

**LEARNING MATERIAL**  
**OF**  
**Communication Skills in English**



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# 1ST YEAR DIPLOMA IN ENGINEERING (2024-25 Syllabus)

## COMMUNICATION SKILLS IN ENGLISH

### Unit-1: Communication: Theory and Practice

#### a. Basics of Communication

##### i. Introduction to Communication

Communication is exchanging **information, ideas, emotions, and messages** between individuals or groups. It is an essential part of daily life and is required for personal, academic, and professional success.

##### ii. Meaning and Definition of Communication

- **Etymology:** The word *communication* originates from the Latin word *communicare*, which means "to share."
- **General Definition:** Communication is the process of sending, receiving, and understanding messages through verbal, non-verbal, and written mediums.

Scholar	Definition of Communication
Peter Little	"Communication is the process by which information is transmitted between individuals and/or organizations so that an understanding response results."
Claude Shannon & Warren Weaver	"Communication is the process of sending and receiving messages through a channel."
Wilbur Schramm	"Communication is a two-way process involving encoding, transmission, decoding, and feedback."
Denis McQuail	"Communication is a process in which participants create and share information to achieve mutual understanding."

#### b. Participants of Communication & Process of Communication

##### i. Participants of Communication

Participants in communication refer to the **individuals or entities involved in the exchange of messages**. Every communication process includes different roles that contribute to the effectiveness of the interaction.

#### Key Participants in Communication

Participant	Role in Communication	Example
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<b>Sender (Encoder)</b>	The person who initiates the message and sends it to the receiver.	A lecturer explaining a topic to students.
<b>Message</b>	The information, idea, or thought that is communicated.	An email about an awareness campaign.
<b>Encoding</b>	The process of converting thoughts into symbols, words, gestures, or visuals.	A student preparing a PowerPoint presentation.
<b>Channel (Medium)</b>	The method or platform used to transmit the message.	Phone call, email, social media, face-to-face conversation.
<b>Receiver (Decoder)</b>	The person who receives, interprets, and understands the message.	A student listening to a presentation..
<b>Decoding</b>	The process of interpreting or making sense of the message.	A listener understands spoken instructions.
<b>Feedback</b>	The response from the receiver confirms message comprehension.	A student asking a follow-up question after a presentation.
<b>Noise (Interference)</b>	Any factor that disrupts or distorts communication.	Background noise during a phone call, a poor internet connection.
<b>Context</b>	The situation or environment in which communication takes place.	A business meeting, a casual conversation at home.

### **Example of Participants in Communication**

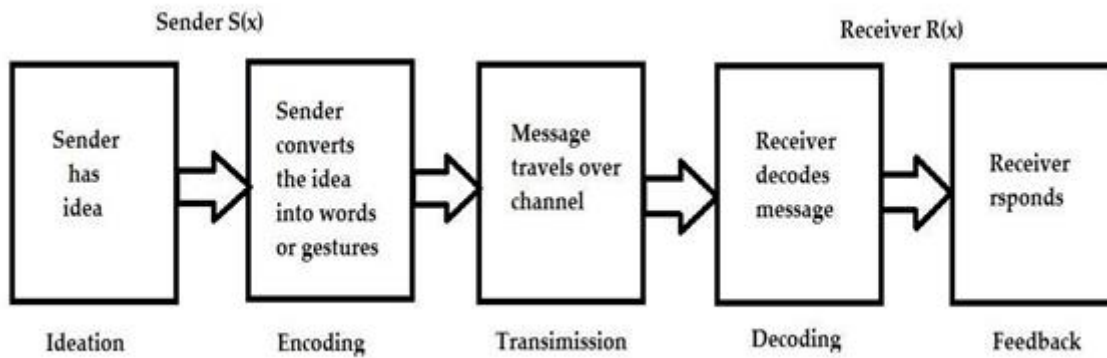
Imagine a Principal giving instructions to a teacher:

- **Sender:** The Principal
- **Message:** Instructions for a task
- **Encoding:** The Principal converts the idea into spoken words
- **Channel:** A phone call
- **Receiver:** The teacher
- **Decoding:** The teacher listens and understands the instructions
- **Feedback:** The teacher confirms understanding
- **Noise:** If the phone signal is weak, it may disrupt the conversation

### **c. Process of Communication**

The **communication process** is a systematic series of steps that ensures an effective exchange of messages.

### **Steps in the Process of Communication**



Stage	Description	Example
<b>1. Ideation (Thinking of a Message)</b>	The sender generates an idea or message.	A teacher decides to explain a new topic.
<b>2. Encoding (Converting Ideas into Symbols)</b>	The sender translates the idea into words, gestures, or symbols.	The teacher prepares lecture notes and explanations.
<b>3. Transmission (Sending the Message through a Medium)</b>	The message is sent through a communication channel.	The teacher delivers the lecture verbally.
<b>4. Decoding (Receiver Interprets the Message)</b>	The receiver processes and understands the message.	The students listen and take notes.
<b>5. Feedback (Receiver Responds to Sender)</b>	The receiver gives a response, confirming understanding.	A student asks a question or nods in agreement.

### Example of the Communication Process

A customer calling a Burger king to place an order:

- **Ideation:** The customer decides to order a burger.
- **Encoding:** The customer decides what to say and forms the request.
- **Transmission:** The customer calls the Burger King and speaks.
- **Decoding:** The **restaurant** employee listens and notes the order.
- **Feedback:** The employee repeats the order to confirm.

### Barriers in the Process

During transmission, several barriers can distort communication, including:

- **Physical barriers:** Noise, distance, poor internet connection.
- **Psychological barriers:** Stress, anxiety, emotions.
- **Semantic barriers:** Misinterpretation of words.
- **Cultural barriers:** Differences in traditions, gestures, and etiquette.

## d. Types of Communication

### i. Formal vs. Informal Communication

Aspect	Formal Communication	Informal Communication
<b>Definition</b>	Official communication within an organization or structured setting.	Casual and spontaneous communication in social or personal settings.
<b>Channel</b>	Official emails, reports, business meetings.	Friendly conversations, social media chats.
<b>Example</b>	A Manager sending a company-wide email.	Two colleagues discussing weekend plans.

### ii. Verbal vs. Non-Verbal Communication

Aspect	Verbal Communication	Non-Verbal Communication
<b>Definition</b>	Communication using spoken or written words.	Communication through gestures, facial expressions, tone of voice.
<b>Mediums</b>	Speech, presentations, emails, text messages.	Body language, eye contact, handshakes.
<b>Example</b>	A teacher explaining a lesson.	A thumbs-up to indicate approval.

## e. The 7 Cs for Effective Communication

The 7 Cs ensure clarity, effectiveness, and professionalism in communication.

7 C's	Explanation	Example
<b>Considerate</b>	Being aware of the receiver's emotions and perspectives.	A teacher giving constructive criticism politely.
<b>Concrete</b>	Using specific facts and details instead of vague statements.	"The meeting is at 5 PM in Board Room" instead of "The meeting is in the afternoon."
<b>Concise</b>	Keeping the message short and to the point.	"Submit the report by 5PM" instead of "I need the report soon."
<b>Clear</b>	Ensuring the message is easily understood without ambiguity.	"Turn off all the lights before leaving the class."
<b>Complete</b>	Providing all necessary details for understanding.	An email including a meeting agenda, time, and location.

<b>Correct</b>	Using accurate grammar, spelling, and facts.	A resume without spelling mistakes.
<b>Courteous</b>	Communicating in a respectful and polite manner.	"Could you please send me the report?" instead of "Send me the report now."

## e. Art of Effective Communication

### i. Choosing Words

- Use **simple and clear language** to ensure understanding.
- Avoid technical jargon unless necessary.

#### **Example:**

Instead of:

"I would appreciate it if you could possibly provide me with the required documents at your earliest convenience."

Say:

"Please send me the documents as soon as possible."

### ii. Voice Modulation

- Adjusting tone, pitch, and volume based on context.
- A loud, energetic tone for public speaking; a soft, calm tone for discussions.

### iii. Clarity

- Avoid complex sentences.
- Be direct and specific.

### iv. Timing in Communication

- Messages should be **sent at the right time** for maximum effectiveness.
- *Example:* Sending an important work email at the beginning of the day rather than late at night.

### v. Simplification of Words

- Avoid complicated vocabulary.

- Use plain, direct speech.

#### **f. Technical Communication**

- Used in professional and academic fields.
- Focuses on accuracy, precision, and clarity.
- Examples: Reports, research papers, business proposals, presentations.

<b>Aspect</b>	<b>Technical Communication</b>	<b>General Communication</b>
<b>Purpose</b>	Conveying technical or business-related information.	Everyday communication in personal and social settings.
<b>Example</b>	A scientific research paper.	A casual conversation with a friend.

## **UNIT-2**

### **Soft Skills for Professional Excellence**

#### **1. What do you mean by Soft Skills?**

Ans: Soft skills refer to a cluster of personal attributes, personality traits, and non-technical skills that enhance an individual's ability to interact, communicate, and work effectively with others. They complement hard skills (technical expertise) and are essential for success in personal and professional life.

#### **2. Give two examples of Soft Skills.**

Ans: Interpersonal Skills, which include teamwork, Collaboration, Leadership, Empathy, Negotiation, & Communication skills.

#### **3. What do you mean by “hard skills”?**

Ans: Hard skills refer to specific, technical, and measurable abilities typically acquired through formal education, training, or experience. They are essential for performing a particular job or task and are often quantifiable.

#### **4. Give two examples of Hard Skills.**

Ans: Technical skills like programming languages, software proficiency, and creative skills like graphic design and digital marketing.

#### **5. State the features of Hard Skills.**

Ans: The following are the features of hard skills

1. Teachable
2. Measurable
3. Quantifiable
4. Specific to a job or industry
5. Typically acquired through formal education or training

#### **6. State any two characteristic features of Soft Skills.**

Ans: The following two are the key characteristics of Soft Skills:

1. Intangible: Soft skills are difficult to quantify or measure.
2. Non-technical: Soft skills are not specific to a particular job or industry

#### **7. What is the importance of having specific hard skills?**

Ans: Employers often require specific hard skills for a job, and having them can increase job prospects, enhance career advancement, improve productivity, demonstrate expertise and command higher salaries.



## 8. Differentiate between Hard Skills and Soft Skills.

Ans:

Hard Skills	Soft Skills
Typically acquired through formal education or training.	Developed through experience, practice, and social interactions.
Measurable and quantifiable.	Subjective and difficult to measure.
Specific to a particular job or industry.	Transferable across industries and roles.
Focus on technical expertise	Focus on interpersonal and communication skills.

## 9. Why are hard skills and soft skills crucial to be a successful professional?

Ans: Hard and soft skills are crucial for personal and professional success. Hard skills demonstrate technical competence, while soft skills facilitate effective communication, collaboration, and relationships.

In today's competitive job market, employers often prioritize candidates with a balanced mix of hard and soft skills. Developing and showcasing both types of skills can significantly enhance your career prospects and overall professional growth.

