MANONMANIAM SUNDARANAR UNIVERISTY,
TIRUNELVELI-12

SYLLABUS

CERTIFICATE COURSE IN
BUSINESS COMMUNICATION

Subject Status	Subject Title	Subject Code
Core	Business Communication	BCT1
Core	Spoken English	BCT2
Core	MS – Word	BCT3
Practical	Language Lab	BCL1
Practical	MS – Word Lab	BCL2
Project	Project	BCP1

BUSINESS COMMUNICATION

Unit – 1
Importance of communication in business – Types of communication Barriers of communication – Principles of effective communication.

Unit – 2
Structure of the Business Letter – Essentials of a good business letter – Curriculum vitae – Applications.

Unit – 3
Grammatical background and sentence building – The parts of speech – Kinds of sentence – Structure of the sentence – Characteristies of a good sentence.

Unit – 4
Trade inquries and replies – Orders – Orders for goods – Orders form – Cancellation – Change of conditions – Terms used in Quotations – Inability of execute orders.

Unit – 5
Methodology of preparing a Report – Essentials of a good report.

Text Book
1. Business Correspondence, Minutes and Reports by J.C. Bahl & S.M. Nagamia
2. Modern Business Correspondence by Gartside
3. Business Correspondence and Report writing by R.C. Sharma & Krishna Mohan

SPOKEN ENGLISH

Unit – 1
Listening for grist / main ideas / specifies – Listening to a story / poem / lecture / speech / dialogue. Etc.

Unit – 2
Introduction to Phonetics

Unit – 3
Describing a person / a thing / an event

Unit – 4
Making effective speeches

Unit – 5
Common pitfalls in Spoken English

MS – WORD

Unit 1 - Introduction to Computer :
What is computer – Generation of Computers – Components of a Computer – Input Devices – Output Devices – Primary Memory – Secondary Memory – CPU – Operating System – Introduction to Application Software.

Unit 2 – MS Word Basics :
Crating Word Document – Editing Word Document – Applying Text Enhancement – Aligning and Formatting – Adding Bullets and Numbering, Symbols and Date and Time – Replacing and Checking Text – Printing a Document.

Unit 3 – Advanced Formatting Techniques :
Formatting Pages – Formatting Sections – Using Page Numbers – Header and Footer – Using Columns – Constructing Tables – Creating Outlines.

Unit 4 – Mail Merge :
Understanding Mail Merge – Creating a new Data Source in Word – Entering, Editing and Managing Records – Merging Documents – Specifying Records to Merge – Creating Catalogs and Lists – Creating Envelopes and Labels.

Unit 5 – Working with Forms :
Designing a Form – Adding Field Controls – Protecting and Using the Form – Using Footnotes and Endnotes – Using Bookmarks – Indexing for Reference – Generating a Table of Contents – Creating a Master Document – Saving Multiple versions of a Document Inserting Comments. Highlighting Text Protecting Documents – Routing Documents.

Text Book
1. Microsoft Office 2000 by Gini Courter and Annette Marquis – BPB Publications (ISBN 81-7656-083-9) pages (29 – 179)

LANGUAGE LAB

1. Listen to the way your friends pronounce English and list out some of the common errors.
2. Describe orally an accident you have witnessed.
3. Describe orally a festival you have attended.
4. Introduce a VIP.
5. Make a speech on a specific topic given.

MS – WORD LAB

1. Create and save a Word document inside a Folder named by your name.
2. Write a Complaint Letter to the Principal with a neat formal
3. Create an Invitation Using MS – Word.
4. Create a Calendar by using the Table facility and other Table formatting supported by MS-word.
5. Create a Time Table by using the Table facility and other Table formatting supported by MS-Word.
6. Create a student Bio-Data using MS-Word.
7. Create a Document to demonstrate Header, Footer, Bookmark, Footnotes, Endnotes and spell check.
8. Create a Document that Demonstrate how to include Mathematical Equations and Symbols inside a word document.
9. Create a cover page by using MS – Word.
10. Demonstrate Mail Merge facility supported by MS – Word.

PROJECT

1. Barriers to Communication between two sets / Groups of People (or) Analysis of Effectiveness of application letters.