



**Shri Shivaji Science & Arts College, Chikhli, Dist. Buldana (MS)**

## **e-notes**

**Faculty of Humanities**

**Subject: English**

### **Ability Enhancement Course (AEC)**

**Course Title- Communication Skills**

**(Level 4.5)BA Part I Semester - I**

**As per Revised Syllabus of Sant Gadge Baba Amravati University,  
Amravati (2024-25)**

**Prepared By**

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**HOD, Department of English**

# Syllabus

Sant Gadge Baba Amravati University, Amravati

Faculty of Humanities Subject: English.

Ability Enhancement Course (Level

4.5) BA Part I Semester - I

Course Title- Communication Skills (Oral)

Ability Enhancement Course (AEC)	Course	UG BA I Sem I
	Level	4.5
	Title of Paper	Communication Skills in English
	Course Code	61502
	No. of Credits	02
	Lectures	30 (2Hrs/Week)
	Internal	20 Marks
	External (Theory)	30 Marks
	Exam Duration	02 Hrs
	Total	50 Marks

Faculty of Humanities Subject: English

Ability Enhancement Course (AEC) (Level

4.5) BA Part I Semester - I

Course Title- Communication Skills (Oral)

Course Objectives	<ol style="list-style-type: none"> <li>1) To make the students proficient in everyday communication.</li> <li>2) To provide students a solid understanding of the process of communication.</li> </ol>		
Course Outcome	After Completion of this course students will able to - <ol style="list-style-type: none"> <li>1) Define communication/comprehend and describe the process of communication.</li> <li>2) Know Components of Communication.</li> <li>3) Communicate proficiently in everyday life.</li> </ol>		
Unit	Course Contents		Learning Hours
Unit -I	Basics of Communication.	Page No.	8 Hours
	<ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Objectives of communication.</li> <li>3. The Meaning and definitions of communication.</li> <li>4. 4 The process of communication</li> </ol>	04 to 13	
Unit -II	Barriers to Effective Communication		
	<ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Major Barriers to Effective Communication.</li> <li>3. Effective communication techniques.</li> </ol>	14 to 19	8 Hours

<b>Unit-III</b>	<b>Oral Communication – I</b>		<b>7 Hours</b>
	1) Exchanging greetings and Taking Leave 2) Introducing oneself and others. 3) Thanking. 4) Wishing	<b>19 to 34</b>	
<b>Unit-IV</b>	<b>Oral Communication – II</b>		<b>7 Hours</b>
	1) Apologizing and responses. 2) Making request 3) Seeking help. 4) Talking about current-activities.	<b>34 to 44</b>	
<b>Paper Pattern</b>			
<b>Q.1</b>	Students will have to answer two long answer questions out of four of 5marks each on unit-I		<b>5x2 = 10</b>
<b>Q.2</b>	Students will have to answer two long answer questions out of four of 5Monks each on Unit-II		<b>5x2 = 10</b>
<b>Q.3</b>	Students will have to complete the dialogue for 5 marks on Unit-III		<b>5x1 = 05</b>
<b>Q.4</b>	Students will have to complete the dialogue for 5 marks on Unit-IV		<b>5x1 = 05</b>
<b>Distribution of Marks</b>			
<b>Internal Assessment</b>			
<b>Personal Interview</b>			<b>10 Marks</b>
<b>Assignment-</b>			<b>10 Marks</b>
<b>Total</b>			<b>20 Marks</b>
<b>External (Theory)</b>			<b>30 Marks</b>
<b>Total</b>			<b>50 Marks</b>

<b>Unit -I</b>	<b>Basics of Communication.</b>
	<b>1. Introduction</b> <b>2. Objectives of communication.</b> <b>3. The Meaning and definitions of communication.</b> <b>4 The process of communication</b>

## 1. Introduction

Communication is how people share information. It's how we talk, write, listen, and understand each other. Good communication helps us connect, solve problems, and work together. In this essay, we'll explore what communication is, its importance, different types of communication, barriers to effective communication, and how to improve communication skills.

### What is Communication?

Communication is the process of exchanging messages between people. It involves a sender who expresses a message and a receiver who interprets the message. Messages can be spoken words, written text, gestures, or even facial expressions. The goal of communication is to convey ideas, feelings, thoughts, or information effectively.

### Importance of Communication

Communication is vital in everyday life and plays a crucial role in various aspects:

1. **Building Relationships:** It helps us form connections with others, whether personal or professional.
2. **Sharing Information:** It allows us to exchange knowledge and ideas, enabling learning and growth.
3. **Problem-Solving:** Effective communication helps in resolving conflicts and finding solutions.
4. **Expressing Emotions:** It enables us to convey feelings, empathy, and understanding.
5. **Making Decisions:** Good communication aids in making informed decisions by gathering and processing information.

### Types of Communication

Communication can be categorized into several types:

1. **Verbal Communication:** This involves spoken words and can be face-to-face or over the phone.
2. **Nonverbal Communication:** This includes gestures, body language, facial expressions, and posture.
3. **Written Communication:** Messages conveyed through written words, such as letters, emails, or text messages.

4. **Visual Communication:** Conveying information through visual aids like charts, graphs, or images.

### **Barriers to Effective Communication**

Several factors can hinder effective communication:

1. **Language Barriers:** Differences in language or vocabulary can lead to misunderstandings.
2. **Physical Barriers:** Noise, distance, or poor visibility can disrupt communication.
3. **Emotional Barriers:** Strong emotions like anger or fear can distort the intended message.
4. **Cultural Barriers:** Differences in cultural norms and values affect how messages are understood.
5. **Perceptual Barriers:** Assumptions, biases, or preconceived notions can cloud understanding.

### **Improving Communication Skills**

Enhancing communication skills can be achieved through various methods:

1. **Active Listening:** Paying full attention to the speaker without interrupting.
2. **Clarity and Conciseness:** Using clear and simple language to convey messages effectively.
3. **Nonverbal Cues:** Being aware of body language and facial expressions to complement verbal messages.
4. **Feedback:** Encouraging feedback to ensure understanding and clarify any confusion.
5. **Empathy:** Understanding others' perspectives and emotions to communicate more effectively.

### **Conclusion**

Communication is fundamental to human interaction, enabling us to connect, collaborate, and understand each other. By improving our communication skills and being aware of barriers, we can enhance relationships, solve problems efficiently, and achieve mutual understanding. Whether through spoken words, written messages, or nonverbal cues, effective communication is essential in all aspects of life.

In summary, communication is the bridge that connects individuals and communities, fostering understanding and cooperation. It is a skill that can be developed and refined, leading to better relationships and more successful outcomes in personal and professional settings.

## **2. Objectives of Communication**

### **What are the Objectives of Communication?**

Communication has specific goals or objectives that guide how people interact and exchange information. These objectives are essential because they help us understand why communication is crucial in different situations. Here are the main objectives of communication:

#### **1. Sharing Information**

One of the primary objectives of communication is to share information. This can be facts, ideas, opinions, or instructions. When people communicate, they pass on knowledge and insights to others. For example, in a classroom, teachers share information with students to help them learn. In workplaces, managers share updates and strategies with their teams to ensure everyone is informed.

## **2. Building Relationships**

Communication helps in building relationships between people. When we communicate effectively, we connect with others on a personal level. This can involve sharing experiences, feelings, and thoughts. For instance, friends communicate to strengthen their bond and understand each other better. In business, strong relationships between colleagues and clients are built through effective communication.

## **3. Expressing Emotions**

Another objective of communication is to express emotions. Humans have feelings such as happiness, sadness, anger, and excitement. Through communication, we can share these emotions with others. For example, telling someone you love them expresses affection. Similarly, expressing frustration when something goes wrong helps others understand your feelings.

## **4. Influencing Others**

Communication is also used to influence others. This means persuading or convincing people to think or act in a certain way. For instance, advertisements use persuasive language to encourage consumers to buy products. In debates or discussions, people present arguments to influence others' opinions. Leaders and influencers use communication to inspire and motivate their followers.

## **5. Creating Understanding**

Creating understanding is a key objective of communication. It involves ensuring that the message conveyed is accurately interpreted by the receiver. Misunderstandings can occur if communication is unclear or misinterpreted. Therefore, effective communication strives to convey information in a way that others can easily comprehend. This can be achieved through clear language, active listening, and providing feedback.

## **6. Making Decisions**

Communication plays a vital role in decision-making processes. When people communicate, they share information and discuss options. This enables them to make informed decisions based on facts and opinions. For example, in business meetings, stakeholders communicate to analyze

data and decide on strategies. Families communicate to make decisions about household matters or plans.

### **7. Solving Problems**

Problem-solving is another objective of communication. When faced with challenges or conflicts, people communicate to find solutions. This involves discussing issues, brainstorming ideas, and collaborating to reach agreements. For instance, in teamwork, effective communication helps members identify problems and work together towards solutions. Couples communicate to resolve disagreements and strengthen their relationships.

### **8. Sharing Culture**

Communication is also used to share culture and traditions. Every society has its own customs, beliefs, and practices. Through communication, people pass on cultural values to the next generation. This can be done through storytelling, rituals, music, and art. Immigrants communicate their cultural heritage to others in their new communities, fostering understanding and appreciation.

### **9. Providing Feedback**

Feedback is an important objective of communication. It involves giving responses or reactions to messages received. Feedback helps in clarifying understanding, correcting errors, and improving future communication. For example, in education, teachers provide feedback to students on their work to help them learn and grow. In workplaces, managers give feedback to employees to enhance performance and productivity.

### **10. Building Trust and Credibility**

Finally, communication aims to build trust and credibility between individuals and organizations. When people communicate honestly and transparently, they earn trust from others. This is crucial in personal relationships, business transactions, and public institutions. Trustworthy communication fosters positive relationships and enhances cooperation.

