Showroom Hostess
Participant Handbook

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Unit	
1	# Introduction to the Program

Unit Objectives

The participants will be able to gain knowledge about the Automotive Industry. The participants will have full knowledge about the objective of the program and skills required for the job. The participants will know the roles, responsibilities and personal attributes of a showroom hostess.

Unit Design

S.No	Session	Method	Tools/Equipments	Duration
1	Objectives of the Program	Group Activity, Role Play, Skill Practice, Trainer led discussion, Individual Reflection, Assessment	Computer, Projector, White Board, Markers, Flip Charts	
2	Automotive Industry			
3	Role of Showroom Hostess			

Unit	Chapter 1
1	# Objectives of the Program

Duration	
Class Room Session	**1 Hour**

Chapter Objectives

After completing this module you will be able to:

í   Understand the overview of the program.

í   Know the necessary skills on which the participants will be trained.

í   Acknowledge the ground rules.

Slide No. 1.1

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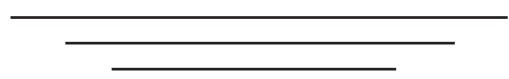
Skills Practical : Ice Breaking

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This program will facilitate an overview of:

í   Automotive Industry

í   Roles and responsibilities of a Showroom Hostess

í   Key terms

í   Professional and technical skills required for performing the job effectively

í   Techniques of carrying out activities for hosting customers in an Automobile Show Room

í   Methods of planning and organizing work to meet expected outcomes

í   Ways to work effectively in a team

í   Ways to maintain a healthy, safe and secure working environment

í   Interview Skills

The skills that this program trains you in are:

- Communication Skills
- Language Skills
- Decision Making Skills
- Planning and Organizing Skills
- Customer Centricity
- Problem solving Skills
- Analytical and Critical Thinking

As a showroom hostess you have to perform, four main activities:

- Carry out activities for hosting customers in an Automobile Show Room
- Plan and organize work to meet requirements
- Work effectively in a team
- Maintain a healthy, safe and secure working environment

Ground Rules:

- Arrive on time.
- All participants are expected to participate in all phases of the workshop.
- All mobile phones should be switched off or in silent mode, during the session.
- You must adhere to the timelines. If the break given is of 15 minutes, then everybody has to be in the training room within those 15 minutes.
- All the doubts should be raised to the facilitator. Do not talk among yourselves.
- Listen actively - respect others when they are talking.
- Ask questions if you don't understand.

Key Learnings

- Overview of the program.
- Objectives of the program.
- Skills needed for the role.

Questions

1. What are the objectives of the program?

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2. What are your expectations from the program?

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Notes

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Unit	Chapter 2
1	**Automotive Industry**

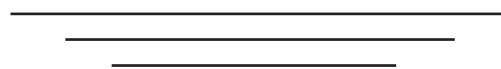| Duration	
Class Room Session	**1 Hour**

Chapter Objectives

After completing this module you will be able to:

Í   Gain knowledge about the Automotive Industry.

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Automotive Industry:

Overview

The automotive industry is a wide range of companies and organizations involved in the design, development, manufacture, marketing, and selling of motor vehicles. The automotive industry in India is one of the larger markets in the world. It had previously been one of the fastest growing markets globally, but is currently experiencing flat or negative growth rates. The automobile sector is divided into four segments-two wheelers(mopeds, scooters, motorcycles, electric two-wheelers), passenger vehicles (passenger cars, utility vehicles, multi-purpose vehicles), commercial vehicles (light and medium-heavy vehicles), and three wheelers (passenger carriers and goods carriers).

History of Indian automotive industry

The first car ran on Indian roads in 1897. Until the 1930s, cars were imported directly, but in very small numbers. An embryonic automotive industry emerged in India in the 1940s. Hindustan was launched in 1942, long time competitor Premier in 1944. They built GM and Fiat products respectively. Mahindra & Mahindra was established by two brothers in 1945, and began assembly of Jeep CJ-3A utility vehicles. Following the independence, in 1947, the Government of India and the private sector launched efforts to create an automotive component manufacturing industry to supply to the automobile industry. In 1953 an import substitution program was launched, and the import of fully built-up cars began to be impeded.

However, the growth was relatively slow in the 1950s and 1960s due to nationalisation and the license raj which hampered the Indian private sector. Total restrictions for import of vehicles were set and after 1970 the automotive industry started to grow, but the growth was mainly driven by tractors, commercial vehicles and scooters. Cars were still a major luxury item. By the 1980s, the automobile market was still dominated by Hindustan and Premier, who sold superannuated products in fairly limited numbers. During the eighties, a few competitors began to arrive on the scene. To promote the auto industry the government started the Delhi Auto Expo which had its debut showcasing in 1986.

Eventually multinational automakers, such as, Suzuki and Toyota of Japan and Hyundai of South Korea, were allowed to invest in the Indian market ultimately leading to the establishment of an automotive industry in India. Maruti Suzuki was the first, and the most successful of these new entries, as a part the result of government policies to promote the automotive industry which began in the 1980s. As India began to liberalise their automobile market in 1991, a number of foreign firms also initiated joint ventures with existing Indian companies. By 2000, there were 12 large automotive companies in the Indian market, most of them offshoots of global companies.

Exports were slow to grow. Sales of small numbers of vehicles to tertiary markets and neighbouring countries began early, and in 1987 Maruti Suzuki shipped 480 cars to Europe (Hungary). After some growth in the mid-nineties, exports once again began to drop as the outmoded platforms handed down to Indian manufacturers by multinationals were not competitive. This was not to last and today India manufactures low-priced cars for markets across the globe. As of 18 March 2013 global brands such as Proton Holdings, PSA Group, Kia, Mazda, Chrysler, Dodge and Geely Holding Group are shelving plans for India due to the global economic crisis.

