**Step 4:** When you're happy with your settings, click **Print**. The document will now start printing on your printer.

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## Left and Right forms of Curved Hooked Strokes of F/V/th/TH and upward SH-Intervening Vowels between Strokes and Initial Hooks

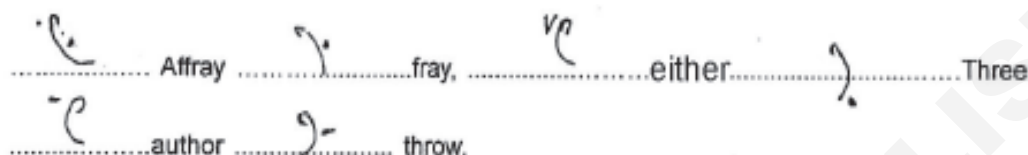
**Objectives:** At the end of this lesson you shall be able to

- illustrate right (alternate) forms of curved hooked strokes
- explain the uses of right forms of curved hooked strokes
- state the use of upward SH with hooked strokes
- explain the placement of intervening vowels between strokes and initial hooks.

The curves of F, V ith and THEE when joined with R & L hooks form two curves called the Left and the Right curves written according to their motions.

### Left and Right Curves

The left curve is used when a vowel precedes and the right curve is used when a vowel follows.



However, initially the left curve of fl is used as in

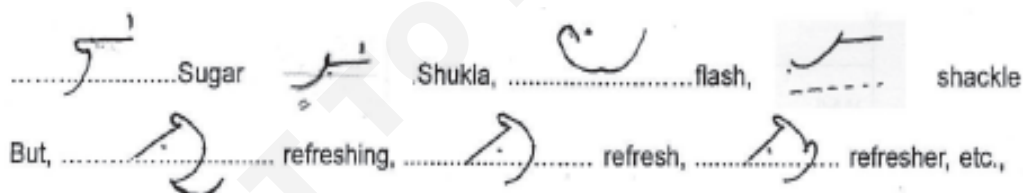


But when joined to other strokes the convenient curve should be used, as in



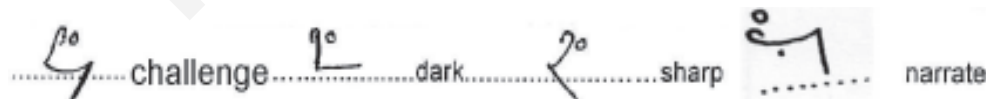
### Use of Upward SH with hooked strokes

The stroke SH is written upward before K/G initially hooked; and after certain down strokes; as in following cases:

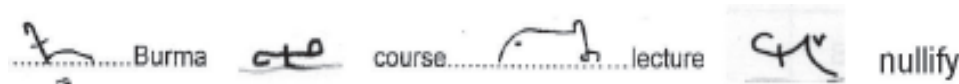


### Intervening Vowels

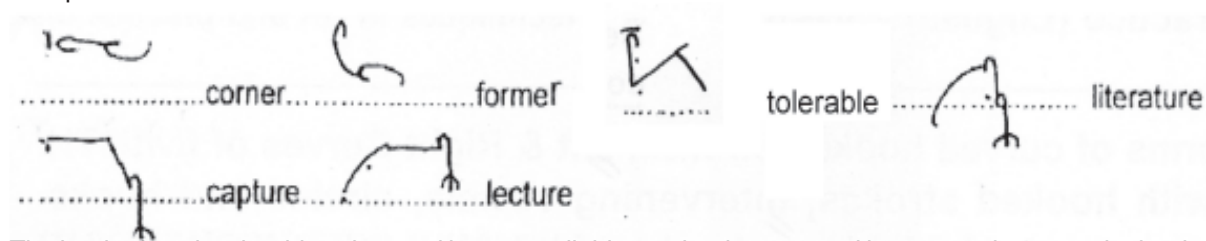
An initially hooked stroke (pr,kr,chr, etc.) can also be used even when a vowel occurs between the stroke and the L/R hook. If it is a dot vowel, it is indicated by a small circle (o) either after or before the stroke, thus,



An intervening dash vowel/diphthong is indicated by writing the sign through the stroke, as in



If it is not possible to write through the stroke, it is placed at the beginning for a first place vowel or at the end for a third place vowel.

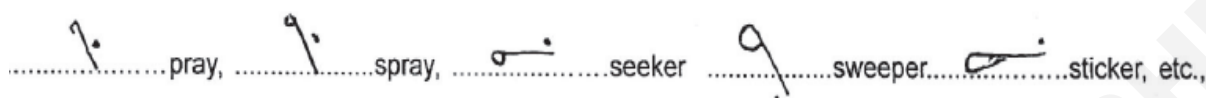


The hooked stroke should not be used in monosyllabic words when a vowel intervenes between the hook and the stroke.



### S Circle and Hooks

Circle S/SW/ST before straight strokes hooked for 'R' can be expressed by writing them in the place of R hook (with the right motion), as in



### Compound Consonants

When two consonants immediately follow each other, they are called compound consonants. Compound consonants are represented in shorthand in the following manner.

### Gramalogues

|                |              |         |              |             |         |
|----------------|--------------|---------|--------------|-------------|---------|
| been           | general-ly   | within  | southern     | northern    | behalf  |
| advantage      | difficult-y  | balance | circumstance | deliverance | signify |
| Signified-cant | significance | opinion |              |             |         |

**Office Administration and Facility Management R.Theory for Ex 1.2.27**  
**Stenographer Secretarial Asst. (Eng) - Formation of Words, Phrases and**  
**Practice of MS Word**

**Compound Consonants (WH, WHL, KW, GW, MP/MB, WL, LR, RR etc.)**

**Objectives:** At the end of this lesson you shall be able to

- describe compound consonants
- explain rules to be followed
- recall rules.

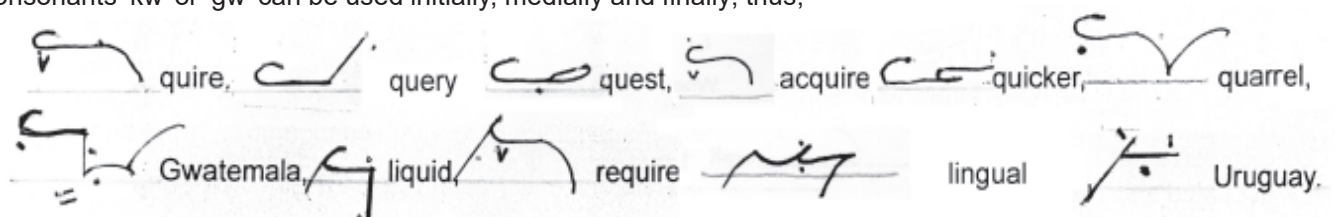
**Compound Consonants**

When two consonants immediately follow each other, they are called compound consonants. Compound consonants are represented in shorthand in the following manner.

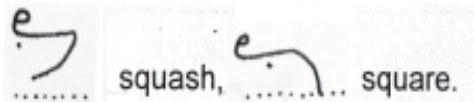
**Formation of compound consonants**

| Letters | Primary Stroke | Added Letter                | Added Sign                            | Compound stroke                                                                                | Explanation                                                                                          |
|---------|----------------|-----------------------------|---------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| KW      | —              | k+w<br>= kw                 | Large initial hook                    |              | Large initial hook written with left motion to 'k' or 'g' represents addition of 'w'; thus 'kw' 'gw' |
| GW      | —              | g+w<br>= gw                 | Large initial hook                    |              |                                                                                                      |
| WH      | ✓              | w+h<br>= wh                 | Initial hook enlarged                 | <br>(up)    | The hook of 'w' is enlarged to represent 'wh'.                                                       |
| WL      | ✓              | w+l<br>= wl                 | Small initial hook                    | <br>(up)   | Small initial hook inside L represents the addition of 'w'; thus 'wl'.                               |
| WHL     | ✓              | wh+l<br>= whl               | Large initial hook                    | <br>(up)   | Large initial hook inside 'l' represents the addition of 'wh'; thus 'whl'.                           |
| LR      | ✓              | l+r<br>= lr                 | L is thickened                        | <br>(down) | 'L' is thickened to represent the addition of 'r'; thus 'ler'. It is always written downward.        |
| RR      | ✓              | r+r<br>= rr                 | R is thickened                        | <br>(down) | 'R' is thickened to represent the addition of 'r'; thus 'rer'.                                       |
| MP/MB   | ✓              | m+p<br>= mp/<br>m+b<br>= mb | M is thickened for addition of p or b |            | 'M' is thickened to represent 'mp' or 'mb'.                                                          |

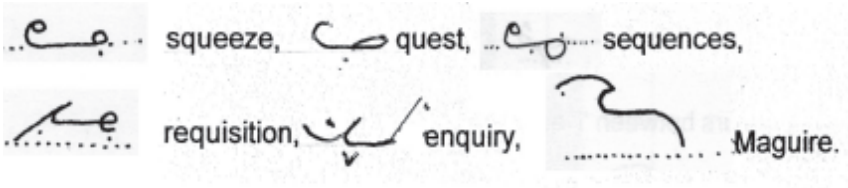
A large initial hook with left motion to the strokes 'k' or 'g', adds 'w' and forms compound consonants. The compound consonants 'kw' or 'gw' can be used initially, medially and finally; thus,



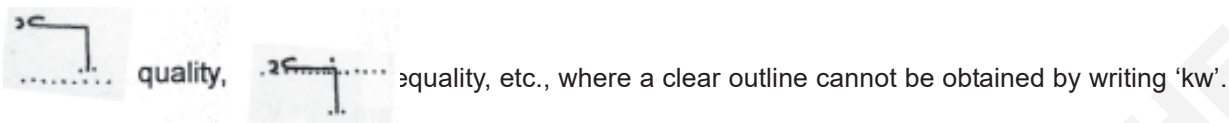
A small circle may be prefixed to 'kw'; thus,



Circles, loops or any attachments may be added finally to 'kw' or 'gw'; thus,



The compound consonant of 'kw' is not used in words like



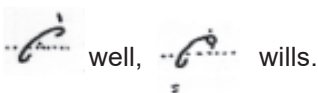
When the sounds of 'w' and 'h' occur together i.e., 'wh', the initial hook of 'w' is enlarged to represent the compound consonant of 'wh'. Final attachment can be added to 'wh'. However, 'wh' does not occur finally; thus,



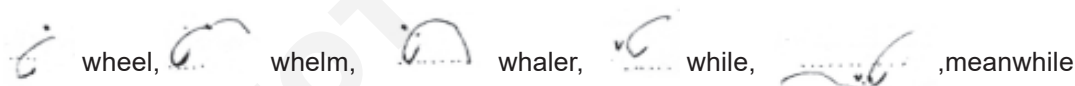
A small initial hook written inside the stroke upward 'l', prefixes 'w' and forms a compound consonant 'w+l', which is used initially, medially and finally; thus,



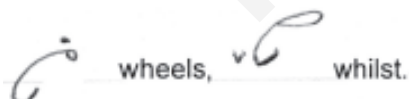
Final attachments of circles, loops or hooks are added to 'wl'; thus,



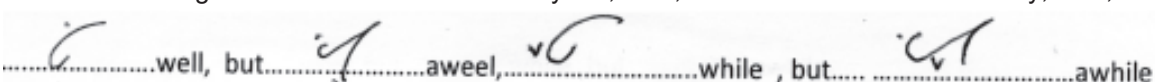
A large initial hook written inside the stroke upward 'l', forms a compound consonant 'wh+l', which is used initially, and finally; thus,



Final attachments of circles, loops or hooks may be added to 'whl'; thus,



When a word begins with vowel and followed by 'wl', 'whl', the outline is to be written fully; thus,





The downward 'l' is thickened for the addition of 'r' and thereby represents the compound consonant of 'lr'. The vowel between 'l' and 'r' is generally unaccented. Short vowels 'e', 'a', 'u', etc. generally occur between 'l' and 'r' in the end of spellings –lar, –ler, –lour, –lor, thus,



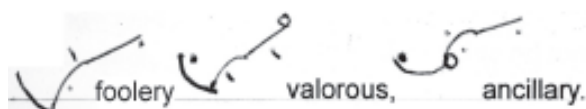
A small circle can only be attached finally to the compound consonant 'lr'; thus,



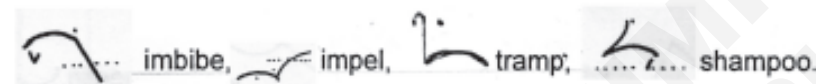
When a strongly sounded vowel occurs between 'l' and 'r', strokes 'l' and 'r' are to be used;



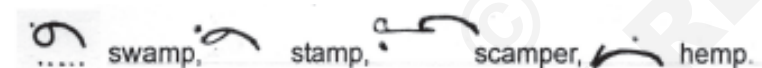
When a vowel follows final 'lr', stroke 'l' and 'r' are to be used; thus,



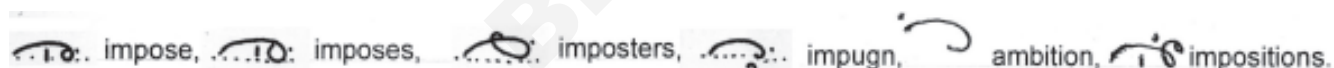
The stroke 'm' is thickened to add 'p' or 'b' and thereby represents the compound consonant 'mp' or 'mb' and this shall be used to represent 'mp' or 'mb' without a vowel between them, initially, medially and finally; thus,



The initial attachments or circles, loops, hooks or tick 'n' arc attached to the compound consonants 'mp' or 'mb', in the same manner as they are attached to other curves; thus,



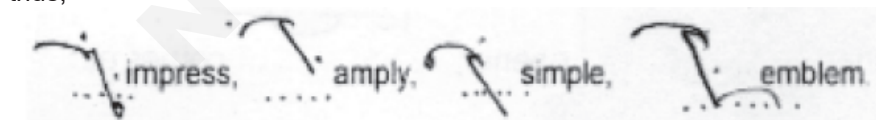
Finally, attachments of circles, loops or hooks may be added to 'mp' or 'mb'; thus,



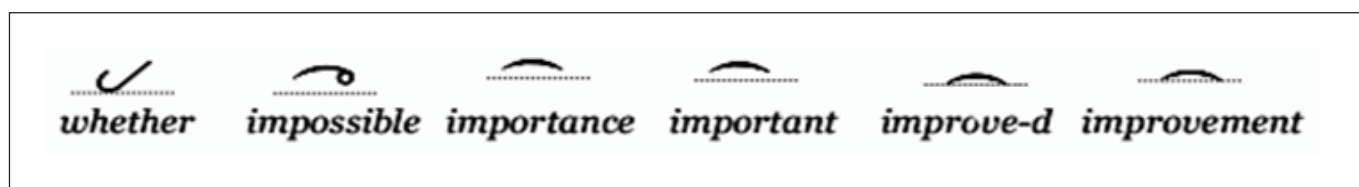
The compound consonant of 'mp' or 'mb' is not used when a vowel occurs between 'm-p' or 'm-b'; thus,



'mp' or 'mb' is not used when 'm' is followed by 'pr', 'br', 'pl', 'bl' and should be written with stroke 'm' and hooked form; thus,



## Grammatical examples



# Office Administration and Facility Management R.Theory for Ex 1.2.28

## Stenographer Secretarial Asst. (Eng) - Formation of Words, Phrases and Practice of MS Word

### Words commonly misspelt

**Objectives:** At the end of this lesson you shall be able to

- spell correctly words commonly misspelt
- state the types of mistakes that occur in English.

#### Spelling mistakes in English occur owing to a number of factors

- A It is quite natural that mistakes are bound to occur to foreign learners
- B English language admits words from other languages
- C Pronunciation of words is not according to spelling.  
Ex: door, bore

| Sl. No. | Commonly misspelt as | Correct Spelling |
|---------|----------------------|------------------|
| 1       | appearence           | appearance       |
| 2       | achivement           | achievement      |
| 3       | Begining             | beginning        |
| 4       | comitment            | commitment       |
| 5       | defanitely           | definitely       |
| 6       | embaras              | embarrass        |
| 7       | genious              | genius           |
| 8       | greatful             | grateful         |
| 9       | garantee             | guarantee        |
| 10      | influensial          | influential      |
| 11      | maintainance         | maintenance      |
| 12      | Milionair            | millionaire      |
| 13      | mystirious           | mysterious       |
| 14      | ocasional            | occasional       |
| 15      | Openion              | Opinion          |
| 16      | Permeanent           | Permanent        |
| 17      | physishun            | Physician        |
| 18      | Prefered             | Preferred        |
| 19      | Pronounciation       | Pronunciation    |
| 20      | Que                  | Queue            |
| 21      | Recipt               | Receipt          |
| 22      | Relegion             | Religion         |
| 23      | Rhythem              | Rhythm           |
| 24      | Saftey               | safety           |
| 25      | Scenary              | Scenery          |
| 26      | Shedule              | Schedule         |

D Influence of native language leads to spelling mistakes

#### Types of Mistakes

- A Addition of unnecessary letter/letters to a word
- B Omission of a letter/letters from a word
- C Substitution of a letter/letters for the correct letter
- D Arrangement of correct letters in the wrong order in a word

| Sl. No. | Commonly misspelt as | Correct Spelling |
|---------|----------------------|------------------|
| 27      | Sincearly            | Sincerely        |
| 28      | suspisious           | Suspicious       |
| 29      | Temparary            | Temporary        |
| 30      | Undoubtly            | Undoubtedly      |
| 31      | Vialance             | Violence         |
| 32      | Truely               | Truly            |
| 33      | Haras                | Harass           |
| 34      | perseverence         | Perseverance     |
| 35      | tommorrow            | tomorrow         |
| 36      | arguement            | argument         |
| 37      | attendence           | attendance       |
| 38      | Cemetary             | cemetery         |
| 39      | criticisum           | criticism        |
| 40      | descipline           | discipline       |
| 41      | foriegn              | foreign          |
| 42      | Grammer              | grammar          |
| 43      | gidance              | guidance         |
| 44      | imidiata             | immediate        |
| 45      | interference         | interference     |
| 46      | managable            | manageable       |
| 47      | mischivous           | mischievous      |
| 48      | noticable            | noticeable       |
| 49      | occured              | Occurred         |
| 50      | Opurtunity           | Opportunity      |
| 51      | Personel             | Personnel        |

| Sl. No. | Commonly misspelt as | Correct Spelling |
|---------|----------------------|------------------|
| 52      | Possession           | Possession       |
| 53      | Previlege            | Privilege        |
| 54      | Psyckological        | Psychological    |
| 55      | Professer            | Professor        |
| 56      | Recive               | Receive          |
| 57      | Restaurent           | Restaurant       |
| 58      | Ridiculus            | Ridiculous       |
| 59      | Ninty                | Ninety           |
| 60      | Secretery            | Secretary        |
| 61      | Sepearate            | Separate         |
| 62      | Sucess               | Success          |
| 63      | Temparature          | Temperature      |
| 64      | Techniqe             | Technique        |
| 65      | Uniq                 | Unique           |
| 66      | Whether (climate)    | Weather (doubt)  |
| 67      | Govenment            | Government       |
| 68      | Indispensible        | Indispensable    |
| 69      | Until                | Until            |
| 70      | Relevant             | Relevant         |

## Study of conversational English - I

**Objectives:** At the end of this lesson you shall be able to

- greet people politely
- make requests gently
- express your likes, dislikes and emotions
- ask for and give directions
- make offers and respond to offers.

### Greeting

Greeting is what you say when you meet your friends and people who are close to you. Common language expressions used to greet people: 'Hello', and 'Hi'.

Ex: Hi, how goes life?

Hello, everybody.

Congratulations!

Oh, that's wonderful!

That's great

That's marvellous!

That's splendid!

Oh, it's fantastic!

Well done; keep it up!

Oh, what an excellent performance!

That's really brilliant!

Saying good bye:

See you, guys, Bye.

Cheerio, Bye.

Good bye

Good night

### Making Requests

We use 'will', 'can', 'could' and 'would' when we want to get something done by someone for us.

- Ex:
- Will you put out the fire for me, please?
  - Please, would you get me a cup of tea?
  - Please, could you tell me your past experiences?
  - I wonder if you could lend me your calculator?
  - Would you mind calling Raghu?
  - Could I speak to Dr. Sampath?
  - Could I sit next to you?

### Expressing Likes/Dislikes and Emotions

#### Expressions for 'Likes'

I like

I'm crazy

Yum!

I love

I'd like to have

I enjoy

I'm fond of

I'd rather have

#### Expressions for Dislikes

I don't like

It's disgusting

I don't like

I hate

It's boring

I'm not interested

I'm fed up with

I don't want

I don't have the inclination

## Expressing Emotions

We express our joy, wonder, appreciation, surprise, admiration, pain and disgust by the following expressions:

|                     |                       |                     |
|---------------------|-----------------------|---------------------|
| My goodness!        | My God!               | Oh, really!         |
| How very beautiful! | It's amazing!         | Fantastic!          |
| That's terrific!    | Would you believe it! | Wow!                |
| Ouch!               | Just imagine!         | Just figure it out! |

## Asking for directions and giving directions

When you approach a stranger on the street to ask for direction, it is always polite to say 'Excuse me' first and say 'please' at the end.

| Asking for direction                                                                                                 | Responses                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Excuse me, where is the Post Office, please?<br>I wonder if you could tell me the way to the Loyola College, please? | It's near the church<br>I'm sorry. I don't know. I'm a stranger myself<br>Yes, there's one on Flowers Road<br>Yes, walk straight as far as the end of this road and you will see it on your right just opposite the Saravana Hotel |

## Making offers

| Making offers                                                                                                                                                                                                               | Responses                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Would you like some coffee?<br>Shall I give you some apples?<br>What drink do you like, Sir?<br>Hello, May I help you?<br>Do you need my help?<br>Shall I carry your bag for you?<br>Would you like to have anything to eat | Yes, please<br>No, thanks<br>It'll be a pleasure if you help me<br>No, thanks, it's very kind of you<br>Mm... I won't say no to it<br>Don't worry<br>That's really very kind of you |



## Study of Conversational English - II

**Objectives:** At the end of this lesson you shall be able to

- improve your telephoning skills
- ask for opinion on an issue
- respond when asked to give an opinion
- express apologies and respond to apologies
- ask for permissions
- give or refuse permissions.

### Telephoning Skills

Telephoning skills are very essential to everyone especially for an officer, secretary or administrator

#### Example

Client: Hello, can I speak to Mr. Kedar?

Secretary: Yes, hold on, please. I'll put you through

Client: I'M SORRY HE'S OUT AT THE MOMENT. Can I take a message?

Secretary: No, I'll call again in the evening

OR

Yes, please tell him Mr. Guru called. Ask him to call back at 4 p.m.

Secretary: What's your number, please?

Client: Take it down. It's 22228875

### Agreeing/Disagreeing

| Expressing Agreement                         | Expressing Disagreement                                                                                |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Your're quite right<br>You're right. I agree | I'm not sure<br>I may not agree with your views<br>I think you're wrong<br>No, that's not how I see it |

### Asking for opinion

| Asking for opinion                                                                                                         | Responses (Positive/Negative)                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Do you like it? What's your view?<br>How do you like it?<br>How do you see it?<br>Would you like to say anything about it? | Yes, it's nice!<br>It's fantastic!<br>Yes, it's terrific!<br>No, comments, please<br>I've nothing to say<br>I don't know. It's puzzling<br>I don't know what to say |

### Apologising & Responding to Apologies

We feel sorry when we have done something wrong. This act of saying sorry is called apologising.

| Expressions for Apology                                                                                                      | Responses for Apology                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Sorry<br>I'm so sorry<br>I'm terribly sorry<br>I apologise for what I've done to you<br>I'd like to apologise for my blunder | It's OK. Forget about it<br>It doesn't matter<br>Don't feel guilty about it<br>No hard feelings at all<br>Not to worry |

**Asking for Permissions and Responses to Permissions**

| Asking for Permissions                             | Responses (Giving Permissions) | Responses (Refusing Permissions)      |
|----------------------------------------------------|--------------------------------|---------------------------------------|
| Can I borrow your bike, Santanam?                  | Yes, you can                   | Sorry, I'm going to need it           |
| May I come in, Sir?                                | Of course, you can             | I'm afraid, you can't                 |
| Could I see you for a minute?                      | Yes, you may go                | No, you can't stay during the holiday |
| Do you mind my sitting here?                       | All, right                     | Not at all                            |
| I wonder if I could use your computer for an hour? | No, you are not allowed        |                                       |

## Study of Conversational English - III

**Objectives:** At the end of this lesson you shall be able to

- warn people
- ask for information
- extend invitation and respond to invitation
- thank people
- sympathize with people.

### Warning

We sometimes have to warn or caution people against possible dangers, accidents or mishaps. The expressions that can be used are:

|                    |              |            |
|--------------------|--------------|------------|
| Look out           | Look out for | Be aware   |
| Don't eat too much | Watch out    | Be careful |
| Keep away          | Be alert     |            |

### Asking for information

Could you tell me the time, please?

Can you direct me to the SBI Bank, please?

How far is it? Is it very far?

How can I get there?

How full is this dam?

How much power do you generate?

How long does it take?

### Inviting people

| Inviting people                                             | Accepting the invitation            | Refusing to accept invitation                          |
|-------------------------------------------------------------|-------------------------------------|--------------------------------------------------------|
| Why don't you drop in one day?                              | Yes, please. I'll be there at 6.30. | Thank you very much but I can't come                   |
| How about this Sunday evening at 7 p.m. at my house?        | That's very nice of you             | I'm extremely sorry. I can't come                      |
| If you want to come and stay with us, you'd be very welcome | It's a pleasure                     | I wish I could, but....                                |
| Let's spend a day out together                              | That sounds a fine idea             | What a pity! I won't be able to come                   |
| Would you like to visit us this evening?                    |                                     | That's very kind of you, but Saturday does n't suit me |
| Please do come this evening                                 |                                     |                                                        |

### Thanking people

When someone had done a kind thing to you, you express your gratitude to them by saying 'Thanks'

| Thanking People                   | Responses                                      |
|-----------------------------------|------------------------------------------------|
| Thank you very much               | Not at all. Enjoy yourself                     |
| Thanks a lot                      | You're most welcome                            |
| That's really very kind of you    | It's a pleasure                                |
| I'm very grateful                 | That's O.K.                                    |
| I very much appreciate your help  | I'm delighted to be of some help to you        |
| I really can't thank you in words | Oh! It's nothing, I hope you like the presents |

### Sympathizing

We say sorry to people when something bad or unpleasant happens to them

|                                  |                          |
|----------------------------------|--------------------------|
| Ex: Sorry                        | What a pity!             |
| I'm sorry to hear that           | How sad!                 |
| I'm trribly sorry to hear that   | How tragic!              |
| I'm extremely sorry to hear that | How cruel!               |
| I'm awfully sorry to hear that   | Can you believe this!    |
| My sympathies are with you       | My heartfelt condolences |

## Office Administration and Facility Management R.Theory for Ex 1.3.32 &33 Stenographer Secretarial Asst. (Eng) - Speed developing exercise and English language skills

### Final hooks: N&F/V Hooks and Vowels, Circles and Loops with finally hooked strokes Shun hook

**Objectives:** At the end of this lesson you shall be able to

- explain how final hooks N and F/V are written
- state when hooks cannot be written
- explain circles and loops with hooks
- illustrate employment of hooks medially
- illustrate the direction of LN and SHN in words
- explain how the final syllable - NER is represented
- explain the large final hook SHUN
- describe SHUN hook after circle and strokes.

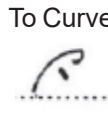
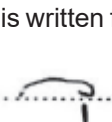
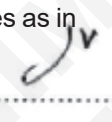
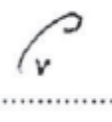
#### Final Hook - N

##### To Straight strokes

A small final hook attached to a straight stroke with right motion (clock wise) represents the addition of 'n' to the stroke, as in

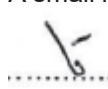
 Rain  Hen,  Brain  Train, etc.,

To Curved Strokes: N Hook is written finally inside the curves as in

 Loan  moon  Shine  line, etc.,

#### F/V Hook

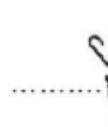
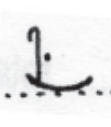
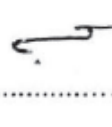
A small hook written with left motion to straight strokes represents the addition of F or V to the stroke, as in

 Puff  Rough  wife  half, etc.,

F/V cannot be expressed by hook with curved strokes and is written by the stroke, as in

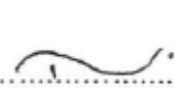
 Five  live  life  loves, etc.,

Hooks can be employed medially whenever clear outlines are obtained, as in

 Plenty  Punish  Training,  Graphic, etc.,

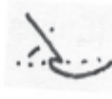
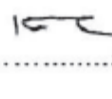
#### Final Hooks & Vowels

Final hooks are not used if a vowel follows N/F/V, as in

 Funny  Money,  coffee,  trainee, etc.,

#### Termination - NER

The termination "ner" is written according to facility (N hook+downward R), or by hooked 'n' , as in

 Thinner,  Runner,  opener,  corner, etc.,



## Use of Circle & Loops with Final Hooks

S, SES, ST, SD or STR is added to N attached to a straight stroke by writing the circle or loop on the same side as the N hook.

.....dance, .....Dances, .....danced, .....pens, ..... Spinster, etc

S Circle gives Z sound when placed inside the F/V and N hooks to indicate plurals or singular verbs, as in

..... Wives, ..... Eams, ..... Balloons, ..... waves, etc.,

The sound of NS and NZ should be distinguished by using the hooks and the strokes, as in

..... fence, ..... lens, ..... lines, ..... men's

## Large Final Hook - SHUN

If the final hook is enlarged, it represents the sound of Shun. The hook can extend upto  $\frac{1}{4}$  of the length of a stroke.

A large final hook attached to straight strokes on the opposite side of a vowel or diphone/triphone and inside curves adds -SHION, -TION, -CIAN, -SION, -TIAN, -SIAN to the strokes, as in

..... Auction, ..... caution, ..... Nation, ..... Institution, etc.,

This hook is written on the opposite side of a circle or hook attached to the stroke, as in

..... Citation, ..... Station, ..... Section, ..... exception, etc.,

This hook is written on the opposite side of F, V & L curves followed by K/G to maintain the straightness of K/G, strokes as in

..... location ..... Vacation, ..... Fiction, ..... selection, etc.,

This hook is written on the right side of CH, J, T, D strokes to facilitate easy joining, as in

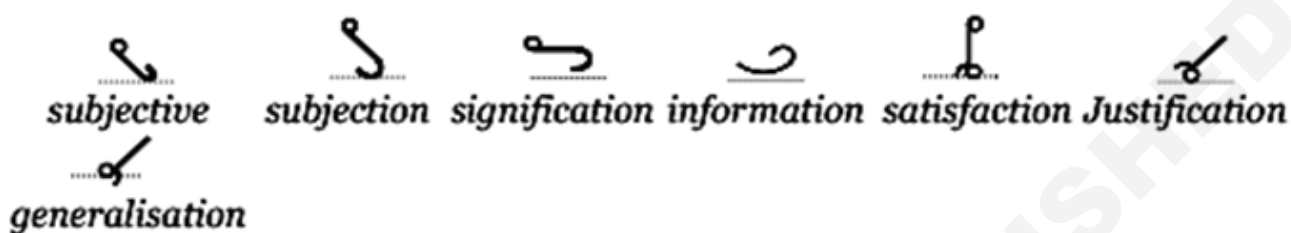
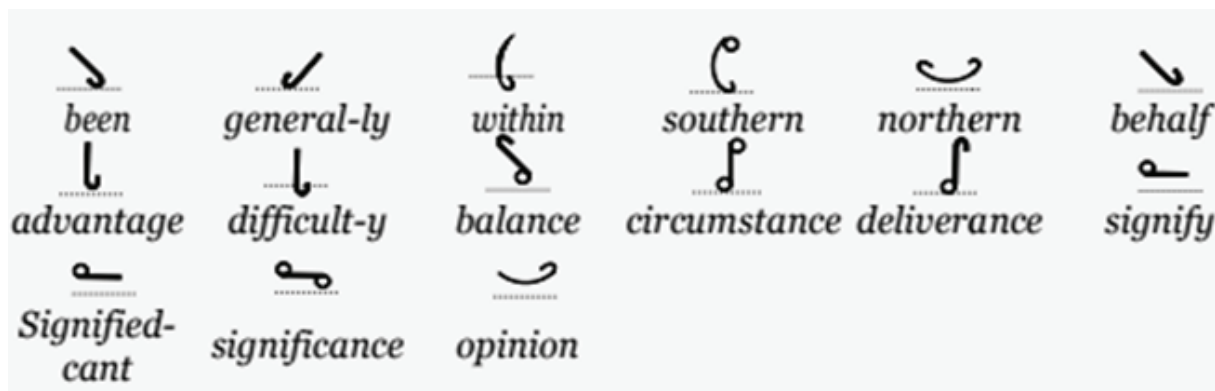
..... rotation, ..... notation, ..... edition, ..... magician, etc.,

## SHUN Hook after circle and strokes

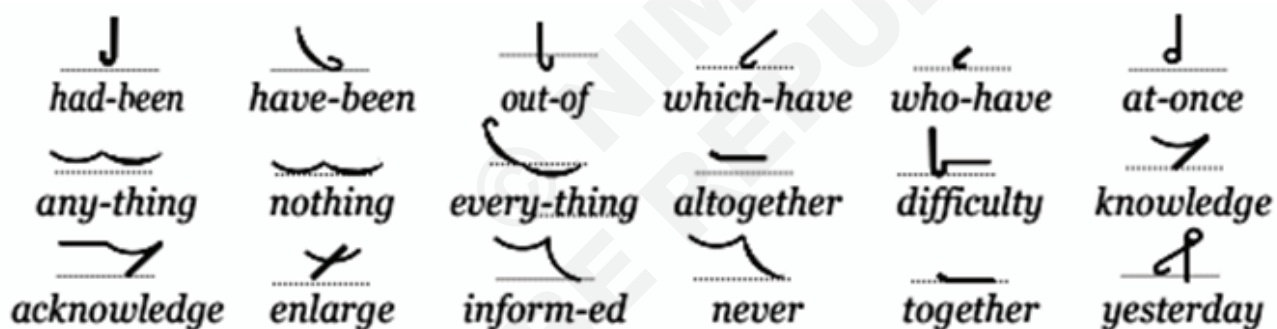
Shun after circle is represented by a small curl (continuation of the circle). A third vowel can be indicated outside the curl, as in

..... Position ..... decision, ..... opposition, ..... physician, etc.,

## Grammalogues



## Phrases & Contractions



## Office Administration and Facility Management R.Theory for Ex 1.3.34 & 35 Stenographer Secretarial Asst. (Eng) - Speed developing exercise and English language skills

### Halving principles: Halving of strokes for T or D, Halving of M,N,L,R for D, Halving of hooked MP/MB/NG, etc.

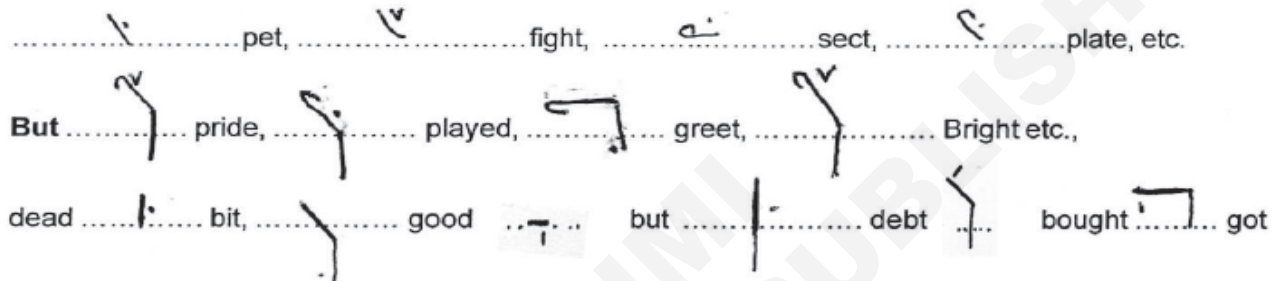
**Objectives:** At the end of this lesson you shall be able to

- explain halving for T&D
- state the halving principles for MD,ND, LD & RD
- state the halving principle for MP/MB/NG
- explain grammalogues / contractions /phrases related to the halving principle.

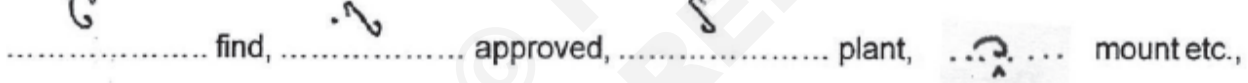
In Shorthand it looks strange to add something to a consonant stroke by halving it. It facilitates speed and clarity of outlines.

#### Halving for T or D

In words of one syllable (stroke) a light stroke without any final hook or joined diphthong can be halved for the addition of T and a heavy stroke without a final hook or joined diphthong can be halved for 'D' only.



Any stroke having a final hook or joined diphthong/diphone can be halved for the addition of T or D, as in



A word having more than one syllable (stroke) can also be halved for the addition of T or D, as in



Halving principle cannot be employed if a vowel follows T or D finally, as in

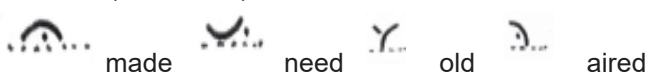


Half length strokes initially are written above the line and on the line according to their vowels, but in no case these can be written through the line, as in



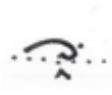
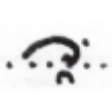
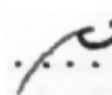
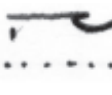
#### Halving M, N, L, R

M N L R (downward) strokes can be thickened and halved for D, as in

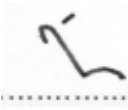
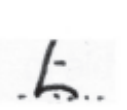
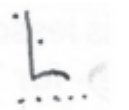


#### MP/MB, NG

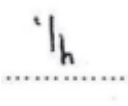
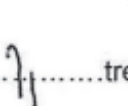
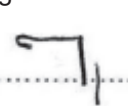
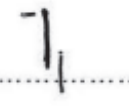
The compound consonant of MP/MB and NG can be halved to represent the addition of T or D when they are hooked initially or finally, as in

 impound,  Impugned,  lingered,  conquered, etc.,

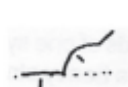
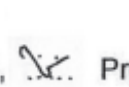
When P/B are not pronounced fully they are represented by halved M stroke, as in

 Prompt,  exempt,  jumped,  attempt, etc.,

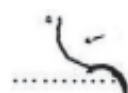
Half sized strokes are sometimes disjoined to get clearcut outlines, as in

 attitude,  treated,  Credited,  audited, etc.,

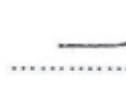
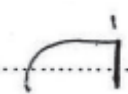
RT & LT are written upward when halved for T, but when thick RD is inconvenient, upward R also can be halved (/) to represent RD as in

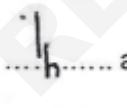
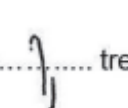
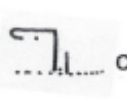
 fort,  part,  Coloured,  Preferred, etc.,

Strokes of unequal length can be joined where there is difference in thickness, as in

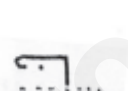
 afford,  named

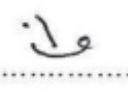
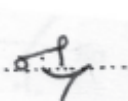
Strokes of unequal length can not be joined unless there is an angle at the point of junction, so the following words are, written with full-length strokes.

 cooked,  looked,  fact,  minute.

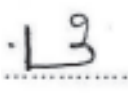
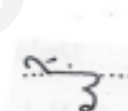
Half - sized T or D is always disjoined after T or D, as in  attitude,  treated,  credited.

In past tenses -ted or -ded is always indicated by half - length T or D, as in

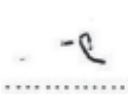
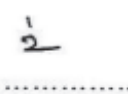
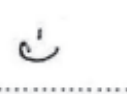
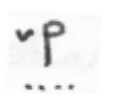
 parted,  graded

Half - sized stroke is disjoined in words such as  aptness,  hesitatingly.

Stroke S (Up/Downward) after SHUN hook is halved as in

 educationists,  Protectionists

A word (verb) represented by a single stroke with initial attachment can be halved for its past tense

 Offered,  walked,  Honoured,  cited, etc.,

Practice the following important Grammalogues /Contractions/ phrases related to the Halving principle

|              |                                                                                                                                                                                                 |                                                                                |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Grammalogues | <p>Gentleman</p> <p>Gentlemen</p> <p>Opportunity</p> <p>Particular</p> <p>Child</p> <p>Cold</p> <p>Quite</p> <p>Great</p> <p>Could</p>                                                          | <p>Handwritten cursive practice for the words in the Grammalogues section.</p> |
| Contractions | <p>Immediate</p> <p>Underlying</p> <p>Understand</p> <p>Understood</p> <p>Undergo</p> <p>Undergone</p> <p>Underline</p> <p>Undertake</p> <p>Ordinary</p> <p>Particularly</p>                    | <p>Handwritten cursive practice for the words in the Contractions section.</p> |
| Phrases      | <p>If it is</p> <p>It will not be</p> <p>This would</p> <p>If it is to be</p> <p>I will not</p> <p>I will not be</p> <p>In order to</p> <p>I do not want</p> <p>I do not know</p> <p>Do not</p> | <p>Handwritten cursive practice for the phrases in the Phrases section.</p>    |



**Office Administration and Facility Management R.Theory for Ex 1.3.36**  
**Stenographer Secretarial Asst. (Eng) - Speed developing exercise and English language skills**

**Pairs of Words Confused and Misused**

**Objectives:** At the end of this lesson you shall be able to

- distinguish between words with the same pronunciation but different spelling and meaning
- use the words correctly into sentences to bring out their correct meaning.

| S. No. | Spelling                   | Meaning                                          | Illustrative Sentence                                                                                                          |
|--------|----------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 1      | Farmer<br>Former           | Agriculturist<br>previous                        | Farmers are the backbone of our country<br>She was the former Chief Minister of Tamil Nadu                                     |
| 2      | bear<br><br>bare           | an animal/tolerate<br><br>naked                  | Bears are wild animals with thick fur<br>I cannot bear the suspense any longer<br>Do not walk around outside in your bare feet |
| 3      | Not<br>Knot                | negative meaning<br>loop                         | He is not a bad guy<br>He tied the knot around the bride's neck                                                                |
| 4      | Medal<br>Meddle            | Badge<br>interfere                               | He has won the gold medal in Table Tennis Competition<br>Do not meddle into my affairs                                         |
| 5      | Dew<br>Due                 | tiny drop of water<br>expected to happen         | We can see dew upon grass in the mornings<br>The next meeting is due in August                                                 |
| 6      | Stationary<br>Stationery   | Motionless<br>Writing material                   | The lorry hit a stationary van<br>Companies do not spend much on stationery these days                                         |
| 7      | maid<br>made               | female domestic servant<br>produced              | I have employed a maid to assist my mother<br>He has a Swiss-made watch                                                        |
| 8      | Wait<br>Weight             | allow time to go by<br>mass                      | The dentist kept waiting for ages<br>All my efforts to reduce my weight did not work                                           |
| 9      | Holy<br>Wholly             | Sacred<br>Completely/entirely                    | I visited the holy shrine of Kedarnath<br>I supported my friend wholly                                                         |
| 10     | Sew<br>Sow<br>So           | Stitch<br>scatter/disperse<br>extremely          | My grandmother taught me to sew<br>Sow the rose seeds in pots<br>The house is so beautiful                                     |
| 11     | Patients<br>patience       | Persons suffering from ailments<br>tolerance     | The doctor has no time to attend to all his patients<br>Your patience will be rewarded                                         |
| 12     | Soul<br><br>Sole           | spiritual part of a person<br><br>only/exclusive | Please put your heart and soul into your work<br><br>My sole aim is to stand first in the class                                |
| 13     | Principle<br>principal     | basic rule<br>chief/main                         | Can you define Archimedes' principle?<br>He cannot give up teaching. It is his principal source of income                      |
| 14     | Accept<br>Except<br>Expect | Agree<br>Excluding<br>await/anticipate           | I accept your suggestion<br>Except Ravi, everyone attended the meeting<br>Do not expect miracles to happen                     |

| S. No. | Spelling                 | Meaning                                                                 | Illustrative Sentence                                                                                                            |
|--------|--------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 15     | Pale<br>Pail             | not bright<br>bucket                                                    | His pale face shows that he is not well<br>It took two pails of water to put out the fire                                        |
| 16     | Loose<br>Lose            | not tight<br>opposite of gain                                           | He always wears a loose shirt<br>Keep trying. Do not lose your heart                                                             |
| 17     | toe<br>tow               | one of the digits of human foot<br>pull                                 | He has six toes in his left foot<br>The car in front of us is on tow. That's why we are going slowly                             |
| 18     | Night<br>knight          | opposite of day<br>mounted soldier                                      | Night travel is not without risks<br>The princess was rescued by a knight                                                        |
| 19     | Affect<br>effect         | Influence<br>result                                                     | He was affected by her harsh words<br>The medicine for headache did not have any effect                                          |
| 20     | compliment<br>complement | praise<br>that which completes                                          | I take it as a compliment when you compare me to my father<br>The music completes her voice perfectly                            |
| 21     | council<br>counsel       | assembly<br>advice                                                      | Heated arguments were exchanged in the Tamil Nadu council today<br>Take his wise counsel and you will see better days            |
| 22     | Practice<br>practise     | exercise (Noun)<br>exercise (Verb)                                      | Practice makes a man perfect<br>Practise shorthand every day                                                                     |
| 23     | cease<br>seize           | stop<br>to take by force                                                | These superstitious practices should cease forthwith<br>The crow seized the vadai from my hands when I was looking the other way |
| 24     | Plane<br>plain           | flat<br>surface/aeroplane<br>simple                                     | He hates travelling by plane<br>He prefers plain food                                                                            |
| 25     | Male<br>mail             | Masculine<br>letters and parcels sent by post                           | She gave birth to a male child<br>Please redirect any mail to my present address                                                 |
| 26     | miner<br>minor           | person who works in a mine<br>little/small                              | The miners are on strike<br>It is only a minor problem                                                                           |
| 27     | Moral<br>morale          | Lesson<br>confidence                                                    | What is the moral of this story?<br>The team's morale should improve after this victory                                          |
| 28     | birth<br>berth           | emergence of a baby from the body of its mother<br>bed in a train, etc. | She gave birth to five children within ten years<br>She was able to get a lower berth in the train                               |
| 29     | Human<br>humane          | nature of man<br>kind                                                   | To err is human/ I am only human<br>Humane treatment of animals should be our aim                                                |
| 30     | course<br>coarse         | a plan of study<br>rough/harsh                                          | There are still some vacancies for students in engineering courses<br>He is a man of coarse manners                              |

| S. No. | Spelling | Meaning               | Illustrative Sentence                                      |
|--------|----------|-----------------------|------------------------------------------------------------|
| 31     | lessons  | Instruction           | Life never stops teaching us lessons                       |
|        | lessens  | reduces               | Keeping your weight down lessens the risk of heart disease |
| 32     | Bail     | Security              | He was released on bail                                    |
|        | bale     | bound bundle of paper | The fire destroyed 200 bales of hay                        |
| 33     | site     | area/plot             | A building is expected to come up at this site shortly     |
|        | sight    | vision                | She has an excellent sight                                 |
|        | cite     | quote                 | Can you cite an example to prove your point?               |
| 34     | Hole     | a hollow place        | The dog had dug a hole in the ground                       |
|        | whole    | entire                | The whole town was destroyed by the earthquake             |
| 35     | sent     | despatched            | I sent a message to my boss asking for leave               |
|        | scent    | Fragrance             | The scent of roses permeated the air                       |
|        | cent     | hundred               | The school achieved cent per cent results                  |
| 36     | Weather  | Climate               | The weather is fine today                                  |
|        | whether  | if                    | The weather is fine but I cannot say whether it will rain  |
| 37     | Here     | at this place         | Come here and have a look at this bird                     |
|        | hear     | listen                | Please hear me out. You can speak later                    |
| 38     | aloud    | in a loud voice       | Do not speak aloud. They are writing the examination       |
|        | allowed  | permitted             | Foreigners are not allowed to enter this temple            |

## Office Administration and Facility Management R.Theory for Ex 1.3.37 &38 Stenographer Secretarial Asst. (Eng) - Speed developing exercise and English language skills

### Doubling Principles: Doubling of strokes for TR and DR - Doubling of MP/MB and NG, stroke L, etc.

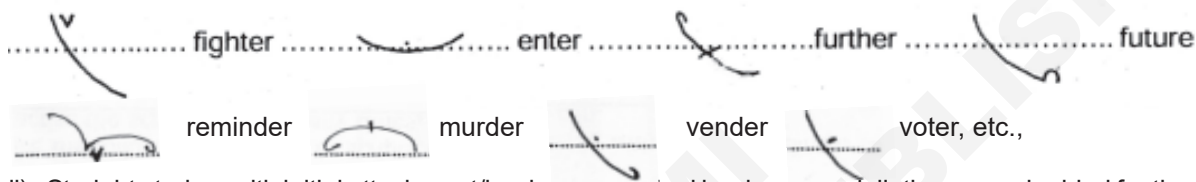
**Objectives:** At the end of this lesson you shall be able to

- state the principles for adding TR/DR/Thr/TRUE
- state the use of doubled and hooked forms of MPR/MBR
- state the uses of doubled and hooked forms of NG-KR and NG-GR
- express double - length forms for verbs in the present tense
- explain the circumstances when doubling principle cannot be employed
- state the position of double-length strokes
- state the uses of the doubling principle in Phraseography.

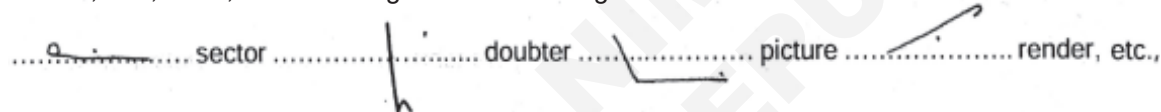
"Doubling the length of any stroke for the addition of -TR, -DR, -THR or -TURE, is called Doubling Principle in Shorthand".

#### Doubling for TR & DR

i) The curved strokes are doubled for the addition -TR, -DR, -THR or -TURE, thus

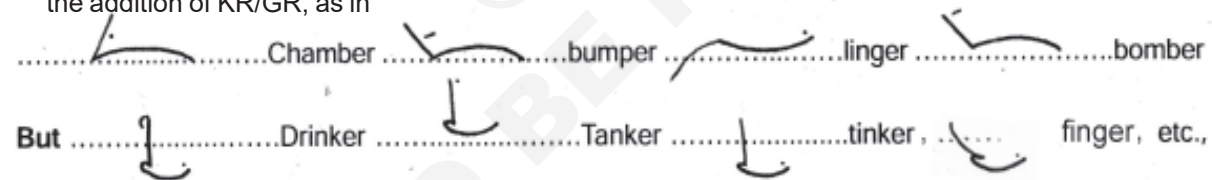


ii) Straight strokes with initial attachment/hook or with a final hook or joined diphthong are doubled for the addition of -TR, -DR, -THR, -TURE. Straight stroke following a consonant can also be doubled.



#### MP/MB & NG

iii) The compound strokes of MP or MB can be doubled for the addition of R only, while NG can be doubled for the addition of KR/GR, as in



#### LTR/LDRL/LTHR

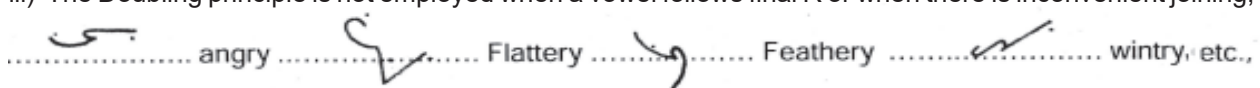
i) L when standing alone or with a final circle is doubled for the addition of -TR only



ii) Strokes of unequal length cannot be doubled, as in



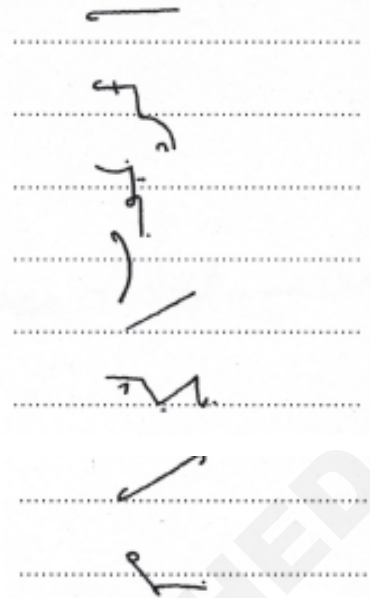
iii) The Doubling principle is not employed when a vowel follows final R or when there is inconvenient joining, as in



iv) Past tenses of words written with doubling principle are obtained by halving principle, as in



Practise the following important grammalogues/contractions/phrases related to the doubling principle

|              |                                                                                                                                                                      |                                                                                       |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Grammalogues | <p>Character</p> <p>Culture</p> <p>Industry</p> <p>Therefore</p> <p>Rather (writer)</p> <p>Cooperative</p> <p>Wonderful-ly</p> <p>Speaker</p>                        |    |
| Contractions | <p>Characteristic</p> <p>Internet</p> <p>Alternative</p> <p>Federal</p> <p>Interest</p> <p>Inventor</p> <p>Centralise</p>                                            |   |
| Phrases      | <p>in order that</p> <p>rather than</p> <p>in their</p> <p>not later than</p> <p>I am sure there is</p> <p>if there were</p> <p>upon their</p> <p>Private sector</p> |  |



## Office Administration and Facility Management R.Theory for Ex 1.3.39

### Stenographer Secretarial Asst. (Eng) - Speed developing exercise and English language skills

#### Single word substitution for groups of words in English

**Objectives:** At the end of this lesson you shall be able to

- substitute single words for groups of words
- enhance your vocabulary of English.

| S.No. | Group of Words                                                          | One word     |
|-------|-------------------------------------------------------------------------|--------------|
| 1     | Study of human societies and cultures                                   | Anthropology |
| 2     | System of Government by one person with absolute power                  | Autocracy    |
| 3     | System of Government in which power is held by the nobility             | Aristocracy  |
| 4     | Study of human history through the excavation of sites                  | Archaeology  |
| 5     | Provision for spouse after separation or divorce                        | Alimony      |
| 6     | Period during which one develops from a child into an adult             | Adolescence  |
| 7     | Free from a criminal charge                                             | Acquit       |
| 8     | A partial or total loss of memory                                       | Amnesia      |
| 9     | List of items to be discussed at a formal meeting                       | Agenda       |
| 10    | The assembled spectators or listeners at a public event                 | Audience     |
| 11    | A shortened form of word/phrase                                         | Abbreviation |
| 12    | A vertebrate animal that lives both on land and in water                | Amphibian    |
| 13    | Medicine to counteract a poison                                         | Antidote     |
| 14    | Relating to water                                                       | Aquatic      |
| 15    | A word opposite in meaning to another                                   | Antonym      |
| 16    | One who checks the accounts of a company                                | Auditor      |
| 17    | A slaughter house                                                       | Abattoir     |
| 18    | A Government run by officials                                           | Bureaucracy  |
| 19    | A minor change to improve a legislation, etc.                           | Amendment    |
| 20    | An instrument for measuring atmospheric pressure                        | Barometer    |
| 21    | To make a problem more serious                                          | Aggravate    |
| 22    | A list of books referred to in a scholarly work                         | Bibliography |
| 23    | A keeper or custodian of a museum                                       | Curator      |
| 24    | A musical performance given in public                                   | Concert      |
| 25    | A complete list of items in a systematic order                          | Catalogue    |
| 26    | The arrangement of events or dates in the order of their occurrence     | Chronology   |
| 27    | Department that collects the duties levied by a Govt. on imported goods | Customs      |
| 28    | Causing sudden damage/suffering                                         | Catastrophic |
| 29    | A nursery where babies and young children are cared for                 | Creche       |
| 30    | A person employed to drive a private or hired car                       | Chauffeur    |
| 31    | An animal that feeds on other animals                                   | Carnivore    |
| 32    | Active during the day                                                   | Diurnal      |
| 33    | A large bed room for a number of people                                 | Dormitory    |
| 34    | The identification of an illness by examination of the symptoms         | Diagnosis    |
| 35    | An association typically of several companies                           | Consortium   |

| S.No. | Group of Words                                                                        | One word       |
|-------|---------------------------------------------------------------------------------------|----------------|
| 36    | Irrational fear of confined places                                                    | Claustrophobia |
| 37    | The country that a person lives in                                                    | Domicile       |
| 38    | A Government by the people                                                            | Democracy      |
| 39    | A place where medicines are prepared                                                  | Dispensary     |
| 40    | Measurement of decrease in monetary value                                             | Depreciation   |
| 41    | The painless killing of a person suffering from an incurable disease                  | Euthanasia     |
| 42    | The customary code of polite behaviour in society                                     | Etiquette      |
| 43    | An outgoing, socially confident person                                                | Extrovert      |
| 44    | A tax levied on goods produced within a country                                       | Excise         |
| 45    | Spoken or done without preparation                                                    | Extempore      |
| 46    | A book/or set of books giving information on a wide number of subjects                | Encyclopaedia  |
| 47    | One with the power to put plans into effect                                           | Executive      |
| 48    | A long book/poem telling a story of great events extending over a long period of time | Epic           |
| 49    | A feeling of intense excitement and happiness                                         | Euphoria       |
| 50    | An exact copy of a written or printed material                                        | Facsimile      |
| 51    | Plants of a particular region                                                         | Flora          |
| 52    | Animals of a particular region                                                        | Fauna          |
| 53    | That which can be broken easily                                                       | Fragile        |
| 54    | A sum of money paid to an employee at the end of a period of employment               | Gratuity       |
| 55    | The deliberate killing of a large group of people                                     | Genocide       |
| 56    | A payment given for professional services                                             | Honorarium     |
| 57    | A person seized or held as security for the fulfillment of a condition                | Hostage        |
| 58    | An office without salary                                                              | Honorary       |
| 59    | The killing of one person by another                                                  | Homicide       |
| 60    | Special honour or respect shown publicly                                              | Homage         |
| 61    | A plane figure with six straight sides and angles                                     | Hexagon        |
| 62    | An animal that feeds on plants                                                        | Herbivore      |
| 63    | Of the same kind                                                                      | Homogeneous    |
| 64    | Of different kind                                                                     | Heterogeneous  |
| 65    | A planned route or journey                                                            | Itinerary      |
| 66    | A shy reticent person                                                                 | Introvert      |
| 67    | Not clear enough to be read                                                           | Illegible      |
| 68    | Not able to be changed or corrected                                                   | Incorrigible   |
| 69    | Inability to sleep                                                                    | Insomnia       |
| 70    | A person who comes to live permanently in a foreign country                           | Immigrant      |
| 71    | Relating to young people                                                              | Juvenile       |
| 72    | A nursery school                                                                      | Kindergarten   |
| 73    | A person who knows many languages                                                     | Linguist       |
| 74    | A person who is killed because of his beliefs                                         | Martyr         |
| 75    | Evil in nature                                                                        | Malignant      |
| 76    | A person who hates women                                                              | Misogynist     |

| S.No. | Group of Words                                                  | One word       |
|-------|-----------------------------------------------------------------|----------------|
| 77    | A person who dislikes mankind                                   | Misanthrope    |
| 78    | Active at night                                                 | Nocturnal      |
| 79    | Feeding on food both of plant and animal origin                 | Omnivorous     |
| 80    | One who looks at the cheerful side of things                    | Optimist       |
| 81    | A fertile spot in a desert where water is found                 | Oasis          |
| 82    | One who knows everything                                        | Omniscient     |
| 83    | One who is present everywhere                                   | Omnipresent    |
| 84    | One who is all powerful                                         | Omnipotent     |
| 85    | A residential institution for the care and education of orphans | Orphanage      |
| 86    | A person who sees the dark side of things                       | Pessimist      |
| 87    | One who collects stamps                                         | Philatelist    |
| 88    | A person who travels by foot                                    | Pedestrian     |
| 89    | One who donates money for the welfare of others                 | Philanthropist |
| 90    | One who loves his country                                       | Patriot        |
| 91    | A person who journeys to a sacred place for religious reasons   | Pilgrim        |
| 92    | That which can be carried                                       | Portable       |
| 93    | Killing of a king                                               | Regicide       |
| 94    | A position with salary but no work                              | Sinecure       |
| 95    | Action of killing oneself intentionally                         | Suicide        |
| 96    | A person who never drinks alcohol                               | Teetotaler     |
| 97    | A pupil who stays away from school without leave                | Truant         |
| 98    | An agreement to stop fighting                                   | Truce          |
| 99    | Deliberate destruction of public property                       | Vandalism      |
| 100   | One who has lost her husband                                    | Widow          |

# Office Administration and Facility Management R.Theory for Ex 1.4.40 &41

## Stenographer Secretarial Asst. (Eng) - Speed enhancing techniques

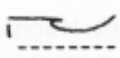
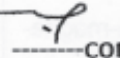
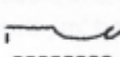
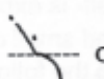
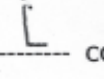
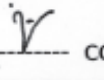
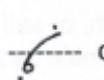
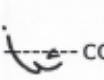
### Prefixes: Definition and Uses

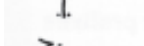
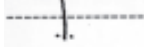
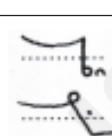
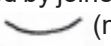
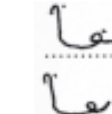
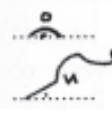
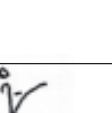
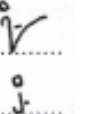
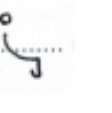
**Objectives:** At the end of this lesson you shall be able to

- define prefixes
- state the strokes used for prefixes
- explain with examples the use of various prefixes
- explain the use of prefixes in grammalogues, etc.

