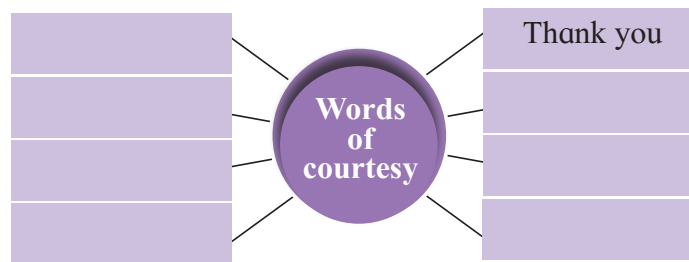


1.2 On Saying “Please”

ICE BREAKERS

- List the words of courtesy that we use in our daily life. Discuss them with your partner and explain the purpose of using each.



- Listed below are a few character traits of people. Some are positive traits, while others are not. Tick ☒ the ones you feel are desirable.

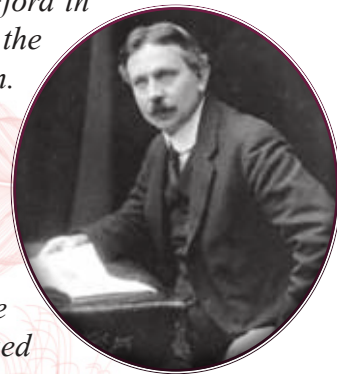
Characteristic traits		Characteristic traits		Characteristic traits	
Conniving	<input type="checkbox"/>	Aggressive	<input type="checkbox"/>	Boastful	<input type="checkbox"/>
Insensitive	<input type="checkbox"/>	Scheming	<input type="checkbox"/>	Humble	<input type="checkbox"/>
Sly	<input type="checkbox"/>	Wise	<input type="checkbox"/>	Servile	<input type="checkbox"/>
Humorous	<input type="checkbox"/>	Egoistic	<input type="checkbox"/>	Territorial	<input type="checkbox"/>
Naive	<input type="checkbox"/>	Manipulative	<input type="checkbox"/>	Patronising	<input type="checkbox"/>
Benevolent	<input type="checkbox"/>	Rude	<input type="checkbox"/>	Generous	<input type="checkbox"/>

- Etiquette and manners are very important for a person to live in the society. Read the following and put them in proper columns.

- To receive phone calls while you are in a lecture or class.
- To knock before you enter your Principal's office.
- To thank the person who offers you tea or coffee.
- To be polite and courteous to others.
- To leave the classroom without the teacher's permission.
- To occupy the seats reserved for ladies or physically challenged or elderly people on a bus or a train.

Appropriate	Inappropriate
1.	1.
2.	2.
3.	3.

Alfred George Gardiner (1865 to 1946) was born at Chelmsford in Essex in 1865. He started his literary career as a journalist. At the age of 37, he was appointed editor of the Daily News, London. Under the pseudonym (pen name) 'Alpha of the Plough', he made regular contributions to the Daily News, The Manchester Evening News etc. His essays are uniformly elegant, graceful and humorous. 'The Pillars of Society', 'Pebbles on the Shore', 'Many Furrows and Leaves in the Wind' are some of his best known writings. His uniqueness lies in his ability to teach the basic truths of life in an easy and amusing manner. He raised the question of morality in everyday life.



In, *On Saying "Please"*, he points out the value of good manners in social life and emphasizes the importance of courtesy and politeness in daily behaviour. He shows how polite speech and manner sweeten the atmosphere around and how discourtesy and ill manners spoil or pollute it.

On Saying "Please"

a lift-man is a person who

discourtesy : lack of courtesy, rudeness

assault and battery: an attack which includes not only threats but also the actual use of violence

retaliate : do something bad to someone who has done something bad to you

assailant : an attacker

legislate: make a law or laws

violence : action or feeling that causes damage, unrest etc.

to box : fight with the fists (closed hands)

haughty: having a high opinion of oneself and often a low opinion of others

The young lift-man in a City office who threw a passenger out of his lift the other morning and was fined for the offence was undoubtedly in the wrong. It was a question of "Please." The complainant entering the lift, said, "Top." The lift-man demanded "Top-please," and this concession being refused he not only declined to comply with the instruction, but hurled the passenger out of the lift. This, of course was carrying a comment on manner too far. **Discourtesy** is not a legal offence, and it does not excuse **assault and battery**. If a burglar breaks into my house and I knock him down, the law will acquit me, and if I am physically assaulted, it will permit me to **retaliate** with reasonable violence. It does this because the burglar and my **assailant** have broken quite definite commands of the law. But no legal system could attempt to **legislate** against something which it does not itself recognize as a legally punishable offence. And our sympathy with the lift-man, we must admit that the law is reasonable. It would never do if we were at liberty **to box** people's ears because we did not like their behaviour, or the tone of their voices, or the scowl on their faces. Our fists would never be idle, and the gutters of the city would run with blood all day.

