



Haribhai V. Desai College

(Commerce, Arts & Science)

Pune~ 411002.

COMPULSORY ENGLISH
WORKBOOK

(SUCCESS AVENUE)

FOR

F. Y. B.Com.

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Foreword

प्रथम वर्ष वाणिज्य शाखेच्या विद्यार्थ्यांसाठी उग्री - लोखा पध्दतीने
मरा पध्दतीने शिकवा येईल याचा कृतीशील वाचक या. येवता
अडातेया यांची या वर्कबुकसाठी पाहून दिले आहे.

या वर्कबुकच्या माध्यमातून वाणिज्य शाखेच्या विद्यार्थ्यां
उग्री अर्थशास्त्र लोखा पध्दतीने शिकवा येईल. ही पुस्तिका या-या
अर्थशास्त्र बळक आहे. एन्ग्लिश विषया-लेखनात आता 2018
आता and and more ही गळी आहे. ही गळी या पुस्तिकात आणविले
आले. या. येवता यांचे पुढील काम अर्थशास्त्र. याच्यापलीकडे शिकविले
अपूर परंतु लिहिणारे कुमिका. या कुमिका गळी या. येवता यांचा समवेत
आले आहे.

Dr. Ganesh Raut
Head, Dept. of History,
H.V. Desai College, Pune

Special Thanks

Dr. Mahavir R. Sankla
Head, Dept. of English
H.V. Desai College, Pune

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F. Y. B. Com Compulsory English

Prescribed Text: **Success Avenue**

Semester- I

Prose

Unit 1: The Beggar- Anton Chekhov

Unit II: Black Money and the Black Economy- C. Rammanohar Reddy

Unit III: The Nightingale and the Rose- Oscar Wilde

Unit IV: Muhammad Yunus: An Economics for Peace- Farida Khan

Poetry

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Communication and Life Skills

Unit VII: Meeting and Greeting People and Dialogue Writing

Unit VIII: Group Discussions, Interview and Interviewing Skills

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Semester- II

Prose

Unit I: A Corporate Giant- Indra Krishnamurty Nooyi

Unit II: Appro JRD- Sudha Murthy

Unit III: Fur- Saki

Unit IV: After Twenty Years- O' Henry

Poetry

Unit V: O Captain! My Captain- Walt Whitman

Unit VI: The Prayer for My Daughter- W. B. Yeats

Communication and Life Skills

Unit VII: Letter Writing, Report Writing and Blog Writing

Unit VIII: Resume Writing and E-Mails

Unit IX: Non-Verbal Communication

Question Paper Format (Semester-I End Exam)

Textbook: **Success Avenue**

Time: Three Hours

Total Marks: 70

Q. 1) Attempt any three out of five - 15 Marks (Questions on Prose Unit I, II & III)

Q. 2) Attempt any three out of five - 15 Marks (2 Questions on Prose Unit IV & 3 Questions on Poetry Unit V & VI)

Q. 3) Attempt any two out of four - 20 Marks (2 Questions on Meeting & Greeting People & Dialogue Writing and 2 Questions on Group Discussion,)

Q. 4) Attempt any four out of six - 20Marks (3 Questions on Interview & Interview Skills and 3 Questions on Presentation Skills)

Question Paper Format (Semester-II End Exam)

Textbook: **Success Avenue**

Time: Three Hours

Total Marks: 70

Q. 1) Attempt any three out of five - 15 Marks (Questions on Prose Unit I, II & III)

Q. 2) Attempt any three out of five - 15 Marks (2 Questions on Prose Unit IV & 3 Questions on Poetry Unit V & VI)

Q. 3) Attempt any two out of four - 20 Marks (1 Question each on Letter Writing, Report Writing, Blog Writing & Resume Writing)

Q. 4) Attempt any four out of six -20Marks (3 Questions each on E-mail Writing & Non-verbal Communication)

Notes

Semester I

UNIT 1: The Beggar

-Anton Chekhov

About Author:



Anton Chekhov (1860-1904) was a towering figure in Russian literature, known for his significant contributions as a playwright and short story writer. Born in Taganrog, Russia, Chekhov pursued a career in medicine but also devoted his life to writing. His experiences as a physician greatly influenced his understanding of human behavior and the complexities of human emotions.

Being the pioneer of modern short stories, Chekhov's literary legacy was firmly established through a remarkable body of work in this genre. His short stories, numbering nearly 800, are celebrated for their profound human insights, intricate character studies, and skillful blending of humor and pathos. He started short story collections with "*Motley Stories*" in 1886. Two more collections followed in 1887 and 1888 respectively, "*At Twilight*" and "*Stories*".

As a playwright, Chekhov revolutionized the modern theater with plays like "*The Seagull*"

(1898), "*Uncle Vanya* (1899), "*Three Sisters* (1901), and "*The Cherry Orchard* (1904)." He abandoned conventional dramatic techniques, opting for precise and realistic portrayal of characters and situations. This approach him a reputation as a master of psychological drama.

Chekhov's writing style was marked by simplicity, naturalism, and a mysterious ability to capture the essence of life's ordinary moments. He avoided melodrama and moralizing, instead presented the rawness of human existence with deep compassion. His influence on the short story form is immeasurable, inspiring countless writers around the world. Anton Chekhov's enduring literary legacy continues to captivate and enrich the minds of readers, making him one of the most cherished and respected figures in the history of world literature.

About the short story

The Beggar was written by Anton Chekhov and is the story of a poor alcoholic beggar named Lushkov who used to beg on roads as he was unable to find work. He resorted to begging in order to survive. One day, he met Skvortsov, a wealthy advocate and asked him for some money. He was wearing tattered dark blue overcoat, had muddy, drunken eyes, and red patches on his cheeks. He claimed that he had been a school teacher in a village earlier and lost his job due to a conspiracy against him. So, he started begging to feed himself and survive. Skvortsov immediately recalled that he had seen the beggar two days back. At that time, he had said that he was a student who had been expelled. The lawyer was filled with disgust and threatened to hand over the beggar to the police for cheating people by telling lies. Hearing this, Lushkov broke down and admitted that he was lying to people so that they would take pity on him for his condition. He confessed that he used to sing in a Russian choir and was fired for his drinking habit. Hence, he requested Skvortsov to give him some work so that he could make a living for himself.

Skvortsov asked him if he would chop wood for him at his house. Lushkov instantly agreed, and Skvortsov hastened and called out his cook, Olga, to take the poor man into the woodshed and let him chop wood. Olga did so as she looked at Lushkov with contempt. Although he had become very weak due to his drunkenness, he tried chopping wood as instructed. When Skvortsov looked at him, he felt sorry and ashamed of himself for making the sick man do low-grade labour in such cold weather. An hour later, Olga informed Skvortsov that the wood had been chopped. Skvortsov ordered her to give Lushkov half a rouble for his work. Eventually, he would come once a month to do the work and leave after receiving his wage.

Soon, Skvortsov moved to a new house and employed Lushkov, who was now a sober and courteous fellow, to pack and haul furniture. He scarcely touched the furniture but walked behind the vans, he merely shivered with the cold. Skvortsov sent for him gave him a rouble for his work and asked if he could write. Lushkov replied in the affirmative, and Skvortsov gave him a letter to be given to his colleague who would give him some copy work. Lushkov took the letter and did not come back thereafter to the back-yard for work.

Two years passed, and one evening, Skvortsov saw Lushkov at the ticket counter of a theatre paying for his seat. He was well-groomed and looked sophisticated. Skvortsov was astonished to see his transformation and asked about him. Lushkov replied that he was working in a notary's office and earned thirty-five roubles every month. Skvortsov was happy that he could help Lushkov become a responsible human being and felt good for showing him the right path.

Lushkov thanked Skvortsov for his kindness and for helping him when he was a mere beggar. Then Lushkov unveiled that Skvortsov's cook Olga set the right example before him and gave turn to his life, he added that he would always remain indebted to her for her kindness and cooperation. Besides, he mentioned that he was more grateful to Olga for her compassionate nature. He revealed that she was the one who used to chop the wood that was assigned to him. Being a kind-hearted lady, she would give away the money to him for the wood-chopping task done by her.

Although she would often chide him, she would also weep for his poor condition. She had advised him to give up his alcoholism. She was responsible for helping him to mend his ways. Owing to her kind words and noble deeds, Lushkov had a change of heart. He stopped drinking completely and started working hard to earn his livelihood.

Important quotes of the short story

- “Work – that’s what you must do! You must work!”
- “What a cross creature she is!”
- “Do you know, sir, I never chopped a single log for you – she did it all!”

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Intrigue:.....
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- b) Expelled:.....
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- c) Swindle:.....
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- d) Revolting:.....
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- e) Insolent:.....
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- f) Compassion:.....
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- g) Treacherous:.....
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- h) Malignant:.....
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- i) Inclination:.....
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- j) Demeanour:.....
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- k) Irresolutely:.....
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- l) Scrutinized:.....
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- m) Diffidently:.....
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- n) Rectitude:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

A) Who is the writer of this story?

- a) Anton Chekhov
- b) Bills Cosby
- c) Anne Besant
- d) None

Ans:

B) What is the theme of the lesson?

- a) struggle to survive
- b) compassion
- c) kindness can transform anyone for the better
- d) all of the above

Ans:

C) Why did Lushkov agree to work for Skvortsov?

- a) Skvortsov trapped him
- b) because he was feeling ashamed
- c) because of his own pride
- d) all of the above

Ans:

D) Which incident became a turning point in Lushkov's life?

- a) Skvortsov's offer to work
- b) Olga's help
- c) removal from choir group
- d) None

Ans:

E) Where did Skvortsov meet Lushkov after two years?

- a) in his house
- b) in his maid's house
- c) outside a theatre
- d) none

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) Who is Skvortsov?

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B) Has Lushkov become a beggar by circumstance or by choice?

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C) What reasons does the beggar give to Skvortsov for his telling lies?