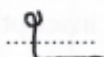
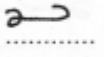
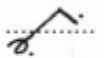
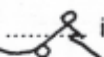
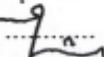
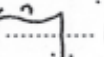
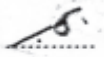
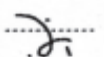
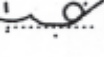
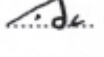
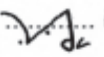
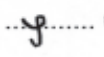
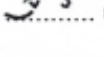
#### Definition

"Part of a word which affects the meaning of another word if put in its beginning is called a prefix"

| Prefix                           | Explanation                                                                                                                                         | Examples                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Initial com-, comm-, con-, conn- | The initial syllable(s) com-, comm-, con-, conn-, is represented by placing a small dot at the beginning of the following stroke; thus              |  compel,  committee,<br> contain,<br> connection<br> congratulate.                                                                                                               |
|                                  | In some words clearer outlines can be obtained by writing full outlines, as in                                                                      |  conor,  consul<br> conway,  comet                                                                                                                                                                                                                        |
| Medial com-, con-, cum-, or cog- | Medial com-, con-, -cum-, cog either in a word or in a phrase is indicated by disjoining the form immediately following the com-, etc.; thus,       |  recommend<br> incumbent<br> welcoming<br> becomingly<br> discontinue<br> recognize |
|                                  | In words commencing with prefix com-, con-, etc. represented by a dot, the position of the outline is governed by the first vowel after the prefix. |  compare  contact<br> compose  control<br> conceal  convenient                   |

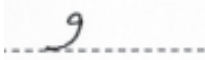
| Prefix             | Explanation                                                                                                                                     | Examples                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | In phraseography after downward dash logogram, medial –con dot should be used, but not after downward logogram                                  |  should commence<br> on-the-committe<br> of-the-committee<br> to-commence |
| Accom-or accommo-  | The prefix Accom- or accommo- is represented by joined or disjoined 'k'; thus                                                                   |  Accompany<br> Accommodation                                                                                                                                                                                                                    |
| Intro-             | Intro- is represented by joined double length 'n'  (ntr); thus |  Introduce<br> Introspect                                                                                                                                                                                                                      |
| Magna-magne-magni  | The prefix magna- or magne or magni- is represented by disjoined 'm'; thus                                                                      |  Magnanimous<br> Magnetise<br> Magnificent                                                                                                              |
| Trans -            | The prefix 'trans' - is represented by joined 'trs' i.e., by omitting 'n', thus                                                                 |  transfer<br> transmission                                                                                                                                                                                                                  |
|                    | In some cases full outline is written to obtain clear outline;                                                                                  |  transact<br> transcend                                                                                                                                                                                                                     |
| Self -             | Self- is expressed by a disjoined small circle written close to the following stroke in the second place; thus                                  |  self-made<br> self-reliance                                                                                                                                                                                                                |
| Self-con, Self-com | Self-con, or self-com is represented by a disjoined small circle placed in the position of con- dot; thus                                       |  self-control,<br> self - contained<br> self - confident                                                                                               |



| Prefix                       | Explanation                                                                                                                                                                                                       | Examples                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| In- before 'str', 'skr', 'h' | The prefix in- before the initially circled strokes is represented by a small hook written in the same direction as the circle; thus                                                                              |  Instructor<br> Inscription<br> Inhabit                                                                                                                                                                                                                                                                                                                                                                                                  |
| Negative words               | The small hook written for 'in-' is never used in words where it signifies 'not'. In such words where 'in-' gives a negative meaning, it must be written with stroke 'n'; thus compare                            |  hospitable<br> inhospitable<br> inhumanity<br> humanity                                                                                                                                                                                                                                                                                                |
| il-, im-, in-, ir-, un-      | The prefixes il-, im-, in-, ir-, un- are represented by writing the downward 'r' or 'l' when the rules for writing them permit, besides distinction between positive and negative words is obtained thus, compare |  resolute<br> irresolute<br> irresistible<br> resistible<br> limitable<br> illimitable                                                                                           |
|                              | In other cases the prefixes il-, im-, in-, ir-, un- are represented by repeating l, m, n, or r, where distinction between positive and negative could also be obtained; thus, compare                             |  Legal<br> Illegal<br> Mortal<br> Immortal<br> unnecessary<br> radiance<br> irradiance |
| Logograms                    | Logograms can be used as prefixes or suffixes; thus                                                                                                                                                               |  almost<br> understand<br> undermine                                                                                                                                                                                                                                                                                                                                                                                               |

## Grammalogues

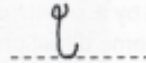
Selfish-ness



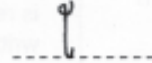
inscription



instruction



instructive

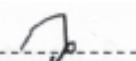


## Phrases

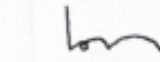
foundation-stone



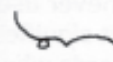
Ladies and gentlemen



at-the-same-time



for-some-time



at-some-time



all-parts-of-the-world



that-was



in-the-course-of-your



we-are-able-to



according-to-the

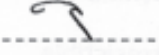


## Contractions

relinquish-ed



remarkable-ly



removable



represent-ed



representation



republic



republican



responsible-ly



sensible-ly-ility something



substantial-ly



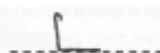
sufficient-ly/cy



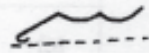
telegram



telegraphic



unanimity



unanimous-ly



uniform-ity-ly



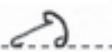
universal-ly



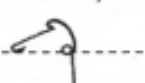
universality



universe



university



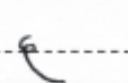
whatever



whenever



whenever



whereinsoever



# Office Administration and Facility Management R.Theory for Ex 1.4.42 &43

## Stenographer Secretarial Asst. (Eng) - Speed enhancing techniques

### Suffixes : Definition and uses

**Objectives:** At the end of this lesson you shall be able to

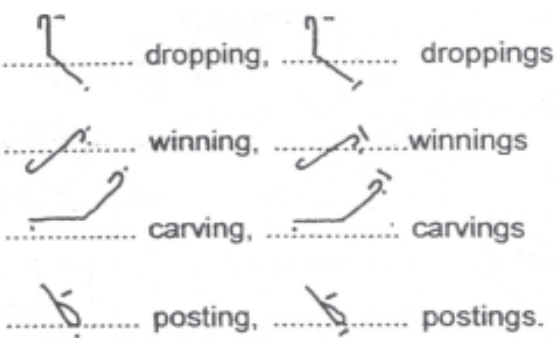
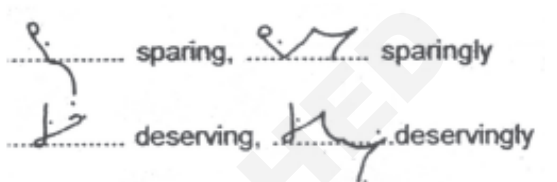
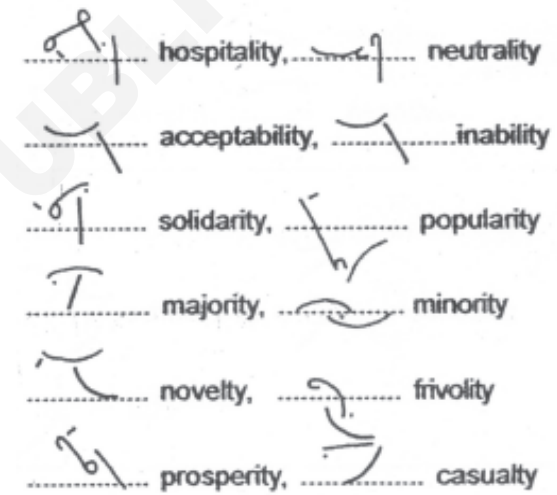
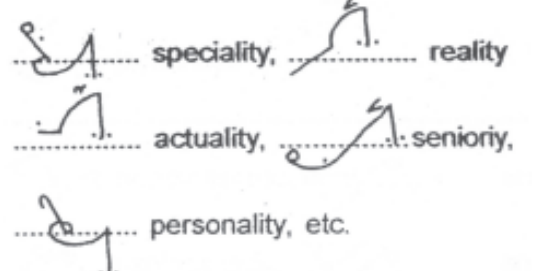
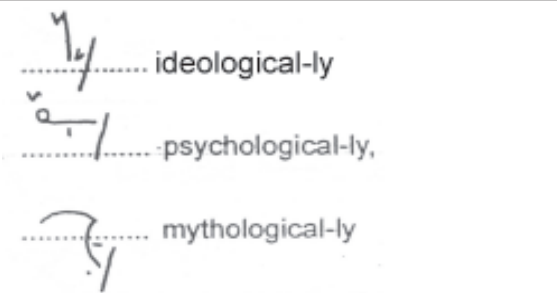
- define suffixes
- state the strokes used for suffixes
- explain the use of prefixes in grammalogues, etc.

#### Definition

"The Part of a word which affects the meaning of another word if joined at the end, is called a Suffix. Suffixes are represented by the following strokes or signs".

The following tables explains you the employment of suffixes in shorthand

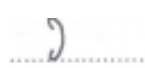
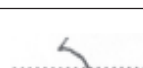
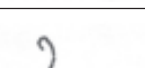
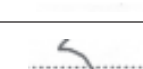
| Suffix     | Explanation                                                                                                                                                                                                                                                                                                                    | Examples                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Final -ing | The syllable is generally represented by stroke  . Where this stroke cannot be written or when written, it would result in awkward joining, a light dot is used to represent the suffix 'ing', as detailed below:<br>The dot 'ing' is written |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| (a)        | After light straight downstrokes and downward 'r', as in                                                                                                                                                                                                                                                                       |  paying,  tying,<br> chewing,  hearing.                                                                                                                                                                                                                                                                                                                                              |
| (b)        | After circle 'ns'; after 'k' or 'g' hooked for 'f' or 'v'; and after an upstroke finally hooked                                                                                                                                                                                                                                |  bouncing,  coughing,<br> starving,  burning                                                                                                                                                                                                                                                                                                                                   |
| (c)        | After half-length or double length strokes, where no angle would be obtained by writing stroke, thus                                                                                                                                                                                                                           |  plotting,  mating,<br> folding,  motoring                                                                                                                                                                                                                                                                                                                                     |
| (d)        | After some logograms where it is convenient to use dot; and in other cases where stroke  is convenient to write.                                                                                                                            |  coming,  thinking,<br> remembering; but stroke<br>is convenient in  calling,<br> wishing,<br> having  surprising |

| Suffix                                                         | Explanation                                                                                                                                       | Examples                                                                             |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| -ings                                                          | Wherever –ing is represented by dot, -ings is represented by dash                                                                                 |    |
| -ing is not used medially                                      | The dot –ing cannot be used medially and hence stroke is to be used; thus                                                                         |    |
| <b>Terminations</b>                                            |                                                                                                                                                   |                                                                                      |
| -ality, -ility, -arity, -ority, -elty and similar terminations | -ality, -ility, -arity, -ority, -elty and similar terminations are expressed by disjoining the stroke occurring just before the termination; thus |   |
|                                                                | In a few cases, full form is written to obtain more distinct outlines; thus                                                                       |  |
| -logical and -logically                                        | - Logical and -logically are represented by disjoined 'j' / thus                                                                                  |  |

| Suffix                             | Explanation                                                                                                                                                                                                                                                                                                                                                                                       | Examples                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -ment                              | -ment is generally represented by  -mnt. Where this form of  -mnt is not convenient to join, the termination -ment is represented by  nt; thus |  agreement  document<br> supplement, but<br> refinement,  preferment<br> achievement                                                                                                                                                                                                                                                                                                                                                                              |
| -mental<br>-mentally<br>-mentality | -mental, -mentally, and -mentality are expressed by disjoined mnt; thus                                                                                                                                                                                                                                                                                                                           |  sentimental-ly-lity<br> fundamental-ly,  instrumental-ly-ity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| -ly                                | -ly is expressed by joined or disjoined 'l' and in some cases with hook 'l' also; thus                                                                                                                                                                                                                                                                                                            |  Jointly,  blindly,<br> evenly,  kindly,<br> strongly,  promptly,<br> cheaply,  frankly,<br> roughly,  negatively |
| -ship                              | -ship is expressed by a joined or disjoined 'sh'; thus                                                                                                                                                                                                                                                                                                                                            |  citizenship,  ownership<br> scholarship,  friendship,<br> township                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| -fullness                          | -fullness is represented by disjoined 'fs'  ; thus                                                                                                                                                                                                                                                             |  hopefulness,  carefulness,<br> joyfulness                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| -lessness,<br>-lousness            | -lessness and -lousness are represented by disjoined 'ls'  ; thus                                                                                                                                                                                                                                              |  hopelessness,  carelessness,<br> uselessness,  perilousness                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| -ward, -wart, -wort                | -ward, -wart, -wort are expressed by joined half-length 'w'  ; thus                                                                                                                                                                                                                                            |  forward,  backward,  stalwart                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| -yard                              | -Yard is represented by joined half-length 'y'  ; thus                                                                                                                                                                                                                                                         |  brickyard,  backyard<br> shipyard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

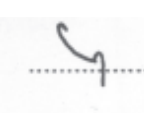
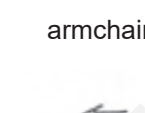
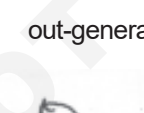
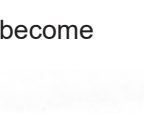
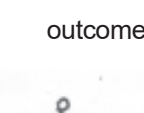
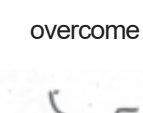
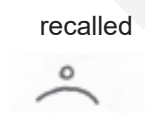
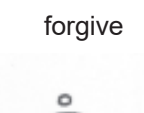
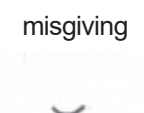
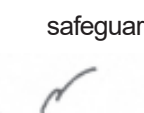
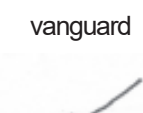
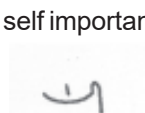
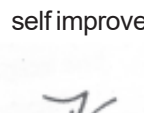
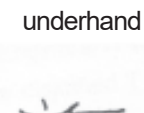
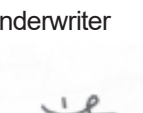


The compound words beginning with here; there, where, etc., are written as follows

|                                                                                            |                                                                                             |                                                                                               |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| herein    | wherein    | therein    |
| hereon    | whereon    | thereon    |
| hereat    | whereat    | thereat    |
| hereto    | whereto    | thereto    |
| hereof    | whereof    | thereof    |
| herewith  | wherewith  | therewith  |

Logograms used as suffixes

The following logograms, joined or disjoined, may be used as suffixes; thus

|                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|   |   |   |   |   |
| outbalance                                                                          | overbalance                                                                         | rebuild                                                                             | outnumber                                                                            | foretell                                                                              |
|  |  |  |  |  |
| free-trade                                                                          | over-trade                                                                          | indifference                                                                        | disadvantage                                                                         | bedchair                                                                              |
|  |  |  |  |  |
| armchair                                                                            | out-general                                                                         | become                                                                              | outcome                                                                              | overcome                                                                              |
|  |  |  |  |  |
| recalled                                                                            | forgive                                                                             | misgiving                                                                           | safeguard                                                                            | vanguard                                                                              |
|  |  |  |  |  |
| self importance                                                                     | self improvement                                                                    | underhand                                                                           | landlord                                                                             | underwriter                                                                           |
|  |  |  |  |  |
| untried                                                                             | ungentlemanly                                                                       | unequal-ly                                                                          | un-thinking                                                                          | un-schooled                                                                           |

## Figures - Monetary units and round figures

**Objectives:** At the end of this lesson you shall be able to

- state the representation of monetary units in shorthand
- explain the representation of round figures in shorthand.

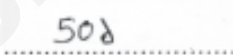
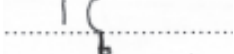
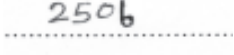
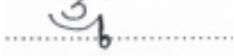
### Round Figures

Figures are generally written with numbers, but Round Figures can be represented with disjoined strokes, thus:

| STROKES                                                               | WORDS                                        | Signs                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stroke B represents the word "billion", after figure (numbers), as in | 5 billion<br>3 billion<br>10 billion         | <br><br>                                                                                                |
| Stroke TH represents "thousand" after figures (numbers), as in        | Four thousand<br>Six thousand<br>50 thousand | <br><br>                                                                                                |
| Stroke N represents "hundred" after figures, as in                    | 12 hundred<br>5 hundred<br>100<br>200        | <br><br><br> |
| Stroke M represents "million" after figures, as in                    | 5 million<br>200 million<br>600 million      | <br><br>                                                                                          |
| Stroke KR represents "crore" after figures, as in                     | 6 crores<br>12 crores<br>12,000 crores       | <br><br>                                                                                          |
| Stroke L represents "lac (lakh)" after figures, as in                 | 2 lacs<br>50 lakh<br>9 lacs<br>60 lacs       | <br><br><br> |

## Monetary Units

The principle Monetary Units are represented by their sound strokes after/before round figures, as in

| STROKES                                                        | WORDS                                              | Signs                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stroke Rs represents "rupees" before round figures, as in      | Rs. 200<br>Rs. 2000<br>Rs. 300<br>Rs. 260          | <br><br><br> |
| Stroke PNS (halved) represents £ (pounds) after figures, as in | 300 £ (pounds)<br>2000 £ (pounds)<br>50 £ (pounds) | <br><br>                                                                                        |
| Stroke D represents "dollar" after figures, as in              | 1000 dollars<br>250 dollars<br>300 dollars         | <br><br>                                                                                     |

## Monetary Units & Round Figures

### Figures

Figures in shorthand are represented in the following way. The figures one to seven and nine are represented by short-hand outlines, when standing alone. Other numbers, except round numbers are represented by the ordinary Arabic numerals.

| Figure                     | Represented by | Figure              | Represented by |
|----------------------------|----------------|---------------------|----------------|
| 1                          |                | 700                 |                |
| 2                          |                | £ 700               |                |
| 3                          |                | Thousand/thousandth | ( or 6         |
| 4                          |                | 5,000               | 5 (            |
| 5                          |                | £ 2,000             | 2 6            |
| 6                          |                | 300,000             |                |
| 7                          |                | Million             |                |
| 8                          | 8              | 4,000,000           |                |
| 9                          |                | 200,000,000         |                |
| 10                         | 10             | Billion             |                |
| 11                         | 11             | Two billions        |                |
| 12                         | 12             | Dollar              |                |
| 13                         | 13             | Two billion dollars |                |
| 14                         | 14             | Rupees              |                |
| 15                         | 15             | Lakh-s              |                |
| 20                         | 20             | Cre-s               |                |
| 100 (hundred) or hundredth |                | Rs.200              |                |
| percent                    |                | Rs.Twenty lakh      |                |
| 23.5 percent               | 23.5           | Rs.Thirty crore     |                |

## **Contractions - Formation and uses - Essential vowels and Contractions**

**Objectives:** At the end of this lesson, you shall be able to

- define cont
- distinguish between grammalogues and contractions
- state the different contractions and their derivatives
- explain how contractions are formed
- state the importance of contractions in speed writing
- state the circumstances when vowels need to be inserted
- illustrate the use of essential vowels initially, medially and finally.

Contractions are formed in the following ways:

- 1 Using the first two or three consonants
- 2 Omitting a medial consonant or syllable(s)
- 3 Based on a shortform
- 4 By intersecting strokes
- 5 Omitting the first syllable

A contraction is defined as a shorthand sign containing not less than two strokes, in which one or more of the consonants of the word are not represented (omitted).

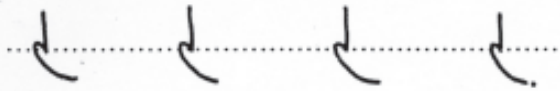
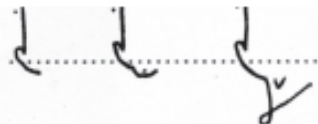
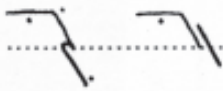
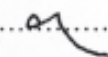
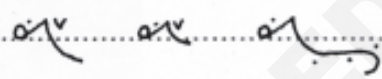
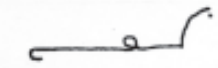
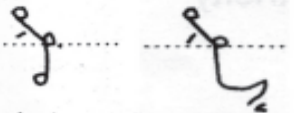
Difference between contraction and a grammalogue: A contraction is a shorthand sign containing not less than two strokes and formed by omission of one or more strokes in the outline either medially or finally, whereas a grammalogue is a word represented by a single shorthand sign called logogram.

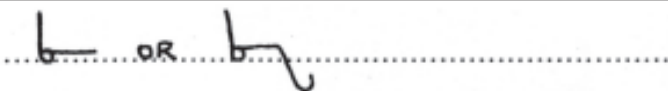
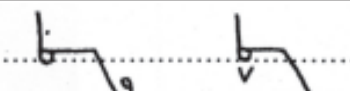
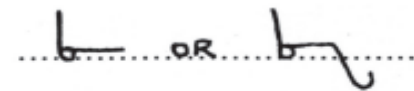
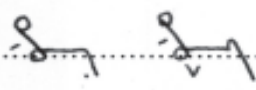
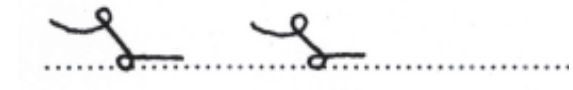
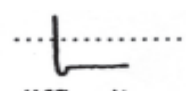
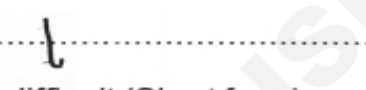
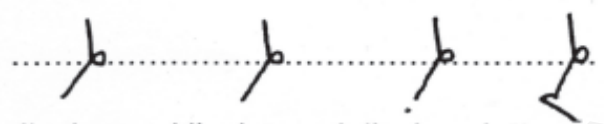
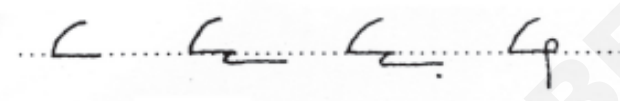
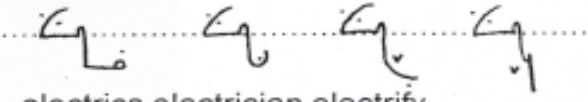
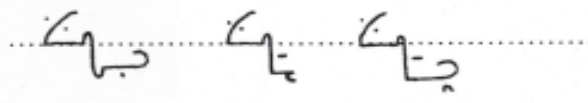
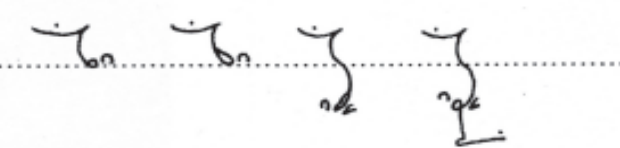
### **Omission of Consonants**

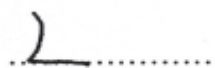
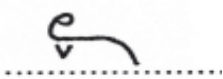
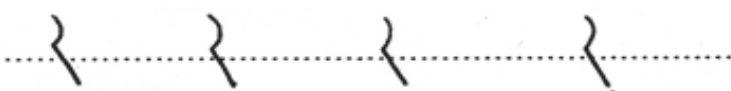
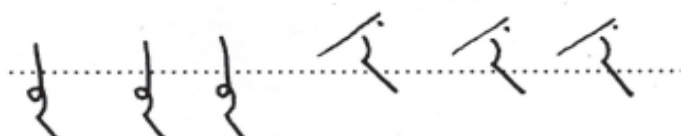
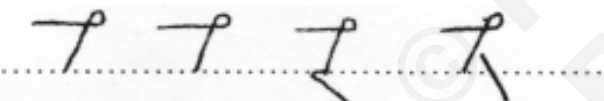
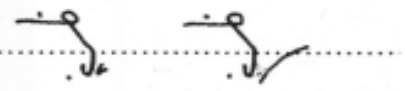
- 1 Where 'p' is slightly sounded, it may be omitted, as in, ..... attempt ..... prompt ..... resumption  
 ..... exemption, but where the 'p' is clearly sounded, it is retained, as in, ..... trumpeter, ..... dampish.
- 2 'k' or 'g' is omitted between 'ng' and 't' or between 'ng' and 'sh' when a vowel does not occur after 'k' or 'g', thus  
 ..... punctual ..... distinct ..... languish, but when a vowel follows 'k' or 'g', it should be written fully,  
 thus ..... trinket ..... blanket
- 3 The 'k' or 'g' is retained in past tenses, thus ..... inked ..... banked ..... linked.
- 4 Medial 't' after circle 's' is omitted in many words and also in phrases, thus ..... postmaster ..... pessimistic,  
 ..... textbook ..... mistake ..... most-important ..... there must-be ..... your-last-letter.
- 5 By employing the first two or three strokes of the full outline (final omission), thus ..... peculiar ..... regular  
 ..... performed ..... unanimity ..... projected.

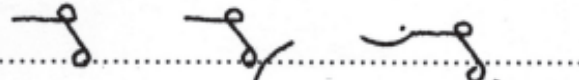
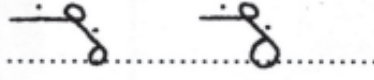
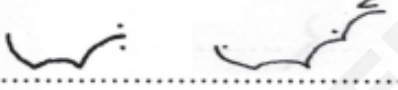
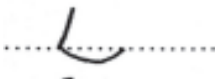
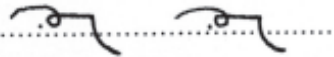


- 6 By medial omission, thus ..... emergency ..... appointment ..... satisfactory ..... respectively  
..... executive.
- 7 By using logograms as in ..... thankful ..... something ..... whenever.
- 8 By intersections, as in ..... enlarge ..... misfortune ..... nevertheless ..... rate-payers.
- 9 Dot-ing may be generally used after contractions, thus ..... informing ..... enlarging, but in some cases stroke-ing is used as in ..... distinguishing ..... extinguishing.
- 10 Contractions are generally formed by omitting slightly sounded medial consonant.
- 11 Also in some cases medial consonant stroke or hook is omitted or a final syllable is contracted or omitted, as in  
..... messenger ..... abandonment ..... demonstrate ..... ministry ..... prospect  
..... respectful ..... respective.
- 12 A prefix or a suffix may be attached to contractions.

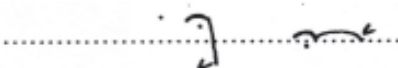
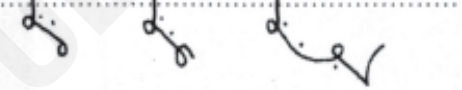
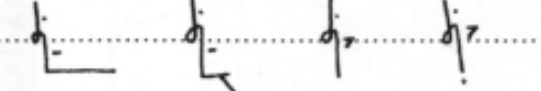
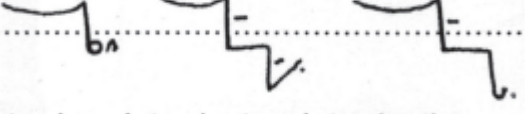
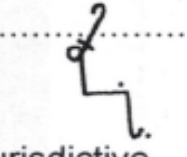
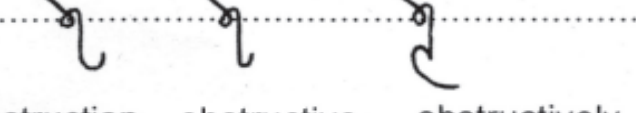
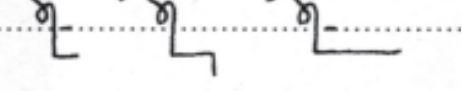
| Contractions                                                                                                                                                           | Related words                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
|  <p>advertise/advertised/advertisement /advertising</p>                               |  <p>advert advertent advertiser</p>    |
|  <p>capable</p>                                                                       |  <p>capably capability</p>             |
|  <p>certificate</p>                                                                   |  <p>certify certified certification</p> |
|  <p>character</p>                                                                     |  <p>Characteristic</p>                 |
|  <p>characterisation</p>                                                            |                                                                                                                           |
|  <p>characteristically</p>                                                          |                                                                                                                           |
|  <p>commercial /commercially<br/>commercialism</p>                                  |  <p>commerce commercialise</p>       |
|  <p>substantial/substantially<br/>insubstantial/insubstantially</p>                 |  <p>substance substantiate</p>       |
|  <p>cross-examine/cross -examined /<br/>cross - examination<br/>cross-examining</p> |  <p>exam examine examining</p>        |

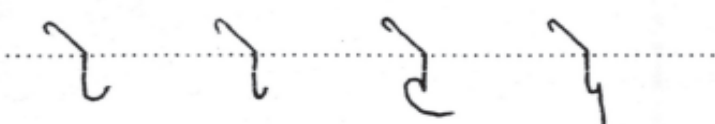
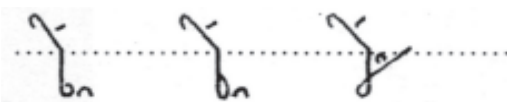
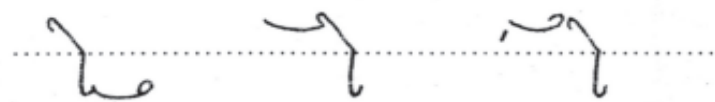
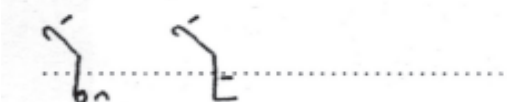
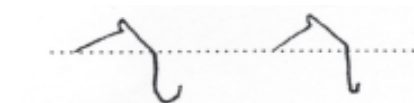
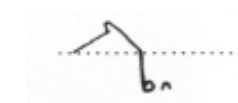
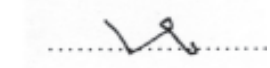
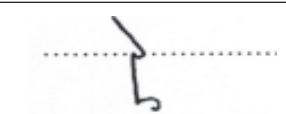
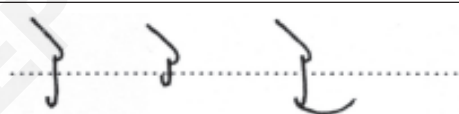
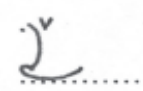
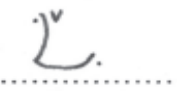
| Contractions                                                                                                                                 | Related words                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <br>description                                             | <br>descriptions* describe                           |
| <br>description                                             | <br>subscript subscriber These also omit the R.      |
| <br>unsubscribe/unsubscribed                                |                                                                                                                                        |
| <br>difficulty                                              | <br>difficult (Short form)                           |
| <br>discharge /discharged discharging<br>dischargeable     | <br>discharger                                      |
| <br>electric<br>electrical<br>electrically<br>electricity | <br>electrics electrician electrify<br>electrified |
|                                                                                                                                              | <br>electrification electrocute*<br>electrocution* |
| <br>enthusiasm/enthusiastic<br>enthusiastically           | <br>enthuse enthused enthusiast enthusiasts        |

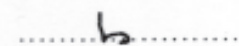
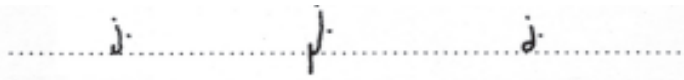
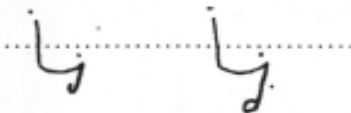
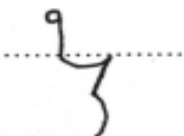
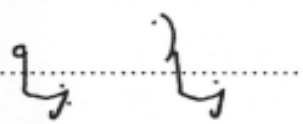
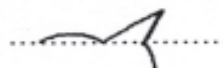
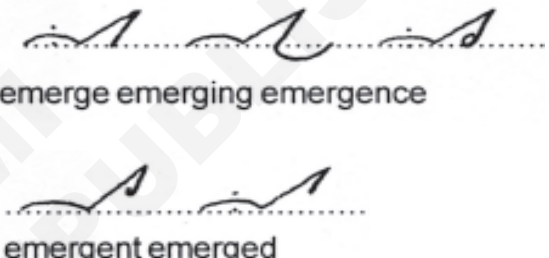
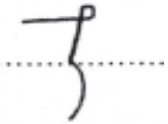
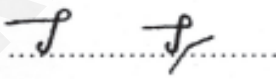
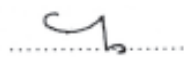
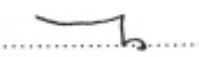
| Contractions                                                                                                                                                                                                                                                                                                                            | Related words                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>especial /especially                                                                                                                                                                                                                               | <br>special /specially                                                                                                                                     |
| <br>esquire                                                                                                                                                                                                                                            | <br>squire                                                                                                                                                 |
| <br>establish /established/establishment establishing<br><br><br>disestablish/disestablished/<br>disestablishment<br>re-establish/re-established/<br>re-establishment |                                                                                                                                                                                                                                               |
| <br>exchange /exchanged<br>exchanging<br>exchangeable<br>exchangeability                                                                                                                                                                             |                                                                                                                                                                                                                                               |
| <br>expediency in expediency                                                                                                                                                                                                                         | <br>expedience expedite expedition<br><br><br>expedient expediently |
| <br>expenditure                                                                                                                                                                                                                                      | <br>expend expendable expended                                                                                                                           |

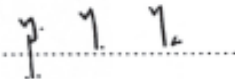
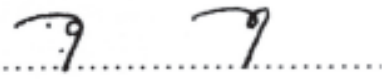
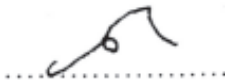
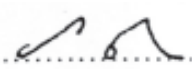
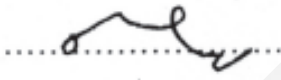
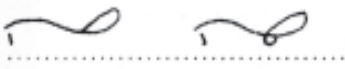
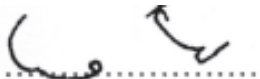
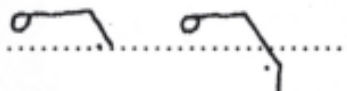
| Contractions                                                                                                                                                                                                                                                                                 | Related words                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>expenditure                                                                                                                                                                                             | <br>expend expendable expended                                                                                                                                                                      |
| <br>expensive expensively inexpensive                                                                                                                                                                       | <br>expense* expenses                                                                                                                                                                               |
| <br>familiar /familiarity/familiarly<br>unfamiliar/ unfamiliarity<br><br><br>familiarise<br>familiarising<br>familiarisation | <br><br>family familial                                                                                                                                                                             |
| <br>January                                                                                                                                                                                               | <br>Jan                                                                                                                                                                                           |
| <br>February                                                                                                                                                                                              | <br>Feb                                                                                                                                                                                           |
| <br>financial/financially                                                                                                                                                                                 | <br>finance financing<br><br><br>financed financier<br>* Pronunciation of the first vowel of all these varies |
| <br>govern/governed governing government<br><br><br>governmental governable                                            | <br>governance governor governess                                                                                                                                                                 |
| <br>misgovern/misgoverned                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                       |

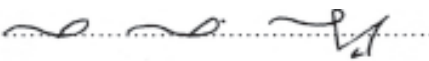
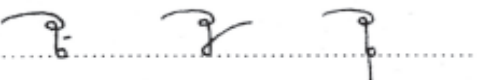
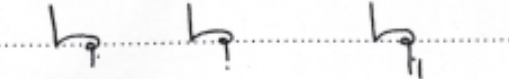
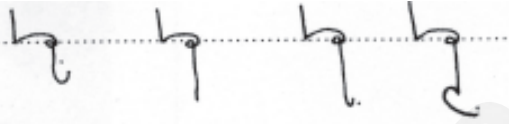
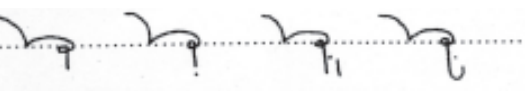
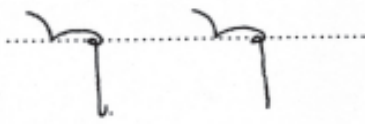
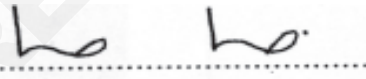
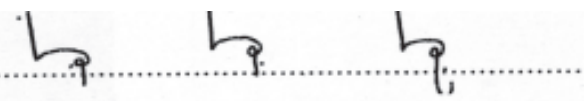
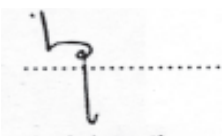
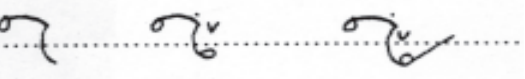
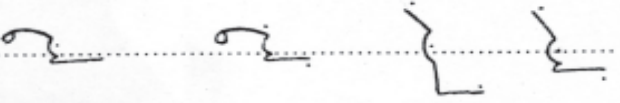


| Contractions                                                                                                                                                                                      | Related words                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>immediate immediately                                                                                        | <br>mediate medium                                                                                                                    |
| <br>imperturbable                                                                                                | <br>imperturbability                                                                                                                  |
| <br>incorporated                                                                                                 | <br>incorporate incorporating<br><br>incorporation |
| <br>independent/independently/independence                                                                       | <br>independable                                                                                                                     |
| <br>indispensable /indispensably                                                                                | <br>dispense dispensation dispensable                                                                                                |
| <b>2. Omitting a medial consonant or syllable</b><br><br>destruction destructive destructively destructiveness | <br>destructor destructible destroy destroying                                                                                      |
| <br>introduction reintroduction                                                                                | <br>introduce introductory introductive                                                                                             |
| <br>jurisdiction jurisdictional                                                                                | <br>jurisdictive                                                                                                                    |
| <br>obstruction obstructive obstructively                                                                      | <br>obstruct obstructed obstruder                                                                                                   |

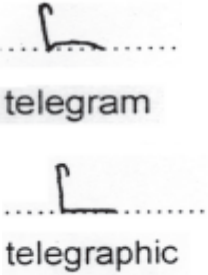
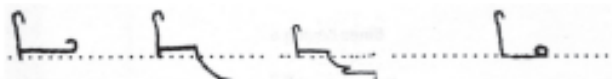
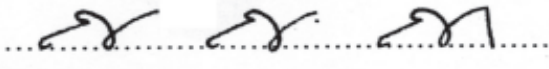
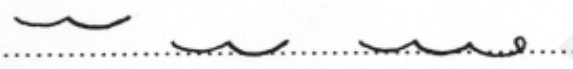
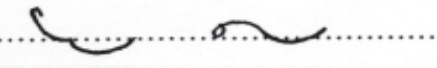
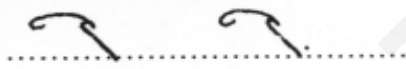
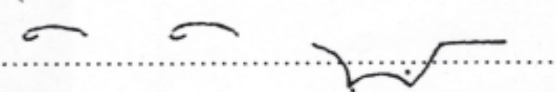
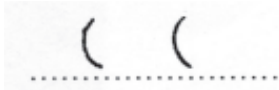
| Contractions                                                                                                                        | Related words                                                                                                              |                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <br>production productive productively productivity | <br>produce produced producer            |                                                                                                   |
| <br>productiveness unproductive non-productive      | <br>produce product                      |                                                                                                   |
| <br>reproduction reproductive                       | <br>reproduce                            |                                                                                                   |
| <br>perspective                                     | <br>perspicuous                          |                                                                                                   |
| <br>abandonment                                   | <br>abandon abandoned abandoning       |                                                                                                   |
| <br>appointment disappointment reappointment      | <br>appoint appointing appointed       |                                                                                                   |
| <br>assignment reassignment                       | <br>assign assigned assigning reassign |                                                                                                   |
|                                                                                                                                     | <br>assigner                           | <br>assignee |
| <br>attainment /atonement                         |                                                                                                                            |                                                                                                   |

| Contractions                                                                                                                | Related words                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <br>contentment                            | <br>content/contend contented contents /contends     |
| <br>contingency                            | <br>contingent contingency                           |
| <br>stringency                             | <br>stringent astringent                             |
| <br>emergency                              | <br>emerge emerging emergence<br>emergent emerged   |
| <br>exigency                             | <br>exigent exigently                              |
| <br>danger dangers dangerous dangerously |                                                                                                                                        |
| <br>endanger endangered                  |                                                                                                                                        |
| <br>enlightenment                        | <br>enlighten enlightened enlightening enlightener |
| <br>entertainment                        | <br>entertain entertaining entertainer             |

| Contractions                                                                                               | Related words                                                                                                       |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <br>identical identically | <br>identity ID idea              |
| <br>ironmonger            | <br>iron                           |
| <br>messenger             | <br>message Messenger             |
| <br>oneself               | <br>one self                       |
| <br>passenger           | <br>passage                      |
| <br>stranger            | <br>strange strangely strangest |
| <br>henceforward        | <br>monster monsters            |
| <br>thenceforward       | <br>thence forward              |
| <br>manuscript          | <br>script scripted             |

| Contractions                                                                                                                                 | Related words                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>ministry ministration                                   | <br>minister ministering ministerial                            |
| <br>monstrous monstrously monstrosity                       | <br>monster monsters                                            |
| <br>demonstrate demonstrating demonstrated                  | <br>demonstration demonstrator demonstrative<br>demonstratively |
| <br>remonstrate remonstrating remonstrated<br>remonstration | <br>remonstrant, This also omits the R                           |
| <br>remonstrative remonstrator                             |                                                                                                                                                   |
| <br>administrator administratorship administratrix        | <br>administer administering                                  |
|                                                                                                                                              | <br>administered administrate administration                  |
|                                                                                                                                              | <br>administrative                                            |
| <br>sympathetic unsympathetic                             | <br>sympathy sympathise sympathiser                           |
|                                                                                                                                              | <br>sympathetical sympathetically pathetic pathetically       |



| Contractions                                                                                                                                                                                                                                                               | Related words                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>telegram</p> <p>telegraphic</p>                                                                                                                                                       |  <p>telegraph telegraphy telegraphically telex<br/>(=Teleprinter Exchange)</p>                                                                  |
|  <p>universe university</p>  <p>universal/universally universality</p>                                   |                                                                                                                                                                                                                                   |
| <p><b>3. Using short forms</b></p>  <p>anything nothing nothingness</p>  <p>everything something</p> |                                                                                                                                                                                                                                   |
|  <p>remarkable /remarkably</p>  <p>thankful /thankfully<br/>unthankful /unthankfully</p>             |  <p>remark / remarked* re-mark</p>  <p>thank/thanked*</p> |

## Essential Vowels

Vocalized Outlines. There are certain word outlines which should be vocalized to some extent, according to the following rules:

(a) In single stroke outlines having an initial and a final vowel, the final vowel should be inserted; thus:

echo... arrow... area... era

(b) An outline should be written in position notwithstanding that it has an initially or a finally joined diphthong-sign; thus:

Isaac... Item... review... Institute  
future... renew.

(c) Where an upward or a downward 'r' does not indicate a preceding or a following vowel, the vowel sign should be inserted: thus;

aright... erode... irritable... oracle  
aroma... jolly... jelly... gilly  
billow... early

### (1) Insertion of an initial vowel

opposite  
apathetic  
approximate  
absolute  
auditor  
accept  
across  
afar  
affect  
effaced  
emotion  
altitude

opposite  
pathetic  
proximate  
obsolete  
daughter  
except  
cross  
far  
effect  
faced  
motion  
latitude

## (2) Insertion of medial vowel

.....adapt  
 .....extricate  
 .....commissionaire  
 .....exaltation  
 .....vuluble  
 .....amazing  
 .....innovation  
 .....lost  
 .....Layman  
 .....sulphite  
 .....humanly

.....adopt  
 .....extract  
 .....commissioner  
 .....exultation  
 .....valuable  
 .....amusing  
 .....invasion  
 .....last  
 .....laymen  
 .....sulphate  
 .....humanely

## (3) Insertion of a final vowel

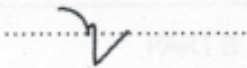
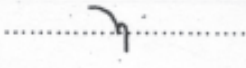
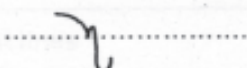
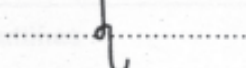
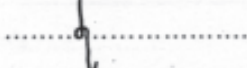
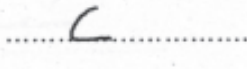
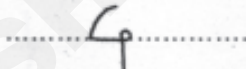
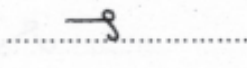
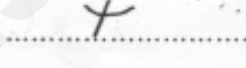
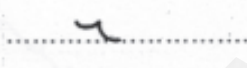
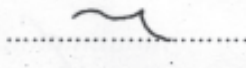
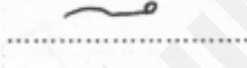
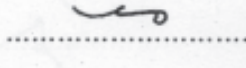
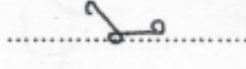
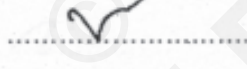
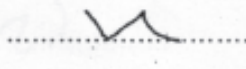
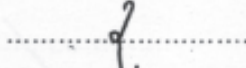
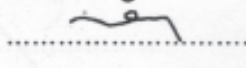
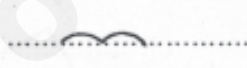
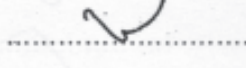
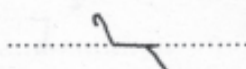
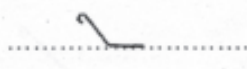
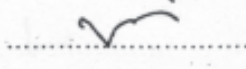
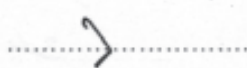
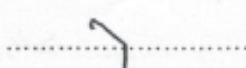
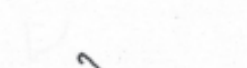
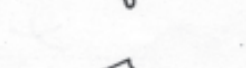
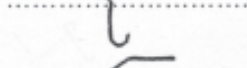
.....chilly  
 .....monarchy  
 .....amicably  
 .....monkey  
 .....manly  
 .....enemy  
 .....anomaly  
 .....snow  
 .....liberally  
 .....radically

.....chill  
 .....monarch  
 .....amicable  
 .....monk  
 .....manual  
 .....name  
 .....animal  
 .....sun  
 .....liberal  
 .....radical

## Special Contractions

A Contraction is an abbreviated word having more than one stroke. Simple Contractions are formed by prefixing or suffixing strokes, circles, etc. to logograms or grammalogues. The other forms are Special Contractions formed by omitting the less spelt sound-strokes, or inconvenient strokes for easy and speedy writing. Special contractions are generally written on the line. However, third vowel sounding contractions should be written through the line for easy reading and clarity. No vowels are put on the contractions, as in

### PART A

| Word                           | Out lines                                                                           | Word             | outlines                                                                              |
|--------------------------------|-------------------------------------------------------------------------------------|------------------|---------------------------------------------------------------------------------------|
| Arbitrary                      |    | Arbitrate        |    |
| Arbitration                    |    | Destruction      |    |
| Destructive                    |    | Discharge-d      |    |
| Distinguish-ed                 |    | Efficient-cy-ly  |    |
| Electric                       |    | Electricity      |    |
| Expenditure                    |    | Incharge         |    |
| Individual/ly                  |    | Manufacture-d    |    |
| Maximum                        |  | Negligence       |  |
| Notwithstanding                |  | Prospectus       |  |
| Parliamentary                  |  | Perform-ed       |  |
| Assignment                     |  | Jurisdiction     |  |
| Denomination/al                |  | Manuscript       |  |
| Minimum                        |  | Proficient/ly/cy |  |
| Performer                      |  | Practical        |  |
| Practice/<br>Practise/d        |  | Preliminary      |  |
| Prejudicial(ly)<br>Prejudice/d |  | Productive       |  |
| Production                     |  | Reform/ed        |  |
| Regular                        |  | Relinquish/ed    |  |
| Responsible/<br>Responsibility |  | Representation   |  |

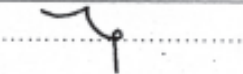


| Word             | Out lines | Word             | outlines |
|------------------|-----------|------------------|----------|
| Represent-ed     |           | Respect-ed       |          |
| Representative   |           | Unanimous/ly/ity |          |
| Sufficient-cy-ly |           | yesterday        |          |
| Universe         |           | University       |          |

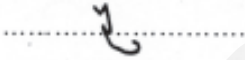
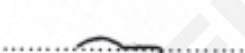
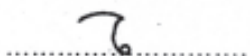
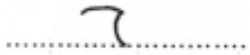
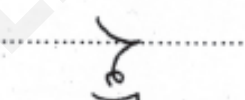
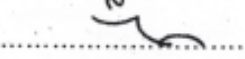
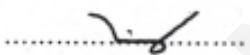
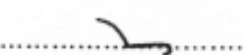
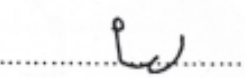
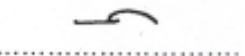
### PART B

| Word                | Out lines | Word            | outlines |
|---------------------|-----------|-----------------|----------|
| Independent/ly/ce   |           | Inconsiderate   |          |
| Emergency           |           | Danger          |          |
| Neglect/ed          |           | Dangerous       |          |
| Respective          |           | Respectively    |          |
| Prospective         |           | Prospectively   |          |
| Retrospective       |           | Retrospectively |          |
| Executive           |           | Contingency     |          |
| Legislative         |           | Legislation     |          |
| Legislature         |           | Publisher       |          |
| Public (publish-ed) |           | Publication     |          |
| Republic            |           | Republican      |          |
| Intelligent         |           | Intelligence    |          |
| Probable-ly-ility   |           | Defective       |          |
| Phenomenon          |           | Phenomena       |          |
| Deficient-cy-ly     |           | Nevertheless    |          |
| Perspective         |           | Incorporated    |          |
| Sympathetic         |           | Recognize       |          |
| Recognition         |           | Appointment     |          |



| Word        | Out lines                                                                         | Word        | outlines                                                                            |
|-------------|-----------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------|
| Investment  |  | Recoverable |  |
| Financial-y |  |             |                                                                                     |

### PART C

| Word                                 | Out lines                                                                           | Word              | Outlines                                                                              |
|--------------------------------------|-------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------|
| Identical                            |    | Identification    |    |
| Remarkable/ly                        |    | Mechanical-ly     |    |
| Mathematics                          |    | Mathematician     |    |
| Mathematical-ly                      |    | Mistake           |    |
| Uniform/ity/ly                       |    | Falsification     |   |
| Inform-ed                            |   | Informer          |   |
| Organizer                            |  | Organize-d        |  |
| Cross-examine-d<br>Cross examination |  | Signify           |  |
| Introduction                         |  | Circumstantial    |  |
| Whatever                             |  | insurance         |  |
| Advertise-d-ment                     |  | Unprincipled      |  |
| Expect-ed                            |  | Misfortune        |  |
| Establish-ed-ment                    |  | Altogether        |  |
| Familiarization                      |  | Irregular         |  |
| Practitioner                         |  | Questionable-ly   |  |
| Govern/ed                            |  | Commercial-ly     |  |
| Enlarge                              |  | commercialisation |  |

PART D

| Word              | Out lines | Word             | Out lines |
|-------------------|-----------|------------------|-----------|
| Object-ed         |           | Objective        |           |
| Objection         |           | Investigation    |           |
| Messenger         |           | Passenger        |           |
| Amalgamate        |           | Amalgamation     |           |
| Capable           |           | Peculiar         |           |
| Proportion-ate-ly |           | Metropolitan     |           |
| Telegram          |           | Mortgage-d       |           |
| Inspect/ed/ion    |           | Irrecoverable-ly |           |
| Knowledge         |           | Acknowledge      |           |
| Removable         |           | Howsoever        |           |
| Extinguish-ed     |           | Influential-ly   |           |
| Obstructive       |           | Obstruction      |           |
| Enthusiasm        |           | Exchange-ed      |           |
| Bankruptcy        |           | Indispensable-ly |           |
| Stranger          |           | Certificate      |           |
| English           |           | Irrespective     |           |

## **Letter writing - different types of letters**

**Objectives:** At the end of this lesson you shall be able to

- take down dictation of all kinds of correspondence
- display letters in the right format
- distinguish between official and semi-official letters
- explain the features of different types of letters.

**Letter writing** is the most important work of a stenographer. It is the art of taking down dictation from the officer and typing it on an electronic typewriter or a computer. He/she has to deal with all types of correspondence, viz., personal, official and business letters.

Letter writing is not only legally valid but also the cheapest system of communication. Hence communication between individuals, professionals, business houses, companies, organizations, public sector undertakings, Govt. Departments, etc. is done in the form of letters. If a letter is properly drafted and beautifully typed, it becomes attractive and impressive at the hands of the receiver and carries more weight. The stenographer should type the letter with accuracy and in proper format keeping in view the size of the letter.

**Letters are broadly classified into three categories**

- 1 Personal Letters
- 2 Business Letters
- 3 Official Letters

### **Personal Letters**

They are informal. Informal letters are letters of personal interest exchanged between friends and relatives. No set norms are prescribed for typing them.

### **Business Letters and Official Letters**

They are formal in nature. They have to follow a set pattern or format.

#### **Important Parts of a Letter**

- 1 Name of the sender or firm
- 2 Reference No. and date
- 3 Name and address of the recipient
- 4 Salutation (Sir, Dear Sir, Mr., Dear....)
- 5 Subject heading and subject matter
- 6 Complimentary closure/subscript, viz., 'Thanking you,' 'With regards,' 'Yours'
- 7 Name and signature of the sender
- 8 Enclosures, etc. or Post script (if something is to be added at the end of the letter)

### **Personal Correspondence**

In personal letter, heading includes address and date. It is even ok to just write the date. Reference No. is not required for Personal letters. The greeting usually starts with 'Dear' and is followed by name and a comma. After skipping a line, the body of the letter is written which forms the main text of your letter. The subject matter is written in a personal or natural way. Complimentary closure depends upon the intimacy of friendship/relationship/age, etc. Below the complimentary closure, name and signature of the sender is given.

### **Business Letters**

They are written between firms, companies, individuals concerning any business.

#### **Parts of a Business Letter**

- 1 **Heading:** It contains name and address of the business. It can also have an e-mail Address, Contact number, FAX No., etc.
- 2 **Date:** Date is typed on the right-hand side corner of the letter below the heading.
- 3 **Reference:** It shows the department of the organization sending the letter. It is typed in the same line as the date on the left-hand corner
- 4 **The Inside:** It includes the name, address, postal code and job title of the recipient. It is Address: typed in the same line as the date on the left-hand corner.
- 5 **Subject:** It is a brief statement mentioning the reason for writing the letter. It should be short and simple.
- 6 **The Greeting:** It generally includes words like Dear, Respected Sir, or just Sir/Madam. A Salutation comma usually follows the salutation.
- 7 **The Body:** It contains the actual message of the sender which may be divided into Paragraphs
- 8 **The compli-** It is a humble way of ending a letter. Ex: Yours faithfully, Yours sincerely, mentary close: Thanks, Regards, etc.
- 9 **Signature** & It includes the signature, name and designation of the sender. The signature Writer's is hand-written just above the name of the sender identification

**10 Enclosure:** Enclosures show the list of documents attached to the letter. Ex: Cheque, Draft, Invoices, etc.

**11 Copy Circula:** It is needed when the copies of the letter are sent to other persons. It is denoted as C.C.

**12 Post Script:** The sender can mention it when he wants to add something other than the message in the body of the letter. It is written as P.S.

**Official Correspondence:** Official letter is a communication between two offices of the Central Government/State Government/Statutory Body/Public Undertaking. Letters written from these organizations to the individuals or employees are also called official letters. These can be written in the following forms:

- 1 Simple Official Letter
- 2 Demi-official letter
- 3 Office Memorandum
- 4 Notification/Press Release
- 5 Unofficial Note
- 6 Office Order
- 7 Endorsement
- 8 Footnote

#### Parts of an Official Letter

- 1 Reference No. of Letter
- 2 Name of the office/Department/Ministry/Organisation
- 3 Official address of the sender
- 4 Address of the recipient
- 5 Place and Date
- 6 Subject
- 7 Salutation
- 8 Body of the letter
- 9 Complimentary close
- 10 Name and Designation of the sender
- 11 Enclosure
- 12 Initials of sender/abbreviation of typist

#### Demi-official Letter

It is the official communication between two officers of different departments/Ministries, etc. It is written like a personal letter. Demi-official letters are different from official letters in that they are informal, would start with the salutation 'Dear Mr./Ms...' (instead of Dear Sir or Dear Madam) and conclude with a 'Sincerely yours' in contrast to 'Yours faithfully'. It is used in correspondence between Govt. officers to draw personal attention of the addressee officer. It should be written as below.

- 1 Name of the Government typed in capitals
- 2 Name, designation of the sender on the left-hand side top corner just below the name of the Government
- 3 The department name, address of office and telephone No. of signatory must be mentioned in the right side top opposite to the name and designation.
- 4 The name and address of the person to whom it is intended is indicated at the left-hand side bottom after the body of the D.O. letter.
- 5 Then it must commence with salutation 'Dear Thiru/Tmt.....' (Name of the officer) or 'My dear.....' (Name of the officer)
- 6 Letter No.
- 7 Subject
- 8 Immediately after the subject, Reference is indicated. Here, all the references that are required for following the case should be given
- 9 Body of the letter in convenient paragraphs comes next. It should be in the first person and in a personal and friendly tone
- 10 Letter ends with an expression of regards. Ex: 'With kind regards', 'With best wishes', etc.
- 11 The subscription 'Yours sincerely' or 'Sincerely yours' comes last on the right end of the body of the letter
- 12 Signature of the officer along with name
- 13 Indication of Enclosures at the left end of the body of the letter

**In a demi-official letter, the designation of the signing authority is not repeated at the end of the letter but only name is written**

#### Office Memorandum

A memorandum is a document typically used for communication within an organisation. This form of letter is generally used for subordinate officers and employees asking for explanation, etc. It is written as below:

- 1 Type 'MEMORANDUM' at the top of the page
- 2 Address the recipient appropriately
- 3 Add additional recipients in the c.c. line
- 4 Write your name in the 'From' line
- 5 Include the date
- 6 Choose a specific phrase for the subject line

**Salutation is not necessary for Office Memorandum**

#### Notification

It is issued to notify the promulgation of any ordinance, statutory rules, appointments, promotions, grant of Leave, suspension, dismissal or retirement orders of any gazetted officer of the Government. All the notifications are published in the Official Gazette. Notifications of public interest are also published in the newspapers.

Ex: Revision of Voters'List, nomination of candidates to various posts, etc.

### **Unofficial Note (U.O.)**

"It is written by one department to the other to seek advice, comments, clarifications, etc. on files or on separate note sheets. No salutation is given. Reference No., name and designation of the sender and the addressee are given.

### **Office Order**

It is used for issuing instructions for grant or cancellation of leave, advances, distribution of work, transfer, posting, etc. of employees. No salutation or complimentary closure is given. Copies are endorsed to the concerned individuals/sections.

### **Endorsement**

It is the copy of a communication sent to the other department or individual who may be concerned with it. If a list of communications is to be sent, the endorsement of this is done as a separate letter enclosing the list of communications to be sent. Normally, the endorsement is made at the bottom of any communication to the individuals/authorities/departments concerned. An endorsement is addressed as "Copy to"....

### **Footnote**

It is a reference of some document. It enables the reader to get the source of the document referred to by the writer. Footnotes are typed at the bottom of the page on which reference number is given. To separate footnotes from the text, a line is drawn by underscore. Footnotes are generally typed in single space. One, two or three footnotes can be indicated by asterisks, but if there are many footnotes, they are indicated by numbers (figures) in the form of superscripts. Double or triple spaces are given in between two footnotes to separate them. Nowadays, footnotes are being given at the end of the chapter in books, articles, research theses, etc.



## **Note taking techniques - Transcribing techniques**

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**Objectives:** At the end of this lesson you shall be able to

- state how to turn over the leaves of your SH notebook
- explain the essentials of accurate note-taking
- state the advantages of position writing.

### **Turning over leaves of notebook**

For ease in turning over leaves of your notebook while writing on a table/desk, follow the following steps:

While writing on the upper half of the leaf, introduce the second finger of the left hand between it and the next leaf. At the same time, keep the leaf (which is being written on) steady by the first finger and thumb of the left hand.

While writing on the lower half of the leaf, shift the leaf by degrees till it is about half-way up the book. Lift up the first finger and thumb at a convenient moment.

When writing with the book on the knee, introduce the first finger of the left hand between the leaf being written on and the next leaf. The leaf should be moved up only about 2". The finger should be introduced at any convenient opportunity presented by the speaker. Another method is to hold the bottom left-hand corner of the leaf with the first finger and thumb. On the bottom line being reached, the leaf is lifted and turned over.

The writer should write on one side of the paper till the end of the book. After reaching the end of the book, he should turn the round and write on the blank side of the paper, proceeding as before.

### **Essentials of accurate note-taking**

- 1 Unvocalized outlines help a great deal in securing rapid writing and facile reading.
- 2 Employing contractions will be a great asset to the note-taker.
- 3 Using intersections will assist the note-taker a great deal
- 4 Making use of phraseograms will help the note-taker keep pace with the speed.
- 5 Without resorting to vocalized outlines, by following position-writing rules, he can readily distinguish outlines common to two or more words.
- 6 Efforts should be made from the beginning to write the outlines clearly and in position.
- 7 The ability to dispense with vowels should be cultivated right from the beginning. Taking notes of public speakers without vocalizing will come to the aid of a shorthand writer.
- 8 All the exercises from elementary rules to advanced abbreviations illustrating the rules of shorthand should be practised by taking them down. The more thoroughly the rules are studied and practised, the more efficient the note-taking capabilities of the student will be.
- 9 Efficient and persistent efforts are the key for successful note-taking.
- 10 Reading of printed unvocalized shorthand in advanced style should be made a regular habit to gain an extensive knowledge of outlines.
- 11 Essential vowels should not be omitted and unnecessary vowels should not be inserted. Inserting unnecessary vowels may render the writer unable to keep pace with the speaker.
- 12 Gramalogues and contracted forms form sixty per cent of any ordinary piece of matter. Hence they should be practised in writing from dictation of relevant exercises.
- 13 To begin with, dictation should be taken for periods of five minutes with the insertion of only necessary vowels. Gradually, the speed should be introduced by ten words a minute. It is not enough keeping two or three words behind the reader. The student should practise writing ten or a dozen words behind the reader so as to acquire the power of doing so in emergencies.
- 14 When a wrong outline is written, that fact should be ignored and the student should proceed with the dictation. It can be corrected later on. If several outlines are wrongly written, the speed should be reduced.
- 15 Practice should not only be regular but also systematic. Practice of an hour a day is better than two, or even three hours every second day. Writing and reading practice in both printed and one's own notes will boost one's confidence
- 16 The subject matter to be practised should be as varied as possible. The more the variation, the more the vocabulary.
- 17 The legibility of the notes can be improved if the large circles, loops and hooks are exaggerated in size.
- 18 The pen should be held with moderate pressure. The whole hand, poised lightly on the little finger, should move with it.

- 19 Sprawling outlines result when writing at high speed owing to anxiety to avoid omission. It is preferable to omit a few outlines rather than risk the legibility of many outlines.
- 20 Confidence must be maintained even if something important has been omitted so that the rest of the note will not suffer.
- 21 Concentration on the matter dictated together with the grammatical construction of the sentences is very important.
- 22 Special attention should be paid to the speaker's tone of voice and peculiarities of speech. Mechanical writing of the shorthand characters will do no good.
- 23 Full-stops should always be written. It is of great help in the transcription of notes. Dashes should also be inserted in order to indicate where the speaker drops the principal sentence and where he resumes it, if ever. A small space should be left for a parenthesis or important comma, and somewhat a larger one for a full stop, if the stop cannot be written.
- 24 For reporting technical matter, it is important to prepare oneself before-hand as well as possible. The shorthand writer should familiarise himself with the terms which are likely to be used. Or else, his transcription will not be satisfactory both to himself and to his boss.