Recent trends in Automotive Industry

Revenues
The gross turnover of automobile manufacturers in India expanded at a compound annual growth rate (CAGR) of 17.7 per cent over FY07-11.
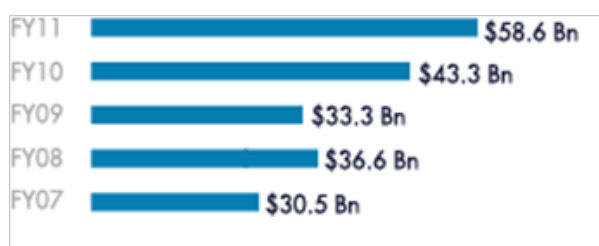
The passenger vehicles production in India touched 3.23 million units in 2012–13 and is expected to reach 10 million units by 2020–21. The industry is estimated to grow at a CAGR of 13 per cent during 2012–2021. In addition, the industry recorded exports worth US$ 9.3 billion in 2012–13 and is projected to touch US$ 30 billion by 2020–21, according to data from Automotive Component Manufacturers' Association (ACMA).

Market Segments
Two wheelers segment accounted for about three quarters of the total automotive production in the country during FY13.
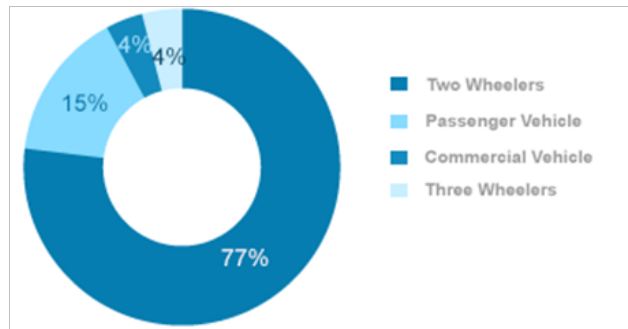
Recent trends are for smaller, more economical cars because of the higher oil prices. Hybrid cars are becoming more popular as technology matures. Internally, devices are being integrated into the car such as GPS's, wireless telecoms, etc. Recent trends are not only for smaller sizes of the cars but also for the economical ones. Electric vehicles are the most sensible solution hence the technology to produce one is becoming cheaper and more available. The main advantage is, that Electric vehicles produce 0 g/ml of any sort of emissions and recycling of the battery and other car parts will let us rely less on the production of new plastics, metals, and substances further reducing our carbon footprint. Probably the newest trend from a design point of view, is incorporating original fibers and flexible plastics into the horizon, moving away from the plated structure of the automobiles, to more unique looking and detailed designs, for example, the BMW GINA concept that sparked a whole new trend of high end vehicles (appealing to a different crowd).

Regulatory framework

In India the Rules and Regulations related to driving license, registration of motor vehicles, control of traffic, construction & maintenance of motor vehicles etc are governed by the Motor Vehicles Act 1988 (MVA) and the Central Motor Vehicles rules 1989 (CMVR). The Ministry of Shipping, Road Transport & Highways (MoSRT&H) acts as a nodal agency for formulation and implementation of various provisions of the Motor Vehicle Act and CMVR.
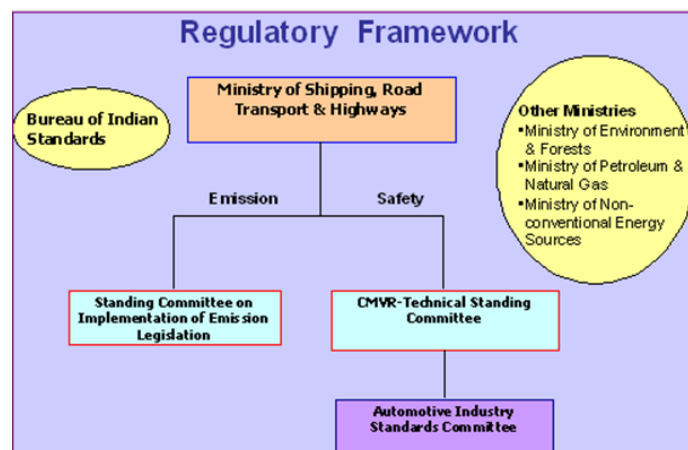
In order to involve all stake holders in regulation formulation, MoSRT & H has constituted two Committees to deliberate and advise Ministry on issues relating to Safety and Emission Regulations, namely –

Í   CMVR- Technical Standing Committee (CMVR-TSC)

Í   Standing Committee on Implementation of Emission Legislation (SCOE)

This Committee advises MoSRT & H on various technical aspects related to CMVR. This Committee has representatives from various organisations namely; Ministry of Heavy Industries & Public Enterprises

(MoHI & PE)), MoSRT & H, Bureau Indian Standards (BIS), Testing Agencies such as Automotive Research of India (ARAI), Vehicle Research Development & Establishment (VRDE), Central Institute of Road Transport (CIRT), industry representatives from Society of Indian Automobile Manufacturers (SIAM), Automotive Component Manufacturers Association (ACMA) and Tractor Manufacturers Association (TMA) and representatives from State Transport Departments. Major functions the of Committee are:

- To provide technical clarification and interpretation of the Central Motor Vehicles Rules having technical bearing, to MoRT & H, as and when so desired.

- To recommend to the Government the International/ foreign standards which can be used in lieu of standard notified under the CMVR permit use of components/parts/assemblies complying with such standards.

- To make recommendations on any other technical issues which have direct relevance in implementation of the Central Motor Vehicles Rules.