### **Conclusion**

In conclusion, the objectives of communication are diverse and essential in everyday life. From sharing information and expressing emotions to influencing others and building relationships, communication serves many purposes. By understanding these objectives and improving communication skills, individuals can enhance their interactions, achieve goals, and contribute to positive outcomes in various contexts. Effective communication is a valuable skill that promotes understanding, cooperation, and success in personal, professional, and societal endeavors.

### 3. Meaning and Definitions of Communication

#### What is Communication?

Communication is how people exchange information, thoughts, ideas, and feelings with others. It involves both sending and receiving messages through different ways such as speaking, writing, gestures, and even facial expressions. Communication helps people connect, understand each other, and work together towards common goals.

#### Importance of Communication

Communication is crucial for several reasons:

1. **Connecting with Others:** It allows us to build relationships, whether with family, friends, or colleagues.
2. **Sharing Information:** It enables us to exchange knowledge, ideas, and opinions.
3. **Expressing Emotions:** It helps us convey our feelings, whether joy, sadness, anger, or love.
4. **Problem-Solving:** Effective communication is essential for resolving conflicts and finding solutions.
5. **Making Decisions:** It facilitates decision-making by gathering and processing information.
6. **Influencing and Persuading:** Communication can influence others' thoughts, beliefs, and actions.
7. **Learning and Growth:** Through communication, we learn from others and grow personally and professionally.

#### Definitions of Communication

Communication has been defined by various experts in different ways, capturing its essence and importance:

1. **According to the Merriam-Webster Dictionary:** Communication is "a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior."
2. **From the Oxford Dictionary:** Communication is "the imparting or exchanging of information by speaking, writing, or using some other medium."
3. **According to Communication Scholars:** Communication involves the transmission and reception of messages, where the sender encodes information into a message and the receiver decodes the message to understand it.

## Elements of Communication

To understand communication better, it's essential to know its basic elements:

1. **Sender:** The person who initiates or starts the communication process by sending a message.
2. **Message:** The information, idea, or emotion that the sender wants to convey to the receiver.
3. **Encoding:** The process of putting thoughts, ideas, or feelings into a symbolic form (like words or gestures) that can be understood by others.
4. **Channel:** The medium through which the message is transmitted, such as face-to-face conversation, telephone, email, or social media.
5. **Receiver:** The person who receives and interprets the message sent by the sender.
6. **Decoding:** The process by which the receiver interprets and understands the message.
7. **Feedback:** The response or reaction from the receiver back to the sender, indicating whether the message was understood and how it was interpreted.

## Types of Communication

Communication can take various forms:

1. **Verbal Communication:** Using spoken words to convey messages, such as face-to-face conversations, phone calls, or recorded speeches.
2. **Nonverbal Communication:** Sending messages without using words, through gestures, body language, facial expressions, or eye contact.
3. **Written Communication:** Conveying messages through written words, such as letters, emails, memos, or reports.
4. **Visual Communication:** Using visual aids like charts, graphs, diagrams, or videos to convey information.

## Process of Communication

Communication involves a series of steps:

1. **Initiation:** The sender decides to communicate a message.
2. **Encoding:** The sender formulates the message into words, symbols, or gestures.
3. **Transmission:** The message is sent through a chosen channel.
4. **Reception:** The receiver perceives and senses the message.
5. **Decoding:** The receiver interprets and understands the message.
6. **Feedback:** The receiver responds to the message, indicating their understanding or providing a reaction.

## Barriers to Communication

Several barriers can affect effective communication:

1. **Language Barriers:** Differences in language or vocabulary can lead to misunderstandings.
2. **Physical Barriers:** Noise, distance, or poor visibility can hinder communication.
3. **Psychological Barriers:** Preconceived notions, biases, or emotions can distort understanding.
4. **Cultural Barriers:** Variations in cultural norms and practices affect how messages are interpreted.
5. **Semantic Barriers:** Misinterpretation of words or symbols due to different meanings or interpretations.

## Improving Communication Skills

Effective communication skills can be developed through practice and awareness:

1. **Active Listening:** Paying attention to others and understanding their perspectives.
2. **Clarity and Conciseness:** Using clear and simple language to convey messages effectively.
3. **Nonverbal Communication:** Being aware of body language, gestures, and facial expressions.
4. **Empathy:** Understanding others' feelings and emotions to communicate more effectively.
5. **Feedback:** Encouraging responses and clarifying understanding to ensure clear communication.

## Conclusion

Communication is fundamental to human interaction, enabling us to connect, understand each other, and achieve common goals. By understanding its importance, definitions, elements, types, and process, we can enhance our communication skills and build better relationships in personal, professional, and societal contexts. Effective communication promotes collaboration, problem-solving, and mutual understanding, contributing to positive outcomes and overall well-being.



factors like the nature of the message, the urgency of communication, and the physical distance between sender and receiver.

**Importance:** Selecting the appropriate channel is critical as it affects how well the message is conveyed and understood. Different channels have varying levels of effectiveness in transmitting different types of messages.

### 5. Receiver

The receiver is the person for whom the message is intended. They are responsible for receiving, perceiving, and interpreting the message sent by the sender. The receiver's understanding of the message depends on their ability to decode the message accurately.

**Importance:** The receiver's role is crucial as they determine whether the communication is successful. They need to actively engage in the process by paying attention, interpreting the message correctly, and providing feedback.

### 6. Decoding

Decoding is the process by which the receiver interprets and makes sense of the encoded message. It involves deciphering the words, symbols, or gestures used by the sender and attaching meaning to them based on their own knowledge, experiences, and context.

**Importance:** Effective decoding ensures that the receiver accurately understands the sender's message as intended. Miscommunication can occur if decoding is inaccurate or if there are barriers that hinder understanding.

### 7. Feedback

Feedback is the receiver's response to the sender's message. It can be verbal (spoken response), nonverbal (nodding, smiling), or written (replying to an email). Feedback indicates whether the message was understood, how it was interpreted, and whether any further clarification is needed.

**Importance:** Feedback closes the communication loop by providing the sender with information about the effectiveness of their message. It allows for clarification, adjustment, and improvement in subsequent communications.

### Importance of Understanding the Process

Understanding the process of communication is essential for several reasons:

1. **Effective Communication:** Knowing the stages helps individuals communicate more clearly and precisely, minimizing misunderstandings.
2. **Improving Skills:** Awareness of each stage allows individuals to identify areas for improvement in their communication skills.
3. **Problem-Solving:** Understanding where breakdowns occur helps in troubleshooting communication issues and finding solutions.

4. **Building Relationships:** Clear communication fosters trust and understanding in personal and professional relationships.
5. **Enhancing Collaboration:** Effective communication enables better teamwork, cooperation, and achievement of shared goals.

### **Common Barriers to Communication**

Despite following the process, communication can face barriers that hinder effectiveness:

1. **Language Barriers:** Differences in language or jargon can lead to misunderstandings.
2. **Physical Barriers:** Noise, distance, or poor visibility can disrupt communication.
3. **Emotional Barriers:** Strong emotions such as anger or fear can distort messages.
4. **Cultural Barriers:** Differences in cultural norms and values affect how messages are interpreted.
5. **Perceptual Barriers:** Assumptions, biases, or preconceived notions can cloud understanding.

### **Tips for Improving Communication**

To enhance communication skills, consider the following tips:

1. **Be Clear and Concise:** Use simple language and organize your thoughts before communicating.
2. **Active Listening:** Pay attention to verbal and nonverbal cues from the sender to understand their message fully.
3. **Provide Feedback:** Confirm your understanding of the message and ask for clarification if needed.
4. **Empathize:** Consider the receiver's perspective and emotions when communicating.
5. **Choose the Right Channel:** Select a communication channel that best suits the message and audience.

### **Conclusion**

In conclusion, the process of communication is fundamental to human interaction and plays a vital role in personal, professional, and societal contexts. By understanding each stage—sender, message, encoding, channel, receiver, decoding, and feedback—individuals can improve their communication skills, minimize misunderstandings, and build stronger relationships. Effective communication enhances collaboration, problem-solving, and overall well-being, contributing to positive outcomes in various aspects of life.

<b>Unit -II</b>	<b>Barriers to Effective Communication</b>
	<b>1. Introduction</b> <b>2. Major Barriers to Effective Communication.</b> <b>3. Effective communication techniques.</b>

## 1. Introduction

Communication is the process of exchanging messages between people to convey information, ideas, emotions, or instructions. Effective communication occurs when the message sent by the sender is accurately understood by the receiver. However, several factors can hinder this process, creating barriers that affect how messages are transmitted and interpreted.

## 2. Major Barriers to Effective Communication

Communication is essential for conveying thoughts, ideas, emotions, and information between individuals. However, several barriers can hinder this process, making it difficult for messages to be accurately transmitted and understood. These barriers can occur at different stages of communication and can be influenced by various factors such as language, culture, emotions, and environment.

### 1. Language Barriers

**Definition:** Language barriers refer to differences in language or vocabulary between the sender and receiver of a message.

**Explanation:** When people speak different languages or use technical jargon that is unfamiliar to others, it can lead to misunderstandings. Language barriers are common in multicultural or international settings where individuals may not share a common language. Even within the same language, differences in regional dialects or specialized terminology can pose challenges to effective communication.

**Impact:** Language barriers can result in misinterpretations, confusion, or incomplete understanding of messages. This can hinder cooperation, collaboration, and effective decision-making, especially in diverse teams or global organizations.

**Example:** In a multinational company, employees from different countries may have varying levels of proficiency in the company's primary language. Miscommunications can occur during meetings or when interpreting written instructions, affecting productivity and teamwork.

### 2. Physical Barriers

**Definition:** Physical barriers are environmental factors that obstruct communication, such as noise, distance, or poor visibility.