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## Office Administration and Facility Management R. Theory for Ex 1.6.51 - 53 Stenographer Secretarial Asst. (Eng) - MS Excel - Importance of office - office layouts registers - Dictation exercise

### Office: Introduction - Importance - Departments - Functions, Duties and Characteristics of Office Manager

**Objectives:** At the end of this lesson you shall be able to

- define an office
- state the importance of office
- list the different departments of an office
- list the functions and duties of an office manager
- explain the characteristics of a good office manager.

#### Introduction of an office

According to dictionary an office is a place where business is carried on. It means office is a place where office works are performed like making records, using records and preserving records. Office is a place where plans for the business are prepared, policies are framed and records of the business transactions are kept.

Some other important definitions of office are as under:

- According to Denyer "Office is a place where clerical operations are carried on."
- According to Neuner and Keeling "Office is the focal point for correlating the service and profit making activities of a business enterprise."
- According to Webster Dictionary "Office is a place where a particular kind of business is transacted or a service is supplied."
- According to Leffingwell and Robinson "Office work is concerned primarily with the records, using records and preserving them for future reference."
- According to Arthur H. Gager "Office management is the function of administering the communication and record services of an organization."

Now we are in a position to attempt its definition "Office is a unit where relevant records for the purpose of control, planning, and efficient management of the organization are prepared, handled and preserved. Office provides facilities for internal and external communication and co-ordinates activities of different departments of the organization."



#### Importance of an office

In the case of a business enterprise, operations must be planned. Planning is to be followed by execution. This process of management required communication, co-ordination and control of efforts to achieve the well-defined objective. Besides, most of the commercial transactions of the enterprise necessitate clerical procedures to deal with orders, dispatch, invoicing and payment.

- Office an Information Centre:** All kinds of information and figures, whether past or present are available in the office. The information furnished by the office serves as the basis for forecast, planning, and control. So office can be called data bank also.
- Channel of Communication:** Office is the channel through which communications, especially written communications, move from top to bottom and in the reverse order as well. An organization would fail, in spite of the best organizational talent, if objectives, policies, orders and results are not communicated in either direction.
- Aids in Co-ordination:** The process of co-ordination is almost impossible without the presence of office. Office furnishes the machinery for coordination. Co-ordination is possible due to the links that office provides for various activities of the organization. Office provides the necessary information and knowledge for co-ordination.
- Aids in Managerial Controls:** Controls can be described as the measurement and correction of the performance of subordinates in order to make sure that enterprise objectives and the plans made to achieve them are accomplished.
- Importance in relation to Customers:** Office acts as the channel that links the business organization with its customers. Their enquiries, orders and complaints are taken care of by the office through direct personal contact. Besides, newspaper medium is also used by the office to inform the customers about products and their uses.
- Importance in relation to Government and General Public:** Today a business organization is recognized as a social institution. It is required to satisfy government regulations. The office acts as the link

between different government departments and the organization. Office is also the link between the general public and the organization. Office is responsible

for creating a proper type of image for the organization in the minds of people. It is responsible for building up a healthy social image.

**g. Importance vis-à-vis Shareholders and Creditors:**

Office serves as a link between the shareholders and the company. Issue of share certificates, share transfer, issue of dividend warrants, issue of notice of company meetings and answering different enquiries of shareholders is of great importance which cannot be performed without the help of the office. Similarly office links the creditors with the organization and has to act as servicing department for them.

**h. Importance vis-a-vis Workers:** Effective human relations require effective organization. Preparation of wages and salary and their payment are the responsibilities of the office. Office is also responsible for opening employee benefit schemes, e.g. the pension and the provident fund schemes.

## Departments of office

A division of a large organisation or business dealing with a specific area of activity such as

- a. Finance Department
- b. Accounts Department
- c. Advertising and Publicity Department
- d. Export and Import Department
- e. Excise Department
- f. Store
- g. Production
- h. Personnel Department
- i. Purchase Department
- j. Sales Department
- k. Research and Development Department

## Office Manager

**Objectives:** At the end of this lesson you shall be able to

- **define office manager**
- **describe the duties and functions of the office manager**
- **explain the characteristics/qualities/qualifications of office manager.**

### Definition of Office Manager

A person on whom the responsibility of the office work is entrusted is called the office manager. It is not necessary that his position should be known as office manager. It may be called by any other name, such as office secretary. Importance is given not to his position/status but to his work.

### Duties /functions of office manager

The duties of office manager can be classified into the following categories

**Duties towards Organization:** Organization is the process of defining and grouping the activities of enterprisers and establishing warm relationship among them.

In performing the organizational functions the office manager defines, departmentalizes and assigns activities so that they can be most effectively executed.

An efficient Manager has to perform the following acts:-

- (a) He has to arrange the necessary equipment to organize smoothly the daily routine of the office.
- (b) to select proper office personnel and assign them work according to their qualifications.

(c) to give them incentives for high quality work with future prospects.

(d) to establish co-ordination among the office personnel.

**(1) Planning:** Planning decides in advance as to what is to be done, how it is to be done, when it is to be done and who is to do it? Planning decides as to where it to start and where to reach? Planning is an intellectual process.

### According to Alford and Beastly

"Planning is the thinking process, the organized foresight the vision based on fact and experience that is required for intelligent action".

The office manager has to determine the policies to accomplish the objectives. While planning, the office manager should take this point into consideration that the work should be made very simple so that the objective may be achieved. The office manager should be arranging the various official activities in such a way so that the need of various departments may be fulfilled without any delay.

**(2) Control:** Control is one of the most important elements of management. Control is a continuous process that helps the manager to get the performance of his subordinates correspond to standards fixed, to detect the variations as soon as they occur or to take corrective steps to prevent

them in future. Controlling involves the comparison of the performance with the range of standards established beforehand. It is the duty of the office manager to see whether the office work is smoothly going on or not, if not, why?

### **Characteristics/qualities/qualifications of office manager**

1. **Educational qualification:** An office manager must have appropriate educational qualification, proficiency in English and knowledge of one or more foreign languages is also a desirable qualification.
2. **Training:** The office managers must have special training in business management, administration, accounting and business procedures. He must have trained in office management systems and procedures working of office machines and data processing methods.
3. **Experience:** An office manager must have wide business experience. It includes the experience of management and administration that will be helpful to his success as office manager.



4. **Knowledge of the business:** An office manager should have a thorough understanding of his business. He should be clear about the aims and objectives of the business.
5. **Initiative and capacity to make decisions:** The success of an office manager, largely depends upon his ability to make decisions promptly and boldly. Decision-making is the basic ingredient of executing any task. Therefore it is necessary that office manager should be in a position to take correct and prompt decisions.
6. **Ability to co-operate:** An office manager must be soft spoken and adopt co-operative and accommodating attitude towards all those with whom he comes in contact with. He must be able to compromise, adjust, adapt and be willing to admit that his judgment on occasions was wrong.
7. **Consistency:** An office manager must be of consistent mind so as to be able to exercise his firmness in dealing with others.
8. **Dependability:** The office manager should hold the organization together and be dependable. A dependable office manager satisfies co-workers who are loyal to him.
9. **Alertness:** The office manager is required to keep in touch with the developments taking place only in his not country but and the whole world.
10. **Personal qualities:** The office manager, in addition to the above, should also possess qualities common to a leader. He should be intelligent, mentally alert, self-confident, self-controlled, honest and sincere. He should be kind-hearted and have human approach to problems.

## **Introduction to MS-Excel**

**Objectives:** At the end of this lesson you shall be able to

- **state the spreadsheet software**
- **illustrate elements of electronic spreadsheet**
- **name the sheets**
- **explain address cells**
- **explain how to enter data into worksheet**
- **state the methods of selecting cells, copying, deleting & moving data**
- **explain the steps to print and save excel worksheet.**

### **Spreadsheet Software**

Microsoft Excel is the electronic spreadsheet program within the Microsoft Office suite. An electronic spreadsheet is an application you use to perform numeric calculations and to analyze and present numeric data. One advantage of spreadsheet programs over pencil and paper is that your calculations are updated automatically. So you can change entries without having to manually recalculate. The Table below shows some of the common business tasks people accomplish using Excel. In Excel, the electronic

spreadsheet you work in is called a worksheet, and it is contained in a file called a workbook, which has the file extension .xlsx.

When you use Excel, you have the ability to:

- Enter data quickly and accurately
- Recalculate data easily
- Perform what-if analysis
- Change the appearance of information



- Create charts
- Share information
- Build on previous work

### Elements of electronic spreadsheet

Up to Excel 2003, the standard amount of columns has been 256. They are labelled by letters. After Z you get AA, AB, AC etc. until you get to AZ. Then it is BA, BB, BC and so on. The 256th column is IV. There have been 65,536 rows, all numbered. That makes 16,777,216 cells. In Excel 2007 and Excel 2010, the maximum number of rows per worksheet increased to 1,048,576 and the number of columns increased to 16,384 which is column XFD. That makes 17,179,869,184 cells. Excel 2010 has the same amount of rows and columns. Cells are the basic unit for storing data. In any spreadsheet program such as Excel, each rectangular box is referred to as a cell. A cell is the intersection point of a column and a row. Data entered into an Excel spreadsheet is entered into a cell. Each cell can hold only one piece of data at a time.

**Business tasks you can accomplish using Excel are**  
**Perform calculations** Adding formulas and functions to worksheet data; for example, adding a list of sales results or calculating a car payment

**Represent values** Creating charts based on worksheet data; for example, creating a chart that displays graphically expenses

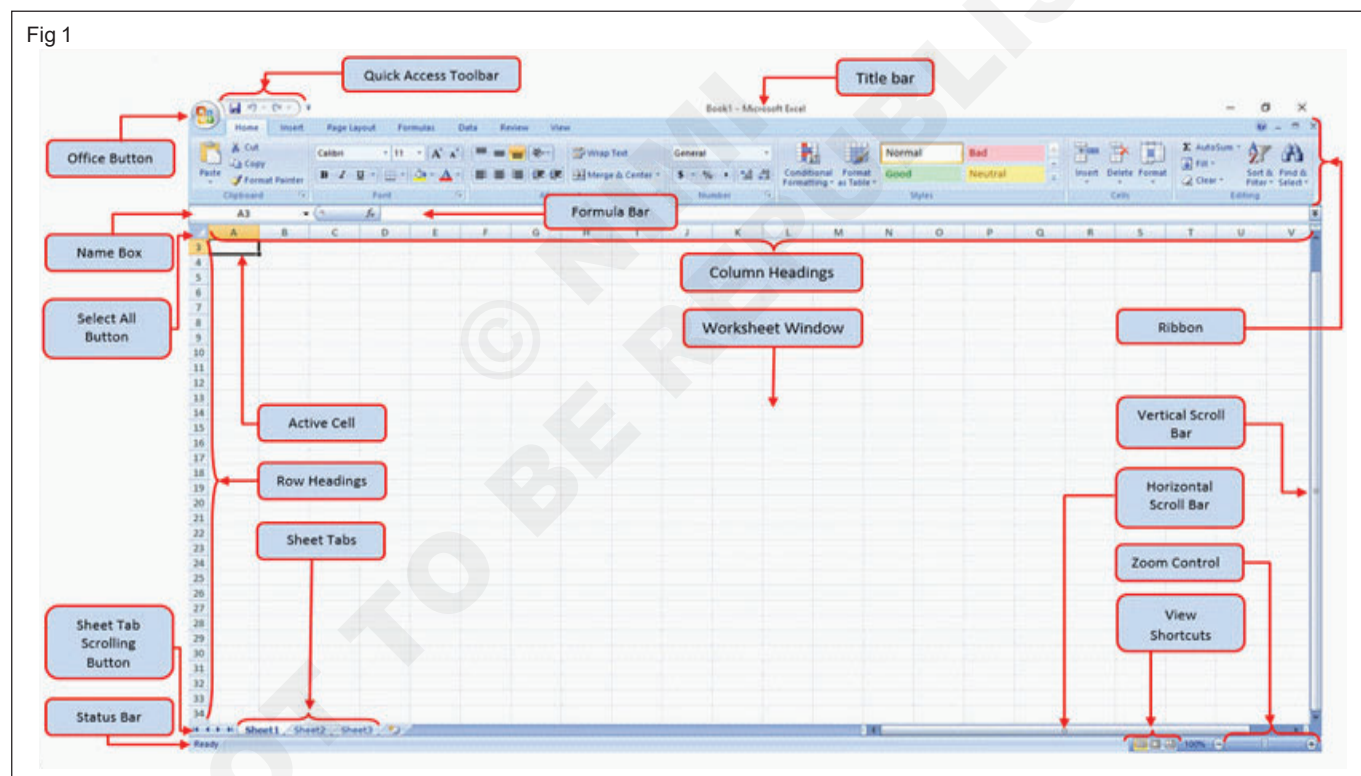
**Generate reports** Creating workbooks that combine information from multiple worksheets, such as summarized sales information from multiple stores

**Organize data** Sorting data in ascending or descending order; for example, alphabetizing a list of products or customer names, or prioritizing orders by date

**Analyze data** Creating data summaries and short lists using PivotTables or AutoFilters; for example, making a list of the top 10 customers based on spending habits

**Create what-if data** Using variable values to investigate and sample different outcomes, such as changing scenarios the interest rate or payment schedule on a loan.

### Spread sheet components (Fig.1)



### Opening of spreadsheet

- 1 Click on Start button
- 2 Select All Programs option from the start menu
- 3 Select Microsoft Office from the All Programs sub menu and select Microsoft Excel 2010 option. A blank spreadsheet gets opened as shown in Fig.2.

### Naming the sheet

The sheet names that Excel 2010 uses for the tabs in a workbook (Sheet1 through Sheet3) are not very descriptive. You can easily rename a worksheet tab to whatever helps you remember what the worksheet contains, provided that

this descriptive name is no longer than 31 characters.

- 1 Select the sheet whose tab you want to rename.

The selected worksheet is active and the current sheet name appears in bold letters as shown in (Fig.3)

- 2 Double-click the sheet tab.

You also can right-click the sheet tab and select Rename on its shortcut menu. The current name on the sheet tab appears selected as shown in (Fig.4).

Fig 2

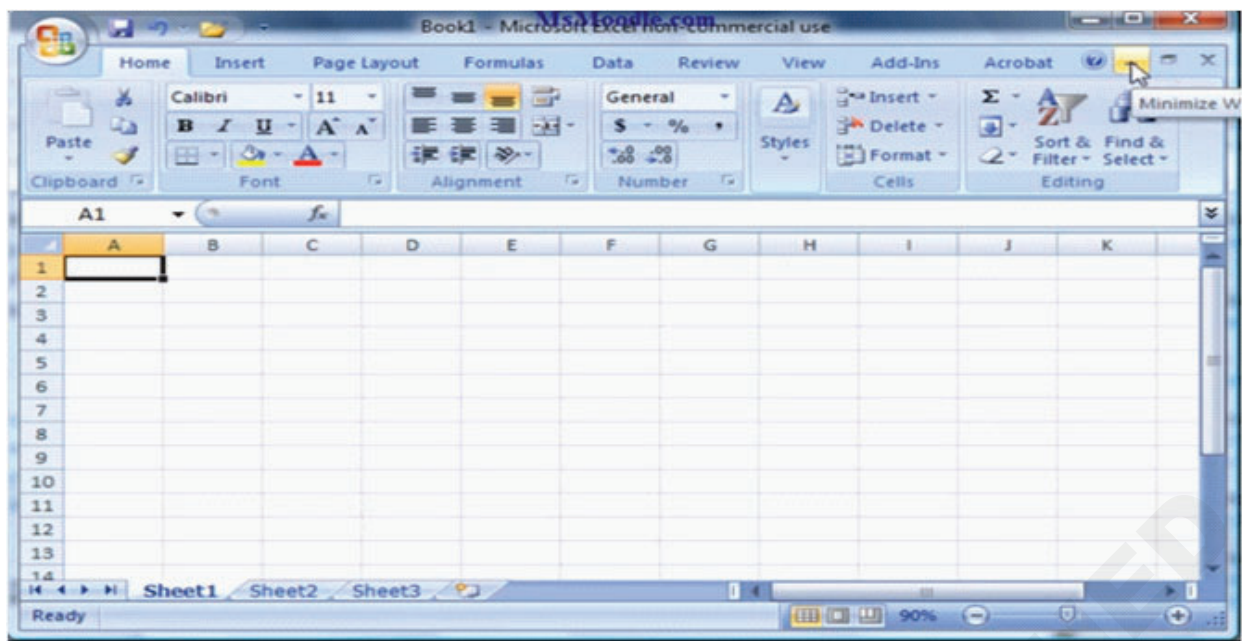


Fig 3

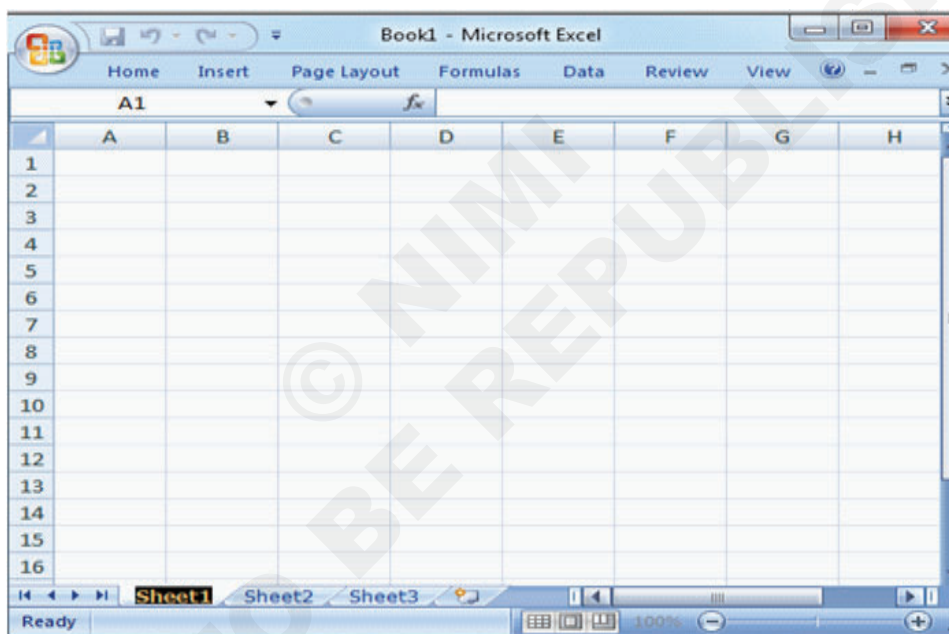
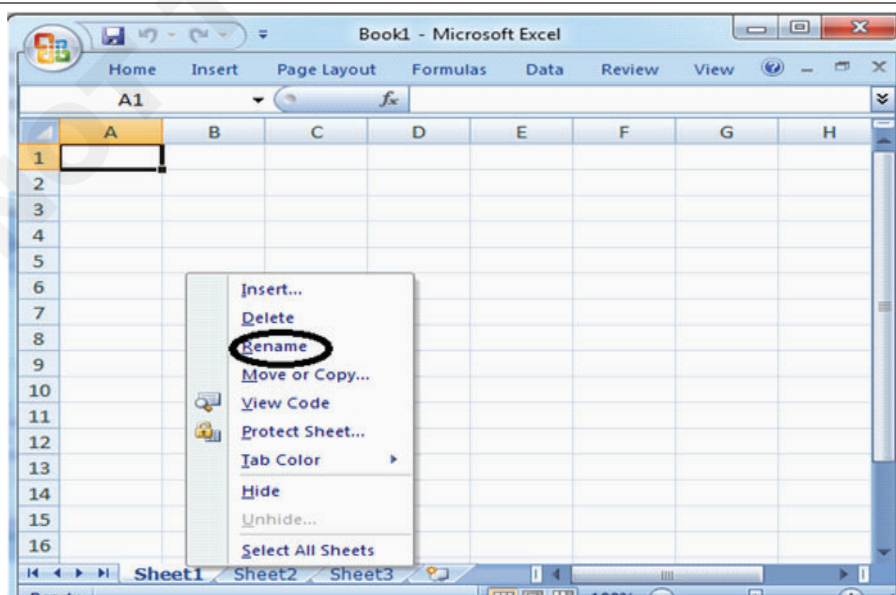


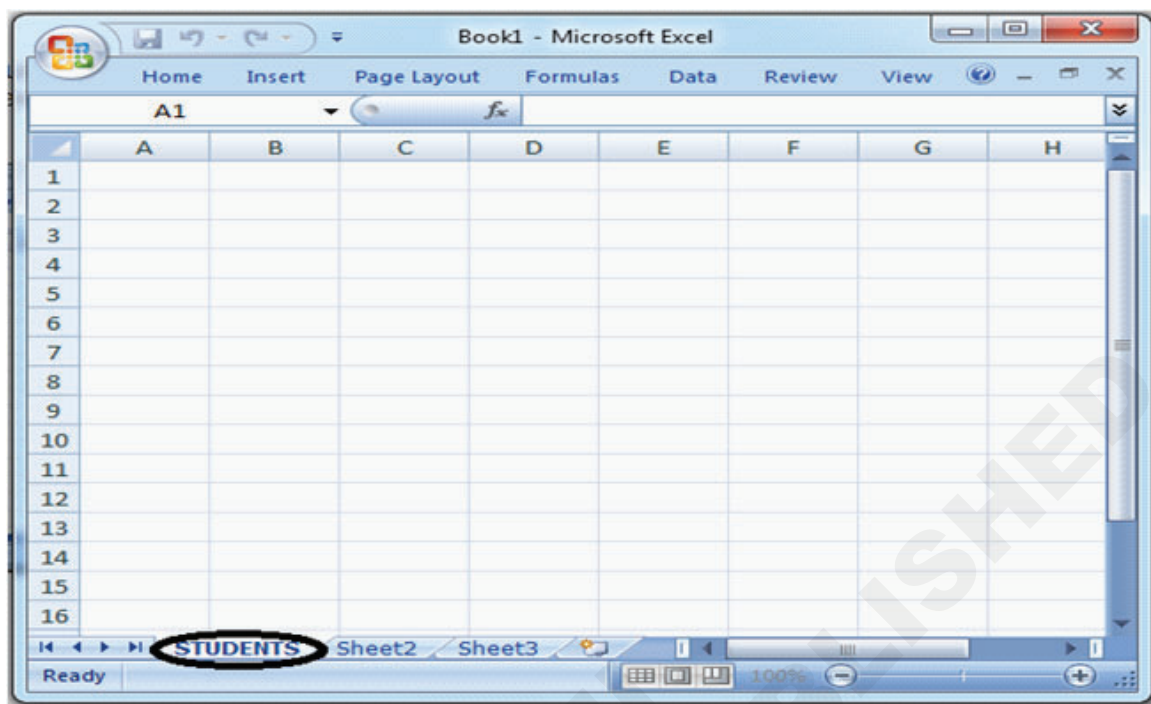
Fig 4



3 Replace the current name on the sheet tab by typing a new sheet name. When you begin typing a new name (students), the previous name disappears as shown in Fig.5

Press enter Excel displays the new sheet name on its tab at the bottom of the workbook window.

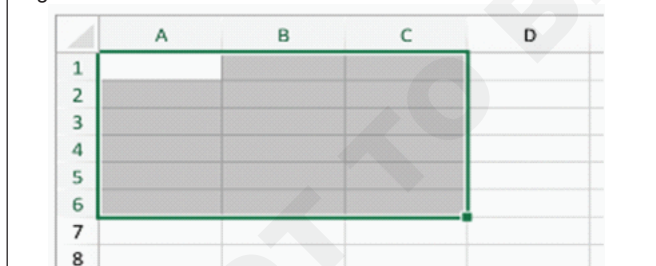
Fig 5



### Addressing of cells

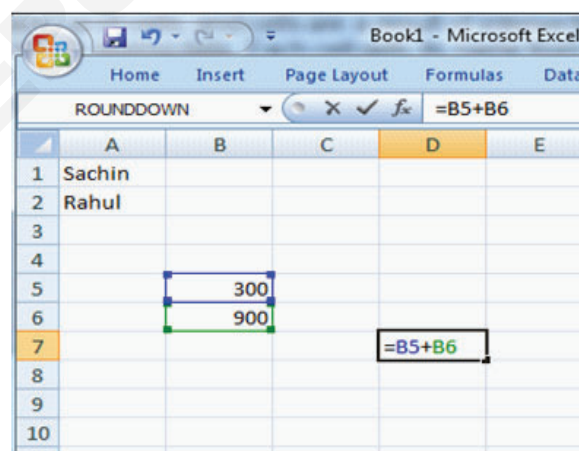
Each worksheet is made up of cells, and cells are a result of intersection of rows and columns. They are the basic units for storing data. Each cell gets its name from this intersection. The address of a cell that is in column A and has its row number as 4 is referred to as cell A4. A group of contiguous cells is called a range. An example of a cell range would be A1:C6 as in fig. 6.

Fig 6



Cell A1, A2 contains the table Sachin, Rahul. Cells B5 and B6 contain the value 300 and 900 respectively. Cell D7 contains the formula = B5+B6. Pressing the Enter key will result in D7 holding the result of the formula = (B5+B6) as in fig. 7. All formula entries should begin with an = (equal to) sign. You can make a cell active by clicking on it. Files created by a spreadsheet package are known as worksheets. Automatic recalculation feature hastens the calculation tasks. If data in cell B4 is changed from 300 to 800, then the formula in cell D7 would calculate the result based on the new B5 cell content. This is due to the fact that, once the formula is created with cell references in it, it establishes a relationship with the specified cell references or address.

Fig 7



You can move around in a worksheet with the aid of a mouse or the keyboard, or by using the menu bars. You can use the arrow keys, page up, page down and a host of other keys in combination, to move around in the worksheet.

### Entering Spreadsheet Data

Each Excel worksheet is such a huge grid of columns and rows with over 17 billion cells, you have plenty of places you can enter data. You can enter three types of data in the cells:

- Labels are traditionally descriptive pieces of information, such as names, months, or other
- Identifying statistics and they usually include alphabetic characters.



- Values are generally raw numbers or dates.
- Formulas are instructions for Excel to perform calculations.

### Text

Text entries can include any combination of letters, symbols, and numbers. You will mostly use text to describe the contents of your worksheets. This is very important because spreadsheet can become a confusing jumble of numbers. Most text entries are usually labels such as Sales or Salary that make a worksheet easier to read.

### Numbers

Numbers are the most common type of Excel data. The numbers you enter into a cell can be dollar values, weights, interest rates, temperatures, or any other numerical quantity.

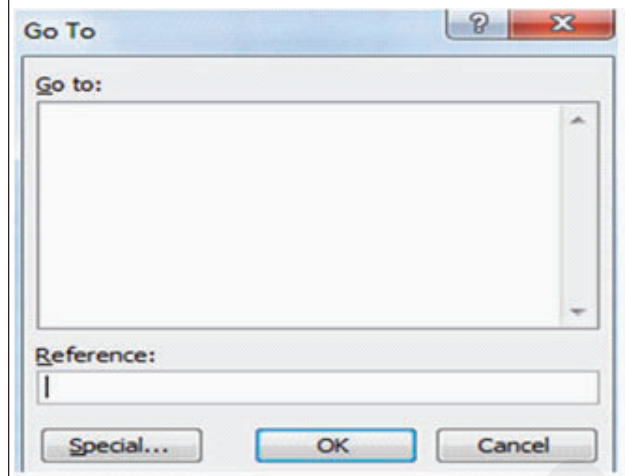
### Dates and Times

Date entries appear in spreadsheets that include data, such as invoices and sales. You can either type out the full date such as August 23, 2010 or use either the forward slash (/) or the hyphen (-) as a date separator such as 8/23/2010 or 8-23-2010. Note that the order you enter the date values depends on your regional settings. For example, in the United States the format is month/day/year. For time values, you use a colon (:) as a time separator, followed by either AM or PM - such as 9:15 AM.

### Change the Active Cell

- 1 Open an Excel workbook. The Formula bar displays the active cell location. Columns display the letters from A to XFD, and rows display numbers from 1 to 1,048,576. A cell address is the intersection of a column and a row, such as D10 (in which D is the column and 10 is the row).
- 2 Move the focus to an adjacent cell with one of the following techniques:
  - Down: Press the Enter key or the down-arrow key.
  - Up: Press the up-arrow key.
  - Right: Press the right-arrow key.
  - Left: Press the left-arrow key.
- 3 To move to a cell farther away, use one of these techniques:
  - Click any cell to move the active cell location to that cell. You can use the scroll bars to see more of the worksheet. In (Fig. 7), the cell focus is in cell E9. Notice the border surrounding cell E9 and the name box that indicates the current cell.
  - Choose Home >> Find & Select >> Go To in the Editing group. The Go to dialog box displays, as shown in (Fig 8). In the Reference box, enter the address of the cell you want to make active and then click OK.

Fig 8



**Press the F5 key to display the Go To dialog box.**

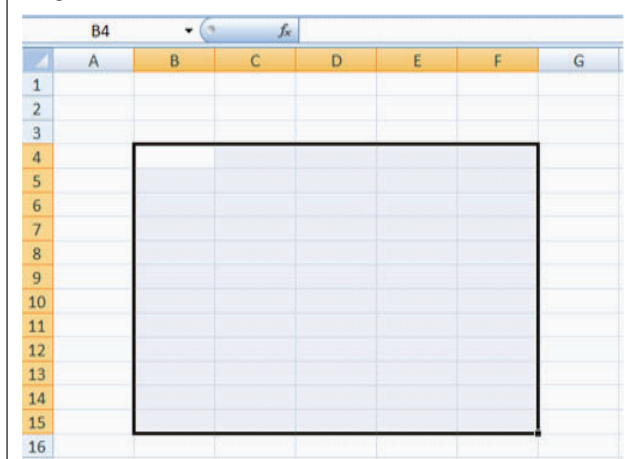
**Press Ctrl+Home. Excel jumps to cell A1.**

**Press Ctrl+PageDown or Ctrl+PageUp. Excel moves to the next or preceding worksheet, respectively, in the workbook.**

### Select Multiple Cells

- 1 Click the first cell in the group you want to select.
- 2 Depending on the cells you want to select, perform one of the following actions:
  - To select sequential cells, select a cell, hold down the Shift key, and select the last cell you want to include. All cells in the selected area are highlighted, with the exception of the first cell. (It's selected, too; it's just not highlighted.) (Fig.9) shows a sequential area selected from cells B4:F15. Notice the black border surrounding the selected area.

Fig 9



**Click any cell to clear the selection. Alternatively, click and drag the mouse over a group of cells to select a sequential area.**

- To select non-sequential cells, select a cell, hold down the Ctrl key, and click each additional cell you want to select. (Fig.10) shows the non-sequential cells A4, B6, and C8:C11, as well as all of row 2, selected.

Fig 10

|    | A | B | C | D | E |
|----|---|---|---|---|---|
| 1  |   |   |   |   |   |
| 2  |   |   |   |   |   |
| 3  |   |   |   |   |   |
| 4  |   |   |   |   |   |
| 5  |   |   |   |   |   |
| 6  |   |   |   |   |   |
| 7  |   |   |   |   |   |
| 8  |   |   |   |   |   |
| 9  |   |   |   |   |   |
| 10 |   |   |   |   |   |
| 11 |   |   |   |   |   |
| 12 |   |   |   |   |   |

- To select a single entire column, click a column heading.
- To select multiple columns, drag across multiple column headings.
- To select a single entire row, click the row number.
- To select multiple rows, drag across multiple row numbers.

**When making non-sequential cell selections, you can include entire rows and entire columns along with individual cells or groups of cells.**

- To select the entire worksheet, click the small gray box with a triangle located to the left of column A and above row 1. Alternatively, you can select all cells in a worksheet by pressing Ctrl+A. To cancel the selection click anywhere in the screen.

### Edit or Delete Cell Data

1 To delete the entire contents of a cell, use one of the following methods:

- Choose Home? Clear in the Editing group; then select what you want to clear.
- Press the Delete key.

**If you clear the wrong cell, use the Undo command**

2 To edit cell contents, use one of these methods:

- Delete the contents and retype new cell information.
- Click the cell and edit contents in formula bar.

### Copy and Paste Data

- 1 Select the data you want to copy.
- 2 Choose Home? Copy in the Clipboard group. A marquee (which looks like marching ants) surrounds the cells as shown in (Fig.11).
- 3 Click the cell to which you want to paste the copied data.
- 4 Choose Home ⇒ Paste. The selected cells are pasted into the new location (Fig.12)

Fig 11

|   | A     | B       | C     | D     | E     |
|---|-------|---------|-------|-------|-------|
| 1 |       |         |       |       |       |
| 2 |       |         |       |       |       |
| 3 | Name  | English | Tamil | Maths | Total |
| 4 | Anand | 70      | 65    | 80    | 215   |
| 5 | Balu  | 75      | 60    | 75    | 210   |
| 6 |       |         |       |       |       |
| 7 |       |         |       |       |       |
| 8 |       |         |       |       |       |
| 9 |       |         |       |       |       |

Fig 12

|    | A     | B       | C     | D       | E     | F     | G     |
|----|-------|---------|-------|---------|-------|-------|-------|
| 1  |       |         |       |         |       |       |       |
| 2  |       |         |       |         |       |       |       |
| 3  | Name  | English | Tamil | Maths   | Total |       |       |
| 4  | Anand | 70      | 65    | 80      | 215   |       |       |
| 5  | Balu  | 75      | 60    | 75      | 210   |       |       |
| 6  |       |         |       |         |       |       |       |
| 7  |       |         |       |         |       |       |       |
| 8  |       |         | Name  | English | Tamil | Maths | Total |
| 9  |       |         | Anand | 70      | 65    | 80    | 215   |
| 10 |       |         | Balu  | 75      | 60    | 75    | 210   |
| 11 |       |         |       |         |       |       |       |

- 5 Copied cells are pasted in C8:G10.
- 6 Press Esc key to cancel the marquee.

**Alternatively, press Ctrl+C to copy the selected cells, Ctrl+X to cut the selected cells, or Ctrl+V to paste the selected cells.**

### Move Data

- 1 Select the data you want to move.
- 2 Choose Home? Cut in the Clipboard group. A marquee (which looks like marching ants) surrounds the cells.
- 3 Click the first cell that you want to move the selected cells to (E3).
- 4 Choose Home? Paste in the Clipboard group. The selected cells are pasted into the new location. The cells originally in E3:E5 are now located in cells F3:F5 as in (Fig.13 & 14)

### Drag and Drop Data

- 1 Select the data you want to move
- 2 Position the mouse pointer around any portion of the selection area edge, but not in the lower-right corner. The mouse pointer shows four arrowheads.
- 3 Drag the borderline to the area you want the cells moved to. A border shows the new area. (Fig.15-16) shows in which cells C3:C5 are being moved to cell D7:D9.
- 4 Release the mouse button. The data moves to the new location.



Fig 13

|   | E3         |         |       |       | fx    | Total |
|---|------------|---------|-------|-------|-------|-------|
|   | A          | B       | C     | D     | E     |       |
| 1 | MARK SHEET |         |       |       |       |       |
| 2 |            |         |       |       |       |       |
| 3 | Name       | English | Tamil | Maths | Total |       |
| 4 | Anand      | 70      | 65    | 80    | 215   |       |
| 5 | Balu       | 75      | 60    | 75    | 210   |       |
| 6 |            |         |       |       |       |       |

Fig 14

|   | F3         |         |       |       | fx    | Total |
|---|------------|---------|-------|-------|-------|-------|
|   | A          | B       | C     | D     | E     | F     |
| 1 | MARK SHEET |         |       |       |       |       |
| 2 |            |         |       |       |       |       |
| 3 | Name       | English | Tamil | Maths | Total |       |
| 4 | Anand      | 70      | 65    | 80    | 215   |       |
| 5 | Balu       | 75      | 60    | 75    | 210   |       |
| 6 |            |         |       |       |       |       |

Fig 15

|   | E3         |         |       |       | fx    | Total |
|---|------------|---------|-------|-------|-------|-------|
|   | A          | B       | C     | D     | E     |       |
| 1 | MARK SHEET |         |       |       |       |       |
| 2 |            |         |       |       |       |       |
| 3 | Name       | English | Tamil | Maths | Total |       |
| 4 | Anand      | 70      | 65    | 80    | 215   |       |
| 5 | Balu       | 75      | 60    | 75    | 210   |       |
| 6 |            |         |       |       |       |       |

**Drag and drop works best if you're moving a small amount of cells to an area that isn't far from its original spot.**

Fig 16

|    | D7         |         |       |       | fx    | Total |
|----|------------|---------|-------|-------|-------|-------|
|    | A          | B       | C     | D     | E     |       |
| 1  | MARK SHEET |         |       |       |       |       |
| 2  |            |         |       |       |       |       |
| 3  | Name       | English | Tamil | Maths |       |       |
| 4  | Anand      | 70      | 65    | 80    |       |       |
| 5  | Balu       | 75      | 60    | 75    |       |       |
| 6  |            |         |       |       |       |       |
| 7  |            |         |       |       | Total |       |
| 8  |            |         |       |       | 215   |       |
| 9  |            |         |       |       | 210   |       |
| 10 |            |         |       |       |       |       |

## Saving and Printing

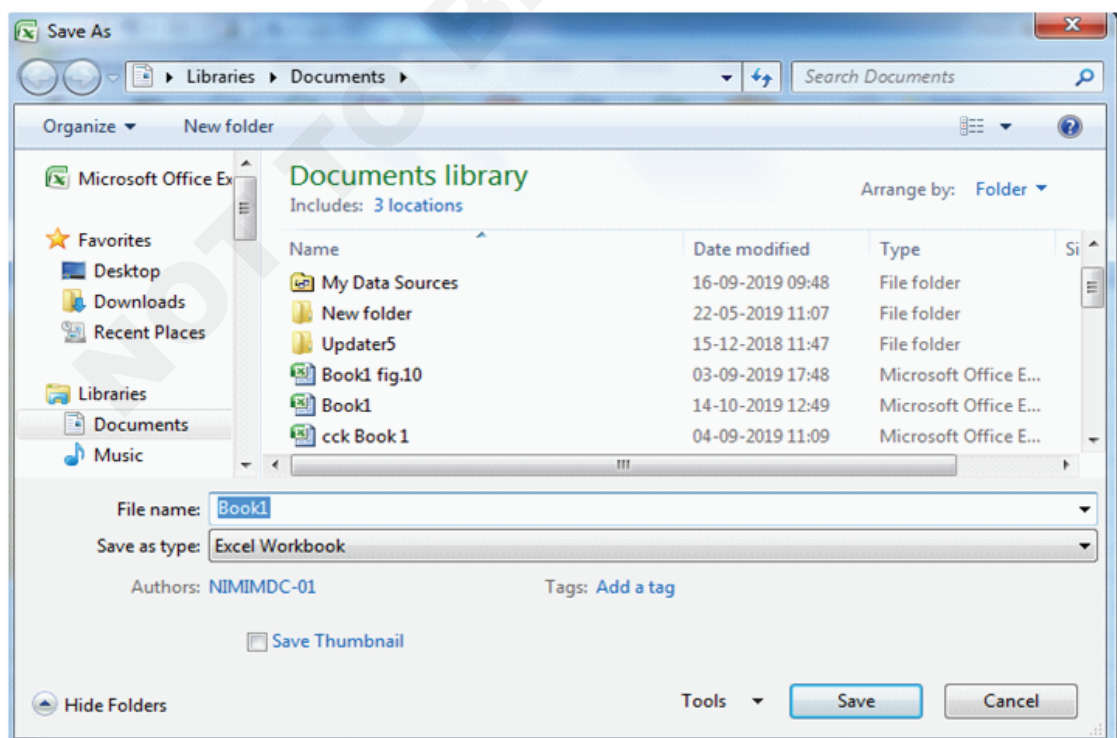
### Saving an Excel 2010 workbook on Windows 7 or Vista

Follow these steps to save your workbook when running

#### Excel 2010 on Windows 7 or Vista:

- 1 Click the File tab and choose Save As. The Save As dialog box appears.
- 2 Click the Browse Folders button (with the triangle pointing downward) to expand the Save As dialog box if necessary. When you expand the Save As dialog box, the dialog box displays the Navigation pane, where you can select a folder.
- 3 In the Navigation pane, select the folder in which you want to save the file.
- 4 Type a descriptive name for the file in the File Name box as shown in Fig.17
- 5 Click the Save button to save the file in the selected folder.

Fig 17



## Save an Excel 2010 Workbook

As you work in Microsoft Excel 2010, remember to save your work often or you risk losing your data if the computer crashes or the power goes out. When you save an Excel workbook for the first time, you see the Save As dialog box.

## Printing of Spread sheets

- 1 Print a partial or entire worksheet or workbook do one of the following:
  - To print a partial worksheet, click the worksheet, and then select the range of data that you want to print.
  - To print the entire worksheet, click the worksheet to activate it.
- 2 To print a workbook, click any of its worksheets.

Click File and then click Print (Shortcut Ctrl + P)

Under Settings select an option to print the selection, the active sheet or sheets, or the entire workbook.

If a worksheet has defined print areas, Excel will print only those print areas. If you don't want to print only a defined print area, select the Ignore print area check box.

## Print several worksheets at once

- 1 Select the worksheets that you want to print.
- 2 Click File, and then click Print.

## Preview worksheet pages before printing

- 1 Click the worksheet or select the worksheets that you want to preview.
- 2 Click File, and then click Print Preview ( shortcut Ctrl + F2)

**Unless you are configured to print on a colour printer, the preview window will display in black and white, regardless of whether your worksheet(s) includes colour.**

- 3 To preview the next and previous pages, at the bottom of the Print Preview window, click Next Page and Previous Page.

**Next Page and Previous Page are available only when you select more than one worksheet, or when a worksheet contains more than one page of data. To view multiple worksheets, under Settings, click Entire workbook.**

- 4 To exit print preview and return to your workbook, click any other tab above the preview window.
- 5 To view page margins, at the bottom of the Print Preview window, click the Show Margins button.

To change margins, you can drag the margins to the height and width that you want. You can also change the column widths by dragging the handles at the top or bottom of the print preview page.

**To make page setup changes, including changing page orientation and page size, select the appropriate options under Settings.**

## Defining and clearing a print area

If you print a specific selection on a worksheet frequently, you can define a print area that includes just that selection. A print area is one or more ranges of cells that you designate to print when you don't want to print the entire worksheet. When you print a worksheet after defining a print area, only the print area is printed. You can add cells to expand the print area as needed, and you can clear the print area to print the entire worksheet. A worksheet can have multiple print areas. Each print area will print as a separate page.

## Set one or more print areas

- 1 On the worksheet, select the cells that you want to define as the print area. You can create multiple print areas by holding down CTRL and clicking the areas that you want to print.
- 2 On the Page Layout tab, in the Page Setup group, click Print Area, and then click Set Print Area.

**The print area that you set is saved when you save the workbook.**

## Add cells to an existing print area

- 1 On the worksheet, select the cells that you want to add to the existing print area.

**If the cells that you want to add are not adjacent to the existing print area, an additional print area is created. Each print area in a worksheet is printed as a separate page. Only adjacent cells can be added to an existing print area.**

- 2 On the Page Layout tab, in the Page Setup group, click Print Area, and then click Add to Print Area.

## Clear a print area

**If your worksheet contains multiple print areas, clearing a print area removes all the print areas on your worksheet.**

- 1 Click anywhere on the worksheet for which you want to clear the print area.
- 2 On the Page Layout tab, in the Page Setup group, click Clear Print Area.

## Motivation: Introduction - Process

---

**Objectives:** At the end of this lesson you shall be able to

- explain what is motivation
- state importance of motivation in an organisation
- list types of motivation
- state process of motivation.

Motivation is defined as the process that initiates, guides, and maintains goal-oriented behaviours. Motivation is what causes you to act, whether it is getting a job to reduce the financial burden or reading a book to gain knowledge.

Motivating people to perform better and thus to achieve organizational objectives has been the greatest challenge to managers. Why do some people perform better than others? Why does the same person act differently at different times? These and many other questions related to work performance have been confronting managers continuously

**Meaning of Motivation:** Motivation is the word derived from the word 'motive' which means needs, desires, wants or drives within the individuals. It is the process of stimulating people to actions to accomplish the goals. In the work goal context the psychological factors stimulating the people's behaviour can be - desire for money, success etc.

**Role of Motivation:** The role of motivation cannot be understated in an organisation. It is a simple process that requires an understanding of human mind and behaviour. Such an understanding and proper action thereby stimulating the motives of an individual helps in initiating and maintaining action and helps extensively in satisfying one's objectives.

### Importance Motivation in an organisation

- 1 **Greater efficiency:** Motivation enhances the efficiency of the employees and of organization. When employees are motivated, they can perform with commitment and dedication.
- 2 **Reduction in absenteeism and labour turnover:** Motivated employees may not remain absent or leave the organization. They develop a sense of belonging towards the organization and thus improve their overall performance.
- 3 **Team spirit:** Motivation improves team spirit of employees, and this improves the work environment and the overall performance of the employee and the organization.
- 4 **Reduction in wastages and breakages:** Motivated employees take great care in handling machines and other resources. This will reduce wastages and breakages, thus resulting in higher benefits to the organization.
- 5 **Cordial relations:** Motivation enables cordial and healthy relationship in the organization. Motivation helps reduce labour grievances and disputes. It ensures sound relations between the management and the

labour. It improves the overall efficiency of the organization.

- 6 **Promotion of innovation:** Motivated employees use their initiative to find out innovative ways in the performance of their operations. Such employees are more creative and help the organization to gain the competitive advantage.
- 7 **Optimum use of resources:** Motivation leads to greater employee involvement and lesser wastages. This leads to optimum utilization of resources.
- 8 **Corporate image:** Motivated employees are more loyal to the organization. They work with a sense of commitment and dedication. This improves the overall performance of the employee, which enables better results for the company. This results in better relations with all the stakeholders.

### Features of Motivation

- 1 Interaction between the individual and the situation: Motivation is not a personal trait but an interaction between the individual and the situation.
- 2 Goal-directed behaviour: Motivation leads to an action that is goal oriented. Motivation leads to accomplishment of organizational goals and satisfaction of personal needs.

### 3 Systems oriented

#### Motivation is influenced by two forces

- a Internal forces: These forces are internal to the individual, i.e., their needs, wants and nature.
  - b External forces: These forces are external to the individual, which may be organizational related such as management philosophy, organizational structure, and superior-subordinate relationship, and also the forces found in the external environment such as culture, customs, religion and values.
- 4 **Positive or negative:** Positive motivation or the carrot approach offers positive incentives such as appreciation, promotion, status and incentives. Negative motivation or stick approach emphasizes penalties, fines and punishments.
  - 5 **Dynamic and complex in nature:** Human behaviour is highly complex, and it becomes extremely difficult to understand people at

**Characteristics of Motivation:** Motivation Is Personal and Psychological Concept

- Motivation is a process
- Motivation is a continuous process

- Motivation is a complex subject
- Motivation is goal oriented
- Motivation is behaviour-oriented

### **Process of motivation**

The process of motivation starts with the need which may be the perception of deficiency in an individual. For example, an employee in the organization considers the need for higher pay, more challenging work, for time off etc. These needs influence the thought processes of employee that directs him to satisfy the needs by adopting a particular pattern of action. In case the selected course of action of an employee leads him towards expected results in the form of reward than he will definitely be motivated by the similar reward to give the same performance in the future. On the other hand, if the anticipated rewards are not resulted by adopting a certain line of action, then the employee would not be likely to repeat his behaviour. So the rewards of certain action, act as a feedback mechanism that supports the employee to evaluate the consequences when he is considering his future action.

Following are the basic phases of the process of motivation.

#### **1 Need Identification**

In the first phase of the process of motivation is the employee feels certain need that is unsatisfied & hence he identifies that need. Then the unfulfilled need stimulates the employee to search certain goal by creating tension in him. This tension acts as driving force for the accomplishment of the set goals which can satisfy the tension creating need.

#### **2 Exploring Ways to Fulfil the Need**

In this phase of the process of motivation, different alternative ways are explored that can satisfy the unsatisfied need that is identified in the first phase. In fact the unsatisfied need stimulates the thought processes of the employee that direct him to adopt a certain course of action.

#### **3 Selecting Goals**

In the third phase of the process of motivation, the goals are selected on the basis of identifying needs and alternative course of actions.

#### **4 Performance of Employee**

In the fourth phase of Motivation Process, the identified need stimulates the employees perform in a certain way that has already been considered by him. So the employee performs certain course of action to the satisfaction of unsatisfied need.

#### **5 Rewards/Punishments as Consequences of Performance:**

If the consequences of the particular course of action followed by an employee are in the form of rewards, then the employee would be motivated to perform the same level of efforts for acquisition of similar rewards in future. Whereas when the anticipated results of the actions of an employee lack the rewards, then he would not be willing to repeat his behaviour in the future.

#### **6 Reassessment of Deficiencies of Need**

When an employee feels satisfaction for his certain unsatisfied need through the rewards of a certain line of action, then he again reassesses any further unsatisfied need and resultantly the whole process is repeated again.



## **Office layout - open office and private office**

---

**Objectives:** At the end of this lesson you shall be able to

- **state the importance of office layout**
  - **state the advantages and disadvantages of an open office**
  - **state the advantages and disadvantages of a private office.**
- 

### **Office layout - Introduction**

Office layout is the most important task of office management. It can be defined as "the arrangement of all physical components within the available floor space to provide maximum effectiveness and the co-ordination of these components into an efficient and attractive unity." In other words, it can be described as the arrangement of different departments, equipment and men within a given available floor space with a view to make optimum utilization of space and ensure maximum efficiency of the office.

According to George R. Terry "Office layout is the determination of the space requirements and of the detailed utilization of this space in order to provide a practical arrangement of the physical factors considered necessary for the execution of the office work within reasonable costs."

According to Hicks & Place "Office layout relates to the arrangement of work stations in the space involved so that all equipment supplies, procedures and personnel can function at maximum efficiency.

### **Types of office layout**

In planning the office layout one of the major problems before the office manager is whether to have suites of small rooms and private offices, for the department and executives or a number of large open offices with a few private offices for the top executives. Office can be arranged in two forms:

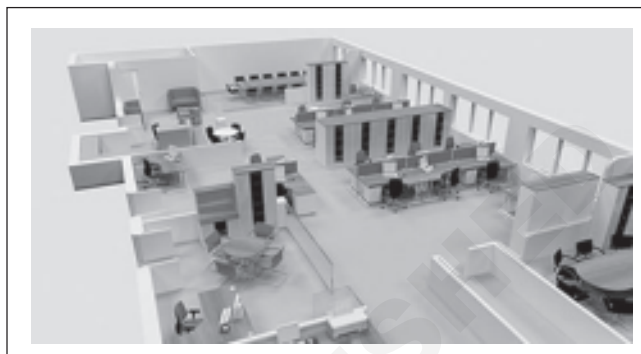
#### **1. Private Office**



#### **2. Open Office**

##### **(A) Meaning of open office**

By open offices we mean large rooms where the staff and equipment of several departments or sections are accom-



modated. Each section or department is allotted a separate space within the same rooms.

### **Advantage/Merits of open office**

The main advantage of open office are as follows

#### **1. Straight flow of work**

In open office there is a straight flow of work without any distribution and as a result of it, quantity and quality of the work improves.

#### **2. Saving in space**

In open office there is a more profitable utilization of the space. In constructing private room, space in the form of wall is wasted but in open office arrangement there is not such type of wastage of space.

#### **3. Less cost**

In open office arrangement cost is comparatively less. In such arrangement there is no cost of construction of walls.

#### **4. Flexibility**

There is a greater flexibility in planning the layout under open office arrangement. This type of office layout may be changed according to the requirement/ need.

#### **5. Effective supervision**

Open office arrangement makes supervision easier and less costly. Very few supervisors can supervise the work of the department more easily as the supervisor sits in the same room facing all the staff.

#### **6. Convenience in communication**

Under open office arrangement the officers and employees are sitting face to face. It facilitates inter departmental communication.



## Disadvantages/demerits of open office

The open office arrangement suffers from the following disadvantages

### 1 Noise

There is a great noise under this arrangement because a large number of employees work in a big room. As a result of it, the concentration of the employees is disturbed. It also affects the efficiency of the employees adversely.

### 2 Lack of secrecy

Open office arrangement is not suitable for work which requires secrecy.

### 3 Harmful for health

This arrangement is also not suitable for employees' health point of view. If any person is suffering from any dangerous disease that may be harmful to other fellow employees.

### 4 Lack of concentration

Under this arrangement, there is a great noise which disturbs the concentration of employees in work.

### 5 Interruption in work

Under this arrangement the movement of employees from one place to another in the same room creates interruption in work and consequently, quantity and quality of the work declines.

## What is a Private Office (Office Rooms)?

Private office is small rooms or cabinets which are separated from the open office by partitions. ... Sometimes, private office is provided to a group of people who are doing special project, performing confidential nature of work or need of concentration of work.

## Advantages of Private Office

The advantages of private office are listed below

**1 Privacy:** A private office provides a good privacy for confidential work and discussions.

**2 Personal Atmosphere:** A sense of prestige or importance to concerned staff promotes the personal atmosphere in a private office.

**3 Concentration:** There is an absence of noise in a private office. Hence, greater concentration of mind is possible. This gives room for improvement of efficiency of Staff.

**4 Tidy Appearance:** A private office can be tidier and less regimented. Over crowding or congestion is also eliminated.

**5 Healthy Atmosphere:** Better lighting, ventilation, heating and cooling are available in private office. There is no transmission of diseases from one person to another.

## Disadvantages of Private Office

Private office suffers from the following disadvantages

**1 Uneconomical:** A lot of space is used for partitions and corridors. Therefore, the cost of office space is increased. More expense is involved in decorations, cleaning and maintenance.

**2 Costly Supervision:** Private office leads to difficult supervision. The supervisor loses personal contact with the staff. Hence, more supervisors are appointed for effective supervision. Thus, the cost of supervision is stepped up.

**3 Poor Natural Lighting and Ventilation:** Flow of natural air and natural lighting is interrupted due to many walls and partitions. Therefore, artificial lighting and ventilation are provided to every staff member. This type of practice results in high cost of operation.

**4 Affects free Flow of Work:** Many walls and partitions are adversely affecting the free flow of work.

**5 Poor Communication:** Transmission of information is hindered due to walls and partitions. Movement of files is also delayed.

**6 Inflexible:** Many walls and partitions make the task of office layout more complicated and less flexible.

# Office Administration and Facility Management R.Theory for Ex 1.6.55 &56

## Stenographer Secretarial Asst. (Eng) - MS Excel - Importance of office -office layouts registers - Dictation exercise

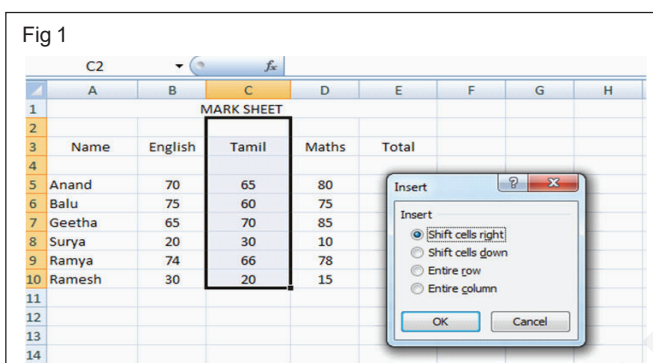
### MS Excel - Inserting/Deleting rows and columns, Data, Cut, Copy and Paste

**Objectives:** At the end of this lesson you shall be able to

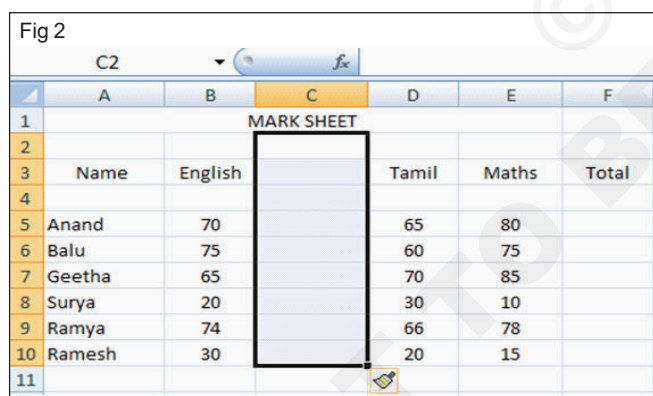
- describe how to insert, delete, set width for rows and columns
- state how to insert/delete data using cut/copy and paste functions
- state how to work with formulas, functions.

#### Add Rows and Columns

- 1 Select the row numbers or column letters where you want the new rows or columns. Excel highlights the entire rows or columns. Here we select the B column as shown in Fig.
- 2 Choose Home → Insert in the cells group (Fig.1)



- 3 The entire content in column C is shifted to column D (Fig 2)



Excel inserts the same number of rows or columns that you selected in Step1. Data in the selected columns and columns to the right move to the right.

- 3 Here the contents of entire C column moves to D, D to E, E to F as in (Fig.2)
- 4 Similarly select row(s) and insert row(s).

#### 4 Make a selection

**Shift Cells Right:** Select this if you want data in the cells in the same row moved to the right. Excel doesn't move the data in the cells to the left of the selection. Shift Cells Down: Select this if you want data in the lower cells in the

same column moved down. Excel doesn't move data in the cells above the selection.

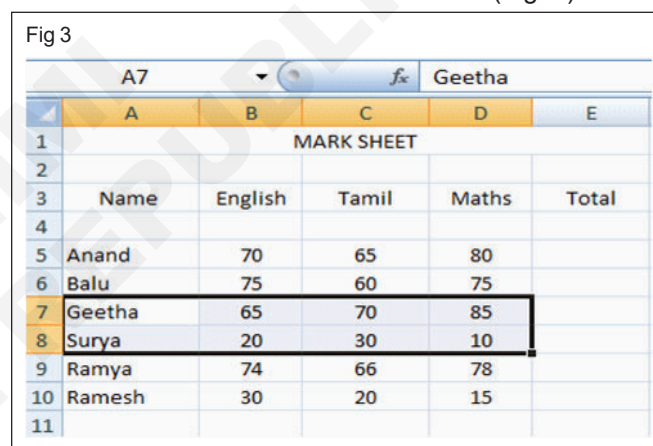
**Entire Row:** Select this if you want to add a new row and move down lower data.

**Entire Column:** Select this if you want to add a new column and move data to the right.

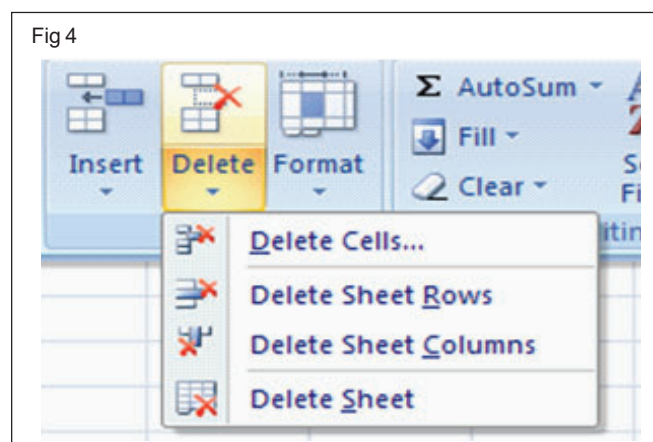
#### Remove Rows and Columns

- 1 Select the row numbers or column letters you want to remove. Excel highlights the entire rows or columns.

Here we select rows 7 and 8 as shown in (Fig. 3).



- 2 Choose Home? Delete in the Cells group. Excel removes any data in the rows or columns and moves existing data up or left. (Fig.4)



This fills the void from the deleted rows or columns.(Fig.5)

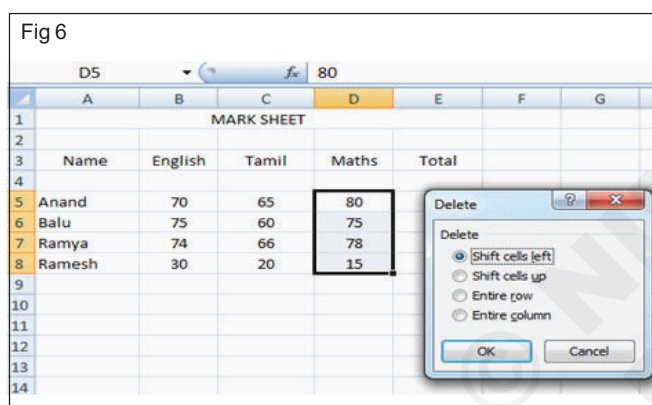
**Right-click the selected row numbers or column letters and choose Delete from the shortcut menu.**

Fig 5

|   | A          | B       | C     | D     | E     |
|---|------------|---------|-------|-------|-------|
| 1 | MARK SHEET |         |       |       |       |
| 2 |            |         |       |       |       |
| 3 | Name       | English | Tamil | Maths | Total |
| 4 |            |         |       |       |       |
| 5 | Anand      | 70      | 65    | 80    |       |
| 6 | Balu       | 75      | 60    | 75    |       |
| 7 | Ramya      | 74      | 66    | 78    |       |
| 8 | Ramesh     | 30      | 20    | 15    |       |
| 9 |            |         |       |       |       |

### Delete Cells

- 1 Select the cells you want to remove.
- 2 Choose Home and in the Cells group, click the arrow on the Delete button. A menu of options appears.(fig.6)
- 3 Choose Delete Cells. The Delete dialog box appears, as shown in (Fig. 6).



**Alternatively, right-click over the selected cells and choose Delete from the shortcut menu.**

### 4 Select a deletion option

- Shift Cells Left: Select this if you want data in the cells in the same row moved to the left.
- Shift Cells Up: Select this if you want data in the lower cells in the same column moved up.
- Entire Row: Select this if you want to remove a row and move lower data up.
- Entire Column: Select this if you want to remove a column and move data to the left.

### Change Column Width and Row Height in Excel 2010

In Excel 2010, you can change any column widths or row heights in your worksheets to improve the readability and appearance of data. For example, if your worksheet contains many numbers, you can widen the columns to make the worksheet less cluttered. You should always widen columns that contain cells with truncated text entries or numbers that Excel shows as.

### Adjusting column widths

To adjust the width of one or more columns, first select

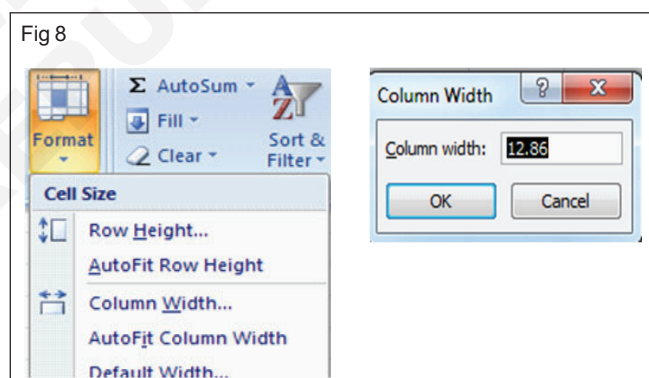
the columns whose width you want to change. (You select an entire column by clicking its column letter. If you want to adjust a single column, click any cell in that column) then choose a method to adjust column width.