- To make recommendations on the new safety standards of various components for notification and implementation under Central Motor Vehicles Rules.

- To make recommendations on lead time for implementation of such safety standards.

- To recommend amendment of Central Motor Vehicles Rules having technical bearing keeping in view of changes in automobile technologies.

Skills Practical : Visit to Show Room

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Key Learnings

- Overview of Indian Automotive Industry
- Recent trends in Automotive Industry
- Regulatory framework of Automotive Industry

Questions

1. Describe the regulatory framework of Automotive Industry.

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Unit	Chapter 3
1	# Role of Showroom Hostess

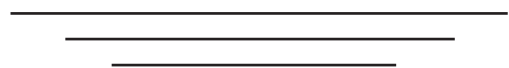| Duration	
Class Room Session	**1 Hour**

Chapter Objectives

After completing this module you will be able to:

Í   Gain knowledge about the job description of a Showroom Hostess.

Í   Know the personal attributes of a Showroom Hostess.

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Who is a showroom hostess?

A showroom hostess is also known as front office executive, showroom coordinator or showroom receptionist and greeter. She is responsible for handling the front office work at the show room.

Role and importance of a Showroom Hostess:

A showroom hostess serves as the face of her employer. She is the first, and sometimes the only person whom the customers meet. Although this is an entry-level role, the showroom hostess needs a great deal of skill to perform the many tasks. A successful showroom hostess must be both an excellent communicator and a strong administrator. She should have a pleasing personality and should be quick enough to entertain all the customers coming to the showroom and guide them to the concerned department. She must also comfortably interact with individuals at all professional levels.

Specific Responsibilities of a Showroom Hostess at an Automobile Show Room:

Í   Responsible for handling the front office work.

Í   Attend the customers and coordinate response to their queries.

Personal Attributes Needed for a Showroom Hostess:

Í   Required to work as a part of a team.

Í   Must be able to record the customer information.

Í   Should have understanding of vehicle features.

Í   Should have good communication skills.

Key Learnings

Í   Roles and responsibilities of a Showroom Hostess.

Í   Personal attributes of a Showroom Hostess.

Questions

1.   Why is the role of a showroom hostess crucial for the company?

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2.   List some of the personal attributes required to be a successful showroom hostess?

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Unit	
2	# Key Concepts

Unit Objectives

The participants will have full knowledge about the basic terminologies used in the automotive industry. The participants will come to know about the most crucial skill required by the participants i.e. customer service.

Unit Design

S.No	Session	Method	Tools/Equipments	Duration
1	Key Terms	Group Activity, Role Play, Skill Practice, Trainer led discussion, Individual Reflection, Assessment	Computer, Projector, White Board, Markers, Flip Charts	
2	Customer Service			

Unit	Chapter 1
2	**Key Terms**

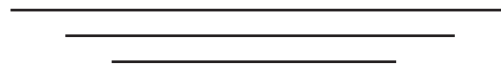| Duration	
Class Room Session	**1 Hour**

Chapter Objectives

After completing this module you will be able to:

Í   Gain an understanding of the various concepts and terminologies specific to job role.

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Classification of Vehicles in India

The classification of vehicles in India with four or more wheels is as follows:

On the basis of seating capacity:

1. **Heavy Commercial Vehicles:** Heavy commercial vehicles, or HCVs, are generally classified as those vehicles that have a Gross Vehicle Weight (GVW), of above 16.2 metric tones.

2. **Medium Commercial Vehicles:** Medium commercial vehicles, or MCVs, are generally classified as those vehicles that have a GVW between 7.5 and 16.2 metric tones.

3. **Light Commercial Vehicles:** Light commercial vehicles, or LCVs, are generally classified as those vehicles that have a GVW of up to 7.5 metric tones.

4. **Passenger Cars:** Passenger Cars are vehicles that have a seating capacity of up to six persons, excluding the driver. In line with agreed categories of sub-classification, passenger cars are further classified into the following segments:

    Í   Mini Cars have a length of up to 3,400 mm. This entry-level segment constituted 5.8% of the domestic passenger car market in 2007-08 by volume.

    Í   Compact Cars have a length of between 3,401 mm and 4,000 mm. This segment constituted 71.4% of the domestic passenger car market in 2007-08 by volume.

    Í   Midsize Cars have a length of between 4,001 mm and 4,500 mm. This segment constituted 18.5% of the domestic passenger car market in 2007-08 by volume.

ĺ Executive Cars have a length of between 4,501 mm and 4,700 mm. This segment constituted 3.5% of the domestic passenger car market in 2007-08.

ĺ Premium Cars and Luxury Cars have a length of between 4,701 mm and 5,000 mm, and 5,001 mm and above, respectively. These segments constituted 0.8% of the domestic passenger car market in 2007-08.

5. **Utility Vehicles:** Utility Vehicles, or UVs, have a seating capacity of seven persons to 12 persons excluding the driver.

6. **Multi-purpose Vehicles:** Multi-purpose vehicles, or MPVs, are van-type vehicles that have a seating capacity of seven persons to 12 persons excluding the driver.

On the basis of body Shape:

1. **One Box (VAN/MPV):** It means engine area, passenger area & luggage area all in one box. There is no separate compartment. E.g. Maruti Omni, TATA Ace, TATA Magic, Maruti Versa.

2. **Two Box (Hatchback):** It means Engine are has a separate cabin while Passenger area and luggage area are together. For E.g. Maruti M800, Maruti Alto, Hyundai Santro, Hyundai i10, Maruti A-star, Maruti Swift etc.

3. **Three Box (Sedan/saloon/Notchback):** It means Engine area, Passenger area & luggage area all are having different cabin. For E.g. Maruti SX4, Honda City, Ford Fiesta, Maruti Swift Dzire, GM Ambassador, TATA IndigoCS etc.

