

LEARNING MATERIAL FOR 1st SESSIONAL TEST

1.1.The Portrait of a lady

Comprehension passages :

Passage-1

“ My grandmother and I— — — — — village dogs.”

Q1. Why did the parents of the writer leave him in the village?

Ans The writer’s parents left him in the village to settle in the city.

Q2. How did grandmother help the writer in the morning hours?

Ans. She used to wake him up and help him to get ready for school. She served him breakfast and accompanied him to the school.

Q3. Why did she sing prayer while bathing the writer?

Ans While bathing the writer, she sang the prayer in the hope that one day he would memorise the prayer .

Q4. What did the writer eat in breakfast?

Ans The writer ate stale chapatis with a little butter and sugar spread on it.

Q5. Write antonyms for the following :

stale : fresh , thick : thin

Q6. Write meaning of the words :

Monotonous : dull / lacking in variety , bother : inconvenience , trouble

Passage -II

As the years rolled by — — — — — after that.

Q1. What did the writer tell grandmother about his learning in school?

Ans. The writer used to tell her English words and the little things of western science and learning. For example, law of gravity, archimedes principle etc.

Q2. What was the reaction of the grandmother about western learning?

Ans. The grandmother didn’t believe in things taught in the English school. She felt unhappy that the teaching about God and scriptures was not a part of learning.

Q3. What were grandmother's views about music?

Ans. The grandmother was disturbed to know that music lessons were given in the school. She thought that music was the monopoly of harlots and beggars, and not meant for gentlefolk.

Q4. Write synonyms of the following words:

Distressed : discomfort , anguish, agony

Q5. Write two words from passage that have prefix used in them :

Unhappy , disapproval

Q6. Write the meaning of the following words :

monopoly : sole ownership of something , scriptures : holy books , sacred writings

Passage - III

In the evening a change — — — — — talking to us.

Q1. What did the grandmother do in the evening?

Ans. In the evening, the grandmother didn't pray. She invited women from the neighbourhood and sang songs of the homecoming of the warriors.

Q2. How did the grandmother think differently from the doctor?

Ans. The doctor had told that the grandmother would recover from illness soon. But she had different views and told them that her end was near.

Q3. What did she do during the last hours of her life ?

Ans. The grandmother stopped talking to anyone and spent time in praying and telling the beads of her rosary.

Q4. Why did grandmother fall ill?

Ans. The grandmother fell ill because of exertion.

Q5. Write antonyms : near - far, persuade -dissuade

Q6. True or false?

- a. The grandmother prayed in the evening.(false)
- b. The grandmother's end was near. (true.)

Passage. -IV

In the evening, we went— — — — — the dustbin.

Q1. Where did they take the grandmother?

Ans. They took the grandmother on a crude stretcher for cremation.

Q2. Why did the room of the grandmother look golden?

Ans. The room was lit with the light of the setting sun that gave the room a golden colour.

Q3. How did sparrow react on her death?

Ans. The sparrows sat around the grandmother's dead body in the veranda quietly. When she was taken for cremation, all the birds flew away without eating the bread crumbs.

Q4. Write meaning of the following words :

corpse. : Dead body , fetch : to bring something

Q5. Write synonyms of the following words :

Blaze : strong light, fire , crude. : simple ,rudimentary

Q6. Write antonyms of the following words :

Dead : alive , stiff : flexible

Very short answer type questions :

Q1. Where did grandfather's portrait hang?

Ans. The grandfather's portrait hung above the mantel-piece in the drawing room.

Q2. How old did grandfather look in the portrait?

Ans. The grandfather looked at least a hundred years old in the portrait.

Q3. What type of clothes did grandfather wear in the portrait?

Ans. The grandfather wore a big turban and loose fitting clothes. His long beard covered his chest.

Q4. What did the grandmother do while the writer study in school?

Ans. The grandmother used to read scriptures in the temple that was adjacent to school.

Q5. What was the turning point in the friendship of grandmother and writer?

Ans. When the grandmother and the writer shifted to the city for settlement, it proved to be a turning point in their friendship.

Q6. When was the common link of friendship snapped between the grandmother and the writer?

Ans. The common link of friendship was snapped when the writer was given a separate room as he had joined the university.

Q7. What was grandmother's reaction about the idea of separate room for the writer?

Ans. The grandmother accepted her seclusion with resignation. She rarely left her spinning wheel to talk to anyone.

Q8. Which was the happiest hour of the day for the grandmother ?

Ans. The happiest hour of the day for the grandmother was feeding the sparrows in veranda

Q9. How long did the writer stay abroad?

Ans. The writer stayed abroad for five years.

Q10. Which type of songs did she sing when the writer came back home?

Ans. She sang the songs of the homecoming of warriors.

Q11. What did the grandmother do in her last moments?

Ans. The grandmother lay peacefully in bed praying and telling the beads of her rosary.

Short answer type questions :

Q1. Write a short note on the grandmother's appearance.

Ans. The grandmother was short statured and fat. Her face was a crisscross of wrinkles. She looked terribly old and couldn't have grown older. She was not pretty, but beautiful. She hobbled about in the house in spotless white clothes. Her silver locks were scattered over her pale face, and she used to exude peace and contentment wherever she went.

Q2. “ My grandmother and I were good friends.” Explain.

or

What type of relation did the writer have with his grandmother ?

Ans. The writer and his grandmother were good friends. As his parents had left for the city, both of them were together for most of the time. She helped him getting ready for school, served him breakfast and dropped him to school. They developed a special bond of friendship during their stay in the village.

Q3. How was the writer's relationship with grandmother affected when they came to settle in the city ?