- To manually change the width of columns, position the mouse pointer on the right boundary of a column heading until it turns into a double-sided arrow. Drag left or right until the column has the width that you want as shown in (Fig.7)

Fig 7

|   | A          | B       | C     | D     | E     |
|---|------------|---------|-------|-------|-------|
| 1 | MARK SHEET |         |       |       |       |
| 2 |            |         |       |       |       |
| 3 | Name       | English | Tamil | Maths | Total |
| 4 |            |         |       |       |       |
| 5 | Anand      | 70      | 65    | 80    |       |
| 6 | Balu       | 75      | 60    | 75    |       |
| 7 | Ramya      | 74      | 66    | 78    |       |
| 8 | Ramesh     | 30      | 20    | 15    |       |
| 9 |            |         |       |       |       |

- To set a column width to a specific setting, choose Format → Column Width on the Home tab. Type the exact width you want in the Column Width dialog box as shown in (Fig.8) then click OK



- To automatically change the column width so it fits the widest entry, use AutoFit. Double-click the boundary on the right side of the column heading or choose Format → AutoFit Column Width on the Home tab.

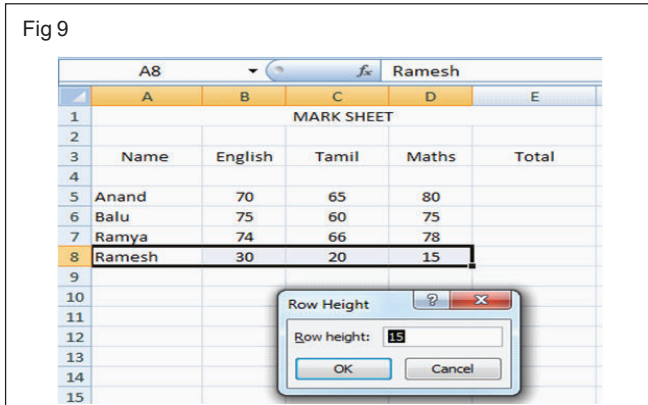
### Changing row heights

To change the height of one or more rows, start by selecting the rows whose height you want to adjust. (To select an entire row, click on the row number on the left. If you want to adjust a single row, click any cell in that row.) Choose a method to adjust row height:

To manually change the row height, position the mouse pointer on the bottom boundary of the row heading until it turns into a double-sided arrow. Drag until the row is the height that you want.

To set a row height to a specific setting, choose Format → Row → Height on the Home tab. Type the exact height you want in the Row Height dialog box as shown in (Fig.9) and then click OK.

Fig 9



To automatically change the height of a row so it fits the tallest entry in the row, use AutoFit. Double-click the boundary on the bottom of the row heading or choose Format? AutoFit Row Height on the Home tab.

## Formulas and functions in Excel

**Objectives:** At the end of this lesson you shall be able to

- explain how to work with formulas and functions
- explain inbuilt functions in Excel sheet.

You can add a formula to a worksheet cell using a technique similar to adding data to a cell. To ensure that Excel treats the text as a formula, be sure to begin with an equal sign (=) and then type your operands and operators. When you add a formula to a cell, Excel displays the formula result in the cell, not the formula itself. For example, if you add the formula =C5:C8 to a cell, that cell displays the sum of the values in cells C5 to C8 to C9. To see the formula, click the cell and examine the formula bar. (Fig.1)

Fig 1

|   | A          | B       | C     | D     | E     |
|---|------------|---------|-------|-------|-------|
| 1 | MARK SHEET |         |       |       |       |
| 2 |            |         |       |       |       |
| 3 | Name       | English | Tamil | Maths | Total |
| 4 |            |         |       |       |       |
| 5 | Anand      | 70      | 65    | 80    |       |
| 6 | Balu       | 75      | 60    | 75    |       |
| 7 | Ramya      | 74      | 66    | 78    |       |
| 8 | Ramesh     | 30      | 20    | 15    |       |
| 9 |            |         | 211   |       |       |

### Functions

Excel includes almost 400 built-in calculations - or functions-in 12 categories. Functions contain arguments, which appear in parentheses following the function's name. The

arguments are the details you provide to Excel to indicate which numbers to calculate in the function. Some functions require several arguments to function correctly. Excel contains a Function Wizard to walk you through the entire process. Excel separates functions into categories, including Financial, Date & Time, Math & Trig, Statistical, Lookup & Reference, Database, Text, Logical, Information, Engineering, Cube, and Compatibility categories. For example, the SUM function is in the Math & Trig category, whereas AVERAGE, COUNT, MAX, and MIN are Statistical functions. Functions that calculate a payment value are considered Financial functions.

### Change the Cell Text Case

From the cell where you want the function result, choose Formulas → Text and then choose one of the following:

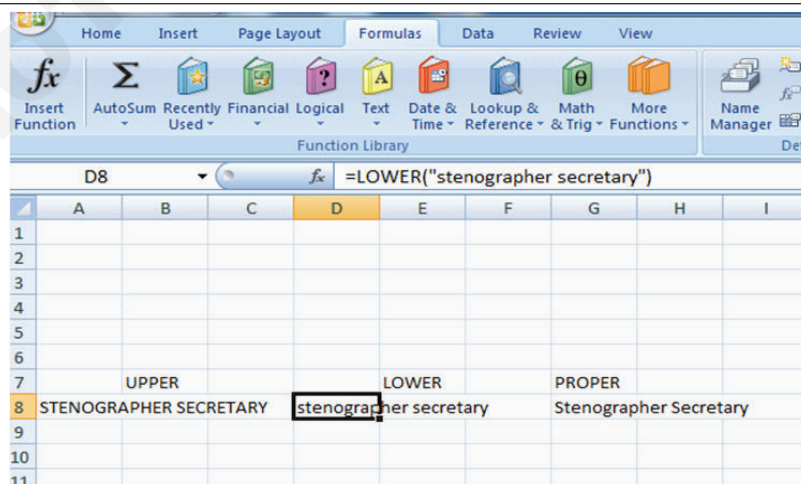
UPPER: Displays the referenced cell in all upper case letters.

LOWER: Displays the referenced cell in all lower case letters.

PROPER: Displays the referenced cell with the first letter of each word capitalized.

Select the cell you want to change and then click OK. (Fig.2)

Fig 2





## Use Functions to Calculate Time

- 1 From the cell where you want the function result, choose Formulas → Date & Time in the Function Library group.
- 2 Choose NETWORKDAYS, which calculates the number of whole workdays (excluding weekends) between two dates you specify. The Function Arguments dialog box appears.
- 3 From the Start date text box, select the cell containing the beginning date you want to evaluate.
- 4 From the End date text box, select the cell containing the ending date you want to evaluate. The End date must be a date later than the Start date; otherwise, the function returns a negative value.
- 5 Click OK. Excel calculates the number of working days between the two specified dates, as in Fig.3

Fig 3

|   | A | B                  | C          | D | E                | F | G                  | H | I |
|---|---|--------------------|------------|---|------------------|---|--------------------|---|---|
| 1 |   |                    |            |   |                  |   |                    |   |   |
| 2 |   |                    |            |   |                  |   |                    |   |   |
| 3 |   |                    |            |   |                  |   |                    |   |   |
| 4 |   | PROJECT START DATE |            |   | PROJECT END DATE |   | NO OF WORKING DAYS |   |   |
| 5 |   |                    | 10-01-2019 |   | 30-01-2019       |   | 15                 |   |   |
| 6 |   |                    |            |   |                  |   |                    |   |   |
| 7 |   |                    |            |   |                  |   |                    |   |   |
| 8 |   |                    |            |   |                  |   |                    |   |   |
| 9 |   |                    |            |   |                  |   |                    |   |   |

Two other useful Date & Time functions include TODAY,=TODAY(), which displays the current date or NOW,

=NOW(), which displays the current date and time. Neither function contains an argument.

## Round Values with Math Functions

- 1 From the cell where you want the function result, choose Formulas → Math & Trig in the Function Library group, and then choose one of the following:

**ROUND:** Rounds a value to a number of digits you specify.

**ROUNDUP:** Rounds a value up to a number of digits you specify.

**ROUNDDOWN:** Rounds a value down to a number of digits you specify.

- 2 From the Number text box of the Function Arguments dialog box, select or enter the cell you want to evaluate.

- 3 In the Num digits text box, enter the number of decimal places you want the value rounded to. Enter zero if you want a whole number; if you want the number

rounded to the left of the decimal point, enter the value as a negative number. Here 2 is entered for rounding to 2 decimal places 4 Click OK. The results appear in your worksheet as in (Fig.4).

Fig 4

|    | A | B             | C | D             | E | F        | G          | H |
|----|---|---------------|---|---------------|---|----------|------------|---|
| 1  |   |               |   |               |   |          |            |   |
| 2  |   |               |   |               |   |          |            |   |
| 3  |   | Round 1 digit |   | Round 2 digit |   | Round up | Round down |   |
| 4  |   | 10.758        |   | 10.76         |   |          |            |   |
| 5  |   | 10.8          |   | 10.76         |   | 10.758   | 10.76      |   |
| 6  |   |               |   |               |   | 10.76    | 10.75      |   |
| 7  |   |               |   |               |   |          |            |   |
| 8  |   |               |   |               |   |          |            |   |
| 9  |   |               |   |               |   |          |            |   |
| 10 |   |               |   |               |   |          |            |   |



## Creating Charts

There is an old saying 'A picture is worth a thousand words' is most certainly referring to a chart. We like looking at pictures more than we like looking at sheets of data. Charts, or graphs, provide an effective way to illustrate your worksheet data by making the relationships among numbers easier to see. The chart turns numbers into shapes and enables you to compare the shapes to each other. If you've ever spent hours drawing a chart on graph paper, you'll really appreciate the ease with which you can create dozens of different chart styles with your Excel data. And you don't really have to draw a thing! With just a few decisions on your part and a few clicks of the mouse, you have a two- or three- dimensional illustration of your data. Charts let you get your thoughts across with simplicity and strength and because different charts may cause you to draw varied conclusions. Whatever the idea you're trying to convey, charts make it easier.

## Trim function

The trim function is often very useful when you work with data imported from other programs.

- 1 Select the cell where you want the function result and then choose  
Formulas → Text ? TRIM in the Function library group. The function Argument dialog box appears
- 2 Select the cell containing the text you want to trim the spaces
- 3 Click OK. Excel displays the result of the formula in the cell you selected in step 1
- 4 Fig.5 you can see the data before the TRIM function and after it.

Fig 5

|    | A | B                  | C                 | D       | E                 | F                | G |
|----|---|--------------------|-------------------|---------|-------------------|------------------|---|
| 1  |   |                    |                   |         |                   |                  |   |
| 2  |   | <b>Before Trim</b> |                   |         | <b>After Trim</b> |                  |   |
| 3  |   |                    | Spencers Plaza    |         |                   | Spencer Plaza    |   |
| 4  |   | Mount Road         |                   |         |                   | Mount Road       |   |
| 5  |   |                    | Chennai - 600 002 |         |                   | Chennai 6 00 002 |   |
| 6  |   |                    |                   |         |                   |                  |   |
| 7  |   |                    |                   |         |                   |                  |   |
| 8  |   | Spencers           |                   | Plaza   |                   | Spencers Plaza   |   |
| 9  |   | Mount              | Road              |         |                   | Mount Road       |   |
| 10 |   |                    | Chennai           | 600 002 |                   | Chennai-6 00 002 |   |
| 11 |   |                    |                   |         |                   |                  |   |
| 12 |   |                    |                   |         |                   |                  |   |

## Excel Formulas

### Basic math

| Function                | Formula              | Example         |
|-------------------------|----------------------|-----------------|
| To add up the total     | =SUM(cell range)     | =SUM(B2:B9)     |
| To add individual items | =Value1 + Value 2    | =B2+C2          |
| Subtract                | =Value1 - Value 2    | =B2-C2          |
| Multiply                | =Value1 * Value2     | =B2*C2          |
| Divide                  | =Value1 / Value2     | =B2/C2          |
| Exponents               | =Value1 ^ Value2     | =B2^C2          |
| Average                 | =AVERAGE(cell range) | =AVERAGE(B2:B9) |
| Median                  | =MEDIAN(cell range)  | =MEDIAN(B2:B9)  |
| Max                     | =MAX(cell range)     | =MAX(B2:B9)     |
| Min                     | =MIN(cell range)     | =MIN(B2:B9)     |

## Simple formatting tricks

| Function                        | Formula       | Example     |
|---------------------------------|---------------|-------------|
| To change a cell to proper case | =PROPER(cell) | =PROPER(A2) |
| To change a cell to upper case  | =UPPER(cell)  | =UPPER(A2)  |
| To change a cell to lower case  | =LOWER(cell)  | =LOWER(A2)  |

## Conditional statements

| unction statement | Formula                                                                                      | Example                  |
|-------------------|----------------------------------------------------------------------------------------------|--------------------------|
|                   | =IF(logical test, "result if the test answer is true", "result if the test answer is false") | =IF(B2>69,"Pass","Fail") |
| xact              | =EXACT(Value1, value2)                                                                       | =EXACT(B2, C2)           |

# Office Environment - Importance - Impact of Light, Temperature, Ventilation and Noise - Interior decoration - Cleanliness - Safety

**Objectives:** At the end of this lesson you shall be able to

- state the meaning of office environment
- state the importance of a good office environment
- narrate the factors that promote an effective office environment
- explain the effect of interior decoration on the office staff
- describe how lack of cleanliness can affect the working of employees
- explain the measures to be taken to ensure the safety of the office.

## Meaning of office environment

By office environment, we mean working environment. The environment in which the office employees perform duties is known as office environment. The requirements of office environment include

1. Working place
2. Working conditions
3. Working hours
4. Working equipment
5. Training facilities
6. Incentive payment system, etc.

## Importance / advantages of office environment

Office environment affects the efficiency of office personnel directly. The reason for this is that mental work is the primary office work, much of which is monotonous and repetitive in nature. There is a close connection between the mind and the body. Therefore an employee working in the office cannot work efficiently unless he is provided with the right type of working environment.

### Advantages to employees

The advantages of a good office environment to the employees, are as follows

1. Ease in work
2. Simplicity in work
3. Improvement in mental and physical fitness.

### Advantages to the business concern

The advantages of a good office environment to the concern are as follows

- (a) Increase in production
- (b) Increase in profits
- (c) Increase in efficiency
- (d) Improvement in employee's relations
- (e) Reduction in employee's absenteeism
- (f) Reduction in employee's turnover
- (g) Increase in the goodwill

## Effective scheme of office environment

The following points should be taken into consideration while planning scheme for effective office environment

### (a) Location of office building

The location of the office building plays an important role in impacting the office environment. If office building is located in a far off place, it will affect the health of employees adversely. Similarly if the office building is located at a dirty and noisy place it will also have an adverse effect on the efficiency of the employees.

### (b) Structure of office building

The structure of office building also has an effect on the office environment. If the office building restricts the entrance of light, air, etc., then the office environment will not be healthy.

### (c) Internal decoration

The internal decoration of the office also has an effect on the office environment. The internal decoration of the office puts a psychological effect on the mind of the employees of the office. Because of internal decoration, office environment becomes cheerful.

### (d) Cleanliness and sanitation

The cleanliness and sanitation of office also has an effect on the office environment. Office must be cleaned daily and should be kept free from dust.

### (e) Lighting

Lighting should be sufficient enough to enable a worker to see what he is doing clearly quickly and accurately. Inadequate lighting results in delays and mistakes. Bad lighting causes eye strain, fatigue and headache to the employees. It is better if natural day light is sufficient enough. Otherwise the provision for artificial light in the form of tubes can be made to facilitate the work.

### (f) Ventilation

The provision for ventilation for the flow of cool and fresh air should be made as bad air causes headache to the employees.

### (g) Transport facilities

If the employees are provided transport facilities to reach the office, it will increase the efficiency of the employees.

### (h) Freedom from noise

Noise disturbs continuity in work. To make the environment ideal, the office should be kept free from internal and external noise.

## (i) Safety provisions

The office manager should make safety provisions in the office or else employees may meet with accidents and injure themselves.

### Health

Overcrowding in the rooms should be avoided as it affects the health of the staff. Too hot, too cold or humid atmosphere does not create a proper working environment in an office. A balance has to be struck taking into consideration the health conditions and requirements of an individual office. Temperature can be managed and controlled artificially. Clean and adequate drinking water should be available for the staff. Coolers, if possible, should be installed within easy reach of the staff. Washing facilities should be provided where necessary. Officers should have rest rooms or retiring rooms where workers may rest during rest intervals. Comfortable easy chairs, sofas, etc., should be provided in such rooms. A canteen should be provided and such a canteen should be subsidised, if possible. It should be located at a suitable place and ensured that the quality and quantity sold is not below the standard.

### Interior decoration & colour conditioning

It refers to decoration of office space internally in a manner which creates a healthy atmosphere in the office and produces a distinct effect on the psychology of the office staff.

Interior Decoration includes the following

- i Colouring of walls
- ii Colour and design of furnishings
- iii Floor covering's colour and design
- iv Decoration of corridors and stairways

Pleasant colouring and tasteful furnishings produce a cheerful effect on the mind of the staff. Interior decoration plays a soothing role in creating a better physical condition thereby producing a better working environment. There is a close connection between mind and the body, and between the will to work and capacity to work. Hence interior decoration does create a will in mind of staff to come, sit, and prolong the stay and work hard. Rooms may be decorated by painting, corridors and stairways may be made attractive with pleasing colours and tasteful decoration. Curtains, draperies, carpets, rubber sheets, linoleum, coir matting, etc., should be of good and pleasing colours and material. All these help in developing a better working environment.

A combination colour and painting of walls and ceilings must be done artistically and tastefully in such a manner that employees feel cheerful and derive pleasure and get inspired. The colour used on walls must be of a pleasing nature. Walls of the office should be in light colour. Dark colours will not be pleasing to the eyes. Sharp contrasts in colour should be avoided as it tends to distract the mind. Pastel shades have the most pleasing effect.

The methods adopted for colour conditioning are

- 1 Walls are to be painted and decorated in a tasteful manner.
- 2 Corridors, stairways, reception room, visitors room and furniture are to be tastefully coloured and designed.
- 3 Specified colours are to be used. Orange, yellow and brown colours bring warmth feeling while blue and green colours bring coolness.

### Furniture

After deciding the layout of office accommodation and its decoration, it is natural to decide on the furniture that is to be installed in it. Office work is mostly indoor work. Suitable furniture should therefore be provided for the personnel so that they are ensconced comfortably enough to perform office work swiftly and efficiently. Office furniture is the basic facility the employee identifies himself with. It is the duty of the office manager to provide the right type of furniture to the office. It has been increasingly felt now that office furniture is bought not only for its utility but also for its looks. The artistic design is worth paying for. It makes the office look more impressive and appeals to the office workers who must use it. Modern and eloquently designed furniture not only improves the general efficiency of the employees but adds to the prestige of the organisation as well. At the same time, furniture should be viewed as a long - term investment for it is unwise to make arbitrary and abrupt replacement because of the heavy cost involved.

Amongst the usual furniture found in any modern office are desks, chairs, tables, racks, cabinets, cupboards, lockers, safe, trays, etc. The number of pieces and the kind of furniture to be purchased for any office depends on various factors.

- 1 The number of departments and employees
- 2 The nature and volume of work to be performed
- 3 The office space available for accommodating the furniture

### Security / Safety

One of the vital functions of a modern office is to preserve documents and records for future reference. All documents or records should naturally be secured. No record or document should be allowed to be taken out of the office premises by any person without permission from his/her superior officer. Security measures, however, vary from organisation to organisation. In some organisation like military or defence production units, outsiders are not permitted to enter the main premises without the prior approval of the Administrative Officer. Even if permitted, they have to deposit their bags or containers at the gate against token. Similarly, in the strong rooms of banks, no outsider is allowed to enter. But this kind of security measure is not applied to other organisations though care is taken to prevent any possibility of theft, removal or destruction of office records. All office records, however, do not enjoy the same importance. Important and valuable documents such as share certificates, debentures, deposit receipts, title

deeds, bills of exchange, promissory notes, contracts, cheque books, registration documents, etc., are kept in office safes or bank lockers. Other documents like office files, correspondence, etc., are kept in safe places so that outsiders cannot access them. For securing official documents or records, it is necessary that the responsibility be vested in a particular employee. The employee should be responsible for any loss of or damage to official records or documents under his/her charge. In addition, the following precautions should be taken.

**1 First Aid Box:** One first Aid Box should be provided for every 150 workers. The box should be in the charge of a person trained in First Aid. A least two or three members of the staff should be trained to render first aid in case of need. The First Aid Box should be kept at a convenient place.

**2 Fire Precautions:** Adequate fire precautions should be taken as stated above for the preservation of office records and documents against risk of loss or destruction by fire. Fire fighting equipment like fire extinguishers should be provided. The workers should know how to use a fire extinguisher in case of emergency. Such fire extinguishers should be placed at a convenient place. Fire alarm should be fixed and tested from time to time. The workers should be made familiar with these precautions.

**3 Security arrangements:** In large organisations, employers make extensive security arrangements. A large number of caretakers, guards and housekeepers are employed to take charge of the building after office hours. The caretakers are generally held responsible for any loss of furniture, equipment or records.

Safety measure is a step to avoid accidents. It is concerned with bodily matters.

- 1 Employees may slip due to water on the floor or staircase.
- 2 Employees may fall if the floor or staircase is highly polished.
- 3 Employees may be injured if floor covering is torn and waste paper baskets or goods are haphazardly placed and due to trailing of telephone wires.
- 4 Accidents may occur if desks, filing cabinets, drawers, etc., are kept open and edges of windows are not covered.
- 5 Accidents may also occur due to electric shock, etc.

**Measure to ensure safety:** Precautionary measures to ensure safety are

- 1 Regular inspection of electricity management should be arranged.
- 2 Electric machines, switches, and appliances should be tested from time to time.
- 3 Telephone wires must not be allowed to trail.
- 4 Floors should not be highly polished.
- 5 Ladders should be provided to reach high shelves.
- 6 Floors, passages and stairs must be properly constructed, maintained, cleaned and lighted.
- 7 First aid box should be provided.
- 8 Fire extinguishers should be provided in each floor.
- 9 Stairs should have railings and floor opening should be fenced.



## Handling of mails - Inward mail & outward mail

**Objectives:** At the end of this lesson you shall be able to

- state the types of office mails
- narrate the procedure for handling inward mails
- narrate the procedure for handling outward mails.

### Mailing

**Meaning** - A written form of communication is called mailing.

Every office receives and sends out a number of communications in the form of letters, circulars, orders, printed material, information booklets or bulletins, telegrams, etc.

Mails can be divided into two categories, i.e., Inward Mail or Incoming Mail and Outward Mail or Outgoing Mail.

### Procedure for handling incoming mail

**a Receiving of Mail:** Letters are received in an office from the postman once or twice a day. The big business houses hire a Post Box at the Post Office. The mail addressed to the Post Office once or twice a day is put in this Box by the postal authorities. The peon of the office goes to the Post Office once or twice a day to take the mail. To avoid the possibilities of tampering with the mail and theft of important documents such as cheques, drafts, etc., by the peons, many business concerns hire a Post Office Bag which has a lock on it. One key of this lock remains with the Post Master and the other in the office. The mail addressed to the office is put in this bag and then locked.

**b Sorting of Mail:** After receiving the mail, the envelopes are sorted out into different categories as Sealed Letters, Quotations, Registered Letters, 'Personal', 'Confidential', 'Most Urgent', etc.

**c Opening of Mail:** After sorting of mail, envelopes are opened carefully. A letter opener machine is used if the mail is in large quantity. All the contents inside the envelope are taken out without leaving anything inside.

**d Scrutiny of Letters:** After opening the mail, all the contents and enclosures therein should be examined carefully. Any mistake or missing document should be brought to the notice of the person concerned immediately by attaching a note.

**e Stamping of Letters:** After the letters are scrutinized, they are stamped. For this purpose, a rubber stamp is used. It contains all the details such as receipt No., date, time, signature of receiver, etc.

**f Recording of Letters:** All the letters must be recorded in the Diary Register or Incoming Mail Register. This Register contains columns, i.e., Serial No., date of receipt, Letter No., sender's name and address, subject in brief and to whom the letter is addressed and the date the reply is sent. Diary Register ensures quick action on the letters. It is a proof of the receipt of letters. If any letter is misplaced, lost or destroyed, its particulars can be found from this Register.

**g Distribution of Letters:** Sorting of mail can be done department wise and kept in a tray marked for that department.

**Format of Inward Mail Register/Letter Received Book/Diary Register**

| S. No. | Date | Letter No. | Name & Address of Sender | Subject | Referred to Department | Date of Disposal | Sign |
|--------|------|------------|--------------------------|---------|------------------------|------------------|------|
|        |      |            |                          |         |                        |                  |      |



## Procedure for handling of outward mail

**a Collection of Mail:** All the outgoing mail is collected from every unit or department at specific intervals. A tray marked 'outgoing' is collected from each section by a messenger and delivered to the central mailing section for despatch.

Local and inter-departmental letters can be sent by messengers or peons after details are entered in the Peon

Book. Signatures of the addressees are obtained in the Peon Book which serve as proof of letters having been received by them.

**b Recording of outward mail:** All the letters to be sent by post should be entered in the Despatch Register giving a Serial No. to the letter on the letter and a Ref. No. in the corresponding letter. It helps to trace the letter, its date of posting, postage charged, etc. as shown in the format.

Format of outward/despatch register

| S.No. | Date | Despatch No. | Name & Address of Receiver | Subject | Mode of Despatch | Sign |
|-------|------|--------------|----------------------------|---------|------------------|------|
|       |      |              |                            |         |                  |      |

**c Addressing Envelopes:** Proper addressing of envelopes is very important for despatching letters. The address of the receiver is written or types neatly, legibly and correctly on the envelope. The size of the envelope/wrapper should be in accordance with the enclosures to be sent. In large organizations, addressing machines are used to save time.

The address of the receiver is typed on the envelopes leaving sufficient space for postal stamps to be affixed or imprinted and for writing other instructions such as 'R.P.A.D.', 'O.I.G.S', 'UPC', URGENT', etc. The address should be complete in all respects. Name, address, street, village/town/city, state and country. PIN should be written below the address.

Address should be written or typed in blocked style or indented style. Name and address of the sender is also written or printed on the left bottom of the envelope. Air-mail envelopes should be used for mail to be sent by air-mail with the words 'AIR MAIL' written on them.

After the letter and its enclosures are ready, they are stapled or pinned carefully. The folding of letter is done according to the size of the envelopes used for despatch. Before the letter is inserted in the envelope, its address is confirmed to avoid wrong despatch of letters. Big organizations use folding machines for folding and inserting letters.

**d Closing and sealing of envelopes:** After the letter is inserted into the envelope, it is sealed with gum carefully so that gum may not spread out. Book-Posts, VPP articles are not sealed but are stapled or tied by a thread around. To save time, sealing machines are also used. After the sealing is done, postage stamps are affixed or imprinted on the right top of the envelope. For weighing and calculating the correct postage on the envelope, Franking machines are used. After the postage stamps are affixed, the letters are sent to the nearest letter box at specified intervals.

## Arithmetic, logical, relative and absolute cell referencing

**Objectives:** At the end of this lesson you shall be able to

- explain arithmetic, logical cell referencing
- narrate relative and absolute cell referencing
- state formatting worksheets.

### Basic arithmetic in Excel

Formulas are the backbone of most advanced calculations within Excel. Think of a formula as an equation - it's a series of steps that lead to a final output. You can tell Excel that you're entering a formula in Excel by starting your input with the equals sign (=). For example, try entering the following into a cell:

**=5+4**

**Output: 9**

Since Excel sees the = sign at the beginning of the line, it realizes that it's being given a formula to calculate. It then sees 5+4 and adds the two numbers together, outputting a final value of 9.

Formulas in Excel use the standard mathematical order of operations to evaluate. As such, operations within formulas are processed in this order:

- Parentheses
- Exponents (^)
- Multiplication (\*)
- Division (/)

- Addition (+)

- Subtraction (-)

Take a look at the following equations, and see whether you can figure out how Excel arrives at the outputs specified:

=8+4; Output: 12

=8+4/4; Output: 9

=(8+4)/4; Output: 3

=8+4^2; Output: 24

=(8+4)^2; Output: 144

### Logical Functions

#### If, And, Or, Not

Learn how to use Excel's logical functions such as the IF, AND, OR and NOT function.

The IF function checks whether a condition is met, and returns one value if true and another value if false.

1. For example, take a look at the IF function in cell C2 below. (Fig.1)

Fig 1

|   | A        | B     | C      | D | E | F | G | H | I |
|---|----------|-------|--------|---|---|---|---|---|---|
| 1 | Name     | Score | Result |   |   |   |   |   |   |
| 2 | Richard  | 93    | Pass   |   |   |   |   |   |   |
| 3 | Jennifer | 60    | Pass   |   |   |   |   |   |   |
| 4 | James    | 58    | Fail   |   |   |   |   |   |   |
| 5 | Lisa     | 79    | Pass   |   |   |   |   |   |   |
| 6 | Sharon   | 41    | Fail   |   |   |   |   |   |   |
| 7 |          |       |        |   |   |   |   |   |   |

**Explanation:** if the score is greater than or equal to 60, the IF function returns Pass, else it returns Fail. Visit our page about the **IF function** for many more examples.

### And

The **AND** Function returns **TRUE** if all conditions are true and returns **FALSE** if any of the conditions are false.

For example, take a look at the AND function in cell D2. (Fig.2)

Fig 2

| D2 |          | ✕ ✓ f <sub>x</sub> |         | =AND(B2>=60,C2>=90) |   |   |
|----|----------|--------------------|---------|---------------------|---|---|
|    | A        | B                  | C       | D                   | E | F |
| 1  | Name     | Score 1            | Score 2 | Result              |   |   |
| 2  | Richard  | 93                 | 80      | FALSE               |   |   |
| 3  | Jennifer | 60                 | 91      | TRUE                |   |   |
| 4  | James    | 58                 | 75      | FALSE               |   |   |
| 5  | Lisa     | 79                 | 94      | TRUE                |   |   |
| 6  | Sharon   | 41                 | 33      | FALSE               |   |   |

**Explanation:** The **AND** function returns **TRUE** if the first score is greater than or equal to 60 and the second score is greater than or equal to 90, else it returns **FALSE**.

For example, take a look at the OR function in cell D2. (Fig.3)

Or

The OR function returns **TRUE** if any of the conditions are **TRUE** and returns **FALSE** if all conditions are false.

Fig 3

| D2 |          | ✕ ✓ f <sub>x</sub> |         | =OR(B2>=60,C2>=60) |   |   |
|----|----------|--------------------|---------|--------------------|---|---|
|    | A        | B                  | C       | D                  | E | F |
| 1  | Name     | Score 1            | Score 2 | Result             |   |   |
| 2  | Richard  | 93                 | 80      | TRUE               |   |   |
| 3  | Jennifer | 60                 | 91      | TRUE               |   |   |
| 4  | James    | 58                 | 75      | TRUE               |   |   |
| 5  | Lisa     | 79                 | 94      | TRUE               |   |   |
| 6  | Sharon   | 41                 | 33      | FALSE              |   |   |

**Explanation:** The OR function returns **TRUE** if at least one score is greater than or equal to 60, else it returns **FALSE**. Visit our page about the OR function for many more examples.

Not

The NOT function changes **TRUE** to **FALSE**, and **FALSE** to **TRUE**.

For example, take a look at the NOT function in cell D2. (Fig.4)

Fig 4

| D2 |          | ✕ ✓ f <sub>x</sub> |         | =NOT(OR(B2>=60,C2>=60)) |   |   |   |
|----|----------|--------------------|---------|-------------------------|---|---|---|
|    | A        | B                  | C       | D                       | E | F | G |
| 1  | Name     | Score 1            | Score 2 | Result                  |   |   |   |
| 2  | Richard  | 93                 | 80      | FALSE                   |   |   |   |
| 3  | Jennifer | 60                 | 91      | FALSE                   |   |   |   |
| 4  | James    | 58                 | 75      | FALSE                   |   |   |   |
| 5  | Lisa     | 79                 | 94      | FALSE                   |   |   |   |
| 6  | Sharon   | 41                 | 33      | TRUE                    |   |   |   |
| 7  |          |                    |         |                         |   |   |   |

**Explanation:** In this example, the NOT function reverses the result of the OR function (see previous example).

## Relative & Absolute cell references

Excel uses three types of cell references to create formulas. Each has its own purpose. Read on to determine which type of cell reference to use your formula.

### Relative cell reference

This is the most widely used type of cell reference in formulas. Relative cell references are basic cell references that adjust and change when copied or when using Auto Fill. Let us take a simple example to explain the concept of relative cell references in Excel. To calculate the total for each item, we need to multiply the price of each item with the quantity of that item. (Fig.5)

Fig 5

|   | A      | B     | C        | D     |
|---|--------|-------|----------|-------|
| 1 | Item   | Price | Quantity | Total |
| 2 | Item A | 15    | 15       |       |
| 3 | Item B | 20    | 20       |       |
| 4 | Item C | 12    | 18       |       |
| 5 | Item D | 18    | 8        |       |
| 6 | Item E | 8     | 10       |       |
| 7 | Item F | 10    | 20       |       |
| 8 | Item G | 20    | 10       |       |

For the first item, the formula in cell D2 would be B2\*C2 (as in Fig.6)

Fig 6

| D2 | =B2*C2 |       |          |       |
|----|--------|-------|----------|-------|
|    | A      | B     | C        | D     |
| 1  | Item   | Price | Quantity | Total |
| 2  | Item A | 15    | 15       | 225   |
| 3  | Item B | 20    | 20       |       |
| 4  | Item C | 12    | 18       |       |
| 5  | Item D | 18    | 8        |       |
| 6  | Item E | 8     | 10       |       |
| 7  | Item F | 10    | 20       |       |
| 8  | Item G | 20    | 10       |       |

Now, instead of entering the formula for all the cells one by one, you can simply copy cell D2 and paste it into all the other cells (D3:D8). When you do it, you will notice that the cell reference automatically adjust to refer to the corresponding row. For example, the formula in cell D3 becomes B3\*C3 and the formula in D4 becomes B4\*C4. (Fig.7)

Fig 7

| D3 | =B3*C3 |       |          |       |
|----|--------|-------|----------|-------|
|    | A      | B     | C        | D     |
| 1  | Item   | Price | Quantity | Total |
| 2  | Item A | 15    | 15       | 225   |
| 3  | Item B | 20    | 20       | 400   |
| 4  | Item C | 12    | 18       | 216   |
| 5  | Item D | 18    | 8        | 144   |
| 6  | Item E | 8     | 10       | 80    |
| 7  | Item F | 10    | 20       | 200   |
| 8  | Item G | 20    | 10       | 200   |

## Absolute Cell Reference

Situations arise in which the cell reference must remain the same when copied or when using AutoFill.

### Example

Unlike relative cell references, absolute cell references don't change when you copy the formula to other cells. Suppose you have the data set as shown below where you have to calculate the commission for each item's total sales. The commission is 20% and is listed in cell G1. (Fig.8)

Fig 8

|   | A      | B     | C        | D     | E          | F | G   |
|---|--------|-------|----------|-------|------------|---|-----|
| 1 | Item   | Price | Quantity | Total | Commission |   | 20% |
| 2 | Item A | 15    | 15       | 225   |            |   |     |
| 3 | Item B | 20    | 20       | 400   |            |   |     |
| 4 | Item C | 12    | 18       | 216   |            |   |     |
| 5 | Item D | 18    | 8        | 144   |            |   |     |
| 6 | Item E | 8     | 10       | 80    |            |   |     |
| 7 | Item F | 10    | 20       | 200   |            |   |     |
| 8 | Item G | 20    | 10       | 200   |            |   |     |

**To get the commission amount for each item sale, use the following formula in cell E2 and copy for all cells: =D2\*\$G\$1**

To get the commission amount for each item sale, use the following formula in cell E2 and copy for all cells: (Fig.9)

Fig 9

| E2 | =D2*\$G\$1 |       |          |       |            |   |     |
|----|------------|-------|----------|-------|------------|---|-----|
|    | A          | B     | C        | D     | E          | F | G   |
| 1  | Item       | Price | Quantity | Total | Commission |   | 20% |
| 2  | Item A     | 15    | 15       | 225   | 45         |   |     |
| 3  | Item B     | 20    | 20       | 400   | 80         |   |     |
| 4  | Item C     | 12    | 18       | 216   | 43.2       |   |     |
| 5  | Item D     | 18    | 8        | 144   | 28.8       |   |     |
| 6  | Item E     | 8     | 10       | 80    | 16         |   |     |
| 7  | Item F     | 10    | 20       | 200   | 40         |   |     |
| 8  | Item G     | 20    | 10       | 200   | 40         |   |     |

Note that there are two dollar signs (\$) in the cell reference that has the commission - \$G\$2.

### What does the Dollar (\$) sign do?

A dollar symbol, when added in front of the row and column number, makes it absolute (i.e., stops the row and column number from changing when copied to other cells).

For example, in the above case, when we copy the formula from cell E2 to E3, it changes from =D2\*\$G\$1 to =D3\*\$G\$1. Note that while D2 changes to D3, \$G\$1 doesn't change.

Since we have added a dollar symbol in front of 'G' and '1' in G1, it wouldn't let the cell reference change when it's copied. Hence this makes the cell reference absolute.



## Formatting options of cell in worksheets

**Objectives:** At the end of this lesson you shall be able to

- explain what is formatting
- state the steps to format cell content.

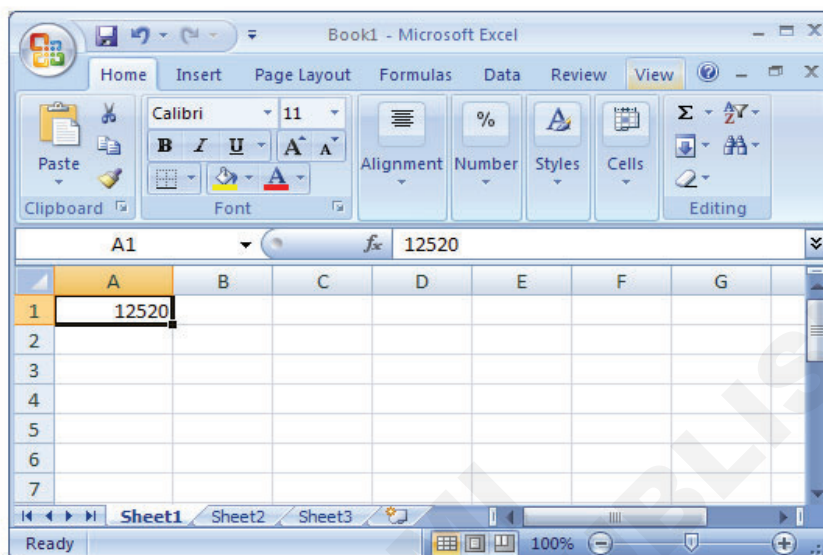
### Formatting Cells

Format display of text in cell (i.e., numbers, dates, etc.)

How to format the display of a cell's text in Excel 2007 such as numbers, dates, etc. (with screenshots and step-by-step instructions).

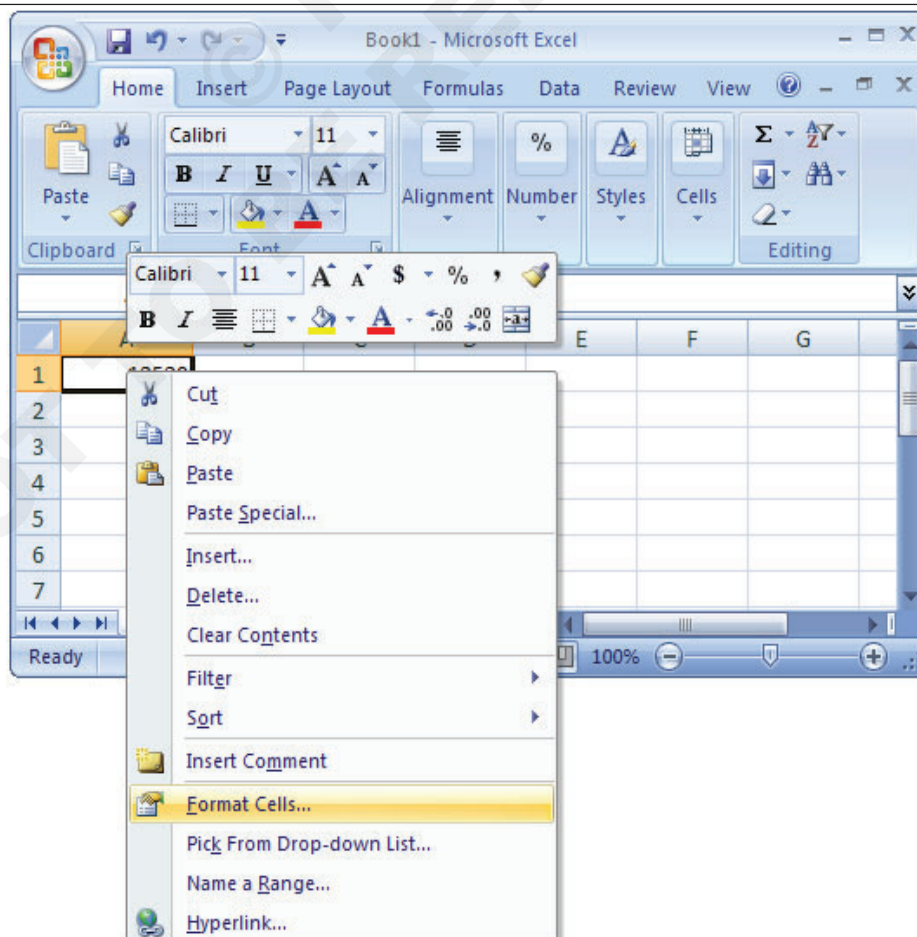
- 1 Select the cells that you wish to format. (Fig.1)

Fig 1



Right-click and then select "Format Cells" from the popup (Fig.2)

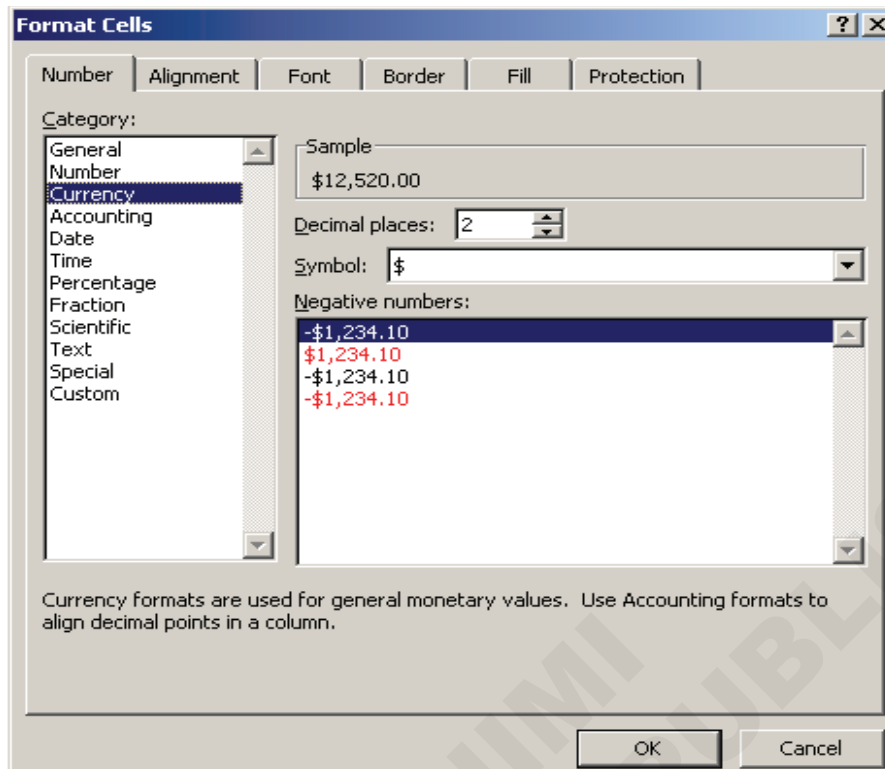
Fig 2





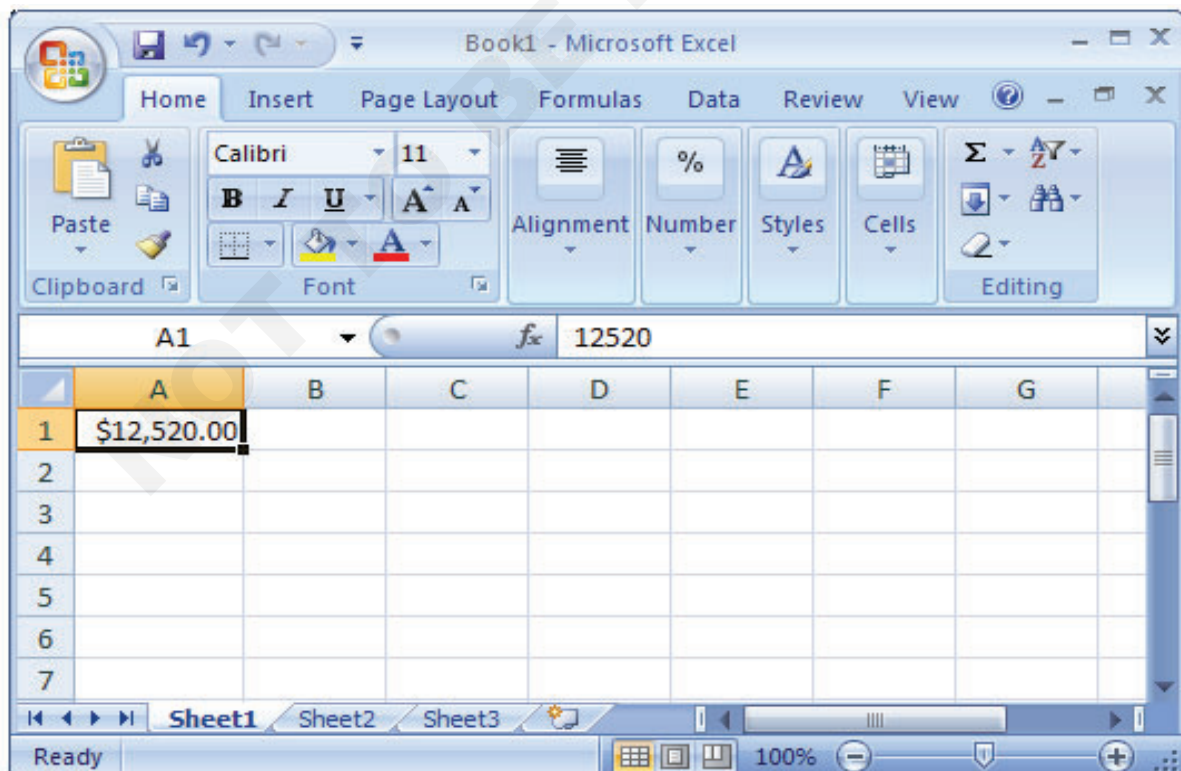
When the Format Cells window appears, select the Number tab. In the Category listbox, select your format. A sample of your text will appear on the right portion of the window based on the format that you've selected. Click the OK button when you are done. (Fig. 3)

Fig 3



In this example, we've chosen to format the content of the cells as a currency number. (Fig.4)

Fig 4



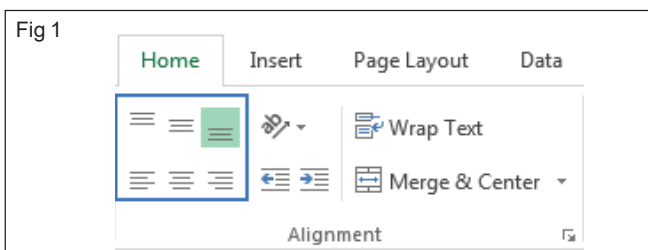
# MS Excel - Align centre, left, right and justify cell contents and concepts of charts

**Objectives:** At the end of this lesson you shall be able to

- understand how to align text using format cells dialog
- state how to align text left, right and justify in excel
- change alignment with custom number format
- align numbers in a column by a specific character
- explain different types of charts to represent data
- state how to modify charts.

## How to change alignment in Excel using the ribbon

To change text alignment in Excel, select the cell(s) you want to realign, go to the Home tab > Alignment group, and choose the desired option. (Fig.1)



### Vertical alignment

If you'd like to align data vertically, click one of the following icons:

**Top Align**  - aligns the contents to the top of the cell.

**Middle Align**  - centers the contents between the top and bottom of the cell.

**Bottom Align**  - aligns the contents to the bottom of the cell (the default one).

Please note that changing vertical alignment does not have any visual effect unless you increase the row height.

### Horizontal alignment

To align your data horizontally, Microsoft Excel provides these options:

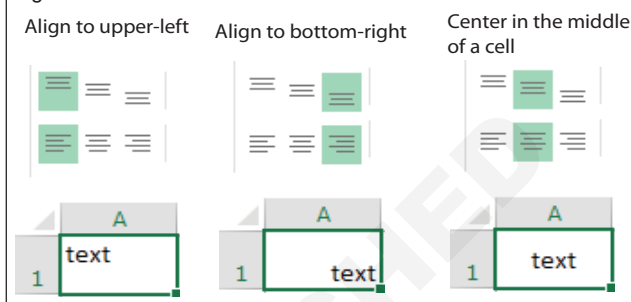
**Align Left**  - aligns the contents along the left edge of the cell.

**Align Center**  - puts the contents in the middle of the cell.

**Align Right**  - aligns the contents along the right edge of the cell.

By combining different vertical and horizontal alignments, you can arrange the cell contents in different ways, for example. (Fig.2)

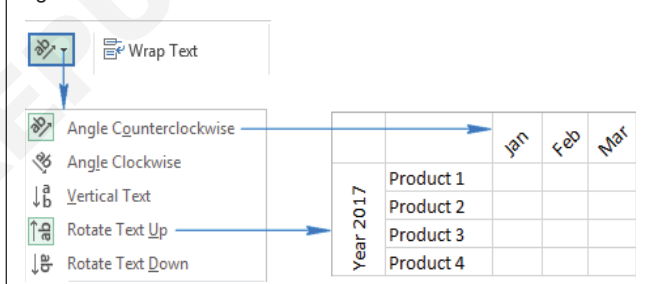
Fig 2



### Change text orientation (rotate text)

Click the **Orientation** button on the **Home** tab, in the **Alignment** group, to rotate text up or down and write vertically or sideways. These options come in especially handy for labelling narrow columns. (Fig.3)

Fig 3

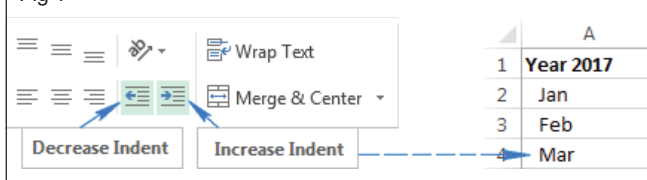


### Indent text in a cell (Fig.4)

In Microsoft Excel, the Tab key does not indent text in a cell like it does, say, in Microsoft Word; it just moves the pointer to the next cell. To change the indentation of the cell contents, use the Indent icons that reside right underneath the Orientation button.

To move text further to the right, click the Increase Indent icon. If you have gone too far right, click the Decrease Indent icon to move the text back to the left.

Fig 4



### Shortcut keys for alignment in Excel

To change alignment in Excel without lifting your fingers off the keyboard, you can use the following handy shortcuts:

Top alignment - **Alt + H** then **A + T**

Middle alignment - **Alt + H** then **A + M**

Bottom alignment - **Alt + H** then **A + B**

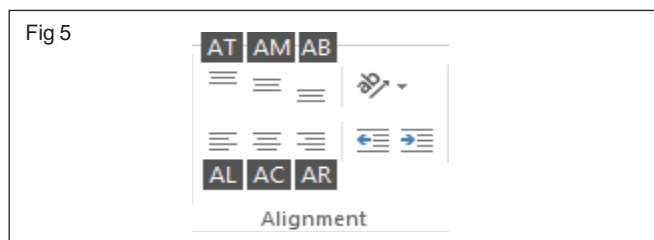
Left alignment - **Alt + H** then **A + L**

Center alignment - **Alt + H** then **A + C**

Right alignment - **Alt + H** then **A + R**

At first sight, it looks like a lot of keys to remember, but upon a closer look the logic becomes obvious. The first key combination (**Alt + H**) activates the Home tab. In the second key combination, the first letter is always "**A**" that stands for "alignment", and the other letter denotes the direction, e.g. **A + T** - "align top", **A + L** - "align left", **A+C** - "center alignment", and so on. (Fig.5)

To simplify things further, Microsoft Excel will display all alignment shortcuts for you as soon as you press the **Alt+H** key combination:

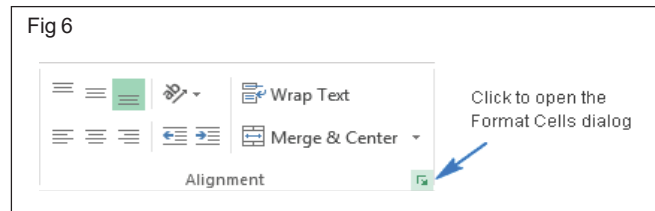


How to align text in Excel using the Format Cells dialog

Another way to re-align cells in Excel is using the **Alignment** tab of the Format Cells dialog box. To get to this dialog, select the cells you want to align, and then either:

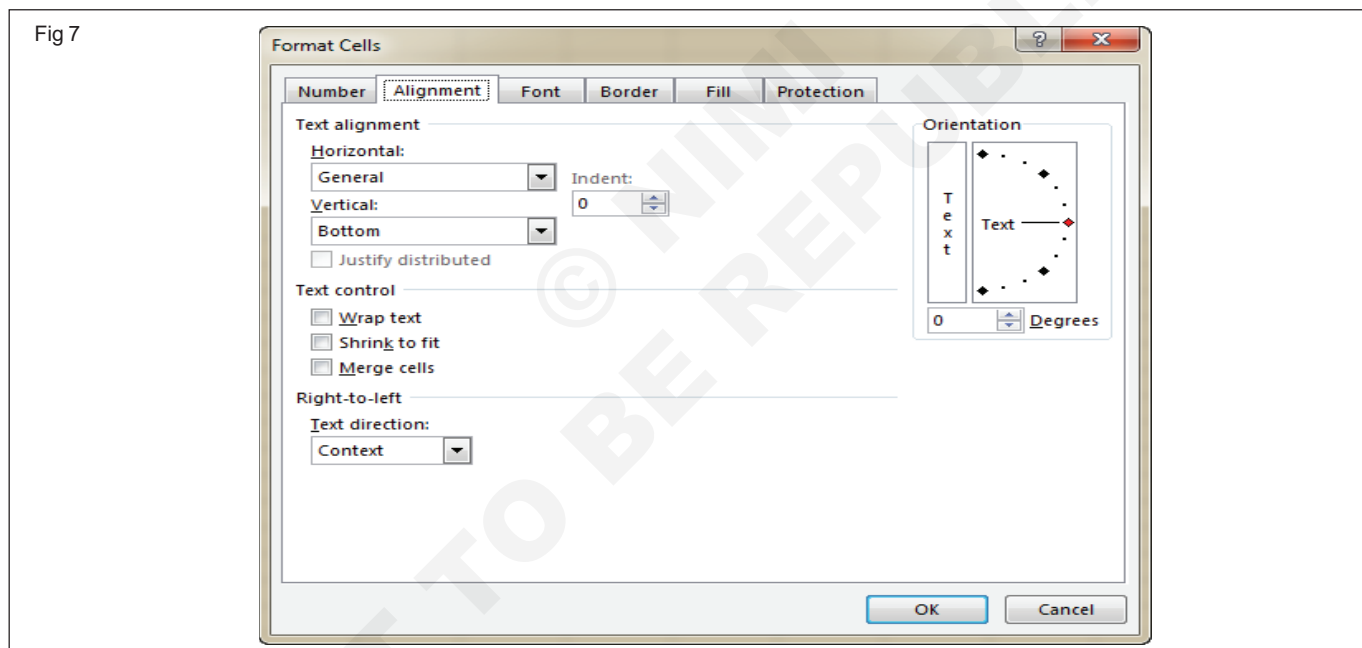
Press **Ctrl + 1** and switch to the **Alignment** tab, or

Click the Dialog Box Launcher arrow at the bottom right corner of the Alignment. (Fig.6)



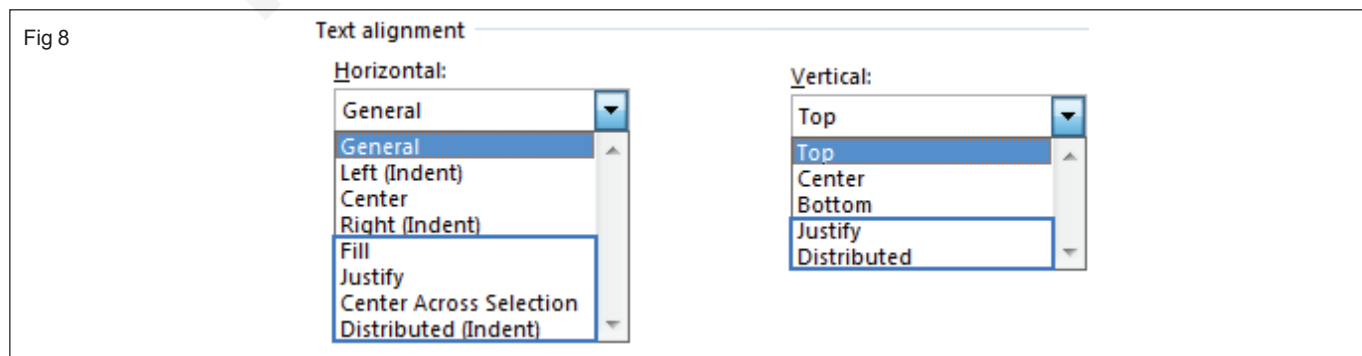
In addition to the most used alignment options available on the ribbon, the Format Cells dialog box provides a number of less used (but not less useful) features: (Fig.7)

Now, let's take a closer look at the most important ones.



### Text alignment options (Fig.8)

Apart from aligning text horizontally and vertically in cells, these options allow you to justify and distribute the cell contents as well as fill an entire cell with the current data.



### How to fill cell with the current contents (Fig.9)

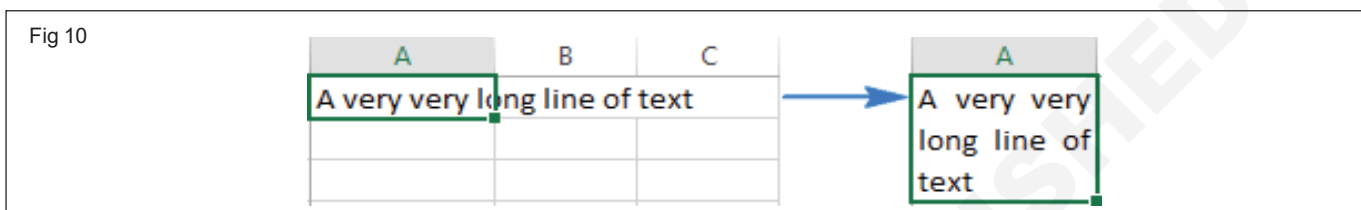
Use the Fill option to repeat the current cell content for the width of the cell. For example, you can quickly create

a border element by typing a period in one cell, choosing Fill under Horizontal alignment, and then copying the cell across several adjacent columns:

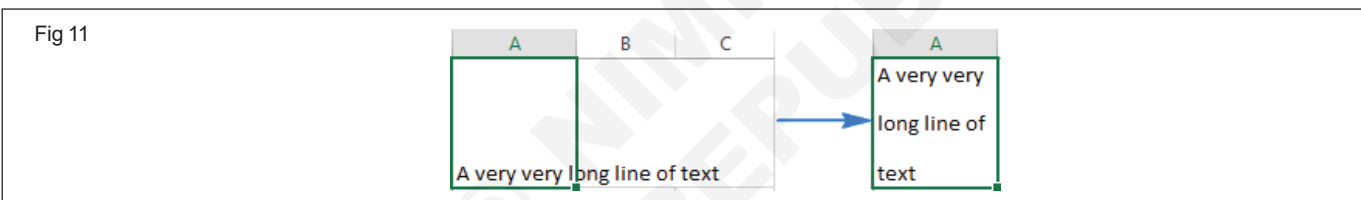


### How to justify text in Excel

To justify text horizontally, go to the Alignment tab of the Format Cells dialog box, and select the Justify option from the Horizontal drop-down list. This will wrap text and adjust spacing in each line (except for the last line) so that the first word aligns with the left edge and last word with the right edge of the cell: (Fig.10)



The Justify option under Vertical alignment also wraps text, but adjusts spaces between lines so the text fills the entire row height: (Fig.11)

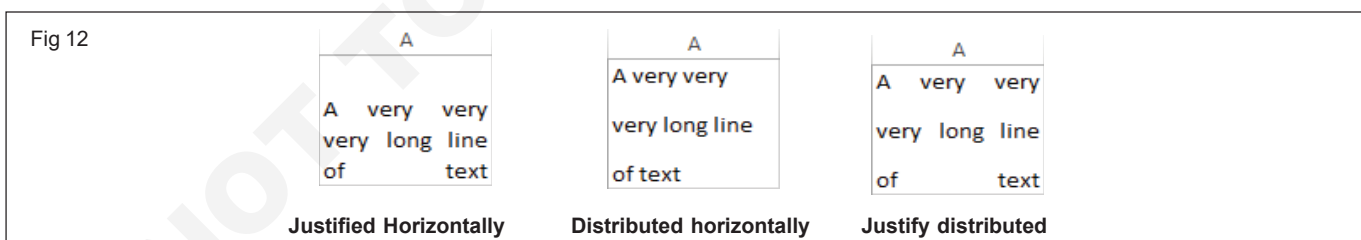


### How to distribute text in Excel

Like Justify, the Distributed option wraps text and "distributes" the cell contents evenly across the width or height of the cell, depending on whether you enabled Distributed horizontal or Distributed vertical alignment, respectively.

Unlike Justify, Distributed works for all lines, including the last line of the wrapped text. Even if a cell contains short text, it will be spaced-out to fit the column width (if distributed horizontally) or the row height (if distributed vertically). When a cell contains just one item (text or number without in-between spaces), it will be centered in the cell.

This is what the text in a distributed cell looks like: (Fig.12)



When changing the **Horizontal** alignment to Distributed, you can set the **Indent** value, telling Excel how many indent spaces you want to have after the left border and before the right border.

