A PACKAGE

OF

MATERIALS PREPARED FOR

F.Y.B.B.A. (HONOURS) STUDENTS
1: FIVE LESSONS ABOUT THE WAY WE TREAT PEOPLE

1 - First Important Lesson - Cleaning Lady.
During my second month of college, our professor gave us a pop quiz. I was a conscientious student and had breezed through the questions until I read the last one: "What is the first name of the woman who cleans the school?" Surely this was some kind of joke. I had seen the cleaning woman several times. She was tall, dark-haired and in her 50s, but how would I know her name?

I handed in my paper, leaving the last question blank. Just before class ended, one student asked if the last question would count toward our quiz grade.

"Absolutely," said the professor. "In your careers, you will meet many people. All are significant. They deserve your attention and care, even if all you do is smile and say "hello."

I've never forgotten that lesson. I also learned her name was Dorothy.

Second Important Lesson - Pickup in the Rain
One night, at 11:30 p.m., an older African American woman was standing on the side of an Alabama highway trying to endure a lashing rain storm. Her car had broken down and she desperately needed a ride. Soaking wet, she decided to flag down the next car. A young white man stopped to help her, generally unheard of in those conflict-filled 1960's. The man took her to safety, helped her get assistance and put her into a taxicab.
She seemed to be in a big hurry, but wrote down his address and thanked him. Seven days went by and a knock came on the man's door. To his surprise, a giant console color TV was delivered to his home. A special note was attached. It read: "Thank you so much for assisting me on the highway the other night. The rain drenched not only my clothes, but also my spirits. Then you came along. Because of you, I was able to make it to my dying husband's bedside just before he passed away... God bless you for helping me and unselfishly serving others."

Sincerely,
Mrs. Nat King Cole.

Third Important Lesson - Always remember those who serve.

In the days when an ice cream sundae cost much less, a 10-year-old boy entered a hotel coffee shop and sat at a table. A waitress put a glass of water in front of him.

"How much is an ice cream sundae?" he asked. "Fifty cents," replied the waitress. The little boy pulled his hand out of his pocket and studied the coins in it. "Well, how much is a plain dish of ice cream?" he inquired. By now more people were waiting for a table and the waitress was growing impatient.

"Thirty-five cents," she brusquely replied.

The little boy again counted his coins. "I'll have the plain ice cream," he said. The waitress brought the ice cream, put the bill on the table and walked away. The boy finished the ice cream, paid the cashier and left. When the waitress came back, she began to cry as she wiped down the table. There, placed neatly beside the empty dish, were two nickels and five pennies.
You see, he couldn't have the sundae, because he had to have enough left to leave her a tip.

Fourth Important Lesson - The obstacle in Our Path.
In ancient times, a King had a boulder placed on a roadway. Then he hid himself and watched to see if anyone would remove the huge rock. Some of the king's wealthiest merchants and courtiers came by and simply walked around it. Many loudly blamed the King for not keeping the roads clear, but none did anything about getting the stone out of the way.

Then a farmer came along carrying a load of vegetables. Upon approaching the boulder, the farmer laid down his burden and tried to move the stone to the side of the road. After much pushing and straining, he finally succeeded. After the farmer picked up his load of vegetables, he noticed a purse lying in the road where the boulder had been. The purse contained many gold coins and a note from the King indicating that the gold was for the person who removed the boulder from the roadway. The farmer learned what many of us never understand. Every obstacle presents an opportunity to improve our condition.

Fifth Important Lesson - Giving when it Counts...
Many years ago, when I worked as a volunteer at a hospital, I got to know a little girl named Liz who was suffering from a rare & serious disease. Her only chance of recovery appeared to be a blood transfusion from her 5-year old brother, who had miraculously survived the same disease and had developed the antibodies needed to combat the illness. The doctor explained the situation to her little brother, and asked the little boy if he would be willing to give his blood to his sister.

I saw him hesitate for only a moment before taking a deep breath and saying, "Yes I'll do it if it will save her." As the transfusion progressed, he lay in bed next to his sister and smiled, as we all did, seeing the color returning to her cheek. Then his face grew pale and his smile faded.
He looked up at the doctor and asked with a trembling voice, "Will I start to die right away".

Being young, the little boy had misunderstood the doctor; he thought he was going to have to give his sister all of his blood in order to save her.

2: The blind boy Story

A blind boy sat on the steps of a building with a hat by his feet. He held up a sign which said:

"I am blind, please help." There were only a few coins in the hat.

A man was walking by. He took a few coins from his pocket and dropped them into the hat. He then took the sign, turned it around, and wrote some words. He put the sign back so that everyone who walked by would see the new words.

Soon the hat began to fill up. A lot more people were giving money to the blind boy. That afternoon the man who had changed the sign came to see how things were. The boy recognized his footsteps and asked, "Were you the one who changed my sign this morning? What did you write?"
The man said, "I only wrote the truth. I said what you said but in a different way."

What he had written was: "Today is a beautiful day and I cannot see it."

Do you think the first sign and the second sign were saying the same thing?

Of course both signs told people the boy was blind. But the first sign simply said the boy was blind. The second sign told people they were so lucky that they were not blind. Should we be surprised that the second sign was more effective?

**Moral of the Story:** Be thankful for what you have. Be creative. Be innovative. Think differently and positively.

3: Why Women Cry?

A little boy asked his mother, "Why are you crying?"
"Because I'm a woman," she told him.

"I don't understand," he said. His Mom just hugged him and said, "And you never will."
Later the little boy asked his father, "Why does mother seem to cry for no reason?"
"All women cry for no reason," was all his dad could say.