**Explanation:** Communication can be disrupted when individuals are unable to hear each other clearly due to background noise, or when they are physically separated by long distances. Inadequate lighting or poor visibility can also affect nonverbal communication cues, making it harder to interpret gestures or facial expressions.

**Impact:** Physical barriers can lead to frustration, repetition of messages, or even the omission of important information. In settings like crowded offices, construction sites, or public transportation, physical barriers can make effective communication challenging.

**Example:** During a video conference call, poor internet connectivity can cause delays or interruptions in audio and video transmission, making it difficult for participants to follow the conversation and contribute effectively.

### 3. Emotional Barriers

**Definition:** Emotional barriers refer to feelings or emotions that influence how messages are sent, received, and interpreted.

**Explanation:** Strong emotions such as anger, fear, stress, or anxiety can affect communication by altering how information is expressed or perceived. Emotional barriers may lead to defensive reactions, reluctance to share opinions, or misinterpretation of others' intentions.

**Impact:** Emotional barriers can hinder openness, trust, and empathy in communication, potentially leading to conflicts, misunderstandings, or breakdowns in relationships.

**Example:** During a heated argument, emotions may escalate, making it challenging for individuals to listen objectively or communicate calmly. This can prevent resolution of the underlying issues and strain interpersonal relationships.

### 4. Cultural Barriers

**Definition:** Cultural barriers arise from differences in cultural norms, values, beliefs, and communication styles between individuals or groups.

**Explanation:** Cultural diversity enriches societies but can also create challenges in communication. What is considered polite, appropriate, or respectful in one culture may be interpreted differently in another. Differences in gestures, body language, or communication patterns can lead to misunderstandings or unintentional offenses.

**Impact:** Cultural barriers can undermine trust, collaboration, and teamwork, particularly in multicultural workplaces or international negotiations. They require sensitivity, awareness, and cross-cultural communication skills to navigate effectively.

**Example:** In a global business meeting, cultural misunderstandings may arise if participants from different countries interpret gestures or expressions differently. Awareness of cultural diversity and respectful communication practices are essential to bridge these gaps.

## 5. Perceptual Barriers

**Definition:** Perceptual barriers stem from individual differences in perception, interpretation, and understanding of messages.

**Explanation:** People perceive and interpret information based on their own experiences, beliefs, biases, and assumptions. Perceptual barriers can lead to selective listening, misjudgments, or the tendency to filter messages through personal lenses, altering their intended meaning.

**Impact:** Miscommunication due to perceptual barriers can result in incomplete information, stereotyping, or the reinforcement of existing biases. This can hinder collaboration, decision-making, and effective problem-solving.

**Example:** A manager may perceive an employee's suggestion differently based on their preconceived notions about the employee's capabilities or background, influencing how they respond and potentially affecting team dynamics.

### Overcoming Barriers to Effective Communication

Understanding and addressing these barriers is crucial for improving communication effectiveness:

1. **Awareness:** Recognize the presence and impact of communication barriers, both within oneself and in interactions with others.
2. **Adaptation:** Adjust communication styles, language use, or methods to accommodate differences in language, culture, or environment.
3. **Active Listening:** Pay attention to verbal and nonverbal cues, clarify understanding, and seek feedback to ensure messages are accurately received.
4. **Empathy:** Consider others' perspectives, emotions, and cultural backgrounds to foster mutual understanding and respect.
5. **Continuous Improvement:** Reflect on communication experiences, learn from challenges, and strive to enhance communication skills over time.

### Conclusion

In conclusion, effective communication is essential for building relationships, fostering collaboration, and achieving common goals. By understanding and addressing major barriers such as language differences, physical obstacles, emotional influences, cultural diversity, and perceptual biases, individuals and organizations can improve communication outcomes and create more inclusive and productive environments. Overcoming these barriers requires awareness, adaptability, empathy, and continuous effort to enhance communication skills and promote positive interactions in diverse settings.

### 3. Effective Communication Techniques

#### Effective Communication Techniques

Effective communication techniques encompass both verbal and nonverbal strategies that help individuals convey messages accurately, listen actively, and build rapport with others. These techniques are essential in personal relationships, professional environments, and everyday interactions.

##### 1. Clear and Concise Language

**Explanation:** Using clear and straightforward language helps ensure that your message is easily understood by the receiver. Avoiding complex jargon or unnecessary technical terms can prevent confusion and aid in conveying information effectively.

**Example:** Instead of saying, "The paradigm shift in our operational framework necessitates a paradigmatic reevaluation," say, "We need to rethink how we operate."

##### 2. Active Listening

**Explanation:** Active listening involves fully concentrating on what the other person is saying, understanding their message, and responding thoughtfully. It includes giving verbal and nonverbal cues to show engagement and understanding.

**Example:** Nodding your head, maintaining eye contact, and paraphrasing what the speaker said to confirm understanding.

##### 3. Empathy and Understanding

**Explanation:** Empathy involves understanding and sharing the feelings of another person. It allows you to connect on an emotional level and show respect for their perspective, even if you don't agree with it.

**Example:** Saying, "I understand how you feel about this situation," demonstrates empathy and validates the other person's emotions.

##### 4. Nonverbal Communication

**Explanation:** Nonverbal cues such as facial expressions, gestures, posture, and eye contact play a significant role in communication. They can reinforce verbal messages or convey emotions and attitudes.

**Example:** Smiling warmly to show friendliness and openness during a conversation.

##### 5. Use of Questions

**Explanation:** Asking open-ended questions encourages the other person to elaborate and provide more information. It demonstrates interest and encourages dialogue.

**Example:** Instead of asking, "Did you have a good weekend?" ask, "What did you do over the weekend?"

## 6. Clarity in Expression

**Explanation:** Clearly expressing your thoughts, ideas, and expectations helps prevent misunderstandings and ensures that your message is received as intended.

**Example:** Being specific and direct when giving instructions or outlining tasks.

## 7. Feedback and Confirmation

**Explanation:** Providing feedback and seeking confirmation from the receiver ensures that your message was understood correctly. It allows for clarification and adjustments if needed.

**Example:** Asking, "Could you please summarize what we discussed to ensure we're on the same page?"

## 8. Tone and Body Language

**Explanation:** Your tone of voice and body language can convey emotions and attitudes that complement or contradict your words. Being mindful of these aspects enhances your communication effectiveness.

**Example:** Speaking calmly and maintaining an open posture to appear approachable and receptive.

## 9. Respect and Courtesy

**Explanation:** Showing respect and courtesy towards others fosters positive communication. It involves listening attentively, acknowledging different viewpoints, and refraining from interrupting or belittling others.

**Example:** Waiting for your turn to speak without interrupting others during a conversation.

## 10. Adaptability

**Explanation:** Being adaptable in your communication style allows you to adjust based on the preferences, background, and communication style of the other person. It promotes flexibility and facilitates smoother interactions.

**Example:** Tailoring your language and approach when communicating with different audiences, such as colleagues, clients, or friends.

## Benefits of Effective Communication Techniques

Mastering effective communication techniques offers several benefits:

- **Improved Relationships:** Clear communication builds trust, enhances relationships, and reduces misunderstandings or conflicts.
- **Increased Productivity:** Efficient communication streamlines processes, enhances teamwork, and boosts productivity in professional settings.
- **Enhanced Problem-Solving:** Effective communication fosters collaboration and enables effective problem-solving by sharing ideas and insights.

- **Personal Development:** Developing communication skills improves self-confidence, assertiveness, and emotional intelligence.
- **Career Advancement:** Strong communication skills are highly valued in the workplace and can contribute to career growth and opportunities.

### **Overcoming Communication Challenges**

Even with effective techniques, communication challenges can arise. Addressing these challenges involves:

- **Self-awareness:** Recognizing personal communication strengths and areas for improvement.
- **Practice:** Regularly practicing active listening, clarity in expression, and empathy.
- **Feedback:** Seeking feedback from others to assess communication effectiveness and make necessary adjustments.
- **Continuous Learning:** Remaining open to learning new communication techniques and adapting to evolving communication trends.

### **Conclusion**

Effective communication is a cornerstone of successful interactions, whether in personal relationships, professional environments, or everyday conversations. By employing techniques such as clear and concise language, active listening, empathy, and adaptability, individuals can enhance their communication skills and achieve meaningful connections with others. Continuously developing these skills contributes to personal growth, improved relationships, and enhanced collaboration, ultimately leading to positive outcomes in various aspects of life.

<b>Unit-III</b>	<b>Oral Communication – I</b>
	<b>1) Exchanging greetings and Taking Leave</b> <b>2) Introducing oneself and others.</b> <b>3) Thanking.</b> <b>4) Wishing</b>

## 1) Exchanging Greetings and Taking Leave

Exchanging greetings and taking leave are fundamental aspects of social interaction that help establish rapport, show respect, and maintain positive relationships. Here's a short note on the importance and guidelines for exchanging greetings and taking leave:

### i) Exchanging Greetings

#### Importance:

- **Establishing Connection:** Greetings are the first step in initiating a conversation and establishing a connection with others.
- **Showing Respect:** They demonstrate respect and acknowledgment of the other person's presence.
- **Creating a Positive Atmosphere:** Greetings contribute to creating a friendly and welcoming atmosphere in social or professional settings.

#### Guidelines:

- **Use Appropriate Language:** Choose greetings that are suitable for the context and relationship (e.g., "Hello," "Hi," "Good morning," "Good afternoon," "Good evening," etc.).
- **Nonverbal Cues:** Accompany greetings with a smile, nod, or handshake to convey warmth and sincerity.
- **Respect Personal Space:** Be mindful of cultural norms regarding physical proximity when greeting others.

