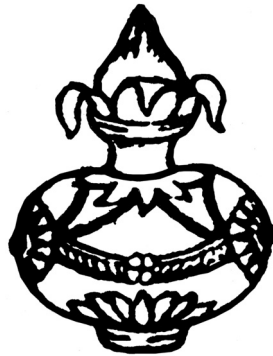


302

Senior Secondary Course
Intermediate (TOSS) Course

ENGLISH

STUDY MATERIAL



Telangana Open School Society (TOSS), Hyderabad

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FORE WARD

Education plays an important role in the modern society. Many innovations can be achieved through Education. Hence the Department of Education is giving equal importance to non-formal education through Open Distance Learning (ODL) mode on the lines of formal education. This is the first State Open School established in the country in the year 1991 offering courses up to Upper primary Level till 2008. From the academic year 2008-2009 SSC Course was introduced and Intermediate Course from the year 2010-2011. The qualified learners from the Open School are eligible for both higher studies and employment. So far 7,67,190 learners were enrolled in the Open Schools and 4,50,024 learners have successfully completed their courses.

With the aim of improving the administration at the grass-root level the Telangana Government re-organized the existing Districts and formed 31 new Districts. The formation of new Districts provide wide range of employment and Business opportunities besides self employment. Given the freedom and flexibilities available, the Open School system provides a second chance of learning for those who could not fulfill their dreams of formal education.

Government of Telangana is keen in providing quality education by supplying study materials along with the text books to enable the learners to take the exam with ease. Highly experienced professionals and subject experts are involved in preparing curriculum and study material based on subject wise blue prints. The study material for the academic year 2018-19 is being printed and supplied to all the learners throughout the state.

I wish the learners of Open School make best use of the study material to brighten their future opportunities and rise up to the occasion in building Bangaru Telangana.

With best wishes



S. Venkateshwara Sharma
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Intermediate (TOSS) Course

302 - English

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302 - English

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Optional Modules I and II are compulsory to all. Learners have to answer questions from both the Modules.

My First Steps

Summary

In the lesson 'My first steps', Sunil Gavaskar tells us about his birth in a hospital, his love for cricket, his admiration for his father and uncle, how he used to play with his friends etc.

Gavaskar was born in a hospital. His uncle, Nana-kaka, saw him and noticed a hole on the baby's left ear lobe. His uncle came to the hospital the next day. He was surprised. The baby beside Gavaskar's mother was different. So they searched all the cribs in the hospital. Gavaskar was found beside a fisherwoman.

Gavaskar loved playing cricket as a child. His mother would bowl and he would bat in their house itself. One day he hit the ball hard and it hit his mother's nose and wounded it.

Gavaskar's father and uncle were cricketers. His uncle received a number of souvenirs for playing cricket. Gavaskar used to admire the souvenirs and the pullovers. His uncle advised him to work hard to become great.

Gavaskar was a naughty boy. When he got out while playing with his friends, he would walk home with his bat and ball. The game would end because his friends did not have any bat and ball to continue. Later his friends made a plan to get him to play even after he got out.

Questions and Answers

One mark questions

1. Who was eagle-eyed - Gavaskar or Nan-kaka ?

A. Nana-kaka

2. When was Gavaskar born ?

A. Gavaskar was born on 10.7.1949

3. What did Gavaskar have on his ear lobe when he was born ?

A. He had a hole on his left ear lobe

4. What abnormality did Gavaskar have on his body when he was born ?

A. He had a hole on his left ear lobe

- 5. If Nana-kaka had not noticed Gavaskar properly when he was born, where would Gavaskar have grown up ? Choose the correct answer.**
- a) in a fisherman's house (Answer)
a) in a doctor's house.
- 6. What was the 'mark' that Gavaskar had as a baby in the hospital ?**
- A. He had a hole on his left ear lobe.
- 7. Whose baby took Gavaskar's place in the hospital for a short time ?**
- A. a fisher woman's baby - boy.
- 8. Where was Gavaskar found after his uncle saw him missing ?**
- A. Gavaskar was beside a fisher woman.
- 9. Where did Gavaskar and his mother play cricket when he was a boy ?**
- A. Gavaskar and his mother played in the small gallery in their house.
- 10. With what type of ball did Gavaskar and his mother play cricket?**
- A. Gavaskar and his mother played with a tennis ball.
- 11. How did Gavaskar break his mother's nose ?**
- A. One day he hit the ball straight back very hard. It hit his mother's nose. Luckily the wound was not deep.
- 12. What was there in Gavaskar's blood ? How can you say that?**
- A. Cricket. Gavaskar's father was a cricketer.
- 13. What did Gavaskar mean when he said, 'Cricket is in my blood'?**
- A. He meant to he inherited interest in the game from his family members.
- 14. Who were cricketers in Gavaskar's family ?**
- A. Gavasker's father and uncle were cricketers in his family.
- 15. Which souvenir did Gavaskar like most? Why ?**
- A. Gavaskar liked the stump with autographs of Indian cricketers on it.
- 16. What lesson did Gavaskar's uncle teach him ?**
- A. Gavaskar's uncle taught him to work hard to become great.
(or) Gavaskar learnt to work hard and become great in life.

17. 'There is no short cut to the top'. This means.

A. You must work hard to succeed in life.

18. What did Gavaskar's uncle have in his house ?

A. Many pullovers, souvenirs and trophies he won as a cricketer.

19. Gavaskar says, "I hated losing my wicket".

(a) What happened whenever he got out ?

A. He would go home with the bat and the ball.

(b) What did the other boys say ?

A. They cursed Gavaskar and called him names.

(c) What does this behaviour show about Gavaskar ?

A. It shows his great love of the game.

20. Who were Gavaskar's early comrades who played with him ?

A. He played with the Ambaye brothers, the Manjrekar brothers and others.

21. What were the 'trophies' for which Gavaskar and his friends played cricket with boys of other buildings ?

A. White metal cups costing just Re 1.50 p.

22. What was the lesson, 'My First steps' taken from ?

A. From Gavaskar's autobiography.

Two-mark Questions

1. Describe the mix-up in the hospital after Gavaskar was born.

A. On that day the new-born babies were given a bath. After that Gavaskar was placed beside a fisherwoman and her son was placed beside Gavaskar's mother. Gavaskar's uncle noticed this mix-up and restored Gavaskar to his mother.

2. Why did Gavaskar's elders make a search of all the cribs in the hospital ? What was the result ?

A. Gavaskar's uncle came to the hospital. He found that the baby beside Gavaskar's mother was not her baby. So Gavaskar's elders made a search of all the cribs in the hospital. Then Gavaskar was found beside a fisherwoman.

3. What did Gavaskar like to do whenever he went to his uncle's how ? Why ?

- A. He liked to take out his uncle's pullovers and touch them lovingly. Because Gavaskar admired his uncle for being on the Indian test team. He also liked to look at his uncle's souvenirs - the stump with autographs of Indian cricketers on it.

Four-mark Questions

1. How did Gavaskar's uncle's keen observation help him in retaining his identity ?

- A. Gavaskar's uncle visited the hospital where he was born. He noticed a hole on the baby's left ear lobe. The next day he saw the baby but the hole was not there. He said the baby was misplaced. So they searched all the cribs and located Gavaskar beside a fisherwoman. Gavaskar reached his mother safely. He grew up into a great cricket player.

2. How did Gavaskar's family members help him to become a good cricketer ?

- A. When Gavaskar was a small boy, his mother played cricket with him by bowling in the small gallery in their house. She encouraged him in this manner. His father, who was a cricketer, discussed with him on playing cricket well. He also advised Gavaskar on playing cricket and Gavaskar followed the advice. Then Gavaskar's uncle was also a cricketer and he advised young Gavaskar to work hard to get success.

3. How did Gavaskar behave during 'matches' played in his childhood days ? How did his friends handle him ?

- A. When Gavaskar was out, he would walk off with his bat and ball which were his own. Thus the game would stop because the other boys did not have a bat and a ball to play. The boys did not like that. They cursed him and called him names. Later the boys told him to accept the majority verdict.



Father, Dear Father

Summary

A young boy writes a letter to his father. He begins saying his rank slipped to the second by a quarter mark. He requests his father to understand his feelings.

The boy says we do not use the theories and principles in our day - to-day life though we study them at school.

The boy tells his father about how his grandfather enjoyed his childhood – plucking mangoes, going on picnics, playing marbles etc. Living and experiencing is preferred to studying according to his grandfather.

The boy says about his grandmother and mother who are different – one is calm and the other is nervous.

Then the boy says that his knowledge he gained at school does not help him to solve his day-to-day problems. He says he is too busy in studying and fails to see the truth in his life. He also blames the evaluation system followed in schools.

One-mark questions

1. By how many marks did Rahul, the writer of 'Father, Dear Father', lose his first position ?

A. The writer lost his first position by a quarter mark.

2. What did the writer (Rahul) write in the filling - in- blanks question?

A. He wrote : "I was invited **to** tea".

3. What did the teacher think as the correct word ?

A. "I was invited **for** tea."

4. The teacher thought the correct word was 'for'. Who was right, the teacher or the student ?

A. The student was right.

5. According to Rahul, the writer of 'Father, Dear Father', which theorem and law do we not use in our life ?

A. Pythagoras theorem and Newton's Law of Gravity.

6. Which of the professionals do not use Pythagoras theorem and Newton's Laws, according to Rahul the writer of 'Father, Dear Father' ?

A. Doctors, lawyers, departmental store people.

7. What did Rahul's grandfather speak of ?

A. He spoke of a carefree and beautiful childhood.

8. What, according to Rahul's grandfather, were studies ?

A. Studies were an ancillary subject and living and experiencing were the major subject.

9. Was Rahul's grandmother educated ?

A. No, she was not. She was semi-literate.

10. Who is Rahul's grandmother at peace with ?

A. She is at peace with her pots, pans, garden, the Gita etc.

11. What was Rahul's mother like ?

A. Rahul's mother was highly educated but always tense and nervous.

12. Does Rahul think education makes people nervous ? Why?

A. Yes, he does, because his mother, highly educated, is always tense and nervous.

13. What does Rahul think one should do if there is a fuse in one's house ?

A. If there is a fuse in our house, we should be able to repair it.

14. What did Rahul's grandfather say when he asked her how she got to be so wise ?

A. She said, "By living and experiencing".

15. Why does Rahul say that he would fail to recognise Newton if he met him face to face ?

A. Because Rahul was busy learning about Newton.

16. What can result in wisdom ?

A. Living a full life can result in wisdom.

17. How can we get wisdom ?

A. We can get wisdom by living a full life.

18. What does Rahul think is wrong with his education ? What does he like to learn ?

A. He feels it is not practical. He would like to use it in his daily life.

19. What does Rahul think is wrong with the method of evaluation of papers ?

A. The teacher decides what is correct even if he is wrong.

20. Why did Rahul write this letter, 'Father, Dear Father'?

A. To Rahul wrote this letter, 'Father, Dear Father' to lighten his unhappiness.

21. What kind of education does Rahul think is most useful ?

A. Rahul thinks that a practical education is most useful.

22. What was the lesson, 'Father, Dear Father' taken from ?

A. The lesson, 'Father, Dear Father' was taken from the newspaper 'The Hindu'.

Two-mark Questions

1. What kind of life did Rahul, the writers' grandfather lead when he was a small boy?

A. He led a life of happiness and enjoyment. He led a life of living and experiencing. He enjoyed plucking mangoes and guavas in his gardens.

2. What difference does Rahul see in his mother's nature and his grandmother's ?

A. His grandmother is semiliterate but peaceful and relaxed. His mother is educated but is always tense and nervous.

3. How does Rahul make fun of his teacher ?

A. He says that his teacher would say, 'George Bush is India's president. The sun rises in the west and the earth is flat.'

4. What does Rahul tell his father about his heart ?

A. He says his heart is not just arteries and muscles; it feels also.

Four-mark Question

1. What is Rahul's experience with his rose plant ?

A. One day Rahul saw his rose plant dying. He asked his science teacher to guide him to save the plant. She felt angry and asked him to ask the gardener. Rahul thought reading about pesticides in textbooks is no use if he cannot use the right thing to save a plant.



Fuel of the Future

Summary

People are after 'CLEAN ENERGY' – something we can get from nature. To get such energy, we can use the sun, the wind, the tides, water and biogas.

India produces a lot of wind energy. We get wind energy by first generating mechanical power. We can use it to lift water from the underground. The mechanical power can produce electricity also.

In USA there were millions of windmills to the pump water for farms. By 1910 European countries started producing electricity using wind.

Tamil Nadu produces half of wind energy produced in our country. We can have windmills in Gujarat, Andhra Pradesh, Kerala and in Maharashtra.

Wind energy is free and gives us power (endlessly) for ever. It does not pollute the air but produces noise. Winds do not blow continuously and we may not get power when we need it.

Wind energy can provide employment to many people in future.

One-mark questions

1. What is the buzzword today ?

A. CLEAN ENERGY – something we can get from nature.

2. What are the sources of clean energy ?

A. The sun, the wind, the tides, water, and biogas are the sources of clean energy.

3. According to the lesson, 'Fuel of the Future', what are we proud of ?

A. We are proud because we have the world's only Ministry for Renewable Energy Sources. Also, we are the world's fifth largest producer of wind energy.

4. How is wind energy produced ?

A. Wind is used to generate mechanical power or electricity.

5. What can we use wind energy for ?

A. We can use it to grind grain or pump water up.

6. What has wind power been used by man for long ?

A. Man has been using wind power to move boats and ships.

7. Where and when was wind energy first used ?

A. It was used in Egypt in 5000 B.C.

8. What changes the mechanical power into electricity ?

A. a generator

9. What were the windmills in the United States first used for ?

A. The windmills in the U.S. were first used for to pump water for farms and ranches in 19th century.

10. Name the European countries that use wind energy.

A. The Netherlands and Denmark.

11. In which state in India was wind energy utilised first ?

A. Tamil Nadu

12. List the places in India where wind energy can be tapped, besides Tamil Nadu.

A. Gujarat, Andhra Pradesh, Kerala and Maharashtra.

13. What are wind turbines doing near Madurai ?

A. They are decorating the landscape near Madurai.

14. In which place was lots of carbon dioxide prevented from mixing in air ?

A. The mixing of carbon dioxide in air was prevented in California, U.S.A

Two-mark Questions

1. How does research help in popularising the use of wind energy ?

A. Research is done to check out places where wind energy can be tapped. The wind turbines are checked to see if they are delivering what they promised to do.

2. What are the disadvantages of windmills ? (or) What major challenges does the use of wind energy pose to man ?

A. They may produce a lot of noise and create noise pollution. They may kill some birds that come near them. We may not get electricity when we need it most.

Four-mark Questions

1. What are the advantages of using wind energy ?

A. Wind energy is a free, renewable resource. We can use it for ever. It is a source of clean, non-polluting electricity. Wind plants do not emit any air pollutants or greenhouse gases.

2. Write about wind turbines in India.

A. Tamil Nadu has a large number of wind turbines. They produce half of India's capacity. They decorate the landscape near Madurai and beyond. Wind turbines are working in the states of Gujarat, Andhra Pradesh, Kerala and Maharashtra.



A Case of Suspicion

Summary

One night Dr. Benson was about to go to bed. The telephone rang. He answered. Mrs Sorley requested him to come and help her deliver her child.

Dr. Benson was on his way to Sorley Farm in his car. He saw a man walking along the road in bad weather. He offered a lift to the man.

The man did not behave properly with the doctor. The doctor did not like the man's appearance.

The man stole the doctor's watch from his pocket. The doctor found it out and so the man, Evans, put back the watch into the doctor's pocket.

The doctor took out his pistol and sent the man out of his car and reached Sorley farm.

The pregnant woman, Mrs Sorley had helped herself and delivered a baby. Mr. Sorley asked the doctor what time it was. The doctor took out his watch. It was not his. It was Evans'.

The words on the watch surprised him. Evans was a good man who saved the lives of three nurses at a certain night. Those three nurses presented that watch to Evans.

One-mark Questions

1. At what time did Dr.Benson receive a call in the lesson, 'A case of suspicion'?

A. Dr.Benson received a call at two a.m.

2. What two bags did Dr.Benson go out with ?

A. The pill bag and the baby bag.

3. Who did Dr.Benson visit in that night. Why ?

A. He visited Mrs. Sorley who was expecting a baby.

4. What did Dr.Benson carry in his bags ?

A. In one small bag he carried tablets. In the other he carried instruments to use at the time of delivering a baby.

5. Did the doctor in 'A case of suspicion' receive his baby bills promptly ?

A. No. The doctor did not receive his baby bill promptly.

6. What was Dr.Benson's father ?

A. He was a country doctor, too.

7. Why did Dr.Benson stop his car on his way to see his patient ?

A. He saw a man walking in bad weather along the road and he wanted to give him a lift.

8. Why did Dr.Benson stop the car and invite the man in ?

A. He took pity on the men walking along the road. He also thought he would get some company during his long drive.

9. Who was Evans ? Where was he going ?

A. Evans was an ambulance driver. He was going to Detroit

10. Why did Dr. Benson reach for this watch ?

A. He wanted to see how far from Sorley Farm he was.

11. Did the doctor find his watch in his pocket ? Who did he suspect ?

A. No. He suspected that the man had stolen his watch.

12. What did Evans do when the doctor pointed his pistol at him ?

A. He was afraid and said, "My God"

13. With the pistol in his hand what did the doctor say to the man ?

A. He said, "Put that watch in my pocket before I kill you."

**14. Did Dr. Benson use any of his instruments at Mrs. Sorley's house to deliver the baby ?
Why ?**

A. No. Because that woman helped herself and delivered her baby because of her previous experiences.

15. Why did Dr.Benson send Evans out of his car ?

A. Because he thought Evans would rob him of his belongings.

16. How can you say Dr.Benson was relaxed after Mrs. Sorley gave birth to a baby ?

A. He smoked a cigarette.

17. Why was Mr.Sorley happy that Dr.Benson got back his watch ?

- A. Because he would not have known at what time his child was born.

Two-mark Questions

1. How many cigarettes did the man take from Dr.Benson ? Did the doctor like it ?

- A. The man took two cigarettes from the doctor. The doctor did not like it because the man took the second cigarette before he got the permission from the doctor.

2. What irritated the doctor ?

- A. The man took a cigarette from the doctor. Then he took another before the doctor permitted him. Then he put the pack of cigarette into the doctor's pocket. So the doctor was irritated.

3. Why did Dr.Benson reach for his pistol ? What did he do with it ?

- A. He wanted to protect himself from the man he was with. He pointed it at that man.

4. Where was the Sorley Farm ? Who helped Dr.Benson reach it ?

- A. Sorely Farm was on a mountain. An escort from the farm helped Dr.Benson.

5. How did Dr.Benson realise that he was not looking at his own watch ?

- A. The crystal on the watch was cracked, the top was broken. There were some inscriptions on it.

6. What information did the inscription on the watch tell Dr.Benson about Evans ?

- A. It said Evans was a brave person who saved the lives of three nurses on the night of 3 Nov. 1943.

7. In the lesson, 'A case of Suspicion', who is suspicious ? Of whom ? Was it justified ?

- A. Dr.Benson was suspicious of Evans. No, it was not justified.

8. What was the doctor's impression about Evans ? When and how did he realise his mistake ?

- A. The doctor thought that Evans was a robber. When he saw the inscription on the watch, he found Evans was a good man who saved the lives of three nurses one night.

Four-mark Questions

1. What happened to Dr.Benson on his way to the Sorely Farm ?

- A. Dr.Benson left his house at two a.m. The weather was bad. He saw a man on the road. He offered him a lift. He did not like the man's appearance and behaviour. He thought the man would rob him. So he took his pistol out and sent the man out of his car.



My Son will not a Beggar Be

Summary

When Ved was three and a half years old, he lost his eyesight. The family moved to Lahore. There a lot of his relatives visited him and sympathised with the family. So Ved's father asked for a transfer to Karnal.

The people in Ved's family treated him in different ways. Everyone lost hope of making Ved see. His mother was the most unhappy person.

Ved's mother thought that he should not become a beggar. She consulted the family pandits. They said that she must do penance for her sins. They prescribed intensive prayers and physical exercises. She also visited hakims who prescribed concoctions and surmas.

One day Ved's father, a doctor, heard of Dr. Halder, Principal of Dadar School for the Blind in Bombay. Then Ved joined that school.

One - mark questions

1. What happened to Ved when he was three and a half years old ?

A. He became blind.

2. When did Ved become blind ?

A. Ved became blind in the month of November in 1937.

3. Where was Ved living when he became blind ?

A. He was living in Gujarat.

4. Where did Ved's family move to after he became blind ?

A. The family first moved to Lahore and then to Karnal.

5. Why did Ved's father ask for a transfer from Lahore ?

- A. Ved's father asked for a transfer from Lahore because a large number of their relatives came to sympathise with Ved's blindness.

6. What were Ved's parents ignorant of ?

- A. They were ignorant of the potentialities of a blind child.

7. What was Ved's father ?

- A. Ved's father was a doctor in the Public Health Service.

8. What does the phrase 'Potentialities of a blind child' mean ?

- A. It means, 'What a blind child can do'.

9. What happened to Ved after his illness ?

- A. The illness left him weak.

10. How did Ved's servants behave towards him ?

- A. They avoided Ved as if he was an evil eye personified.

11. How did Ved's sisters treat him ?

- A. They treated him carefully like a doll.

12. What did Ved's mother think has made her son blind ?

- A. She thought that something in her past life made her son blind.

13. Whom did Ved's mother consult about his blindness ?

- A. She consulted the family pandit.

14. What did the pandits advise Ved's mother ?

- A. They advised her to start intensive prayers and physical exercises.

15. Whom did Ved's mother consult, after the pandits ?

- A. She consulted the hakims.

16. What did hakims prescribe for Ved ?

- A. Hakims prescribed concoctions and surmas.

17. Why was education of the blind children not successful in the days when Ved became blind?

A. Because all the blind children were put in one room without any gradation system and the schools for the blind were semi-asylums for such children.

18. Which school did Ved join ?

A. He joined Dadar School for the Blind in Bombay.

19. Who was the Principal of Dadar School for the blind ?

A. Dr.R.M.Halder

20. Was Ved's mother happy to send him to the school for the blind ? Why ?

A. No. She was afraid of sending the blind boy to a place 900 miles from home.

21. Who did Ved's mother believe to send Ved to a school for the blind 900 miles away ?

A. She believed her husband's judgement and agreed to send Ved to a school 900 miles away.

Two-mark Questions

1. A large number of Ved's relatives visited the family in Lahore. Who was the most affected ?

A. Ved's mother was the most affected. Because they upset her and she wept when a relative sympathised with her. She thought a blind person would become a beggar.

2. What happened one night when Ved's mother was putting medicines in Ved's eyes ?

A. Ved started crying loudly because of pain. His father came there, knew about the hakim's medicine and got angry. He asked Ved's mother not to buy those medicines.

3. Ved's mother put him through some tests. What were they ? What helped him to give the right answer ?

A. She asked him where her hand was in front of his face. She asked him whether the light was on or off. The air currents and the click of the switch prompted him to give the right answer.

4. What did Ved's father learn about blind people in India ? What did he think of Ved ?

A. He learnt that blind people became beggars to earn money. Or they become owner of pan shops. But he thought his son was not going to be one like that.

Four-mark Questions

1. How did Ved's family members treat him ?

A. The servants avoided him as if he was an evil eye personified. His sisters treated him with care like a doll. His mother felt sorry for him and wept. His father, a doctor by profession, did not have any hope for Ved. They were ignorant of the potentialities of a blind child. They were afraid he was going to become a beggar.

2. Describe what Ved's mother did to cure him of blindness.

A. Ved's mother called in the family pandit for advice. He said he needed the help of more pandits. More pandits were called in. They said that she must do penance to restore Ved's eyesight. They asked her to take up intensive prayers and physical exercises. Then she consulted hakims to cure Ved's blindness. They asked her to use concoctions and surmas. She used them regularly though surmas stung Ved's eyes.



If I were you

Summary

One day Gerrard was talking over the phone when an intruder entered his room. He had a revolver in his hand.

The intruder asked Gerrard some questions and learn about Gerrard. He said he was smarter than Gerrard. Gerrard remained calm and bold. The intruder disclosed some facts about himself. He was a robber and murdered a policeman. He also said that policemen were hunting for him.

The intruder told Gerrard he was going to kill him and live in his house as Gerrard.

Then Gerrard gave the intruder a shock. He said that he was a criminal too. If the intruder lived like Gerrard in his house, he would be arrested and hanged.

During the conversation, Gerrard suddenly pushed the intruder into a cupboard and took hold of his revolver. Then Gerrard rang up to his friend and told him to inform the police to come there.

One - mark questions

1. Did the intruder try to frighten Gerrard ?

A. Yes, he did.

2. Did the intruder succeed in frightening Gerrard ?

A. No, he did not.

3. What was the intruder's first question to Gerrard ?

A. Do you live here alone?

4. What is Gerrard's full name ?

A. Vincent Charles Gerrard.

5. If Gerrard did not answer the intruder's first question, what would the intruder do ?

A. He would hurt Gerrard.

6. Why did the Intruder want an answer to his question, 'Do you live here alone?'

A. To make sure that no one would know about Gerrard's death or murder.

7. Does Gerrard possess (have) a car ? Where does he keep it ?

A. Yes, he does. He keeps it in the garage.

8. Is Gerrard successful in finding out the Intruder's name ? How many times does he try?

A. No, he is not. He tries three times.

9. What does Gerrard say that ensures that the intruder will not kill him ?

A. Gerrard says, "You won't kill me for a very good reason."

10. Who gives away more information about himself, Gerrard or the intruder ?

A. The Intruder.

11. Because he revealed about himself, what do we know about the intruder ?

A. We know that he was boastful.

12. What did Gerrard say to the intruder to frighten him ?

A. Gerrard said, "You will hang for sure. If not as yourself, then as Vincent Charles Gerrard."

13. Who is the cleverer – Gerrard or the intruder ?

A. Gerrard

14. Who did Gerrard say was coming to his cottage ?

A. He said a policeman was coming to his cottage.

15. Did the intruder go with Gerrard willingly ? Why ?

A. He went unwillingly because he was confused and did not know if Gerrard could be trusted.

Two-mark Questions

1. Describe Gerrard when he appears first in the one-act play 'IF I WERE YOU'.

A. Gerrard is of medium height. He wears horn-rimmed glasses. He has a lounge suit on and a grey coat.

2. Describe the man who enters Gerrard's room.

- A. The intruder is similar in build to Gerrard. He wears an overcoat and a soft hat. He has a revolver in his hand.

3. List three facts about Gerrard that the intruder had found out before he came to his house.

- A. 1. Gerrard has a car.
2. He does not see trades people
3. His cottage is at a lonely part of England.

4. How can you say the intruder was boastful ?

- A. He says, "I've got brains."
He reveals his motive to kill Gerrard to Gerrard himself.

5. Why is the Intruder a 'hunted rat' ?

- A. Because he killed a policeman. So has been moving from place to place to avoid arrest.

6. What was the Intruder's plan ?

- A. His plan was to murder Gerrard and live in that house. Because he resembled Gerrard, no one would suspect him or arrest him.

7. What does Gerrard do for a living ?

- A. He writes and directs plays for the theatre. He tells someone on the phone that he was sorry he could not supply the dress for rehearsal.

8. Where did Gerrard push the intruder into ? What happened then ?

- A. Gerrard pushed the Intruder into a cupboard. He fell off and the Intruder's gun was thrown away. Gerrard took hold of the gun.

Four-mark Questions

1. Why did the intruder come to Gerrard's house ?

- A. The intruder learnt that Gerrard looked like himself. He also knew Gerrard was rich. So he wanted to kill Gerrard and live like him in that house. He thought he would escape arrest for murdering a policeman.

2. Could the intruder carry out his plan ? Why ?

- A. No, we could not. Because Gerrard cleverly made him reveal about himself. Gerrard pushed him into a cupboard and locked it. Gerrard took his gun and spoke to someone to call the police sergeant.

3. What are the two pieces of evidence that make the intruder believe Gerrard's story ?

- A. Gerrard told the intruder that he was leaving that place because policemen are after him. He showed the bag he had on the table and said, "Tonight I'm expecting trouble and my bag is packed ready. There it is ."

4. Who is the more intelligent of the two - Gerrard or the intruder ? Why do you say that ?

- A. Gerrard was more intelligent than the intruder. Gerrard made the man talk about his plan. He also pushed the man into a cupboard and locked it when the gun went out of his hold. Gerrard took the gun and spoke to someone on the phone to call the police sergeant.



The Tiger in the Tunnel

Summary

Baldeo was a poor railway Khalasi in charge of a tunnel at night time. His responsibility is to see that the railway track is clear at night and that the lamp burns continuously at night.

One night he reached the place of his duty. It was in a forest. There were some wild animals including tigers etc. He had an axe as a weapon against those animals.

He stood at one end of the tunnel. Suddenly he heard the low grunt of a tiger. He became alert. Soon the tiger was coming towards him and pounced on him. He leaped away from it but brought his axe down on the animal's shoulder. The tiger moved away to avoid the weapon. The tiger attacked him again. In a minute or two it tore him to pieces.

As the tiger was licking its wounds, the mail train entered the tunnel. The tiger started to run fast but its wounded leg did not help it. The fast train ran over the tiger and tore it into pieces.

Baldeo's son Tembu got his father's job as a Khalasi.

One-mark Questions

1. Who was Tembu ?

A. Tembu was the son of Baldev, the Railway Khalasi.

2. How old is Tembu ?

A. Tembu is twelve years old.

3. Where did Baldeo spend the night ?

A. Baldeo spent the night at the station.

4. What was Baldeo responsible for ?

A. He was responsible for signalling whether the tunnel was clear of obstruction.

5. Where did Baldeo's family live ?

A. Baldeo's family lived in a small village three miles from the station.

6. Why did Baldeo have to take up the job of a Khalasi ?

A. Baldeo had to take up the job of a Khalasi because his small rice fields did not yield enough food for the family.

7. Name the four wild animals to be found in the forest.

A. tigers, panthers, wild pigs and barking deer

8. What weapon did Baldeo's have ?

A. a small axe made of steel

9. Who made Baldeo's axe ?

A. Baldeo's father made it.

10. What did barking of deer mean ?

A. It meant that it saw a tiger.

11. How did Tembu/son of Baldeo know that the train was coming ?

A. by the trembling of the ground

12. What was Tembu waiting for ?

A. He was waiting for the train to pass and his father to come back home.

13. What made Baldeo's job as a signal man dangerous ?

A. He had to face a wild animal at any time.

14. What was Baldeo more worried about ?

A. He was more worried about his son's safety.

15. Why did the tiger enter the tunnel ?

A. Because he was trapped when the train came.

16. Why was there excitement at the station ?

A. Because the driver of the train saw a tiger cut in half just above the cow-catcher of the engine.

17. What was happening at the cutting ? (or) What was Tembu doing at the cutting in the night ?

A. Tembu was guarding his father's body from jackals at the cutting in the night.

18. Why did Tembu sit by the side of his father's body ?

A. To guard the dead's body from jackals.

19. Why did Tembu take up his father's job.

A. Because he had to become the breadwinner for his family.

Two-mark Questions

1. Why did Baldeo decide to fight the tiger?

A. Because he could not run well in the dark. The tiger can chase him successfully and pounce on him.

2. What happened to the tiger in the tunnel ?

A. The tiger entered the tunnel. But he could not run faster than the train. So he was cut in half by the cow-catcher of the engine and killed.

Four-mark Question

1. How did Baldeo die ?

A. A tiger pounced on him. He leaped and avoided the tiger's paw. He hit the tiger with this axe. But the axe remained stuck to the tiger's shoulder. He became weaponless. So the tiger attacked him and tore his body into pieces. Baldeo died in this manner.



I must know the Truth

Summary

Aradhana is a dancer. She is a student of Kamala Devi School of Dance and Music.

Aradhana is about to start the first item at the annual show of the school.

Aradhana's younger sister, Simmi hugs her warmly and admires her.

Just then their grandmother, mother and aunt Pramela come there. Their mother presents Aradhana a necklace to wear that evening.

Then Pramela comments that Aradhana was skinny and dark when her mother brought her. Everyone is hurt. Simmi comforts Aradhana saying, "Aunt Pramela is mean".

Suddenly Pramela says, "An adopted child must know the truth. My sister must tell Aradhana that she is her adopted daughter."

Aradhana gets upset. She gets angry with her mother. She refuses to dance. Simmi says that what Pramela has said is not true. But Aradhana is not convinced. She weeps endlessly.

Then Aradhana's mother tells her she has given her lots of love, she has shared her laughs and cries for 18 years. She convinces Aradhana that it is more valuable than carrying her in her womb for nine months. Then she requests Aradhana to go on the stage and dance.

Aradhana dances for her adopted 'Mother'.

One-mark Questions

1. Who hugged the dancer ?

A. Aradhana's younger sister, Simmi hugged the dancer.

2. Why did Aradhana think she was not beautiful ?

A. Because she was not fair.

3. Who were the people who came to wish Aradhana ?

A. Her grandfather and her father came to wish her.

4. Who was Aradhana not particularly keen to meet ?

A. She was not keen to meet her aunt Pramela

5. Why were Aradhana's family members proud of her ?

A. Because she was going to inaugurate the annual show of her school.

6. Why did Aradhana's mother leave the stage ?

A. Aradhana's mother left the stage to fetch Aradhana's gift.

7. Who is 'I' in the lesson 'I must know the truth'?

A. Aradhana, the dancer.

8. Who was fair - Simmi or Aradhana ?

A. Simmi was fairer than Aradhana

9. What words of Pramela hurt Aradhana's sister ?

A. How skinny she was, skinny and dark.

10. Why was Aradhana upset ?

A. Aradhana was upset because her aunt had said she was adopted by her parents.

11. Who, according to Aradhana's grandmother, should tell Aradhana about the truth ?

A. Aradhana's mother

12. How did Aradhana learn the truth ?

A. Her aunt Pramela had let out the secret.

13. Why did grandmother ask Simmi to fetch her mother ?

A. So that the mother could tell Aradhana about the truth.

14. For how many years did Aradhana live with her adopted parents ?

A. for 18 years

15. What gift did Aradhana's parents get for her ?

A. a necklace

16. Why was Aradhana heart-broken?

A. Because her aunt Pramela let out the secret that she was adopted by her parents.

17. What does Aradhana's mother ask her to do to prove her love for her parents?

A. Aradhana's mother asked her to go on to the stage and dance.

18. What sound showed the audience that Aradhana was coming on to the stage ?

A. the sounds of ghungrus and that of tap, tap, tap

19. Why do you think Aradhana took time to come to the stage and dance ?

A. She took time to decide the truth for herself.

20. What is the truth that Aradhana want to find out ?

A. She wanted to find out whether she was adopted by her parents.

21. What did Aradhana actually discover ?

A. She discovered that though she was adopted, her parents loved her very dearly.

Two-mark Questions

1. She is mean, mad and miserable. Who was Simmi talking about ? What was the mean thing ?

A. Simmi was talking about Aunt Pramela. Pramela had said Aradhana was skinny and dark.

2. 'And what a good figure you have'. Who said these words ? To whom ? And when ?

A. Aradhana's grandmother said these words. She praised Aradhana before the start of the dance programme.

3. "She must know". Who said these words ? Who is 'she' here ? What should 'she' know about?

A. Aunt Pramela said these words. 'She' is Aradhana. Aradhana must know that she was the adopted daughter of her parents.

4. 'I must know the truth'. Who is 'I' here ? What truth does she want to know ?

A. 'I' is Aradhana. She wants to know whether she was adopted by her parents.

5. 'Why was Aradhana angry with her adopted parents' ?

A. Because they never told her that she was their adopted child. She thought they had deceived her.

6. 'Nothing has changed today'. Who says this ? What has not changed ?

A. Aradhana's adopted mother says this. She says that her relationship with Aradhana has not changed and that she is her daughter.

7. Did Aradhana wear the necklace her mother had given her ? Why ?

A. Yes, she did. Because she knew she was her adopted parents' dear daughter.

8. She danced for one person only. Who was this person ? Why did she dance only for her ?

A. She danced for her mother. Because she loved her.

Four-mark Questions

1. How did Aradhana's adopted mother console Aradhana ?

A. She said to Aradhana, "For 18 years I cared for you. I laughed with you. I cried with you. I have given you eighteen years of my life. Don't you think it is more than carrying you in my womb for nine months?"

2. How did Aradhana's adopted mother convince Aradhana that she must dance on the stage that day ?

A. She said, "Don't you feel my love for you? If you are the daughter I know, the daughter I love, you will go on to the stage and dance. Because, nothing has changed today. You are my daughter."



India - Her Past and Future

Summary

Jawaharlal Nehru, our country's first Prime Minister loved our country and our people very much. He spoke about our country's glorious past and about his future plans to develop our country.

Nehru said that our countrymen belonged to a strong and energetic race. They were eager to learn and possessed the spirit of curiosity. They lived in nature and tolerant civilization. They always searched for truth and spiritual knowledge.

But in the Medieval period things changed for the worse.

Foreign invasions and rule had bad effect on our country. People and resources were exploited. But it had some good effect also. Europeans brought industrial revolution in our country.

Nehru suggested what we should do to develop our country and how to do it. Our country was in a state of confusion and conflicts. We must retain our values and progress. He said Gandhiji's model suited to our country best. He said we must change while continuing with our traditions.

Nehru believed that science and technology would be able to solve the problem of giving every Indian necessities of life.

One - mark Questions

1. Is Nehru for continuity or change or both ?

A. Nehru wants both continuity and change.

2. What does Nehru find most remarkable about the Indian people then ?

A. He finds that people who refused to change in the past are now ready to march forward with speed and determination.

3. What method should we adopt to improve the life of our people, according to Nehru ?

A. The methods must take into account the background and cultural development of our country/communities.

4. Is Nehru against change ?

A. No, he is not.

5. When did Nehru make this speech ?

A. Nehru made this speech soon after we got the independence. India was in a state of instability.

6. What kind of a man was Nehru ?

A. He was a man of science and he had faith in the powers of technology.

7. What kind of society does Nehru want in India ?

A. He wants a casteless and classless society in India.

8. What influenced our country most powerfully, according to Nehru ?

A. The coming of Islam and Muslim invasions influenced our country most powerfully.

9. What should future be built on, according to Nehru ?

A. On the foundation laid in the past and in the present.

10. What did Gandhiji lay stress on according to Nehru ?

A. Gandhiji laid stress on truth and peaceful means.

11. What, according to Nehru, is living ?

A. Living is a continual adjustment to changing conditions.

12. What does Nehru want to express for the people of India ?

A. He wants to express his hope and wishes.

13. What can Five Year Plans do for the people of our country ?

A. They can raise the standard of living of the people of our country.

Two-mark Questions

1. What aspects of ancient India make Nehru feel with pride and wonder ?

- A. 1. Indians were a strong and energetic race.
2. They were eager to know.
3. They had the spirit of curiosity.

4. Their civilization was nature and tolerant.

5. They were searching for truth and spiritual knowledge. (Any two points)

2. What saved India from complete deterioration, according to Nehru? Write two reasons.

A. India was saved by her ability to adapt to the great changes and influences that came. India never forgot her past glories and traditions.

3. As the prime minister of our country, what were the major tasks that Nehru faced ?

A. Nehru's main tasks were :

(i) to choose the best structure that will lead the country to progress/prosperity.

(ii) to wake up the people to take action and bring change.

4. What made Nehru's task difficult ?

A. Nehru's task was made difficult by the disturbance and confusion that were present at that time. Trying to retain both old values and spirit and material progress was also a difficult task for him.

5. What role does Nehru give to science and technology ?

A. He wants that science and technology should provide basic necessities of life to everyone in the world.

6. What can you say about the times in which Nehru made his speech ?

A. They were times of confusion and conflict among Indians on the basis of caste, religion and region.

Four-mark Questions

1. What aspects of ancient India full Nehru with pride and wonder ?

A. 1. Indians were a strong and energetic race.

2. They were eager to know.

3. They had the spirit of curiosity.

4. Their civilization was nature and tolerant.

5. They were searching for truth and spiritual knowledge.

2. Did the situation in India change for the better or worse, according to Nehru ?

A. The situation changed for the worse.

- (i) In the place of freshness and youth, bad temper and old age gained ground.
- (ii) Narrow caste divisions and customs became more important than broad - minded vision.
- (iii) India was invaded by Mughals and Islam.

3. What negative effect did Western invasion have on our country ? Did it have any positive effect too ? What is it ?

A. Western invasion had the following effects.

- 1. Positive effect : It brought in fresh ideas and the industrial civilization/revolution.
- 2. Negative effects : Foreigners exploited our people and resources.

4. What model of change does Gandhi provide. What were its advantages ?

A. Gandhiji's model uses both continuity and change. The future is to be built on the foundations laid in the past. The advantages are :

- (i) It uses truth and peaceful ways to bring about revolutionary changes.
- (ii) Gandhiji used methods that are Indian in origin.

5. What is Nehru's vision of India in the future ?

- A. (i) Material progress for Indians.
- (ii) Conflicts in the name of religion, caste, region should stop.
- (iii) India must become vibrant; democracy on a social pattern.
- (iv) Formation of a classless and casteless society

6. What do we learn about Nehru from his speech ?

A. Nehru has a deep knowledge of Indian history. He is concerned about Indians. He does not show any hatred or anger in his speech. He is a man of science and has deep faith in science and technology to help people progress in every field.

7. Describe Nehru's vision of future India.

A. He wants to build a casteless and classless society in India. He wants everyone to grow according to his worth and ability. He wants Indian democracy to prosper on the basis of socialism. He wants to develop science and technology to improve the lot of the poor in India.



Bholi

Summary

This story, 'Bholi' tells us about the importance of emotional security and family support for children, like the girl, 'Bholi' in this story.

Sulekha was the fourth daughter of Ramlal. When she was ten months old, she fell off the cot on her head. Her brain was damaged and so she remained 'slow'. Everyone called her Bholi, the simpleton. When Bholi was two years old, she had small pox. It left deep black pock-marks all over her body. She learnt to speak late but she stammered. Other children made fun of her. So she talked very little.

One day the Tehsilder advised Ramlal to send her daughters to school. Accordingly Ramlal took Bholi to school. The head of the school asked Bholi to sit in a corner of a classroom. She was frightened to see the children there. She liked the pictures hanging on the walls.

Then the teacher met her and enquired about her. She tried to answer stammering. But the teacher encouraged her to speak. He spoke kindly to her. She was impressed. She liked the teacher very much.

The teacher gave her a book of nice pictures and words. He said, "You can read this book in one month. Then I'll give you a big book, a still bigger book. You will become more learned than anyone in this village." Bholi felt happy.

In course of time Bholi's village became a small town. The primary school became a high school.

