

Lesson - 10

Contractions, Prefixes, Suffixes, Intersections, Figures and Advanced Phrases

10.1 INTRODUCTION

As you are aware that short forms and phrases are extremely useful class of words which have been briefly explained in an earlier lesson containing a list of short forms, each having single consonantal stroke, and vowels and diphthongal signs. It also contains a list of simple phrases that help you to accelerate your writing speed in shorthand.

In the last lesson, you have learnt the uses of halving and doubling principles. In this lesson, you will learn a further useful class of short forms represented by shorthand signs containing two or more consonants. This class of short forms is also known as "contractions" in Pitman Shorthand. Besides, you will also learn the use of Prefixes and Suffixes, Intersections and Figures and many more advanced phrases for speedy shorthand writing.

10.2 OBJECTIVES

At the end of this lesson, you will be able to:

- recognize more short forms for rapid writing;
-

- define a class of short forms known as contractions;
- list the use of Prefixes and Suffixes;
- explain the use of Intersections in shorthand writing and abbreviations used for writing figures.

10.3

This lesson has been divided into the following sub-units:

10.3.1. Contractions

10.3.2 Prefixes and Suffixes

10.3.3 Intersections and Figures

10.3.4 Advanced Phrases

All these sub-units have been discussed below:-

10.3.1 CONTRACTIONS

Introduction:

Apart from the short forms and phrases that you have learnt and practised, there are yet additional short forms that you need to learn and practise. The new special short forms that you will learn now are formed by omitting some consonants or syllables either from the middle, or from the end of the outline besides other methods as well. An essential point in forming such short forms is to choose forms that are distinctive and legible at sight while transcribing.

In this sub-unit you will learn about the formation of special kind of short forms called 'contractions'.

Meaning and Definition

A contraction is a short form containing not less than two strokes in which some of the consonants of the word are not written. The term contraction denotes both the word as well as the shorthand sign representing the contractions for a number of words in common use and are formed by the omission of a

medial or final consonant or syllable.

There are two types of contractions:

(i) General Contractions

- (a) Omission of consonants (a) Where 'P' is very Slightly sounded, it may be omitted as in the word 'prompt' , tempt , assumption , exemption , but where 'P' is clearly sounded, it is represented in words like trumpet , trumpeter
- (b) K or G is omitted between 'ng' and 't', or between 'ng' and 'sh' when no vowel occurs immediately after 'K' or 'G' , e.g. , extinction but in trinket , blanket , and in such words where a vowel follows the consonant, the K or G is retained.
- (c) Medial 't', immediately following circle 'S' may be omitted in many words, thus postman , honestly , mistake , institute , and in phrases like most important , there must be etc.

Other General contractions:

Contractions for some words in common use are formed by omission of a medial or final consonant or syllable, a prefix or suffix may be attached to a contracted outline; thus respect , disrespect , respective

Contracted outlines are mostly written on the line.

(ii) Special Contractions

An essential point in forming contracted outlines is to choose forms that are distinctive and legible at sight. Therefore, special contractions are formed according to the following rules:

- By employing the first two or three strokes of the full outline e.g.
perform , advertisement , regular
- By medial omission, as in intelligence , sympathetic
..... , satisfactory , influential
.....
- By using logograms, as in thankful , something
..... , remarkable
- By intersection, such as enlarge , nevertheless
.....

Lists of General Contractions and Special Contractions are given below which should be practised repeatedly till you remember all these contractions :

GENERAL CONTRACTIONS

Omission of N

.....	passenger	appointment
.....	stranger	attainment
.....	messenger	contentment
.....	danger	assignment

.....	dangerous	entertainment
.....	contingency	enlightenment
.....	emergency	abandonment
.....	exigency	ironmonger
.....	stringency	oneself

Omission of R

.....	demonstrate	monstrous
.....	remonstrate	manuscript
.....	remonstrance	henceforward
.....	ministry	thenceforward

Omission of -ect

.....	expect-ed	imperfect-ion-ly
.....	inspect-ed-ion	suspect-ed
.....	prospect	object-ed
.....	respect-ed	project-ed
.....	retrospect	architect-ure-al

Omission of kt before -ive

.....	perspective	destructive
.....	prospective	destructively
.....	productive	retrospective
.....	obstructive	irrespective

.....	objective	irrespectively
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Omission of K before -shun

.....	production	destruction
.....	obstruction	jurisdiction
.....	objection	introduction
.....	objectionable	retrospection

SPECIAL CONTRACTIONS

Section -1

.....	peculiar-ity	preliminary
.....	perform-ed	probable-ly-ility
.....	performance	proficient-cy-ly
.....	performer	proportion-ed
.....	perpendicular	proportionate
.....	public	subscribe-d
.....	republic	subscription
.....	republican	substantial-ly
.....	publish-ed	deficient-cy-ly
.....	publisher	description
.....	publication	difficulty
.....	practice/ practise-ed	discharge-d

.....	practicable	advertise-ed-ment
.....	distinguish-ed		
.....	prejudice-d-ial-ly		

Section -2

.....	January	February
.....	capable	govern-ed
.....	character	government
.....	characteristic	familiar-ity
.....	commercial-ly	familiarize
.....	cross-examine-d-ation	familiarization
.....	exchange-d	financial-ly
.....	expediency	efficient-cy-ly
.....	expenditure	sufficient-cy-ly
.....	expensive	manufacturer
.....	especial-ly	mathematical-ly
.....	esquire	mathematics
.....	establish-ed-ment	mathematician
.....	immediate	maximum
.....	imperturbable	mechanical-ly
.....	magnetic-ism	metropolitan
.....	manufactur-ed	mortgage-d
.....	extinguish-ed		

Section - 3

.....	enthus (iastic-iasm)	irrecov(erable)
.....	incorporated	ref (orm-ed)
.....	independ(ence-ent-ly).....	ref(or)mer
.....	indispens(able-ly)	reg(ular)
.....	individ(ual-ly)	irreg(ular)
.....	inf(orm-ed)	relinq(uish-ed)
.....	inf(or)mer	rep (resent-ed)
.....	interest	rep(resenta)tion
.....	invest(ment)	rep(resentat)ive
.....	negl(ect-ed)	respons(ible-ility)
.....	negl(ig)ence	organ(ize-d)
.....	[nev(er) nov(ember)	orga(ni)zer
.....	sensib (le-ility-ly)	organ(i)zation
.....	elec (tric)	certif(icate)
.....	elec(tri)cal	uni(form-ity-ly)
		[unan(imity) unan(imous-ly)
.....	recov(erable)	yesterday

Section - 4

.....	Parl(iament) ary	defec(t)ive
-------	------------------	-------	-------------

.....	pros(p)ec(t)us	execu(t)ive
.....	tel(egraph)ic	exe(cut)or
.....	tel(egr)am	exe(cutr)ix
.....	satis(fact)ory	En(gli)sh
.....	adm(inistrat)or	En(gli)shman
.....	adm(inistratr)ix	En(g) land
.....	ques(tion)ab(le-ly)	leg(islat) ive
.....	fals(ific)ation	leg(isla)ture
.....	amal(ga)mation	ar(bi)trate
.....	amal(ga) mate	ar (bi) trator
.....	m(inim) um	ar (bi) tration
.....	symp (athet) ic	ar (bi) trary
.....	inves(tig) ation	wheresoev(er)
.....	insu (ran) ce	whereinsoev(er)
.....	know (l) edge	whithersoev(er)
.....	acknow (l) edge	u (ni) verse
.....	in (con) siderate	u (ni) versal
.....	in (fluen) tial-ly	u (ni) versality
.....	int (elli) gence	u (ni) versity
.....	int (elli) gent	howsoeve (er)
.....	int (elli)gible	whensoev (er)