I may be as uncivil as I may please and the law will protect me against violent retaliation. I may be **haughty**

or **boorish** and there is no penalty to pay except the penalty of being written down an ill-mannered fellow. The law does not compel me to say “Please” or to attune my voice to other people’s sensibilities any more than it says that I shall not wax my moustache or dye my hair or wear ringlets down my back. It does not recognize the **laceration** of our feelings as a case for compensation. There is no allowance for moral and intellectual damages in these matters.

This does not mean that the damages are negligible. It is probable that the lift-man was much more acutely hurt by what he regarded as a slur upon his social standing than he would have been if he had a kick on the shins, for which he could have got a legal **redress**. The pain of a kick on the shins soon passes away but the pain of a wound to our self-respect or our **vanity** may poison a whole day. I can imagine that lift-man, denied the relief of throwing the author of his wound out of the lift, **brooding over** the insult by the hour, and visiting his wife in the evening as the only way of restoring his **equilibrium**. For there are few things more catching than bad temper and bad manners. When Sir Anthony Absolute **bullied** Captain Absolute, the latter went out and bullied his man, Fag, whereupon Fag went out downstairs and kicked the page-boy. Probably the man who said “Top” to the lift-man was really only getting back on his employer who had not said “Good morning” to him because he himself had been **henpecked** at breakfast by his wife, to whom the cook had been **insolent** because the housemaid had “answered her back”. We infect the world with our ill-humours. Bad manners probably do more to poison the stream of the general life than all the crimes in the **calendar**. For one wife who gets a **black eye** from an otherwise good-natured husband there are a hundred who live a life of martyrdom under the shadow of a **morose** temper. But all the same the law cannot become the guardian of our private manners. No **Decalogue** could cover the vast area of offences and no court could administer a law which governed our social civilities, our speech, the tilt of our eyebrows and all our moods and manners.

But though we are bound to **endorse** the **verdict** against the lift-man, most people will have a certain

boorish: rude, uncultured

laceration: (here) a cut or tear

Guess the meaning :

• redress

Explain the sentence : *The pain of a kick... poison a whole day.*

vanity: pride

brooding over : thinking anxiously or sadly about something

equilibrium: balance

bullied: threatened

Sir Anthony Absolute.... page boy : This amusing incident is described in Act III, Sc.1 of ‘The Rivals’ 1775, a comedy by Sheridan. Sir Anthony is Captain Jack Absolute’s father, and Fag is the son’s servant.

insolent: very rude

calendar: (here) a calendar of causes arranged for trial in court

Guess the meanings :

• henpecked

• black eye

• endorse

morose: unhappy

Decalogue: The Ten Commandments

Why is it not possible for the law to become the guardian of our private manners?

verdict: judgement

How can we keep the machine of life oiled and running sweetly?

intercourse:
communication,
conversation

resentment: anger

ordeal: difficult or painful
experience

*The public owes to the
Underground Railway
Company because*
.....
.....

knave: a dishonest person
*According to the
conductor, what are the
stale old tricks ?*

sympathy with him. While it is true that there is no law that compels us to say "Please", there is a social practice much older and much more sacred than any law which enjoins us to be civil. And the first requirement of civility is that we should acknowledge a service. "Please" and "Thank you" are the small change with which we pay our ways as social beings. They are the little courtesies by which we keep the machine of life oiled and running sweetly. They put our **intercourse** upon the basis of a friendly co-operation, an easy give-and-take, instead of on the basis of superiors dictating to inferiors. It is a very vulgar mind that would wish to command where he can have the service for asking, and have it with willingness and good-feeling instead of **resentment**.

