Appendix-1

A package of Innovative Materials (Modules) prepared for FE Students
Module – I

FIRST IMPRESSIONS

1. Pre-task: Look at the photographs given below. Can you recognize all of them shown in the photos? Name these persons and describe in your own words how they look like. You may use the words given in list below.
Aged; actress, sober, cute, player, neck-tie, T-shirt, earrings, jacket;

Guessing game:
2 (a) on a piece of paper write a description of yourself in a few words concentrating on what you look like, your appearance, your clothing etc.  

(b) Collect all the chits in a box and mix them well. Play a guessing game. Take turns to pick up one chit and read the description. Then, guess by saying something like: ‘I think this description fits Ashok quite well.’ ‘Am I right?’ You can also use other expressions to convey the same meaning.

3. Make a list of words (in which you would like to describe different persons) which you have listened while playing the guessing game and divide it into two categories: appearance and character.

| e.g. | Appearance | Character |
Pair work: Look at the photograph given below. Discuss with your friend the following questions about the person shown in the photograph.

1. What type of person do you think he is?
2. Do you think that he is a receptionist?
3. At present where is he?
4. How does he look?

<table>
<thead>
<tr>
<th>Scruffy</th>
<th>Friendly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Untidy</td>
<td>Cheerful</td>
</tr>
<tr>
<td>Very informal</td>
<td></td>
</tr>
</tbody>
</table>

5. (a) Listen to the telephonic conversation for specific information. Compare your notes with the description that you have listened.

(b) Later, Jayant has to make a complaint about Rakesh Parikh who has cheated him, to the police. Help him describe Rakesh by filling in the following details.

<table>
<thead>
<tr>
<th>Name</th>
<th>Rakesh Parikh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Native Place</td>
<td></td>
</tr>
<tr>
<td>Occupation</td>
<td></td>
</tr>
<tr>
<td>Place of work</td>
<td></td>
</tr>
<tr>
<td>His appearance</td>
<td></td>
</tr>
<tr>
<td>His clothings</td>
<td></td>
</tr>
</tbody>
</table>

6. Look at the photographs shown below and listen to the descriptions (given in appendix) and try to match each photograph with the description you listen to.
Dear Vincy,

Thank you very much for your letter and also for the photographs of your national football players and Hollywood stars. Everybody in my family liked these photos particularly, David Beckham’s. How cute he is!

I am sending you the photos of players and stars of my country, which you asked for. Besides this, I would like to write the description of each one. The first photograph is of

The old man whom you find in this photograph is Maqubul Fida Hussain, a well-known painter of my country.

54, Samrat Nagar, Godhra.
And rests of the two are sports persons. One is Leander Paes who is an Indian Tennis star. He has done exceptionally well for India.

At last, I come to the ever-youngest wicket keeper-batsman of India – Parthiv Patel.

I hope you will like all the photographs. Please write again soon. Best wishes to you and your family.

Your friend,
(VISHAL SHARMA)

8. Write a paragraph describing yourself. Exchange your sheet with the sheet of your partner's and compares them.

9a) On a card, write five to ten questions that you would like to ask your friend. You may choose the following points.
His/her favourite subject, teacher, person, about his/her family, his/her likes, dislikes, places s/he likes to visit, his/her future plan.

For example: What does your father do?

9(b) Pair work: Interview one another by asking questions that you have framed.

9(c) Being an editor of the college magazine organize all the information given by your friend and prepare a paragraph about him/her for the college magazine.

Assignment:
10) Find out a picture of your favourite person and write a description of him/her concentrating on the following points:
His/her personality, appearance, dressing, style, likes/dislikes.

*****

APPENDIX

Q.6. Ta escri t:
Rakesh Parik Hello, Hotel Shalimar?
Receptionist Yes, What can I do for you?
<table>
<thead>
<tr>
<th>Rakesh</th>
<th>I am speaking from Tata Infocom. I want to talk to Mr. Jayant Kochar, who is staying in Room No. 42.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receptionist</td>
<td>Wait a minute please. (She makes a call to Room No. 42).</td>
</tr>
<tr>
<td>Jayant Kochar</td>
<td>Hello, Jayant Kochar speaking.</td>
</tr>
<tr>
<td>Rakesh</td>
<td>Good Morning Sir. I'm Rakesh Parikh, your travel representative, from local office, Tata Infocom.</td>
</tr>
<tr>
<td>Jayant</td>
<td>Oh, hello.</td>
</tr>
<tr>
<td>Rakesh</td>
<td>Sir, I'm here to look after you during your stay in Ahmedabad.</td>
</tr>
<tr>
<td>Jayant</td>
<td>Oh, that's nice. How do you do, Mr... er.</td>
</tr>
<tr>
<td>Rakesh</td>
<td>Rakesh Parikh - but you can call me Rakesh.</td>
</tr>
<tr>
<td>Jayant</td>
<td>Oh, Rakesh - you must be Gujarati?</td>
</tr>
<tr>
<td>Rakesh</td>
<td>That's right sir. I'm from Surat. You're from Bombay sir?</td>
</tr>
<tr>
<td>Jayant</td>
<td>That's right. I live at Borivali in Bombay.</td>
</tr>
<tr>
<td>Rakesh</td>
<td>Have you been to Ahmedabad before?</td>
</tr>
<tr>
<td>Jayant</td>
<td>No, this is my first visit to Ahmedabad.</td>
</tr>
<tr>
<td>Rakesh</td>
<td>Well, I'm coming to Hotel Shalimar to take you to our office.</td>
</tr>
<tr>
<td>Jayant</td>
<td>That's fine. But, how'll I recognize you?</td>
</tr>
<tr>
<td>Rakesh</td>
<td>Oh, well. I'll be at the reception. But let me tell you what I look like. I'm about 5' 4&quot; in height. I've got black eyes. As for my hair - well, I had shoulder length straight hair a few years ago, but now, I'm bald and stout too. Although I've reduced my weight up to 7-8 Kg. But I would like to lose some more Kgs. I usually wear jeans and T-Shirts. Today I'll be in red T-shirt and black trousers.</td>
</tr>
<tr>
<td>Jayant</td>
<td>That's enough. Now, I'll be able to recognize you. At what time will you be here?</td>
</tr>
<tr>
<td>Rakesh</td>
<td>I'll reach there sharp at 10.00 a.m. I'll be waiting for you at the reception of the hotel.</td>
</tr>
<tr>
<td>Jayant</td>
<td>Well, Rakesh that'd suit me. Thank you,</td>
</tr>
<tr>
<td>Rakesh</td>
<td>See you soon.</td>
</tr>
</tbody>
</table>

Q.7. Tapescript:

Parthiv Patel, who is only 17, holds the distinction of being the youngest wicket keeper-batsman of India. He is a chubby, short and fair looking young man. His eyes are brownish-black. A naughty smile always floats on his face. He
likes to wear casual clothes, particularly T-shirts. In the photograph he is wearing white T-shirt with a black collar. His hair are dark black and also short.

**M.F. HUSSAIN:**
M.F. Hussain is a renowned painter of India. He has long white hairs and white beard. He always wears goggles. He is fond of kurta-pyajama. In the photograph he is dressed in a Khadi Jacket on Kurta-Pyajama. He is tall, thin and looks handsome even at the age of eighty.

**LEANDER PAES:** A man who is wearing a collarless black T-shirt is an Indian tennis star, Leander Paes. He is strong, good looking young man of 25. He has done exceptionally well in Davis Cup matches for India and also has bagged a bronze medal in Lons-angels Olympics in 1994. He lives in Calcutta. He’s battled epilepsy and emerged triumphant. He is brutally frank and tells what he likes.

**ASHA BHOSALE:**
Asha Bhosale is a well-known singer, sister of legendary Lata Mangeshkar. She is an attractive lady wearing pearl necklace and a white Sari. There is a red bindi on her forehead. She is charming, sensitive and hard working woman. She does not miss out her daily riyaz for of hours. She’s continued to sing songs of love for five decades. She has sung more than 12000 songs in different languages.
MODULE--II

“TALKING ABOUT DESIRABLE AND UNDESIRABLE JOBS”

Pre-task: Look at the photographs given below. Identify the professionals shown in the photographs. What skills are required for these professions?
1. Listen for main ideas. You are going to hear two persons talking about their work. (See appendix).

2. Pair-Work: (a) Decide which of the jobs they are talking about.
   (b) Discuss with your partner about the qualifications and skills required for the following jobs. Note down your impressions about each job after discussion.
   Nurse, Pilot, Mechanic, Bus Driver, Sales-representative.
   e.g. To be a nurse, you need to be kind and you have to know how to look after people. You must be good at keeping calm and you have to work very hard.

3. Think of some of jobs which you don’t like and tell your partner why you do not like them.

4 (a) Listen for specific information. (See appendix).
4 (b) Work in pairs. Discuss the following:
   (a) What are the arguments given by Mr. Raj and Mr. Kaushik?
   (b) Do you agree with their arguments?
   (c) Give your opinions about the jobs mentioned in the tape script. Are they really boring and laborious jobs?

5. Read the conversation carefully which is taking place between Gayatri and her uncle and complete it.

   Gayatri: Hello uncle. How are you?
   Uncle: I’m fine. You are here, surprising? Your aunt is downstairs.
   Gayatri: Oh no, Uncle. Today I’ve come to meet you.
   Uncle: To meet me? What’s the matter?
Gayatri: Uncle, I am totally confused. I'm not able to decide which jobs I should opt for. My friends are opting for different jobs such as receptionist, teacher, sales-representative, and airhostess.