## 10. List any two essential Soft Skills.

Ans: Essential Soft Skills are:

1. Communication: Verbal and non-verbal interaction.
2. Teamwork and Collaboration: Ability to work effectively with others.

## 11. Outline the benefits of Soft Skills.

Ans: The following are the benefits of Soft Skills:

1. Enhanced collaboration and teamwork.
2. Improved communication and relationships.

## 12. What do you understand by the term “Life Skills”?

Ans: Life skills are essential abilities and competencies that enable individuals to navigate various aspects of life effectively, make informed decisions, and achieve personal and professional well-being.

### **13. List any two categories of Life Skills.**

Ans: Following are the two categories of Life Skills:

1. Emotional Skills which include self-awareness, emotional regulation, empathy & conflict resolution
2. Social Skills which includes communication, interpersonal relationships, teamwork, & negotiation

### **14. How can Life skills be developed?**

Ans: Life Skills can be developed through formal education and training, informal learning experiences, mentorship and coaching, Real-world experiences. Practice, Feedback and reflection.

### **15. What is Self-awareness?**

Ans: Self-awareness is the ability to have a conscious understanding of one's own thoughts, feelings, motivations, values, strengths, weaknesses, and emotions. It involves being aware of how these factors impact behaviour, relationships, and decision-making.

### **16. Define Soft Skills. How is it different from hard skills?**

Ans: Soft skills refer to a cluster of personal attributes, personality traits, and non-technical skills that enhance an individual's ability to interact, communicate, and work effectively with others. They complement hard skills (technical expertise) and are essential for success in personal and professional life.

The key differences between Soft Skills & Hard Skills are as follows:

Hard Skills are specific, teachable abilities or knowledge sets required to perform a job, such as technical skills or proficiency in software, whereas soft skills are personal attributes and interpersonal skills that facilitate effective communication, collaboration, and problem-solving. Hard Skills are typically quantifiable and can be measured through tests, certifications, or practical demonstrations. Soft skills are often qualitative and assessed through observations, feedback, and performance in interpersonal interactions. Hard skills are acquired through formal education, training, or hands-on experience. Soft skills, on the other hand, are developed through personal experiences, practice, and self-improvement efforts. Hard skills are directly related to specific tasks or job functions, such as coding or financial analysis. Soft skills, such as teamwork and time management, enhance the ability to work well with others and manage oneself in various situations.

## **17. Describe how Soft Skills contribute towards Personality development.**

Ans: Soft skills, often referred to as interpersonal or people skills, are essential for personal and professional growth. They encompass abilities such as communication, empathy, teamwork, problem-solving, and emotional intelligence. Soft skills contribute to personality development in following ways:

1. **Enhanced Communication:** Effective communication skills, including active listening and clear expression, foster better relationships and reduce misunderstandings. This helps individuals articulate their thoughts clearly and interact more confidently with others, boosting their self-esteem and social presence.
2. **Improved Emotional Intelligence:** Soft skills like empathy and self-regulation enhances one's ability to understand and manage emotions. This leads to better self-awareness and self-control, crucial for personal growth and handling various life situations maturely.
3. **Stronger Relationships:** Skills such as teamwork, negotiation, and conflict resolution promote healthier and more productive relationships, both personally and professionally. Building strong, positive relationships contributes to a more balanced and fulfilling personality.
4. **Greater Adaptability:** Problem-solving and critical thinking skills enable individuals to handle challenges effectively and adapt to new situations. This flexibility fosters resilience and a proactive attitude, traits that are integral to a well-rounded personality.
5. **Increased Confidence:** Mastery of soft skills often leads to increased confidence. As individuals navigate social interactions and professional tasks more effectively, their self-assurance grows, contributing to a more assertive and self-assured personality.

To conclude, we can say that soft skills are vital for personality development as they enhance communication, emotional intelligence, relationships, adaptability, and confidence, leading to a more balanced and effective personal and professional life.

## **18. Briefly state the importance of developing Soft Skills.**

Ans: Developing soft skills is crucial for personal and professional growth. Here are key reasons highlighting their importance:

1. **Professional Benefits:** Inculcation of soft skills leads to enhanced career prospects and improved job performance. It enhances better communication with colleagues and clients and results in effective teamwork and collaboration. It provides ample leadership opportunities and increased productivity and efficiency. It is very essential as it also enables an individual to adapt to changing work environments.

2. **Personal Benefits:** One can develop stronger relationships and networking, resolve conflicts and enhance one's negotiation skills. It leads to enhancement of emotional intelligence and well-being, improved self-awareness and confidence and enables to be resilient and manage stress & time effectively.
3. **Employer Value:** Most of the employers prioritize soft skills over technical skills whereas few other consider communication skills to be essential. Some employers value teamwork and collaboration skills.
4. **Future-Proofing:** Automation and AI put emphasis on human skills like empathy and creativity. Globalization requires cultural competence and adaptability which could be cultivated by developing soft skills. Moreover, remote work demands effective communication and self-management.

### **19. How can Soft Skills be developed?**

Ans: Soft Skills can be developed through following Strategies:

1. **Self-reflection:** Developing soft skills through self-reflection is a powerful way to enhance one's personal and professional growth. Through self-reflection, one can identify the areas for improvement and increase self-awareness through meditation, self-assessment, and introspection.
  2. **Feedback:** Constructive feedback can actually lead to implementation changes that is needed for augmentation of soft skills. Hence, constructive criticism must be sought.
  3. **Training and workshops:** It plays a significant role in developing soft skill in a structured and better way and thus, leads to enhancement of productivity and efficiency.
  4. **Real-world experience and application:** Real-world experience plays a significant role in inculcating soft skills. It provides opportunities for practical application of skills, hands-on learning, networking and relationships which consequently enhances communication skills, problem solving ability and adaptability.
  5. **Reading and research:** It provides valuable opportunities for soft skills development, personal growth, and professional advancement. It plays a significant role in improved communication skills, increased empathy and understanding and better decision-making and problem-solving.
- Therefore, investing in soft skills development can significantly impact personal and professional success. By prioritizing soft skills, individuals can enhance their employability, relationships, and overall well-being.

## 20. Differentiate between Self-awareness and Self-analysis.

Ans:

Self-awareness	Self-analysis
<ul style="list-style-type: none"><li>Recognizing and understanding one's thoughts, feelings, and behaviours in the present moment.</li></ul>	<ul style="list-style-type: none"><li>Examining and evaluating one's thoughts, feelings, and behaviours.</li></ul>
<ul style="list-style-type: none"><li>Awareness of strengths, weaknesses, values, and goals.</li></ul>	<ul style="list-style-type: none"><li>Breaking down experiences and actions to understand underlying motivations.</li></ul>
<ul style="list-style-type: none"><li>Understanding how emotions and thoughts impact behaviour.</li></ul>	<ul style="list-style-type: none"><li>Identifying patterns, habits, and areas for improvement.</li></ul>
<ul style="list-style-type: none"><li>Acknowledging biases and assumptions</li></ul>	<ul style="list-style-type: none"><li>Analysing successes and failures to learn from experiences.</li></ul>
<ul style="list-style-type: none"><li>Developing a genuine understanding of oneself.</li></ul>	<ul style="list-style-type: none"><li>Critically evaluating oneself</li></ul>

## 21. Discuss on applying soft skills across culture.

Ans: The ability to communicate with people from diverse cultures is called as intercultural communication.

Interacting effectively across cultural lines requires perseverance and sensitivity to one another's differences as each country or community have their specific language skills, customs, ways of thinking, social norms, and habits. CEOs and HR Managers today are suggesting that companies can do better if they hire people with good soft skills. The Multinational companies (MNC's) having branch offices in many countries throughout the world function as single units. Thus, intercultural communication plays a vital role in the smooth functioning of these companies.

The 21st century is a Global world which is interconnected with the advent of third revolution of Communication. It has made it possible to communicate successfully across cultural boundaries and we are now easily exposed to other cultures and ways of living. Cultural awareness helps to prevent miscommunication or accidentally offending someone. In MNC's, with proper body language and respect for others culture and ways of living, one can overcome unexpected issues of intercultural differences.

The following Soft Skills are required for dealing with individuals across culture:

1. Interpersonal attributes - Empathy, leadership, communication, teamwork, good manners help to work well with diversity, self - confidence
2. Personal attributes - Optimism, responsibility, sense of humour, integrity, time management, motivation and common sense.

The above Soft Skills help candidates in the following ways -

1. Acting as a team player –Being cooperative and displaying strong leadership skills when necessary.
2. Flexibility – It is an extremely valuable asset in MNC. Those who can adapt to any situation and also are able to overcome challenges in a positive manner.
3. Effective intercultural communication – This is paramount to almost any job. The most crucial way for improving communication skills is to listen attentively with respect to the varied social norms of individuals from different cultures using appropriate body language.
4. Problem-solving and resourcefulness – It is the most important and unique skill. These skills are critical to overcome unexpected issues of intercultural differences.
5. Accepting feedback – Accepting feedback gracefully and applying that feedback to foster professional growth.
6. Creative thinking –It means being able to come up with unique solutions as it drives innovation and increases efficiency. Along with this respecting others viewpoints.

In today's interconnected world, the ability to communicate across cultural boundaries is more important. It facilitates communication across linguistic and cultural boundaries, leading to more tolerance, acceptance, and, ultimately, stronger relationships amongst people of diverse backgrounds. Candidates can improve their language skills and thus can communicate across cultures.

## **22. What etiquette is developed in applying soft skills across culture?**

Ans: With effective intercultural communication skills, individuals can develop the following etiquette –

1. Greeting people when you see them
2. Saying 'Thank you ' for favours
3. Holding door open while coming out with same rank officers
4. Offering help to carrying something heavy
5. Waiting in line politely
6. Respecting other people's personal space , social norms and way of living
7. Complimenting others on their achievements
8. Asking others about their day or interest
9. Displaying good manners in social interactions
10. Avoiding gossip and rumours
11. Volunteering to help others in need
12. Saying 'I am sorry ' when in mistake

13. Supporting others in their time of need
14. Participating in group activities
  
15. Respecting authority figures
16. Being on time for important engagements
17. Avoiding- interrupting others when they are speaking
18. Respect for the laws, rights and duties of the country
19. Cooperating with others to achieve common goals  
Being tolerant and understanding of different viewpoints

In MNC's, with proper body language and respect for others culture and ways of living, one can overcome unexpected issues of intercultural differences.

## UNIT-3

### Reading Comprehension

#### Section-1

#### Chapter 1: “AN ASTROLOGER’S DAY” By RK Narayan

- 1. How does the astrologer’s appearance help him attract customers? How does he help the customers satisfy their needs?**

Ans: His eyes are assumed to have a prophetic light by his customers. He wears a saffron turban. He presents himself so perfectly that he is a point of attraction for all the people. He helps the customers satisfy their needs with his working analysis of their troubles like marriage, money etc.

- 2. How do you characterize the astrologer’s attitude toward the stranger?**

Ans: The astrologer sees the stranger before him and perceives him to be his possible customer.

- 3. What details does the astrologer give the stranger about his past?**

Ans: The astrologer tells the stranger that he was stabbed by a knife and thrown into a well to die, and some people passing by saw him and saved from dying.