4. **Estate/Station wagone:** Its nothing but sedan whose roof is extended till the rear to create more boot space. For E.g. TATA Indigo Marina, Skoda Octavia Combi, etc.

5. **SUV (Sports Utility Vehicle):** These vehicles have large tyres, higher seating, and higher ground clearance. The engine area is separate, but the passenger & luggage area are enclosed together. Most of these vehicles are equipped with either 4 wheel drive system or has the option for that. For eg. Honda CRV, TATA Safari, Maruti Grand Vitara, Mitsubishi PAJERO etc

6. **Semi Notchback:** It's a sedan whose boot door can be opened like a hatchback (wagon r, swift), where the rear wind shields too opens along with the boot door. Unlike sedan whose rear wind shield is always fixed. There are only few examples–Skoda Octavia, Hyundai Accent, Toyata Liva.

On the basis of length of the vehicle:

1. A1 Segment - Mini – Up to 3400mm (Maruti M800, TATA Nano)

2. A2 Segment - Compact – 3401 to 4000mm (Maruti Alto, Maruti wagonR, Maruti Zen, Hyundai i10, Maruti A-star, Maruti Swift, Hyundai i20, Fiat palio, TATA indica etc.)

3. A3 Segment – Midsize – 4001 to 4500mm (Honda City, Maruti Sx4, Maruti Swift Dzire, Mahindra Logan, Hyundai Accent, Ford Fiesta, Hyundai Verna etc)

4. A4 Segment - Executive – 4501 to 4700mm (Toyota Corolla, Honda civic, Mercedes Benz C class, Chevlolet Optra, Skoda Octavia etc.)

5. A5 Segment - Premiun – 4701 to 5000mm (Toyota Camry, Mercedes Benz E class, Honda Accord, Hyundai Sonata, Skoda Laura, Skoda Superb etc)

6. A6 Segment – Luxury – Above 5000mm (Mercedes S class, 5 series etc)

Unit	
3	# Professional Skills

Unit Objectives

The participants will be able to gain knowledge about the different professional skills required for their job role. It includes telephone etiquette, effective communication skills, decision making skills, problem solving and analytical and critical thinking skills.

Unit Design

S.No	Session	Method	Tools/Equipments	Duration
1	Telephone Etiquette	Group Activity, Role Play, Skill Practice, Trainer led discussion, Individual Reflection, Assessment	Computer, Projector, White Board, Markers, Flip Charts	
2	Communication Skills			
3	Decision Making Skills			

7. Courteous

Courteous communication is friendly, open, and honest. There are no hidden insults or passive-aggressive tones. You keep your customer's viewpoint in mind, and you're empathetic to their needs.

For example, be aware of the importance of your voice and tone in conveying a friendly personality.

All of us communicate every day. The better we communicate, the more credibility we'll have with our clients, our boss, and our colleagues. Use the 7 Cs of Communication as a checklist for all of your communication. By doing this, you'll stay clear, concise, concrete, correct, coherent, complete, and courteous.

Now let's learn about important components of effective communication.

Effective Communication Skills: Listening

What is listening?

Listening is one of the most important aspects of effective communication. In a customer scenario as with a showroom hostess whose job role is constantly customer oriented, listening is a very important skill. As a showroom hostess, your job is to build rapport with the customers and provide information to them. Listening actively is a pre-requisite for rapport building.

Tips for effective listening

If your goal is to fully understand and connect with the other person, listening effectively will often come naturally. If it doesn't, you can remember the following tips. The more you practice them, the more satisfying and rewarding your interactions with others will become.

- Focus fully on the speaker, his or her body language, and other nonverbal cues.
- Avoid interrupting or trying to redirect the conversation to your concerns, by saying something like, "If you think that's bad, let me tell you what happened to me." Listening is not the same as waiting for your turn to talk. You can't concentrate on what someone is saying if you're forming what you're going to say next.
- Avoid being judgmental. In order to communicate effectively with someone, you don't have to like them or agree with their ideas, values, or opinions. However, you do need to set aside your judgment and withhold blame and criticism in order to fully understand a person.
- Show your interest in what's being said. Nod occasionally, smile at the person.

Now let's see two conversations, and decide which one was better.

Conversation

A customer, Mr. Prabhat, after booking an appointment visits a showroom to buy a car for himself. This is the first time he is buying a car. Let us see, how the showroom hostess (SH) handles the customer.

SH: Hello Mr. Prabhat! How are you? I'm glad to meet you. I know how hard it can be for you to get to your appointments without your own car. There is so much traffic out there, really appreciate your job. Which way have you come?

Mr. Prabhat: Oh I came through the Andheri west zone.

SH: Oh really it is one of the most crowded area. There is a famous hospital on the way. My niece is admitted in that hospital and everyone is focused on helping her to get better. Nowadays there is so much uncertainty about life. You never know where you head.

Customer: But Ma'am….

SH: I know you are not one of them. I mean I am sure you take care of yourself and your family. But you never know anything can happen. But let it be. Sorry Sir, I forgot you were interested in buying a car as per your appointment. How can I help you?

Customer: Actually I'm not interested right now. I will call you in a couple of weeks?

Now let's see another example,

A customer enters the showroom; a showroom hostess (SH) immediately goes to the customer to attend him.

SH: Good Morning Sir. Welcome to ABC Motors, my name is Ruchra, how can I help you?

Customer: Hi Ruchira, I am Shyam Mishra. I want to buy a Car.

SH: Sure Sir, from where are you coming?

Customer: I am coming from Wanwadi.