Ans. When the writer came to the city , his relationship changed with grandmother gradually . Although they shared the same room, but their lifestyle was totally changed. The writer now went to school by bus and learnt English ,science and music, etc. The grandmother was now unable to help him with his lessons and she also disapproved of his western learning, especially music lessons. When the writer went to the university, he got separate room that snapped the common link between them.

Q4. How did the grandmother accept her seclusion?

Ans. When the writer joined the university, the common link of friendship with grandmother was snapped as he was given a separate room in the house. She accepted her seclusion with resignation. She rarely left her spinning wheel to talk to anyone. In the afternoon, she fed the sparrows , which was the happiest hour of the day for her.

Q5. How did the grandmother celebrate the homecoming of her grandson?

Ans. In the evening, the grandmother invited women from neighbourhood to celebrate the homecoming of her grandson. She thumped the skin of the dilapidated drum and sang the songs of the homecoming of warriors.

Q6. What was the impact of the celebration on the grandmother?

Ans. After the celebration, the grandmother fell ill due to exertion. The doctor had told that it was

a mild fever and she would recover soon. But the grandmother thought differently and told family members that her end was near. She stopped talking to everyone and lay peacefully in bed, praying and telling the beads of her rosary.

Q7. How did grandmother spend the last hours of her life?

Ans. When the grandmother fell ill after the celebration , she had an intuition that her end was near. She stopped talking to all the family members, and lay peacefully in bed, praying and telling the beads of her rosary.

Q8. How did the birds respond to the grandmother's death?

Ans. When the grandmother's body was laid in the veranda, thousands of sparrows sat scattered around her corpse. There was no chirping sound of the birds. When her corpse was taken off for cremation, the birds flew away quietly without eating the bread crumbs that were served to them by the writer's mother.

Long answer type question :

Q Give the character sketch of the grandmother in the story, The Portrait of a Lady.

Ans. The portrait of a lady is a famous short story by Khushwant Singh. The story revolves around the writer's grandmother and his changing relationship with her. The grandmother was short statured and fat. She looked old, but beautiful. Her silver locks scattered over her pale face, and she used to exude peace and contentment wherever she went.

The writer and his grandmother were good friends. She looked after the writer while his parents had gone to the city for settlement. She helped him to get ready in the morning, served him breakfast and dropped him to school. While he was learning in the school, she used to sit in the adjacent temple and read scriptures.

After the writer and the grandmother came to the city, the relationship of friendship between them was changed. Now she was unable to help him with his lessons, and she disapproved of his Western learning, especially the music lessons. The grandmother was a religious person. She used to sing a prayer to the writer while bathing him in the hope that he would memorise it. She was unhappy that there was no teaching of God or scriptures in the new school.

She was always a dotting grandmother for the writer. When the writer went to the University, he was given a separate room. The common link between them was snapped, but she accepted her seclusion with grace. She started spending time on spinning wheel and fed sparrows in the afternoon. In her last time also, she continued praying and telling the beads of her rosary. So, grandmother was an embodiment of care, love and peace.

Unit II

2.1 Modern Means of Communication **(Video conferencing, email, teleconferencing)**

The growth of information technology over the past three decades has culminated in the modern form of communication. The fax, e -mail, video -conferencing, voice mail etc are some of the modern forms of communication. These are gradually replacing the traditional forms of communication, such as letter, writing, memo, report writing, etc. The modern forms of communication make an extensive use of electronic communication tools. With the increased use of technology, these means have become very popular in present times.

Video Conferencing

The technology that combines both oral and video communication is video conferencing. This technique uses computer controlled digital video cameras which provide real time sound and video images, so meetings can be held online through internet connectivity. It joins together the participants who are otherwise remotely placed. It saves travel time and expenses.

Advantages :

- Video conferencing tools save a lot of time and resources of the company by providing a cheaper and more effective way of communicating.
- File and screen sharing option makes it very effective.
- It makes the projects more clear and concise. The level of understanding by the participants is increased that leads to effective implementation.
- It helps to build relations. In order to meet the clients or co-ordinate with employees and teams, one no longer needs to travel from one city to another.
- The recording feature of video conferencing makes it easy to share the content with team members. One can refer to it again if there is any query or doubt.
- It saves the travel time and energy of the employees. So, the deadlines of the projects are fulfilled by the employees which impacts the productivity in a positive way.

Teleconferencing

teleconferencing is a live audio or audiovisual meeting with two or more participants. With the ability to teleconference, remote teams in an organisation can collaborate and communicate while located at different locations. The process involves technology more sophisticated than a simple two way phone connection. The participants join via a dial-number and passcode, or through a link using devices like smart phones, computers, tablets with microphones and internet access.

Electronic mail (e-mail)

An e-mail (electronic mail) is a digital method for exchanging messages, files, and data instantly between computers or mobile devices over the internet. It enables fast communication for personal or business use, that requires a unique e - mail address and a client like Gmail or Outlook to operate. Several basic components make up email systems i.e.users, messages, senders and recipients, addresses, protocols, transport, gateways, etc.

Advantages :

- Speed and efficiency : Messages are delivered almost instantly, making communication quick and efficient for individuals and businesses.
- Cost-effective : It's free or very cheap, compared to the traditional mail, eliminating postage and printing costs.
- Global reach : Connects people worldwide without geographical barriers, crucial for international teams and businesses.
- Convenience and accessibility : It is accessible from anywhere with internet on various devices like phone, computer, tablet etc.and can be checked at any time.
- Versatility : It is easy to send text images, videos and documents through email.
- Mass communication : A single message can be forwarded to many people simultaneously.
- Environment friendly : Reduces paper waste, making it a greener option.