One day Ramlal fixed Bholi's marriage to a rich man of 45 years. At the time of marriage the groom demanded Rs.5000 to marry Bholi who had pock-marks on her face. Ramlal agreed to give him the money. But Bholi refused to marry that old man. Ramlal told Bholi that no one would marry her in future. Bholi said she would serve her parents while working as a teacher.

One - mark Questions

1. What was the name of the girl in 'BHOLI' ? What did people call her ?

A. Her name was Sulekha. People called her 'Bholi' which means 'simpleton'.

2. Who was Bholi's father ?

A. Ramlal

3. Why did Ramlal's wife disagree when he consulted her for sending his daughters to school ?

A. She disagreed saying, "If girls go to school, who will marry them ?"

4. Why did Ramlal take Bholi to school ?

A. Because the Tehsildar asked him to join her in a school to set an example to the others in the village.

5. At school what impressed Bholi ?

A. At school the teacher's soft and soothing address impressed her and touched her heart.

6. Why was Bholi not scared of anyone in the class ?

A. Because the teacher was kind and sympathetic.

7. How was Bishamber a well-to-do bridegroom ?

A. He had a big shop, own house and a lot of money in the bank.

8. Why did Bholi refuse, to marry Bishamber ?

A. Bholi refused to marry Bishamber because she thought he was old and lame besides being greedy.

9. There was a light of deep satisfaction in the teacher's eyes. Why ?

A. He was satisfied that learning in the school had changed stammering Bholi into a bold and confident girl.

10. Where did the headmistress ask Bholi to sit ?

A. The headmistress asked Bholi to sit in a corner of one of the classrooms.

11. What pictures of animals did Bholi see on the walls of the classroom ?

A. a horse, a goat, a parrot, a cow

12. What did the book that the Bholi's teacher give her contain ?

A. It was full of colourful pictures with a word under each.

13. How did Bholi's teacher assure her that would learn things well ?

A. He said that he could complete the first book in one month and he would give her bigger books regularly.

Two-mark Questions

1. What incident made Bholi a backward child ?

A. When she was ten months old, she fell off her cot, on her head. It damaged her brain. So she became a backward child.

2. At what age did Bholi have an attack of smallpox ? What are its effect ?

A. She had smallpox when she was two years old. She had deep black pock-marks all over her body. Only her eyes were saved.

3. Why did Bholi talk very little ? Write two reasons.

A. She started speaking late, when she was five ! She stammered while speaking. So other children made fun of her and mimicked her. So she talked very little.

4. What kind of farmer was Ramlal ? What was his worry about Bholi ?

A. He was a prosperous farmer. He was worried about Bholi because she had neither good looks nor intelligence.

5. Why did the Tehsildar ask Ramlal to send his daughters to school ? Write two reasons.

A. The tehsildar asked Ramlal to send his daughter to school because he wanted Ramlal to set an example to others by sending his daughters to school. Ramlal was a revenue official in that village.

6. Why did Bholi feel frightened at the idea of being taken to school ? Write two reasons.

A. Bholi did not know what a school is like. She remembered how a cow was taken out of her house and sold.

7. In lesson 'Bholi' what changes come over the village ?

A. The village became a small town. The primary school became a high school. A cinema hall and a cotton ginning mill were started. The mail train started stopping in that station.

Two-mark Questions (Extra)

1. Describe Bishamber.

A. Bishamber was a shopkeeper. He was rich. He was 45 years old and limped while walking. His wife died. Bholi's father asked her to marry him.

2. Why did Bishamber demand Rs. 5000 from Ramlal ?

A. Because Bholi had black pock-marks on her face and Bishamber saw them just before the marriage.

3. Why did Bholi refuse to marry Bishamber ?

A. Because he demanded Rs.5000 from her further for her ugliness. She thought he was mean, greedy and contemptible.

4. What did Bholi say she was going to do if no one married her ?

A. She said she would serve her parents when they are old. She also said she would work as a teacher.

5. Who was the happiest at the wedding mantap ?

A. Bholi's teacher. She felt happy like an artist after completing a picture perfectly.

Four-mark Questions

1. New clothes had never been made for Bholi. The old dresses of her sisters were passed on to her. What light does this reflect on her parents' behaviour.

A. Bholi's parents neglected her and treated her as a second grade member in the family. They did not consider her needs and feelings. They discriminated her very badly. They did not treat her on par with their other children.

2. Describe Bholi's first day at school.

A. The headmistress received Bholi and Ramlal left the school. She saw girls reading from books or writing on slates. She sat in a corner of a classroom. She thought one of the schoolgirls would become her friend. She saw pictures of animals on the walls. The school bell rang and everyone left for home. A teacher met her and spoke to her very gently, and gave her a book to read. Bholi felt very happy.

Poetry



Leisure

Do you know what 'leisure' means? It means the free time which you can spend in an activity of your choice.

Now let us read the poem. To begin with, read the poem aloud to enjoy its rhythm. Then read it silently and slowly- and try to answer the following questions.

What is this life if full of care
We have no time to stand and stare?
No time to stand beneath the boughs.
And stare as long as sheep or cows.
No time to see when woods we pass
Where squirrels hide their nuts in grass.
No time to turn at Beauty's glance
And watch her feet, how they can dance.
No time to wait till her mouth can
Enrich that smile her eyes began.
A poor life this if, full of care
We have no time to stand and stare.

- *W.H.Davies*

Summary

The poet, W.H. Davies, has written a short poem, 'LEISURE' to tell us what we must do to enjoy life.

The poet says that we have a lot of worries, so we do not see and enjoy the beauties of nature. We do not find time to look at nature and enjoy ourselves. We do not stand under trees and look at the beautiful scenery around us. Cows and sheep do that, the poet says.

We do not see the squirrels hiding nuts in grass when we pass through forests (gardens). We do not see and enjoy beautiful trees dancing in the breeze. We fail to see beautiful things nature has given us.

The poet says that we live a poor life because we do not enjoy the beautiful things nature has given us.

One mark questions

1. Who are 'we' in the poem, 'LEISURE' ?

A. 'We' are the human beings living in this world.

2. Which phrase has been repeated a number of times in the poem 'LEISURE' . Why ?

A. 'No time' has been repeated six times. It is to emphasise the idea that we lead a very busy life and we do not have time to see and enjoy the beauties of nature.

3. What does 'stand and stare' mean in 'LEISURE' ?

A. Looking at the beauties of nature and enjoying them.

4. What is it that sheep and cows do for which we have no time ? (Poem : LEISURE)

A. Cows and sheep find time to look at the distinct beautiful scenes of nature, but we do not find time to do that.

5. Why does the poet write 'Beauty' with a capital letter in poem 'LEISURE' ?

A. Beauty may refer to the beauties of nature or a beautiful woman.

6. Who 'dance' in the poem 'LEISURE' ?

A. Tall trees sway when wind blows. The poet calls it dance by trees.

7. Who is 'her' in line I of the poem ?

A. 'her' means the 'beauty'.

8. What does 'till her mouth can which that smile her eyes begin' mean ?

A. The 'Beauty's smile begins from the eyes and spreads to her lips.

9. What, according to the poet, is a poor life ?

A. A poor life is one where people have a lot of worry. They do not have time to see and enjoy the beauties of nature.

10. What do we fail to see when we pass through a wood or a garden ?

A. We fail to see squirrels hiding nuts in grass.



My Grandmother's House

Now, let us read the poem 'My Grandmother's House'. The poet remembers her grandmother and wishes that she were alive to love her, to make her feel wanted. Here is the poem.

There is a house now far away where once
I received love That woman died,
The house withdrew into silence, snakes moved
Among books, I was then too young
To read, and my blood turned cold like the moon.
How often I think of going
There, to peer through blind eyes of windows or
Just listen to the frozen air,
Or in wild despair, pick an armful of
Darkness to bring it here to lie
Behind my bedroom door like a brooding
Dog you cannot believe, darling,
Can you, that I lived in such a house and
Was proud, and loved I who have lost
My way and beg now at strangers' doors to
Receive love, at least in small change?

We will now divide the poem into three parts and read the first part once again.

- *Kamla Das*

Summary

The poet Kamala Das in her poem, 'My Grandmother's House', tells us about the house when her grandmother lived.

The poet recalls the love she received from her grandmother. She recalls the large number of books in that house. She was too young to read those books at that time. After her grandmother died, the house fell into silence; and snakes started moving in that house.

The poet wants to go back to her grandmother's house (a) to peep through the broken windows (b) to listen to the frozen air because the house remained closed and locked and (c) to pick an armful of old memories of the grandmother's house and bring them to her present house so that she can always remember those memories.

Then the poet recalls how she received love from her grandmother in that house. Now the poet feels that she would beg for love in small quantities because she needs love very badly.

One-mark Questions

1. What happened to the house after the grandmother died ?

A. The house withdrew into silence.

2. Why was the poet not able to read books ?

A. Because she was too small to read.

3. Why is the air in grandmother's house described as frozen ?

A. No one lives in that house. It remained locked. So the air has remained still and has frozen.

4. 'An armful of darkness' means

(a) old memories of the grandmother's house (Right Answer).

(b) unhappy days of the past

(c) some black objects from the house.

5. 'to lie behind my bedroom door like a brooding dog' means.

(a) the memories will always remain with the poet (Right Answer).

(b) the memories of the dog will remain.

(c) the memories are not important like a dog.

6. What is the poet telling someone ?

A. She is telling someone about the house that she lived in and that she was proud and loved there.

7. What is the poet begging for ?

A. She is begging for love.

8. What does the poet of 'My Grandmother's House' mean by 'small change' ?

A. a little love (or) love in small quantities.

9. What does the poet think of her past in 'My Grandmother's House'?

A. She thinks of her childhood in her grandmother's house. She was loved very much there.

10. What does the poet think of her present condition ?

A. Now the poet feels very sad because no one loves her as her grandmother did.



Where the mind is without Fear

This poem was written when the British ruled our country. We were slaves to a foreign power. Rabindranath Tagore, the great Indian nationalist and visionary wanted India to awaken to a bright dawn of freedom – freedom from slavery and our own mental chains.

Read the poem aloud once. Then read it silently. It would be a good idea to memorize the poem.

Where the mind is without fear
and the head is held high
Where knowledge is free
Where the world has not been broken
up into fragments by narrow domestic walls;
Where words come out from the depths of truth;
Where tireless striving
stretches its arms towards perfection;
Where the clear stream of reason
has not lost its way into the
dreary desert sand of dead habit;
Where the mind is led forward
by thee into ever widening
thought and action-
into that heaven of freedom,
my father,
let my country awake.

- Rabindranath Tagore

Summary

Rabindranth Tagore was a great Indian nationalist and visionary. He wanted India to wake up to a bright dawn of freedom freedom from slavery and freedom from our own mental chains.

Tagore says that we must be fearless and self-respecting. He says : We must have free education for everyone. He says that Indians should not have ideas which are petty and narrow-minded. He also says that every Indian must work hard without stopping and attain perfection.

Tagore wants that our thoughts must be clear and reasonable and they must not be lost in old beliefs. He wants that our actions must result in our getting freedom from British rule. He prays to God that our country should attain freedom.

One mark questions

1. What is heaven of freedom like, according to Tagore ?

A. In heaven of freedom, there is no fear and everyone has self-respect. Education is free and people are open-minded and rational.

2. Who is 'thee' and my father in this poem ?

A. God.

3. What is the meaning of 'narrow domestic walls' ?

A. They are the ideas that are petty and narrow-minded.

4. Why does the poet use the word 'tireless' ?

A. He wants our people to work hard without taking a rest and attain perfection.

5. Who are 'we' in this poem ?

A. the Indians

6. What are we striving for ?

A. We are striving for perfection.

7. What is reason compared with ?

A. Reason is compared with clear stream.

8. Why is reason compared with 'Clear stream' ?

A. Because reason has clear thoughts and clear thoughts are like the clear water of the streams.

9. Where has reason lost its way ?

A. Reason has lost its way in the old habits/beliefs which are like dreary deserts.



The Road not taken

The poet in the poem 'The Road Not Taken' is at crossroads. There are two roads and he has to choose one.

Read the poem aloud and enjoy its rhythm.

Then read it silently.

Two roads diverged in a yellow wood,
And sorry I could not travel both
And be one traveller, long I stood
And looked down one as far as I could
To where it bent in the undergrowth;

Then took the other, as just as fair,
And having perhaps the better claim,
Because it was grassy and wanted wear;
Though as for that, the passing there
Had worn them really about the same,

And both that morning equally lay
In leaves no step had trodden black,
Oh, I kept the first for another day!
Yet knowing how way leads on to way
I doubted if! should ever come back.

I shall be telling this with a sigh
Somewhere ages and ages hence:
Two roads diverged in a wood, and I,
I took the one less travelled by,
And that has made all the difference.

- *Robert Frost*

Summary

One day the poet, Robert Frost, of the poem 'The Road not Taken', comes to a place where there are two roads in front of him.

The poet looked at the two roads in front of him. He could not go along both the roads. He looked down the road as far as he could to know what lay ahead. He could not see beyond a certain point.

Then the poet went along the second road. Because it was grassy and wanted wear. He thought that one road joined another road ahead.

The poet gave us a philosophical thought. It is, we come across difficult situations where we are to make choices. In his life the poet took a decision which proved right later.

One-mark Questions

1. Why does the poet call the wood 'yellow wood' ?

A. It was autumn season. So the leaves turned yellow and the wood looked yellow.

2. Who is the traveller in the poem 'Road Not Taken' ?

A. the poet

3. Why does the poet of 'Road Not Taken' sorry ?

A. Because he cannot travel along both the roads.

4. Why does the poet (in Road Not Taken) look down the road as far as he can see ?

A. He wants to know what lies ahead.

5. The phrase, 'bent in the undergrowth' means.

A. One could not see beyond a point.

6. What are the two roads like ?

A. They looked similar.

7. What does the phrase, 'way leads on to way' mean ?

A. One road joins another road ahead.

8. What does the poet speak about in stanza 1 ?

A. He speaks about the 'present'.

9. What does the poet say about in the last stanza ?

A. He says about 'future'

10. What has made all the difference ?

A. The right decision he took has made all the difference.

11. What does 'that' refer to in the last line ?

A. That refers to his decision to take the other road.

12. What do the two roads stand for in the poem ?

A. They stand for the choices we have to make in our lives.



Night of the Scorpion

Read the poem once. It is about the night when the poet's mother is bitten by a scorpion.

I remember the night my mother
Was stung by a scorpion. Ten hours
Of steady rain had driven him
To crawl beneath a sack of rice.
Parting with his poison - flash
Of diabolic tail in the dark room -
He risked the rain again.

The peasants came like swarms of flies
And buzzed the Name of God a hundred
Time to paralyse the Evil one.
With candles and with lanterns
Throwing giant scorpion shadows
On the mud-baked walls
They searched for him; he was not found.
They clicked their tongues.

With every movement that the scorpion made
his poison moved in Mother's blood they said.
May your suffering decrease
the misfortunes of your next birth, they said.
May the sum of evil
balanced in this unreal world
against the sum of good
become diminished by your pain.

Summary

The poet Nissim Ezekiel tells us what happened at his house one night.

A scorpion entered the poet's house because there were heavy rains in that area. It stung the poet's mother.

Soon the news spread to the peasants. They came in large numbers with candles and lanterns. They uttered the name of God again and again. They prayed to Him to paralyse the scorpion. They searched for the scorpion but in vain. They said all kinds of things about how the poison entered the woman's body.

The peasants said her suffering would give her good life in her next birth. They also said the scorpion's poison could purify her flesh. Then they sat round her. She was groaning with pain.

The poet's father put some paraffin on the sting and burnt it with a match. A family pandit chanted mantras to reduce the pain.

But it took nearly 24 hours for the pain to go and the woman was at ease. She thanked God for making the scorpion spare her children.

One-mark Questions

1. Why did the scorpion enter the poet's house ?

A. Because there were heavy rains in that area.

2. When did the scorpion enter the poet's house ?

A. at night

3. Who did the scorpion sting ?

A. It stung on the toe of the poet's mother.

4. What did the scorpion do after stinging the poet's mother ?

A. It went out of the house though it was still raining.

5. Who came to the poet's house ?

A. A large number of peasants came to the poet's house.

6. What did the peasants say ?

- A. (a) They uttered the names of God.
- (b) They cursed the scorpion.
- (c) They prayed to God to paralyse the scorpion.
- (d) They clicked their tongues to show pity for the woman stung by the scorpion.
- (e) They wished her present suffering would reduce the misfortunes in her next birth.
- (f) They wished that the scorpion's poison would purify her flesh.

7. Who is the 'Evil one' ?

- A. The scorpion that stung the poet's mother is the 'Evil one'.

8. What did the poet's father do ?

- A. He put some paraffin on the wound and burnt it with a match.

9. What did the holy man do ?

- A. He said some mantras to reduce the womans' pain.

10. How long did the pain last ?

- A. The pain lasted twenty-four hours.

11. What did the poet's mother say after her pain was gone ?

- A. She said, "Thank god the scorpion chose me to sting and spared my children."

12. What does the poet want to convey in this poem ?

- A. A mother prefers to suffer pain rather than see her children suffer from any pain.

13. Who drove the scorpion into the poet's house ?

- A. Continuous rain drove the scorpion into the poet's house.

14. The word 'flash' in line 5 means _____.

- A. a quick and sudden action.

15. Why does the poet call the tail 'diabolic'?

- A. Because it poisons the person it stings.

16. Who came into the poet's house ?

A. a lot of peasants

17. What is the scorpion referred to as ?

A. the evil one

18. Why did the peasants say the name of God a hundred times ?

A. to paralyse the evil scorpion.

19. Whose shadows were thrown on the walls ?

A. shadows of big scorpions

20. What does the phrase 'clicked their tongues' mean ?

A. The peasants expressed their pity for the woman by making some sounds with their tongues.

21. Who are 'they' in this poem ?

A. the peasants

22. Why did they (the peasants) want the scorpion to sit still ?

A. They believed that if the scorpion moved about, the poison would go up her body.

23. Why did the poet's father try everything to help his wife ?

A. Because he was deeply concerned about her safety.

24. What does the poet (Night of the Scorpion) say about a mother ?

A. A mother loves her children more than herself. She wants to save them from every kind of pain.

Complete the following paragraph with verbs in the past tense. You may use would or used to also.

When I was a small child I lived in Bombay. I studied in Bombay High School. I went to school where I learnt many things. I used to go to Juhu Beach with my parents on Sundays. Whenever I went to the beach I would play with my brother. We would keep playing till it was time to return home. On our way home we would stop at Quality Ice Cream Parlour. It used to be an enjoyable day for all of us.

The Negative

The negative in the Past Tense is formed with

did not + verb (He did not sleep last night)

A sentence like

He did not slept last night.

is not correct.

Rewrite the following sentences in the negative.

1. My aunt went to Bombay for holidays

Ans. My aunt did not go to Bombay for holidays.

2. He obeyed the rules of the camp.

Ans. He did not obey the rules of the camp.

3. He came to school on foot.

Ans. He did not come to school on foot.

4. He returned home after the show.

Ans. He did not return home after the show.

The Interrogative

The interrogative is formed by using 'did' at the beginning of the sentence.

Did Mohan go to school yesterday ?

Rewrite the following sentences in the Interrogative

1. Shekhar went for a swim in the pool.

Ans. Did Shekhar go for a swim in the pool?

2. He accepted the offer.

Ans. Did he accept the offer ?

3. India become a Republic on 26.1.1950.

Ans. Did India become a Republic on 26.1.50 ?

4. They wanted to help the poor children.

Ans. Did they want to help the poor children ?

In Interrogative sentences, some begin with

Is/Are/Do., like

Is Manohar ill ?

Are your parents well ?

Do you like tea ?

Make sentences using the word given.

1. _____ you going to the market ? (Is/Are)

Ans. Are you going to the market ?

2. _____ the teacher in the class ?

Ans. Is the teacher in the class?

3. You like mangoes ?

Ans. Do you like mangoes?

4. Your mother is cooking.

Ans. Is your mother working ?

5. Your brother eats eggs ?

Ans. Does your brother eat eggs ?

6. You know Sanskrit.

Ans. Do you know Sanskrit ?

In Interrogative sentences we use question words like :

Who/Whose/What / Which at the beginning to ask for information

Fill in the blanks with question words.

- (i) Who is that man ?
- (ii) Which book do you want, The Tale of Two Cities, or David Copperfield ?
- (iii) What is your name ?
- (iv) What time is it ?
- (v) Who met him ?
- (vi) Which one of them won the match, Becker or Sampras ?

There are other question words like why/when/where /how to seek information.

Fill in the blanks with the right question words.

- (i) Why were you absent yesterday ?
- (ii) When will you come to my house ?
- (iii) Where are you going ?
- (iv) Why are you so tired today ?
- (v) When shall I meet you ?
- (vi) How can we go shopping in the heavy rain ?

6. Make questions for the following answers.

(i) I have been to the zoo.

Ans. Where have you been ?

(ii) Amit and Amar are sitting under the tree.

Ans. Where are Amit and Amar sitting ?

(iii) My name is Mohinder.

Ans. Which is your name, Mohinder or Mahender ?

(iv) I like this book better than that one.

Ans. Which book do you like better, this book or that one ?

(v) **Sulekha ate the cake.**

Ans. Who ate the cake ?

(vi) **I will give you the brown shirt.**

Ans. Which shirt will you give me, the brown one or the black one ?

7. Fill in the questions in this dialogue

R. This shirt is good. Where did you buy it ?

A. In a shop on Mall Road.

R. Which shop was it, Modern Store or Jagannadhs ?

A. Modern Store.

R. What is its name ? MG Road is very long. Where exactly is it ?

A. Do you know Tourist Hotel ? It is next door.

Reported Speech

Ex. I. Match the columns

1. "This is Doctor Benson", he said.

(c) He introduced himself as Dr. Benson.

2. "Are you going far ?" asked the doctor.

(e) The doctor enquired whether he was going far.

3. "I'm going all the way to Detroit," Evans said.

(f) The man declared that he was going all the way to Detroit.

4. "Could you give me a cigarette?" Evans said.

(a) Evans asked for a cigarette.

5. "Do you mind, mister, if I take another cigarette for later ?

(d) Evens wondered whether he could take another cigarette for later.

6. "Put that watch into my pocket," he said angrily.

(b) He ordered Evans to put that watch into his pocket.

Ex. III. Complete the sentences by selecting the appropriate reporting verb.

1. (a) The criminal said, "" "
(b) The criminal admitted that he had committed the murder.
2. (a) Asha said, "Oh "" "
(b) Asha regretted that she had failed in Maths
3. (a) Ravi's father said, "" "
(b) Ravi's father suggested that he could seek his uncle's advice.
4. (a) My brother said to me "I'll give "" "
(b) My brother promised that he would give me a watch if I stood first in class.
5. (a) Manik told Shruthi, " Last" "
(b) Manik informed Shruti that he had attended the science conference in Hyderabad last month.

Ex. IV. Change the following into indirect speech.

- (a) 1. He said to me, "Are you going home?"
Ans. He asked me whether I was going home.
2. He said, "Did you see my brother yesterday?"
Ans. He asked whether I/he had seen his brother the previous day.
3. He asked me, "Which bus stops here ?"
Ans: He asked me which bus stopped there.
4. My friend said, "What is your brother doing these days?"
Ans. My friend asked me what my brother was doing those days.
5. My brother said, "" "
Ans. My brother asked whether Ram.

(b) Match the columns

- (i) What is you name ?
(c) He asked me what my name is/was.
- (ii) Where do you live ?
(e) He asked me where I lived.

(iii) Could you tell me your date of birth ?

(d) He wondered if I could tell him my date of birth.

(iv) How long will you stay here ?

(b) He asked me how long I would stay here.

(v) Did you have a comfortable journey ?

(a) He asked me whether I had a comfortable journey.

The Future Time

Fill in the blanks in the following sentences with will or shall.

1. I shall post this letter tomorrow.
2. The exams will begin next week.
3. I will see him next time.
4. Will you please stop talking ?
5. Shall I serve dinner now ?
6. You will not steal.
7. Will you change this bulb for me ?

Fill in the blanks with would or should.

1. He said his brother would come home on the sixth.
2. The teacher said we should work harder.
3. You should not eat so many sweets.
4. Would you pass the rice please ?
5. He said but it would arrive within the next fifteen minutes.

Use of 'would' and 'used to' to refer to past actions.

A. Fill in the blanks with used to or would

1. When I was in primary school,
I used to hate going to school.
2. My brother used to bully me as a child.
Then I would call out to my sister for help.

B. Fill in the blanks with would or wouldn't or should or shouldn't

1. When we were in Delhi, we would go to the zoo every week.
2. You shouldn't read in bad light.
3. Would you mind opening the door, please ?
4. You should wear a helmet when you are riding a scooter.
5. I would like to talk to the manager.
6. Would you like to try another cutlet ?

C. Fill in the blanks with will, won't or would

Suresh : I will go to the library tomorrow.

Mohit : I know but will you be able to pick me up ?

Suresh : Yes, 'of course, I will. But I will go late in the evening.

Mohit : About what time would that be ? I will be ready.

Adjectives

Adjectives describe nouns.

They describe quantities

They describe numbers

They also describe the order.

Fill in the blanks :

1. Mamta tried to learn to draw, but her progress was slow.
2. Prompt medical attention after an accident saves lives.
3. The ring of the doorbell was very loud.
4. Alka wants to go to a medical college.
5. The blind boy enjoyed the feel of the winter sun.
6. The warm weather will make us feel more cheerful.
7. There was a full moon last night.
8. Mohit fell off his cycle and hurt his right hand.
9. Mandeep was the brightest boy to join the team.
10. Ravi's superior officer was very kind.

Adverbs

Adverbs describe verbs.

Adverbs describe a complete sentence also.

Fill in the blanks with adverbs.

Rahul walked gently up clothes. He thought peacefully of the he thought painfully. Now dinner. Suddenly a car stopped. It was I will take you home safely. Rahul got into the car.

Fill in the blanks using the Past Tense of the verbs.

1. Divya : Did you go anywhere last week ?

Neel : Yes, I did. I went to Bhopal.

Divya : Really? I did not know that. I thought all your relatives are in Delhi.

Neel : No Bhopal

Divya : Did you have a good time ?

Neel : Yes, I did.

2. Fill in the blanks using Past Tense or Present Perfect Tense.

The policeman opened the cell door. He looked inside and found the cell empty. He called for guard.

Where is the man? Who saw him last ?

The prisoner fell ill last Sunday. He has not eaten since then. The doctor visited him on Tuesday. I have not seen him recently," he guard replied.

Non Finites

I. To - infinitives. Verb with to in front are called infinitives.

It was his duty to clear the track. We cannot use to + goes or to + went.

Ex.II

Fill in the blanks with the infinitive form of the correct verb.

1. I forgot to post your letter.
2. He wants to go to the station.
3. She pretended to sleep.
4. Would you like to accompany us ?
5. He asked her to report the progress of the project.
6. Is it safe to park the car here ?
7. To live without air is impossible.
8. To sit in the sun in winter is pleasant.
9. To waste water is foolish.
10. I shall be glad to help you.

II. Gerunds

Gerunds are derived from verbs.

swim - swimming

dance - dancing

Gerunds are used as nouns.

Ex.II.

1. Bathing is necessary for health
2. Seeing is believing.
3. We go to school for studying.
4. He dislikes wearing a green shirt.
5. Baldeo was responsible for signalling.
6. He heard the hammering of a woodpecker.

7. He stopped trembling when he saw that the tiger was dead.
8. The leopard waited at the cutting.
9. Shopping had made her tired.
10. Studying grammar is fun.

III. The Present Participle (P.120)

When verb + ing functions as an adverb/ adjective we call it a present participle.

- (a) I saw a limping dog. (adjective)
- (b) I saw him whistling (adverb)

Ex. II

Fill in the blanks with present participles.

1. We got some exciting news yesterday.
2. We had a speaking activity in class today.
3. The black entrance to the tunnel looked menacing.
4. The train entered the yawning tunnel.
5. She was busy writing letters.
6. It was a learning experience for us.

IV. The Past Participle

When verb + ed or en functions as an adjective, it is a past participle.

B. Fill in the blanks with past participles.

- a) Submit a written report.
- b) The police found the stolen goods.
- c) Please submit your completed assignment.
- d) Don't play with broken toys.
- e) It is a painted picture, not a photo.

Relative clauses

A relative clause tells us about a noun it qualifies in a sentence.

The man who is in khakhi clothes is my friend.

'who is in khakhi clothes' describes the man. It is a relative clause.

I. Complete the sentences with **who / which / that**

1. English is a language which is spoken all over the world.
2. Aradhana's parents gave her the gold chain which she wore at the performance.
3. Rice is a cereal which is grown in tropical countries.
4. I like young people who read a lot.
5. Have you tasted the sweets that I made yesterday?
6. The bridge which was built last year has developed cracks.

II. Join the sentences using relative clauses. Make changes where necessary

1. I know a man. He can speak three languages.

Ans. I know a man who can speak three languages.

2. You lent me a radio. I have cleaned it.

Ans. I have cleaned the radio which you lent me.

3. They are the engineers. They repaired the bridge near Varanasi.

Ans. They are the engineers who repaired the bridge near Varanasi.

4. I was waiting for an electrician. He did not turn up.

Ans. I was waiting for an electrician who did not turn up.

5. Was it your mother? She started a dispensary in this village.

Ans. Was it your mother who started a dispensary in this village?

III. Complete the passage by selecting the suitable clauses.

Sir Jagadish Chandra Bose was the great Scientist who believed that plants could become tired, depressed and happy. The other scientists who heard him laughed at him. Then he designed and built an instrument which recorded the growth of plants. The instrument also showed that plants have hearts and are capable of feeling.

"Your instrument is a wonderful thing", said the scientists who attended the Paris congress of Science in 1900.

Reference Task

Use the correct phrasal verb in each blank.

1. I could not make out what he was saying.
2. The couple is always trying to keep up with their neighbour's status.
3. He was put off by his boss's rudeness.
4. If one has some savings, one can fall back on them in times of need.
5. Children are expected to look after their parents in their old age.

1. Put the verb in the correct tense form, simple present or present continuous tense.

1. The river Ganga flows into the Bay of Bengal.
2. Please turn the tap off. Water is flowing down the drain.
3. The train is never late. It always leaves on time.
4. There has been an accident. The train is running late today.
5. Can you drive? I am learning.

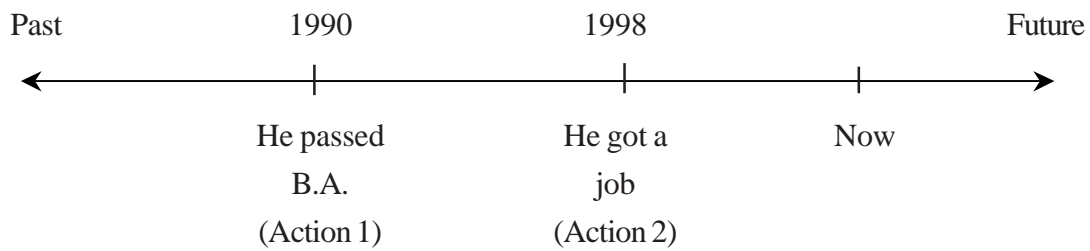
My father is teaching me.

2. Correct the underline parts if they are wrong.

1. I've found my book. RIGHT
2. How many plays Tagore wrote ?
How many plays did Tagore write? WRONG
3. When I got home last night, I found someone broke into the flat.
..... someone had broken WRONG
4. Where have you been yesterday evening ?
Where did you go ? WRONG
5. Premchand has written many stories.
Premchand wrote WRONG

Simple Past Tense and Past Perfect Tense

We can present Past Perfect tense on a TIME LINE.



The first action took place in 1990.

The second one took place in 1998.

When we say the two actions in one sentence, we use the past tense and the past perfect tense.

When he got a job, he had passed B.A.

He got a job after 'he had passed B.A.

He had passed B.A. before he got a job.

Note the use of when / after / before in these sentences.

II. Fill in the blank with the correct form of the verbs given.

1. When the authorities woke up, most of the forest had disappeared.
2. Children in that village were healthy because their parents had taken care of their immunization.
3. I could decide quickly since my teacher had taught me how to take decisions.
4. Everyone appreciated the lovely painting that she had made.
5. We ran out to see the new car uncle had bought.
6. My aunt liked the sweater which I had knitted.

3. Look at the situation and complete the sentences.

- a. A. When did you see the film ?
B. I saw it last week.
- b. A. Why did you not report to the police ?
B. I was afraid to do so.

- c. A. Where did you go for your holiday ?
 B. We went to Kashmir.
- d. A. What did the Principal tell you ?
 B. He told me to be more careful in future.
- e. A. When did you last take medicines ?
 B. About an hour ago.
4. Complete the sentences given below.
- You were, so I did not disturb you.
 - It was raining, so I did not go out.
 - Suresh, so he did not attend her party.
 - The man, so Deepah did not let him enter the house.
 - The road, so I did not take it. I took a different one.

I. Rewrite the following sentences into negative.

- We went to Banaras last month

Ans. We did not go to Banaras last month.

- I love to play cricket

Ans. I do not love to play cricket.

II. Rewrite the following into the interrogative.

- He is my English teacher.

Ans. Is he your English teacher?

- Radha went for a picnic.

Ans. Did Radha go for a picnic ?

III. Fill in the blanks using the passive form of the verbs given

Wind energy is derived through a process where wind is used to generate mechanical power or electricity. Since recorded history wind power was used to move boats, grind grain and pump water. There is evidence that wind energy was used to propel boats along the Nile as early as 5000 B.C.

IV. Change the following into the Indirect speech.

1. She said, "Did you see my sister yesterday ?"

Ans. She asked me if I had seen her sister the previous day.

2. My teacher said, "What is your father doing these days ?"

Ans. My teacher asked me what my father was doing those days.

V. Fill in the blanks with infinitives.

a) I shall be glad to help you.

b) She asked her to report the progress of the work.

c) She pretended to sleep.

4. Fill in the blank with the correct word.

The weather has been cold and damp.

Baldeo was responsible for signutting whether the tunnel was free of obstruction or not.

Write the antonyms

modern × ancient

timidity boldness

forward backward

Use the correct form of the word underlined.

a. She was very gentle.

She gently picked up the body

b. Mr. Singh is a very firm person.

He spoke firmly to the rowdy boys.

5. Answers to questions on Passage

1. Sania is referring to female foeticide.

2. (a) being supportive

(b) accepting the fact that children are just children male or female.

3. Girls can watch boys in all aspects.

Life begins in a woman.

4. Sania wants that the society must stop female foeticide.
5. Sonia wants to talk to as many players as she can to fight against female foeticide.
6. Sania has excelled in playing tennis.
7. Choose the right option and complete the sentences.
 - A. How could a mother do this to her children ? This refers to prenatal killing of a girl child.
 - B. Sania decides to talk to players in order to motivate them to fight against the unethical practice such as female foeticide.
8. Find the words from the passage which mean similar to the following
 - i) fortunate = lucky
 - ii) helpful = supportive
 - iii) preference = priority
 - iv) purpose = cause

(b) Vocabulary Enrichment

Forming New words - Compound words

Examples :

- huge swimming (Compound noun)
- peak hours (Compound noun)
- good-tempered (Compound adjective)
- second-class bogic (Compound adjective)

Match columns

- first class,
- four - year - old
- three footed
- before hand
- gasstove
- trouble maker
- intercut

short-sighted
bread crumbs
white coloured
bald - headed
brother - in - law
letter box
night class
batsman
pull over
grandmother

Fill in the blanks in the paragraph

Every evening grand mother used to sit in the verandah with her sewing machine. She made clothes for her grandson Ali. After finishing her work she would feed the sparrows with bread crumbs. The sparrows could come and perch themselves on the letter box. Soon all the crumbs were eaten up. Grandmother who was short-sighted could not see the sparrows clearly but she knew each sparrow who came sat in her verandah ever day.

Opposite Words

Fill in the blanks with opposite of

invited, important, healthy qualified, perfect, used, possible, answered, partial, proper.

1. He was unaware that his cycle tyre was punctured. (aware)
2. Harish got poor marks in English because he thought it was an unimportant subject.
(important)
3. I do not like to go to dinner to anyone's house uninvited. (invited)
4. Many medical centres are run by unqualified doctors. (qualified)
5. Rohit wrote to Ashok and invited him for a visit but the letter remained undelivered. (delivered)
6. Would you like to wear a sweater ? I bought it last year but it has remained unused so far. (used)
7. I saw a beautiful statue in the shop, but it had a small crack on the base. I decided not to buy an imperfect piece. (perfect)
8. Eating too much fat and sugar is unhealthy. (healthy)

9. To call an elderly person by his first name is improper. (proper)
10. It is the duty of a good teacher to be impartial. (partial)

Fill in the blanks with the correct phrasal verbs.

1. Every wise person puts by a little money for a rain day.
2. Please put out the fire after you have cooked rice.
3. The meeting was put off as the chairman was not well.
4. Please put back the dictionary on the top shelf after you have looked up the meaning of the words.
5. Put on your cardigan as it is cold.
6. The team put up a great performance.

Reference Skills

Complete the idiomatic expressions

1. have a finger in every pie
2. put our heads together
3. have all the facts on his fingers.
4. put her foot down.
5. make head or tail.

Fill in the blanks with the correct idiom made above.

1. Our questions were answered as the travel agent had all the facts on his fingers.
2. I can't make head or tail of this message.
3. Ravi knows a little of all the six projects. Let's ask him about your project as he has a finger in every pie.
4. Let's put our heads together and see if we can understand the code.
5. The principal put his foot down and told his clerk that he was not going to grant him any more leave.

One word can have more than one meaning

Select the correct meaning of the underlined words and write it for each sentence.

- (a) You have been at the computer all morning you need a break. (Stop for a brief period).

(b) I came back home to find that thieves had broken in and stolen money. (enter a locked house)
- (a) The motion to increase college fees was rejected. (a proposal or plan)

(b) The slow motion of the bullock cart made him sleep. (movement)
- (a) She was a leading figure in the movement against child labour. (person)

(b) Without looking at the figures we cannot say whether the company is running at a loss. (accounts)
- (a) The audience burst into wild applause. (uncontrolled/excited)

(b) Lions that have been living in the wild do not thrive in zoos. (in natural surroundings)

Words pronounced alike

- bore - boar

(a) The film that we went to last night was badly made. It was quite a bore.

(b) A wild boar is a dangerous animal.
- her - heard.

(a) A large herd of deer come out of the forest onto the road last night.

(b) I heard that the exams are to be postponed again.
- root - route

(a) Some roots of plants are good to eat.

(b) The route to Jaisalmer is long and complicated.
- weather - whether

(a) The weather has been cold and damp all month.

(b) Baldeo was responsible for signalling whether the tunnel was free of obstruction or not.
- male - mail

(a) The mail has been delayed due to the strike by postmen.

(b) The male birds are more decorative than the females.

6. threw - through

(a) Amar threw away all the fish curry because that it had gone bad.

(b) The train to Mumbai goes through many tunnels.

7. bare - bear

(a) The black Himalayan bear is very dangerous.

(b) People have been cutting trees so carelessly that many beautiful forests have become bare of vegetation.

(c) The patient could not bear the pain and started crying loudly.

8. steel - steal.

(a) Steel utensils are easy to keep clean.

(b) Ravi saw Rs. 10 in his father's pocket, and he needed some money. But he did not take it because it is wrong to steal.

9. their - there

(a) There is no time to go shopping before we leave for the railway station.

(b) Ravi and Neha are my friends. I have forgotten their phone numbers.

Opposite words

1. The dancer was tall and slim but her grandmother was short and fat.

2. Words can hurt but words can also soothe.

3. The candidates forgot to bring their pens but they remembered to bring their identity cards.

4. The cricketers came to the field early, but the umpires were late.

5. There was nothing in the house : everything had been taken away by the thieves.

More Opposite words

Ex.2. persuade dissuade

work play

brief extended

human inhuman

failure success

agree disagree

social	anti-social
bright	dark
praise	criticise
soften	harden

Exercise 3

Fill in the blanks.

1. Even hardened criminals can be softened by praise : criticism only hardens them further.
2. The meeting began on a bright and happy note. Unfortunately, as the disagreement increased, the mood become dark and angry.
3. Don't be sad because you have failed. Failure is the stepping stone to success.
4. Sometimes humans behave in an inhuman way. They forget all rules of social behaviour.

More opposite words

vertebrate	invertebrate
warm	cold
former	latter
affected	unaffected
live	dead
high	low
elaborate	simple
domestic	wild
able	unable
retreat	advance

Vocabulary

Fill in the blanks with the right word given in the brackets.

- Ex. Read the following sentences and fill in the blanks with the right form of the word given in the brackets.

1. Making fun of others and calling them names is disgraceful (disgrace) behaviour.

We must learn to respect (respect) the individuality of people and not see anyone in a contemptuous (contempt) manner.

2. Hard work and perseverance can help anyone to earn a respectable (respect) place in society.

3. Disobedience is looked upon as a serious offence in the army. No consideration (consider) is shown towards a rule breaker.

4. I was terrified (terror) of the dark. My friend suggested (suggest) that I should overcome my fear by practising stepping into a familiar dark place (place) to begin with.

I think his suggestion has helped me in controlling this terror (terror) of the dark I had.

5. As I look back at my achievements (achieve) with satisfaction (satisfy), I remember my teacher who showed me the right direction.

(c) Passive form of the verb

Fill in the blanks with the correct Passive form of the verb given in the brackets.

1. One day Rajesh and Gopi were going through a big garden. They saw a long snake in a bush. Gopi (frighten) because he had never seen a snake before. The gardener came there with a stick. Soon the snake(kill) by the gardener. The snake(kill) because it's a pvisonous one.

Ans: frightend
 was killed
 was killed

2. How does a man repair a punctured tube ? The tube (remove) from the tube. Then he funds out where there is a hole. Then the surface (smoothen) with sand paper. A little adhesive get (apply) there and a piece of tube rubber is put on the place firmly.

Answers is removed
 is smoothened
 is applied.

3. The policemen began a hunt for the burglar. A bank(break) into yesterday. A lot of gold jewels (steal) by him. Luckily for the bank crores of rupees (not take) away by the burglar.

Ans. was broken
 were stolen
 were not taken

4. Our food goes into our stomach. There it (mix) with some juices. Then it (churn) there. The food (absorb) by the small intenstines.

Ans. is mixed
 is churned
 is absorbed

5. There was a road accident. Three people (injure). Ambulence (call) in. It did not turn up for long. The injured (give) First did.

Ans. were injured
 was called
 were given

6. I went to an office to get a driving licence. I (give) a form to fill in I filled in the form and fixed my photo on it. I (ask) to drive my car. My driving licence (send) to me by post.

Ans. was given
 was asked
 was sent

7. The town (flood) by the rivet Krishna. Hundreds of huts(lose). Some cows and goats (carry) away by the flowing water. They estimated the loss at 50 lakhs.

