

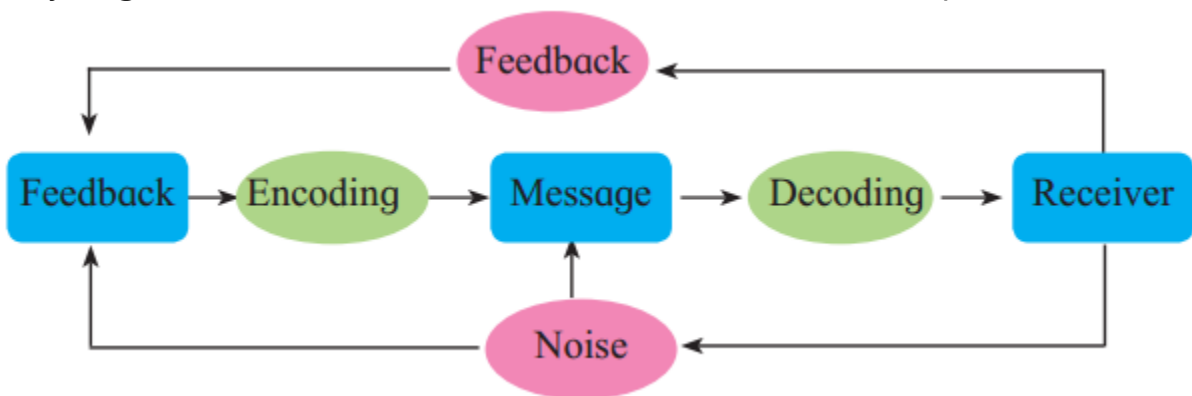
**12th English Digest Chapter 3.5 Drafting a Virtual Message Textbook Questions and Answers**

(i) Given below is a two-way communication cycle or the process of communication.

(a) Can you guess the role of the sender and the receiver in this process? What do we encode? What do we decode?

Question 1.

Can you guess the role of the sender and the receiver in this process?



Answer:

The role of the sender is to transcribe what he/she wants to convey to the receiver in a message. The role of the receiver is to interpret the conveyed message and to grasp its meaning. As messages use commonly accepted components like words, symbols and signs, the receiver generally finds no difficulty in interpreting them. However, the sender must be careful to create a clear message so as to avoid any kind of misinterpretation or misreading.

Question 2.

What do we encode?

Answer:

We encode what we want to convey to the receiver in the form of an unambiguous (clear in meaning) message.

Question 3.

What do we decode?

Answer:

We decode from the message the idea that it conveys by way of interpreting it. A clear message is easy to interpret.

Question (b)

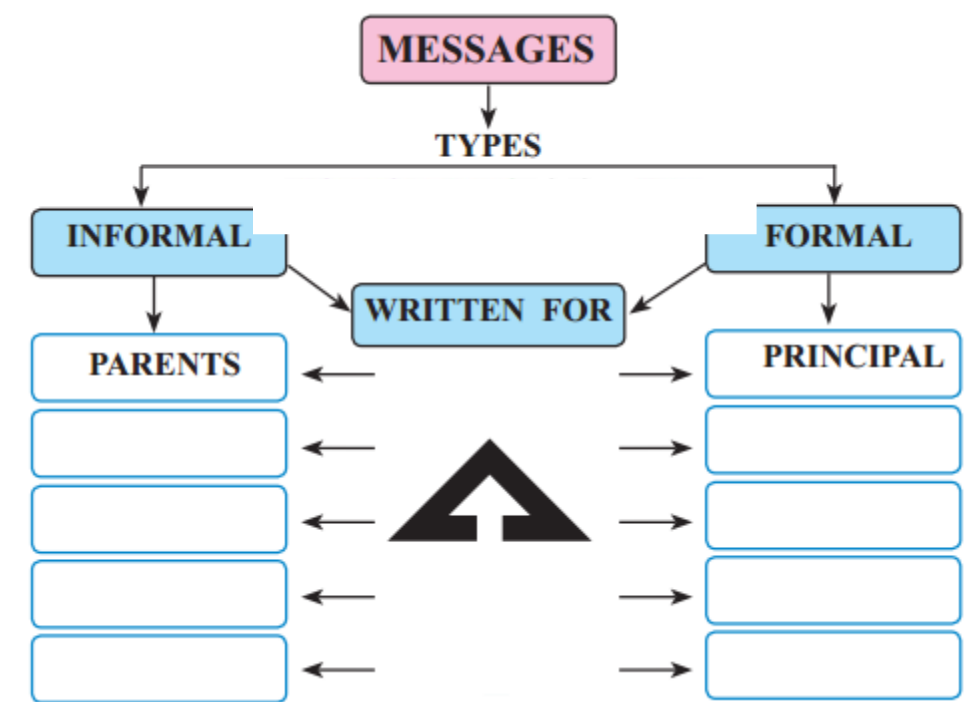
People send messages to others for different purposes. Mention at least five purposes/reasons for which messages are generally sent.

Answer:

1. To inform the receiver about the facts, events, etc.
2. To express feelings like sympathy, solidarity etc.

Question (ii)

Given below is a tree-diagram explaining two major types of messages. Complete the blank boxes in the diagram. One is done for you.



(A1)

Question (i)

In pairs, enact the given conversation between Rakesh and Mrs Sarkar.

