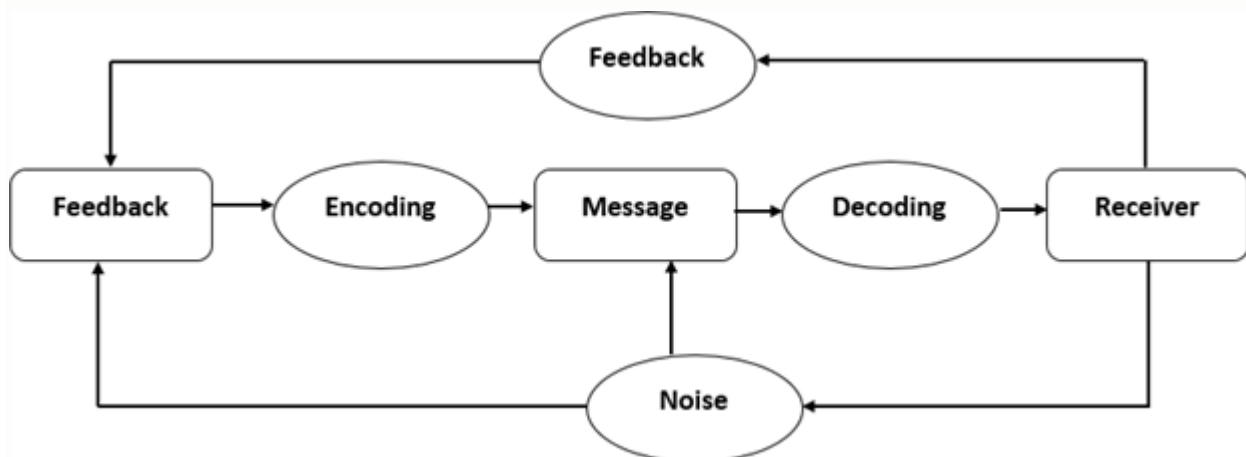


3.5 Drafting a Virtual Message

ICE BREAKERS

Q. 1. (i) Given below is a two-way communication cycle or the process of communication.

(a) Can you guess the role of the sender and the receiver in this process? What do we encode? What do we decode?



(a)

(1) Can you guess the role of the sender and the receiver in this process?

Ans. The role of the sender is to transcribe what he/she wants to convey to the receiver in a message. The role of the receiver is to interpret the conveyed message and to grasp its meaning. As messages use commonly accepted components like words, symbols and signs, the receiver generally finds no difficulty in interpreting them. However, the sender must be careful to create a clear message so as to avoid any kind of misinterpretation or misreading.

(2) What do we encode?

Ans. We encode what we want to convey to the receiver in the form of an unambiguous (clear in meaning) message.

(3) What do we decode?

Ans. We decode from the message the idea that it conveys by way of interpreting it. A clear message is easy to interpret.

[Note: Feedback is the response to the message reverted to the sender by the receiver. Thus, feedback completes one cycle of communication. Noise is any sort of interference that occurs during the transmission of a message. The noise mainly occurs when we use a medium presented by modern technology]

(b) People send messages to others for different purposes. Mention at least five purposes/ reasons for which messages are generally sent.

Ans.

(1) To inform the receiver about the facts, events, etc.

(2) To express feelings like sympathy, solidarity, etc.

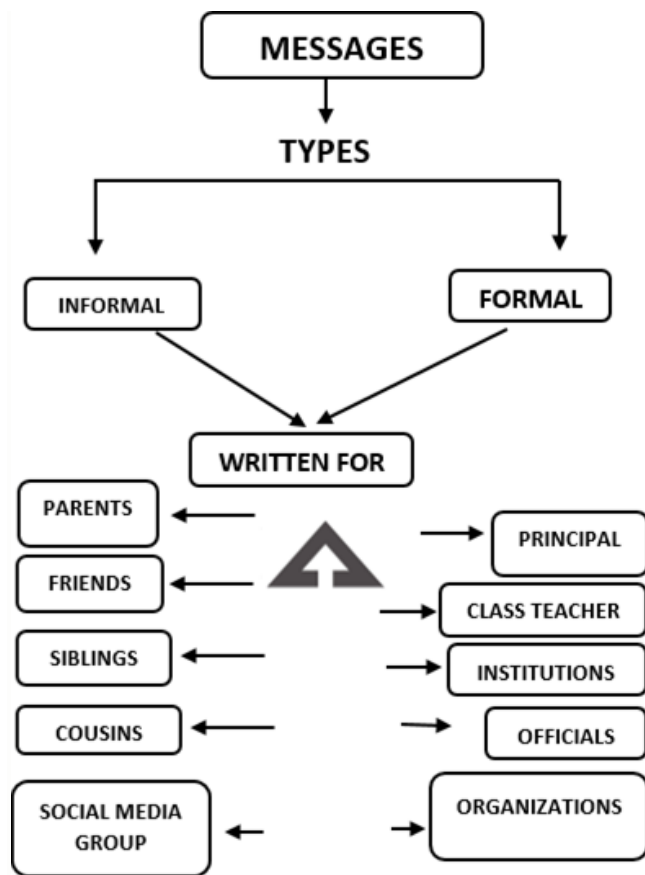
(3) To influence the decision, attitude, etc. of the receiver