Ans. was flooded
 were lost
 were carried

8. New year (celebrate) in a small village. Cheap liquour(buy) by everyone and drunk. Unfortunately it (mix) with methyl alcohol. So twenty men and women lost their lives.

Ans. was celebrated
 was bought
 was mixed

9. All the arrangements (make) by the college for EAMCET. Thirty tables and chairs (put) in coach room. Every candidate (give) a special pen to mark their answers.

Ans. were made
 were put
 was given

10. Columbus and his friend participated in a running race. The latter (defeat) by the former. It (see) that the district record for 100 metres (break) by both the men. So they (award) a cash prize of Rs.1000 each.

Ans. was defeated
 was broken
 was awarded

(d) Correct form of the verb

Fill in the blanks in the following sentences with the correct form of the verb given in the brackets

1. Yesterday we (watch) TV when a snake (enter) our house. My cousin (see) it and started shouting, "snake, snake...."

Ans. were watching
 entered
 saw

2. I like (play) football but my friend Raju(love) (play) chess. His parents (encourage) him since his childhood.

Ans. Playing
 loves
 playing
 have been encouraging

3. Mohan (live) at a village. He (live) there for 20 years. He never (visit) any city. So he (not know) how people live in a city.

Ans. lives
 has been living
 visited
 does not know

4. One day while Ali (play) chess, his sister Afsar (make) a garland. They both (go) to the same school and (share) they same books because they are twins.

Ans. Playing
 making
 go
 share

5. We (learn) English since we (be) in class one. We enjoy
(learn) English because our teacher (teach) English very well.

Ans. have been learning
 were
 learning
 teaches

6. The thief (enter) the house when the inmates (be) away. He
(remove) the window grills and (find) his way into the house.

Ans. entered
 were
 removed
 found

7. We can make an omlet very fast. First (heat) the pan on a store. Then
break the eggs andpour the white and yolk on the pan. Put some salt and mirch
powder on the egg. When the omlet (turn) light brown stop the flame. The omlet
is ready.

Ans.

8. Some old people (spend) a lot of time before a TV. My grandmother
(watch) all the serials. She (follow) one serial for the last five years !

Ans: spend
 watches
 has been following

9. Long ago there (be) a king. He (have) two sons. One of them never
..... (go) to school because he (be) blind.

Ans. was
 had
 went
 was.

10. My friend Rahim (be) a tailor. He (makes) shirts well. He
(be) a tailor for ten years. Everyone (like) him

Ans. is
 makes
 has been
 likes

(e) The Connectives

Combine the following pairs of sentences using the connectives given in the brackets for each pair.

1. The boy can read. The boy can write (and)
A. The boy can read and write.
2. He went to market. He bought a pen (and)
A. He went to market and bought a pen.
3. I read the poem. I could not understand it (but)
A. I read the poem, but I could not understand it.
4. Give me a pen. Give me a pencil (or)
A. Give we a pen or a pencil.
5. Walk quickly. We may miss the bus. (or/else)
A. Walk quickly or/else we way miss the bus.
6. He failed. He was lazy. (because/for)
A. He failed because/for he was lazy.
7. It was a hot day. The streets were empty. (therefore/so)
A. It was a hot day therefore/so the streets were empty.
8. I was going home. I meet Ravi. (when/while)
A. When / While I was going home, I met Ravi.
9. He will get a rank. It is a certain. (that)
A. It is certain that he will get a rank.
10. The officer did not come. Then I left the office (till)
A. The officer did not come till I left the office.
11. He worked hard. He did not get a good rank (Though/Although/Even though)
A. Though/Although/Even though he worked hard, he did not get a good rank.

12. Work hard. You will succeed. (if)
A. If you work hard, you will succeed.
13. You must go to Agra. Or you cannot see the Taj. (unless)
A. Unless you go to Agra, you cannot see the Taj.
14. He is not well. He will not go to school (since/as /because)
A. He will not go to school since/as/because he is not well.
15. Rama reached the school. Then Kumar came there (before)
A. Rama reached the school before Kumar.
16. Hari left home. Then the sun rose.(after/before)
A. Hari left home before the sun rose.
The sun rose after Hari left home.
The sun rose after Hari had left home.
Hari had left home before the sun rose.
17. Ravi is absent. I do not know the reason. (why)
A. I do not know why Ravi is absent.
18. We eat rice, we eat wheat. (either or)
A. We eat either rice or wheat.
19. He cannot read. He cannot write. (neither ...nor)
A. He can neither read nor write.
20. He speaks English. He speaks Hindi (both / as well as / as well)
A. He speaks both English and Hindi
He speaks English as well as Hindi.
He speaks English and he speaks Hindi as well.
21. Bheema was a very strong man. He killed demons. (who)
A. Bheema was a very strong man who killed demons.

22. I met an officer. I got some help from him. (whom)
 A. I met an officer from whom I got some help.
23. This is the officer. His car was stolen yesterday. (whose)
 A. This is the officer whose car was stolen yesterday.
24. This is the book. You gave it to me last week (which/that)
 A. This is the book which/that you gave me last week.
25. She whispered something. I did not understand. (What)
 A. I did not understand what she whispered.
26. The boy was afraid. He ran into his house. (being)
 A. Being afraid, the boy ran into his house.
27. She has met with an accident. She is in hospital (having)
 A. Having met with an accident, she is in hospital.
28. It was very hot. Everyone stayed at home. (being)
 A. It being very hot, everyone stayed at home.
29. I warned him. He went out (inspite of)
 A. Inspite of my warning, he went out.
30. This coffee is very hot. I cannot drink it. (too)
 A. This coffee is too hot for me to drink.
31. The rat saw the cat. It ran away (no sooner)
 A. As soon as the rat saw the cat, it ran away.
 No sooner had the rat seen the cat than it ran away.
32. This tea is very hot. I cannot drink it. (so that)
 A. This tea is so hot that I cannot drink it.
33. You sow. You reap accordingly. (as so)
 A. As you sow, so you reap.

34. Ram is tall. Ravi is equally tall. (as as)
A. Ram is as tall as Ravi.
35. We eat rice. We eat wheat. (not only ... but also)
A. We eat not only rice but also wheat.
36. It was very hot. We did not go out (so)
A. It was very hot, so we did not go out.
37. She went to a shop. She wanted to buy bangles. (in order to)
A. She went to a shop to buy bangles.
She went to a shop in order to buy bangles.
38. We study well. We want to get a good rank (in order that)
A. We study well in order that we may get a good rank.
39. He is not rich. He behaves like a rich man. (as if)
A. He behaves as if he is rich.
40. Ravi passed. Raju also passed. (as well as)
A. Ravi as well as Raju passed.
41. This is the house. I was born here. (where)
A. This is the house where I was born.
42. We drink tea. We drink coffee. (besides)
A. We drink tea besides coffee.

(f) Common Errors words & Phrases

The underlined words/phrases in the following sentences have errors.

Correct them and rewrite them.

1. I will follow you.
A. I will go with you.
2. The boys enjoyed at the picnic.
A. The boys enjoyed singing at the picnic.

The boys enjoyed themselves at the picnic.

3. I fear my teacher.
A. I am afraid of my teacher.
4. She purchased some vegetables.
A. She bought some vegetables.
5. Do you know riding a scooter ?
A. Do you know how to ride a scooter ?
6. They went there by walk/walking.
A. They went there on foot.
7. I am studying class five.
A. I am in class five.
8. He is sick.
A. He is ill.
9. One of my friend is a doctor.
A. One of my friends is a doctor.
10. Mr A is superior than Mr. B in that office. (senior, junior)
A. Mr A is superior to Mr.B.
11. One must love his country.
A. One must love one's country.
12. I have seen that movie last week.
A. I saw that movie last week.
13. He became glad when he saw me.
A. He felt/was glad when he saw me.
14. Take down my telephone number lost you will forget.
A. Take down my telephone number lost you should forget.
15. He is going to come here tomorrow.
A. He will come here tomorrow.

16. Neither of his answers were wrong.
A. Neither of his answers was wrong.
17. She told she was happy.
A. She told me she was happy.
18. This book costed me Rs.100.
A. This book cost me Rs.100.
19. The ministers with his officers were present at the function.
A. The minister with his officers was present at the function.
20. It will be good if there will be no wars.
A. It will be good if there are no wars.
21. Sitting on the wall, a bee stung me.
A. While I was sitting on the wall, a bee stung me.
22. Being a holiday there were lacs of people at the beach.
A. It being a holiday, there were lacs of people at the beach.
23. I congratulated her for standing first at EAMCET.
A. I congratulated her on standing first at EAMCET.
24. They discussed about the Annual Exams.
A. They discussed the Annual Exams.
25. She was angry on her husband.
A. She was angry with her husband.
26. He has been living here since five years.
A. He has been living here for five years.
27. They went there, isn't it ?
A. They went there, didn't they ?
28. I suggested him to consult a doctor.
A. I advised him to consult a doctor.
I suggested that he should consult a doctor.

29. He is knowing many people in his town.
A. He knows many people in his town.
30. They are having a big car.
A. They have a big car.
They own a big car.
31. He could not able to pass the test.
A. He could not pass the test.
He was not able to pass the test
32. This is one of the best films that has been produced in India.
A. This is one of the best films that have been produced in India.
33. He told to come tomorrow.
A. He told me/her to come tomorrow.
34. I made him to learn the poem by learnt.
A. I made him learn the poem by heart.
I got him to learn the poem by heart.
35. He called her as a liar.
A. He called her a liar.
36. Tell me just exactly what happened there.
A. Just tell me what exactly happend there.
37. Due to heavy rains, the train arrived late.
A. Owing to heavy rains, the train arrived late.
38. The reason why he was absent was because he fell ill.
A. The reason why he was absent was that he fell ill.
39. Either Ravi or I is wrong.
A. Either Ravi or I am wrong.
40. Mumbai as well as Kolkata are big cities.
A. Mumbai as well as kolkata is a big city.

41. One thousand rupees are a big amount.
A. One thousand rupees is a big amount.
42. What to do now ?
A. What can I do now ? What can we do now ?
43. I think you are keeping good health.
A. I think you are well.
44. I bought a matchbox.
A. He bought a box of matches.
45. She bought a water bottle.
A. She bought a bottle of water.
46. Kashmir is full of beautiful sceneries.
A. Kashmir is full of beautiful scenery.
47. She is my cousin sister.
A. She is my cousin.
48. Please kindly let me go now.
A. Please let me go now. / Kindly let me go now.
49. He eats lot of sweets. He eats lots of sweets
A. He eats a lot of sweets.
50. We saw number of animals in the zoo.
A. We saw a number of animals in the zoo.
51. They were talking something.
A. They were talking about something.
52. She did not pay for her bill at the hotel.
A. She did not pay her bill at the hotel.
53. His both cars were stolen.
A. Both his cars were stolen.

54. Tell me where is your house.
- A. Tell me where your house is.
55. She neither met me nor my wife.
- A. She met neither me nor my wife.
56. What for you opened that box ?
- A. What did you open that box for ?
57. I kept the necklace in the bank which I bought yesterday.
- A. I kept the necklace which I bought yesterday in the bank.
58. Ravi wants to sell his car who intends to go abroad.
- A. Ravi, who intends to go abroad, wants to sell his car.
59. I was not able to fully clear your doubt.
- A. I was not able to clear your doubt fully.
60. This is a girl's school.
- A. This is a girls' school.

Passages

1

Read the following Passage and answer the questions that follow

Thimmakka and her husband Bikkalu Chikkaiah, a childless couple of Hulikal village in Kamataka, decided to adopt children. But the children they chose to rear were 284 banyan trees along a 3km stretch of what is now National Highway 48 in Kamataka. The trees filled up a void in their lives. And just recently, Thirnmakka received the National Citizens Award (for social forestry) from the Prime Minister.

In the 1950s, it was a Thimmakka, who tired of her neighbour's jibes directed at her childlessness hit upon the plan. "Why not plant banyan trees and rear them like our children?" She thought. So the lonely couple decided to plant trees. Thirnmakka's husband was a disabled person, hence she had to work as a labourer every day and did not have the time for much else. But firm in their resolve, they took great pains to dig pits on either side of the road. Their next task was to choose suitable banyan saplings. They finally planted 300 saplings and put up thorny bushes around, to ensure that the cattle did not eat up the tender trees.

Thimmakka brought water in pots from a long distance and poured it at the foot of the saplings every day. During the rainy season she poked at the roots of the trees to make them go deep and, as the area was not fenced, she kept a constant vigil and nursed the plants for 10 years. It was time spent well, as it gave her fulfillment and pride. Even as the couple nursed the saplings, she was working in a quarry for their hand-to-mouth existence. If she could not go to the quarry they would have nothing to eat that day. True, her work was back-breaking, but she could not neglect the trees either. She would go to the Kudur road and attend to the saplings before the break of dawn. And the trees, like children who live in an atmosphere of love and caring responded to her call and grew up. Now in the prime of their, lives, the 284 that took root provide a green canopy for 3 km, nests for birds and ; prevent soil erosion. They are also worth an estimated Rs. 85 crore.

1. Choose and tick the correct answer:

- a) Did the couple look after the saplings because:
1. they earned money from it?
 2. it gave them happiness and satisfaction?
 3. it would get them an award?

b) The trees provided:

1. employment to some people
2. food for the animals
3. shade along the 3 km stretch of road.

2. Select the correct information from the box and write it in the blanks:

1950s	10	284
3 km	300	85

- i. Trees were planted along a _____ stretch of road.
 - ii. The trees were planted in the _____.
 - iii. Thimmakka planted _____ saplings.
 - iv. They looked after the trees for _____ years.
 - v. _____ trees grew along the National Highway.
 - vi. The approximate cost of the trees are _____ crores.
3. Answer the following questions:
- a) Why did Thimmakka receive the National Citizens Award?
 - b) What made Thimmakka and her husband decide to plant banyan trees along the highway?
 - c) What did Thimmakka do to ensure the safety of the plants?
4. Complete the sentences:
- a) To take good care of the saplings after ensuring their safety Thimmakka had to:
 - (i) _____
 - (ii) _____
 - (iii) _____
 - b) Thimmakka's banyan trees have benefited the environment by:
 - (i) _____
 - (ii) _____
 - (iii) _____
5. Find a word in the passage which means 'a cover'.

6. Thimmakka was a poor woman who found time to plant trees on the highway and look after them as if they were her own children thereby making her life purposeful and rendering service to the community and to the environment in general.

i) How would you, as a young person, make your life purposeful?

You could:

(a) encourage rain-water harvesting in your neighbourhood.

(b) clean the area around your house.

(c) create awareness about the dangers of allowing water to stagnate

(ii) Organise a team of five to ten young people like you to plan and implement one of the above.

Read the following Passage and answer the questions that follow

Why do Astronomers think there may be life on Mars?

As you know, scientists are now conducting all kinds of experiments to see if life can be found anywhere else in the universe. Naturally, it is easier to explore our own solar system for signs of life than it is to probe outer space. And one of the places where some scientists believe a form of life might be found is the planet Mars.

Why did they pick Mars? Well, Mars is considered to be a sort of twin of our own planet earth. It is the next planet beyond the earth in distance from the sun. Mars is about half the diameter of the earth and it rotates around the Sun in just under two years. But Mars has a day that is almost equal in length to our day here on earth.

In observing Mars, astronomers have noticed certain things that indicate a form of life may be possible there. First of all, Mars has seasons like the earth. In fact, as the seasons change in Mars, there seem to be changes on its surface. The dark areas get stronger in the spring and summer, and the colour changes from bluish-green to yellow. Could this be vegetation?

Astronomers also believe that there is at least a small amount of water vapour in the atmosphere of Mars, and this would be helpful in supporting life. Then, too, in 1887, an Italian astronomer, Giovanni reported seeing markings on the surface of Mars that resembled canals. "Could these have been built by Martians in order to carry water from the polar regions to the desert areas?" scientists wondered.

In 1976, two American Viking space probes landed on the surface of Mars. The instruments in the space probes searched the surrounding soil for signs of life and radioed their results back to earth. These results showed that either there are germs in the soil or that the soil is very unusual and not like that on earth. If life does exist on Mars, it would be a very simple form of life.

1. Choose and tick the correct answer:

(i) The scientists are looking for

- (a) new species of life.
 - (b) life in other parts of the universe.
 - (c) Mars.
- (ii) The size of Mars is
- a) about half of earth.
 - b) half the diameter of earth.
 - c) half the diameter of sun.
- (iii) The changes in the colour of the surface of Mars may be due to the
- a) canals
 - b) changes in the season,
 - c) changes in the vegetation due to the changes in the seasons.
- (iv) Giovanni, the Italian astronomer found
- a) Mars.
 - b) rivers on Mars.
 - c) markings on Mars resembling canals.

2. Answer the following questions

- (i) What is the similarity between Mars and the Earth? List them.
- (ii) Why do the astronomers think there may be life on Mars? (iii) List two reasons why the scientists selected Mars.

3. Complete the following sentences

- (i) Two American Viking probes landed on Mars in _____
- (ii) They looked for _____ in the surrounding soil and _____.
- (iii) The two things that they found were
 - a) _____
 - b) _____

Answers

Question 1.1

- 1. a. it gave them satisfaction
- b. Shade along the 3 k.m. stretch
- 2. i) 3 km. ii) 1950s iii) 300 iv) 10 v) 300 vi) 284 vii) 85 crore

3. a) For planting 284 banyan trees along a 3 km stretch of a National Highway.
 b) They didn't have children so they decided to adopt trees as their children.
 c) put thorny bushes.
4. a) i) bring pots of water from a long distance
 ii) poked at the roots during rainy season.
 iii) kept constant vigil/nursed them for 10 years.
 b) i) providing a green canopy for 3 km.
 ii) providing nests for birds.
 iii) preventing soil erosion.
5. Canopy

Questions 1.2

1. 1- b, 2 - b, 3 - c, 4 - c

Ex-2

- (i) ● a day almost equal in length as the earth
 ● a small amount of water vapour in the air.
 ● Mars may have seasons like earth.
- (ii) They noticed certain things that indicate a form of life may be possible.
- (iii) - it is the closest planet to the earth
 - they believe a form of life might be found on Mars.
 - Certain findings indicate that there may be life on Mars.
3. 1- 1976, 2 - signs of life, radioed back to earth. 3 - There are germs in the soil. or soil is unusual unlike earth.

2

Read the following Passage and answer the questions that follow

Before examinations, many students are under tremendous stress. But it is not just the students who are stressed, teachers and parents too face the same situation.

Why do people get stressed? Adolescents are faced with the demands of their developmental tasks and that of a complex society. They need to acquire skills of adjustment to emerge into adulthood unaffected by these demands. If they lack these skills or if too many demands are made on them, they fail. Students are anxious, as they are worried about whether they would be able to live up to the expectations of their peers, parents and teachers. Optimal anxiety motivates and keeps them ahead while over-anxiety is disabling.

Anxiety is contagious and passes onto other students, teachers and parents. Adolescents, when-stressed out, tend to perceive everything as an emergency. Some of the reasons for increase in stress level are identity crisis, the need to make career-oriented decisions, teachers' and parents' attitude and peer pressure. The inability to communicate with parents also plays a major role. (Good memory depends upon good brain. The brain needs a good supply of oxygen, glucose, calcium, phosphorus and iron. So make sure you sit in a well-ventilated place when studying. Your diet should include milk, cheese, walnuts, wheat germ, green leafy vegetables, ragi and dates. Do not forget that "breakfast is the brain food". Fatty meals, sugar and acids take away calcium from the system. Diets rich in fibre like fruits and vegetables help to reduce stress.

Good concentration is important to improve the memory. Learning and memorizing by understanding and recalling what one has learnt is helpful. Organizing and framing a logical relationship is important. Mastery not just of the content of the subject, but also the process of answering is equally important.

Anxiety and fear hamper recall and result in a mental block during examination. Watching television for a long time could lower academic performance. It 'steals' away the reading time. Time management is about self-discipline. Time must be managed between filled and unfilled. Filled time is the time spent sleeping, bathing; eating, dressing and attending; school. A student has 10 hours of unfilled time. How best is the student going to utilize this? Make a timetable for the 10 hours.

Seven to eight hours of sleep is necessary for optimal physical rest and brain functioning. A positive thought is the seed of a positive result. Always feel positive. This will help to lessen stress.

If a student has symptoms of anxiety or depression, seek medical help immediately.

Questions

1. Say whether the following statements are True (T) or False (F). Correct the false statements:
 - a. Only students get stressed before examinations.
 - b. Failure to cope with developmental tasks is one of the sources of stress for adolescents.
 - c. A person should lead a totally stress-free life.
 - d. You can reduce stress by sharing your feelings with parents and friends.
 - e. Adopting good study habits can help reduce examination fever.

2. Read the passage again and fill in the blanks with the most appropriate word:

Almost everyone in society today suffers from _____ (i) Perhaps the worst” affected are _____ (ii) This is because adolescents have to cope with two sets of problems at the same time : _____ the _____ (iii) tasks that they need to do as a part of their growing up; and _____ (iv) into a complex society.

Furthermore, young people have to live up to the _____ (v) of their peers, _____ (vi) and teachers. They have to make difficult _____ (vii) oriented decisions. Sometimes they suffer from _____ (viii) crisis. However, all stress is not bad. An _____ (ix) level of stress is motivating. One can keep anxiety and fear away by good _____ (x) skills, good eating and study habits.

3. Select a suitable title for the passage from the options given-
 - i) Examination fever
 - ii) Stress in Modern life
 - iii) Today’s youth

Passage 2

Read the following Passage and answer the questions that follow

You have just read about stress: Below you will read stress preventive measures:

- A. To avoid or reduce stress, you must manage your time properly. You must prepare a ‘TO DO’ task list. However these tasks are not static. They undergo change over a period of time. It is useful to divide tasks into three categories: Important - A; less important - B; and routine-Co Intersperse A and B tasks with C tasks such as ironing clothes, reading newspaper etc. This would provide relief from constant pressure of important tasks.

It is also very important to allocate a realistic amount of time for each task. You may maintain a diary to monitor tasks done/still to be done.

B. Exercise is beneficial in reducing anxiety and improving sleep . So you must build a habit of regular exercise. Brisk walking, swimming, jogging, aerobics are effective in keeping the heart healthy. Whenever possible, you should walk or cycle to cover short distances.

Travelling is very stressful. There are few simple exercises that you can do while travelling in a bus. You can strengthen your wrist by rolling your hands backwards and forwards while gripping the rod over-head.

You can also place your fingertips on the bar and push hard so that the fingers bend back, then relax. Repeat this ten times to increase flexibility of your fingers.

C. Hobbies help to reduce stress. Hobbies can become as refreshing as sleep.

They help boost self-image and forget the tensions and failures that one faces in life. Very often the work one does may not give the person any pleasure. However, since one chooses one's hobbies according to one's own temperament and aptitude, they give great pleasure. They are healthy mood enhancers.

D. In order to remain calm and at peace, you need to train yourself to think positively. Every year students who are unable to cope with the disappointment caused by failure or performance lower than expected, take the extreme step of committing suicide. This is of course a very negative step and shows lack of positive thinking, Failing in the examination is not the end of the world. Furthermore, many geniuses like Ramanujan and Einstein failed examinations. Failure is never final and success is never an end. Talk about your problems.

Questions

1. Here are some headings. Match the headings with the four texts - A, B, C and D.

- | | |
|----------------------|--------------------------|
| * What is Stress | * Thinking Positively |
| * Taking Exercises | * Increasing Flexibility |
| * Causes of Stress | * Managing Time |
| * Developing Hobbies | * Removing stress |

2. Here are a number of people who suffer from stress for a variety of reasons. Which of the four measures discussed in the texts will you refer to each. Also briefly state your reasons for making the choice.

i) Hema is a quiet woman who lives alone in Delhi. Her family is in Indore. She works for 10 hours daily in an export company at a sewing machine. She is depressed and sad.

- ii) Rohan travels for three hours daily. He works at a computer and is becoming so fat that people laugh at him.
- iii) Rita is busy running around all day but her work is never over. She looks stressed and over-worked.
- iv) Rima has already failed twice. She is sure she will fail yet again. She tries to study for her exams but is so worried that she cannot concentrate.

Answers

Passage 2.1

1. a) False, students, teachers and parents are stressed.
 b) True
 c) False, life can never be totally stress free.
 d) True
 e) True
2. i) stress ii) students/adolescents iii) developmental
 iv) adjusting v) expectations vi) parents
 vii) career viii) identity ix) optimal
 x) communication
3. Examination fever

Passage 2.2

1. A - Managing Time B - Taking Exercise
 C - Developing Hobbies D- Thinking Positively
2. i) She must develop hobbies. She has no one to talk to reduce stress. Hobbies will give her pleasure
 ii) He must take exercises. He can do spot walking, bending exercises.
 Also he can cycle or walk part of the distance.
 iii) She must manage time better. She must divide her work into A, B and C type tasks.
 iv) She must think positively. Communicating her feelings with parents, teachers or friends will help her.

3

1. Read the following Passage and answer the questions that follow

Restoring Childhood

Girls in particular have no time for childhood. Much of the work that girls and younger children do is carried out in a family group or domestic setting. This is rarely perceived as labour. For example, the concept of “child servitude” implicitly excludes the domestic labour of girls, although this may be full-time work, detrimental to development, necessary for survival and equally inescapable.

Perhaps, this blindness to girls’ work is because non-remunerative and nurturing tasks do not have a visible market value. So, while the exploitation of a boy working on gem stones in a small manufacturing unit in Jaipur is easily recognized, the equally hazardous work of a girl cutting grass on a precipitous mountain slope in Garhwal is ignored. Such a concept of child labour is clearly inadequate for understanding the real nature and extent of children’s work.

The overwhelming majority of child workers in India are cultivators and agricultural labourers. Poor children also undertake a variety of domestic chores and subsistence activities like minding siblings, grazing cattle, collecting fuel wood and fodder as part of their daily lives, whether or not they are at school.

However, the documentation on child labour in India has a strong focus on the dehumanizing conditions of children labouring in hazardous industries, such as the match and fireworks factories of Sivakasi (Tamil Nadu) or the glass-works of Firozabad (U.P.). The self-employed and ‘street’ children of Delhi, Bombay, Bangalore and other big cities have also been the object of many studies. Yet, these children represent only the most striking and visible aspect of the denial of a child’s right to a healthy childhood.

The invisibility of rural child workers reflect an urban bias in Indian administration, research and the media, and the pervasiveness of the seductive idea that rural life is somewhat idyllic. This bias is not peculiar to middle class.

Questions 3.1

1. Choose and tick the correct answer:

1. People are blind to girl’s work because it is considered-
 - a. not profitable and doesn’t have market value.
 - b. hazardous.
 - c. inadequate.

2. Whose work is more easily recognized or noticed?
 - a. a girl cutting grass on a dangerous mountain slope
 - b. a boy working in a gem stone manufacturing unit
3. A large number of children in India are:
 - a. cultivators
 - b. agricultural labourers
 - c. baby-sitters for their siblings
4. List the kinds of work/jobs that girls do (which is considered as child servitude). .’
5. a) After reading the passage why do you think poor children in India are not able to have a healthy childhood?
b) What is ‘Child Servitude’?
6. You have a baby sister/brother/niece/nephew in your family who needs looking after. Your aunt gets a ten-year old girl/boy from the village to look him after the baby. You know that it is illegal to hire anyone below the age of fourteen for work. Write the points that you would raise to convince your aunt against hiring young children.

2. Read the following Passage and answer the questions that follow

Marketing of Coconut Product

Copra is primarily used for extracting oil. The country produces about 4.5 lakh tonnes of coconut oil equivalent to about 6.91 lakh tonnes of milling Copra. Tamil Nadu and Kerala account for 90 percent of oil production. The usage of coconut oil as a cooking medium is confined to Kerala.

Palm oil and palm kernel oil are the two primary substitutes of coconut oil. The former competes with coconut oil in the edible oils segment and the latter in the non-edible oils segment of the consumption base. Palm oil prices are globally cheaper than other major edible oils. Palm oil dominates the Indian import scene. A major reason for augmenting marketing of various coconut products besides coconut oil is perhaps because demand for coconut oil has turned sluggish. It seems necessary to augment and diversify the production of coconut-based commodities such as packaged coconut water, coconut cream etc. However, the competition in these areas is not easy. Coconut water in 200ml. sachet costs Rs. 13 which is much more than bottled soft drinks. It is also more costly than the other natural drink, namely milk, which is sold at about Rs. 14 per litre.

Questions

1. Name the states where copra is produced.
2. Where is coconut oil mainly used for cooking?
3. Which oils are used in place of coconut oil?
4. Why does Palm oil dominate the import market?
5. What can be produced to promote coconut based commodities?
6. Which is costlier?
 - a) 200 ml. coconut water sachet.
 - b) 1 Ltr. milk

Answers

Passage 3.1

- a. 1 - a, 2 - b, 3 - a, b
- b. domestic labour
- c. a) They spend most of their time doing various kinds of labour to earn. b) child labour

Passage 3.2

1. Tamil Nadu and Kerala
2. Kerala
3. palm oil and kernel oil
4. palm oil is globally cheaper than other edible oil.
5. coconut water, coconut cream.
6. a coconut water sachet.

4

1. Read the following Passage and answer the questions that follow

An important solid waste which is noteworthy is biomedical waste. This waste includes anatomical waste, syringes, gauze, absorbents, glass, etc. The huge dumps of biomedical wastes disposed of by hospitals and clinics cause serious health problems. It is not uncommon that in some places, these biochemical wastes rot either in front of clinics or in street corners. Rag-pickers, mostly children, pick up these wastes by hand and are vulnerable to attack by the hepatitis virus (Gaundice-causing virus) and other dangerous viruses. Ordinances have been promulgated not to dump the waste and for safe transportation in special containers; and subsequent incineration in Australia and other countries.

Why are solid wastes cause for such serious concern? The dumping of solid wastes, spoils the beauty of cities and towns and causes health problems.

The garbage mountains become breeding grounds for disease-carrying vectors such as flies, mosquitoes, rats and cockroaches. Reports indicate that about 8,00,000 flies can be produced in one cubic metre of garbage. The flies, which carry pathogenic organisms, cause diseases such as dysentery, diarrhoea, etc. Rats, which are carriers of insects and other bio-organisms are responsible for causing plague as was recently witnessed in Surat in 1994. It is reported that about 25 human diseases are associated with the solid wastes. Accumulation of litter refuse and junk poses fire hazards and may lead to accidents too.

The accumulation of solid waste is a mounting problem with no easy solution in sight. Unlike other types of pollution, preventive measures cannot be adopted in this case. Several solutions to the disposal problem have been proposed. The present mode of management is to collect the refuse from various parts of the city, transport it to a remote place, where it is incinerated or composted or simply dumped again. The most easy solution is to recycle or reuse the waste. This solves the disposal of wastes and also yields revenue besides compensating for the expenditure incurred on its collection and transportation.

1. Tick True (T) or False (F) against the following statements
 - a) Nearly 25 human diseases are caused by accumulating garbage.
 - b) Preventive steps can be taken to reduce accumulating garbage.
 - c) Recycling and reusing of garbage can bring revenue.
 - d) Flies are carriers of bio-organisms which cause plague.
2. Fill in the blanks in the following sentences using the information given in the passage:
 - a) Heaps of garbage can cause the breeding of _____.

- b) One cubic metre of garbage can have _____ flies.
 - c) Diseases like _____ are caused by pathogenic organisms.
 - d) Fire hazard leading to accidents can be due to _____.
3. a) What does bio-medical waste consist of?
- b) Who is more likely to be affected by the bio- medical waste?
 - c) A suitable title for the passage can be:
 - 1) Garbage
 - 2) Garbage mountains-a nuisance.
 - 3) Protection from medical waste.
 - 4) Pathogenic organisms.
4. There is a serious concern about solid wastes because: (Tick all the correct answers)
- a) They cause a lot of expenditure.
 - b) They spoil the beauty of the city.
 - c) They are a threat to health.
 - d) They bring revenue.

2. Read the following Passage and answer the questions that follow

Television Doing More Harm than Good

No one remembers what life was like before the TV came. Today people do not read books, they do not visit friends, they don't listen to music or have hobbies. Everyone rushes home and quickly eats his meals to be ready for the TV programmes. The children are the worst sufferers. They forget their food, leave their homework undone, and even miss their sleep. They watch violence on the screen and are deeply affected by it. TV makes us lazy and cuts us off from the world of reality. We become idiots and lose our ability to think. I strongly recommend that the TV should be banned in India.

Television Is Doing More Good than Harm

TV is one of the wonders of the modern world. It is not an idiot box. It is a magic carpet. It takes us to all corners of the world. Many interesting educational films are telecast. It unites the people of the world. How many of you can travel to Paris or New York or London every day? Of course some programmes are bad. But nobody forces you to watch them. Why don't you switch off your TV sets? I request you to watch the good programmes and educate yourselves. Everyone must have a TV It brings the whole world together.

Questions

1. Write True or False.
 - a) Today people do not read books because they like to watch Television more.
 - b) People visit friends to watch Television.
 - c) The worst sufferers are children.
 - d) We can see many parts of the world while sitting at home.
2. Fill in the blanks with appropriate words from the passage.
 - a) TV. can make us _____ and take us away from reality.
 - b) _____ are the worst sufferers.
 - c) TV. is called an idiot box because it takes away our _____ to _____
 - d) _____ brings the world together

Answers

Questions 4.1

1. a-True, b-False, c- True, d-False.
2. a _____ disease carrying vectors.
 - b_____8,00,000
 - c _____dysentery, diarrhoea
 - d _____accumulation of litter, refuse and junk.
3. a) anatomical waste, syringes, gauze, absorbents, glass.
 - b) Rag pickers.
 - c) Garbage mountains -a nuisance.
4. b,c

Questions 4.2

1. a) True b) False c) True d) True.
2. a) lazy b) children c) ability, think d) TV.

5

1. Read the following Passage and answer the questions that follow

One stormy night many years ago, an elderly man and his wife entered the lobby of a small hotel in Philadelphia. Trying to get out of the rain, the couple approached the front desk hoping to get some shelter for the night.

“Could you possibly give us a room here?” the husband asked. The clerk, a friendly man with a winning smile, looked at the couple and explained that there were three conventions in town. “All of our rooms are taken,” the clerk said. “But I can’t send a nice couple like you out into the rain at one O’ clock in the morning. Would you perhaps be willing to sleep in my room? It’s not exactly a suite, but it will be good enough to make you folks comfortable for the night.” When the couple declined, the young man pressed on. “Don’t worry about me. I’ll make out just fine,” he told them. So the couple agreed,

As he paid his bill the next morning, the elderly man said to the clerk, “You are the kind of manager who should be the boss of the best hotel in the United States. Maybe someday I’ll build one for you.” The clerk looked at them and smiled. The three of them had a good laugh. As they drove away, the elderly couple agreed that the helpful clerk was indeed exceptional, as finding people who are both friendly and helpful isn’t easy.

Two years passed. The clerk had almost forgotten the incident when he received a letter from the old man. It recalled that stormy night and enclosed a round-trip ticket to New York, asking the young man to pay them a visit.

The old man met him in New York and led him to the corner of Fifth Avenue and 34th Street. He then pointed to a great new building there, a pale reddish stone, with turrets and watchtowers thrusting up to the sky. “That,” said the older man, “is the hotel I have just built for you to manage.” “You must be joking,” the young man said. “I can assure you I am not,” said the older man, a sly smile playing around his mouth.

The older man’s name was William Waldorf-Aster, and that magnificent structure was the original Waldorf-Astoria Hotel. The young clerk who became its first manager was George C. Boldt. This young clerk never foresaw the turn of events that would lead him to become the manager of one of the world’s most glamorous hotels.

Questions

1. Put a tick mark (✓) against the statements that are correct and a cross (×) against the ones that are wrong.

- (i) On a moonlit night an elderly couple came to a small hotel in Philadelphia ()
- (ii) The hotel was full and the couple could not get a room. ()
- (iii) The clerk was both efficient and strict. ()
- (iv) The clerk offered his room to the couple. ()
- (v) Complementing the clerk, the elderly man said he should be working in the best hotel in United States. ()
- (vi) The old man sent a letter to the clerk with a round trip ticket to New York. ()
- (vii) The old man had built a grand hotel in Philadelphia. ()
- (viii) The old man asked the clerk to be the first occupant of that hotel. ()

2. Choose the correct alternative.

(I) The elderly couple came to a hotel which was

- a) big.
- b) grand
- c) fully occupied.

(ii) The clerk told the couple that there were no rooms available in the hotel

- a) most of the rooms were locked.
- b) the night was stormy.
- c) there were three conventions being held in town.

(iii) The clerk's room was not big but it was

- a) airy.
- b) clean.
- c) comfortable.

(iv) The old man told the clerk he would

- a) send him a cheque.
- b) build a grand hotel.

c) call him to New York.

3. Words from the passage are given on the left. Select words from the box which mean the same and write them in the blanks.

insisted	a hearty laugh	extraordinary
grand	charming	

Magnificent _____

Winning (smile) _____

Pressed on _____

Exceptional _____

A good laugh _____

4. Which of these would be a suitable title for this story.

- A friendly man with a winning smile
- The manager of a magnificent Hotel.
- The reward of a good deed
- A true story

5. Using the theme of the story write a short paragraph on:

One Good Turn Deserves Another

2. Read the following Passage and answer the questions that follow

We live in a wonderful world that is full of beauty and harm and adventure. There is no end to the adventure that we can have if only we seek them with our eyes open. Our own country is a little world in itself with an infinite variety and places for us to discover. I have travelled a great deal in this country and I have grown in years. And yet I have not seen many parts of the country we love so much and seek to serve. I wish I had more time so that I could visit the nooks and comers of India. I would like to go there in the company of bright young children whose minds are opening out with wonder and curiosity as they make new discoveries. I should like to go with them, not so much to the great cities of India as to the mountains and the forests and the great river and the old monuments, all of which tell us something of India's story. I would like them to discover for themselves that they can play about in the snow in some parts of India and also see other places where tropical forests flourish. Such a trip with children would be a voyage of discovery of the beautiful trees of our forests and his sides and the

flowers that grace the changing season and bring life and colour to us. We would watch the birds and try to recognize them and make friend' with them. But the most exciting adventure would be to go to forests and see the wild animal, both the little ones and the big. Foolish people go there with a gun and kill them and thus put an end to something that was beautiful. It is far more interesting and amusing to wander about without a gun or any other weapon and to find that wild animals are not afraid and can be approached. Animals have keener instincts than man. If a man goes to them with murder in his heart; they are afraid of him and run away. But if he has any love for animals, they realize that he is a friend and do not mind him. If you are full of fear yourself, then the animal is afraid too, and might attack you in self-defence. The fearless person is seldom, if ever, attacked.

Perhaps that lesson might be applied to human beings also. If we meet other people in a friendly way, they also become friendly. But if we are afraid of them or if we show our dislike of them, then they behave in the same manner.

Jawahar Lal Nehru

Questions

1. Answer these questions:

- (i) What is our wonderful world full of?
- (ii) What would Nehru do if he had more time?
- (iii) Why would he like to go in the company of bright young children?
- (iv) Which places would he like to go to?
- (v) What would be the most exciting adventure?
- (vi) If we have love in our hearts what do wild animals do?
- (vii) How do human beings behave if we dislike them?

2. Complete these sentences:

- (i) We can find adventure if we seek it with our _____
- (ii) After visiting monuments we learn something more about _____
- (iii) Flower give _____ and colour to our world.
- (iv) While watching the birds we should be able to _____
- (v) People who kill animals are _____

3. Given below are a few words. Find their antonyms (words of opposite meaning from the passage) and write them in the blanks given:

dull _____

foes _____

domesticated _____

less _____

least _____

old _____

intelligent _____

4. Give a suitable title to the piece.

Passage 5.1

1. (i) F, (ii) T, (iii) F, (iv) T, (v) T, (vi) T, (vii) F
2. (i) c, (ii) c, (iii) c, (iv) b
3. (i) grand, (ii) charming, (iii) insisted, (iv) extraordinary, (v) a hearty laugh

Passage 5.2

1. (i) Beauty, charm and adventure
(ii) Visit the old nooks and corners of India.
(iii) Because their minds are opening out with wonder and curiosity.
(iv) Mountains, forests, rivers and old monuments.
(v) Going to the forests and seeing the wild animals
(vi) They don't attack us.
(vii) They dislike us in turn.
2. (i) eyes open
(ii) Indian's history (iii) life
(iv) recognize them (v) foolish

3. bright

friends

wild

more

most

new

4. Suggested titles

(a) Exploring India

(b) India: A Rich Experience

(c) Discovering India

6

1. Read the following Passage and answer the questions that follow

Read the passage given below and answer the questions that follow:-

Eleven-year-old Mohammad Riyaz Ahmad laughs a lot, plays video games and attends tuition at home to resume his studies in Std. III in Prathmic Vidyalaya of Aminabad, Lucknow. But a year ago, the situation was different. Riyaz, who has been awarded the Sanjay Chopra Bravery Award was in hospital for more than three months. He lost one of his limbs, one arm and the wrist of the other arm while saving a four-year-old girl, Shazia who was standing on the railway track at Daaligaon Bridge, Lucknow, completely oblivious to a fast approaching train.

It happened on January 16, 2003. Riyaz heard the train whistle, he warned the girl's father to remove her from the track, but he, being hard of hearing and mentally challenged, did not pay heed to Riyaz's warning. Seeing the train almost upon her, Riyaz rushed to pull her back. He did but fell holding the girl as his leg got stuck between the lines, and also because, being a frail 10-year-old, he could not bear her weight. The girl also lost one of her limbs as the train ran over them. An eyewitness, Shakeel Ahmad of Gorakhpur, rushed them to King George Hospital in Lucknow. Riyaz's wounds have still not healed properly, but his spirits are high. He says he wants to resume his studies, aims to become a doctor, and loves to 'eat meat and fish and to play football.' He shows his engineering skills with electronic items at home!

Questions 6.1

1. Say whether the following statements are True (T) or False (F). Correct the false statement.
 - a) The passage is about Sanjay Chopra.
 - b) Shazia's father was both deaf and mentally challenged.
 - c) Riyaz fell because he could not carry Shazia.
 - d) Riyaz and Shazia were treated in King George Hospital, Lucknow
2. Every year on the Republic Day, gallantly awards are given to brave children.

The Indian Council of Child Welfare has instituted these awards. One of these brave children is further nominated for the Sanjay Chopra Bravery award. Answer the questions below to learn a little more about the awardee spoken about in the passage.

- a) Who is Riyaz? What does he do?
- b) Who is Shazia? Where was she on 16th January 2003?
- c) Why was Shazia's father not able to respond to Riyaz's warning?
- d) Why was Shazia in danger?
- e) How did Riyaz save Shazia? What did he lose in the process?
- f) Who is Shakeel Ahmad? Did he play an important role?