I should like to "feature" in this connection my friend, the polite conductor. By this discriminating title I do not intend to suggest a rebuke to conductors generally. On the contrary, I am disposed to think that there are few classes of men who come through the **ordeal** of a very trying calling better than bus conductors do. Here and there you will meet an unpleasant specimen who regards the passengers as his natural enemies - as creatures whose chief purpose on the bus is to cheat him, and who can only be kept reasonably honest by a loud voice and an aggressive manner. But this type is rare - rarer than it used to be. I fancy the public owes much to the Underground Railway Company, which also runs the buses, for insisting on a certain standard of civility in its servants and taking care that standard is observed. In doing this it not only makes things pleasant for the travelling public, but performs an important social service.

It is not, therefore, with any feeling of unfriendliness to conductors as a class that I pay a tribute to a particular member of that class. I first became conscious of his existence one day when I jumped on to a bus and found that I had left home without any money in my pocket. Everyone has had the experience and knows the feeling, the mixed feeling, which the discovery arouses. You are annoyed because you look like a fool at the best and like a **knave** at the worst. You would not be at all surprised if the conductor eyed you coldly as much as to say, "Yes, I know that stale old trick. Now then, off you get." And

even if the conductor is a good fellow and lets you down easily, you are faced with the necessity of going back, and the inconvenience, perhaps, of missing your train or your engagement.

Having searched my pockets in vain for stray **coppers**, and having found I was utterly penniless, I told the conductor with as honest a face as I could assume that I couldn't pay the fare, and must go back for money. "Oh you needn't get off: that's all right," said he. "All right," said I, "but I haven't a copper on me." "Oh, I'll book you through," he replied. "Where d'ye want to go?" and he handled his bundle of tickets with the air of a man who was prepared to give me a ticket for anywhere from the Bank to Hong Kong. I said it was very kind of him, and told him where I wanted to go, and as he gave me the ticket I said, "But where shall I send the fare?" "Oh, you'll see me some day all right," he said **cheerfully**, he turned to go. And then, luckily, my fingers, still wandering in the corner of my pockets lighted on a shilling and the account was **squared**. But that fact did not lessen the glow of pleasure which so good-natured an action had given me.

A few days after, my most sensitive toe was trampled on rather heavily as I sat reading on the top of a bus. I looked up with some anger and more agony, and saw my friend of the cheerful **countenance**. "Sorry, sir," he said. "I know these are heavy boots. Got 'em because my own feet get trod on so much, and now I'm **treading** on other people's. Hope I didn't hurt you, sir." He had hurt me but he was so nice about it that I **assured** him he hadn't. After this I began to observe him whenever I boarded his bus, and found a curious pleasure in the constant good-nature of his bearing. He seemed to have an **inexhaustible** fund of patience and a gift for making his passengers comfortable. I noticed that if it was raining he would run up the stairs to give someone the tip that there was "room inside". With old people he was as considerate as a son, and with children as **solicitous** as a father. He had evidently a peculiarly warm place in his heart for young people, and always indulged in some merry jest with them. If he had a blind man on board it was not enough to set him down safely on the pavement. He would call to Bill

coppers : coins of low value

cheerfully: happily

squared: settled

trampled on : crushed under feet


Guess the meanings :

- countenance
- treading
- assured

inexhaustible: unlimited

solicitous: caring or concerned

Which particular experience made the writer comfortable in a bus?



irradiated : (here) spread or produced

uncouth: impolite, unrefined

benediction: a blessing

conciliatory: trying to win friendly feelings

panegyric: a speech or piece of writing to praise someone highly

the poor leech-gatherer: the subject of Wordsworth's poem 'Resolution and Independence' or 'The Leech Gatherer'

lower than the angels: from Psalm 8:5-- 'Thou hast made him (man) a little lower than the angels, here, it means less than perfect

Guess the meaning :
• moral affront

in front to wait while he took him across the road or round the corner, or otherwise safely on his way. In short, I found that he **irradiated** such an atmosphere of good-temper and kindness that a journey with him was a lesson in natural courtesy and good manners.

What struck me particularly was the ease with which he got through his work. If bad manners are infectious, so also are good manners. If we encounter incivility most of us are apt to become uncivil, but it is an unusually **uncouth** person who can be disagreeable with sunny people. It is with manners as with the weather. "Nothing clears up my spirits like a fine day," said Keats, and a cheerful person descends on even the gloomiest of us with something of the **benediction** of a fine day. And so it was always fine weather on the polite conductor's bus, and his own civility, his **conciliatory** address and good-humoured bearing, infected his passengers. In lightening their spirits he lightened his own task. His gaiety was not a wasteful luxury, but a sound investment.