The little boy grew up and became a man, still wondering why women cry.

Finally he put in a call to God. When God got on the phone, he asked, "God, why do women cry so easily?"

God said: "When I made the woman she had to be special.
I made her shoulders strong enough to carry the weight of the world, yet gentle enough to give comfort.
I gave her an inner strength to endure childbirth and the rejection that many times comes from her children.
I gave her a hardness that allows her to keep going when everyone else gives up, and take care of her family through sickness and fatigue without complaining.
I gave her the sensitivity to love her children under any and all circumstances, even when her child has hurt her very badly.
I gave her strength to carry her husband through his faults and fashioned her from his rib to protect his heart.
I gave her wisdom to know that a good husband never hurts his wife, but sometimes tests her strengths and her resolve to stand beside him unfalteringly.

And finally, I gave her a tear to shed. This is hers exclusively to use whenever it is needed."

"You see my son," said God, "the beauty of a woman is not in the clothes she wears, the figure that she carries, or the way she combs her hair.

The beauty of a woman must be seen in her eyes, because that is the doorway to her heart - the place where love resides."
One day a farmer's donkey fell down into a well. The animal cried piteously for hours as the farmer tried to figure out what to do. Finally, the farmer decided the animal was old, and the well needed to be covered up anyway; it just wasn't worth it to retrieve the donkey.

He invited all his neighbors to come over and help him. They all grabbed a shovel and began to shovel dirt into the well. At first, the donkey realized what was happening and cried horribly. Then, to everyone's amazement he quieted down.

A few shovel loads later, the farmer finally looked down the well. He was astonished at what he saw. With each shovel of dirt that hit his back, the donkey was doing something amazing. He would shake it off and take a step up.
As the farmer's neighbors continued to shovel dirt on top of the animal, he would shake it off and take a step up.

Pretty soon, everyone was amazed as the donkey stepped up over the edge of the well and happily trotted off!

MORAL: Life is going to shovel dirt on you, all kinds of dirt. The trick to getting out of the well is to shake it off and take a step up. Each of our troubles is a steppingstone. We can get out of the deepest wells just by not stopping, never giving up! Shake it off and take a step up.

5: Read the paragraph below...and try to understand the meaning.
Then look for the answer below. Test yourself first.

'Two individuals proceeded towards the apex of a natural geologic protuberance, the purpose of their expedition being the procurement of a sample of fluid hydride of oxygen in a large vessel, the exact size of which was unspecified.
'One member of the team precipitously descended, sustaining severe damage to the upper cranial portion of his anatomical structure; subsequently, the second member of the team performed self-rotational translation, orientated in the same direction taken by the first team member.'

 ANY GUESSES WHAT IT IS ALL ABOUT???

'Jack and Jill went up the hill
To fetch a pail of water
Jack fell down and broke his crown
And Jill came tumbling after!'

6: Cracked Pot

A water bearer in India had two large pots, each hung on each end of a pole which he carried across his neck. One of the pots had a crack in it, and while the other pot was perfect and always delivered a full portion of water at the end of the long walk from the stream to the master's house, the cracked pot arrived only half full.

For a full two years this went on daily, with the bearer delivering only one and a half pots full of water in his master's house. Of course, the perfect pot was proud of its accomplishments, perfect to the end for which it was made. But the poor cracked pot was ashamed of its own imperfection, and miserable that it was able to accomplish only half of what it had been made to do.

After two years of what it perceived to be a bitter failure, it spoke to the water bearer one day by the stream. "I am ashamed of myself, and I want to apologize to you." "Why?" asked the bearer. "What are you ashamed of?" "I have been able, for these past two years, to deliver only half my load because this crack in my side causes water to leak out all the way back to your master's house. Because of my flaws, you have to do all of this work, and you don't get full value from your efforts," the pot said.

The water bearer felt sorry for the old cracked pot, and in his compassion he said, "As we return to the master's house, I want you to notice the beautiful flowers along the path."
Indeed, as they went up the hill, the old cracked pot took notice of the sun warming the beautiful wild flowers on the side of the path, and this cheered it some. But at the end of the trail, it still felt bad because it had leaked out half its load, and so again it apologized to the bearer for its failure.

The bearer said to the pot, "Did you notice that there were flowers only on your side of your path, but not on the other pot's side? That's because I have always known about your flaw, and I took advantage of it. I planted flower seeds on your side of the path, and every day while we walk back from the stream, you've watered them. For two years I have been able to pick these beautiful flowers to decorate my master's table. Without you being just the way you are, he would not have this beauty to grace his house."

Each of us has our own unique flaws. We are all cracked pots. What is important be aware of the flaws and turn them into advantages.

No one ever finds life worth living—he has to make it worth living.

7: ROPE

The story tells about a Mountain Climber, who wanted to climb the highest mountain...... He began his expedition after many years of preparations..........but since he wanted the glory just for himself, he decided to climb the mountain alone. The night felt heavy in the heights of mountain, and the man could not see anything. All was black, zero visibility, and the moon and the stars were covered by the clouds.

As he was climbing, only a few feet away from the top of the mountain, he slipped and fell into the air, falling at a great speed. The climber could see black spots as he went down, and the terrible sensation of being sucked by gravity.
He kept falling..........and in those moments of great fear, it came to his mind all the good and bad episodes of his life.

He was thinking now about how close death was getting, when all of a sudden he felt that the rope tied to his waist pull him very hard..........His body was now hanging in the air.