2.2 Effective Communication Skills : 7c's of Communication

The principles of effective communication can be presented in the form of following 7c's :

1st C : Completeness

2nd C : Conciseness

3rd C : Consideration

4th C : Concreteness

5th C : Clarity

6th C : Courtesy

7th C. : Correctness

- **Completeness** : The first principle of effective communication is completeness of message. The message is complete when it includes all the necessary information required by the receiver for complete understanding. It also includes answers to all possible questions stated and implied.

- **Conciseness** : A message should be brief. An effective concise message should omit irrelevant statements, long introduction, unnecessary explanations, repetition of sentences etc. The language should be simple and to the point.
- **Consideration** : Consideration means the message should be courteous and it should arouse interest of the receiver. The use of the words like benefit, help, loyal, thankful etc make the message more interesting and genuine. Consideration is a result of integrity and honesty on the part of the sender.
- **Concreteness** : Concreteness means that the message should be specific, definite and vivid. It should not be vague and general. The use of specific facts and figures make the message more concrete.
- **Clarity** : Clarity refers to the understanding of the message effortlessly. It can be achieved by choosing concrete, precise and familiar language. The sentences should be simple and short without any grammatical errors. Use of technical terms, business, jargon, or complex words should be avoided.
- **Courtesy** : The basic principle of effective business communication is courtesy. Courtesy demands that the message should be respectful, thoughtful, and appreciative. It should avoid questionable humour. Every individual should be addressed with respect irrespective of his gender, race, religion, economic status, etc.
- **Correctness** : The last of the 7c's is correctness. Correctness means the facts and figures presented in the message are accurate. The language used in the communication should be correct and appropriate.

Professional writing

3.1 Correspondence : Enquiry letters, Placing orders, Complaint letters

A business letter is a formal written document through which companies try to correspond with their customers, suppliers, bankers, shareholders, and others. So they are formal paper communications. Business letters are written for various purposes, such as informing, congratulating, requesting, ordering, enquiring, complaining, etc.

Importance : Business letters are important for the following reasons :

- Business letters help organisations in strengthening their rapport with customers, stakeholders, suppliers, etc.
- They can be filed for future references, and they serve as an important repository of information.
- They help in conveying information that is confidential or complex.
- Letters help companies reach the organisations, clients, shareholders, etc.
- They help companies to know the problems in their products, services, and deliveries.

Enquiry Letter

A letter of enquiry is written to enquire about a product or service. Following should be kept in mind while writing an enquiry letter —

- State clearly and precisely what information you require — a catalogue, some general information, samples, pricelist, quotations, etc.
- Ask about the time period the supplier is likely to take to supply the order.
- Seek clarification regarding the mode of payment, discount, offer, credit facility, etc.
- Keep your enquiry, brief and to the point.

Enquiry Letter (Format)

(Sender's Address)

Phone no. _____

Date : _____

(Receivers address)

Subject : _____

Salutation (Dear Sir/Madam)

(Body of the letter)

(Complimentary close)

Sender's name, signature and designation.

Sample -1

Navyug Store
Industrial area,plot no. 34
Sonipat, Haryana.
Phone no. _____

Date : _____

Messers R Enterprises
47, Industrial area, Phase II
New Delhi.

Subject : Enquiry regarding prices of electronic equipments.

Dear sir,

We wish to buy the following electronic equipment for our store. Please quote the lowest prices for the below mentioned equipment, giving full particulars and technical details.

<u>Sr.no.</u>	<u>Name of product.</u>	<u>Quantity</u>
1.	Capstan motors.	6
2.	Rewind motors.	6
3.	Transformers	2
4.	Light reflectors	6

Please let us know the warranty period and after sale services offered by you.

Thank you.

Yours faithfully
Ankush Mehta
Purchase officer.

Sample -2

You wish to buy desktop computers for your newly built office. Write an enquiry letter to ask about the catalogue of the computers.

Ankur Private Limited
Industrial area, Phase II
Chandigarh.
Phone no.—————

Date : —————

Arvind Electronics Private Limited
Football Chowk
Ambala Cantt.

Subject : Enquiry regarding the purchase of desktop computers.

Dear sir

We wish to buy desktop computers for our newly built office. We wish to buy Dell /HP computers. Kindly send a catalogue of both the products giving full technical details so that order can be placed in near future.

Thank you

Your faithfully
KP Malhotra
Manager.

Order Letters

Order letters are written to place orders for the purchase of products. This letter can be used as a legal document to show the transaction between the customer and the vendor. An order letter should include the following points —

- An accurate and full description of the goods required.
- Quantities of goods required.
- Price already agreed on between the customer and supplier.
- Specifications of the goods ordered.
- Details regarding delivery requirements — place , date, mode of transport.
- Details regarding terms of payment already agreed on.
- A concluding sentence, urging the supplier to send the material urgently/well in time.

Sample -1

Write a letter to place an order for sports material for your college's forthcoming Sports meet.

MDAV College
Ambala City.
Phone no. ———

Date : —————

Punjab Sports
Sadar Bazaar
Ambala Cantt.

Subject : Order for sports items.

Dear sir

We wish to place an order for the supply of sports items as per the prices sent by you by quotation no. ———— dated ————. The details of the items are as under —

<u>Sr.no.</u>	Product detail.	Quantity.	Price/Unit.	Amount(Rs)
1.	Willow bats	20.	800	16000
2.	Leather balls.	20	200.	4000
3.	Football.	10.	1500.	15000
4.	Volleyball.	10	1200.	12000
5.	Tennis Racquets.	12.	1500	18,000
6.	Tennis balls	12.	100.	1200

Total = 66,200

Terms and conditions

- The price will be including GST.
- The delivery of items should be made within 15 days of placing the order.
- The goods delivered after specified time will lead to cancellation of order.
- The payment will be made through check within 20 days from the receipt of order.

