

# **TRANSFORMING LIVES**

**Through Skilling** 

**Supporting Partners** 







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#### **Glossary of Important Terms**

# CHAPTER - 1 JOB ROLE AND COMMUNICATION SKILLS

#### 1.1 Who is a Tailor?

Tailors design and make one-off suits, jackets and coats for individual customers. They also alter and repair clothes.

### 1.2 Skills required

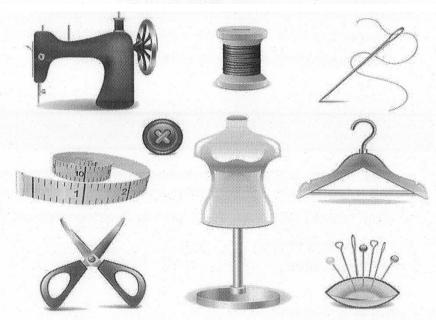
A tailor should have:

- Excellent hand-sewing and machining skills.
- Creativity and the ability to visualise designs.
- Basic IT skills.
- Pattern Making and Cutting Skills.
- Accuracy and Attention to Detail.
- Budgeting skills.



### 1.3 Job Responsibilities

- Fit and study garments on customers to determine required alterations.
- Measure clients to ensure proper product fit.
- Sew garments, using needles and thread or sewing machines.
- Sew clothing or other articles.
- Operate sewing equipment.
- · Measure parts such as sleeves or pant legs, and mark or pin-fold alteration lines.
- Measure materials to mark reference points, cutting lines, or other indicators.
- Let out or take in seams in suits and other garments to improve fit.
- Sew clothing or other articles.
- Take up or let down hems to shorten or lengthen garment parts such as sleeves.
- Sew clothing or other articles.
- Assemble garment parts and join parts with basting stitches, using needles and thread or sewing machines.
- Sew clothing or other articles.
- Operate sewing equipment.
- Record required alterations and instructions on tags, and attach them to garments.
- Mark products, workpieces, or equipment with identifying information.
- Remove stitches from garments to be altered, using rippers or razor blades.



- Repair textiles or apparel.
- Examine tags on garments to determine alterations that are needed.
- Read work orders or other instructions to determine product specifications or materials requirements.
- Fit, alter, repair, and make made-to-measure clothing, according to customers' and clothing manufacturers' specifications and fit, and applying principles of garment design, construction, and styling.
- Sew clothing or other articles.
- Repair textiles or apparel.
- Press garments, using hand irons or pressing machines.
- Smooth garments with irons, presses, or steamers.
- Maintain garment drape and proportions as alterations are performed.
  - Adjust fabrics or other materials during garment production.
  - Trim excess material, using scissors.
  - Trim excess material from workpieces.
  - Develop, copy, or adapt designs for garments, and design patterns to fit measurements, applying knowledge of garment design, construction, styling, and fabric.
  - Design templates or patterns.
  - Measure customers, using tape measures, and record measurements.
  - Measure clients to ensure proper product fit.
  - Record operational or production data.
  - Make garment style changes, such as tapering pant legs, narrowing lapels, and adding or removing padding.

- Sew clothing or other articles.
- Estimate how much a garment will cost to make, based on factors such as time and material requirements.
- Estimate costs of products, services, or materials.
- Repair or replace defective garment parts such as pockets, zippers, snaps, buttons, and linings.
- · Repair textiles or apparel.
- Confer with customers to determine types of material and garment styles desired.
- Consult with customers or designers to determine order specifications.
- Position patterns of garment parts on fabric, and cut fabric along outlines, using scissors.
- Cut fabrics.
- Position patterns on equipment, materials, or workpieces.
- Sew buttonholes and attach buttons to finish garments.
- Sew clothing or other articles.
- Put in padding and shaping materials.
- Adjust fabrics or other materials during garment production.

#### 1.4 Communication Skills

#### 1.4.1 Effective Communication between Co-workers

Effective peer-to-peer communication can go a long way toward helping to establish mutually respectful relationships that cannot only improve employee satisfaction, but that can boost productivity as well.



#### DO YOU KNOW

The word "Tailor "comes from the Anglo-Norman French word "*taillour*, meaning 'cutter'.

#### **Building Relationships**

- Each person is responsible for the success of their own communications.
- By committing to building strong, respectful communications with co-workers in the workplace, you
  are one-step closer to making it happen.
- Initiating personal responsibility for effective communication means being open-minded and willing to change behaviour and communication preferences to accommodate those around you.