### ii) Taking Leave

#### Importance:

- **Showing Politeness:** Taking leave politely signals the end of an interaction or conversation.
- **Respecting Time:** It acknowledges the other person's time and commitments.
- **Leaving a Positive Impression:** Properly taking leave leaves a positive impression and maintains goodwill.

#### Guidelines:

- **Express Gratitude:** Thank the person for their time or conversation.

- **State Intentions Clearly:** Politely indicate that you are leaving or need to move on (e.g., "It was nice talking to you, but I have to go now").
- **Nonverbal Cues:** Use nonverbal cues like nodding, smiling, or offering a farewell gesture (e.g., waving goodbye).

### **Cultural Considerations**

- **Variations in Customs:** Different cultures may have specific norms and expectations regarding greetings and farewells. It's essential to be aware of and respectful towards these differences.
- **Personal Preferences:** Respect individual preferences regarding physical contact (e.g., handshakes, hugs) during greetings and farewells.

### **Conclusion**

Exchanging greetings and taking leave are simple yet important practices that contribute to effective social interactions. By following these guidelines and being mindful of cultural sensitivities, individuals can foster positive connections, show respect, and leave a lasting impression in various personal, social, and professional settings.

## **Expressions and Phrases used for Exchanging Greetings and Taking Leave**

### **Greetings**

#### **Formal**

1. **Good morning.**
  - Used in the morning until noon.
  - Example: "Good morning, Mr. Smith. How are you today?"
2. **Good afternoon.**
  - Used after noon until about 6 PM.
  - Example: "Good afternoon, Dr. Brown. I hope you're well."
3. **Good evening.**
  - Used from about 6 PM onwards.
  - Example: "Good evening, Mrs. Johnson. How was your day?"
4. **Hello.**
  - A neutral greeting that can be used at any time of day.
  - Example: "Hello, Ms. Davis. It's nice to see you."
5. **How do you do?**
  - A formal greeting, typically responded to with the same phrase.
  - Example: "How do you do? I'm James Smith."
6. **It's a pleasure to meet you.**
  - Used when meeting someone for the first time.
  - Example: "It's a pleasure to meet you, Mr. Anderson."
7. **Nice to meet you.**
  - Slightly less formal, but still polite.
  - Example: "Nice to meet you, Sarah. I've heard a lot about you."

## **Informal**

1. **Hi.**
  - A simple, casual greeting.
  - Example: "Hi, John! How's it going?"
2. **Hey.**
  - Even more casual than "hi."
  - Example: "Hey, Mike! What's up?"
3. **Hello there.**
  - Friendly and slightly casual.
  - Example: "Hello there, Emma! Long time no see."
4. **What's up?**
  - Very casual, often used among friends.
  - Example: "What's up, Alex?"
5. **How's it going?**
  - Informal way of asking how someone is.
  - Example: "How's it going, Rachel?"
6. **How are you?**
  - Standard and versatile.
  - Example: "How are you, Tom?"
7. **Long time no see.**
  - Used when you haven't seen someone in a while.
  - Example: "Long time no see, Lisa! How have you been?"
8. **Howdy.**
  - Informal, often used in the southern United States.
  - Example: "Howdy, partner!"

## **Taking Leave**

### **Formal**

1. **Goodbye.**
  - Simple and standard.
  - Example: "Goodbye, Mr. Lee. Have a great day."
2. **Farewell.**
  - More formal, often used when you won't see someone for a long time.
  - Example: "Farewell, and good luck with your new job."
3. **Have a good day.**
  - Polite and positive.
  - Example: "Have a good day, Dr. White."
4. **Have a pleasant evening.**
  - Used later in the day.
  - Example: "Have a pleasant evening, Mrs. Green."
5. **It was nice meeting you.**
  - Often used after meeting someone for the first time.
  - Example: "It was nice meeting you, Mr. Black."
6. **Until we meet again.**
  - Formal and somewhat old-fashioned.
  - Example: "Until we meet again, take care."
7. **Take care.**
  - Polite and caring.
  - Example: "Take care, Ms. Taylor."
8. **I look forward to seeing you again.**

- Indicates eagerness for a future meeting.
  - Example: "I look forward to seeing you again, Mr. Brown."
9. **Please give my regards to [someone].**
- Polite way to send greetings to someone not present.
  - Example: "Please give my regards to Mrs. Thompson."

### **Informal**

1. **Bye.**
  - Simple and casual.
  - Example: "Bye, Lisa! See you tomorrow."
2. **See you.**
  - Casual and indicates a future meeting.
  - Example: "See you, John!"
3. **See you later.**
  - Very casual, often used among friends.
  - Example: "See you later, Mike!"
4. **Take care.**
  - Casual and friendly.
  - Example: "Take care, Sarah!"
5. **Catch you later.**
  - Very casual.
  - Example: "Catch you later, Alex!"
6. **Talk to you soon.**
  - Casual and indicates a future conversation.
  - Example: "Talk to you soon, Rachel."
7. **Gotta go.**
  - Very casual and often abrupt.
  - Example: "Gotta go, Tom! See you!"
8. **I'm out.**
  - Very informal, often used among close friends.
  - Example: "I'm out, see you guys!"
9. **Later.**
  - Very casual.
  - Example: "Later, dude!"

These phrases can be adapted to suit the specific context and relationship you have with the person you're interacting with.

Here are ten dialogues to help you learn how to exchange greetings in various contexts:

#### **Dialogue 1: Casual Greeting**

**Person A:** Hi!

**Person B:** Hello! How are you?

**Person A:** I'm good, thanks. How about you?

**Person B:** I'm doing well, thank you.

#### **Dialogue 2: Formal Greeting**

**Person A:** Good morning, Mr. Smith.

**Person B:** Good morning. How are you today?

**Person A:** I'm fine, thank you. And you?

**Person B:** Very well, thank you.

### **Dialogue 3: Meeting Someone New**

**Person A:** Hi, I don't think we've met. I'm Alex.

**Person B:** Hi, Alex. I'm Jamie. Nice to meet you.

**Person A:** Nice to meet you too, Jamie.

### **Dialogue 4: Greeting a Friend**

**Person A:** Hey! Long time no see!

**Person B:** Hey! Yeah, it's been a while. How have you been?

**Person A:** I've been great. How about you?

**Person B:** I'm good, thanks for asking.

### **Dialogue 5: Greeting a Colleague**

**Person A:** Hi, Sarah. How's your day going?

**Person B:** Hi, John. It's going well, thanks. How about yours?

**Person A:** Pretty good, thanks.

### **Dialogue 6: Greeting a Neighbor**

**Person A:** Good evening!

**Person B:** Good evening! How are you?

**Person A:** I'm doing well, thank you. How are you?

**Person B:** I'm fine, thanks for asking.

### **Dialogue 7: Greeting a Classmate**

**Person A:** Hi there! Ready for the test?

**Person B:** Hi! I hope so. How about you?

**Person A:** I'm a bit nervous, but I think I'm prepared.

### **Dialogue 8: Greeting at a Party**

**Person A:** Hi, I'm Chris. Mind if I join you?

**Person B:** Hi, Chris. Not at all. I'm Taylor. Nice to meet you.

**Person A:** Nice to meet you too, Taylor.

### **Dialogue 9: Greeting at a Business Meeting**

**Person A:** Good afternoon, everyone.

**Group:** Good afternoon.

**Person A:** Let's get started with the meeting, shall we?

**Group:** Yes, let's.

## Dialogue 10: Greeting After a Long Time

**Person A:** Wow, it's been ages! How have you been?

**Person B:** It really has! I've been good. How about you?

**Person A:** I've been great, thanks. It's so good to see you again.

**Person B:** It's great to see you too.

These dialogues cover a range of scenarios and should help you practice exchanging greetings in different contexts.

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### 2) Introducing oneself and others.

Introducing oneself and others is a fundamental social skill that plays a crucial role in personal and professional interactions. Here's why it's important:

#### 1. Building Relationships:

- **First Impressions:** A proper introduction sets a positive tone and helps create a good first impression.
- **Connection:** It facilitates connections between people, fostering relationships and networking.

#### 2. Communication:

- **Clarity:** Introducing yourself and others clearly helps avoid confusion and ensures that everyone knows who is who.
- **Engagement:** It encourages conversation and engagement, making social interactions smoother and more comfortable.

#### 3. Professionalism:

- **Respect:** It shows respect and courtesy towards others, especially in professional settings.
- **Networking:** In business, introducing colleagues or new contacts can open doors to collaboration and opportunities.

#### 4. Inclusivity:

- **Welcoming:** Introducing others makes people feel included and acknowledged, which is essential for creating a welcoming environment.

In summary, introductions are essential for making connections, facilitating communication, showing respect, and fostering an inclusive atmosphere. They help pave the way for meaningful interactions and successful relationships.

Here are detailed phrases and expressions for introducing oneself and others, using names that are common in India. This can help provide more culturally relevant examples.

## Introducing Oneself

### Formal Situations:

#### 1. Basic Introduction:

- "Hello, my name is Priya Sharma."
- "Good morning/afternoon/evening, I'm Rajesh Kumar."
- "May I introduce myself? I'm Anjali Verma."

#### 2. Including Your Profession or Role:

- "Hello, my name is Sandeep Mehta, and I am a software engineer."
- "Good afternoon, I'm Neha Gupta, the project manager at Infosys."
- "Allow me to introduce myself, I'm Arun Reddy, and I work as a marketing director at Tata Consultancy Services."

### Informal Situations:

#### 1. Basic Introduction:

- "Hi, I'm Rahul Patel."
- "Hey, my name is Pooja Desai."
- "Hi there, I'm Kiran Singh."