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D) Is Lushkov a willing worker? Why, then, does he agree to chop wood for Skvortsov?

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E) Skvortsov says, "I see my words have had an effect upon you." Why does he say so?

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Q. 4. Answer the following questions in about 100 words.

A) Draw a character sketch of Lushkov from the story 'The Beggar'.

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B) How did Skvortsov and Olga change the Mindset of Lushkov?

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C) Draw a character sketch of Skvortsov from the short story, 'The Beggar'.

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D) How did Olga help Lushkov to change his attitude towards life?

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E) How was Lushkov's journey from being a beggar to working at the notary office?

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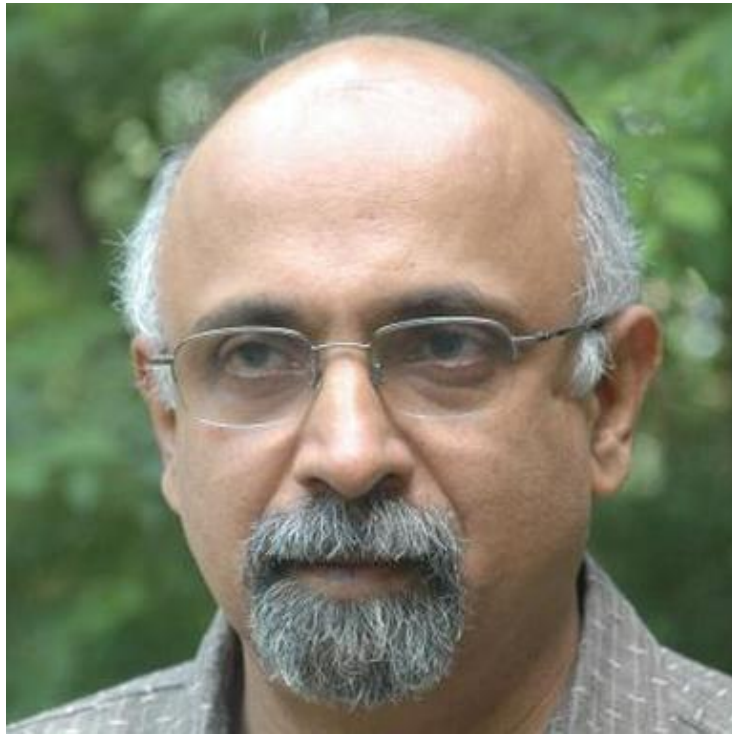
Q. 5. Attempt all questions asked on page number ten and eleven (Comprehension) in your textbook.

❖ Knowledge is of no value until you put it into practice.
-Anton Chekhov

Notes

UNIT II: Black money and the Black Economy

-C. Rammanohar Reddy



About the Author

C. Rammanohar Reddy achieved a bachelor's degree in Physics, before a Post Graduate Diploma in Management. He pursued an MPhil in Applied Economics, and then a PhD in Economics. Rammanohar Reddy is a writer and commentator based in Hyderabad, having a two-year stint at the Planning Commission of the Government of India.

From 1988 to 1993 he was an Assistant Editor at 'Deccan Herald', Bengaluru, where he wrote commentary on economic policy. From 1993 to 2004 he was with 'The Hindu'. His areas of work were again a focus on economic policy, writing editorials and articles for the editorial page. He also reported on the annual/ministerial conferences of the World Trade Organization and the International Monetary Fund-World Bank. He left the position of Associate Editor of 'The Hindu' in 2004, and joined as Editor of 'Economic and Political Weekly'. He was Editor of EPW until March 2016, for over 11 years. During this period, he oversaw the expansion and establishment of EPW into new areas of activity. He also looked after the strengthening of a digital edition of the journal. He is now Readers' Editor, *Scroll.in*.

About the essay

This chapter is taken from a book named 'Demonetisation and Black Money'. It focuses on India's decision to demonetize its Rs 500 and Rs 1000 currency notes, with the purpose to eliminate counterfeit notes, stop terror funding and fight corruption. This chapter defines us black money and black economy, it also explains the interaction of them with 'white or legal economy'.

The black money is an income earned through two different processes, first is the income generated from illegal activities such as extortion, trafficking, drugs and corruption. Second way of black money is a kind of income where it is being earned in legal activities but on which taxes and other dues are not paid to the government authorities at the central, state or local levels.

Both set of activities are prevalent in India. Illegitimate activities in the form of corruption among government official are also observable. It results in 'Tax avoidance' at the central and the state level in the form of 'Direct Taxes' and 'Indirect Taxes'. It is difficult to estimate the black money/black income. The illegal or unaccounted income that is accumulated over time is held as wealth in different kinds of assets — real estate 'that is land, etc. gold, jewellery, benami bank deposits, bank accounts hidden from authorities, plain cash, etc.

The "black economy" refers to a sector of economic activities that are operated outside the purview of the government or official record-keeping systems. It encompasses a range of activities that are often unrecorded, untaxed, or conducted illegally. Black economy comprises the set of activities which generate black money or the activities into which the legal-turned-illegal money flows. In the context of the black economy, this black money is used to fuel and finance various illegal or unreported activities.

Some common examples of the black money and black economy are activities including tax evasion, money laundering, smuggling, illicit trade, bribery, corruption, and other underground economic transactions. Participants in the black economy aim to avoid detection by authorities and often use cash transactions to keep their activities hidden from official scrutiny.

The existence of a black economy can have significant economic and social implications. It can lead to reduced tax revenues for the government, distort competition in the formal economy,

and undermine the effectiveness of economic policies. Efforts to combat the black economy and curb black money often involve improving tax enforcement, implementing anti-money laundering measures, and promoting financial transparency. It is essential for governments and policymakers to address the issue of the black economy to promote fair and transparent economic practices, ensure social welfare, and foster a sustainable economic environment.

The term white money means when money has been earned through legal activities and tax is paid on that income. There is a constant flow of money between white and black streams. Many times black money is converted into an asset that is part of the white or legal economy. This interaction between and consequent conversion from one to the other of black and white money could pose their own challenges to attempts to stamp out the black economy. Black money also moves across national borders in its asset form. Black money generated at home can be taken out of the country and deployed abroad in some assets, or even kept as bank deposits. After a while it could be brought back to India through a 'legal' money in the domestic economy. This is called the 'round-tripping' of black money.

Through various stages of production and sale, we have combination of black and white money turning into white money, and then again into black money, there is a constant intermingling and back and forth movement of the money. In various transactions, the 'stock' of black money contained in an asset on sale can be converted into a 'flow'. While stocks of black money embedded or otherwise, can be held in different forms, the flows are often in cash. Large value conversions of stocks into flows also take place through the financial system through sophisticated manipulation of accounts, and not through cash. Black money is generated by hiding it. The 2012 White Paper has listed the following ways in which black money is generated-

- i. Income generated from illegal activities is hidden from the law.
- ii. Income from legal activities but not reported to the tax authorities, manipulation of accounts.
- iii. The financial practices that cross national border include transfer pricing in trade, money laundering through trade, use of tax havens/ offshore financial centres and investment through derivative instruments like participatory notes.
- iv. Some more vulnerable sectors include a) land and real estate transaction, b) bullion and jewellery transactions, c) financial market transactions, d) public procurement, e) the non-profit sector and f) the informal sector with its cash economy. Earlier gold

trade was an important source of generation of black money, but nowadays real estate, financial market transaction, corruption in public procurement and practices in the non-profit sector have become more important for black money generation.

Important quotes of the essay

- The black money is something illegal and holding it is unethical.
- There is a constant intermingling and moving back and forth of the Black money and White money.
- Black money also moves across national borders in its asset form.

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Counterfeit:.....
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- b) Extortion:.....
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- c) Trafficking:.....
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- d) Money laundering:.....
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- e) Unethical:.....
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- f) Corruption:.....
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- g) Prevalent:.....
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- h) Smuggle:.....
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- i) Incurred:.....
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- j) Manipulation:.....
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- k) Transaction:.....
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- l) Conversions:.....
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- m) Deploy:.....
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- n) Illegitimate:.....
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- o) Rubric:.....
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- p) Vulnerable:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

- A) The Black money and black economy is a chapter taken from the book ‘Demonetisation and Black money’ which focuses on India’s decision to demonetize its _____ and _____ currency notes.
- a) Rs 100 and Rs 200
 - b) Rs 50 and Rs 100
 - c) Rs 500 and Rs 1000
 - d) Rs 1 and Rs 5

Ans:

- B) Government stopped this currency to get rid of _____
- a) counterfeit notes
 - b) black money
 - c) terror funding
 - d) all of the above

Ans:

- C) Black money means _____ money
- a) white
 - b) blue
 - c) illegal
 - d) none of these

Ans:

- D) _____ is known as black money.
- a) FD
 - b) Benami bank deposit
 - c) Share
 - d) Real estate

Ans:

- E) Black money is earned through _____
- a) working
 - b) earning
 - c) corruption
 - d) none of these

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) What is black money?

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B) How is black money generated?

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C) How do people accumulate black money?

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D) How is black money deployed out of the country?

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E) Which are the more vulnerable sectors for the generation of black money according to The White Paper?

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Q. 4. Answer the following questions in about 100 words.

A) How does 'black money' and 'white money' interchange?

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B) What is 'black money' and how is it produced?

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C) How does 'black money' affect economy?

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D) According to C. Ram Manohar Reddy, what must be done in order to remove the black money from the economy?

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E) Which are the sectors mentioned in the white paper 2012 as more vulnerable to the generation of black money?

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Q. 5. Attempt all questions asked on page number eighteen and nineteen (Comprehension) in your textbook.

❖ Money, like emotions, is something you must control to keep your life on the right track.