Only the rope was holding him..........now at his moment of stillness he screamed ----"HELP ME GOD"
All of a sudden a deep voice coming from the sky answered: What do you want me to do
........???? Save me God. Do u really think I can save you......???? Of course I believe you
can........THEN CUT THE ROPE TIED TO YOUR WAIST.
There was a moment of silence but the man decided to hold on the rope with all his strength.
The rescue team tells.......that the next day a climber was found dead and found his body
hanging.....from a rope....... his hands holding to it........only ten feet away from the ground.......
See how attached are you from your ROPE ????
Don't ever doubt the things from GOD........you never should say that HE has forgotten or
abandoned you....don't think that HE does not take care for you. Remember that HE is always
holding you with is right hand.

7: Vacuum cleaner salesman

A new vacuum cleaner salesman knocked on the door on the first house of the street. A tall
lady answered the door. Before she could speak, the enthusiastic salesman barged into the
living room and opened a big black plastic bag and poured all the cow droppings onto the
carpet.

"Madam, if I could not clean this up with the use of this new powerful vacuum cleaner, I will
EAT all this s...!" exclaimed the eager salesman.

"Do you need chili sauce or ketchup with that" asked the lady.
The bewildered salesman asked, "Why, madam?" "We just moved in, & there's no electricity
in the house!"

MORAL: Gather All Required Information Before Working On Any Project..
Task: One A Role-Playing Activity

The Future With Going To

Objective: To practice asking and answering questions about the future.

Materials required: Copies of the Student A Worksheet for half the class, and enough copies of the Student B Worksheet for the other half of the class.

Methodology: Divide the students into pairs and distribute the worksheets. One student in each pair is Student A, and the other student is Student B. Tell the students they must use the information on their worksheets to ask and answer the questions.

Give each pair six minutes to complete the activity—three minutes for Student A to ask about Student B's weekend, and three minutes for Student B to ask about Student A's weekend.

Wrap up the activity by asking one Student A volunteer and one Student B volunteer to tell the class about their partner's weekend.

Example:
Student A: Pinky is going to go shopping this weekend. She is going to go with her sister Wendy and her friend Leela.

Ask your partner this question:
What are you going to do this weekend?

Then ask the questions in the box.

When are you going to go?
Who is going to go with you?
What are you going to (do, buy, see)?
Where are you going to go?
How are you going to get there?
Are you going to?
The student must ask questions (and listen to his/her partner’s answers) until the teacher says to stop.

Read the following situation. This is your plan for this weekend. Your partner is going to ask you some questions about your plans for this weekend. Give short answers to all of your partner’s questions.

You are going to go skiing at Pavagadh Hill this weekend. Your friends Gopal and Aniket are going to go with you. You are going to stay in a hotel. You are going to drive your Jeep to Pavagadh Hill.

Role play

Press conference

Time: 15–20 minutes

Preparation: Print it out. Photocopy and cut out one press release sheet for each student.

Procedure: Give each student a press release sheet. Tell them to read through it and deal with any unknown vocabulary that may arise. Explain that they are going to attend a press conference about Kareena and Saif Ali’s engagement. Some of them will play the role of the happy couple, while others will play the role of reporters. For a class of ten, assign roles according to the following model (adapt the model to your class size):

- Two students will play Kareena, and two students will play Saif Ali. The four students should form a group and agree on the details of Kareena and Saif’s romance – where, when, and how they met, and so forth.
- Split the remaining six students into two groups of three. These students should pretend to be reporters and make a list of questions to ask the happy couple at the press conference.
Once everyone is ready, form new groups by combining one Kareena, one Saif, and one group of reporters. Have them role-play a press conference, where the reporters ask questions and the two celebrities answer them with made-up information.

**Option:** During the press conference, ask students to take notes. When they finish, have them write an article about the couple for a gossip column.

**Problem Solving Technique**

**Overview - Group Survival Scenario Exercise**

- A classic group communication and decision making exercise, with many variations.
- Works for a wide variety of ages and purposes, indoors or outdoors.
- Consensus can be hard to reach, however, set the aim for all participants to at least partially agree to each ranking on their final list.
- Encourage groups to complete the task without the use of tactics such as voting, trading in or averaging.
- Watch for participants avoiding conflict or changing their minds simply to come to agreement. Highlight these kinds of behaviors in the debrief.
- An important outcome of this exercise can be learning that sometimes a bit of give and take is necessary in order to move forwards to a solution.
- Watch for over emphasis by some participants on needing 100% accurate answers. Steer the group towards the aim of the exercise which is heightening awareness of communication and decision making processes, rather than over emphasis on 'getting the answers exactly right'. Display of this need is a point of observation and one worthy of debrief.

There are two classic types of "paper & pencil" group survival scenarios (selecting equipment and selecting people). In each case:

Provide instructions & hand out materials
Set a time limit (~15-30 minutes)
Let the group go - answer questions, watch, & observe!
Scenario Type 1: Choose Survival Equipment

Your plane crashed...your group needs to choose the 12 most useful items to survive...

Choose / rank equipment items in terms of their relative survival value:

Participants choose/rank the items individually
Discuss choices/rankings in small group and come to a group consensus
Score answers against "expert" opinion

Possible scenarios:
Lost at sea or island survival (shipwreck)
Desert (plane crash)
Space or Moon

Scenario Type 2: People Survival Scenario (Who will be saved?)

A nuclear bomb has been dropped...a radiation-free shelter is available, but can only take 6 people; choose who will survive...