- 4. Why does he advise the stranger to go home immediately?**

Ans: : He advises the stranger to go home immediately to get rid of the possible dangers of his life.

What is your reaction to the conversation between the astrologer and his wife?

Ans: When the astrologer gets back to home, he tells his wife that in the past he thought he had killed a man. He was now happy to know that the man he helped today was not dead. It was a clever plot twisted to throw in the man he thought he had killed, as a potential scam for him.

The astrologer attracts many customers in the street who are pleased and astonished by what he tells them.

- 5. What does this tell you about the people of the town walking in the street?**

Ans: The main character here in this story is an astrologer. His astrology business depends on his character and the way he looks. Due to his dressing sense, many peoples are attracted to him. His eyes are assumed to have a prophetic light by his customers. This tells us that the people of the town



walking in the street are really fascinated and pleased with the astrologer and his looks due to which they take him as a wise astrologer.

**6. Why do most people want to know their future? Do you think astrologers can really help them know their future?**

Ans: Most people want to know their future because they are very curious about what is going to happen ahead in their life. They want to know their happiness, the problems ahead, and their safety. Yes, real astrologers with real astrological knowledge can help you see your future.

**7. Is astrology a good practice of fortune-telling or is it just a blind faith? Give reasons.**

Ans: Yes, astrology is a good practice of fortune-telling. Astrology is practiced in different life events. People believe a lot in astrology in Eastern cultures. People find the right solutions to their problems through astrology. Astrological prophecies are also proved to be correct in many cases.

**8. Summarize the text, 'An Astrologer's Day'**

Ans: The short story 'An Astrologer's Day' by R. K. Narayan deals with a single day in the life of an ordinary astrologer. His day begins as any other day but the day ends with unexpected events. When he is about to wind up his business, he meets a rogue character, Guru Nayak who is a part of the past life of the astrologer. Towards the end, as readers, we receive a shock that Guru Nayak and the astrologer belong to the same native towns. They were once upon a time good friends and had a quarrel one day. The result was that both were into bad company and had a fight. The astrologer tried to kill Guru Nayak by attacking him with a knife and when Guru Nayak fainted, he threw him into a nearby well. Fortunately, a passerby saved Guru Nayak. The astrologer left his native village forever and became an astrologer. Thus suddenly he confronts his past unexpectedly but smartly tackles the situation.

**9. Write, in brief a character-sketch of the astrologer?**

Ans: The astrologer belonged to a village. His forefathers were farmers. He too would have become a farmer if he had continued living in the village. He was then a silly youth. One day he drank, gambled and quarrelled badly. He stabbed a man and left him for dead. He ran away to the town. There he became an astrologer. However, he had no knowledge of astrology. He did his job through guesswork only, yet he was very successful. He wore such a dress that he at once attracted the eyes of others. His forehead was marked with sacred ash and vermilion. He wore a saffron-coloured turban round his head. The astrologer was very clever and tactful also. He always said things that pleased his customer. First, he would let a customer speak for at least ten minutes. It gave him enough stuff for the answers. He would look at the palm of his customer and say, "you are not getting the fullest result of your efforts," or "There is a woman in your

family, who is not well-disposed toward you’ or ‘it is not your fault, but that of your stars.’” Such answer at once endeared the astrologer to his customers.

**10.Elaborate the relationship between the astrologer and his clients.**

Ans: The astrologer did not know anything of the starts or astrology. He knew as little of it as his clients. It was only a matter of practice and guesswork for him. He would always say thing which pleased his clients. First he would let a client speak for at least ten minutes. It gave him enough stuff for the answer. He would gaze at the palm of his customers and say;’ In many ways you are not getting the fullest result of your efforts.’” It is a thing that each one feels to be true. When he said this, nine out of the ten clients agreed with him. Or he would say ‘is there a woman in your family, maybe a distant on the man’s stars. He would say, ‘It is not your fault, but that of your stars.’” Such answers would at once ender the astrologer to his clients.

**11.Explain briefly the ‘sting-in-the-tail’ contained in the story?**

Ans: ‘A sting in the tail’ is an idiom that means an unpleasant feature or event that comes at the end of the story and spoils it, From this point of view, I think there is any ‘sting in the tail’ in this story. Rather at the end of the story, its main character is filled with relief. He has been relieved of a great burden. Yes, there is an unexpected event in the story when the astrologer was encountered with Guru Nayak. Guru Nayak was the same man whom the astrologer had stabbed a few years ago. It had become quite dark when a man came to the astrologer. As the man lit a cheroot, the astrologer saw his face by the match light. He tried to get rid of him. But the man didn’t let him go. Finding himself helpless, the astrologer agreed to answer his questions. He told the man how he was once stabbed and left for dead. He warned the man that there was again a great danger to his life and so he should never travel away from his home. He also told him that the man, who had stabbed him, had been crushed to death under a lorry. The man gave the astrologer a handful of coins and went away satisfied.

**Chapter-2: “THE MISSING MAIL “By RK Narayan**

**1. Why was Thanappa liked by the people in the town?**

Ans: Thanappa not only delivered letters to the houses in Malgudi, but was also a lively person who showed a genuine concern towards the people to whom he delivered letters. He used to sit for hours with the families, allowing himself to get involved in their domestic matters, being a part of their happiness and sorrow, and used to give advices whenever necessary. This made him a lively and a likeable person.

**2. Who was Kamakshi? Why Thanappa was specially attached to her?**

Ans: : Kamakshi was Ramanujam's daughter. Thanappa had delivered to Ramanujam, the letter announcing her birth. This made Thanappa think of her as his own daughter and was specially attached to her.

**3. Why were Kamakshi's parents and Thanappa worried?**

Ans: Kamakshi's wedding did not seem to come through for various reasons, the chief of them being a mismatch of horoscopes. This caused the family and Thanappa a lot of worries.

**4. How did Thanappa contribute at Ramanujam's family meetings?**

Ans: Thanappa would first finish delivering letters to all houses, and then settle down at Ramanujam's house to take part in the wedding arrangements. He would settle disputes and also offer suggestions and advices.

**5. Do you think that Thanappa was right in not delivering the letter and telegram to Ramanujam immediately?**

Ans: Yes, I think Thanappa did the right thing. Kamakshi's marriage had been settled after a very long time. The date had been fixed for May twentieth. If the wedding was put off then, it would not come by for three more years since the bridegroom had to go for some training. Anything could have happened in the span of three years. Moreover, all the preparations for the wedding had been done. If the telegram had been delivered on that day, things would have been cancelled abruptly leading to a total waste of money and many related problems.

Considering these circumstances, the postman was right in not delivering the letter and the telegram on time.

OR

Thanappa was a postman. It is his duty to deliver letters as soon as they arrive. If he had delivered Ramanujam's letter on time, perhaps he would have seen the old uncle before his death. The need of the hour was to be with the sick man. Thanappa failed in his duty of delivering not one but two urgent messages. I do not think that Thanappa was right in holding back the messages.

**6. How did Thanappa and Kamakshi's mother differ in Ramanujam's family council regarding the negotiations? What was finally decided?**

Ans: Kamakshi's mother did not approve of Kamakshi being taken to Madras for approval by the boy's family. She thought that they would be laughed at because such a thing had never occurred before in their society or neighborhood. She feared that it would lower their status in society.

Thanappa, however, disagreed, and told her to give up such old-fashioned ideas. He said that they had to look at the urgency of the situation and if they did not do so, they would miss a great opportunity. The boy's family might get another offer and that would be a great loss. Finally, Ramanujam took Kamakshi to Madras, following Thanappa's advice.

**7. Give three reasons that delayed Kamakshi's marriage being settled.**

Ans: Ramanujam had made his best efforts to negotiate for his daughter's marriage but these did not bear any fruit. The reasons were:

1. At some places the horoscopes did not agree.
2. Sometimes the bridegroom's side demanded too much dowry.
3. At some places Kamakshi's appearance was not approved.

**8. Give 3 reasons why Ramanujam looked "helpless and miserable" despite making efforts for his daughter's marriage.**

Ans: Ramanujam did his best to negotiate for his daughter's marriage. However his efforts did not bear any fruit. The reasons were:

1. The last auspicious date for the season was fast approaching
2. The girl would be seventeen in a few days and
3. Ramanujam's father-in-law was writing more frequently and his letters were getting more accusing.

All these affected Ramanujam's mind and he started feeling "helpless and miserable" on this account.

**9. Summarize the text 'The Missing Mail'**

Ans: "The Missing Mail" centers round Thanappa, a conscientious postman. He holds personal relationships dearer than his duty. He feels personally involved in the lives of the people of Vinayak Mudali street. Of these, he is most attracted to Ramanujam and his family. Thanappa knew that Ramanujam was worried about his daughter's marriage. Though Ramanujam's father in law

had saved rs.5000 for her marriage but still He couldn't find a proper match for her. Thannapa suggested a match in Delhi. The parents of the boy wanted to see Kamakshi. The match was fixed. The wedding had to be solemnized before a particular date i.e. 20th may as the boy couldn't marry after that for three years.

In the mean time, Thanappa received a letter and a telegram for Ramanujam, just before the marriage. The news of Ramanujam's uncle's death was in the telegram. Thanappa suppressed both the letter and the telegram as he knew that if he gives them to Ramanujam again the marriage will be postponed. Thannapa confessed the truth to Ramanujam after

the marriage. But Ramanujam felt cheated and angry. However he condoned Thannapa's mistake as his intention was noble.

### **Chapter-3:"The Doctor's Word" By RK Narayan**

**1. Why did the patients visit Dr. Raman only when they were hopeless?**

Ans: People valued Dr. Raman's medical expertise honed after decades of practice. They also knew, he spoke about the condition of a patient in a straight-forward, truthful way, and seldom sweet-talked a patient. He never believed in whitewashing the fact which was unbearable to listen. Secondly, his fees was beyond common people's affordable range.

**2. What impression of Dr. Raman do you get from the passage?**

Ans: Dr. Raman was a competent and dedicated doctor who did his best if he felt he could cure a patient. He was curt, but quite realistic. He never hid the truth. People believed that a patient's life is decided by his words.

**3. How does the writer describe the friendship between Dr. Raman and Gopal?**

Ans: Gopal and Dr. Raman were friends from their kindergarten days. For nearly four decades, the friendship endured, keeping them in close touch with each other through their twists and turns of life.

Occasionally they met in the clinic of the doctor. After the consultation was over, they talk, took lunch together and watch movies. It was a classic friendship.

**4. How did Dr. Raman come to know about Gopal's illness?**

Ans: The ailing Gopal's son had come to meet Dr. Raman on instructions of his mother for medical help. From him Dr. Raman came to know the fact.

**5. Why didn't Gopal's wife call for Dr. Raman earlier?**

Ans: She felt Dr. Raman would be very busy, and didn't like to make further demands on his time.

**6. What steps did the doctor take to save his friend from death?**

Ans: Dr. Raman examined his patient thoroughly, and gave him an injection, apparently to revive him.