Section - 5

.....	al (to) ge (ther)	unprincipled
.....	toge(ther)	n(o)t(withstand-ing)
.....	(circum)stan-tial	de(nomi)nation(al)
.....	everything	in(can)descent
.....	thankful	in(can)descence
.....	something	enlarge
.....	remarkable	enlarger
.....	anything	in(con)ven(ient-ly-ce)
.....	nothing	n(e)v(er)theless
.....	whatev(er)	irrem(ov)able
.....	whenev(er)	misf(ortune)

INTEXT QUESTIONS 10.1

1. Fill in the blanks:-
 - (i) Contraction is a short form that contains not less than strokes.
 - (ii) The term contraction indicates both the word as well as the representing the contraction.
 - (iii) The consonant generally omitted, when slightly sounded, are
 2. What is an essential point in framing contracted outlines?
 3. Give two examples in the following cases, when writing special contractions:
-

- (i) Rule 1: By employing first two or three strokes of full outline, for example
 - (ii) Rule 2: By medial omission, for example
 - (iii) Rule 3: By using logograms, for example
-

10.3.2 PREFIXES AND SUFFIXES

Introduction

The literal meaning of a Prefix is to place in front of word, to add to or change its meaning. For example, you must have heard many words like control, complete, introduction, self-styled, magnificent, illegal and injustice etc. In these words, the underlined particles (portion of the words) con-, com-, intro-, self-, magni-, il- and in- are the Prefixes.

Likewise a Suffix is an addition of a word or a syllable at the end of a word. In words like coming, friendly, leadership, department, psychological and liability etc., the underlined portion of each word i.e. -ing, -ly, -ship, -ment, -logical and ility are the Suffixes and the Terminations.

The system has provided some special signs for such Prefixes, Suffixes and Terminations, in order to avoid the lengthy and awkward outlines.

The object of this device is to secure briefer outlines and to avoid awkward combinations in the case of frequently occurring syllables, either in the beginning or at the end of a word.

PREFIXES

A Prefix is added in the beginning of a word, and a Shorthand Prefix is a joined or disjoined sign which represents an initial syllable or syllables and is used to secure a brief, compact and fluent outline. The following is the list of Prefixes which are used in Shorthand:

Prefixes

Syllable	Shorthand sign	as in words like	
Con-, Com-(initially)		condition
		committee
Con-, Com-, Cog-, Cum (medially)	incomplete
		uncommon
		recognition
Accommo (Always First Position)	accommodation
		accompany
		accomplish
Intro (Always Third Position)	introduce
Magna-	magnitude
Magni-	magnificent
Magne-	magnetise
Trans	translate
		transfer
Self	self-defence
		self-esteem
Self-con-	self-contained
		self-control

In-before skr, str,	instruct
		inscriber
H(upward)	inhale
		inhabit
In-, Un-, Il-, Im-	injustice
	unnecessary
	illegal
	immaterial

- (a) **Initial-Con-Com** is represented by a light dot written before the commencement of the following stroke, e.g.,

condition..... continue..... company

conversation contrary complaint

- (b) **Medial Con-Com-Cum-Cog** is represented by writing the syllable or word by disjoining the preceding syllable or word with the following syllable, e.g.

misconduct disconnect recognize

discomfort uncommon.....

However sometimes the syllable con-com is also written in full for the sake of legibility e.g.

commissioncommerce.....

- (c) **Accom or Accommo** is represented by joined or disjoined 'k' (always in the first position)

accompany accommodate accomplish

- (d) **Intro** is represented by double length 'N' and the following stroke is written in the third place e.g.

introduce introducedintrospection.....

- (e) **Magna-Magne-Magni** is expressed by disjoined m and the following stroke is written in first place e.g.

magnanimous magnificent magnetize

- (f) **Trans** is contracted in many words by omitting the n and is written in first place e.g.

transfer translate transcribe.....

- (g) **Self** is represented by a small disjoined circle written immediately before the following stroke in the IInd place e.g.

self made self defence self help

self-satisfied

- (h) **Self-con** is also represented by a small disjoined circle but the circle is written in the place of con dot i.e., just before the commencement of the following stroke . e.g.

self control self confidence self contained

- (i) **In** before str,skr and H (upward) is represented by a small hook, written in the direction of s circle e.g.

instruct inhabit inscriber

- (j) **Un-, Il-, Im-** (Negative words) are represented by repeating the first consonant e.g.

unknown unnecessary illegal

illegible

In- in negative word is always expressed by the stroke n, as in

inhuman inhospitable

SHORT FORMS

.....

commercial-ly inscrib-ed inscription instructive

.....

instruction circumstance signify-ied-icant significance

PHRASES

.....

I am compelled I am confident You will be compelled

.....

in the coming season on the contrary early consideration

DRILL EXERCISES

1. Write five lines of each short form and phrase given in this section.
2. Read and copy the following words five times each:

(i)

(ii)

(iii)

(iv)

(v)

(i) company, contract, committee, consider, continue

(ii) common, communicate, self-possession, content, self-contained

(iii) recommended, transfer, accommodate, accomplished, inscriber

(iv) inhale, unduly , transacted, magnificent, inherent

(v) transform, introduce, instructed, inhabited, injustice.

3. Write the following in shorthand, each line five times;

(i) connection, complete, condition, consideration, compile

(ii) self-esteem, self-conscious, concern, comfort, conversation.

(iii) community, contrary, recommendation, magnitude, transportation.

(iv) accompanied, translation, competition, conclude instructed.

(v) competent, consequences, unknown, transferred, recognition.

(i)

(ii)

(iii)

(iv)

(v)

4. Read and copy the following phrases, each line five times:

(i)

(ii)

(iii)

(iv)

.....

- (i) In our company, in this company, we have no connection, if you can complete.
- (ii) Under these conditions, I am concerned, you are completely, it has been connected, in this condition.
- (iii) It is contrary, I shall continue, satisfactory condition, in your communication, this contract.
- (iv) To reconsider, to recommend, regarding the complaint, in order to comply, we are consequently.

5. Write the following passage in shorthand five times:

I have received your instructions concerning the accommodation you want. You should call us on Monday next in connection with the contract given to our company. We assure you that the work will be completed within the time. The terms and conditions of the contract for transporting the material are not convincing. In order to comply with the order of the company I had to recommend his name for transfer. No doubt, the bungalow under construction, when completed, will be one of the most beautiful mansions in and around Delhi.

.....

.....

.....

.....

.....

.....

.....

.....

6. Read, copy and transcribe the following:

.....

.....

.....

.....

.....

.....

.....

.....