#### 2. Including Personal Information:

- "Hi, I'm Varun Joshi. I just moved here from Mumbai."
- "Hey, I'm Meera Iyer. I'm a friend of Ravi."
- "Hi, I'm Sameer Khan. I love cricket and reading."

## Introducing Others

### Formal Situations:

#### 1. Basic Introduction:

- "I would like to introduce Dr. Anil Mishra."
- "May I introduce Mrs. Shalini Kapoor?"
- "Please meet Mr. Vikram Rao."

#### 2. Including Their Profession or Role:

- "I would like to introduce Ms. Ritu Malhotra, our HR manager."
- "May I introduce Mr. Arvind Menon? He is the CEO of Wipro."
- "This is Dr. Kavita Nair, a senior consultant at Apollo Hospitals."

### Informal Situations:

#### 1. Basic Introduction:

- "This is my friend Rakesh."
- "Hey, meet Ayesha."
- "I'd like you to meet Deepak."

2. **Including Personal Information:**
  - "This is Rohan, my friend from college."
  - "Hey, meet Sunita. We work together at TCS."
  - "I'd like you to meet Alok. We play cricket together."

## Examples in Context

### Formal Introduction of Yourself:

1. **At a Business Meeting:**
  - "Good morning, everyone. My name is Priya Sharma, and I am the Finance Manager at Reliance Industries. It's a pleasure to meet you all."
2. **At a Conference:**
  - "Hello, my name is Dr. Anil Mishra. I'm a researcher at the Indian Institute of Technology. I'm looking forward to discussing our latest findings with you."

### Informal Introduction of Yourself:

1. **At a Party:**
  - "Hey, I'm Rahul Patel. I just moved here from Delhi. Nice to meet you."
2. **In a Class:**
  - "Hi, I'm Pooja Desai. I'm really into photography and I'm excited to be in this class."

### Formal Introduction of Others:

1. **In a Business Setting:**
  - "I'd like to introduce Mr. Arvind Menon, our new Chief Financial Officer. Arvind, this is the rest of our team."
2. **At a Formal Event:**
  - "Please meet Dr. Kavita Nair, the keynote speaker for this evening. Dr. Nair, this is Mr. Vikram Rao, our event organizer."

### Informal Introduction of Others:

1. **At a Social Gathering:**
  - "Hey, everyone, this is my friend Rakesh. We went to high school together."
2. **At a Casual Get-Together:**
  - "Guys, meet Ayesha. She's my neighbor and an amazing baker."

Using these phrases and expressions appropriately will help you navigate different social and professional settings with ease while incorporating culturally relevant names.

## Self Introduction

### **Dialogue 1: Casual Self-Introduction**

**Person A:** Hi, I'm Rajesh.

**Person B:** Hello, Rajesh. I'm Neha. Nice to meet you.

### **Dialogue 2: Formal Self-Introduction**

**Person A:** Good afternoon, everyone. My name is Priya Kapoor, and I'm the new project manager.

**Group:** Welcome, Priya. Nice to meet you.

### **Dialogue 3: Introducing a Friend**

**Person A:** Hi everyone, this is my friend Rakesh.

**Group:** Hi Rakesh, nice to meet you.

### **Dialogue 4: Introducing a Colleague**

**Person A:** I'd like to introduce my colleague, Sunita Rao. She's an expert in digital marketing.

**Person B:** Nice to meet you, Sunita.

### **Dialogue 5: Self-Introduction at a Workshop**

**Person A:** Hello, I'm Meera Desai. I'm here for the photography workshop.

**Person B:** Hi Meera, I'm Sameer. Welcome!

### **Dialogue 6: Introducing a Family Member**

**Person A:** This is my sister, Anjali.

**Person B:** Hi Anjali, nice to meet you.

### **Dialogue 7: Formal Introduction in a Meeting**

**Person A:** Good morning, everyone. Please meet Dr. Arvind Menon, our guest speaker today.

**Group:** Good morning, Dr. Menon. Welcome.

### **Dialogue 8: Casual Introduction Among Friends**

**Person A:** Hey, have you met my friend, Kavita?

**Person B:** No, I haven't. Hi Kavita, I'm Vikram.

### **Dialogue 9: Introducing Yourself at a Conference**

**Person A:** Hello, my name is Rohit Sharma. I'm a software developer at Infosys.

**Person B:** Nice to meet you, Rohit. I'm Anil.

### **Dialogue 10: Introducing a New Team Member**

**Person A:** Everyone, I'd like you to meet our new team member, Suman Verma.

**Team:** Welcome, Suman. Nice to have you on board.

### **Introducing others**

#### **Dialogue 1: Casual Introduction at a Party**

**Person A:** Hey, everyone, this is my friend Rakesh.

**Group:** Hi Rakesh, nice to meet you.

#### **Dialogue 2: Formal Introduction in a Business Meeting**

**Person A:** I'd like to introduce Mr. Arvind Menon, our new Chief Financial Officer.

**Group:** Welcome, Mr. Menon. Nice to meet you.

#### **Dialogue 3: Introducing a Family Member at a Gathering**

**Person A:** This is my cousin, Aarti.

**Person B:** Hi Aarti, nice to meet you.

#### **Dialogue 4: Introducing a Colleague at Work**

**Person A:** Everyone, this is Suresh. He's joining our team as a software engineer.

**Team:** Welcome, Suresh. Nice to meet you.

#### **Dialogue 5: Introducing a Friend at a Social Event**

**Person A:** Hi, I'd like you to meet my friend, Priya.

**Person B:** Hello Priya, nice to meet you.

#### **Dialogue 6: Formal Introduction in an Academic Setting**

**Person A:** Please meet Dr. Neha Sharma, our guest lecturer today.

**Group:** Good morning, Dr. Sharma. Welcome.

#### **Dialogue 7: Introducing a Neighbor to a Group**

**Person A:** Hey, this is my neighbor, Mrs. Radha Iyer.

**Person B:** Hi Mrs. Iyer, nice to meet you.

#### **Dialogue 8: Introducing a New Team Member**

**Person A:** I'd like you all to meet our new marketing specialist, Kiran Joshi.

**Team:** Welcome, Kiran. Nice to have you on board.

#### **Dialogue 9: Introducing a Schoolmate at a Reunion**

**Person A:** This is my old schoolmate, Varun Patel.

**Person B:** Hi Varun, great to meet you.

## Dialogue 10: Introducing a Friend to Another Friend

**Person A:** Raj, meet my friend Anjali.

**Person B:** Hi Anjali, nice to meet you.

These dialogues showcase various scenarios where introducing someone is necessary, from casual to formal settings.

### 3) Thanking

#### Importance of Thanking

**Thanking in communication is important because it:**

1. Shows appreciation and respect.
2. Strengthens relationships.
3. Encourages positive behavior.
4. Creates a positive atmosphere.
5. Boosts morale and motivation.

In simple terms, saying "thank you" makes people feel valued and improves interactions.

**Here are some phrases and expressions you can use to thank someone, categorized by formality and context:**

#### Formal

1. **"Thank you very much for your assistance."** – Polite and appreciative.
2. **"I am grateful for your support."** – Shows deep appreciation.
3. **"I sincerely appreciate your help."** – Formal and heartfelt.
4. **"Your assistance was invaluable. Thank you."** – Emphasizes the importance of their help.
5. **"Thank you for your prompt response."** – Useful in professional settings.

#### Semi-Formal

1. **"Thanks a lot for your help."** – Casual but still respectful.
2. **"I really appreciate your efforts."** – Acknowledges their hard work.
3. **"Many thanks for your support."** – Slightly more casual than formal.
4. **"Thanks for getting back to me."** – Good for communication follow-ups.
5. **"I appreciate it!"** – Simple and to the point.

#### Informal

1. **"Thanks a bunch!"** – Friendly and casual.
2. **"You're the best, thanks!"** – Shows enthusiasm and gratitude.

3. **"Thanks a million!"** – Emphasizes high appreciation.
4. **"I owe you one!"** – Informal way to show you're grateful and might return the favor.
5. **"You rock! Thanks!"** – Very casual and enthusiastic.

## Situational

1. **After receiving a gift:** "Thank you so much for the wonderful gift. It's exactly what I wanted!"
2. **After a favor:** "Thanks for helping me out with that. I couldn't have done it without you!"
3. **After a compliment:** "Thanks for the kind words! I really appreciate it."
4. **After a meal:** "Thank you for the delicious meal. It was fantastic!"

Each phrase can be tailored to fit the situation and relationship with the person you're thanking. Here are conversational dialogues where people use simple language to thank one another:

### 1. Ravi and Priya

- **Ravi:** "Priya, thank you so much for helping me with my presentation!"
- **Priya:** "No problem, Ravi! I'm glad I could help."

### 2. Aarti and Vikram

- **Aarti:** "Vikram, I really appreciate your advice on the project."
- **Vikram:** "Anytime, Aarti! Happy to help."

### 3. Neha and Raj

- **Neha:** "Raj, thanks for picking me up from the airport."
- **Raj:** "You're welcome, Neha! It was no trouble at all."

### 4. Suresh and Meena

- **Suresh:** "Meena, thank you for covering my shift yesterday."
- **Meena:** "It's alright, Suresh. I was happy to do it."

### 5. Anita and Arjun

- **Anita:** "Arjun, thanks for lending me your book."
- **Arjun:** "Glad you liked it, Anita! You're welcome."

### 6. Kiran and Sunita

- **Kiran:** "Sunita, thank you for the lovely birthday gift."
- **Sunita:** "I'm so glad you liked it, Kiran! Happy birthday again!"

#### 7. Manoj and Deepika

- **Manoj:** "Deepika, thanks for helping me with my homework."
- **Deepika:** "No worries, Manoj. I'm happy to assist."

#### 8. Rani and Arun

- **Rani:** "Arun, thanks for the delicious lunch."
- **Arun:** "You're welcome, Rani! It was great having you over."