(4) To meet social expectations like expressing thanks, congratulating, wishing on special occasions, etc.

(5) To make the receiver imagine different scenarios, possibilities, etc.

(ii) Given below is a tree-diagram explaining two major types of messages. Complete the blank boxes in the diagram. One is done for you. (Answers are given directly.)

Ans.



BRAINSTORMING

(A1) (i) In pairs, enact the given conversation between Rakesh and Mrs Sarkar.

Rakesh : Hello, may I speak to Dr Sarkar?

Mrs. Sarkar : He has gone to the hospital to attend the OPD. May I know who is speaking?

Rakesh : Yes, I am Rakesh Sood. My wife has been having a severe headache since yesterday. Since this morning she has also developed a high temperature. I would be very grateful if the doctor could come over to our place to examine her.

Mrs. Sarkar : Of course. Please let me note down your address.

Rakesh : It is B-49, New Colony.

Mrs. Sarkar : I will give him your message as soon as he returns.

Rakesh : Thank you.

Mrs Sarkar had to leave for the school where she teaches. So she wrote a message for her husband, Draft the message in not more than 50 words,
(Students can enact the conversation in class.)

Ans.

22/06 - 9 am

Sumit

One Rakesh Sood staying at B-49, New Colony rang up this morning to say his wife has not been keeping well. She had headache yesterday and has been running a high temperature since this morning. He wanted you to go over their place and attend her at the earliest.

Sunita

(ii) Using information from the dialogue given below, write the message which Amrita left for her brother, Sourajit. (Do not leave out any vital information or add any new information).

Shekhar : Is this 28473892?

Amrita : Yes, May I know who is speaking?

Shekhar : I am Shekhar, I want to speak to Sourajit. I am his friend from IHM, Goa.

Amrita : I am his sister. Sourajit is not at home at the moment. Can you ring up a little later?

Shekhar : I shall be a little busy. Actually, I have got a placement at the Hotel Mumbai, and will have to join with immediate effect. So right now I am trying to get all the formalities completed. This is the news that I wanted to give Sourajit. Will you do that for me? Also tell him that I will let him know my new cell phone number as soon as I get one.

Amrita : I'll do that. Bye and all the best.

Amrita had to leave for office. So she wrote a note for Sourajit. Draft her message in not more than 50 words.

Ans.

30th Sept, 8:30 am

Sourajit

Your friend Shekhar called up to say that he had got a placement in Hotel Mumbai. He is at present busy getting all the formalities done. He said he would give you his new cell number as soon as he got it.

Amrita

(iii) You are Priyanka, a personal assistant to Ms Sen. She was away attending a meeting when Mr Garg rang up. You spoke to him and jotted down his message in your notepad.

Draft the message for Ms Sen using the information in your notes given below.

Mr Garg – rang up – 5 pm – has received the CDs and the posters – coming tomorrow – to thank Ms Sen and to personally hand over the cheque.

Ans.

5.15 pm (30th Sept.)

Madam,

Mr. Garg rang up at five in the evening while you were away attending the meeting. He said he had received the CDs and posters and would come tomorrow to express his thanks to you. He said he would also hand over the cheque to you personally.

Priyanka

(P.A)

(iv) Read the following conversation between Aashna and Mr. Singh.

Aashna : Hello, may I speak to Ranajit, please?

Mr Singh : Ranajit is getting ready for school. May I know who is speaking?

Aashna : My name is Aashna. I am Ranajit's classmate.

Mr Singh : Hello, Aashna. I am Ranajit's father. Is there any message?

Aashna : Yes. Please ask him to bring his biology notebook to school today. I was absent from school due to illness. I would like to see the notes which our biology teacher gave to the class during my absence.

Mr Singh : I will definitely do that.

Since Mr Singh had to go for his morning walk he left a message for Ranajit. Draft that message in 50 words.

Ans.

14/10:6:20 am

Ranajit

Aashna called up right now. She wanted you take along your biology notebook to school today. She told that she would like to see the notes given by your biology teacher during her absence yesterday.