We are confident, everybody will recognise that we have always acted to the best of our ability. Moreover, the report of the committee dealing with the entire aspect is before you. Those of you, who have attended the conference this morning must have heard about the recent statement of the Chairman in connection with this report. This report gives you a complete picture of the case and our reasons for wishing the immediate change of the Chairman and his accomplices. We hope and trust, you will appreciate our going ahead with the matter and will give your cognizance without the slightest delay.

INTEXT QUESTIONS 10.2

1. Choose the correct answer given in the bracket:-
 - (i) Initial com-, con- is represented by a dot. Where the dot is placed? (in the first vowel place, at the commencement of the stroke)
 - (ii) How a medial com-, con- is represented? (by con- dot-, by writing in close proximity)
 - (iii) In which place prefix-Acomm- is written? (in first place, in second place)
 - (iv) Prefix Magna-, Magne-, Magni- is indicated by..... (joined M, disjoined M)
 2. What will be the position of the stroke after 'Intro-'?
 3. Name the prefixes which are represented by a small disjoined circle.
-

SUFFIXES/TERMINATIONS

Like prefixes, which are the initial syllables, there are some final syllables also which are called suffixes or terminations. You may note here the difference between a suffix and a termination. A suffix is a syllable or syllables which are added to a root word, and the termination is a final syllable or syllables which are added to form a word. Hoping, dancing, agreement, scholarship are the examples of suffixes, and majority, fundamental, biological are the examples of terminations.

A shorthand suffix is a joined or disjoined sign which represents the final syllable or syllables for frequently occurring combinations.

The object of a suffix or termination is to secure a facile and compact outline to facilitate the fluent writing. The following is the list of suffixes/terminations, used in shorthand:

Suffixes & Terminations

Syllable		As in words like			
(i)	-ing	meeting	teaching		
(ii)	-ings	meetings	teachings		
(iii)	-rity and lity (disjoined)	utility	possibility		
		majority	minority		
(iv)	-ment,	sentiment	pavement		
(v)	-mental, mentally -mentality (disjoined)	departmental	departmentally.....		
(vi)	-logical -logically (disjoined)	psychological.....	physiologically.....		
(vii)	-ship	friendship	scholarship		
(viii)	-fulness -lessness	usefulness	uselessness		

(ix)	-ward	awkward	backward
(x)	-yard	backyard	dockyard
(xi)	-ly	friendly	deeply

(i) "-ing": Suffix -ing is represented by two methods, the stroke and the dot. Generally, the stroke is used, but in the following cases -ing dot is used:

(a) after light straight downward stroke and the downward form of 'R', thus

.....
teaching eating boring trying

(b) after circles, loops and hooks, where the stroke form is not convenient to write, thus

.....
dancing posting craving rationing

(c) after half lengths and double lengths of strokes, where sharp and clear angle is not obtained, thus

.....
meeting motoring

(d) Generally after shortforms, thus

.....
thanking putting giving coming

(e) However, in some cases, the stroke is used, thus

.....
being doing having

(ii) "-ings": is represented by a light dash, written in place of 'ing' dot; and it is used in accordance with the same rules as the dot 'ing', thus

.....
meetings teachings

- (iii) "rity and -ility": These terminations are represented by disjoining the stroke which comes before the termination, thus

.....
hospitality majority minority liability

- (iv) "-ment": suffix -ment is represented by its own outline (.....) ment, thus

.....
department arrangement

But where "-ment" gives an awkward joining or is impossible to write, suffix -ment is indicated by half-lengthed N stroke, thus.....

.....
achievement resentment pavement

- (v) "-mental, -mentally, mentality": this termination is represented by disjoined 'ment', thus

.....
fundamental sentimental departmentally

- (vi) "-logical, -logically": this termination is indicated by disjoined J stroke, thus

.....
biological theological physiologically

- (vii) "-ship": Suffix -ship is represented by joined or disjoined SH stroke, thus

.....
free-ship citizenship friendship

- (viii) "-fulness": The termination -fulness is indicated by disjoined fs
....., thus

.....
usefulness

hopefulness

carefulness

- (ix) "-lessness": The termination -lessness is represented by disjoined ls
....., thus

.....
uselessness

hopelessness

carelessness

- (x) "-ward" wart, wort : are represented by half-lengthed 'W', thus.....

.....
forward

awkward

backward

stalwart

- (xi) "-yard": is represented by half-lengthed 'Y' stroke, thus

.....
shipyard

graveyard

courtyard

- (xii) "-ly": Suffix -ly is indicated by disjoined 'L' stroke, where it is not
convenient to join 'L' stroke, thus

.....
friendly

finely

blindly

SHORT FORMS/GRAMMALOGUES

.....
govern-ed

government

advertise-d-ment

probable-ly-ility

.....
regular

prospect

individual-ly

whatever

.....
whenever efficient-ly-cy sufficient-ly-cy

DRILL EXERCISE

1. Write five lines for each word and short forms given in the above examples.
 2. Read and copy the following lines, five times each:
 - (i)
 - (ii)
 - (iii)
 - (iv)
 - (v)
 - (i) Teaching, getting, meeting, returning, sincerely
 - (ii) Shipping, forwarding, instructed, assuring, hearing
 - (iii) Staying, requesting, meetings, possibility, inability
 - (iv) Liability, backward, dating, greetings, experimental
 - (v) Complying, dancing, announcement, utility, scholarship
 3. Write the following in shorthand:
 - (i) Replying, unnecessary, morning, downward, hoping
 - (ii) Running, trying, transportation, transferred, relationship
 - (iii) Serving, lecturership, statement, theological, ideological
 - (iv) Prosperity, fidelity, formality, approvment, commencement
 - (v) Regimental, document, rigidly, keenly, duly
-

(i)

(ii)

(iii)

(iv)

(v)

4. Read and transcribe the following:

(i)

.....

(ii)

(iii)

.....

(iv)

.....

(v)

.....

(i) The learning of the twin art, namely, Shorthand and Typewriting is not difficult.

(ii) The majority of the designs have not attained popularity.

(iii) The director of the company has agreed to forward and recommend the names of the candidates who have topped.

(iv) Can you recommend a few names of students from the backward communities for scholarship.

(v) In a spirit of resentment, the head of the department resigned and accepted lecturership in another college.

5. Write the following letter in shorthand:

Dear Sir, In our communication during the last month and the telephonic conversation yesterday, I told you that we are having some posts of Stenographers and Typists lying vacant in different departments of our company. It is, therefore, requested to send us the names of your students who are good in shorthand and typewriting. The candidates will have to appear in a test of shorthand and typewriting at a speed of 100 words a minute and 50 words a minute respectively. The successful candidates will then have to appear before a Selection Committee of the company, and on the recommendation of the Committee, they will be appointed in suitable grades. Besides salary, our perks include provident fund, leave travel allowance, bonus, gratuity and medical facilities.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

INTEXT QUESTIONS 10.3

1. Fill in the correct word, from the words given in brackets:
 - (i) Suffix -ing is represented by a dot at the of a word. (end/middle)
 - (ii) After R, suffix -ing is indicated by a dot. (upward/downward)
 - (iii) Suffix -mental, -mentally is expressed bymnt. (disjoined/joined)
 - (iv) The -fulness is represented by disjoined fs. (suffix/termination)
 - (v) A suffix represents asyllable of a word. (initial/final)
 2. What does the disjoined J represent?
.....
 3. Name the suffix which is represented by joined or disjoined 'SH'.
.....
 4. Generally after short forms, suffix -ing is represented by?
.....
-

10.4 WHAT YOU HAVE LEARNT

1. A contraction is a short form containing not less than two strokes in which some of the consonants of the word are not written. Contractions are formed by the omission of a medial or final consonant or syllable. Contractions are of two types. General and Special. In General contractions generally 'p', k or g' medial 't' are omitted. Special contractions are written by using first two or three strokes, by medial omissions and by using logograms.
 2. Prefixes and suffixes are the devices for fluent writing. The prefixes are words which are joined in the beginning of words. The suffixes and
-

terminations are the syllables which are joined at the end of a word. A suffix is a syllable or syllables which are added to a root word, and a termination is a final syllable or syllables which are added to form a word.

