

PEL 135 Practice Work book



ADVANCED COMMUNICATION SKILLS-II

Unit-I

Q1.1. Single line questions on Salutation

1. What are those other ways to make personal appeal in the salutation keeping in mind that you don't want to use a person's name in the salutation?
2. What's the correct way to address someone in a letter when you know the name but not the gender? Let us imagine the name you know is Indraneel Mahtao. Explore your options.
3. How much of an etiquette one reflects while starting off a first-ever professional email to an HR Head of a business enterprise with 'Hey'?
4. What are the options one has in terms of using title in salutation, when recipient's name is unknown?
5. Is salutation necessary in an email to an unknown person?

Q1.2. MCQs on Salutation

1. What should you do if you are greeting a female in a formal situation but you don't know her marital status?
 - a. Use Mrs.
 - b. Use her first name.
 - c. Use Ms.
 - d. Don't address her by name, keep it anonymous
2. You are meeting with Dr. James Benjamin to discuss your lab results. How should you greet him?
 - a. Hey, James!
 - b. Good morning, Dr. Benjamin.
 - c. How are you, Mr. Benjamin?
 - d. All answers are correct.
3. Which of the following people should you greet formally?
 - a. Your mother
 - b. Your supervisor

- c. Your classmate
 - d. Your friend
4. Which Salutory greeting is best for a formal business meeting?
- a. Hi there
 - b. How's it goin'?
 - c. Nice to meet you
 - d. Good morning everyone present here.
5. You are posting your resume to HR Head [Mr. Harish Verma] for the vacancy published in the newspaper. What is the best option for a salutation?
- a. Attention: HR head,
 - b. Dear Mr. Harish,
 - c. Dear Harish Verma,
 - d. Dear Sir,
6. You have requested for an escalation of your complaint in the Flipkart team set-up. What is the best option for a salutation?
- a. Attention: Escalation Team,
 - b. Dear Mr. Escalation Team Head,
 - c. Dear Flipkart,
 - d. Dear Sir/Madam,
7. You are requesting for a speedy delivery of your AC while placing an order with Amazon. What is the best option for a salutation?
- a. Attention: Escalation Team,
 - b. Dear Mr. Escalation Team Head,
 - c. Dear Amazon,
 - d. Kind Attention: Dispatch Team,
8. You have suffered frequent salary cuts in the pandemic situation and here you are explaining your plight to the HR department head [Mr. Harish Verma]. What is the best option for a salutation?
- a. Kind Attention: Mr. Harish Verma, HR Head.

- b. Dear Mr. HR Team Head,
- c. Dear HR,
- d. Dear Sir/Madam,

9. You are writing to the District Collector [Dr. Harish Verma] about the longstanding nuisance created by those unauthorized temporary housing structures erected by migrant workers. What is the best option for a salutation?

- a. Kind Attention: Office of the District Collector,
- b. Dear Mr. District Collector,
- c. Dear Collector,
- d. Dear Dr. Verma,

10. You are requesting for a change in the delivery address once the order has already been booked with Myntra Apparel. What is the best option for a salutation?

- a. Urgent Attention: Delivery Team,
- b. Dear Mr. Delivery Team Head,
- c. Dear Myntra,
- d. Dear Sirs/Madams,

Q1.3. Fill in the gap questions for introduction

1. You: Hi Harrison, how are you?

Kate: I'm

2. Hi Jackson, I haven't seen you for ages! How

3. When you introduce a person (Janender) to another person (Sualakshmi), you can say

Q1.4. Do as Directed

- 1. What are those very essential descriptions you must cover while giving self-introduction?
[Name, Current dispensation, Place, Hobbies etc etc.]

2. How does interview question on Introduction set the tone of the entire interview?
[Introduction entices interviewer for too many questions depending on how much of interesting information one puts in the introduction]
3. How would you introduce your parents to your colleagues in the office premises?
[Current dispensation, Purpose of visit etc. etc.]

Q1.5. 3 Fill in the gaps for asking for help

1. [Scene in the corridors of LPU university campus]

John: Ben, have you prepared PEL 121 notes on unit III?

Ben: Yeah, I finished doing it last night with much difficulty.

Paul:

2. [Scene in a LPU coffee Café Day shop]

A : Hi. I ordered my coffee about 20 minutes back?

B : My apologies we finished all the cocoa beans. Would you like to order something else or raise an issue about this.

A: Yeah of course, I would

3. [Scene where a foreign student's is making an enquiry to an Indian student]

Gloria: Oh , Hi Malaika have you been able to find team members for your solar car capstone project?

Malaika: Don't ask me this, I am

Q1.6. Dialogue conversation for asking for help with hints

1. Generate a dialogic conversation in the given scenario:

You have been trying to trouble shoot Google Meet platform functionalities without much success & you have your session starting in next 15 minutes.

A: Can you give me a hand with this?

B:

A:

B:

2. Generate a dialogic conversation in the given scenario:

You are looking for some research ideas to start with on your topic of expertise.

A: I can't manage this on my own without some initial help. Can you help?

B:

A:

B:

3. Generate a dialogic conversation in the given scenario:

Your order is overdue past many days and you are seeking Amazon's customer care assistance.

A: Would you mind telling me the status of my order?

B:

A:

B:

Q1.7 MCQs on Common errors based on Tenses

1. Make sure you ---- the electricity before you ---- mending this light switch.

- a. disconnect / starts
- b. are disconnecting / were starting
- c. will disconnect / started
- d. disconnect / start
- e. disconnect / will start

2. The workers ---- to go on strike when the management ---- their demand for higher wages.

- a. decide / will refuse
- b. decided / refused
- c. will decide / will refuse

- d. are deciding / refused
 - e. would decide / refuse
3. Most people ---- being disturbed while they ----.
- a. don't like / are working
 - b. would like / worked
 - c. like / worked
 - d. don't like / didn't like
 - e. will like / were working
4. In public pools, there ---- a much higher level of safety with trained lifeguards on duty whenever they ---- open.
- a. will be / were
 - b. was / are
 - c. is / are
 - d. would be / are
 - e. is / were
5. The contractors ---- the stadium when strike ---- all construction.
- a. built / is stopping
 - b. are building / stops
 - c. were building / will stop
 - d. will build / will stop
 - e. were building / stopped
6. Humans ---- applying knowledge of genetics in prehistory with the domestication and breeding of plants and animals.
- a. begin
 - b. will begin
 - c. began
 - d. are beginning
 - e. would be starting
7. All pilots ---- speak English so that other pilots and air controllers ---- them.

- a. have to / understand
 - b. had to / will understand
 - c. have to / would understood
 - d. may have to / understand
 - e. would have to / are understood
8. With a tornado on the way, Jesse ---- he ---- safer in the basement of the house.
- a. was deciding / will be
 - b. is deciding / was
 - c. would decide / will be
 - d. decided / would be
 - e. decides / would be
9. The Internet ---- computer users easily to connect to other computers and information stores wherever they ---- across the world.
- a. allows / are
 - b. allowed / will be
 - c. are allowing / were
 - d. will allow / would be
 - e. were allowing / will be
10. Mrs Grant absentmindedly ---- the umbrella that ---- on the seat before her.
- a. was taking / will hang
 - b. will take / would hang
 - c. is taking / would hang
 - d. would take / is hanging
 - e. took / was hanging
11. The skill of safe driving ---- necessary to avoid collisions, which in return ---- many accidents from occurring across Indian roads.
- a. is / saves
 - b. was / will save
 - c. would be / is saved

- d. will be / were saved
- e. is / would be saved

12. As the doctor ---- into the room the nurse ---- him the temperature chart of the patient.

- a. was coming / will hand
- b. will come / was handing
- c. is coming / will be handing
- d. came / handed
- e. comes / was handing

13. After natural gas ---- out of the ground, it ---- to a processing plant where it is cleaned of impurities.

- a. comes / goes
- b. is coming / will go
- c. came / will be going
- d. will come / will go
- e. comes / was going

14. When I ---- to the park with my friend Jake, we ---- great fun because it was such a nice day.

- a. was going / have
- b. would go / were having
- c. went / had
- d. am going / will have
- e. go / will have

15. Anatomy ---- the branch of biology that ---- with the structure and organization of living things.

- a. is / would deal
- b. was / is dealing
- c. will be / dealt
- d. would be / deals
- e. is / deals

16. Although footballers mainly ---- their feet to move the ball around, they ---- any part of their bodies other than their hands or arms.