~Natasha Munson

Unit 3: The Nightingale and the Rose

-Oscar Wilde



About the Author

The Nightingale and the Rose' is a fairy tale by Oscar Wilde (1854-1900), included in his 1888 collection, *'The Happy Prince and Other Tales'*. Oscar Wilde's writing style is characterized by wit, satire, and a keen observation of society. He excelled in crafting humorous and thought-provoking plays and novels that explored social conventions and human folly. Some of his important books include *"The Picture of Dorian Gray"* (novel), *"The Importance of Being Earnest"* (play), and *"An Ideal Husband"* (play), all of which showcase his exceptional talent for blending comedy and criticism.

Oscar Wilde's short stories exhibit his signature wit, satire, and profound insights into human nature. He often used allegorical elements to convey moral lessons and social commentary. Important short story collections include *"The Happy Prince and Other Tales,"* which contains poignant fairy tales, and *"Lord Arthur Savile's Crime and Other Stories,"* featuring witty and humorous narratives that explore the consequences of human actions.

About the short story

Oscar Wilde's tale "The Nightingale and the Rose" is a poignant story that explores themes of sacrifice, love, and the nature of art. In "The Nightingale and the Rose," Oscar Wilde presents a tale of unrequited love, where a nightingale, touched by a young student's devotion, sacrifices herself to bring him a red rose that he may offer it to his beloved.

Wilde uses the nightingale as a symbol of selfless love, willing to give up her life to create something beautiful and meaningful for the young student. The story also delves into the superficiality of society, as the student values a red rose more than the genuine love of the nightingale or the heart of his true love. Wilde's prose is rich with vivid descriptions, creating a vivid and imaginative setting for the nightingale's ultimate sacrifice. "The Nightingale and the Rose" serves as a critique of societal values that prioritize materialistic desires over genuine emotions and art. Through this tale, Wilde challenges conventional notions of love and reveals the complexities of human emotions. The story's tragic ending leaves readers with a bittersweet reflection on the beauty of sacrifice and the harsh reality of the world's indifference to genuine acts of love.

The Nightingale and the Rose' is about a Student who is in love with a woman, a Professor's daughter. She has told him she will dance with him if he brings her red roses, but the Student's garden does not contain any roses. The Nightingale listens to the lovelorn student lamenting his hopeless love, and feels sorry for him. Nightingale is deeply moved by the expression of emotion. She knows how rare true love is, and she knows it when she sees it. The Prince is giving a ball the following night, but although the Student and the woman he loves will both be there, she will not dance with him without a red rose.

A Lizard, a Butterfly, and a Daisy all tell the Nightingale that it's ridiculous that the young Student is weeping over a red rose, but the Nightingale sympathizes with him. She flies to a nearby grass-plot and asks the Rose-tree to give her a red rose, and in exchange she will sing for it. But the Rose-tree says it produces only white roses, so cannot give her what she wants. It suggests going to the Rose-tree by the sun-dial. The Nightingale proposes the same deal with this tree, but it replies that it only produces yellow roses, so cannot help. However, it directs her to the Rose-tree right under the student's window. However, although this Rose-tree does produce red roses, the winter has frozen its branches and it cannot produce any. The Nightingale asks if there is any way she can get one red rose for the Student. The tree replies that the only way of producing

a red rose is for the Nightingale to sing by moonlight while allowing a thorn to pierce her heart, so her blood seeps through to the tree and produces a red rose. The Nightingale does not want to die, but for the sake of true love, the Nightingale agrees to this, because she believes Love is more valuable than Life, and a human heart more precious than hers.

She goes and tells the forlorn Student what she is going to do, but he doesn't understand her, because he only understands things written down in books. The Oak-tree, in which the Nightingale has built her nest, does understand her words, however, and requests one last song from the Nightingale. She sings, but the Student, taking out his notebook, is rather unimpressed, because the bird's song has no practical use. That night, the Nightingale sings with her heart against the thorn, until it eventually pierces her heart while she sings of love. Her heart's blood seeps into the tree and produces a red rose, but by the time the flower is formed the Nightingale has died.

The next morning, the Student opens his window and sees the red rose on the tree, and believes that it is there thanks to mere good luck. Plucking the rose, he goes to the house where his sweetheart lives, and presents her with the red rose. However, the girl is neither interested in him nor in the flower. The Chamberlain's nephew, who is more prosperous, has sent her jewels, which are more valuable than flowers, so she says she will dance with him instead at the ball that night. The Student denounces the girl for her fickleness, and she calls him rude. The boy remonstrates but the girl remains unmoved. Defeated, he throws the red rose into the gutter, where a cart rolls over it. As he walks home, he decides to reject Love in favour of Logic and Philosophy, which have a more practical use, forgets the matter and begins to read a "great dusty book".

Important quotes of the short story

- "Death is a great price to pay for a red rose," cried the Nightingale, "and Life is very dear to all. It is pleasant to sit in the green wood, and to watch the Sun in his chariot of gold, and the Moon in her chariot of pearl."
- "Be happy," cried the Nightingale, "be happy; you shall have your red rose. I will build it out of music by moonlight, and stain it with my own heart's-blood."
- "Sing me one last song," he whispered; "I shall feel very lonely when you are gone."

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Wretched:.....
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- b) Murmured:.....
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- c) Clasped:.....
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- d) Courtiers:.....
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- e) Delicate:.....
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- f) Cavern:.....
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- g) Girdle:.....
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- h) Fierce:.....
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- i) Blossomed:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

- A) What is the central conflict in "The Nightingale and the Rose" by Oscar Wilde?
 - a) The Student's lack of money to buy a red rose
 - b) The Nightingale's desire to find a mate
 - c) The Nightingale's struggle to write a song
 - d) The Student's quest for a red rose to win his beloved's affection

Ans:

- B) What does the Nightingale sacrifice to create the red rose?
- a) Her freedom
 - b) Her life
 - c) Her voice
 - d) Her nest

Ans:

- C) How does Oscar Wilde convey moral lessons in the story?
- a) Through direct lectures by the Nightingale
 - b) By using allegorical elements and symbolism
 - c) Through dialogues between the Student and his beloved
 - d) By introducing a wise old man as a mentor to the Student

Ans:

- D) What does the story "The Nightingale and the Rose" explore?
- a) The consequences of the Student's cruelty towards animals
 - b) The themes of unrequited love and the nature of sacrifice
 - c) The journey of the Nightingale to find her true love
 - d) The rivalry between the Nightingale and other birds in the garden

Ans:

- E) Why does the Nightingale decide to help the young Student?
- a) She is impressed by his melodious singing
 - b) She wants to teach him a lesson about love
 - c) She hopes he will reward her with a gold coin
 - d) She sympathizes with his desire to find a red rose for his beloved

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) What is the Student's motive for desiring a red rose?

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B) Describe the Nightingale's initial reaction when the Student seeks her help.

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C) How does the Student react when he receives the red rose?

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D) What are the themes explored in "The Nightingale and the Rose"?

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E) How does the story present the Nightingale as a symbol of selfless love?

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Q. 4. Answer the following questions in about 100 words.

A) What did the nightingale have to do in order to make a red rose bloom? (How did the Nightingale cause the red rose to blossom?)

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B) Draw a character sketch of nightingale from the short story, 'The Nightingale and the Rose'.

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C) Describe the short story in your words.

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D) Comment on the theme of the story.

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E) Draw a character sketch of the young student from the short story, 'The Nightingale and the Rose'.

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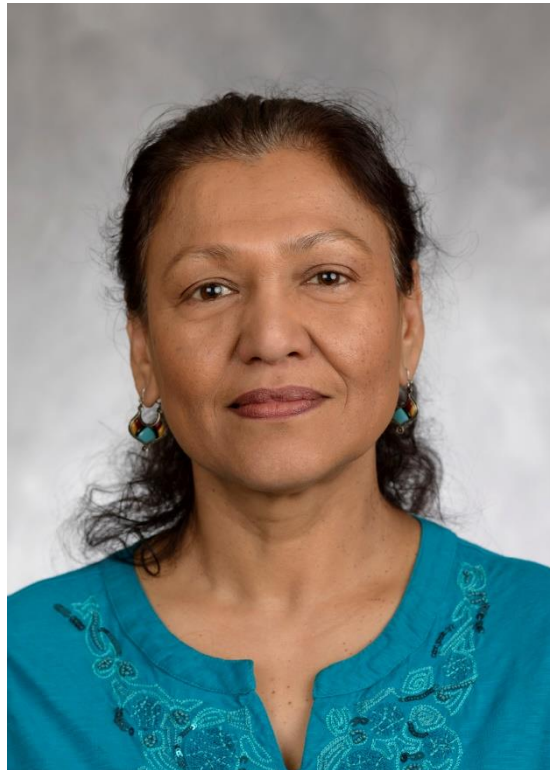
Q. 5. Attempt all questions asked on page number twenty-seven and twenty-eight (Comprehension) in your textbook.

❖ Be yourself; everyone else is already taken.
– Oscar Wilde

Notes

Unit IV: Muhammad Yunus: An Economics for Peace

-Farida Khan



About the Author

Farida Khan is a professor of economics and Co-Director at Centre for International Studies in University of Wisconsin-Parkside, USA. She works on development of trade policy for South Asia, primarily Bangladesh. Her main areas of works are related to capital goods micro credit gender and environmental issues in India and Bangladesh. In this story she has mentioned the great efforts of Muhammad Yunus to build a new economy with micro-credit systems. This story shows his success in alleviating the evils of poverty through a unique method. This story tells us his innovations for the benefits of humanity, dedication and concern of the world.

Khan's portrayal of Yunus is deeply human, capturing his struggles, triumphs, and unwavering determination to uplift the lives of the underprivileged. The story intertwines personal struggles with broader societal challenges, offering profound insights into the power of compassion, perseverance, and sustainable change. Khan's skillful storytelling and profound research make "Muhammad Yunus" a powerful and inspiring story.

This is an article by Farida Khan, 'Muhammad Yunus: an economics for peace' from 'Pathways of Women's Empowerment' published in openDemocracy on Monday 2007-09-24 11:04: (<http://www.opendemocracy.net/trackback/4030>)

About the article

The 2006 nobel committee declared that The Bangladeshi micro-credit Pioneer Muhammad Yunus won Nobel Peace Prize for his efforts with his Grameen Bank to put development economics at the service of women's empowerment and economic and social development.