10.5 TERMINAL QUESTIONS

1. What are the rules for writing General Contractions?
2. Explain and illustrate the initial and medial use of con-, com-.
3. What is the difference between a prefix and a suffix?
4. Distinguish a suffix from a termination. Give two examples for each.

10.6 ANSWERS TO INTEXT QUESTIONS

10.1

1. (i) Two
(ii) Shorthand Sign
(iii) 'p', k or g' medial 't'
2. An essential point is to choose forms that are distinctive and legible at sight.
3. (i) perform regular
(ii) intelligence..... sympathetic
(iii) thankful..... something

10.2

1. (i) at the commencement of the stroke
(ii) by writing in close proximity
(iii) in the first place
-

(iv) disjoined M

2. Third position
3. Self-and Self-con-

10.3

1.
 - (i) end
 - (ii) downward
 - (iii) disjoined
 - (iv) termination
 - (v) final
2. -logical or -logically
3. -ship
4. a dot

10.3.3 INTERSECTIONS AND FIGURES

Introduction

The method of writing one stroke through another is called Intersection. It is a very useful device for writing commonly occurring phrases in Shorthand speedily.

In this sub unit you will learn about the method of intersecting one stroke through another thereby obtaining brief, distinct outlines and rapid indication of official titles of various kinds and frequently occurring colloquial phrases. You will also learn how to write figures in shorthand.

Part I - Intersections

The purpose of intersecting one stroke by another or writing of one stroke in close proximity to the other is to get brief and distinct outlines for rapid indication of official titles and colloquial phrases. If full outlines for such words or phrases are written, it will be difficult for you to write the dictation

speedily and accurately.

When parallel strokes occur and it is impossible to intersect one stroke with another, in such cases, the following stroke is written close to the first one.

When the word to be indicated by an intersecting stroke comes first, the stroke is struck or written first, but when the intersecting stroke comes after, it is struck or written afterwards.

The following examples will illustrate the manner in which the phrases may be obtained by intersecting strokes:

Stroke P is employed to represent 'party'

as in -

birth-day party
political party
garden party

Stroke Pr is employed to represent 'Professor'

as in-

Professor Jain
Professor Sinha
Professor Kalra
Professor of Commerce
Professor of English

**Stroke B is employed to represent the words 'bank' 'banking' and 'bill',
as in -**

Bank

City Bank
Bank of India
Saving Bank
Bank rate

Banking

Banking institutions

Banking Laws

Bill

Finance Bill

Education Bill

Money Bill

Stroke T is employed to represent 'attention'

as in -

early attention

special attention

necessary attention

to call the attention

my attention

proper attention

Stroke D is employed to represent 'department'

as in -

Engineering Department

Health Department

Government Department

Agriculture Department

Department of Commerce.....

Commerce Department

Stroke J is employed to represent 'journal'

as in -

Weekly Journal
Medical Journal
Monthly Journal
Science Journal

Stroke K is employed to represent 'Council', 'Company', 'Captain' and 'Capital',

as in-

Company

Iron and Steel Company
Batra and Company
Shipping Company

Council

Security Council
State Council
Medical Council
Bar Council

Captain

Captain Pande
Captain of the ship
Army Captain

Capital

Capital punishment
--------------------	-------

Capital expenditure

Share capital

Authorised capital

Stroke Kr represents the words 'Colonel' and 'Corporation',

as in -

Colonel Mathur

Colonel Jackson

Colonel Raina

Corporation

Municipal Corporation

Electricity Corporation

Transport Corporation

Steel Corporation

DRILL EXERCISE

1. Read and write ten lines of the following:

(i)

(ii)

(iii)

(iv)

(i) party affairs, children's party, Congress Party, Communist Party.

(ii) Professor of Mathematics, Professor of Linguistics, Colonel Saxena,
Col. Jackson, Col. Mathur.

- (iii) City Bank, Reserve Bank, State Bank, Bank Commission.
- (iv) Finance Bill, Electricity Bill, Money Bill, Cash Bill, Amending Bill.

2. Write each ten times in Shorthand:

- (i) British Council, Banking Company, Savings Bank, Bank guarantee, Municipal Corporation.
- (ii) Agriculture Department, Foreign Department, Parliamentary Party, Prof. Mathur, Export Department.
- (iii) Prompt attention, Government's attention, my attention, early attention, Security Council.
- (iv) Health Department, Electricity Department, Weekly Journal, Share capital, Army Captain.

(i)

(ii)

(iii)

(iv)

3. Write the following sentences five times in Shorthand:

- (i) Party questions are discussed in the Annual Meetings of the Political parties.
- (ii) Professor Menon is not a party worker, but he is a great scientist.
- (iii) The opposition parties got many seats in the General Elections.
- (iv) The bank rate was reduced by the Reserve Bank of India which affected seriously the savings bank deposits.
- (v) Representatives of the Department of Agriculture, the Health Council and the Medical Council were also invited in this Joint Council.

(i)

- (ii)
- (iii)
- (iv)
- (v)

INTEXT QUESTIONS 10.4

- A. Fill in the blanks with suitable words:
- (a) Intersection means writing of one stroke through stroke.
 - (b) If the intersecting stroke, is written first, it is first.
 - (c) Intersection of strokes is done to write briefly and speedily.
 - (d) The stroke 'Kr' intersect for and while intersecting another stroke.
 - (e) When a stroke cannot intersect the other stroke, it is written to that stroke.
-

Stroke G is employed to represent 'Government'

as in -

- Government official
- Indian Government
- Government of India
- Government Institutions

Stroke F is employed to represent 'form'

as in -

Entry form

Form of Government

Medical form

Correct form

Stroke 'th' is employed to represent 'authority' and 'month'

as in -

authority

School authority

Final authority

Transport authority

month

In this month

Next month

Stroke S represents 'Society'

as in -

Agriculture Society

Servant's Society

Housing Society

Stroke M represents 'Manager' and 'morning'

as in -

Manager

General Manager

Bank Manager

Branch Manager

Morning

Sunday morning

Tuesday morning

Next morning

This morning

Stroke N is employed to represent 'national'

as in -

National affairs

Anti-national

International

National parties

Stroke L is employed to represent 'limited'

as in -

Private Limited

Iron & Steel Co. Ltd.

Transport Company Ltd.