- a. are using / used
- b. will use / are using
- c. were using / will be using
- d. use / may use
- e. used to use / used

17. The little girl --- to remain sitting under the table until her father ---- home.

- a. wants / will come
- b. wanted / comes
- c. would want / will come
- d. wanted / came
- e. will want / come

18. The lecturer ---- the student who was the closest to the door to turn off the light when the film ----.

- a. is asking / is starting
- b. was asking / would start
- c. asked / started
- d. would ask / starts
- e. asked / would start

19. In ancient times, the status of manual laborers ---- low as slaves ---- most physical labor.

- a. is / would do
- b. was / did
- c. would be / do
- d. was / would be doing
- e. will be / was doing

20. The digestive system ---- a group of organs that ---- primarily to convert ingested food into metabolically useful substances.

- a. was / would be functioning
- b. will be / function
- c. is / functions
- d. would be / was functioning
- e. is / will function

Q1.8. MCQs on Common errors based on Parts of Speech

1. A problem of fundamental _____ for the developing countries is that of slowing down population growth.

A) importance

B) vital

C) urgent

D) serious

2. “The Alfa River is 100 km long. The Beta River is 200 km long.” means: The Beta River is _____ the Alfa River.

A) shorter than

B) half as long as

C) twice as long as

D) half as short as

3. “Lake Beta is 20 m deep. Lake Alfa is 80 m deep.” means: The depth of Lake Beta is _____ that of Lake Alfa.

A) one-fourth

B) four times

C) one-third

D) three times

4. The height of Mt Vesuvius is about 1200 m and that of Mt Blanc is 4800 m. Mt Blanc is the _____ of the two mountains. Its height is about _____ of Mt Vesuvius

A) higher / one fourth that

B) highest / one fourth

C) highest / four times that

D) higher / four times that

5. A: Will you boil the potatoes?

B: Yes. I like _____ potatoes.

A) boiling

B) boiled

C) boil

D) boiler

6. A: Shall I write the recipe?

B: Yes, please. I need a _____ recipe.

A) wrote

B) write

C) writing

D) written

7. We didn't have much money, so we stayed at a/an _____ hotel.

- A) luxurious
- B) inexpensive
- C) comfort
- D) quietness

8. The nurse is very _____. She spoke _____.

- A) politely / politely
- B) politely / polite
- C) polite / politely
- D) polite / polite

9. Annie _____ lives in London. She moved to Bristol.

- A) any more
- B) any longer
- C) no longer
- D) any better

10. I don't want to stay here _____.

- A) any more
- B) no longer
- C) never
- D) no more

11. Are you _____ or do you want me to switch on the heating?

- A) warm enough
- B) too warm
- C) pretty cold
- D) quite cold

12. He stood up slowly and _____.

- A) with difficulty
- B) too difficult
- C) very difficult
- D) too much difficulty

13. A: I'm afraid we can expect _____ temperatures over the holiday.

B: I'm _____ sorry about it.

- A) extreme / extremely
- B) extremely / extremely
- C) extremely / extreme
- D) extreme / extreme

14. I thought _____ of the idea.

- A) highly
- B) extraordinary
- C) clear
- D) thorough

15. The supper looked _____.

- A) badly
- B) delicious
- C) well
- D) awfully

16. It's _____ to use and _____ to carry than other computers.

- A) simple / easy
- B) simply / easily
- C) simpler / easier
- D) more simply / more easily

17. Yesterday the temperature was 20 degrees below zero. It hasn't been so cold this year. Yesterday was _____ day of the year.

- A) very cold
- B) too cold
- C) such a cold
- D) the coldest

18. The Taylors have three sons. They are all clever, but Bill is outstanding. He is _____ of all.

- A) a lot clever
- B) the least cleverest
- C) the cleverest
- D) far much cleverer

19. There were _____ people in the queue that it was impossible to get on the bus.

A) so many

B) so much

C) so few

D) such a lot

20. “There was a lot of traffic. The bus took half an hour to get from 5th Avenue to Broadway.” means: _____.

A) The traffic was heavy but we could get to Broadway in half an hour.

B) The traffic was heavy. That is why we got to Broadway late.

C) If the traffic hadn’t been heavy, we could have got to Broadway earlier.

D) There was so much traffic that it took us half an hour to get to Broadway.

Unit-II

Q2.1. Fill in the Blanks with the use of connectors / transition words (Routine based)

1. FILL IN THE BLANKS WITH A SUITABLE CONNECTOR

(WHEREAS, BUT, ALTHOUGH, HOWEVER, DESPITE, IN SPITE OF, ON THE OTHER HAND)

1. _____ Andrew was warned of the risks, he decided to travel alone to South America. 2. Maria did not get a promotion _____ her qualifications. 3. Zambia is a land-locked country, _____ Kenya has a coastline. 4. On the one hand, you could rent a flat instead of buying one. _____ you are always at the mercy of landlords. 5. This restaurant has a good reputation, _____ that one does not. 6. The city has a 50 kph limit. _____, people are often caught speeding. 7. You won't be forgiven _____ your apology. 8. We couldn't find a house to buy _____ we looked at quite a few. 9. He always looks so lonely and sad _____ his popularity. 10. He is quiet and shy, _____ his sister is lively and talkative.

2. Fill in the Blanks with the use of correct connectors / transition words (Shopping based)

. The correct word is highlighted in yellow

Last weekend my friend and I went to a huge new shopping mall. We arrived early _____. But (,but) most of stores were crowded. I tried to ask for directions -----even / (even though) I couldn't say exactly what I wanted. I know a lot of _____ grammars/grammar but my problem is I haven't enough _____ vocabularies / vocabulary. Because I didn't have a map in the shopping mall, _____ so _____ I _____ didn't _____ know _____ where _____ am _____ was. I talked to a security officer. He _____ explain / explained to me where _____ was I / I was and _____ getting to / how to get to where I wanted to go. Since I was a young child, I often _____ got lost / gotten lost in large shopping areas. Because the officer _____ he gave / gave me a map, I _____ could / was able to find my way around.

I was surprised to see the shopping mall during the holidays._____ Because / because there _____is / were _____/ so many decorations / much decoration, and it was crowded / crowded.

3. Rewrite it using at least five connectors: (Fortunately, First of all, Finally, Moreover, However, on the other hand.) Vacation based.

John and Carol's "dream vacation" didn't go off as planned at all._____ Their flight was delayed unexpectedly. They had to wait for six hours at the airport. _____During the flight, there was a lot of turbulence and Carol got sick. When they _____landed, they found that the rental car agency didn't have a car ready for them. _____They were able to rent a car from another company. _____The weather was rainy and cold in Paris. They had to spend more money than they'd planned because everything was so expensive. _____They were very disappointed. There were many enjoyable moments.

Q2.2. a. Write a paragraph in 80-100 words, containing your query to a travel website regarding your plans to visit Ranthambore using connectors and transition words like *especially, thus, in brief, furthermore, of course, likewise, thereafter, so, and, due to this*.

- b. You had a wonderful experience at a shopping store that you visited with your friend. After coming home you share your experience with your parents. Write a dialogue conversation using the following connectors and transition words: Although, yet, on the contrary, but, nevertheless, as a result, therefore
- c. You have purchased a Laptop from Amazon recently. After using the Laptop for 5 days, it stopped working. You approached Amazon and requested them to get the Laptop replaced but they did not entertain your request. You are supposed to write an e-mail to the Product Manager of HP describing your bitter experience after buying the Laptop online by using suitable Connectors / transition words.

Q2.3.a. Write a 80-100 word paragraph describing your shopping experience of the latest I-Pad at the mall using connectors and transition words like *in addition, nevertheless, in particular, however, that is why, such as, as a result, therefore*.

- b. Write a detailed plan of how you spend your time during lock down using the following hints. [watch TV, listen to music, read a book, read the newspaper, play basketball, visiting library, play the guitar, practice the piano, exercise, swim, plant flowers, studying, use the computer , relax, online shopping, online games]
- c. *Describe a holiday you enjoyed. You should say When and where you went. Who you went with, What you did on the holiday and explain why you found this particularly holiday enjoyable.*

Q2.4. Fill in the blanks with appropriate transitions.

1. In Japan, the oyster seed is ---- being cultured in nets to market size but also released on the bottom where good returns are being obtained two to three years later.
- a. nevertheless
 - b. no matter
 - c. not only
 - d. no sooner
 - e. such as
2. Several years ago, a tobacco company attempted to sell a cigarette that made no smoke; ----, people who tested that product did not like the way it tasted.
- a. however
 - b. despite
 - c. because
 - d. on account of
 - e. no matter
3. The most common way of preserving genetic materials is to deposit seeds in gene banks; ---- that, cultivating plants in their original environment is the most natural preservation method.
- a. provided

- b. apart from
- c. due to
- d. regardless
- e. on condition

4. The name Holland is frequently used ---- the Netherlands, but it actually refers to the two Western coastal provinces, North and South Holland.

- a. on the contrary
- b. though
- c. for instance
- d. instead of
- e. furthermore

5. ---- recycling of wastes material solves the problem of garbage disposal at landfills, and saves resources, it entails large hidden costs in collecting, sorting and manufacturing.