We look forward to an early dispatch.

Your faithfully
Ankur Bhatia
O/I purchase.

Complaint Letters

A complaint letter is written to tell someone that an error has occurred that needs to be corrected as soon as possible. In the business world, there are numerous situations which invite a complaint or claim letter. For instance, wrong billing of goods/services, wrong goods dispatched, damaged goods, etc.

While writing a letter of complaint, one should maintain a poised and calm tone. Admittedly, we all feel angry when we have to suffer because of someone else's mistake but there is no point in blaming, accusing and being angry while drafting such a letter. One should follow the following points while writing a complaint letter :

- Inform about the problem in a clear, precise way.
- Refer to the order/invoice number to avoid ambiguity in communication.
- Avoid being rude, angry or humiliating in your tone.
- Suggest a solution to help the other rectify the problem.

Sample - 1

You purchased a new refrigerator last month, but it is not functioning properly. Write a letter to the regional manager to replace it.

Sultan Singh
245, Vasudha Enclave
Bombay.

Date : _____

Regional manager
Arvind electronics
Bombay.

Subject : Malfunctioning of refrigerator.

Sir

I bought a LG Refrigerator (350 Litres) from your shop on 10 June, 2025. To my dismay, the fridge is not working properly. As the cooling is not proper, the eatables kept in it turn sour or rotten. A service engineer was pressed into service to repair the fault, but after a week, it had the same trouble.

I have made several phone calls to your shop, but no action has been taken to resolve the problem. I look forward to your reply and a resolution to my problem. If you fail to address this issue, I will move to the consumer protection agency to solve this claim.

Your sincerely
Sultan Singh.

Enclosures : Receipt of the bill.
Warranty card.

3.2 Report Writing

(source: Learning material booklet HSBTE)

Report writing is one of the most diverse and complex of all writing tasks. Writing a report, whether for academic use or business purpose, is a powerful tool of providing factual information, recorded data, investigations, researches, analysis, etc. to a person or organization who wants to use that information. A report is defined as an orderly and systematic presentation of factual information that supports in problem-solving and decision making process.

A good report serves as an investigating and decision making tool as it clearly presents the analysis and statistical information of the factors relevant to a particular matter. This kind of research paper is also used for planning and critical evaluation as it contains useful analytical information about key resources and other important aspects to an issue. Below listed are five essentials of a perfect report.

1. Factual Accuracy

A report writer should be extra careful in quoting facts and statistical data. Since the information given in the report is research-based whose findings and analysis are used for making crucial decisions, a writer must gather information from scholarly and legitimate sources and must proofread the information at least two times in order to avoid presenting incorrect data.

2. Precision and Objectivity

A student before drafting a report on any academic topic should keep in mind that such a research paper should be objective in nature, i.e. free from the writer's personal opinions. A professional report writer is also definite about the actual purpose of the report and does not drift away from it throughout the paper. A writer can turn a report into a valuable research paper when it is written with precision because it brings credibility and trust in the findings or information provided in the report.

3. Relevance

Another characteristic of a good quality report is relevance. A report writer must always include those empirical evidences, statistics and facts which are relevant to the actual subject or objective of the report. Citing info from irrelevant sources can make the paper weak and its findings unreliable. The key here is to only look for the relevant pieces of information from scholarly sources i.e. journals, published reports, books etc. and to give their proper reference. For an impressive research report, accurate date and relevant facts are inevitable.

4. Clarity

For an academic report, a student must prepare a rough outline of the things that will be included in the document. Using pointers will help in addressing all the main points in the report. Also the language of the report should be simple and

clear. Try to avoid long sentences and complicated terms but at the same time, the language should be formal and academic.

5. Perfect Format

Your report should follow a standard format which includes abstract, introduction, research or analysis, results/findings, conclusion and references.

Importance of a Good Report

1. Improves communication skills of the writer
2. Improves writing skills
3. Adds to the good reputation of the writer
4. Enhances the writer's analytical skill
5. Increases possibilities of the writer's promotion to the higher position in the organization
6. Increases the writer's efficiency in work
7. Contribution to the Reader or to whom the report is submitted
8. Helps in decision making
9. Helps in identification of the problem
10. Helps in taking required course of action
11. Helps in research and development
12. Contribution to the organization or the business
13. Helps in creating plans, objectives, and strategies
14. Helps to implement and evaluate strategies
15. Increases company's reputation
16. Helps in management and marketing
17. Ascertains the situation and the position of the company
18. Aids in finding the problems and inconsistencies inside the organization
19. Assists in increasing production, research and development
20. Helps in employee motivation
21. Aids in catching the desired group of customers
22. Helps in international trade

Types of Reports

A report is written to analyse a situation or problem. After analysing the data and related facts the writer prepares a report. Different types of reports are written for different purposes. Written reports can be divided into following types :-

- Informal Reports
- Formal Reports

Informal Reports – As the name suggests, these have an informal style of presenting contents and facts. The purpose of writing such reports is to fulfill an immediate requirement whereby an elaborate analysis or presentation is not required. So, these are shorter than formal reports. These are further divided into two categories :-

- **Letter Report** – It is written on business letter format. These are frequently used to communicate with in or outside the organization. It is preferable to use full block format of business letters in which all lines start at the left hand margin. It is usually written in the first person to give it an informal style.