I have missed him from my bus route of late; but I hope that only means that he has carried his sunshine on to another road. It cannot be too widely diffused in a rather drab world. And I make no apologies for writing a **panegyric** on an unknown bus conductor. If Wordsworth could gather lessons of wisdom from **the poor leech-gatherer** 'on the lonely moor', I see no reason why lesser people should not take lessons in conduct from one who shows how a very modest calling may be dignified by good-temper and kindly feeling.

It is a matter of general agreement that the war has had a chilling effect upon those little everyday civilities of behaviour that sweeten the general air. We must get those civilities back if we are to make life kindly and tolerable for each other. We cannot get them back by invoking the law. The policeman is a necessary symbol and the law is a necessary institution for a society that is still somewhat **lower than the angels**. But the law can only protect us against material attack. Nor will the lift-man's way of meeting **moral affront** by physical violence help us to restore the civilities. I suggest to him, that he would have had a more subtle and effective revenge if he had treated the gentleman who would not say "Please" with elaborate

politeness. He would have had the victory, not only over the **boor**, but over himself, and that is the victory that counts. The polite man may lose the material advantage, but he always has the spiritual victory. I commend to the lift-man a story of **Chesterfield**. In his time the London streets were without the pavements of today, and the man who “took the wall” had the driest footing. “I never give the wall to a scoundrel,” said a man who met Chesterfield one day in the street. “I always do,” said Chesterfield, stepping with a bow into the road. I hope the lift-man will agree that his revenge was much more sweet than if he had flung the fellow into the mud.

- Alfred George Gardiner

boor: a rude insensitive person

Chesterfield: Lord Chesterfield (1694-1773) English statesman, author and patron of letters.

BRAINSTORMING

(A1) (i) Form groups and explain the following words with examples. You can take help of your teacher.

- Humility
- Self-esteem
- Gratitude
- Courtesy
- Generosity
- Sympathy
- Empathy

(ii) Have a Group Discussion on the topic ‘The need of soft skills at work place’. Use the following points.

- (a) Written and verbal communication
- (b) Ways of interacting with others
- (c) Creative abilities
- (d) Emotional intelligence

(A2) (i) Read the text and state whether the following statements are True or False. Correct the False statements.

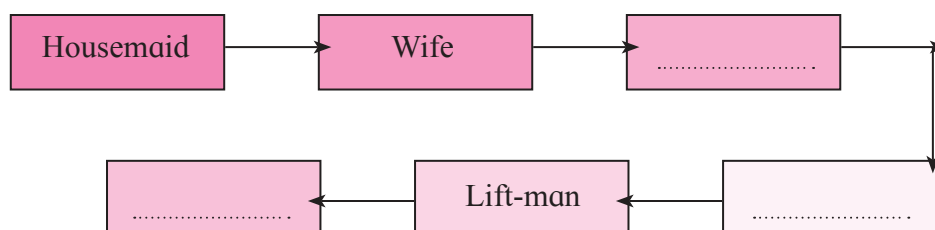
- (a) Bitter problems in day-to-day life can be solved by sweet words.
- (b) Great wars could have been avoided by a little courtesy.
- (c) Observance of etiquette in a normal situation is important but more important is their observance when the situation is adverse.
- (d) Words like 'please' and 'thank you' help us in making our passage through life uneasy.
- (e) The law permits anybody to use violence, if another person is discourteous.

(ii) Select the most appropriate sentences which suggest the theme of the essay.

- (a) The essay tells us about courtesy, civility, morality, responsibility and control.
- (b) The essay explores the difficulties that can be incurred by an individual when dealing with the public.
- (c) One can keep one's peace of mind without having to lower themselves to the level of the perceived offender.
- (d) People with low self-esteem are generally difficult to work with and they look down upon others to get a feeling of superiority.

(iii) (a) Find the reasons for the lift-man's uncivilized behaviour.

(b) List the people and their behaviour that made the passenger rude and ill-mannered.



(iv) Good manners are required in our daily life for making our social contacts more cooperative and friendly. Illustrate the behaviour of the polite conductor with different people in various situations.