- a. Since
- b. As a consequence
- c. Nevertheless
- d. Much as
- e. Therefore

6. The experts found that between forty million and eighty million people have been forced to move from their homes ---- dams.

- a. hence
- b. so long as
- c. but
- d. because of
- e. though

7. Replacement cost coverage ensures that your home will be fully rebuilt ---- a total loss.

- a. so that

- b. in case of
- c. provided that
- d. although
- e. in spite of

8. ---- the pizza is a food foreign to the Indian palate, Pizza Hut tried to develop a bond with the Indian consumer.

- a. In spite of
- b. In order that
- c. Considering that
- d. In addition to
- e. As a result

9. While eating sweets, the brain instantly releases endorphins which make us feel happy and reduce pain; ---- many pediatricians give sweets to children while giving injections.

- a. that's why
- b. nonetheless
- c. as long as
- d. so as to
- e. since

10. Srirangam was an ancient place of pilgrimage for the Indians and was surrounded by a strong fort but there was ---- the necessary army ---- the weapons to protect it.

- a. both / and
- b. neither / nor
- c. hardly / when
- d. not only / but also
- e. either / or

11. Many smokers believe that e-cigarettes can help them quit smoking., scientific researches show that e-cigarettes are more addictive and lethal than traditional cigarettes.

- a. In addition
- b. However
- c. As a consequence
- d. Equally important

12. Urban planners argue that the rise of private vehicles is a leading cause of traffic congestion., they also associate poor infrastructure development with the problem.

- a. Furthermore
- b. In conclusion
- c. For example
- d. But

13. Many students in rural areas do not get access to quality education., they struggle to find well-paid jobs after graduating from university.

- a. Consequently
- b. Moreover
- c. In short
- d. On the other hand

14. the impacts of global warming, Vietnam has witnessed an increasing number of hurricanes over the past few years.

- a. In spite of
- b. In contrast
- c. Because of
- d. Until

15. Scientific researches indicate a number of negative impacts of poor sleeping quality., the problem can lead to anxiety and depression.

- a. Otherwise

- b. For example
- c. To conclude
- d. Nevertheless

16. Developing countries are experiencing a significant rise in birth rates., other developed economies such as Japan and Germany are facing a severe shortage of laborers.

- a. Likewise
- b. Besides
- c. To summarize
- d. In contrast

17. continuous efforts of the Japanese government, the overwork culture in this country is still growing.

- a. Due to
- b. As soon as
- c. Unless
- d. In spite of

18. The tourism industry of Vietnam is expanding fast with an increasing number of foreign visitors., the trend also applies to other ASEAN countries such as Thailand.

- a. Whereas
- b. Similarly
- c. For instance
- d. Thus

19. The Vietnamese government decides to loosen regulations imposed on new business creation., the number of newly created companies has increased at a record high.

- a. In brief
- b. On the other hand
- c. As a result
- d. In particular

20. Before the storm, the city council failed to inform residents of the disaster., the death toll was enormous.

- a. Therefore
- b. At the same time
- c. Nevertheless
- d. Firstly

Unit-III

Q3.1. Short questions on small talk (fill-ups, picking the right words/ phrases)

1. Small talk is the kind of conversation which you often make when you want to talk to someone but neither of you want to get into a very deep or complicated conversation. Like in a scenario
2. Making small talk can help you to
3. When asking questions, listen as much as you talk, and don't get too personal with your questions. This all help in initiating a small talk because

Q3.2. MCQs on small talk

1. Which topic is assumed to be UNSAFE for Small talk
 - a. Religion
 - b. Sports
 - c. Entertainment
 - d. Profession
2. Which of the following is NOT a Small Talk characteristic?
 - a. Small Talks are mostly extemporaneous.
 - b. Small Talks are locally managed.
 - c. Small Talks are sequentially organized most of the times.
 - d. Small Talks are always planned in advance.
3. Healthy and friendly engagement in a small talk includes:
 - a. authenticity, empathy, confirmation, confrontation

- b. authenticity, pomposity, equality, disclosure
 - c. authenticity, empathy, absurdity, honesty, formality
 - d. authenticity, empathy, benevolence, honesty, formality
4. When attempting to talk to a stranger, which of the following strategies should you try to include?
- a. paying attention to nonverbal cues
 - b. asking a question that requires a lot of self-disclosure
 - c. making a complimentary comment
 - d. A & C only
5. When attempting to sustain a conversation, which of the following strategies should you try to include?
- a. Using free information
 - b. Asking questions, particularly closed-ended one to begin with
 - c. Seeking out topics of interest to the other person
 - d. All of the above
6. You want to close a conversation. You've made the appropriate verbal statements. What can you do nonverbally to indicate that you are really ATTENTIVE?
- a. Scan the scene around you with your eyes
 - b. Lean in closer (subject to gender sensitivities) to your conversation partner
 - c. Remain seated and keep fidgeting with mobile
 - d. Continue to keep your paralanguage showing uneasiness upbeat
7. Which one of the following is the best definition of small talk?
- a. When people use short sentences to speak to each other
 - b. A short, friendly conversation about a common topic

- c. When people use small, simple words to have a conversation.
 - d. When people speak quietly so that they don't disturb others
8. Why should you avoid asking someone about his or her family unless you know them well?
- a. Because the person may be experiencing a difficult family situation and you may upset him or her by asking.
 - b. Because you may mispronounce the names of his or her family members.
 - c. Because the person may report you to a manager for asking such a personal question.
 - d. Because most companies have a policy that prohibits conversations about family at work.
9. Should you pay attention to your conversation partner's answers when engaging in small talk?
- a. Yes, so that you can tailor your responses and mirror their communication style
 - b. No, it is only small talk
 - c. Yes, it helps to build rapport
 - d. Sometimes, but only when the topic interests you
10. Which of the following example of small talk topics that is best avoided?
- a. TV/Entertainment
 - b. Food
 - c. Salary
 - d. Recent History

Q3.3. 3 descriptive questions on small talk with given hints/ words/ phrases

1. Just by chance in a social gathering You're left standing next to one person whom you don't know. How would you move forward to engage in a small talk?
2. How does Common Interest help in making a Small Talk?

3. List some of the possible Small Talk topics on which you will be comfortable talking even with strangers.

Q3.4. Direct Indirect on Positive Statements.

1. **1. The mother said, “It is raining heavily.”**

- A). The mother told it were raining heavily.
- B). The mother said that it was raining heavily.
- C). The mother said that it is raining heavily.
- D). The mother told that it has been raining heavily.

2. **I said to mother, “I am going away tomorrow”.**

- A). I said to mother that I am going away tomorrow.
- B). I told mother that I was going away the next day.
- C). I told mother that he was going away tomorrow.
- D). I told mother that he has been going away the next day.

3. **He said to the librarian, “The book I am returning is the best I have ever read”.**

- A). He told the librarian that the book he was returning was the best he had ever read.
- B). He said to the librarian that the book I am returning is the best I have ever read.
- C). He told the librarian that the book he was returning was the best I have ever read.
- D). He said to the librarian that the book he is returning was the best he has ever read.

4. **Nazir said, "I did my duty with full justice".**

- A). Nazir said that he had done his duty with full justices.
- B). Nazir said he had done his duty with full justice.
- C). Nazir asked if he had done his duty with full justice.
- D). Nazir said that he was doing his duty with full justice.

5. **I said to him, "Good morning, how do you do".**

- A). I said to him that good morning, how he did.
- B). I wished him good morning and asked him how he did.
- C). I told him good morning and asked him how he did.
- D). I said to him good morning and asked him how he did.

6. **He tells me again and again "I am leaving for Gujrat tomorrow".**

- A). He tells me again and again that he is leaving for Gujrat tomorrow.
- B). He tells me again and again that he will be leaving for Gujrat the next day.
- C). He told me repeatedly that he was leaving for Gujrat the next day.
- D). He tells again and again he is leaving for Gujrat next day.

7. **The child said, “Father, I have broken the plate.”**

- A). The child said to father that I have broken the plate.

- B). The child told to father that he has broken the plate.
- C). The child told to his father that he had broken the plate.
- D). The child said to his father that I have broken the plate.

8. **She said to him, “I have often told you this story.”**

- A). She said to him that I have often told you this story.
- B). She told him that she had often told him that story.
- C). She told him that I have often told him this story.
- D). She told him that she has often told him that story.

9. **“We have a lift but very often it does not work”, they said.**

- A). They said that they had a lift but very often it did not work.
- B). They said that we have a lift but very often it did not work.
- C). They said that they have a lift but very often it did not work.
- D). They said that they have a lift but very often it does not work.

10. **He said, "The horse died in the night".**

- A). He said the horse had died in the night.
- B). He said that the horse had died in the night.
- C). He said that the horse died in the night.
- D). He said that the horse has died in the night.