Choose / rank people in terms of who will get to live or die in situations with limited survival resources:

Participants role play characters (a bit like a Murder Mystery)
Can lead to high emotions; people get intensely engaged, particularly when choosing who will survive, and none of the decisions are easy.
No right answers - any so-called "correct" answers are based on debatable values (e.g., ageism, sexism, racism)
Highlights individual's dispositions, group processes and decision making

Possible scenarios:
Plane crash survivors
Nuclear war shelter
Oxygen dwindling (space, moon, mars)
Lifeboat / Sinking ship (sea)

Variations
Appoint a time keeper in each group and encourage them to be the person who monitors the progress of the group towards achieving consensus within the time frame.
To emphasize individual versus group decision making, split the session into three parts:
Individuals make their own selections first, on paper (5-10 minutes)
Groups (or sub-groups) then discuss and create a group decision
Compare individual and group performances, e.g.,
For equipment scenarios, group decisions are usually more accurate than individual answers, helping to illustrate the importance of collaborative group decision-making.
For people scenarios, score individuals according to how close the group's decision was to their own selections of who is to live and die (an indicator of each person's influence over the group).

Possible Questions
How were decisions made?
Who influenced the decisions and how?
How could better decisions have been made?
Did people listen to each other? if not why not?
What roles did group members adopt?
How was conflict managed?
What kinds of behavior helped or hindered the group?
How did people feel about the decisions?
How satisfied was each person with the decision (ask each participant to rate his / her satisfaction out of 10, then obtain a group average and compare / discuss with other groups' satisfaction levels)
What have you learnt about the functioning of this group?
How would you do the activity differently if you were asked to do it again?
What situations at work/home/school do you think are like this exercise?
Warm-up activities

Can't Say Yes or No

In this game everyone is given a certain number of coins or squares of paper (about 10). Everyone moves around the room starting conversations and asking each other questions. The only rule is that you cannot say the words YES or NO. If you accidentally say one of these words, you have to give a coin or square to the person who you said it to. Try to trick each other by asking questions that you would almost always answer with a yes or no. Think of other ways to trick your friends. Sometimes asking two quick questions in a row works well. (Especially tag questions: Are you new here? This is your first time in America, isn't it?). This game is a great way to practise using small talk and to add variety to your vocabulary. It also makes everyone laugh.

Fact or Fiction

In this game, one person tells a short story about themselves or someone they know or heard about. Usually it is something funny or crazy. It can be a true story, or something made up. Example: Josh tells a story about his Uncle Leo who sleeps in the nude. One day Uncle Leo was sleepwalking and he went outside and took his dog for a walk. The next door neighbour was coming home late from work and saw him! She called the police and he got arrested for being naked in public.

Everyone around the room has to say whether they think Josh's story is fact (true) or fiction (made up). Josh reveals the truth when everyone has guessed. Members can take turns telling a story.
Chain Fairytale

This is a fun writing warm-up. Everyone has a piece of paper and writes the first sentence or two to start a fairytale (not one that already exists).

Example: Once upon a time there was a frog that had no legs. He wanted to get married, but there were no female legless frogs in the land.

After one minute the leader will say "SWITCH". At this time the writers have to put down their pens and pass the papers. They cannot finish their sentences. Then, the next writers will continue the story. After about ten minutes you will have as many silly stories to read as you have club members. The leader should warn the writers that they will soon have to wrap-up the story during the last two minutes so that each story has a conclusion. Read all of the stories out loud for a good laugh. You can extend this activity by trying to edit each other's writing and spelling errors.

Draw the Picture

In this activity members split up into pairs or small groups. One person looks at a scene from a magazine or book (the leader should cut out enough pictures, or bring in enough magazines for the club). The other person has a pencil and a blank piece of paper. The person with the picture will try to describe everything he sees to the drawer. This is good practice for using prepositions of place. When the describer is finished, compare the drawings to the real thing! Whose is the closest to the original?

Jeopardy

In this game, which is based on the famous game show Jeopardy, everyone writes down ten answers to questions about themselves. After writing down the answers, people have to form pairs or small groups and try to find out what the questions are.
Example: (answer = purple) "What is your favorite colour?" "Blue." "What colour do you hate?" "Green." "What colour is your underwear?" "Purple!" You can stop at three guesses if you want, or keep going until someone in the club can guess the question.

Hot Seat

In this game, the club is split up into two teams. One member from each team sits facing the group. The leader holds up a word (or writes it on the board if you are in a classroom) for all of the team members to see except for the two players in the hot seats. The teams must try to get the person in the hot seat to guess the word or phrase. The first person to guess correctly gets to stand up and a new member from their team takes the hot seat. The person on the other team has to remain in the hot seat until she gets an answer first. You can keep score or just play for fun. This game can also be played in pairs. One pair member closes their eyes while the leader shows the word to the other pair members. The first pair to get the word right gets a point. Warning! This is a loud game because people tend to get excited and yell!

Brainstorming Activity 1

- Night and Day

Busy people need routines and shortcuts to make it through the day. If we had to consciously think about the steps involved in making a cup of tea, we’d have exhausting our thinking energy before we’d even left the house in the morning. Routine thinking may save time and energy, but seriously hampers creative brainstorming, so use this exercise to challenge traditional thoughts and encourage creativity.

Make a list of common words e.g. night, smart, heavy, quick, apple. Get your team to list the first opposite meaning word that springs to mind e.g. day, stupid, light, slow, pear. This will flush out the obvious, routine words. Challenge your team to come up with at least 3 further opposite words for each word e.g.
Night = day, sun, white, awake, .....  
Smart = stupid, scruffy, shabby, in-elegant, clumsy, gawky

You’ll find some similar meaning words creep into your list – that’s fine as these can spark further opposite meaning words. Remember ideas breed ideas and to keep critical, analytical thinking in check. Limit the time spent on this activity to 10-15 minutes, to keep it fresh and focused.