3. There are four characters in the passage:-

- Riyaz Ahmad
- Shazia
- Shazia's father
- Shakeel Ahmad

Pick out words / expressions from the box below to describe each of them:-

deaf, alert, cheerful, brave, likes football, likes non-vegetarian foods, kind, considerate, shows engineering skills, thin and weak, helpful.

2. Read the following Passage and answer the questions that follow

Have you read a book called 'India's Young Heroes?' It is about children who have won the national bravery awards in earlier years.

- Given below are biographical sketches of i such children-marked A to F.
- Which sketch does each sentence (1 to 10) describe?
- For each sentence choose one letter (A to .).

- A. Sayal Lahnubhai Bhoya was born on 1 June 1967 in Gujarat and studied at Prathmik Shala. She speaks Gujarati. She has two brothers and a sister. Her father is a labourer. Her hobbies include music, reading and sports. She saved a friend from a python's deadly grip.
- B. C. Govindan was born on 15 April 1966 in Tamil Nadu and studied at Kumbarapalli High School. He speaks tamil and English. He has six brothers and two sisters. His father is a labourer. Govindan's hobbies are reading, music and games. He jumped on to a road in front of a speeding truck to save a blind old beggar.

- C. Sonia Sinha was born on 3 November 1969 in Bihar and studied at St. Joseph's Convent in Patna. She speaks Hindi and English. She has a brother and a sister. She lost her father, a child specialist, during a fire accident. Her hobbies include reading and she is fond of sports. Her bravery saved the lives of her brother and sister.
- D. Shatrughna Lal Sahu was born on 16 December 1966 in Madhya Pradesh and studied at Nehru Prathmik hala in Durg. He speaks Chattisgarhi and Hindi. After the death of his parents he was adopted by Zilla Sahu Sangh. His hobbies include folk programmes, games and reading adventure stories. His ambition is to be an engineer. He was with the group of eight using the railway tracks in the night when an engine rode into them. He was able to ; save two children.
- E. Felicitas Soreng was born on 21 June 1950 in Orissa. After her matriculation she trained as a nurse at the Government Hospital in Rourkela. She speaks Oriya, Hindi and English. She has two brothers and five sisters. Her father is a farmer. Her hobbies include music and handicrafts. She swam to save herself and a boy when the boat they were in capsized.
- F. Satish Kumar Phulsingh was born in 1968 in Uttar Pradesh. He did not attend school but contributed to the family's income by looking after the cattle of others. He speaks Hindi. He has two elder brothers and a sister. His father is a labourer. His presence of mind and bravery contributed towards saving his village from dacoits.
1. She speaks Oriya and is a nurse.
 2. His father is a labourer and they live in Tamil Nadu.
 3. She speaks Gujarati and loves sports.
 4. He looked after other peoples' cattle.
 5. She studied in a convent school in patna.
 6. He lives in Durg and was adopted by the community.
 7. He risked his own life to save a beggar.
 8. Her bravery, strength and skill in swimming helped her save herself and another boy.
 9. The villagers and he were using the railway tracks by night. 10. Her father was a farmer.

Questions 6.2

Complete the sentences below with information from the biographical sketches A to F:-

We find many common features in six biographical sketches. Firstly, all the children did little acts of _____ (i) _____ in the course of their daily lives.

Secondly, most of the children are poor and live in small villages. One of them has not gone to a _____ (ii) _____ and only three of them speak _____ (iii) _____.

Finally, all the children were alert and had _____ (iv) _____ of mind. They acted swiftly and unselfishly. We are proud of the brave young world.

Answers

Questions 6.1

- F. The passage is about the brave boy who was awarded the Sanjay Chopra Bravery Award.
 - True.
 - True. And his leg got stuck between the railway lines.
 - True
- Mohammed RiyazAhmad studies in class ill in Aminabad, Lucknow. He is a student.
 - Shazia is a four-year-old girl. On 16th January 2003 she was standing on the railway track at Daaligaon Bridge, Lucknow.
 - Shazia's father was deaf and mentally challenged.
 - Shazia was in danger because a train was fast approaching and her father could not respond to Riyaz's warnings.
 - Riyaz saved Shazia by pulling her back from the railway track just before the train could reach her. Riyaz lost a leg and both his arms.
 - Shakeel Ahmad was an eyewitness. Yes, he played an important role by rushing the two children to a hospital.
- RiyazAhmed-frail, alert, cheerful, brave, likes football, non-vegetarian food, shows engineering skills.

Shazia- frail

Shazia's father- deaf

ShakeelAhmad-kind, considerate, alert, helpful.

Questions 6.2

Comprehension

1. E (Felicitas Soreng)
2. B (c. Govindan)
3. A (Lahunbhai Bhoya)
4. F (Satish Kumar Phulsingh)
5. C (Sonia Sinha)
6. D (Shatrughna Lal Sahu)
7. B (c. Govindan)
8. E (Felicitas Soreng)
9. D (ShatrughnaLal Sahu)
10. E (Felicitas Soreng)

I)bravery, II) school, III) English, IV) presence.

7

1. Read the following Passage and answer the questions that follow

Now read the lesson and see if your views match with the author's. First, why do we need education? What is its purpose?

Education as commonly understood by people means acquiring certain knowledge and skills in order to earn their living. But that is only one purpose of education. You may ask why? This is because humans are much more than just wage-earning machines. They are endowed with emotions and feelings which enrich their life. These emotions and feelings need to be developed so that they can develop into social beings, able to interact with fellow beings who are also members of that society of which they are a part. The process of socialization starts right from childhood and it is the purpose of education to facilitate this socialization and produce responsible and committed citizens who would be able to contribute to the progress of the community, society and the country at large. A country with such citizens becomes a great-nation, well able to hold its head high in the community of nations. It is thus that education serves a loftier purpose than being a mere means of earning one's living to lead a prosperous material life.

Education serves another important purpose by shaping one's personality so that one is able to face challenges of life. This is possible by promoting a sense of co-operation and co-existence, a feeling of love and brotherhood and an attitude of caring and sharing. This process starts right from home and gets strengthened when one receives education with a proper perspective and policy underlying it. As one grows older, one develops the capacity to appreciate the finer aspects of life than merely amassing material wealth. Thus a person becomes a good human being which, after all, is the purpose of education.

So, you see that education prepares every individual to lead a purposeful and meaningful life. However, it cannot be denied that the intellectual inputs equip an individual to earn his or her living. But it should not stop with that It should teach us to cope with the stresses and strains of modern life and enable us to lead a full life.

Questions 7.1

1. Answer the following questions:
 - a) What is the common view on the purpose of education?
 - b) Does the author agree with the common view on education? .
 - c) What are the two purposes of education according to the author?
 - d) How does a country benefit from well educated individuals?
 - e) How does education help a person to face the challenges of life?

2. Given below are some groups of words. They are values which the author talks about. Find out words from the text which mean the same and write them in the blanks given

(a) working together _____

(b) living together peacefully _____

(c) to be concerned _____

(d) to have ideals in common _____

(e) to hold something in esteem _____

(f) being part of a fraternity _____

2. Read the following Passage and answer the questions that follow

Let's read and find out the author's views on stress and how to manage stress.

Stress is nothing but mental tension or anxiety which is caused by the work at hand. This happens when one is not able to deal with that work. For example, a student who has no aptitude for a subject is compelled to take it up either because of parental pressure or because of pressure from peer groups or due to the perceived importance of the subject itself. When he or she finds it difficult to cope with it and wants a change the external pressures deny him or her such a change. This situation leads to stress. No work is done well when one's mind is under stress. This inability to do well leads to diffidence. Gradually this diffidence leads to a feeling of inferiority. Persons with such inferiority complex isolate themselves and succumb to stress. This leads to inefficiency, loss of interest and above all to a total breakdown-physical, mental, emotional and moral.

Therefore, the moment one notices that one is stressed, that is, one is not able to cope with work, studies, problems etc. the first step one should take is to find out the cause of the problem with a calm and cool mind. One should take a break and allocate time to analyse where one went wrong. If one is not able to do this on his or her own, one should not hesitate to get the help of someone who can help. One should be open-minded and honest about one's weaknesses and deficiencies. It is better to share a problem and find a solution to it than struggle without results and feel miserable.

To see that pressure or tension does not build up and haunt a person, one should programme one's work. One should take up a task which is within one's capacity and find out an easy way to accomplish one's goal. This can be achieved if one has a calm and balanced mind and lots of patience. One must, first complete the task which one finds comparatively easier to do. This will promote self-confidence. Development of self-confidence leads to an improved perspective. This enables one to deal with more difficult problems and solve them. One will then find that there is no problem without a solution. With this realization stress will automatically vanish.

Another reason that causes stress in today's world is an urge to reach the top and be successful. This rat race is often prompted by greed and jealousy rather than by an estimation of one's own abilities. If ambition is not supported or complemented by suitable ability or capacity it leads to failure thus creating negative feelings and undesirable attitudes. When things do not happen as one wishes, anger takes over. An angry person cannot take right actions. Often actions taken in a fit of anger lead to clashes, quarrels and disputes which cause problems not only to the individual but to his family and friends also.

Change of work now and then makes one feel refreshed. It is here that hobbies play a very important role in shaping one's personality. Along stint of mental work should be followed by some physical work which will reduce the pressure on mind and improve one's mental efficiency. Listening to music which one likes, taking a long walk in congenial environment and pursuing a hobby of one's choice are some of the easier and simpler means to avoid the evil effects of stress .

Questions 7.2

1. Answer the following questions:
 - a) Give one reason why a student can suffer from stress.
 - b) What happens when a person is stressed? Give three points.
 - c) Mention three ways by which one can overcome stress.
 - d) What is the ill effect of being unduly ambitious?
 - e) Mention two effects that physical work and listening to music have on the human mind.
2. The words given below are taken from the passage. Tick the word closest in meaning to the word given. (Remember the meaning should fit into the sentence from where the word has been taken.)
 - (a) 'Aptitude' in paragraph 1 means-
 - (i) gift
 - (ii) flair
 - (iii) knack
 - (b) 'Diffidence' in paragraph 1 means-
 - (i) shyness
 - (ii) insecurity

- (iii) timidity
- (c) 'Analyse' in paragraph 2 means-
- (i) examine
 - (ii) interpret
 - (iii) dissect
- (d) 'Accomplish' in paragraph 3 means-
- (i) realize
 - (ii) perform
 - (iii) complete

3. Read the following Passage and answer the questions that follow

We have so far seen how to manage stress. Let us now find out what the author suggests about doing the right things at the right time, that is managing time so that we are not stressed.

Removal of stress by itself will not lead to unqualified success unless there is efficient utilization of time at one's disposal. In an extremely competitive world, one who manages one's time efficiently scores over others who don't. We should understand that time is precious and valuable and we should be discreet in its use. So, making the best use of time available to us is known as time management. And how does one do it? Get into the habit of making a time plan. A time plan is an advance plan of all the activities to be performed in the allotted time. This is how you can prepare a time plan.

- List all activities to be performed at a certain time, e.g.:- in 'the morning-preparing breakfast, going to work etc.
- Underline all activities which need to be done at a definite time, e.g.: - reaching office on time or dropping a child at the bus stop.
- Make an estimate of the time required for various activities, e.g.: cooking-40 minutes, studying - 1 hour etc.
- Arrange the activities in the sequence in which they need to be done.
- Keep in mind the schedule of other family members and make necessary adjustments as and when required.

- Once you have listed out your priorities write them down. This is your time plan.

However you should remember the following points while making your time plan-

- There should be enough time for rest and entertainment.
- The plan should be practical, feasible and realistic.

All great men who achieved greatness and glory were people who were aware of the value of time. Time was precious to them. When others were idling away and wasting their time, great men put it to good use to meet the challenges of life and achieve success. It follows therefore, that one should have a programme and a schedule for it so that the objectives are achieved. Such programmes should be in conformity with one's skills and mental and physical capacities. It is only then that one will be free from stress or tension.

Questions

Complete the notes below on Time Management

Time Management	
Meaning →	_____
Need →	To avoid (a) Stress (b) _____
How →	Make a _____ plan.
Time Plan is →	<ul style="list-style-type: none"> ● List all activities ● _____ to _____
Steps →	<ul style="list-style-type: none"> ● List all activities ● _____ ● _____ ● Prioritise activities ● Be sensitive to needs of others.
Any reference to history →	_____ _____

Overall Questions

Complete the table given below using the information you have gathered by reading the lesson:

Topic	What you know	What you know	What you learnt
Role of education			
Stress Management			
Tune Management			

Answers

Questions 7.1

- a) a means to earn a living
 - No
 - Two views on the purposes of education by the author are: - to refine emotions and feelings and produce responsible citizens; to groom personalities to face challenges of life.
 - Country benefits from the contributions of such individuals to the progress of community, society and country at large.
 - By promoting a sense of co-operation and co-existence, a feeling of love and brotherhood and an attitude of caring and sharing.
- co-operation
 - co- existence
 - caring
 - sharing
 - appreciate
 - brotherhood

Questions 7.2

1. a) When he/she does not have an aptitude for a subject and opts for it.
b) Has a feeling of inferiority, inefficiency, loss of interest.
c) Find out the cause, analyse the problem, get help.
d) Failures lead to negative feeling and stress.
e) Makes the Mind feel fresh and improves efficiency.
2. (a) knack (b) insecurity
(c) examine (d) realize

Questions 7.3

Meaning	:	Making best use of time
Need	:	negative feelings/view of self
How	:	time plan
Time plan is	:	morning to evening
Steps	:	Underline activities and time; estimate time required for each activity; be practical and realistic.
Reference to history	:	All great men had a time plan.

8

1. Read the following Passage and answer the questions that follow

The Banyan Tree, which is very well known, is a variety of fig tree. The name, Banyan, used in English, needs some explanation. The name seems to have been given originally by Europeans in the Persian Gulf to the tree under which Hindu members of the merchant class (Baniyas) used to assemble for worship or business, and gradually the name spread to other parts of India and Asia. For centuries, poets and writers in India, have sung and written about the Banyan Tree.

The Banyan tree seems to be common to the sub-Himalayan forests and the slopes, of the hill ranges in Peninsular India. At present it is commonly seen, planted along many of the roads of India, near temples and shrines, and on open grounds near villages. Often the tree is the rallying point for the village, a kind of club-house where much of the social life and business of the community is carried out, and much of the gossip exchanged. Its cool shade affords welcome relief from the burning sun in the hotter parts of the country.

It is an enormous tree, 70 to 100 feet high, sending down roots from the branches, which enter the ground and form trunks, thus extending the growth of the tree indefinitely. These roots that come out of the branches are at first as slender as cotton threads, but once they become attached to the ground, they grow into mighty pillars that support the weight of the heaviest branches. The leaves are oval in shape, and smooth and shining.

The Banyan Tree is frequently planted along streets and roads. But it is in open places in the villages that it reaches its full glory. As the tree grows in size, 'the number of roots from the branches increase, and the spread of the tree becomes greater until a whole battalion can shelter under the shade of some of the older trees. There are some famous Banyan Trees in India - in the Royal Botanic Garden Sibpur Calcutta, for example, which is 3.6 metres around the trunk and the crown of roof of which covers 416 m.

An even larger one in Satara Maharashtra, is 483 m. in circumference.

Questions 8.1

1. Complete the sentences below with the phrases given in the box below-

meeting place for the people in the village.

the Banyan tree

sends down roots from its branches

sit under it and transact business

reaches its full size

Shibpur Calcutta

oval and shining

- a) A well-known variety of the fig tree is called
- b) The tree is a
- c) It was called 'Banyan' because Hindu merchants or Baniyas used to
- d) It is a big tree, and spreads over a great area, because it
- e) When it grows in open places in the village it
- f) The leaves are
- g) There is a big Banyan tree in
2. Put T against the statements that are correct and F against the ones that are incorrect.
- a) The banyan tree grows near the sea.
- b) Villagers enjoy sitting in the shade of the tree.
- c) The tree was called 'The Banyan Tree' by the Americans.
- d) It is a small tree.
- e) It grows well in towns.
- f) Usually there are temples and shrines near it.

3. Words and phrases from the passage are given below. Select words from the box that mean the same, and write them down side by side.

variety
common
shrine
rallying point
gossip
afford
enormous
slender
pouch

ordinary
provide
talk
readily
places of worship
bag
meeting place
thin
big
different

4. Give the passage a title.

2. Read the following Passage and answer the questions that follow

All vertebrate or back-boned animal life in the world is divided into two classes, the warm-blooded animals and the cold-blooded. The former group includes those whose blood keeps a constant temperature and is little affected by the temperature of the surrounding air. The latter group includes fishes, frogs and reptiles whose blood temperature changes with the temperature of the surrounding atmosphere. The warm-blooded animals are further subdivided into Mammals (including human beings) which are covered with hair, bear live young and suckle them, and Birds, which are covered with feathers, lay eggs and as a rule make them hatch with the heat of their bodies.

Birds are the only feathered creatures in the world. At first sight it might seem that all birds are the same. They all fly about, build nests and lay eggs. A closer look will show that in fact birds life includes many forms which are very different from one another and which sometimes seem to bear very little relationship to one another after all. It includes the tiny humming bird which is not bigger than a man's thumb, and the ostrich which stands as high as a pony. It includes birds which can fly thousands of miles, and others like the penguins which cannot raise themselves off the ground. It includes birds which

weave elaborate nests like the weaver birds, and other which lay their eggs straight on the ground without any preparation. It includes birds which require highly specialized foods, like vultures which will only eat dead animals, and still others like crows, which eat practically anything except metal. It includes birds like the domestic hen whose chicks start running about and scratching for themselves as soon as they are hatched, and others like parakeets and eagles whose chicks cannot leave their nests for several weeks. And [finally, it includes birds which seem to be unable to live away from the company of man, and others which retreat and become extinct as soon as human beings come near the areas in which they live.

Questions

1. 'Vertebrate' animals are those that
 - (a) have warm blood.
 - (b) have a back bone.
 - (c) walk on two legs.
2. Fishes, frogs and reptiles are those creatures
 - (a) which have no blood
 - (b) the temperature of whose blood changes with that of the outside atmosphere.
 - (c) the temperature of whose blood remains the same at all times.
3. Mammals have _____
 - (a) feathers.
 - (b) hair on their bodies.
 - (c) scales.
4. Birds can _____
 - (a) bear live young.
 - (b) adopt the young of other species.
 - (c) lay eggs and hatch them.

5. All birds _____

- (a) lay eggs.
- (b) fly.
- (c) build nests

2. Write T against the statements that are correct and F against the ones that are incorrect.

- (a) All birds are small.
- (b) The ostrich is a very tall bird.
- (c) Vultures eat everything
- (d) All birds build nests.
- (e) Some birds build very complicated nests.
- (f) All birds can fly.
- (g) All birds like to live with human beings.
- (h) Birds are warm blooded.

3. The antonyms (words with opposite meaning) of the following words are given in the box below.

Write them together

vertebrate	cold
warm	invertebrate
former	unaffected
affected	latter
live	low
high	wild
elaborate	dead
domestic	simple
unable	advance
retreat	able

Answers

Questions 8.1

1. The Banyan tree, meeting place for people, sit under it and transact business, sends down roots, reaches its full size, oval and shining, Shibpur, Calcutta.
F, T, F, F, F, F
3. Variety - different, common-ordinary, shrine -place of worship, rallying point - meeting place, gossip - talk, afford- provide enormous -big, slender-thin, pouch-bag

Questions 8.2

1. 1-b, 2-b, 3-b, 4-c, 5-a
2. a-F, b-T, c-F, d-F, e-T, f-F, g-F, h-T
3. vertebrate - Invertebrate
warm-cold
former - latter
affected - unaffected
live - dead
high-low
elaborate - simple
domestic - wild
unable - able retreat - advance

9

1. Read the following Passage and answer the questions that follow case history of a man called Rajamani.

Rajamani is a young boy of 12 years. He comes from a village in Tamil Nadu. His father is dead. Rajamani discontinued his education after class 6 to help his mother in running a tea shop. He has two elder brothers and two elder sisters.

About six months ago, he developed an eye infection for which he sought medical attention. He was given several intramuscular injections. During the course of the treatment he developed an abscess at the injection site.

A couple of months later, he got a pimple on his nose which remained for several weeks and then developed into septicemia which spread to the rest of his face. Meanwhile he also began to get skin lesions on his legs, along with getting ill with T.B.

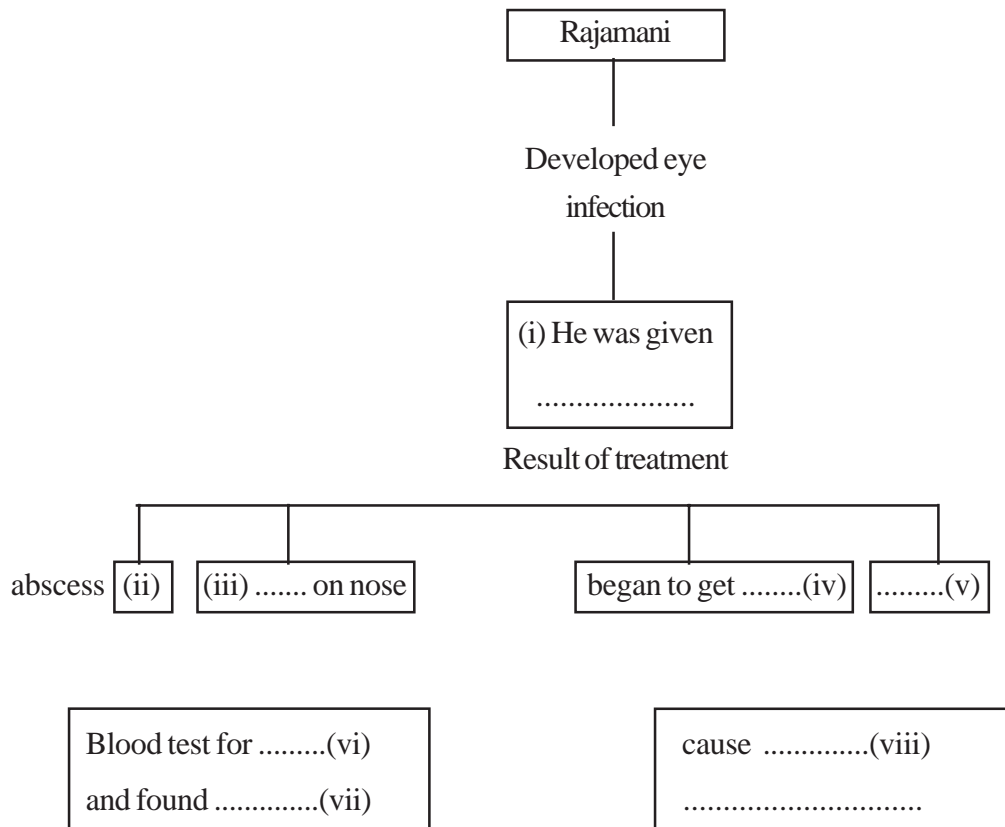
When he came for treatment to Chennai with his family he was referred to the skin department of the Government General Hospital. His blood was tested for HIV at the AIDS cell of the Madras Medical College, and found to be positive. This pointed to contaminated needles or syringes as the likely source of HIV infection for Rajamani.

He has not progressed to AIDS yet, but is being treated for the last two months for the Septicemia, skin lesion, and TB. He appears to be responding well to the treatment and will be discharged shortly.

This is a very sad case in point of infection through unsterilised needles and syringes which could have been easily avoided.

Questions

1. On the basis of reading Rajamani's case history complete the following:



Find words used in the passage which mean similar to the following. Write those words/phrases

- tried to obtain (Para 2)
- a swollen and infected area (Para 2)
- damage to skin (Para 2, 4)
- dirtied (para 4)

2. Read the following Passage and answer the questions that follow

Finding alternative solutions has been a problem plaguing the medical community since HIV/AIDS was discovered. Let's read and learn about some such solutions.

A theatre troupe in Seshego township near Petersburg, South Africa uses theatre to educate the public about HIV / AIDS. *Phakama*, which means 'Rise, stand up,' travels throughout the township, bringing its message to the local population and encouraging participation. This is one of the many ways AIDS education has diversified to reach a wider audience and help stop the epidemic spread of the disease. Other methods of prevention have been sought, because creating a vaccine or even providing treatment for a disease that is constantly mutating and becoming resistant to drugs may take many more years.

The United Nations Educational Scientific and Cultural Organization has chosen to take a different approach in the fight against AIDS by using education, not medicine to stop its spread. UNESCO's strategy for HIV/AIDS preventive education states that the impact of the disease on society could be reduced by battling complacency, advancing commitment and improving care. It has created a five-part strategy based on advocacy at all levels, customizing the message for various socio-economic groups, changing risk behaviour and vulnerability, caring for the infected and the affected, and coping with the institutional impact of AIDS on society.

The critical factor for a renewed and effective strategy for preventive education is massive, unflinching and unrelenting advocacy at all levels and support of political authorities at the highest national level, according to UNESCO.

To achieve this, audiences worldwide, starting with those most at risk, must be reached in culturally appropriate ways, and preventive education must be interconnected with the local way of life.

Uneven distribution of knowledge is the main factor in the uneven distribution of infection rates worldwide. Comprehension and appreciation of prevention depend on many social factors, such as age, gender, education, economic conditions and religious beliefs.

The message must be tailored for different groups in order to enable them to understand and pass on the message. UNESCO believes that by disseminating information to help people understand what AIDS does to the body, it can reduce misconceptions and lessen vulnerability to the disease. However, it is important not to have negative campaigns as these often lead to stigmatization and discrimination.

AIDS can be prevented if children and young people learn how the virus spreads and do not participate in risky behaviour. No institution has a greater ability to affect all aspects of a community than schools, as they can reach the age group between 10 to 25, where most new infections occur each year.

Caring for both the infected and the affected has become more important, as AIDS has a greater effect on the population worldwide.

AIDS could undermine all health services, educational institutions and public services, making it increasingly difficult to maintain government and stability because of the loss of human capital. As UNESCO stated, the critical task is to protect the core functions of the key social, economic and political institutions from the onslaught of HIV/AIDS. By using education to prevent AIDS rather than relying on medicine to treat it, UNESCO has placed the responsibility to Governments, the education systems and people themselves. Only, through commitment can this strategy be given the opportunity to save lives and lessen the impact of AIDS on society.

Questions

1. Answer the following questions
 - a) Name the theatre group that is working to combat AIDS.
 - b) How is the UNESCO fighting the AIDS menace?
 - c) Mention two main points of the UNESCO education strategy on AIDS.
 - d) Why are schools so important in UNESCO's fight against AIDS?
 - e) Why is it important to control AIDS?
2. Give below are some words. They are opposites of some words used in the passage. Find those words and write them in the blanks given.
 - a) narrow _____
 - b) contain _____
 - c) not important _____
 - d) enlarge _____
 - e) neglect _____

Answers

Questions 9.1

- (i) intermuscular injections
 - (ii) at the injection side
 - (ii) pimple
 - (iv) skin lesions on his legs
 - (v) ill with T.B.
 - (vi) HIV
 - (vii) to be positive
 - (viii) contaminated needles or syringes
2. (a) sought (b) abscess (c) infection (d) contaminated

Questions 9.2

1. a. Phakama
b. by educating people
c. battling complacency and advancing commitments.
d. cater to age group 10-25 years
e. to preserve human capital.
2. wider, advance, important, lessen, protect.

10

1. Read the following Passage and answer the questions that follow

On this International Day against Drug Abuse and Illicit Trafficking, we celebrate the choice that millions of people around the world have made to live healthily, and we applaud the courage shown by those who have stopped using drugs. In doing so, we send a positive message to all people who use or might be tempted to use drugs: 'Value yourself ... make healthy choices.'

This day is also an occasion to highlight the fact that nearly 200 million people are still consuming illegal drugs. These drugs might have names that sound colourful or enticing, such as crack, pot, junk, crystal meth, and disco biscuits. But these are little more than tickets to a dead end. For those trapped by addiction treatment is a way out, and the choice to seek treatment is not only courageous, but, often life-saving. Those who have not ventured down the path of drug abuse should learn the lesson from those who have, and firmly choose not to.

Making healthy choices also means choosing a lifestyle that has positive effect on the body and mind, including, for example, participation in sports to improve health and well-being, teach the value of teamwork and discipline, and build self-confidence.

(Message by The Secretary General, UN on the occasion of the International Day against Drug Abuse and Illicit Trafficking, 26th June, 2005)

Questions 10.1

1. Based on your understanding of the message given above, answer the following questions.
 - a) What is the occasion for this message?
 - b) What message has been conveyed through this passage? To whom is the message addressed?
 - c) Why does the writer say that those who are not drug addicts should firmly choose not to fall victim to drug addiction?
 - d) To what healthy choices does the author refer?
 - e) What should people resolve on the occasion?
 - f) What does the author mean when he says, "Let us encourage all our fellow human beings to make personal choices to lead healthy lives?"

2. Which words in the message means similar to the following:

- a) not allowed by law (Para 1) _____
- b) to express praise/appreciation (para 1)
- c) falling victim to an evil design (para 2) _____
- d) taking step into danger knowingly (para 2) _____

2. Read the following Passage and answer the questions that follow

1. Drug addiction is a treatable disorder. Through treatment that is tailored to individual needs, patients can leave their condition and live normal, productive lives. Like people with diabetes or heart disease, people in treatment of addiction learn behavioural changes and often take medications as part of their treatment regimen.
2. Behavioural therapies can include counselling, psychotherapy, support groups, or family therapy. Treatment offers help in suppressing the withdrawal syndrome and drug craving and in blocking the effects of drugs. Studies show that treatment for heroin addiction using methadone at an adequate dosage level combined with therapy reduces death rates and many health problems associated with heroin abuse.
3. In general, the more treatment given, the better the results. Many patients require other services as well, such as medical and mental health services and HIV prevention services. Patients who stay in treatment longer have better outcomes than those who stay less time. Patients who go through medically assisted interventions with minimized discomfort but do not receive any further treatment, perform about the same in terms of those who were never treated. Over the last 25 years, studies have shown that treatment works to reduce drugs and crimes committed by drug-dependent people. Researchers also have found that drug abusers who have treatment are more likely to have jobs.
4. The ultimate goal of all drug abuse treatment is to enable the patient to achieve lasting abstinence, but the immediate goals are to reduce drug use, improve the patient's ability to function, and minimize the medical and social curse of drug abuse.
5. There are several types of drug abuse treatment programmes. Short-term methods last less than

6 months and residential therapy, medication therapy, and drug-free outpatient therapy. Longer term treatment may include for example, methadone maintenance outpatient treatment for opiate addicts and residential therapeutic communication treatment.

Questions

1. Complete the following passage with the information contained in the passage,

Drug addiction is _____ can be treated. The treatment given to the addicts is according to _____ needs. After treatment the patient can _____ life. The treatment makes certain behavioural changes. This therapy includes _____ and _____. This treatment suppresses _____ and _____. Use of adequate dose of methadone combined with behavioural therapy reduces _____ and _____ associated with heroin abuse,

If the patient gets treatment _____ the results are better. As a result of treatment number of _____ committed by the drug addicts comes down, Main aim of drug abuse treatment is _____ and _____ function.

2. Which words in the passage mean similar to the following:
 - a) to put an end to something. _____
 - b) most important/main (para 4) _____
 - c) To-have effect for a long time (Para 4) _____
 - d) Enough is quantity (Para 2).

Answers

Questions 10.1

- a) International Day against Drug Abuse and illicit Trafficking
- b) Message: 'Value yourself' - make healthy choices to people who are not yet drug addicts but might be tempted.
- c) Drug addiction leads to dead end.

grow the plants. He asked them to come after three months.

After three months two men brought pots with plants that were two feet tall. The third man did not bring any pot. He said, "King, your seeds did not grow into plants. I'm sorry."

The king knew that the third man was an honest man. He gave the three men seeds that would never grow into plants.

The Greedy farmer

2. farmer - hen. lay - one egg - every day. he think give - more food. only one egg. soon - hen - fat. one egg - four days. more food. fatter. one egg - one week. surprise - disappoint. stop - lay - eggs. greed - grief

Story : A farmer had a hen. It laid an egg every day. One day he thought, "If I give the hen more food, it will lay two eggs a day."

He started giving it more food. But the hen laid only one egg every day. He went on feeding the hen forcibly.

The hen became fat and laid one egg in four days. The farmer was surprised and disappointed.

Soon the hen stopped laying any eggs.

Moral :- Greed brings grief.

3. Akbar - his court. man - neighbouring country - come. he - say - I - come - test intelligence - courtiers. ready ? take - two flower pots - bag. flowers - look alike.

"What - you - want" - Akbar

man - which pot contains real

flowers.

Birbal - stand up. Open the windows. some bees - court. land on real flowers. man-head - shame moral.

A test of Intelligence

One day Akbar was in his court. A man from a neighbouring country came there. He said, "Oh king, I have come to test the intelligence of your courtiers. Are they ready ?"

Akbar said, "What do you want them to do ?"

The man took out two flower pots from a bag. The flowers on the two plants looked alike. He said, "Which plant has real flowers ? Your courtiers must tell me."

Birbal stood up. He asked the servants to open the windows. Some bees from the royal garden entered the court. They landed on the real flowers.

The man hung his head down in shame.

Moral : Don't think you are cleverer than others.

4. Akbar - want - fool Birbal. court - near - swimming pool. say - all my honest courtiers - go - into pool - come out - egg each. Birbal - surprised. Other courtiers - jump come out - egg. Akbar - you - not honest? jump - bring - egg? Birbal - say - they hens I- cook. cannot - egg. Akbar - feel ashamed.

Clever Birbal

One day Akbar wanted to fool Birbal. So he had his court near the swimming pool. He said, "All my honest courtiers will jump into this pool and come out with an egg."

Birbal was surprised. The other courtiers jumped into the pool and came out with an egg each. Akbar said, "Birbal, are you not my honest courtier ? Jumped into the pool and come out with an egg."

Birbal said. "They are all hens so they brought an egg each. But I'm a cock. I don't lay eggs."

Akbar and the other courtiers felt ashamed.

Moral :-Don't try to fool others ; you may be fooled.

5. woman-shop. after shopping-left. shopkeeper - find - had left two locks her handbag. he - wait - one month. she - not come - claim bag. locks of shop-spoiled. shopkeeper - put locks left by woman - month ago. next day - shop - break into. sarees - stolen.

The Foolish shop keeper

One day a woman came to a saree shop. She left after shopping. The shopkeeper found that she had forgotten her handbag in the shop. There were two locks in the bag. He waited for one month, but she did not come and claim her handbag.

One day the locks of the shop were spoiled. So the shipkeeper put the locks left by the woman a month ago.

The next morning the shopkeeper found his shops broken into. A lot of sarees were stolen. The foolish shopkeeper learnt a lesson : Don't use the locks bought by others.

6. man - meet - circus manager. give me a job. you-do - any work ? Yes. manager take - man - in- put on - bear's skin. dance like a bear - entertain people. Yes. next day - sleeping. noise. wake up. terrified - gorilla stand - front. start shivering. manager - don't fear. he - like you.

A Circus manager

One day man met a circus manager and said, "Please give me a job." "Will you do any job?" asked the manager. "Yes, I will," said the man.

The manager took him in, put a bear's skin on the man and said, "Dance like a bear and entertain people. That is your job."

The next day the man was sleeping in his cage. There was a noise. He woke up. He was terrified. because a gorilla was standing in front of him. He started shivering. The manager came there and said, "Don't fear. He is like you".

7. King-ask-minister - bring three idiots living in - kingdom. minister - visit - places. at - seashore man-sit - idle. what -doing. counting waves that touch my feet. minister - took-king. king-where - other two idiots ? minister - say you and I - other idiots. king- understand - his mistake. apologised to minister.

Three Idiots.

One day a king asked his minister, "Go and bring before me three idiots living in our kingdom. The minister was surprised because it was a meaningless task.

The minister visited all the places. At a seashore he saw a man. The minister asked him, "What are you doing?" The man said, "I'm counting the waves that touch my feet". The minister took the man to the king.

The king said, "Where are the other two idiots ?"

The minister said, "Right here, sir" you and I are the other two idiots".

The king understood his mistake and apologised to the minister.

8. Ramayya - rich son - Ravi - too lazy. Ramayya said, -earn ten rupees - start - business for you. Ravi's mother give ten rupees. ravi give - money - father. Ramayya - go - kitchen - put - furnace. Ravi - keep - quiet. next day same - happened. third day - Ravi - work - cycle shop - earn ten ruppees. father - go - kitchen. Ravi - stop - say, "Father - don't - furnace. I-earn myself". Ramayya change - lazy son - hard working person.

Hard earned Money

Ramayya was a rich merchant. His son, Ravi was too lazy. One day Ramayya said, "If you earn ten rupees, I will start a business for you".

Ravi's mother gave him ten rupees. He showed it to his father. His father went into the kitchen and put it in the furnace. Ravi kept quiet.

The same incident took place the next day.

On the third day Ravi worked at a cycle shop and earned ten rupees. His father received it and was about to go into the kitchen. Ravi stopped him and said, "Father, I earned this money myself. Please don't put it in the furnace".

Ramayya changed his lazy son into a hardworking person.

Hard - earned money is more valuable.

9. poor - woodcutter. forest - every day eathing near a well. axe-fall - well. pray - god. angel appear. bring a gold axe. no - not mine. angel - bring-silver axe. no - not mine. angle - bring iron axe. receive-happily - though angel like - honesty - bless.

The honest wood cutter

Long ago there was a poor woodcutter. He went to a forest every day to cut wood and sell it. One day he was eating lunch near a well. Then his axe fell into the well. He prayed to God to get his axe.

An angel appeared and she brought a gold axe. The woodcutter said, "No, this is not mine."

The angel disappeared and appeared again with a silver axe. Again the woodcutter said, "No this is not mine."

Finally the angel appeared with an iron axe. The woodcutter received it happily and thanked the angel.

The angel liked the woodcutter's honesty and blessed him.

10. poor Sivayya - find - purse. take-to-village magistrate. magistrate - read the owner's name. call-him-gives back - purse. suggeste - Rs.50 reward for Sivayya.

cunning merchant - I have - 1000 now only 950. don't pay - reward. magistrate know - sivayya's honesty. say - this is not your purse. go away. feel ashamed - apologize - agree - pay Rs. 50.

The Honest Man

One day a poor man named Sivayya found a purse near a tree. He took it to the village magistrate. The magistrate read the owner's name and called that man. He was a cunning merchant. The magistrate suggested a reward for Sivayya for his honesty.

The cunning merchant said, "I had Rs.1000 in my purse. Sivayya has taken Rs.50 from it. I don't have to give him any reward."

But the magistrate knew about Sivayya's honesty. So he said to the merchant, "Then this is not your purse. Go away".

The merchant felt ashamed and apologised to the magistrate. He agreed to reward Sivayya.

- Topics**
- 1. Note Making**
 - 2. Let's Write**
 - 3. Letter - Writing**
 - 4. Job Applications**
 - 5. Editing**
 - 6. Making A summary**

Note Making

Introduction :

As a student of Intermediate you are to learn a number of things.

- information in lessons - in two languages.
- information in non-language subjects etc.

you cannot remember all that you read in your textbooks.

The skill of making notes can help you recall a large amount of information. Instead of reading four pages of a story / description, you can just glance at your 'notes' which is hardly half a page and recall everything.

What does a 'note' contain ? It contains

- the title
- the important main points of the passage
- abbreviations where possible
- sub-points under each important / main point.

How to make notes ?

1. Read the passage once.
2. Understand and identify the central idea.
3. Read it again. This time underline the main points.
4. At the same time locate the sub-points and put a ✓ at each of them.
5. Start writing your notes. Follow the procedure shown below.

(a) just write in the form of points – not as complete sentences

Example : Title : Hazards of Pollution.

(b) Sub-points are written as

Example : air, water, soil, sound pollution

(c) who pollutes ?

air – factories, vehicles

water – factories, hospitals

soil – farmers

sound – people

(d) drop descriptive words, quotations

(e) use abbreviation which you can understand.

Read the passage given below:

In the nineteenth century Charles Dickens, the English novelist, wrote excitedly of a stage-coach, pulled along by a team of horses, that could cover more than twenty miles in an hour. To us in the twentieth century, when man is able to move and to communicate with such rapidity, the speed of the stage-coach seems no speed at all. Aeroplanes fly many hundred of miles in an hour; express trains achieve four times the speed of the stage; and even without moving we can by wireless telegraph, communicate within seconds with people on the other side of the globe.

The advantages of these increased speeds are numerous. Businessmen travelling, say from Europe to America or to the Far East, can save much time for a journey that would once have taken weeks, takes now, by air, less than 12 hours. Fruits, vegetables and other goods that would decay on a long, slow journey can now be safely sent to far distant places. Members of one family separated from each other by vast distances can have conversations with each other by telephone as easily as if they were all sitting in the same room.

Not all the effects of speed, however, are beneficial. People who are in the habit of using a motor-car whenever they want to move half a mile become physically lazy and lose the power of enjoying a vigorous walk. Those who travel through a country at the speed of light do not see much of the life of that country, of its people and animals and plants as they flash past. They become so anxious about moving quickly from one place to another that they are no longer able to relax and enjoy a leisurely journey. Men are made restless by speedy travel, the pace of their whole way of living is increased.

DISCUSSION

You have noticed that the passage is about rapid means of transport and communication in the 20th century.

We will read the first paragraph again and underline the important idea/ideas. The important idea in the paragraph is

In the 20th century, human beings are able to move and communicate fast with such means as aeroplanes, express trains and wireless.

We will drop the reference to Charles Dickens and stage coach because the reference is only an example of slow-speed transport of the 19th century.

Let us read the second paragraph and pick out the important ideas.

The second paragraph lists the advantages of speed which are as follows:

1. Businessmen travelling from one place to another can save time because journey time is less.
2. Fruits, vegetables and other goods that would decay on a slow journey can be safely sent to distant places.
3. Members of one family separated by distance can talk on the telephone. Now, we'll read the third paragraph and note the important ideas. The paragraph says that there are some disadvantages of speed.

These are:

1. People habitual of riding in a motor-car become lazy and lose the habit of vigorous walking.
2. People travelling at a high speed through a country cannot enjoy the countryside as they flash past.
3. People, in their anxiety to move fast, cannot relax and enjoy a leisurely journey.
4. People become restless.
5. The pace of living has increased.

Now, that we have identified the important ideas in the passage we'll write them in a sequence and in point form. We'll use abbreviations and symbols, wherever possible. We'll make short and brief points. We'll also give our notes a title.

Notes on the passage

Title:- Fast means of transport and communication

1. Fast means of transport & communication e.g. aeroplane, express trains, wireless, telegraph in 20th cen.
2. Advantages of fast transport & communication
 - (i) Saves time.
 - (ii) Transport perishable goods safely.
 - (iii) Ensures fast and easy communication.
3. Disadvantages of fast transport
 - (i) Makes people lazy.
 - (ii) Prevents them from enjoying the countryside as they flash past.
 - (iii) Makes them restless because of their anxiety to move fast.
 - (iv) Increases pace of living.