#### 9. Gita and Pradeep

- **Gita:** "Pradeep, thank you for the advice on the new job."
- **Pradeep:** "Anytime, Gita! I'm glad it was helpful."

#### 10. Rajesh and Alisha

- **Rajesh:** "Alisha, thanks for helping me set up the event."
- **Alisha:** "My pleasure, Rajesh! It was fun working on it together."

These dialogues show how thanking someone can be done in everyday conversations with friends or colleagues.

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#### 4) Wishing

Wishing in communication is important because it:

1. **Shows Care** – It demonstrates you're thinking about someone's special moments.
2. **Strengthens Bonds** – It helps build and maintain positive relationships.
3. **Creates Positivity** – It spreads joy and encouragement.
4. **Acknowledges Milestones** – It recognizes important events and achievements.

In short, wishing someone well makes them feel valued and enhances your connection with them.

Here are some phrases and expressions used in wishing someone:

#### Birthdays

1. "Happy Birthday, Aarti! Hope your day is as wonderful as you are."
2. "Wishing you a fantastic birthday, Raj! Have a great year ahead."

#### Festivals

3. "Happy Diwali, Priya! May your home be filled with light and joy."
4. "Eid Mubarak, Ahmed! Wishing you happiness and prosperity."

## Anniversaries

5. "Happy Anniversary, Neha and Anil! Here's to many more happy years together."
6. "Congratulations on your wedding anniversary, Rani and Arun! May your love continue to grow."

## New Year

7. "Happy New Year, Kiran! Wishing you a year filled with success and happiness."
8. "Best wishes for the New Year, Rajesh! Hope it brings you all the joy you deserve."

## Good Luck

9. "Good luck with your exams, Sunita! I know you'll do great."
10. "All the best for your new job, Vikram! Hope it's a fantastic start."

These phrases help convey your good wishes in a personal and friendly manner.

Here are conversational dialogues that highlight wishing in simple language, using Indian names:

### 1. Sita and Rahul

- **Sita:** "Happy Birthday, Rahul! I hope you have an amazing day!"
- **Rahul:** "Thanks, Sita! That means a lot to me."

### 2. Amit and Priya

- **Amit:** "Congratulations on your promotion, Priya! Wishing you continued success."
- **Priya:** "Thank you, Amit! I really appreciate your good wishes."

### 3. Neha and Arjun

- **Neha:** "Happy Diwali, Arjun! May your home be filled with joy and light."
- **Arjun:** "Thank you, Neha! I hope you have a wonderful Diwali too."

### 4. Ravi and Aarti

- **Ravi:** "Good luck with your interview, Aarti! I'm sure you'll do great."
- **Aarti:** "Thanks, Ravi! Your support means a lot."

### 5. Anil and Sunita

- **Anil:** "Happy New Year, Sunita! Wishing you a fantastic year ahead."
- **Sunita:** "Happy New Year to you too, Anil! Here's to a great year for both of us."

### 6. Manoj and Rani

- **Manoj:** "Best wishes for your exam results, Rani! I'm rooting for you."
- **Rani:** "Thank you, Manoj! I hope it turns out well."

#### 7. **Deepika and Kiran**

- **Deepika:** "Happy Anniversary, Kiran and Raj! May you both enjoy many more happy years together."
- **Kiran:** "Thanks, Deepika! Your wishes are so kind."

#### 8. **Vikram and Meena**

- **Vikram:** "Wishing you a speedy recovery, Meena! Take care and get well soon."
- **Meena:** "Thank you, Vikram! Your thoughts are comforting."

#### 9. **Gita and Pradeep**

- **Gita:** "Congratulations on your new home, Pradeep! Wishing you all the best."
- **Pradeep:** "Thanks, Gita! We're excited to move in."

#### 10. **Rajesh and Anita**

- **Rajesh:** "Good luck with your new venture, Anita! I'm sure it will be a success."
- **Anita:** "Thank you, Rajesh! Your encouragement means a lot."

These dialogues illustrate how to convey good wishes in various situations and maintain positive communication.

<b>Unit-IV</b>	<b>Oral Communication – II</b>	<b>7 Hours</b>
	1) Apologizing and responses. 2) Making request 3) Seeking help. 4) Talking about current-activities.	

### 1) Apologizing and responses

Apologizing in communication is important because:

1. **Shows Responsibility** – It acknowledges your mistake and takes ownership.
2. **Restores Trust** – It helps rebuild relationships and repair any damage done.
3. **Demonstrates Respect** – It shows you care about the other person's feelings and value the relationship.
4. **Promotes Resolution** – It opens the door to resolving conflicts and moving forward.

In short, apologizing helps mend relationships and shows you are sincere and considerate.

#### Importance of Apologizing in Communication:

1. **Shows Accountability** – It means you're taking responsibility for your actions.
2. **Repairs Relationships** – It helps fix any harm done and rebuilds trust.
3. **Expresses Empathy** – It shows you understand and care about how the other person feels.
4. **Encourages Forgiveness** – It can help the other person feel better and move on.

#### Common Responses to Apologies:

1. **"It's okay, I understand."** – Shows acceptance and understanding.
2. **"Thank you for apologizing."** – Acknowledges the apology and expresses appreciation.
3. **"I appreciate your honesty."** – Recognizes the sincerity of the apology.
4. **"Let's move forward."** – Indicates a willingness to put the issue behind and continue.

In simple terms, apologizing helps mend relationships, and accepting apologies shows you value and understand the effort to make things right.

#### Expressions and Phrases for Apologizing:

1. **"I'm sorry for what I did."**
2. **"Please accept my apology."**
3. **"I apologize for any inconvenience I caused."**
4. **"I regret my actions and am truly sorry."**
5. **"I didn't mean to hurt you, and I'm really sorry."**
6. **"I'm sorry for the misunderstanding."**
7. **"I take full responsibility for my mistake."**
8. **"I hope you can forgive me for this error."**
9. **"I'm sorry if I upset you."**
10. **\*\*"I didn't handle that well, and I apologize."**

## Responses to Apologies:

1. "It's okay. I understand."
2. "Thank you for apologizing."
3. "I appreciate your apology."
4. "I accept your apology. Let's move on."
5. "Thank you for your honesty."
6. "I'm glad you apologized. It means a lot."
7. "I understand that mistakes happen."
8. "No hard feelings. We can put this behind us."
9. "I appreciate you taking responsibility."
10. "Let's work on resolving this together."

These expressions help to clearly communicate apologies and responses in a respectful and constructive manner.

Here are conversational dialogues featuring apologizing and responses, with Indian names:

### 1. Ravi and Priya

- **Ravi:** "Priya, I'm really sorry for missing your birthday party."
- **Priya:** "It's okay, Ravi. I understand you had other commitments."

### 2. Aarti and Raj

- **Aarti:** "Raj, I apologize for not completing the report on time."
- **Raj:** "No problem, Aarti. Thanks for letting me know."

### 3. Neha and Arjun

- **Neha:** "Arjun, I'm sorry for misunderstanding your instructions."
- **Arjun:** "That's alright, Neha. Let's clarify them together."

### 4. Vikram and Meena

- **Vikram:** "Meena, I regret the mistake I made with the project."
- **Meena:** "I appreciate your apology, Vikram. Let's fix it."

### 5. Sita and Rahul

- **Sita:** "Rahul, I'm really sorry for being late to the meeting."
- **Rahul:** "It's fine, Sita. Thanks for apologizing."

### 6. Anil and Sunita

- **Anil:** "Sunita, I didn't mean to interrupt you during the presentation. I apologize."
- **Sunita:** "Thank you for your apology, Anil. It's okay, I'm sure it was unintentional."

### 7. Kiran and Rani

- **Kiran:** "Rani, I'm sorry for not being there when you needed help."
- **Rani:** "I appreciate your apology, Kiran. Let's make sure it doesn't happen again."

### 8. Manoj and Deepika

- **Manoj:** "Deepika, I apologize for not responding to your message sooner."
- **Deepika:** "No worries, Manoj. Thanks for getting back to me."

## 9. Gita and Pradeep

- **Gita:** "Pradeep, I'm sorry for the mix-up with the reservation."
- **Pradeep:** "I understand, Gita. Thanks for apologizing."

## 10. Rajesh and Anita

- **Rajesh:** "Anita, I'm really sorry if I came across as rude earlier."
- **Anita:** "Thank you for apologizing, Rajesh. I appreciate your consideration."

**These dialogues show how to apologize sincerely and respond graciously in everyday situations.**

## 2) Making Requests

- Making requests effectively is crucial for clear communication.
- It helps you get what you need and makes interactions smoother.
- Clear requests reduce misunderstandings, save time, and build better relationships by showing respect and consideration.
- By being specific, polite, and direct, you ensure that your needs are understood and more likely to be met.

Here are some common phrases and expressions used when making requests:

### 1. Polite Requests:

- "Could you please...?"
- "Would you mind...?"
- "Would it be possible to...?"
- "May I ask you to...?"
- "Can you...?"

### 2. Direct Requests:

- "Please..."
- "Can you...?"
- "I need you to..."
- "Could you...?"

### 3. Informal Requests:

- "Can you give me a hand with...?"
- "Do you mind...?"
- "Can you help me out with...?"

### 4. Expressing Urgency:

- "I need this done by..."
- "It's urgent that you..."
- "Could you please do this as soon as possible?"

### 5. Offering Assistance in Return:

- "If you could..., I'd really appreciate it."
- "Could you... for me? I'll help you with..."

### 6. Softening the Request:

- "If it's not too much trouble..."
- "Whenever you get a chance..."

- "If you don't mind..."

Using these phrases helps ensure your requests are understood and received positively.