Situation	Behaviour
1. The writer's sensitive toe was trampled on	The conductor said sorry with an apology and courtesy.
2. In the rainy season dealing with people	
3. Dealing with old people	
4. Dealing with children	
5. Dealing with young people	
6. Dealing with a blind man	

(v) Discuss and write the impact of good temper and kindness on the society in the light of the good-mannered conductor.

(vi) 'A modest calling can be made dignified by good temper and kindly feeling'. Explain the statement with examples.

(vii) The service of the police is necessary for the implementation of law in our society. Do you think you require this service for good social environment? Discuss.

(A3) (i) • He committed the crime in broad daylight (not bright daylight or narrow darkness).

- I had a cup of strong tea (not rich tea).
- The fast train is coming (not quick train).

Such words or group of words which habitually occur together and thereby convey meaning by association are called collocations. A collocation is a combination of words in a language that often go together.

(a) Find out the words in column 'B' which collocate with the words in column 'A'.

A	B
regular	meal
mid day	concept
key	food
fast	exercise
try	decorated
richly	hard
free	jam
traffic	time
social	animal
wild	justice

(b) Learning collocations is essential for making your English sound fluent and natural. Make collocations and use in your own sentences.

mistake	←	<div style="display: inline-block; width: 100px; height: 100px; background-color: #f08080; border: 1px solid black; text-align: center; vertical-align: middle;"> Big </div> <div style="display: inline-block; width: 100px; height: 100px; background-color: #f08080; border: 1px solid black; text-align: center; vertical-align: middle;"> Well </div>	→	dressed
surprise	←		→	
	←		→	
	←		→	
	←		→	
	←		→	
	←		→	
	←		→	

(ii) Sometimes while using a word in a sentence, we have to change its word class. We can make several more words from the root word.

We can make several new words from the root word.

I asked Sumit to my pencil for me. (sharp).

I asked Sumit to sharpen my pencil for me.

Now read the following sentences and use the words given in the brackets. Change the word class and rewrite the sentences.

- (a) Leena was eating a very apple and obviously enjoying it. (crunch)
(b) This picture looks . (colour)
(c) I'm afraid that your behaviour is just not . (accept)
(d) I like my elder brother. He is very . (help)

Complete the following table. Put a cross if a word class does not exist.

Sr.No.	Noun	Verb	Adjective	Adverb
1.	absence			
2.	alarm	alarm	alarming	alarmingly
3.	attraction			
4.		enable		
5.		admire		
6.		agree		
7.			applicable	
8.				avoidably
9.		differ		

- (iii) Register often refers to the degree of formality of language, but in a more general sense it means the language used by a group of people who share similar work or interest, such as doctors or lawyers.

Imagine that your Principal or teacher is coming. When you meet him, you would never say,

'Hey, dude ! What's up?'

This is a formal situation, so you would say 'Good morning, Sir'.

In every situation, you use an appropriate expression according to the person. The language you use, when you meet someone depends on their age, position etc. There are formal and informal registers in spoken and written language.

Write appropriate expressions and words which you have to use while facing an interview.

- (a) May I come in ?
(b)
(c)
(d)
(e)

You are writing a letter of complaint. List the proper expressions that you would like to write.

(a) I disagree.

(b)

(c)

(d)

(e)

(iv) Distinguish between a legal offence and a moral offence on the basis of the given text.

Legal offence	Moral offence
Burglary	Rude behaviour

(v) Find out the meanings of the following phrases. Use them in your own sentences.

(a) give and take

(b) a black eye

(c) lower than the angels

(d) knock someone down

(vi) Find out the words with prefixes and suffixes from the text and write them down.

Prefix	Suffix
uncivil	requirement

(vii) Complete the table with polite expressions that we must use in our day-to-day life.

Don'ts	Dos
I want a cup of tea.	I would like to have a cup of tea.
Send me the mail.	
Go away or leave me alone.	
You are wrong.	
That's a bad idea.	
Your work isn't good.	

(A4) (i) Edit the given paragraph using a/an/the wherever necessary.

Rakesh is a/an ideal son who remains devoted to his father as he grows professionally to become a/the famous doctor. As his father grows old, he takes care to spend time with his father, bringing him tea in a/the morning and taking him out for a/the walk in an/the evening.

(ii) Spot the errors in each of the following sentences and correct the incorrect ones.