Format of a Letter Report

Letter Head (Organisation's name & address)
Date :
Inside Address ----- -----
Subject : _____
Salutation
Main body • Introduction: Context, purpose, background. • Findings : Analysis, illustrations etc. • Conclusion : Suggestions, solutions etc.
Complementary close
Signature
Enclosures

Memo Report :- A report that deals with a minor problem or provides facts of routine nature, using inter-office memo format is called a memo-report. Engineers, supervisors and other technocrats prepare such reports when they have to submit information to their higher officials.

Format of a Memo Report

Letter Head (Organisation's name & address)
To :
From :
Date :
Subject : _____
Main body
● Introduction :Background, context, objective. ● Findings : Analysis of facts, presentation of data. ● Conclusion : Formal closing with some suggestions.
Signature

Formal Report : Formal report is written in accordance with an established procedure. It includes more detailed analysis and presentation of facts. It can be of few pages or it can run into hundreds of pages. It is broadly classified into three categories :-

- **Routine/Periodic Report** – This is also called periodic report as it is submitted annually, semi-annually, quarterly, fortnightly, weekly or daily. It is written on prescribed performas in an organisation. It is of various types such as progress report, laboratory report, Inspection report, Inventory report, Annual Confidential Report etc.
- **Informational Report**- It provides information related to the subject/ situation under discussion. A thorough analysis of data is done step by step, keeping in view all the aspects of given situation. Finally, data is presented in an organised form.
- **Interpretive Report** – It is also known as analytical or investigative report. There is an analysis, interpretation of the facts and data. After proper investigation of facts and data, the recommendations are made in a problem- solving manner.

Sample of Letter Report

**T.R.G Industries
Phase II, Industrial Area, Chandigarh**

Date : 22 February, 2xxx

Mr. K K Mittal
General Manager
Head Office
Chandigarh.

Subject : Report regarding fire at Ambala Office.

Sir,

On 21st February, 2xxx, at approximately 2:00 am, there was an outbreak of fire at Ambala office premises, resulting in loss of company records. The immediate cause of fire is short circuit in internal wiring of the record room. The outbreak of fire was noticed by guard on duty after an hour. The guard immediately called for fire brigade which was pressed into service immediately. Meanwhile, the other staff on night duty tried to douse the fire by using fire extinguishers which had been installed nearby. It has been estimated that record pertaining to year 2010-2016 has been gutted in fire.

Yours truly
K N Malhotra,
Regional Manager

Sample of a memo report

**Sonali Cloth Mill
14, Gopi Tower, Model Town, Ludhiana**

To : Mr T C Verma (Managing Director)

From: D K Sharma (Office Manager)

Date : 22 February, 2019

Subject : **Report on suitable premises for shifting the office of the company.**

Please refer to your letter no. 479 8C/2019 dated 15th February, 2019.

I inspected a number of buildings in Ludhiana. After careful consideration, I suggest New Era Building in Civil Lines.

The building consists of two storeys, and has 18 rooms in all. The rooms are fairly large (28x20') well lit and airy. The toilet facilities for both men and women are adequate. There are also watchmen's quarters in the building. The bus stop is nearby the building which will be very convenient for junior staff members. The only disadvantage I see is regarding parking space. Rest we can negotiate after discussion over the matter.

D K Sharma
Regional Manager

Inspection report on video player

Number: Date:	Make: Model: Type: Serial no.:
Checked by:	
Note: Please mark a tick (✓) against the relevant item. a) Visual inspection: Case: Normal/Stretched/Broken Heads: Normal/worn out/sticky/ dusty b) Mechanical Movement: Stopped/obstructed run/intermittent/noisy/smooth c) Amplifier: Playback: dead/poor/distorted/humming/normal d) Display: Normal/ distorted/ poor e) Frequency response: High-frequency missing/low-frequency missing/ speaker-jarring/normal f) Suggested repair and replacements: g) General remarks: Signature	

Exercise for Practice

1. Write a report on the declining sales of the company.
2. Write a report about the surprise check that you conducted at a regional office.
3. Draft a report regarding quarterly sale of the company.
4. Draft a report regarding a meeting with foreign clientele.

3.3 Memorandum

(source: Learning material booklet HSBTE)

Memos are brief written communications which are circulated within the organisation. The word 'Memorandum', the plural of which is memoranda, has Latin origin and means 'a note to assist memory.' Memos are extremely important for the smooth functioning of an organisation because they provide a written record and history of a company's decisions. Memos are exchanged as a matter of routine by employees in their official work. They can be written for a number of purposes. Most often they are used for conveying information. A manager may send a memo to a subordinate to give instructions about a job, to communicate policy changes, to convey decisions, to make announcements etc. Memos are also sent to seek explanation for breach of code of conduct. They can carry a warning too. Memos can be congratulatory for an outstanding work. Memos handle the flow of communication up, across or down in an organisation.

Example-1

**Power Cycles Limited,
Sonepat
Inter-office Memorandum**

Date: 22nd June, 2018

To: All Employees
From: Manager (HR)

Subject: Office Hours

Let me remind you that the office timings of the company are from 10:00 AM to 6:00 PM. Exceptions resulting in late arrival and early departure must be reported to the Time Office. Employees not reporting such aberrations and constantly found irregular in keeping with the office hours, will be asked for a written explanation.

Sd/-
Parul Bansal
Manager (HR)

Example-2: An office memorandum warning an employee against habit of excessively long lunch hours.

Vishal Engineering Works, Noida
Inter-office Memo

Date: June 20, 2018

To: Sudhakar Srivastva
Clerk, Accounts Division

From: Rohit Dubey
Manager Personnel

Subject: Violation of Lunch Hour Regulation

In the last two months, I have informally warned you against your excessively long lunch hours. Your supervisor has informed me that last week your pattern of lunch break exceeded two hours.