Key to abbreviations and symbols

Communicat'n	Communication
e.g.	For example (exempli gratia)
cen.	century

Now, here is another passage. Try to make notes with the help of the clues given under the passage.

Exercise : Make notes on the following Passage.

There are many types of climate on earth. Climate is the combination of temperature, moisture, wind and sunshine at a place over a period of time. Climates of the world can be classified according to their latitudes and the plants that grow there. Basically, there are five major classification of climates with many subdivisions in each class. There are tropical climates, subtropical climates, mid-latitude climates, high-latitude climates and high altitude climates.

Tropical climates are found in regions between 30^o North and 30^o South latitudes. In the tropical rainforests (Nearest to the Equator) conditions are warm and rainy all year long and there is a thick cover of trees. In this tropical area there are also tropical wet and dry climates; tropical sarannas,

where the climate is too dry for forests; tropical steppes (still drier) and the tropical desert climate

Subtropical climates prevail in 30° and 40° North and South latitudes. In these areas, there is a Mediterranean climate of hot, dry summers and mild wet winters. Mid latitude climates occur between 40° and 60° North and South latitudes. Included in this area are a marine west coast climate, cool steppe or cool desert climates and humid continental climates - each with different rainfall and vegetation patterns. High latitude climates occur from 60° North and South latitudes to the poles. Within this area we have taiga climate, tundra climate and polar climate High altitude climates are found on the high mountain of the world, even at the Equator.

Follow the Sequence.

Title:

Main Point I. Definition of 'Climate':

II. Five types of climates

- (a) (b) (c)
- (d) (e)

III. Where found

30°N - 30°S - tropical climate

-
-
-
-

The standard abbreviations are

- govt - government
- SC - science
- + - positive
- - negative
- dept - department
- > more than

< less than

e.g. for example

You can create your own abbreviations too.

For example :

clmt - climate

lat - latitude

long - longitude

sume - summer

N - North

S- South

Eq - Equator and so on.

Make notes after reading the following Passage.

Obesity - linked diabetes is for the first time being reported in children and adolescents in the UK and other. A 1986 landmark study of obesity and television viewing found a clear association between the number of hours of television a child watched and the risk of that child becoming obese or overweight.

In 12 to 17 year - olds, the prevalence of obesity increased by 2 per cent for every hour of weekly television time. A more recent study found that while eight per cent of children watching one hour or less of television a day were obese, 18 per cent of children watching four or more hours were obese.

The more television children watch, the more they eat. By comparison even reading is a workout, at least in studies that have been done with obese children, perhaps because it engages their minds a bit more emphatically. Television viewing prompts children to consume food while they consume less energy, an ideal recipe for obesity. Marketing soft, sweet or salty foods on television is good business, and children are the most vulnerable targets.

Childhood obesity rates are highest in countries where advertising on children's television programmes is least regulated in Australia, the US and England. Sweden and Norway maintain a virtual ban on advertising to children, and have consistently low levels of child obesity. Ireland, Belgium Italy and Denmark pose restrictions on children's advertising, and are pressing the other states of the European Union to do the same.

Answer :

Title : (i) Child obesity

(or) (2) Television viewing

= child Obesity

1. Link between TV viewing and obesity

	Age	Hours	% Increase in obesity
Earlier findings	12-17	1/week	2
Recent findings	12-17	1/week	18

2. Reasons

1. The more television children watch, the more they eat
2. They consume energy because they just sit and watch TV
3. TV ads attract the children and make them buy and consume food.

3. Advertisements regulated

1. Countries ban ads to children - less obesity. Sweden and Norway banned ads for children.
2. Countries restrict ads -
Ireland, Belg. Italy Den.

Key to abbreviations

Cons - consume

< less

engy - energy

bannd - banned

Belg - Belgium

Italy - Italy

Den - Denmark

Let's Write

Describe in about 100 Words a pleasant childhood experience.

- (i) The day I was declared the best student of my class.

Ans: It was 15th of August 2010. I was in class ten. Our class teacher was to announce the best student of our class after flag hoisting.

I went to school some five minutes before the Independence Day celebrations. Everyone was ready in their places. All the teachers were waiting for the Headmaster to come.

At the stroke of eight the Headmaster hoisted the flag and took the salute. We sang the national anthem. I felt nervous about who was going to be the Best Student of my class.

Then our class teacher announced that I was chosen as the best student of my class for the academic year 2010-2011. All my classmates clapped in joy. I clapped too, in great joy.

- (ii) The most exciting family gathering in my grandmother's village.

Ans. It was my grandmother's hundredth birthday ! Wow !! She has seen one hundred calendars !!! And yet she's hale and hearty and no one need to help her in anything she does.

All our relations reached my grandmother's village on the important day. Our ancestral house wore a festive look. Mango leaves and flowers were these at every doorway. The house was already white washed for the memorable event.

By 12 noon all the womenfolk brought my grandmother to the hall. She was wearing a new kanchi silk saree besides a lot of gold jewels.

My grandfather and grandmother garlanded each other. There were claps from everyone present there. My parents, uncles, aunts, cousins and all those present took my grandmother's blessings.

Then all of us sat down to have a traditional meal sitting on the floor. Food was served on banana leaves. It was a sumptuous meal with more than 50 items of food.

- (iii) On my fourteenth birthday

My fourteenth birthday fell on 1st August 2010. It was a special birthday because I had passed SSC exams with a first class and had joined a college.

My parents thought of celebrating it in a special manner. They invited my grandparents to come and bless me. They obliged by arriving by daybreak.

I touched my grandparents' feet and got their blessings.

In the evening there was a nice party. I invited my childhood friends. I cut the cake and my friends and my family members said, 'Happy birthday'

Everyone greeted me and I thanked them.

Letter - Writing

Exercises

You are Dr. Halder Principal of the Dadar School for the Blind. Write a reply to Dr. Mehta.

Your letter should contain the following matter.

Children can be admitted from Class I level, and stay till they finish Class X-they are encouraged to play games and take part in extra-curricular activities-they are taught Braille-books suitable for the visually handicapped are provided in the library, and they are encouraged to read - there is a Doctor available if required - the staff in the school is kind and sympathetic - the younger children in the hostel are under the care of a highly qualified and experienced matron.

The school would be very happy to admit Ved Mehta, and will do their best to provide him with a good all round education.

From

Dr. R.M.Halder

Principal

Dadar School for the Blind

Mumbai

To

Dr. Mehta

45, Camal Road

Karnal

Sir,

Sub : Admission of children - Reg

Ref : Your Lr. Dt. Nil.

This is in reply to your letter seeking admission of your son.

We can admit children in Class I : They can continue upto class X.

We encourage every student to take part in games and extra-curricular activities. Our teachers teach them Braille method of reading and writing.

Our library provides the students books they need. Our teachers are not only qualified to teach the blind childrent but also kind and sympathetic.

We have employed some matrons to take care of the young children. We also have a doctor to attend to children who fall ill.

We will be happy to give admission to your son Ved Mehta and we'll do our best to give him good education.

We look forward to your response.

Yours faithfully,

Dr. Halder

LET'S WRITE

You have just read about Gerrard and the Intruder. It is obvious that the Intruder is without a job and a means of earning his livelihood. Suppose he were to start looking for a job, how do you think he would begin? He would first have to draft an application for a job. Let us now find out how job applications are written.

Look at the following advertisement which appeared in Times of India, 10m Jan'04. Wanted - A responsible Secretary with pleasing manners for Good Hope Escorts Ltd. Knowledge of computers and fluency in English essential. Apply within 10 days with biodata to P.D. Box 148, New Delhi-110019.

The above advertisement tells us the following:

- Post of secretary vacant in Escort Ltd.
- What the job requirements are
- C. V./Bio-data required
- Where to apply
- Write job application

Let us look once again at the advertisement.

This advertisement clearly tells us the following

5. Professional Qualifications

Exam Passed	Year	Univ/Board	Subjects	Marks (%)

6. Previous Experience

Have you distinguished yourself in any co-curricular activities? If so, give details

Curricular/co-curricular	Details

Place:

Date:

(Signature)

Sometimes a format is not provided and you want to apply for a job which has been advertised. You wish to apply for the post of secretary, in Good Hope mentioned earlier. How would you write the letter? Here is a sample.

17, Ajmera Road, Cochin,
Kerala.

17th July '98

Good Hope Ltd.,
P.O. Box - 148,
New Delhi-19.

Dear Sir/Madam,

With reference to your advertisement in the Times of 10th January '04 for the post of secretary, I would like to apply for the same.

I have attached, as required, my complete bio data.

I shall be obliged if I am considered for the post.

Thank you.

Yours sincerely,

RosyP. V.

Here is a sample of a bio-data

Bio-Data

1. Name RosyP. V.
2. Address 17, Ajmera Road
Kerala
3. Data of Birth 03.02.1976
4. Marital Status Single
5. Educational Qualification B.A.
6. Academic Record

Exam Passed	Year	Univ/Board	Subjects Offered	Marks
School leaving Certificate	1991	Kerala High School Board	Eng, Maths, Science, Eco	50%
Sr. School Certificate	1993	Board of Sr. Sec. Edu. Kerala	Eng. Pol.Sc., Logic	67%
B.A.	1996	Bombay University	English (Major)	59%

7. Other Qualifications

Exam Passed	Year	Name of Institute

Certificate in Typing	1994	Council for Technical Studies
Diploma in Computers	1996	Institute of Computer Studies

8. Work Experience

(a) Name of the organization - Council for Language Studies

Post Held - Receptionist

Status - Part-time

Job Profile - Attending to telephone calls, guests/clients.

Pay - Rs. 6000/-

Duration - 6 months

(b) Name of the organization - Continental Airways

Post held - Jr. Secretary

Status - Confirmed employee

Job Profile - Assistant to the Secretary, typing confidential letters, etc.

Pay - Rs. 6500/-

Duration - till date

Rosy P. V.

(Signature)

DISCUSSION

The bio-data you have just looked at contains the following:

- name
- address
- date of birth
- marital status
- educational qualifications
- professional expertise
- work experience

So, your bio-data should be self explanatory. By simply looking at your bio-data the employers should be convinced that you are the right candidate for the specific job. It should be impressive.

Job Applications

Read the following Ad.

A leading export-import house is looking for a young and dynamic person with a pleasing personality to coordinate business at their new showroom opening shortly at centre point, Connaught place, New Delhi. The selected candidate would be expected to offer customer support services, conduct small scale business. Knowledge of English and computers essential. Attractive salary and perks. Apply for the above job giving all the necessary details.

Answer

H.No. 3-4-56
Kanchanbagh
Hyderabad - 500 016
Dt. 10.12.2011

P.O.Box 405

New Delhi - 110 011

Dear Sir/Madam,

With reference to your Ad Dt.6.12.2011, I would like to apply for the post of coordinator of your new showroom opening shortly in New Delhi.

I have enclosed my bio-data you mentioned in your ad.

I shall be obliged I am considered for the post.

Thank you

Yours Sincerely,

S.H. Ram.

BIO - DATA

1. Name : Surath Kashi Ram
2. Address : H.No. 3-4-56
Kanchanbagh
Hyderabad 500 016
3. Date of birth : 15.06.1984
4. Marital Status : Single

5. Educational

Qualifications : B.Sc.

6. Academic Record

Exam Passed	Year	Uni / Board	Subject	Marks
S.S.C.(X)	1999	Telangana	Eng.Tel. Hin.M. SC.SS.	61%
Inter	2001	Telangana	M.P.	67%
B.Sc.	2004	Osmania	M.P.C.	68%

7. Other Qualifications

Exam	Year	Institute
Typing Certificate	2005	Telangana Board
Dip.in Computers	2006	Telangana Board

8. Work Experience

(a) Name of office : XYZ Chit Funds

Post : Receptionist

Status : Part-time (10.00 to 12.00)

Pay : Rs.5000 per month

Duration : ten months

(b) Name of office : ABC Travel Bureau

Post : Junior Secretary/Receptionist

Status : Temporary

Job details : Assisting Secretary, Typing, Maintaining Data on Computer

Pay : Rs. 6000 per month

Duration : Till date

S.K.Ram

Signature

Letter Writing

1. Read the following letter and write an appropriate reply.

Dear Rajesh,

Hi ! How are you ? We are doing all right.

My birthday. falls on the 25th of next month. My parents are arranging a party. I invite you to be here two days before that day. I will show you all the places worth seeing here.

Do come.

Yours sincerely,

x x x

To

x x x x x x x

x x x x x x x

Ans.

Dear Hari,

Your kind letter to hand. Thank you very much. I would love to spend with you at your birthday.

But we are to leave for Guntur to attend my cousin's marriage. I wish you a happy birthday. I'll send you my greeting by post.

Bye - bye.

Yours lovingly,

x x x x

To

x x x x

x x x x

2.

X X X X X X

X X X X X X

My dear son,

I am sending Rs.200 by M.O. to pay the examination fee.

I'd like to write some suggestions for scoring good marks at the Annual Exams.

1. Don't learn answers by heart. Understand the concept and try to answer questions. If you have any doubt, take your teacher's guidance.
2. Practise writing the answers and get them checked by your classmates. Discussing things with them will benefit you as well as them.

I am sure you will pass the exam with good marks.

Adieu with good wishes.

Yours affectionately,

X X X

To

X X X X

X X X X

Ans.

- - - - -

- - - - -

My dear Daddy,

Namasthe, I've read your kind letter. Thank you very much for giving me two important pieces of advice. I'll definitely follow them and score good marks. Convey my namaskar to mummy.

The money order has not yet reached me.

With regards,

Yours affectionately,

X X X X

To

X X X X

X X X X

3.

X X X X X X

X X X X X X

Dear Kamala,

Good morning. How are you ? We are all doing well.

I have good news for you. We are coming to your place next 15th, to visit all the temples in your town. Can you request your father to get two rooms reserved for us on 15th and 16th of next month ?

Please reply.

Adieu with good wishes

Your loving friend,

X X X

To

X X X X

X X X X

Ans.

- - - - -

- - - - -

My dear Lakshmi,

Good morning. We are fine. Thank you. I'm happy we are going to meet after a long time.

I've told my father about your reply. He readily agreed and he has reserved two rooms at Apsara Hotel on 15th and 16 of next month. He has paid the amount too. You can go there straight from the station and give me a ring. We'll meet you.

Adieu with good wishes.

Your loving friend,

X X X X

To

X X X X

X X X X

4.

X X X X X X

X X X X X X

My dear daughter,

Hello ! How are you Radha ? We are all doing well.

What is your hostel life like ? Are you comfortable ? Let me know your daily routine.
Who helps you with your lessons at the hostel ?

I expect an early reply from you,

With good wishes from me and mummy.

Yours affectionately,

X X X

To

X X X X

X X X X

Ans.

- - - - -

- - - - -

My dear dad,

Thank you for your kind letter. I'm happy you and mummy are well.

My day begins at 5 a.m. when they ring the wake-up bell. We sit up for studying, upto 7.00. We have our bath etc., and attend a mass prayer at 8.00. We have our breakfast and leave for our school.

Our lunch is served at the school at 1.00 p.m.

When we reach the hostel by 4.30 we have some snacks and tea. Then we fresh up and sit up for doing homework. Six teachers help us with our homework.

We break for dinner at 8.00 and again sit up to complete our homework or study earlier lessons.

We watch the 9.o'clock English news on the T.V.

We get good food and we have no complaints to make. We have a good warden.

You may visit our hostel when you come here and see for yourself.

My namaskars to you and mummy.

Your loving daughter,

X X X X

To

X X X X

X X X X

5.

X X X X X X

X X X X X X

Dear Ali,

Hi, how are you ? We are fine here. Last week we celebrated the Children's Day at our school. We had different programmes for two days.

Could you tell me how your school celebrated Jawaharlal Nehru's birthday ?

Awaiting your reply,

Your Sincerely,

X X X

To

X X X X

X X X X

Ans.

- - - - -

- - - - -

My dear Amer,

Received your letter and thank you very much.

We celebrated the Children's Day on a grand scale. We invited the two other schools in our town to take part in different competitions. Students of our school won more prizes than those of either school. I won the first prize in Essay Writing competition. I wrote on the topic : Nehru's Vision for our country. Each school staged one play on the 14th November. Everyone enjoyed watching those plays.

The D.E.O. who attended the last part of the celebration praised the students of the three school and wished them success in their lives.

Adieu with good wishes.

Yours sincerely,

X X X X

To

X X X X

X X X X

Editing

Edit the following passages by correcting wherever necessary

1. are you going far asked the doctor i'm going all the way to Detroit said the wan a rather thin wan with small black eyes filled with tears from the wind.

Ans. "Are you going far?" asked the doctor.

"I'm going all the way to Detroit", said the man, a rather thin man with small black eyes filled with tears from the wind.

2. My father giving me some money yesterday. He always gave me some money whenever he is in a happy mood; but the trouble are, his happy mood does not last very long. I is waiting for his next happy mood how.

Ans. My father **gave** me some money yesterday. He always **gives** me some money whenever he is in a happy mood; but the trouble **is** his happy mood does not last very long. I **am** waiting for his next happy mood now.

Making A Summary

Earlier you have learnt how to make notes after reading a passage. In this section you learn how to use those notes to write a **short passage, or summary**, of the original long passage.

Making a Summary

You have learnt to make notes in earlier lessons. In this lesson, we'll discuss how you can develop notes into a summary for brief reports and presentations.

What is a summary?

Summary is the shortened form of a text. It requires selections of what is important and rejections of what is not. For making a summary it is essential to make notes. You can make notes on paper or in your mind. Thus, note-making is the first stage of making a summary. But once the summary is made, notes are irrelevant. They could be put aside or discarded as rough work for your summary. In a summary, the important points are presented in a logical order in the form of a paragraph or paragraphs. The facts are stated in a straight-forward, direct style – without any ornamentation or examples.

Let us now read the passage given below:

People in the present day civilization have become highly materialistic. Money is the only god they know. Consequently, all their efforts, and most of their working hours, go into earning money and still more money. The life of a rich businessman, specially in the developed countries is extremely busy. Thousands have to be converted into lakhs and lakhs into crores. There is no end and no respite for him. Alongwith money come the demands of their social life. To keep abreast of the times, they have to throw and attend big parties, meeting powerful and influential people to serve their business ends.

One unfortunate result of their excessively busy and fast life is the total neglect of their children. The rich can provide their children with all that money can buy: rich food; expensive clothes, cars and every other imaginable comfort and luxury. But they simply cannot give them what they need most - parental care and affection on a personal level for which there is no substitute in the whole world. These children who are brought up almost entirely by hired attendants develop a twisted personality. Their rich, busy and well-bred parents are one day shocked to find that their children have developed some of the traits of their own attendants which are, to say the least, considerably less than well-bred.

If you haven't understood the passage, read it again once or twice and then note down important points.

1. people highly materialistic in present day civilization.
2. all time and efforts go into earning money.
3. businessmen, esp. busy. (i) no rest - respite
4. demands of social life
 - (i) giving and attending parties (ii) meeting influential people.
5. Results
 - (i) neglect of their children
 - (ii) luxuries provided but parental love & care not given
 - (iii) children brought up by hired attendants
 - (iv) developing their traits (attendants)
 - (v) develop a twisted personality.

We can, now, develop these points into a summary.

Exercise

Read the following passage. Identify the main idea and make a summary. Give it a suitable title aslo.

There are several distinct dimensions in which our youth must equip itself. The first is the physical. Building a great democracy and defending it from aggressors requires a young qeueration that is physically strong, with muscles of iron and nerves of steel and for this it must equip itself by undertaking physical training and developing physical fitness to the maximum extent possible. The second dimension is the intellectual. We live in a highly competitive age of science and technology and can no longer afford the luxury of mediocrity if we are to forge ahead. Therefore every young man and woman studying in schools, colleges and universities must aim at academic ability of the highest order.

The third is the dimension of patriotism. I am concerned here not so much with the routine meaning of this term as with that deeper periotism which transcends all pettiness and creates in our youth a deep urge for national unity and progress.

Answer

Important Points in the Passage

1. Our youth must equip itself on three dimensions in order to make our country progress.
Physical, intellectual and patriot.
2. They must be physically first through physical training.
3. They must work hard wherever they are to achieve academic excellence.
4. They must develop the spirit of partiotism to see that the nation progresses while maintaing unity.

The Summary

Our youth must equip itself on three dimensions in order to make our country progress. Firstly they must keep themselves physically fit through physical training. They must work hard at all levels of their education and achieve academic excellence. They must develop the spirit of patriotism to see that our nation progresses while maintaining unity.

Communicative Skills

Topics :

- 1. The Reception Desk and You**
- 2. Managing the Telephone**
- 3. Analysing Turns in Telephoning**
- 4. Controlling Strategies and Outgoing Calls**
- 5. Aids for the Receptionist**
- 6. Face to face communication in Business**
- 7. Writing Memos & Letters**
- 8. Writing emails**
- 9. Writing Reports**
- 10. Writing Job Applications**

Questions for Practice and their Answers

The Reception Desk and You

Every company has some people to work.

The receptionist is an important person in that team of workers. He or she works in the FRONT OFFICE. He maintains a direct or personal contact with the guests and visitors to the company.

Most organizations are run by a group of individuals or by a team, and the receptionist is a member of that team. The receptionist works in what is called the 'Front Office'. The Front Office staff have a direct and personal contact with all guests and visitors. This makes the reception desk the focal point of any organization.

FRONT OFFICE DUTIES

Usually, the duties of a receptionist are to:

- Welcome the guests/visitors and offer them help
- Answer telephone calls effectively
- Attend to routine enquiries
- Take down messages left by visitors and callers and pass them on to the right person as soon as possible
- Note down messages, make bookings, reservations, cancellations and plan schedules
- Help the guests/visitors with any queries or problems that may arise.

Though all receptionists have much in common, their specific duties may vary from organization to organization. It is quite likely that in a big hotel a receptionist has only to receive guests, whereas in a small hotel she attends to enquiries, reservations and book-keeping as well. Sometimes the receptionist does the work of a telephone operator ..

A receptionist is briefed about her duties at the time of appointment. But there are certain other bits of information that she will have to learn on the job. A good knowledge of the structure of the hotel/ office, the main departments of the employees, and office procedures are among the other things a receptionist must know.

KEEP HANDY

To do her job efficiently, a receptionist should keep the following items on her desk:

- A telephone directory
- An internal telephone directory
- An index book of telephone numbers frequently used
- Names and addresses of hotels nearby
- Information about places of tourist interest and local sightseeing tours
- A railway timetable
- Flight schedules
- Forms and brochures like reservation voucher, 'C' form etc.

An office receptionist will also need:

A register of callers

An appointment diary (a list of who is coming to see whom and when) A list of staff on leave/tour

YOU SHOULD REMEMBER

Courtesy and good manners are the two prime requirements of a receptionist's job. The guests and the visitors should be treated courteously even when they are impolite. This, plus a friendly tone of voice, becomes all the more important in case of unavoidable delays. A certain amount of tact and diplomacy is also needed in dealing with complaints or awkward situations and in handling difficult guests.

A receptionist represents her organization; she is the contact point between her organization and the outside world. Therefore, she should be formal, pleasant and efficient. She has to maintain the right tone through her voice, gestures and language.

Overall Questions

Study the following dialogues to decide whether each dialogue is (i) a telephone conversation or face-to-face interaction; and whether (ii) the tone is polite or rude.

EXAMPLE A.

- A i) Receptionist (R) : Hindustan Petroleum, Can I help you?
Man(M) : This is Ranjit Malik. Can I speak to Vikram Yadav, please?
- A ii) Receptionist (R) : Hold the line, please.

EXAMPLE B.

- B i) Receptionist (R) : Hold the line, please.
R : (off-hand): Yes.
M : Good morning, my name is Vinod. I am here to see Mr. Vikram Yadav.
- B ii) R : Who?
R : Mr. Yadav.
M : Oh, he's busy I think,
R : Could you let him know I'm here, please? Okay.

EXAMPLE C

- C i) Operator : Telco
Woman : This is Pillai for Maruti Udyog. I'd like to speak to Mr. Antony.
Operator : Sorry, who is calling?
Woman : My name is Deepa Pillai. P.I.L.L.A.I.
Woman : Hold the line, Ms Pillai, I'll try to put you through to Mr. Antony ...
(a pause) I'm afraid his line's engaged.
- C ii) Operator : Oh, I'll call again.
Woman : Do you have his extension number?
Operator : It's 250
Woman : Thank you very much. Good bye.

You may have noticed that there is a difference in the way the receptionist and the visitor speak when they are not face to face. You should also have observed that the receptionist was not very polite in one of the examples.

Check Your Answers

- A. i) Telephone conversation
ii) Polite
- B. i) Face to Face
ii) Rude
- C. i) Telephone conversation
ii) Polite

Managing the Telephone

Today the telephone – landline or a cell phone – is the most important and frequently used instrument in any office. Therefore the person who is at the telephone needs certain skills.

He or she should be able to speak well and clearly. He or she should be polite also. She or he should be brief and courteous.

He or she should also be a good listener. It will help him or her to take necessary action.

The telephone is the most frequently used means of communication today. And, managing the telephone requires skill, tact and training.

You have to be a good speaker and need to speak clearly and distinctly in a polite courteous tone. You must be brief and to the point without sounding abrupt or rude.

You need to be a good listener too. So hold the earphone close to your ear and listen carefully. You will be required to take definite decisions or actions according to what you hear. And your decision has to be made quickly to save time and money.

CALLING OUT TELEPHONE NUMBERS

A receptionist often does the work of a telephone operator – receiving incoming calls, transferring out-going calls, helping people to get in touch. And, in all this, telephone numbers play a very important part.

You very often have to mention your telephone number and the name of the organisation in the beginning of a call; ask for the caller's name to verify identity or pass on a number to someone in the office as requested. So it is necessary for you to repeat telephone numbers and communicate them in a well defined manner.

The following general rules should be followed:

1. Figure '0' should be pronounced as 'zero' or "oh".
2. Numbers should be grouped in two digits, giving a slight pause between each pair. So 432 is, four/pause/three two.
3. Within the pairs refer to numbers in digits. Eg: 32 is; three two not thirty two 5642 is five six/pause/four two.

4. When the same number/figure occurs in a pair between two pauses, use 'double'. Eg: 14456 is one/pause/double four/five six.
5. But when a pause falls between repeated digits- i.e. each number forms a part of another group - pronounce each number separately. Eg. 500222 is five/zero/zero/two double two.
6. When you give or ask for a telephone number, always repeat it to confirm if you have the right number. Ask for confirmation if the caller does not give it.

Example

A Chris: I'll give you my number. It's 6416673.

Mary: Sorry, did you say 6416673?

Chris: Yes, that's right.

Mary : Thanks.

B. Paul: Could you call me on 301757595?

Ravi: Just a minute, I'll repeat it ... 301 757595.

Paul: Right, Bye.

INTEXT QUESTIONS

Repetition Practice:

Repeat these numbers aloud. Work in pairs, whenever possible.

1. 707 - seven zero seven

963354 - nine six double three five four 63220 - six three two two zero

80543 - eight zero five four three.

0046887 - zero zero four six eight eight seven.

2. Now write how you will say these numbers. Indicate the pause with '/'.
388211.182,320420,344010

3. Select 7 digit phone numbers of different areas. Group them correctly and say them aloud to your partner.

4. Turn to any page in the telephone directory and ask your partner to find at least 5 telephone numbers. Give her the name of the person or place and their address. Then switch roles and let her ask you. See who is faster and better at saying the numbers clearly.

5. Go around your institute or office and find out the name of the section-in-charge, managers, etc. Make a list of their names in alphabetical order. Also write their designations and extension numbers.

IN-COMING CALLS: PRACTICE

Receptionists have to attend to a number of calls every day. Each involves some giving and taking of information which has to be noted down, conveyed and acted upon. In this section you will read three pieces of conversation. Study each carefully and note the expressions, vocabulary and turns (exchanges).

CONVERSATION A

- Air India Assistant : Air India. Reservations. Krishna Roy speaking. Can I help you?
- Keshav Kalsi : Hello. I have a ticket for a flight to Tokyo and I need to change it. My name's Keshav Kalsi. That's K-A-L-S-I.
- AI assistant : AI-306. Okay. And the date?
- Keshav Kalsi : Well, I have a booking for August sixth, but I really want to be in Tokyo on August sixth, so I want to fly the day before.
- AIAssistant : Sorry. Could you repeat the dates, please?
- Keshav Kalsi : I want to change my flight from August sixth to August fifth.
- AIAssistant : I see. Okay, Can I have your name again, please?
- Keshav Kalsi : Yes, its Keshav Kalsi.
- AI assistant : Could you spell that, please, and give me your PNR number.
- Keshav Kalsi : K-E-S-H-A-Y. Keshav-that's my first name. And, K-A-L-S-I-Kalsi- that's my surname. My PNR numberT -748.
- AIAssistant : That's fine, Mr Kalsi. Hold on, please. I'll check the availability of a seat for August 5th.

CONVERSATION B

- Receptionist : Good morning. Simla Studios. Can I help you?
- Richard : Hi! I'd like to speak to Jaya Chawla. Is she in today?
- Receptionist : No. I'm sorry she's not here today.

Richard : Oh, dear. This is Richard Jones. I need to speak to her. It's urgent.

Receptionist : Would you like her home number, Mr. Jones?

Richard : No, it's okay, thank you. Could you tell her I called and ask her to ring me tomorrow morning? The number is 09156877.

Receptionist : 09156877.

Richard : Right! I'll be available at this number till half past eleven.

Receptionist : Yes, of course, Mr. Jones. I'll give her the message.

CONVERSATION C

Operator : Good morning, Escorts Ltd. Can. I help you?

Caller : Please connect me to Mr. Gunashekhar, the Sales manager.

Operator : Who shall I say is calling?

Caller : George Matthews, The proprietor of Royal Stores.

Operator : Please hold the line, I'll check if Mr. Gunashekar is in.
(Connects to Extension no response.)

: I'm sorry Mr. Mathews, Mr. Gunashekar isn't in at the moment.
Shall I take down a message for him?

Caller : Please do. It's urgent.
(Operator begins to write on a Telephone Memo.)

To	Telephone Memo
Mgr. Sales	. Time: 10.30A.M. Date 12.9.98
From, Mathews, Royal Stores	Phone 2728296
URGENT	
Inquiry- goods dispatch on 10.9, not received. Worried-paid for goods.	
Taken by _____	

Operator : Yes?

Caller : You see, Mr. Gunashekar had informed me that ten crates of Rajdoot spare Parts had been dispatched from your factory for my store on 10th morning. Well, they should have been here by the afternoon. But I'm sorry to say that it is the 12th today and they haven't as yet arrived. It's an important matter. The payment had been made in cash when the order was booked. This delay is making me very nervous. I don't.

Operator : I'll pass the message on to him the moment he's in. Could I have your number please?

Caller : Yes of course. It's 2728296. Thank you.

Operator : My pleasure.

(At every ten minute - interval the operator tries to contact Mr. Gunashekar. After half an hour.)

Operator : This is from the Switch Board Sir. There was a call for you from Mr. Mathew of Royal Stores at half past ten. He said it was urgent, sir. The goods dispatched on 10th have not been received as yet. He is worried since the payment has already been made. That's all, sir.

Gunashekar : Thanks, Meena. Could you connect me to Royal Stores, please?

Operator : Please hold on for a moment, sir. I'll get Mr. Mathew on the line for you. (dials)2 72 82 96.

Matthews : Yes.

Operator : Mr. Gunashekar is on the line and wishes to speak to you.

(toM) : Please hold on.

(toG) : Mr. Gunashekar, please speak on. Mr. Mathew is on the line.

Overall Questions

1. Study the three conversations carefully and answer the following questions briefly:
 - A. Where does each conversation take place? What work does the receptionist do in each place?
 - B. Is there any similarity in the opening lines of each conversation? If so, what is it?
 - C. Why does Keshav Kalsi ring up the AI Assistant?
 - D. Why does Richard call?
 - E. Who does Matthew want to speak to? Why?
 - F. What is the Receptionist's role in each case?
2. The expressions used in this conversation are not appropriate on the phone. Change them.

Receptionist : Are you Rakesh Pandey?

Rakesh : Yes, lam.

Receptionist : Here is VarshaApte from Bajaj.

Rakesh : What do you want?
3. Collect some hotel and holiday brochures. Use them to write a conversation between a tourist and a travel assistant or hotel receptionist.

Check your Answers

Intext Questions

388211 - three eight/pause/eight two/ pause/ double one.

182 - one/pause/eight two.

320420 - three two/pause/oh four/pause/two oh. or three two/zero four/two zero

344010 - three four/pause/four ohl one oh.

Or .

three double four/pause/zero one zero

OVERALL QUESTIONS

1	(A)	Place	Work of Receptionist	Conversation
		Air India Office	Booking/cancellation counter	A
		Simla Studio	Reception Desk	B
		Escorts Ltd. Office	Telephone Operator cum receptionist	C

(B) Yes. Each receptionist greets the caller and identifies the office/place of work.

(C) To prepare his flight to Tokyo.

(D) To talk to Jaya Chawla on business matters.

(E) Mathew wants to speak to Mr. Gunashekhar, the Sales Manager. Goods paid for have not reached.

(F) Help each caller to get his/her job done. Connect the relevant people together so that the work at hand can be done well.

2. Receptionist : Is that Rakesh Pandey?
Rakesh : Yes, it is.
Receptionist : This is Varsha Apte from Bajaj.
Rakesh : What can I do for you, Ms. Apte?

Or

How can I help you?

3. You must touch on cost, travel facilities, sight-seeing programme, food and boarding arrangements. Be professional in your approach.

Analysing Turns in Telephoning

Your study of the first two units emphasizes politeness and efficiency on the phone. Which of the options will you choose?

Would you like ___ ? OR Do you want. ?

Could you tell him I called? OR Tell him I called?

3.1 DIALOGUE ANALYSIS :

You are aware that a telephone conversation goes through certain well-marked stages.

On receiving a call, a receptionist goes through the following steps:

1. Greets and gives identity
2. Offers help
3. Obtains caller's name
4. Acknowledges the call
5. (a) Gives message and asks if willing to receive
(b) Connects the parties
(c) Apologizes to the caller
(d) Takes down a message.

Some phrases and expressions that are used to perform the following tasks/steps are listed below:

1. Greets and gives identity
 - Good morning, NIOS.
 - National Bank, good morning.
 - 7018] 3.1 , CIEFL Reception, please.
 - Universal Engineers, Miss Rosy.

The operator speaking.

(You will notice that 'Hello' is not used. It gives no exact information and it wastes time and money.)

2. Offers help
- Can I help you?
 - May I help you?
 - What can I do for you?
 - Who shall I call on the line?
 - Is there any particular person you want to speak to?

The star indicates that it is the least used expression.

This is an important step because it gives a helpful, friendly touch and it also saves time.

3. *Obtains caller's name*
- Please may I know who is calling?
 - (If not already provided) May I have your name, please?
 - May I ask who is calling?
 - Who shall I say is calling, sir?
 - From where are you speaking, sir?

This is important depending on the situation. In a business concern, a particular person, say a Sales Manager may not wish to meet a buyer whose goods he could not deliver. He will be very angry with you if you send the call in and put him into an embarrassing situation. So it is necessary to obtain the caller's name and give it to the person called before saying he's in and can accept the call.

4. *Acknowledges the call*
- Hold the line, please.
Please hold on the line. I'll find out if
Mr/Ms. is m.
 - Would you hold the line a moment Sir/ Madam?

If the concerned party is in

5. *Gives message and asks if willing to receive*
- I'll put you through in a minute.
 - Thank you. I'll ring Mr. - for you.
 - May I tell Mr. - who is calling?
 - Mr. - from - wants to speak to you, sir. Shall I send the call in?

- Mr. - is on the line. Shall I hand in the call?
- There is a local call from -, sir/madam.
Can you take it now?
- There is an STD/long distance/out-station call from (place),
(name of person) for you. Shall I connect it right now?
- Shall I hand in Mr. - 's call just now?

5 (b) *Connect the parties*

- Mr./Ms. - is on the line. Please speak on, Mr. (caller).
- Your party is on the line. Speak on please.
- Mr./Ms. - is here for you.
- The (Manager) is on the line for you.

If the concerned party cannot take the call:

5 (c) *Apologizes to the caller:*

- Sorry, Mr./Ms. - is not in.
- Sorry, Mr./Ms. - is at a meeting until 3 p.m.
- Mr./Ms.- is out of the office at the moment

5 (d) *Takes down a message*

- Mr./Ms. - is out of town.
- Mr./Ms. - is busy on another line.
- There's no reply from his room sir.
- There's no response right now.
- That station does not answer.
- Will you leave a message behind?
- May I take a message please?
- Would you like to talk to some one else in the
Department?
- Would you care to leave a message?
- If you care to leave a message I'll see that
Mr./M:s.- receives it.
- Could you leave your number with me.
I'll ring ba k when Mr.lMs. - returns.
- Shall I tell Mr / Ms - to ring back when she/he returns?

For taking down messages efficiently most large firms and offices have printed Telephone Memos. Even if they are not available, remember to take down the following details and send the message without delay.

To: _____	Time: _____
From: _____	Dt.: _____
URGENT/NOT URGENT	
IMPORTANT DETAILS IN POINT FORM.	
COMPLETE SENTENCES NOT NEEDED.	
COMMON SHORT FORM ALLOWED.	
Taken by: _____	

Overall Questions

These tasks should be done in groups of three. Work with your friends. In each group try to choose one person who can speak English better than you to play the role of a teacher. Practice speaking out the dialogues in each case.

- (a) Mr. David Horsburgh who has an appointment with Mr. Mehta, the Advertising Agent, PratibhaArts at 3.30 p.m., rings up to cancel the appointment. Mr. Mehta is not at his desk. You are the Receptionist at Pratibha Arts.
 - (b) The receptionist in Hindustan Tinles, Delhi Office receives a call from one of its reporters in Hyderabad for the Sub-Editor. It is an urgent call and must be connected immediately.
 - (c) An operator in Usha Fans receives a call from a customer who has bought two fans. They are defective and she wants to get them changed. She wants to know the procedure. Give her some information and connect her to the concerned person.
- II. Using the Telephone Memo format given in the Unit, write out the MESSAGE, that you as the Operator/Receptionist will note down.

Use short forms and cover important details alone. Also decide whether writing a MESSAGE is necessary at all.

Check your Answers

Some examples of possible conversation are given below. Yours need not be identical.

- I.A.** Recep. : Good morning, PratibhaArts.
David : Good morning, I am David Horsburgh. I have an appointment with Mr. Mehta for half past three this afternoon.
Recep. : Sorry, is it Mr. Ashok Mehta or ...
David : It's Mr. Mehta, the Advertising Agent, Well, I'd like to cancel the appointment because
- Recep. : I'll check whether Mr. Mehta is in
David : That's very kind of you.
Recep. : Sorry, he isn't in at the moment. Would you like to leave a message?
- B.** Recep. : Hindustan Times, good morning.
Asha : Hello, I'm Asha Rao, Reporter for HT, Hyderabad. Could you put me across to Nikhil, please. It's urgent.
Recep. : Please hold on. (To Nikhil) Sir, there's a Ms. Asha Rao for the Hyderabad office wanting to speak to you. She says its urgent.
Nikhil : Thanks, Tilima. I'll take it right away.
Recep. : Thank you, sir. (To Asha) Please, speak on.
- C.** Operator : Good afternoon. Usha Fans. Can I help you?
Mrs. Arora : Look, I'm really angry. Just yesterday I bought two Usha Delux Fans from Karol Bagh and today both are out of order. I'd
Operator : I'm sorry to hear this, ma'am. But this is the Regional Office and we don't deal with complaints here.
Mrs. Arora : Look, this is a bit too much. I tried the two numbers listed on the cash memo but they seem to be out of order.

Operator : Ma' am, I would be happy to note down the details and fax them to our sales unit. They will get in touch with you immediately.

Mrs. Arora : Thank you very much. That's very kind of you. Well, my name is

II A To: Mr. R.D. Mehta, Adv. Agt. Time: 10.30 a.m.
From: Mr. David Horsburgh Dt.: 28.7.1998

URGENT

* Appt. at 3.30 p.m. - cancelled

* PI. call back

Takenby:LS

B. MESSAGE - not necessary if Nikhil is in office.

C. To: Ms. V. Varma, ASU. Time: 2.30 p.m.
From: Reception, R.O. Date: 28.7.1998

URGENT

Contact:

Mrs. Arora - Ph. 2657291

2618252

* New Delux Fans (2) out of order

* No response from Pradeep Traders, Karol Bagh

* Treat as urgent - customer very angry

Takenby : LS

Controlling Strategies And Out - Going Calls

As a receptionist one must be able to communicate effectively. He or she must also be able to take or give a message to the person concerned. This chapter tells you about some of those strategies for effective communication.

Keeping control over conversation is an important skill. This is required to ensure effective communication and message taking and giving. You will learn some such strategies in this lesson.

CONTROLLING STRATEGIES

Often callers tend to chat, talk irrelevantly and keep the telephone lines needlessly engaged. It is, therefore, very important that you keep control of the conversation. It is important to know what you want and how to say it briefly and directly without giving offence. There are difficult situations that you may face. Some of the common problems are listed below. You also have tips on how to deal with them.

A. Problem -1 Message Not Clear

Often there are disturbing sounds and noises in the background that do not allow you to hear the message. Some times people give long or difficult answers, so you have to check whether you have really understood the important details.

Example-I

- Mariam : Well, when do people start work in Japan?
- Nakatane : Most Japanese companies are open from nine to five. Some open earlier and some open later, but they don't usually close later than six.
- Mariam : So the normal hours of business are nine to five?
- Nakatane : Yes, that's right.
- Mariam : I see, thanks.

Example-II

- Receptionist : Hard Rock Cafe. May I help you?

- Carl : Yes, can I make a reservation for two for Saturday, the 16th, please?
- Receptionist Carl : Certainly, for what time?
- Receptionist : Well, five or half past five is still early. Six might be all right. Shall I put it down as six then? And could I have your name and telephone number?
- Carl : Sure. My name is Carl Maro and the telephone number is 590-3442.
- Receptionist Carl : Sorry, I didn't catch that. It's 590-3442.
- Receptionist : OK, Mr. Maro, a table for two at 6 on Saturday, the 16th will be reserved for you.
- Carl : Thank you. Goodbye.
- Receptionist : Goodbye.

You will notice that in a situation where the message is not clearly stated or heard, you have to ask again; and repeat the message or use ways to indicate that you have the right message. Correct them and give the right information again, if necessary.