He did an operation and himself kept a close watch on him till midnight. While leaving he left his assistant with Gopal with necessary instructions.

**7. What was Dr. Raman's reaction when his assistant said "Sir, he will pull through?"**

Ans: The doctor was not unduly excited. His reaction was measured. He felt it was prudent to wait till 8 in the morning to conclude that a steady recovery had set in.

**8. What was Dr. Raman's response when Gopal's wife asked about his condition?**

Ans: The doctor was quite professional in his reply to the wife's questions. He asked her to rein in her excitement as it was too premature to conclude anything.

**9. Why did Gopal ask Dr. Raman "Am I going?" What was he anxious about?**

Ans: Gopal had assumed that his death was not far off. He had made a will, but had not signed it. He wanted to sign it before he breathed his last.

**10. Was Dr. Raman upset at this question? Give your reasons.**

Ans: Dr. Raman didn't quite like his friend's question. As a doctor, he was doing his best, but couldn't predict the outcome. So, he felt irked at his friend's question.

**11. Why did Dr. Raman decide to tell a lie?**

Ans: Dr. Raman knew his friend's life was hanging by a thread, but asking him to sign he would have signaled to the patient that he was surely on the throes of death. Dr. Raman didn't want to eliminate the very ray of hope of survival for his friend, by being truthful, as was his nature. So, he wanted to tell a lie so as to infuse optimism in his faltering friend's mind. This was the only way of resurrecting him. The doctor did something he had never done – lying to a patient about his condition.

**12. How did he answer Gopal's question?**

Ans: With a feeling of trepidation, Dr. Raman told his friend that the latter was surely going to get over the crisis, and there was no need to panic for signing the Will.

**13. How did Gopal accept Dr. Raman's words?**

Ans: The doctor's words had a miraculous effect on Gopal. He felt confident that he was going to survive.

**14. Did Dr. Raman believe that his patient would recover that night? Why do you think so?**

Ans: Dr. Raman somehow felt that his reassuring words would infuse enough vitality in Gopal to stave off the crisis. He believed in people's belief on his words. He was hopeful amidst hopelessness.

**15. "Don't look so unhappy, lady" – why does Dr. Raman say so?**

Ans: Dr. Raman was convinced that his friend Gopal had got over the deadly cardiac crisis, and was unmistakably recovering. So, he comforted the distraught wife with such words.

**16. Does human life hang on a doctor's word? Give a reasoned answer.**

Ans: Yes, a doctor's reassuring words restores the will power of a patient, where a dismal picture from the doctor robs him of his inherent capacity to fight back. Generally speaking, a doctor can hasten or mar a patient's chance of recovery by his words.

**17. Summarize the text 'The Doctor's Words'**

Ans: Raman is a doctor in Malgudi. He often complains that people only come to seek his help when the patient is at death's door, either because they don't want to confront the fact that their relative is seriously unwell, or because they lack the money to pay him.

One day, Dr. Raman learns that his friend Gopal is dangerously ill. He and Gopal are in their forties and have known each other since kindergarten. Gopal's son comes to the doctor and asks him to come and examine his father. Dr. Raman does so, learning that Gopal has been unwell for some time but the family didn't want to bother him.

Gopal's wife is keen to know what is wrong with her husband and whether he'll pull through, but Raman refuses to tell her specific details. Gopal, too, wants to know if he will recover or not. He tells his friend that if he is not going to survive, he needs to sign his will that will settle his financial affairs before it's too late.

However, still Raman refuses to be direct with his friend.

Raman goes and sits outside in his car, deciding what to do. Eventually, he goes back into Gopal's home and tells both Gopal and Gopal's wife that he will be all right. Gopal doesn't need to worry about his will. He will live to be ninety years old.

Gopal is overjoyed by this news, and sure enough, he makes a full recovery. But at the end of the story, we learn that Dr. Raman is absolutely clueless as to how his friend survived his illness, and this will remain a puzzle to him for the rest of his life.

**18. Portray the change you find in Dr. Raman in relation to Gopal's illness.**

Ans: Dr. Raman was a competent and dedicated doctor who did his best if he felt he could cure a patient. He was curt, but quite realistic. He never hid the truth. People believed that a patient's life is decided by his words.

Dr. Raman knew his friend's life was hanging by a thread, but asking him to sign he would have signaled to the patient that he was surely on the throes of death. Dr. Raman didn't want to eliminate the very ray of hope of survival for his friend, by being truthful, as was his nature. So, he wanted to tell a lie so as to infuse optimism in his faltering friend's mind. This was the only way of resurrecting him. The doctor did something he had never done – lying to a patient about his condition.

Human being is a strange creation of God. No one can say how situation and emotion can wipe away all our uncompromising ethics. This has happened in case of Dr. Raman.

**Chapter 4: "THE GIFT OF THE MAGI" By O' Henry**

**1. How did Della save her one dollar and eighty-seven cents?**

Ans: Della had saved the money by bargaining hard about prices with the grocer, the vegetable man and the butcher.

**2. What are Jim and Della's most valued possessions?**

Ans: The most valued possession of Jim was the gold watch, which was used by him as a family heirloom as that had been being used by his grandfather and father. Della's precious possession was her long rippling, shining hair that fell down like a cascade of brown water.

**3. Jim and Della both gave up something dear to them. What does it tell us about them?**

Ans: Both Jim and Della sacrificed their most cherished possessions to buy something for the use of the other. It tells us about their ardent love for each other.



#### **4. Who were the Magi?**

Ans: The Magi were the wise men who brought gifts to the new born Jesus. According to the Bible the Magi were three kings who travelled to Bethlehem from somewhere in the East.

#### **5. What was Jim's gift for Della?**

Ans: Jim's gift for Della was a set of beautiful tortoise shell combs, side and back, that she always longed for.

#### **6. Why was Della worried?**

Ans: Initially Della was worried about arranging the required money to buy a nice gift for Jim at Christmas since she had only one dollar and eighty-seven cents. Hence, she sold her beautiful hair and brought a gift for James. Now her new look troubled her as she looked more like a truant schoolboy. Della was really worried thinking that Jim might be critical of her appearance.

#### **7. What did Jim do to get a gift for Della?**

Ans: Jim sold his precious golden watch, a family heirloom, in order to get a gift for Della.

#### **8. What was Jim's reaction when he returned home?**

Ans: Jim was foxed for a moment to find Della without her long beautiful hair. His eyes were fixed upon Della but the expression of his eyes was unintelligible to her, rather it terrified her. It was not anger, surprise, disapproval, horror, nor any of the sentiments that Della had been prepared for. Jim simply stared at her fixedly with a peculiar expression on his face.

#### **9. Summarize the text 'The Gift of the Magi'**

Ans: This is a story about a rather poor young married couple Della and Mr. James Dillingham Young. Della counted the money she had saved. It was a total of one dollar and eighty-seven cents. And the next day was Christmas. She wanted to buy her husband Jim (i.e. Mr. James Dillingham Young) a present. She had been saving every penny she could for months. She could manage to save only \$1.87. She had spent many hours planning something nice for him.

There were two possessions of the James Dillingham Youngs in which they both took much pride. One was Jim's gold watch and the other was Della's hair. Della decided to sell off her beautiful long hair for Jim's present. And, she sold it for twenty dollars with that money she bought a platinum fob chain simple and chaste in design. It was perfect for Jim's gold watch. At 7 o'clock, Della was waiting for Jim to come home. When Jim came and saw Della's short hair,

he was quite shocked. Della admitted to Jim that she sold her hair to buy him his present. Jim gave Della her present, The Combs-the set of combs, side, and back, that Della had always longed for. She looked at Jim with dim eyes and a smile, and said-"My hair grows so fast, Jim!" And then Della showed Jim the chain for his watch. Jim tumbled down on the couch and put his hands under the back of his hands and smiled. He told Della that he had sold his watch to get the money to buy her combs.

**10.Does the story “The Gift of the Magi” send any moral lesson? State your opinion.**

Ans: The story 'The Gift of The Magi' deals with the moral lesson of what constitutes the true spirit of gift- giving on Christmas. Both Jim and Della were poor, so they had to sell off their most prized possession to buy Christmas gifts for each other. Della sacrificed her long lustrous hair beautiful enough to make the queen of Sheba envy her while Jim sacrificed his golden watch, a family heirloom. Jim brought a set of tortoiseshell combs for Della, which she had ever longed for, but it was too nice for her to use. She sold her long hair to buy a platinum fob chain for Jim's watch. Even Della's gift for Jim was too nice to be used. Both Jim and Della sacrificed their most cherished possession to buy something for the use of the other's most cherished possession. Here lies the true spirit of gift-giving on Christmas.

**11.Examine the significance and appropriateness of the title of the story’ The Gift of the Magi’.**

Ans: The author O' Henry has appropriately chosen the title 'The Gift of the Magi' for the story of Della and Jim. The Magi were the three Wisemen - Gasper, Melchoir, and Balthazar who traveled from the East to Jerusalem to see the infant Jesus born in a stable.

They were guided by a star and they carried precious gifts for Jesus. The Magi invented the tradition of giving gifts on Christmas. Being wise, their gifts were also undoubtedly wise.

The story centers around a young couple Della and Jim who are poor but hardworking and their existence is full of struggle but they manage to experience joy through the power of their love for each other. They planned to make Christmas eve a special one with a wonderful gift for each other. Jim and Della had to sell off their precious possessions to buy gifts for each other on Christmas Della in order to have a fine, rare, and sterling gift for Jim sold her long and beautiful hair. Finally, she bought a platinum fob chain, simple and

chaste in design, for Jim's gold watch. On the other hand, Jim sold his precious gold watch to buy an expensive tortoiseshell comb for Della's beautiful hair.

But the gifts of Della and Jim are unique and wise in the sense that they reveal the true essence of gift-giving on Christmas i.e. selflessness a desire to add the happiness of the one who receives the gift and the spirit of sacrifice. Through O' Henry terms the couple as 'the foolish children' he points out clearly that they value the human relationship and their mutual love and generosity make them the 'Magi'.

Thus the title is quite significant and appropriate.

## **SECTION-2**

### **Chapter-1: "STOPPING BY WOODS ON A SNOWY EVENING" By Robert Lee Frost**

#### **1. What are the sounds heard by the poet?**

Ans: The poet heard the sounds of the harness bells and the wind blowing through the trees besides the falling of the snow flakes.

#### **2. Why did the speaker stop by the woods?**

Ans: The speaker stopped by the woods to observe the natural beauty and snowfall in the woods. He wanted to enjoy the calmness of the dark, deep and lovely forest.

#### **3. Do you think the speaker is happy standing by the woods?**

Ans: Yes the speaker is happy standing by the woods because nobody is there to watch him and he is finding a deep solace to sooth his turbulent mind. He is enjoying the natural beauty of the woods, frozen lake and snow.

#### **4. The poet is aware of two choices. What are they? What choice does he make ultimately?**

Ans: The two choices are – either to stop and enjoy nature standing between the woods and frozen lake in the darkest evening of Winter or to get back to work. Though the poet is attracted by the beauty, he understands his responsibilities and decides to continue his journey of life till his last breath.