- (a) Radha brought pens and distributed them between her five children.
- (b) Jayshree and Sujata sat besides each other in complete silence.
- (c) His best friend Vijay was blind within one eye.
- (d) One could dare to encroach on his rights.
- (e) She was taken with surprise when she saw the famous Taj Mahal.
- (f) It is not possible to exchange the goods once the sale has been completed.
- (g) Dr. Sengupta has been trying to master the craft for the last five years.
- (h) The top-ranking candidates will be appointed in senior jobs in banks.
- (i) She knows very well what is expected from her but she is unable to perform.
- (j) They will put on a note in this regard for your consideration.

(iii) Read the following sentence.

Santosh purchased a computer. He read the operating manual and followed the instructions.

- (a) He linked the monitor, keyboard and printer.
- (b) He plugged in the main cable .
- (c) He switched on the monitor at the back.
- (d) When the light appeared on the screen, he placed the Day Disk in Drive A.
- (e) He pushed in the disk until the button clicked out.
(It took about 30 seconds for the computer to load the programme.)
- (f) He pressed the Drive button and the disk shot out .
- (g) He replaced the Day Disk with the Document Disk.
- (h) He pressed function key 7.

Convert these sentences into passive voice by filling in the blanks. The first sentence has been done as an example.

Firstly the monitor, keyboard and printer were linked up. Then the ----
---- was ---- ----. The monitor ---- at the back. When the light appeared
on the screen, ---- ---- ---- in Drive A. The disk ---- ---- until ----
---- ----. It took the computer 30 seconds to load the programme. The
drive button ---- ---- and the disk shot out. The ---- ---- ----with
Document Disk. Finally, the function key 7.....
The word processor was then ready to use.

(A5) (i) Write a speech on 'Courtesy is the light of life' with the help of the following points.

- (a) People have a good impression of you.
- (b) You will be acknowledged and appreciated by all.
- (c) You will be happier and contented with life.

(ii) 'Manners maketh man' – Expand the idea in your own words with proper examples.

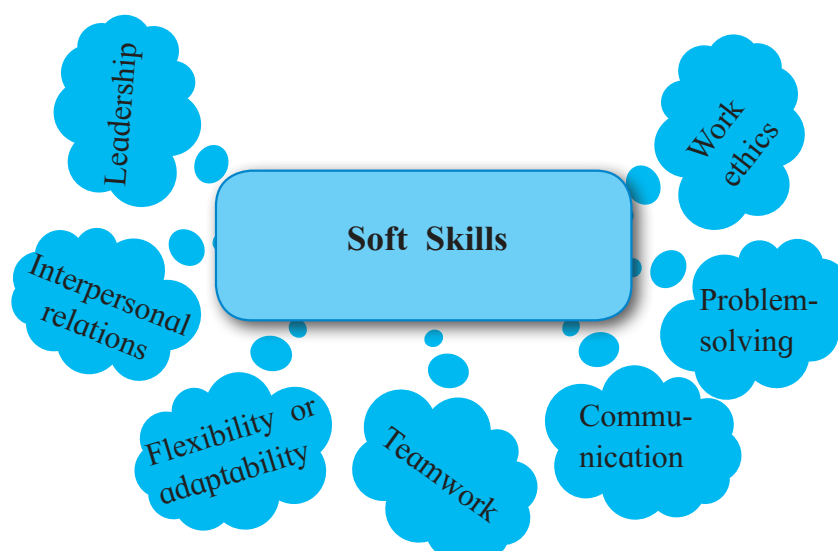
(A6) (i) Read A. G. Gardiner's essay 'The Open Window' and compare its theme with the essay 'On Saying "Please."'

(ii) 'Nothing clears up my spirits like a fine day' – Keats. Collect the information of the poet Keats and write it in your notebook.

(A7) (i) Soft skills are required in all walks of life including careers and industries. They are increasingly becoming the essential skills of today's work force.

Soft skills are an integral part of finding, attracting and retaining clients also. Highly developed presentation skills, networking abilities, and etiquette awareness can help you win new clients and gain more work.

The following are considered the most important soft skills.



(ii) Following are the institutions where you will get the courses related to soft skills.

- (a) Indian Institute of Management, Ahmedabad, Gujarat
- (b) Indian School of Business Management, Hyderabad
- (c) XLRI- Xavier School of Management, Jamshedpur
- (d) Indian Institute of Foreign Trade, New Delhi

Jobs available at -

- Customer service centre
- Management schools
- Hotel industry

