



## QUESTION FOR PRACTICE

1. Answer the following questions:

- (i) How did Sunil begin playing cricket? Who helped to develop his talent as a cricketer? (My First Steps)
- (ii) Which is more important, wisdom or knowledge? What should education do for us? (Father, Dear father)
- (iii) When and how is wind energy used in India? (Fuel of the Future)
- (iv) Was the doctor right in turning Evans out in the cold? Give logic to your answer. (A case of Suspicion)
- (v) What things does a normal child like to see? Was Ved's childhood different from that of other children? (My Son will no a Beggar be)
- (vi) What brings the Intruder to Gerrards house? (If I were you)
- (vii) Baldeo finds himself in a dangerous situation. How does he deal with it? (The Tiger in the Tunnel)
- (viii) What is it that Aradhana wants to know? Why does her grandmother not tell the truth? (I Must Know the Truth)
- (ix) Nehru is both pleased and disappointed with modern India. What pleases him and what are his fears? (India Her Past and Future)
- (x) How Bholi showed her confidence and her decision making faculty? (Bholi)

2. Do as directed.

- (a) Fill in the blanks with the correct rhyming words and complete the lines from a poem 'Leisure'?

What is this life if full of \_\_\_\_\_  
We have no time to stand and stare?  
No time to stand beneath the boughs.  
And stare as long as sheep or \_\_\_\_\_.  
No time to see when woods we pass  
Where squirrels hide their nuts in \_\_\_\_\_.



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- (b) What is the name of the poet of the poem 'My Grand Mother's House'?
- (c) What was the period and overall scenario when the poem 'Where the Mind is Without Fear' was written?
- (d) Pick out the lines from the poem 'The Road Not taken' which say that both the roads looked similar that morning?
- (e) What is the scorpion referred to in the third line?

3. Do as directed

I. (a) We went to Banaras last month.

(b) I love to play cricket.

(Rewrite the above sentences in the negative)

II. (a) He is my English teacher.

(b) Radha went for the picnic.

(Rewrite the above sentences in the Interrogative)

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

Wind energy \_\_\_\_\_ (derive) through a process where wind \_\_\_\_\_ (use) to generate mechanical power or electricity. Since recorded history, wind power \_\_\_\_\_ (use) to move ships, grind grain and pump water. There is evidence that wind energy \_\_\_\_\_ (use) to propel boats along the Nile as early as 5,000 B.C.

IV. Change the following questions into indirect speech:

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

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

V. Fill in the blanks using the infinitive form of the verb given in the box

help, report, sleep

(a) I shall be glad \_\_\_\_\_ you.

(b) She asked her \_\_\_\_\_ the progress of the work.

(c) She pretended \_\_\_\_\_.

4. (a) Use the following phrasal verbs in your own sentence

put off, put by, put on

(b) Fill in the blank with the correct word from the pair of words given:

weather, whether

- The \_\_\_\_\_ has been cold and damp all month.

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- Baldeo was responsible for signaling \_\_\_\_\_ the tunnel was free of obstruction or not.

(c) Give the antonyms of the following words:

improvement, timidity, forward

(d) Use the correct form of the underlined words and fill in the blank.

a. She was very gentle.

She \_\_\_\_\_ picked up the baby.

b. Mr Singh is a very firm person.

He spoke very \_\_\_\_\_ to the rowdy boys.

5. Read the following passage and answer the questions that follow:

### **I can't believe mothers can do this to their children- Sania Mirza**

Female foeticide! I had never heard about it previously. I cannot believe that some mothers can do this to their children. It's shocking.

I should consider myself lucky and I really owe it to my parents, who also have my sister... making it 'two' girl children. I own my family a lot for two reasons; being supportive and more so accepting that fact that children – male or female – are just children.

Throughout my life my parents have never shown any sign of unhappiness at not having a son. Hats off to them. Having understood what female foeticide is all about, accepting the cause to fight against it has become my priority.

Girls can match boys in all aspects so why this reluctance to have a daughter? After all, life begins in a woman.

More than just being an ambassador, in my individual capacity I want to do whatever I can to support such a good cause as that of fighting female foeticide.

I do not know in what way I could be of help... but know that the best way is to do my bit on the tennis court. The more I win the more I can help the cause.

I will talk to as many players as I can, asking them to help fight these acts that are against Allah's will.