It is known that wars have been instrumental to sustain economic growth rates, provide jobs and ameliorating the problem of insufficient demand but does anyone know how economics cultivated peace? It is difficult to relate economic growth with peace. Professor Yunus along with his Grameen bank has been awarded the Nobel Peace Prize. This prize is given to the person who shall have done the best work for fraternity among Nations, for the reduction of standing Armies, and for promoting peace. The Nobel Peace Prize is awarded by the Norwegian Nobel committee, a five-member team, appointed by Norway's Storting (parliament). On the other hand, The Economics Prize is funded by Sveriges Riksbank and awarded by the royal Swedish Academy of Sciences. Micro credit is a way for large population groups to break out of poverty, therefore it serves for advancement of democracy and human rights.

Muhammad Yunus completed his doctorate in economics and taught at middle Tennessee State University in United States. He was guided in his path by a unique thinker Nicholas Georgescu-Roegen who created 'evolutionary economics' and influenced Yunus in a way which developed ideas of Grameen Bank in his mind Georgescu-Roegen help Yunus understand that without the human side, 'Economics is just as hard and dry as stone. After his return in 1972 to the newly independent country of Bangladesh, he began teaching in Chittagong University. He was troubled during the famine of 1974 to see the disjuncture between academic economics and the reality of people dying from hunger. He found teaching elegant economic models are of no use to reduce poverty.

At this time, he met Sufia Khatun, from the village of Jobra, a cane stools weaver and seller. She was compelled to borrow money from local lender for raw material. He lent money to Sufia and forty-one others for their business projects, to cut through the Monopoly power of lenders and increase their income. Yunus describes her reaction on receiving twenty-five dollars. He says

she was trembling as it was an amount which she never had seen before. She holds it so carefully that someone has to advise her to keep the money in a safe place. This incident led to an establishment of an innovative group-lending system where staggered, collateral interest-free loans were made to group members. The Grameen Bank was formally founded in 1976 and is owned by its borrowers. The success of this organization in strict banking terms was really astounding.

Grameen's initial repayment rates were comparable to the most conservative of the large global banks, only unusual thing here was its clientele. It was 95% women who owned less than half acres of land. This led to woman empowerment as women formed groups, borrowed funds, and had their own enterprises for income. Their business not only gave them power and rights within households, but also more education for their children and asset-building for highly committed poor households. At the same time, it resulted in objections and resistance from male spouses, family members and authorities such as religious leaders. Other than promoting financial and individual empowerment, The Grameen Bank had deliberate intention to raise social consciousness. The Grameen Bank also helped to build a relationship of Trust among rural women and the bankers. It was a new form of social capital in the face of increased fragmentation and destruction of traditional networks, and this is how Grameen became an instance of economics confronting power.

Since the 1970's the Micro credit idea was used everywhere and also in rural Arkansas when Bill Clinton was governor. This idea was tried in almost all developing countries in world as a measure to counter poverty. After experiments with poverty alleviation for decades, The World Bank now funds many schemes incorporating microcredit, both in Bangladesh and around the globe. The idea of microcredit had been spread far and wide by Professor Yunus, he also advocated that credit is a human right. Grameen has also provided housing loans and information technology to rural women entrepreneurs. They introduced pension schemes, and revived the production and marketing of handloom through the introduction of the 'Grameen check'. It came out with a popular fabric sold at urban retail stores in Bangladesh for middle-class consumer.

Yunus' ability to find and apply the right business idea for rural Bangladesh makes him a remarkable development economist. This shows his love for village. The rural poor life shines through his economic experiments. His programme for alleviating poverty won him The Nobel

Prize in Economics. Though banks tighten their credit in a privatised world increase poverty, misery and crime in process; microcredit NGO's and peacemakers will have to do their jobs to make sure that the violence of starvation and poverty is not perpetuated by global governments.

Important quotes of the article

- What kind of connection can be made between banking, democracy and peace?
- Economics is just as hard and dry as stone.
- When she finally receives the twenty-five dollars, she is trembling.

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Microcredit:.....
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- b) Empowerment:.....
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- c) Fraternity:.....
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- d) Insufficient:.....
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- e) Poverty:.....
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- f) Staggered:.....
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- g) Astounding:.....
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- h) Entrepreneurs:.....
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- i) Monopoly:.....
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- j) Violence:.....
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k) Starvation:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

A) Who is the first economist to win the Nobel prize?

- a) Farida Khan
- b) Muhammad Yunus
- c) Sufia Khatun
- d) Bill Clinton

Ans:

B) The Nobel prize is awarded by _____

- a) Nobel Peace Swedish committee
- b) Royal Swedish Academy of Sciences
- c) Norwegian Nobel committee
- d) Sveriges Riksbank

Ans:

C) When did Muhammad Yunus win the Nobel Prize?

- a) 2005
- b) 2006
- c) 2007
- d) 2008

Ans:

D) In 1972, Yunus began to teach in _____

- a) Bangladesh University
- b) Economics College
- c) Royal Swedish Academy

d) Chittagong University

Ans:

E) The Grameen Bank was formally founded in _____

e) 1976

f) 1968

g) 1986

h) 1967

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) Where did Muhammad Yunus return in 1972 and where did he begin teaching?

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B) Who funds The Economics prize?

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C) What troubled him during the famine of 1974?

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D) What became a way to empower women?

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E) What deliberate intention did The Grameen Bank had?

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Q. 4. Answer the following questions in about 100 words.

A) What has Muhammad Yunus done to alleviate poverty in Bangladesh?

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B) What is the connection between banking, democracy and peace as seen in the life of Muhammad Yunus?

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C) How did the Grameen Bank help to empower women in Bangladesh?

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D) Why did Nobel Committee award Nobel prize to Muhammad Yunus and Grameen Bank?

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E) Write a short summary of the story Muhammad Yunus: An Economics for Peace?

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Q. 5. Attempt all questions asked on page number Thirty-five (Comprehension) in your textbook.

Notes

POETRY

Unit V: Up-Hill

-Christina Rossetti



About the Author

Christina Rossetti was a renowned 19th-century English poet known for her eloquent and introspective verses. Born in 1830, Rossetti's work often revolved around themes of love, faith, and mortality. Her poem "Up-Hill" is a clear reflection on life's journey and the hope for a better afterlife.

In "Up-Hill," Rossetti employs a conversational dialogue between a questioner and a respondent, creating a metaphorical pilgrimage. The questioner seeks guidance on the road ahead, representing life's challenges and uncertainties. The respondent, in turn, offers reassurance, emphasizing that the toil and struggles endured on the uphill path lead to a peaceful resting place at day's end—an allegorical representation of Heaven.

Rossetti's use of simple yet profound language evokes a sense of introspection, urging readers to contemplate life's transient nature and aspire to a higher purpose. The poem's comforting tone and profound insight into the human condition continue to resonate with readers, making Christina Rossetti a timeless figure in English literature, and "Up-Hill" a cherished gem in her poetic legacy.

About the poem

"Up-Hill" by Christina Rossetti is a profound and introspective poem that delves into the universal theme of life's journey and the human condition. The allegorical poem presents a dialogue between two speakers, with one asking questions and the other providing answers. Through this conversational structure, Rossetti metaphorically represents the ups and downs of life. This is a typical of Victorian religious poetry, counseling goodness, duty and sacrifice in the midst of suffering, and promising a heavenly reward in return.

The poem begins with the questioner asking about the journey ahead, a steep and arduous uphill path. The uphill symbolizes life's struggles, challenges, and hardships that every individual must face. The questioner seeks guidance and understanding as they embark on this daunting journey.

In response, the second speaker assures the questioner that the uphill road is inevitable and must be traversed by all. The various hardships encountered along the way are correlated to tasks and experiences that one must endure in life. The tone remains reassuring, emphasizing that despite the difficulties, the journey is worthwhile.

The poem's central theme revolves around the transient nature of life and the certainty of death. The questioner's inquiries can be seen as reflections on mortality and the uncertainties that lie ahead. Rossetti explores the concept of life as a pilgrimage, suggesting that the uphill path is a metaphor for the challenges and choices faced during our existence.

While the theme of mortality and life's journey may seem somber, Rossetti injects a sense of hope and comfort into the poem. The respondent's assurance that the journey leads to an inn at the end of the day, signifies the afterlife or heavenly rest. The poem ultimately reflects on the spiritual aspect of human existence and the belief in an eternal reward for enduring life's struggles with faith and perseverance.

"Up-Hill" by Christina Rossetti is a reflective exploration of life's journey, mortality, and the human longing for a peaceful destination beyond the trials of life. It encapsulates the essence of human experience and continues to resonate with readers as a timeless piece of poetic wisdom. Rossetti's use of simple yet evocative language and her ability to explore complex themes of mortality, faith, and the human condition make "Up-Hill" a masterpiece of Victorian poetry, leaving readers with a lasting reflection on the purpose and meaning of life's arduous voyage.

Important lines of the poem

- Will the day's journey take the whole long day?
- But is there for the night a resting place?
- Shall I find comfort, travel-sore and weak?

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Journey:.....
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- b) Wayfarers:.....
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- c) Knock:.....
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- d) Travel-sore:.....
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- e) Comfort:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

- A) In the poem "Up-Hill" by Christina Rossetti, the road is described as:
 - a) Winding downhill and easy
 - b) Straight and never-ending
 - c) Uphill all the way
 - d) Full of obstacles and challenges

Ans:

- B) The poem "Up-Hill" is structured as a dialogue between:
- a) Two lovers discussing their future
 - b) A traveller and a guide
 - c) A parent and a child
 - d) A teacher and a student

Ans:

- C) The central theme of the poem "Up-Hill" revolves around:
- a) Nature's beauty and serenity
 - b) The fleeting nature of happiness
 - c) Life's journey and its challenges
 - d) The joys of childhood and innocence

Ans:

- D) The uphill path in the poem symbolizes:
- a) An easy and carefree life
 - b) The pursuit of material wealth
 - c) The struggles and hardships of life
 - d) The quest for knowledge and wisdom

Ans:

- E) The respondent in the poem assures the questioner that the road will lead to:
- a) An abandoned and desolate inn
 - b) A place of eternal peace and rest
 - c) A bustling and lively town
 - d) A dark and dangerous forest

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) What is the central theme of the poem?