<table>
<thead>
<tr>
<th>Uncle: Well. Do you know what skills/qualities are required for these jobs?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gayatri: Not much. Would you tell me about these jobs?</td>
</tr>
<tr>
<td>Uncle: Of course, I will. Let me tell you first about the job of airhostess.</td>
</tr>
<tr>
<td>The most important thing is, you must be good-looking and courageous too. You need to know how to deal with different problems. Besides these, you must be able to speak at least one or two foreign languages. So far as educational qualifications are concerned, you must have a bachelor’s degree in any discipline.</td>
</tr>
<tr>
<td>Gayatri: Uncle, although I’ve a bachelor’s degree, I don’t think that I’ll be able to go for this profession. Would you tell me about a sales-representative’s job?</td>
</tr>
<tr>
<td>Uncle:</td>
</tr>
</tbody>
</table>

Gayatri: Uncle, for a girl is it advisable to go for this job? As you have said it’s a touring job.

| Uncle: |

Gayatri: Then, shall I go for a receptionist’s job?

| Uncle: |

Gayatri: I think, this job is meant for me. I’m quite comfortable with others. You know I’m polite and friendly too.

| Uncle: One more job will suit you. That’s the job of a teacher. |

Gayatri: No, uncle. I can’t deal with students. I would like to go for a receptionist’s job. Thank you very much for advising me.

| Uncle: That’s all right, Gayatri. |
6. Pairwork: Choose two jobs of your choice and discuss with your partner about the qualities/skills required for these jobs and also give reasons why you like them.

7. Read the different advertisements given in appendix (2) carefully. Then tabulate the information in the following way:

<table>
<thead>
<tr>
<th>S.N</th>
<th>Post advertised</th>
<th>No. Of posts fallen vacant</th>
<th>Age Limit</th>
<th>Educational qualification</th>
<th>Skills required</th>
<th>Experience</th>
<th>Any other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

8. Compare your tabulation with your partner’s. Try to come to an understanding.

9. Group work: Make groups of four to five persons. Choose one person as a group leader who will be playing a role of an educational consultant and other will be playing the roles of job-seekers whose descriptions are also given below. Go through the following details of some job seekers. Recommend the suitable jobs for each candidate from the advertisement given in question task (8) keeping in view their educational qualifications. Explain why you have selected a specific job.

(A) SHREYA is a science graduate and her age is 22 years but she doesn’t have any working experience.

(B) VIKAS has completed B.Com. this year. In addition to this, he also has working knowledge of computer. And for one year he has worked as an assistant in ‘Accounts Section’ of S. Chand and Company, Baroda.

(C) MEHULA has just passed XIIth examination with first division. Her height is nearly 160 cms. She is a good looking, confidant and courageous girl. Her age is around 18 years.
RAJAN completed his graduation in Pharmacy in 1998. He is about 24 years old. He has been working as a medical representative since 1991. Of course, he has a good command over English language.

VIBHA passed B.A. (English) in 1997. Her hobby is reading books and listening music. She is about 27 years old. She has also worked as a saleswoman at Chirag Publishers, Surat. Besides this, she has also got diploma in computer application.

KALYANI: She has nursing diploma along with a bachelor’s degree in Home Science. Sure. She is fluent in Gujarati, Hindi and English. Her age is just 21.

SHOAIB: He is a civil engineer. His age is 29 years. He has 6 years experience of working as a building-consultant particularly in designing/decorating/ space planning in Gwalior Rayon Pvt. Ltd., Ankleswar.

APPENDIX---1

Tape-Script:

1. (a) You need to be able to work in a team and you have to be hardworking. It gets us very busy at the lunch times—we don’t stop running for three hours. And you can’t sit down for a moment, and your feet hurt, and you’re tired and hungry and you still have to be polite and charming to the customers. The main thing to remember is to keep calm.

(b) Well, I think the most important thing is you’re got to be friendly. Friendly and kind. That’s what most people want when they come to see me. You’ve got to know how to look after people, how to talk to people. And you’ve to be patient. I mean, a lot of people don’t need pills or medicines at all. What they want is a friendly chat even that can do quite a lot of good. You must be good at listening to people.

4 (i) Mr. Raj: I think the job, which I would least like to do, is the job of a teacher. Teaching in over-crowded and noisy classes is like nightmares to me, where students keep talking, don’t pay attention to what’s said to them, and they don’t miss any chance to play mischief and make comments. On the other hand you have to be kind and patient. Secondly, the teacher has to perform a number of tasks other than teaching. For the whole year, he remains busy in revising voter-list, vaccinating children, etc. And at the end of the year, to be in examination hall as an invigilator for three hours is
quite tiresome. You can imagine the boredom and responsibility at the same time. It would just be completely terrible I would go mad...

(ii) Mr. Kaushik: I don’t think I would be capable of doing work as a sales-man. I think... I can’t imagine how people react to them. Still, I remember how a lady fired a salesman. Furthermore, to his agony, she warned him of a dire consequence if he was seen again in her locality with his products. You know... I’m a short-tempered. I can’t tolerate all this.... Secondly, there is no peace of mind. One has to wander here and there to complete the target given. Interestingly, as soon as he achieves the targets given, immediately, it is reset. And the poor fellow fears that if the target is not achieved, he will no longer be in the service of his company. And, this would be the worst thing for me. I’d hate that.

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APPENDIX--2
Module III

DESCRIBING OBJECTS

1. Given are some modern devices.
   - Name the objects shown below.
   - Try to label the different parts of each object.
   - Which of the objects do you have?
   - Which of the objects do you not have?
(2) What do we call?
I. A book that lists and explains the words of language or gives translation of them into one or more than one language. It is usually arranged in alphabetical order.

II. A thing that is about 30 centimeters long, made of plastic or wood. It is used for drawing lines and measure things.

III. A small thing/object, which is made of either iron or plastic. It is used for opening bottles or tins.

IV. It is a liquid food made by cooking vegetables or meat etc. in water. It is also called an appetizer, usually taken before meal.

V. It is a small cube of wood/bone or plastic. It has a different number of spots on each side from one to six, used in games of chance.

VI. It is made of steel and it is in two parts, which are almost identical. These two parts are joined together with a screw, which is fairly kept loose. It is used for cutting papers and clothes.

3. Group work: Look at the pictures given below. Discuss with your partner on colour, shape, size, materials and the use of objects shown in the pictures. You may begin with questions given below.

(a) What is the object shown?
(b) What does it look like?
(c) Is it made of plastic?
(d) How it can be used?

Then, prepare a paragraph of least five lines on each object.
Imagine you are writing a letter to your pen friend, describing three things that you use, everyday.

Dear Friend,

In this letter I will be telling you about the things which I use everyday. The thing, which I use most, is my two-wheeler. I bought it-----------------------

The second thing which I use most is my

Finally, I talk of the thing which is equally important for me is------------------

Rest is ok. Convey my regards to your parents.

Your friend,

Ashish Chauhan

(5) Look at the photograph given below carefully. Read the conversation that took place between Ranjan and his mother. Due to rain some of the lines of the conversation have become illegible. Rewrite the illegible lines with the help of photograph given below.

<table>
<thead>
<tr>
<th>Ranjan:</th>
<th>Hello, Mummy. How are you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mother:</td>
<td>Ranjan, it is you. I'm so happy to hear your voice. First of all, tell me, have you got the room?</td>
</tr>
<tr>
<td>Ranjan:</td>
<td>Oh Mum. I always find you worried about me. Today I have telephoned specially to inform you that at last I've occupied the room specially to inform you that at last I've occupied the room in Satellite area, which is very near my college.</td>
</tr>
</tbody>
</table>
Mother: Really? That's nice. Let me know about the room in detail. I mean how big is it?
Ranjan: Mum, it is quite spacious and airy too.

Mother: Here the weather is a bit cold. Do you use the blanket there?
Ranjan:

Mother: Where have you set your wrought iron double bed cot? You should set it near the window.
Ranjan:
Mother: What about the pillows? Here you had the habit of using two pillows. What do you do there?

Ranjan: Mum, I am sharing the room with my friend, Ankur who is also my classmate. He has also brought two pillows, one chair and a coir mattress.

Mother: 

Ranjan: Mum, yesterday I bought one table lamp also, which I kept on the Side table. In drawers

Mother: How nicely you have decorated the room!

Ranjan: In this photograph, which I’ve sent you, you will find one chair lying near the bed. Actually,

Mother: What else? Have you had your morning tea?

Ranjan: 

Mother: Where did you hang the paintings gifted by your father?

Ranjan: Tell me whether you read competitive magazines along with your study books or not?

Mother: 

Ranjan: Anything else you want?

Mother: Nothing. But I miss you badly Mum.


Mother: 

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6(a) Listen to the conversation, which takes place between Raj Malhotra and his pen friend, Nancy. (See appendix)

6(b) Imagine you are Raj Malhotra. Write a letter to your pen friend Nancy giving description of your house by covering different aspects e.g. how big is it, how many rooms are there, what else, when was it constructed, condition of the house, etc.