Now it’s time to introduce the “real” brainstorming activity. Write your problem statement clearly and simply, and let those creative minds go to work on generating new and non-routine ideas to solve the problem.

**Brainstorming Game 2 – What Can You See?**

Sometimes you’re so close to a problem you can’t see how it will ever be solved. This situation is so common, it even has it’s own cliché – “you can’t see the wood for the trees”. Here’s a brainstorming game to help you see things differently, and aid the problem solving process.

Show these shapes to your team, and ask them to individually write down what they can see. You may find descriptions such as; three coloured shapes, or a green circle with a diagonal line, a red hexagon and a yellow thought bubble etc.
Some may have made a small creative leap and seen the top left figure as a green “forbidden” road sign. Others may have taken bigger creative leaps and see a winking, bearded face or an imminent solar eclipse on a cloudy day. It doesn’t matter if you can or can’t see these more outlandish images – there’s no right or wrong answer. Looking at things in a fresh, new way can trigger a whole train-load of thoughts, and that’s the essence of effective brainstorming.

Get the team to look at the shapes again and see how they describe them differently, second time round.

Now, focus on your problem, and encourage your team to look at it with fresh eyes or “in a different light”. How would they describe the problem to a non-English speaker, a child or a Martian? Use this process to encourage objectivity and distance from a problem, and start a more creative problem solving process.

Brainstorming Exercise 3 – Who’s Line Is It Anyway?

“Normal” behaviour is encouraged at work, as this is the easiest, most efficient way to get things done. As a result, our creative self often is hidden away, getting flabby from under-use. Then along comes a manager demanding we do some brainstorming to come up with an innovative solution. Ouch! Like un-used muscles, creativity improves with exercise, so here’s a brainstorming exercise to warm-up those under-used creative muscles.

Just like the TV show, the principle of this brainstorming exercise is simple – improvisation. Collect 5 random props from home, the office or from the problem solving team e.g. belt, toy dog, post-it notes, lunch box and paper clip. Leave these props in the middle of the room and encourage people to come up with different uses for the props e.g. the belt could become a Japanese warrior’s head-band or the toy dog is hidden from the group and is “dog-gone”. You get the drift!

Give this exercise a time limit of 10-15 minutes and encourage all team members to take part. Even the shyest will have some creative use for the props!
If you're aiming to develop a new solution, take your existing product or process and see how you could use it or look at it in a different way. The whackier the better at this stage—remember you're aiming for quantity not quality—and take note of the ideas generated. It's only later that we put our critical hats back on, and rate the ideas and assess their suitability.

**PRE-TASKS**

**Greetings: How's It Going?**

**SAYING HELLO:**

A: Hi. How's it going?
B: Good. And you?
A: Good.

**SAYING GOOD BYE:**

A: Look at the time!
I have to go now.
B: It was nice talking with you.

Practice these greetings:
Walk around the room and say hello. Then ask two of the following questions. And then say good-bye. Repeat with as many students as possible.
What are your plans for the weekend?
What did you do today?
Are you enjoying the weather today?
What did you do yesterday?
What are you going to do tomorrow?
How is your school going?
See any movies lately?
Go anywhere lately?

How Was Your Weekend?

Practice this conversation with a partner:

Event You Your Partner

Your weekend.

Your lunch
(breakfast/dinner)

A: How was your weekend?
B: Relaxing.
A: What did you do?
B: I stayed home and read a book.
Your class yesterday.

Your Holiday.
(vacation)
Your night.
(morning/evening)

The traffic
this morning.

The Phone is For You/ Wrong Number

A: Hello.
B: Hello. Can I speak to Chris, please?
A: Just a minute please. Hey! Chris!
The phone is for you!
A: Hello.
B: Hello. Can I speak to Wyatt, please?
A: I'm sorry you have the wrong number.
B: Oh. Sorry to bother you.

Write the names of your group members down and then write the names of some people that are not in your group. When you pick a name call somebody in your group and that person will have to answer with one of the above conversations.

That Makes Me Angry!
A: I just read in the newspaper that taxes are going up!
B: That makes me angry!
A: I feel the same way!

Here is a list of emotions. Choose five and write a sentence for them describing what makes you feel that way:

- angry/mad
- happy
- worried
- embarrassed
- depressed
- lonely
- sad/blue
- feel excited
- scared

(1)
(2)
(3)
(4)

A Sheet:  Do You Feel Like Seeing a Movie?

Do you feel like seeing a movie?

How about Superclam? It's playing at the Broadway theater.

It's starring Ratt Demon. He plays a clam that rescues the world.

Showtimes are at 2:00 and 4:00.

Sure. What movie would you like to see?

Who's in it?

Sounds good. What time does it start?

Practice the dialogue with a partner. Fill in the missing information.
Metro Theater
Synopsis: Arnold Stallone plays a soldier who saves New York from terrorists.
Showtimes: 2:00, 5:00, 9:30

Caprice Theater
Synopsis: Jenny Roberts plays a penguin that travels through space.
Showtimes: 6:45, 8:45

Filberg Theater
Synopsis: Christina Spears plays a cop who has to stop a turnip from destroying the Earth.
Showtimes: 7:10, 9:20

B Sheet: Do You Feel Like Seeing a Movie?

Do you feel like seeing a movie?
Sure. What movie would you like to see?
How about Superclam? It's playing at the Broadway theater.
Who's in it?
It's starring Ratt Demon. He plays a clam that rescues the world.
Sounds good. What time does it start?
Showtimes are at 2:00 and 4:00.