If you don't want any indent spaces, you can check the **Justify Distributed** box at the bottom of the Text alignment section, which ensures that there are no spaces between the text and cell borders (the same as keeping the Indent value to 0). If Indent is set to some value other than zero, the Justify Distributed option is disabled (grayed out).

The following screenshots demonstrate the difference between distributed and justified text in Excel.

#### Tips and notes

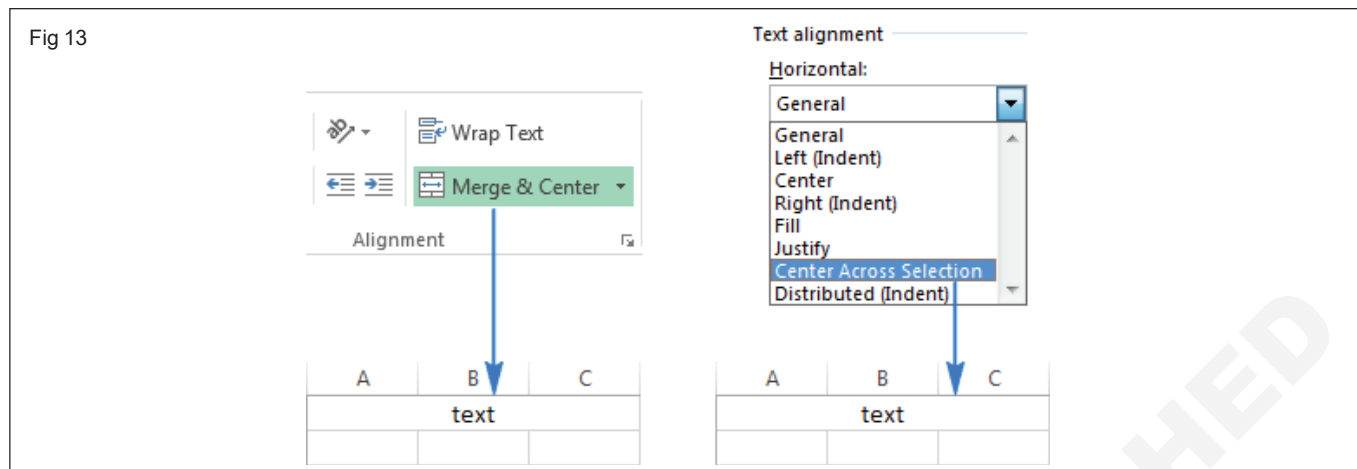
- Usually, justified and/or distributed text looks better in wider columns.
- Both Justify and Distributed alignments enable wrapping text. In the Format Cells dialog, the Wrap text box will be left unchecked, but the Wrap Text button on the ribbon will be toggled on.

- As is the case with text wrapping, sometimes you may need to double click the boundary of the row heading to force the row to resize properly.

### Center across selection (Fig.13)

Exactly as its name suggests, this option centers the

contents of the left-most cell across the selected cells. Visually, the result is indistinguishable from merging cells, except that the cells are not really merged. This may help you present the information in a better way and avoid undesirable side-effects of merged cells.



### Text control options

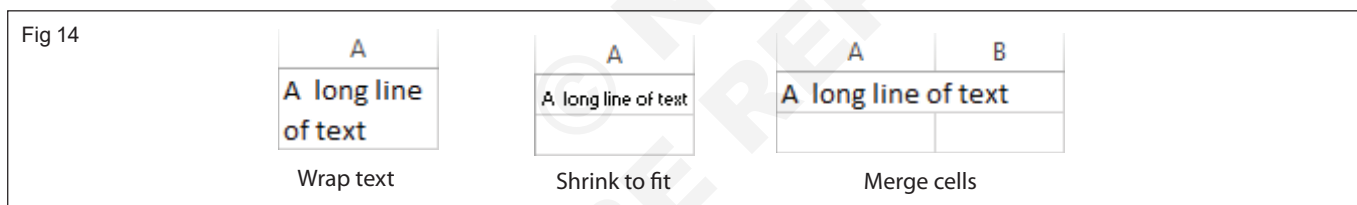
These options control how your Excel data is presented in a cell.

**Wrap text** - if the text in a cell is larger than the column width, enable this feature to display the contents in several lines. For more information, please see How to wrap text in Excel. (Fig.14)

**Shrink to fit** - reduces the font size so that the text fits into a cell without wrapping. The more text there is in a cell, the smaller it will appear.

**Merge cells** - combines selected cells into one cell. For more information, please see How to merge cells in Excel without losing data.

The following screenshots show all text control options in action.



## Concept of charts

**Objectives:** At the end of this lesson you shall be able to

- state importance of charts
- explain different types of charts in MS Excel.

### What is a chart?

A chart is a visual representative of data in both columns and rows. Charts are usually used to analyse trends and patterns in data sets. ... You can also draw charts to compare set targets against actual achievements.

### The importance of charts

- Allows you to visualize data graphically.
- It's easier to analyse trends and patterns in the charts
- Easy to interpret compared to data in cells.

### Creating a Chart

Select the data for which you want to create a chart.

Click INSERT > Recommended Charts.

On the recommended Charts tab, scroll through the list of charts that Excel recommends for your data, and click and click any chart to see how your data will look....

When you find the chart you like, click it > **OK**. (Fig.1)

By default, the chart will appear directly on the spreadsheet where your data is; when the chart is selected, you will see additional Ribbons. In Excel 2010, you have the Design, Layout, and Format Ribbons. The 'Layout' options have been consolidated into the Design ribbon. (Fig.2)

### Modifying Charts

Once your chart appears in Excel, there are many ways to modify the way it looks and its location. A few ways are described below, but explore to find more. In all cases, you have to select the chart first to see the context sensitive Ribbons (Design, Layout, and Format).



Fig 1

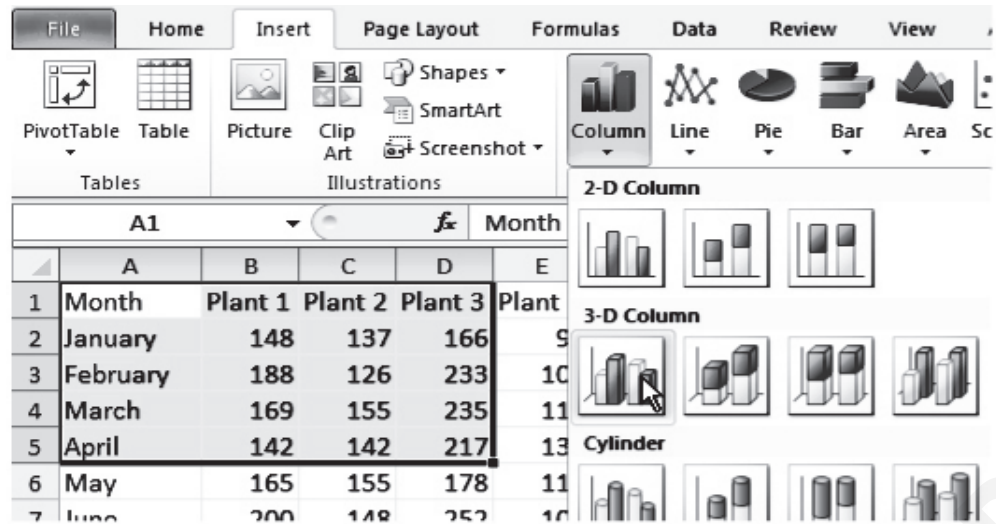
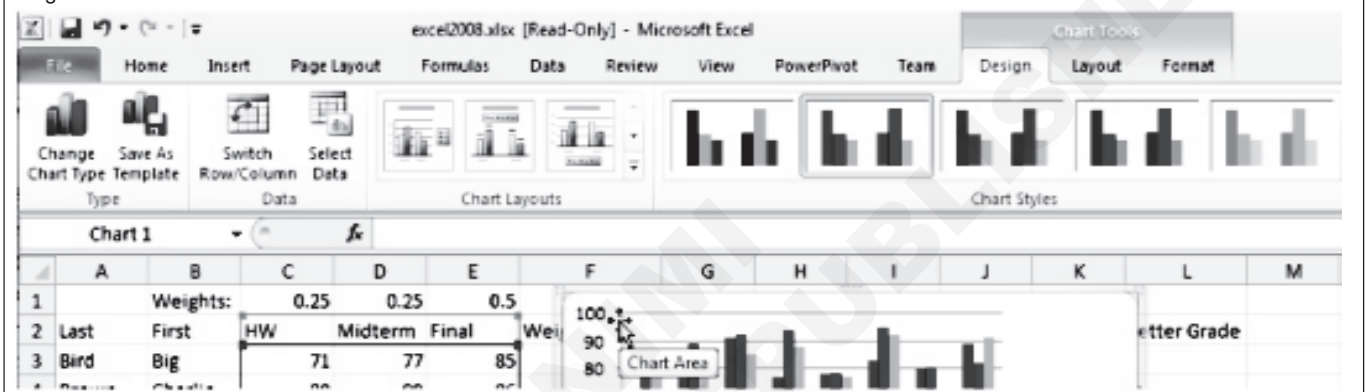


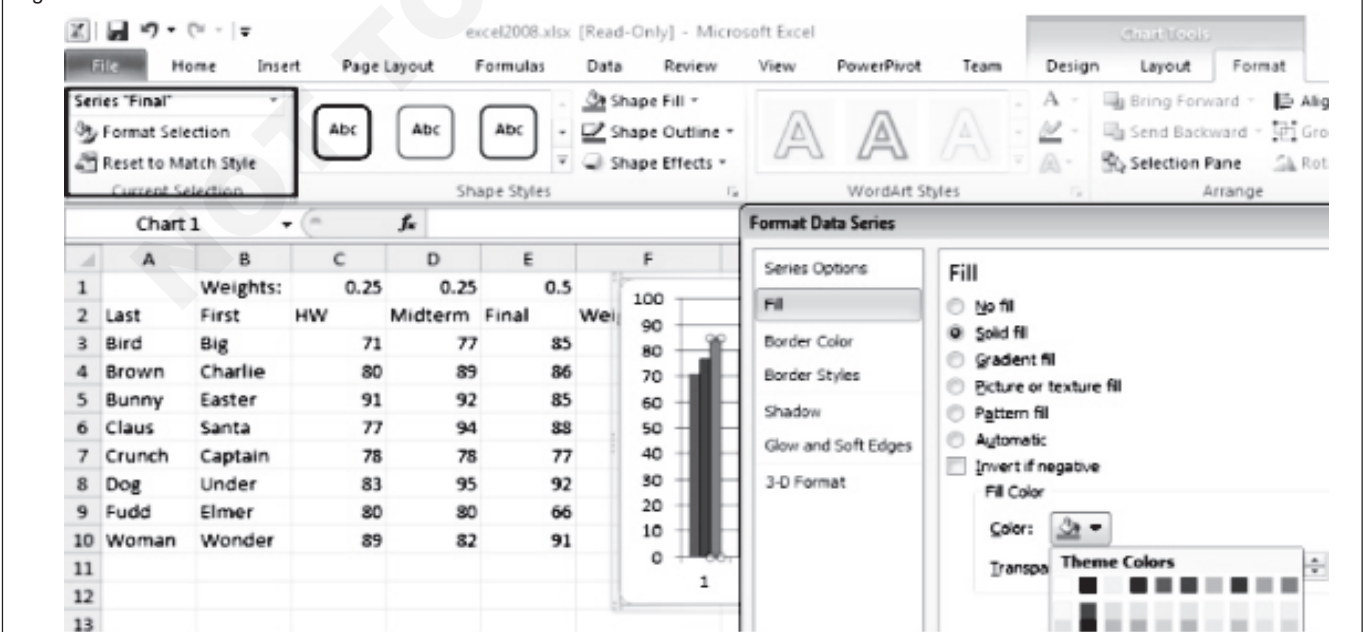
Fig 2



- To add any labels (for example, for the title or axes), use the Chart Tools Layout Ribbon.
- In Excel 2013, the label options are under Add Chart Element on the far left of the Design Ribbon.
- To change the chart type, data, or location, use the Chart Tools Design Ribbon.

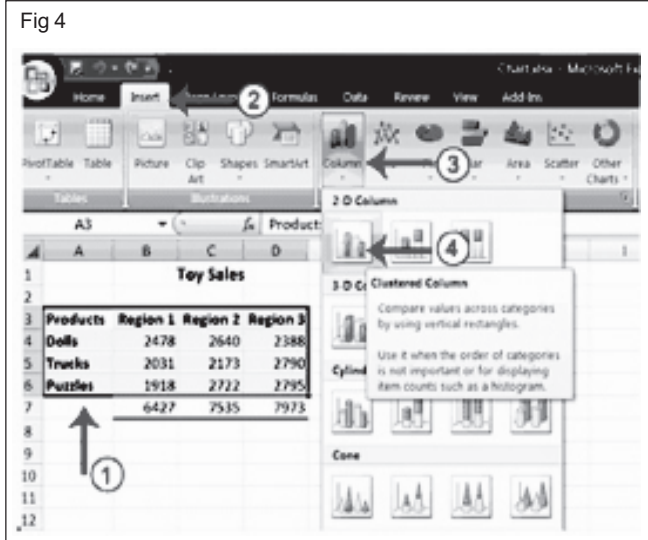
From either the Chart Tools Layout Ribbon or the Chart Tools Format Ribbon, you can select an element on the chart (for example, a series), then choose the Format Selection icon in the Current Selection Group. In the Format [Selected item] dialog box, you can change the shape, style and color. (Fig.3)

Fig 3



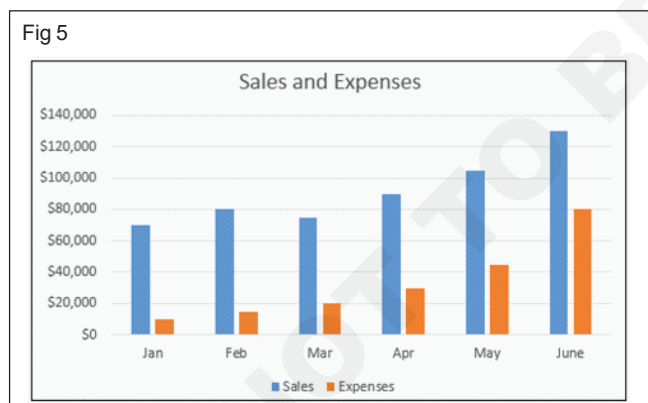
## To insert a chart

- 1 Select the cells you want to **chart**, including the column titles and row labels. These cells will be the source data for the **chart** ....
- 2 From the Insert tab, click the desired Chart command...
- 3 Choose the desired chart type from the dropdown menu....
- 4 The selected chart will be inserted in the worksheet. (Fig.4)



## Excel Charts types

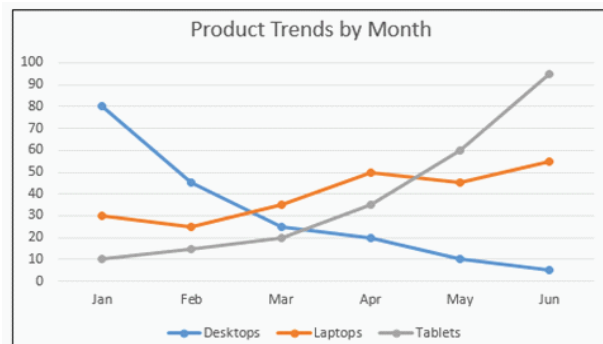
**Column Chart:** A Column Chart typically displays the categories along the horizontal (category) axis and values along the vertical (value) axis. To create a column chart, arrange the data in columns or rows on the worksheet. (Fig.5)



**Line Chart:** Line charts can show continuous data over time on an evenly scaled Axis. Therefore, they are ideal for showing trends in data at equal intervals, such as months, quarters or years. In a Line chart (Fig.6)

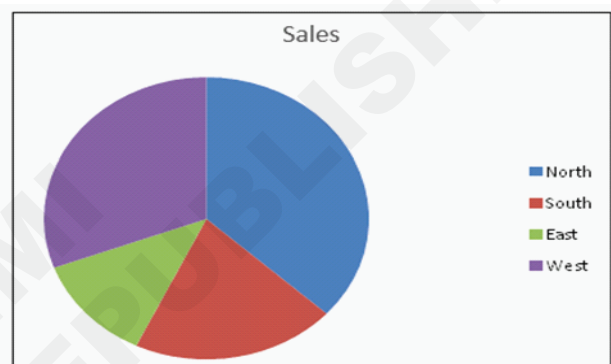
- Category data is distributed evenly along the horizontal axis.
- Value data is distributed evenly along the vertical axis.

Fig 6



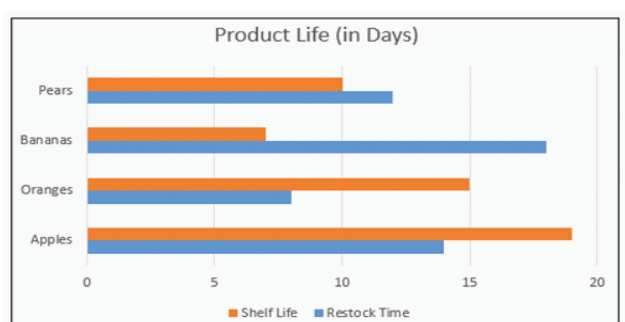
**Pie Chart:** Pie charts show the size of items in one data series, proportional to the sum of the items. The data points in a pie chart are shown as a percentage of the whole pie. To create a Pie Chart, arrange the data in one column or row on the worksheet. (Fig.7)

Fig 7



**Bar Chart:** Bar Charts illustrate comparisons among individual items. In a Bar Chart, the categories are organized along the vertical axis and the values are organized along the horizontal axis. To create a Bar Chart, arrange the data in columns or rows on the Worksheet. (Fig.8)

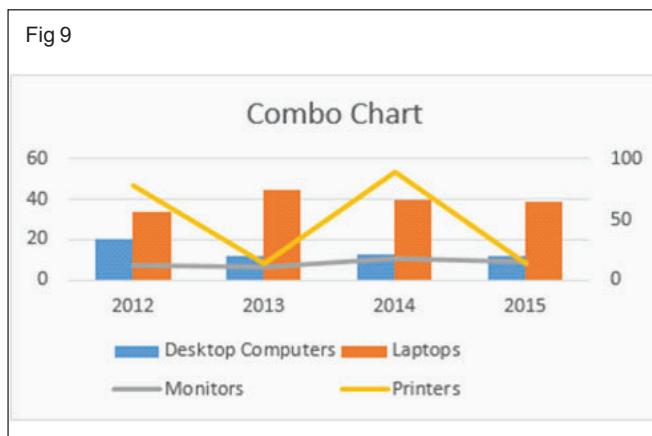
Fig 8



## Combo Chart

Combo charts combine two or more chart types to make the data easy to understand, especially when the data is widely varied. It is shown with a secondary axis and is even easier to read. To create a Combo chart, arrange the data in columns and rows on the worksheet. (Fig.9)

Fig 9



**Area Chart:** Area Charts can be used to plot the change over time and draw attention to the total value across a trend. By showing the sum of the plotted values, an area chart also shows the relationship of parts to a whole. To create an Area Chart, arrange the data in columns or rows on the worksheet.

**XY (Scatter) Chart:** XY (Scatter) charts are typically used for showing and comparing numeric values, like scientific, statistical, and engineering data.

A Scatter chart has two Value Axes

- Horizontal (x) Value Axis
- Vertical (y) Value Axis

It combines x and y values into single data points and displays them in irregular intervals, or clusters. To create a Scatter chart, arrange the data in columns and rows on the worksheet.

Place the x values in one row or column, and then enter the corresponding y values in the adjacent rows or columns.

### Bubble Chart

A Bubble chart is like a Scatter chart with an additional third column to specify the size of the bubbles it shows to represent the data points in the data series.

### Stock Chart

As the name implies, Stock charts can show fluctuations in stock prices. However, a Stock chart can also be used to show fluctuations in other data, such as daily rainfall or annual temperatures.

To create a Stock chart, arrange the data in columns or rows in a specific order on the worksheet. For example, to create a simple high-low-close Stock chart, arrange your data with High, Low, and Close entered as Column headings, in that order.

### Surface Chart

A Surface chart is useful when you want to find the optimum combinations between two sets of data. As in a topographic map, colors and patterns indicate areas that are in the same range of values.

To create a Surface chart

- Ensure that both the categories and the data series are numeric values.
- Arrange the data in columns or rows on the worksheet.

### Radar Chart

Radar charts compare the aggregate values of several data series. To create a Radar chart, arrange the data in columns or rows on the worksheet.

**Doughnut Chart:** A Doughnut chart shows the relationship of parts to a whole. It is similar to a Pie Chart with the only difference that a Doughnut Chart can contain more than one data series, whereas, a Pie Chart can contain only one data series.

A Doughnut Chart contains rings and each ring representing one data series. To create a Doughnut Chart, arrange the data in columns or rows on a worksheet.

## Office stationery - office forms & manuals - types of office stationery

**Objectives:** At the end of this lesson you shall be able to

- state the advantages of using office forms and manuals
- list the different kinds of stationery.

Stationery and supplies are needed by every type of office, whether big or small. Supplies of different kinds needed by the office are writing papers, carbon papers, pads, computer rolls, teleprinter rolls, duplicating papers, inks, pens, pencils, ball-point pens and refills, nibs, stencils, gum, stamps, stamp pads, typewriting ribbons, ink and pencil erasers, cellotape, staplers, pins and clippers, sealing wax, tags, rubber bands, registers, file covers, file boards, file boxes, etc. These items are available in different qualities, shapes and sizes and under different brand names.

Paper is the centre of action in an office and it is needed for many purposes, which are as follows:

- Letterheads of different types--small, medium and business size;
- Writing pads;
- Slip or scratch pads;
- Printed and cyclostyled forms of different categories;
- Plain paper sheets for typing reports or continuing long letters;
- Thin second sheets or 'copy sheets' and with the word COPY embossed across;
- Thin sheets or manila sheets for typing rough drafts;
- Stencil paper; and
- Duplicating paper, etc.,

## Office manuals and office forms

An office manual can be described as a written record of information and instructions regarding policies, regulations, functions, systems, procedures and methods framed with a view to guide the efforts of the employees in the organization. In other words, an office manual is a guide book containing enough guidelines necessary for the best performance of the job.

### Need for office manuals

Office manuals are needed for a variety of reasons, more important of which have been outlined below:

#### 1. Elimination of repetition of instructions

Office manuals are prepared with a view to eliminate the need for constant repetition of instructions.

#### 2. Standardization of instructions

Instructions are standardized so that there is uniformity in the implementation of policies, regulations, procedures and methods.

#### 3. Fixation of responsibility

Office manuals fix responsibility for performing duties. Once instructions have been issued in book form, each employee can be held responsible for them and the manner in which they are carried out.

#### 4. To aid employee training

Manuals are prepared to aid employee training, both of new and old employees.

## Office forms and stationery

### Meaning and nature of office forms

An office form may be defined as a 'printed piece of paper or card on which entries are usually made against marked headings'. A form has some fixed data which are generally pre-printed in it and provides space for variable data or information which the user of the form has to fill in. The persons using the form need not write the fixed data again and again. He has to fill in only the variable data. Thus, a form is piece of paper containing some information printed or reproduced by a method with blank spaces left for the entry of additional information by the persons using it.

Forms are the basic tools of all office work. Forms function as the vehicle by which the various data are collected and brought together for use by the management. With the help of office forms, information can be collected, processed and supplied in a systematic way. Forms help in increasing the efficiency of office work. Forms also help in saving time and energy considerably by reducing the amount of manual or machine writing. Consequently, there will be reduction in the cost of office operations. Thus, printed forms have become an essential part of office procedure and nearly every office routine centres round one or more forms.

### Classification

Forms can be classified

#### 1 According to the office operations as follows

- a Purchase forms
- b Accounts forms
- c Sales forms
- d Correspondence forms

#### 2 According to their use the forms may further be classified into 2 groups

- a Outside contract forms – orders, Invoices, statements, etc.
- b Internal contract forms – memorandum, requisitions, reports, etc.

#### 3 According to the number of copies made or required to be made the 'forms' may be divided into 2 groups:

##### A Single copy forms – No copy is required to be made.

Multiple copy forms – prepared in duplicate, triplicate or as required for transmission, distribution, etc.

### Necessity of office forms

**Need for office forms:** The office forms serve a number of purposes and hence they are very much used in offices.

- 1 Forms make clear what information must be gathered.
- 2 Forms provide a specific location for each item of information required and thus the work of data entry, processing and reference becomes easy.
- 3 Forms eliminate the need for re-copying standard or repetitive information, thus enabling the management to save much time and money.
- 4 Forms facilitate the use of multiple copies. This helps in simplifying the procedure.
- 5 Forms help to identify the records, and also facilitate filing and future reference.

### Advantages of using forms

The important advantages of using forms are as follows:

- 1 **Simplify the Office Procedure:** The office forms simplify the office procedure and help to establish a system. They not only reduce the volume of work considerably, but also help in expediting office work.
- 2 **Save Time:** Office forms eliminate the need for recopying repetitive and standard information. This saves time.
- 3 **Reduce chances of Mistakes:** As the information to be collected is already known in advance to the persons handling office forms, the chances of mistakes and errors occurring are considerably reduced.
- 4 **Preservation of records:** Forms help to preserve records of business for filing and future reference in case of need.
- 5 **Fix individual responsibility:** Generally, forms have a column for the signature of the person who gathers the information at any stage. This helps in fixing individual responsibility.
- 6 **Aid to Planning:** Forms help to preserve records and this aids the organisation in better planning.



- 7 Better Human Relations:** Employees are assured of keeping a proper record of their work, wages, bonus, etc. This builds confidence in the employees about the organisation's efforts to protect their interests and this may promote better human relations in the organisation.
- 8 Reduce cost of office operations:** The forms by reducing the amount of manual or machine work help in increasing the efficiency and output of each worker. Thus, the use of forms reduces the cost of office operations.
- 9 Help in Systematic recording of Information:** Forms serve as a tool which assures that all necessary and relevant information is supplied and recorded in a systematic manner.
- 10 Better customer service:** By making use of the forms, the records of the customer can be preserved with greater ease. This enables the organisation to serve the customers better.

### Stationery

Every office requires a large variety of stationery and other articles for various purposes in connection with office work. These are often known as "office supplies". Office supplies have become an integral part of any office organisation and we cannot think of carrying out any clerical operations in office without the use of stationery. Office supplies are those small items which are used regularly in any office. These include items like paper, letter-heads, paper pads, carbon papers, typewriter ribbon, pens, pencils, envelopes, duplicating paper, duplicating ink, paper fasteners (pins, clips, paste, glue, etc.) tags, sealing wax, stamp pads, stencils, etc.

### Different kinds of stationery

Stationery and supplies are needed by every type of office, whether big or small. Supplies of different kinds needed by the office are writing paper, pads, computer rolls, teleprinter rolls, duplicating papers, ink, pencils, ball-point, refills, erasers, cello taps, staplers, pins, clippers, sealing wax, tags, rubber bands, registers, file covers, file boards, file boxes, etc. These items are available in different qualities, shapes and sizes and under different brand names.

Paper is the centre of action in an office and it is needed for many purposes, which are as follows:

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- 2 Writing pads;
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- 4 Printed and cyclostyled forms of different categories;
- 5 Plain paper sheets for typing reports or continuing long letters;
- 6 Thin second sheets or 'copy sheets' with the word COPY embossed across;

- 7 Thin sheets or manila sheets for typing rough drafts;
- 8 Thin sheets for second copies;
- 9 Stencil paper; and
- 10 Duplicating paper.

### Office Manual

An office manual is an authoritative guide to office organisation. It is a source of information, knowledge of which is essential for the performance of office work. It may be in the form of book or booklet and contains information on operating office systems and procedures, methods and routines, standard practices, organisational policies, etc. If office employees are supplied with copies of the office manual, they don't have to approach their superiors again and again for guidance, instruction and decision. Therefore, there is no interruption of work no waste of their time and the time of the executive.

Office manuals are used to fix responsibility for the performance of office work and set up procedures for the performance of these office works.

An office manual usually contains

- 1 General information:** Name, Address of company, branches, nature of business, etc.
- 2 Office rules and regulations:** Office hours, salary structures, pay days, leave rules, medical benefits, vacation and holiday arrangements, promotions, transfers, compensations, disciplinary action, retirement, dismissal, etc.
- 3 Safety instructions:** These instructions indicate what should be done in case of fire, accident, serious illness or any other emergency.
- 4 Job Descriptions:** Laying down the basic function of each job in terms of the authority and responsibility attached to it, so that employees may know what is expected of them.

### Advantages

- 1 General Information:** Name, address of company, branches, natures of business, etc.
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## **Advantages**

- 1 It contains printed instructions of office work. So instructions on the method of doing jobs reduce the need for explaining these to the employee again and again.
- 2 An office manual is an aid in the training of new employees, because it gives them readily available information from the established systems, procedures and duties existing in the organisation.
- 3 The use of manuals is particularly helpful in large offices or firms having branches in each of which similar activities are performed. It brings uniformity in the office systems and procedures followed in each branch.
- 4 An office manual enables the executive to make decisions promptly by referring to the instruction and policies contained in it.
- 5 Everyone gets an idea of the responsibility, duties and authority of his job.
- 6 When employees are transferred an office manual makes it possible for them to pick up their work at the new location quickly without delay or hesitation.

## **Disadvantages**

- 1 Small firms cannot afford to have an office manual for its writing and compilation are costly and time consuming.
- 2 A written manual leaves little room for personal initiative on the part of the executive.

- 3 If written in ambiguous language, a manual is likely to be misinterpreted.
- 4 To keep a manual up-to-date is often a difficult job.
- 5 It may put on record the relationship which everyone may not like.

## **Need for office manuals**

Office manuals are needed for a variety of reasons more important of which have been outlined below

### **1 Elimination of repetition of instructions**

Office manuals are prepared with a view to eliminate the need for constant repetition of instructions.

### **2 Standardization of instructions**

Instructions are standardized so that there is uniformity in the implementation of policies, regulations, procedures and methods.

### **3 Fixation of responsibility**

Office manuals fix responsibility for performing duties. Once instructions have been issued in book form, each employee can be held responsible for them and the manner in which they are carried out.

### **4 To aid employee training**

Manuals are prepared to aid employee training, both of new and old employees.

## Office Administration and Facility Management R.Theory for Ex 1.6.59&60 Stenographer Secretarial Asst. (Eng) - MS Excel - Importance of office -office layouts registers - Dictation exercise

### Computer viruses, use of anti virus, precautions and scanning

**Objectives:** At the end of this lesson you shall be able to

- explain what is virus
- state what computer viruses do?
- narrate history of virus
- explain how to protect computer from virus
- explain what is antivirus software
- explain the scanning process on computer.

#### Computer viruses

A computer virus is a malicious program that self-replicates by copying itself to another program. In other words, the computer virus spreads by itself into other executable code or documents. The purpose of creating a computer virus is to infect vulnerable systems, gain admin control and steal user sensitive data. Hackers design computer viruses with malicious intent and prey on online users by tricking them.

One of the ideal methods by which viruses spread is through emails - opening the attachment in the email, visiting an infected website, clicking on an executable file, or viewing an infected advertisement can cause the virus to spread to your system. Besides that, infections also spread while connecting with already infected removable storage devices, such as USB drives.

It is quite easy and simple for the viruses to sneak into a computer by dodging the defence systems. A successful breach can cause serious issues for the user such as infecting other resources or system software, modifying or deleting key functions or applications and copy/delete or encrypt data.

#### Use of Anti-virus

- Scan specific files or directories for any malware or known malicious patterns
- Allow you to schedule scans to automatically run for you

### Motivation - Types of Motivation

**Objectives:** At the end of this lesson you shall be able to

- explain different types of Motivation
- state intrinsic motivation with examples
- state extrinsic motivation with examples.

#### Types of Motivation

- **Achievement Motivation** It is the drive to pursue and attain goals. An individual with achievement motivation wishes to achieve objectives and advance up on the ladder of success. Here, accomplishment is important for its own sake and not for the rewards that accompany it. This motivation is more important for professionals. It is the drive to pursue and attain goals.
- **Affiliation Motivation** - It is a drive to relate to people on a social basis. Persons with affiliation motivation perform work better when they are complimented for

- Allow you to initiate a scan of a particular file or your entire computer or of a CD or flash drive at any time.
- Remove any malicious code detected -sometimes you will be notified of an infection and asked if you want to clean the file, other programs will automatically do this behind the scenes.
- Show you the 'health' of your computer

#### Precautions and Scanning

Install antivirus software and keep the virus definitions up-to-date. Anti-virus software scans files for unusual changes in file size, programs that match the software's database of known viruses, suspicious email attachments, and other warning signs. It's the most important step you can take towards keeping your computer clean of viruses. Subsequently, updating of antivirus allows updating of current virus definitions which protect computer from new viruses.

#### Scanning

An anti-virus scanner is a component of an anti-virus software package that scans a hard drive for viruses and other harmful items. These programs are made for various operating systems, and scanning methods can be manual or automatic. Scanning is a process of using antivirus software to scan and identify viruses in a computing device. It is an information security process that aims to review and identify threatening viruses and programs. It is the core feature of anti-virus software.

their favourable attitudes and co-operation. This motivation is of greater use where money cannot be used to motivate, especially minimum-wage employees and contingent professionals. It is a drive to relate to people on a social basis.

- **Competence Motivation** - It is the drive to be good at something, allowing the individual to perform high quality work. Competence motivated people seek job mastery, take pride in developing and using their problem-solving skills and strive to be creative when confronted with obstacles. They learn from their experience.

- **Power Motivation** - It is the drive to influence people and change situations. Power motivated people create an impact on their organization and are willing to take risk to do so.
- **Attitude Motivation** - Attitude motivation is how people think and feel. It is their self- confidence, their belief in themselves, and their attitude to life. It is how they feel about the future and how they react to the past.
- **Incentive Motivation**- It is where a person or a team reaps a reward from an activity. It is "you do this and you get that", attitude. It is the type of rewards and prizes that drive people to work a little harder. Most of the unorganized job workers get motivated when they are offered more money.

**Fear Motivation:** Fear motivation coerces a person to act against will. It is instantaneous and gets the job done quickly. It is helpful in the short run. Managers following Theory come into this category. In Indian army, this kind of motivation is very popular.

### Intrinsic Motivation

**Definition:** Stimulation that drives an individual to adopt or change a behaviour for his or her own internal satisfaction or fulfilment. Intrinsic motivation is usually self-applied, and springs from a direct relationship between the individual and the situation. It is very important factor in the design of learning or training course.



#### Some examples of intrinsic motivation are

- participating in a sport because it's fun and you enjoy it rather than doing it to win an award
- learning a new language because you like experiencing new things, not because your job requires it
- spending time with someone because you enjoy their company and not because they can further your social standing
- cleaning because you enjoy a tidy space rather than doing it to avoid making your spouse angry
- playing cards because you enjoy the challenge instead of playing to win money
- exercising because you enjoy physically challenging your body instead of doing it to lose weight or fit into an outfit
- volunteering because you feel content and fulfilled rather than needing it to meet a school or work requirement
- going for a run because you find it relaxing or are trying to beat a personal record, not to win a competition

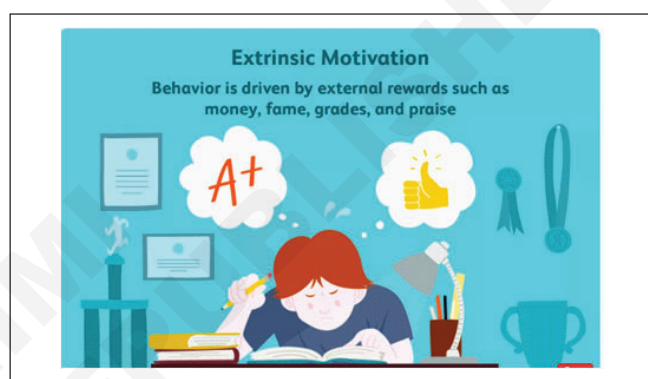
- taking on more responsibility at work because you enjoy being challenged and feeling accomplished, rather than to get a raise or promotion.
- painting a picture because you feel calm and happy when you paint rather than selling your art to make money.

### Extrinsic Motivation

Extrinsic motivation refers to behaviour that is driven by external rewards such as money, fame, grades, and praise. This type of motivation arises from outside the individual, as opposed to intrinsic motivation, which originates inside of the individual.

#### Examples of extrinsic Motivation

- Going to work because you must earn money
- Studying because you want to get a good grade
- Helping others because you hope for praise from friends or family
- Doing a certain work because you are looking for attention



- Volunteering because it looks good on your resume.
- Going to the same shop because you benefit from customer loyalty programs.
- Going to new places because you want to post it on Face book.
- Paying taxes because you want to avoid a fine
- Buying a new car just because it looks nicer than the old one
- Going on a business trip because your boss tells you
- Staying at home because your doctor told you to relax
- Competing in a contest because you want to get a scholarship
- Buying branded clothes because you want to keep up with your friends
- Exercising because you want to lose weight
- Working extra hard because you want to become the employee of the month
- Completing tasks because you want to look good in public
- Posting on LinkedIn because you want to get recognized by other professionals
- Participating in a survey because you want the incentive
- Reading a book because you have to prepare for a test
- Doing tasks because you want to avoid judgment
- Participating in a sport because you want to win awards

## Filing - Meaning of records - compilation & classification

**Objectives:** At the end of this lesson you shall be able to

- define filing
- state the advantages of a good filing system
- narrate the essentials/characteristics of a good filing system
- list various methods of filing
- list filing equipment
- explain e-filing.

### Definition of filing

A systematic process or arrangement of papers in a file is called filing. Filing can be described as the core of records management.

### Meaning

Systematic preservation of letters, documents, telegrams, etc., received and copies of those sent out for future reference is known as filing. In other words, filing is the process of arranging, sorting and storing the original records or copies of them, so that they can be readily located when required.

### Advantages of a good filing system

- **Protection:** It protects the documents against possible loss or damage.
- **Ready reference:** It serves as a useful method of obtaining information without loss of time, without it a modern business cannot hope to function at all.
- **Planning:** Future planning is greatly helped by the old records. They serve as the basis for future action.
- **Better control:** Process of control is greatly facilitated by filing. A check is kept on incoming and outgoing letters and letters requiring immediate attention are thus disposed of quickly.
- **Follow-up for sales:** Follow-up for sales is unthinkable without a good filing system. When new products are launched old customers are to be approached for co-operation. Also price changes and product changes are to be notified to the customers. This can be done only if old records are available.
- **Basis for evidence:** Old records are useful as evidence in a law suit or in proving title and existence of the firm as well.

### Essential characteristics of a good filing system

- **Compactness:** A good system of filing must be compact. In other words it should occupy the minimum of space because modern office space is costly.
- **Accessibility:** This is fundamental to filing. Without accessibility records are useless. The importance of accessibility is greater in situations where records are to be written on.
- **Economy:** Filing system must not be costly. There should be minimum cost in its installation and operation.

- **Simplicity:** The system should be simple. The workers may easily understand the system and operate it successfully.
- **Elasticity:** The system should be elastic and flexible. It may be easily changed to suit the changing needs of business. Sometimes it may have to be expanded and sometimes it may be contracted.
- **Easy location:** Records must be easily located when needed for reference.
- **Cross reference:** This is needed so that a document may be found under different headings, especially correspondence.
- **Retention:** The records must be retained or discarded on the basis of their usefulness. Dead material must be discarded forthwith. There should be specific policy for this purpose.
- **Classification:** It is necessary to employ the most suitable method of classification. For this purpose too many miscellaneous files and too much bulk must be avoided.
- **Out guides:** Out guides indicate the documents which have been withdrawn. They indicate the person or department withdrawing them. Out guides are thus a necessity for a good filing system.
- **Classification of filing:** Every file is given a title or heading according to the subject dealt with in the papers. It is necessary to classify a document before it is put into the file. The organization should select a system of filing suitable and convenient for its business activities.





**(a) Alphabetical Filing:** In this system records are kept in alphabetical order like telephone directories. In case of individuals the surname is written first. This filing system is easy to understand and to locate the file. No separate indexing is necessary in it. It can be expanded as and when required. However, it is difficult to estimate the space required for each name with different letters.

**(b) Numerical Filing:** In this system files are kept in numerical order. A number is allotted to a name or a firm. Every department is given a block of numbers however it is difficult to locate the files. Books are arranged in this method in the libraries.

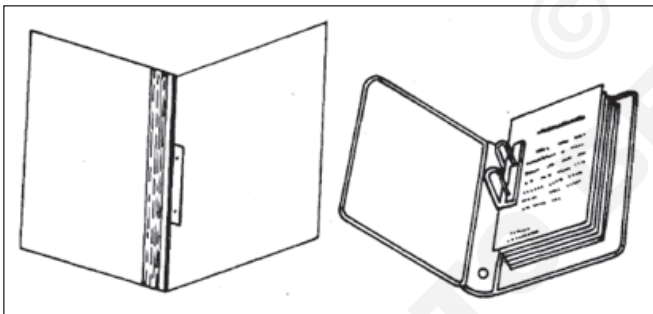
**(c) Subject-wise Filing:** In this system classification of papers is done on the basis of subjects. All the papers are filed alphabetically. The advantage of this system is that it has the capacity of expansion and files are easily located.

**(d) Chronological Filing:** In this system file is maintained in order of time. It is simple to operate. It is useful for small offices. It is useful in filing vouchers of accounts etc.

**(e) Geographical System:** In this system files are grouped on the basis of States, cities, districts, towns, and arranged alphabetically. This system is easy to locate the files.

#### Filing equipment and filing method

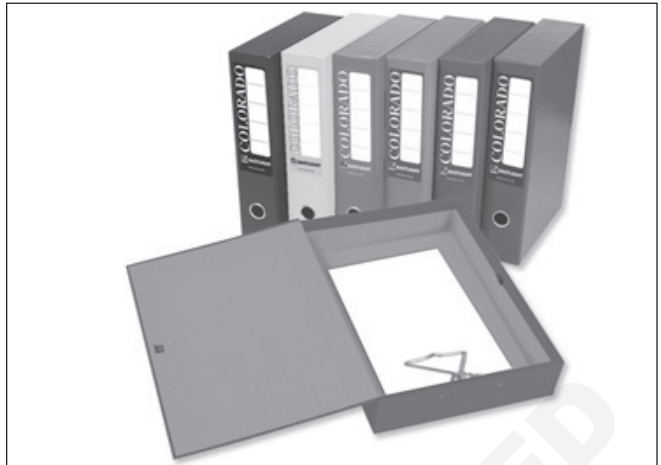
**1. Guard File:** In this system papers to be filed are posted on different pages of a register. It is an old system.



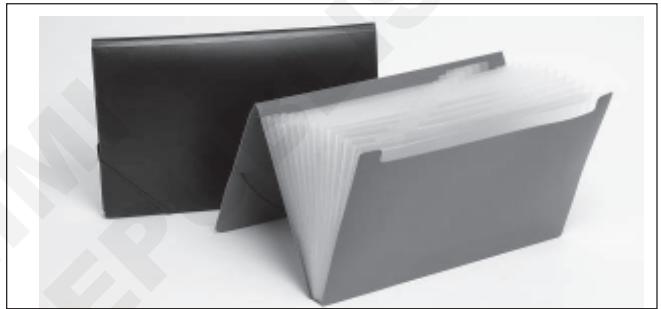
**2. Spike File:** This system is generally used for keeping receipts of newspaper bills, electricity bills, I.P.G delivery slips, etc. All the papers are inserted through spike by piercing.



**3. Box File:** Papers are placed in the files in a box of the appropriate size which are held by a spring loaded arm. This method is cheap and simple to operate.



**4. Concertina File:** A number of light cards are used to keep papers inside them for temporary storage. It is like a photo album. It is durable. It has limited storage capacity.



**5. Pigeon hole cupboard:** A special type of almirah is constructed with small compartments which have special boxes like pigeon holes. Each pigeon hole is allowed a letter of alphabet. Papers of different subjects or parties are kept separately.

**6. File (clip) file:** This is made of plastic or thick paper board in which papers are kept tied with a clip.

#### Lever File

It is made of strong card metal archer, the archer can be opened by raising the lever. Papers are punched with two holes and archer, inserted. The archers are then closed by loading the lever.



#### Vertical Filing

**1. Folders:** A folder is made of heavy sheet of paper- folders are larger than paper so that they protect them.



The extended back portion of the folder is used to write the content and necessary details about the subject and are visible in a sequence so that the contents can be read easily.

2. **Drawer File:** A typical pull-out drawer file cabinet is used in which the files are placed on their spinner, one behind another. They are pulled out and the files are traced. At drawer contains about 200 files. It can be divided into sections which are named according to the filing system.



Importance of filing, Essentials of Good filing Methods, Classification of Files - Alphabetical, Numerical, Geographical and subject wise, Centralization and Decentralization of filing.



### Importance of filing

The importance of filing in an organization arises from the simple fact that a large number of papers and documents can be preserved and handled with proper arrangement. Records remember where people forget. If these records cannot be found quickly when needed, the labour involved in producing and storing them is wasted. Hence inward and outward correspondence should be carefully preserved for future reference. Future reference is necessary in case of disputes, and in case of receiving repeat orders, etc. It is possible when the records are systematically filed.

### Essentials (or) Characteristics of Good Filing System

- 1 **Compactness:** The compact filing system should be adopted by every business office. It means that the filing system should not require any unnecessary space.

- 2 **Simplicity:** The filing system should be simple and not too elaborate. At the same time, the usefulness of the filing system cannot be sacrificed for the sake of simplicity.

- 3 **Accessibility:** A good filing system should be arranged in such a way that the records are easily available whenever required. The filing system should allow the insertion of additional documents without disturbing the existing order of files.

- 4 **Economy:** The filing system should be economical in time, space, money and operations. The cost of installation and operation of filing system should be as low as possible. The selected filing equipment should occupy minimum space but can accommodate maximum number of files.

The cost of filing equipment should be very low. The filing equipment should save the time of operation i.e. locating, inserting and placing of documents and papers in a file. The unwanted records may be disposed of in order to economise space.

- 5 **Flexibility:** The filing system can be expanded if the volume of business transactions increased. An inflexible system is not useful after crossing a certain limit.

- 6 **Classification:** The filing system should be supported by a proper system of classification. Proper classification reduces the number of files to be maintained and helps in inserting as well as locating the documents in the files.

- 7 **Safety:** The filed documents and records should be in safe condition and available whenever required. The documents and records should be protected from insects, rain, dust, or mishandling.

- 8 **Cross Reference:** A cross reference should be given wherever a document can be filed more than one head to avoid confusion and to facilitate easy location of files. It saves time and human resources.

- 9 **Easy Location:** Documents and records should be kept in such a way that they can be easily located whenever required with the minimum delay possible. At the same time, it does not require heavy expenditure to achieve this purpose.

- 10 **Indexing:** A well designed index is also used to supplement the filing system. It will help to locate the file quickly when it is required.

- 11 **Retention:** Documents and records are maintained for a minimum period of time. Then, the dead records and documents can be discarded.

- 12 **Out guides:** A reference is to be maintained in the files that the list of documents or records are withdrawn by the office staff or department and the documents returned with date. Rules and procedures can be framed and followed to prevent misfiling.

- 13 **Minimum Misfiling:** The main difficulty is not concerned with filing but in finding the documents. Misfiling causes delay in the location of a desired document.

ment. Hence, the authorized staff alone is permitted to have access to files.

### Classification of Filing System

The chief difficulty in office management is not filing but in finding. It is essential to determine the nature of each and every document, sort them on a predetermined basis and then file. Then only a document, which is needed for reference in future can be traced out and made available. The process of sorting out the document on some definite basis is called classification of filing.

Classification can be defined as the process of selecting headings under which documents are grouped or classified on the basis of certain common characteristics before filing takes place.

We all know that the principal object of classification of files is to ensure prompt availability of information whenever it is needed. Classification aids the filing functions to attain these principal objects.

The efficiency, particularly, the accessibility of a filing system depends largely upon the care with which documents are classified. By classifying papers belonging to a particular head or subject, office staff are able to trace documents required at any time with minimum delay and trouble.

The office manager, while designing a plan for filing department should also evolve suitable classification system. The decision regarding classification generally depends upon the purpose for which it is required.

#### Direct and Indirect Classification of Files

Classification systems may be either direct or indirect. Direct filing means that the documents can be stored or retrieved without reference to an index. In an indirect system, index is necessary.

#### Methods of Classification of Files

The files can be arranged on the following basis.

- 1 Alphabetical classification.
- 2 Numerical classification.
- 3 Geographical classification.
- 4 Subject-wise classification.
- 5 Chronological classification.

#### 1 Alphabetical Classification of filing

Alphabetical filing is the most widely used method. In this system of classification the papers or records are classified in accordance with the first letter of the name in alphabetical order. The Telephone Directory is a good example of such a classification.

For example, correspondence with those whose names or surnames begin with 'A' will be classified and arranged together. If there are several names having the same first letter the arrangement takes into account the subsequent letters also.

The main divisions of the alphabet can be further sub-

divided and colour coding can be employed to facilitate selection and replacement of files. Alphabetical classification can be either by name or by subject or by geographical location.

#### Advantages of Alphabetical Filing

- 1 Most people are familiar with alphabetical filing. Hence, it is easy and simple to understand and operate.
- 2 It is self-indexing. No separate index is needed for alphabetical filing.
- 3 This system is highly elastic i.e. new headings can be introduced at any point without disturbing the classification.
- 4 Chances for misfiling are minimized.
- 5 There are useful provisions for miscellaneous papers.

#### Disadvantages of Alphabetical Classification

- 1 Alphabetical classification of filing is not always the fastest system i.e., it takes a long time to find papers in large organizations.
- 2 Difficulties may arise through the misspelling of names.
- 3 In setting up a new system, it is difficult to estimate how much space is to be allowed for each letter of the alphabet.
- 4 Dead files removed from the system leave gaps, which cannot be filled except by correspondence bearing the same or a very similar name.
- 5 If the number of records increases, extensive rearrangements of guide cards and files become necessary.

In spite of these limitations, it is the most suitable method of filing inward and outward letters and other documents. Generally, there is a separate file for each letter in alphabet. However, in small organizations two or three files are sufficient for all the 26 letters.

#### 2 Numerical classification of files

Under this method, each folder or record is given a number and the files are arranged in the numerical order i.e. each customer or subject is allotted a number. All papers relating to a particular customer or supplier or subject are placed in one folder bearing its distinctive number.

Folders are arranged in the cabinet in numerical sequence and guide cards are used to divide them into suitable groups of 10 or 20. Thus, if a customer, is allotted the number 14, all papers and documents connected with him will be found in folder number 14.

Index will have to be maintained to facilitate location of a particular file.

#### Advantages of Numerical Classification

- 1 Greater accuracy in filing is ensured. Hence, chances for misfiling are reduced to the minimum.
- 2 This system is highly flexible because it has unlimited scope for expansion.

- 3 There is no need for keeping miscellaneous files as in the case of alphabetical system.
- 4 Replacement of files shall be quicker and more certain.
- 5 Numbered files can be easily located.

#### **Disadvantages of Numerical Classification**

- 1 This system will operate efficiently only when there is an index. The index must be carefully managed and kept up-to-date.
- 2 Index should be referred before ascertaining the location of a file. This will cause delay in locating the files.
- 3 Since no miscellaneous files are kept it is not easy to arrange files for miscellaneous papers.
- 4 Errors in filing will result due to transposition of figures.

### **3 Geographical Classification**

Under this system, files are arranged according to the location or addresses of the persons or parties to whom they relate.

The classification can be street-wise, town-wise, district-wise, state-wise or country-wise. This system will operate efficiently only when it is combined with either numerical system or alphabetical system.

This system of classification is generally followed in organizations engaged in export trade or doing business over a wide geographical area. Mail order houses, banks, insurance companies, etc. also adopt this system of classification. This system is also suitable in those concerns where records are required according to the sales territory.

#### **Advantages of Geographical Classification**

- 1 Speedy location of files is possible.
- 2 It is simple to adopt.
- 3 Direct filing is possible.

#### **Disadvantages of Geographical Classification**

- 1 This system will work only when combined with alphabetical classification. Hence, it is not an independent system.
- 2 An index should be prepared. Without index this system shall become inoperative.
- 3 Errors may result if the geographical knowledge of the filing clerk is poor. Hence, chances for misfiling will be more.
- 4 Proper training must be given to filing clerks. Otherwise, errors shall become frequent.

### **4. Subject-wise Classification**

Under this system, all documents concerned with a particular subject are brought together in one file. Such documents may have come from different sources and from different people.

This system is adopted only when the subject or content of a letter is more important than the name of the correspondent. Each subject matter is kept in a separate file. These files may then be arranged alphabetically, numerically or on some other basis.

For instance, separate files may be maintained for purchase quotations, purchase orders, income tax returns, traveling allowance bills and so on.

#### **Advantages of Subject-wise Classification**

- 1 Once the subject is known, it is very easy to trace out the required information.
- 2 Each subject file gives complete particulars and information on that subject.
- 3 There is scope for unlimited expansion.

#### **Disadvantages of Subject-wise Classification**

- 1 This system is not suitable for filing miscellaneous papers.
- 2 Its greatest drawback is that it is difficult to classify.
- 3 If the subject classification is not understood properly, it will become difficult to locate a document.
- 4 If the number of subjects is more, an elaborate index is necessary. This will make the system costly.
- 5 Liberal cross-references are often needed. This would make the system slow and time consuming.

### **5 Chronological Classification**

Under this arrangement, records are filed in strict date order. Records like vouchers, invoices, bills etc. mostly connected with accounts are filed in this fashion. However, this system cannot be adopted independently.

The records must be classified according to their subject and may then be placed in date order inside the file related to that subject.

#### **Merits of Chronological Filing System**

Chronological filing system is good for overall classification because records may be separated month-wise. In particular, this system has the following points to its merit.

- 1 Speedy location of records is possible.
- 2 Simple to operate.
- 3 Less expensive because ordinary files are sufficient to preserve the records under this system.

#### **Demerits of Chronological Filing System**

1. This system is suitable only for small business enterprises.
2. This system is not useful when exact dates are not known.
3. Incoming letters are separated from outgoing replies. Hence the history of particular transaction cannot be ascertained at a glance.

#### **Combination of Various Methods**

In practice, no single filing system is particularly suitable to all offices. Hence, more than one system can be combined to obtain speed and economy. Of them the most



popular and effective system is Alpha Numerical System, which is a combination of numerical as well as alphabetical classification. Under this method, records are filed in alphabetical order, but under each alphabet, there are numbered folders.

Besides, numerical-sequential classification, numerical-subject classification, alpha-numeric sequential classification etc. are also in usage.

### 3. Simplicity of the filing System

Simple methods should be selected. Of the various methods, alphabetical method seems to be simpler. It is probably the best understood and perhaps is the generally used method in preference to some complex method, unless there are real advantages to be gained by adopting such a method.

#### Centralized vs. Decentralized Filing

There are several decisions that need to be made when you're setting up your records management program. One of the hardest decisions, and sometimes the most controversial, is whether or not your records should be "centralized" or "decentralized."

There are several issues to consider when making the decision on where your records should be located. One of the best ways to approach it is to review the advantages and disadvantages of each system and choose the one, or combination, that has the most advantages for your situation.

#### Centralized System

A **centralized** filing system is:

One in which the records for several people or units are located in one, central location; and,

- Generally, under the control of a records staff person or in the case of large centralized filing systems, several people.

#### Advantages

- Responsibility is easily placed.
- Effective use of equipment, supplies and space.
- All related data kept together.
- Reduces duplication.
- Uniform service provided to all users.
- Improved security.

#### Disadvantages

- Records may be too distant from staff for adequate service.
- Can result in increased personal filing systems.
- Requires full-time staffing.
- May require investment in more efficient filing equipment and/or automation.

#### Decentralized System

A **decentralized** filing system is:

- One in which the files are located throughout the office, generally at individual work stations; and,
- Usually controlled by the person who creates and/or receives them.

#### Advantages

- Records located near staff creating and using them.
- Does not require "extra" space needed for centralized files.
- Does not require full-time staffing.
- Staff feels more comfortable knowing they are in control of their own filing and retrieving.

#### Disadvantages

- Confusion as to where information can be found, especially if staff member is absent.
- Can result in "fragmented" documentation - information related to the same topic or subject filed in multiple places.
- Individual staff members may not know how to properly maintain their files.
- Lack of uniformity or consistency.

#### Combination System

There are also ways to structure your program using a combination, of **centralized/decentralized** system. Centralized control is established through a "records liaison" or "records manager" who is the centralized point of contact for records management in the office and who has responsibility for maintaining the office file plan and ensuring established procedures are followed.

Here are some examples where specific types of records are maintained in a central location while the rest of the records are maintained at individual work stations.

- A centralized reference collection of documents;
- A file room for files which are inactive but which are not ready to be sent to the Federal Records Center (FRC);
- A public reference room for files which are accessed by the public.

Those records which are maintained at individual work stations are also part of the organization's filing system and included in the office file plan so that everyone in the office knows where the records are located and who is responsible for maintaining them.

#### E-filing

The full form of e-filing is "Electronic Filing". In view of expansion of internet, e-filing has not only been popular but is also mandatory in large number of cases. E-filing is the process of submitting data over the Internet (tax returns), using tax preparation software that has been pre-approved by the relevant authority.

The biggest advantage of e-filing is that you can do this from any place at any time, thereby saving a lot of time and effort. It is simple, easy and faster than filing returns manually.

## **MS Power Point - Introduction, Presenting documents, addition graphics & creating self running presentation**

**Objectives:** At the end of this lesson you shall be able to

- explain about MS-Powerpoint
- narrate how to add text to the slide
- explain different options to create a self-running presentation
- explain how to add clip arts, graphics and pictures to the document
- view and run a presentation.

Microsoft PowerPoint is yet another application from the Microsoft office suite. It is primarily used to create presentations, demo and slides. PowerPoint has quite a few built-in design templates and wizards that make it Number 1 choice for creating professional presentations.

Most PowerPoint users will find this program helpful when creating a PowerPoint presentation for school, work, even personal.

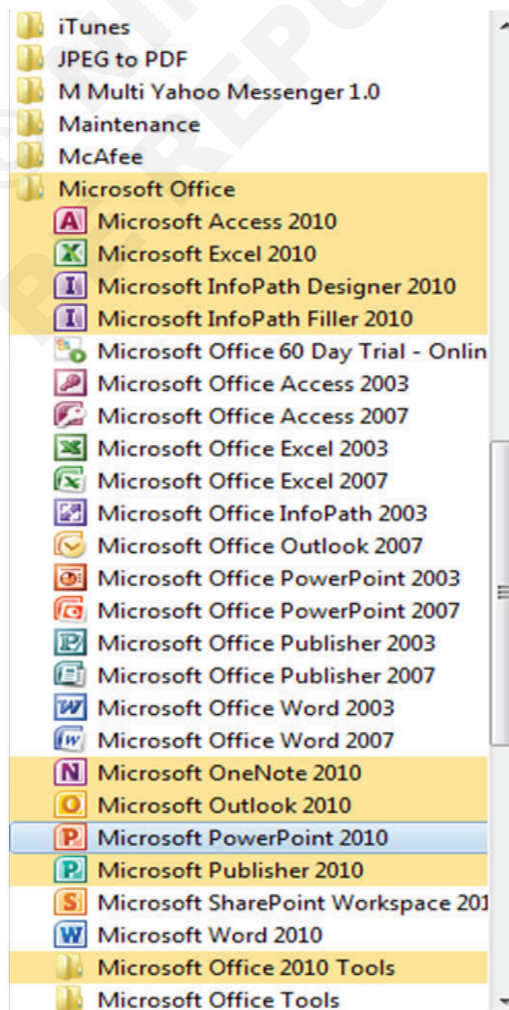
Start → Programs → Microsoft Office → Microsoft Office PowerPoint 2010

When open PowerPoint 2010 will be opening a new project. All of the basic commands are located in the upper left hand corner of the screen under a button that looks like the office 2010 icon. Let's start by clicking the icon in the left hand corner so that one can describe what all of these functions do as in Fig 1.

### **Starting Microsoft PowerPoint 2010**

If you have Microsoft Office on the computer, just do the following to start Microsoft PowerPoint 2010.

Fig 1





## Starting Power Point

Click Start point to All Programs, point to Microsoft Office and then click Microsoft Office Power Point 2007 or 2010 as the case may be, a blank slide opens as shown in Fig.2

To add another slide, go to insert menu or right click the blank slide already opened and click new slide. (Fig.3)

Fig 2

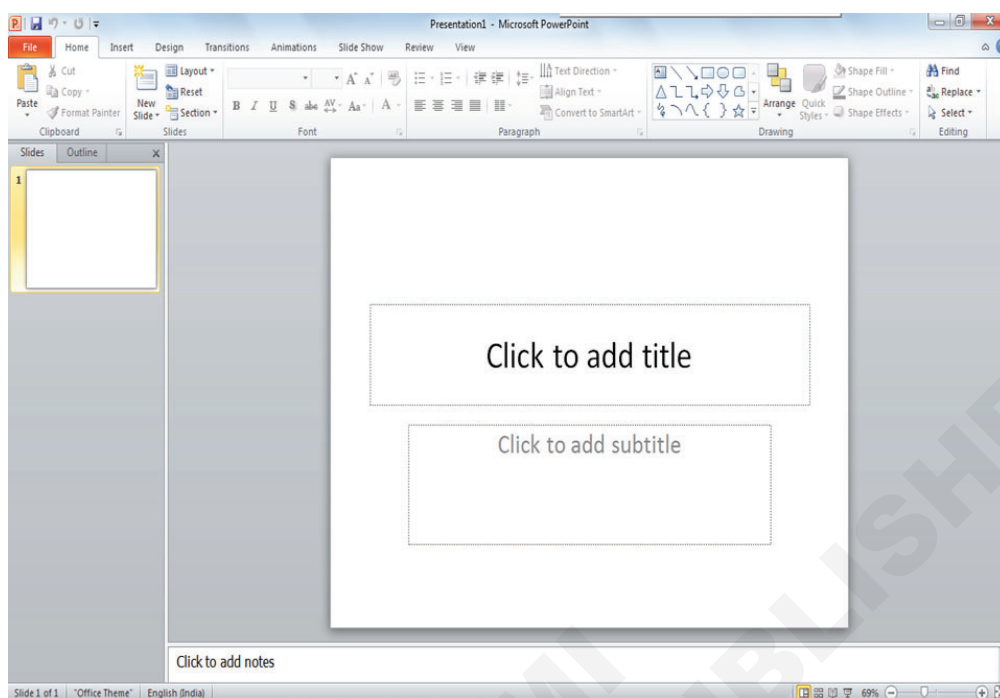
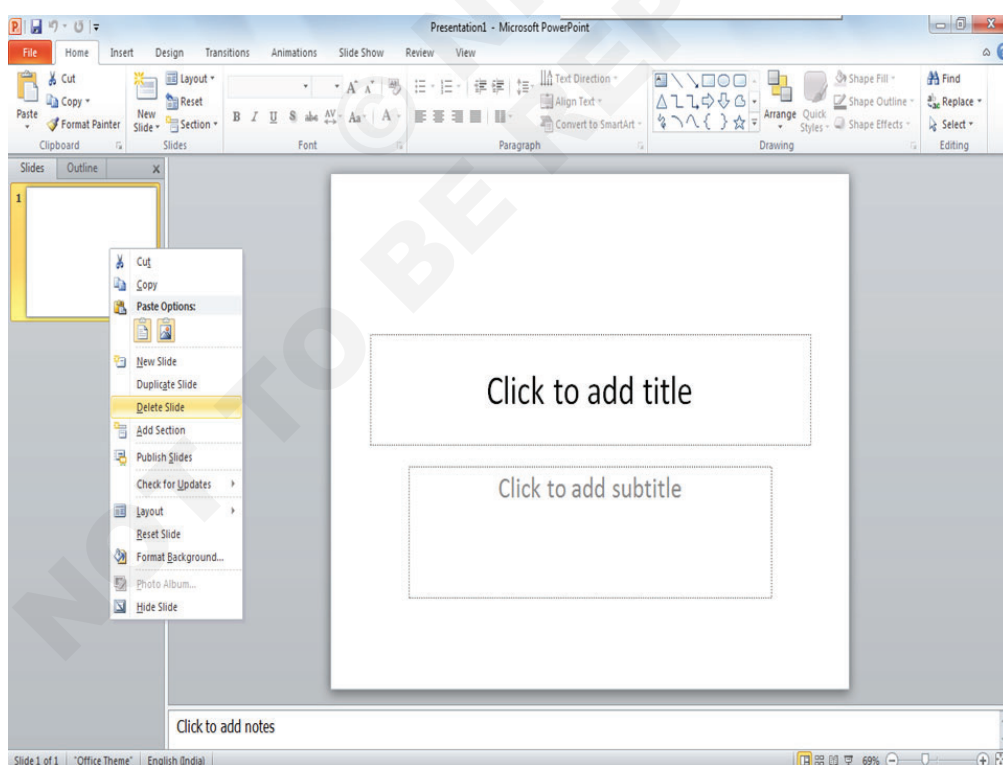


Fig 3



## The Status Bar

The status bar at the bottom of the window can display items such as the current slide number, theme, language, etc. Right-click the bar, to select the options required.