- Sania Mirza

### **Questions:**

1. Sania says 'I had never heard it previously' what is she referring to?
2. Mention the two factors about Sania's parents that made her feel lucky?
3. What is Sania's own opinion about a girl-child?



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4. What's Sania's earnest desire towards society?
5. What she thinks she can do to fulfil that desire?
6. Write the name of the game she has excelled in.
7. Choose the right option and complete the sentences:
  - A. How could a mother do this to her children" This refers to \_\_\_\_\_
    - i. Pre-natal killing of a girl child.
    - ii. Refusal to accept a girl child in the family.
    - iii. Giving a girl child her right to education.
  - B. Sania decides to talk to players in order to \_\_\_\_\_
    - (a) make friends with them
    - (b) advise them how to play efficiently.
    - (c) motivate them to fight against the unethical practices such as female foeticide.
8. Find words from the passage which means similar to the following:
  - i) fortunate (para 2)
  - ii) helpful (para2)
  - iii) preference (para 3)
  - iv) purpose (para 5, 6)



## QUESTION FOR PRACTICE

### Option-I (English for Receptionists)

1. Read the following conversation and write a message in the prescribed form accordingly.

Caller : Is it lovely Bags office?

Receptionist : Good Morning, Yes it is. May I know who is calling?

Caller : This is Mrs. Renu Sharm Sales Manager of Perfect Enterprises, could I talk to Mr. Salman, your Manager.

Receptionist : Sorry, Mr. Salman is out of station for a day. Could I take the message if you don't mind.

Caller : Thank you. It is in connection with the order of 200 leather bags. I want to negotiate the price, discount and other terms and condition also. Its an urgent matter. We need the bags at the earliest. Could he talk to me on my cell phone 9961554953.

Receptionist : Certainly, as soon as I can get in touch with him. I will convey the message.

Caller : Thank you, thank you indeed.

### Telephone Message Form

To: _____
_____
From _____ Time _____ Date _____
Phone No: _____
Message : _____
_____
_____
Taken by: _____



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2. Select 7 digit phone numbers of different areas. Group them correctly and write how will you say these number. Indicate the pause with '/'.  
 3. Match the column A with column B.

A	B
cut off	- write something down
find out	- call again
get through	- connect
hold on	- replace (a receiver)
look up	- lift something up
ring up	- make a telephone call
pick up	- find, eg. in a reference book
put down	- discover
put through	- disconnect
ring back	- make contact

4. Complete the following sentences with the appropriate words. First letter of the word in each case is given for your help.

- (i) A detailed plan of a journey is called an i \_\_\_\_\_.
- (ii) Most companies buy tickets through a t\_\_\_\_\_ a \_\_\_\_\_.
- (iii) I've already b\_\_\_\_\_ the hotel room for him.
- (iv) Mr Sharma doesn't know what flight he's coming back on, so he's got an o\_\_\_\_\_ ticket.
- (v) The f\_\_\_\_\_ n \_\_\_\_\_ is BA 168.

5. What items a receptionist should keep on her desk to do her job efficiently?
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.
7. A telephone conversation goes through certain well-marked stages on receiving a call and receptionist goes through the following steps:
  1. Greets and gives identity
  2. offers help

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3. obtain the callers name, designation etc
4. Acknowledge the calls.
5. takes down the message and forwards to the person concerned.
6. (a) Gives message and asks if the officer/person concerned willing to receive  
(b) connects the two parties (The caller and the receiver)  
(c) Apologizes to the caller for inability to serve him/her.

Give two examples for each of the above steps (in phrases and expression).

(a) \_\_\_\_\_

(b) \_\_\_\_\_

8. You are a receptionist in a hotel. Your client is staying in the hotel. He asks the following questions/makes the following enquiries. How will you respond to the same as under:

1. Q. Why was the breakfast delayed today?

A. \_\_\_\_\_

2. Q. Can you book a taxi for sight seeing?

A. \_\_\_\_\_

3. Q. Can you get my room unlocked? I had left my room keys inside the room self.

A. \_\_\_\_\_

4. Q. Can I make an ISD call from my room itself?

A. \_\_\_\_\_

5. Q. Why did the news paper man not supply the Sunday magazine?

A. \_\_\_\_\_

6. Q. Can you send the TV mechanic to repair my room TV set?

A. \_\_\_\_\_

7. Q. Do you allow the visitors to come directly to the room?

A. \_\_\_\_\_

8. Do you have a safe vault to keep my wife's ornaments?

A. \_\_\_\_\_



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9. Did someone call up in my absence?