SH: Oh really a much crowded place. Sir can I know, what type of car you are looking for?

Customer: I am looking for X model of YZ company.

SH: Sure Sir, it will be our pleasure to serve u. Let me coordinate with the sales team and let me connect you with them.

Now let's see another important component of effective communication i.e. speaking skills.

🚶‍♂️🚶‍♀️ Skills Practical : Group Discussion and Individual Reflection

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Effective communication skills: Speaking

What is speaking?
Speaking is an interactive process in constructing meaning that involves producing, receiving, and processing information orally.

Importance of speaking for your job role:
As a showroom hostess, it is very important to be effective at speaking. So, how you speak to the customers creates an image in the mind of the customer. So you have to speak effectively. Practice is the key for effective speaking. All the good speakers and successful people practice a lot before speaking. So should you. If the listener doesn't understand what you are saying, the speaking skills are of no use.

As a showroom hostess you should:

ĺ Use cooperation signals to indicate sincere interest in helping customers satisfy their needs. Avoid power signals. They intimidate customers and make them feel uncomfortable.

ĺ Nothing creates rapport like a smile. The smile should appear natural and comfortable not a smirk or clown like exaggerated grin. To get the smile right, practice in front of a mirror.

ĺ Direct eye contact reflects sincerity; glancing from side to side or at a wall has the opposite effect. But staring can make a customer feel uncomfortable.

ĺ Hand movements can have a dramatic effect. Pointing a finger can be used to reinforce important points in the presentation. However too many hand gestures can distract attention from the verbal communication.

ĺ Good voice and speech habits are critical. To avoid monotony, salespeople should vary the rate and loudness of their speech. Simple messages may be delivered faster than more complex messages.

ĺ **Patterns of Nonverbal Communications**

Interpretation	Body Angle	Face	Arms	Hands
Power, dominance, superiority	Exaggerated leaning over	Piercing eye contact	Hands on hips	Hands behind neck or back
Nervousness, submission, apprehension	Fidgeting or shifting from side to side	Head down. Minimum eye contact	Hands to face, hair. Rubbing back of neck	Wringing hands, Fingers clasped
Disagreement, anger, scepticism	Turning body away	Negative shake of head, frown, Lips pursing, Eyes squinting, Chin thrusting out	Arms crossed, Finger under collar	Finger pointing, Hands gripping edge of display.
Boredom, disinterest	Slouching against display	Lack of eye contact, Looking at the door, at the watch, out of the window	Touching nose while speaking, Pulling ear while speaking	Playing with object on display case, Drumming on display case
Suspicion, secretiveness, dishonesty	Moving body away, Sideways glance	Avoid eye contact, Squinting eyes, Smirking	Pinching bridge of nose, Tugging at clothes, Scratching head	Fingers crossed
Uncertainty, indecision	Pacing back and forth	Head down or tilted Biting lip, Shifting eyes left and right	Hand gripping chin, Putting glasses in mouth	Pulling neck
Evaluation	Head tilted slightly, Ear turned toward speaker	Slight blinking of eyes, squinting. Eyebrows, nodding	Putting hands to chest, Free movement of Arms and hands	Use of finger index
confidence, honesty	Back and forth movement of body	Good eye contact. Slight blinking Smile	Hands on hips	Open hands

Unit	
4	**Technical Skills**

Unit Objectives

The participants will be able to work comfortably on computer and enhance their typing speed. The participants will be comfortable in writing E-mails.

Unit Design

S.No	Session	Method	Tools/Equipments	Duration
1	Introduction to Computer	Group Activity, Role Play, Skill Practice, Trainer led discussion, Individual Reflection, Assessment	Computer, Projector, White Board, Markers, Flip Charts	
2	MS Word			
3	MS Excel			
4	Typing			
5	Writing E-mails			

Applications of Computers

- **Business:** To track inventories with bar codes and scanners, check the credit status of customers, and transfer funds electronically.
- **Homes:** The tiny computers embedded in the electronic circuitry of most appliances control the indoor temperature, operate home security systems, tell the time, and turn video cassette recorders on and off.
- **Automobiles:** They regulate the flow of fuel, thereby increasing petrol mileage.
- **Entertainment:** They are used to create digitized sound on stereo systems or computer–animated features from a digitally encoded laser disc.
- **Education:** Computers are used to track grades and prepare notes; with computer–controlled projection units, they can add graphics, sound, and animation to teacher lectures.
- **Scientific Research:** Computers are used to solve mathematical problems, display complicated data, or model systems that are too costly or impractical to build, such as testing the airflow around the next generation of space shuttles.
- **Defence/ Military:** Computers are used in sophisticated communications to encode and unscramble messages, and to keep track of personnel and supplies.

Types of Computers:

- Desktop Computers (Personal Computers or PCs) are designed for use at a desk or table.
- Laptop Computers combine the CPU, screen, and keyboard in a single case. The screen folds down onto the keyboard when not in use. They are light in weight, can run on battery and are easy to carry.
- Tablet PCs are mobile PCs - Like laptops, they're powerful and have a built-in screen. You may write notes or draw pictures on the screen with a tablet pen.

Parts of a Computer:

- **Keyboard:** You can enter data in the computer by typing it using the keyboard. The keyboard, therefore, is called an input device.
- **Monitor:** The monitor is the screen which shows or displays the data that is processed. It looks like a small TV screen and is an output device.
- **Mouse:** The mouse is a pointing device. It is used to point and select items on your computer screen. Just like the keyboard, the mouse too is an input device.
- **Speakers:** The speakers play sound. They may be built in the system unit or can be connected through cables. It is an output device.
- **Headset:** A headset is a headphone combined with a microphone. Headsets provide the equivalent functionality of a telephone handset with hands-free operation. Headsets typically come with speakers for both ears.
- **Printer:** The printer displays the required information on paper. It is an output device.
- **System Unit:** The system unit is also called the cabinet. It houses many internal parts such as:

- **Formatting Text**

  It changes the look of the document (font, font size, color, style and so on.)