Q3.5. Direct Indirect on Questions

1. **I said, “Why are you looking through the key- hole?”**

- A). I asked that why are you looking through the key- hole.
- B). I asked why he is looking through the key-hole.
- C). I asked why he was looking through the key-hole.
- D). I asked why he has been looking through the key-hole.

2. **I said to her, “Are you going to see him off at the station?”**

- A). I asked her is she going to see him off at the station.
- B). I told her that she was going to see him off at the station.
- C). I asked her was she has been going to see him off at the station.
- D). I asked her was she going to see him off at the station.

3. **I said to the boys, “Why are you teasing this poor woman?”**

- A). I said to the boys that Why are you teasing this poor woman?
- B). I asked the boys why they were teasing that poor woman.
- C). I asked the boys why they are teasing that poor woman.
- D). I asked the boys why they have been teasing this poor woman.

4. He said to the farmer, “Are you coming with me to the village?”

- A). He said to the farmer that are you coming with me to the village?.
- B). He asked the farmer whether he is coming with him to the village.
- C). He asked the farmer whether he was coming with him to the village.
- D). He asked the farmer if he was coming with him to the village.

5. The teacher said to us, “Have you done your work?”

- A). The teacher said to us that Have you done your work.
- B). The teacher asked us if we had done our work.
- C). The teacher asked us that we have done our work.
- D). The teacher asked us if we have been done our work.

6. He said, “who has broken this window pane?”

- A). He inquired who had broken that window pane.
- B). He asked who has broken this window pane.
- C). He said that who has broken this window pane
- D). He inquired who has broken that window pane.

7. He said to me, “What is it you have done?”

- A). He said to me that what is it you have done.
- B). He asked me what it was I had done.
- C). He asked me what it is I had done.
- D). He asked me what it was I have done.

8. Ahmad said to the magician, “What have I done to deserve so severe a blow?”

- A). Ahmad said to the magician that What have I done to deserve so severe a blow.
- B). Ahmad asked the magician what he had done to deserve so severe a blow.
- C). Ahmad asked the magician what I have done to deserve so severe a blow.
- D). Ahmad asked the magician what he has done to deserve so severe a blow.

9. I said to her, “Have you visited the historical places at Lahore?”

- A). I said to her that have you visited the historical places at Lahore.
- B). I asked her that if she had visited the historical places at Lahore.
- C). I asked her whether she had visited the historical places at Lahore.
- D). I asked her whether she has visited the historical places in Lahore.

10) I said to him, “What are you doing?”

- A). I said to him what he is doing.
- B). I asked him what he has been doing.
- C). I asked him what he was doing.
- D). I said to him what are you doing.

Q3.6. Direct Indirect on Exclamatory Sentences

1. He said, “How cunning she is!”

- A). He told that she has been very cunning.
- B). He said that she was cunning very much.
- C). He exclaimed with sorrow that she was very cunning.
- D). He exclaimed with wonder that she was very cunning.

2. The poet said, “ What a bewitching sight !”

- A). The poet exclaimed with sorrow that it was a very bewitching sight.
- B). The poet said that What a bewitching sight!.
- C). The poet exclaimed with wonder that it is a very bewitching sight.
- D). The poet exclaimed with wonder that it was a very bewitching sight.

3. The audience said, How beautifully she is singing!”

- A). The audience said that How beautifully she is singing!.
- B). The audience exclaimed with wonder that she was singing very beautifully.
- C). The audience told that she is singing beautifully.
- D). The audience exclaimed with wonder that she is singing very beautifully.

4. Tariq said, "Hurrah! I have won the match"!

- A). Tariq exclaimed with joy that he had won the match.
- B). Tariq said with joy that he had won the match.
- C). Tariq exclaimed with joy, he had won the match.
- D). Tariq exclaimed with joy that he has won the match.

5. Sajid said, "Alas! How foolish I have been"!

- A). Sajid said with sorrow that he had been very foolish.
- B). Sajid exclaimed with sorrow that he had been very foolish.
- C). Sajid exclaimed with sorrow as he had been very foolish.
- D). Said exclaimed with sorrow that he is very foolish.

6. He said, "Bravo! You have done well".

- A). He told him Bravo! he had done well.
- B). He applauded him, saying that he had done well.
- C). He said Bravo that he had done well.
- D). He applauded him that he has done well.

7. We said, “Bravo! Qasim, you have played very well.”

- A). We said that Bravo! Qasim you have played very well.
- B). We appreciate Qasim you have played very well
- C). We applauded Qasim saying that he had played very well.
- D). We applauded Qasim that he has played very well.

8. **The captain shouted, “Hurrah! We have won the match.”**

- A). The captain shouted that Hurrah! we have won the match.
- B). The captain exclaimed with joy that they had won the match.
- C). The captain shouted with joy that we have won the match.
- D). The captain exclaimed with joy that we had won the match.

9. **They said, “Alas! We have lost a great leader.”**

- A). They exclaimed with sorrow that they had lost a great leader.
- B). They said that Alas! we have lost a great leader.
- C). They said Alas! they have lost a great leader.
- D). They exclaimed with sorrow that we have lost a great leader.

10. **The teacher said, “Good morning dear students! Have you done your homework?”**

- A). The teacher said the students good morning and asked if they have done their homework.
- B). The teacher said that good morning dear students! Have you done your homework.
- C). The teacher greeted the students good morning and asked if they have done their homework.
- D). The teacher wished the students good morning and asked if they had done their homework.

Q3.7. Direct Indirect on Imperative Sentences

1. **Bhaskar said to Kapil, "Please do come some time."**

- A. Bhaskar requested Kapil to do come sometime.
- B. Bhaskar requested Kapil to come sometime.
- C. Bhaskar asked Kapil to come sometime.
- D. Bhaskar requested Kapil to please come sometime.

2. **He said to me, "Do read the holy Gita daily."**

- A. He asked to me to read the holy Gita daily.
- B. He asked me to do read the holy Gita daily.
- C. He asked me to read the holy Gita daily.
- D. He requested me to read the holy Gita daily.

3. **Sahil said to his friends, "Lets go to the park."**

- A. Sahil suggested to his friends that we should go to the park.
- B. Sahil requested to his friends that we should go to the park.
- C. Sahil suggested to his friends that we would go to the park.
- D. Sahil suggested to his friends that we have to go to the park.

4. **He said, "May God bless you."**

- A. He prayed that God bless him.
- B. He prayed that may God bless him.
- C. He told that may God bless him.
- D. He prayed that might God bless him.

5. The Judge said to inspector, "Call the thieves."

- A. The Judge urged inspector to call the thieves.
- B. The Judge ordered inspector to get the thieves.
- C. The Judge requested inspector to call the thieves.
- D. The Judge ordered inspector to call the thieves.

6. The teacher said to the boy," Come in, be seated and tell about yourself in detail."

- A. The teacher ordered the boy to come in, be seated and tell about himself in detail.
- B. The teacher requested the boy to come in, be seated and tell about himself in detail.
- C. The teacher asked the boy to come in, be seated and tell about himself in detail.
- D. The teacher requested the boy to come in, be seated and tell himself in detail.

7. His father ordered him to go to his room and study.

- A. His father said, "Go to your room and study."
- B. His father said to him, "Go and study in your room."
- C. His father shouted, "Go right now to your study room"
- D. His father said firmly, "Go and study in your room."

8. He said to his father, "Please increase my pocket-money."

- A. He told his father, "Please increase the pocket-money"
- B. He pleaded his father to please increase my pocket money.
- C. He requested his father to increase his pocket-money.
- D. He asked his father to increase his pocket-money.

9. Nita ordered her servant to bring her cup of tea.

- A. Nita told her servant, "Bring a cup of tea."
- B. Nita said, "Bring me a cup of tea."
- C. Nita said to her servant, "Bring me a cup of tea."

D. Nita told her servant, "Bring her that cup of tea."

10. "Please don't go away", she said.

A. She said to please her and not go away.

B. She told me to go away.

C. She begged me not to go away.

D. She begged that I not go away.

Q3.8. Direct Indirect on Mixed Exercises

1. The boy said, "Who dare call you a thief?"

A. The boy enquired who dared call him a thief.

B. The boy asked who called him a thief.

C. The boy told that who dared call him a thief.

D. The boy wondered who dared call a thief.

2. She exclaimed with sorrow that was a very miserable plight.

A. She said with sorrow, "What a pity it is."

B. She said, "What a mystery it is."

C. She said, "What a miserable sight it is."

D. She said, "What a miserable plight it is."

3. Dhruv said that he was sick and tired of working for that company.

A. Dhruv said, "I am sick and tired of working for this company."

B. Dhruv said, "He was tired of that company."

C. Dhruv said to me, "I am sick and tired of working for this company."

D. Dhruv said, "I will be tired of working for that company."

4. "Are you alone, my son?" asked a soft voice close behind me.