*****

Appendix

(5) Tapescript:

<table>
<thead>
<tr>
<th>Raj:</th>
<th>Hi, Nancy. How do you do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nancy:</td>
<td>Oh, Raj. It’s you. How do you do?</td>
</tr>
<tr>
<td>Raj:</td>
<td>After a long time we are talking, aren’t we?</td>
</tr>
<tr>
<td>Nancy:</td>
<td>Certainly. Actually I was busy with my new house, which I purchased a month ago.</td>
</tr>
<tr>
<td>Raj:</td>
<td>That’s good news. Tell me how big is your house. I mean how many rooms are there. I’m very curious to listen to you.</td>
</tr>
<tr>
<td>Nancy:</td>
<td>This time I have occupied such a big house. There are three bedrooms, one kitchen, one drawing room and one garage. All the rooms are spacious and airy. On the roof there is a terrace garden also. My room is not as big as that of my father. But, that’s enough for me. In the left corner of the room, I have set my study table because light falls from the back if I sit in the left corner.</td>
</tr>
<tr>
<td>Raj:</td>
<td>Wonderful! I hope you have started decorating your house.</td>
</tr>
<tr>
<td>Nancy:</td>
<td>Oh yes, we’ve. The drawing room’s work is almost over. There we have placed a sofa set with a center table. In the right side we have kept a television set. Now, tell me something about your house.</td>
</tr>
<tr>
<td>Raj:</td>
<td>Mine is as usual an Indian house.</td>
</tr>
<tr>
<td>Nancy:</td>
<td>But I’d love to listen about your house.</td>
</tr>
<tr>
<td>Raj:</td>
<td>Nancy, in the next letter, I’ll be writing in detail about my house, about my joint family. Not only this, I will be sending a picture of my house too.</td>
</tr>
<tr>
<td>Raj:</td>
<td>Bye.</td>
</tr>
</tbody>
</table>
Module-IV

EXPLAIN HOW THINGS WORK

1(a) Listen to the instructions carefully and follow them as rapidly as you can.

INSTRUCTION SHEET

1(b) Exchange the instruction sheet with your partner and check each other’s sheet.

2. Go through example given below and read the instruction given to Anil Shah by his friend Jugal Joshi.

<table>
<thead>
<tr>
<th>Your name:</th>
<th>Name of your partner:</th>
<th>Action:</th>
<th>Place:</th>
<th>Duration: 5 mins.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jugal</td>
<td>Anil</td>
<td>Keep your finger on your lips.</td>
<td>In front of the black board</td>
<td></td>
</tr>
</tbody>
</table>

Anil must keep his finger on his lips while standing in front of the board for five minutes.

Instructed by: Jugal

(a) In the same way, think of an action for your partner and also decide the place and duration for him. Write the instructions, which you want to give to your partner, stating the place where action is to be performed, and its duration also put down your signature where the phrase ‘instructed by’ is written.

(d) Pair work: Exchange your sheets with your partner’s sheet and read the instruction given to you. Mime the instruction given to you before the class.

(e) Guessing game: Guess about the instruction on which the fellow student is miming except his partner everybody will guess.

3 (a) listen to the six persons telling what they did in the critical conditions and note down the main points.
3 (b) After listening complete each sentence by giving reasons and suggestions of your own.

(a) I) Action (I), I found it **right** because the patient was serious and if he had not been taken to hospital, he would have died.

I) in sentence (II), there was fire in this room, I found it

ii) If I were there, I would do the same.

(b) (II)______________________________

(c) I) In action (III), he used a piece of cloth to clean the table, I found it (II)______________________________

(d) I) When a dog attacked a small boy and bit him he took the dog to the hospital, I found it

(II)______________________________

(e) I) When his friend met an accident, he noted down the number and rushed to the police-station, I found it II)______________________________

(f) I) I found action (vi) quite right because__________________________

II) If I were__________________________

3(c) Discuss with your classmates on why did you say so, by giving reasons.

4(a) Read the following instructions, which are jumbled out for a dishwasher and a sprout maker. Arrange them in a proper order.

(i)Instructions for a Dish Washer

1. After about an hour, the noise stops. Take out the clean washing-up.
2. Close the door and turn on the electricity.
3. Pull out the racks and place glasses, cups, saucepans upside-down.
4. Pour a cupful of detergent in the bottom of the machine.
5. The machine starts to fill up with water.
6. Press the switch. The red light goes on.
7. Plug in the machine
8. Push racks back in the machine.

(ii) Instructions for a Sprout-Maker

1. Make sure that Sprout maker stands balanced and siphon caps are correctly placed in each seed bowl.
2. Soak these beans in water for the time period specified in the chart.
3. Now place the seed bowls over one another and close.
4. Put the beans in a sieve; remove broken ones and foreign materials. Rinse well under the tap it.
5. Sprouts, when ready, could be best eaten fresh or stored in a close container in refrigerator.
6. After soaking take these beans out of water and without drying them in the Sprout Maker bowl.

4(b) Listen to the following instructions for using a dish washer and a sprout maker and correct your responses.

5(a) Listen to the conversation, which is taking place between two friends Rakesh and Mohsin. (Look in the appendix.)

5(b) Now, Rakesh wants to note-down all the instructions given to him by Mohsin but he forgets to remember all the instructions. Help him by completing the rest of the instructions.

(i) First of all, open the lens cover.
(ii) Hold the camera firmly and safely and look through the viewfinder.
(iii) ................................................................................................................
(iv) ...........................................................................................................
(v) ...........................................................................................................
(vi) ...........................................................................................................
(vii) ...........................................................................................................
6(a) Complete the conversation that is taking place between Neha and her brother Abhisar who is going to Ahmedabad for his college education.

Neha: Abhisar, I’ve packed your entire luggage. Tell me anything else you want.

Abhisar: No, Didi. You’ve done a marvelous job for me. Didi, You’re great.

Neha: Abhisar, my brother. In Ahmedabad you’ll have to take care of yourself.

Abhisar: Oh, Didi. I don’t know even how to make a cup of tea. First, tell me how to prepare it?

Neha: So simple. Firstly, _____________________________________________. Now, tea is ready. Is it O.K.?

Abhisar: After tea I’d like to ask you how clothes are washed and ironed.

Neha: _____________________________________________.

Abhisar: There you’ll have enough time. So you can also improve your handwriting.

Abhisar: I don’t understand how to improve my handwriting.

Neha: _____________________________________________

You can buy any book of cursive writing from Gandhi Road, Ahmedabad.

Abhisar: I’ll badly miss you. Who will guide me on each step in Ahmedabad?

Neha: I too miss you at every moment. Whenever you require my help simply give me a ring. Now, you go otherwise you’ll miss the bus. As you reach there, telephone us. O.K. Bye.


6(B) Abhisar writes a letter to his sister Neha describing the way which leads to his place in Ahmedabad along with the letter he has also drawn a map for
her convenience. Look at the given map carefully and complete the letter with the help of it.

Dear sister,

You must be eager to know about my stay at Ahmedabad. That day as soon as reached at the bus stand, I met my old friend Nishant who has been studying Ahmedabad for last four years. He took me to his hostel and inquired the warde for a room. Luckily there was one room vacant and I got that one. The hostel is quite near my college even I can go on foot to the College, it hardly takes five minutes to reach there.

Now I expect you to visit to my place soon. I have number of things to share with you.
Let me describe the way to my hostel. Didi, as soon as you get down at bus stan

Along with this letter, also enclose a lay out of my area

Your loving brother,
Abhisar

6(c) Imagine you are a flat owner in Ahmedabad. One Neha Sharma from Godhra writes this letter.
55, Prabhakunj society,
Godhra.
5th September 2004

Dear sir/Madam,

I have come to know that your flat is fallen vacant in Ahmedabad want to hire it for my younger brother who is studying in L.D.College, Ahmedabad.

If you are interested in giving the flat on rent then let me know about the terms and conditions.

Thank you.

Yours truly,

Naha Sharma

6(d) Write a letter to her explaining following terms and conditions on which you want to give it on rent:

Mode of payment * tenure *payment of phones & electricity bills *maintenance of the house * drinking & eating non-veg. not allowed *anything else if you want to mention.

Appendix:

1. Listen to the following instructions and follow them.

   (i) Put your name on the right hand side of the sheet, remember last name.

   (ii) Underline your name written on the sheet.

   (iii) Write the name of your partner on the left hand side of the sheet.

   (iv) Write the word ‘action’ on the left hand side, exactly below the name of your partner.
(v) Leave the margin of two lines, then write the word 'place', also on the left side of the sheet.

(vi) Again, leave one line margin and write the word 'duration' on the left side of the sheet.

(vii) At the bottom of the sheet in the right hand side, write 'Instructed by'.

(viii) Now, Compare your sheet with the sheet given in the appendix.

<table>
<thead>
<tr>
<th>3(a) ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) When my uncle had heart attack. I lifted him up carefully and put him on the back seat of the car, then drove him to hospital.</td>
</tr>
<tr>
<td>(b) When there was fire in my room, I closed all the windows and the door.</td>
</tr>
<tr>
<td>(c) When I spilt ink on the table, I took a piece of cloth and tried to clean the table.</td>
</tr>
<tr>
<td>(d) When my friend met with an accident, I noted down the truck number and rushed to the police station.</td>
</tr>
<tr>
<td>(e) When a dog attacked a small boy and bit him, I took the dog to the hospital to check whether it was mad or not.</td>
</tr>
<tr>
<td>(f) When a pickpocket stole a wallet from my friend’s pocket, I informed him immediately. We chased the pickpocket and caught him.</td>
</tr>
</tbody>
</table>

4(a) 

**Instructions for a Dish Washer:**

1. Plug in the machine.
2. Pull out the racks and place glasses, cups, saucepans upside-down.
3. Push racks back in the machine.
4. Pour a cupful of detergent in the bottom of the machine.
5. The machine starts to fill it with water.
6. Close the door and turn on the electricity.
7. Press the switch. The red light goes on.
8. After about an hour, the noise stops. Take out the clean washing-up.
Instructions for a sprout maker

1. Put the beans in a sieve; remove broken ones and foreign materials. Rinse well under the tap.
2. Soak these beans in water for the time period specified in the chart.
3. After soaking take these beans out of water and without drying them in the Sprout Maker bowl.
4. Make sure that Sprout maker stands balanced and siphon caps are correctly placed in each seed bowl.
5. Now place the seed bowls over one another and close it.
6. Sprouts, when ready, could be best eaten fresh or stored in a close container in refrigerator.