#### **5. Explain the significance of "sleep" in the poem**

Ans: In this poem sleep refers to death which overcomes everything in the material world. The speaker says that life is like a journey and we will get attracted to various things on our way. But we need to overcome these temptations and keep moving peacefully towards our final destination- a long eternal sleep.

**6. Why the poet has used the same line twice in the last stanza?**

Ans: In order to emphasize the fact that he has to fulfill his duties and responsibilities before his death, the poet has used the same line “And miles to go before I sleep” twice.

**7. How is ‘woods’ different from ‘forest’?**

Ans: A forest comprises of vast expanses of diverse vegetation, water bodies, and multitudes of living creatures that thrive in it. Woods on the other hand implies a small stretch of trees that can easily be owned by a private entity. The woods are smaller in scale compared to forests.

**8. “He will not see me stopping here” – what does this expression mean?**

Ans: The speaker was familiar with the woods where he had stopped by. He was aware about the ownership of that landmass. He also knew that the owner was the resident of a village nearby and wasn’t presently in his vicinity. As such, he was certain that his trespassing would go unnoticed by the owner.

**9. Why does the horse give his harness bells a shake?**

Ans: The sudden interruption in travel appears to have taken the horse by surprise. As he glances around, he finds himself in the middle of nowhere. He is bewildered at his master’s strange decision to stop there in such ghastly weather without any shelter nearby. Thus, he gives his harness bells a shake to make the speaker aware of his feelings.

**10. What is ‘the only other sound’ besides that of harness bells?**

Ans: – No other soul was present in the woods that evening besides the author and his horse. The site was experiencing snowfall as it happened to be the peak of winter at that time. Heavy winds accompanied the snowfall and as gusts of wind swirled past them, the friction of air particles generated the sound that the speaker talks about.

**11. What picture of natural beauty do you get from the poem?**

Ans: The poem depicts a beautiful evening in the woods near a remote village. Thick sheets of snow adorn the ground and while flakes resembling diamonds fall off the dark night sky creating a mystical atmosphere. The contrast of black and white are seen eliciting emotions of pure bliss in the heart of the observer.

**12. What does the expression, “The darkest evening of the year”, suggest ? Does it mean ‘the longest night of the year’ or ‘ the most depressing state of his mind’ ? Give a reasoned answer.**

Ans: It means ‘the longest night of the year’ as it happened to be winter solstice or peak winter in the location mentioned in the poem. The daytime gets shorter in the winters for the scantiness of sun rays and the period of nighttime grows.

**13. Attempt a brief summary of “Stopping by Woods on a Snowy**

**Evening”.**

**OR**

**Bring out the central idea of the poem “Stopping by Woods on a Snowy Evening”.**

Ans: “Stopping by Wood on a Snowy Evening “ is a well known poem read by most of the people all ove the world. It’s last stanza is used as a quotation by many. The poem speaks of life as a continuous journey till the veil finally falls.

The poem depicts a beautiful evening in the woods near a remote village. Thick sheets of snow adorn the ground and while flakes resembling diamonds fall off the dark night sky creating a mystical atmosphere.

And the narrator is out to enjoy the beauty of nature without anybody’s knowledge.

He is confused. He is not able to take any decision. Standing before the snow covered woods he thinks of whether to go ahead into the depth of scenic beauty or to back to attend the calls of life. Nature is alluring, mystic and tempting; but, he has made promises to himself to continue the journey of life without being diverted from this goal.

“And miles to go before I sleep”, where by “sleep” he means that he can’t afford to rest as he hasn’t reached his destination yet. But the line encompasses a much greater meaning if we observe closer. The speaker is representative of every individual on this planet. The horse, his ride, refers to the limited amounts of time we have to ourselves in our lifespan. ‘Miles to go’ means having dogged determination to overcome all obstacles that come our way without giving in. ‘Sleep’ means death, the ultimate rest. The poet wishes to tirelessly strive for the completion of his goals before departing from this mortal world.

**14. In the final stanza, the speaker says that he is not yet ready to “sleep”. What has he to do before he can take rest?**

Ans: On the surface, it means that he can’t afford to rest as he hasn’t reached his destination yet. But the line encompasses a much greater meaning if we observe closer. The speaker is representative of every individual on this planet. The horse, his ride, refers to the limited amounts of time we have to ourselves in our lifespan. ‘Miles to go’ means having dogged determination to overcome all obstacles that come our way without giving in. ‘Sleep’ means death, the ultimate rest. The poet wishes to tirelessly strive for the completion of his goals before departing from this mortal world.

**15. Why does the poet use the expressions “dark”, “deep”, “darkest”?**

Ans: The poet is enamoured of the beauty of the woods that are dark and deep. It means that there are surplus sources of entertainment in this world that can

bestow varying depths of gratification upon us. The term 'darkest' can be viewed as a reference to the extent of pleasantness he was able to experience that evening. As he became still and observant, his consciousness connected with nature, evoking the pinnacles of pleasing sensations within him.

**16. How do the speaker, the owner of the woods and the horse react to the beauties of nature?**

Ans: The author is highly receptive to the treasures that nature beholds for humans. He doesn't mind deviating from his goal for a while to encapsulate the surrounding beauty. The owner likely doesn't heed the woods he owns and perhaps, is blinded towards the beauty it possesses. The non-human horse needs to be approached differently. It is oblivious of the reason behind the break in his journey. Unlike the author, it is completely naked and exposed to the harsh weather. It probably wishes to reach its shelter at the soonest possible to get respite from the cold. It doesn't seem to be in a frame of mind to cherish the nature. L2 05

**Chapter-2: "WHERE THE MIND IS WITHOUT FEAR" By Rabindranath Tagore**

**1. What does the poet mean by "where knowledge is free"?**

Ans: In the poem, "Where Mind is Without Fear", the poet, Rabindranath Tagore shares his idea of free India. He really prays to "the father", the almighty God, to bless all with a free nation where each and every person has the right to gain knowledge, irrespective of cast, religion or any economical barrier. The concept is of free education for all.

**2. What according to the poet do people tirelessly strive towards?**

Ans: The poet, Rabindranath Tagore, wants people to follow the path of truth and strive for perfection. He wants each and every person to work tirelessly and stretch their capabilities so that they can give the best to attain perfection as human beings.

**3. What does the poet pray to the Almighty for?**

Ans: The poet prays to the Almighty for a 'heaven of freedom' for his country where people would be fearless, knowledgeable, truthful, dignified, hard-working, logical and broad-minded.

**4. With what 'reason' and 'dead habit' are compared?**

Ans: The poet compares 'reason' to a clear stream and 'dead habit' to harmful old customs and rituals

**5. What does the poet wish for?**

Ans: The poet wishes that his country to awaken into heaven of freedom, where the people are all truly free and total freedom of good thoughts, good words and good actions exist.

**6. How is the world broken into fragments?**

Ans: The narrow domestic walls causing barriers of caste, creed, religion, language, communalism and gender discrimination made the world broken into fragments.

**7. Explain what the 'tireless striving' should be for.**

Ans: The poet wants his countrymen to strive without getting tired to achieve perfection leaving behind prejudices and old traditions. This will help to achieve our goals of living in a country free from all that is against real growth of human civilization.

**8. 'Where words come out from the depth of truth.' Explain in your own words.**

Ans: The poet wished that in his country or rather in the world, people must not lie and they should be honest in their thoughts and action. The words spoken by them must come from the very core of the heart. Truth should be manifested in every action.

**9. What qualities does the poet wish to inculcate in his countrymen?**

Ans: The poet wished that his countrymen must be fearless, broad-minded, to be not divided by religion, caste, class and colour. He wants his countrymen to be honest with logical thinking and not to be lost in old traditional habits, superstitions, blind-faith. Poet wants his countrymen to forever broaden their outlook.

**10. Who is 'Thee' in the poem? What does the poet appeal to 'Thee' to do?**

Ans: 'Thee' refers to the almighty God. The poet appeals to the almighty God that his country should win such freedom in which the people live fearlessly and their head is held high with pride. He also wants freedom from illogical and impractical things, superstitions, blind faith, narrow-mindedness, caste, class, gender differences etc.

**11. What kind of freedom does Tagore visualise for his country?**

Ans: Rabindranath Tagore in this famous poem prays to God to awake his country in a heaven of freedom. This poem was written when India was under the British rule. So he wanted his country to get freedom from the British imperial rule. Tagore aspires of a true comprehensive society that should be knowledgeable, rational, truthful, hard-working and broad-minded to make his nation achieve true freedom — a kind of spiritual freedom. Tagore pledges to

God that his country should be free from any fear of oppression or forced compulsion. He wants that everyone in his country should be free to hold their heads high in dignity. He dreams of a nation where knowledge or education would be free that is education should not be restricted to the upper class only but everybody should be free to acquire knowledge. There should not be any caste distinctions or gender distinction when it comes to education. The poet craves a world which is not 'fragmented' by prejudices based on caste, creed, color, religion or other baseless superstitions.

Prejudices and superstitions should not divide the people in groups and break their unity. He wants a nation where people are truthful, not superficial and words should come out from the depth of their hearts ,where people would strive without getting tired to reach perfection leaving behind prejudices and old traditions. He wants the power of reason to dominate the minds of his countrymen, he does not want the 'stream of reason' to be lost amongst outdated customs and traditions and only that can direct the mind towards selfless thoughts and everlasting action based on truth and fearlessness. Tagore in fact pleads to the Almighty that apart from territorial independence, his country should also have spiritual and intellectual freedom.

## **12. Write a note on Tagore's concept of 'the heaven of freedom'.**

Ans: Rabindranath Tagore in this famous poem pleads to the Almighty that apart from territorial independence, his country should also be blessed with spiritual and intellectual freedom. Tagore aspires of a true global society that should be well-informed, realistic, honest, hardworking and tolerant to make his nation achieve true freedom — a kind of spiritual freedom. Tagore pledges to God that his country should be free from every kind of fear of oppression or forced compulsion. He wants that everyone in his country should be free to hold their heads high in dignity. He dreams of a nation where knowledge or education would be free for all and it should not be restricted to the upper class only but everybody should be free to acquire knowledge. There should not be any caste distinctions or gender distinction when it comes to education. The poet craves a world which is not divided by prejudices based on caste, creed, color, religion or other baseless superstitions. Prejudices and superstitions should not divide the people in groups and break their unity. He wants a nation where people are truthful, not superficial and words should come out from the depth of their hearts ,where people would strive without getting tired to reach perfection leaving behind prejudices and old traditions. He wants the power of reason to dominate the minds of his countrymen, he does not want the 'stream of reason' to be lost amongst outdated customs and traditions and only that can direct the mind towards selfless thoughts and everlasting action based on truth and fearlessness.