Practice the dialogue with a partner. Fill in the missing information.
<table>
<thead>
<tr>
<th>Location</th>
<th>Synopsis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capitol Theater</td>
<td>Lenny Drew plays a rich man who falls in love with a poor woman. Showtimes: 7:00, 9:15</td>
</tr>
<tr>
<td>Vogue Theater</td>
<td>Mick Page plays a thief who steals the tricycle of a powerful gangster. Showtimes: 7:15, 10:30</td>
</tr>
<tr>
<td>Robson Theater</td>
<td>Frank Stein plays an evil scientist who tries to take over the world. Showtimes: 6:30, 8:50</td>
</tr>
<tr>
<td>Location:</td>
<td>Synopsis:</td>
</tr>
<tr>
<td>Location:</td>
<td>Showtimes: 10:30</td>
</tr>
<tr>
<td>Location:</td>
<td>Showtimes: A-35</td>
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</tbody>
</table>
Do You Have Any Plans for the Weekend?

A: Do you have any plans for the weekend?
B: I'm thinking of **going hiking** on Saturday. How about you?
A: I'm going to **relax at home**.

Write three plans that you have for the weekend:

(1) *I'm going to go for a walk with my friends on Friday afternoon.*
(2)
(3)

Write three plans that you have for the weekend but you are not sure you will do:

(1) *I'm thinking of going skiing on Sunday.*
(2)
(3)
GROUP DISCUSSION TOPICS.

1. Most of the problems in this world are caused by greed.
2. The more man has, the more he desires.
3. A very large number of Indian mothers do not allow their children to grow.
4. Can men ever equal women, let alone surpass them?
5. Today Indian culture is synonymous with culture propagated by Hindi films.

presentation topics

1. Laugh the whole world laughs with you, weep and you weep alone. How far do you agree with the statement?
2. Things I admire in my father and mother.
3. What my religion means to me.
4. The house I would like to live in.
5. Flowers - the role that they play in our lives.
6. Things that bring excitement to your life.
7. Reading is a habit worth cultivating.
8. A city at dawn.
9. Some city noises.
10. Some Indian magazines.
11. Some childhood memories.

Facial Expressions

- Happy
- Sad
- Cross
- Fierce
- Surprised
- Rude
- Scared
- Sleepy
- Cheeky
- Look up
- Look down
- Look left
- Look right
Situation
1. Two girls discussing their interests.
2. Two boys talking about their new bikes.
3. Narrating a friend's accident to a doctor.
4. A brother inviting his married sister to visit him during vacations of her children.
5. A conversation between a mother and her son who just received his graduation results.
6. A student seeking blessings from her teacher after graduation.
7. A review by two colleagues of a newly released movie.
8. Enquiring from a friend which mobile to buy and which tele service to subscribe to.
9. A casual discussion regarding a mall recently opened in Anand.
10. Two colleagues talking about the delay in the launch of Nano cars.
11. Two friends talking about the college (courses, faculty, facilities, co-curricular activities.)
12. Dissatisfied customer in a hotel (room services/food).
13. Asking about a particular package in a travel agency.
14. Enquiring about enrolling in a library for membership.
15. Asking for a refund of fare on cancellation of air tickets.
16. Complaining against deterioration of food quality in a renowned hotel.
17. Presenting a package of services to a prospective client/consumer.
18. Negotiating with a catering agency for the charges of a party ordered.
19. A management graduate facing a prospective employer in an interview.
20. Two students discussing a project.
### 1(A)

<table>
<thead>
<tr>
<th>Greet A</th>
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<tbody>
<tr>
<td>Accept the compliment and inform that it is one of your interests</td>
</tr>
<tr>
<td>Inform B how you have developed this interest</td>
</tr>
<tr>
<td>Respond in positive and inform about the course in dress designing from a renowned institute</td>
</tr>
<tr>
<td>Appreciate her interest and ask she will take it up as her career</td>
</tr>
<tr>
<td>Conclude the conversation</td>
</tr>
</tbody>
</table>

### 1(B)

| Respond to the greeting and compliment B for her dress |
| Ask more about her interest |
| Ask A whether it's just an interest or she would like to pursue it as her career. |
| Show excitement and then talk about your interest |
| Respond in negative and then talk about the other career plans. |
| Respond and conclude |

### 2(A)

| Greet B and show excitement in seeing his new bike |
| Enquire when B got his new bike |
| Respond B and ask about mileage |
| Respond B and ask about the cost |
| Show exclamation (surprise) |
| End the conversation. |

### 2(B)

| Respond A |
| Respond and enquire when A got his new bike |
| Respond |
| Respond and ask about the same from A |
| Respond by giving reason for the low cost |
### 3(A)
- Ask if B if he is a relative of C
- Ask B what happened with B
- Ask B about immediate signs and symptoms of C following the accident
- Tell B about the urgency for an X-ray and ask whether B will be able to make the payment.
- Show hesitation and ask where C's parents live
- Informs about the immediate step A is going to take

### 3(B)
- Inform A that C is a friend and studies in the same college
- Narrate the incident that had taken place to A
- Narrate to A how B brought C to the hospital and what had happened with C immediately following the accident.
- Answer in positive to A and ask if B has to call C's parents
- Reply to A's question
- Agree.

### 4(A)
- Greet B and ask her about her well being.
- Respond B and ask about your niece and nephew.
- Invite B to spend time with you
- Ask the reason for the refusal.
- Insist and list out the activities you plan to do once B comes.
- End the conversation.

### 4(B)
- Respond A and ask him about his well being.
- Respond A and inform A about the summer vacation
- Show your interest however decline the offer politely.
- Respond
- Ask B to give some time to decide.