5(a) Tapescript:

Mohsin: Oh Rakesh. You’re here at my place, surprising? How are you?

Rakesh: I’m fine. For a long time I was planning to visit your place, wasn’t I? Today I could make it possible. How are you?

Mohsin: I’m also fine. What happened to your proposed visit to South India? When are you leaving for?

Rakesh: Tomorrow morning.

Mohsin: So nice of you. Tell me if I could do anything for you.

Rakesh: Mohsin, for this trip I need your camera. Mine is not working properly.

Mohsin: Oh sure, you can. I hope you know how to operate it, because mine is totally different from yours.

Rakesh: A little. Please tell me how it is operated.

Mohsin: Sure, I will. First of all, open the lens cover. Hold the camera firmly and look through the viewfinder. After doing this, ensure that the subject being photographed is at least 1.2m(4feet) away from the camera. Then, ensure that the flash is ready and light has come on. Then press the shutter button. To follow this, wind the film ahead with the film advanced wheel. Last but not the least, don’t forget to close the camera cover, when camera is not in use.
Rakesh: Now, I repeat all the instructions given by you. First of all, I should open the lens and hold the camera firmly and look through the viewfinder. Then I will have to ensure that the object, which is being photographed, is at least 1.2 M. away from the camera. Then, what, I forget. Please repeat it.

Mohsin: Then, get the flash ready and look if the light has come on. As soon as light comes, press the shutter button and wind the film ahead with the film advance wheel. Do you follow me?

Rakesh: Yes, I do. Now, I have come to know about the whole operation.

Mohsin: Take this camera and enjoy yourself. I hope you will have nice time there. Good luck for your journey.

Rakesh: Thank you very much for giving me camera and also valuable instructions about it.

Mohsin: That's all right. Ok bye.
Module-V
Doing the right thing
1. Read for main ideas. These sentences are taken from a travel-guide. Match the sentences with the following headings:

<table>
<thead>
<tr>
<th>Shopping, Luggage, Cloth, Health, Tipping, Money</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Credit-cards, ATM cards, and traveler’s cheque are the ways to carry money</td>
</tr>
<tr>
<td>2. Travel with minimum luggage.</td>
</tr>
<tr>
<td>3. However, you may pay less, if you have cash.</td>
</tr>
<tr>
<td>4. Jewellery, brassware, ivory, traditional clothes (like Chaniya Choli, Kadiya, Mojadi and Kurta Pujama) and woodcarving may be popular souvenirs.</td>
</tr>
<tr>
<td>5. Don’t drink the tap water unless you know it has been purified. It is safe to drink the bottled water.</td>
</tr>
<tr>
<td>6. Keep some pills for stomach upsets, headache with you etc.</td>
</tr>
<tr>
<td>7. Use a sun-cream and wear a hat.</td>
</tr>
<tr>
<td>8. Don’t accept the first price a shopkeeper suggests; bargain with him.</td>
</tr>
<tr>
<td>9. Porters expect about 3 or 4 rupees per bag.</td>
</tr>
<tr>
<td>10. Imported medicines are very expensive, so if you have to take something special, bring with you.</td>
</tr>
<tr>
<td>11. Hotels and restaurants usually add a service charge of about 10% to the bill.</td>
</tr>
<tr>
<td>12. Don’t forget a pair of sandal/sports shoes for sightseeing.</td>
</tr>
<tr>
<td>13. A good insect spray is useful.</td>
</tr>
<tr>
<td>14. During rainy season, you will need a raincoat and an umbrella.</td>
</tr>
</tbody>
</table>
2(a) Read the given letter carefully.

19, Downing Street,
Birmingham.

Dear Sir,
We friends are planning to visit Gujarat during ‘Mega Navratri Festival’. This will be our first visit to your state and our problem is that we are not at all familiar with the climate of Gujarat and we don’t know what are the things we should carry while visiting. We wonder if you could send us the list of things required.

Thank you,
Yours truly,
Janet and friends

2(b) Pair work: Discuss with your partner about the necessary things that are required while visiting your state. Prepare a list of necessary things along with the reasons why they are needed. (You may pick up things from the picture shown below.)

3. Bhavin Shah, tourist guide, advises Mr. Keith who is visiting Gujarat during ‘Vibrant Gujarat Navratri Festival’. Give appropriate reasons for the advice given in column (B).
<table>
<thead>
<tr>
<th></th>
<th>Table A Advice</th>
<th></th>
<th>Table B Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>Drive Carefully</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>b.</td>
<td>Wear a T-shirt in daytime.</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>c.</td>
<td>Don’t drink any alcohol.</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>d.</td>
<td>If possible, go to bed early and wake up at mid-night.</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>e.</td>
<td>Don’t spend more time in sun for the first few days.</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>f.</td>
<td>Use a good suntan lotion, especially after you’ve been in water.</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>g.</td>
<td>Take your shoes off.</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>h.</td>
<td>Take plenty of Camera film.</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

4(a) Listen for specific information and answer the following questions. [Conversation is given in appendix.]

(a) What was Mr. Henry’s advice to Mr. Keith?
(b) What are the places worth visiting in Gujarat?
(c) Why did he advise Mr. Keith to carry an empty bag?

5. But Mr. Keith has some more questions; he again telephones Mr. Keith and asks some more questions. Imagine you are Mr. Henry and satisfy him by answering him.

| Mr. Keith: Hello Henry Sorry to disturb you again but I want to know a few more things. Henry: Yes, please. Mr. Keith: What can I do to avoid stomach upsets? Henry: To avoid the stomach upsets; you should avoid eating oily things. You ought to eat peeled fruits and you’d better drink only bottled or boiled water Mr. Keith: What are the things I can buy as souvenirs in Gujarat? | 0 | 365 |
Mr. Keith: I’m not sure what clothes I ought to pack.

Henry: ___________________________

Mr. Keith: And I’d like to know what medicines to take.

Henry: ___________________________

Mr. Keith: Should I carry cash or do they accept travelers’ cheque or Credit cards?

Henry: ___________________________

6(a) Group work: Think of problems that you face everyday in your college and discuss them with your group-members.

6(b) Simulation: There is going to be a meeting in your college ground in which various problems of the college are to be discussed. In the meeting journalists, social workers, parents, student leaders, college teachers, principal and people of management will be participating. Some of you will be playing above-mentioned roles respectively. You may take help of the cards given below.

Student leaders: They will be raising different problems like lack of cleanliness, drinking water and so on. They may also some suggest solution if they have any.

Parents: They will be talking of irregular classes, teasing of their daughters etc.

Principal: He will be listening to all of them and he will be assuring them to look into the matter and try to solve some of the problems. He may express his inability to find solutions to some.

People from management: They will also be assuring people to find out facts about irregular classes, indiscipline and other problems.

College teachers: They will be rejecting complaints against irregular classes. They may talk of students’ irregularity and their mischief.

Social worker: He may offer his services in order to maintain discipline and cleanliness in the college campus.

Audience: Rest of the students will sit and listen, and may take part in the discussion.
Journalists: They may be preparing reports of the meeting for their newspapers and presenting them before the class.

7. Complete the given letter of advice to your friend who has opted ‘Functional English’ on what she should do to strengthen this subject.

8 Ashirvad Society,  
Godhra.  

Dear Jessica,

It was very good to hear that you have opted ‘Functional English’ as one of the subjects. Indeed, it is a good course. I’m sure it will help a lot in improving your English.

Since, I have been a student of ‘Functional English’. I would like to give you some advice. I’m sure you’ll do well. Do write again and let me know how you’re getting on.

Best wishes,

Your friend

Neha

Activity:

8. Work in groups: Make a list of famous monuments and places worth seeing of the district/state in which you live.

Select one place/monument for your group and discuss with your group members about its history and other points like, *what it is *Where it is *Why it is worth visiting

Also collect pictures related to the place that you have chosen then Prepare a short description about it.

9. Present your description before the class and then collect all the descriptions and pictures prepared by different groups. Put all of them in a folder to make visitors guide of the district.

****
Appendix

5. Tapescript: -

Keith: What are the things do you think that I should carry there?

Henry: Well, when I was in Gujarat, the thing that I needed most of all was a 'sun-hat'. It gets very hot particularly in noontime. You should have some sun-cream as well. The second thing that I would like to advise you to carry is a good camera with a plenty of films. In Gujarat, there are number of places like 'Pavagadh', 'Girnar', 'Chrowad', 'Somnath' and 'Silvasa' to visit. Everybody wants to capture these memorable places in his camera. When will you be going there?

Keith: I'm going in September.

Henry: Very nice, then along with sight seeing, you can also enjoy Garba festival that falls, generally, in the last week of September. But, be careful, it may rain in this season. Then, you'd better take an umbrella as well. And you ought to take a good insect spray also. The mosquitoes can be very unpleasant, if not dangerous.

Keith: OK. Anything else?

Henry: Take an extra empty bag. You don't know what you may want to bring back as souvenirs. And once more, I remind you not to forget to take your camera. It's such a fascinating state.