B. Problem -2, Multiple Enquiries

Receptionists at reservation and cancellation counters, newspaper offices, hospitals, etc. often need exact details on several heads. Noting down while attending to other tasks (for e.g., collecting gate-passes, handing over brochures etc.) is difficult. Often callers are not aware of the problems involved. For example, one may speak too quickly or too softly.

To keep control of the conversation, you may have to do the following:

Ask the other person to slow down.

- Could you speak a little more slowly, please?

Ask the other person to repeat key facts.

- Could you repeat the dates, please?
- Can I have you name again, please?

Ask for information in the order you need it.

- Can I have your flight number first, please?

Ask the other person to spell his/her name or place names in addresses.

- Could you spell that, please?

Make a check -list of points you want to ask before you make your call.

Intext Questions

I. Study the following dialogues and indicate the controlling strategies used in them. Please Note: More than one strategy may be used in each.

- A. Mariam : What's the average cost of a hotel in Tokyo?
Nakatane : I'm not sure, as I don't live in Tokyo. I suppose about 15,000 to 30,000 (yens), but I never stay in hotels so I can't be sure about it.
Mariam : So that's 15,000 yens for a good hotel?
Nakatane : No, that's not quite right. For a good hotel you pay about 30,000 yens.
Mariam : I see. Thanks.
- B. Journalist : I see. What about sales outside Europe?
Industrialist : Twenty million. OK.
Journalist : I've got one final question. Is it true that M.P. Hussain designed your wrappers?
Industrialist : Absolutely. It was in the late 70's (Seventies).

II. Write the dialogue you will have with the caller in each of the following situation:

A client calls your office and asks to speak to a colleague who isn't in the office.

OUT-GOING CALLS

Dialogue Practice

I.

- 1st Operator : Switch board, can I help you?
Manager : Good morning, Deepak Sharma here. Could I have an out-side line, please?
1st Operator : Sure. What's the number, sir? (notes the number in a pad) Please hold on, sir. I'll find out if Mr. Yadav is available.(dials) 507822. (engaged tone)
Sorry sir the Cooper line is engaged I'll call you back later when Mr. Yadav is on the line.

Manager : That suits me. I'm in my office for the next half an hour (rings off).

1st Operator : Is it 507822?

2nd Operator : Wrong number. This is 50 87 22.

1st Operator : Oh sorry (dial Again) Is this 5078 22, Coopers Ltd. ?

3rd Operator : Yes, may I help you?

1st Operator : Mr. Deepak Sharma from Escort Ltd. wishes to speak to Mr. Vikram Yadav, Assistant Manager, Production.

3rd Operator : Please hold on. I'll check if he's in (through Extn.) Mr. Deepak Sharma from Escorts wishes to speak to you, sir. Shall I send the call in.

Yadav : Yes, put him on.

3rd Operator : Please hold the line. The caD. will be through in a moment. (to Deepak:) Mr. Yadav is on the line.

Manager : Mr. Sharma, Mr. Yadav from Coopers is on the line for you. Please speak: to your party.

(Through Extn,) (Connects the two).

II.

Deepa : Good morning, Operator, What can I do for you?

Director : Good morning. This is the Director. I would like you to ring Air Travel and book me a ticket by the morning flight to Bombay tomorrow.

Deepa : Yes, sir, I'll ring back after I've heard from them.

Director : That should be fine, thank you.

Deepa : (Refers to directory or personal list for the no.) Is this 619434, Air Travels, please?

Operator : Yes, what can I do for you?

Deepa : I would like to book an air ticket to Bombay by tomorrow's morning flight. Could you connect me to the concerned person?

Operator : Mr. Kukreti, Booking In-charge handles this. I'll call him on the line. Please hold on.

Deepa : Thank you (pause).

Operator : Mr. Kukreti is on the line.

Kukreti : Good morning what can I do for you?

Deepa : I'm speaking from Escorts Ltd. Mr. Malhotra the Director would like to book an air ticket to Bombay by Indian Airlines early morning flight tomorrow. Would it be available?

Kukreti : Well, I'll be with you in a moment. I'll check the reservation chart to see if there have been any cancellations. I think we are full up. (After some delay).

: Well, your director is lucky. There's only a single seat available. Who should I book it for?

Deepa : Mr. D. Y. Malhotra. M-A-L-H-O- T-R-A. Managing Director, Escorts Ltd. Did you get the name please or shall I repeat?

Kukreti : No thanks. I got it- D.Y. Malhotra.

Deepa : How much would that cost?

Kukreti : RS.9550/-

Deepa : Do you accept cheques?

Kukreti : Yes, till 3 o'clock only.

Deepa : Thank you very much Mr. Kukreti. I'll have a man sent for the ticket by noon. Please hand it over to him.

Kukreti : You're most welcome.

DIALOGUE ANALYSIS

Largely similar expressions are used in out-going and in-coming calls. But you will notice a few differences as indicated below:

Giving Identity: Good morning, Operator here. Can I help you?
 Switch board, what can I do for you?
 Reception, Operator speaking.

Since you are beginning the conversation with someone inside your own factory or office, it is not necessary to give your complete identity as in the case of in-coming calls. However, you must give your identity to let the caller know that he has got the right extension.

Caller giving identity: Sharma here.

That is the director speaking.

Hello, there's work for you.

The caller need not give his full name or designation. An operator who has worked in a place for sometime will recognise persons from their voices.

Caller excuses himself: Please hold the line while I find out.

And gives reasons before - Would You mind holding an while I look into. the ...

Leaving a call hanging:

You must have noticed that in dealing with out-going calls, the operator may be asked to perform a particular task - find out a particular number, get information and then pass on the message. Here it will be useful for you to have a list of the most frequently needed numbers for easy reference in front of you:

Name	Place/Designation	Number
Air Travels	Mr. Kukreti, Reserv. In-ch.	619434
Bombay Decorators	Miss Krishnan, Int-d c.	5422

Lastly, you have also to decide on your priority list-when you are busy and the board is full, whose work do you do first? Usually the Director's and Manager's work get priority over other staff members, and official calls are handled before personal ones.

Overall Questions

1. You are the operator in Sasson Hospital, Pune. The head of Plastic Surgery Department asks you to put a call through to a friend who is getting married. At the same time there's call from the Emergency. Which one will you attend first? Decide and prepare the conversation.
2. You are the operator in a University. The Head of the Physics Deptt. has asked you to find out where some books (give names, authors, publishers) are available with the local book sellers.
3. The Personnel Manager wants you to find out all necessary details and make arrangements so that he will be able to reach Delhi from Hyderabad by 1⁵¹ Jan. 99, 10.30 a.m. for a labour Union Meeting.

Check your Answers

- I.A.** i) Asks Nakatane to repeat key facts.
(ii) Indicates his understanding of message.
(iii) Seeks correct information.
- B.** i) Asks the Industrialist to repeat key facts.
ii) Has made a check-list of points to be covered before the call.
- II.** I'd like to speak to Neena Gupta, please.
You: I'm sorry, she isn't in the office.

OVERALL QUESTIONS

OPEN ENDED

1. The emergency call should be taken first. Dialogue to be written accordingly.
2. A list of book with authors' names and addresses of publishers to be prepared.
3. Necessary details about flights from Hyderabad to Delhi to be found out-specially about the morning flight on 1 st jan.

AIDS FOR A RECEPTIONIST

A receptionist should be alert, polite, tactful and work efficiently. People come to her with a problem. To solve their problems she needs a certain set of reference materials. As days go on she remembers the information for instant use.

A receptionist is a person who needs many attributes and skills. She is presentable, alert, polite, tactful and works efficiently with warmth and easy grace. Anyone with a problem in the work place comes to her. And, to aid her in her work, she has several reference list numbers, etc. After repeated use, she begins to carry the information in her head.

BROCHURE, BOOKLETS, PRINT MATERIAL

A receptionist has to be familiar with a great deal of information. Often she picks them up from leaflets, guides, brochures and other print material. The information given below about HOTEL IMPERIAL is a typical example.

Location

Situated in the heart of the Capital, is a Five Star Luxury Hotel that offers every comfort within easy reach of all government and commercial buildings and adjacent to main shopping centres, quiet and reposeful with extensive grounds and spacious gardens. It's twenty minutes drive from the Airport and ten minutes drive from New Delhi Railway Station.

Accommodation

160 magnificently furnished luxurious rooms and suites, centrally air-conditioned and centrally-heated. All rooms have private bath with running hot and cold water, telephone, 4-channel music. All rooms have colour television with in-house movie system. There are refrigerators in all the rooms.

Special Services

Safe deposit lockers, hair dresser, beauty parlour, medical assistance, baby sitting service, travel agencies, same-day laundry service, complete shopping arcade, 24-hour room service.

Tavern Bar and Restaurant

Offers superb cuisine - Indian, Chinese and continental, band in attendance.

Garden Park Restaurant and Bar

Coffee Shop for quick lunches, snacks, tea/coffee, offers Indian, Continental and tandoori delicacies.

Gold Room

Banquet hall for large gatherings.

Ball Room

Convention hall where conferences can be arranged. It can seat 500 persons.

Raja Room

Ideal for small meetings for 35 to 40 persons.

Tennis court

Well maintained hard court with tennis marker in attendance.

Swimming Pool

Situated - amidst picturesque surroundings under palm trees, perfect place for relaxation and sun bathing.

Tariff

Room only	Rs.1000	\$ 22.52
Single Room	Rs.1100	\$ 24.77
Deluxe Double	Rs.1200	\$ 27.03
Deluxe Suites	Rs.2700	\$ 60.81
Suites	Rs.2500	\$ 56.31
Extra Bed	Rs. 225	\$ 5.06
Child Cot	Rs. 100	\$ 2.25

Group Tariff

Single Occupancy			Double Occupancy	
AP	RS.1130/-	\$ 25.45	Rs. 1450/-	\$32.66
MAP	RS.1040/-	\$ 23.42	RS.1270/-	\$ 28.06
EP	RS.900/-	\$ 20.27	Rs.1000/-	\$ 22.52

The US\$ rates shown above are approximate based on present exchange Rs. 44.40, 10th March, 2006 and are subject of change.

One bonafide tour conductor will be free for a minimum of 15 paying passengers magroup.

No Service Charges.

Check in/Check out time 12 Noon

Reservations held till 6 p.m. unless late arrival indicated.

Foreigners have to pay their Bills in acceptable foreign currency.

Credit cards accepted.

American Express, Visa, Master Card, Diners.

Dogs and Pets are not allowed.

Sometimes, information comes from in-house schedules, reservation charts, etc. For example, study the reservation chart that appears below. Why and when will this be used?

Month November Year 2006

Date

Room	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
101	DB GILROY scan					P. GUPTA									
102 DB	K. SWAMINATHAN														
103 DB	J. GROVER					N. SHARMA									
104S											R. K. BHATIA				
105 ST						R.K.BHATIA					R. KUMAR				
106 DxS. JHA															
107 DxDBK. RAJAN						C. BANERJEE									
108S 109 ST						H.WADEKAR									

INTEXT QUESTIONS

1. Study the five dialogues given below. In each case indicate (a) which “aid” is being referred to; i) brochure or ii) reservation chart and (b) is the information given correct?

R (receptionist) : Hotel Imperial, Good morning.

C (caller) : Could you tell me the check -out time please?

R: The check-out time is 12 noon.

C Oh! But my flight is at 3.00 Would it be all right if I check out a little earlier, say at 1.30 or so?

R Yes ... it should be possible. And if another guest is checking into your room, you could keep your luggage in the lobby.

C That sounds fine. Thanks.

R You're welcome.

II.

R Good evening, can I help you?

C Good evening. One of my friends is booked into your hotel ... it seems his flight is going to be delayed.

R How long?

C Seems he won't be in before 7 p.m. Will you keep the room till then?

R Since you have informed us we will. Otherwise we are strict about the 6 p.m. release. What is his name? and the dates he has been booked for?

C (Gives her all the details)

III.

R Hotel imperial, Good afternoon . .

C Good afternoon. I would like to book a room for five days sometime next month. Could you tell me what the daily rate is?

R It is 1000 for a single room and 1100 for a double room.

C 1000! O.K. Thank you.

R You're welcome.

IV.

R Hotel Regent. Good morning.

C Good morning, I wanted to find out if Mr. J. Grover has checked in?

R Mr. Grover. ... yes He checked in this morning. He is in room 103

C 1-0-3. Thank you very much.

V

R Reception Good morning.

Mr. Bhatia: This is Raj Bhatia from 105, I received a call from my office this morning. They would like me to stay here for three more days. I wonder if it is possible for you to extend my booking.

R : It should be possible. Let me check the booking situation Would you hold the line please? Yes, that will be all right just a moment We might ask you to change the room though. Would that be acceptable?

Mr. Bhatia: Oh Yes! No problems. Thank you so much.

FLIGHT SCHEDULES, RAILWAY TIMETABLES, ETC.

The hotel receptionist has to very often answer enquiries about flight timings and rail journeys. If the receptionist also happens to be a senior official's personal assistant, as it very often the case in small offices, she has to make arrangements for his rail or air travel. To be able to do it, she should know how to read the flight schedule and the railway time table. The visitors too may often seek her assistance in reading these.

Flight Schedule

Here are some tips to interpret flight schedules.

- The flight numbers are given at the top of every column.
- Right below these numbers the aircraft type is mentioned -AB3 stands for Airbus A 300; 737 for Boeing 737, 747 for Boeing 747, FKF for Fokker Friendship and HS 7 for 748 AVRO.
- Below these are given the days on which a particular flight operates, D stand for daily, and the numbers for the days of the week. For example if it is 1 24, it indicates that the flight is available on Mondays (1), Tuesdays (2) and Thursday (4).
- D and A along the sides of the centre column stand for Departure and Arrival respectively.
- The hours are written clockwise 0100 to 2400.

With the help of these tips it should be easy for you to read the flight schedule. Now, if you were asked to find out which flights go to Bangalore from Delhi, Calcutta and Madras, you will see that there is a daily flight from Delhi (IC 403) which departs at 0900 and reaches Bangalore at 1130. There are two flights from Bombay IC 407 and IC 105, and there is a direct flight from Calcutta also i.e. IC 271.

Similarly, you can read the railway time-table and answer enquiries/make bookings. In the railway time table, the days (on which a particular train is available) are mentioned in one of the top columns. If this information about a particular train, for example 20 Dehradun Express is not mentioned in any of the top columns, that means that it is a daily train and operates on the route detailed in the table.

IMPORTANT FORMS AND DOCUMENTS

Some offices and hotels keep a register at the reception. All the incoming visitors are supposed to write their names, address etc. in this register. What purpose does it serve?

It helps the office keep a record of all the incoming visitors.

It is called the Register of callers. It is maintained by the receptionist. There are a number of other documents and forms which a receptionist constantly needs. These are:

- Message Forms
 - Reservation Vouchers
 - Registration Form / 'C' Form
 - Internal Telephone Directory
 - Early Morning Call Sheet
 - Flight Schedule
 - Railway Time Table

The receptionist needs these forms and documents to (a) do her job efficiently and (b) help the smooth functioning of the office/hotel. She has to maintain and regularly update these documents (e.g. Internal Staff Directory). She should always make the entries (e.g. in the message Form and Reservation Voucher) in neat and legible handwriting. This will not only help the receptionist if she has to read something again, but also others who have to follow the instructions and act accordingly. Samples of some of these documents are given in the following pages.

1. Register of callers: This is a register in which all the callers have to write their names, addresses, purpose of visit, date and time of arrival. If a caller represents a firm and has a visiting card, then his card can be attached to the register.

Date	Name	Firm/ Address	Time of Arrival	Purpose of visit	Time of Departure
15 May 1989	J.K.Sharma	VM Electronics	10.30a.m	To meet Prem Wahi	11.30 am.
15 May 1989	R. Malhotra	Goyal stores	11.05 am. Stationers	To meet Adrnn. Officer	12.05 p.m.

2. Message Form: A receptionist frequently needs these forms because, however good her memory may be, she may not remember all the messages which have to be passed on to different persons. She can conveniently note down the message on this form.

MESSAGES

To: Dept.: From:
 Phone:
 Address:

Date Time Rec.: Received by: Message _____ _____ _____ <div style="text-align: right; margin-top: 20px;">Signed</div>

- (3) Reservation Voucher: Sometimes hotels give/send reservation vouchers instead of letters or reservation cards after the booking has been confirmed. The guest shows this voucher at the reception when he/she comes to stay in a hotel. It also means that the guest has already paid the agent/hotel for the room.

The receptionist, who looks after booking also, has to fill in these vouchers and send them ahead for further action.

RESERVATION VOUCHER

PARK HOTEL

15 PARLIAMENT STREET, NEW DELHI – 110001

WE ARE PLEASED TO CONFIRM THE RESERVATION FOR		
MR/MRS/MS		
ADDRESS/COMPANY		
DESIGNATION		
ARRIVAL DATE	TIME	BOOKING RECEIVED FROM
DEPARTURE DATE	TIME	NAME
ROOM REQUIREMENT	RATE	ADDRESS
BILLING INSTRUCTIONS		
		TELEPHONE NO.
MODE OF RESERVATION		RESERVATION MANAGER
REMARKS		

Delhi's Best Located Luxury Hotel

- (4) **Reservation Form 'C' Form:** When foreigners come to stay in a hotel, they are asked to fill in the 'C' Form and not the usual Registration Form which other guests have to fill in. The 'C' Form is meant to give the hotel complete details about the foreign tourist (e.g. his passport no. and permanent address). It also helps the government keep a count of the tourists coming into a country since the first copy of this form is sent to them.

'C' Form

PARK HOTEL		
15 PARLIAMENT STREET, NEW DELHI – 110001		
DATE	TIME	'C' FORM NO.
ROOM NO.		
NAME (SURNAME FIRST)		
ADDRESS		
NATIONALITY	PASSPORT NO.	
PLACE & DATE OF ISSUE		
DATE OF ARRIVAL IN INDIA		
PROPOSED DURATION OF STAY IN INDIA		
ARRIVED FROM	PROCEEDING TO	
WHETHER EMPLOYED IN INDIA		
NUMBER DATE & OFFICE OF		
ISSUE CERTIFICATE OF		
REGISTRATION (IF ANY)		
FRONT OFFICE MANAGER		

- (5) **Internal** telephone directory: It is an extremely important document for the receptionist. It is a list with the extension numbers and names of all the employees arranged alphabetically. The receptionist should no doubt know all the extension numbers by heart, but the list should be always in front of her so as to avoid any mistake. The receptionist will constantly need to update this directory.

**BRITISH HIGH COMMISSION
BRITISH COUNCIL DIVISION
NEW DELHI**

OFFICE TELEPHONE EXTENSION NOS.

OFFICE TELEPHONE NOS. 381401, 382004, 3833946

Ex:- Office Ext.	Name	Office Ext.	Name
110	Arbuthnott	169	Majumdar
127	Asthana	163	Malhotra
		149	Malik
134	Bahl	181	Manchanda
129	Bajpai	160	Manchadran
114	Baker	138	Mathur, PS

Some directories also mention the designation of their employees.

Telephone Extensions

M. Abrahams, Manager	102
T.K. Vohra, Accounts Officer	105
M. Raghu, Despatch Incharge	115

- (6) Early Morning call sheet: This is a sheet of paper on which the receptionist notes what time guests want the early morning call (i.e. at what time they want to be woken up) and whether they want tea/coffee and/or newspapers. The receptionist doesn't need to note the names of the guests; their room numbers are sufficient.

14Aug2006			15Aug2006	
	Time	Room No.	Time	Room No.
1.	6.30	57	1.	
2.	7.45	44	2.	
3.	7.30	78	3.	

- (7) **Travel Guide:** The guests and visitors often ask the receptionist for information on travel. Therefore, she should keep a copy of the Flight schedule and the Railway Timetables handy. The hotel receptionist can even keep a copy of the Weekly Travel Guide (published in some newspapers) near her desk. This will give her the latest information on travel by air, rail and road

INTEXT QUESTIONS

1. Suppose you are the personal assistant to the Managing Director of an industrial house in Hyderabad. Your boss has to attend a one-day seminar in Delhi. In addition to this, he needs two full working days, but he must return by the earliest flight after that. Which flights would you book him on? (Refer to the flight schedules given below).

HYDERABAD (HYD) (STD Code 040)								
Opp. Ravindra Bharathi, Saifabad, Hyderabad-500 004								
B/O 12430342, 23299333 (1000-1735) (Fax 23234752)								
Call Centre 1407 (24 hrs). (Fax-011-26385795)								
APT 27900621, 27901623 (Fax 27907222) TELE CHECK-IN: 1407,27906555								
From	Days of Opn.	Flight No.	Air Craft	Dep.	Arr.	Stop	Fares in Indian Rs.	
To							J	Y
Ahmedabad ●	4,7	IC 981	320	1750	1930	0	11705	8055
Ahmedabad ●	1,3,5	IC 563	320	1810	1950	0	8185	5780
Bangalore	Daily	IC 916	320	0930	1030	0		
Bangalore ●	1,3,5	IC 977	320	1700	1800	0		
Bangalore ●	2,4,6,7	IC 961	320	1810	1910	0		
Bhubaneshwar	3,7	CD7277	737	0940	1115	0		7785
Chennai o ●	Daily	IC 952	320	0600	0700	0	8180	5690
Chennai	Daily	IC 946	320	0950	1050	0		
Chennai	Daily	IC 948	320	1615	1715	0		
Delhi	Daily	IC 939	320	0640	0840	0	15950	10705
Delhi	Daily	IC 432	320	1540	1740	0		
Delhi	Daily	IC 840	320	1900	2100	0		
Kolkata	1,5	CD7271	737	1030	1325	1		10940
Kolkata	3,7	CD7277	737	0940	1240	1		
Mumbai	Daily	IC 927	320	0750	0905	0	8655	3025
Mumbai	Daily	IC 618	320	1600	1715	0		
Mumbai	Daily	IC 620	320	2025	2140	0		
Nagpur	1,5	CD7271	737	1030	1130	0		7160
Tirupati	1,4,6,5	IC 943	320	1130	1225	0	5875	4155
Visakhapatnam	Daily	CD7571	737	1320	1420	0		5295

● Departure from Int'l-Terminal o Arrival at Int'l-Terminal

*Flight Schedule - Section A
From Hyderabad to Other Places*

From		Days of Opn.	Flight No.	Air Craft	Dep.	Arr.	Stop	Fares in Indian Rs.	
To	J							Y	
Ahmedabad ●		Daily	IC 817	320	0600	0725	0	10095	6975
Ahmeaadbad		2,4,6	IC 885	320	1800	1925	0		
Ahmeaadbad		Daily	IC 861	320	1830	1955	0		
Amritsar ●		4	IC 841	320	1110	1205	0	6785	4796
Amritsar ●		1,2,4,6	IC 881	320	1700	1755	0		
Aurangabad		Daily	IC 887	320	1300	1625	1	12925	8870
Bagdogra		1,5	IC 879	320	1005	1155	0	13155	10095
Bagdogra		4,6	CD7891	737	1025	1400	1		10095
Bagdogra		2	CD7891	737	1115	1450	1		
Bangalore		Daily	IC 803	320	0615	0845	0	19130	12830
Bangalore		Daily	IC 506	320	0935	1205	0		
Bangalore		Daily	IC 403	320	1630	1900	0		
Bangalore		Daily	IC 904	320	1950	2220	0		
Bhopal		1,2,4,6	CD7134	737	1745	1855	0		5615
Bhubaneshwar		Daily	IC 877	320	1135	1335	0	17755	12085
Chandigarh		Daily	IC 864	320	1245	1325	0	4965	3560
Chennai		Daily	IC 439	320	0640	0910	0	19435	13210
Chennai		Daily	IC 429	320	1015	1240	0		
Chennai		1,3,5,7	CD7477	737	1115	1550	2		13210
Chennai		Daily	IC 801	320	1645	1915	0		
Chennai		Daily	IC 540	320	1900	2130	0		
Coimbatore		Daily	IC 657	320	0600	1030	1	22260	
Goa		Daily	IC 865	320	1000	1340	1	16940	11625
Guwahati		1,5	IC 879	320	1005	1325	1	17870	12100
Guwahati		3,7	IC 889	320	1005	1220	0		
Guwahati		4,6	CD7891	737	1025	1240	0		12100
Guwahati		2	CD7891	737	1115	1330	0		
Hyderabad		Daily	IC 940	320	0625	0825	0	15950	10705
Hyderabad#		Daily	IC 431	320	1000	1200	0		
Hyderabad		Daily	IC 839	320	1850	2050	0		
Imphal		3,7	IC 889	320	1005	1345	1	19150	14070
Indore		1,2,4,6	CD7134	737	1745	1955	1		6430
Jaipur ●		Daily	IC 896	320	0605	0645	0	4430	3210
Jaipur		1,3	CD7471	737	1000	1040	0		
Jaipur ●		3,7	IC 858	320	1745	1825	0		
Jaipur		3,7	IC 873	320	2100	2140	0		
Jammu		4,6	IC 450	320	0605	0715	0	7650	5875
Jammu		Daily	IC 821	320	1130	1240	0		
Jammu		Daily	IC 825	320	1140	1410	1		
Jodhpur		1,3	CD7471	737	1000	1150	1		5115
Kochi		Daily	IC 165	320	0800	1225	1	26215	17555

● Departure from INT'l-Terminal

Till 29 Oct. 2005

Flight Schedule - Section B
From Delhi to Other Places

2. Using the section of the railway timetable given below, find out the following information for the Sales Manager of your firm.

- ◆ He has a meeting in Mumbai on Friday afternoon and he wants to be back in Delhi on Saturday for his son's birthday. Which train would you suggest he should travel by?
- ◆ Also find out the names and departure times of other trains for Mumbai from New Delhi railway station, Indicate the time using a.m. and p.m.

Train Name		Bhusaval Nizamuddin Gondwana Express	Lokmanya Tilak (T) Agra Lashkar Express	Lokmanya Tilak (T) Allahabad Express	Habibganj Nizamuddin Bhopal Express	Agra Cantt. Nizamuddin Intercity Express	Dadar Bareilly Express	Emakulam Nizamuddin Mangala Lakshdweep Express	Mumbai C.T. Firozpur Punjab Mail	Gwalior Nizamuddin Taj Express	Lokmanya Tilak (T) Habibganj Express	Bhopal New Delhi Shatabdi Express	Dadar Amritsar Express	
Train Number Class of accommodation		2405 2A, 3A SL, II via.34 Tu,Su	2161 2A, 3A SL, II	1069 2A, 3A SL, II	2155 1A, 2A, 3A SL, II	1103 II	4313 2A SL, II	2617 2A, SA SL, II,P 26A Daily	2137 1A,2A,3A SL, II,P	2179 CC II	2153 2A, 3A SL, II	2001 EC,CC P	1057 2A, 3A SL, II	
From Table No. Days of departure at originating station			F	Tu,F	Daily	Daily	M	Daily	Daily	Daily	Th	Daily	Daily	
Km.	Mumbai CST	d							19.05					
9	Dadar	a d					07.55		19.17 19.20				23.00	
16	Lokmanya Tilak (T)	d	16.20	05.20							16.20			
54	Kalyan	a d	17.03 17.08	06.05 06.10			08.40 08.45	14.35 14.40	20.05 20.10		17.03 107.8		23.45 23.50	
137	Igatpuri	a d	18.55 19.00	08.00 08.05			10.40 10.45	16.35 16.40	21.55 22.00		18.55 19.00		01.35 01.40	
182	Devlali	d	22.41		...		02.28	
188	Nasik Road	d	19.40	08.55			11.35	17.30	22.53		...		02.40	
261	Manmad	a d	20.38 20.40	09.55 10.00			12.30 12.35	18.25 18.30	23.40 23.45		...		03.40 03.45	
328	Chalisgaon	d	00.32		...		04.45	
373	Pachora	d		05.22	
420	Jalgaon	d	22.32	...			14.51	...	01.42		...		06.12	
445	Bhusaval	a d	05.30	23.15 23.25	13.10 13.20		15.35 15.45	21.15 21.25	02.25 02.30		23.15 23.25		06.50	
499	Burhanpur	d		00.15	14.13		16.25	...	03.14		...		07.00 08.07	
568	Khandwa	a d		01.40 01.45	15.50 15.55		18.10 18.15	00.01 00.05	04.40 04.45		01.40 01.45		09.45 09.50	
670	Harda	d		02.55	17.00		19.20	...	05.50		02.55		****	
746	Itarsi	a d	17.55 18.00	04.05 04.10	18.20 18.25		20.50 21.00	02.20 02.25	07.10 07.15		04.10 04.15		**** ****	
763	Hoshangabad	d	18.19	07.33		****		****	
825	Habibganj	d	...	05.35	19.55	21.10	22.25	...	08.45					
831	Bhopal	a d	19.40 19.50	05.45 05.55	20.15 20.25	21.20 21.25	22.50 23.00	04.05 04.15	09.05 09.15			14.45	14.35 15.05	
891	Vidisha	d	20.30	22.10	09.57			...	15.50	
876	Bina	a d	22.05 22.38	08.10 08.15	23.00 23.05	23.45 23.48	01.20 01.25	06.30 06.35	11.25 11.30			...	17.40 17.50	
1038	Lalitpur	d	23.15	...	23.30	12.09			...	18.28	
1128	Jhansi	a d	00.40 00.52	09.50 10.00	01.15 01.30	01.40 01.50	03.20 03.30	08.25 08.35	13.30 13.40			17.47 17.55	20.10 20.20	
1225	Gwalior	a d	02.05 02.08	11.20 11.25		03.05 03.10	05.00 05.05	09.50 09.55	15.00 15.05	16.55		18.55 19.00	21.52 22.00	
1291	Dhaulpur	d	16.00	17.46		...	22.58	
1344	Agra Cantt.	a d	03.40 03.45	13.20		04.47 04.50	06.00	07.40 08.15	11.35 11.43	16.40 16.45	18.25 18.35	20.10 20.18	23.45 23.55	
1348	Raja-ki-Mandi	d	...				06.07	08.30	...	16.52	18.42	...	00.05	
1398	Mathura	a d	...				06.54 06.56		12.35 12.40	17.36 17.39	19.25 19.30	...	01.00 01.10	
1533	H.Nizamuddin	a d	07.25		08.05	09.22		15.15	19.54 19.56	22.05			04.12 04.14	
1538	New Delhi	a d							20.20 20.55			23.00	04.35 05.10	
Days of arrival at destination station To Table No.			WM	Sa	W.Sa	Daily	Daily	Tu	Daily	Daily	Daily	F	Daily	Daily
					47			55					15	

Train Name		Firozpur Mumbai CST Punjab Mail	New Delhi Bhopal Shatabdi Express	Niza- muddin Gwalior Taj Express	Niza- muddin Ernakulum Mangala Lakshad- weep express	Niza- muddin Bhusaval Gondwana Express	Allahabd Lokmanya Tilak (T) Express	Niza- muddin Agra Cantt. Intracity Express	Agra Lokmanya Tilak (T) Lakshar Express	Bareilly Dadar Express	Amritsar Dadar Express	Niz- muddin Habibganj Bhopal Express	Habibganj Lokmanya Tilak (T) Express
Train Number		2138	2002	2180	2618	2406	1070	1104	2162	4314	1058	2156	2154
Class of accommodation		1A,2A,3A SL,II,P	EC, CC P	CC II	2A,3A SL,II,P	2A,3A SL,II	2A,3A SL,II	II	2A,3A SL,II	2A SL,II	2A,3A SL,II	1A,2A,3A SL,II	2A,3A SL
From Table No		39					47			55	15A		
Days of departure at originating station		Daily	Daily	Daily	Daily	F,Su	W,Sa	Daily	Sa	Sa	Daily	Daily	F
Km	New Delhi	a d	05.00 05.30	06.00								20.05 20.45	
10	H.Nizamuddin	a d	07.15	09.50	14.30	18.10				20.59 21.01	22.55
145	Mathura	a d	07.37 07.40	...	08.57 09.00	11.40 11.43	...	20.45 20.48				23.34 23.44	...
195	Raja-ki-Mandi	d	08.15	...	09.37	21.36			20.05	00.25	...
199	Agra Cantt.	a d	08.25 08.30	07.55 08.00	09.47 09.55	12.28 12.35	17.02 17.05		22.00	23.30	20.35 20.50	00.55 01.05	01.24 01.27
251	Dhaulpur	d	09.10	...	10.32					01.30	...
317	Gwalior	a d	10.20 10.25	09.15 09.18	11.55	14.11 14.16	18.40 18.45			01.02 01.10	22.45 22.55	03.30 03.38	03.00 03.05
414	Jhansi	a d	12.10 12.20	10.24 10.32	...	15.40 15.50	20.10 20.22	00.05 00.25		03.00 03.10	01.25 01.35	05.25 05.45	04.24 04.34
504	Lalitpur	d	13.31	21.05	01.30				07.06	
567	Bina	a d	14.50 14.55	18.00 18.05	22.50 23.00	02.55 03.00		06.25 06.30	04.00 04.05	08.30 08.35	06.45 06.48
652	Vidisha	d	15.50	23.45	...				09.45	07.40
705	Bhopal	a d	16.45 16.55	14.05	...	19.50 19.55	00.45 00.55	05.35 05.45		08.15 08.20	06.25 06.30	11.00 11.05	08.40 09.45
711	Habibganj	a d	17.05 17.07	05.55 05.57		08.30 08.32	06.45 06.47	11.15 11.17	09.25
779	Hoshangabad	d	18.05	02.02
796	Itarsi	a d	18.35 18.40	21.35 21.40	02.50 03.05	08.00 08.05		09.55 10.05	****	***	...
872	Harda	d	19.40	09.05		11.05	*****	***	...
974	Khandwa	a d	21.35 21.40	...	00.15 00.20	11.25 11.30		12.45 12.50	12.00 12.05	16.36 16.40	...
1043	Burhanpur	d	22.35	12.35		13.47	13.15	17.45	...
1097	Bhusaval	a d	23.20 23.25	02.10 02.15	15.50	13.35 13.45		14.40 14.50	14.10 14.20	19.15 19.20	...
1122	Jalgaon	d	23.52		15.12	14.50	19.50	...
1169	Pachora	d	20.29	...
1214	Chalisgaon	d	01.00	21.25	...
1281	manmad	a d	01.52 01.55	...	04.43 04.45	16.18 16.20		17.20 17.22	17.10 17.15	22.25 22.30	...
1354	Nasik Road	d	02.53	...	05.45	17.18		18.24	18.40	23.33	...
1360	Devlali	d	03.02	23.45	...
1405	Igatpuri	a d	04.15 04.20	...	07.05 07.10	18.40 18.45		19.35 19.40	20.10 20.15	00.55 01.00	...
1488	Kalyan	a d	06.10 06.15	...	09.00 09.05	20.50 20.55		21.35 21.40	22.10 22.15	03.00 03.05	...
	Lokmanya Tilak (T)	a	22.00		23.00
1533	Dadar	a d	07.00 07.05		23.20	04.30
1542	Mumbai CST	a	07.35
	Days of arrival at Destination station		Daily	Daily	Daily	Sa,M	Th,Su	Daily	Su	Su	Daily	Daily	Sa
	To Table No.				26	Via 34							

3. Write the message (on the message form) you would leave for Dr. Das after the following telephone conversation.

Receptionist : Park Hotel, Good morning .

Caller : May I speak to Dr. Das?

Receptionist : I am sorry he is out.

Caller : Could you give him a message please?

Receptionist : Yes, of course.
 Caller : Please ask him to ring Video-times at 2-5-0-0-0-6 before 6 p.m.
 Receptionist : (notes down) ... Video-times 250006 before 6 p.m.
 Your name please?
 Caller : I am Sudhir Gupta, his friend. Thank you.
 Receptionist : Thank you, Bye-bye.

To _____
Date _____ Time _____
While you were out
M _____
of _____
Phone No. _____
Telephoned _____ please call
Was in to see you, will call back
Wants to see you
Returned your call Urgent
Message _____

Ft-5001-67885-1 Operator _____

Fig. Message sheet

EMERGENCY SERVICES

Accidents, thefts, hold-ups, fire, shoot outs, etc., are not unheard of these days and the receptionist services are required to tackle such emergencies. Here are some of the handy reckoners she uses.

SAMPLE

POLICE	100	101	FIRE	AMBULANCE 102
				ACCIDENT & TRAUMA SERVICE
				(CENTRALISED) 1099

(I) DIALOGUE PRACTICE: EMERGENCY SERVICES

Operator : (Dials 102)

E.S.Opr. : Yes?

Operator : The Central Institute of English needs an Ambulance immediately.
There has been a major accident. Our number is 71131.

E.S.Opr. : I'll connect you to the nearest hospital in Tarnaka, Please hold on.

Operator : Tamaka Hospital? This is from CIEFL, 71131. Two large ambulances should
be sent in immediately. Twenty people have been injured and immediate medical
attention is required .

Hosp.Opr. : Your address please?

Operator : The Central Institute of English, along Osmania University Road. Please instruct
your driver that the main gate of CIEFL is at the fork of Osmania University
Road and the new Ali Jung Road.

Hosp.Opr. : This should do. The ambulance will be there in five minutes time.

Operator : The faster, the better. Thank you very much.

Sometimes the requirements are more routine but they are also important for good business and efficient management.

(ii) DIALOGUE PRACTICE: SPECIAL SERVICES

Mohan : (Dials 173) Hello, Operator. This is Mohan Diwan from 253201. I have a
favour to ask

Exch.Opr. : Yes, how could I help you?

Mohan : You see I've the morning flight to catch to Trivandrum. I'm a heavy sleeper
and there's no one at home to wake me. Could you give me a morning alarm?

Exch.Opr. : Most certainly. At what time is your flight?

Mohan : 4.05 hours - Horrible time for a plane to take off, don't you think?

Exch.Opr. : Well, how far are you from the airport?

Mohan : A taxi does it in about half an hour.

Exch.Opr. : O.K. I'll wake you up at 3 then. That will give you enough time to wash and
breakfast. Good night and have a good sleep.

Mohan : Thanks a heap, operator. That's a big load off my mind. Good night

DIALOGUE ANALYSIS

For any Emergency service the following steps should be strictly followed:

- I. Dial 1 00 for Police; 10 1 for Fire and 102 for Ambulance immediately.
- II. Give the service you need to the Exchange Operator immediately along with your telephone number.
- III. When connected with the right Emergency Authority, give them your address and any other useful information to direct them.

While giving directions it is best to

- a) refer to some landmark near by;

Eg. CIEFL is a little after Arts College, at the fork of the road.

The place is next to Sangeet Theatre near the Big Tower.

This school is at the foot of the Birla Temple Hills, to the right of the temple if you are coming from Nampalli.

- b) Mention the approximate distance between the two places.
- c) Give approximate time taken to travel by a particular vehicle between the two places
- d) Give the complete postal address

The second dialogue concerning morning alarm was an instance of special services the Exchange gives to the public. Among those that you may often need are:

Number	Name	Nature of Work
199	Assistance	Information about a local number, out of order, permanently closed, etc.
198	Fault Repair	Record complaints about trouble with telephone PBX
197	Directory Enquiry	Numbers, names, addresses not found in directory enquired here.
176	SPeCial Information	Games, Exhibitions in the city.
174	Time	told in English
173	Morning Alarm	to wake up subscribers.
182	SID Complaints	about not getting long distance calls
185	Phonograms Booking	Telegrams by phone in English.

This is a list of the most important and commonly used ones. In all these cases only particular details regarding the service need be mentioned.

USING VISUAL LANGUAGE

Make a list of such visuals that you notice in offices, hospitals, railway stations, airport, roads, etc. Why do you think they are so popular?

Often people approach the reception desk asking for direction. An accurate knowledge of the layout of the office or hotel is therefore essential. Having access to the ground plan or map helps her in her job.



A Cocktail Lounge



Post Office / letter box



A Car Park



Car-hire office/Desk



A Restaurant



Taxi-Cab



A Lift/elevator



Luggage Porters



Wheel Chair accommodation is available



Telephone



No Smoking



Gift Shop



Lost Property



Coffee Shop

Study the ground plan given below and check whether the directions given by the receptionist are correct or not.

- G : Where can I get my hair done?
- R : In the hotel itself. Right here. Go along the corridor here beside the desk. Turn left at the end. The parlour is the second on the left.
- G : Can you tell me where the coffee shop is?
- R : Certainly. Go straight down, and turn left. The coffee shop is at the end of that corridor on your right.
- G : I want to make a telephone call. Where should I go?

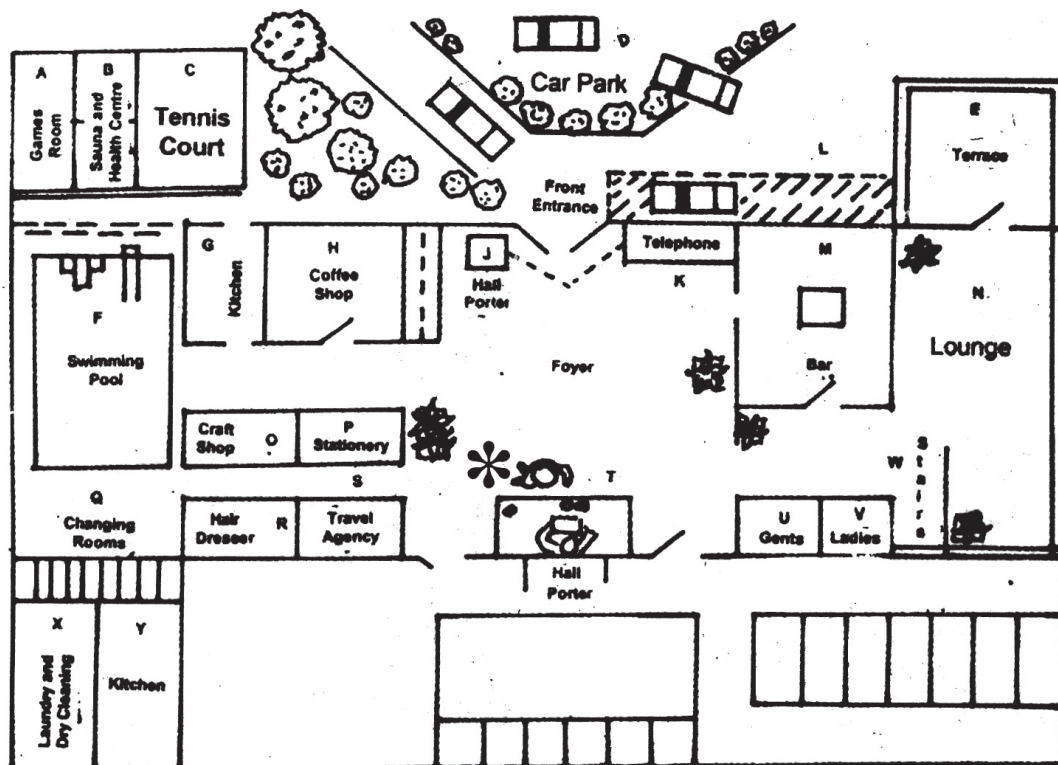


Figure: Ground Plan of hotel

* Receptionist's Desk

- R : Go along the corridor facing the main entrance. The pay phones are to your right.
- G : Could you tell me where the games room is?
- R : Certainly, You'll have to go straight down that corridor and take the last turn to the left. The games room is right at the end, after the pool.