Stroke R (Up) represents 'require -required-requirement and 'railway'

as in -

Railway

Railway official

Railway receipt

Western Railway

require - required - requirement

You may require

It may be required

Your requirements

Necessary requirements

Minimum requirements

Stroke RNS (Up) is employed to represent 'conference'

as in -

World Conference

In this conference

Peace Conference

State Ministers Conference

Stroke R (downward) is employed to represent 'arrange-arranged-arrangement'

as in -

Please arrange

Properly arranged

It was arranged

Proper arrangement

DRILL EXERCISE

1. Write in Shorthand each line five time:

(i) Medical Council, Medical Society, Corporation Bank, can you arrange?

- (ii) if you can arrange, railway ticket, Railway Authorities, Northern Railway.
- (iii) full arrangements, necessary arrangements, timely arrangements, could not be arranged.
- (iv) official arrangement, higher authorities, Railway authorities, Development Authority.

(i)

(ii)

(iii)

(iv)

2. Read and copy each line five times in your note book in Shorthand:

(i)

(ii)

(iii)

(iv)

Key

- (i) Col. Raju, British Council, special attention, to call the attention.
- (ii) Capital share, share capital, Governor General, Gas Co. Ltd.
- (iii) Capitalist society, Private Ltd., Brook Bond Ltd., Voltas Ltd.
- (iv) Tuesday morning, Wednesday morning, Field Manager, Asstt. Manager.

3. Write in shorthand, each line five times:

(i) The Railway official who was arrested by the Police at the Railway station was a terrorist.

(ii) Every month the Health authorities visit this hospital, but the doctors do

not care for the patients.

- (iii) Col. Batra was the General Manager of the Bank when the loan was granted to this private company.
- (iv) I have arranged a railway ticket for your visit next month for the Western Railway Sports Council's meeting.
- (v) The anti-national elements entered the Medical Society's office this morning and set the building on fire.

Key

- (i)
- (ii)
- (iii)
- (iv)
- (v)

INTEXT QUESTIONS 10.5

Fill in the blanks by choosing the right letter/word given in the bracket:

- (a) The word 'manager' is represented by intersecting stroke (N/M).
 - (b) The stroke 'L' represents while intersecting another stroke. (Lord/Limited).
 - (c) Railway is expressed by intersecting Stroke 'R' (Downward/Upward)
 - (d) The stroke N represents when intersecting other stroke (normal/national)
 - (e) The intersecting stroke 'P' is in writing the phrase 'Labour Party'. (struck/disjoined).
-

FIGURES

In shorthand writing generally small figures one to twenty (except 8) are represented by shorthand outlines, i.e. by their Phonetic sounds as will be clear from the following :

Figure	Name	Shorthand outline
1	one
2	two
3	three
4	four
5	five
6	six
7	seven
9	nine
10	ten
11	eleven
12	twelve
13	thirteen
14	fourteen
15	fifteen
16	sixteen
17	seventeen
18	eighteen
19	nineteen

20	twenty
----	--------	-------

Long numbers, if written in shorthand will take a long time, Thus these are represented by Arabic Numerals as 1999-2000, 531, 841, 607

However, if these figures are in round numbers, these can be represented by their corresponding strokes by intersecting (disjoining) method after their first figure or numeral, as will be clear from the following examples:

1. Stroke 'N' represents 'hundred' after the numerals in round figures as in-

five hundred	
nine hundred	
nineteen hundred	

2. Stroke 'TH' represents 'thousand' as in

six thousand	
twenty thousand	
seven hundred thousand.....		

3. Stroke 'M' represents 'million', as in

eight million	
two million	
three hundred million	

4. Stroke 'B' represents 'billion, as in

seven billion	
two hundred billion	
thirty billion	

Stroke PNDs represents 'pounds' is an or a round figure stroke,

as in -

two hundred pounds

five hundred pounds

nine pounds

Stroke D represents 'Dollar', after a figure or a round figure stroke,

as in -

five dollars

three hundred dollars

fifteen thousand dollars

Stroke Rs represents 'Rupees' after or before a figure or a round figure

as in -

three hundred rupees

Rupees five hundred

two million rupees

Rupees eleven thousand

DRILL EXERCISE

1. Write in Shorthand each phrase line 5 times:

(i) three hundred, 16 hundred, 2 hundred, 5 hundred pounds.

(ii) six thousand, nine thousand, 12 million, 2 million dollars, five thousand pounds.

(iii) 900 rupees, three hundred seventy, two million dollars, 3 hundred million.

(iv) 1975, 10000 rupees, 1200 pounds.

Key

(i)

(ii)

(iii)

(iv)

2. Write in Shorthand each line five times:

(i) I paid him Rs.900 on fifteenth May.

(ii) If you cannot pay him the amount of Rs.5,000 you will have to pay interest of 12 per cent.

(iii) India is a country where over 80 million people live.

(iv) We had to pay 500 pounds as interest on loan to the World Bank last year.

(v) The 138th session of Parliament started on 27th July.

Key

(i)

(ii)

(iii)

(iv)

(v)

INTEXT QUESTIONS 10.6

Choose the correct answer given in the brackets:

(a) A round figure can be represented by a Shorthand stroke by writing it (before/after) the numeral.

(b) Numerals (one to five/one to twenty) are written in Shorthand outlines.

(c) The stroke 'D' represents (Department/Dollar) in monetary units.

(d) The stroke Rs. represents (Railways/Rupees) in monetary units.

STROKE	WORDS REPRESENTED
P, Pr	Party, Professor
J	Journal
G	Government
F	Form
S	Society
L	Limited
R (up)	Railway, require-
.....	required-requirement
RNS	Conference
Th	Thousand (after fig.)
B	Billion (after fig.)
PND\$	Pounds (after figures)
T	Attention,
D	Department
K	Company, Council,
.....	Captain, Capital
Kr,	Colonel, Corporation
Th	Authority, month
M	Manager, morning
N	National
R (dn)	Arrange-arranged-
.....	arrangement
M	Million (after figures)
N	Hundred (after figures)
Rs.	Rupees (after figures)

10.8 WHAT YOU HAVE LEARNT

Many commonly occurring words representing office titles and colloquial phrases are expressed by strokes intersecting other strokes.

Intersection of strokes is done to get brief, distinct and speedy outlines in Shorthand. Whenever it is not possible to intersect a stroke by another stroke, the intersecting stroke is written close or parallel to the other stroke.

The intersecting stroke if written first is read first and if written last is always read last.

Round figures are represented in Shorthand by disjoining their representative strokes after or below the numerals.

10.9 TERMINAL QUESTIONS

1. Define an intersection and give three examples.
2. How the principle of intersection is applied when two strokes can not intersect each other?
3. Write the outlines for the following phrases: this month, next month, next morning, this morning.
4. Give three examples in which round figures are represented by their representative strokes.

10.10 ANSWERS TO INTEXT QUESTIONS

10.4

- (a) another
 - (b) read
 - (c) phrases
 - (d) colonelcorporation
 - (e) close
-

10.5

- (a) M
- (b) limited
- (c) R (upward)
- (d) national
- (e) disjoined

10.6

- (a) after
- (b) one to twenty
- (c) dollar
- (d) rupees

10.3.4 ADVANCED PHRASES

Introduction

Advanced phrases play an important role in rapid shorthand writing. A successful Stenographer or a Reporter cannot afford to miss the use of advanced phrases. In short it is a magic for transformation of shorthand practitioner to a highly proficient shorthand writer.