Dad

(v) Rajat comes home from school and finds the door locked. Since he has a duplicate key he enters and finds a note from his mother kept on the table. In it she explains that she had to rush to the hospital with Mrs. Manohar, their neighbour, who had met with an accident. She has also written that he should have the rice and curry kept on the dining table for lunch. He could heat the food in the microwave oven if he wanted to, but he should be very careful while handling the switch.

Draft the message which Rajat's mother left for him.

Ans.

30/9 11:30 am

Rajat

Mrs. Manohar has met with an accident. I am rushing to hospital with her. I have kept rice and curry on the dining table for your lunch. Heat it in the microwave if you want to be careful while handling the switch.

Mom

(vi) Using the information given below, write a message which Manu left for his sister, Renu. (Do not add any new information. The message should not exceed 50 words).

Ruhaan rang up book – reading session – ‘Children Ask Kalam’ – Dr A.P.J. Abdul Kalam – compilation of letters received by him from children and his answers – Oxford Book Store – 8 p m, this evening, – pick you up – 6:30 pm – attend reading session together.

Ans.

28th Nov.: 2 pm

Renu

Ruhaan rang up to say that there is a book reading session at Oxford Book Store this evening at 8 o'clock. The book is "Children Ask Kalam" — a compilation of letters received by Dr. Kalam and his answers. I will pick you up at 6:30 pm sharp. We will attend it together.

Manu

(vii) Given below is a template for a message. Imagine you are working as a receptionist in a company and you are supposed to maintain the call record.

Complete the details given in the template for a particular message.

| | | | |
|---------------------|--------------------|-----------|-----------------|
| Call For : | | | |
| From : | | Company : | |
| Date : | Time : | Phone : | |
| | | () | |
| Message : | | | |
| | | | |
| | | | |
| | | | |
| Action (Circle One) | | | Taken By |
| Phoned | Returned Your Call | Call Back | Will Call Again |

Ans.

Call For : PRAVIN MUNANKAR (Mkt. Mgr)

| | | | |
|--|-----------------------|------------------|------------------------------------|
| From : | | Company : | |
| P. N. MENON | | RIAN ENTERPRISES | |
| Date : | Time : | Phone : | |
| 30/09/2020 | 10:30 AM | ((022) 60667788) | |
| Message : Called up to enquire about the pending delivery | | | |
| of consignment vide proforma invoice RE/1022/20 dated 16th | | | |
| Sept. Also asked to verify the undue delay and rectify | | | |
| He expressed his concern over the delay and the subsequent | | | |
| Problems which may arise in his factory. | | | |
| Action (Circle One) | | | Taken By |
| Phoned | Returned Your Call | Call Back | Will Call Again |
| | | | Vasant Gosavi (Asst. Mkt. Mgr.) |

(viii) Explore :

(a) Browse the net and prepare a tabular column to explain the 'Dos and Don'ts' while drafting messages.

Ans.

| Dos | Don'ts |
|---|--|
| 1. Address it to the right person | 1. Don't address it to many people |
| 2. Keep it short | 2. Avoid the use of humour |
| 3. Use simple language | 3. Don't exaggerate |
| 4. Be specific | 4. Stay away from adding unnecessary details |
| 5. Ensure you include important details | 5. Don't be repetitive |
| 6. Be prompt in drafting the message | 6. Don't forget to write your name |

(b) Browse the net to find innovative 'Message Templates'.

Ans. Do it yourself.

(c) Prepare a collection of short messages that are usually drafted and exchanged within the family members to keep them well informed and updated in case of

different situations.

Ans.

| Sr. No. | Situation | Message Template |
|---------|-------------------------|--|
| 1. | Someone would be late. | This is to inform you that I am going to be late today. Please don't wait up for me. |
| 2. | Run out of the grocery. | I have gone to the market to buy grocery. Will be back in an hour. |
| 3. | Helper's leave. | Kamlabai called up to inform that she cannot make it today. Her daughter is unwell. |
| 4. | Someone's invitation. | Mohit called up to tell you that you have been invited to his birthday party at 8:00 p.m. |
| 5. | Repair man called. | The repair man called and wanted to know when would be a good time to visit. Kindly call him back. |
| 6. | Announcement. | The local authorities have announced a water cut on Monday. Be prepared. |

(d) Prepare a project titled, 'The Importance of Messages in Everyday Life'.

Ans.

☺ Importance of Messages in Everyday Life

1. Messages help you stay aware of the latest updates.
2. They're short, simple, and easily understood.
3. They help you to communicate with your relatives, colleagues, friends, and family.
4. Better, stronger, and more reliable relationships can be built.
5. They help improve situations in the best interests of those involved.
6. Finally, they help us fill all the gaps in understanding those around us.