### **13. Comment on the wide gap between the reality of contemporary India and Tagore's concept of India.**

Ans: Tagore desired India to become a heaven of Freedom. By this he dreamt of a global society where the society was not divided on the boundaries of colour, caste creed and religion. Tagore Where the Mind is Without Fear does not talk about independence from the British rule rather he craves academic and sacred freedom for every citizen. He wants his nation to rise above paltry issues and prejudiced intolerance and rise high above into the world of freedom of thought and expression based on truthfulness and courage. Tagore wanted that his countrymen should work for perfection in everything with the help of reason, leaving aside superstitious rituals. They should not be led astray from their goal in the dry desert of dead habits, that is, in a place where outdated customs and traditions are followed. His countrymen's mind should be led forward into progressive thought and action, that is, they should be led by the power of reasoning to focus on the future with scientific thought. Tagore wants his country to awake to such a state of sound reasoning and righteous action. But, the reality of contemporary India is all together different. Even in the 21st century Indian society is largely divided on caste, colour and religious lines. Corruption and nepotism is rampant in all walks of life. Education and Health services are going beyond the reach of common man. A large section of Indian society is interested in filling their own coffers exploiting the natural resources to the maximum. To epitomize, we may say that present Indian scenario is far away from Tagorian concept of a cherished nation that he dreamed of.

## **UNIT-4**

### **Professional Writing**

#### **Summary Writing**

**1. Summarize the following passage in four sentences.**

How can smokers quit smoking?

OR

What steps can smokers follow to quit smoking?

“No pain No gain”. Quitting smoking needs a strong will and a lot of effort .Many smokers want to quit smoking. They know it is bad for their health .But it is difficult for them to do so. Doctors advise heavy smokers to reduce smoking gradually starting to cut down two to three cigarettes a day reaching the ultimate goal. Others find that chewing a gum keeps a smoker busy all day long and consequently, he can reduce the number of cigarettes consumed.

Sports can improve the health and give smokers the strength to quit this bad habit. Some people go for group support where all smokers provide support for each other to quit smoking.

**Ans:** Firstly, Smokers can start reducing the number of cigarettes they smoke every day. Secondly, chewing gums helps smokers reduce the number of cigarettes smoked. Thirdly, playing sports supports smokers' health. Finally, group support helps smokers find assistance from other people having the same problem.

**2. Summarize the following passage**

The world is facing an unprecedented energy crisis driven by a combination of factors including rapid industrialization, population growth, and reliance on fossil fuels. Fossil fuels like coal, oil, and natural gas have been the primary sources of energy for decades, but they are finite resources and are becoming

increasingly difficult and costly to extract. Additionally, the burning of fossil fuels contributes to environmental degradation and accelerates climate change, presenting a major threat to ecosystems worldwide.

As demand for energy continues to soar, many countries are exploring renewable energy sources such as wind, solar, and hydroelectric power. These alternatives are cleaner and more sustainable, but they come with their own challenges. For instance, solar and wind energy depend on weather conditions and can be inconsistent, while the infrastructure needed for renewable energy is often costly and difficult to implement on a large scale. Furthermore, transitioning from fossil fuels to renewables requires significant investments and policy support, which are difficult to mobilize in some regions due to political and economic barriers.

Geopolitical tensions also exacerbate the energy crisis. Many oil-rich regions experience conflict, which disrupts supply and leads to price fluctuations in the global market. These fluctuations impact the cost of energy and can cause widespread economic hardship, particularly in developing countries. To address the crisis, many experts advocate for a balanced approach that combines the continued use of fossil fuels with gradual investments in renewable energy, improved efficiency, and international cooperation.

**Ans:**

The world is experiencing an energy crisis due to increased demand, dependence on finite fossil fuels, and geopolitical conflicts affecting energy supply. While renewable energy offers a cleaner alternative, it faces high costs, weather dependency, and infrastructure limitations. To combat the crisis, a balanced approach that incorporates fossil fuels and renewables, enhanced efficiency, and global cooperation is recommended.

**3. Summarize the following passage**

Terrorism remains one of the most serious threats to global peace and security in the modern era. It is characterized by violent acts intended to create fear and achieve political, ideological, or religious goals. Terrorist organizations often operate across national borders, exploiting political instability, poverty, and social grievances to recruit members and expand their influence. The methods of terrorism vary, including bombings, kidnappings, cyber-attacks, and other forms of violence that disrupt daily life and instil fear in populations.

Governments worldwide have responded to terrorism by increasing security measures, improving intelligence-sharing, and implementing counter-terrorism

laws. However, these measures can sometimes lead to civil liberties concerns, as increased surveillance and restrictions on movement impact the general public. Moreover, despite these efforts, terrorism has evolved with the use of technology and social media, allowing extremist groups to spread propaganda, recruit members, and plan attacks online.

Experts argue that a practical approach to combating terrorism involves not only military and intelligence actions but also addressing the root causes, such as poverty, lack of education, and political oppression. By improving social conditions and promoting political stability, nations can reduce the appeal of extremist ideologies and disrupt the cycle of violence. Collaboration among nations and international organizations is also crucial to creating a unified front against the complex and evolving threat of terrorism.

**Ans:** Terrorism is a global threat that uses violence to achieve political or ideological aims, often exploiting instability and social grievances to recruit and spread influence. Governments have increased security and intelligence efforts to counter terrorism, though this sometimes raises concerns over civil liberties. Terrorism is also evolving with technology, using social media for propaganda and planning.

Experts suggest a multi-faceted response, addressing underlying social issues and fostering international cooperation to reduce terrorism's appeal and disrupt its operations.

## **Report Writing**

- 1. The first-year students of your institution went on an educational trip to a nearby sugar factory. Write a report based on the visit. (Include: - date, time, place / Who went on the trip / What happened during the visit / What was learnt, / How the visit ended)**

**Ans:** On Friday, 13th September 2024, the first-year students of our Polytechnic went on a field trip to the Agrawal & Naidu sugar factory. They left the institution compound at 8:30 am on the institution's bus. They arrived at the factory at approximately 9:30 am. The tour guide greeted them. Mr. Prakash showed the students around the factory. He then told them the steps in producing sugar. First, the sugar cane is cut and then washed. Secondly, the cane is crushed through rollers. Next, it is taken to the clarifier to be purified.

It is then boiled out until sugar crystals are formed. Afterwards, the sugar crystals are separated in centrifugal tanks and are ready to be marketed. Finally, the sugar is marketed, both locally and abroad. Mr Prakash showed the student's sugar production. He told them about the uses of sugar, such as how it is used in many foods and drinks. It is used to sweeten drinks and foods. After the tour, Mr. Prakash gave them pieces of sugar cane to carry home. The students thanked Mr. Prakash for the tour. Then, they left on the bus at approximately 12:30 pm and arrived safely at the institution compound.

## **2. Prepare a Survey Report on Analysis of Public Attitudes toward Renewable Energy**

**Ans:**

### **Background**

This report presents the findings of a survey conducted to understand public attitudes toward renewable energy sources. As global environmental concerns grow, interest in renewable energy like wind, solar, and hydroelectric power has increased. The survey aimed to gauge public awareness, support, and perceived challenges related to renewable energy adoption. The survey targeted diverse participants across various age groups, regions, and educational backgrounds.

### **Methodology**

The survey was conducted online over two weeks, from September 1 to September 15, 2024. It received responses from 1,000 participants across the country. Participants were recruited through social media platforms and email invitations. The survey included 15 questions, using a mix of multiple-choice, Likert scale, and open-ended questions to gather quantitative and qualitative data on:

- Awareness and understanding of renewable energy
- Level of support for renewable energy initiatives
- Perceived barriers to renewable energy adoption
- Willingness to adopt renewable energy in personal lives

### **Findings**

Awareness and Understanding of Renewable Energy

The survey revealed that 85% of respondents were familiar with renewable energy sources, with solar and wind being the most recognized. However, only 60% had a good understanding of how these sources impact the environment and economy.

Younger respondents (ages 18-35) demonstrated higher levels of awareness, likely due to increased exposure to environmental education and media.

### Support for Renewable Energy Initiatives

A majority (78%) expressed strong support for government-led renewable energy initiatives, and 67% were in favour of policies incentivizing renewable energy at the household level. Participants with higher education levels showed more enthusiasm for these initiatives, with 82% of respondents holding a college degree supporting renewable energy policies.

### Perceived Barriers to Adoption

Despite high levels of support, 65% of respondents identified cost as a primary barrier to adopting renewable energy in their homes. Other barriers included a lack of infrastructure (47%) and inconsistent energy supply from sources like solar and wind (40%). Rural respondents were more likely to view infrastructure as a significant obstacle, as these areas often lack access to modern energy facilities.

### Willingness to Adopt Renewable Energy in Personal Lives

Around 72% of respondents expressed willingness to adopt renewable energy sources such as solar panels if they became more affordable. Among homeowners, 55% were interested in installing solar panels within the next five years, while renters expressed interest but cited a lack of control over property modifications as a limitation.

### **Conclusion**

The survey results indicate a high level of awareness and support for renewable energy among the public. However, financial barriers and infrastructure limitations are significant challenges to widespread adoption. To foster a successful transition to renewable energy, it is recommended that government and industry stakeholders address these barriers by offering financial incentives, expanding infrastructure in rural areas, and educating the public on the benefits and feasibility of renewable energy. This multi-faceted approach could help accelerate the adoption of renewable energy and contribute to national environmental goals.

### **3. Prepare a report on the Renovation work of an academic institute.**

**Ans:**

#### **Renovation Report: Infrastructure Upgrades at XYZ Institution**

This report outlines the recent renovation work undertaken at XYZ Academic Institution to improve its facilities and create a more conducive learning environment. The renovation project began on April 1, 2024, and is expected to be completed by December 2024. The project aims to modernize classrooms, enhance safety measures, and update infrastructure in line with current academic and environmental standards.

The institution's administration initiated the renovation project following feedback from students, faculty, and accreditation bodies. The upgrades are expected to improve the overall learning experience and align the campus infrastructure with contemporary educational needs.

#### **Scope of Renovation**

The renovation project includes the following key areas:

-Classroom Modernization: Upgrading all classrooms with new seating, smart boards, and energy-efficient lighting.

-Library Expansion: Expanding the library to accommodate more study areas and add digital resources.

-Laboratory Upgrades: Equipping science and computer laboratories with updated technology and modern equipment to support research and practical learning.

-Student Accommodation: Renovating student dormitories to improve comfort and safety, including installing new plumbing, electrical systems, and fire safety measures.

-Campus Infrastructure: Resurfacing walkways, adding accessibility ramps, and creating green spaces for outdoor study and relaxation.

-Energy Efficiency: Solar panels should be introduced on the rooftops of academic buildings to reduce electricity consumption and rainwater harvesting should be implemented to support sustainable practices on campus.

#### **Progress of Renovation**

As of October 2024, the renovation work is on schedule, with significant progress made in the following areas:

-Classroom Modernization: 70% of classrooms have been renovated with new seating and smart boards installed. Energy-efficient LED lighting has been installed in 80% of classrooms.

-Library Expansion: The library expansion is 60% complete, with structural work finished and interior fittings underway. Additional digital resources and furniture is expected to arrive in November.

Laboratory Upgrades: Science and computer labs have received new equipment, with 75% of installations completed. Safety measures, including emergency exits and ventilation, are being upgraded and will be completed by early December.