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B) What does the title "Up-Hill" symbolize in the context of the poem?

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C) How does the poem depict the journey of life?

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D) What is the significance of the question-and-answer format in the poem?

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E) How does the speaker's attitude, towards the journey, change throughout the poem?

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Q. 4. Answer the following questions in about 100 words.

A) Describe the end of the journey in the poem 'Up - Hill'?

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B) How does the poet express the feeling of anxiety and expectation in the poem 'Up - Hill'?

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C) Explain the journey that traveller is making in the poem Up-Hill?

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D) Examine the central theme of mortality and the afterlife in "Up-Hill."

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E) How does the poem address the human desire for guidance and purpose in the face of uncertainty?

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Q. 5. Attempt all questions asked on page number forty and forty-one (Comprehension) in your textbook.

❖ Silence is more musical than any song.
-Christina Rossetti

Unit VI: Stay Calm-

-Grenville Kleiser



About the poet

Grenville Kleiser, an accomplished American author, was born in 1868 and gained recognition for his prolific writings on self-help, public speaking, and personal development. Throughout his life, Kleiser focused on empowering individuals to improve their communication skills, both written and verbal. His influential book, "How to Speak in Public," became a classic in the field of public speaking and earned him widespread acclaim. As an educator and lecturer, Kleiser dedicated himself to imparting valuable knowledge to students, professionals, and anyone seeking to enhance their confidence and eloquence. Beyond his renowned works on communication, he authored numerous motivational books, including "Stay Calm," which offered practical advice on managing stress and anxiety. Grenville Kleiser's legacy as a literary figure endures through his enduring contributions to the self-improvement genre, inspiring generations to communicate effectively and lead more fulfilling lives.

About the poem

In the poem, the author speaks about how successful one can be in his life, if he learns to stay calm and focused during challenging situations. Staying calm can actually help one in handling the most difficult situations in life and can make better than others.

Grenville Kleiser's inspirational poem "Stay Calm" is all about being calm and composed in the face of adversities, hatred, and annoyance. Many times in life one may get upset and feel the urge to respond with unpleasant or mean words. It may be in response to a hard-hitting insult that is difficult to forget. However, it is during those situations that you need to take control of your emotions and try to calm down. It is a value that should be cherished throughout one's life. Those who are able to master the art of staying calm, have already won the battle against selfishness and the strife of others. Kleiser not only counsels us to nourish this feature within ourselves, but also shows us the implications of the negative emotions on our minds. Those emotions are like chains tied to the mind's toes, keeping oneself aback from getting a peaceful mental setup.

In this poem, Kleiser, like a spiritual guide, talks about the importance of staying calm in our life. It is an art to master one's life with tranquility. The poem begins with a reference to the implications of what we say to others in anger. Those words somehow harm our mental peace. In order to get mental peace, we need to cut down on our list of resentments. When the mind is peaceful, the ill thoughts vanish naturally.

In the second stanza, the poet delves deeper into the scenarios of getting angry. Many factors can trigger your anger, including when you have been cheated or disobeyed. You need to fight against anger and selfishness. Similarly, you will find lots of reasons to get ill-treated and disappointed especially when things are not going according to your wishes. However, one thing to keep in mind is the fact that it is not well to get upset or angry over each and everything. There are numerous instances of being angry at someone. But, those who are intelligent, know that remaining silent is the best shield to protect our minds from negativity. It is only possible if you can manage to keep quiet even though you know that you are not wrong.

The last stanza reiterates the ideas present in the previous stanzas. Keeping hold of your mind and keeping calm can only benefit you. It is important to keep yourself cool because only then will all negative thoughts stop coming to you.

So you need to keep calm in the most difficult situations like when you are standing face to face with an adversary or competitor, or when you are facing a challenging situation or when someone is waiting to attack you or when you think you are in danger (not necessarily physically, but attack you with bad words or insults). If you are able to remain composed during times that involve conflict, argument, or dispute. You can be sure of one thing that you have gained an insight into the most important thing in life and have been able to apply it in personal life as well. That thing is nothing other than being level-headed and calm at all times. Here, the poet says when we learn the art of staying silent, we have mastered the “most vital thing” in our life.

Important lines of the poem

- When you feel like saying something

That you know you will regret

- It is easy to be angry

When defrauded or defied

- So keep your mental balance

When confronted by a foe

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Regret:.....
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- b) Keenly:.....
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- c) Resentment:.....
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- d) Tranquil:.....
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- e) Cease:.....
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- f) Defrauded:.....
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- g) Confronted:.....
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- h) Poised:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

A) To win the battle against selfishness and spite, one must

- a) Learn to keep strict silence
- b) Become a soldier
- c) Become a philosopher
- d) Learn to be subservient

Ans:

B) When confronted by an enemy or some danger, the poet advises us to

- a) To keep our mental balance
- b) To fight it out
- c) To seek the help of friends
- d) To make a quick exit

Ans:

C) The tone of the poem is

- a) Abusive
- b) Political
- c) Critical
- d) Didactic

Ans:

- D) When should we curb our resentment?
 - a) When someone insults us
 - b) When someone loves us.
 - c) When we are in a good mood
 - d) When we are in a position of power

Ans:

- F) What happens when our mind is tranquil?
 - a) We can write poems.
 - b) All our ill thoughts simply stop.
 - c) We start planning for the future.
 - d) Great inventions take place.

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) What is the central theme of the poem "Stay Calm"?

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B) How does the poem "Stay Calm" explore human emotions?

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C) What emotions does the speaker experience in "Stay Calm"?

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D) What should one do, when his wishes are denied?

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E) How does "Stay Calm" encourage readers to approach difficulties in their own lives?

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Q. 4. Answer the following questions in about 100 words.

A) Comment on the significance of the title of the poem 'Stay Calm'.

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B) Why did the poet say that tranquility is important?

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C) How does the poet explain the significance of being calm in the poem?

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D) How should we behave when we are confronted by an enemy or some danger?

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E) What message does the poet want to give through this poem?

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Q. 5. Attempt all questions asked on page number forty-four (Comprehension) in your textbook.

UNIT VII: Meeting and Greeting People and Dialogue Writing

Meeting and Greeting People

It is known that sounds of English form words; words form sentences and sentences convey a complete thought-by making statements, asking questions, expressing wonder, joy, sadness or disgust. We use language to perform several communicative functions like ask for directions, make a request, apologize or congratulate someone. Proficiency in conversations in English is an important part of learning to speak the language. Practicing the expressions gradually develops skill and confidence in speaking English language. You can practice the following type of expressions.

- Greeting and Taking leave
- Introducing Yourself
- Introducing People to One Another.

Dialogue

Conversation consists of not only words, but also tone, facial expression, and gestures. Intonation, the rise and fall in pitch of the voice, also plays a vital role in effective spoken communication. One must practise conversation and dialogues in English to master in effective communication.

General speaking strategies

One should be able to converse well in any situation. To be noticed and remembered by others you should communicate your thoughts and ideas well.

Some strategies to improve your conversation are given below:

- Be willing to express whenever and wherever possible.
- Be up to date with information on topics of interest.
- Change the topics according to mood and interest of the listener.
- Notice the body language of the listener for feedback.
- Appear enthusiastic and energetic during conversation.

Questions and Answers:

Q. 1. You have invited your new friend for your birthday party, Introduce him/her to your parents and vice-versa. Write a dialogue.

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Q. 2. Write a brief dialogue between a sales representative of Mobile shop and the customer.

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Q. 3. Nita meets her friend Geeta after a long time. They discuss about their career plans. Write a conversation using greetings and responses to greetings.

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Q. 4. Ramesh meets Karan, who used to be a classmate at college, after a long time at a wedding. Write a brief dialogue using greetings and responses to greetings.

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❖ Meetings don't have to be endless to be eternal.

~James E. Faust

UNIT VIII: Group Discussion, and Interview and Interviewing Skill

Group discussion

Group discussion means a discussion on a topic in an organised way in professional or academic context. Through group discussion the suitability of a candidate for job is assessed. There are three important elements of group discussion initiating, continuing, concluding.

1) Initiating a group discussion:

Anyone in the group can initiate the discussion. After the presentation one can start with questions, anecdotes, quotes and surprising statements. One must have good language skills, sound knowledge about topic and the ability to put the topic in perspective. Don't take a stand at the very beginning of the discussion.

2) Continuing a group discussion:

- Some points to be kept in mind while carrying on the discussion:
- Turn taking: take turn appropriately, do not use too much time.
- Referring to arguments raised by others: relate your ideas and viewpoints
- Focusing on the topic: Try not deviate from the topic
- Exploring different perspectives: offer new point or angles if discussion gets repetitive.
- Carrying the discussion to a logical end: have open and receptive minds to arrive at a broad consensus.

3) Concluding a group discussion:

- Summarise the main points in brief.

❖ What do Employers Look for in a Group Discussion?

The interviewers rate you in your GD session, on the basis of following qualities:

- Innovativeness
- Behavioural Skills
- Communication
- Quality of Content
- Logical Ability

- Leadership

While talking in a GD session, make sure you take two turns. Firstly, put forth the required information and in the second turn reiterate your point of view. Do not adopt a fake accent or take long pauses in between. Don't be excessively repetitive. Never make personal remarks. Maintain an objective demeanour, address the entire group. Effective speaking skills, rich vocabulary, maintaining eye-contact, pleasing body language, friendly and composed manner can help achieve an effective GD round.