- **Changing Margins and Tab Stops**

  Margins and tabs can be added and text can be formatted in any style.

- **Finding and Replacing Text**

  Any recurring word can be found and replaced in a few quick steps using this option.

- **Checking Spelling**

  The spell check option allows automatic correction and detection of mistakes in a document.

- **Headers and Footers**

  Headers and footers are little identifiers that run through the top and bottom of a document, providing important background information on the document. They may include page numbering, title, author name, chapter number and date

Steps to Open MS Word

Click on Start

↓

Programs

↓

Microsoft Office

↓

Microsoft Word 2007
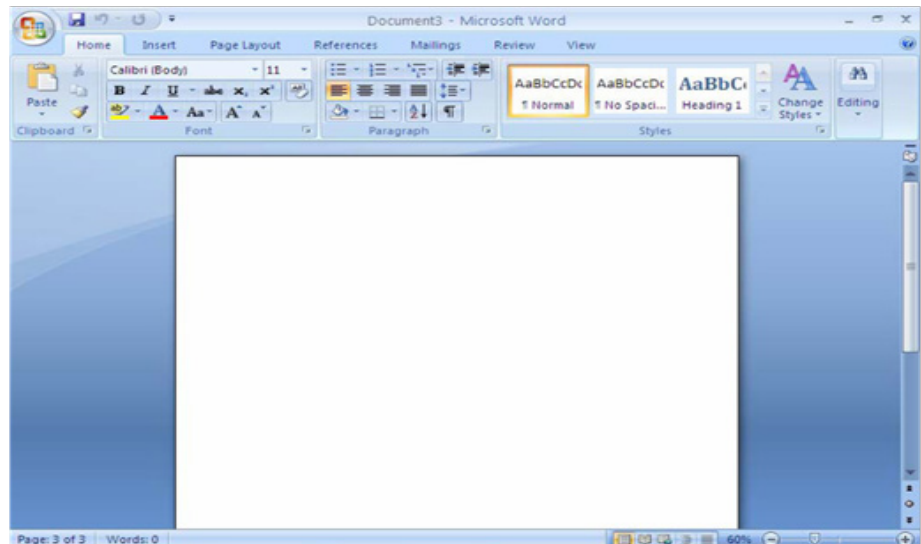
Microsoft Office Button:

This replaces the File menu from the previous versions of Word.
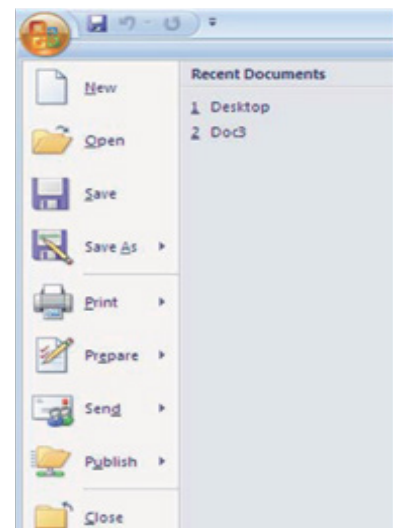
The Interface

Ribbon

The Ribbon is the new interface that has replaced the menus, sub menus and sub- sub menus of the previous versions. Here buttons are grouped for common tasks together in tabs on a graphical interface. Thus when an Insert tab is clicked, a Ribbon appears with buttons for items that can be inserted in a document. e.g. Clip art, hyperlink, tables etc.
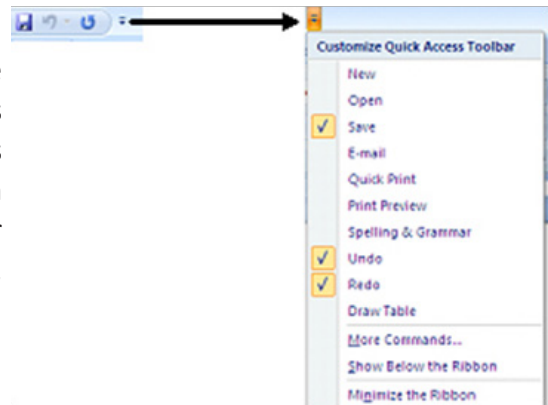
The Quick Access Toolbar: To the right of the Office button is present the quick access toolbar with the most common features of word as in opening files, saving, printing, undo, redo etc. Buttons can be added or removed as required.

The Scrollbar: This is used to scroll up and down the minus sign at the top splits the screen in two and just below that is the icon that displays or hides the ruler.

The Status Bar: This is in the same place and has the same function–to display information, number of pages, etc. If an area of text is highlighted it shows the number of words in the highlighted area.