### 5(A)
- Greet B appropriately
- Inform the results with no excitement
- Express mild disappointment for not meeting your own expectations
- Respond
- Show agreement

### 5(B)
- Respond and inquire about the graduation results A has just received
- Respond and congratulate
- Console A and ask where he didn’t perform well
- Make and appropriate opinion on A's response
- Conclude the conversation
### 6(A)
- Greet B appropriately
- Inform about your graduation result
- Respond
- Respond
- Seek blessings from B

### 6(B)
- Respond
- Congratulate and ask about A’s performance in one or two specific subjects (e.g., English etc.)
- Show surprise (positive or negative) and ask about A’s future plans
- Comment on A’s reply
- Respond and conclude

### 7(A)
- Greet B
- Answer B and tell him about the movie he/she last watched.
- Ask B whether he enjoyed it
- Answer in negative and talk about the loose story line.
- Respond by agreeing partially (e.g., one good actor and the other not so)
- Respond by agreeing but still insist on poor story line
- Make an appropriate concluding remark

### 7(B)
- Respond to the greeting of A and ask how he spent the weekend
- Show surprise and tell A about the same movie he went to recently.
- Express appreciation for the movie and ask A about his opinion.
- Refute A and ask if A liked the acting and the music.
- Talk about a new actor in the movie who performed very well. Ask A’s opinion
- Agree partially and yet argue about the entertainment value of the music etc
- Respond
### 8(A)
- Greet B
- Respond
- Respond by giving two advantages and disadvantages each of two different models (e.g. Nokia, Samsung)
- Respond
- Respond and ask which one B would like to subscribe to
- Give your opinion

### 8(B)
- Greet and point at A's mobile and ask its details
- Show interest in buying a new mobile and ask A's opinion about which one to buy
- Ask about the difference between the prices
- Agree and ask about A's mobile service provider (e.g. Airtel, Hutch etc)
- Respond by asking A's opinion in turn
- Thank and conclude

### 9(A)
- Ask B if he has heard about a new mall coming up near university street
- Tell some details about the mall (size, brands etc)
- Respond
- Respond to B's comment and cite the advantages of having a mall
- Agree

### 9(B)
- Respond
- Express surprise and ask about the prices
- Make an appropriate saying how the mall will affect the traffic
- Insist on the disadvantages.
- Conclude

### 10(A)
- Draw B's attention and tell him about the delaying in the launch of Nano car
- Inform B about your wish for Nano car
- Tell B the reason for the delay in launching
- Respond
- Respond

### 10(B)
- Ask A how the delay will affect him
- Agree to his disappointment
- Ask A about his new plans
- Suggest A with alternatives
- End the conversation
### 11(A)
- Greet B and ask the reason why he/she is in this particular place.
- Ask B about his brother's choice of college
- Answer in positive and ask whether his is from commerce stream
- Ask B about his brother's 12th percentage
- Suggest a college running a 4 year BBA program with specialization in hospitality and tourism management
- Reply
- Mention about the summer training to various hotels and travel agencies.
- Tell B about prospectus, form, presentation and interaction with experts.
- Take leave

### 11(B)
- Greet A and then give the reason for your visit.
- Answer in negative and ask for suggestion
- Answer in positive
- Reply
- Ask about career prospect.
- Show great interest and ask about job placement.
- Appreciate and ask about admission procedure.
- Express A about your brother's confirmation to study in this college.
- Thank A for the information and bade goodbye.

### 12(A)
- Tell B that you want to meet the manager
- Say that you want make a complaint
- Tell two things about the room service you didn't like (eg dirty linen, failure to attend to calls)
- Talk about the leakage of water from the tap in the bathroom
- Express disappointment

### 12(B)
- Introduce as the deputy manager of the hotel and ask how you can help
- Show eagerness to know and note
- Note and apologise and ask for any other complaint
- Express concern and apologize; order an assistant to investigate the matter; Reassure A for future
- Conclude the conversation
<table>
<thead>
<tr>
<th>13 (A)</th>
<th>13(B)</th>
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</thead>
<tbody>
<tr>
<td>Greet B (customer) appropriately</td>
<td>Respond and talk about a travel plan (e.g. Jaipur-Udaipur-Ajmer); Ask if A has any package</td>
</tr>
<tr>
<td>Respond positively; Tell the available date of starting the journey, types of vehicles, no. of night stay in the places etc</td>
<td>Ask about the price</td>
</tr>
<tr>
<td>Respond</td>
<td>Show surprise at the high cost. Ask for a cheaper package</td>
</tr>
<tr>
<td>Respond by offering a smaller plan (e.g only Jaipur and Udaipur)</td>
<td>Insist on the previous plan at a cheaper rate</td>
</tr>
<tr>
<td>Politely refuse and offer the small package</td>
<td>Agree with the previous one and ask about the food provided during the travel</td>
</tr>
<tr>
<td>Respond</td>
<td>Thank and end</td>
</tr>
<tr>
<td>Show the urgency for the cancellation once again</td>
<td>Reassure A with an alternative solution</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>14 (A)</th>
<th>14 (B)</th>
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<tbody>
<tr>
<td>Greet B</td>
<td>Respond</td>
</tr>
<tr>
<td>Introduce yourself and ask about library membership procedure</td>
<td>Respond and inform the procedure (filling up form, photo, I-cards etc)</td>
</tr>
<tr>
<td>Ask about the initial deposit fee</td>
<td>Respond</td>
</tr>
<tr>
<td>Ask about the number of books issued to a member at one time</td>
<td>Respond and also tell about the maximum duration for which the borrowed book can be kept</td>
</tr>
<tr>
<td>Inquire about fine for late return of books</td>
<td>Respond</td>
</tr>
<tr>
<td>Ask about the library timings for issuing of books and using the reading desks</td>
<td>Respond</td>
</tr>
<tr>
<td>Inquire whether the library is open during holidays.</td>
<td>Respond</td>
</tr>
<tr>
<td>End the conversation</td>
<td>Respond and also show a list of official holidays in which library is closed</td>
</tr>
</tbody>
</table>