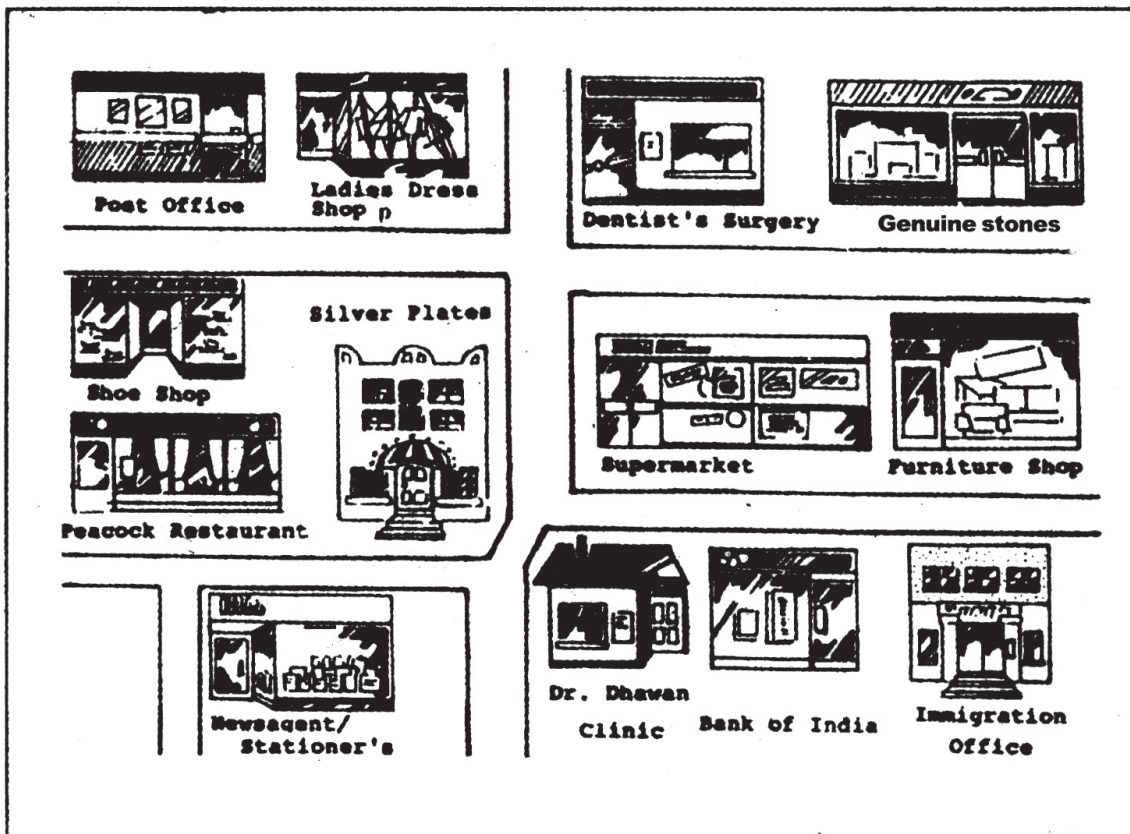
Overall Questions

1. You know where the following guests can be contacted.

- (i) Mr. Desai is in the Tennis court.
- (ii) Mr. Azad is in the bar.
- (iii) Mr. Kumar is in the craft shop.
- (iv) Mr. Ghosh is in the lounge.
- (v) Miss Gupta is at the swimming pool.

Imagine that there is a visitor for each one of them. Give directions to these visitors on how to get there by looking at the ground plan given above.

2. Given below is a street plan indicating various shops in the area opposite Hotel Ashirvad. Based on this street plan and her knowledge of the shop, study how the receptionist guides the guests and visitors .



GI : I've got a very painful toothache. Where do you suggest I go!

- R : Why don't you visit the Dentist? (suggestion)
You should see a Dentist immediately. (advice)
- G2 : I would like to buy a pearl necklace for my wife. Can you suggest a place?
- R : You could try 'Genuine Stones'. They usually have good stuff.
- G3 : I've just discovered that my visa has expired. Where can I get it renewed?
- R : You should go to the Immigration office right away. (advice)
- G4 : I would like to go to a restaurant where I can get good Chinese food.
Can you recommend one?
- R : Chinese food How about trying/it might not be a bad idea to try 'Silver Plates'.

Face to Face Communication in Business

When people meet you in your office, you should be able to communicate with them in a skillful manner. This chapter tells you about how you are to communicate with people who come to you face to face (instead of on the phone as seen in Module - I)

It is important to have good communication skills to be successful at your work place. In this unit we suggest some ways and rules to be followed in face to face interaction.

6.1 GREETINGS

In face to face communication your body language is as important as speech. At your work place, it is important that you dress neatly, sit or stand erect and have an alert smiling face. When you speak, you should speak softly yet clearly, you should be polite and courteous.

Every time you meet, there are certain expressions to be used. We choose them on the basis of certain criteria:

- degree of closeness/distance/ family/ new colleague
- Nature of relationship – friendly/official
- Status of speakers – equal & seniors

The expressions to be used can be divided into two categories. They are: informal – those used with friends, long time colleagues, team mates, etc.

or formal – those used with strangers, and seniors.

It is important to understand the degree of formality and respond accordingly. While greeting others, we use formula, which are fixed.

Greetings And Their Responses

	Greetings	Responses
FORMAL	1. Good morning, Mr. Das! 2. Good afternoon (sir/ma' am)! (from 12 noon to end of working day) 3. Good evening (gentlemen/ladies)! (6 p.m. Onwards)	1. Good morning, sir! 2. Good afternoon, Mohan / Mira! 3. Good evening
INFORMAL	Hello ! Hi! How are you? Hi there! Long time to see! What a pleasant surprise!	Hello ! Hi! Fine, thank you! Yeah, long time to see! Same here!

1. Greetings are generally returned in the same form. In reply the listener usually uses a slightly different intonation.
2. The response for a greeting like "How are you" should be "I'm fine, thank you". Do not give a long account of your illness or problems.
3. We say "Good evening" when we meet a person late in the evening like 8 or 9 O'clock. We use "Good night" only at the time of parting.

QUESTIONS

1. Study and practice the short exchanges! dialogues given below. Identify whether the relationship is (a) formal, or (b) informal

i) A Good morning, Sir!

B Good morning, Harish! Didn't see you in office yesterday. Is everything all right?

A Yes, sir, thank you. I had to take leave because a friend had come from Chennai.

ii) A Good morning, sister. How are you?

B I'm fine thank you, doctor,

iii) A Hello, Abdul. How're you?

B Fine, thanks. How're you?

A I'm fine.

iv) A Good morning, sir.

B Good morning, Ms. Singh. I hope you're feeling better now.

A Much better, thank you.

v) A Hi, Anju, you are just the person I was looking for.

B Hello, Suresh. Why, what's up?

vi) A Good morning, Mr. Pillai, isn't it a lovely day?

B Good morning. Yes, it's nice and cool.

2. Match the responses to the greetings in the table below:

Greetings

Responses

i) Hi Rahul! Long time to see.

a) I'm very well thank you.

ii) It's great to see you again. So,
how's life?

b) Hello Raj. Yes I've been very busy.

iii) How're you feeling now?

c) Much better, thank you.

iv) Hello Mr. Gupta! And how
are you keeping these days

d) Not bad.

3. You have gone to see a senior colleague who has been admitted to a hospital. Which expression will you use? Tick the correct response.

i) Good morning. In good shape, are you?

- ii) Good morning sir, how're you feeling now?
 - iii) Hi! How's life?
 - iv) Hey! Kow are you, old boy?
4. A new employee greets his Managing Director at a meeting, saying, "Hi! Mr. Sharma! Long time to see. What's up?"

The Managing Director is not at all pleased. Why? What should he have said?

INTRODUCING YOURSELF AND OTHERS

We often introduce people who do not or may not know each other. We often introduce ourselves to people who do not know us.

In more formal situations, it is always the younger person who is introduced to the older, the woman to the man and the junior to the senior.

Exchanges at introducing others

	Introducing	Responses
FORMAL	Good morning. Mr. Saha. May I introduce (to you) Mr. Lal, our new finance Manager? Let me introduce our new Finance Manager. Mr. Lal	It's a great pleasure to meet you, Mr. Lal How do you do? Pleased to meet you.
INFORMAL	Nita. meet Mukesh, Mukesh is our new Programmer. By the way. do you know each other? Nita, Mukesh Mukesh, Nita (Pointing with hand)	Welcome to our office, Mukesh. Nice meeting you. Yes. good to meet you again.

Exchanges at introducing yourself

	Introducing	Responses
FORMAL	<p>Good morning. Mr. Sashi Tharoor from Accounts</p> <p>I'd like to introduce myself. I'm Mukesh Kohli from JK tyres.</p>	<p>Pleasure meeting you Mr. Tharoor. I'm Anand Raj from Personnel.</p> <p>Pleased to meet you. Mr. Kohli</p>
INFORMAL	<p>Hi! I'm Sashi Tharoor How do you do?</p> <p>Hello, you must be Nita Shingh. I'm Mukesh Kohli</p> <p>Excuse me aren't you Nita Singh? I'm Mukesh Remember me?</p>	<p>Hello, how do you do?</p> <p>Yes, I'm Nita, Nice meeting you.</p> <p>Yes, I'm Good to meet you again.</p>

REMEMBER

1. Welcome your guest to your city or place of world : while making introductions.
For example.
A: Good morning, Dr. Rao. Welcome to NCL. I'm Unikrishnan, Research Associate.
B: Thank you. I've been looking forward to meeting you.
2. In formal meetings with strangers use the appropriate title Miss/Mr/JDr. and surname.
When you know each other well, use the first name like, Nita, Mukesh, etc. Do not use title and first name, For example, use Mr. Kohli or Mukesh, not Mr. Mukesh.

QUESTIONS

1. Study and practice the short exchanges/ dialogues given below. Identify whether the relationship is (a) very formal (b) formal or (c) informal.
 - i) A : Good morning. How do you do? You're Veena Yadav, aren't you? I'm Neha Bajaj.

B : How do you do, Neha ? Pleased to meet you.

ii) A : Pardon me, your name is Rahul Sharma, isn't it?

B : Yes, it is, And you are .

A : Iqbal Judge from the Delhi office.

iii) A: Ladies and gentlemen, I'd like to introduce this evening, Bill Gates, the man who has brought in the IT revolution.

iv) A : Rahul, I'd like you to meet my colleague, Anjali. Rahul-Anjali-Rahul.

Rahul: Hello, Anjali. Nice to meet you. Welcome to Delhi. Is this your first trip?

Anjali : Thanks. Yes, it is.

2. Complete the dialogue:

i) Mukesh: Hey, Shyam. Have you met Jim before?

Shyam : _____

Jim: How do you do.

ii) Kiran: Meera, this is Neha. Neha, Meera.

Meera: _____

Neha: Fine, thanks. And how are you?

3. After a talk you are introduced to the speaker. Which of the following would you say:

i) Hello, Bill!

ii) Hi, Mr. Gates!

iii) How do you do, Mr. Gates ?

iv) Pleased to meet you, Mr. Gates.

v) It's an honour to meet you, Mr. Gates.

Give reasons why you would reject the other responses?

4. When would you say this:

I have great pleasure to welcome Ms. Yasmeen Lukmani, President, Lions Club.

- i) to your friend at a party in her house?
- ii) to a friend at an airport where you have gone to receive Ms Yasmeen.
- iii) to members of the club at a Lions Club meeting.

BUILDING RELATIONSHIPS

Social behaviour is an important aspect of dealing with people face to face. There are some broad rules that are universally followed.

It is important not to start talking about business or the work at hand, immediately after the greeting. To build a warm friendly relation you must show some interest in your client or colleague without becoming too personal. Generally this kind of conversation is called “small talk”. You can talk about your client or client’s journey, family, common friends. It is often best to offer some drink (tea/ coffee) or offer to do any little job like making a phone call, sending a fax, etc. Similarly, before ending the conversation and bidding good bye, small talk about coffee, lunch, snacks, travel, etc. often occur. At a party or lunch, is best to avoid politics, religion and other personal private details. It is safe to talk about holidays, travel, traffic, public transport, tourist interest, etc. The purpose of a social exchange with a new person is to discover what you have in common, so that you can exchange experiences. With a senior or older person, it is best to respond politely to queries .

BEING ALERT TO SIGNALS

Speakers send out signals in a variety of ways: sighing, clicking the tongue or pen, tapping the foot, looking at a watch, clock, etc. These show the extent of concentration, mood, desire to leave, etc. An alert and efficient speaker must respond to these non-verbal signals.

Statements like:

“Shall we get started?”

“Now to business.”

“Right, lets get down to business, shall we?”

“We won’t finish by one if we aren’t brisk”, etc usually signal a change from small talk to the work! task at hand. Similarly, looking at the door or watch signal a need to end or break. The switch can be signalled with statements like:

“Shouldn’t that do for now/today?” “Don’t you think we should call it a day?” “I’d like to stretch my legs for a bit.”

“You will notice that these signals come as suggestions.”

Leave Taking

Ending a conversation normally involves two steps: signaling that the conversation is coming to an end, and the actual leave taking.

Signals of ending usually consist of thanking a person. Often you may give a reason or make an excuse for leaving. It is important to be able to recognise these signals, for it would be considered rude to ignore them.

While parting, like greetings, we use set phrases. People who meet regularly leave informally.

Formal leave takings are more elaborate. On leaving a meeting or at a gathering, you must seek out the organizer, thank him/her and bid him/her good bye

	Pre-Closing	Responses
FORMAL	Thank you very much for your attention/ interest! support Well, I think that’s all. Thank you for giving me this opportunity.	The pleasure has been mine. It’s been a pleasure. Thank you for coming.
INFORMAL	Well, I’d better be going. It’s been very interesting talking to you, but Well, I must leave/ be off. Great seeing you. Sorry I’ve got to go now. Come over. Drop in some time.	Oh? What a pity. Thanks for coming. Yes, I’ve enjoyed it too. Same here. Sure/Yes, I will.

Closing		Response
FORMAL	Good bye! Hope to see you again.	Goodbye!
	Look forward to seeing you soon. Good night.	Good night.
INFORMAL	Bye! See you soon/later.	Bye! Take care!
	Look after yourself.	And you.
	So long. Take care.	You too!

1. We usually repeat the expression used by the leave taker while bidding good bye.
2. For "Take care" and "Look after yourself" the response is "And you" or "You too".

Overall Questions

1. Read the three pieces of dialogue given below and answer the following questions for each of them:
 - a. When does the conversation take place?
 - i) after greetings
 - ii) before taking leave
 - iii) while working
 - b. Are the persons meeting each other for the first time? ,
 - c. What is the topic for small talk? Is it appropriate?
- I. Deepa : How do you do, Ms.Nagpal? I've been looking forward to meeting you.
 Veena : Oh! Please call me Veena.
 Deepa : And I'm Deepa. Well, Veena, did you have a good journey?
 Veena : Well, not too bad. There was a minor fault in the line and we were delayed by half hour.
 Deepa : Yes, delays are irritating

- II.** Deepa : We've been working very hard. I think we need a break.
Let me get you a drink.
- Veena : Yes, I'd like tea, thanks.
- Deepa : Sure. With milk and sugar?
- Veena : Yes, please. Let's go to the canteen. I'd like to stretch my legs.

- III.** Deepa : Well, that's quite a lot of work done; don't you think?
- Veena : We'll call it a day. Shall we?
- Deepa : Yes, of course. Care to join me for lunch?
- Deepa : Never mind. Would you like some coffee before you leave?
- Veena : No. thanks. I should be leaving

2. Some sentences are missing in the dialouge given below. The missing sentences are given in a box after the dialogue below. Complete the dialogue with sentences from the box.

Please Note: There are more sentences than you need, so choose with care:

- Habib : Have you been to Pune before?
- Lekha : No, its my first visit.
- Habib : (a) _____
- Lekha : I'm sure I will.
- Habib : So, do you have much time here in Pone? Are you staying long?
- Lekha : No, I have to go back tomorrow afternoon.
- Habib : (b) _____
You'll have to come back again.
- Lekha : (c) _____
- Habib : So what time's your flight tomorrow?
- Lekha : Early evening 18.35.
- Habib : Well, I can book you a taxi if you like, to get you there in good time.
- Lekha : (d) _____

- (i) What was the problem?
- (ii) That's very kind. Thank you.
- (iii) Oh, that's a pity. There's such a lot to see.
- (iv) Well, I hope you like it.
- (v) That's good
- (vi) Yes, I'd love to.

3. There are two sets of dialogue given below. Identify the unacceptable dialogue in each set. Also say what makes it so.

A (a) Manager : Is this your first visit here?

Thomas : No, in fact the first time I came here was for a trade fair.
It was the Auto Trade fair at Pragati Maidan in 1999.

Manager : Shall we have a look around the plant before lunch?

(b) Manager : Is this your first visit here?

Thomas : No, in fact the first time I came here was for a trade fair.
It was the Auto Trade fair at Pragati Maidan in 1999.

Manager : Ah yes, I remember the exhibition well.
So it was very successful for you, was it?

Thomas : Well, we made a lot of useful contacts.

Manager : Of course now, shall we have a look round the plant before lunch?

B(a) Visitor : Hello, I'm NK Bajaj from Bakson. I have an appointment with Ashok Sahani.

Receptionist: Oh, yes, Mr. Bajaj. Welcome to Telco. Mr. Sahani will be along in a few minutes. Can I get you something to drink?

Visitor : No thanks, I'm fine. Sir, but I wonder if I could use a phone?

Receptionist: Yes, of course. And anything else _

(b) Visitor : Hello, I'm NK Bajaj from Bakson. I have an appointment with Ashok Sahani.

Receptionist: Just a moment, please. I'm sorry Mr. Sahani is not in.

Visitor : Well, I think I'll wait. Could you give the message to his secretary. ?
I have another appointment to catch up with.

Receptionist: Yes.

Check Your Questions

6.1 Intext Questions

1. i) formal ii) formal iii) informal iv) formal v) informal vi) formal
2. i)-b), ii-d; iii-e; iv-a.
3. (ii)
4. The remark is very informal, therefore in-appropriate. He should have said, Good morning, Sir,

6.2 Intext Questions

1. i) formal (ii) formal (iii) Very informal (iv) informal
2. i) No. Pleased to meet you, Jim. (ii) How're you, Neha?
3. v). Reject (i) &(ii) for being too informal (iii) and (iv) would be quite acceptable. But (v) expresses the pleasure of meeting a special person best.
4. (iii)

OVERALL QUESTIONS

1. I. (a) after greetings (b) yes (c) Journey-Yes
II. (a) while working
(b) have been working together for some time. (c) snacks/ drink yes
III. (a) before leave taking (b) same as (b) above (c) Lunch-Yes.
2. (a) iv (b) iii (c) vi (d) ii
3. A (a). inappropriate. Switch of topic to work at hand is too sudden and soon. It sounds rude.
B (b). inappropriate. The receptionist is very reluctant to help. Though her language is not rude, she does not show the warmth and co-operation that should be extended to a visitor/ client.

Writing Memos and Letters

Communication in an office must be made as per certain rules and procedures. They write letters etc., to communicate and also to record. Memos and letters are two of the important written forms of communication.

WRITING MEMOS AND LETTERS

Communication in office is quite different from personal communication. In office we need to keep in mind office procedures and rules. Written communication in office is meant as much for record as for reference. Two very important kinds of written communication in office are memos and letters.

7.1 Memo

The Long man Concise Dictionary of Business English defines memo as “an informal written or typed message to someone in the same office or organisation, sent in place of a letter.”

Or

“a short informal note or report – on some deal or event or conversation.”

A memo is generally used for sending messages from one department to another within the same organization. Given below is an example of a memo.

MEMORANDUM

4 th Nov. 2000

From:- Director (Building)

Subject:- Security Measures

To:- The Security Manager

After three incidents of theft of scooters in the previous week from our parking shed, it is important that security measures should be tightened with immediate effect. A strict check at the entrance and exit gates is required. Only permanent token holders should be allowed to park their vehicles in the parking shed.

- 1.(a) Please issue identity cards to all the employees of the establishment with their recent photographs.
- (b) Each employee should be given a token for his/her vehicle.
2. A full time parking shed caretaker should be appointed with immediate effect. Financial sanction be obtained. Manager (Personnel) be consulted about the recruitment rules.
3. Please discuss these and other security measures with members of the staff. Their suggestions will be welcome.

Sd/

Director (Building)

The short form of memorandum is memo.

So, office memos are:

- neither letters nor notices
- they give instruction and information.

HOW TO WRITE A MEMO?

While writing a memo you should keep in mind the following points:-

- state the subject clearly and precisely.
 - get to your main message directly.
 - make your sentences short and simple.
 - give preference to direct statements using personal pronouns if necessary.
- e.g. instead of saying,

“The chairman has desired that all section heads prepare monthly reports on the implementation of the project and submit the same to the undersigned for compilation.” You can say- “I have been asked by the Chairman to compile all monthly reports on the implementation of the project. Please send me a report pertaining to your section by the 7th of the month.”

- break up your message into points.
- make it brief because your reader may be a busy person and may not have time to read a long message.

INTEXT QUESTIONS

Given below is a jumbled up memo. Put the sentences in their right order and rewrite the memo in your exercise book.

MEMORANDUM

From:- Supervisor

Subject:- Misuse of Computers

Tl:- Mr. XYJ.

1. Computers are shut down properly after use.
2. Games and other means of personal amusements are not played on office computers.

Please ensure that the following measures are followed strictly by members of the staff.

1. Computers in the common pool are not switched off after use.
2. Computers are used for playing games.

On the subject stated above it has been observed that:-

sd/

Supervisor

LETTER OF COMPLAINT

We often have to write letters of complaint to various organizations. While drafting letters of complaint we have to state the complaint clearly and be polite without blaming anyone. We also have to give relevant references and details. We must state very clearly what we want the company to do.

Here is an example:

From:- Rocky Pens Mayapuri Industrial Area, New Delhi	24th Dec, 2000
To:- Neverlock Fountain Pens Okhla Estate, New Delhi	
Subject:- Defective supply. Dear Sir,	
We wish to complain about the 500 ball point pens supplied vide your invoice letter No. / NLIRP/. FP/ 2000 dated 28th Nov, 2000.	
We regret to inform you that only 100 pens are in working order. Rest of the supply has one or two of the following defects:	
Cracks in caps Loose clips Dry refills	
Please replace the 100 defective pens at the earliest. Looking forward to your early action.	
Your sincerely	
A.D. Gupta.	

The above letter contains the following:

Sender's Name and Address	Date
Address of person or firm intended for	
Subject	
Body <ul style="list-style-type: none">· references· nature of defect· request for replacement	
Cosing	

QUESTIONS

Imagine that you are the Manger of VXT Textiles, Ludhiana. You had placed an order for the supply of 16 boxes of Silk Sarees with Shree Cloth Mills, Chennai. But you have received 16 boxes of Chennai Cotton Sarees. In your excercise book write a letter of complaint and request for replacement.

LETTER OF ENQUIRY

Here is a sample of a letter of enquiry.

From:

International Correspondence College,
New Delhi

21st Jan. 2001

To:-

M/s. Eagle Offset Printers,
Naraina Villar,
New Delhi

Subject: - Enquiry about the progress of printing and supply of lessons.

Ref.:- (i) Your letter No. ICC/L/Eagle/2000, date 19th Dec.

(ii) Your letter No. ICC/L/Eagle/2000, date 12th Nov.

Dear Sir,

With reference to the above subject you are requested to let us know the following:

1. No. of lessons yet to be printed.
2. No. of illustrations yet to be made.
3. Date of despatch of the printed material.

We would like to inform you that you are already late by two weeks.

As per clause 3 (b) of the agreement a fine of Rs. 100/- per day will be charged for delay in completion of the assignment.

Kindly treat this matter as most urgent and send us the material immediately. Yours sincerely,

(Vinod Mankad)

Dy. Director

While writing a letter of enquiry remember the following points:-

- the contents of the letter should mention references (letters and agreements) of both parties (sender and addressee)
- the enquiry should be specific.
- it should make clear that the matter is urgent and needs special attention.

QUESTIONS

Here is an incomplete letter of enquiry. Complete it by filling up the blanks. you can use the words given in the box.

details, terms, requirement, manufacturers, reference, enquiry

From:

Trendy Furniture Ltd.,
Bhopal

To:

The Principal
SJ School,
Delhi

Subject : _____ about details of furniture requirement.

Dear Sir,

This is with _____ to your advertisement in the Indian Express,
inviting tenders for steel/wooden furniture.

We happen to be one of the leading _____ of steel furniture in
Bhopal.

Could you please give us _____ of your _____ and other
_____ and conditions if any.

We offer a 10% discount to educational institutions.

We hope to hear from you soon.

You sincerely,

S.K. Jha

What You Have Learnt

You have learnt about letters and memos. Let us sum up the differences:-

- Letters are written on a letter head but memos are written on a plain sheet of paper or on a memo format.
- The format for letters and memos are different.
- The style of writing is indirect in letters but is direct in memos.

Overall Questions

1. Given below is an incomplete letter of complaint. Complete it by using the following clues:-

- An order of 1200 silky blankets packed in 12 wooden boxes was placed-only 900 blankets packed in 9 boxes has been received-remaining 300 to be sent as soon as possible so that the same can be distributed before month end.

<p>Dear sir,</p> <p>We have received your consignment of silky blankets against our order No. AK/I/231, dated 16th March, 2000.</p> <p>We regret _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Yours sincerely,</p> <p>XYZ</p>

2. Given below is the text of a memo sent from the Manager to Mr. Rakesh T_umar confirming the decision reached at a meeting. The meeting was held to discuss Mr. Kumar's leave application as well as necessary follow up action.

Number the sentences in the right order.

I am writing this to confirm the decisions reached yesterday at our meeting.

1. You will be allowed to leave office one hour in advance, i.e. at 4.00; p.m.
2. You will be given leave with full pay for ten days from May 1st to May 10th to enable you to take the CS exams.
3. From May 11 th you will follow the working hours except that you will put in three hours of extra work on all Saturdays in May to complete the Annual Report.
4. This arrangement will continue till April 30th, when your CS exams begin.
5. You will henceforth be at your desk no later than 10.00a.m. and shall work through the lunch hour to partially make up for the time lost in the morning.

Check your Answers

Intext Questions

From: - Supervisor

Subject: - Misuse of Computers

To :- Mr.- XYJ

On the subject stated above it has been observed that:-

1. Computers in the common pool are not switched off after use.
2. Computers are used for playing games.

Please ensure that the following measures are followed strictly by members of the staff.

1. Computers are shut down properly after use.
2. Games and other means of personal amusements are not played on office computers.

sd/-

Supervisor

Intext Questions

letter of enquiry (order of words)

enquiry, reference, manufacturers, details, requirement, terms.

OVERALL QUESTIONS

1. We regret to inform you that we have received only 900 blankets packed in nine wooden boxes.

As, we have to send off the bulk supply by the month end, kindly send in the remaining part of our order i.e. 300 blankets as soon as possible.

2. The right order is :-

5,1,4,2,3.

Writing E-Mails

More and more people are using the e-mail than the traditional postal mail. It is fast, efficient and economical. The letter reaches the party concerned the next second.

The use of e-mail or electronic mail is steadily increasing. E-mails is cheaper and faster than a letter, less interfering than a phone call and easier to send than a fax. While using e-mail, differences in location and time zone do not remain an obstacle. For example if you send an e-mail from India to a firm in America, they will get it immediately.

WHAT MAKES E- MAIL DIFFERENT

Electronic communication is fundamentally different from paper based communication because of its speed and broadcasting ability.

On paper, it is essential to make everything clear because your audience may not have a chance to ask for clarification. With e-mail, the receiver can ask questions immediately. E-mail thus tends to be loosely structured, like conversation. This has its advantages-you save time and effort. Why should you spend hours on correct spellings, perfect grammar and appropriate words when the message is only to tell your colleague that you are ready to go to lunch. Of course, you must know when you can be careless and when you have to be meticulous.

Another difference between e-mail and older media is that what the sender sees when composing a message might not look like what the reader sees. With e-mail, the software and hard ware that you use for composing, sending, storing, down- loading, and reading may be completely different from what your correspondent uses. The visual quality of your message may be quite different by the time it gets to someone else's screen. Since these differences exist, it is necessary for you to tailor your message to this new medium.

HOW TO WRITE AN E-MAIL

In this section you will learn some of the major features of communicating through e-mail.

Ways Of Establishing Context

With e-mail, you cannot assume anything about a sender's location, time, state of mind, and profession, interest or future value to you. This means that you need to be very careful about giving your receiver some context. Further more, your receiver may get a few hundred messages all at once. This section will give specific ways for establishing context so that your message becomes meaningful and receives attention.

(a) Useful Subject Lines

A subject line that relates dearly to the body of the e-mails will help people mentally shift to the proper context before they read your message. The subject line should be brief, and needs to be a complete sentence. It should give a clue to the contents of the message. For example:

SUBJECT: BOOK ORDER - TEACHER TRAINING

Dear Mr. Mishra,

Please send one copy of the following CUP titles by 26th March latest.

Here the subject line summarizes the most important details of the message.

If your message is in response to another piece of e-mail, preface the subject line with Re or RE: (for Regarding).

Subject: RE: Book order-Teacher Training

When you know the person gets a lot of mail and you want him/her to act on your message without delay:

Subject: URGENT: Book Order- Teacher Training

If you are offering non-urgent information that requires no response from the other person, prefacing the subject line with FYI: (For your information) is not a bad idea, as in

Subject: FYI: Passes for The Wild Duck

21 passes for the 18th 3 p.m. show are at the Reception Desk, First come, First served!

Do not use 'information' for your subject line. Instead ask clearly for the specific piece of information you need.

(b) Quoting references

If you are referring to previous e-mail, you should explicitly quote that document to provide context. Instead of sending e-mail that says:

“Are passes for 18th, 3 p.m. show gone?”

You can make your e-mail specific by beginning with the subject line. In the subject line if you are referring to the show on the 18th you can say’ ,

“Re: Show on 18th

and. Your e-mail can read:

“Are passes for 18th, 3 p.m. show gone?” I

Referring to previous document becomes necessary because you may have sent the message on Friday and might not remember it on Monday morning when you see the response. But you must also avoid giving too much context. Look at the two examples given below and decide which is better and why?

- A: >I've talked to Rakesh about
> price quoted by BPL. He thinks
>its too high. Neha promised
> to contact HL and LG> Any news?
> What do I do now?
- B: > Rakesh has Bp: quotation. Compare
> it with those ofHL and LG available
> with Neha.
> Respond with the line of action.

The second (B) is better because it is shorter and is action oriented. It tells the receiver precisely what he should do-

- (i) compare prices form different sources
- (ii) decide and convey subsequent action.

You must remember that the greater than sing (>) appears only when you are forwarding a mail or replying to a mail without going through the process of composing a reply afresh. This sign (>) appears only at the recipient's end.

(c) Page Layout

Words on a computer screen look different from the words on paper and usually people find it difficult to read things on a screen than on paper. For instance, you may have put some of your information in boxes but your recipient's computer may not receive it in that form. This means that good e-mail page layout is different from good paper document page layout.

(d) Shorter Paragraphs

Frequently e-mail messages will be read in a document window with scroll bars. It is difficult to read a very long paragraph because half of it will be outside the screen. Therefore, it will be difficult to remember the information.

(e) Line Length

Most softwares that read mail do not automatically wrap i.e. adjust what words go on what line. This means that if there is a mismatch between your software's and your correspondent's in how they wrap lines, your correspondent may end up with a message that does not look good; especially in formal business communications.

If a line is longer than 76 characters (Anything typed including a space is a character), it is split after the 75th character and the line ends with an equal sign. Some e-mail reading software can automatically reconstruct your message but others may completely change the alignment. You should try to keep your lines under seventy characters long. Why seventy and not, say seventy six? Because you should leave a little room for the indentation or quote marks your correspondents may want if they need to quote pieces of your message in their replies.

(f) Clear and precise prose

Keep everything short. Keep your lines short, keep your paragraphs short and keep the message short. If your correspondents want more information, they can ask for it. Also note that some of your correspondents may have limits on how much disc space their e-mail can use.

If you are sending a report to many people then you may need to put more details into the e-mail so that you aren't flooded with questions from everyone on the recipients list. You should ask yourself carefully, if all the people really need to be on the list.

The fewer the people there are on the recipient list, the shorter the message should be. Keep everything on one "page". In most cases this means twenty five lines of text.

People usually use short forms when sending e-mails. Here are a few of them.

E-mails acronyms and abbreviations

BBL	-	be back later	IMO	-	mmyopinion
BFN	-	bye for now	IOW	-	in other words
BRB	-	be right back	LOL	-	laughing out loud
BIW	-	by the way	NBD	-	no big deal
FYI	-	for your information	RPFL	-	rolling on floor laughing
<g>	-	grin	TIA	-	thanks in advance

<G>	-	big grin	TIC	-	tongue in Gheek
HSIK	-	how should I know?	TIFN	-	ta ta for now
LAB	-	in any event	TIYL	-	talk to you later
			WYSIWYG	-	what you see is what you get.

(g) Greetings and Signature

Every new medium develops its own rules for opening and closing. Because e-mail is so new, there aren't firm customs on how to open and close.

Most often start with 'Dear -(First name) and close with 'Regards' or 'Thanks' and your signature. In the USA, they often begin with 'Hi' Many people do not give either a salutation or a signature because the addressing information is a part of an e-mail message. The e-mail message itself says who it is to and from.

All the same, it is good to have greetings and signatures. Many e-mail programmes allow you to set up a default signature to be included at the end of every message. Many people use these signatures as an easy way to give their name and alternate ways of reaching them.

for example:

Antony John Kunnan,
 Assoc. Prof, TESOL Program,
 King Hall C 2098, CSULA,
 5151 State University Drive,
 Los Angeles, CA900;32-8143, USA.
 + 1 (323) 343 4344 voice
 + 1(323) 343 5336 Fax
<http://www.calstatela.edu/dept/tesil/kunnan.htm>

Of course, you have to decide whether all this information is necessary with a particular message. Such a heavy signature may be inappropriate for a one-line casual e-mail.

(h) Identification

It is important to identity yourself especially when you are e-mailing a stranger. Your e-mail must answer the questions that will come to the receiver's mind.

They are:

- How did she find out about me?
- What does she want from me?
- Who is he/she?
- Why should I pay any attention to him/her?

It is best to put all identification information at the top instead of the bottom because:

- Your identity is an important clue to the context of the message.
- If there is a problem with the transmission of the mail, the end is much likely to get lost than the beginning

Overall Questions

I. Provide your audience with adequate context :

(i) E-mail is no different from older forms and get clarifications

(ii) With e-mail, the receiver can ask for and get clarifications.

(iii) We must always spend time and effort in correcting the language and style of our e-mail.

(iv) The e-mail always looks well composed and well formatted when it is received.

(v) Since many messages come all at once we must use ways to make our message stand out and be read

(vi) Reference to previous letter/mail is carried below the subject line.

(vii) Mark all mail "URGENT", its the surest way of having your message read.

2. write e-mail message for each of the following situations.

(a) You receive the following message on 21/04/2001

Dear Harish,

Last night the new central cooling system installed by Aqua Cool exploded.

Our complete spring stock has been destroyed. Damage-minimum Rs.4Lakhs.

Advise line of action.

Manish .

- (b) Write to Raj Travels, asking them to cancel your air tickets to **Bangalore and** hotel accomodation they had booked for you. You will inform about changed date in near future.

Check your Answers

Overall Questions

1. (i) F. It is different because of its speed and broad casting ability.
(ii) T.
(iii) F. This depends on the situation-who the e-mail is for and for what purpose.
(iv) F. How well formatted an e-mail is depends upon the recipient's' hardware and software.
(v) F.
(vi) F. Reference precedes the subject line.
(vii) F. Urgent should be used only when immediate action is required.
2. Your e-mail can be along the following lines:
 - (a) Contact Aqua cool and ascertain cause of explosion-any casualties/contact insurance- use stand by system for time being.
 - (b) Cancel reservations will inform about new dates, regret inconvenience caused

Writing Reports

Reports are a form of written communication. They tell us about the planning implementation, and progress of any endeavour of the company. Reports are usually sent to senior officers of the company.

Look at the following:

RA VI INDUSTRIES

16, Pragati Tower,
Nehru Place,
New Delhi

To Mr. S.K. Singh (Managing Director)

From C. Rao (Office Manager)

Date: 7 July, 2000

Subject: Report on suitable premises for shifting the office of the company.

As suggested in your letter of 4 June, 2000 I inspected a number of buildings in South Delhi. After careful consideration, I recommend Jain building, which is situated in Kailash Colony. This building, I feel, would be the most suitable for our requirements.

The building consists of two storeys, and has 15 rooms in all. The rooms are fairly large (30' 20") well lit and airy. Since the rooms are fairly large, we shall be able to put partitions in some of them.

The toilet facilities for both men and women are adequate. There are also watchmen's quarters comprising two rooms each, and situated to the left of the main gate.

The only disadvantage that I visualize is that there is not much open space around the building and the parking space may be inadequate for all the cars. But for the junior office staff there is a bus stop two hundred yards away.

I have started preliminary negotiations with the owner, Mr. Anupam. He is likely to accept the offer. Restructuring to alter the layout of the building to suit our specifications will cost no more than Rs. 40,000/-.

The Directors may like to inspect the building before any decision is taken.

sd/
C.Rao

The above is an example of what a report is. Reports are a form of written communication. In a business organisation reports provide information regarding progress, implementation of plans and programmes. These are sent to senior officers.

HOW TO WRITE A REPORT

Before you begin to write a report you must ask yourself a few questions. What is the purpose of the report? Are you expected to present facts only? Are you expected to provide an analysis and make recommendation as well? When is the report due?

Once you have answers to such questions you can start writing the report. The process of writing a report involves the following stages:-

- (i) investigating the sources of information
- (ii) taking notes
- (iii) interpreting and analysing the facts
- (iv) writing the outline of the report
- (v) editing and revising the report
- (vi) Submitting the report

Now consider this example. Mr. Ramesh works in a firm in Delhi. He has been asked to visit the firm's Allahabad office and submit a report on how that office is functioning.

Here is Mr. Ramesh's tour report.

11.03.2004

To : Mr. J.P. Singh (Joint Director)

From : P. Ramesh (Assistant Director)

Subject: Report on the working of our Allahabad office.

As per instructions I left for Allahabad on the 7th March and arrived there on the 8th, I spent two days at Allahabad. My report is as follows:-

- (i) Attendance: Although staff is required to reach office by 9.00 a.m. Generally, no one observes the timing and members of the staff arrive after 9.30 a.m.
- (ii) Leave Record: The leave record is not maintained as per company manual.
- (ii) Cash Book: The Cash Book has not been updated since 28.02.2001. It was behind by about two weeks.

(iv) Inward! outward mail register and postage register: These are not being maintained and therefore there is no record of expenses incurred on postage.

(v) Office maintenance: The office was generally well maintained.

Recommendations: Regional incharge and some senior associates should be called to the Head Office and given a briefing on office procedures and norms as per company manual.

Sd/-
P.Ramesh

You must keep in mind the following points while writing a tour report.

- A tour report is generally written in the form of a memo.
- It is addressed to one's superior.
- In the subject line give the destination and dates of the tour.
- In the body of the report you should explain why you made the tour and what you achieved.
- Each major piece of information may be listed under a separate heading. Here is another example of a report.

This is an accident report:

To Mr. H. Gonsalves (Manager)

From Mr. S. Abida (Supervisor)

Date: 25 February, 2000

Subject: Fire at the Lucknow office Warehouse.

On 22nd February 2000, at approximately 4.15 p.m. there was a fire at the Lucknow office warehouse, resulting in loss of company's property worth Rs. 25 lac.

We got the information in the Delhi office by fax at 5.10 p.m., the same day. I proceeded to Lucknow by train that evening, and was there on the morning of 23 rd February.

Company's Instructions Flouted

While it is difficult to ascertain the cause of the fire, my enquiries revealed that many of the Company's standing instructions had been flouted. For example:

- i) Smoking is strictly prohibited in the warehouse, but this rule is never followed.
- ii) During lunch hour, it is common practice to switch on an electric stove to heat food.

- iii) Visitors/dealers are often allowed to enter the warehouse, and they can even smoke if they wish.
- iv) There were four fire-extinguishers in the warehouse, besides the eight in the office, but not a single fire-extinguisher was in proper working condition. Fire-extinguishers must be 'charged' every year, but in the case of the Lucknow office, these had not been 'charged' for nearly four years.

Extent of Damage

No member of the staff was hurt, but the total damage to the company's stock in trade amounts to Rs. 25 lacs. This includes Rs. 5 lac worth of goods damaged by water.

Explanation Asked For

I have called for a written explanation from the storekeepers, which I expect to get by tomorrow. Action will be taken after I receive their explanations.

Sd/-
S.Abida

While writing an accident report keep in mind the following points:-

- Get immediately to the point.
- Describe in detail any physical injury to any person or damage in property.

This is required to settle insurance claims or compensations.

- Mention what caused the accident.
- Present your recommendations.

Check your Answers

Overall Question

The sequence of words is as follows.

approximately, collapsed, information, accident, unloading, immediately, satisfactorily, offered, extent, casualties, rebuilding, suggestions.

Writing Job Applications

Most unemployed youth should know how to write an application seeking a job. A job application is accompanied by a CV or Resume or Bio-data. This chapter tells you how to write a good job application.

The job application is perhaps the most important piece of writing for each one of us. With the increasing competition in the job market today, it is specially important that we write a good resume, or curriculum vitae (cv for short). In India, we often use the word 'bio-data' for a Cv. In this unit you will learn to write good job applications.

DIFFERENCE BETWEEN RESUME AND CURRICULUM VITAE

Your job application may take the form of a resume or a curriculum vitae (CV). A CV means "course of life" - that is, a short and crisp summary of your qualification and experience.

A resume is a more comprehensive document of your life. While CV is considered British', tyle; resume is considered American in style.

The CV is now outdated and an increasing number of companies are demanding a resume to get a far clearer picture of a candidate. Study the formats provided in the boxes below. Are they very different If so, how?

CURRRICULUM VITAE

Name Nivedita V. Chandratreya
Address 'Pooja Gargi Society'
 Flat No. 15, Happy Colony
 Road No.2, Kothurud Pune 41009
 Maharashtra, India.

DATE OF BIRTH : 17 January 1967.

KEY QUALIFICATIONS:

- A thorough in-service training in child education.