More on Ribbon

The Ribbon, by default, is divided into seven tabs. The various tabs and their ribbons are:
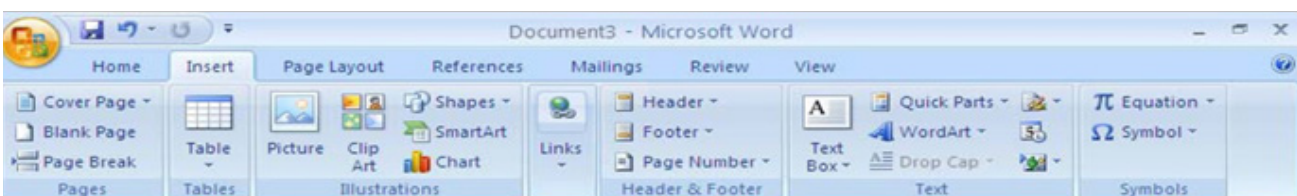
Home

It has the most used Word features, such as changing fonts and font attributes, customizing paragraphs, using styles and finding and replacing text.
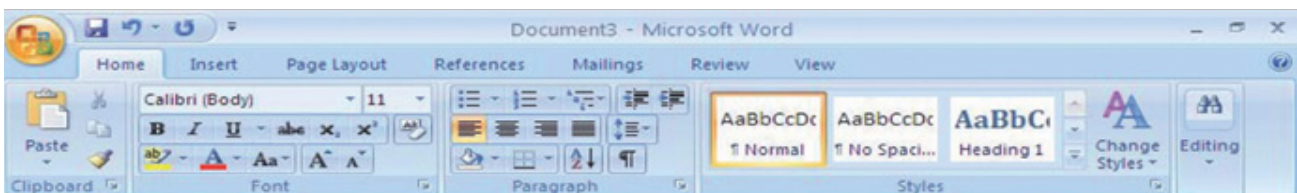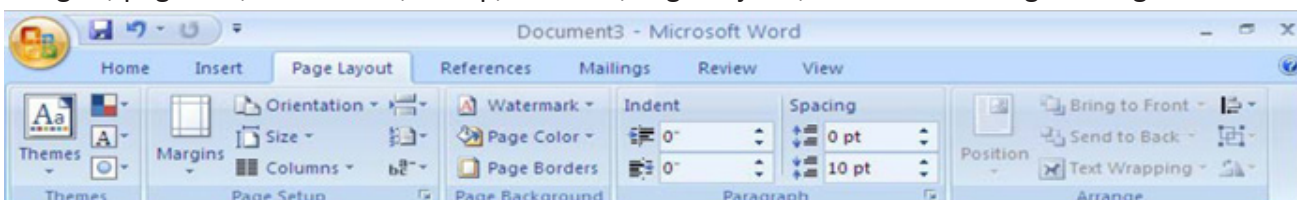

Insert

It handles anything that one might want to insert in to a document such as tables, pictures, charts, hyperlinks, bookmarks, headers and footers, Word Art etc.

Page layout
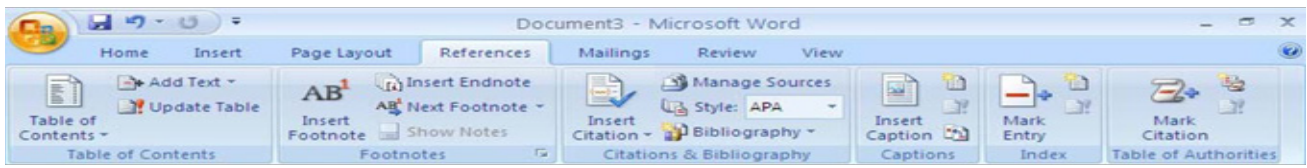
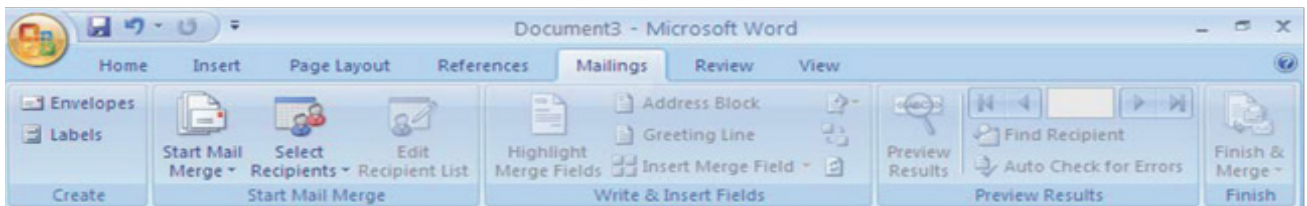Margins, page size, orientation, set up, columns, align objects, etc. can be changed using this tab.

References

This tab allows one to change the table of contents, footnotes, bibliographies, indexes, etc.
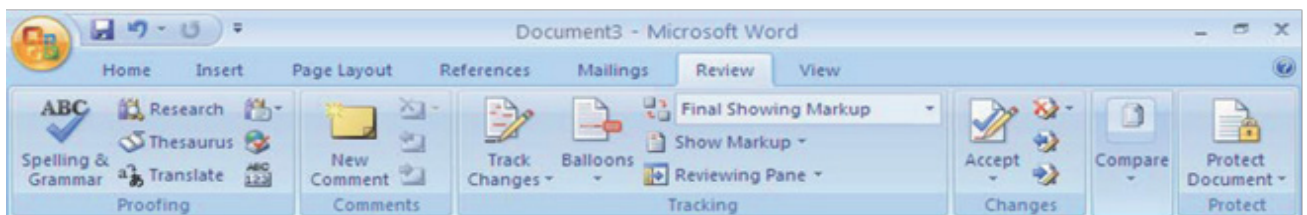

Mailing

Anything to do with mailings from creating labels to mail merge.

Review

With this tab one can check the spelling and grammar, look up a word in a thesaurus, work in markup mode review other people's markups or compare documents.