Advanced Phrases

You have already learnt about the form of phrases by the use of circles, loops, halving and doubling principles. Advanced phrases are formed by omission of:

1. Shortforms
 2. Consonants
 3. Syllables
-

Omission of Shortforms:

Shortforms are omitted in the following manner:

'a'	as in	for (a) time
'the'	as in	all (the) way
'of'	as in	difference (of) opinion
'of the'	as in	fact (of the) matter
'to'	as in	in (r) eply (to)
'and'	as in	again (and) again
'or'	as in	more (or) less
'with'	as in	in connection (with)
'by'	as in	side (by) side
'in'	as in	bear (in) mind
'have'	as in	there mus(t) (have) been

Omission of Consonants:

Consonants may be omitted in phrases like:

Mos(t) probably
in (f)act
in this (m)anner
animal (l)ife
in (r) eply

Omission of Syllable:

The syllable 'con' may be omitted as in the phrases:

I will (con)sider

we have (con) cluded

Advanced Phraseography : Section 1

(Simple joining of words, use of circles, loops, hooks and omission of logograms.

agree with the

as it were

by and by

by some means

dealing with the

on this occasion

I am certain that you are

peculiar circumstances

per annum

per cent

I am very glad

in all circumstances

in his opinion

in his own opinion

in the mean time

in this country

in this respect

very satisfactorily

you will agree
there is no doubt
as a rule
at a loss
in a few days
to a great extent
all over the world
at the present time
in the first instance
on the other hand
notwithstanding the fact
it appears to me
it appears to have been
regret to say
having regard to
in reference to which
regret to state
with regard to
ought to have been
ought to have known
we shall be glad to hear
with reference to
it seems to me

again and again
higher and higher
more and more
for the purpose of
more or less
for the purpose of
more or less
over and over again
over and above
here and there
ways and means
side by side
bear in mind
borne in mind
all parts of the world
facts of the case
in accordance with
in connection with
I am certain that
in this manner
worth while
I have concluded
foundation stone

Advanced Phraseography : Section 2

Phrases formed by using (Halving Principle)

brought forward

I am unable to think

at any rate

some time ago

you are not

you will be able to

I hope you will not

at the same time

from time to time

Advanced Phrases: Section 3

Phrases formed by using Doubling Principle

before there

before there is

if there is to be

in their statement

in which there is

some other respects

as the matter

any longer

longer than

no longer than

I have been there
I am sure there is
as a matter of fact
into the matter
as a matter of course

SPECIAL ADVANCED PHRASES :

Five Year Plan
First Five Year Plan
Second Five Year Plan
Third Five Year Plan
Fourth Five Year Plan
Fifth Five Year Plan
Sixth Five Year Plan
Seventh Five Year Plan
Prime Minister
Planning Minister
Home Minister
Railway Minister
Finance Minister
Defence Minister
Hon'ble Member
Mr. Deputy Speaker Sir
Lok Sabha

Rajya Sabha

High Court

Supreme Court

10.11 WHAT YOU HAVE LEARNT:

Abbreviations are utilised in advanced phraseography, as follows:

- (a) The small circle for as, is, us.
- (b) The large circle initially for 'as we'.
- (c) The loop st for 'first', the loop nst for 'next'.
- (d) The N Hook for than, been, on own.
- (e) The f or v hook for of, have, and in a few common phrases like: at all events, into effect, etc.
- (f) The halving principle for it, to, not, would, word etc.
- (g) The doubling principle for there, their, other and dear.

The following may be omitted-

- (a) Consonants not essential to phraseograms.
- (b) The syllable con., and a few other common syllables.
- (c) Any logogram or logograms provided in the phraseogram.

10.12 TERMINAL QUESTIONS

- 1. Explain in detail the rules for framing a good Phraseogram.
 - 2. Can you omit logograms from a phraseogram. If so, which are the common logograms which can be omitted.
-

MODEL TEST PAPER

SHORTHAND THEORY

Time : 1½ Hours

Marks : 30

Instructions to Candidates

1. All questions are compulsory.
2. Questions nos. 1 to 10 are Very Short Answer type. Their answer should not exceed 10 words each.
3. Question nos. 11 to 17 are Short Answer type. Their answer should not exceed 50 words each.
4. Question nos. 18 & 19 are Long Answer type. Their answer should not exceed 150 words.
5. Marks allotted to each question are given in the right hand margin.

-
- | | | |
|----|--|---|
| 1. | By whom was the system of Shorthand invented ? | 1 |
| 2. | Name the two elements to represent the Consonants in Pitman Shorthand. | 1 |
| 3. | What is the difference between strokes "Chay" and "Ray"? | 1 |
| 4. | How do you indicate the vowel signs in Pitman Shorthand? | 1 |
| 5. | Define the term "Phraseography". | 1 |
| 6. | In which direction 'L' is written after KW, when followed by a vowel? | 1 |
| 7. | Will you write upward R or downward R before M? | 1 |
| 8. | Can a loop be used when T/D is followed by a vowel? | 1 |
-

-
- | | | |
|-----|--|---|
| 9. | Whether the thickened forms of "lr" and "rr" must be used or not when a vowel follows "r"? | 1 |
| 10. | State any two qualities of a good Phraseogram. | 1 |
| 11. | Distinguish between Grammalogue and Logogram. | 2 |
| 12. | Explain with suitable examples any two rules for writing Shun Hook | 2 |
| 13. | Explain the rules governing the use of downward "H". | 2 |
| 14. | Explain with examples when strokes 's' or 'z' must be written in place of circle 's'/'z'. | 2 |
| 15. | Distinguish between Diphthongs and Diphones. | 2 |
| 16. | Write in short about the use of final hooks. | 2 |
| 17. | Write shorthand equivalents for the following :- | |
| | a) Whether | |
| | b) Improvement | |
| | c) Exceedingly | |
| | d) Spacious | 2 |
| 17. | State the use of doubling principle in phraseography. | 3 |
| | o r | |
| | Write the circumstances under which halving principle is not applied. | |
| 18. | Write shorthand outlines for the following phrases : | 3 |
| | a) All parts of the world. | |
| | b) We shall be glad to hear | |
| | c) At your earlier convenience | |
| | d) I think you should not | |
| | e) It is not possible | |
| | f) I know there is not | |
-

Self-Employment in Modern Secretarial Practice

INTRODUCTION

After completion of this course, you have got two options either opt for a career like Private Secretary, Private/office Assistants, Stenographers, DTP Operators etc. or start something on your own i.e. be self-employed.

Given below is the answer of some of the often-asked questions regarding self-employment. At the end, we have also worked out one sample budget for you. However, it should be kept in mind that the cost of raw material, labour, service charges, rent etc. will vary from place to place. In the beginning, two or more people can also club themselves, pooling the available resource and start their business.

WHAT CAN I DO AFTER COMPLETING THIS COURSE ?

After completing this course you have two options

- 1 Go and look for a job or
- 1 Be a job provider

For the first there are many options available to you as mentioned earlier. For the second option you should know the scope of self-employment in Secretarial Practice:

Scope of self-employment in Modern Secretarial Practice

In the course on Modern Secretarial Practice, a person is trained in various skills such as Computer Operator, Shorthand, handling mails, attending telephone calls, use of various electronic gadgets and office equipment, maintenance of records, arranging meetings and appointment drafting of various official and business correspondence etc.