-Student Accommodation: Renovation of dormitories is 50% complete, with two wings fully refurbished.

Electrical and plumbing work is ongoing in the remaining wings.

-Campus Infrastructure: Walkway resurfacing is completed, and accessibility ramps have been installed at all main entrances. Landscaping work is underway, with tree planting and green spaces expected to be ready by November.

-Energy Efficiency: Solar panels are installed on two main buildings, covering approximately 30% of the campus's energy needs. Rainwater harvesting systems are also being finalized.

## **Challenges Faced**

While the renovation work is progressing as planned, some challenges have been encountered:

-Supply Chain Delays: Due to global supply chain disruptions, certain materials and equipment arrived later than expected, causing minor delays in classroom and laboratory upgrades.

-Weather Constraints: Heavy rains in July and August affected some outdoor work, including walkway resurfacing and landscaping.

-Budget Adjustments: The cost of materials and labour has increased, requiring slight adjustments to the budget. The administration seeks additional funding to ensure all planned renovations can be completed without compromising quality.

## **Conclusion**

The renovation work at XYZ Academic Institution is on track and is already improving the campus experience for students and staff. Modernizing classrooms, expanding the library, and upgrading laboratories and student accommodation will significantly enhance the academic and residential



environment. Despite minor challenges, the project is progressing within the adjusted timeline, with full completion expected by December 2024.

Once completed, the renovated facilities will provide students and staff with a state-of-the-art academic environment that supports modern teaching, learning, and sustainability goals. Continuous monitoring and effective communication between contractors, administration, and campus stakeholders are ensuring that the project remains aligned with its objectives.

### **Letter Writing: Business and Personal**

- 1. Dev Sports, Sector 7, Nayapalli, Bhubaneswar, has advertised a clearance sale on sports goods – tennis balls, basketballs, cricket gloves, pads and shuttle cocks. Being the sports person in charge of your institution, place an order for the said items.**

**Ans:**

Suraj Kumar

Cuttack Elite School of Engg. Badambadi-768000

19 September 2024 The Manager

Dev Sports, Sector 7, Nayapalli, Bhubaneswar

Subject: Placing an order of sports goods Dear Sir,

This mentions the quotation from September 19, 2024. Please deliver the things listed below to the address provided.

<b>Name of the Items</b>	<b>No. of Items</b>	<b>Remarks</b>
Basket Balls	10	Sparton
Cricket Gloves	10	SS
Tennis balls	20	Vicky
Cricket pads	10	SS
Shuttle Cocks	20	Yonex

Everything must be delivered within a week in good shape, securely bound, and with correct packaging. Once the items arrive at our office, the payment will be made in cash. You would be liable for any damage that occurred during shipping. We also expect the same delivery this time, even though you have never given us the chance to complain in the past and the goods have always arrived to us well on time, in perfect condition, and according to our specifications.

Thanking You.

Yours Faithfully

XYZ

(Sports In-charge)

- 2. Write a letter to the customer service manager of Ganesh Electronics Pvt. Ltd. complaining about a defect in the music system purchased from the store. Sign yourself as Gauri / Gaurav.**

**Ans:**

H.No.58 Block-D Sector 26, Rohini

New Delhi- 110085

11 February 2021 Customer Service Manager

Ganesh Electronics Pvt. Ltd.

Rohini, New Delhi- 110085

Subject: Filing complaint for a defect in purchase no. MS-845/07/2020

Dear Sir,

I hereby write to complain regarding the defect in the music system w.r.t bill no. MS-845/07/2020 was purchased on 11 January 2021 from your store.

The music system worked properly for one month but has not been functioning properly for the past three days. The sound breaks whilst the songs are being played and the system hangs multiple times. Coupled with this, the songs stop playing abruptly and require the system to be restarted. Since the music system is still under warranty for six months, I wish to get it replaced as soon as possible.

I request you to look into this matter without any delay and provide a new working music system of the same brand. I have enclosed a copy of the bill of purchase for your reference.

Looking forward to your early response. Thanking you

Yours Faithfully

Gauri

**3. You wish to do a Spanish learning course from the institute 'Learn a Language'. Write a letter to enquire about course details, fees, duration, etc., and sign yourself as Kritika / Kartik.**

**Ans:**

584, Defence Colony Dehradun Uttarakhand- 24801

21 February 2021

The Manager Learn a Language Connaught Place

Uttarakhand- 248001

Subject: Enquiring about Spanish learning course

Dear Sir/ Madam,

I wish to enquire about the Spanish learning course offered by your institute. Since I have basic knowledge of the Spanish language priorly, I want to learn the language at an advanced level.

I request you to provide the following details relating to the advanced-level Spanish learning course-

- fee of the course
- duration of the course
- Course material
- Class schedule
- batch size (if any) and;
- other relevant details

Please attach the complete brochure along with the letter. I look forward to a quick response regarding the enquiry.

Thanking you

yours faithfully

Kritik

- 4. You are in charge of purchases for Turbo Automobiles Ltd. Last week you made an order which is still pending. Write a letter to the manager of 'Tools & Spares' for the cancellation of the aforementioned order.**

**Ans:**

Turbo Automobiles Ltd.

Pahar Ganj, Central Delhi Delhi- 110055

3 December 2024

The Manager Tools & Spares Delhi- 110065

Subject: Cancellation of order no. TS/948 dated 6 September 2024

Sir,

I want to draw your attention to an order made with you on 6 February 2024 w.r.t order number TS/948. I hereby make a kind request to cancel this order.

Our company had undertaken a project for which this order was made. However, we are no longer doing the project and hence we do not require the items that we ordered from you. Since the order cancellation request is made within 10 days of the order placement, it is in compliance with your firm policies. No payment had been made and thus, there are no outstanding balances and the accounts stand clear.

Please confirm the cancellation of the order as soon as possible. I shall make the cancellation payment after the cancellation is confirmed. I'm sharing a copy of the original order receipt here.

Thanking you

Yours faithfully

XYZ

(Purchase in-charge)

**5. You went on a vacation with your family to Manali and stayed in Hotel Vikrant & Co. However, you are not satisfied with their service. Write a letter describing your stay and providing relevant suggestions. You are Sudip / Susheela Mishra. (Giving Feedback)**

**Ans:**

H.No.32

Defence Colony

South Delhi

New Delhi- 110039

11 March 2024

The Hotel Manager

Vikrant & Co., Manali Uttarakhand- 360087

Subject: Complaint and feedback letter

Dear Sir,

I wish to inform you about my stay at your hotel from 02/03/2024 to 06/03/2024. I regret to inform you that my family and I are pretty unsatisfied with the stay at your hotel.

We came to know about your hotel from a travel site. Although the pictures and reviews were quite decent, the experience didn't conform to the standards. For instance, the bed sheets and quilts were dirty, the staff was not cooperative, and the room service was slow. We were made to pay separately for the cab service even though the website mentioned that the accommodation charges included a free cab.

I suggest you look into these matters carefully as they will help to improve your service and ensure a better experience for the customers. Moreover, it would be better if you could mention the correct information about the facilities which you are willing to provide on the partner websites.

Thanking you

Yours truly

Sudip Mishra

**6. You are the owner of Jatin & Brothers Ltd. You have received a lot of orders from various customers. Write a letter to one of the customers informing them about the delay in fulfilment of their order.**

**Ans:**

Jatin & Brothers Ltd.

Lajpat Nagar

New Delhi- 110045

14 March 2024

The Manager

Krishna Production

Jaipur, Rajasthan- 450008

Subject: Regarding the delay in the order

Sir,

We hereby write to inform you that your order no. 582/JPL, which was due for delivery on 12 March 2021, would be late by a few days.

Due to the peak season, we have received orders in bulk. Some of these are urgent and need to be completed without any delay. Concerning our previous conversation, we think you will not have a problem with the delay since you do not have an urgency. We will update you regarding the confirmed date of delivery soon. However, I assure you that it will be delivered to you before 20 March 2021.

We apologise for the inconvenience caused. Looking forward to your cooperation.

Thanking you

Yours Faithfully

Jatin Sharma

**7. Write a letter to your friend congratulating him/her on his / her success in the Diploma final examination.**

**Ans:**

B-32, sector-11 Nayapalli

Bhubaneswar-768080

September 15, 2024

Dear X,

My happiness knew no bounds when I got to know that you have topped your college and achieved your dream. I felt so pleased that I wish I were there to congratulate you personally.

The result has proved that hard work, determination, and perseverance bring good results. You were so laborious and passionate about it. I know you were very nervous too, but I was always very confident that you would come out with flying colors. I apologize that I couldn't even attend the celebration party despite my wishes.

Hope to see you soon. Please be encouraged and continue your hard work. Your future is very bright. My parents and elder sister have sent lots of love and heartiest congratulations.

With lots of love and best wishes.

Yours lovingly

Y

### **E-Mail Writing**

**1. You are a student in your final year. You sent an application for a leaving certificate to the Principal a week ago, but neither have you received an answer nor you have received the certificate. Write an email to the principal requesting a prompt response.**

**Ans:**

14 May, 2023

From: xyz@gmail.com

To: principalBBpolytechnic@gmail.com

Subject: Reminder of request for issue of school leaving certificate

Respected Sir,

I am XYZ, a student of the Civil Engineering branch of your institution. I cleared my diploma examination in this session. I had written an e-mail to you a week back, requesting you to issue a leaving certificate. However I did not receive any response yet.

Sir, please consider this as an urgent matter. I have to submit the said document to the college where I have got admission into B.Tech. Kindly let me know when I can collect the certificate from the institute office. I hope for a prompt response at your end and am obliged.

Yours Sincerely

xyz

### **Notice Writing**

- 1. You are the head girl/boy of XYZ Polytechnic. Your institution is soon going to publish the annual magazine next month. Write a notice for the notice board of your institution inviting students to submit write-ups.**

**Ans:**

**XYZ POLYTECHNIC NOTICE**

15 September 2024

**CALL FOR SUBMISSIONS**

It is hereby notified that our institution is going to publish its annual magazine next month. All those who wish to contribute articles can mail their entries to xyzmagazine@gmail.com. There will be a creative corner for which you can contribute paintings. Your contributions will be accepted latest by September 25, 2024 till 11:59 pm. You can take any topic of your choice. For further information, contact your respective proctor.

Thank you.

ABC

Head Girl/Head Boy



**2. Write a notice for the notice board of your institution on lost article.**

**Ans:**

XYZ POLYTECHNIC NOTICE

15 September 2024

Lost Item - Black Leather Wallet

This is to inform all students and staff that a black leather wallet has been reported lost on campus. The wallet was last seen in the library on the second floor on November 6, 2024, around 2:00 PM. It contains important identification cards, including a student ID, and personal belongings.

If found, please return it to the Administration Office or contact the undersigned. The owner would be grateful for any assistance in locating the item.

Thank you for your cooperation.