## Zoom Slider

In the bottom-right hand corner of the window, on the status bar, is the Zoom slider. To view the document at different percentages, click the plus or minus buttons.

## Views

When starting PowerPoint, the default view is Normal View.

**Normal View** - divides the window up into three working areas, allows to see three different views simultaneously.

- Slide pane - gives you a detailed view of the layout of your current slide. Builds up the slides one at a time in this pane, including text and graphics.
- Outline/Slide tabs - Outline shows the text of all the slides in your presentation. It can type in the text of the presentation directly into this pane instead of into individual slides and use it to move text between slides. Slide displays the slides as thumbnails. You can only select, copy, delete and change the order of slides in this pane.
- Notes pane - Lets you add speakers' notes to individual slides. These will not be seen in the presentation, but can be printed out for the presenter.

**Notes Page View** - This is only available from the View tab and allows the Notes pane to be viewed in its own window.

## Document View Buttons

These are situated next to the Zoom Slider. Simply click one of the buttons to view the document as Normal, Slide Sorter or Slide Show .

**Slide Sorter view** - used for re-ordering slides, and also for adding transition effects.

**Slide Show (from current slide) view** - used for presenting the slide show. Each slide is displayed without menus or tool bars. To exit from Slide Show, press the [Esc] key at the top left of the keyboard.

## Creating a New Slide

- 1 On the Home tab, in the Slides group, click on New Slide. (Fig.4)

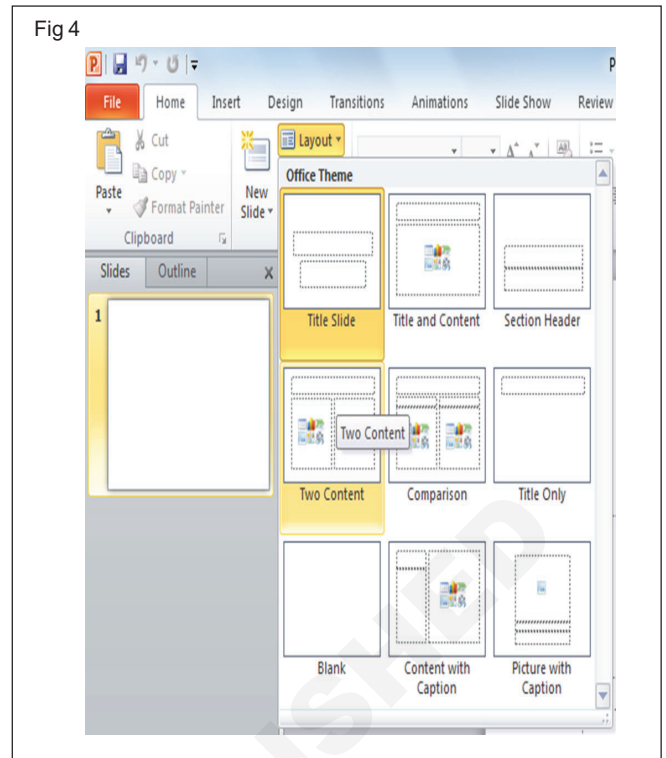
**The Layout gallery now displays 'thumbnails' of different layouts to choose from.**

- 2 Select the Title and Content option.

**There are two placeholders on this slide, title and content. The content placeholder can be text, pictures, clip art, a SmartArt graphic, tables, charts, etc.**

- 3 Add the title: The Four Steps to a Presentation
  - 4 In the content placeholder type: Plan
  - 5 Press [Enter].
- Notice that the text is formatted as a bulleted list.
- 6 Type the following pressing [Enter] at the end of each word:  
Prepare  
Practise  
Present

Fig 4



- 7 Save the presentation.

**Having entered the text, it can easily change the layout of a slide. Just select the slide and choose another layout from the Home tab - Slides group - Layout button.**

## Adding Text to a Slide

If you have not already done so, start PowerPoint which will open a New Blank presentation. In the Slide pane, it will be noticed that there are two place holders where text can be added.

- 1 Click in the title placeholder. 
- 2 Type: Presentation Guidelines
- 3 Click in the subtitle placeholder and type your name.
- 4 Save the Presentation as: Presentation Guidelines

## Selecting text in "Text Mode" or "Graphic Mode"

In PowerPoint, all elements are considered graphic objects. Text however, can be formatted in Text mode or Graphic mode. In "Text mode," just the text selected will be effected by the formatting to apply. In "Graphic mode," all the text within the placeholder will be effected by the formatting to apply.

In "Text mode" will see a text cursor (blinking bar) within the placeholder you have activated. The border of the placeholder will appear as dashed lines.

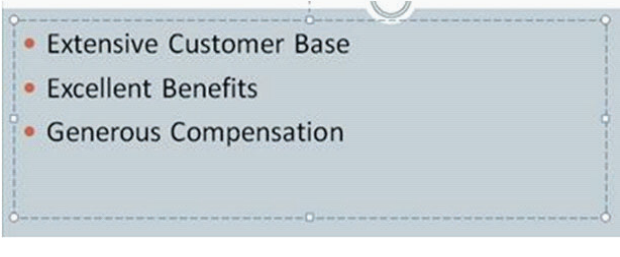
In "Graphic mode," no cursor will be visible. The border of the placeholder will appear as a solid border.

One method to enter the Graphics mode in a text placeholder is to click into it and press the <Esc> key.

## Placeholder in Text Mode

**Text Mode:** Border is made up of dashes as on Fig 5. Cursor is visible in placeholder. Only the selected text will be effected by formatting changes.

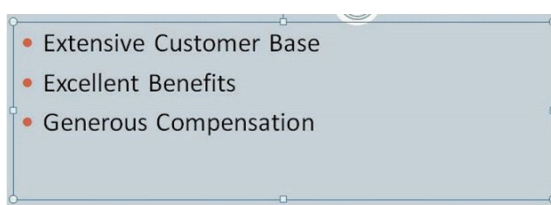
Fig 5



## Placeholder in Graphic Mode

**Graphic Mode:** Border is solid as on Fig 6. Cursor is not visible in placeholder. All the text will be effected by formatting changes.

Fig 6



## Formatting Text and Paragraphs

PowerPoint 2007 includes a variety of ways to quickly and professionally format text in a presentation. There are formatting options on the Home Tab (Fig 7) including font, size, font style, shadowing, embossing, text color, bullets, alignment, line spacing, indenting, and setting tabs.

The Format Tab (Fig 8) under the Drawing Group contains commands for applying formatting styles to text and paragraphs. These commands include Shape Styles and WordArt Styles.

Fig 7

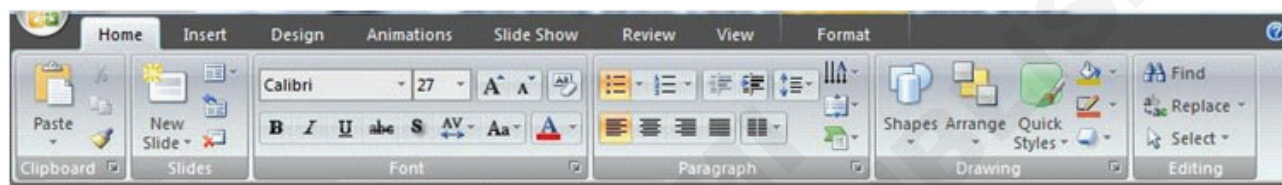
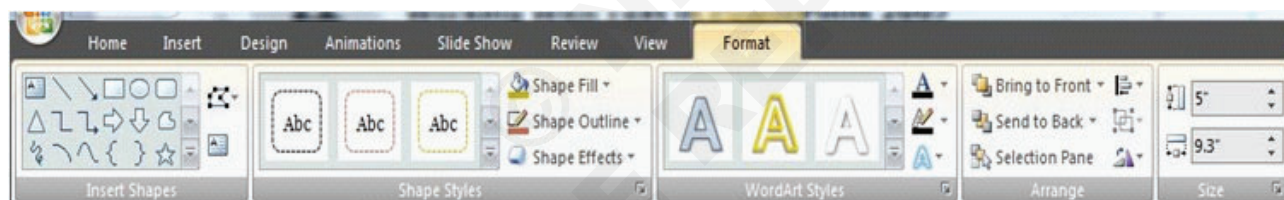


Fig 8



## Undo and Redo

If there is any mistake in PowerPoint, just simply undo it. PowerPoint is set to undo the last 20 actions.

To undo your last action:

- In the Quick Access Toolbar, click on the Undo button.

To undo several actions at once:

- Click on the arrow to the right of the Undo button, move the cursor down the list of actions to select the ones you want to undo, and then click. (Use the vertical scroll bar to scroll down the list if the actions do not all fit into the window)

The Redo feature works in exactly the same way as Undo.

## Adding ClipArt

- 1 On the Home tab - Slides group - New Slide button - select the Two Content Layout.
- 2 In the title placeholder type: Prepare
- 3 In the content placeholder on the left, type the following:  
An attention-getting opening

Visuals to support key points

A memorable close

- 4 In the content placeholder on the right, click on the Clip

Art icon .

The Clip Art pane will appear.

- 5 In the Search text box type: ideas and then click on Go.

**You can choose whether or not Microsoft Office automatically looks on the web for Clip Art or other resources such as Help files.**

- 6 To select a picture, point to the picture of the man holding a light bulb in the Clip Art pane. An arrow button

will appear at the right of the picture .

- 7 Click on the arrow and select Insert.

Tip: To insert a graphic that you have on file, go to the Insert tab and in the Illustrations group, select Picture.

- 8 Save your presentation.

## Resizing and Moving a Graphic

An Introduction to Microsoft. Please read the following points:

- When a graphic is selected, re-size handles appear around its border.
- When you point to a re-size handle, the cursor changes into the re-size cursor. To resize the graphic click and drag one of these handles.

Tip: If you drag a side handle, you will distort the graphic, but if you drag a corner handle, the relative dimensions will stay the same.

- When the cursor is moved over the graphic, it will change into the move cursor. To move the graphic, make sure the cursor is the move cursor and then click and drag the graphic to a new position.

## Selecting Placeholders and Text

In order to change the appearance of text, it is necessary to select or highlight either the text or the placeholder that the text sits in. There are a number of different methods used for selecting the text.

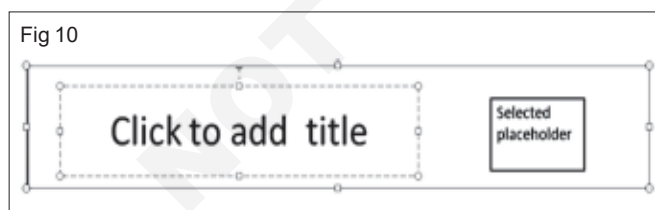
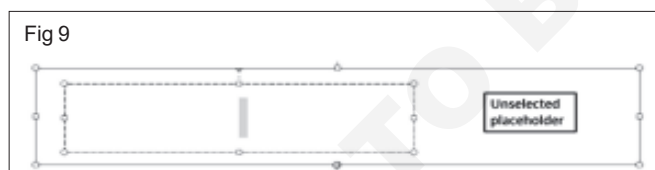
### Selecting Placeholders

Selecting the entire frame or placeholder is a very quick, efficient and consistent method of selecting text. Any formatting applied to a selected placeholder will format all text sitting in the placeholder.

### To select the Placeholder (Fig 9 & 10)

#### Mouse

- Click into the text to be formatted.
- Click on the shaded border of the text box. This will change the pattern of the border line to indicate that all text in it is selected.



or

## Keyboard

- Click into the text to be formatted.
- Press CTRL+A.

## Moving Between Slides

In PowerPoint there are various ways in which you can quickly move between slides. Try moving between slides using the three methods mentioned below:

- Click and hold the mouse button on the scroll bar slider, the number and title of the current slide will appear. Now drag the slider until the slide that you want to view is indicated.
- Click on the double-headed arrows below the vertical scroll bar to move to the next, or previous, slide.
- Select the Slide tab in the Outline View pane and then click on the slide to be displayed.

## Running the Slide Show

To run the Presentation Guidelines slide show from the beginning, do one of the following:

- On the Slide Show tab, in the Start Slide Show group, click on the From Beginning button. Notice that each slide now takes up the whole screen.
- Press the [F5] key on the keyboard.

To run your slide show from the current slide, either:

- In the status bar, click on the Slide Show document view button.
- On the Slide Show tab, in the Start Slide Show group, click on the From Current Slide button.

## Moving Through the Slide Show

To move to the:

- Next slide - press the [right arrow] key.
- Previous slide - press the [left arrow] key.
- To exit the slide show - press the [Esc] key.

After the last slide, the slide show ends with a black screen. To exit from the Slide Show click anywhere on the black screen or press any key on the keyboard.



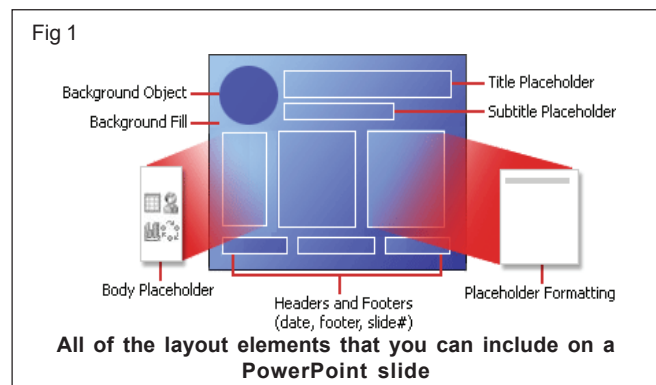
# MS PowerPoint - layouts, themes and designs, tables and charts

**Objectives:** At the end of this lesson you shall be able to

- explain layouts, themes and designs on a PPT presentation
- understand how to add charts and tables in PowerPoint
- explain PowerPoint templates and slide themes for presentation.

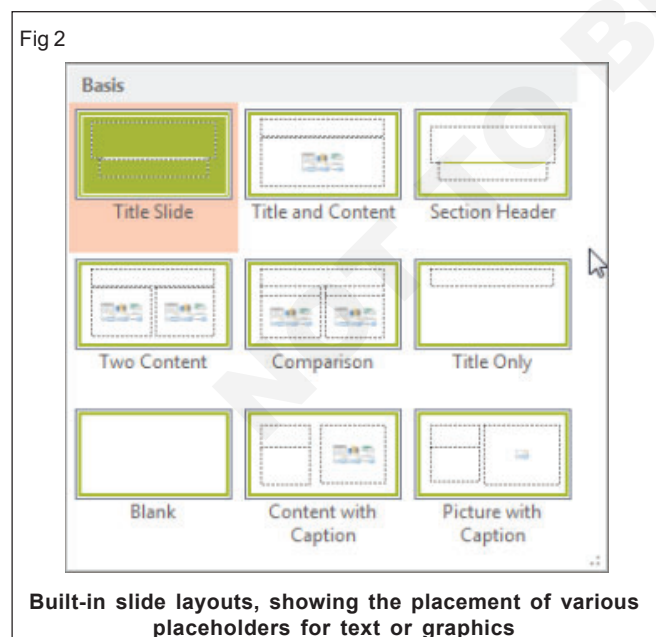
## What is a slide layout? (Fig.1)

Slide layouts contain formatting, positioning, and placeholders for all of the content that appears on a slide. Placeholders are the containers in layouts that hold such content as text (including body text, bulleted lists, and titles), tables, charts, SmartArt graphics, movies, sounds, pictures, and clip art. Slide layouts also contain the theme (colors, fonts, effects, and the background) of a slide.

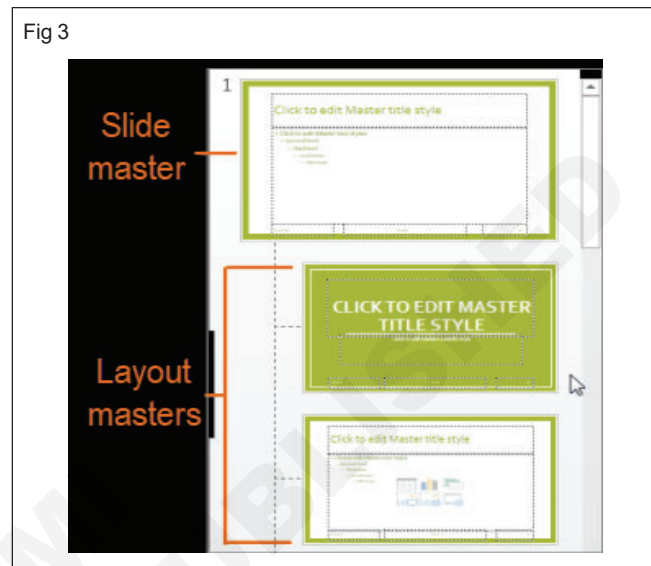


PowerPoint includes built-in slide layouts, and you can modify these layouts to meet your specific needs, and you can share your custom layouts with other people who create presentations by using PowerPoint.

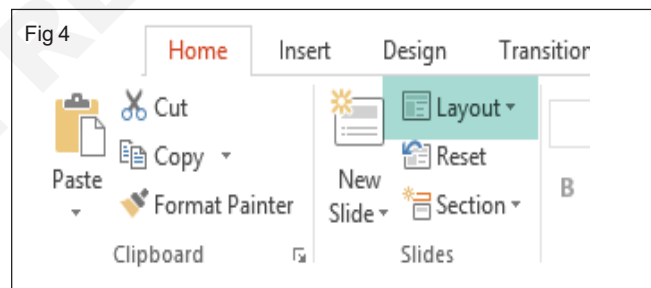
**If you want to apply a defined slide layout to a particular slide,** select the slide. Then, on the toolbar ribbon, select **Home > Layout** and choose a layout from the gallery of options that appears. (Fig.2)



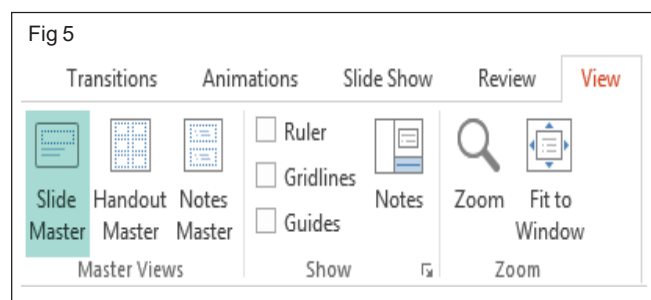
You can change the slide layouts that are built into PowerPoint in Slide Master view. The picture below shows the slide master and two of the layout masters for a theme in Slide Master view. (Fig.3)



**If you want to customize the definition of a slide layout and later apply to individual slides,** on the toolbar ribbon, select **View → Slide Master**. (Fig.4)



The layout masters appear as thumbnails in the thumbnail pane under the slide master. Click a layout master in the thumbnail pane, and then begin customizing. (Fig.5)





## Slide Types and Layouts

Slides are the main articles of use in PowerPoint and have been mentioned many times so far in this manual. They are the building blocks of the presentation and as such will form the content of the presentation showing one slide after another displaying the contents that have inserted, formatted and animated from the first to the last slide. They are not, however, the best or fastest way to construct a formatted presentation.

### Slide Layouts (Fig.6)

After inserting a slide had chosen a different layout. There is no need to delete a slide and reinserting one of another type. It may just change the layout this is especially useful if the slide already has content.

#### To change the layout of a slide

##### Mouse

- i Make sure that the slide that wish to change the layout for is in the main window in normal view.
- ii Click on the drop down arrow to the right of the LAYOUT button.
- iii Select a new layout for the chosen slide by clicking with the left mouse button as shown in Fig 6.
- iv The selected layout is applied.

### Slide Formatting (Fig.7)

The formatting of all objects on the slide. You may wish to make changes to the slide format globally by either colouring the background of each slide in one go or manually formatting one slide and applying it to all slides this can save much time when it have many slides within the presentation. Presentations with in PowerPoint are based on a theme and the formatting of that theme determines the placement and colours and styles of all objects within the presentation.

Fig 6



### Themes

Themes are used to give slide presentations a consistent and stylish appearance. They contain colour schemes, slides and title masters with custom formatting, and some also include background graphics which have been placed into the masters.

When you apply a Theme to the presentation, the Office Theme master and its subset of slide layouts have the colour scheme of the theme applied and it will replace the previous office theme master and colour scheme of the presentation.

Once apply a Design Template, each slide to add, regardless of the layout, has the same custom look to it. PowerPoint 2010 comes with a variety of professionally designed themes.

Fig 7



#### To apply a theme

- i Ensure no object is selected as this may confuse you having two design ribbons. (one for the object and one for the slide)
- ii Choose the DESIGN ribbon, go to THEMES as shown in Fig 8.
- iii Click on the drop down arrow to the bottom right hand side of the visible themes.
- iv Move the mouse over a theme to see a preview of how it will look on your slide.

- v Click on a template thumbnail. It will be applied to all the slides in the presentation.

### Changing the Background (Fig 9)

PowerPoint offers some interesting background effects, including textures, and two colour gradient effects.

#### To apply a standard background

- i Select BACKGROUND STYLES from the DESIGN ribbon
- ii Choose a style from the dropdown list.

Fig 8



## To use a fill effect for the background

### Mouse

- i Select BACKGROUND STYLES from the DESIGN ribbon
- ii Select FORMAT BACKGROUND at the bottom of the displayed list. A dialog appears.
- iii Use the guidelines below to select GRADIENT, TEXTURE, or PICTURE fills for the slide background.
- iv Click on CLOSE to apply to selected slides or click on APPLY TO ALL.

### Different Ways To View Slides

When you are creating your presentation you can switch between different views within PowerPoint, each of which allows you to work in different ways. The views available in PowerPoint 2007 are:

Normal (Tri Pane) View

Notes Page View

Slide Sorter View

Slide Show

### Normal View

There are several views in which to work in PowerPoint. Each view allows you to perform some specific work. The primary view in PowerPoint is the Normal View. It actually contains several views but its primary purpose is to allow you to create and work on the detail of a slide.

The Normal View allows you to access the Notes Pages view as well as the Outline view and the Slide Tab view. The Slide Tab view provides an efficient method of navigating between slides. Each pane can be adjusted in size by dragging the edge of the pane window with your mouse.

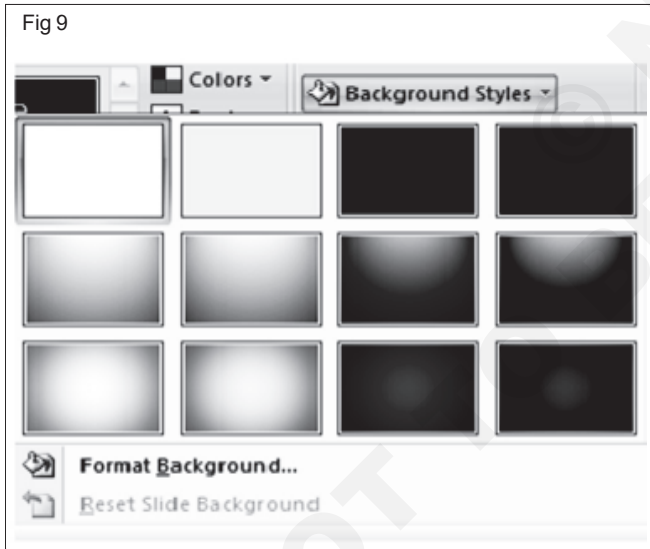
Other views such as Slide Sorter view and Slide Show view can be accessed through the View menu or by clicking the View Buttons on the bottom left of the screen. All these views are discussed in upcoming pages.

### Notes Pages View

Notes Pages View (Fig 11), also known as Speaker Notes, allows to add notes that can be used by the presenter during the presentation. This is an excellent method to remind the presenter of important items to discuss during the presentation that is not displayed on the slides. They can also be used as handouts to the audience, if preferred.

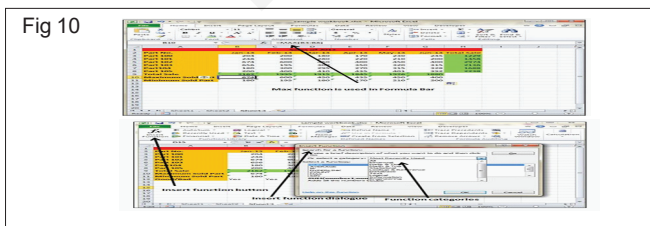
PowerPoint also allows to print the slides with their notes. It is important to note that you can only view the actual formatted text when you print or preview presentation.

Fig 9



- iii Right Click on the style -> APPLY TO ALL OR TO JUST SELECTED SLIDES (Fig.10)

Fig 10



Several slides are using the same layout then apply to matching slides.

Fig 11



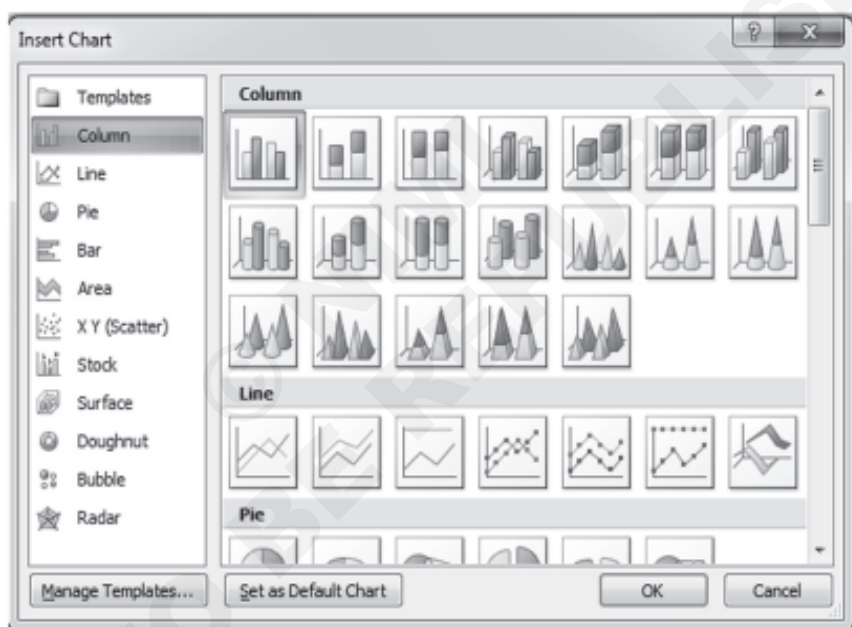
## Powerpoint templates and Slides themes for presentations

**Powerpoint templates and Slides themes** focus on communicating your ideas in your presentations. These professional designs cover all styles from playful and creative to formal and business presentations. You'll find that all templates are completely customizable and easy-to-edit. Use them freely for your own presentation needs (personal or commercial), use right away as a slides theme as a Powerpoint template and continue working on your computer.

To create a simple chart from scratch in PowerPoint, click **Insert > Chart** and pick the chart you want. (Fig.12)

- On the Insert tab, in the Illustrations group, click Chart.
- In the Insert Chart dialog box, click the arrows to scroll through the chart types. ...
- Edit the data in Excel 2010. ...

Fig 12



- Click the File tab and then click Close.

## Converting Tables to Charts (Fig.13)

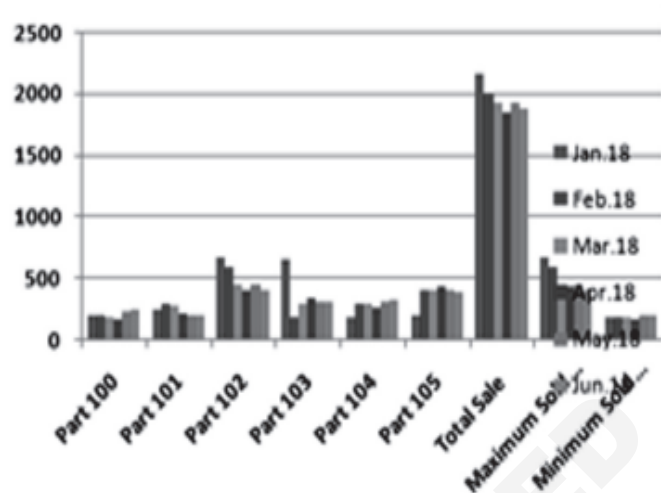
- Select the table you want converted to a chart.
- Make sure the Insert tab of the ribbon is displayed.
- Click the Object tool within the Text group. ...
- From the list of Object Types, choose Microsoft Graph Chart.

- Click on OK. ...
- Format your graph as desired.

Select the **slide** that you want to add a **table** to. On the Insert tab, select **Table**. Shows the **Table** Option in the Insert tab on the ribbon in **Powerpoint**. In the Insert **Table** dialog box, do one of the following. Use the mouse to select the number of rows and columns that you want.

Fig 13

|    | A                 | B      | C      | D      | E      | F      | G      |
|----|-------------------|--------|--------|--------|--------|--------|--------|
| 1  |                   |        |        |        |        |        |        |
| 2  |                   |        |        |        |        |        |        |
| 3  | Part No.          | Jan.18 | Feb.18 | Mar.18 | Apr.18 | May.18 | Jun.18 |
| 4  | Part 100          | 204    | 200    | 180    | 170    | 230    | 245    |
| 5  | Part 101          | 248    | 300    | 280    | 220    | 210    | 200    |
| 6  | Part 102          | 674    | 600    | 460    | 400    | 450    | 400    |
| 7  | Part 103          | 656    | 195    | 300    | 350    | 320    | 315    |
| 8  | Part 104          | 180    | 300    | 295    | 270    | 315    | 328    |
| 9  | Part 105          | 204    | 400    | 410    | 435    | 401    | 392    |
| 10 | Total Sale        | 2162   | 1995   | 1915   | 1845   | 1926   | 1880   |
| 11 | Maximum Sold Part | 674    | 600    | 450    | 435    | 450    | 400    |
| 12 | Minimum Sold Part | 180    | 195    | 180    | 170    | 210    | 200    |



### Slide Sorter View (Fig 14)

Slide Sorter view provides some key "file management" options that can't perform in the other views as efficiently.

They include:

- Re-Arrange Slides
- Duplicate Slides
- Delete Slides
- Hide Slides (Hidden Slides do not show in a Slide Show or Print)

- Copy Slides From Other Presentations
- Set Slide Show Effects
- Time Your Presentation

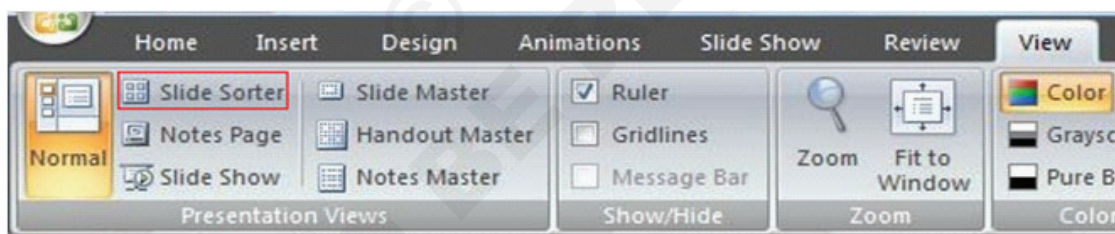
### Slide Sorter View

#### Steps

#### To Re-Arrange the Order of the Slides

- Drag Slides to new location between slides

Fig 14



### To Duplicate Slides

- Click on the slide
- Press <Ctrl+D> (shortcut key to duplicate a slide)

### To Delete Slides (You can undo the deletion of a slide)

- Click on the slide
- Press the <Del> key

### To Hide Slides (Same command to Un-Hide Slides)

- Click on the slide
- Click the Slide Show Tab: Hide Slide command

### To Copy Slides From Another Presentation

- Open the other presentation and switch to Slide Sorter View
- Select the Slides you want to copy (use the Shift key or the Control key for multiple slides)

- Click Edit menu: Copy (or the Copy toolbar button)
- Switch to the original presentation and
- Click where you want to place the slide(s)
- Click Edit menu: Paste (or the Paste toolbar button)

### To Set Slide Show Effects

- Select the Slide(s)
- Click the Animations Tab: Transitions To This Slide command
- Select the transition you prefer

### To Time Your Presentation

- Click the Slide Show Tab: Rehearse Timings command
- The Slide Show will begin to run

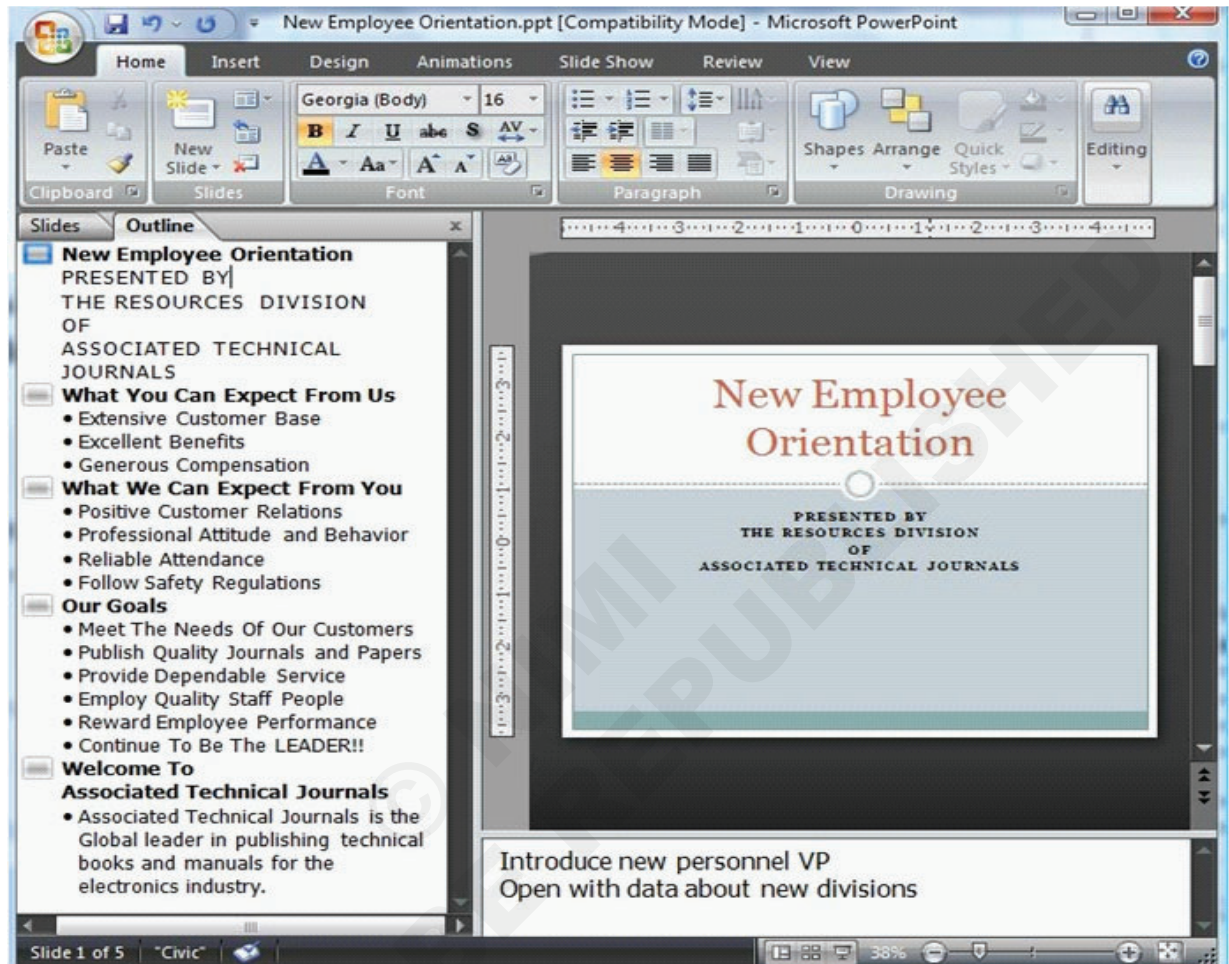


- As you practice your presentation, PowerPoint will record how much time each slide was on the screen
- At end of presentation the timings can be assigned to the slides
- You can then run the slide show automatically from those timings

### Outline View (Fig 15)

Outline View allows editing the text of the presentation in a "textonly" environment. Without the graphics of the slide, it provides a more efficient method of editing the text. The Outline View is an excellent method to create the presentation.

Fig 15



### Slide Show View

#### Viewing A Slideshow

Instead of having OHP transparencies produced to show the presentation directly from the computer, use the electronic slide show. And you can show the presentation on the computer monitor or use an LCD panel and project the show on to an overhead screen.

Slides fill the whole screen and display exactly as formatted. And click with the mouse or press ENTER on the keyboard it will automatically be taken through each slide.

Incorporate a range of extra features such as transitions (the way one slide makes way for the next) and animated build effects (which allow objects such as text and graphics to "fly" onto the slide in different ways). You can also include movies and sounds in your presentation as well as buttons which allow the user to branch from one slide to another.

When choosing the slide show button at the bottom left of your screen, your slide show is started from the slide you have selected. However, when starting the slide show from View Slide Show, you will always be started from the first slide in the presentation.

#### To view a slide show presentation

##### Mouse

- Go to the view ribbon and select slide show from the presentation views group. Or
  - Use the slide show button from the status bar view icons
- Or

##### Keyboard

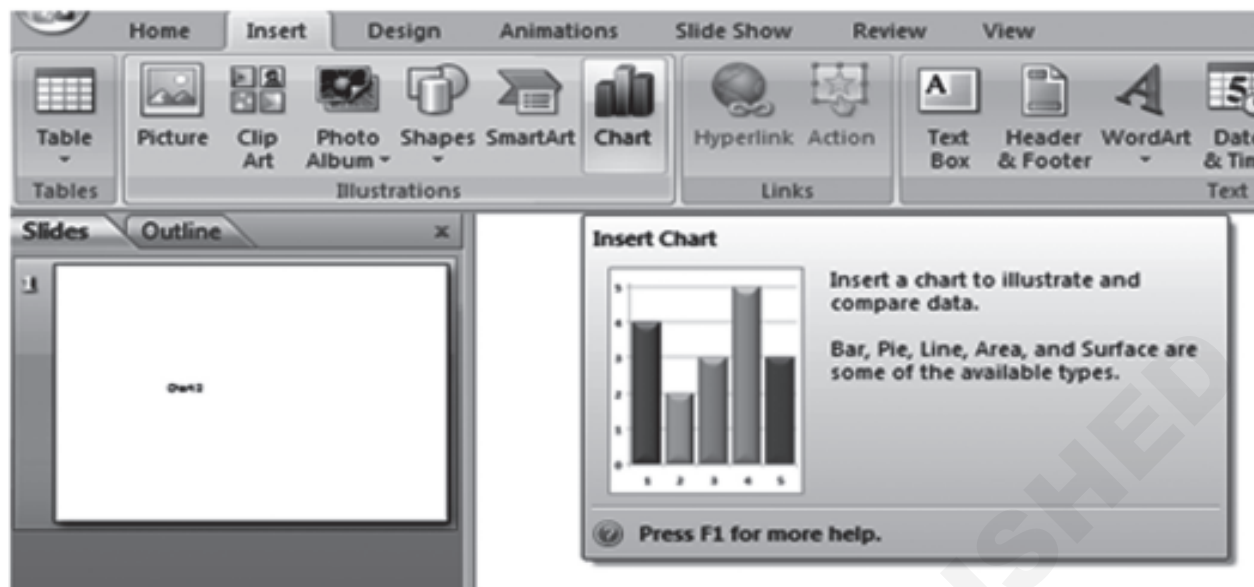
- Press the F5 key
- Use the left mouse click or ENTER key to move through to the end of the presentation.
- The ESC key will end the presentation at any time.



### To insert a chart (Fig.16)

- Insert a new slide with a **title and chart icon**.
- When the slide appears, click the **Insert Chart** icon.

Fig 16



# Office Administration and Facility Management R.Theory for Ex 1.7.67-69

## Stenographer Secretarial Asst. (Eng) - MS Power point - Note taking and transcription

### Office Secretary - Definition - Qualities & Qualifications - Types of Secretary

**Objectives:** At the end of this lesson you shall be able to

- define a secretary
- narrate the qualities of a good secretary
- state the personal qualities of a secretary
- list the various functions of a secretary
- state the duties of a secretary in organizing meetings
- list the types of secretary and explain their functions.

The word Secretary is derived from Latin word "Secretarius" which means a confidential person. It gives the idea of secrecy. Therefore the title of Secretary was used for an officer handling confidential correspondence for kings. The duties and functions of the secretary became wider and more useful and more popular.

#### Qualities of a Good Secretary

##### 1. Good Education

A secretary has to work with the executive. Therefore he/she must be a graduate so that he/she has better understanding, presence of mind, intelligence and initiative for work.

##### 2. General Knowledge

A secretary must be aware of the activities of his organization including the day-to-day developments related to the business of his organization. He must also be aware of the political, economic and social developments in the country and the policies followed by the Government.

##### 3. Professional & secretarial skills

A professional course is very essential for a private secretary. The professional course includes training in professional skills, that is shorthand, typewriting and computer application. A minimum speed of 100/40 words per minute in shorthand typewriting is essential. In addition to the professional skills the secretary should be trained in the art of letter writing, drafting, and display typing and handling of all types of correspondence. Taking down dictation and transcribing it on the typewriter or computer is the basic function of the personal secretary without which he cannot get employment in any organization. His appointment is done mainly on the basis of testing his speed in shorthand/typewriting and his knowledge in the professional skills.

##### 4. Command over languages

Major part of a secretary's work is of correspondence, public relations, answering and connecting telephone calls, writing reports, preparing notice agenda, minutes of the meetings, etc. All these functions require a thorough knowledge and command of the language concerned. In addition to the language in which the business of the organization is done the personal secretary should also know the local or the regional language in which the employees or the visitors communicate. Knowledge of the concerned international language is considered an additional qualification of the personal secretary.



##### 5. Knowledge of the profession

The private secretary should be familiar with the profession or business of his employer or the organization. He should know the various activities of the organization since he is the key figure in the organization. He should be able to help his employer or the executive in achieving the objectives of the organization.

#### Personal qualities of a Private Secretary

##### 1. Courtesy

A secretary should be polite and courteous in dealing with the members of the organization and the public. He should give proper respect to his superiors and the employees so as to command respect from them. He should not make embarrassing comments belittling anyone but rather should use 'Please' or 'thank you' even to those who are not courteous to him. He must greet visitors pleasantly and cheerfully, offering a seat and also say 'good bye' when they leave. He should always be cool in his temper and control emotions under all circumstances. Minor irritants should not disturb his temperament and cheerfulness. This will keep his balance of mind and he will be able to decide matters in a peaceful manner.

##### 2. Alertness

The private secretary must be alert about his duties and functions. He should give due attention to the directions or instructions given by his employer or superiors and should take timely action on them.

### 3. Loyalty & punctuality

Loyalty is the prime quality of a secretary. He should be punctual in his office work and faithful to his employer and the organization. He should be prepared to work at all times to fulfill the tasks assigned to him. He should be dedicated to his job and do the work honestly and sincerely. He must be a person of confidence and reliability so that the executive could depend on him in handling confidential matters delegated to him. He should be able to maintain complete secrecy about his work in the organization and outside.

### 4 Tactfulness

A tactful secretary can deal with difficult matters in a simple way by his proper judgment. He must have the capacity to handle difficult situations in the right way. By giving serious thought to the problem he should arrive at an amicable solution between the parties. He should handle the disputes in such a way that neither party is offended. That is why 'Tactfulness' is called the fine art of avoiding offence.

### 5 Personal Relationship

A private secretary should develop good human relationship in the office and outside. He should be able to adopt himself to the nature and temperament of his employer or the various employees in the organization. He must adjust himself under all circumstances according to the nature of his superiors. By maintaining his or her own dignity by good personal relationship, he can get more work done from the employees.

### 6 Discipline

The secretary should be a disciplined person. He should attend office in time and leave office after doing all important work. He should also be able to enforce discipline in the office. He should be a methodical worker and keep his own desk and that of his executive neat and well arranged. Properly arranged table is an indicator of his discipline.

### 7 Personality

The secretary should have a pleasing personality. His or her appearance is a great asset to the office. A secretary should be well dressed, neat and clean. A good posture, personality and poise are the three points of attraction in a private secretary. Good posture creates a good impression. Personality differs from individual to individual. It is linked to what you are, what you do and how you do it. It creates an impact on other people and makes you different from other people. Personality is the way you dress, walk and talk with others.

Poise is the element of intelligence and confidence in an individual. It comes from knowing one's own abilities and limitations

### Functions of Secretary

- 1 Handling of telephone calls, receiving and entertaining visitors.
- 2 Taking dictation, typing it and doing all types of correspondence, preparing reports.
- 3 Handling incoming and outgoing internal and external mail.

- 4 Arranging appointments, engagements and recording messages and assisting his employer in these tasks.
- 5 Organizing and attending meetings, preparing agenda, reports, minutes, etc.
- 6 Supplying information, controlling papers and filing work, office stationery and materials.
- 7 Security of office equipments and supervision of junior secretarial and other staff.
- 8 Making travel arrangements, tour programmes.
- 9 Organizing conferences, meetings and social activities of the organization.
- 10 Handling cash, bank transactions of his employer.

### Duties of a Secretary for organizing meetings

The duties of a secretary in relation to meetings are manifold. He has to prepare the agenda for the meeting in consultation with the chairman and members. He has to perform many duties during the meeting. He has to act as a gracious host, an efficient receptionist and secretary. After the meeting, he has to express thanks to the members, prepare the minutes of the meeting and send them in the form of draft for the approval of the chairman.

These can be broadly divided into three stages

#### (A) Duties before the organizing meeting

- 1 The secretary or P.S. has to plan for a meeting in consultation with the chairman of the organization. He has to fix the time, date and suitable place for the meeting. It may be according to the number of members. It can be organized in a hotel, a public hall, etc.
- 2 An agenda is to be finalized in consultation with the chairman and officers of the organization about the items to be discussed in the meeting along with a detailed agenda for the chairman.
- 3 All the files, reports, etc., must be kept ready for ready reference. Sometimes copies of reports, annual accounts, etc., are circulated to the members for their approval, etc. These have to be circulated to the members along with the notice of the meeting. The P.S. should send the minutes of the last meeting for confirmation and information of members.
- 4 He has to arrange refreshments for the members and special invitees like auditors, press, experts, etc. He has also to keep proper stationery items, that is, writing paper, pen, pencils and books.

#### (B) Duties during the meeting

The secretary has to ensure proper seating arrangement for the participants. He has to keep an attendance register at a suitable place for the signatures of the members. He has to read out the apologies for absence and messages received from the members. He has to ensure the quorum for the meeting. He has to read out the minutes of the last meeting on the direction of the Chairman. If there is any objection to it he has to rectify before the minutes are confirmed and signed by the Chairman. He has to distribute all the relevant papers, reports, to the members. He has to take notes of the proceedings of the meeting. He has to write the names of the persons who have

brought in resolutions. He has to ensure proper refreshment for the members at the meeting. He has to assist the Chairman in the conduct of the meeting.

### **(C) Duties after the meeting**

After the meeting is over, the secretary has to prepare the draft of the minutes of the meeting for the approval of the Chairman. He has to make all arrangements for circulating the minutes. He has to ensure that decisions taken at the meeting are implemented by the concerned departments or officers. He has also to fix the next date for the meeting. He has to ensure safety of all the records kept for ready reference. He has to collect the reference books, papers, documents from the members after the meeting is over.

### **Types of Secretaries**

The word 'secretary' has a different meaning in a Government Department or an institution or a company or a business organisation having different types of functions. Therefore, it is necessary to understand the difference between different types of Secretaries so that the clear meaning of the Secretary and its importance is understood in relation to this course of office Secretaryship or Secretarial Practice. In this course of study, a special type of Secretary called the "Private Secretary", his importance and his functions have been discussed. Before discussing the duties and functions of the Private Secretary, the importance and functions of the following Secretaries should be understood.

#### **1 Secretary of a Government Department**

The Secretary of a Government Department/Ministry is its executive head who works under a Minister and is also his adviser. Various other Secretaries, e.g., Special Secretary, Additional Secretary, Joint Secretary, Director, Deputy Secretary, Under Secretary, Section Officer are appointed to assist him in his work. The Cabinet Secretary is head of all Secretaries.

#### **Secretary General**

The Chief Executive of the Lok Sabha or the Rajya Sabha is called the Secretary General. The Secretary General is responsible for the conduct of business in the concerned House and the various Parliamentary Committees attached to the House. The Secretary General holds the rank of a Cabinet Secretary of the Govt. of India. State Legislatures also have Secretaries attached to them for their conduct of business.

#### **Secretary of a Club or Association**

Every Club or Association elects a Secretary for carrying out the day-to-day activities of the Club or Association. This type of Secretary is elected and not appointed like his counterparts.

#### **Secretary of an Embassy**

Every country is represented by an Ambassador or a High Commissioner through its Embassy or High Commission in that country. A Secretary is appointed to assist the Ambassador or the High Commissioner.

#### **Secretary of a local body**

Local bodies like Municipal Corporations, Municipalities,

Metropolitan Councils or District Councils have a Secretary responsible for its functioning and day-to-day activities.

### **Secretary of Co-operative Society or Union**

A co-operative society or a Union has an elected Secretary to perform its various functions. The Secretary is responsible for calling the meetings of the Board of Trustees, writing of reports, enforcing labour laws and welfare activities relating to the organisation.

### **Company Secretary**

The company Secretary is an important person quite different from the Secretary of a Govt. Department or the Secretary of a Union or Association. He works as a pivot between share-holders and the management. He acts as the representative of the management, its adviser, administrative officer and the public relations officer. He is appointed under the Company Law and is responsible for conducting all statutory functions on behalf of the organisations. The Company Secretary has to perform the following specific functions

- (a) Statutory functions
- (b) Liabilities towards management
- (c) Liabilities towards share holders
- (d) Liabilities towards debenture holders
- (e) Liabilities towards public
- (f) Liabilities towards the organisation

e.g. Contractual Liabilities, etc., and

- (g) any other work entrusted by the Company

For efficient discharge of his duties, the qualifications of the Company Secretary are laid down according to which only, his appointment can be made. He can be removed from service only under the rules laid down in the Companies Act.

### **Private Secretary**

Every type of Secretary has a place and importance according to his responsibilities in the organisation concerned. For assisting these types of Secretaries, a special post of 'Private Secretary' also exists. He is appointed by the Secretary or Chief Executive to assist him in his various routine types of work. The Private Secretary is a person with multi-farious functions. He takes care of his mail, prepares drafts for him, answers phone calls, keeps the records and arranges tour programmes, meetings and makes travel arrangements.

The Private Secretary works under the Chief Executive and is a trusted person. That is why he is also called the Confidential Assistant. Officers generally delegate their routine work to the Private Secretary so that they are able to attend to the more important work of the organisation. Therefore, it is the duty of the Private Secretary to work according to the guidance of his Officer and maintain his confidentiality. The Private Secretary extends his ears, memory and hands to his officer. The success of the executive depends on the competence of his Private Secre-



tary. There is always an able Secretary behind the executive. Much of the work is done by him but the credit goes to the executive. Today the Private Secretary is an indispensable person and is receiving great public recognition adding more and more to his functions in the organisation.

The Private Secretary has to work according to the directions of his officer under all circumstances. He has to accompany his boss on tour. His main work is to handle correspondence for which he must know the twin arts of Shorthand & Typewriting. The position of the Private Secretary is not only of a Stenographer or an Assistant, he is the right hand of his officer. His relationship with his officer is not of a master and servant, but of a close associate. He knows all the secrets of his officer. Therefore, he must win the confidence of his officer that he is a man of trust who can act on his behalf, to whom he can delegate his routine duties and who can tactfully deal with persons coming into contact with him.

### **Duties of the Private Secretary**

Various types of functions have to be performed by a Private Secretary in different organisations. Details of these have been given in the 17 chapters of this book, by the study of which he can function as a successful Private Secretary. In this chapter, the general functions and the duties of the Private Secretary are given

#### **1 Secretarial functions**

- 1 Taking down dictations and transcribing them on typewriter or computer;
- 2 Exchange and communication of letters, messages and orders;
- 3 typing letters, stenciling; duplicating, etc.
- 4 opening, sorting and distribution of mail;
- 5 keeping confidential letters in files and in proper custody;
- 6 keeping records of incoming (inward) and outward (outgoing) mail;
- 7 handling office equipments, their maintenance;
- 8 receiving telephone calls and communicating messages to the concerned persons;
- 9 connecting telephone calls of the office with the calling or required persons;
- 10 receiving visitors and arranging their meeting with the concerned officers;
- 11 exchanging necessary information with the visitors;
- 12 making travel arrangements of the officer;
- 13 Preparing TA Bills, handling banks, insurance;
- 14 sending the messages, obituaries, etc.,

#### **2 Specialised Functions**

- 1 issuing notices, making arrangements for holding meetings, workshops, training programmes and interviews etc.;
- 2 Preparing agenda for the meetings, topics for discussion, writing minutes of the meeting and communicating decisions taken at the meeting.

For performing these highly specialized functions the Pri-

vate Secretary must have some essential qualifications. e.g.

- 1 educational background;
- 2 good general knowledge;
- 3 a study of Secretarial Practice, e.g., full knowledge of Shorthand & Typewriting with experience of practical skills;
- 4 good command over the language concerned;
- 5 knowledge of the profession of the employer or business organisation.

A less important work is done by the Confidential/Personal Assistant who can be promoted to the post of Private Secretary on attaining the required expertise in the field.

**All the functions which a Private Secretary has to perform have been discussed in the following chapters. After studying these chapters, a Private Secretary can perform his functions with full confidence and efficiency. In addition to the knowledge of these functions, a Private Secretary must cultivate personal qualities to function effectively in an organisation. These have been given in the last chapter of this book.**

### **Professional, personal duties and functions of office secretary**

A **Secretary** may be known as the 'face of the organization'. Secretaries perform a variety of tasks throughout the day. Some of these tasks may include scheduling meetings or appointments, maintaining files, taking minutes of meeting, sending e-mails, answering phones and making travel arrangements for guests. An Office Secretary maintains the smooth running of an office through a variety of administrative and clerical duties. He handles office schedules, coordinates meetings and visits, organizes files answers phones and performs a huge array of other essential tasks.

#### **Personal duties and functions**

- Answering calls, receiving messages and handling correspondence.
- Maintaining diaries and arranging appointments.
- Typing, preparing and collating reports.
- Preparing agendas and taking minutes of meetings.
- Maintaining calendar and planning meetings.
- Maintaining data bases and filing systems.
- Organisational abilities.
- Clear, friendly and professional communication skills.
- I.T. literacy
- Efficient time-management skills.

#### **Skills required**

- Good organisational skills.
- Good time management.
- Good communication skills, written and verbal.
- Knowledge of general office procedures.
- Familiarity with IT and computer packages.
- Ability to stay calm and tactful under pressure.
- Ability to operate office equipment (fax, copier, mail, etc.)



# MS Power Point - Building animation effects, transitions, speaker notes, copying presentation to a CD/DVD/Pen drive - Editing and Printing

**Objectives:** At the end of this lesson you shall be able to

- explain animation effect to the presentation
- narrate transition effect and its limitations
- explain the importance of speaker notes, its use
- understand how to copy a presentation to CD/DVD/Pen Drive
- explain how to edit and rearrange the slide before presentation.

## What is animation?

Animation is something that makes slide objects move on a slide and slide objects can be anything on a slide; these include text, pictures, charts, smart Art graphics, shapes, even movie clips.

## Animate text or objects

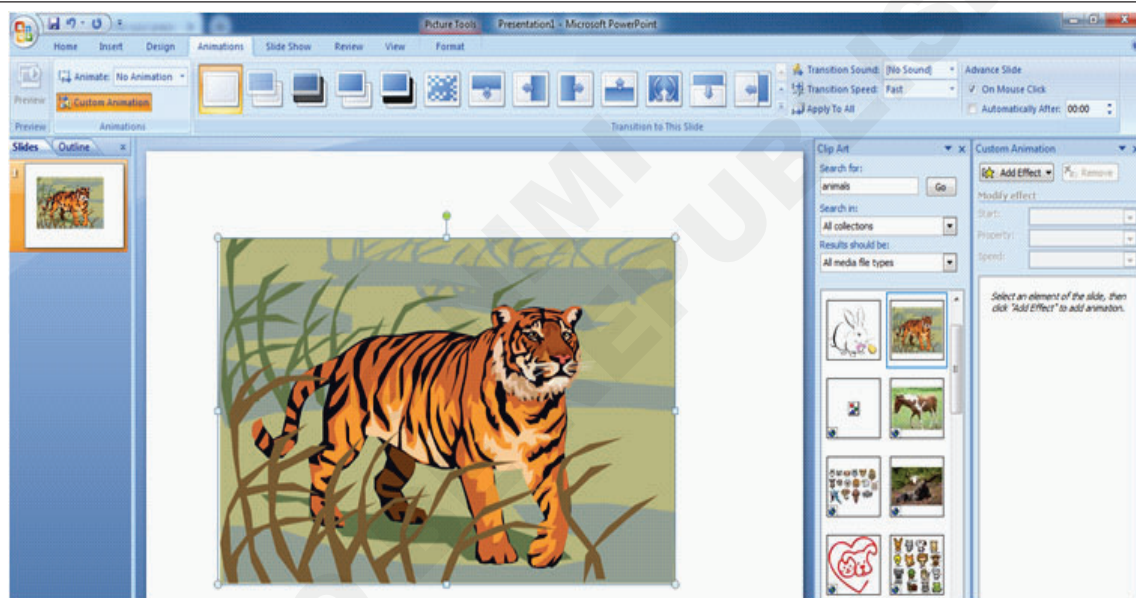
You can animate the text, pictures, shapes, tables, smart art graphics, and other objects in your Power point presentation.

Effects can make an object appear, disappear, or move. They can change an object's size or colour.

## Apply an animation

- Select the object or text on the slide that you want to animate (Fig.1)
- On the **Animation** tab of the ribbon, click **Add Animation** and pick an animation effect.

Fig 1



Here's how you can add animation effects to text, shapes, and images. Animation effects can be applied to text, shapes and objects on any slide in PowerPoint. When you explore the number of animation effects, you will notice that they are grouped into four types. Let's see what they are and how to use them.

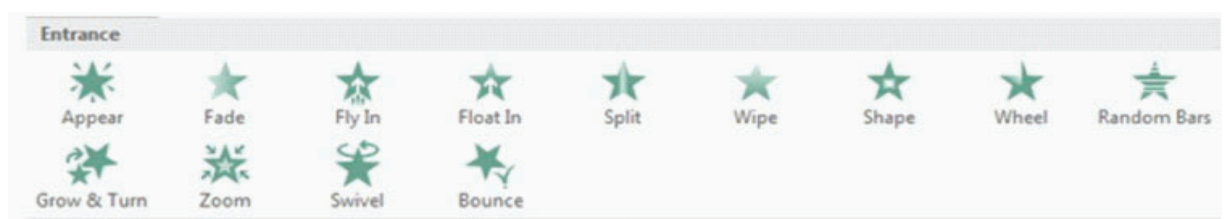
- **Entrance** - This group of effects serves to introduce text or objects into a slide during a presentation.
- **Exit** - This group helps to mark the end of the text or object's time on the slide.

- **Emphasis** - This group provides you the option to draw attention to text or objects. It can be used to highlight important details.

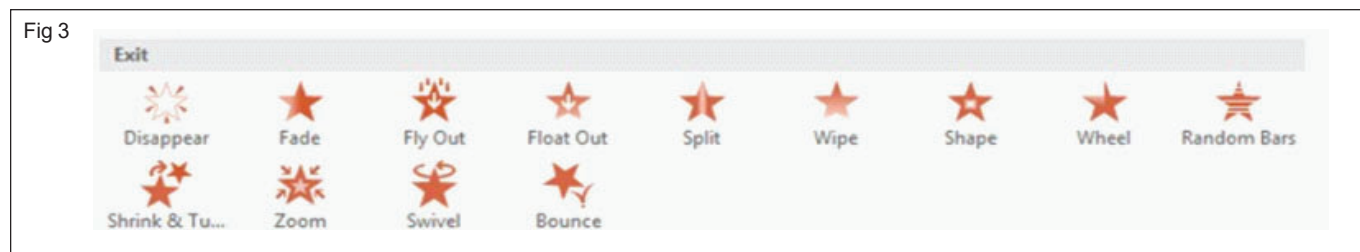
- **Motion Paths** - This group allows you to move text and objects along a predetermined path. These can be used as transitions of sorts on a slide.