A. A soft voice asked that what I was doing there alone.

B. A soft voice said to me are you alone son.

- C. A soft voice from my back asked If I was alone.
- D. A soft voice behind me asked If I was alone.
5. She said to him, "Why don't you go today?"
- A. She asked him why he did not go that day.
- B. She said to him why he don't go that day.
- C. She asked him not to go that day.
- D. She asked him why he did not go today.
6. He exclaimed with joy that India had won the Sahara Cup.
- A. He said, "India has won the Sahara Cup"
- B. He said, "India won the Sahara Cup"
- C. He said, "How! India will win the Sahara Cup"
- D. He said, "Hurrah! India has won the Sahara Cup"
7. The little girl said to her mother, "Did the sun rise in the East?"
- A. The little girl said to her mother that the sun rose in the East.
- B. The little girl asked her mother if the sun rose in the East.
- C. The little girl said to her mother if the sun rises in the East.
- D. The little girl asked her mother if the sun is in the East.
8. The man said, "No, I refused to confers guilt."
- A. The man emphatically refused to confers guilt.
- B. The man refused to confers his guilt.
- C. The man told that he did not confers guilt.
- D. The man was stubborn enough to confers guilt.
9. Nita ordered her servant to bring her cup of tea.
- A. Nita told her servant, "Bring a cup of tea."
- B. Nita said, "Bring me a cup of tea."
- C. Nita said to her servant, "Bring me a cup of tea."

D. Nita told her servant, "Bring her that cup of tea."

10. My cousin said, "My room-mate had snored throughout the night."

A. my cousin said that her room-mate snored throughout the night.

B. my cousin told me that her room-mate snored throughout the night.

C. my cousin complained to me that her room-mate is snoring throughout the night.

D. my cousin felt that her room-mate may be snoring throughout the night.

Unit-IV

Q4.1. Short questions on presenting ideas (fill-ups, picking the right words/ phrases)

1. During oral presentations gaining eye contact with as many people as possible is important since it
2. Usage of Intonation and Stress simulates musical element in speech because these variations
- .
3. We can notice variations in Stress & Intonation while observing
-
- ...

Q4.2. Short questions on introduction dignitaries

1. An impressive introduction of an esteemed guest, for example a Vice Chancellor of a reputed university, must contain following points
-
2. Imagine a scenario: 10 years down the line, how do you wish to be introduced as a special guest of honor in a large gathering.

Stage Secretary: I am so overwhelmed to announce

.....

3. You have got a chance to be the stage secretary for an Indian Science Congress session, your worst fears can be following:
-

Q4.3 MCQS on Adjectives

1. Oliver Twist is a well-known _____ character from British literature.

- a. fictitious
 - b. mythological
 - c. fictional
 - d. fiction
2. The man was accused of getting a credit card using a(n) _____ name.
- a. imaginary
 - b. fictitious
 - c. fictional
 - d. mythological
3. The little girl played house with her _____ friend which happens to be a Teddy bear.
- a. imaginary
 - b. fictitious
 - c. legendary
 - d. famous
4. Those are probably the _____ curtains in the store.
- a. fanciest
 - b. fanciest
 - c. most fanciest
 - d. fancier
5. Uncle Carl is really _____ man.
- a. an old sweet
 - b. a sweet
 - c. a sweet old
 - d. an old sweet
6. Everyone was home for the holidays. What could make for _____ Christmas than that?
- a. a merryer
 - b. the merriest
 - c. a merrier

- d. a merry
7. They grew up in _____ house in Gurugram City suburbs.
- a. a comfortable, little
 - b. a little, comfortable
 - c. a comfortable little
 - d. comfortably
8. Diehard is the _____ movie I've ever seen.
- a. most excited
 - b. most exciting
 - c. most exciteable
 - d. exciting
9. Of all the mechanics in the shop, Harish is surely _____ .
- a. the less competent
 - b. the least competent
 - c. the competentest
 - d. the most exciting
10. In the fall, the valleys tend to be _____ than the hilltops.
- a. foggy
 - b. more foggier
 - c. foggier
 - d. foggiest

Q4.4. 20- MCQS on Stress

1. How is a stressed syllable different from an unstressed syllable? (Choose four answers.)
- a. The stressed syllable is longer in duration.
 - b. The stressed syllable is shorter in duration.
 - c. The stressed syllable is louder.
 - d. The stressed syllable is softer.
 - e. The stressed syllable is higher in pitch.

- f. The stressed syllable is lower in pitch.
 - g. The vowel sound of the stressed syllable is clearer.
 - h. The vowel sound of the stressed syllable is less clear.
2. The types of words that receive the least stress in a sentence are usually _____.
- a. Content words like "table," "write," or "intelligent."
 - b. Words containing consonant clusters, like "strong," "plants," or "against."
 - c. Words with suffixes that come from Latin, like "nation," "capacity," or "rectify."
 - d. Function words like "the," "at," "and," or "with."
3. The one word in a sentence that is most likely to receive sentence stress is _____.
- a. The subject of the sentence.
 - b. The last content word in the sentence.
 - c. The longest word in the sentence.
 - d. The first word in the sentence.
4. In a stress-timed language, _____.
- a. All the syllables receive about the same amount of stress.
 - b. There's really no predictable rhythm pattern.
 - c. The time between stressed syllables stays fairly constant.
 - d. People feel stressed out all the time when they speak.
5. Which of these is a nearly universal rule of word stress?
- a. Stress occurs on the vowel
 - b. All multi-syllabic words have two primary syllables that are stressed
 - c. Nouns and adjectives are always stressed differently
 - d. Verbs never contain a stressed syllable
6. The force of a speaker's breath on a syllable or sound that conveys emphasis or meaning differences is known as:
- a. tempo
 - b. junction
 - c. pitch
 - d. stress

-
7. Which syllable of the word is stressed: Photographer
- 1
 - 2
 - 3
 - 4
8. Which syllable of the word is stressed: Electricity
- 1
 - 2
 - 3
 - 4
 - 5
9. Which syllable of the word is stressed: Illuminate
- 1
 - 2
 - 3
 - 4
10. Which syllable of the word is stressed: Transportation
- 1
 - 2
 - 3
 - 4
11. Which word has the first syllable stressed?
- avoid
 - myself
 - cotton
 - America
12. Select the correct way to divide this word into syllables: GAIN
- g-ain
 - ga-in

- c. gai-n
- d. gain

13. Select the correct way to divide this word into syllables: SOLAR

- a. s-olar
- b. so-lar
- c. sol-ar
- d. solar

14. Select the correct way to divide this word into syllables: BUTTER

- a. butter
- b. bu-tter
- c. butt-er
- d. but-ter

15. Select the correct way to divide this word into syllables: COOPERATE

- a. coo-per-ate
- b. coop-er-ate
- c. cooper-ate
- d. co-op-er-ate

16. Select the correct way to divide this word into syllables: CORNER

- a. corn-er
- b. co-rn-er
- c. cor-ner
- d. corner

17. Select the correct way to divide this word into syllables: DEHYDRATE

- a. dehy-drat-e
- b. de-hyd-rate
- c. deh-y-dra-te
- d. de-hy-drate

18. Choose the correct spelling of the word.

- a. Rythm

- b. Rhythm
 - c. Rytham
 - d. Rythem
19. Intonation and _____ are two main elements of linguistics prosody.
- a. Syllable
 - b. Pitch
 - c. Stress
 - d. Accent
20. Stress in oral speech is used to:
- a. Enhance the tone of a syllable.
 - b. Emphasize certain syllables in a word or a certain word in a phrase or sentence.
 - c. Improve the pitch of certain syllables.
 - d. To sound polished

Q4.5. MCQS on Intonation

1. The Change of pitch of voice is called
- a. Stress
 - b. Rhythm
 - c. Pause
 - d. Intonation
2. What is the intonation marker for a CLOSED question in English?
- a. Rising pitch towards the end of the sentence.
 - b. Falling pitch towards the end of the sentence.
 - c. Completely flat pitch throughout the sentence.
 - d. It depends on the relative social statuses of the speakers.
3. Does pitch or intonation in English change the meaning of individual words?
- a. Yes, but only for nouns.
 - b. Yes, for all words.
 - c. It depends on who the speakers are.

d. No.

4. What is NOT rhythm in public speaking?

- a. Having the right flow of speech that is not too fast, too slow, or choppy
- b. Emphasizing the right part of a sentence to make sure the points are made
- c. Using similar tones to express different types of speech expressions
- d. Lowering your intonation at the end of a speech to infer you are on your closing thoughts

5. Allow us to express emotions: finality, confidence, interest, surprise, doubt etc.

This statement refers to....