A. \_\_\_\_\_

10. Shouldn't you have got my room cleaned after I left?

A. \_\_\_\_\_

9. Rewrite the following conversation with corrections in questions and responses in a humbler manner. Some of the expressions used are not appropriate. Change them.

Receptionist : 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 can't 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.

10. Write a dialogue between the 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 number for quick access.

11. ● You had received a call from Kenya to confirm the receipt of the supply made in response to your company's supply order.
- You had a visitor from TMA Chemicals, Babraula, UP to confirm the meeting of the visitors to their company. Wanted to meet the PRO
- You had 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 the registers concerned?

12. Write down the requests for which the following are possible answers:

- i) Sorry, we don't accept credit cards against our bills.
- ii) No problem. We'll book hotel accommodation at Udaipur for your visit on 17<sup>th</sup> and 18<sup>th</sup> Sept.



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- iii) Sorry, our computer system is down today. You may give the text of the e-mail. We'll try to send through some other system.
- iv) I'm afraid not. We don't have any single bed room facing the lake.



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## Section II

### ESP for Office Use

1. Mr. Sunil would like to send the following message. How should a telegram to convey this message worded?  
  
“Your 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 figures been omitted by mistakes.”
2. One of David's overseas subsidiaries has just received this memo from the accounts department at the company's headquarters.

Internal memo

To: Sunita

Reference: AC/OB

From : Leena Abraham

Yours reference:

Date: 12 July 07

your date:

Sub: sales contract

May we draw your attention to the fact that a duplicate copy of all sales contracts should be sent to the head quarters.

- Leena Abraham

Your boss has instructed you to 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 H.Q. for last five years.

Clear up misunderstanding-

We've been sending them to the law Department.

Suggest to contract the Law Department if they want to refer to old contracts.  
Express polite regret.

Assure them we will comply with any instructions they may send us.



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3. You as a manager (sales) of the stores of universal music, Chambur, Mumbai had ordered for the supply of certain stationery items for your office with M/s Dyal 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.

4. Give full form of the following E-mails acronyms.

BRB \_\_\_\_\_ IMO \_\_\_\_\_ TIA \_\_\_\_\_ BBL \_\_\_\_\_

BTW \_\_\_\_\_ NBD \_\_\_\_\_ IVI \_\_\_\_\_ HSIK \_\_\_\_\_

5. You want to apply for a job. Prepare your curriculum vitae in an effective way.
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?

(2) What is important to you in a job?

(3) What are your strengths?

7. You are deputed to conduct a survey of the share market in Bhiwani to open a showroom of the prestigious products of your company, Paeron ki Sajavat, 'easy walk and cushion under your feet'

Write your 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 senior sales executive of your company.

8. Read the given advertisement published in the Hindustan Times, Lucknow and write a forwarding letter addressed to the advertiser.

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 3<sup>rd</sup> Sept. along with necessary enclosures and latest passport sized photograph. Apply to the chairman.

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9. Write a memo to the security officer of your company Ananya Musical Instruments co. Nai Sarak, Delhi about the negligence of his boys in security measures. You are General Manager (Personnel).
10. Write a letter of enquiry addressed to the Hotel 'Aaram', Jaipur to enquire about availability of 20 rooms and four suites in connection with a big conference Hall to accommodate 200 representatives for annual Dealer's Conference of Nagar Electrical Cable company of Delhi. Also enquire the charges for all. You are PS to the Manager (Sales).
11. Write an e-mail addressed to Mr Sarin SK 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, Dawrka, Delhi.  
  
Mr. Sarin's e-mail ID is sarinsk@rediffmail.com. Your e-mail ID is swarang@hotmail.com.
12. Mention five duties of a Front office assistant.
13. Mention five items that an office assistant needs for effective and efficient working in a front office.
14. Are these statements true? Write 'T' if it is true. In case any statement is False, write 'F' and correct it.
  - i) Every formal letter should close with thanks.
  - ii) Letters of enquiry should have reference to the previous communication.
  - iii) The interviewee need not carry the testimonials about his previous work.
  - iv) CV of an applicant should have names of two or more references.
  - v) A memo doesn't have a formal close.



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