Interview and interviewing skills

An interview is a formal meeting at which people are asked questions by one or a panel to find out if they are suitable for a job or a course of study. A good academic background is most important factor to find a job or for furthering one's educational goals. However, facing interview with ease and self-confidence is equally important. Through the interview a final decision is taken on selecting just some of the candidates from among the many. It is crucial to perform well with regard to your subject knowledge and conduct yourself appropriately and leave a positive impression on the interviews. Therefore, interviews are a test of your subject knowledge, qualities and attitude.

Some useful techniques for an interview:

Interviews consists of a beginning having, a middle and an end. The first part contains greetings, introduction, and opening remarks. The middle part involves real exchange of questions and answers to assess the candidate and the concluding part of the interview consists of remarks that signal the end of interview.

Preparing for an interview

-Some points should be kept in mind while preparing for an interview:

- Brush up on the subject or area related to the interview.
- Prepare answers to some questions like:
 - Tell us a little about yourself?
 - Why do you want to be with us?
 - Could you tell us why you want to change your job?
 - What are your strength and weaknesses?
 - Would you be willing to travel?

- How do you expect to contribute to the field or institution?
- Arrange the papers and certificate.
- Wear something that is comfortable and appropriate.
- Reach before time.
- Think positive and remain calm.

Facing an interview: Techniques

- Wait for your name to be announced.
- Greet the panel of interviewers formally.
- Do not sit down until you are asked to.
- Ensure to make eye contact during conversation.
- Do not interrupt the interior.
- Listen carefully the questions and comments.
- Do not ask unnecessary questions.
- Avoid repetitions, long silences and fillers.
- Avoid answering questions with 'Yes' or 'No'.
- Do not hesitate to say that you are unaware of the answer.
- If question is not clear, you can ask again politely.
- Express your opinions decently.
- Do not get into arguments.
- Do not boast your knowledge, skills and experience.
- Wait for the interviewer, to invite you to ask questions in case you have queries.
- Wait for the interviewer to tell you that interview is over.
- Thank all the people in the room, close the door softly behind you.
- If the interview is conducted over the telephone, avoid long silences and interruptions.

Interviewing techniques as an interviewer:

It is important to perform well as an interviewer; the following guidelines will help you function well in situation when you may be called up to interview an eminent person or celebrity:

- Get information on the candidates educational and personal background.
- Be clear about the purpose of the interview.

- Begin by greeting the interviewee.
- Keep your body language polite, friendly and interested, don't appear critical and aggressive.
- Use variety of questions.
- Make a statement to provoke the interviewee to share his or her views and knowledge.
- Make efforts to put the interviewee at ease.
- Ask less direct questions while interviewing dignitaries or people in authority.
- Make quick and brief notes during the interview

Questions and Answers:

Q. 1. What are the important qualities that Employer, are looking for in a group discussion?

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Q. 2. A group discussion on the topic 'Environmental Pollution' by anticipating five arguments and probable responses to them from the participants.

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Q. 3. What are the important points the candidate should remember, while preparing for an interview?

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Q. 4. Imagine that you are appearing for an interview for the post of Bank Manager. Write a dialogue between you and the interviewers.

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Q. 5. What is a group discussion? Describe the elements of a group discussion.

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Q. 6. Develop a group discussion on the use of electric vehicles by anticipating five arguments and probable responses to them from the participants.

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Q. 7. Explain briefly the Interview Techniques.

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Q. 8. Imagine that you are facing an interview for the post of ‘Assistant Manager’ in a multinational company. Anticipate any five questions and write your responses to them.

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Q. 9. Imagine that you are a candidate for a campus interview; write answers to the following questions.

- i. Tell us about your education's qualification.
- ii. How will you contribute to us in promoting quality?

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❖ Confidence has a lot to do with interviewing – that, and timing.
~Michael Parkinson

Notes

UNIT IX: Presentation Skills

Presentation Skills

Presentation is a talk giving information about a product, a subject or an idea. Presentation has become an important form of oral communication in the spheres of education, work, career and personal growth.

Kinds of presentation

- 1) Overhead projection transparencies (OHPs)
- 2) 35 mm slides
- 3) Computer projection (PowerPoint, applications such as Excel, etc.)
- 4) Flipcharts or black or white boards, sometimes used as 'scratch pads' to expand on a point
- 5) Video or film
- 6) Real objects (such as product)

PowerPoint is probably one of the most effectively used tools these days.

- ❖ Some useful guidelines on preparing presentation, using language and non-verbal skills:
 - Decide the subject
 - Write down the objective or purpose.
 - Think about the audience
 - List the main points
 - Think of sub points
 - Write down what you want to say and practise saying it, prepare cue cards.

Structuring Content

A presentation must be complete in itself with a beginning, a body and end. The first part should consist of greetings, clear statement of the subject and purpose of presentation. The second part must have the main content. The last part must have a brief recap, a summary, conclusion and a note of thanks to the audience. It also should have a brief session for questions and clarification.

Structure your main content in logical way, interesting and easy to be followed.

Visual aids

Prepare good visual aids such as slides and transparencies to support your presentation.

Note the following points about visuals:

- Visuals must be related to your talk.
- Maintain a correct sequence.
- Don't put too much information on one visual.
- Use only key words of the topics on the slides.
- Avoid errors in spellings.
- Display only one visual/point at a time.
- Brief the audience about your slide or transparency before you show.
- Let the audience absorb the information before moving to new slide.
- Give the audience handouts at the end of your presentation.
- The visuals should be simple, clear, and appealing.
- Use Times Roman or any other friendly typeface that can be from the back of the room.
- Check the projector before you start and keep it in the right position

The language of presentation

Presentation is a form of oral communication and so you should use spoken language. Your spoken presentation should contain the following kinds of expressions:

- Opening remarks
- Stating the purpose
- Giving an outline
- Giving other preliminary information and starting with the content
- Moving to another point or going back to an earlier point
- Emphasizing important points
- Drawing attention to visuals
- Making recommendations
- Keeping the audience involved
- Summarising and concluding
- Inviting questions

Making a presentation:

Make sure you have prepared excellent content and visual aid and also remember the points below:

- Use the time allotted to you including about 5 minutes for question.
- Stick to your original subject
- Your voice should be enough according to the size of the room. Neither too loud nor too low. Neither too fast not too slow.
- Avoid facing up and down, staying at one place helps audience concentrate.
- Make better use of non-verbal communication, it speaks as much as your words.
- Don't read out the matter
- Don't block the screen, or don't stand facing the screen.
- Try operating the equipment before the presentation.
- Prepare your presentation early and rehearse it as many times as you can.

Questions and Answers:

Q. 1. What is a presentation? Mention the different kinds of presentation.

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Q. 2. Describe three steps of preparation of presentation skills.

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Q. 3. Write two expressions each that can be used as opening and concluding remarks of a presentation.

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Q. 4. Write two expressions of each of the following while making a presentation:

- a) Opening remarks
- b) Inviting questions.

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Q. 5. Write a note on the 'Language of presentations'

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❖ Our work is the presentation of our capabilities.
-Edward Gibbon

Notes

Semester II

UNIT I: A Corporate Giant

-Indra Krishnamurty Nooyi



About Author

Born in 1955, Indra nooyi is an Indian-born American business executive and CEO of PepsiCo till 2018. Nooyi's commitment to innovation led to the diversification of PepsiCo's product portfolio, incorporating healthier options and sustainable practices. Under her guidance, PepsiCo prioritized social responsibility, advocating for environmental sustainability and diversity. Nooyi has transformed PepsiCo's fortunes and made it into a food and drink empire. She reshaped its brand identity and bought up many established brands including Tropicana and Quaker Oats. All of this helped double the company's profits. She was made CEO in 2006. In March 2008, Nooyi was elected chairperson of the US-India Business Council, strengthening US-Indian trade relations.

About the Essay

Nooyi has consistently ranked among the world's 100 most powerful women. In 2014, she was ranked at number 13 on the Forbes list of The World's 100 Most Powerful Women, and was ranked the second most powerful woman on the Fortune list in 2015. In 2017 she was ranked

the second most powerful women once more on the Forbes list of The 19 most Powerful Women in the Business. She serves on the board of Amazon and the International Cricket Council. Philips had proposed that Nooyi join their board in May 2021. She earned a bachelor's degree in chemistry from Madras Christian College in 1976 and a Master's Degree in Business Administration from the Indian Institute of Management in Calcutta 2 years later. After moving to United States, she received an additional Master's Degree in Public and Private Management from the Yale School of Management in 1980. For the next 6 years, Nooyi worked as a Consultant for the Boston Consulting Group. She later held executive positions at Motorola, Inc., and engineering firm Asea Brown Boveri (now ABB)

In 1994 Nooyi joined PepsiCo as senior vice president of corporate strategy and development. In 2001 she was named president and Chief financial officer of the company. She said leading PepsiCo has been the 'honour' of her lifetime, and she is "incredibly proud" of all the company has done over the past 12 years to advance the interests of shareholders and stakeholders. Nooyi was responsible for guiding a major restructuring, which included the company's spin-off of its restaurants-which included KFC, Pizza Hut, and Taco Bell-into Tricon Global Restaurant (which later became Yum! Brands, Inc.), as well as the spin-off of PepsiCo's bottling operations. In addition, she oversaw the acquisition (1998) of Tropicana products and a merger in 2001 with Quaker Oats Co. as part of the company's strategy of diversifying into more healthful drinks and food.

Nooyi took charge CEO in October 2006 and next year became chairman of the board as well. The fifth Chairman and CEO in PepsiCo's 42-year history, Nooyi was the first woman to lead the soft-drink and snack-food giant and one of only 11 female chief executives of Fortune 500 companies. Nooyi continued the strategy of transforming PepsiCo a well-balanced consumer-products company that was less reliant on sales of its flagship soft drinks.