In the coastal areas, only light tropical clothing is comfortable. You'd better pack a pair of sandals for sight seeing in Saurashtra region.
Module- (VI)

Requests, Acceptances & Refusals

1. Match the column A with the appropriate responses given in column B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 I wonder if you would kindly write a reference for me.</td>
<td>1 Well, I’d rather not if you don’t mind. I’m sorry; it looks a bit heavy to me. Well, I’ve got a bad back.</td>
</tr>
<tr>
<td>2 Could you give me a hand in moving this cupboard?</td>
<td>2 Yes, certainly, it’s 9827262017.</td>
</tr>
<tr>
<td>3 Would you please tell me your mobile number?</td>
<td>3 Well I would. It’s just that I’m supposed to meet the doctor in five minutes, and I’m late as it is.</td>
</tr>
<tr>
<td>4 Excuse me; I can’t just start my car. Do you think you could help me by giving it a push?</td>
<td>4 Oh sure. I would.</td>
</tr>
</tbody>
</table>

1. Now, listen to the complete conversations given in appendix A and fill the gaps.

(A) Ajay asked Ramesh to help him to move the cupboard, but he couldn’t because he __________________________. Then Ajay decided to __________________________

(B) Rani invited Sarita to dinner tonight, but she couldn’t accept it because __________________________. So she’ll __________________________.
3. Listen to the complete conversations and say whether the following statements true or false.

1. (a) Ajay seems to be rather pushy.
   (b) Pratik bought a watch because he had no watch to wear.

2. (a) International Aid is an agency that works for communal harmony.
   (b) Anand could not show his identity card.

3. (a) Arva was rather polite.
   (b) Bhasha gave twenty rupees to Arva for her bus fare.

4. (a) Abishek is doing research for a fast food company.
   (b) Bhavin did not spare anytime for Abishek’s questions.

4. How could you reply to the requests made below?

1. Stranger: Excuse me; are you interested in becoming the member of our club?
   Ans.:

2. Stranger: Excuse me, sir, I’m collecting for quake-affected people. Could you spare some money?
   Ans.:

3. Stranger: Excuse me, madam, I wanted to go to the railway station but it seems to me that I’ve lost the way. I wonder if you could tell me the way to the railway station.
   Ans.:

4. Stranger: Excuse me, can you help me, please. I need some money for paying my college fees.
   Ans.
5. Think of possible requests for the responses given below.

(a) Ans: Sorry, I can’t help you in the examination hall.
(b) Ans: Sure, I will visit your place soon.
(c) Ans: Thank you for inviting me on the annual day of your College.
(d) Ans: I wish I could attend your function.

6. Make the requests for the following to your elders.

I. You want a pen. You have left yours at home.
II. You want to send a greeting card to your friend who is in U.S.A. but you don’t know what stamps to put on the envelope.
III. You want to fit a new light bulb but you need someone to hold the chair steady while you climb up.
IV. You want a lift for home because you have no money left in your purse for the bus or taxi.
V. Mistakenly you have dropped your pen behind a bookcase. See if someone will help you to get it.

7. Read the advertisement given below carefully.
Admission Open  
H.M.Patel Institute of English  
Vallabh Vidhyanager offers  
Various courses

(1) **M.Phil. (English Language Teaching):** For Students who have completed M.A (Eng.) with minimum 55% marks.

(2) **M.A. (English Language Teaching):** For Students who have completed B.A. (Eng.) with minimum 55% marks.

| **Admission Procedure:** Eligible students will have to appear in the written examination that will be followed by an interview. |
| **Application Procedure:** Interested students can collect application form from the institution by paying Rs-250/- either by paying cash or by D.D. |
| Last date for receipt of application: July 5, 2005 |
| Date of written examination: July 15, 2005 |
| Interview: July 18, 2005 |
| For more details, write to us: The Director, H.M.Patel Institute of English, Vallabh Vidhyanagar, Anand |

8. Imagine you are Mr. Avinash Sharma who has passed M.A. (Eng.) with 55% marks. He wants to get an application form for M.Phil course. He has also drawn D.D. of Rs.250/- in favour of ‘The Director, H.M.Patel Institute of English, Vallabh Vidhyanagar. Write a letter of request to ‘The Director’, for sending an application form.

55, Yogeshwar Society,  
Godhra.  
30 June 2005.
The Principal,
H. M. Patel Institute of English,
Vidhyanager.
Dear Sir,
I am writing in connection of your advertisement in the 'Times of India on 26 June, 2005. This year I have completed M.A. (Eng.) from Gujarat University; Ahmedabad.

Yours truly,

9. Read the e-mail that you have received from your friend.

Reaching Baroda on 14th Nov. 2004 around 9 a.m. along with four friends. Book two rooms for five days and also arrange for food either South Indian or Punjabi.
Tapas S. Ray
Chandigarh

9(b) Write to the manager, Hotel Surya, Baroda and book a room for your friends specifying * number of people & the duration of stay ^ the time of arrival ! special requirements regarding food, drink etc.

*****

Appendix - A

Conversation A

<table>
<thead>
<tr>
<th>Ajay</th>
<th>Could you give me a hand moving this cupboard, please?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ramesh</td>
<td>Well, I’d rather not if you don’t mind. I’m sorry; it looks a bit heavy to me. I have got a bad back.</td>
</tr>
<tr>
<td>Ajay</td>
<td>Oh have you? Yes, I didn’t realize.</td>
</tr>
<tr>
<td>Ramesh</td>
<td>Yes, I’m not allowed to lift heavy things.</td>
</tr>
<tr>
<td>Ajay</td>
<td>Ah well. Well, let’s see- perhaps we could get someone in from next door.</td>
</tr>
<tr>
<td>Ramesh</td>
<td>Oh yes, Anil’s next door, why don’t you ask him?</td>
</tr>
</tbody>
</table>
Conversation B

Rani : I was wondering – would you like to come to dinner tonight?

Sarita : Oh I’m afraid I’ll be busy tonight. I’ve got a big report to type it by tomorrow morning, and I think, that I must get it done tonight.

Rani : What about tomorrow night, then?

Sarita : Oh, yes. Tomorrow night would be all right. I would be happy to come. At what time shall I come to your place?

Rani : About eight o’clock.

Sarita : Yes, that’ll be fine. Thank you very much.

Conversation C

Sangita : Excuse me; I am unable to start my car. Would you mind me giving it a push?

Rajesh : I wish I Could have. But it’s just that I’m supposed to be at the doctor’s clinic at 10.00am. I’m already late.

Sangita : But it’ll take a few minutes only.

Rajesh : Oh well, if it doesn’t take much time.

APPENDIX-B

Q2. Conversation-1

Ajay : Excuse me sir, would you like to buy a watch?

Pratik : Err, no. Thank you.

Ajay : Come on. It will cost Rs\-\100 only.

Pratik : No really.

Ajay : Honestly, Sir, these are from Switzerland. I assure
you it will cost Rs. 300 in the shops.

Pratik : Yeah, but look I’ve got a perfectly good one. It works beautifully. I must go. Bye.

Ajay : Thank you.

Conversation - 2

Anand : Excuse me sir, I’m collecting for international Aid. Can you spare some money?

Prafulla : Um, what’s International Aid?

Anand : It’s an organization to help starving children in various countries including India, in South Asia.

Prafulla : Oh, I see. Have you got any form of identification?

Anand : Yes, Here’s my card.

Prafulla : Well yes, all right. I’ll see what I’ve got.

Anand : Thank you. Very much, sir – that’s very kind.

Prafulla : You’re welcome.

Conversation - 3

Arva : Excuse me, miss, can you help me, please. I need some money for the bus fare to reach home.

Bhasha : For the bus fare home? Well, how much do you need?

Arva : Er. Would a note of twenty rupees be all right?

Bhasha : Oh, my goodness. I’m sorry. I haven’t got twenty rupees. I can give you five rupees.

Arva : Oh, five rupees aren’t enough for my bus fare.

Bhasha : I know, but that’s all I’ve got. I’ve got to get home myself. I’m so sorry – I’d help you if I could.
Arva : Oh, all right. Thank you very much.

Bhasha : Good luck. Try some one else.

Conversation - 4

Abishek : Excuse me, madam, I wonder if you could spare me just five minutes of your time. I’m doing some market research for a fast food company. I’d be grateful if you could possibly manage to just answer five simple questions.

Bhavana : Well, is it genuine market research or are you going to sell me something?

Abishek : No, I’m not going to sell you anything. Five simple questions, I am going to ask you.

Bhavana : Five minutes just. All right. Ask your questions.

Abishek : Oh, that’s smashing. Um firstly, do you ever eat fast food?
Module -(VII)

Invitations: Acceptances and Refusals

1. Match the invitations given in column A with appropriate acceptances or refusals given in Column B.

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I’d like to invite both of you to dinner tonight.</td>
<td>1. Of course. I’ll be happy to join.</td>
</tr>
<tr>
<td>2. How would you like to come and spend a week with us during Navratri festival?</td>
<td>2. I wish I could - but I’m fasting.</td>
</tr>
<tr>
<td>3. Are you interested in joining us to a movie tonight?</td>
<td>3. Sure, we’d love to accept it.</td>
</tr>
<tr>
<td>4. May I have the pleasure of your company for going to a concert?</td>
<td>4. What a pity; I will have examination on Sunday.</td>
</tr>
<tr>
<td>5. How about coming and enjoying this Sunday with me?</td>
<td>5. Well, that’s very kind of you--but I’m afraid I’ve already promised to spend a week in Indore with my friends.</td>
</tr>
<tr>
<td>6. Would you like to share lunch with us?</td>
<td>6. Thank you. I shall certainly join you to visit to</td>
</tr>
</tbody>
</table>

377
7. Why don’t you join us to visit Akshardham temple at Gandhinagar?

That’s kind of you to ask me for a company to a concert.

2. Listen to the conversations given in appendix (A) and complete the sentences below.

i) Sayara is not interested in going to Kankariya lake because ____________________________.

ii) Prof. Vaghela wants to invite his friends to his residence because ________________________.

iii) Shruti asks Unnati to visit a book fair because ____________________________.

iv) Mrs. Dave refused Mrs. Natrajan’s offer because ____________________________.

v) Dr. Bhanot’s assistants could not attend his party because ____________________________.