- a. Social status
- b. Grammatical functions
- c. Accentual functions
- d. Emotive & Attitudinal functions

6. Which of sentences below shows the rise- fall intonation?

- a. It can be true
- b. Red, yellow, green and blue
- c. It won't hurt
- d. I have plans to leave.
- e. All of them

7. Which explanation below convey the correct meaning of the sentence.

- a. I have some diagrams/drawing that I have to leave
- b. I am planning to leave

8. "He isn't flying to Paris tomorrow. But next month."

Which sentence convey meaning stated above?

- a. **HE** isn't flying to Paris tomorrow.
- b. He **ISN'T** flying to Paris tomorrow.
- c. He isn't **FLYING** to Paris tomorrow.
- d. He isn't flying to Paris **TOMORROW**.

9. "He isn't flying to Paris tomorrow. His brother is."

Which sentence convey meaning stated above?

- a. **HE** isn't flying to Paris tomorrow.
- b. He **ISN'T** flying to Paris tomorrow.
- c. He isn't **FLYING** to Paris tomorrow.
- d. He isn't flying to **PARIS** tomorrow.

10. Amazon Customer Care Executive: Sir, you'll get your delivery by tomorrow.

What is the function of the sentence above?

- a. To express disappointment
- b. To provide confirmation
- c. To encourage
- d. To list

11. It shouldn't look like that, should it?

Match the sentence above with the correct intonation patterns?

- a. Falling intonation
- b. Rise fall intonation
- c. Fall rise intonation
- d. Rise intonation

12. Language can tell us...

- a. How a speaker feels about what he is saying
- b. How a speaker feels at the moment he is speaking
- c. Both of the above

13. If your intonation patterns are not standard...

- a. Everyone will understand you
- b. Your meaning probably will not be clear
- c. Neither of the above

14. Which of these is the best way to establish a proper rapport with audience?

- a. Pointing a finger
- b. Making eye contact
- c. Waving your hands
- d. Leaning against the podium stand

15. Which of these is the best pace to utter a speech?
- 50 words per minute
 - 150 words per minute
 - 200 words per minute
 - 250 words per minute
16. Which of these must be avoided in a speech?
- Too frequent filled pauses
 - Gestures
 - Eye contact
 - Interest
18. Which of these must be avoided by the speaker?
- He must convey precise information.
 - He must ensure that the information is understood by the audience.
 - He must inspire the audience to totally accept his point of view.
 - He must force the audience to totally accept his point of view.
19. If someone's voice goes down all the way at the end of a sentence, the speaker is probably ____.
- finished talking
 - planning to talk some more
 - has got excited to speak more
20. If someone's voice goes down just a little, or rises a little, the speaker is probably ____.
- finished talking
 - planning to talk some more
 - has got excited to speak more

Q4.6. Questions on presenting ideas with given hints/ words/ phrases

1. This is often advised as an effective strategy while Presenting Ideas to "Have a strong opening". What does this mean?
- [well-rehearsed; Well-researched; methods to make impressive presentation etc. etc.]

2. Another popular remark given as an effective strategy while Presenting Ideas is to "Finish with a bang". What does this mean?

[leave a lasting impression; impressive closing remarks etc. etc.]

3. Pauses are as important as Stress and Intonation. Place your opinion here.

[as long as they are not so frequent; exhibit control in their usage]

Q4.7. Questions on Introductory Speech with given hints/ words/ phrases

1. A good introduction is essential to get a speaker off to a good start. Imagine a situation where it does not go well, what will be the fallout?

[bored public; audience giving bad reviews; loss of credibility etc. etc.]

2. Size up your audience. What characteristics of the audience members should you take into account when planning and presenting an introduction speech?

[know the audience profile; customize your speech etc. etc.]

3. What are those things which should be avoided in the introductory speeches?

[long-winded speech; self-praise; derogatory to someone etc. etc.]

Q4.8. Questions with pictures and suitable Adjectives about presenting ideas

1. Pen your thoughts on this picture.



2. Imagine you have just selected a new house to purchase soon. What are those adjectives which will come handy here to describe about the house to your parents?
3. Describe any of your sleep-dream which you still remember. Underline all those different adjectives used in the answer.

Unit-V

Q5.1. Read the following topics and use the below-given vocabulary to draft a paragraph:

- a. Have you met anyone exceptionally interesting lately? Why was he or she so interesting?

Professor, Literature, science, artist, adventurous, charismatic, experienced.

- b. Who is the wisest person you know? Why are they so wise?

Father, businessman, struggles, diligently, well experienced, practical, sensitive.

- c. Have you read any good books lately? What kind of books do you like best?

Adaptation, protagonist, plot, twisted climax, cinematography.

Q5.2. Draft a paragraph in about 80-100 words by utilising the mentioned beginning or conclusion:

- a. **Brain Linguistic Systems**

Neurocognitive Linguistics is an attempt to understand the linguistic system of the human brain. The object of investigation is the mental system that supports our language processing.....

- b. **Influenza**

Influenza develops after the virus enters a person's nose or mouth. It causes muscle pain, sudden high body temperature, breathing problems and weakness.....

- c. **Tsunami**

----. However, the most common cause is an undersea earthquake. An earthquake which is too small to create a tsunami by itself may trigger an undersea landslide quite capable of generating a tsunami.

Q5.3. Find out which of the word is appropriate as collocation in following of the blanks, use the expressions shared in bracket:

(hand in, maintain, hang up, to, run, save, put out, do, board)

- a. I'm trying to ____ time by shopping online instead of going to the store.
- b. Don't let it affect you. You need to _____ the positive attitude you've always had.
- c. You should _____ the plane now before it takes off without you.
- d. You can _____ your coat on the coat rack over there.
- e. In college, I _____ a few assignments late. It hurt my GPA.
- f. Many people objected ____ the decisions the president made during his first 100 days in office.
- g. He's one of the top young Republicans. Many people think he's going to _____ president in the next election.
- h. Could you please _____ your cigarette? The smoke is bothering me.
- i. I do the cooking, and my wife _____ the grocery shopping.

Q5.4. Rearrange the words in a sentence, following the rules of collocation:

- a. At /my teacher, but then the/ first I couldn't understand/ lessons became easier.
- b. We know/ and it's all in/ about the problem, /hand.
- c. The new /good at/ line!/ keeping /teacher isn't very/ the students in.
- d. She's a bit on /as the company/edge at the moment/ is downsizing.
- e. Food is getting /which has been under /scarce in the city, /siege for the last month.
- f. You can go/ enjoy the skiing/ by day and sunset/ on the beach /by night.
- g. *We are to **make**/ a supply of raw /**a contract** for/silk with the company.*
- h. *The fall in /**connected** /retail sales is directly/**with** the decline/ in employment.*
- i. *"You and me,/ to **break** /today we're going/ **a record**, " he said.*
- j. *Professor/ **to** Leonardo/Samson **attributes** /this painting*

Q5.5. Which word collocates with all the words given?

1. Fried, poached, fresh, raw, frozen, grilled, smoked __fish__
2. Summer, warm, winter, tatty, shabby, trendy, second-hand_____
3. Massive, huge, crowded, packed, outdoor, indoor, sports_____
4. Dangerous, desperate, common, born, hardened, master_____
5. base, retention, satisfaction, attrition, relations, service, support_____

6. plan, lunch, trip, partner, investment, acumen_____
7. increase, controls, war, tag, range_____
8. payer, law, measures, reform, cuts, credit, exemption_____
9. coverage, premium, claim, broker, agent_____
10. exchange, market, index, options_____

Q5.6. Choose the correct option as per the rules of collocation:

- a. Collocations can be divided into several types such as _____ collocations.
 1. verb + noun
 2. subject + object
 3. first + second
- b. To work in customer service, you need to be able to keep a _____ head. You can't get upset every time someone yells at you.
 1. calm
 2. cool
 3. composed
 4. Solid
- c. We need to break down _____ and create more opportunity for entrepreneurs.
 1. obstacles
 2. barriers
 3. hindrances

4. Difficulties

d. Many of my coworkers are _____ golfers.

1. frequent

2. spirited

3. avid

4. Devoted

e. What technological _____ do you expect to see in the next decade?

1. enhancements

2. improvements

3. advances

4. upgrades

f. The new purchasing manager looks _____ familiar.

1. vaguely

2. mildly

3. marginally

4. lightly

g. Several schools and government offices were closed due to the _____ weather.

1. rugged

2. violent

3. inclement

4. vicious

h. Bob's not a good friend of mine, just a _____ acquaintance.

1. slight
 2. casual
 3. random
 4. incidental
- i. Today the fire alarm _____ and we had to evacuate the building.

1. engaged
 2. activated
 3. went off
 4. went on
- j. The goal of the campaign is to _____ awareness of pollution and overfishing in the area.