She also aggressively pursued international expansion. Under her leadership, PepsiCo's revenues increased from \$35 billion in 2006 to \$63.5 billion in 2017. The following year it was announced that Nooyi would be stepping down as CEO in October and as chairman of board in early 2019.

Indra Nooyi not only broke the glass ceiling in corporate America when she was named CEO of global beverage giant PepsiCo in 2006 but, through her journey, inspired millions of young Indians who dreamed of and aspired to be successful. she was among the few female executives of India-born executives to lead global corporate giants. Nooyi was also very vocal about the

challenges women faced in trying to find a balance in managing their home and work. She had even once told at an Aspen Ideas Festival in Colorado in 2014 that women "cannot have it all". She continued to say that she has died 'with guilt' several times in her life as she tried to bring up her two daughters with her husband.

Important quotes of the Essay

- We have seen first-hand the difference that Indra has made on the business and the people
- Indra nooyi's success story is one of sheer hard work and dedication.
- She has become a role-model for many in the world.

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Calibre:.....
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- b) Meteoric:.....
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- c) Pantheon:.....
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- d) Divestiture:.....
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- e) Spearhead:.....
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- f) Plaudit:.....
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- g) Usher:.....
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- h) Optimal:.....
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- i) Seamless:.....
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- j) Equipoise:.....
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k) Emulate:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

- A) What is Indra Nooyi best known for?
- a) Founding a technology company
 - b) Leading a global beverage and snack company
 - c) Discovering a medical breakthrough
 - d) Winning an Olympic gold medal

Ans:

- B) In which corporation did Indra Nooyi hold a prominent leadership position?
- a) Apple Inc.
 - b) Coca-Cola Company
 - c) PepsiCo
 - d) Microsoft Corporation

Ans:

- C) What role did Indra Nooyi serve at PepsiCo?
- a) Chief Technology
 - b) Founder
 - c) Chief Executive Officer
 - d) Chief Marketing Officer

Ans:

- D) In which year did Indra Nooyi step down from her role as CEO of PepsiCo?
- a) 2010
 - b) 2014
 - c) 2018
 - d) 2020

Ans:

- E) Indra Nooyi's journey and achievements serve as an inspiration, particularly for:
- e) Professional athletes

- f) Aspiring musicians
- g) Women in business and leadership
- h) Astronaut

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) What kind of employee Indra Nooyi was?

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B) What did the PepsiCo board say in their statement regarding Indra Nooyi on her 12-years stint with the Corporation?

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C) Who was the former CEO of PepsiCo?

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D) How did Indra Nooyi handle her personal responsibilities?

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E) Describe Indra Nooyi's success story in your words

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Q. 4. Answer the following questions in about 100 words.

A) Discuss the company's family support system that helped Indra Nooyi to maintain a balance between her personal and professional life.

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B) What changes did Indira Nooyi bring in the PepsiCo?

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C) Describe a major challenge or obstacle that Indra Nooyi faced during her time as CEO of PepsiCo and how she addressed it?

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D) Which principles and Guidelines helped Indra Nooyi achieve her ambitions?

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E) What is your opinion about Indra Nooyi's corporate life?

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Q. 5. Attempt all questions asked on page number eighty-nine and ninety (Comprehension) in your textbook.

UNIT II: Appro JRD

-Sudha Murthy



About Author

Sudha Murthy is Infosys co-founder Narayana Murthy's wife. She writes in Kannada, Marathi and English too. We know her as a great social worker. She has founded several orphanages, practiced in rural areas and supported the movement to provide all Karnataka government schools with computer and library. She also founded 'The Murthy Classical Library of India' at Harvard University. She initiated a bold step to introduce computer and library facility in all schools of Karnataka. She is also the Chairperson of the Infosys Foundation. She began her professional career in engineering and computer science. Murthy is known and respected for her social work.

One of the most notable things is that Sudha Murthy became the first female engineer hired at India's largest auto manufacturer TATA Engineering and Locomotive Company (TELCO). She joined the company as a Development Engineer in Pune and then worked in Mumbai & Jamshedpur as well.

Her appointment in TELCO is an interesting tale in itself. There was a time when women were not employed by India's largest auto manufacturer company TELCO. However, Murthy changed that and became the first woman engineer in the company.

About the Essay

In this essay “Appro JRD”, Sudha Murthy shares the story of how she became the first female engineer from her village Hubli and subsequently became the first female engineer at TELCO. Sudha Murthy was in the final year of her M. Tech in 1974 at the Indian Institute of Science in Bangalore. She got a scholarship to study in America and was preparing to go there. At that point, she came across a TELCO job vacancy advertisement but it mentioned that ‘Lady candidates need not apply’. Candidates are required to be hard working, besides having an excellent academic record. But it was clearly stated that ladies were not eligible to apply. As a student Sudha Murthy’s life was full of happiness and bliss. She was not aware of any injustice or discrimination against anyone. But all this was shaken when she saw the advertisement for the post of an engineer in Telco. She strongly decided to protest against the unjust policy of the company. She was not particularly interested in taking up the job as she was looking forward to going abroad to complete a doctorate in Computer Science.

She also recounts how she was enraged by this and decided to write a postcard directly to JRD Tata, the chairman of the company, protesting about the gender discrimination at TELCO. She wrote that the Tatas were the pioneer of Indian industry. They had also established reputed institutions for higher education, such as the IISC Bangalore. It was surprising that such a renowned and respected company was displaying gender bias by not hiring women. She clearly stated her point in the letter that women work better than men and if they are not given the chance, they won’t be able to prove themselves.

JRD Tata, being a man with an extraordinary vision, responded quickly and changed the only ‘male employees’ policy. She was granted a special interview at the Pune offices, there were six people on the panel. Then the author realized that it was a serious business. Before the interview, Sudha told the panel that she hoped it was only a technical interview. The gentlemen from the interview panel told her politely that it would be difficult for women to work on the shop floor. Therefore, as a policy, the company did not hire women. Murthy replied that times were changing. And women must be given chance to prove their worth as they were as capable as men. Finally, she got the job. She had never thought that she would take up a job in Pune. Sudha Murthy, the woman who was bold enough to voice her opinion and was not ready to give up on her dreams, thus she became the first woman engineer at TELCO. She greatly appreciates the fact that a great visionary like JRD Tata had time and concern for a letter written by an unknown young girl. The letter and the job at Pune proved to be a turning point in young Sudha’s life.

After joining Telco, Sudha got a chance to meet JRD only after she was transferred to Bombay. One day, she went to the chairman's office. Suddenly Mr. JRD too came there. It was the first time that she met Mr. JRD Tata. Mr. Moolgaonkar introduced her to Mr. JRD saying, "She is the first woman to work on the Telco's shop floor."

Mrs. Murthy has a few other cherished memories with the great JRD. She fondly recollects his concern, affection and humility not just towards her but to all the other employees. Though she left TELCO in 1982 to co-lead Infosys along with her husband Narayana Murthy, she has always maintained that her experience there proved to be absolutely invaluable throughout her career and life. She talks of the great man's simplicity and vision and how he influenced her own journey as an entrepreneur and philanthropist.

Though her interactions with the visionary JRD were limited just to two or three, she enjoyed all of them thoroughly and vividly remembers each one of them to this day. The great man always provided deep insights and valuable advice to the young Sudha every time they met. The last time she met JRD Tata, before she left TELCO, he motivated her to be confident about their new venture -Infosys and also asked her to give back to the society after becoming successful.

Important quotes of the Essay

- Lady candidates need not apply.
- This young woman is an engineer and that too, a postgraduate. She is the first woman to work on the Telco shop floor.
- When you are successful you must give back to society.

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Injustice:.....
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- b) Discrimination:.....
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- c) Abolished:.....
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- d) Reluctant:.....
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- e) Diffidence:.....
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- f) Reciprocate:.....
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- g) Munificence:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

A) Whose frames were hanged in sudha murthy's office?

- a) Her and her husband
- b) Jamsetji Tata and JRD Tata
- c) Her kids' photograph
- d) her mother and father

Ans:

B) Where did she studied?

- a) IIT Bombay
- b) Iisc, Banglore
- c) IIM pune
- d) Iisc, Bombay

Ans:

C) Where did she took up the job?

- a) Karnataka
- b) Pune
- c) Bombay
- d) Banglore

Ans:

D) Who was the chairman of Tata Group?

- a) JRD Tata
- b) Sudha Murthy
- c) Sumant moolgaonkar
- d) Jamsetji Tata

Ans:

E) Where did Sudha Murthy meet JRD for the first time?

- a) Pune
- b) Bombay
- c) Bangalore
- d) Hubli

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) What made Sudha Murthy feel discriminated?

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B) Where did Sudha Murthy complete her master's course in computer science?

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C) Which company's advertisement did she saw while returning to hostel?

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D) Where did Sudha Murthy got her first job?

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E) When did she resign from her job at Telco? Why?

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Q. 4. Answer the following questions in about 100 words.

A) Describe Sudha Murthy's First experience of gender discrimination.

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B) How did moving to Pune change Sudha Murthy's life?

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C) Describe Sudha Murthy's encounter with JRD Tata?

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D) Attempt a character sketch of Sudha Murthy.

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E) Describe Sudha Murthy's success story in your words.

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Q. 5. Attempt all questions asked on page number ninety-eight (Comprehension) in your textbook.

UNIT III: Fur

-Saki



About Author

Saki, the pen name of Hector Hugh Munro, is a prolific and renowned short story writer known for his wit, satire, and incisive social commentary. His stories, characterized by sharp humor and often unexpected twists, illuminate the quirks and absurdities of society. Saki's mastery lies in his ability to cleverly portray the human condition through his characters, ranging from mischievous children to aristocratic elites. He employs humor as a vehicle to expose societal hypocrisies, challenging conventions and offering a playful critique of the upper classes. With a unique blend of amusement and insight, Saki's narratives entertain while inviting readers to ponder the deeper implications of his tales. His legacy endures as his stories remain timeless snapshots of human nature and societal foibles, showcasing his enduring influence on the art of the short story.