Persons with such types of secretarial skills are required in all types of offices e.g., government, public or private, different types of agencies like, publishing houses,

insurance companies, and banks, transport etc. which are located in big or small cities.

The application of modern technology advancements has brought a revolution and greater effectiveness in day-to-day working of the offices. Due to this, procedures have become more streamlined and office work has become more interesting and challenging.

- ✓ After completion of this course, the learner can open a training cum facilitation centre in the field of Secretarial Practice/Stenography/Computer

OR

- ✓ For the beginners, even one of the services given can be provided individually.

The center can provide the following services :-

1. Training for secretarial practices like -
 - ✓ Typing Training Center
 - ✓ Computer Training Center
 - ✓ Shorthand Training Center
 - ✓ Training for Office Assistants
2. Placement assistance for secretarial services
3. Secretarial assistance to client agencies
4. Undertaking typing jobs e.g. thesis, book publication, reports, research work etc.
5. Undertaking DTP job work
6. Documentation -
 - ✓ Photocopying
 - ✓ Spiral binding
 - ✓ Lamination
 - ✓ Courier
7. Fax and E-mail services
8. PCO/STD/ISD

WHAT IS SELF-EMPLOYMENT?

A self-employed person works for himself/herself utilizing the resources available and also by way of procuring the resources through assistance from various sources and gradually expanding the business. Therefore a self-employed is also termed as an **entrepreneur**.

WHAT QUALITIES ARE NEEDED FOR SELF EMPLOYMENT?

Before starting your own business, you should know basically what all **entrepreneurial qualities** a self-employed person should possess in order to be successful. Some of the most important assets in your success plan should be **risk taking ability, confidence, enthusiasm and realistic goal setting**. Other qualities required are:-

- ✓ Behavioral quality
 - Patience
 - Perservance
 - Courtesy
 - Empathy
- ✓ importance of time management/timely delivery
- ✓ good communication skills
- ✓ ability to take decision
- ✓ creative and innovative
- ✓ aware of the latest information technologies
- ✓ ready to accept challenges
- ✓ curious to learn more
- ✓ work in a team
- ✓ learn to shoulder the responsibilities

DO I POCESS THE QUALITIES REQUIRED?

Make a self-analysis, you will notice that you possess most of the qualities to start and run the business. Some of the qualities however can be enhanced gradually by way of experience and training.

WHAT BUSINESS SHOULD I SELECT?

You can start any business in which you are confident of handling the work and have enough knowledge about that area. As an example we have given below one such business which you may think of starting.

TRAINING CENTER

The training center will provide the following services to various offices, which can be done on contract basis also:-

1. Taking dictations in shorthand and transcribing the same.
2. Communication based on telephonic instruction, or brief notes.
3. Putting up drafts for incoming mail.
4. Maintaining record of incoming and outgoing files.
5. Creating and maintaining databases relevant to organization.
6. Documentary assistance for the meetings.
7. Sending and receiving fax.
8. Handling incoming and or outgoing mail.
9. DTP services for pamphlets, letterheads, visiting cards, invoices, challans, souvenir, annual reports, catalogues, reports, and various forms.
10. Providing manpower on full/part time basis for the secretarial assistance on temporary/permanent basis.

WHERE SHOULD SUCH A CENTRE BE LOCATED ?

For selecting location and site, several factors should be considered like -

- ✓ Nearness to the market
- ✓ Availability of services like post, freight
- ✓ Availability of labour
- ✓ Supply of electricity and water

The best location for starting this type of center is near the commercial complexes with suitable concentration of small and large offices. However, due to the improving communication facilities in the country, it can be started in the residential areas also. Generally the public dealing offices outside colleges and schools also run such centres very effectively.

HOW THE AMBIENCE OF MY WORK PLACE BE?

By ambience we mean the atmosphere and the environment of your work place. When a client enters a place he/she should feel welcome and comfortable and the place should look attractive. When you start the typing cum facilitation centre, it is very important that in order to get business and clients, the center should have the minimum following requirements -

- ✓ Good environment
- ✓ Neat and clean rooms

It is suggested that before selecting any business **MARKET SURVEY** should be done which would help in gaining insight into the existing market conditions and market reactions for the service/product.

For selecting any business the following factors should be considered :-

1. Demand and supply of the service proposed.
2. How much is the competition?
3. Is the raw material easily available?
4. How are the infrastructural facilities like water, power transport etc. in that area.
5. Do you have adequate knowledge in this field?
6. Legal requirements, if any.
7. Investment required.

IF I OPEN MY TRAINING CENTRE WHAT WILL BE ITS OBJECTIVES?

Objectives of the center -

This type of center may basically have two objectives -

1. It helps the persons who are looking for the jobs in Secretarial Practices such as Stenographer, Office Assistants and Private Secretaries by the way of providing necessary training for acquiring the secretarial skills. It also provides guidance, on the job training in various offices and assistance for the placement after successful completion of the training.
2. The second objective is to provide the secretarial services on contract basis to small and large business organizations.

These two objectives put together can give a lot of scope of applying entrepreneurial qualities of the qualified person in the vocation of Secretarial Practices.

- v. Good layout
- v Back-up service
- v Charts/posters displaying the cost of various services offered
- v Some catchy display lines like -"**service is our motto**" "**service with a smile**" "**free home delivery**" "**no error service**" etc.
- v Water dispenser etc.

WHAT INFRASTRUCTURE IS REQUIRED?

The infrastructure required would depend on the type of business you have selected. Generally, following infrastructure is required:

- 1 Office space with basic facilities of electricity, water, sanitation etc.
- 1 Furniture
- 1 Equipment (computer, typewriter, telephone, fax, etc.)

I DON'T HAVE MONEY, FROM WHERE DO I GET FINANCIAL ASSISTANCE?

(i) Fixed Capital

Fixed capital generally remains constant over a longer period and is required only in the beginning stage. On the other hand, working capital is required frequently. It is implied that after sometime money starts coming out of the business and thus working capital is met out of the turnover.

(ii) Working Capital

Working capital is required for purchase of raw material (like paper, cartridges, flopies, CDs, etc.), for making payments to staff, electricity and telephone bills, conveyance and travel, etc. These are recurring in nature.

IS THERE ANY SCHEME AVAILABLE FOR FINANCIAL ASSISTANCE?

Money can be arranged from own sources, friends and relatives. However, the financial support is also provided by various financial institutions such as Nationalised banks, cooperative, rural banks, national and state level financial corporations and NGOs etc. under various schemes. You will require two types of capital to invest in an business. They are Fixed Capital and Working Capital.

State Bank of India (SBI) has a scheme known as "**Entrepreneur Scheme**" whereby loan is given to technically qualified person to set up a small unit. The rate of interest is also very low. The loan amount granted will depend upon the project report that you submit.