This memo will serve as a written notice to you that according to company policy lunch hours are not to exceed one hour

I trust that this final reminder will help you recognise and solve this serious problem.

Rohit Dubey

Example-3: A memo to an employee granting permission to pursue further studies

New Light Publishers (P) Ltd., Rohtak
Inter-office Memo

Date: June 20, 2018

To: Rajender Singh Brar,
Manager Sales

From: S.M. Bhasin, M.D.

Subject: Regarding Permission to Join Law Classes.

The company doesn't have any objection to your joining the degree course in law through evening classes. However, please note that you will not be entitled to any special leave to prepare for the examinations. Nor should this course interfere with your working.

S.M. Bhasin

Example-4: Memo asking for an explanation for a job not done properly

Asian Paints (Pvt.) Ltd. Jaipur
Inter-office Memorandum

Date: June 20, 2018

To: Som Nath
Manager, Quality Control

From: D.S. Narula, G.M.

Subject: Supply of Paints Beyond Expiry Date.

Some of our customers have complained that the paint boxes, containing white colour supplied last week, are beyond the expiry date. Let me know today itself why these boxes were not inspected properly and approved before dispatch.

D.S. Narula

Example-5: Memo to an employee informing him of a cut in his salary.

The Bank of Punjab Limited
Jalandhar

Date: June 20, 2018

Ref. No. : 754/20

To: Mr Preet Mohan, Clerk

From: R.N. Sawhney, Manager

Subject: Deduction from Salary

You remained away from your duties on the date and period mentioned below. Please note that you have not earned salary and allowances for the said period.

Date: June 19, 2018

Period: 10.00AM to 5.00 PM

No disciplinary action has been taken.

Copies to:

1. Staff section (North Zone)
2. Salary section (R.N. Sawhney)

Exercise for Practice

Write a memo to an employee:

1. warning him against his/her rude behaviour towards customers,
2. appreciating a job,
3. warning an,
4. informing an, and
5. reprimanding him/her for misbehaviour with his/her superior.

4.1 Prepositions

(source: Learning material booklet HSBTE)

Examples:

1. There is a fort *on* the hill.
2. I would be back *in* five minutes.
3. The President lives *at* Rashtrapati Bhawan.

Prepositions are used before nouns or pronouns. They show the relation of noun or pronoun with the rest of the sentence.

Kinds of Prepositions

As per their structure they can be divided as under:

1. Single Prepositions: They comprise only one word e.g. in, for, to, with, by, from, of etc.
2. Compound Prepositions: They are added with prefix or suffix, e.g. before, behind, inside, outside, ahead, within, without etc.
3. Phrase Prepositions: They comprise a group of words e.g. instead of, because of, due to, according to, in order to, in front of etc.

Uses of some common preposition:

1. In

- a) It is used before names of large cities, states and countries.
 - My brother lives in Delhi.
 - My uncle lives in England.
 - Many festivals are celebrated in Punjab.
- b) It is used for things at rest.
 - There is water in the jug.
 - The students are sitting in the class.
- c) It is used before names of months, years and seasons to express period of time.
 - I go for a walk in the morning.
 - I passed my diploma in 2010.
 - It is very cold in January.
 - In winter we wear woollen clothes.
- d) It is used to show the total length of time taken for the completion of an action.
 - The bus will reach Delhi in 2 hours.

2. At

- a) It is used before the name of small towns.
 - She lives at Kaithal.
- b) It is used for certain moment or point of time; as, at midnight, at night, at noon, at dawn.

- i. - I take my coffee at night.
- I visited the market at noon yesterday.
- c) It is used to tell the rate of something per unit.
 - Milk is sold at Rs. 40/ litre.
- d) It is used for indicating time; as arrival or departure.
 - I go to college at 9 O'clock.
 - The train leaves at 6 O'clock.

3. Into

- a) It is used for the things denoting inward motion.
 - The students rushed into the class.
- b) It is used to express the change in being or shape.
 - The plant has grown into a large tree.
 - Water turns into ice at 0°C.

4. To

- a) It is used to indicate forward motion.
 - My sister is going to Chandigarh tomorrow.
- b) It is used in comparative degree of Adjectives.
 - He is senior to me.
 - I prefer coffee to milk.

5. On

- a) It is used for denoting contact with the surface on which something is lying. It expresses the rest position.
 - The books are lying on the table.
- b) It is used before name of days and before date.
 - My uncle is coming on Sunday.
 - Our college will start on 25 February.

6. Upon

- It is used for a thing in motion.
- The cat jumped upon the table.
- The boy jumped upon the stage.

7. Over and under:

Over expresses a position 'higher than' or 'above'. Under indicates the opposite meaning of 'over'.

- Water flowed over the banks.
- There was an umbrella over her head.
- The workers rested under the tress.
- The cat sat under the table.

8. With

- a) It is used to denote accompaniment.
 - I am going to Ambala with my parents.
- b) It is used to denote the instrument of action.
 - I cut the vegetables with a knife.
 - I write with a pen.

9. By

- a) It is used in passive voice of sentence.
 - The letter was written by me.
- b) It is used before the name of any vehicle indicating journey.
 - I go to college by scooter.
 - We returned from Delhi by train.
- c) By indicates a time not later than.
 - I shall return by 5 o'clock in evening.

10. For

- a) It is used to show purpose/ destination.
 - These books are for him.
 - I have come here for attending a meeting.
- b) It is used for a period of time.
 - We have been studying for two hours.

11. Since

- It is used for a point of time.(usually the time of beginning)
- We have been studying since morning.
 - I have been waiting since 6 O'clock.

1. Across

- It conveys the meaning or location of "on the opposite side".
- My friend lives across the street.