View

It helps to change view, including displaying a ruler and gridlines, zooming in and out, splitting a window, etc. Each group has a set of command buttons. There is also a small diagonal arrow in the bottom right corner of some groups called the dialog box launcher. This launcher when clicked displays more options related to the group.
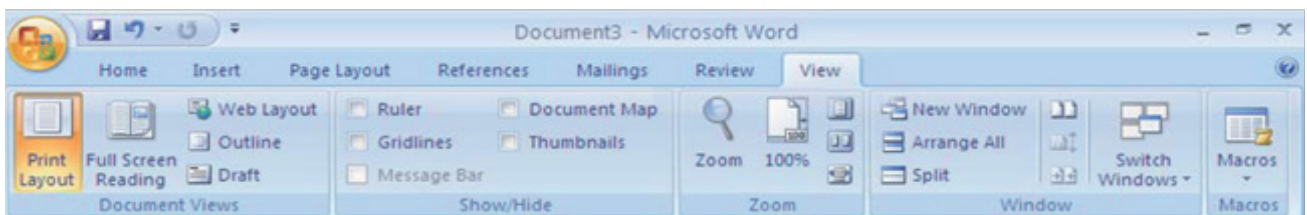
The Ribbon is context sensitive changing according to the task being carried out. Depending on the task more tabs and sub tabs are added.
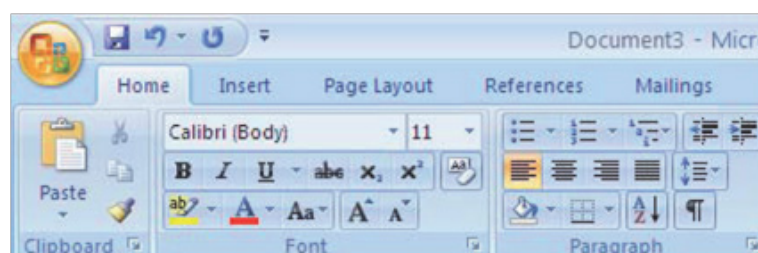
Unit	Chapter 4
4	**Typing**

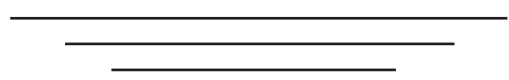| Duration	
Class Room Session	**1 Hour**

Chapter Objectives

After completing this module you will be able to:

Í   Familiarize with the keys on the keyboard which helps in attaining typing speed.

## Slide No. 4.4

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Typing

In order to develop typing skills, one should be familiar with the computer keyboard. A computer keyboard has alphabetic, numeric function and other special keys. These keys help in entering the data as per requirement. Typing fast with accuracy comes only with practice. In this module you will learn the different parts of a computer keyboard and the different keys.

The alphabetical keys occupy three rows on the keyboard. You have to use both hands while typing. The alphabetical keys correspond to the letters in the English language.

Alphabetical keys in three rows

Tab – Top Row: The letters in the Tab key row include: QWERT (to be typed using the left hand) and POIUY (to be typed using the right hand).

Caps – Middle Row: The keys in this row are: ASDFG and LKJH. This row is also called the 'home row' or the row, where you position your hands all the time.
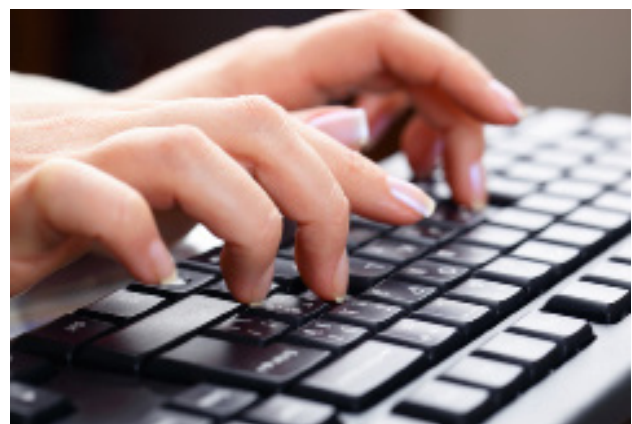
Shift- Last Row: The keys in this row are: ZXCVB and MN. Use the first finger of your right hand while typing the alphabets M and N.

Space Bar: Use the Space bar, which is a long key just below the Shift – Last Row to put a space between two words. Use your thumb for pressing the space bar.

Unit	
9	**Program Wrap-Up**

Unit Objectives

The participants will be able to gain basic understanding of interview and interview skills. The participants will get to know a lot of frequently asked questions in an interview. At the end the participants will summarize the overall learning of the program.

Unit Design

S.No	Session	Method	Tools/Equipments	Duration
1	Interview Skills	Group Activity, Role Play, Skill Practice, Trainer led discussion, Individual Reflection, Assessment	Computer, Projector, White Board, Markers, Flip Charts	
2	FAQ's			
3	My Learning			

Unit	Chapter 1
9	# Interview Skills

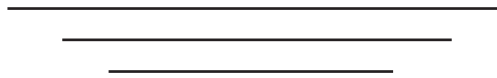| Duration	
Class Room Session	**1 Hour**

Chapter Objectives

After completing this module you will be able to:
Í   Understand the concept of Interviews.
Í   Know the important points to keep in mind during an Interview.

Slide No. 9.1

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Interview

An interview is a conversation between two or more people (the interviewer(s) and the interviewee) where questions are asked by the interviewer to obtain information from the interviewee.

Common Types of Interview

1. Traditional HR Interview:

Most interviews are face to face. The most traditional is a one-on-one conversation with the HR Executive where the candidate's focus should be on the person asking question. You are advised to maintain good eye contact, listen keenly and answer promptly.

2. Panel Interview:

In this situation, there is more than one interviewer. A panel ranging from two to ten members may conduct this part of the selection process. This is an ideal chance for you to display group management and group presentation skills.

3. Technical interview:

The objective of this interview is to basically evaluate technical knowledge. Majority of the questions will be based on the skills sets mentioned in the candidate's resume.

4. Telephone Interview:

Telephone interviews may also be used as a preliminary interview for candidates who live far away from the job site.