Various departments and ministries of the Central/State Government have different schemes under which financial assistance/loans are available. Prime Minister Rozgar Yojana (PMRY) is one such scheme. Some of the departments which provide financial assistance are:

Department of Rural Development

Department of Small Scale Industries

Department of Tribal Development

Department of Minorities Development

Department of Women Development

Small Scale Industries Institute (Govt. of India) provides valuable help in preparing project report and procuring machinery and raw material. This institute has its head-quarter in Okhla (New Delhi) and branch offices in all state capitals and major cities. Addresses of this institute and other government departments may be obtained from the nearest Employment Exchange or the Office of the District Collector.

Finance is generally available for Fixed Capital, i.e., one time only. Generally up to 80% finance is available and rest you have to arrange from your resources. This difference is called the Seed Money.

HOW WILL I LET PEOPLE KNOW ABOUT THE SERVICES THAT I AM OFFERING?

It is very important to sell your product/service in order to survive in the business. Therefore, it becomes very essential for you that till you are known in and around your area, you can adopt the following marketing strategies -

Marketing Strategy -

- ✓ You will have to contact various offices in the region and explain the cost-benefit of the services offered by the center. With the growing cost of office space, equipment, furniture and the inherent benefits of managing with less number of regular employees, many offices can be convinced to enter into the contract with this center.
- ✓ Use of hand made posters which could be easily made, informing about the services you are offering. Small hand made banners could also be made.
- ✓ You can make more customers if you value the "**Time**" of your customer. You should be able to give your service in the time stated by you. Make sure you know exactly what time it takes to finish one particular job before giving the time limit to your customer/client.
- ✓ Make sure your work is correct and error free. Check your work twice before handing it out to your client.
- ✓ Marketing strategies like "**free home delivery**" always can do wonders to your business. If a client is in urgent and has given some pages for typing/DTP work or for photocopying or for spiral binding etc. you can suggest him to deliver at his place with nominal charges, it is very much guaranteed he will become your regular customer.

- v Keep enough stock of your raw materials like stationery. You should take all precautions to make sure that you are never short of cartridges, typing papers etc. for this you can maintain a '**stock register**' which states how much stock you have, how much is in store, during when you have to order for more etc.

WHERE DO I GET MACHINES AND EQUIPMENT?

It can be purchased from the market. Generally all reputed companies have dealers network throughout the country.

The requirement of machinery/equipment spare parts, tools, etc. should be properly assessed and the proper size of plant and machinery should be decided upon. Initially one should start with minimum and expansion can be done eventually. Temptation to accumulate machinery at the initial stage should be avoided. At the training center you may require the following machines -

1. Computer with printer and scanner
2. Photocopying machine
3. Fax

For training the students, you should have the following facilities -

1. Blackboard - one
2. Table and chair of appropriate height for shorthand dictation and typing
3. Table and chair for computer purpose
4. Books on Typing, Stenography, Computer Applications and Secretarial Duties, Business Communication
5. Books containing passages of various speeds
6. Stop-watch for dictation purpose.
7. Adequate stationery supply

WHAT OTHER SERVICES CAN THE CENTRE PROVIDE?

The center can also offer secretarial placement to various nearby offices thereby you will be able to place your own students also and charge the offices for placement too. For this it is

very important that you make contacts with the nearby public and private sectors and inform them about your placement service.

At your center itself photocopying, DTP work, lamination, spiral binding etc. can be done. The machines required for photocopying and lamination can be purchased or hired with the help of financial institutions.

Services of fax and E-mail can be given either at the center or these things can be opened up individually. Similarly PCO/ISD/STD can be opened along with the center or individually.

WHAT SHOULD I DO IF I FACE SOME PROBLEMS?

It is not uncommon to have some problems in the initial stages. It is where the entrepreneurial qualities will help you to overcome the problems. All the successful business persons had problems initially. But they struggled and succeeded. You can also take help of support agencies set up by Govt. and Pvt. for handholding support. In the long run you will be able to cope up with this pressure yourself.

- 1 Analysis your business from time to time
1. Consult the experts for advice
- 1 Use your creativity to find out newer ways to enhance the satisfaction of customers for repeat and referral business.

Good Business Practices

Other than the financial aspects of a business, an entrepreneur should also take care of good business practices. These practices not only pay in the long run but also create harmony and cordial environment in the society. These practices are:

- (1) Be polite to the customers. Always greet and receive them properly. Remember that **Service with a Smile** brings reputation and goodwill to your business.
- (2) Be punctual and adhere to the Delivery Schedule. If the job of a customer is not ready by scheduled time, inform her/him in advance and apologise.
- (3) Be honest in dealings. Charge reasonably and honestly from the customers. Make prompt payments to your suppliers.
- (4) Pay your dues and taxes in time. It is our earnest duty to pay the taxes honestly. Taxes are the revenue for the government. This money is used for the welfare of the society.

(5) Pay reasonably to your staff. Payment to them should commensurate with their qualification, experience and the output they produce. Besides you have to comply by the **Minimum Wages Act** in this regard.

(6) Try to explore new business opportunities. Diversify your business.

All these are income-generating trade and subsequently will be able to provide job to other also therefore you will become job provider and not job seeker.

Model Calculation of Investment of one Training Centre

A. Fixed Capital		
1.	Land & building	Rented
2.	Equipment	
	1 Computer with Ups	35,000
3.	1 Photo copier	10,000
4.	1 Scanner	6,000
5.	1 Inkjet Printer/DOT Matrix Printer	6,000
6.	Software (licensed)	15,000
7.	Furniture	15,000
		88,000
B. Working Capital (for 1 month)		
1.	Rent of room	3,000
2.	Electricity, water bill etc.	1,000
3.	Telephone/Internet Charge	2,000
4.	Wages of 1 Asstt.	3,000
5.	Raw material	4,000
6.	Conveyance	2,000
7.	Confingencies	1,000
		16,000
	Total Investment	1,04,000
C. Calculation of Income over Expenditure		
	Expected Turn over (for one month)	
	75 pages per	
	day @ Rs. 15 per page	30,000
	Less expenses	
	Electricity, Rent, Wages, Telephone charges etc.	20,000
	Surplus of INcome over Expenditure (infit)	10,000

Syllabus

Lesson No.	Name of the lesson	Contents
1.	Introduction to Stenography	– Introduction to Stenography – Note taking techniques
2.	Consonants	– Classification of consonants – Size of strokes – Joining of strokes
3.	Vowels, Diphthongs Triphones, Diphones and Abbreviated W	– Placing of vowel – Joining of Diphthongs and Triphones – Use of abbreviated W
4.	Grammalogues, Punctuation signs and Phraseography	– Grammalogues – List of punctuation – Phraseography
5.	Alternative forms of R and H	– Rules for writing upward and downward 'R'
6.	Circle, Loops and Hooks	– Circle S and Z – Large circle and loops – Initial hooks – Final hooks
7.	Compound Consonants and Medial semi-circle	– Compound consonants – Medial semi-circle
8.	Upward and downward forms of L and SH	– Upward Sh and L – Downward Sh and L
9.	Halving and Doubling principle	– Usage of Halving principle – Usage of Doubling principle – Cases Where Halving and Doubling cannot be used – Phraseographic use of Doubling principle
10.	Contractions, Prefixes, Suffixes, Intersection, Figures and Advanced Phrases	– General and special contractions – Use of Prefix – Use of Suffix – Intersection and figures – Advanced phrases