Contact:

[Name of Contact Person] [Phone Number]

Administration Office, XYZ Institute



## **UNIT-5**

### **Vocabulary and Grammar**

#### **Vocabulary**

##### **Commonly used administrative terms**

1. Which word means “to officially end a law, agreement, or custom”?

- a) Abolish
- b) Establish
- c) Enforce
- d) Implement

Ans: a) Abolish

2. What is the term for “a formal written request, typically one signed by many people”?

- a) Petition
- b) Proposal
- c) Report
- d) Application

Ans: a) Petition

3. Which word describes “the act of giving up something valued for the sake of something else”?

- a) Sacrifice
- b) Compromise
- c) Bargain
- d) Exchange

Ans: a) Sacrifice

4. What does “convene” mean?

- a) To cancel

- b) To meet formally
- c) To delay
- d) To approve

Ans: b) To meet formally

5. Which term refers to “a person who represents others in a legislative assembly”?

- a) Delegate
- b) Advocate
- c) Agent
- d) Mediator

Ans: a) Delegate

6. What is the meaning of “ratify”?

- a) To reject
- b) To approve formally
- c) To discuss
- d) To negotiate

Ans: b) To approve formally

7. Which word means “to officially charge someone with a crime”?

- a) Acquit
- b) Indict
- c) Convict
- d) Pardon

Ans: b) Indict

8. What does “adjourn” mean?

- a) To begin
- b) To postpone

- c) To conclude
- d) To debate

Ans: b) To postpone

9. Which term is used for “a formal agreement between two or more parties”?

- a) Contract
- b) Consensus
- c) Convention
- d) Coalition

Ans: a) Contract

10. What is the meaning of “quorum”?

- a) A majority vote
- b) A minimum number of members needed to conduct a meeting
- c) A unanimous decision
- d) A formal debate

Ans: b) A minimum number of members needed to conduct a meeting

11. Which word means “to officially cancel or nullify a decision or law”?

- a) Enact
- b) Repeal
- c) Amend
- d) Ratify

Ans: b) Repeal

12. What does “subpoena” mean?

- a) A formal request
- b) A legal document ordering someone to attend court
- c) A written agreement

d) A legislative proposal

Ans: b) A legal document ordering someone to attend court

13. Which term refers to “a temporary suspension of a law or regulation”?

a) Moratorium

b) Mandate

c) Ordinance

d) Edict

Ans: a) Moratorium

14. What is the meaning of “jurisdiction”?

a) The official power to make legal decisions and judgments

b) A formal statement of policy

c) A written law passed by a legislative body

d) A legal case

Ans: a) The official power to make legal decisions and judgments

15. Which word means “to formally accuse someone of wrongdoing”?

a) Exonerate

b) Impeach

c) Vindicate

d) Exculpate

Ans: b) Impeach

16. What does “amend” mean?

a) To approve

b) To change or modify

c) To reject

d) To enforce

Ans: b) To change or modify

17. Which term is used for “a formal written statement of a case”?

- a) Brief
- b) Summary
- c) Report
- d) Dossier

Ans: a) Brief

18. What is the meaning of “litigation”?

- a) The process of taking legal action
- b) The act of negotiating
- c) The process of mediation
- d) The act of arbitration

Ans: a) The process of taking legal action

19. Which word means “to officially confirm or support”?

- a) Denounce
- b) Endorse
- c) Oppose
- d) Contest

Ans: b) Endorse

20. What does “precedent” mean?

- a) A previous case or legal decision that may be or must be followed in subsequent similar cases
- b) A formal agreement
- c) A legislative proposal
- d) A legal document

Ans: a) A previous case or legal decision that may be or must be followed in subsequent similar cases

### **Vocabulary Single Word Substitutes**

21. A person who thinks only of himself:

A) Eccentric

B) Egoist

C) Proud

D) Boaster

Ans: B) Egoist

22. A person who speaks less:

A) Unintelligible

B) Reticent

C) Garrulous

D) Banal

Ans: B) Reticent

23. A person who travels by foot:

A) Traveler

B) Stickler

C) Disciplinarian

D) Pedestrian

Ans: D) Pedestrian

24. Government by a king or queen:

A) Democratic

B) Monarchy

C) Plutocracy



D) Autocracy

Ans: B) Monarchy

25. The practice of having several wives:

A) Polygamy

B) Dotage

C) Monogamy

D) Bigamy

Ans: A) Polygamy

26. The practice of having several husbands:

A) Polygamy

B) Polyandry

C) Monogamy

D) Bigamy

Ans: B) Polyandry

27. A life history written by somebody else:

A) Biography

B) Autobiography

C) Anthropology

D) Ornithology

Ans: A) Biography

28. The act of murder of a human being:

A) Matricide

B) Patricide

C) Homicide

D) Suicide

Ans: C) Homicide

29. Something that cannot be imitated:

- A) Inimitable
- B) Inevitable
- C) Duplicity
- D) Inexplicable

Ans: A) Inimitable

30. A person who loves mankind:

- A) Misanthrope
- B) Philanthropist
- C) Altruist
- D) Egoist

Ans: B) Philanthropist

31. A person who is indifferent to pleasure or pain:

- A) Stoic
- B) Cynic
- C) Skeptic
- D) Hedonist

Ans: A) Stoic

32. A person who loves books:

- A) Bibliophile
- B) Bibliophobe
- C) Bibliographer
- D) Bibliomaniac

Ans: A) Bibliophile

33. A person who is new to a subject or activity:

- A) Expert
- B) Novice
- C) Veteran
- D) Mentor

Ans: B) Novice

34. A person who can use both hands equally well:

- A) Ambidextrous
- B) Ambiguous
- C) Amphibious
- D) Ambivalent

Ans: A) Ambidextrous

35. A person who is excessively concerned with minor details:

- A) Pedant
- B) Perfectionist
- C) Pragmatist
- D) Prodigy

Ans: A) Pedant

36. A person who renounces the world and practices self-discipline:

- A) Ascetic
- B) Atheist
- C) Agnostic
- D) Altruist

Ans: A) Ascetic

37. A person who believes in fate:

- A) Fatalist
- B) Optimist
- C) Pessimist
- D) Realist

Ans: A) Fatalist

38. A person who is a lover of good food:

- A) Gourmet
- B) Glutton
- C) Gourmand
- D) Epicure

Ans: D) Epicure

39 A person who is a specialist in the study of birds:

- A) Ornithologist
- B) Entomologist
- C) Ichthyologist
- D) Herpetologist

Ans: A) Ornithologist

40. A person who is a specialist in the study of human societies:

- A) Anthropologist
- B) Sociologist
- C) Psychologist
- D) Archaeologist

Ans: A) Anthropologist

41. A person who is a specialist in the study of the mind:

- A) Psychologist
- B) Psychiatrist
- C) Neurologist
- D) Cardiologist

Ans: A) Psychologist

### **Grammar**

42. Identify the sentence in passive:

- a. The cat chased the mouse.
- b. The mouse was chased by the cat.
- c. The dog barks loudly.
- d. She writes a letter.

Ans: b) The mouse was chased by the cat.

43. Choose the sentence written in active voice:

- a. The song was sung by her.
- b. The letter was written by him.
- c. He completed the assignment.
- d. The painting was admired by the audience.

Ans: c) He completed the assignment.

44. What is passive voice?

- a. A sentence where the subject is the doer of the action.
- b. A sentence where the subject is acted upon.
- c. A sentence that does not contain a verb.
- d. A sentence that always uses future tense.

Ans: b) A sentence where the subject is acted upon.

45. Identify the sentence in active voice.

- a. The book was read by her.
- b. The cake was eaten by the children.
- c. The window was broken by the storm.
- d. The gardener waters the plants.

Ans: d)The gardener waters the plants.

46. Which of the following sentences is in passive voice?

- a. The teacher is teaching the lesson.
- b. The lesson is being taught by the teacher.
- c. They play football every Sunday.
- d. She sang a beautiful song.

Ans: b)The lesson is being taught by the teacher.

48. Choose the sentence written in passive voice:

- a. The chef cooks the meal.
- b. The meal is cooked by the chef.
- c. The children play outside.
- d. She drives her car to work.

Ans: b) The meal is cooked by the chef.

47. What does it mean when a sentence is in passive voice?

- a. The subject of the sentence performs the action.
- b. The subject of the sentence receives the action.
- c. There is no subject in the sentence.
- d. The sentence always uses the past tense.

Ans: b) The subject of the sentence receives the action.

48. Which of the following sentences is in active voice?

- a. The results were announced by the principal.
- b. The letter was delivered by the postman.
- c. The artist painted a beautiful portrait.
- d. A story was told by the grandmother.

Ans: c) The artist painted a beautiful portrait.

49. Choose the sentence written in passive voice:

- a. The dog chased the cat.
- b. The cat was chased by the dog.
- c. The children are playing in the park.
- d. She will write a letter.

Ans: b) The cat was chased by the dog.

50. Convert into passive voice: "The manager will review the report."

- a. The report will be reviewed by the manager.
- b. The report is reviewed by the manager.
- c. The report was reviewed by the manager
- d. The report has been reviewed by the manager.

Ans: a) The report will be reviewed by the manager.

51. Convert into active voice: "The cake was baked by Mary."

- a. Mary bakes the cake.
- b. Mary is baking the cake.
- c. Mary baked the cake.
- d. Mary has baked the cake.

Ans: c) Mary baked the cake.

52. Identify the sentence that is in passive voice from below:

- a. The children are playing in the garden.
- b. The garden is being played in by the children.
- c. The children play in the garden.
- d. The garden was played in by the children.

Ans: None of the above

53. Convert into passive voice: "They will complete the project next week."

- a. The project will be completed by them next week.
- b. The project is completed by them next week.
- c. The project was completed by them next week.
- d. The project has been completed by them next week.

Ans: a) The project will be completed by them next week.

54. Convert into active voice: "The homework was done by the students."

- a. The students do the homework.
- b. The students did the homework.
- c. The students are doing the homework.
- d. The students have done the homework.

Ans: b) The students did the homework.

55. Identify the sentence in active voice from below:

- a. The letter was written by her.
- b. The song was sung by him.
- c. She writes letters to her friends regularly.
- d. The cake was eaten by them.

Ans: c) She writes letters to her friends regularly.

56. Convert to passive voice: "The teacher is explaining the lesson."



- a. The lesson is being explained by the teacher.
- b. The lesson was explained by the teacher.
- c. The lesson has been explained by the teacher.
- d. The lesson will be explained by the teacher.

Ans: a) The lesson is being explained by the teacher.

57. Convert to active voice: "The car was repaired by the mechanic."

- a. The mechanic repairs the car.
- b. The mechanic repaired the car.
- c. The mechanic is repairing the car.
- d. The mechanic has repaired the car.

Ans: b) The mechanic repaired the car.

58. Convert into passive voice: "The company will launch the new product next month."

- a. The new product will be launched by the company next month.
- b. The new product is launched by the company next month.
- c. The new product was launched by the company next month.
- d. The new product has been launched by the company next month.

Ans: a) The new product will be launched by the company next month.

59. Convert into passive voice: "He gave me a toy."

- a. A toy was given to me by him.
- b. I was given a toy by him.
- c. A toy had been given to me.
- d. He had given me a toy.

Ans: a) A toy was given to me by him.