With the exception of Motion Paths, most of the animation types contain subgroups of effects. They include Basic, Subtle, Moderate and Exciting effects. (Fig.2)

Fig 2



- To exit select an effect as shown in (Fig.3)



### How to add an animation effect to text or objects

- 1 Select the text or object you need to animate
- 2 Click on the Animations tab in the navigation ribbon.
- 3 Click Add Animation.
- 4 Select an animation effect from the list.

You can apply more than one effect to the same object. This can only be done by clicking on Add Animation. If you try to add another animation by any other means, you will only replace the previous effect.

The default naming convention for animation effects could be somewhat confusing to look at. The ability to rename animations to clarify target objects is available in the Selection pane from the Home tab. Double-click on a name to be able to edit it.

### How to change the order of the animation effects

- 1 Click the Animations tab in the navigation ribbon.
- 2 Select the Animation pane from the Advanced Animation group.
- 3 Select the Animation you wish to move in the Animation pane.
- 4 Select either the up and down arrow, next to the Play From button, to move the animation earlier or later in the sequence.

### How to set the start time and duration of an effect

- 1 Navigate to the Animation pane.
- 2 Select an animation effect from the list.
- 3 Click the Down Arrow to the right of the effect listing.
- 4 Select Timing from the drop-down list.
- 5 Select Start from the Timing tab to select an option.
- 6 Choose a value under the Delay option.
- 7 Choose the length of the animation effect under the Duration section.

By adjusting the duration, you are altering the speed of the animation, which can potentially alter the impact the effect has on the audience.

### How to activate an animation effect by clicking on it

- 1 Click on the object or text in question.
- 2 Click on the Animations tab.
- 3 Add the animation as described.
- 4 Locate the Advanced Animation group.

- 5 Select Animation pane.

- 6 Select the object or text to be triggered with a click.
- 7 Select Trigger from the Advanced Animation group.
- 8 Select On Click from the drop-down.
- 9 Select the object to confirm.

### How to begin an animation during audio and video content

- 1 Select the audio or video clip on a slide.
- 2 Click Play from the media controls.
- 3 Click Pause where you want to add a bookmark.
- 4 Locate the Playback tab in the Video Tools section.
- 5 Select Add Bookmark from the Bookmark group.
- 6 Select the Animation tab.
- 7 Select Advanced Animation.
- 8 Select Animation pane.
- 9 Select an animation effect.
- 10 Select Trigger under Advanced Animation.
- 11 Select On Bookmark from the drop-down list.
- 12 Choose the bookmark you have set.

### How to Repeat and Rewind an animation effect

- 1 Select the Animations tab.
- 2 Select the Show Additional Effect Options icon.
- 3 Select the Timing tab.
- 4 Select an option from the Repeat drop-down.
- 5 Click the Rewind when done playing checkbox.

### How to use motion path animation effects in PowerPoint

How to add a motion path to text or objects

- 1 Select the **Animations** tab.
- 2 Click **Add Animation** under the **Advanced Animation** group.
- 3 **Navigate to the Motion Path** group of effects.
- 4 Select a path.

If you were to select the Custom Path option, you will be required to draw out the path to be taken. Click and drag to create a visible, freehand path or just point and click to create lines with connection points. Double-click the left

mouse button to mark the end of the path and see a preview of the movement.

### How to modify a motion path

- 1 Select **Effect Options** in the **Animation** group.
- 2 Select from the presented motion alternatives to change the path.
- 3 Navigate to the **Path** group in the drop-down.
- 4 Click on **Edit Points**.
- 5 Click on any points on the path and drag to a new location.
- 6 Click **Preview** to see the revised animation in action.

### Animate text or objects

You can animate the text, pictures, shapes, tables, Smart Art graphics, and other objects in your PowerPoint presentation.

Effects can make an object appear, disappear, or move. They can change an object's size or colour

### Apply an animation

Select the object or text on the slide that you want to animate (Fig.4)

On the Animation tab of the ribbon, click Add Animation, and pick an animation effect. (Fig.5)

Fig 4

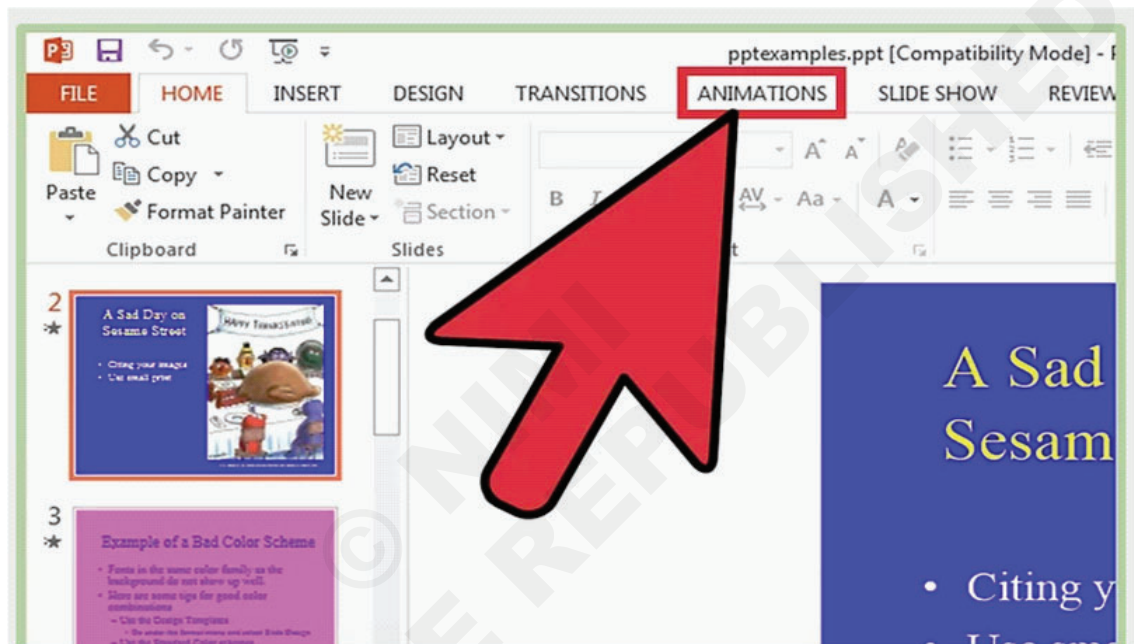
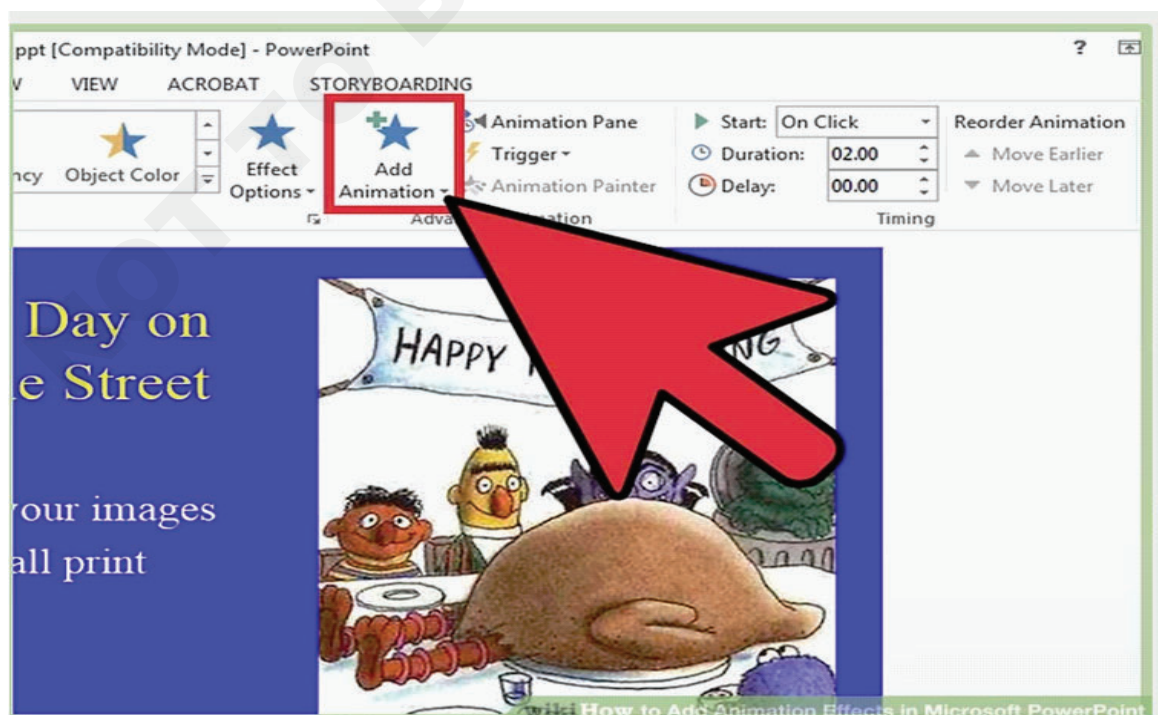


Fig 5





## Animation time settings

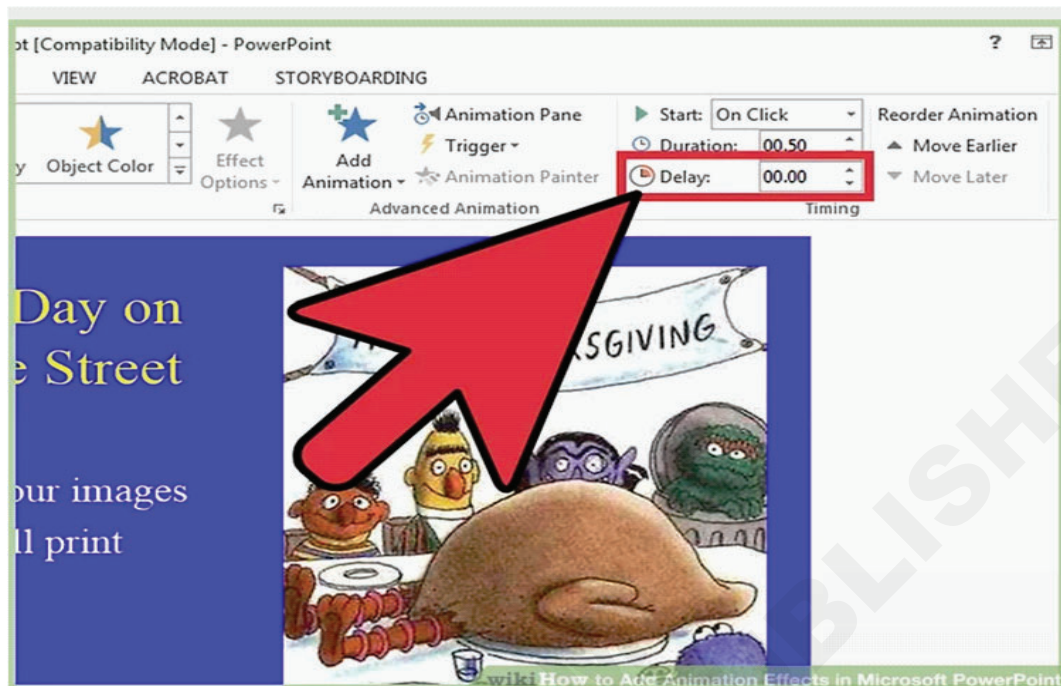
The speed of the effect is determined by the Duration setting

On the slide, select the animation effect that you want to change

On the **Animation tab**, under **Timing** options, in the Duration box, enter the number of seconds that you want the animation effect to last. (Fig.6)

(Maximum 59 seconds. Minimum .01 seconds. You can type a duration or use the up or down arrows to select a standard incremental value

Fig 6

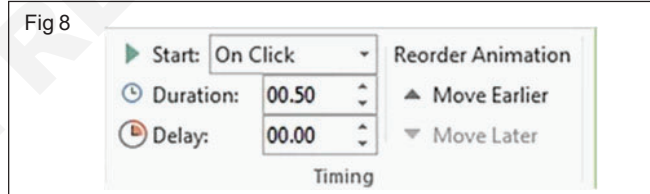


In the Animation tab, under Timing options, open the start list, and choose one of the three options described below (Fig.7)

Set the time between animation effects

The Delay option determines how much time elapses be-

Fig 8



fore a specific animation effect begins - either after you click or after a prior animation effect concludes.

On the slide, select the animation effect that you want to change.

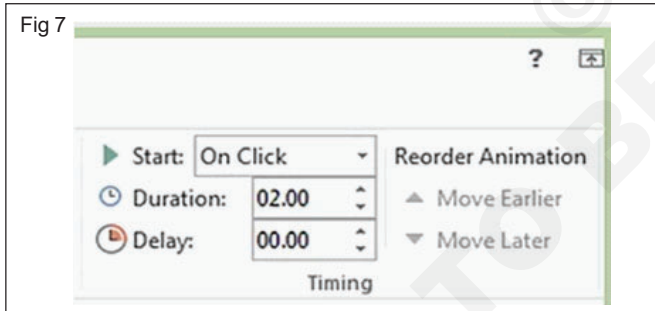
On the **Animation tab**, under **Timing** options, in the Delay box, specify an amount of time in seconds. (Fig.8)

To reorder a set of animations on a slide

Open the Animation pane: On the animations tab, in the Advanced animation group,

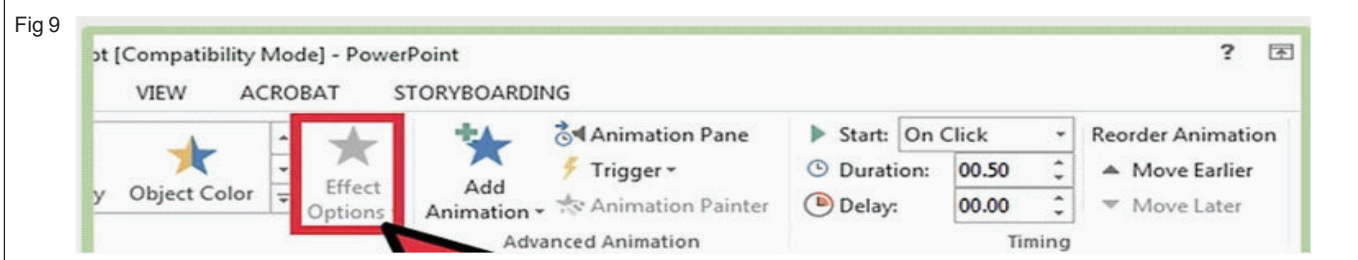
select Animation Pane. In the Animation pane, select the animation effect you want to reorder. (Fig.9)

Fig 7



|                |                                                                              |
|----------------|------------------------------------------------------------------------------|
| Select         | To start the animation effect                                                |
| On click       | When you click the slide                                                     |
| With previous  | At the same time as the previous animation effect in the list                |
| After previous | Immediately after the previous animation effect in the list finishes playing |

Fig 9

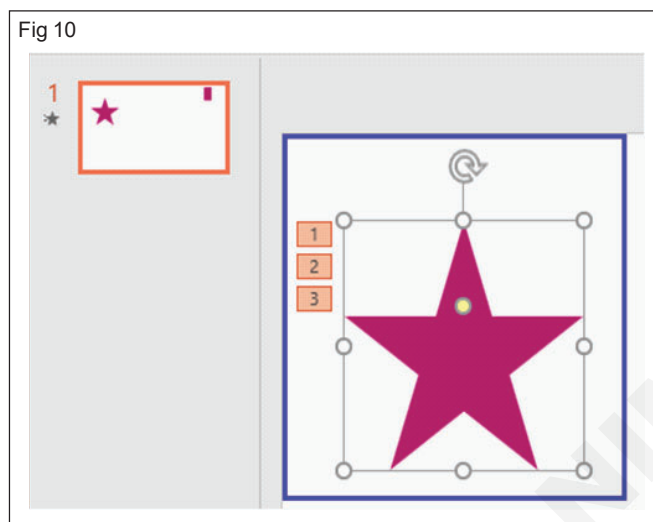


- 1 Select **move Earlier** to move the effect up one place in the animation order
- 2 Select **Move Later** to move the effect down one place in the animation order

You can select an option multiple times, if necessary, to move your selected effect to the appropriate place in the animation order.

### Remove animation effect

When you animate an object, a small numerical marker appears just to the left of that object to indicate the presence of an animation effect and its place in the sequence of animations on the current slide. (present case slide 1 star) (Fig.10)



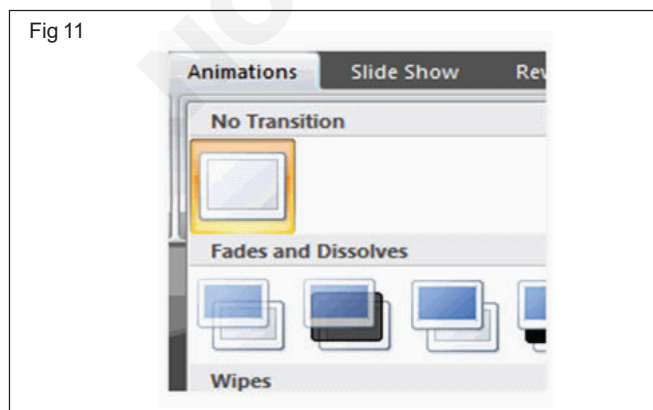
Select the numeral of the animation that you want to remove

Press Delete key on your keyboard.

### Transition

#### Introduction

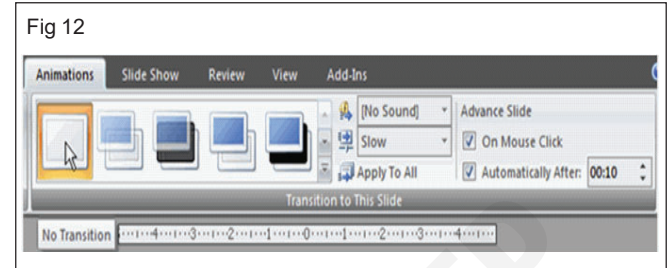
Transition effects-or **transitions** as they are often called-are the movements you see when one slide changes to another in Slide Show view. Transition effects are different from animation effects. The term animation in PowerPoint refers to the movements of text and objects on the slide, while transitions refer to the movement of the slide as it changes to another slide. (Fig.11)



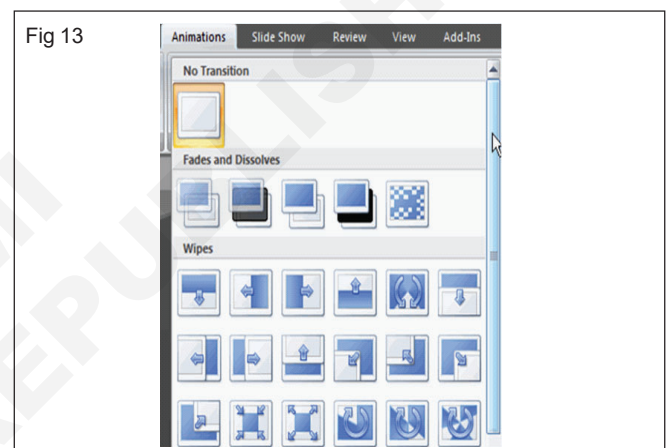
### Applying transitions

To apply a transition to one slide:

- Select the **slide** you want to modify.
- Select the **Animations** tab.
- Locate the **Transition to This Slide** group. By default, **No Transition** is applied to each slide. (Fig.12)



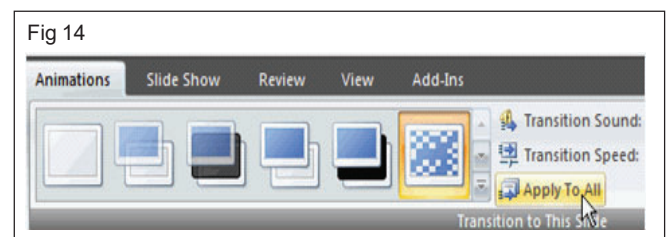
Click the **More** drop-down arrow to display all available transition effects. (Fig.13)



Click a **slide transition effect** to apply it to the selected slide.

Hover over a slide transition effect to see a live preview of the effect on the slide.

- To apply a **slide** transition to all slides:
- Select the slide you want to modify.
- Select the **Animations** tab.
- Locate the **Transition to This Slide** group. By default, **No Transition** is applied to each slide.
- Click the **More** drop-down arrow to display all transition effects.
- Click a **slide transition effect** to apply it to the selected slide.
- Click **Apply To All** to apply the transition to all slides in the presentation. (Fig.14)

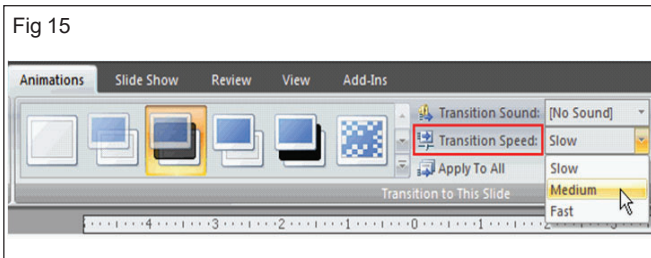




## Modifying transitions

To set slide transition speed:

- Apply a slide transition effect to a slide.
- Click the Transition Speed drop-down menu in the Transition to This Slide group on the Animations tab.
- Select a menu option to apply the transition speed to the selected slide. (Fig. 15)



You can set the transition speed when you apply the transition effect, or you can return to the Animations tab and apply it later. If you want to apply the transition effect and transition speed to all slides, click Apply to All.

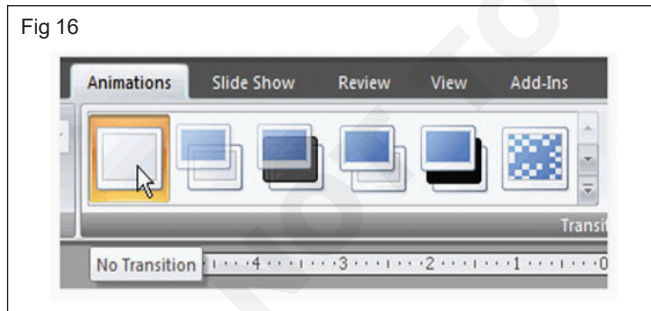
### To set slide transition sound

- Apply a **slide transition** effect to a slide.
- Click the **Transition Sound** drop-down menu in the Transition to This Slide group on the Animations tab.
- Select a **sound** to apply it to the selected slide.

Click **Apply To All** if you want to apply the transition effect and transition sound to all slides.

To remove a slide transition effect:

- Select the slide you want to modify.
- Select the Animations tab.
- Click No Transition in the Transition to This Slide group. (Fig. 16)



Repeat this process for each slide you want to modify.

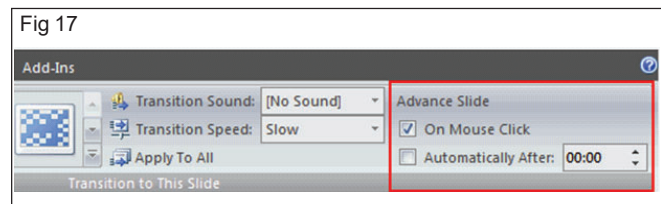
OR

Click **Apply To All** to remove the slide transition effect from each slide in the presentation.

## Advancing slides

Advancing to the next slide

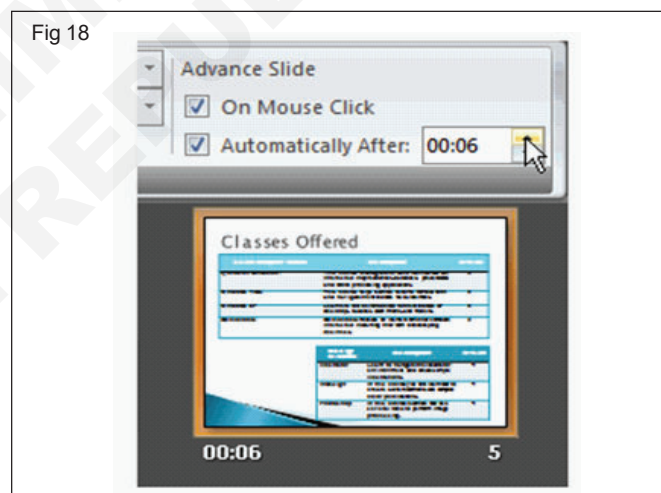
By default, in Slide Show view, you click your mouse to advance--or move--to the next slide. This setting is defined in the Transition to This Slide group on the Animations tab. You can modify this setting so that each slide displays for a specific period of time before automatically advancing to the next slide. This is useful for unattended presentations, such as at a trade show booth. (Fig. 17)



You can also advance to the next slide by pressing the Enter key.

To set timing for slides:

- View the slides in Slide Sorter view.
- Select a slide.
- Select the Animations tab.
- Locate the Advance Slide section of the Transition to This Slide group.
- Enter the time in the Automatically After field. Use the arrows or type the number. (Fig. 18)



Select another slide and repeat the process until all desired slides have the timing set.

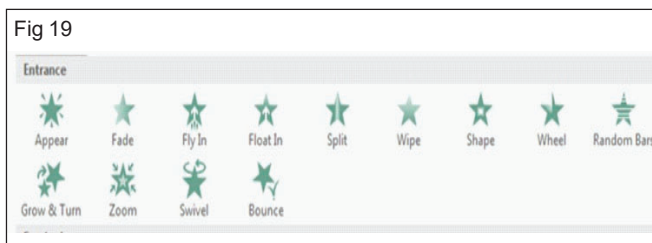
If you want to apply the same transition effect and timing for each slide, set the transition effect timing for one slide and click Apply to All.

Here's how you can add animation effects to text, shapes and images. Animation effects can be applied to text, shapes and objects on any slide in PowerPoint. When you explore the number of animation effects, you will notice that they are grouped into four types. Let's see what they are and how to use them.

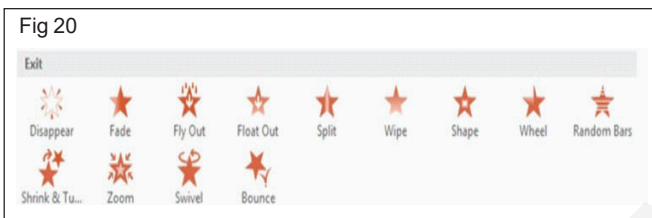
- **Entrance** - This group of effects serves to introduce text or objects into a slide during a presentation.
- **Exit** - This group helps to mark the end of the text or object's time on the slide.

- **Emphasis** - This group provides you the option to draw attention to text or objects. It can be used to highlight important details.
- **Motion Paths** - This group allows you to move text and objects along a predetermined path. These can be used as transitions of sorts on a slide.

With the exception of Motion Paths, most of the animation types contain subgroups of effects. They include Basic, Subtle, Moderate and Exciting effects. (Fig.19)



- To exit select an effect as shown in (Fig.20)



How to add an animation effect to text or objects

- 5 Select the text or object you need to animate.
- 6 Click on the Animations tab in the navigation ribbon.
- 7 Click Add Animation.
- 8 Select an animation effect from the list.

You can apply more than one effect to the same object. This can only be done by clicking on Add Animation. If you try to add another animation by any other means, you will only replace the previous effect.

The default naming convention for animation effects could be somewhat confusing to look at. The ability to rename animations to clarify target objects is available in the Selection pane from the Home tab. Double-click on a name to be able to edit it.

How to change the order of the animation effects

- 1 Click the Animations tab in the navigation ribbon.
- 2 Select the Animation pane from the Advanced Animation group.
- 3 Select the Animation you wish to move in the Animation pane.
- 4 Select either the up and down arrow, next to the Play From button, to move the animation earlier or later in the sequence.

How to set the start time and duration of an effect

- 1 Navigate to the Animation pane.
- 2 Select an animation effect from the list.

- 3 Click the Down Arrow to the right of the effect listing.
- 4 Select Timing from the drop-down list.
- 5 Select Start from the Timing tab to select an option.
- 6 Choose a value under the Delay option.
- 7 Choose the length of the animation effect under the Duration section.

By adjusting the duration, you are altering the speed of the animation, which can potentially alter the impact the effect has on the audience.

How to activate an animation effect by clicking on it?

- 1 Click on the object or text in question.
- 2 Click on the Animations tab.
- 3 Add the animation as described in How to animate text or objects in PowerPoint 2016.
- 4 Locate the Advanced Animation group.
- 5 Select Animation pane.
- 6 Select the object or text to be triggered with a click.
- 7 Select Trigger from the Advanced Animation group.
- 8 Select On Click from the drop-down.
- 9 Select the object to confirm.

How to begin an animation during audio and video content?

- 1 Select the audio or video clip on a slide.
- 2 Click Play from the media controls.
- 3 Click Pause where you want to add a bookmark.
- 4 Locate the Playback tab in the Video Tools section.
- 5 Select Add Bookmark from the Bookmark group.
- 6 Select the Animation tab.
- 7 Select Advanced Animation.
- 8 Select Animation pane.
- 9 Select an animation effect.
- 10 Select Trigger under Advanced Animation.
- 11 Select On Bookmark from the drop-down list.
- 12 Choose the bookmark you have set.

How to Repeat and Rewind an animation effect?

- 1 Select the Animations tab.
- 2 Select the Show Additional Effect Options icon.
- 3 Select the Timing tab.
- 4 Select an option from the Repeat drop-down.
- 5 Click the Rewind when done playing checkbox.

How to use motion path animation effects in PowerPoint

How to add a motion path to text or objects

- 1 Select the Animations tab.

- 2 Click Add Animation under the Advanced Animation group.
- 3 Navigate to the Motion Path group of effects.
- 4 Select a path.

If you were to select the Custom Path option, you will be required to draw out the path to be taken. Click and drag to create a visible, freehand path or just point and click to create lines with connection points. Double-click the left mouse button to mark the end of the path and see a preview of the movement.

How to modify a motion path?

- 1 Select Effect Options in the Animation group.
- 2 Select from the presented motion alternatives to change the path.
- 3 Navigate to the Path group in the drop-down.

- 4 Click on Edit Points.
- 5 Click on any points on the path and drag to a new location.
- 6 Click Preview to see the revised animation in action.

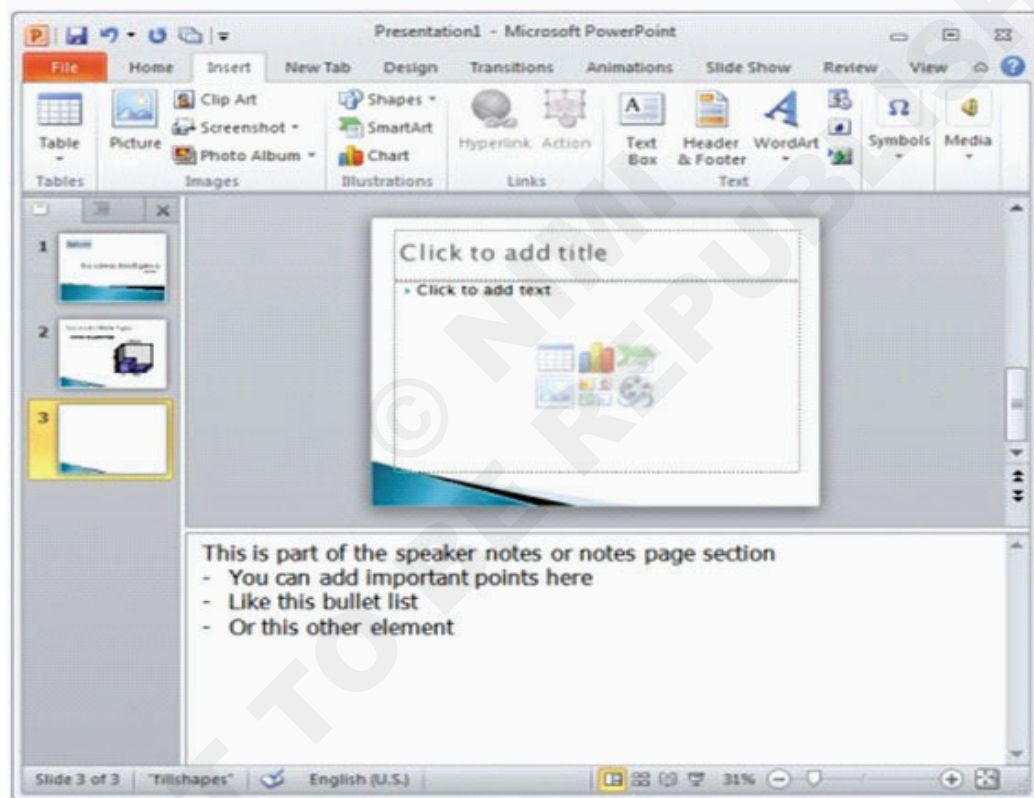
### Speaker Notes in PowerPoint presentation

**Speaker notes** is a concept used in presentations and Microsoft PowerPoint has a special section in the slide that you can use for speaker notes.

The speaker notes or notes pages are a reserved space for each slide in your presentation that is intended to be used by the presenter for many different purposes.

The presenter can add some key points that he wants to cover during a Power Point presentation or meeting, and does not want to miss. The following figure shows a sample PowerPoint presentation with speaker notes in the slide. (Fig.21)

Fig 21



Entering speaker notes for each slide is easy, just need to locate the bottom area of the slide and start entering text there.

### How to view Speaker Notes in PowerPoint

In order to view your speaker notes or notes pages in a better view or prepare it for printing, you can change the view in your PowerPoint presentation.

1. Open your PowerPoint file or start a new presentation
2. Click on View tab and then choose Notes Page

You can click on the notes area and start typing or changing your existing notes. (Fig.22)

### Copying a presentation on a CD/DVD/Pen drive

- 1 Open the presentation in PowerPoint and then choose File-Publish-Package For CD.
- 2 The Package For CD dialog box appears. (Fig.23)
- 3 Click Options.
- 4 The Options dialog box opens. (Fig.24)

### Change options settings

- 1 The options that are available are:
  - **Make a Self-Running Package:** Creates a CD that automatically plays the presentation when the CD is inserted into a computer.



Fig 22

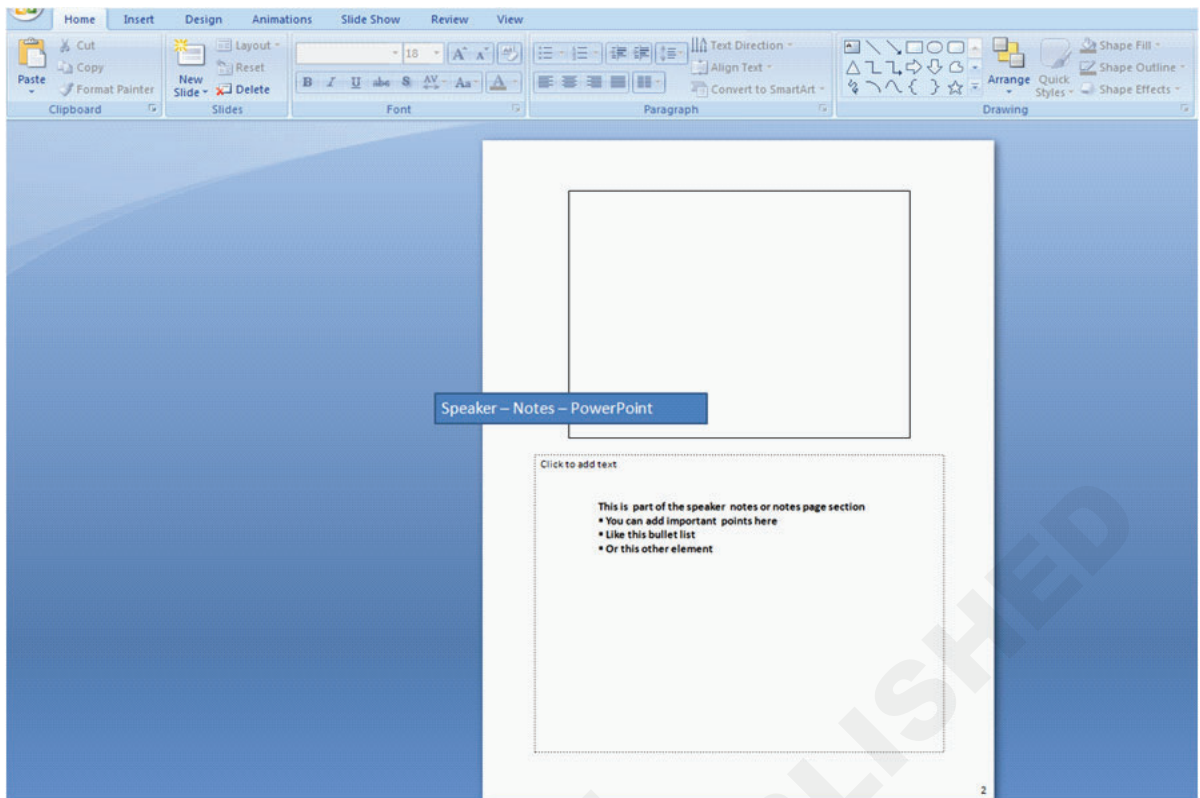


Fig 23

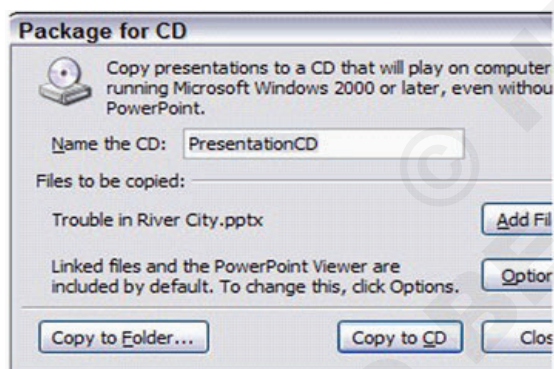
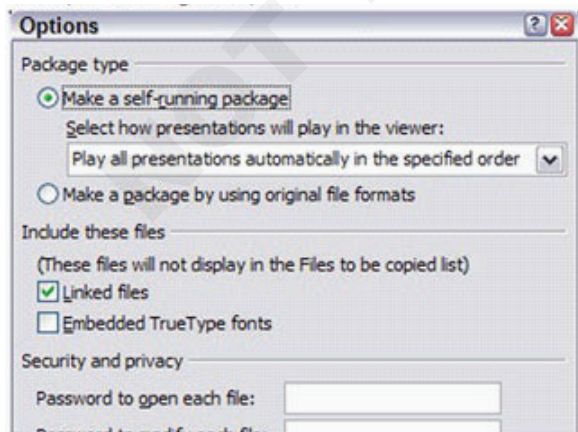


Fig 24

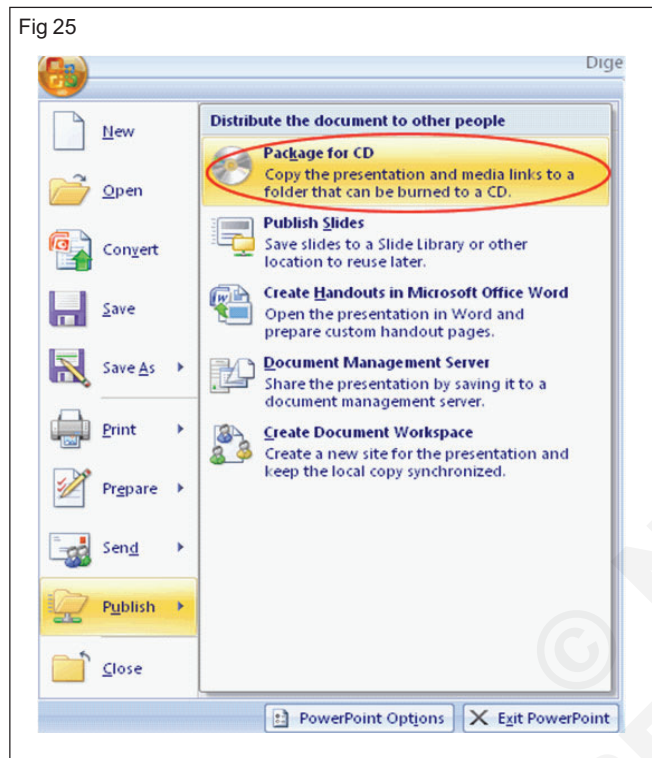


- **Make a Package by Using Original File Formats:** Instructs the Package to CD Wizard to copy the presentation files to CD.
  - **Linked Files:** Select this option to include any linked video or audio files.
  - **Embedded TrueType Fonts:** Ensures that the fonts you use in your presentation are on another computer.
  - **\*Password to Open Each File:** Require a password if the presentation contains top-secret information.
  - **Password to Modify Each File:** Require a password to prevent unauthorized people from changing the presentation.
  - **Inspect Presentations for Inappropriate or Private Information:** Checks for any personal information that might be embedded in your presentation.
- 2 Click OK to return to the Package to CD dialog box.
  - 3 If you want to add other presentations to the CD, click Add Files, select the files that you want to add, and then click Add.
  - 4 Click Copy to CD.
- Insert a blank CD into the drive when prompted.
- 5 Remove the CD and then click Yes to make another copy. Otherwise, click No and then click Close.

The presentation starts running when you insert the CD into a computer. If it doesn't, open My Computer, open the CD drive, and double-click the pptview.exe link. A list of presentations on the CD appears. Double-click the one that you want to run.

**In windows 2010 the following dialogue box will appear when you click file option and follow the steps therein.**

- 1 Click Options. ...
- 2 Change options settings. ...
- 3 Click OK to return to the Package to CD dialog box.
- 4 If you want to add other presentations to the CD, click Add Files, select the files that you want to add, and then click Add. (Fig.25)
- 5 Click Copy to CD.



### Copy a presentation to a USB flash drive

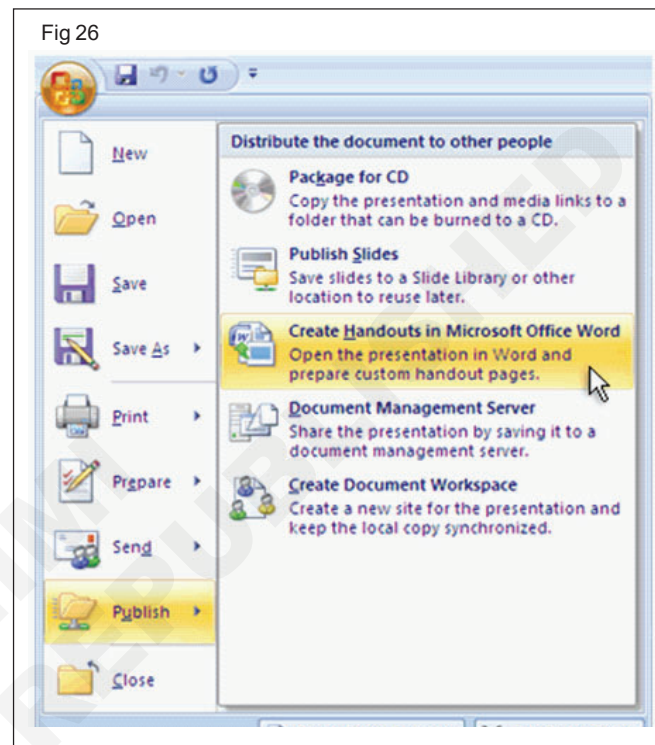
Open the presentation that you want to copy, or, if you are working with a new presentation that has not been saved, save the presentation. Insert a USB flash drive into a USB port of the computer. Click Save & Send.

### Edit or print PowerPoint handouts in Word

You can print handouts from PowerPoint, but if you want to use the editing and formatting features of Word, you can work on and print your handouts using Word.

In the open presentation, do the following:

- 1 Click the Microsoft Office Button , point to Publish, and then click Create Handouts in Microsoft Office Word. (Fig.26)



In the **Send to Microsoft Office Word** dialog box, click the page layout that you want, and then do one of the following:

To paste content that you want to remain static, or unchanged, when the content in the original PowerPoint 2007 presentation is updated, click **Paste**, and then click **OK**.

To ensure that any updates that occur to the original PowerPoint 2007 presentation are reflected in the Office Word 2007 document, click **Paste link**, and then click **OK**.

## Material Management - Introduction

**Objectives:** At the end of this lesson you shall be able to

- define Material management
- explain the importance of Material Management
- explain objectives of Material management.

**Definition of Materials Management:** Materials Management is the planning, directing, controlling and coordinating those activities which are concerned with materials and inventory requirements, from the point of their inception to their introduction into the manufacturing process.

It begins with the determination of materials quality and quantity and ends with its issuance to production to meet customer's demand as per schedule and at the lowest cost.

- Materials Management is a basic function of the business that adds value directly to the product itself



- Materials Management embraces all activities concerned with materials except those directly concerned with designing or manufacturing the product.
- Materials Management deals with controlling and regulating the flow of material in relation to changes in variables like demand, prices, availability, quality, delivery schedules etc.

Thus, material management is an important function of an organisation covering various aspects of input process, i.e., it deals with raw materials, procurement of machines and other equipment's necessary for the production process and spare parts for the maintenance of the plant. Thus in a production process materials management can be considered as a preliminary to transformation process.

It involves planning and programming for the procurement of material and capital goods of desired quality and specification at reasonable price and at the required time.

It is also concerned with market exploration for the items to be purchased to have up to date information, stores and stock control, inspection of the material received in the enterprise, transportation and material handling operations related to materials and many other functions. In the words of Bethel, "Its responsibility end when the correct finished product in proper condition and quantity passes to the consumer."

## Objectives of Materials Management

### i Material Selection

Correct specification of material and components is determined. Also the material requirements in agreement with sales programme are assessed. This can be done by analysing the requisition order of the buying department. With this standardisation one may have lower cost and the task of procurement, replacement etc. may be easier.

### ii Low operating costs

- It should endeavour to keep the operating costs low and increase the profits without making any concessions in quality.
- Receiving and controlling material safely and in good condition.
- Issue material upon receipt of appropriate authority.
- Identification of surplus stocks and taking appropriate measures to produce it.

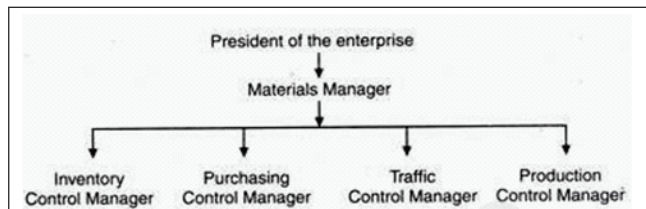
The outcome of all these objectives can be listed as given below

- Regular uninterrupted supply of raw-materials to ensure continuity of production.
- (ii) By providing economy in purchasing and minimising waste it leads to higher productivity.
- (iii) To minimise storage and stock control costs.
- By minimising cost of production to increase profits.

- To purchase items of best quality at the most competitive price.

## Organization of Materials Management Department:

To facilitate planning, direction, control and co-ordination of various activities related to material in an enterprise there should be a separate department of materials management. The organisational structure of the department can be.



There can be more sub-sections of the department but in general, materials manager controls the four major sections and is responsible for reporting to the president of the organisation.

## Objectives of Materials Management

The objectives of material management can be classified into two categories viz; primary objectives and secondary objectives.

### Primary Objectives

The following are the primary objectives:

- 1. Low Prices:** If materials department succeeds in reducing the price of items it buys, it contributes in not only reducing the operating cost but also in enhancing the profits.
- 2. Lower Inventories:** By keeping inventories low in relation to sales, it ensures that less capital is tied up in inventories. This increases the efficiency with which the capital of the company is utilized resulting in higher return on investment. Storage and carrying costs are also lower.
- 3. Reduction in Real Cost:** Efficient and economical handling of materials and storage lowers the acquisition and possession cost resulting in the reduction in the real cost.
- 4. Regular Supply:** Continuity of supply of materials is essential for eliminating the disruption in the production process. In the absence of regular supply of materials, production costs go up.
- 5. Procurement of Quality Materials:** Materials department is responsible for ensuring quality of materials from outside suppliers. Therefore, quality becomes the single most objective in procurement of materials.
- 6. Efficient handling of Materials:** The effective material control techniques help the efficient handling of materials resulting in the lowering of production cost.
- 7. Enhancement of firm's goodwill:** Good relations with the suppliers of materials enhance the company's standing in the society as well as in the business community.
- 8. Locating and developing future Executives:** Materials manager must devote special effort to locate men at lower position who can take up the executive posts in

future. It helps in developing talented personnel who are ready to undertake future responsibilities of the business relating to materials management.

### Secondary Objectives

The following are the important secondary objectives of materials management.

**1. Reciprocity:** The purchase of raw materials from the organisations/customer's by the concern and in turn, sale of finished products to the above customers is known as reciprocity. It serves the twin purpose of increasing purchasing as well as sales.

**2. New Developments:** The staff of the materials department deals regularly with the suppliers responsible for new developments in material handling. These developments can be successfully applied in material handling and management.

**3. Make or Buy Decisions:** The material manager with regular reviews of cost and availability of materials can safely conclude that whether the material is to be purchased or developed in the organisation itself.

**4. Standardisation:** Standardisation of materials is greatly helpful in controlling the material management process. With regular stock-taking, the non-standardised items can be rejected and standard components may be brought into product designs to reduce the cost of production. It is further helpful in promoting the standardisation with suppliers.

**5. Assistance to Production department:** By supplying the standardised materials or components to the produc-

tion department, quality products can be assured. It is helpful in imparting the economic knowledge in bringing about the desired improvement in the product.

**6. Co-operation with other departments:** Successful management of materials department contributes to the success of every other department in the organisation. At the same time the success of materials department depends on how successful it is in getting the co-operation of the staff of the other departments.

**7. Conception of future outlook:** The materials manager must have some conception of future outlook for prices, cost and general business activity. Forecasting can be made about the future trends in materials. The materials manager should be able to foresee the prices and costs of the raw materials and general business conditions through their daily contracts with the suppliers.

From the above it is clear that materials management serves two fold objectives viz., to strive for a reduction in cost of production and distribution and to help the enterprise in attaining its objectives.

These dual objectives of the materials management further aim at maintaining the regular flow of production by purchasing materials of right quality, in a right quantity at a right time from a right source, on right terms and conditions and at lower price.

It is helpful in efficiently controlling the inventories. It is further beneficial in developing good buyer seller relations. Coordination with other departments is established and considerably helps the organisation to grow and advance in technical field.

## Professional & personal duties and functions of Office Secretary

**Objectives:** At the end of this lesson you shall be able to

- state the various duties and functions of an Office Secretary
- state the skills required for an Office Secretary.

### Professional duties and functions of Office Secretary

A Secretary is known as the 'face of the organization'. Secretaries perform a variety of tasks throughout the day. Some of these tasks may include scheduling meetings or appointments, maintaining files, taking minutes of meeting, sending e-mails, answering phone calls and making travel arrangements for guests. An office Secretary maintains the smooth running off an office through a variety of administrative and clerical duties. He handles office schedules, co-ordinates meetings and visits, organizes files, answers phones and performs a huge array of other essential tasks.

### Personal duties and functions of Office Secretary

- Answering calls, receiving messages and handling correspondence
- Maintaining diaries and arranging appointments
- Typing, preparing and collating reports

- Preparing agenda and taking minutes of meetings
- Maintaining calendar and planning meetings
- Maintaining data bases and filing systems
- Organisational abilities
- Clear, friendly and professional communication skills
- I.T. literacy
- Efficient time-management skills
- Skills required:
  - Good organisational skills
  - Good time management
  - Good communication skills, written and verbal
  - Knowledge of general office procedures
  - Familiarity with IT and computer packages
  - Ability to stay calm and tactful under pressure
  - Ability to operate office equipment (FAX, copier, mailing equipment, etc.)

## **Office - Introduction to Internet**

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**Objectives:** At the end of this lesson you shall be able to

- explain what internet is
  - explain the history of internet in India
  - state the advantages of internet
  - explain the steps to connect to the internet
  - identify URLs or web addresses
  - state different types of internet connection.
- 

### **What is the internet?**

The internet is a worldwide network of computer networks. The networks spread over different locations are connected together so that you can send and receive data from a computer on one network to a computer on the other network. Similarly, when several networks are connected together, a network of networks is formed. The Internet connects millions of computers all over the world, forming a network in which computers across different locations can communicate with each other.

The Internet represents the transformation and evolution of the information age. The flexibility, ease and speed with which people can communicate by using the Internet, as compared to the other means of communication, have made it very popular.

### **History of the Internet in India**

In India, Videsh Sanchar Nigam Limited (VSNL) started providing Internet services from August 1995. Internet services were initially offered from Mumbai, New Delhi, Kolkata and Chennai. The services were excellent and the demand increased. By 1998 the services were expanded to cover a Network of 42 nodes operated by the Department of Telecommunication (DOT) and VSNL. Other companies such as Sify, BSNL, Dishnet, Airtel, Hathway, Jio, Tata Communications, Asianet Broadband, Connect Broadband, DEN Networks, Rail Tel Corporation of India, Tikona Infinet Limited, etc. Also started providing Internet services. There were 262 Internet service providers (ISPs) offering Broadband and narrow band Internet services in India as on 30th June 2018. The number of Internet users are 512.26 million, out of which 65.14 million are narrowband subscribers and 447.12 million are broadband users.

### **Advantages of the Internet**

The Internet is a vast sea of information. It provides information on all topics and can be accessed by people across the globe. All you need in order to gain access to the Internet is a PC, a modem and a telephone line through which you connect to the Internet Service Provider (ISP). Internet Service Providers are companies that provide access to the Internet is simultaneously all of the following:

- Network
- Medium
- Marketplace

- Transaction Platform
- Source of Information

### **The Internet as Network**

Organisations use the Internet to link their offices and employees, thus using the Internet as a private network. Such a network can be used to transfer official data and to conduct meetings and conferences.

### **The Internet as a Medium**

The Internet is used as an effective means of communication for product marketers, corporate communications and so on. For example, by using the Internet, a company can advertise its products to the whole world the moment they are launched.

### **The Internet as a Marketplace**

The Internet is a vast virtual market. Thousands of companies promote their products by advertising them on the Internet. They also allow you to order products on the Internet. This is called online shopping or e-shopping. For example, on the Web site [www.indianbooks.com](http://www.indianbooks.com), you can shop for books and place orders online.

### **The Internet as transaction Platform**

You can use the Internet to complete business and financial transactions online by connecting to suppliers, customers or financial institutions.

### **The Internet as a Sources of Information**

The Internet is a vast source of information. You can search information on any topic by using the Internet. For example, you can search for information on the various cultures prevalent in India, the latest technologies followed in education or medicine and so on. You can also share information with others over the Internet by using various Internet services, such as e-mail and chat, to name a few.

### **Connecting to the Internet**

Connecting a computer to the Internet involves the process of connecting your computer with another computer that provides the Internet services. (Fig. 1)

To connect to the Internet, you need the following

#### **Computer**

It must have sufficient memory to run your browser, along with other programs you might run simultaneously.

## Browser

A browser is a software program that is necessary in order for you to view web pages on the web, for example, Microsoft Internet Explorer.

## Internet connection

The most widely used Internet connection requires a modem and telephone line, but broadband connections are gaining in popularity.

## Internet Service Provider (ISP)

Internet Service Providers are companies that provide access to the Internet. ISPs have computers that are always connected to the Internet. The biggest service provider in India is Videsh Sanchar Nigam Limited (VSNL). Other common ISPs are Dishnet, Sify and Rediff.

## Types of Internet connection

There are three different ways of connecting to the Internet. They are:

### Dedicated Internet Connection

With a dedicated Internet connection, you can gain access to the Internet directly, without going through an ISP. A dedicated connection allows your computer to remain connected to the Internet all the time. You do not have to specifically dial up, as you would with a standard modem connection. A dedicated connection requires a leased telephone line, rented from a telephone company. Usually, large companies and universities have dedicated Internet connections. This type of connection is quite expensive, because it requires special hardware.

### Dial-up Internet Connection

To use this type of connection, you have to purchase an Internet connection for a specific duration (typically, hours per month) from an Internet Service Provider. When you purchase an Internet connection, the ISP provides you with a CD that contains a software package, a user name and a password. To activate the connection, you have to in-

stall the software on the CD by following the step-by-step instructions provided during the process. After you install the software, you can connect to the ISP and you have to provide your user name and password when you dial the ISP's number. The user name and password are used to check whether you are an authorised user. When you are using the Internet through a dial-up connection, you cannot make or receive phone calls via the telephone line that your modem is using.

## Broadband Internet Connection

A broadband connection allows a great amount of information to pass through a high-capacity cable to speed up the delivery of data. Standard dial-up connections are sometimes described as narrowband. A broadband connection is a high-speed permanent connection to the Internet. You can stay connected to the Internet from the minute you turn on your computer until you turn it off. Broadband uses a DSL (Digital Subscriber Line) or a cable modem to connect to the Internet. A broadband connection can send and receive vast amounts of data up to 10 to 40 times faster than a standard dial-up connection. It uses a fibre optic cable to transmit data at high speeds. A broadband cable is similar to a narrow lane.

**Wireless** - Wireless or Wi-Fi, as the name suggests does not use telephone lines or cables to connect to the internet. It was radio frequency. Wireless is always on connection and it can be from anywhere.

**Satellite:** Satellite accesses the internet via a satellite in earth's orbit. The enormous distance that a signal travels from earth to satellite and back again, provides a delayed connection compared to cable and DSL.

**Cellular** - Cellular technology provides wireless internet access through cell phone. The speeds vary depending on the provider, but the most common are 3G and 4G speeds. 3G is a term that describes a 3rd generation cellular network obtaining speeds of around 2.0 mbps. 4G is the 4th generation cellular network. The goal of 4G is to achieve peak mobile speed of 100mbps.

## Material management

**Objectives:** At the end of this lesson you shall be able to

- explain importance of material management
- state the functions of material management.

The importance of material management may be summarized as follows

- 1 The material cost content of total cost is kept at a reasonable level. Scientific purchasing helps in acquiring materials at reasonable prices. Proper storing of materials also helps in reducing their wastages. These factors help in controlling cost content of products.
- 2 The cost of indirect materials is kept under check. Sometimes cost of indirect materials also increases total cost of production because there is no proper control over such materials.

- 3 The equipment is properly utilized because there are no break downs due to late supply of materials.
- 4 The loss of direct labour is avoided.
- 5 The wastages of materials at the stage of storage as well as their movement is kept under control.
- 6 The supply of materials is prompt and late delivery instances are only few.
- 7 The investments on materials are kept under control as under and over stocking is avoided.
- 8 Congestion in the stores and at different stages of manufacturing is avoided.



## Functions

- 1 The following functions are assigned for material management:
- 2 Production and Material Control
- 3 Production manager prepares schedules of production to be carried in future. The requirements of parts and materials are determined as per production schedules. Production schedules are prepared on the basis of orders received or anticipated demand for goods. It is ensured that every type or part of material is made available so that production is carried on smoothly.
- 4 Purchasing department is authorized to make buying arrangements on the basis of requisitions issued by other departments. This department keeps contracts with suppliers and collects quotations etc. at regular intervals. The effort by this department is to purchase proper quality goods at reasonable prices. Purchasing is a managerial activity that goes beyond the simple act of buying and includes the planning and policy activities covering a wide range of related and complementary activities.
- 5 Non-production materials like office supplies, perishable tools and maintenance, repair and operating supplies are maintained as per the needs of the business. These stores may not be required daily but their availability in stores is essential. The non-availability of such stores may lead to stoppage of work.
- 6 The transporting of materials from suppliers is an important function of materials management. The traffic department is responsible for arranging transportation service. The vehicles may be purchased for the business or these may be chartered from outside. It all depends upon the quantity and frequency of buying materials. The purpose is to arrange cheap and quick transport facilities for incoming materials.
- 7 It is concerned with the movement of materials within a manufacturing establishment and the cost of handling materials is kept under control. It is also seen that there are no wastages or losses of materials during their movement. Special equipment's may be acquired for material handling.
8. The receiving department is responsible for the unloading of materials, counting the units, determining their quality and sending them to stores etc. The purchasing department is also informed about the receipt of various materials.



**Office Equipment - Selection of right machines/equipment - Photocopier - Xerox - Intercom - EPABX - Scanner - Personal Computer - Internet, FAX, Printer, etc. - Concept of office Security**

**Objectives:** At the end of this lesson you shall be able to

- state the utility of office machines
- state the objectives of office machines
- state the principles of office machines
- state the principles for selection of the right machines
- list the various types of office machines
- explain safe handling of the office machines.

Now -a- days, in every walk of life, machines are used. On account of extensive use of machinery, the modern age is known as machine age. In a modern day office, the use of machines is increasing day by day.

**Objectives of office machines**

- 1 **To Save Labour Cost:** The use of machines not only saves time but also saves physical labour as they do the work with more speed.
- 2 **To Save Time:** The use of machinery saves time. Time saved in office routine by use of machines improves operations elsewhere in the concern.
- 3 **To Promote Accuracy:** The machines ensure a greater accuracy. The changeover from manual operation to machine operation should help in arriving at accuracy and in eliminating mistakes.
- 4 **To Reduce the Possibility of Frauds:** With the installation of accounting machines, etc. the possibility of fraud is considerably reduced.
- 5 **To Reduce Monotony:** Unlike men, machines do not get fed up with the boring and monotonous jobs. When such jobs are assigned to machines, mental health of the office staff can be maintained.
- 6 **To Provide Uniformity:** The job performed on machines has an element of uniformity which looks pleasing to the eyes.

**Principles for selection of the right machines**

The following points should be taken into consideration before starting the use of mechanical appliances in an office.

- 1 **Cost:** Before going in for any office appliance, the concept of cost must be taken into account. The cost of machines should not be beyond the reach of a concern. However, it does not mean that cheap and sub-standard devices should be installed.
- 2 **Suitability:** Before buying any office appliance, it should be taken into account that it suits the requirements of the office. An unsuitable machine will be of no use for the concern.

3 **Full Utilization:** Before buying any office appliance, it should be taken into consideration that it must be used again and again.

4 **Cost of Operation and Maintenance:** Only those machines should be taken which require minimum cost of operation and maintenance.

5 **Simple and Modern:** While buying any machine it should be taken into consideration that its operation should be simple but must be latest and not outdated.

**Types of office machines**

There are many types of machines available to a modern office. They are,

**Fax Machine:** A fax machine is a device that is used to send documents electronically over a telephone network. The transmissions it sends are called "faxes," and these can be between two fax machines, or between a fax machine and a computer or online fax service that is equipped to send and receive faxes.



**Desktop computer:** A desktop computer is a personal computer designed for regular use at a single location on or near a desk or table due to its size and power requirements. The most common configuration has a case that houses the power supply, motherboard, disk storage; a keyboard and mouse for input; and a computer monitor, speakers, and, often, a printer for output.

The case may be oriented horizontally or vertically and placed either underneath, beside, or on top of a desk.



**Photocopying machine:** A photocopier is an electronic machine that takes copies of documents and images. Photocopiers were once single function devices. Now enterprise-grade photocopiers are usually networked and perform multiple functions. They are available in Desktop or free-standing models. For high and small business use, photocopying is often bundled with scanning, printing and faxing capabilities in a multifunction peripheral (MFP) device.