- CELTA (Certificate of English Language Teaching to Adults)
- Eight years of teaching experience.
- Possess excellent knowledge of English, Hindi, Marathi, Indonesian and French

EDUCATION:

- Bachelor of Arts (English Literature) Fergusson College, Poona University, India.
(April 1998)

WORK EXPERIENCE:

- Position : -Assistant Teacher (June 1989 to September 1990)
- Employer : -Abhinav Vidyalaya Pre-Primary School, Poona, India.
- Classes taught : - Kindergarten
- Assisted in the development of dramatics, art and graphics
Attended various seminars on 'Early Childhood'
- Position : -Classroom Teacher (October 1990 to October 1996)
- Employer : - Gandhi Memorial International school, Jakarta.
- Classes taught : - Grade 3 and 5 (Primary School)
- Subjects taught : : - English, General Science, History, Geography, Health
- Education -Responsible for CAS Club a part of international
Baccalaureate Programme.
- Attended English Language Seminar in September 1994 at
Bandung
- Attended Seminar on introduction of international
Baccalaureate (GMIS-Jakarta)
- Reference : Mr. Jakos Carlos, Principal
Gandhi Memorial International School, Jakarta.

TREVOR JOHN MARTIN

275 Taboot Street

Pune-411004,

Maharashtra . 020-74563

E-mail: martint@usa.net.in

EMPLOYMENT OBJECTIVE

Financial research assistant, leading to a management position in corporate finance.

PERSONAL DETAILS

BIRTH: 29-08-1976

MARITAL STATUS: Single

EDUCATION

Beachelor of Business Administration (1998) Pune University

Major: Finance

Minor: Computer Science

Grade: 3.88 grade point average of possible 4.0.

EMPLOYMENT EXPERIENCE

First Bank (Khadakwaka Branch, Pune)

Research Assistant intern, May 1998 to April 2000

Assisted Manager of Corporate Planning and developed computer model for long range planning.

SPECIAL SKILLS AND ACTIVITIES

Associate editor, Business School Newsletter.

Wrote two articles on financial planning with computer models; surveyed business periodicals for potential articles; edited submissions.

REFERENCES

Available upon request.

box-2 Resume

What do you notice? In essence, a CV is no different from a resume. They both include your personal details, details related to your training, education and work experience.

There are, however, differences in format, headings used, sequence in presenting information, etc. Since the resume includes a few more headings that CV usually does not include we will concentrate on writing good resumes. Moreover, resumes are more descriptive and up-to date.

WRITING AN EFFECTIVE RESUME

In writing a resume study the kind of job you are applying for. Ask yourself what information about you and your background would be most important to an employer. On the basis of your answer to this question, decide what sort of details you should include and how you can effectively present them.

A number of different formats can be used. The most important thing is to make sure that your resume is:

- attractive
- well-organised
- easy to read, and
- free of errors.

A common format contains the following:

- Heading
- Personal details
- Employment objective
- Education
- Employment experience
- References

(a) Heading

Start with your name, address, telephone number and e-mail address. These are usually centered on the page. Use formatting conventions like underlining, bold, different font size and spacing to make it appear like a heading. Do not include a date or you will have to keep changing it.

(b) Personal Details

Personal information includes details of age, sex, marital status, race and religion. Sometimes candidates choose not to provide all of these because they may have a negative impact on the employer.

You should, however, see yourself from the eyes of your employer and provide whatever information that would honestly and effectively represent you.

(c) Employment Objective

State not only your immediate employment objective but the direction you hope your career will take. For example:

“A position that allows me to use my Computer Sciences training to solve engineering problems”.

It enables the employer to identify your purpose quickly. You may exclude it if you do not have a clear objective. On the other hand, if you have experience and knowledge, the employment objective will allow you to display this. For example.

House-keeping duties in a five-star hotel.

(d) Education

Whether you list education or experience first depends on which is the stronger in your background. If your education and professional training is strong, list education first. If you have one or more years of job experience, list experience first. For both education and work experience move from the most recent down sequence.

(e) Employment Experience

List all your full-time, part-time and temporary jobs, starting with the most recent and working backwards. Provide brief descriptions of your duties if they are similar to the job you are applying for.

Example:

TRAINING

- Advised and trained novice computer users.
- Wrote and maintained UNIX operating system.

(f) Reference

You may include references as part of the resume or state “will be furnished upon request”. Do not give anyone as a reference without first obtaining his/her permission. Then provide the title, full name, address, telephone number, e-mail of the person.

WRITING AN EFFECTIVE LETTER OF APPLICATION

Often called a “covering letter” a letter of application must precede your CV or resume. Study the letter of application in the box below. What do you notice?

Milind Padhye ,
7, Anandvan,
A-6 Paschim Villar,
New Delhi.
110063.

Date: October 2, 1994,
The Administrative Manager,
British Council Division,
New Delhi

Ref: Your advertisement in the Pioneer of September 18,2004. Sub: Application for the post of “Personal &UnitAssistant”

Sir,

I have more than 9 years of composite experience in Word Processing Database and DTP. I have done my graduation in Science and also possess good knowledge of spoken and written English. I have edited a number of books on computers. I can handle PCs and related hardware with ease. With this background, I would like to submit my candidature for the above mentioned post. I hope the above meets your requirements. I will be available for interview, at a date that suits you.

Thank you,

Yours faithfully,

Milind Padhye

The letter of application is essentially a sales letter. Your immediate objective is to have your letter read so that you will be called for the interview. Therefore, your letter must do three things:

- Catch the reader’s attention favourably.
- Convince the reader that you are qualified for the post; and

- Request for an interview.

Provide the following information:

1. Identify the job by title and state how you heard about it.
2. List your qualifications for the job in summary form. Stress education and *lor* work experience according to your own situation! need. Then refer the reader to your resume for the other important details.
3. State where you can be reached and when you will be available for an interview.

Appearing for an Interview

An interview has become an important event in the life of an unemployed youth. We face interviews from a very young age.

This chapter tells you about how to face an interview.

Interviews have become an important part of our lives. From early childhood we face interviews. When you are young your parents are eager that you perform well. As you grow older, you yourself wish to do well at interviews. In this lesson you will be given some guidance in facing interviews.

1 PREPARING FOR AN 'INTERVIEW

To prepare to perform well, you must engage in some pre-interview activities. Pre-interview planning involves learning something about the company/organisation, analysing your strengths and weaknesses and making sure your appearance and behaviour create the right impression. Given below are some of the ways in which you can prepare yourself for an interview.

(a) Studying the Company

You must gather information about the company. It will convince the interviewer about your sincerity. The interviewer will not waste precious interview time providing you with information that you should have gathered. Your sources of information are:-

- i) the advertisement
- ii) employees of the company
- iii) other candidates who have been interviewed
- iv) newspaper and journals
- v) Internet

(b) Study yourself

After you have gathered information about the company the next step is to assess your own abilities. Do I like to work with people or do I prefer to work on my own? Do I like detailed work? Can I develop a career plan that I can achieve with the company? The answers to these questions about yourself can provide you with lots of material to use during the interview. If you can't see a relationship between yourself and the job or company, you won't be able to demonstrate the interest or

enthusiasm necessary to market your self. A good method is to list the company and job characteristics in one column and attempt to place your qualifications in a corresponding column as in the following illustration:

Company and Job Requirements

My Qualification and Needs

- i) Do I like to work with people
or do I like to work alone?
- ii) Is there scope for advancement?
- iii) Is the pay scale adequate?
- iv) Do I have the necessary
educational requirements?
- v) Do I like to travel?
- vi) Does it offer job security?

Of course, you'll probably never find the job and the organisation that will satisfy all your needs and meet all your requirements. This analysis will help you with each interview.

(c) Plan your appearance

You should dress in such a way that you do not create a negative impression. For example your finger nails must be neat and clean, your shoes well polished and your hair well groomed.

Avoid gaudy, casual or party wear. Find out the company's dress code. If you dress and look like the people who already work at the company, the interviewer will find it easier to see you working there.

(d) Plan Your Time

One of the worst things you can do is be late for an interview. Plan your time so that you arrive early. This planning allows you to unwind and prepare yourself for the interview.

At the same time, don't sit just making yourself nervous. Move around a little and talk to the other candidates. Should something prevent you from reaching on time, do telephone your apology.

QUESTIONS

1. Say whether the following statements are true (T) or false (F). Correct the false statement in the light of what you have read:-
 - i) To prepare for an interview, we must buy new clothes.
 - ii) Knowing about the organisation is a mark of a serious candidate.
 - iii) You should aim to get a job that gives you a high pay.
 - iv) A study of your own skills against the job requirements can give you useful work.
 - v) Being punctual for an interview may give the impression that you are out of work.
2. Study the advertisements given below and make a table like the one given in section 32.1. Have two columns: i) Company and job requirements and ii) My qualification and needs. Do this exercise in your exercise book.

Shristi Finance Ltd.	Tara International Pvt. Ltd.
<p>We are the leading DSA of HD finance in car loans & Personal loans having our branches in Delhi, Noida & Ghaziabad.</p> <p>We require:-</p> <ul style="list-style-type: none"> · Marketing Executive (10) · Tele Marketing Executive (5) · Office Assistant (10) <p>(Knowledge of computers necessary)</p> <p>The remuneration will be best in the industry</p> <p>Experience, conveyance would be an added advantage. Meet Mr. M. Sharma for walk-in interview on 2nd & 3rd July 2001 at E-914, Kailash colony between 10 a.m. and 1 p.m. Phone 26246719.</p>	<p>Walk-in interview (team members)</p> <p>We are looking for enthusiastic and self motivated young men and women who enjoy having fun while delivering our world-wide standards of service and hospitality. You should be between 18 and 25 years of age with a senior school certificate, good in communication skills and a team player. (having a valid two wheeler license would be an added qualification).</p> <p>Walk-in for an interview with your resume on 3rd or 4th May, 2001 between 10 a.m. and 4:00 p.m. at, Hotel Hindustan 31, Community Centre, New Alipur, Kolkata, Phone 24740477</p>

2. MEETING FACE TO FACE – THE INTERVIEW

Now that you have gone through the planning stages, you are ready for the interview. Your job is to sell yourself so successfully, that you are selected at the interview.

Given below are some points to remember while facing an interview.

(a) Opening Formalities

When you meet the interviewer, greet him/her and address him/her as 'Sir/madam'. If the interviewer initiates the handshake wait for the interviewer to invite you to sit down. Carry your certificates in a file and place them on the table.

(b) Interviewing guidelines

Much of the information about you will appear on your resume or company application form, already available to the interviewer. Thus, the interviewer will most likely seek to assess your attitudes towards work and the probability of fitting you successfully into the organization.

The best way to prepare for the interview is to answer such questions as these:

1. Why do you want to work for us?
2. Why should we hire you?
3. What are your greatest strengths?
4. What is important to you in a job?

Your answers to these and other variations of the same questions can help you proceed to the next step. First of all, your education is your foremost attribute if you are a student. You should point out its relationship to the job for which you are being considered. Even more important, the fact that you have succeeded in school indicates that you have the ability to learn, because most companies expect you to learn something on the job. So your most important response to the interviewer's questions may be about your ability to learn. Even no experience may be an asset.

Second, a degree of humility is important in all interviews. You should not make tall claims about your previous job or what you will do if you get the present one. Anyone who says he will turn the company around in six months, proves his lack of experience. Make realistic and achievable claims,

"Why do you want to work for us?" is really not a difficult question. While answering this question refer to information you have gathered from the literature of the company or speaking to someone who works for the company or the information you have gathered while visiting one of their offices. This will convince the interviewer that you are strongly interested in the company and not just taking an interview for practice. Note, the interviewer not only attempts to develop an impression of you, he or she also evaluates you in comparison with others being interviewed for the position.

Why should the company hire you?

You have the proper education, you have proved that you have the ability to learn, and you are enthusiastic about working for the company. Relate your skills and knowledge to the job.

When asked about your greatest strengths, your study of yourself will help. Your greatest strengths probably are easy to identify: (1) the ability to learn (2) the ability to work with others and to assume leadership roles, (3) skill in problem solving.

Finally, what is important to you in a job? While we are all interested in a good salary that should not be your primary concern. Rewards such as personal job satisfaction, the feeling of accomplishment, and making a contribution to society are things you should discuss in an interview. You should look forward to a challenge. A job that will satisfy these needs is important to almost everyone.

(c) Handling Salary discussion

For most entry-level positions the beginning salary is fixed. However, if you have work experience, excellent scholarship records, or added maturity, you may be able to obtain a larger salary. The interviewer should initiate the salary topic. What you should know is the general range for candidates with your qualifications so that your response to a question about how much you would expect is reasonable. If your qualifications are about average for the job, you can indicate that you would expect to be paid the going rate or within the normal range. If you have added qualification, you might say, "With my years of work experience, I would expect to start at the upper end of the normal salary range."

If you have other job offers, you are in position to compare salaries, jobs, and companies. In this case, you may suggest to the interviewer that you would expect a competitive salary and that you have been offered X rupees by another firm. If salary hasn't been mentioned, and you really want to know about it, simply ask courteously how much the salary would be for someone with your qualifications. In any case though, don't attempt to make salary a major issue.

(d) Closing the interview

The interviewer will provide the cues indicating that the interview is completed by rising from the chair or making a comment about the next step to be taken. At that point, don't prolong the interview needlessly. Simply rise, thank the interviewer for the opportunity to meet, and close by saying you look forward to hearing from the company. The neatness with which you close the interview maybe almost as important as the first impression you made.

(e) Practising for Interviews

Although most of us tend to be nervous during our first interview, we gain confidence with experience. Therefore, practice and rehearse. Work with someone else *in* mock interviews, alternating roles as interviewer and interviewee. Then follow each practice interview with a constructive critique of each other's performance. A few such mock interviews will give you some experience and will make the first real interview more effective.

The job interview may be the important face-to face interaction you will have. You will be selling yourself in competition with others. How you listen and how you talk will be measured by the interviewer. Since practice leads to perfection, you will never regret the time you spend rehearsing your interview.

Overall Questions

1. State whether the following statements are True (T) or False (F). Correct the False statements.

i) Open an interview by calling the interviewer by his/her first name.

ii) Sit up straight and bend forward slightly to show interest.

iii) One of the main aims of an interviewer is to assess the candidate's attitude to work.

iv) Be prepared to answer questions on your strength.

v) A candidate who makes tall claims will be considered dishonest and msmercere.

vi) The primary and only motivating factor in choice of jobs is the pay cheque.

vii) Don't be in hurry to close an interview.

2. Study the advertisement given below. Imagine that you have been called for the interview. Give brief points for your answer to the following questions:-

i) Why should the company hire you? _____

ii) What is important to you in a job? _____

iii) What are your greatest strengths? _____

Health India

A dynamically managed Pharmacompany, geared to go global soon, invites applications for the following job.

(Age group- 22-25years)

The candidate should hold a Science/Pharma degree or diploma from a recognized institute with about 2 years experience. Freshers are also welcome. Candidates with pleasant personality will be required to call on doctors and retailers to achieve targets.

The company offers attractive salary with perks.

Candidates who are unable to attend interview may contact:-

Mr. A.K. Shah, Phone- 26326965

Check your Answers

Questions 1

- i) False. Dress in neat, clean clothes,
- ii) True
- iii) False, there are other criteria like job satisfaction, career path, socially useful work.
- iv) True
- v) False, you won't be late or nervous and will get time to find out more about the organisation.

OVERALL QUESTIONS

1.
 - i) False; Use 'Sir' normally to open interview. If the interviewer insists, you may use his/her first name.
 - ii) True.
 - iii) True
 - iv) True.
 - v) True
 - vi) False; other considerations like career path, challenges, socially useful work can be stronger motivating factors.
 - vii) False. Don't prolong; leave a good impression.

Communicative Skills

Option-I English for Receptionist

1. Read the following and write a message.

Caller(C). Is it lovely Bags office ?

Receptionist (R) : Good morning. Yes, it is, May I know who is calling ?

C. This is Mrs. Renu Sharma, Sales Manager, Perfect Enterprises. Could I talk to Mr. Salman, your manager ?

R. Sorry. Mr. Salman is out of station for a day. Could I take the message if you don't mind ?

C. Thank you. It is in connection with the order of 200 leather bags. I want to negotiate the price, discount and other terms and conditions also. It is an urgent matter. We need the bags at the earliest. Could he talk to me on my cell Phone 9961554953 ?

R. Certainly. As soon as I can get in touch with him, I will convey the message.

C. Thank you, Thank you indeed.

Answer

Telephone Message Form

To : Mr. Salman

Manager

From : Mrs. Renu Sharma

Dt. 10.12.11

Sales Manager,

Perfect Enterprises.

Phone : 9961554953

Message

Order of 200 leather bags

To negotiate price, discount and other terms and conditions

Taken by : Miss Radha

2. Select 8 - digit phone numbers of different areas. Group them correctly. Write how you will say the numbers. Indicate pauses with/

Ans. 1. 91/2 0|3 4| 2 3|4 5

nine one | pause /two zero / pause/three four/pause/two three/pause/four five

2. 277100110

two seven / pause/seven one/pause

zero one / pause/ one zero

3. 26416673

two six / four one / double six / seven three

3. Match the column A with column B.

Cut off - disconnect

find out - discover

hold on - wait

look up - find (in a reference book)

ring up - make a telephone call

pick up - make contact

put down - write something down

put through - connect

ring back - call again

4. Complete the following sentences with the appropriate words.

(i) A detailed plan of a journey is called an itinerary.

(ii) Most companies buy tickets through a travel agent.

(iii) I've already booked the hotel room for him

(iv) Mr. Sharma doesn't know what flight he is coming back on, so he's got an open ticket.

(v) The flight number is BA 168

5. What items should a receptionist keep on her desk to do her job efficiently ?
 1. Leaflets, guides, brochures etc. of hotels.
 2. Flight schedules of different airlines.
 3. Railway Timetables
 4. Message forms
 5. Reservation vouchers
 6. Registration form/C form
 7. Internal Telephone Directory
 8. Early morning call sheet
 9. Travel Guide
 10. Information about Emergency Services.

6. A receptionist often does the work of a telephone – operator – receiving incoming calls, transferring out-going calls, helping people to get in touch. And in all this, telephone numbers play a very important part. Mention the general rules to be followed by her.
 1. She must know how to say the telephone numbers with pauses at the right places.
 2. She must greet the callers appropriately.
 3. She must offer help where needed.
 4. She must be able to give messages to the people concerned.
 5. She should be able to connect to the right person.
 6. Where necessary she should be ready to apologize to the caller.
 7. She must be able to take down the caller's message and pass it on to the person concerned.

7. Give two examples for each of the above steps.
 1. Greets and gives identity
 - a) Good morning. This is Godrej, Hyderabad.
 - b) Good afternoon. This is Hotel Parkland, Bengaluru.
 2. Offers help.
 - a) May I help you ?
 - b) Can I help you ?

3. Obtains the caller's name, designative etc.
 - a) May I know who is calling ?
 - b) From where are you calling sir ?
4. Acknowledges the calls.
 - a) Hold the line, please.
 - b) Please hold on the line. I'll find out about Mr. Ravi
5. Takes down the message and forwards it to the person concerned.
 - a) Will you leave a message behind ?
 - b) May I take a message, please ?
6. (1) Gives message and asks if the officer or person is willing to receive
 - a) Mr. Raju from Phillips wants to speak to you, sir. Shall I send the call in ?
 - b) Mr. Gopal is on the line. Shall I hand in the call ?
6. (2) Connects the two parties.
 - (a) Mrs. Tara is on the line. Please speak on, Mrs. Rupa
 - (b) The manager is on the line for you.
6. (3) Apologizes to the caller for her inability to serve him/her.
 - (a) Sorry sir. Mr. Raj is not in the office.
 - (b) Sorry. There is no reply from his room, madam.
8. You are a receptionist in a hotel. Your client is staying in the hotel. He asks the following question. How will you respond ?
 1. Why was the breakfast delayed ?

Ans. There was a power cut between 5 and 6 in the morning, sir. We are extremely sorrow about it.

 2. Can you book a taxi for sight-seeing ?

Ans. Oh yes, sir. How many kilometres and for how long do you want to go sight - seeing ?

3. Can you get my room unlocked ? I had left my room keys inside the room.

Ans. We can but you will have to report the matter to the manager who can do the needful.

4. Can I make an ISD call from my room ?

Ans. You can, sir. But will you please contact the hotel telephone operator for this service ?

5. Why did the newspaper man did not supply the Sunday Magazine ?

Ans. Sorry, sir, I'll send it through our room boy.

6. Can you send the TV mechanic to repair the TV in may room ?

Ans. But we will place another TV in your room in ten minutes sir.

7. Do you allow the visitors to come directly to the room ?

Ans. No, we don't, sir. Our staff at the reception enquire and with your prior permission we send visitors to your room.

8. Do you have a safe vault to keep my wife's jewels ?

Ans. Yes. we do. Will you please contact the hotel manager ?

9. Did someone call up in my absence ?

Ans. Yes. sir. One Mr. Rajesh called up at 4.30. He said he would give you a ring at 8 p.m.

10. Shouldn't you have got my room cleaned after I left ?

Ans. Yes, sir, we do it very promptly.

9. Rewrite the following dialogues.

Receptionist(R) : Whose there ?

Caller : I'm Veena Johri from CPJ Institute of Management, IP Extn. Delhi

R : So !

Caller : I want to talk to the Director Academics.

R : No. he is busy. I cant contact him now.

Caller : Tell him it is urgent.

R : I can't. Contact after half an hour

Caller : Do you think he will be free by then ?

R : How can I say ? Just try.

Receptionist(R) : May I know who is speaking

Caller (C) : I'm Veena Johri from Delhi

R : What can I do for you ?

C : I want to talk to the Director Academics.

R : I'm sorry. He is busy at a meeting. I don't think I can contact him now.

C : Please tell him it's urgent.

R : Please. I can't contact him now. Could you call up after one hour ?

C : Do you think he'll be free then ?

R : I think so, madam. Good day.

10. Write a dialogue between a Receptionist and a Caller who is desperate to speak to his superior officer about some problem in the unit but has failed to contact him. He wants to get his extension / cell phone for quick access.

Receptionist(R) : Good morning. Godrej, Hyderabad.

Caller (C) : Good morning. Can I talk to Mr. Rao, Manager Exports ?

R : Just a minute, sir. May I know who is calling ?

C : It's Ravi from Sweden.

R : Please wait sir. I'm sorry, sir.

He isn't in the office. Can you call up in the afternoon ?

C : But I have a serious problem here in Sweden. Only he can help me.

R : But sir, what can I do immediately ?

C : Can you give me his cell phone number so that I can contact him ?

R : I can do that sir. Please note down 9195236 95236.

C : Thank you so much indeed.

11. (a) You received a call from Kenya to confirm the receipt of the supply made in response to your supply order.
- (b) You had a visitor from TMA chemicals Babaula U.P. to confirm the meeting of the visitors to their company. Wanted to meet the PRO.

(c) You received a letter from M/S Narayan, Stationers as a reminder for the payment of their past bills.

What and how entries will you make in to registers ?

(a) I will write a memo in the following proforma.

To : Manager (Stores)

Time : 10.45 a.m.

From : XYZ company

Dt. 11.12.2011

Kenya

NOT URGENT

Kenya Company has sent goods at our request. Have they been received ?

Taken by

Miss Rao

(b) I will request the visitor to sit in the lounge and give a ring to PRO whether the visitor from UP an meet him. After taking the PRO's permission I'll ask the visitor to meet the PRO.

(c) I'll prepare a memo as below.

To : Manager (Finance)

Time : 11.00 a.m.

From : M/S Narayan Stationers

Dt. 12.12.2011

URGENT

The company reminds that their previous bills are pending payment.

Taken by

Miss Rosy

12. Write the requests for which the following an possible answers.

1. Can I pay your bill through my credit card ?

(i) Sorry, we don't accept credit cards against our bills.

2. I want a hotel accommodation at Udaipur on 17th and 18th september. Please see that the room does not cost me more than Rs.500 per day.

(ii) No problem We'll book hotel accommodation at Udaipur for your visit on 17th and 18th sept.

3. This morning I sent an e-mail to you. I wanted some information. Why have you not sent the information ?
- (iii) Sorry, our computer system is down today. You may give the text of your e-mail. We'll try to send through some other system.
4. I want to stay in your hotel on the first of January. Can you book a single room that faces the lake, please ?
- (iv) I'm afraid not. We don't have any single bed room facing the lake.

Section II

English for special purpose for office use

1. Mr.Sunil wants to send the following message. Write a telegram for him.

Yours sales report for July 07 indicates that you have had no sales for T.M. Filing cabinets. Is this really the case or has the figure been omitted by mistake ?

Refer Report July 2007. Not sold TM Filing Cabinets ?

Check if omitted by mistake.

SUNIL

2. One of David's overseas subsidiaries received this memo from A/C Dept at the company's Headquarters.

Internal Memo	Ref. AC/OF
To : Sunita	your reference :
Dt. 12.7.2007	Your Dt.
Sub : Sales contract	
<p>May we draw your attention to the fact that a duplicate copy of all sales contracts should be sent to the headquarters ?</p>	
<p>Leena Abraham</p>	

Your boss has instructed you to send a reply to this memo and has given you the following outlines.

Reference to the memo received.

Point out that we have been sending duplicate copies of all sales contracts to HQ for last five years.

Clear up misunderstanding

We've been sending them to Law Dept

Suggest to contact Law Dept. if they want to refer to old contracts

Express polite regret

Assure them that we will comply with any instructions they may send us.

Ans.

From

Sunita

To

Head

Accounts Dept

Sir, Sub: Submission of Duplicate copies of sales contracts - Reg.

Ref : Your Memo AC/OB Dt

This is with reference to your memo cited above.

I submit that I have been submitting the duplicate copies of all sales contracts to Law Department for the last five years promptly.

I am sorry that I caused some misunderstanding in the Accounts Dept. I also submit that Law Dept may please be contacted to check the duplicate copies of old sales contracts submitted by me from time to time.

I regret the misunderstanding caused.

I assure you that your instructions will be complied with promptly without any deviation.

Yours faithfully,

Sd. Sunita

3. You as a manager (sales) of the stores of Universal Music, Chambur, Mumbai had ordered the supply of certain stationery items for your office with M/S Dayal Stationery Ltd. Mumbai. But the supplier is not in a position to supply the goods as per your terms and conditions and has asked for extension of deadline for supply. Write a letter to the supplier in response to the request made. You want to cancel your order.

From
Ravi
Manager (Sales)
Universal Music
Mumbai

To
M/S Dayal Stationery Ltd.
Mumbai.

Sir, Sub : Supply of stationery items. - Delay in supply - Reg.

Ref: 1. My order dt. 5-2-2011

2. Your Lt dt. 1.12.2011

With reference to my order, placed nearly ten months ago, has not been complied with. You have asked for extension of deadline upto the end of Jan.2012.

I need the stationery items urgently and I reminded you from time to time all these months. But I am disappointed that you went on postiponing the supply.

You are not in a position to supply even now. I have given you all long rope I think.

I would like to cancel my order placed on 5.2.2011. Please treat the deal closed.

I regret the inconvenience caused to you, if any.

Yours sincerely,

Ravi

4. Full forms of email acronyms.

BRB - be right back

IMO - in my opinion

TIA - thanks in advance

BBL - be back later

BTW - by the way

NBD - no big deal

HSIK - How should I know?

5. You want to apply for a job. Prepare your CV in an effective way.

Answer : Look at topic : Job Applications

6. You have to appear for an interview. Give brief points for your answer to the following questions.

1. Why should the company hire you ?

- (a) I'm fresh from college with some experience in the field.
- (b) You may pay me less than an experienced person.
- (c) I'll put my heart and soul to work to the utmost satisfaction of my seniors.

2. What is important to you in a job ?

- (a) good salary
- (b) job satisfaction
- (c) your satisfaction

3. What are your strengths ?

- (a) I'm young, energetic and sincere
- (b) I can spend time in the office beyond office hours, if necessary.
- (c) I'm unmarried.

7. You are deputed to conduct a survey of the share market in Bhiwani to open a showroom of the pretigious products of your company, Paeron ki Sajawat, 'easy walk and cushion under your feet'. Write you report to be submitted to the manager (sales) of Raja Shoes, Hissar stating that the Bhiwani market might be a suitable market for the purpose. Give necessary reasons. You are the Senior Sales executive of your Company.

To

Manager (sales)

Raja Shoes,

Hissar

From : Ravi

Senior Sales Executive

Raja Shoes

Hissar

Subject : Survey Report - opening of a showroom in Bhiwani - Submitted.

As per your instructions, I made a survey of the city of Bhiwani for three days.

There are about 5 lac people living in this city. About 50 to 60 thousand people visit this place from neighbouring towns and villages.

Surprisingly there is only one showroom of Bata Shoe Company catering to the foot wear needs of these people.

I therefore recommend that a showroom of our company can be opened at an area towards East of the city. In this area some new buildings are being constructed. We can take a suitable one on lease to house the showroom and also accommodate the manager of the showroom.

Yours sincerely,

Ravi

8. Read the following ad. Write a forwarding letter.

Wanted
Public Relation Officer
in

Shaheed Bhagat Singh College, Faizabad. Must have proficiency and fluency in spoken English along with a degree of graduation from any of the Indian Universities.

Apply before 3rd Sept. along with necessary enclosures and latest passport size photo Apply to the chairman.

Answer

To

The Chairman

Shaheed Bhagat Singh College

Faizabad.

Sir,

Sub : Application for the post of PRO - Submitted.

Ref : Your Ad. dt. 15.8.2011

With reference to your Ad. dt 15.8.2011, I submit myself as a candidate for the post of Public Relations Officer of your College.

I hold a P.G. degree in English Literature and Language awarded by Osmania University in 2009. I passed the Diploma in Public Relations conducted by A.P. Productivity Council, Hyderabad last year.

A look at my photo will tell you that I have a handsome face.

I enclosed copies of all the relevant documents you may like to peruse.

I shall attend an interview at my cost if you arrange one at an early date.

Thank you in anticipation

Yours sincerely,

Ravi

H.No.3-4-56

Prakashnagar

Hyderabad - 16

9. Write a memo to the security officer of your company Ananya Musical Instruments Co, Nai Sarak, Delhi about negligence of his boys in security measures. You are General Manager (Personnel).

Ans.

MEMORANDUM

From : General Manager (Personel)

Subject : Complaint against security boys

To : The Security Officer

1. About 10 security men work in this office under your guidance and supervision.
2. They are assigned different parts of the office beginning from the main gate.
3. They are expected to check physically every newcomer to our premises.

Please ensure that the following measures are followed strictly by your boys.

1. They stick to the position they are posted at between 10 a.m. and 5 p.m.
2. They do not meet at the canteen during the office hours.
3. They check the possession of things with each newcomer that comes to our office for different purposes.

The receipt of this memo may be acknowledged.

Signature

General Manager

10. Write a letter of enquiry addressed to Hotel Aram, Jaipur about availability of 20 rooms and four suites for a conference to accommodate 200 delegates for Annual Dealers Conference of Nagar Elec. Cable Company Delhi. Also enquire the charges for all. You are PS to Manager (Sales).

Answer :

From

Nagar Electrical Cable Company

Delhi.

To

Manager

Hotel Aram

Jaipur

Subject : Enquiry for accommodation - Reg.

Dear Sir,

On the 30th of next month, we are convening the Annual Dealers' Conference in Jaipur.

We need about 20 double bedrooms and four suites in your hotel. We also need a conference hall to conduct the conference which will be attended by about 200 people.

We would like you to reply immediately quoting the following.

1. Tariff for each double bedroom non-A/C. per day.
2. Tariff for each A/C suite per day.
3. Rent for the conference hall.
4. Charge per head for buffet lunch and dinner with not less than 20 food items on 30th of next month.

Personal Secretary

to Manager (Sales)

11. Write an e-mail addressed to Mr. Sarin S.K. the Auditor General of the state coming to your company for audit. He wants information about your company's area of operation and main business. You are PRO of your company, Swaran Garments Dwarka, Delhi.

Answer.

Dear Sri Sarin S.K.

Good morning

Our area of operation includes NCR and Gurgaon. We deal in garments for kids both sexes.

Ravi

PRO., Swaran Garments

Dwarka,

Delhi.

To

sarinsk@rediffmail.com

12. Mention five duties of a Front Office Assistant.

Answer

1. Welcome the guests/visitors and offer them help.
 2. Answer telephone calls effectively.
 3. Attend to routine enquiries
 4. Take down messages and pass them on to the right person as soon as possible.
 5. Make booking, reservations cancellations and plan schedules.
13. Mention five items that an office assistant needs for effective and efficient working in a front office.

Answer

1. A telephone directory
 2. The Internal telephone directory
 3. Railway timetables
 4. Flight Schedules
 5. A book containing telephone numbers frequently called.
14. Are the following statements true or false ?

Answer

1. Every formal letter should close with thanks (Flase).
2. Letters of enquiry should have reference to the previous communication. (True).
3. The interviewee need not carry the testimonials about his previous work (False).
4. CV of an applicant should have the names of 2 or more references (False).
5. A memo does not have a formal close (True).



Intermediate (TOSS) Reg. No. :


ENGLISH

Time : 3 Hours

Maximum : 100 Marks

- Instructions:** 1) This paper has been divided into **four** Sections I – IV.
2) Section – I carries **25** marks and contains questions from Prose and Poetry.
3) Section – II carries **20** marks and contains questions from Study Skills.
4) Section – III carries **35** marks and contains questions from Grammar.
5) Section – IV carries **20** marks and contains questions from Communication Skills.

SECTION – I

1. A) Read the following passage and answer the questions that follow : 
(1×4=4 Marks)

In the 1950's, it was a Thimmakka, who fired of her neighbour's jibes directed at her childlessness hit upon the plan. "Why not plant banyan trees and rear them like our children ?" She thought. So the lonely couple decided to plant trees. Thimmakka's husband was a disabled person, hence she had to work as a labourer everyday and did not have the time for much else. But firm in their resolve, they took great pains to dig pits on either side of the road. Their next task was to choose suitable banyan saplings. They finally planted 300 saplings and put up thorny bushes around to ensure that the cattle did not eat up the tender trees.

- 1) What was Thimmakka's plan ?
- 2) Why did Thimmakka have to work as a labourer everyday ?
- 3) Where did they dig pits ?
- 4) How many saplings were put up and how did the couple protect them ?

P.T.O.



B) Read the following passage and answer the questions that follow :

(1×4=4 Marks)

Papa, my grandfather speaks of a carefree and beautiful childhood, Of days spent in plucking Mangoes and guavas from their orchards, of picnics on the banks of the river where men cooked mouth-watering food, of playing marbles and gillidanda. From his talk, it seems, studies were an ancillary subject: and living and experiencing, the major subject. Father, is he fibbing ? Or is it possible that the world has turned topsy turvy in just about 70 years ?

- 1) Who was papa in the passage ?
- 2) How did Rahul's grandfather spent his days ?
- 3) What are ancillary and major subjects to the grandfather ?
- 4) What has turned topsy turvy in just about 70 years ?

2. Answer **any four** of the following questions.

(2×4=8 Marks)

- 1) Describe the mixup in the hospital after Gavaskar was born.
- 2) How research help in popularising the use of wind energy ?
- 3) What irritated the doctor ?
- 4) What happened one night when Ved's mother was putting medicines in Ved's eyes ?
- 5) Describe the man who entered Gerrard's room ?
- 6) What happened to the tiger in the tunnel ?
- 7) Why was Aradhana angry with the adopted parents ?
- 8) What role does Nehru give to science and technology ?

3. Answer **any one** of the following questions.

(1×4=4 Marks)

- 1) What are the advantages of using wind energy ?
- 2) Describe Bholi's first day at school.

4. Read the following lines from the poem 'LEISURE' and answer the questions that follow. (1×5=5 Marks)

What is this life if full of care
 We have no time to stand and stare ?
 No time to stand beneath the boughs.
 And stare as long as sheep or cows
 No time to see when woods we pass
 Where squirrels hide their nuts in grass
 No time to turn at Beauty's glance
 And watch her feet, how they can dance.
 No time to wait till her mouth can
 Enrich that smile her eyes began.
 A poor life this, if, full of care
 We have no time to stand and stare.

- 1) Who are 'we' in the poem, 'LEISURE' ?
- 2) What does 'stand and stare' mean in 'LEISURE' ?
- 3) Who dance in the poem 'LEISURE' ?
- 4) Who is 'her' in line 09 of the poem ?
- 5) What do we fail to see when we pass through a wood or garden ?

SECTION – II

5. Read the following passage and answer the questions that follow : (4×2=8 Marks)

A long time ago in China there were two friends, one who played the harp skillfully and one who listened skillfully. When one played or sang about a mountain, the other would say: "I can see the mountain before us." When the one played about water, the listener would exclaim: "Here is the running stream !"

But the listener fell sick and died. The first friend cut the strings of his harp and never played again. Since that time the cutting of harp strings has always been a sign of intimate friendship.

- 1) What can the two friends do skillfully ?
- 2) When one played or sang what would the other say ?
- 3) What happened to the listener ?
- 4) What did the other friend do after the listener's death ?



6. Read the following passage and answer the questions that follow : **(4×2=8 Marks)**

One day in primary school the teacher told our class, 'Draw a leaf' and left. Later, as each boy showed him his work, the teacher was furious. When my turn came, he looked at the peepal leaf on my slate and asked, 'Did you draw this ?' I got scared and said, No sir ----- and started walking backwards, thinking I'd get a slap. But he said, 'Very good, you'll become a good artist,' and gave me 10 marks out of 10.

- 1) What were the children asked to draw ?
 - 2) How did the teacher praise the writer ?
 - 3) Write the synonym of the word 'furious' and antonym of the word 'backwards'.
 - 4) Why was the writer scared ?
7. Read the following passage and answer the questions that follow : **(1×4=4 Marks)**

Gratitude is a beautiful word. Gratitude is a feeling. It improves our personality and builds character. Gratitude develops out of humility. It is a feeling of thankfulness towards others. It is conveyed through our attitude towards others and reflects in our behaviour. Gratitude does not mean reciprocating good deeds; gratitude is not give and take. Kindness, understanding and patience cannot be repaid. What does gratitude teach us ? It teaches us the art of cooperation and understanding. Gratitude must be sincere. A simple 'thank you' can be gracious. Many times we forget to be thankful to the people closest to us, such as our spouse, our relatives, our friends. Gratitude would rank among the top qualities that form the character and personality of an individual with integrity. Ego stands in the way of showing gratitude. A gracious attitude changes our outlook in life. With gratitude and humility right actions come naturally.

- 1) How does the writer define gratitude ?
- 2) How is gratitude expressed ?
- 3) What quality helps one develop gratitude ?
- 4) What does gratitude teach us ?



SECTION – III

3. Do as directed.

A) Fill in the following sentences with passive forms of the verbs given in the brackets. 3

The coastal area _____ (flood) by the river Krishna. Thousands of huts and hundreds of lives _____ (lost). Some cattle _____ (carry) away by the flood. The estimated loss never compensated the real damage.

B) Fill in the blanks in the following passage with appropriate forms of the verbs given in the brackets. 4

A burgler _____ (enter) a bank in a dark night when the night watchman _____ (be) away for a cup of tea. He _____ (remove) the window grills and _____ (make) his way into the strong room.

C) Combine the pairs of sentences using connectives given in the brackets. 4

- 1) Workhard you will succeed. (if)
- 2) You must go to Delhi or you cannot see the Redforte. (unless)
- 3) We eat rice., We eat wheat to live. (either – or)
- 4) She cannot sing. She cannot dance (neither ---- nor)

D) Rewrite the following dialogue in the reported speech. 4

Sudha : Suma, have you participated in “Fancy Dress” show ?

Suma : Yes, I also won a prize.

Sudha asked _____.

Suma replied _____.

E) Rewrite the following sentences correcting the underlined Part.

(1×6=6 Marks)

- 1) Being a holiday, there were lacs of people at the Exhibition.
- 2) I have seen the match last night.
- 3) Neither of the sisters were pretty.
- 4) I am studying Intermediate now.
- 5) The girls enjoyed at the picnic.
- 6) They went home, isn't it ?



9. Read the following passage and make notes. Suggest a suitable title to the passage. 4

Quilts are used to publicize certain diseases and raise money for persons with those diseases or to fund the search for cures. The first and most ambitious project and the AIDS Memorial Quilt, begun in 1987. Some 46000 panels honour more than 83000 people who have died of AIDS. This quilt measures 1.3 million square feet and weighs 54 tons. It has been seen by 15 million people and has raised more than \$3 million for services for people with AIDS. There are now similar quilt projects to honour the victims of lupus, Ovarian cancer, and juvenile diabetes, to name a few. And animal lovers are making quilts to fight diseases that afflict their pets.

10. Read the clues, understand the story and write in not less than **60** words. 5

Poor wood cutter – Forest – every day eating near a well – axe fall – well. pray – God. angel appear – bring – a gold axe. No – not mine. angel – bring – silver axe. no – not mine. angel bring Iron axe. receive – happily angel like – honesty – bless.

OR

Describe your daily routine activities is not less than 60 words.

11. Read the following letter and write an appropriate reply. 5

H.No. : 5-4-1659/4
Vanastalipuram,
26-01-2014

My dear Sahithi,

I am well and I hope you are also doing well.

I received your letter requesting me to send you Rs. 5,000. (Rupees five thousand only) to go on an excursion to Delhi next month. I have sent the money by M.O. as you wanted take care and write the four schedule.

Convey my wishes to your room-mates, with all my love and good wishes,

Your loving father,

B.P. Chary.

OR

Write a letter to your college Principal for issue of your T.C., conduct and study certificates.



- 14. Write an e-mail message to your friend in Hyd., informing him about your visit to play cricket. 2
- 15. Read the following advertisement in Ecnadu on 1-1-2014 and prepare your CV/Resume to apply for the job. 4

Wanted entry level DTP operators for a Business House in Warangal. Candidates with a Bachelor's Degree and a Diploma in computers can apply. Fluency in English is essential. Eligible candidates can walk in with their CV's.

Dt. : 01-01-2014

You may use the following hints/guidelines.

- 1) Address
 - 2) Academic qualifications
 - 3) Experience
 - 4) Special skills
16. You are a Health Supervisor attached to the P.H.C. Suryapet in Nalgonda Dist. You have been asked to conduct a survey on the Jaundice cases in the neighbouring villages. Write a report to the DMHO, Nalgonda on your findings and the need for supply of Hepatitis – B – Vaccine to the PHC, Suryapet. Also recommend a public awareness campaign to alert people to prevent the disease. 4

- Hints :
- 1) No. of villages visited.
 - 2) No. of Jaundice cases found.
 - 3) Reasons for the spread of the disease.
 - 4) Preventive measures.
 - 5) Any other relevant information.

To :
From :
Date :
Subject :
Contents:
Signature :