

**UNIT - 4****LISTENING AND SPEAKING****CHAPTER : 1 : DIALOGUES**

**Note :** In this chapter, we will observe some dialogues. Communication basically means a talk, conversation, dialogue between two or more persons. It is done in order to pass on and share ideas, opinions, messages and emotions also. Here, we shall see general communication.

We all know that human being can't live without communication. Starting from birth to death, we go on communicating automatically and spontaneously. Here, we shall see some dialogues. These dialogues are to be written in a particular context. They are situational dialogues.

The university has prescribed the following topics under general communication. They are as follows :

- (A) At the college
- (B) On the campus
- (C) Outside the campus
- (D) At the post office
- (E) For business and pleasure
- (F) Review

Here the places have been given where different types of dialogues can take place among different people. 'Dialogues' is a type of communication in which two or more persons discuss a situational topic. Here, we shall study

dialogues which might take place at different places like college, campus, outside the campus, post office, business place etc.

Let us see some model examples.

**1 & 2 : At the college & On the campus**

Here we shall see some dialogues that might take place at any college / campus. They can be as under :

- (a) A dialogue between two students.
- (b) A dialogue between two teachers
- (c) A dialogue between a student - teacher
- (d) A dialogue between the Principal - student
- (e) A dialogue between the librarian - student
- (f) A dialogue between the clerk - student

❖ Even situations can be different e.g., :

- (a) before examination
- (b) after examination
- (c) about picnic
- (d) about preparation of examination
- (e) about the system of tuitions
- (f) about personal choice of subjects
- (g) teacher guiding student / consultation
- (h) about syllabus (teachers)
- (i) with a mischievous student / indisciplined student
- (j) asking for books
- (k) inquiry about admission

## Listening and Speaking

- Passenger : Will it be confirmed ?  
 The lady : Can't be sure about it.  
 Passenger : Oh ! Its a problem now !  
 The lady : You can do one thing. You can book your tickets by Tatkal Reservation.  
 Passenger : What is it ?  
 The lady : You can get reservation just before 48 hours of journey.  
 Passenger : Will the charges be different ?  
 The lady : Yes. You will have to pay 150 Rs. more per ticket. The window opens at 8 O'clock in the morning.  
 Passenger : O.K. Thanks for this information.  
 The lady : You are welcome.

## 6 : At the Post Office

Here we shall see dialogues at the post office. We shall have limited situations here, such as :

- (a) Inquiry about post and parcel
- (b) Inquiry about insurance

Now let us see these dialogues

- (a) A dialogue between a customer and the post master about post and parcel

- Customer : May I come in sir ?  
 Post master : Yes please. Can I help you ?  
 Customer : Yes sir. I want some information about various facilities offered by the postal department.  
 Post master : Please take a sit. I will explain everything to you.

### 3, 4 & 5 : Outside the campus, At the Hospital & At the Railway Station.

Here we shall see a few dialogues that might take place outside the campus. Here, we shall see two types of dialogues at a time.

- (a) A dialogue between two friends.
- (b) A dialogue between a customer and vegetable man.
- (c) A dialogue between a patient and the doctor.
- (d) A dialogue between a salesman and a housewife.
- (e) A dialogue between a passenger and the person sitting at the inquiry office.

❖ Here also we may have various situations e.g. :

- (a) about a movie they have just seen.
- (b) about shopping.
- (c) purchasing vegetables.
- (d) consultation with doctor for some physical problem.
- (e) inquiry at the railway station.

Now let us see these dialogues.

#### (a) A dialogue between two friends about a movie they have just seen.

Vinit : Hi ! Rahul !  
 Rahul : Hi ! You and at a theatre ? What a surprise !  
 Vinit : Yes. Actually you know that I rarely see movies.  
 Rahul : Yes. That's why I am surprised.  
 Vinit : You are right but if a film has some new thought or idea, I never miss it.  
 Rahul : So.... you must have seen the 'Three Idiots' !

#### (d) A dialogue between a customer and a vegetable man.

Vegetable man : Hello everybody, come and purchase fresh vegetables.  
 Customer : Hmm..... your vegetables look good.  
 Vegetable man : Yes sir. I have brought it fresh from the farm.  
 Customer : Really ? or you have sprinkled water on it ?  
 Vegetable man : No, no sir. I always bring vegetables directly from the farm.  
 Customer : Good. Which vegetables do you have ?  
 Vegetable man : Sir, I have potatoes, bringles, pumpkins, bitter gourds, tomatoes, ladies fingers, green peas.....  
 Customer : O.K. Give me 1 kg. potatoes, half a kg. bringles, a small pumpkin, half a kg. bitter guard, tomatoes.  
 Vegetable man : No ladies fingers ?  
 Customer : No, I don't like it.  
 Vegetable man : Once eat my ladies fingers and you will start loving it.  
 Customer : You seem to be a good marketting.  
 Vegetable man : Yes, sir all say so. Sir Don't want coriander, ginger and green chillies.