13. Beside

- It refers to a position which means at the side of or 'by'
- She sat beside me.

Exercise - 1

Supply the correct preposition in the following sentences. Put the mark (x) where no preposition is needed.

- 1. When we were..... Delhi, we stayed..... Ranjit Hotel.
- 2. Would you prefer to work..... a factory or..... a farm?
- 3. The Maheshwaris stay the sea side for a month each year.
- 4. We met her..... a party.
- 5. Shimla is situated..... 2075 meters above sea level.
- 6. Haridwar is situated..... the bank of the river Ganga.

7. My village is situated..... the foot of the Shivalik Hill, not far from Kalka.
8. In this long-distance train, meals are served to the passengers..... their seats.
9. She lives..... the second floor of this building.
10. Kanyakumari is the south of India while Sri Lanka is situated the south of India
11. Her train will leave 8 p.m,
12. He has been working this office 1988.
13. The bell has been ringing two minute.
14. The work must be finished Sunday.
15. the rule of the later Mughals there was no real government in the country.
16. She will be seventeen..... next September.
17. one day you will regret what you have done.
18. I shall call..... your office sometime..... the evening.
19. It rained continuously-----two hours.
20. I poured tea ----- the cup.

Exercise –2 : Choose the correct preposition from the ones given in brackets:

1. He was born..... Ludhiana Punjab. (in, near, at)
2. He was beaten..... a stick. (by, with)
3. The two friends quarrelled themselves. (between, among)
4. Let us go and swim..... the pond. (into, in, by)
5. Distribute these sweets the children. (between, in, among)
6. I have not seen them a long time. (since, for, from)
7. We lived in this city 2001 to 2010. (since, for, from)
8. She has been playing morning. (since, for, from)
9. He came and sat me. (between, beside)
10. She will begin her school the first of next month. (since, from)

4.2 Conjunctions

(source: Learning material booklet HSBTE)

Conjunction is a word which joins two words, clauses or sentences. Since they are the linking words, they are also called Linkers.

For example:

- I can read and write English.
- I could not come to school as I was ill yesterday.
- He tried but failed.
- She missed the train because she was late.
- She knows when her father will come.

There are mainly two types of conjunctions

- Coordinating Conjunctions
- Subordinating Conjunctions

1. Co-ordinating conjunctions

Co-ordinating conjunctions are those which join words, phrases or clauses having an equal ranks

Examples : as, but, yet, so, thereof, as well as , still, or, either-or, neither-nor, both-and, not only – but also

Co-ordinating conjunctions are of four types:

- Cumulative conjunctions:

These conjunctions add one clause to the other.

- He came in and sat with me.
- Trust in god and do your best.
- You are no less guilty than your friend.
- Rohit as well as Sunil went to the market.

- Alternative conjunctions:

They denote a choice or alternate between two statements.

- Neither Rama nor her friend lives here.
- Sit silently or go out.
- Either he or his brother will come.

- Adversative conjunctions:

They denote contrast between two statements.

- He is poor but contented.
- You harmed me yet I will help you.
- She ran fast nevertheless she missed the bus.
- Indian team is not so strong, still we hope for the best.

- Illative conjunction:

These conjunctions show that one statement or fact is inferred from the other.

- I was ill, therefore I was absent yesterday.
- She did not work hard, so she was failed.
- He will stand first, for he works very hard.
- As you sow, so shall you reap.

2. Subordinating Conjunctions

These conjunctions join a subordinate clause with the Main clause.

Classes of subordinating conjunctions

a) Conjunctions of Time e.g. *when*, *while*, *before*, *after*, *until*, *till*, *since*, *as soon as*, *whenever* etc.

- o Wait here till I come back.

- o I will help you when you ask me.
- b) Conjunctions of Place e.g. *where, wherever, whence*
 - o The cat moves wherever it likes.
 - o Keep the keys where you can find them easily.
 - o My mother packed my lunch before I woke-up.
 - o I left for collage after it stopped raining.
- c) Conjunctions of Additions e.g. *and, as well as, also, both, not onlybut also*
 - o My parents and my relatives attended the function.
 - o He is both a poet and a singer.
 - o He is not only rich but also clever.
 - o He as well as his brother worked very hard.
- d) Conjunctions of Condition e.g. *If, unless, provided that, where as etc.*
 - o If you work hard you will pass in the exam.
 - o Unless you work hard you cannot achieve your aim.
 - o We shall go whether you like it or not.
- e) Conjunctions of Purpose or result e.g. *So that, otherwise, lest, etc.*
 - o Robin ran fast so that he could catch the bus.
 - o You should work hard otherwise you may get poor marks in the exam.
 - o Walk fast lest you should miss the bus.
- f) Conjunctions of Contrast e.g. *But, still, yet, though, although, however, etc.*
 - o I felt angry but kept quiet.
 - o My uncle is sixty still he is healthy.
 - o He worked hard yet he failed.
 - o Although he was tired, he did not take the rest.
 - o Though the room is small, yet it looks very pretty.
- g) Conjunctions of Comparison e.g. *As....as, than, etc.*
 - o He is as tall as a tree.
 - o He is taller than his brother is.
 - o Chandigarh is more beautiful than Delhi.
 - o Many people are not as nice as they seem.
- h) Conjunctions of Manner e.g. *as, as if etc.*
 - o He behaves as if he is the lord of this house.
 - o He did not behave as I expected him to do.
 - o Do as your father tells you.
 - o Manmohan is an honest leader as far as I know.
- i) Conjunction of Reason: because, therefore,so.
 - o I was absent yesterday because I was suffering from fever.
 - o She did not work hard so she was failed.
 - o He was driving fast therefore he met the accident.