**Here are ten simple conversations involving making requests :**

**1. Conversation 1:**

- **Ravi:** Hi, Priya. Could you help me with my math homework?
- **Priya:** Sure, Ravi. When do you need it?

**2. Conversation 2:**

- **Anita:** Raj, can you please pass me the salt?
- **Raj:** Of course, Anita. Here you go.

**3. Conversation 3:**

- **Suman:** Anil, would you mind picking up my package from the post office?
- **Anil:** No problem, Suman. I'll do it on my way home.

**4. Conversation 4:**

- **Deepak:** Meera, can you help me set up the projector for the meeting?
- **Meera:** Yes, Deepak. I'll be there in a minute.

**5. Conversation 5:**

- **Amit:** Can you please send me the report by tonight, Sita?
- **Sita:** Sure, Amit. I'll email it to you by 7 PM.

**6. Conversation 6:**

- **Kiran:** Arjun, could you lend me your notes for the history class?
- **Arjun:** Absolutely, Kiran. I'll bring them tomorrow.

**7. Conversation 7:**

- **Neha:** Vinod, would it be possible for you to cover my shift on Friday?
- **Vinod:** Yes, Neha. I can manage that.

**8. Conversation 8:**

- **Pooja:** Can you please water my plants while I'm on vacation, Ramesh?

- **Ramesh:** Of course, Pooja. I'd be happy to help.

#### 9. **Conversation 9:**

- **Ritu:** Sanjay, can you pick up some groceries on your way back?
- **Sanjay:** Sure, Ritu. Just send me the list.

#### 10. **Conversation 10:**

- **Manoj:** Sneha, would you mind checking this document for errors?
- **Sneha:** Not at all, Manoj. I'll look at it right away.

These conversations illustrate how to make polite requests in everyday situations.

### 3) **Seeking Help**

- Seeking help is important for effective communication because it shows humility and a willingness to collaborate.
- It allows you to gain new perspectives, solve problems faster, and improve your skills.
- Asking for help fosters a supportive environment, strengthens relationships, and ensures that tasks are completed efficiently and accurately.

Here are some common phrases and expressions used when seeking help:

#### 1. **General Requests for Help:**

- "Can you help me with this?"
- "Could you give me a hand?"
- "I need some assistance with..."
- "Would you mind helping me out?"

#### 2. **Specific Requests:**

- "Could you explain how to...?"
- "Can you show me how to...?"
- "Would you help me understand...?"
- "Can you guide me through...?"

#### 3. **Polite Requests:**

- "Would it be possible for you to...?"

- "Could I ask for your help with...?"
- "Do you have a moment to help me with...?"
- "If it's not too much trouble, could you...?"

**4. Expressing Gratitude in Advance:**

- "I would really appreciate your help with..."
- "It would mean a lot if you could help me..."
- "I'd be grateful if you could assist me with..."

**5. Acknowledging the Other Person's Expertise:**

- "Since you're good at this, could you help me with...?"
- "I know you have experience with this, so can you assist me?"
- "You're the expert in this area; could you guide me?"

**6. Requesting Clarification or Information:**

- "Can you clarify this for me?"
- "Could you provide more details about...?"
- "Would you mind explaining this further?"

Using these phrases helps make your requests clear, polite, and more likely to be well-received.

Here are some common phrases and expressions used when seeking help:

**1. General Requests for Help:**

- "Can you help me with this?"
- "Could you give me a hand?"
- "I need some assistance with..."
- "Would you mind helping me out?"

**2. Specific Requests:**

- "Could you explain how to...?"
- "Can you show me how to...?"
- "Would you help me understand...?"
- "Can you guide me through...?"

**3. Polite Requests:**

- "Would it be possible for you to...?"
- "Could I ask for your help with...?"
- "Do you have a moment to help me with...?"
- "If it's not too much trouble, could you...?"

**4. Expressing Gratitude in Advance:**

- "I would really appreciate your help with..."

- "It would mean a lot if you could help me..."
  - "I'd be grateful if you could assist me with..."
5. **Acknowledging the Other Person's Expertise:**
- "Since you're good at this, could you help me with...?"
  - "I know you have experience with this, so can you assist me?"
  - "You're the expert in this area; could you guide me?"
6. **Requesting Clarification or Information:**
- "Can you clarify this for me?"
  - "Could you provide more details about...?"
  - "Would you mind explaining this further?"

Using these phrases helps make your requests clear, polite, and more likely to be well-received.

**Here are ten simple conversations involving seeking help, using Indian names:**

1. **Conversation 1:**

- **Asha:** Hi, Rohan. Can you help me understand this math problem?
- **Rohan:** Of course, Asha. Let me take a look.

2. **Conversation 2:**

- **Vikram:** Priya, could you show me how to use this new software?
- **Priya:** Sure, Vikram. I'll walk you through it.

3. **Conversation 3:**

- **Anil:** Neha, I need some assistance with this project report. Can you help?
- **Neha:** I'd be happy to help, Anil. What do you need?

4. **Conversation 4:**

- **Sneha:** Raj, can you give me a hand with these heavy boxes?
- **Raj:** Absolutely, Sneha. Let me help you.

5. **Conversation 5:**

- **Kiran:** Suman, could you guide me through the process of filing this form?
- **Suman:** No problem, Kiran. I'll show you step by step.

6. **Conversation 6:**

- **Deepak:** Ritu, would you mind explaining this concept to me?
- **Ritu:** Not at all, Deepak. Let's go over it together.

7. **Conversation 7:**

- **Arjun:** Pooja, can you assist me with preparing for the presentation?
- **Pooja:** Sure, Arjun. Let's get started.

8. **Conversation 8:**

- **Meera:** Vinod, could you help me find this book in the library?
- **Vinod:** Yes, Meera. I'll help you look for it.

9. **Conversation 9:**

- **Ravi:** Anita, I would really appreciate your help with this spreadsheet. Can you assist me?
- **Anita:** Of course, Ravi. Let's work on it together.

#### 10. Conversation 10:

- **Sita:** Manoj, can you show me how to set up this equipment?
- **Manoj:** Yes, Sita. I'll show you how to do it.

These conversations highlight the importance of seeking help and how it can be done in a polite and effective manner.

#### 4) Talking About Current Activities

Talking about current activities is important in communication for several reasons:

1. **Builds Relationships:** Sharing what you are currently doing helps to create connections with others. It provides a basis for conversation and helps to find common interests.
2. **Keeps Others Informed:** It allows you to keep friends, family, and colleagues updated on your life and work, fostering transparency and understanding.
3. **Encourages Engagement:** Discussing current activities can prompt others to share their own experiences, leading to more dynamic and engaging conversations.
4. **Facilitates Collaboration:** In a work setting, talking about current projects or tasks helps coordinate efforts, align goals, and ensure everyone is on the same page.
5. **Shows Interest and Involvement:** Asking others about their current activities shows that you are interested in their lives, strengthening bonds and building trust.
6. **Provides Context:** Sharing what you are doing can provide context for your actions and decisions, making it easier for others to understand your behavior and priorities.

Here are some common phrases and expressions used when talking about current activities in conversation:

##### 1. General Updates:

- "I'm currently working on..."
- "Right now, I'm busy with..."
- "At the moment, I'm focused on..."
- "These days, I'm involved in..."

## **2. Work-Related Activities:**

- "I'm preparing for a big presentation."
- "I'm working on a new project."
- "I'm attending a workshop on..."
- "I'm meeting with clients today."

## **3. Personal Activities:**

- "I've been reading a great book."
- "I'm planning a trip to..."
- "I'm trying out a new hobby."
- "I've been spending time with my family."

## **4. Health and Wellness:**

- "I've started going to the gym."
- "I'm practicing yoga these days."
- "I've been focusing on eating healthier."
- "I'm taking a course on mindfulness."

## **5. Social Activities:**

- "I'm catching up with friends this weekend."
- "I'm attending a concert tonight."
- "I'm volunteering at a local charity."
- "I'm hosting a dinner party."

## **6. Educational Activities:**

- "I'm taking an online course in..."
- "I'm studying for my exams."
- "I'm working on my thesis."
- "I'm learning a new language."

## **7. Technology and Media:**

- "I'm binge-watching a new series."
- "I'm exploring new apps for productivity."
- "I'm following the latest news on..."

- "I'm listening to a great podcast."

Using these phrases can help you effectively share what you're up to and engage others in conversation about your current activities.

Here are ten simple conversations that highlight "talking about current activities," using Indian names:

**1. Conversation 1**

- **Ravi:** Hi, Priya. What are you up to these days?
- **Priya:** Hey, Ravi. I'm currently working on a new marketing campaign at work. What about you?

**2. Conversation 2**

- **Anita:** Hi, Raj. How have you been?
- **Raj:** Hi, Anita. I've been busy preparing for a big presentation at the office. And you?

**3. Conversation 3**

- **Suman:** Hello, Anil. What are you doing this weekend?
- **Anil:** Hi, Suman. I'm planning a trip to Goa with my family. What about you?

**4. Conversation 4:**

- **Deepak:** Hey, Meera. What's new with you?
- **Meera:** Hi, Deepak. I've started going to a yoga class every morning. How about you?

**5. Conversation 5:**

- **Amit:** Hi, Sita. What have you been up to lately?
- **Sita:** Hey, Amit. I've been reading a fascinating book on history. How about you?

**6. Conversation 6:**

- **Kiran:** Hi, Arjun. What are you currently working on?
- **Arjun:** Hi, Kiran. I'm learning a new programming language. It's quite interesting. And you?

**7. Conversation 7:**

- **Neha:** Hello, Vinod. How's it going?
- **Vinod:** Hi, Neha. I've been volunteering at a local charity. It's been very rewarding. What about you?