#### Seek First to Understand

- Many people jump to conclusions about the motivations of their co-workers, often attributing negative intent when none was intended.
- Effective peer-to-peer communications can benefit from taking time to understand the other person's point-of-view by asking open-ended questions and listening carefully to their answers.

#### **Avoid Defensiveness**

- It is common to react defensively when a co-worker criticizes or disagrees with others.
- However, effective communicators learn to monitor their reactions and avoid defensive attitude.
- Doing this can be difficult and requires a commitment to take responsibility for communication.
- A good practice is to ask questions before responding.
- This not only helps to ensure that people understand the other's point-of-view, but can also buy some time while attempting to manage a response.

#### Make it Social

Companies often sponsor activities and events to help employees bond and connect. Take advantage
of these opportunities to know co-workers intimately in another setting where you can get a better
idea of who they are and develop relationships outside the work environment.

## **Welcome Diverse Viewpoints**

- One of the benefits of interacting with others, especially those with different opinions or backgrounds, is the ability to broaden perspectives as they begin to understand other viewpoints.
- Effective peer-to-peer interactions can benefit when employees are open-minded and listen, consider and respond appropriately to opinions that are different from their own.

#### Be Honest and Direct

- Relationships are damaged when employees avoid direct communication and talk about others "behind their backs."
- Make a commitment to interact directly and honestly with peers even with those interactions may be difficult and stressful.

## 1.4.2 Learning to interact with your Supervisor

The principal and customary work of a Tailor consists of making garments as per the schedule drawn by the supervisor.

## Establishing a Relationship with your Supervisor

A good working relationship with your supervisor is essential since, at every stage, you need his or her professional input, constructive criticism and general understanding. It therefore helps if the relationship gets off on a good start.

#### a. Good Communication

Good communication with your supervisor based on mutual trust and respect is ideal. This develops over time, of course, but a good beginning is to talk about and clearly establish, what each expects from the other. A friendly conversation along these lines certainly clarifies practical matters. However, it also provides practice in communicating with one another and is the first step in getting to know each other.

## b. The Tone of the Relationship

The tone of the relationship needs to be relaxed enough for you to be comfortable. Yet, it needs to be professional at the same time. An extremely friendly relationship may initially seem attractive and make you feel welcome. Yet, it may not withstand the later demands of robust, critical assessment of your work.

The other extreme, where the supervisor appears cold and distant and treats you as an automaton and where you are afraid to speak or initiate the contact, the outcome is of course unwelcome and counterproductive.

## c. A Professional Approach

The desired professional approach is where you are treated with respect-and you therefore feel safe enough to take risks and show ignorance, but also where your judgment is valued and sought. It is professional for both of you to be prepared to be accountable and to plan a mutually agreeable working structure. Although you are expected to be taking responsibility for your own research and working independently, you also need to be prepared to consider and not dismiss out of hand, advice or ideas put forward by your supervisor.

## 1.4.3 Handling Feedback from Supervisor and across all Departments

To improve your work performance, you need to seek feedback and use it. It is up to you to organize meetings with your supervisor and to ensure that you get regular feedback on your work.

- Be prepared. Go to each meeting with things to report, even if you are reporting not much progress, and particular issues you want to discuss and question you want to ask.
- Know what you want. When you are handing in a draft of your job details, decide at what level you are seeking feedback. You may specify that you need feedback on:

- ✓ General structure.
- ✓ The quality of the work.
- ✓ The general flow of work.
- ✓ Any specific kind of garment making procedure.

This will not guarantee that you will get what you want. However, it will give your supervisor something to focus on and is more likely to meet your needs.

Ask questions. Frame well-articulated questions to get appropriate answers. For example, it is better
to ask, "Do you think the patterns that I have drafted and draped are appropriate?", rather than
"Would you suggest some new patterns for making garments for children?"

## 1.4.4 Learning Effective Communication

## • Effectively communicating with co-workers starts with Active Listening

The truth is, not many of us are great listeners. We tend to not listen to what someone is saying, interrupt them or begin to prepare a response before they can finish what they are going to say. This is something we all need to avoid, especially when our goal is effectively communicating with co-workers. When you are speaking with another co-worker, be actively involved with what they are saying. This can be accomplished by simply reacting to what they say with a nod or by paraphrasing what the other person said. By doing this, you are confirming that you are listening while also strengthening your own understanding. You will make a better impression on your co-worker.