A-44
<table>
<thead>
<tr>
<th>15(A)</th>
<th>15(B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greet B and ask for assistance</td>
<td>Respond and show eagerness to help</td>
</tr>
<tr>
<td>Inform that you want to cancel the ticket you have purchased through B and ask for help</td>
<td>Respond by asking why A wants to cancel the ticket</td>
</tr>
<tr>
<td>Inform about an important reason for cancellation</td>
<td>Respond by informing that a budget airline charges penalty for cancellation of tickets</td>
</tr>
<tr>
<td>Seek for help</td>
<td>Show eagerness to help by talking to a colleague and talk to A again</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>16(A)</th>
<th>16(B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draw B’s attention</td>
<td>Ask A how you can offer assistance</td>
</tr>
<tr>
<td>Express your dissatisfaction for the food offered to you</td>
<td>Ask for specific details</td>
</tr>
<tr>
<td>Show your discontentment and talk about your wastage of money</td>
<td>Express your apology and talk about replacing the food</td>
</tr>
<tr>
<td>Tell B the reasons for the disappointment and how it has become a routine affair (deterioration of food quality)</td>
<td>Answer A politely and then talk about the rectifying measures</td>
</tr>
<tr>
<td>Talk why you used to come to this hotel in the past</td>
<td>Give a patient listening and then offer him to try a different food item and assure him about its quality</td>
</tr>
<tr>
<td>Hesitate and then accept the offer</td>
<td>Thank A and conclude</td>
</tr>
<tr>
<td><strong>17(A)</strong></td>
<td><strong>17(B)</strong></td>
</tr>
<tr>
<td>-----------</td>
<td>-----------</td>
</tr>
<tr>
<td>Greet B and then introduce yourself.</td>
<td>Answer A's greeting and offer A a seat.</td>
</tr>
<tr>
<td>Thank and enquire about the different travel packages offered by B</td>
<td>Respond</td>
</tr>
<tr>
<td>Ask about contents of a particular travel package you have read in the morning newspaper</td>
<td>Respond</td>
</tr>
<tr>
<td>Ask B about the cost, discounts (if any) and facilities offered</td>
<td>Respond</td>
</tr>
<tr>
<td>Ask B about the destination</td>
<td>Inform A about the destination (for eg what to see, best time to visit etc)</td>
</tr>
<tr>
<td>Ask B about the duration of this package</td>
<td>Respond and talk about the early bird scheme.</td>
</tr>
<tr>
<td>Ask B about the mode of payment</td>
<td>Respond</td>
</tr>
<tr>
<td>Ask B to book the package for you</td>
<td>Ask A for his/her details (such as number of people, Full name, address etc)</td>
</tr>
<tr>
<td>Respond</td>
<td>Inform A about the confirmation.</td>
</tr>
<tr>
<td>Thank and conclude the conversation</td>
<td>Thank and wish him/her to enjoy his/her trip</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th><strong>18(A)</strong></th>
<th><strong>18(B)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Greet B (manager) appropriately</td>
<td>Respond</td>
</tr>
<tr>
<td>Tell B about a party you are planning at your home tomorrow. Ask if B can provide the food.</td>
<td>Respond appropriately (ask about number of people, choice of food etc)</td>
</tr>
<tr>
<td>Respond and ask for cost</td>
<td>Respond by giving cost of different types of dishes (veg/non veg etc)</td>
</tr>
<tr>
<td>Show surprise at the high cost. Ask for discount</td>
<td>Respond (mention quality of food and service you will provide)</td>
</tr>
<tr>
<td>Insist on a discount</td>
<td>Politely ask if you can replace one item in the menu with a cheaper one e.g. (buttermilk replacing fruit juice)</td>
</tr>
<tr>
<td>Agree and ask for the new charges</td>
<td>Respond</td>
</tr>
<tr>
<td>Agree and conclude</td>
<td>Respond (conclude)</td>
</tr>
<tr>
<td>19(A)</td>
<td>19(B)</td>
</tr>
<tr>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>Greet B</td>
<td>Answer A’s greeting and offer A a seat. Then ask A to introduce himself/herself.</td>
</tr>
<tr>
<td>Thank and then Respond B’s question</td>
<td>Ask A about his/her educational qualification</td>
</tr>
<tr>
<td>Respond</td>
<td>Ask about any previous job experience.</td>
</tr>
<tr>
<td>Respond</td>
<td>Ask a question related to A’s field.</td>
</tr>
<tr>
<td>Respond</td>
<td>Ask A’s opinion on a current issue.</td>
</tr>
<tr>
<td>Give your opinion</td>
<td>Thank and conclude the conversation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>20(A)</th>
<th>20(B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greet B and ask him about his well being</td>
<td>Respond</td>
</tr>
<tr>
<td>Ask about the project given by the teacher</td>
<td>Respond and ask about his topic selection</td>
</tr>
<tr>
<td>Respond to B</td>
<td>Comment on A’s choice of topic and also ask about the project site</td>
</tr>
<tr>
<td>Respond to B and ask if he would like to join you</td>
<td>Answer A</td>
</tr>
<tr>
<td>Close the conversation</td>
<td></td>
</tr>
</tbody>
</table>