



**PUNYASHLOKAHILYADEVIVHOLKARSOLAPURUNIVERSITY,
SOLAPUR
B.A. - II SEMESTER – III (NEP 2020)**



VERTICAL: VOCATIONAL SKILL COURSE

COURSE CODE:

COURSE NAME: SKILLS FOR COMMERCIAL CORRESPONDENCE

Course Credits	No. of Hrs. per Week	Total No. of Teaching Hrs.	Total marks
2 Credits	2 Hours	30 Hours	50

Preamble:

The goal of this course is to provide students the fundamental skill for Business Correspondence and Office management. Every individual needs to be connected to other individuals and organizations through correspondence to be successful. Government, semi-government, commercial or professional organizations also need to maintain a network of correspondence. Business correspondence has become an integral part of everyone today. Therefore, acquiring the skill of business correspondence is the key to achieving success.

Course Objectives:

1. To Define and understand the key concepts and importance of skills for Commercial Correspondence.
2. To develop the Commercial Correspondence skills among students.
3. To Understand the concepts of Business letter and report writing .
4. To Enhance critical thinking capabilities to drafting letter and resolve business challenges..

Unit	Contents	Lectures
Unit I- Introduction to Commercial Correspondence	<ul style="list-style-type: none"> • Commercial Correspondence – Meaning, Nature • Structure of Commercial Letters • Drafting, dictation and Transcription of letter • Handling the mail – Inward and Outward • Essentials of good business letters • Types of Commercial Letters 	15
Unit II- Skill for Letter and Report Writing	<ul style="list-style-type: none"> • Report Writing – Meaning, Nature • Structure of Report • Types of Report- Statutory Report, Annual Report, Mid-term 	15

	<p>Report, Development of Report and Committee Report, Project Report</p> <ul style="list-style-type: none"> • Model of Reports- Development Report, Annual Report and Committee Report • Format of Letter – Letter of Enquiry, Quotation, Orders, Complaints and Collection of Letters. 	
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Course Outcome

On successful completion of the course, the students will be able to...

1. Develop and improve formal writing skills for official correspondence
2. Effectively employ soft skills at the workplace
3. Formal etiquette will be implemented and followed in the workplace.
4. Employ critical thinking skills to evaluate business problems.
5. Develop innovative business ideas and strategies required for successful Secretary.

Suggested Readings:

1. Ashley, A. A Handbook of Commercial Correspondence, Oxford University Press, 1992.
2. Aswalthapa, K Organisational Behaviour, Himalaya Publication, 1991.
3. Balan, K.R. and Rayudum C.S. Effective Communication, Beacon, 1996.
4. Barkar, Alan. Making Meetings Work, Sterling Publications Pvt. Ltd, 1993.
5. Basu, C.R. Business Organisation and Management, T.M.H. 1998.
6. Benjamin, James. Business and Professional Communication Concepts and Practices, HarperCollins College Publishers, 1993.
7. Cottrell, Stella. Skills for Success: The Personal Development Planning Handbook. Macmillan, 2003.
8. French, Astrid. Interpersonal Skills. Sterling Publishers, 1993.
9. Garlside, L.E. Modern Business Correspondence, McDonald and Evans Ltd, 1980