Customer : Thank you.

Post master : See, postal department is the most trustworthy medium for communication because your letters or parcels always reach the right place at the right time.

Customer : What are the types of mailing ?

Post master : We have postcards, inland letters, special envelopes for sending letters to other countries, fax, mailing etc.

Customer : Which is the cheapest one ?

Post master : Of course, it is the postcard.

Customer : Which is the fastest medium of sending message ?

Post master : Previously, we had telegrams but now we have e-mails that can be sent through internet.

Customer : What should one do if one wants to send some-thing heavy to another place ?

Post master : You have parcel facility. You can send it through post parcel.

Customer : What are the charges for sending parcels ?

Post master : Charges are according to the weight of the parcel.

Customer : Thank you for all the information.

Post master : You are welcome.

**(b) A dialogue between a middle aged man and the post master about Postal Insurance Policy.**

Mr. Ram : Hello sir !

Post master : Hello ! What can I do for you ?

Mr. Ram : Sir I am forty two years old teacher. I want some information about insurance policy introduced by the postal department.

Post master : O.K. like all life insurance policies, postal department also has similar scheme.

Mr. Ram : Will you please explain it in detail ?

Post master : Why not ? See we have policies for 10, 15, 20 and 25 years. The person who gets himself insured has to fill a form, present some documents and start with paying a fix amount which is called premium.

Mr. Ram : How much is the amount generally ?

Post master : It depends on the total insurance.

Mr. Ram : When and how do I have to pay the premium ?

Post master : You can pay it monthly, quarterly, six monthiy or even yearly. And you have to pay it by cheque.

Mr. Ram : What are the benefits ?

Post master : Suppose a person purchases insurance of Rs. 3 lakh and by chance he dies, his family gets 3 lakh even if he has paid only one installment of premium.

Mr. Ram : Oh ! Thats great !

Post master : Not only this, in case of accident, you will get the amount to be paid to the doctor also.

✦ Now let us see these dialogues :

**Note :** While writing dialogues you can change names of the speaker, you can also use your language and words. You can utilize your thoughts and ideas regarding subjects.

(a) A dialogue between two students just before examination.

We can use two names for students like Rahul and Jogin, Rina and Seema or we can write (Stu - 1, Stu - 2).

Rahul : Hi ! Jogin, how are you ?

Jogin : Hi ! Rahul, I am fine and what about you ?

Rahul : I am little nervous. Are you not nervous ?

Jogin : No, why are you nervous ?

Rahul : I am nervous because it is the 1st paper today and that too exam of P.D.C.S. I horrible !

Jogin : Why ? I love P.D.C.S. and I am completely prepared for it. Are you not interested in communication ?

Rahul : No ! No ! Actually, I like communication but I hate tests. I always forget rules of grammar while writing.

Jogin : My case is different. I like to speak as well as write. I remember rules of grammar very well.

Rahul : I always get confused while filling up the gaps. Though I know the right answer, I often write wrong answers in the exam.

Jogin : Then it means that you are afraid of examination.

Rahul : Absolutely, true. My legs and fingers start shivering in the exam. hall.

Jogin : It is called exam. fobia.

Rahul : Please help me to solve my problem. What should I do ?

Jogin : Very simple ! Stop reading when you leave for exam. hall. Remove all the fears from mind and think positive.

Rahul : O.K. Then ?

Jogin : After entering the exam hall, take long breathes. Read the question paper peacefully, concentrate and start writing those questions first which you know the best.

Rahul : O.K. I will try your theory today. Wish me luck now. The bell has rung.

Jogin : All the best.

Rahul : All the best to you also.

(b) A dialogue between Jinal and Sweety after the examination.

Jinal : Hi ! Sweety ! how was the paper ?

Sweety : It was lengthy but easy. How was yours ?

Jinal : We had exam. of H.R.M. today. Which subject had you ?

Sweety : We had exam. of P.D.C.S. today. It was short and sweet. Your paper was lengthy. So could you write all the answers ?