Exercise – 1: Fill in the blanks with suitable conjunctions:

1. _____ it stopped raining, the game was resumed.
2. _____ one has money; there is no dearth of friends.
3. The lift will not stop _____ you press that button.
4. _____ we have taken our exams, we'll have holidays.
5. _____ the teacher was teaching, many students were gossiping.
6. _____ we left the house, it began to rain.
7. Do not overwork _____ you should fall ill.
8. The brave die _____ the country may live.
9. He is not _____ wise _____ you think.
10. He is very small in stature _____ his sister is very tall.
11. _____ fast you may walk, you cannot catch the bus.
12. _____ he was ill, he attended the function.
13. Wisdom is better _____ rubies.
14. _____ you tell me the truth, I will save you.
15. No sooner had he gone to bed _____ a message was brought in.
16. She is intelligent _____ not proud.
17. Either this boy _____ that girl has stolen my book.
18. _____ you work hard, you will not pass.
19. You must study hard _____ you will fail.
20. Strike _____ the iron is hot.

Exercise -2 : : Fill in the blanks with suitable conjunctions

1. I have not met him _____ he became the manager.
2. _____ I reached the post office, all the tickets had been sold.
3. She will be delighted _____ she hears this.
4. You need not worry _____ I am here.
5. As you sow _____ shall you reap.
6. I will lend you my scooter _____ you want it.
7. She is _____ a kind lady _____ we all like her.
8. The gates will remain closed _____ the train passes.
9. I have seen the house _____ he was born.
10. Study hard _____ you should fail.

5.1 Presentation Skills : How to Prepare and Deliver a Good Presentation

A presentation is a structured, purposeful communication method, used to deliver information, ideas or data to an audience with the help of the audio visual aids. It serves to inform, persuade, inspire, or train the audience. Presentation is a quick and productive method of getting things done.

Essentials of a good presentation : Presentation is a skill that can be attained through experience and training. Like all other skills, this can also be improved and adapted according to the context. The following points help in preparing an effective presentation :

- Identify the main purpose of the presentation and state it in a clear sentence.
- Assess your audience as success depends on your ability to reach your audience. Know about their educational background, age group, their interests and expectations. This will help to motivate them.
- Familiarise yourself with the presentation environment. Keep in mind the size of the audience, seating arrangement, audiovisual equipment that are to be used. This will boost your confidence and save you from last-minute embarrassment.
- Prepare visual aids as they act as a trigger for the speaker and keep the presentation focused. They make the presentation interesting.
- Prepare the message systematically. Do not gather too many points in a single slide to avoid confusion. Prove your point with the help of examples, interesting facts, current events, relevant statistics, etc.
- Finally, after you prepare the presentation, practice it in front of a friend or mirror. Ask for feedback. Keep in mind the time element. Organise your notes & slides and number the pages. Have confidence and a positive attitude.

Qualities of a good presentation :

1. Introduce the topic in clear words. Use the introduction to motivate the audience.
2. Give only important points. Too much information may lead to confusion.
3. If using slides, use only one idea per slide.
4. Visualise key points. Prepare a summary slide of the key points.
5. Be authentic and add authority to your tone. Let your audience have the impression that you know your topic well.
6. Be selective in the use of aids.
7. Emphasise the main points by using different tones or pictures of your voice.
8. Summarise the main points while concluding your presentation.

Importance of body language in good presentation:

Communicating with other people becomes easier, if we understand the importance of gestures, posture and body movement. People tend to understand the message better if they are accompanied by appropriate body language. The following points should be kept in mind while making presentations :

- **Gestures** : Be real and genuine. Don't invent artificial gestures. Make your gestures well timed. They must come at the exact time, otherwise, you may send a wrong message or create a negative impact.
- **Postures** : Stand up straight and face the audience head on. Hold your head with your chin up. Raised chin shows confidence. Spread your feet 6 to 7 inches apart. This way you will have a comfortable speaking position.
- **Body movement** : Make your body movements relevant to words. Adjust your movement to the size of the audience. Do not sway, rock or shake your legs.
- **Facial expressions** : Keep your facial expressions relaxed and flexible. Do not lick, bite or click the lips or tighten the jaws. Do not frown. Keep a smile on your face.
- **Eye contact** : Eye contact with your audience brings confidence in you. Do not stare, but give a comfortable natural look to your audience. Do not limit your focus to just a few people or just one person. During the presentation, split your audience into three parts. Move your eye contact from one part to another.
- **Voice moderation** : make sure your voice is loud enough to be heard by everyone in the room. Adjust the tone of your voice with your ideas and emotions.

5.2 Telephone Etiquette

In present times, most of our conversations, interactions and discussions with others take place over the phone. Telephone is the most commonly used tool of communication. Most people believe that they can talk naturally well on the telephone, but it is a fallacy . As the communication depends only on the spoken words, and the quality of the voice, misunderstandings are quite frequent. To avoid any misunderstanding, one should master the skill of telephonic conversation to convey the message.

Tips to maintain proper telephone etiquettes :

- Identify yourself immediately to your listener. For example, one can say, "Hello, I am Swati Khanna. May I speak to Mr Deepak Malhotra? "
- The same level of courtesy is to be maintained while receiving a call even from an unknown person. One should speak politely such as," Hello? May I know who is calling? How can I help you?"

- Another practice that is considered as bad etiquette is the habit of putting people on hold while one talks to others. This certainly is annoying to those who have made the call.
- Avoid promising a call back in case it is not possible.
- End the call on a pleasant note. Normally, a pleasantry such as , thanks for calling, feel free to call me , if you need anything else, put the other person at ease.