1. produce
 2. generate
 3. draw
 4. raise
- k. If you call and complain, they may _____ the fee for you.

1. waive
2. eliminate
3. get rid of
4. remove

- l. We're a serious company, but we work in a _____ atmosphere.

1. calm
2. relaxed

3. tranquil

4. composed

m. We're planning to move operations to a(n) _____ country.

1. emerging

2. developing

3. progressing

4. advancing

n. I can't help but feel that I'm _____ responsible for what happened.

1. moderately

2. relatively

3. fairly

4. partly

o. Some people in the department don't like the fact that he has a tendency to be _____ honest.

1. brutally

2. uncomfortably

3. painfully

4. harshly

p. Do we have any idea what the _____ cause is of this issue?

1. base

2. key

3. basic

4. root

q. I didn't like the house I looked at today. It was rather cramped and there was a _____ smell in the basement.

1. powerful

2. strong

3. heavy

4. harsh

r. Our CEO and company president got into a(n) _____ debate yesterday. They were at each other's throats.

1. angry

2. strong

3. heated

4. harsh

s. We can't afford to hire someone we need to train. We need someone who can step in and have a(n) _____ impact.

1. urgent

2. instant

3. immediate

4. prompt

t. The _____ majority of Americans have never been to Europe.

1. big

2. huge

3. vast

4. immense

u. Which is a common adverb + adjective collocation?

1. richly decorated

2. richly wealthy

3. greedily rich

Q5.7. Draft a Power point presentation on the following topics:

- Perks of e-commerce
- How to prevent cyber crime
- Consequences of deforestation
- Role of social media in our personal life
- Advantages and disadvantages of outsourcing
- Types of juvenile delinquency
- Environmental sustainability
- Gender roles in modern society
- Sleep deprivation, patterns, and habits
- What you should know about human trafficking

Unit-VI

Q6.1. Multiple choice questions based on Telephone etiquette:

1. Which of the following is a telephone etiquette?
 - a. Taking the call without disruption
 - b. Always keep writing pad next to the phone
 - c. Never eat or drink something during call
 - d. All of these
2. When you answer the phone you need to say your name and...?
 - a. The name of the company
 - b. "Hello!"
 - c. "How are you today?"
3. Why are telephone greetings so important?
 - a. It is the first impression
 - b. It shows that you are happy
 - c. It shows that you are polite
4. What is the most important about your voice?
 - a. The volume
 - b. The speed
 - c. The tone
 - d. All of the above
5. **When the caller is calling for your boss and he or she is not available for personal reasons, you should?**
 - a. Tell them they are on vacation.
 - b. Tell them they are having family problems.

- c. Tell them that they are out for a long lunch.
- d. Offer to take a message or see if you or anyone else can help them.

6. How do you hang up a call?

- a. “Please do not call back again. Thank you.” Then hang up.
- b. Hang up before the caller does, as this shows that you are busy at the office.
- c. Let the caller hang up first. This shows the caller that you aren’t in a hurry to get off the phone with them.

7. When answering the phone and trying to learn who is calling you should say?

- a. Who is this?
- b. What is your name?
- c. I will put you through
- d. May I ask who is calling?

8. How long should the phone ring before you answer while you are busy at the office?

- a. Answer the phone before the third ring.
- b. Answer the phone in the last ring, as you are busy.
- c. Do not answer the phone. Let it ring you can always call back.

9. How important is your voice inflection and tone to a customer when answering their call?

- a. Undecided

- b. Important
- c. Unimportant
- d. Very Important

10. Why is it not advisable to take your cell phone into an important business meeting?

- a. The opposite is true - never be more than 5 paces from your phone, and always keep it one.
- b. Someone else may need to use your phone in the office, and if you take it in, he or she won't have it
- c. It is rude if it rings and you are with a client or it rings during an important company meeting, especially if you answer it.
- d. None of the above

11. Which of the following is considered polite if you have an interrupt while speaking to a caller?

- a. Wait there, I'll be back
- b. Wait 5 minutes, will you
- c. Got to go - I'll call you back later
- d. Excuse me for a moment, please, I will be back in a matter of seconds. Is that okay?

12. What is reflected in the sound of your voice?

- a. Smile
- b. honesty

- c. corruption
- d. All of the above

13. When you leave a message in someone's voicemail what is the most important?

- a. Say the date and the time
- b. Mention your telephone number
- c. Ask to go back

14. When taking a caller off hold, what should you say?

- a. "I apologize for the inconvenience"
- b. "Thank you for holding"
- c. "I told you it was not going to be long"

15. Besides having a paper and pencil ready, why would you ask the caller for their phone number?

- a. In case the call gets disconnected
- b. To show the caller you are polite and considerate
- c. In case the caller is rude. This way you can call him back

16. You are having a conversation with your colleague and the phone rings. What do you do?

- a. Get the caller's phone number and call him / her back.
- b. Tell your colleague to wait.
- c. Answer the phone and put the caller on hold.

17. Can we use slang's on call

- a. Yes

b. NO

18. Always keep the phone ____ from your mouth.

- a. Two inches
- b. Really close
- c. Two-finger widths
- d. Not really important

19. It is absolutely fine to call people in odd hours?

- a. True
- b. False

20. Which one is the correct way to greet a caller?

- a. Hi this is Mr. Jones.
- b. Dr. Smith's office, this is Rachel. How may I help you?
- c. Ms. Williams speaking, what do you need?
- d. They are all acceptable.

Q6.2. Read the following conversation for reservation and fill in the blanks accordingly:

a) Read the dialogue and complete the conversation with appropriate phrases and sentences. The conversation is between Receptionist (R) and Customer (C) to make a reservation for him in the hotel:

R: Good morning. Welcome to the Westin Hotel

C: Hi, Good morning. I'd like to make a reservation for this weekend. _____(a)

R: Yes sir, we have several rooms available And what is the exact date of your arrival?

C: The 24th.

R: _____(b)

C: I'll be staying for two nights.

R: _____(c)

C: For two people

R: And would you like a single room?

C: yes, please.

R: Great. And would you prefer to have a room with a view of the ocean?

C: Sure What's the rate for the room?

R: Your room is \$400 per night, _____(d)

C: Jack Johnson

R: _____(e)

C: Sure. J-O-H-N-S-O-N

R: Could you tell me your telephone number?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. _____(f)

C: Visa. The number is 987654321.

R: And what is the name of the cardholder?

C: Jack Johnson

R: Alright, Mr. Johnson, _____(g)

C: Great, thank you so much.

R: My pleasure. Have a nice day.

b) Follow the conversation between the customer and receptionist. Fill the gaps with the help of hints given :

Receptionist: Good morning, Pine trees Hotel. How _____(can I help) you today?

Customer: Hello, I would like to book a room for tonight / Friday, August 15th / the 20th till the 23rd.

Receptionist: What kind of room _____(will) you like?

Customer: I _____(will like) a double room, please.

Receptionist: Please hold on I will check I am afraid we only have single room available. Tomorrow we will have a double room

Customer: OK that will do. How much _____(do you charge) for a single room?

Receptionist: Forty pounds including GST.

Customer: _____(be meals include) in that price?

Receptionist: Yes, your breakfast and dinner are included and are served in our dining room.

Customer: That's great; I will take a single room for tonight and change to a double room tomorrow.

c) Fill the gaps with right kind of expression:

Hotel Clerk: Hello. Holiday Inn. May I help you?

Man: _____

Hotel Clerk: we have one suite available,

Man: _____

Hotel Clerk: It's only \$200 dollars

Man: Okay, that'll be fine.

Hotel Clerk: _____

Man: Yes. Ash Simpson.

Hotel Clerk: _____

Man: S-I-M-P-S-O-N

Hotel Clerk: Okay, Mr. Simpson, we look forward to seeing you

Man: _____

Q6.3. Read the conversation made for arrangements and fill the blanks appropriately:

a) This is a dialogue between patient and front-desk officer arranging an appointment. Use the hints in the bracket.& Words can be used more than once in appropriate tense form:

(arrange, meeting, available, speak, message, can, will)

Patient: Hello! _____ I _____ to Dr Merissa, please?

Front-desk officer: I'm afraid she's in a _____, but I can leave her a _____..

Patient: I _____ like to _____ an appointment to see her. .

Front-desk officer: She's _____ tomorrow morning.

Patient: I _____ make it at 11:30.

Front-desk officer: I'm sorry, she's busy at that time. _____ 12 be okay?

Patient: Excellent. I _____ see you tomorrow at 12, then!

Front-desk officer: Goodbye!

b. Complete the conversation by using appropriate expressions:

Mac: Good morning! _____, please.

Josh: Speaking.

Mac: Hello, this is _____. I am calling from _____ and _____ set up an interview with you.

Josh: Ah, yes. Let me look _____. When _____ for you?

Mac: Anytime after lunch.