3. Complete the dialogues by using the suitable phrases.

Sayara: ________________go to theatre in the evening?

Shabnam: I’m afraid ________________like to go to theater rather than going to Kankariya lake for boating.

Sayara: But, Kankariya has dried-up in this season. ________________go to Apsara multiplex?
4. **Respond to the following invitations either by accepting or refuting.**

**i)** Are you interested in attending the annual function of the college?

Ans: ____________________________

**ii)** I think it will be a good idea to go to ‘Ajwa Fun World’ if you stay here for one more day.

Ans: ____________________________

**iii)** How about visiting our old friend’s house today?

Ans: ____________________________

(iv) Hello Rakesh. We are planning to visit Mount Abu next week. Would you like to join us?

Ans: ____________________________

(v) May I invite you on the occasion of my son’s birthday party?

Ans: ____________________________

5. Below are some refusals as well as acceptances. Go through them and think of appropriate invitations.

**i)** ____________________________

**ii)** **Response:** I’d be delighted to accept your proposal of working together.

**iii)** ____________________________

**Response:** That’s kind of you, but I’m afraid I won’t be able to
attend your wedding ceremony on account of my previous engagements.

iv) ______________________________________________________________________

v) __Response: Your invitation to join for the expedition is welcome.

vi) ______________________________________________________________________

vii) __Response: What a pity, I would have so much enjoyed. Accept my heartiest wishes on your birthday.

V) ______________________________________________________________________

__Response: Thank you for your invitation to me on the eve of the New Year. I'd love to come.

6. (a) Read the given letter carefully.

1st Nov. 2003

Dear Sonal,

How are you? I haven’t heard anything from you for a long time. We are going to stay at our country home during Diwali Vacation. I want you to join us. Our grandparents will be happy to see both of us there.

Write to me when will you be coming to my place so that we both can go together.

With love,

Your elder sister,

Minal

6(b) Complete the letter written by Sonal to her sister informing her that she has accepted her invitation to celebrate Diwali together and she is reaching at her sister’s place on Nov.10, 2005.
8th November 2005

Dear Sister,

I was extremely happy to receive your letter.

Don't forget to come to receive me on the railway station.

Your sister,

Sonal

7. You have received an invitation card of your friend Anjali’s marriage.

Invitation card

To,--------------------------------------------------

Mr.&Mrs. Das

request

the pleasure of your company

on the occasion of their daughter

Anjali’s marriage

with

Dr. Anuj

On 14th, Feb. 2005
at hotel Surya Palace, Baroda.

R.S.V.P.

With best compliments from,

Mr. S. Das

Das family
(b) On account of your university examination, which also begins from 14th Feb, you will not be able to attend her marriage. Write a letter to her expressing your inability to attend her marriage and also convey your good wishes for her future.

(8) The student union of your college is conducting the cultural mega-event 'Ratri Before Navratri' on Nov. 13, 2004 at 9.00 p.m. onwards on the college ground. Prepare a draft of an invitation card for this event. You should also mention that without this card no body would be allowed to participate in the Garba festival.

Appendix – A

Tapescript:

Exercise: 2: Conversation: (1)

Sayara : Why don’t we go to the theatre in the evening?
Shobhna : I’m afraid I don’t really like going to the theatre. I’d rather go to Kankariya lake for boating.
Sayara : Kankariya! But it has been dried up this summer. How about going to Apsara Multiplex?
Shobhna : That’s a wonderful idea. I’d love to.

Conversation: (2) Prof. Vaghela talks to his colleagues

Prof. Vaghela : I’d like to invite you at dinner tonight.
Prof. Gandhi : Thank you very much. If I’m not too inquisitive, may I know what the occasion is?
Mr. Vaghela : It’s our first wedding anniversary and we have planned to invite a few friends to dinner.
Prof. Gandhi : Sure, I’d love to come.

Conversation: (3) (Two friends are talking)
Shruti : Are you doing anything tomorrow morning?
Unnati : Nothing special. Are you planning to visit somewhere? If you are, then I will be happy to join.
Shruti : Perhaps you would be interested in visiting the book fair. I know you’re fond of books.
Unnati : Book fair! Where is it?
Shruti : In the Red Cross Hall, near Civil hospital.
Unnati : That’s very kind of you. I’d like to go there.

Conversation: (4) (Mrs. Natarajan is talking to Mrs. Dave)

Mrs. Natarajan : Would you like to come to Mrs. Shah’s Kitty party?
Mrs. Dave : What a pity! I’d have loved to come if I had not promised my daughter to accompany her to her school’s annual programme.

Conversation: (5) Dr. Bhanot invites his two junior doctors to his party.

Dr. Bhanot : I’d like you to join us at lunch.
Juniors: : That’s very kind of you, sir. We shall certainly come.

Later on, he asks his juniors

Dr. Bhanot : Why didn’t you turn up?
Juniors: : We are sorry sir; we couldn’t even get in touch with you. Both of us had to attend an emergency case.

Dr. Bhanot : That’s O. K.
Module - VIII

Making Complaints and Apologies and Giving Explanations.

1. Match the complaints given in column A with appropriate apologies/excuses given in column B.

<table>
<thead>
<tr>
<th>A Complaints</th>
<th>B Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) You have turned a deaf ear to my request, haven’t you?</td>
<td>1) Really? I’ll look into the matter.</td>
</tr>
<tr>
<td>2) Ajay did not play well, so we lost the match.</td>
<td>2) I’m afraid I have not done it.</td>
</tr>
<tr>
<td>3) Your receptionist is pretty rude</td>
<td>3) Oh, sorry. I was under tremendous pressure of work. I couldn’t listen to you.</td>
</tr>
<tr>
<td>4) Your son did not attend the college for a week, did he?</td>
<td>4) Don’t you know that he had viral fever on the eve of the match?</td>
</tr>
<tr>
<td>5) The peon forgets to ring the bell in time, doesn’t he?</td>
<td>5) You’re right sir but he looked after me during my illness in the hospital.</td>
</tr>
<tr>
<td>6) Your daughter is talkative and mischievous.</td>
<td>6) Don’t worry, sir. I will provide you another room.</td>
</tr>
<tr>
<td>7) Oh mosquitoes, I can’t stay in this room.</td>
<td>7) I’m sorry; I assure you that next time she will not do the same.</td>
</tr>
<tr>
<td>8) You have torn up the pages of a book, haven’t you?</td>
<td>8) She is newly appointed and doesn’t recognize our</td>
</tr>
</tbody>
</table>
1) Listen for main ideas and answer the following questions.

**First conversation:**

1. What was the customer's complaint?
2. How was the manager's behaviour (pretty rude/poite/friendly)?
3. Did the manager refuse to replace the watch?

**Second conversation:**

1. Why did the customer make a call to the 'Paridhan Plaza'?
2. What was wrong with the jeans?
3. What did the manager do?

**Third conversation:**

1. Why did the customer go back to the electronic shop?
2. How did the salesman help the customer?
3. Did the manager change the T.V. set?

3(a) Go through the following responses carefully. Think about the possible complaints for which these people are apologizing and fill the blanks with them.

**Example:**

I. **Complaint:** I was waiting for you at the Ambica Theatre. Why didn’t you turn up?
   
   **Apology:** I’m sorry – I was having dinner with a friend. I forgot that I had promised you to meet at Ambica Theatre.

II. **Complaint:** __________________________________________
   
   **Apology:** I regret that I could not receive you on the railway station owing to my illness.
### III. Complaint:

**Apology:** I'm extremely sorry for the delay in sending the letter in time to you because of the strike of the postal department.

### IV. Complaint:

**Apology:** I hope you will forgive me for not attending the party because of my earlier engagements.

3(b) How will you make complaints if you find yourself in the following situations:

1. Your neighbour’s young children cry all night and keep you awake?
2. When neighbour’s dog barks and chases you?
3. Your neighbour’s son listens music on his CD player in loud voice and disturbs you?

3(c) Write explanations for the following situations:

- a. You’ve broken this jar, Shyam, haven’t you?
- b. Oh, no! You forgot to turn off the oven.
- c. You were driving too fast, weren’t you?
- d. Why have you not attended my lecture, have you?
- e. I saw you at the bus stop talking to a girl. What is the matter?
- f. You had promised us to give a treat after being elected general secretary of the college. Why didn’t you fulfill your promise?

4. **Simulation:** In your town you are facing several problems viz. pure drinking water, garbage problem, traffic problem, problems affecting environment, increase in theft incidents etc.

There is going to be a meeting in the Nagar Palica campus. You may assume any role and express your point of view keeping in view the role you are choosing. (You may take help of the cards given below.)

### Role cards:

1. Mayor of the city:
You listen to all the problems sympathetically and if found reasonable, assure them that the problems will be solved soon, also call for co-operation of the citizens in solving the problems and making the city green and also clean.

2. **Environmentalists:**

You will be giving warning about the dangers of disturbing the environment by raising problems of plastic bags, digging up tube wells, cutting of trees and so on.

3. **Citizens of the town:**

Raise the problems, which you face and also warn the authorities that if the problems are not solved immediately, people will go on hunger strike, dharna, and start public agitation.

4. **Social workers:**

Offer your services for solving various problems e.g. plastic bags, scarcity of water.

5. **Journalists: (2 or 3)**

Prepare a report of the meeting, which is to be held tomorrow.

All of you try to arrive at a consensus on the issue.