Answer:

- Rakesh: Hello, may I speak to Dr Sarkar?
- Mrs. Sarkar: He has gone to the hospital to attend the OPD. May I know who is speaking? '
- Rakesh: Yes, I am Rakesh Sood. My wife has been having a severe headache since yesterday. Since this morning she has also developed a high temperature. I would be very grateful if the doctor could come over to our place to examine her.
- Mrs. Sarkar: Of course. Please let me note down your address.
- Rakesh: It is B-49, New Colony.
- Mrs. Sarkar: I will give him your message as soon as he returns.
- Rakesh: Thank you.

Question (ii)

Mrs Sarkar had to leave for the school where she teaches. So she wrote a message for her husband. Draft the message in not more than 50 words.

(Students can enact the conversation in class.)

Answer:

22/06 – 9 am

Sumit

One Rakesh Sood staying at B-49, New Colony rang up this morning to say his wife has not been keeping well. She had headache yesterday and has been running a high temperature since this morning. He wanted you to go over their place and attend her at the earliest.

Sunita

Question (iii)

Using information from the dialogue given below, write the message which Amrita left for her brother, Sourajit. (Do not leave out any vital information or add any new information).

Answer:

- Shekhar: Is this 28473892?
- Amrita: Yes, May I know who is speaking?
- Shekhar: I am Shekhar, I want to speak to Sourajit. I am his friend from IHM, Goa.
- Amrita: I am his sister. Sourajit is not at home at the moment. Can you ring up a little later?

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Arjun

- Shekhar: I shall be a little busy. Actually, I have got a placement at the Hotel Mumbai, and will have to join with immediate effect.

So right now I am trying to get all the formalities completed. This is the news that I wanted to give Sourajit. Will you do that for me? Also tell him that I will let him know my new cell phone number as soon as I get one.

Amrita: I'll do that. Bye and all the best. Amrita had to leave for office. So she wrote a note for Sourajit. Draft her message in not more than 50 words.

Question (iv)

You are Priyanka, a personal assistant to Ms Sen. She was away attending a meeting when Mr Garg rang up. You spoke to him and jotted down his message in your notepad.

Draft the message for Ms Sen using the information in your notes given below.

Mr Garg – rang up – 5 pm – has received the CDs and the posters – coming tomorrow – to thank Ms Sen and to personally hand over the cheque.

Answer:

5.15 pm [30th Sept.]

Madam,

Mr. Garg rang up at five in the evening while you were away attending the meeting. He said he had received the CDs and posters and would come tomorrow to express his thanks to you. He said he would also hand over the cheque to you personally.

Priyanka

(P.A)

Question (v)

Read the following conversation between Aashna and Mr. Singh.

Answer:

Aashna: Hello, may I speak to Ranajit, please?

I would like to see the notes which our biology teacher gave to the class during my absence.

Mr Singh: I will definitely do that.

Question (vi)

Since Mr Singh had to go for his morning walk he left a message for Ranajit. Draft that message in 50 words.

Answer:

Raj at comes home from school and finds the door locked. Since he has a duplicate key he enters and finds a note from his mother kept on the table. In it she explains that she had to rush to the hospital with Mrs Manohar, their neighbour, who had met with an accident. She has also written that he should have the rice and curry kept on the dining table for lunch. He could heat the food in the microwave oven if he wanted to, but he should be very careful while handling the switch.

Question (vii)

Using the information given below, write biology notebook to school today. I was absent from school due to illness. a message which Manu left for his sister. Renu. (Do not add any new information.

The message should not exceed 50 words). Ruhaan rang up – book – reading session – 'Children Ask Kalam' – Dr A.P.J. Abdul Kalam – compilation of letters received by him from children and his answers – Oxford Book Store – 8 pm, this evening, – pick you up – 6:30 pm attend reading session together.

Answer:

28th Nov. 2 pm

Renu

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Arjun

Ruhaan rang up to say that there is a book reading session at Oxford Book Store this evening at 8 o'clock. The book is "Children Ask Kalam" – a compilation of letters received by Dr. Kalam and his answers. I will pick you up at 6:30 pm sharp. We will attend it together.

Manu

Question (viii)

Given below is a template tor a message. Imagine you are working as a receptionist in a company and you are supposed to maintain the call record.

Complete the details given in the template for a particular message

Call For :				
From :			Company :	
Date	Time		Phone	
			(    )	
Message :				
Action (Circle One)				Taken By
Phoned	Returned Your Call	Call Back	Will Call Again	

Answer:

Call for : PRAVIN MUNANKAR (Mkt. Mgr)				
From :		Company :		
P. N. MENON		RIAN ENTERPRISES		
Date :	Time :		Phone :	
30/09/2020	10:30 AM		(022) 60667788	
Message : Called up to enquire about the pending delivery				
of consignment vide proforma invoice RE/1022/20 dated 16th				
Sept. Also asked to verify the undue delay and rectify.				
He expressed his concern over the delay and the subsequent				
problems which may arise in his factory.				
Action (Circle One)			Taken By	
Phoned	Returned Your Call	Call Back	Will Call Again	Vasant Gosavi (Asst. Mkt. Mgr.)

Explore:

- (a) Browse the net and prepare a tabular column to explain the ‘Dos and Don’ts’ while drafting messages.
  - (b) Browse the net to find innovative ‘Message Templates’.
  - (c) Prepare a collection of short messages that are usually drafted and exchanged within the family members to keep them well informed and updated in case of different situations.
  - (d) Prepare a project titled, ‘The Importance of Messages in Everyday Life.
- (Students may attempt the above on their own.)