**8. Conversation 8:**

- **Pooja:** Hey, Ramesh. What's keeping you busy these days?
- **Ramesh:** Hi, Pooja. I'm working on a research project for my thesis. How about you?

**9. Conversation 9:**

- **Ritu:** Hi, Sanjay. How have you been?
- **Sanjay:** Hello, Ritu. I've been exploring new cooking recipes. It's a lot of fun. What about you?

**10. Conversation 10:**

- **Manoj:** Hi, Sneha. What are you up to lately?
- **Sneha:** Hey, Manoj. I'm taking an online course in digital marketing. It's quite insightful. How about you?

These conversations illustrate how to share and inquire about current activities in a simple and engaging manner.

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## Situational Conversation For Practice

### GREETINGS

#### 1) Conversation : One

Man : Good morning.

Woman: Good morning.

Man : You look good today.

Woman: Thanks. Actually I have an interview this morning. Do you know what time it is?

Man : Oh, it's 10.30.

Woman: Well I don't wanna be late for this interview. I'll see you later.

Man : Good luck.

Woman: How are you feeling today?

Man : Much better, thanks. And thank you for that chicken soup for me last night. It was delicious.

Woman: I am glad I could help. Are you going to work?

Man : Yes I am alright now. I'll see you tonight.

Woman: See you.

#### 2) Conversation 2 : In the Morning

Man : Hi Laura, I haven't seen you for a while.

Woman: Hi. Good to see you again.

Man : How are you doing?

Woman: Not bad. Work is okay.

Man : Oh is it? That's good to hear. You now work in Taiwan, right?

Woman: Yes. This is my second year of teaching.

Man : Wow, that must be exciting. I hope I can visit you sometime.

Woman: Good. You're welcome at any time.

Man : Good morning.

Woman: Good morning.

Man : You look good today.

Woman: Thanks. Actually I have an interview this morning. Do you know what time it is?

Man : Oh, it's 10.30.

Woman: Well I don't wanna be late for this interview. I'll see you later.

Man : Good luck.

### 1) ROLE PLAY (Greetings)

Man : Good morning.

Woman: .....

Man : You look good today.

Woman: .....

Man : Oh, it's 10.30.

Woman : .....

Man : Good luck.

Woman : .....

Man : Much better, thanks. And thank you for that chicken soup for me last night. It was delicious.

Woman : .....

Man : Yes I am alright now. I'll see you tonight.

Woman : .....

### 2) Conversation 2 (In the Morning)

Man : Hi Laura, I haven't seen you for a while.

Woman : .....

Man : How are you doing?

Woman : .....

Man : Oh is it? That's good to hear. You now work in Taiwan, right?

Woman : .....

Man : Wow, that must be exciting. I hope I can visit you sometime.

Woman: .....

### 3) AT THE BARBER

Lady1: I'd like a haircut please.

Lady2: I have two customers ahead of you. Do you mind waiting?

Lady1: How long is the wait?

Lady2: About 20 minutes. You can read a few magazines.

Lady1: I don't mind waiting. I really need a cut.

Lady2: What's your name?

Lady1: Cameron.

Lady2: Sure Cameron, have a seat, I'll be with you in about 20 minutes.

Lady1: Okay sounds good.

Lady2: Come on over Cameron. Have a seat. What can I do for you today?

Lady1: Very short on the back and sides, with a bit left on top.

Lady2: So you want it very neat?

Lady1: Yes I do but not super short on top. I still want to mess it up a bit.

Lady2: Ah, that tousled look?

Lady1: Sort of but still professional and neat.

Lady2: So you want to have it a bit casual yet still be able to comb it neat for the office?

Lady1: Yes, exactly.

Lady2: That is not a problem.

Lady1: Great. Can you also give me a shave as well?

Lady2: Yes of course. How about a nice hot towel afterwards?

Lady1: Yes thank you.

### ROLE PLAY

Lady1: I'd like a haircut please.

Lady2: .....

Lady1: How long is the wait?

Lady2: .....

Lady1: I don't mind waiting. I really need a cut.

Lady2: .....

Lady1: Cameron.

Lady2: .....

Lady1: Okay sounds good.

Lady2: .....

Lady1: Very short on the back and sides, with a bit left on top.

Lady2: .....

Lady1: Yes I do but not super short on top. I still want to mess it up a bit.

Lady2: .....

Lady1: Sort of but still professional and neat.

Lady2: .....

Lady1: Yes, exactly.

Lady2: .....

Lady1: Great. Can you also give me a shave as well?

Lady2: .....

Lady1: Yes thank you.

#### **Conversation 4 (Get Up Early In The Morning)**

Tom : I will have to get up early tomorrow morning.

Peter: Why you usually like to wake up late right?

Tom : I know but I have to get to work early tomorrow to finish a report.

Peter: Oh I see I always wake up early anyways.

Tom: Really at what time do you usually wake up?

Peter: On weekdays I always get up at 6 o'clock and I leave the house at 7o'clock

Tom : Wow that's way too early for me and what about the weekend?

Peter: Seven-thirty at the latest.

Tom : That's still very early on the weekends I sometimes wake up so late that I skip breakfast and eat lunch instead.

Peter: And what time do you usually wake up on the weekdays?

Tom : Normally it's 8 o'clock but tomorrow I have to get up at 6 as you will!

Peter: Well it's good anyways you know the saying the early bird gets the worm.

Tom: I suppose you're right I'll try to wake up earlier from now on.

#### **ROLE PLAY**

Tom : I will have to get up early tomorrow morning.

Peter: .....

Tom : I know but I have to get to work early tomorrow to finish a report.

Peter: .....

Tom : Really at what time do you usually wake up?

Peter: .....

Tom : Wow that's way too early for me and what about the weekend?

Peter: .....

Tom : That's still very early on the weekends I sometimes wake up so late that I skip breakfast and eat lunch instead.

Peter: .....

Tom : Normally it's 8 o'clock but tomorrow I have to get up at 6 as you will!

Peter: .....

Tom: I suppose you're right I'll try to wake up earlier from now on.

**Conversation 5 : AT A HOTEL ENGLISH CONVERSATION-LISTEN**

Smith : Hi this is Joe Smith I'm calling because I would like to book a room.

Man : Hello Mr. Smith when will you be staying with us.

Smith : August 21st

Man : Great ! is that for one night.

Smith : Yes it is.

Man : What size room will you need.

Smith : It's just me so a single bed is fine.

Man : I understand I'll send the confirmation by email thank you for calling.

Smith : You're welcome.

Checking in

Smith : Hi I'd like to check in . My name is Joe Smith.

Man : Hello Mr. Smith just a moment can you fill in this form please.

Smith : Hotel reservation form name ,date, phone number, home ,work, fax number email address, date of arrival airline and flight time of arrival date of departure airline and flight time of departure.

Man : Would you prefer a smoking or non-smoking room.

Smith : Non-smoking please do you have laundry service.

Man : Yes we do just put your dirty clothes in this box and leave it by the door.

Smith: Is there a gym in this hotel.

Man : Yes there is it's on the second floor your room key will open the door to the gym breakfast will be served from 6:00 a.m. to 10:00 a.m. it's buffet style.

Smith : Sounds good.

Man : Please enjoy your stay with us.

Smith: I will thanks.

**ROLE PLAY**

Smith : Hi this is Joe Smith I'm. calling because I would like to book a room.

Man : .....

Smith : August 21st.

Man : .....

Smith : Yes it is.

Man : .....

Smith : It's just me so a single bed is fine.

Man : .....

Smith : You're welcome.

Checking in

Smith : Hi I'd like to check in .My name is Joe Smith.

Man : .....

Smith : .....

Man : .....

Smith : Non-smoking please do you have laundry service.

Man : .....

Smith : Is there a gym in this hotel.

Man : .....

Smith : Sounds good.

Man : .....

Smith : I will thanks.

**Conversation 6**

**APPLY FOR A CREDIT CARD**

Person1: I'd like to apply for a credit card.

Person2: What type of card? What will you be using it for?

Person1: I'd like to use it for traveling. For bookings and spending money.

Person2: We have a traveler's card that earns points when you travel or book a hotel room.

Person1: That sounds interesting.

Person2: If you're a frequent traveler I highly recommend it. Points add up fast and you can use them towards discounts on future flights, meals, hotels, that sort of thing.

Person1: What are the fees?

Person2: This card has two levels standard and premium.

Person1: Which is better?

Person2: Obviously the premium. The interest rates are lower but there is a yearly fee.

Person1: I see and the standard? What are the rates?

Person2: The standard card has no yearly fees but the interest rate is much higher.

Person1: What other benefits does the premium card have?

Person2: It has a VIP booking service, which means no matter where you travel, you get first choice of flights and hotel accommodations. No more line ups or delays.

Person1: I like the idea of the premium. I hate waiting in airport line-ups. How do I apply?

Person2: We need to fill out this credit application along with the basics such as income verification, other loans or cards you might have, that sort of thing.

Person1: Sure. How long before the card is approved?

Person2: It's fairly quick as long as all your financial information is current and up-to-date. You can expect a card in the mail within 10 business days.

Person1: Great, let's get started.

### ROLE PLAY

Person1 : I'd like to apply for a credit card.

Person2 : .....

Person1 : I'd like to use it for traveling. For bookings and spending money.

Person2 : .....

Person1 : That sounds interesting.

Person2 : .....

Person1 : What are the fees?

Person2 : .....

Person1 : Which is better?

Person2 : .....

Person1 : I see and the standard? What are the rates?

Person2 : .....

Person1 : What other benefits does the premium card have?

Person2 : .....

Person1 : I like the idea of the premium. I hate waiting in airport line-ups. How do I apply?

Person2 : .....

Person1 : Sure. How long before the card is approved?

Person2 : .....

Person1 : Great, let's get started.