5. Read the following letter carefully and write a letter of apology to the Principal, S.P.T. College, Godhra assuring him that today onwards your daughter will be attending all the classes.

```
Dear parents,

This is to inform you that your daughter Somi Shukla, who studies in F.Y.B.A., has not been attending the classes regularly for last two months. If she remains absent in the next month also, then she will not be able to appear in the coming examination.

Principal
S.P.T. College, Godhra.
```
6. Complete the following letter of complaint, after reading the letter of an apology that is given below.

16 Krishna Nagar,
Bamroli Road, Godhra.
December 6, 2004.

Ms. Lucky Stores,
Godhra.
Dear Sir,

______________________________________________________________

Your regular customer,
Sheila Dixit

A letter of apology:

Dear Madam,

I regret for the inconvenience. But I would like to inform you that our delivery visited your house twice for delivering the goods, which you had ordered, but both the occasions the house was found locked.

Yours truly,
Proprietor,
Lucky Stores.

Writing:

7. Last week you organized a party on your birthday in hotel ‘Shree Maya’, Baroda but you were not happy with the arrangement made by the hotel management. Write a letter of complaint to the manager of the hotel particularly for the quality of food and the poor customer services.
8. Imagine you are the manager of the hotel ‘Shree Maya’ who has received this letter of complaint from his customer. Write a letter to the customer apologizing for the mismanagement in the party and also promise him that next time it will not be repeated.

****

Appendix –1

Exercise: 3

(1) Tape script: Conversation (1)

<table>
<thead>
<tr>
<th>Telephonist</th>
<th>Customer</th>
<th>Manager</th>
<th>Customer</th>
<th>Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good morning, Metro Stores. Can I help you?</td>
<td>Could I speak to the proprietor\manager, please?</td>
<td>Good morning, Manager speaking. What can I do for you?</td>
<td>Sir, I’d like to make a complaint about the watch I bought in your shop.</td>
<td>Thank you, very much.</td>
</tr>
<tr>
<td>Hold the line, please.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sir, I’d like to make a complaint about the watch I bought in your shop.</td>
<td>What’s wrong with it?</td>
<td>It doesn’t work. It’s stopped.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long have you had it?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I brought it a week ago. I’ve got the receipt.</td>
<td>Well, bring it back and we’ll replace if for you.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thank you, very much.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(2) Tapescript: Conversation (2)

<table>
<thead>
<tr>
<th>Telephonist</th>
<th>Customer</th>
<th>Manager</th>
<th>Customer</th>
<th>Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good morning, Paridhan Plaza. Can I help you?</td>
<td>Could I speak to someone about the Jeans I bought in your shop?</td>
<td>Good morning. This is the Manager speaking. Can I help you?</td>
<td>Yes, I’d like to make a complaint about the Jeans I bought in your shop.</td>
<td>What’s wrong with it?</td>
</tr>
<tr>
<td>Hold the line please.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good morning. This is the Manager speaking. Can I help you?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes, I’d like to make a complaint about the Jeans I bought in your shop.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What’s wrong with it?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Customer : When I washed it, I got it faded.
Manager : When did you buy it?
Customer : I bought it last month. I’ve got the bill.
Manager : I’m afraid I can’t help you. We don’t give any guarantee.

(3) Tapescript: Conversation (3)
Salesman : Good afternoon, Sir. Can I help you?
Customer : Yes, I’d like to speak to someone about the television I bought in your shop.
Salesman : I can’t do anything. You should meet our manager. Oh, I’m afraid he is busy. You have to wait for some time. I’m sorry.
Customer : No, it’s all right. I’ll wait for him.
Salesman : Ah. He’s coming. You can talk to him now.
Customer : Excuse me, Sir. I’d like to make a complaint about the television set which I bought in your shop.
Manager : What’s wrong with it?
Customer : It doesn’t work properly. There is sound, but there’s no picture.
Manager : How long have you had it?
Customer : I bought it two days ago. I’ve got the receipt.
Manager : Well, bring it back and we’ll repair it.
Customer : Oh no? I want to get it replaced by a new one.
Manager : Sorry sir. We can’t do it.

******
Module- IX
Motivating People/Offering Sympathies

1. Match the sentences given in column A with the appropriate responses given in Column B.

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Oh, no! Look, I’ve just split tea all over my dress.</td>
<td>1. Oh, I don’t think it’s all that boring. Infact, you will find it interesting.</td>
</tr>
<tr>
<td>2. Thirty minutes I had to wait and when the bus came, it was overcrowded. At last, I had to stand up all the way.</td>
<td>2. Oh, I don’t think it’s all that bad — Infact, I think you will find it’s very amusing.</td>
</tr>
<tr>
<td>3. I feel awful! I’ve got a terrible headache.</td>
<td>3. Oh, dear! There’s no need to get upset. If you soak it in cold water the stain will probably come out.</td>
</tr>
<tr>
<td>4. I don’t want to go to the cinema. I’ve heard it’s a very bad film.</td>
<td>4. Look, I’ve got some pills. Take a couple of these.</td>
</tr>
<tr>
<td>5. What’s the point of reading that book? It looks ever so boring.</td>
<td>5. Take it easy! Have a sit, (Sit Down) and relax!</td>
</tr>
</tbody>
</table>

2. Listen to the short conversations (given in appendix A and complete the sentences below.

- e.g. Smurthi looks upset because she has forgotten all her books in the bus.
- Rajesh looks angry because ____________________________
- Rita seems to be sad because ____________________________
- Harshad is anxious because ____________________________
- Sanjay seems to be worried because ____________________________
3. Complete the given sentences by adding the suitable responses. You may use phrases like: What a pity/nuisance/surprise! Oh, really? That’s great/how marvellous/awful I’m sorry!

- I can’t sleep properly. ________________________
- He has lost all his money. ________________________
- Now, I’ve become a Crorepati. ________________________
- He has not seen his father since childhood. _____________
- I’ll get ready within ten minutes – O. K.? _____________

4. Look at the following sentences. Give the appropriate explanations.

Example: Raju: - Oh, I feel terrible! I’ve got toothache.
Ans: Oh! Take this tablet, you’ll soon feel better.
Neha: - It’s a disaster! My scooty get punctured. I’ll get late for the examination.
Ans: __________________________________________________________________________
Priya: - Oh, no! Where is my book? I suppose someone has stolen it again!
Ans: __________________________________________________________________________
Chandrakant: - Look here! Do you realize what time it is? You promised me to meet at me at the ‘Indian Coffee House’ exactly at eight in the evening. What had you been doing?
Ans: __________________________________________________________________________

5. Write sentences saying how you will react in the following situations:

- When you do not get morning tea.
  Response: _______________________________________________________________________
- If somebody smokes in the college canteen.
  Response: _______________________________________________________________________
  - When you find yourself in traffic jam for a long time.
    Response: _______________________________________________________________________
- When your holidays are reduced.
  Response: _______________________________________________________________________
- When you are in a queue for a long time and somebody gets in the queue and takes the ticket.
  Response: _______________________________________________________________________
When you come to know that you have failed in the annual examination.

Response: ____________________________________________

Now, think of some situations in which you feel ‘tired’, ‘bored’, ‘amused’, ‘excited’ etc. . . Say

- I feel tired when I have to go to college on foot.
- I get bored ________________________________________.
- I feel sad ________________________________________.
- I feel amused ________________________________________.
- I get annoyed ________________________________________.

Individual work: People often express their anger at the public places.

Tell your friend at least two incidents where you have seen people getting angry. One example is given for you.

At the bus stop for getting seats:

Once I was travelling by a bus. At one stop, somebody threw his handkerchief from outside. It fell on the seat next to mine where one person had already been sitting. The person, who threw his hanky from the window, thought that that fellow removed his hanky and sat on the seat. They started quarrelling and began shouting at each other so loud that the driver had to stop the bus. Matter ended, when the conductor offered another seat to the person who had thrown the handkerchief.

Read the two short paragraphs below:

Shyam: When my father gets annoyed, he loses his peace of mind and starts shouting loudly. One thing that really irritates him is to see his children sleeping till late morning. Even on Sundays, he gets angry and starts shouting and pulling our legs.

Unlike him, my mother just waits patiently and when we get up, she says something like rebuking us satirically, with a smile on her face. We feel ashamed and make promise that next morning we will not get up late.

Mrs. Kaushik: My husband is a short-tempered person. He expresses his anger by beating children or throwing household articles. At that time I ask my children to go away. It looks bad because they are not too young. They also get annoyed. He looks for excuses to get angry at home whenever he has some problem in his office e.g. a quarrel with his boss; otherwise he is a joyous, warm and a loving person.
Group work: Remember an incident when you lost control and burst out on somebody and write it in a paragraph. Compare your description with the description written by your friend.

9. **Read two ways suggested below to cope with anger.**

(A) I don’t know if this is true, but in Japan, if factory workers get a bit uptight or angry, they can go out into the gym or something, which is usually attached to the factory, and there are punch bags with the pictures of their bosses. They can go and spend some time punching out this punch bag. And they go back to work and they feel great.

(B) That’s the one way of dealing with anger as well, I suppose, if you can actually remove yourself from the situation and just laugh at it. I think laughter is one of the most wonderful releases. It has actually been proved that the chemical, that is released when you laugh, is life enhancing and life elongating too. It promotes a healthy, a healthier being. And also it heals wounds.

Tell your friends in a group about the incident in which you have consoled your friend or a relative by suggesting that s/he should be a bit sarcastic, to take him out, write a letter of protest, to pen-down anger or by any other mean.

10. **Simulation:** In the wake of devastation caused by the tsunami waves killing hundreds of people and made thousands homeless in the southern part of India on 26th December 2004, the Collector of Godhra has convened a meeting with cricketers, public figures, government employees and other voluntary organizations to discuss what can be done in order to help the quake-affected people.