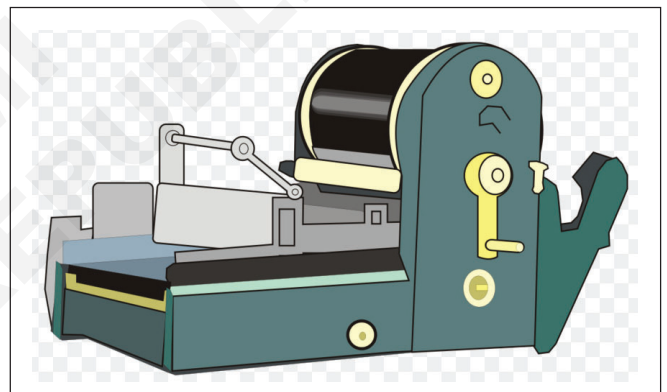
**Addressing and mailing machine:** A machine that automatically imprints names, addresses, or other information on successive envelopes or forms as required.



**Calculating & Billing machine:** An electronic calculator is typically a portable electronic device used to perform calculations, ranging from basic arithmetic to complex mathematics.



**Duplicating machine:** Duplicating machines were the predecessors of modern document-reproduction technology. They have now been replaced by scanners, laser printers and photocopiers, but for many years they were the primary means of reproducing documents for limited-run distribution.



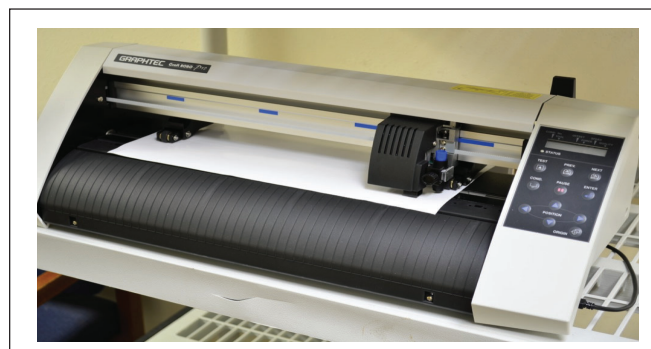
**Intercom:** An intercom (intercommunication device), talkback or door phone is a standalone voice communication system for use within a building or small collection of buildings, functioning independently of the public telephone network.



**EPABX** (Electronic Private Automatic Branch Exchange)  
A private branch exchange (EPABX) is a Telephone Exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public.



**Electronic Stencil Cutter:** Cuts stencils and signs in an almost unlimited amount of fonts and symbols with an easy to use, Windows based software.



## Networking - LAN, MAN, WAN using internet, sending and receiving e-mail messages; searching information from websites by the use of search engines

**Objectives:** At the end of this lesson you shall be able to

- define computer network and its advantages
- explain application areas of networks
- name the types of networks and their characteristics
- explain topologies and protocols
- explain ISP and list out the ISPs in india.

### Computer network

A computer network is an interconnection of various computer systems located at different places. In computer network two or more computers are linked together with a medium and data communication devices for the purpose of communicating data and sharing resources. The computer that provides resources to other computers on a network is known as server. In the network the individual computers, which access shared network resources, are known as workstations or nodes.

### Advantages of Computer Networks

Following are some of the advantages of computer networks

- **File Sharing:** Networks offer a quick and easy way to share files directly. Instead of using a disk or USB key to carry files from one computer or office to another, you can share files directly using a network.
- **Security:** Specific directories can be password protected to limit access to authorized users.
- **Resource Sharing:** All computers in the network can share resources such as printers, fax machines, modems, and scanners.
- **Communication:** Even outside of the internet, those on the network can communicate with each other via electronic mail over the network system. When connected to the internet, network users can communicate with people around the world via the network.

- **Flexible Access:** Networks allow their users to access files from computers throughout the network. This means that a user can begin work on a project on one computer and finish up on another. Multiple users can also collaborate on the same project through the network.
- **Workgroup Computing:** Workgroup software like Microsoft BackOffice enables many users to contribute to a document concurrently. This allows for interactive teamwork.
- **Error reduction and improved consistency:** One can reduce errors and improve consistency by having all staff work from a single source of information, so that standard versions of manuals and directories can be made available, and data can be backed up from a single point on a scheduled basis, ensuring consistency.

### Network Application Areas

There is a long list of application areas, which can be benefited by establishing Computer Networks. A few of the potential applications of Computer Networks are:

- 1 Information retrieval systems which search for books, technical reports, papers and articles on particular topics
- 2 News access machines, which can search for past news, stories or abstracts with the given search criteria.
- 3 Airline reservation, hotel booking, railway-reservation, car-rental, etc.
- 4 A writer's aid: a dictionary, thesaurus, phrase generator, indexed dictionary of quotations, and encyclopaedias.



- 5 Stock market information systems which allow searches for stocks that meet certain criteria, performance comparisons, moving averages, and various forecasting techniques.
- 6 Electronic Financial Transactions (EFT) between banks and via cheque clearing house.
- 7 Games of the types that grow or change with various enthusiasts adding to the complexity or diversity.
- 8 Electronic Mail Message Systems (EMMS).
- 9 Corporate information systems such as marketing information system, customer information system, product information system, personnel information system, etc.
- 10 Corporate systems of different systems such as Order-Entry System, Centralized Purchasing, Distributed Inventory Control, etc.
- 11 On-line systems for Investment Advice and Management, Tax Minimization, etc.
- 12 Resources of interest to a home user.
- 13 Sports results.
- 14 Theatre, movies, and community events information.
- 15 Shopping information, prices, and advertisements.
- 16 Restaurants; good food guide.
- 17 Household magazines, recipes, book reviews, film reviews.
- 18 Holidays, hotels, travel booking.
- 19 Radio and TV programmes.
- 20 Medical assistance service.
- 21 Insurance information.
- 22 Computer Assisted Instruction (CAI).
- 23 School homework, quizzes, tests.
- 24 Message sending service.
- 25 Directories.
- 26 Consumer reports.
- 27 Employment directories and Job opportunities.

28 Tax information and Tax assistance.

29 Journey planning assistance, viz. Train, bus, plane, etc.

30 Catalogue of Open University and Virtual University courses.

Computer Networks may be classified on the basis of geographical area in two broad categories.

- 1 Local Area Network (LAN)
- 2 Wide Area Network (WAN)
- 3 Metropolitan Area Network (MAN)

A classification of computer networks can be done based on distance as in the table.

| Interprocessor Distance | Network Type                    |
|-------------------------|---------------------------------|
| 0 to 1 Km               | Local Area Network (LAN)        |
| 1 Km to 10 Km           | Metropolitan Area Network (MAN) |
| 10 Km to 1000 Km        | Wide Area Network (WAN)         |
| Above 1000 Km           | Internet                        |

### Local Area Network (LAN)

Networks used to interconnect computers in a single room, rooms within a building or buildings on one site are called Local Area Network (LAN). LAN transmits data with a speed of several megabits per second (106 bits per second). The transmission medium is normally coaxial cables.

LAN (Fig 1) links computers, i.e., software and hardware, in the same area for the purpose of sharing information. Usually LAN links computers within a limited geographical area because they must be connected by a cable, which is quite expensive. People working in LAN get more capabilities in data processing, work processing and other information exchange compared to stand-alone computers.

Fig 1



Because of this information exchange most of the business and government organisations are using LAN.

### Use of LAN

Following are the major areas where LAN is normally used

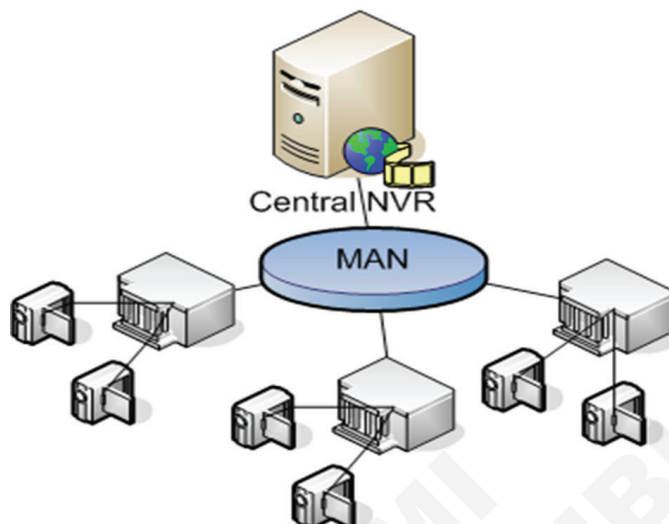
- File transfers and Access
- Word and text processing
- Electronic message handling

- Remote database access
- Personal computing
- Digital voice transmission and storage

### Metropolitan Area Network (MAN)

A Data network designed for a town or city. In terms of geographical breadth, MANs are larger than LANs, but smaller than WANs. MANs (Fig.2) are usually characterized by very high-speed connections.

Fig 2



### Characteristics of MAN

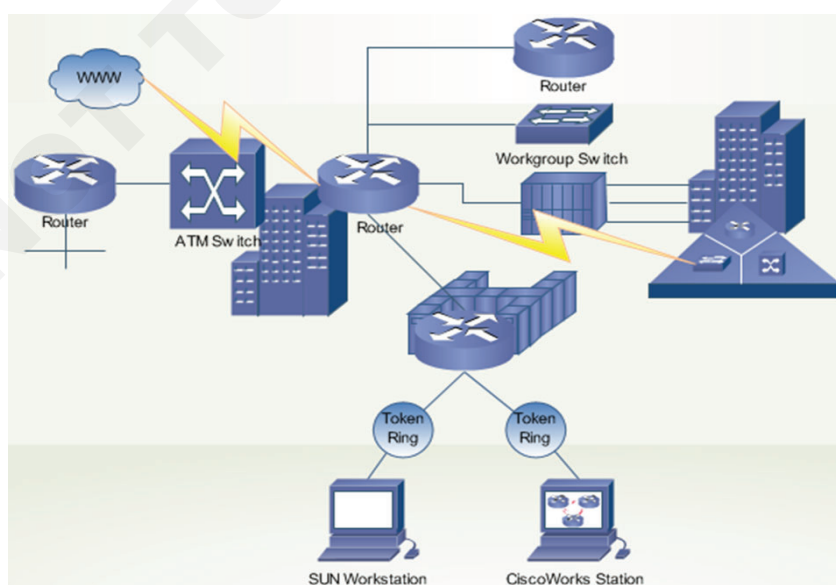
- 1 The network size falls intermediate between LANs and WANs. A MAN typically covers an area of between 5 and 50 km range. Many MANs cover an area the size of a city, although in some cases MANs may be as small as a group of buildings.
- 2 A MAN (like a WAN) is not generally owned by a single organisation. The MAN, its communication links and equipment are generally owned by either a consortium of users or by a network service provider who sells the service to the users.

- 3 A MAN often acts as a high speed network to allow sharing of regional resources. It is also frequently used to provide a shared connection to other networks using a link to a WAN.

### Campus Area Network (CAN)

A Campus Area Network or Corporate Area Network (CAN) is a network that is made up of an interconnection of local area network within a limited geographical area. A CAN (Fig 3) is larger than a local area network but smaller than a Wide area Network.

Fig 3

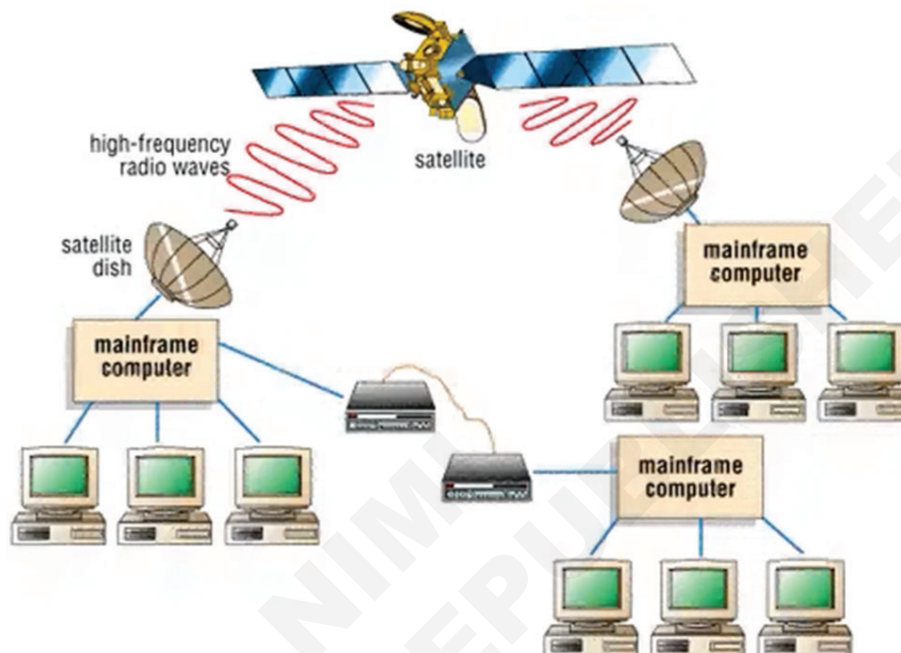




## Wide Area Network (WAN)

The term Wide Area Network (Fig 4) is used to describe a computer network spanning a regional, national or global area. For example, for a large company the head quarters might be at Delhi and regional branches at Bombay, Madras, Bangalore and Calcutta. Here regional centres are connected to head quarters through WAN. The distance between computers connected to WAN is larger. Therefore the transmission mediums used are normally telephone lines, microwaves and satellite links.

Fig 4



## Characteristics of WAN

Following are the major characteristics of WAN.

- 1 **Communication Facility:** For a big company spanning over different parts of the country the employees can save long distance phone calls and it overcomes the time lag in overseas communications. Computer conferencing is another use of WAN where users communicate with each other through their computer systems.

- 2 **Remote Data Entry:** Remote data entry is possible in WAN. It means sitting at any location you can enter data, update data and query other information of any computer attached to the WAN but located in other cities. For example, suppose you are sitting at Madras and want to see some data of a computer located at Delhi, you can do it through WAN.
- 3 **Centralised Information:** In modern computerised environment you will find that big organisations go for centralised data storage. This means if the organisation is spread over many cities, they keep their important business data in a single place. As the data are generated at different sites, WAN permits collection of this data from different sites and saves at a single site.

### Examples of WAN

- 1 **Ethernet:** Ethernet developed by Xerox Corporation is a famous example of WAN. This network uses coaxial cables for data transmission. Special integrated circuit chips called controllers are used to connect equipment to the cable.
- 2 **Arpanet:** The Arpanet is another example of WAN. It was developed at Advanced Research Projects Agency of U. S. Department. This Network connects more than 40 universities and institutions throughout USA and Europe.

### Difference between LAN and WAN

- LAN is restricted to limited geographical area of a few kilometers. But WAN covers great distance and operates nationwide or even worldwide.
- In LAN, the computer terminals and peripheral devices are connected with wires and coaxial cables. In WAN there is no physical connection. Communication is done through telephone lines and satellite links.
- Cost of data transmission in LAN is less because the transmission medium is owned by a single organisation. In case of WAN the cost of data transmission is very high because the transmission medium used is hired either by telephone lines or satellite links.
- The speed of data transmission is much higher in LAN than in WAN. The transmission speed in LAN varies from 0.1 to 100 megabits per second. In case of WAN the speed ranges from 1800 to 9600 bits per second (bps).
- Few data transmission errors occur in LAN compared to WAN. It is because in LAN the distance covered is negligible.

# Sending and receiving e-mail

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**Objectives:** At the end of this lesson you shall be able to

- explain what are the hardware and software required to establish an e-mail account
  - state the steps to create an e-mail account
  - explain how to send, receive and open e-mail and attachments.
- 

## Sending and receiving e-mail messages

### What is email?

Email is short for 'electronic mail'. Similar to a letter, it is sent via the internet to a recipient. An email address is required to receive email, and that address is unique to the user. Some people use internet-based applications and some use programs on their computer to access and store emails.

### Key benefits and features of using email

- It's quick – your recipient receives your email as soon as they go online and collect their mail.
- It's secure.
- It's low cost.
- Photos, documents and other files can be attached to an email, so that more information can be shared.
- One email can be sent to more than one recipient at a time.

### How to get an e-mail account

When it comes to choosing an e-mail account, there are lots of options. Most internet service providers (ISPs) offer e-mail addresses with a broadband account and some offer more than one e-mail address so that members of the family can set up separate e-mail accounts through the main internet account.

### How to send an e-mail

The following steps show you how to send an e-mail using email account-

Step 1: log on your e-mail account so that you are on the dashboard (main page) of your mail account

Step-2: Click Compose - a blank e-mail window will open up. In the 'To' box type the email address of the recipient.

Step -3: You might want to include someone else in your email, keep them in the loop by clicking cc or Bcc. cc means carbon copy and Bcc means blind carbon copy.

Step-4: Subject field (optional) allows you to give the recipient an idea of the topic of your email, like a heading.

Step-5: Email text can be formatted in a similar way to text in a word document. Type your message in the main body field of your e-mail.

Step-6: Click the send button at the bottom of the compose window.

### Default e-mail folders

The default e-mail folders for emails are:

## Inbox

Inbox folder places your incoming e-mails. To open the inbox, click inbox icon on the bar or folder list. Once the messages are in inbox folder, they can be read. One can read the messages using a small preview pane or in a separate message window. If you receive lots of e-mails, you will probably use the preview pane to sort interesting messages.

## Searching information from websites by the use of search engines

### What is a search engine

A search engine is a website that collects and organizes content from all over the internet. Those wishing to locate something would enter a query about what they'd like to find and the engine provides links to content that matches what they want.

List of Popular Search Engines In the World (Updated 2019)

#### 1. Google

No need for further introductions. The search engine giant holds the first place in search with a stunning difference of 65% from second in place Bing.

#### 2. Bing

Bing is Microsoft's attempt to challenge Google in search, but despite their efforts they still did not manage to convince users that their search engine can produce better results than Google.

#### 3. Yahoo

Yahoo is one of the most popular e-mail providers and holds the fourth place in search with 3.90% market share.

#### 4. Ask.com

Formerly known as Ask Jeeves, Ask.com receives approximately 0.42% of the search share. ASK is based on a question/answer format where most questions are answered by other users or are in the form of polls.

#### 5. AOL.com

According to net market share the old time famous AOL is still in the top 10 search engines with a market share that is close to 0.06%. The AOL network includes many popular web sites like engadget.com,

#### 6. Baidu

Baidu was founded in 2000 and it is the most popular search engine in China. Its market share is increasing steadily and according to Wikipedia, Baidu is serving billions of search queries per month. It is currently ranked at position 4, in the Alexa Rankings.

## 7. Wolframalpha

Wolframalpha is different from all the other search engines. They market it as a Computational Knowledge Engine which can give you facts and data for a number of topics.

## 8. DuckDuckGo

Has a number of advantages over the other search engines. It has a clean interface. It does not track users. It is not fully loaded with ads and has a number of very nice features.

## 9. Internet Archive

archive.org is the internet archive search engine. You can use it to find out how a web site looked since 1996. It is a very useful tool if you want to trace the history of a domain and examine how it has changed over the years.

## 10. Yandex.ru

According to Alexa, Yandex.ru is among the 30 most popular websites on the Internet with a ranking position of 4 in Russian.

## 11. Opera

Opera is a free, fast and standard-compliant web browser. Opera is the preferred browser for a number of small devices like mobile phones and hand-held computers.

## 12. Mozilla Firefox

The Mozilla project has grown from the ashes of netscape. Browsers based on Mozilla code are the largest browser family on the internet today.

## 13. Netscape

Netscape was the first commercial web browser. Netscape was released in 1994, but gradually lost its popularity to internet explorer. The development of Netscape officially ended in February 2008.

# Searching, browsing website, using search engines

**Objectives:** At the end of this lesson you shall be able to

- explain what is search engine
- list some important websites that provide links for information sought for.

## Browsing

Browsing is the act of looking through a set of information quickly, without a specific sense of purpose. In the context of the internet, it usually refers to using the world wide web

## Search engine

A search engine is software, usually accessed on the Internet, that searches a database of information according to the user's query. The engine provides a list of results that best match what the user is trying to find. Today, there are many different search engines available on the Internet, each with their own abilities and features.

## Website

A website is a collection of publicly accessible, interlinked Web pages that share a single domain name. Websites can be created and maintained by an individual, group, business or organization to serve a variety of purposes. Together, all publicly accessible websites constitute the World Wide Web.

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### Office Security - Meaning and concept

It is basically the process to protect an employee from work related illness and injury and to make the workplace (building etc) secure from intruders. Every company should have a workplace safety plan.

In this modern and fast paced world, security is more important than ever. An important aspect of security whether guarding physical assets or electronic assets is security guards. Their main goal is to monitor and protect assets and act as a deterrent to violence

Protecting important data, confidential information, networks, software, equipment, facilities, company's assets, and personnel is what physical security is about.

A comprehensive workplace security is very important because it will reduce liabilities, insurance, compensa-

tion and other social security expenses to be paid by the company to the stakeholders. Thus, business revenue can be increased and operational charges can be reduced.

Other equipment hazards may include lack of planned maintenance, lack of regular testing, lack of training of equipment, and faulty utility services, such as water, gas, electricity and compressed air. Electrical and utility equipment must be well-maintained in order to prevent danger.

Physical hazards include slips, trips, falls, exposure to loud noises, working from heights, vibrations, and unguarded machinery.

Employers have a legal duty to prevent violence in the workplace. All employers have a responsibility, as far as reasonably practicable, to provide a workplace that is safe and secure.

To keep the office secure, an office needs to

- 1 be well lit in parking areas, walkways and building entrances.
- 2 have emergency call boxes or buttons in parking areas.
- 3 separate employees from visitors or clients.
- 4 have monitoring or surveillance tools (such as video/ CCTV monitoring and recording, security patrols)
- 1 use a monitored alarm system. ...
- 2 use effective lighting
- 3 keep important documents in locked cabinets. ...
- 4 put cash in a safe
- 5 appoint a workplace security coordinator.
- 6 lock away tech gadgets when not in use.
- 7 check and fix all entry and exit points.
- 8 have a health and safety plan in place, including an emergency procedure. ...
- 9 maintain premises & machinery
- 10 educate employees about safety and security and involve them in safety planning
- 11 foster a culture of safety & security.



## Office Administration and Facility Management R.Theory for Ex 1.9.76-79 Stenographer Secretarial Asst. (Eng) - Postal services - E mail- Excel tabulation work - Enhancing dictation speed

### Postal Services: Importance of PIN Code, Post Card, Registered Letters, Ordinary Letters, Insured Letters, Parcels, Business Reply Post Cards, VPP, UPC , etc.

**Objectives:** At the end of this lesson you shall be able to

- explain what internet is
- explain the history of internet in India
- state the advantages of internet
- explain the steps to connect to the internet
- identify URLs or web addresses
- state different types of internet connection.

#### Importance of Pincode

A Postal Index Number or PIN or Pincode is a code in the post office numbering or post code system used by India Post, the Indian postal administration. The code is six digits long.

#### History

The PIN Code system was introduced on 15th August 1972. The system was introduced to simplify the manual sorting and delivery of mail by eliminating confusion over incorrect addresses, similar place names and different languages used by the public.

#### Postal Zones

There are nine PIN zones in India, including eight regional zones and one functional zone (for the Indian Army). The first digit of the PIN code indicates the region. The second digit indicates the sub-region, and the third digit indicates the sorting district within the region. The final three digits are assigned to individual post offices.

The 9 PIN zones cover the Indian states and union territories as follows:

- 1 - Delhi, Haryana, Punjab, Himachal Pradesh, Jammu and Kashmir, Chandigarh
- 2 - Uttar Pradesh, Uttarakhand
- 3 - Rajasthan, Gujarat, Daman and Diu, Dadra and Nagar Haveli
- 4 - Goa, Maharashtra, Madhya Pradesh, Chhattisgarh
- 5 - Andhra Pradesh, Karnataka, Telangana
- 6 - Tamil Nadu, Kerala, Puducherry, Lakshadweep
- 7 - Odisha, West Bengal, Arunachal Pradesh, Nagaland, Manipur, Mizoram, Tripura, Meghalaya, Andaman and Nicobar Islands, Assam, Sikkim
- 8 - Bihar, Jharkhand
- 9 - Army Post office (APO) and Field Post office (FPO)

#### Post card

Open communication on a card of prescribed size. Available in two varieties: Single & reply post card. Post cards

are for transmission within India only. Dimensions 14 cm × 9 cm (length and breadth). Privately manufactured post cards shall not be thinner or more flexible than an embossed post card, and will have the same size and thickness of embossed post card. There are other varieties of Post cards also such as.



#### Printed post cards

Post cards containing communication recorded by printing, cyclostyling or by any other mechanical process are classified as 'Printed Post Cards'. Printed matter includes printed pictures also.

#### Inland letter card

Communication is contained on a sheet of paper with prescribed size & folding. Inland letter card is used for transmission within India only.



#### Registered newspaper

A Newspaper is a publication consisting wholly or in great part of political or other news, with or without advertisement. It is published in large numbers at intervals of not more than 31 days.

It should have a bonafide list of subscribers.



If such newspaper is registered in the office of the Superintendent or Senior Superintendent of Post offices of the area where Newspaper is to be published, it will be treated as 'Registered Newspaper' for concessional rates of postage. There is no fee for registration.

The registration number allotted to the paper should be printed on the top of the front page of the Newspaper preceded by the word 'Registered'.

### Blind literature packet

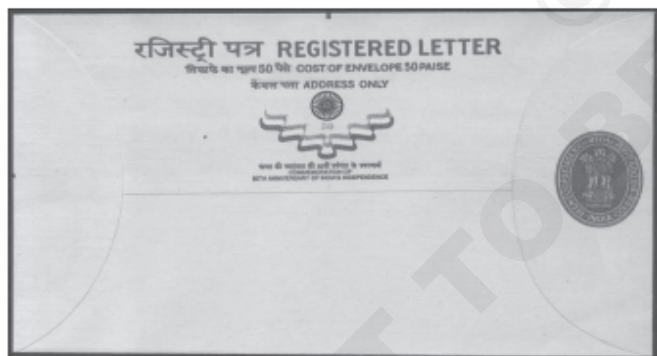
India Post allows free transmission of blind literature packets up to 7 kilograms. Papers of any kind, periodicals and books impressed in "Braille" or other special type for the use of blind are allowed to be transmitted by post as Blind literature packets.

### Parcel

Anything can be sent in a parcel excepting articles whose transmission is prohibited. It can contain single communication to the addressee of the parcel. If the parcel is suspected to contain other than the permitted communication, it will be opened in the presence of the addressee or his authorized agent, and each written communication will be charged on delivery with double the letter postage. If the addressee refuses to pay the charges, the parcel will be returned to the sender from whom the charge will not be recovered.

### Registration

The postal article that is registered is given identification and is recorded at every stage of handling. Letters, letter cards, Books and Pattern Packets, Parcels, Newspapers prepaid with postage may be registered for transmission at any post office. The registered postal article is delivered specifically to the addressee.



### Insurance

Insurance covers all risks during the course of transmission by post. The following types of articles can be insured

- Registered letters
- Value Payable Letters
- Registered Parcels
- Value Payable Parcels

### Limits

- Branch offices are allowed to book up to the value of INR 600
- Other offices can book up to the value of INR 100000

- Insured value should not exceed the value of the articles insured
- When articles having intrinsic value such as gold and currency notes are sent they should be insured for the actual

### Types of telegrams

A telegram is a telegraph - a method for communicating messages over long distances - that is taken from its electronic format and transformed into written format. Telegrams normally are hand-delivered and have been used throughout history since the early 19th century. Before the telephone was in wide use, telegrams were a popular form of long-distance communication. Many types of telegrams still are in use today: same-day or next-day hand-delivered telegrams, international telegrams, phone-in telegrams, singing telegrams and postal-delivered telegrams.

### Other services

#### Hand-Delivered Telegrams

Hand-delivered telegrams can be produced by companies and delivered to the recipient the same day that the telegram is submitted, the next day or even via three-day delivery. The quicker delivery format that the sender chooses, the higher the cost. Telegram companies typically charge a delivery fee, plus a certain amount per word on the telegram message. Some telegram companies will allow customers to try sending telegrams to celebrities, VIPs and government officials. A telegram sender provides as much information as he or she can concerning the recipient of the message. Telegram companies do their best to find the recipient; if they are not able to locate or reach the recipient, they notify the sender.

#### International Telegrams

International telegrams are sent immediately to offices that receive telegrams in international locations. An international telegram is delivered according to the destination country's telegram delivery protocols. International telegrams are delivered as telegrams with priority.

#### Phone-In Telegrams

A sender can opt for a telegram to be read to the recipient via a phone call. If a recipient is not available at the time of the first phone call, the telegram company repeatedly attempts to call the recipient to convey the telegram message.

#### Singing Telegrams

Singing telegrams are a fun and creative way to convey a message to a recipient. Singing telegrams are commonly used for special occasions such as birthdays, anniversaries, congratulations and more. A singer or group of singers goes to the recipient's location and sings the recipient a personalized song, usually to a familiar, standardized tune. After finishing the song, the singer gives the recipient a typed telegram containing a message from the sender.

## Postal-Delivered Telegrams

Postal-routed telegrams are the most inexpensive method of telegrams, and they normally take the longest time to reach the recipient as they have neither instant nor priority status.

## Retail Services

Through its vast network of Post Offices across the country, India Post offers the facility to collect consumer bills for service industries like telephone / electricity / mobile phone users etc, for Government and private organizations through Retail Post. Post Offices also sell forms for public bodies across counter of Post Office. Besides this, facility of reservation of Railway Tickets through computerized passenger reservation system terminals has been commenced from 7.10.2007 in selected Post Offices. Retail Post leverages the vast network of Post Offices for sale of products across the counter on behalf of other organizations. It projects India Post as a 'One Stop Solution Provider' for various utility services and it is in a position to offer the retail services to the customers of any agency. Some of the agency services that Retail Post offers are as follows

- Telephone revenue collection
- e-Ticketing for Road Transport Corporations and Airlines

- Sale of UPSC forms, University applications, etc
- Sale of Passport application forms
- Sale of GOLD Coins, Forex Services
- Sale of SIM and recharge coupons
- Sale of India Telephone cards
- e-Ticketing of Railway tickets

The Heads of Circles have also been empowered to provide various area specific business packages under Retail Post in their Circles.

## VPP (Value Payable Post)

The value payable system is designed to meet the requirements of persons who wish to pay for articles sent to them at the time of receipt of the articles. It is also intended to meet the requirements of traders and others who wish to recover, through the agency of the Post Office the value of articles supplied by them. Registered articles may be transmitted by the inland post provided they do not contain prohibited items. The sender should give a declaration to this effect.

## Monetary Services, Speed Post and Courier Services, Post Box and Post Bag

**Objectives:** At the end of this lesson you shall be able to

- explain the various monetary services offered at Post Offices
- state the importance of Speed Post and Courier Service
- explain the advantages of Post Box and Post Bag.

### Monetary Services offered at post offices

- Post Office Time Deposit Account (TD)
- Post Office Monthly Income Scheme Account (MIS)
- Senior Citizen Savings Scheme (SCSS)
- 15 year Public Provident Fund Account (PPF)
- National Savings Certificates (NSC)
- Kisan Vikas Patra (KVP)
- Sukanya Samridhi Accounts

### UPC (Under Postal Certificate)

This service is now rarely used whereas this service was frequently used before courier services came into being. In UPC, the sender will deliver the parcel or letter by ordinary post at the specified counter of post office at the extra nominal cost, say Rs. 1/- for 3 envelopes and obtain proof of having posted the letters.

### Speed Post

It is a service to send the mail as fast as possible. In this, the post office provides time bound delivery of mail, letters and other documents. The charges of speed post are higher than ordinary mail.

### Courier Services

This service is provided by private post offices for providing desk-to-desk services. They are faster and more reliable. This service is comparatively cheaper than services provided by post offices.

### Business Reply Services

A person who wishes to obtain a reply from his client without putting him to the burden of paying the postage charges, may attach or enclose with his communication an addressed reply card, envelope or label of a special design. Such a card, envelope or label can be posted by the client in the ordinary manner, but without any stamp. The usual postage charges plus ten paise for each article will be collected from the addressee.

Envelopes and labels must bear on the address side, a) the printed name and address of the permit holder to whom the card/envelope is to be delivered b) the permit no. c) the name of the post office issuing the permit d) two thick vertical lines in black or any other colour near the right hand edge e) the words 'Business Reply Card', 'Business Reply Envelope' or 'Business Reply Label', as the case may be f) the words 'No postage stamp necessary if posted in India' and g) 'Postage will be paid by the Addressee'.

## Book Packets

They should not contain any publication published at regular intervals. Book packets shall bear on the outside the inscription 'Printed Books'. They shall consist of reading matter, printing, photographs, diagrams or any other similar matter. They should not contain any character or inscription reproduced by any other means. It may contain in writing the name of the person to whom it is sent, the date, the name and address of the sender and not more than five words or initials of a complimentary nature.

## Post Office Savings Account

It fetches an interest of 4% per annum on individual or joint accounts. A minimum balance of Rs.500/- in an account is to be maintained to avail cheque facility. Interest earned is tax-free upto Rs.50,000/- per year. Nomination facility is available. Account can be transferred from one post office to another. Account can be opened in the name of minor also and a minor of 10 years and above can open and operate the account. Deposits and withdrawals can be done through electronic mode in CBS post offices. ATM facility is available.

## 5-Year Post Office Recurring Deposit A/c

From 1.1.2019, interest rate is 7.3% per annum compounded quarterly. On maturity, Rs.10/- account fetches Rs.725.05. All facilities available for Savings Account apply for this Account also.

## Time Deposit Account

It is popular in rural and remote areas of India. The rate of interest applicable for 5 year account is 7.8% p.a. Tenure of Time Deposit Account can be extended upon maturity. There is no cap on the number of Time Deposit Accounts that can be opened. A parent or guardian can open a Post Office Time Deposit Account on behalf of a minor. 5-year Time Deposits qualify for tax deduction under Section 80C. Premature withdrawals of deposits is allowed.

## Monthly Income Scheme Account (POMIS)

A certain amount can be invested for a period of five years and interest can be earned every month. One can invest upto Rs.4.5 lakhs individually or Rs.9 lakhs jointly. Rate of interest is 7.3%. After maturity, one can withdraw the principal amount from any post office. Income is subject to tax. Account can be opened in the name of a child provided the child is aged 10 or above.

## Public Provident Fund Account: (PPF)

It is a long-term investment scheme. It offers tax exemption and attractive interest rates. Only one PPF account can be opened by an individual. One of the parents can open the account in the name of their child. The account matures after 15 years. The documents required for opening the account are: Aadhaar card/Driving Licence/Voter's ID and PAN card. The maximum deposit allowed within a year is Rs.1.5 lakh. The maturity amount is exempted from tax. The minimum deposit required to open the account is Rs.500/- and the maximum amount allowed is Rs.70,000/-

## National Savings Certificates

This scheme is a secured and low-risk product. It can be bought jointly or in the name of a minor too. Investments upto Rs.1.5 lakh in the scheme can earn a tax break under Sec.80C of the Income Tax Act. The current rate of interest is 7.6.% per annum. There are two maturity periods-5 years and 10 years. Nomination facility and facility to transfer certificate from one post office to another is available. These certificates can be given a collateral security to get loans from banks. Upon maturity, the entire maturity value is paid to the certificate holder.

## Senior Citizen Savings Scheme (SCSS)

This scheme is meant primarily for the senior citizens of India. Senior citizens of India aged 60 years or above and retirees who have opted for Voluntary Retirement Scheme in the age bracket of 55-60 are eligible. An individual can invest a maximum amount of Rs.15 lakh individually or jointly in SCSS account. The scheme offers 8.6% interest. Nomination facility is available. Tax deduction of upto 1.5 lakh can be claimed under Sec.80C of the Income Tax Act. The tenure of this investment is flexible with an average tenure of 5 years which can be extended upto 3 additional years.

## Kisan Vikas Patra (KVP)

This scheme doubles a one-time investment in a period of approximately 118 months. The minimum investment is Rs.1,000/- and there is no upper limit. Initially it was meant for farmers. Now it is available for all. To deposit Rs.10 lakh and above, income proof (Salary slips, bank statement, ITR document, etc.) must be submitted. As proof of identity of A/c holder, Aadhaar No. should be submitted. Regardless of market fluctuations, one can get the sum guaranteed. The income from the scheme is taxable. The amount of deposit can be withdrawn after 118 months. But the lock-in period is 30 months. KVP is available in denominations of Rs.100/-, Rs.500/-, Rs.1,000/-, Rs.5,000/-, Rs.10,000/-, and also Rs.50,000/-. There is no maximum limit. Nomination facility is available.

## Sukanya Samriddhi Yojana

Sukanya Samriddhi Yojana Account promises a viably secure future for the girl child at the time of her higher education and marriage. To open the account for your girl child, you need a) birth certificate of the girl child b) proof of residence of the parents or the legal guardian and c) proof of identity of the parents or the legal guardians. The initial amount required for opening the account is Rs.1,000/-. After the account is activated, one can deposit any amount in multiples of Rs.100/- any number of times. The girl child's parent (mother/father) has to sign in front of the post office official at the time of opening the account. Passbook should be collected and kept in safe custody.

## Post Box and Post Bag

Post box facility is available at Head Post office on payment of the required fee. The postmaster allots a Post Box Number and gives a key to the hirer. The duplicate key is retained by the postmaster. All letters or articles are put into the box and are collected by the authorised agent of the company or person.

A Post Bag is also provided on hire by the Post Office with lock and keys. One key along with the bag is given to the hirer, while another one is kept at the post office.

The mail is put into the bag and locked. The bag is carried by the authorised person to his office and opened by the manager or incharge. This ensures secrecy of the letters. In both these services, the biggest advantage is that the mail is collected in time and distributed to the departments for prompt action, instead of waiting for the postman to deliver it. Book Packets.

There shall be no personal communication enclosed or written up on a book packet. It shall not contain any paper money, postage or other stamps, cheque leaves, etc. Maximum, weight allowed is 2 kilograms.

## Office security

**Objectives:** At the end of this lesson you shall be able to

- state the necessity of providing security to office
- state the types of security that can be provided to office.

### Office security can be broken down into two main areas

#### 1 Protecting office and employees from vandalism, theft and personal attacks

There should be no nooks or crannies where an intruder could hide in the shadows. All areas should be well lit. Doors and windows should be secure. Entranceway doors should be steel or steel-sheathed. Deadbolt locks are best whether they are electronically controlled or manual in nature. Closed-circuit surveillance systems, access-control systems such as access cards, swipe cards, hidden cameras, panic buttons, electronic door chimes, laminated photo identification cards, etc. provide protection. Alarm systems are another popular office security tool. There are two primary types of alarm systems: those that sound a loud siren when a break-in is detected, and those that send a silent alarm directly to a security company or to the police. As with closed-circuit television systems, the key to a good alarm system is that it must be monitored at all times. Security guards can be used to monitor the front desk of a company or building (the access control point) or to patrol the grounds of a larger company or office complex. They are primarily expected to do four things at all times: deter, detect, observe, and report. Employees should also be vigilant and alert.

#### 2 Protecting office from corporate sabotage both from inside the company and out side.

For most companies, the greatest risk of theft or sabotage often comes from the firm's employees themselves. Theft, misappropriation of company funds by the employees are quite common (forgery of company cheques, using a 'ghost payroll', outright theft of cash from a register drawer, undercharging a friend, etc.). Internal computer theft has taken many forms including false data entry, slicing off small amounts of data or money that add up over time and using the data for illegal purposes.

Because employee theft is so prevalent and so costly to businesses, a business owner needs to take every precaution and use every means possible to stop employee theft. They include:

Installation of a security program

Establishment of a clear policy on theft and security

Keeping cheque books locked up

Auditing financial documents, checking invoices at regular intervals

Not leaving bookkeeping to just one person

Allowing only a few to have authority to sign cheques.



## Office Administration and Facility Management R.Theory for Ex 1.10.80&81 Stenographer Secretarial Asst. (Eng) - Letter format - online tasks and creation of performance record

**Types of letters - Application, enquiry, quotation, order, social letters, condolence letters, letters to the editor, social letters, invitation letter, congratulation letter, thanks giving letter etc.**

**Objectives:** At the end of this lesson you shall be able to

- state the essential components of a letter
- differentiate the different kinds of letters
- transcription of dictation on computer in proper format.

### Parts of an application

An application has the following 6 parts

1. Name and address of the sender (addresser)
2. Reference No. and date
3. Name and address of the recipient (addressee)
4. Salutation or the beginning, e.g. Dear Sir, Dear Mr....., Dear Mrs..... etc.
5. Subject (brief about the subject matter)
6. Subject matter or body of the application. In this detailed points are given. Sub-paragraphs can be made for various points.
7. Subscription or complimentary closure, e.g. yours faithfully, With regards, Yours sincerely,
8. Signature of the writer

In addition to this PS (Post Script) - anything left out in the body of the application is added towards the left end bottom of the letter. Then the address of the receiver on the inland card or envelope is written which is known as Superscription.

**E.g.**

P.O. Box. 5872  
Chennai  
28 February 2015

Ministry of Finance  
Government of India,  
New Delhi.

Dear Sir/Madam,

RE: Application for Tax Administrator Position

In response to your advertisement in the press recently, I hereby submit my application for consideration to the above mentioned post.

You will find my curriculum vitae enclosed for your consideration. Although you require a person with two years' tax law experience in the corporate field, you will note from my curriculum vitae that I do not have the length of experience.

Notwithstanding this, I am applying because I have obtained a diploma in tax law. I am currently studying for the higher Diploma in Law through the University of Nambia. Though it does not appear in my curriculum vitae, I have been tutoring LLB students in the field of Tax Law.

It should also be mentioned that recently my article on tax law dealing with the corporate situation appeared in the SA Law Journal. A copy is enclosed for your perusal.

Yours faithfully,

Applicant's Name

Address

Phone number

Company name

Name of the person in charge of hiring

Title Address

Date

Dear Mr. or Ms. (Name of the person who is in charge of hiring),

With reference to your advertisement in the Local News on August 28, I wish to apply for the position of clerk at your video store.

I believe I have the necessary skills and abilities for this job. I am organized, resourceful, personable and a fast learner. I am also fluent in local languages.

Your company excels at customer service, a field in which I would like to pursue a career. I am also very eager to become part of a winning team like yours. Joining your organization would give me a chance to develop useful skills that will help in pursuing my long-term career goals.

If you are interested in me, I am available for interview on weekdays after 3.30 p.m. or any time on the weekend.

I look forward to hearing from you.

Signature

Encl:

**The format of formal letters may be used for various purposes and can be explained by the instructor to enable the trainees for better understanding. These topics are illustrative in nature. Reference books may also be used for the same.**

## Complaint Writing

For any complaint the following procedure should be adopted carefully.

"Anybody can find fault, but few persons can make a claim in clear, unmistakable language even when they have the best of reasons for doing so. A clumsy claim letter is likely to be given little consideration. A well written claim letter

- Should state precisely what is wrong
- Should make tracing easy by referring to definite dates, invoice numbers, etc.
- Should state what remedy or adjustment, is desired
- Should be addressed to the person, or company, responsible for the damage or omission"
- Your Contact Information

E.g.

Date of Letter

Dear Contact Person

I purchased a Model Number and Brand Name camera at Name of Store on Date of Purchase and Other Pertinent Purchase Information.

Unfortunately, this camera model has not performed as expected, and I believe the defective camera should be replaced under terms of the warranty. The problems with camera include List of Defects.

To resolve this problem satisfactorily, I would appreciate a Replacement Camera, a Refund, a Repair, Credit Toward Another Model, or Another Specific Action. I have included copies of all pertinent documents regarding my purchase of this model, as well as a list of calls and correspondence from my previous attempts to have this matter resolved.

I am looking forward to your reply in this matter. I will wait until Specific Date for a reply before seeking assistance in resolving this dispute from a third party. Please contact me using the information above.

Sincerely,

Your Name

## Social Letters

E.g.

### 1 Sample formal wedding invitation letter

Jogi Thakoor requests the pleasure of your company on the auspicious occasion of the wedding of his brother Vikram with Priyanka on (date) at (Time) at (address)

R.S.V.P.

Address.

Name.

### 2 Sample informal Invitation letter

Address.

Date.

My dear Suresh,

I am glad to inform you that the marriage of my younger brother Vikram comes off on ..... (date) at ..... (time) at

..... (address). You are cordially invited to attend the auspicious occasion and bless the newly weds.

Yours sincerely,

Name.

### 3 Formal Letter of Refusal to an Invitation

The undersigned acknowledges with thanks the kind invitation of Jogi Thakoor on the auspicious occasion of the marriage of his brother Vikram Thakoor, on ..... (date) at ..... (time) at ..... (address). He regrets to inform that he will not be able to attend the function owing to some previous engagement.

Name.

Address.

### 4 Formal Letter of Acceptance to an Invitation

It is a great pleasure to me to accept the kind invitation of Jogi Thakoor on the auspicious occasion of the marriage of his brother Vikram Thakoor on ..... (date) at ..... (time) at ..... (address). I shall be delighted to attend.

Name.

Address.

### 5 Informal Letter of Refusal to an Invitation

Address.

Date.

My dear (Name),

Thank you for your kind invitation on the auspicious occasion of the marriage of your brother Vikram on ..... (date) at ..... (time) at ..... (address). I very much regret to inform you that owing to some previous engagement I shall not be able to attend the function.

My heartiest good wishes for the couple,

Yours sincerely,

Name.

### 6 Informal Letter of Acceptance to an Invitation

Address.

Date.

My dear (Name),

Thank you for your kind invitation on the auspicious occasion of the marriage of your brother Vikram on day, on ..... (date) at ..... (time) at ..... (address). I shall be delighted to come.

Yours sincerely,

Name.

### 7 Thanks giving letters

Me dear friend,

Please take my friendly salute. I got your invitation to attend your dinner party. Just at that time, I got a letter from home that my grandfather was seriously ill. I had to hurry to my uncle's house. I was in such a hurry that I failed to drop a card to you to this effect. So, I could not attend the function at your place. I hope, you will not mind my absence and will excuse me for this.

Please convey my best regards to your parents and my blessings to younger ones.

Your loving friend

Your Name

### Condolence Letter

A sympathy or condolence note can be a great source of comfort to someone who is grieving the loss of a loved one. It is a simple way of letting that person know that he/she is in your thoughts as he/she goes through the difficult process of grief and mourning.

Did I just say simple? Finding the right words to say isn't always a simple task, but it's one that's worth your time and energy. Anyone can pick up a mass-produced condolence card from a store. That's a nice gesture but writing words of sympathy from your heart that are specific to the grieving person will be more treasured. These personal and heartfelt words of condolence serve as a tribute to the deceased and words of comfort to the bereaved.

### Guidelines for Writing a Letter

A letter of sympathy, or condolence, should be written and sent promptly. A good guideline is within the first two weeks following the loss. If possible, hand write the letter on stationery rather than typing and printing from a computer. If you want to use a store-bought card, write a personal note on stationery and tuck it inside the card.

Write the letter in your own voice, meaning the way you would normally speak to the person. There is no reason to get too fancy and try to come up with a poem or verse unless that is how you normally speak or you're a writer by profession.

### Components of a Condolence Letter

There are seven main components you may want to include in your letter:

- 1 Acknowledge the loss and refer to the deceased by name.
- 2 Express your sympathy.
- 3 Note any special qualities of the deceased that come to mind.
- 4 Include your favourite memory of the deceased.
- 5 Remind the bereaved of their personal strengths or special qualities.
- 6 Offer help, but make sure it is a specific offer. Instead of "Let me know if I can help with anything at all," try something like "I know that Phil took you to church every Sunday. I'd be glad to do that for you. Shall I pick you up on Sunday at 8:30 a.m.?" (Need ideas? Here are some more ways to help a grieving friend.)
- 7 End the letter with a thoughtful word, a hope, a wish, or expression of sympathy e.g. "You are in my thoughts" or "Wishing you God's peace". Closings such as "Sincerely", "Love", or "Fondly", aren't quite as personal.

### Example of Condolence Letter

Below is an example of a condolence letter using the seven components above:

" Dear \_\_\_\_\_.

- Acknowledge the loss, refer to deceased by name.

I was deeply saddened to hear about the death of \_\_\_\_\_.

- Express your sympathy.

I know how difficult this must be for you. You are in my thoughts and prayers.

- Note special qualities of the deceased.

\_\_\_\_\_ was such a kind, gentle soul. She would do anything to help someone in need.

- Include your favorite memory.

I remember one time \_\_\_\_\_.

- Remind the bereaved of their personal strengths and qualities.

I know how much you will miss \_\_\_\_\_. I encourage you to draw on your strength and the strength of your family. Perhaps you could use your special talent of scrap booking to make a lasting memory book of \_\_\_\_\_.

- Offer specific help.

If you would like, I can come over on Tuesday evenings to help you make your scrapbook. I have some lovely pictures of \_\_\_\_\_ I'd love to share.

- End the letter with a thoughtful closing.

May God bless you and your family during this time and always,

Sign your name \_\_\_\_\_

Keep in mind that this is only an example. Write from your heart and whatever elements you include will be the right ones.

The next page includes information on writing a shorter version of the condolence letter: the condolence note.

### Letters to Editors

Since the earliest days of newspaper and magazine publishing, community members have written letters to publication editors as a way to respond to stories they've read. These letters could range in topics from heartwarming human interest notes, to comments about publication design, to the more common and sometimes passionate political rants.

As more and more of our publications have gone entirely "online," the art of writing well-researched, well-constructed letters has dwindled.

But letters to editors are still appearing in many publica-

tions, and teachers find that assigning this type of letter is useful in developing many skills. Teachers could use this exercise to encourage student participation in political discourse, or they may find this exercise valuable as a tool for developing logical argument essays.

1. Select a topic or a publication. If you are writing because you've been instructed to do so in a class assignment, you should start by reading a publication that is likely to contain articles that interest you. It is a good idea to read your local newspaper to look for local and current events that matter to you.

You may also choose to look in magazines that contain articles that interest you. Fashion magazines, science magazines, and entertainment publications all contain letters from readers.

2. Read instructions provided. Most publications provide guidelines. Look over the first few pages of your publication for a set of suggestions and guidelines and follow them carefully.
3. Include your name, address, email address and phone number at the top of your letter. Editors often require this information because they will need to verify your identity. You can state that this information is not to be published.

If you are responding to an article or letter, say so right away. Name the article in the first sentence of the body of your letter.

4. Be concise and focused. Write your letter in pithy, clever statements, but remember that this is not easy to do! You will probably need to write several drafts of your letter to condense your message.
5. Limit your writing to two or three paragraphs. Try sticking to the following format:

In your first paragraph, introduce your problem and sum up your objection.

In the second paragraph, include a few sentences to support your view.

End with a great summary and a clever, punchy line.

6. Proofread your letter. Editors will ignore letters that contain bad grammar and poorly-written rants.
7. Submit your letter by email if the publication allows it. This format enables the editor to cut and paste your letter.

### Banking correspondence

Correspondence with banks is essential for organizations. Banks also are business houses and they have to correspond with clients and customers. Banks whether Private or Public, Local or Foreign, have to face stiff competition from others. Computerised accounts, Automatic Teller Machine, Credit and Debit cards have enlarged the scope of business. Banks which were the monopoly of the rich men, today are attracting common and ordinary people. The whole competition of banking business has undergone a sea-change. Banking correspondence is of

a special nature because it deals with finance. Letters have to be carefully written to protect the interest of the bank as well as its clientele. In the first place, it has to be very confidential in nature. The financial status of its clientele can be quite fluctuating owing to extraneous reasons. The interest of the client has to be protected as well as the interest of the bank. The correspondence should also be tactful. A bank cannot afford to be judgemental in issues connected with a transaction. Banks can suffer from bad debts but it cannot afford to hastily call a client a bad-debtor. Courtesy is another important feature of banking correspondence. Banks should always look at a situation from the receiver's point of view. 'You-attitude' in letters is very important for all correspondence connected with banks.

For carrying out business every business house requires to maintain some sort of relation with the banks as such which cater to the fulfillment of various needs of these houses. Personal liaison has got to be maintained harmoniously with the staff of the bank. Bluntness or curtness should be shed off. On the other hand, these letters should be politely addressed and these should be drafted very carefully so as to avoid any sort of pitfall. All the information furnished should be quite clear and precise. The information furnished should be more factual. Thus the banks that provide various facilities of safe deposit of money, operation and transfer of money, etc., should be approached in a civil and more cultured manner.

Personal approach and correspondence may become the various media of relationship with the banks. Somewhere we may need some sort of technical decencies. Thus we may say that all sorts of correspondence must be aglow with a personal touch that should impress the bank officers.

### E.g.

#### Sample letter format

To

\_\_\_\_\_ (Bank name).

\_\_\_\_\_ (Address)

Sir,

I wish to invest a sum of \_\_\_\_\_ in fixed deposit at your branch at the \_\_\_\_\_ Road, \_\_\_\_\_, for a period of \_\_\_\_\_ years, I shall be highly indebted to you if you very kindly write to me the rate of interest pertinent thereto.

Furthermore, I wish to know that if such deposits are made occasionally for a period of one year, what rate of interest is admissible in these deposits. Please send to me all the rules governing such transactions at your earliest possible convenience.

I am sure you will deal with this issue expeditiously:

Yours faithfully,



**Enquiry:** Enquiry is just a simple document showing the interest shown by a prospective customer on products and services. Date and price are not relevant here.

**Quotation:** is a legal agreement offered by a merchant/seller to customer. The seller assures the customer that he will charge a particular amount to a particular quantity of a particular product. This agreement is time limited and not valid after that time duration. Based on Inquiry Quotation. Is created

Order is an

- a authoritative direction or instruction; command; mandate.
- b a command of a court or judge.
- c a command or notice issued by a military organization or a military commander to troops, sailors, etc.

### Social letters

The Social Letters which are written to relations and intimate friends should be written in an easy, conversational style. So, it must for us to take care and preserve some order in expressing our thoughts. Above all, it must be remembered that, however free-and-easy may be our style, we are as much bound by the rules of spelling, punctuation, grammar and idiom in writing a letter as we are in writing the most formal letter.

### Sample letter to the Editor

Gandhinagar is a thickly populated locality inhabited mainly by the working class people. Unfortunately, there is no milk booth in the locality. Write a letter in 100 - 120 words to the editor of a local daily drawing the attention of the authorities to the problem faced by the people, requesting them to open a milk booth.

Your name & Address.....

Dated: 15th March 2018

The Editor

Hindutan News

Mumbai.

Subject: Absence of milk booth in Gandhinagar

Respected Sir / Madam

I am (your name) a resident of Gandhinagar. I am writing to you in order to raise the issue of absence of a milk booth in my locality.

Gandhinagar has a huge population which comprises of daily wagers. Still, the area does not have a milk booth. The residents face many problems as they have to walk upto 10 kilometers every morning to get their daily stock of milk and milk products. This has also led to black marketing. The people of the area are getting harassed.

As the situation is serious, I request you to highlight it through your newspaper so that the authorities are sensitized towards it and do the needful.

Thanking You

Yours sincerely

(name)

### Invitation letter

Invitation letters are generally written in order to notify and invite the guests for a particular ceremony or event. For example suppose an art exhibition is going to be held and the invitation letter would serve the purpose of inviting the art lovers to the exhibition. The invitation letter is generally written by the host.

For marriage and other religious ceremonies we usually send an invitation card with full details to the invitees.

### Congratulation letter

Congratulation letters are letters written to praise others for their achievements or to express good wishes on a special occasion. These letters are a great gesture to maintaining professional and personal relationships. There are many situations you may find necessary for you to congratulate someone. Whether it is a colleague who has made a new business connection, a friend who is getting engaged, or a subordinate who has been promoted, a congratulations letter will be a great and classy way to show that you are sincerely happy for them. Congratulation letters show others that you see their efforts and that you are proud of their achievements.

## **Office correspondence - Drafting of notice/agenda/minutes and reports, circular & memorandum**

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**Objectives:** At the end of this lesson you shall be able to

- state essential components of drafting on different subject
- explain preparation of minutes of meeting and preparation of reports
- explain circular and memorandum.

### **Office correspondence**

Correspondence. This article describes the letter format of an official or Government correspondence. The letters written between different offices and departments of Government, autonomous bodies and government or semi-government are called OFFICIAL or GOVERNMENT CORRESPONDENCE.

### **Drafting of Notice/agenda/Minutes, etc.**

A meeting is an important instrument in the corporate decision-making process. The business at a meeting is preceded by a notice containing the agenda. Derived from this meaning, a resolution is a formal agreement as to adoption of proposal put before an assembly of persons.

### **Minutes of Meeting**

Minutes of the meeting are the official record of the actions and decisions taken in a meeting. Minutes capture the important actions of a meeting without recording a verbatim transcript of what was said. The format for keeping minutes of meeting starts with the date and purpose of the meeting. It then lists those attending as well as who is chairing the meeting. An agenda of what is to be covered follows. Motions and resolutions presented during the meeting are listed and are identified as having been passed or denied. The minutes are presented for approval to the body that held the meeting the next time that they convene.

### **Reports**

Report is a self explanatory statement of facts relating to a specific subject and serves the purpose of providing information for decision making and follow up actions. It is a systematic presentation of ascertained facts about a specific event or a subject. Report is a summary of findings and recommendations about a particular matter or problem. Report is for the guidance of higher authorities to facilitate timely decisions and follow up actions.

### **Importance of Circulars and Memos in Business Communication**

Circulars and memos are a very common method of conveying specific messages across widely spread out units or branches in any large multi-branch organization. A circular is generally understood as a written communication addressed to a circle of persons and customers. A circular may cover a notice or advertisements, etc., reproduced for distribution. The process of sending circulars is referred to as circularizing.

A memo, on the other hand, is the abbreviation of the word memorandum. It is understood as a note to help the memory or record of events for future use. In law, a memorandum means a document recording terms of contract. It is also described as an informal letter without signature.

### **Maintaining calendar of events**

This handout is intended to provide guidance to employees who are responsible for managing and maintaining calendars. Good calendar maintenance makes it easier for the secretary to process requests involving calendars by ensuring that entries are accurate, clear, concise and do not include unnecessary information.

- Avoid using any personal comments in making calendar entries.
- Any government business must be shown in the calendar.
- Only include appointments for one individual - do not include appointments of other people
- Calendar of appointments should be clear and consistent
- The subject of the meeting should be clear - clearly identify the purpose of the meeting as well as who is expected to attend to avoid any kind of last minute confusion.

## **General Banking correspondence - Opening of saving Account - Fixed Deposit Account - Loan and overdraft**

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**Objectives:** At the end of this lesson you shall be able to

- explain different type of banking correspondence
  - state the limitations of overdraft facility
  - state the different between savings account and fixed depositist.
- 

### **Banking correspondence**

Correspondence with banks is essential for organizations. Banks also are business houses and they have to correspond with clients and customers. Banks whether Private or Public, Local or Foreign, have to face stiff competition from others. Computerised accounts, Automatic Teller Machine, Credit and Debit cards have enlarged the scope of business. Banks which were the monopoly of the rich men, today are attracting common and ordinary people. The whole competition of banking business has undergone a sea-change. Banking correspondence is of a special nature because it deals with finance. Letters have to be carefully written to protect the interest of the bank as well as its clientele. In the first place, it has to be very confidential in nature. The financial status of its clientele can be quite fluctuating owing to extraneous reasons. The interest of the client has to be protected as well as the interest of the bank. The correspondence should also be tactful. A bank cannot afford to be judgemental in issues connected with a transaction. Banks can suffer from bad debts but it cannot afford to hastily call a client a bad-debtor. Courtesy is another important feature of banking correspondence. Banks should always look at a situation from the receiver's point of view. 'You-attitude' in letters is very important for all correspondence connected with banks.

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**E.g.**

Sample letter format

To

\_\_\_\_\_ (Bank name).

\_\_\_\_\_ (Address)

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I wish to invest a sum of \_\_\_\_\_ in fixed deposit at your branch at the \_\_\_\_\_ Road, \_\_\_\_\_, for a period of \_\_\_\_\_ years, I shall be highly indebted to you if you very kindly write to me the rate of interest pertinent thereto.

Furthermore, I wish to know that if such deposits are made occasionally for a period of one year, what rate of interest is admissible in these deposits. Please send to me all the rules governing such transactions at your earliest possible convenience.

I am sure you will deal with this issue expeditiously:

Yours faithfully,

### **Savings Account**

It is an interest-bearing account held at a bank or any other financial institution. It may be charged fees unless a certain average monthly balance is maintained in the account. Cheque books may be issued to the Account Holder.

### **Advantages of a Savings Account**

#### **Easy to open**

1. Cash can be withdrawn or deposited any time
2. You can easily access your money either by using your ATM card or by going to the bank to make a withdrawal. You can also transfer money quickly and easily online
3. Your money is well protected

### Disadvantages of a Savings Account

1. Low interest

### Current Account

It is a general-use account on which you can write cheques, use ATM/Debit cards and have unlimited transactions. It is opened by businessmen who have a higher number of regular transactions with the bank. It includes deposits, withdrawals.

### Advantages of opening of Current Account

- 1 Carries out all business transactions promptly and properly
- 2 Credit limit can be availed if there is no balance
- 3 No transactions and withdrawal limits

### Disadvantages

No interest paid by the bank

### Fixed Deposit Accounts

A fixed deposit is a financial instrument provided by banks or Non Banking Financial Institutions which provides investors a higher rate of interest than a regular savings account. It is a deposit for a fixed or specified period for a fixed rate of interest. Money can be deposited for as short a period as 7 days and upto 10 years. The interest can be obtained after maturity of fixed deposit or even before that on a monthly, quarterly, half-yearly or annual basis.

### Loan/Overdraft Account

It is a financial instrument in which the money can still be withdrawn from the current or savings account, even if the account balance is NIL. It is a variable amount of borrowing agreed with your bank up to a set limit. This can be helpful for short term financial requirements. However, interest rates are often higher and the bank has the right to change your overdraft limit, or request that the overdraft is paid back at any time. Overdraft facility has the advantage of flexibility as it may be taken at any time, for any amount (up to the limit allotted) , and for even as less as one or two days

### Loans

Unlike overdrafts, loans have fixed terms and repayment schedules. You can borrow larger amounts with loans. But failing to repay on time can damage your credit rating

In conclusion, overdrafts are good for short-term operating expenses and loans are better for longer term higher value purchases.

in the age bracket of 55-60 are eligible. An individual can invest a maximum amount of Rs.15 lakh individually or jointly in SCSS account. The scheme offers 8.6% interest. Nomination facility is available. Tax deduction of upto 1.5 lakh can be claimed under Sec.80C of the Income Tax Act. The tenure of this investment is flexible with an average tenure of 5 years which can be extended upto 3 additional years.