## · Build trust, but do not get too casual

It is perfectly acceptable to get a little personal with the people you work with day-in and day-out. By interacting on a personal level, you can build trust among your co-workers. However, while building this bond, be aware of yourself and do not slide into being too casual. Make sure your meetings and phone calls are still professional, regardless of how well you know them. By being too casual with your co-workers, you may make them uncomfortable and this will obstruct your future communications with them.

#### Be aware of your tone

It is difficult to determine the tone while speaking to a customer over phone. You could mean something as a joke, but the listener could interpret it as hostile or rude, which could lead to an unintended reaction. Try to communicate as clearly as possible.

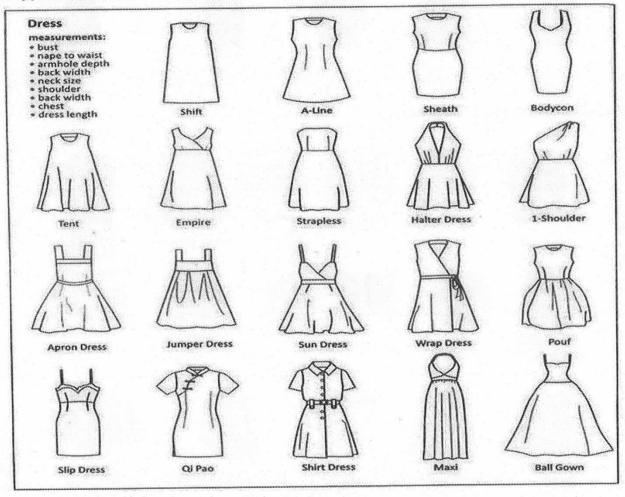
## Watch your body language

Body language plays a key role in effectively communicating with co-workers. You may be speaking clearly and saying the right things, but if your body language is improper, your co-workers will notice it. The best way to remedy this is by being aware of your body language. To master effectively communicating with co-workers, pay attention to how your body language affects how you communicate and how others do in return. It may be difficult to modify your current communication style and it may take time, but the effort will be worthwhile.

## 1.4.5 Coordinating with Colleagues:

- Assist supervisor, prepare administrative reports related to repairing & support activities and assist in the installation facilities.
- Learn the functions & limitations of the assigned duties.
- Communicate effectively both orally & in writing.
- Establish & maintain cooperative and professional working relationships with all colleagues.
- Being evaluated by mentors and superiors regarding work performance.
- Making sure the standards defined by the company are maintained.
- Perform duties delegated by the supervisor or senior tailors or designers for the benefit of the organization.

#### 1.5 Different types of Dresses for Women



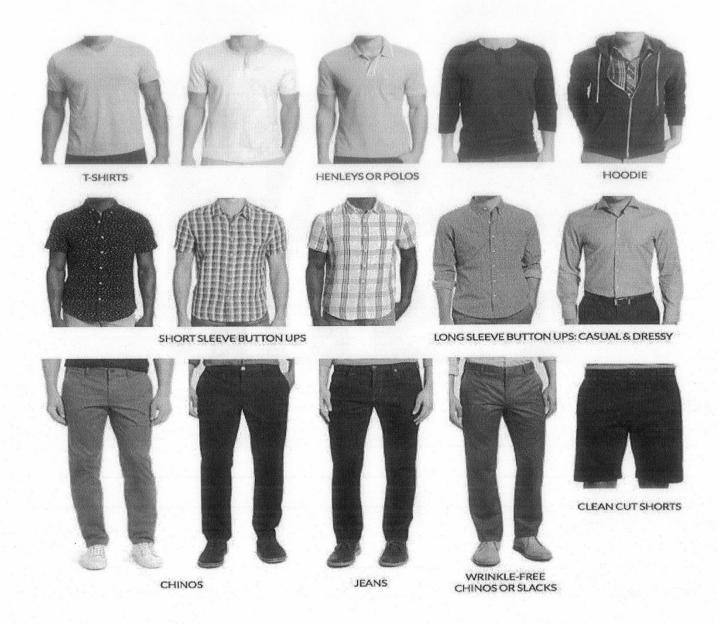




## 1.6 Different types of Skirts for Women



## 1.7 Different types of Basics for Men



## 1.8 Different types of Dresses for Babies or Children