You may assume any role and express your point of view keeping in view the role you are choosing. You make take help of the cards given below.

- **Cricketers:** They will be taking part in benefit matches for collecting fund for the victims.
- **Film stars:** They will be organizing charity shows for fund raising.

- **Students** – They will offer their services for collecting Saris, blankets, and vessels – from door to door and ready for blood donation also.

- **Govt. Employees:** They will offer their one-day salary for the affected people
Non-government organizations (NGOs)\Social workers: They will be organizing rallies to encourage people, going door to door for collecting money, offering volunteers for the relief and rescue operation.

Journalists: They will be covering the meeting for their channels and newspapers.

B. Write a note of consolation on the heavy loss of human life to the chief minister of Tamilnadu offering your sympathies.

*****

Appendix - A

Listen to the bits of the conversations given:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Smurthi</td>
<td>That's absolutely disappointing! I've left all my books in the bus!</td>
</tr>
<tr>
<td></td>
<td>Megha</td>
<td>There's no need to get upset. You should go to the lost property office immediately and see if they've been handed in.</td>
</tr>
<tr>
<td>2</td>
<td>Rajesh</td>
<td>I reached at the bus stop at 6 a.m. For that I had to get up at 5:30. Do you realize that? You could not have told me that the buses were on strike.</td>
</tr>
<tr>
<td></td>
<td>Mohan</td>
<td>I'm sorry to hear that, if I'd known I'd have told you.</td>
</tr>
<tr>
<td>3</td>
<td>Rita</td>
<td>Oh, dear! The doctor says I've to eat less. I can't stop eating oily stuff. I'll go mad I know I will!</td>
</tr>
<tr>
<td></td>
<td>Sadhana</td>
<td>Cheer up! It'll be O. K. You'll soon get used to it.</td>
</tr>
<tr>
<td>4</td>
<td>Harshad</td>
<td>That's the end! I've lost all my money. I won't be able to manage even for meals till next month. I'll probably starve to death.</td>
</tr>
<tr>
<td></td>
<td>Arun</td>
<td>Come on! It's not as bad as all that. I'll lend you some money. How much do you need?</td>
</tr>
</tbody>
</table>
| 5 | Sanjay          | I don't know what to do! My teacher warns if I don't
Balraj: attend his classes, he'll not allow me to sit in the examination.

Don't worry about it! Just start attending his classes; be polite to him and it'll be alright, I'm sure it will...
Module - X

Giving / Sending Information

1. Your younger brother Suresh wants to be a good speaker of English. Everyday he goes through several newspapers to get information about new packages of strengthen English. Suddenly you find the information about this package in a reputed daily. Write a letter to him informing him about this package and also give him tips about filling this form.

**Free Information Pack**

We would like to make you fluent in English. What you will have to do is simply: write your name and address and send it to us. We will send you a copy of our new pack ‘Enhance your Speaking Power’. This contains a special use of speaking skills, some valuable tips and details of how we put every structure to the best possible use.

Name

__________________________

Address

__________________________

Pin Code

__________________________

152 Nataji, Subhsh Marg
New Delhi, 452002.

2. Imagine you are planning to visit India. For that purpose you need one atlas of India. Your friend gives you this form for getting a free atlas of India.

Please send me, without obligation: (Please tick)

- Free Road Atlas of India
- Free 116 Page tourist Guide
- Catalogue
- Details to worth seeing places along with a list of hotels
- also obtain Free a super travel bag.

Name:

_________________________________

Place you like to visit:

_________________________________

Address:

_________________________________

__________________________  Pin Code

Send to: Tourism ministry, North block, Vijaychowk, New Delhi.

3. Imagine you are sending a registration form to the Registrar, Gujarat University, Ahmedabad. Fill up the acknowledgement slip.
### DEPARTMENT OF POSTS – INDIA

**ACKNOWLEDGEMENT**

Received Registered Letter / Parcel

<table>
<thead>
<tr>
<th>No.</th>
<th>Date</th>
<th>/ of</th>
</tr>
</thead>
</table>

Insured for Rupees

Address to

On

Date stamp of office of delivery

Signature and Name

---

**Banks\Railway Reservation Forms:**

4. You are asked to book two berths in Rajdhani Express from Baroda to New Delhi in A/c. First Class. Details are below:

- □ MR. Ajay Garwal, age – 65 yrs., Preference: Lower birth
- □ Dr. Sourav Garwal, age – 39 yrs.,
- □ Train No.: 2401
- □ Journey date: 31st January 2004

**Details of their Onward Journey**

- □ Train no.: 4906
- □ Train name: Charminar Express
- □ Class: Second A/c.
- □ Journey date: 1st Feb. 2004
- □ From New Delhi to Hyderabad

---

[Name-Stamp of Office of posting]

On Postal Service

Pin code

---

398
WESTERN RAILWAY

Requisition for Reservation /Cancellation/Return Journey

Please tick if you are doctor: □

Train No. ................. Train Name

Journey Date ................. Class ................. No. of

Seats/Berths.................

Station from .................... Station To

....................

Boarding at .................................

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name in Block Letters</th>
<th>Sex</th>
<th>Age</th>
<th>Choice, if any</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<tr>
<td>3.</td>
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<tr>
<td>4.</td>
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</tr>
</tbody>
</table>

Onward Journey Message Details

Train No. .......... Train Name .................. Journey Date............

Class ............ Station from .................. Station to

....................

Name ................................................

Address ............................................

...................................................

Signature

Telephone No. .................. Date .................. Time..

TO BE FILLED IN BY STAFF

PNR NO. .................. Tkt. No. .................. Status. ......
5. You are to get a demand draft of Rs. 1500/- in favour of 'The Registrar Gujarat University, Ahmedabad. The exchange amount for Rs.1500/- is 15 rupees. Fill up the form for getting a draft.

6. Suppose you are the account holder in state bank of India, Godhra. Your account number is 1235555510. The bank has decided to provide cards to all the account holders. In connection to this, you have also been asked to fill the given form and submit it soon. Read the form carefully and fill the relevant information.

7. You are sent to the bank by your father to deposit a cheque of Rs. 5000/- in his account no. 159000544. The cheque and the savings slip are given below. Fill the slip with the relevant details given.
8. Suppose you go to bank of Baroda, Godhra branch where one old lady who wants to withdraw Rs.1000/- from her account 12947, requests you to fill up a withdrawal from for her.

<table>
<thead>
<tr>
<th>Bank of Baroda</th>
<th>SAVING BANK</th>
</tr>
</thead>
<tbody>
<tr>
<td>This form is not a cheque</td>
<td>Account No.</td>
</tr>
<tr>
<td>Pass Book must accompany this.</td>
<td>L. F. No.</td>
</tr>
<tr>
<td>BRANCH</td>
<td>200</td>
</tr>
<tr>
<td>Pay __________________________</td>
<td>RS.</td>
</tr>
<tr>
<td>Rupees ______________________</td>
<td></td>
</tr>
</tbody>
</table>

**Education / Application Form:**

9. Imagine your younger brother/sister who has passed his XII examination from the same school in which you passed. His percentage is exactly 65%.
Now he wants to take admission in the ‘Functional English’ course. Today s/he has also deposited Rs.1000/- fees for it. The receipt number is 132. Now s/he has come to you for getting the form filled duly. Read the form carefully and fill it properly.

Admission form for **Functional English Course**

<table>
<thead>
<tr>
<th>Surname</th>
<th>Name</th>
<th>Father’s/Husband’s Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Permanent Address

Present Address

<table>
<thead>
<tr>
<th>Sex</th>
<th>Nationality</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Religion

Date of birth

Fee Receipt No. Date

"Particulars of Examinations passed by the Candidate"

<table>
<thead>
<tr>
<th>Examination Passed</th>
<th>Year of Passing</th>
<th>School / College</th>
<th>Percentage</th>
<th>Subjects</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

(B) Give brief details of your extra curricular activities.

© Give reason for opting this course:

Signature of the applicant

402
Job Application Form:
You are looking for the job advertisements. One day you find this advertisement. You think that you fulfill all the requirements sought for the advertised post. Apply for the post advertised by filling the relevant information in the given form.

CROSSWORD
is Baroda’s largest Book Shop with Books, Music, CD ROMs, Toys, Gifts & Stationery. Crossword is expanding from its existing 6000 sq. ft. to a 10000 sq. ft. store shortly. For its expansion, Crossword requires

Sales Staff (Full Time)
Candidates with fluency in English, interest in Books, Music... may apply. Age: Maximum 30 years. Experience, if any. Good communication skills and computer knowledge essential.

Attractive salaries and other benefits offered.

The Director,
CROSSWORD
2/1, Arunodaya Society, Alkapuri, Baroda. Tel: 2333338

<table>
<thead>
<tr>
<th>1. Surname</th>
<th>Forename Mr./Mrs./Miss</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Permanent Address:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Present Address:</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Date of Birth:</th>
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</table>

<table>
<thead>
<tr>
<th>5. Place of birth:</th>
</tr>
</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>6. Nationality:</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>7. Marital Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male/Female</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8. Educational Qualifications: (Please list schools, Colleges and Universities attended)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

403
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Degree</th>
<th>Name of the institution</th>
<th>Year</th>
<th>Result (%)</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

9. Extra – Curricular Activities:

10. Languages Known (State Proficiency):

11. Your interests\hobbies:

12. Give names and address of previous employers, working backwards from present/lost job.

<table>
<thead>
<tr>
<th>Dates</th>
<th>Name and Address</th>
<th>Salary</th>
<th>Job title and duties</th>
<th>Reason for leaving</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

13. Experience: (if any)

14. References:

I believe the information given to be true.

Applicant’s Signature  Date: ____________