Josh: How about _____? Does that work for you?

Mac: I'm afraid _____ on Thursday. How does Friday sound to you?

Josh: Friday _____. Shall we meet here at four o'clock?

Mac: _____! Bye.

c. Read the conversation and supply appropriate words in proper tense form.

Doctor's Assistant: Good morning, Doctor Jensen's office. How may I help you?

Patient: Hello, I _____ (will, like, make) an appointment to see Doctor Jensen, please.

Doctor's Assistant: _____ (be, be, to see) to see Doctor Jensen before?

Patient: Yes, I have. I _____ (have) a physical last year.

Doctor's Assistant: Fine, what is your name?

Patient: Maria Sanchez.

Doctor's Assistant: Thank you, Ms. Sanchez, let me pull up your file... Okay,

I _____ (locate) your information. What's the reason for your making an appointment?

Patient: I _____ (have, be, feel, not) very well lately.

Doctor's Assistant: _____ (do, need, you) urgent care?

Patient: No, not necessarily, but I'd like to see the doctor soon.

Doctor's Assistant: Of course, how about next Monday? There's a slot available at 10 in the morning.

Patient: I _____ (afraid) I'm working at 10. Is there anything available after three?

Doctor's Assistant: Let me see. Not on Monday, but we have a three o'clock opening next Wednesday. _____ (will, like, come) in then?

Patient: Yes, next Wednesday at three would be great.

Doctor's Assistant: All right, I'll pencil you in for three o'clock next Wednesday.

Patient: Thank you for your help.

Doctor's Assistant: You're welcome. We _____ (will, see) you next week. Goodbye.

Q6.4. a. Read the following telephone conversation and fill in the blanks appropriately:

a) Complete the conversation with right kind of sentences:

Aria: _____

Biti: Hi, Ray. This is Biti.

Aria: Good morning, Biti. _____

Biti: Things are wonderful. What can I help you with?

Aria: _____ to discuss the new project?

Biti: That would be great. What restaurant did you have in mind?

Aria: _____

Biti: That would be perfect. It's a nice quiet place to meet.

Aria: _____

Biti: I am looking forward to meeting with you. See you then.

b) Complete the conversation with ideas shared in bracket.

(What do you think, thinking about, will pick you up, I'd love to! , Sounds great!, wondering if you'd like)

John: Hi, Alice, it's John. How are you?

Alice: Oh, hi, John! I was just thinking about you.

John: That's nice. I was(a) _____ to go to a movie tonight.

Alice: Sure(b) _____, What's playing?

John: I was (c) _____ that new comedy "Lights Out." _____(d) ?

Alice: _____(e)

John: OK, I _____(f) around 7:30. The movie starts at 8.

Alice: See you then. Bye!

c. Complete the conversation by asking appropriate questions.

Receptionist: Good morning. Solomate Academy. _____?

Caller: Yes, please. I'd like some information about the evening courses.

Receptionist: OK... _____?

Caller: German. Actually I work for a multinational company and they're planning to transfer me to their Berlin office. I don't know much German, so I thought I would learn at least a few words and phrases before I go.

Receptionist: That's good. We do offer some spoken German courses in the evening.

Caller: _____? I don't think I'll be able to do a long-term course, because I might get the transfer anytime.

Receptionist: I see. Yes, we do offer some short-term courses, but the thing is that you can't learn a language in one or two months. You'll only learn the basics. By the way, _____?

Caller: I'm not fluent in speaking German.

Receptionist: OK. _____?

Caller: Yes, I can read and write. I did learn some German when I was in school but after that I lost touch with the language.

Q6.5. Multiple choice questions based on Letter writing:

1. Business letters should be concise.
 - a) True
 - b) False

2. Which of these must be avoided in business letters?
 - a) Polite words
 - b) Formal words
 - c) Abbreviations
 - d) Clear details

3. Which of these must not be mentioned in a business letter?
 - a) Information of the quality of the order
 - b) Name of the firm
 - c) The mode of payment
 - d) With regards

4. Which of these is not used to conclude a business letter?
 - a) Yours faithfully
 - b) Yours truly
 - c) Yours sincerely
 - d) With kind regards

5. Where are the details of enclosures mentioned?
 - a) Beginning of the letter
 - b) Below the signature column
 - c) Right-hand side of the letter
 - d) Main body of the letter

6. Simplicity in writing means essentially:
 - a) the use of simple words

b) Plainness

c) the use of simple sentences

d) the use of simple tense

7. _____ letters are letters to people who we don't know on a personal level.

a) Chain

b) Informal

c) Formal

d) Reference

8. Information necessary to include in a formal letter are _____.

a) dates, names, and addresses

b) dates, serial numbers, and locations

c) date, relationship, and age

d) date, preferred language, and race

9. All business letters have one thing in common, _____.

a) their purpose

b) professionalism

c) they are private

d) publicity

10. A complaint letter is an example of a(n) _____ letter.

a) formatted

b) informal

c) personal

d) business

Q6.6. Read the following letter and fill in the blanks appropriately:

a) This is a complaint letter

New Business World
16 Ring Road
Delhi – 01

November 30, 2019

The Manager
ABC Stationary King
35 Patel Street
Delhi – 18

Sub.: _____ (a)

_____ (b)

This is with reference to the Order No. S/24-201S-1147 place on Nov 17, 20xx. The order consists of letterhead and business cards. As per the agreement, we were _____ (c) (promise) of receiving the order latest by Nov 22, 20xx. First of all the order did not reach in time. Also, the quality of the papers and design selected for business cards is not matching with the selected one.

We _____ (d) (face) a lot of embarrassment and inconvenience and our reputation is at stake in the eyes of our clients.

Kindly ensure that the order will be replaced latest by Dec 4, 20xx, failing which payment will be stopped or the will be cancelled. _____ (e) (appropriate closing sentence)

Thanking you.

Yours truly

_____ (f)

General Manager

b) Use any one word to fill in the gap:

(truly, supply, ensure, number, inconvenience, replace, appreciate)

Aron Stationary King

33 Patel Street

Delhi – 19

December 02, 2019

The General Manager

61 Route Road

Delhi – 01

Dear Sir,

Sub.: Reply to the complaint against Order No. S/24-201S-1147.

This is with reference to your Order No. S/24-201S-1147 which you placed with our company on Nov 17, 20xx.

We sincerely apologize to you for the _____ (a) caused. Right now we are facing problems with _____ (b) from the manufacturer's end. Also, we are flooded with a large _____ (c) of orders.

We are taking steps in regard to your complaint and we _____(d) that we will _____(e) the order latest by Dec 05, 20xx also a similar problem does not occur in future again. We would _____(f)your support on this matter.

Thanking You.

Yours _____(g)

Mhd. Amaiz

Manager

c) Complete the letter following the given beginning: (You are applying for a post)

Myst Westbury,

Arizona

29 April, 2020

Mr. James,

Human Resource Manager,

CISco Solutions,

New Orleans, USA

Subject:_____

Dear Mr. James,

Allow me to introduce to you myself, Mycroft Westbury, the Senior Engineer in CISco Solutions. I have been in this position for more than five years now.

Thanks and regards,

Myst Westbury,

Q6.7. Draft letter following the hints given in bracket:

A. Write a letter to an online platform posting a complaint over error in billing procedure.

(Keep in mind that most errors are unintentional, and that most businesses want to address and clear up their customers' complaints quickly. Avoid aggressive, accusing language. Include a specific request regarding how you feel the situation should be resolved. Close the letter on a positive note, expressing confidence that the reader will handle the matter well.)

B. Write a letter complaining over poor quality service or product supplied to you.

(Omit irrelevant details and use firm but respectful language. Communicate facts more than emotions. State what you expect as a reasonable response. Be firm about any agreed-upon prices, deadlines, guarantees, or services include copies of such agreements. Assume that your reader will be fair and will take appropriate action, until he or she proves otherwise.)

C. Draft a letter to a famous e-commerce portal complaining regarding delay in the delivery of your order.

(Be aware that a friendly reminder usually works better than criticism in these cases. State your concern clearly, giving your reader the benefit of the doubt. Provide sufficient information so your reader can find your order. Give the date and tell exactly what you ordered. Request that

the reader either send the merchandise or offer an explanation for the delay. If you have sent money, request that it be returned if your order cannot fill the order.)

D. Write a letter requesting for a copy of an official document.

(Ask for the document and inform the reader where to send it. If applicable, indicate that you have enclosed the required documents or fees. Thank the reader)

E. Draft a letter requesting for permission to use someone else's article for your project as reference.

(Briefly describe your project and explain why you are requesting permission to use some of the reader's material in it. Explain how you envision your work being published or used. State exactly what the credit or permission line will say, so the person can approve it or make suggestions. Express appreciation and, if appropriate, offer to share a copy of your finished work.)