



ENG201

Final-Term

ABSTRACT

This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.

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Spring2026

1. Define Claims and Adjustments

Claims: A claim is a request made by a customer for compensation, replacement, repair, or refund due to defective, damaged, or unsatisfactory goods or services.

Adjustments: An adjustment is the positive response to a customer's claim by providing a refund, replacement, repair, discount, or other suitable remedy.

2. Enlist Three Internal Communication Tools

- Memorandums (Memos)
- Meetings
- Reports

3. Kinds of Sentences

According to purpose:

- Declarative
- Interrogative
- Imperative
- Exclamatory

4. Three Elements of a Coherent Paragraph

- Logical order
- Transitional words/phrases
- Repetition of key words and ideas

5. Three Elements of the Front Matter of a Proposal

- Title Page
- Letter of Transmittal
- Table of Contents

6. Five Elements of a Business Letter

- Heading
- Inside Address
- Salutation
- Body
- Complimentary Close (with Signature)

7. Steps of an Interview

1. Preparation
2. Opening
3. Questioning
4. Closing
5. Follow-up

8. How can you ask important questions about salary during the interview?

According to the interview guidelines, discuss salary **politely and at an appropriate time**, usually after the employer shows interest in hiring you. Ask professionally, for example:

"Could you please tell me about the salary package and benefits for this position?"

9. Objectives of an Empirical Research Report

The objectives are to:

- Present research findings
- Analyze collected data
- Draw conclusions
- Make recommendations based on evidence

10. Business Letter – Five Elements

- Heading
- Inside Address
- Salutation
- Body
- Complimentary Close (Signature)

11. Proposal – Front Matter Elements

- Title Page
- Letter of Transmittal
- Table of Contents

12. Paragraph Writing – Coherence Elements

- Logical sequence
- Transition signals
- Repetition of key words/ideas

13. Communication – Internal Communication Tools & Organized Messages

Internal Communication Tools

- Memorandums (Memos)
- Meetings
- Reports

Organized Messages

- Have a clear purpose.
- Present ideas in logical order.
- Put important information first.
- Ensure unity and coherence.

14. Interview – Steps & Salary Questions

Interview Steps

- Preparation
- Opening
- Questioning
- Closing
- Follow-up

Salary Questions

Ask politely after discussing your qualifications or when the interviewer raises the topic, e.g.:

"May I know the salary range and benefits offered for this position?"

15. Research – Objectives of an Empirical Research Report

- Report research findings
- Analyze data
- Present conclusions
- Offer recommendations

16. Grammar – Kinds of Sentences, Told vs Said, Sentence Correction

Kinds of Sentences

- Declarative
- Interrogative
- Imperative
- Exclamatory

Compilation

Told vs Said

- **Said** → does **not** require an object.
 - *Ali said, "I am busy."*
- **Told** → **requires an object**.
 - *Ali told me that he was busy.*

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