About the short story

The short story "Fur" by Saki revolves around the desires and values of two characters, Suzanne and Eleanor. Suzanne, a woman enamored by materialistic aspirations, harbors an intense desire

for fur coats as symbols of luxury and social status. She agrees to meet with Suzanne's cousin Bertram to share with him what Suzanne desires for her birthday.

In Saki's short story "Fur," two friends find out who is true and who is not. Suzanne and Eleanor are friends. Eleanor seems to be the true friend. She agrees to meet with Suzanne's cousin Bertram to share with him what Suzanne desires for her birthday. Bertram is wealthy. Eleanor agrees to tell Bertram what Suzanne desires for her birthday. Eleanor is a true friend in every sense of the word.

Eleanor suggests that they meet Bertram on his afternoon walk. Then they can encourage him to enter the store which has nice furs. Eleanor has agreed to be the liaison and tell Bertram what Suzanne wants for her birthday, which is a nice fur.

While the two friends are waiting for Bertram to appear, Eleanor asks a favor of Suzanne. She asks Suzanne to sit in on a game of bridge with her aunts so Eleanor can be free to talk with a gentleman caller, Harry. Suzanne will not hear of such a suggestion. Selfishly, Suzanne says no to the idea of helping her friend Eleanor out of a bridge game.

When Bertram finally arrives at the store, Eleanor is upset with her friend Suzanne because she will not help her out of the bridge game. Instead of telling Bertram that Suzanne desires an expensive fur, she tells Bertram that Suzanne desires a fan, the exact thing she does not need. In this way, Eleanor gets back at Suzanne for not helping her out of the bridge game.

Eleanor gets revenge and she gets the fur that Suzanne desired. Suzanne should have been a true friend. She should not have been so selfish in thinking only of herself.

Eleanor is the true friend. Suzanne is selfish. She does not help her friend Eleanor out. Eleanor is so upset until she tricks Bertram into buying the fur for herself, not Suzanne.

Important quotes of the short story

- I don't want to be greedy, of course, but I don't like being wasteful.
- She seems to have everything one can think of, lucky girl.
- A cloud has arisen between the friendships of the two young women.

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Confronted:.....
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- b) Inadequate:.....
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- c) Leisurely:.....
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- d) Loiterers:.....
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- e) Obstructive:.....
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- f) Inveigle:.....
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- g) Sulkily:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

A) What did Suzanne want on her birthday?

- a) A Silver-fox Fur
- b) Photograph frame
- c) Dressing-bag
- d) Dresden Figure

Ans:

B) What is the name of Suzanne's uncle?

- a) Harry
- b) Uncle Charles
- c) Bertram Kneyght
- d) Thomas knight

Ans:

C) What gift did Eleanor give Suzanne on her birthday?

- a) A Silver-fox Fur
- b) A Photograph frame
- c) A Fan

d) A Dresden Figure

Ans:

D) Which human folly is symbolized in this story?

- a) Anger
- b) Hatred
- c) Greed
- d) Ego

Ans:

E) What did Suzanne end up being gifted by Bertram Kneyght?

- a) Silver-fox Fur
- b) Photograph frame
- c) A Fan
- d) Dresden Figure

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) What was the plan made by Suzanne and Eleanor?

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B) What did Eleanor convey Bertram Kneyght?

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C) What favour did Eleanor ask Suzanne that evening?

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D) Why did Suzanne deny to play bridge with Eleanor's aunts?

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E) Why did Eleanor lie to Bertram Kneyght?

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Q. 4. Answer the following questions in about 100 words.

A) What comic elements does Saki use to create humour in the story 'Fur'?

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B) Draw a character sketch of Suzanne.

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C) How did Eleanor take revenge on Suzanne?

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Q. 5. Attempt all questions asked on page number one hundred five and one hundred six (Comprehension) in your textbook.

❖ **A little inaccuracy sometimes saves a ton of explanation.**

-Saki

UNIT IV: After Twenty Years

-O' Henry



About Author

O' Henry, the pen name of William Sydney Porter, is a renowned short story writer celebrated for his unique storytelling style, clever plot twists, and skillful use of irony. His works, characterized by their wit and surprise endings, have left an enduring mark on literature. O' Henry's stories often revolve around ordinary people in everyday situations, infused with humor and a touch of melancholy. He masterfully weaves intricate plots that keep readers engaged while leading them to unexpected conclusions. His narrative technique involves presenting seemingly unrelated events and characters, only to ingeniously tie them together in a surprising and satisfying resolution.

About the short story

"After Twenty Years" is a short story by O. Henry, published in 1906. O. Henry, whose real name was William Sydney Porter, made a name for himself with his unexpected 'twist' endings, and many consider "After Twenty Years" to be one of the best examples of this literary technique.

The story begins with a beat cop walking down a New York City street on a rainy, windy night. The cop projects a sense of strength and rectitude, and takes his rounds very seriously, trying all the doors of the shops as he passes them to ensure that they are locked and secured for the evening. When he sees a man standing near one of the closed stores, he approaches, and the man begins to explain his presence, telling him that he is waiting for an old friend. Twenty years before, he and his friend made a pact to meet at that site. He acknowledges that it's a pretty odd place to meet, explaining that twenty years before it was a restaurant owned by a man named Big Joe Brady. The cop tells him that the restaurant closed down about five years before.

The man, who is wearing a very large jewel as a tie pin, goes on to tell the cop that twenty years before he met his friend Jimmy Wells there. They were best friends and had grown up in New York City. He describes them as almost like brothers. The day after their dinner the man was scheduled to begin a trip out West to seek his fortune, but Jimmy believed the best place for him to be was New York, and opted to stay behind. They then made their agreement to meet on the same spot in twenty years, because they were each confident of having achieved great things in that time.

The cop finds himself interested in the story, and asks if they stayed in touch during that time. The man admits that they tried to and wrote each other for a little while, but stopped after a few years. He moved around too much to keep up a correspondence. Despite this gap in their communication, the man is confident that Jimmy will meet him as promised, because Jimmy was an extremely reliable person. He tells the cop that he traveled a very long way to be there, but will consider it worth it if he gets to see his friend again. He checks the time on an expensive watch and notes that it is three minutes to ten, and ten o'clock was when they said goodbye twenty years before.

The cop, noting the jewel and the watch, suggests that the man was very successful out West, and the man enthusiastically confirms this. He expresses hope that Jimmy has done just as well for himself, but he notes that Jimmy was a slow mover' and is worried he may not have made his way very far in New York City.

The cop makes to leave, and offers his hope that Jimmy shows up. He asks if the man will leave if Jimmy doesn't make it by ten o'clock. The man says he'll wait at least an additional half hour, because he has total faith that if Jimmy is alive he will make the appointment. The cop accepts this and leaves.

The rain gets heavier, and the man waits. After about twenty minutes, a tall man appears wearing a long coat and hurries over. He asks if the man's name is Bob, but sounds doubtful. The man says it is, and asks if it's Jimmy Wells. He is, and they shake. Jimmy expresses a wish that the old restaurant was still there so they could have one more dinner in it, and then asks if Bob's time out West was good to him. Bob assures him that it has been.

Bob then notes that Jimmy seems to be taller than he used to be, and Jimmy assures him that he grew a little after he left. Bob asks if Jimmy's doing well, and Jimmy says he is, and that he works for the city. Jimmy suggests they go to a place he knows so they can talk.

Bob and Jimmy begin to walk, arm in arm. Bob tells Jimmy the story of his life, and Jimmy listens, obviously interested. When they reach a corner and stand under a streetlight, however, Bob pulls away and declares that the other man is not Jimmy Wells.

The tall man tells Bob that he has, in fact, been under arrest since the tall man arrived. He tells Bob that the Chicago Police contacted the New York cops and told them to watch out for him. He asks if Bob will come quietly, and when Bob indicates he will, he hands him a note from a policeman named Wells. The note tells him that Jimmy came to their meeting, but did not wish to arrest him himself, and so sent another officer to do it.

Important quotes of the short story

- 'Twenty years ago tonight,' said the man, 'I dined here at "Big Joe" Brady's with Jimmy Wells, my best chum.'
- 'It was exactly ten o'clock when we parted here at the restaurant door.'
- I was at the appointed place on time.

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) De-people:.....
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- b) Reassuring:.....
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- c) Stalwart:.....
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- d) Astir:.....
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- e) Plodder:.....
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- f) Staunchest:.....
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- g) Groove:.....
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- h) Thoroughfare:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

- A) Where was the setting of the story?
 - a) A hotel
 - b) Torn down restaurant
 - c) On the door step of a hardware store
 - d) In an alley

Ans:

- B) Where did the friend move?
 - a) Out west
 - b) Chicago
 - c) New York
 - d) South

Ans:

- C) How long has it been since the friends have seen each other?
 - a) 10 year
 - b) 12 years
 - c) 20 years
 - d) 25 years

Ans:

D) Who was the criminal in the story?

- a) Bob
- b) The policeman
- c) Jimmy
- d) The undercover agent

Ans:

E) What was the suspense in the story?

- a) The policeman Bob met earlier was Jimmy Wells.
- b) Bob was the criminal that Police were on lookout for.
- c) Both A and B
- d) Bob was waiting for Jimmy at the decided spot.

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) Who was Jimmy Wells in the story?

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B) How was Jimmy according to Bob?

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C) Why is the story titled After Twenty Years?

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D) Why were the streets devoid of people?

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E) What is the irony in After Twenty Years?

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Q. 4. Answer the following questions in about 100 words.

A) Examine how O, Henry builds suspense and provides a twist in the story 'After Twenty Years'.

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B) Attempt a character sketch of Jimmy Wells from the story 'After Twenty Years'.

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C) What sort of relationship did Bob and Jimmy share in the short story 'After Twenty Years'?

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D) Draw a character sketch of Bob from the story 'After Twenty Years'.

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E) What is the moral of the story After Twenty Years?

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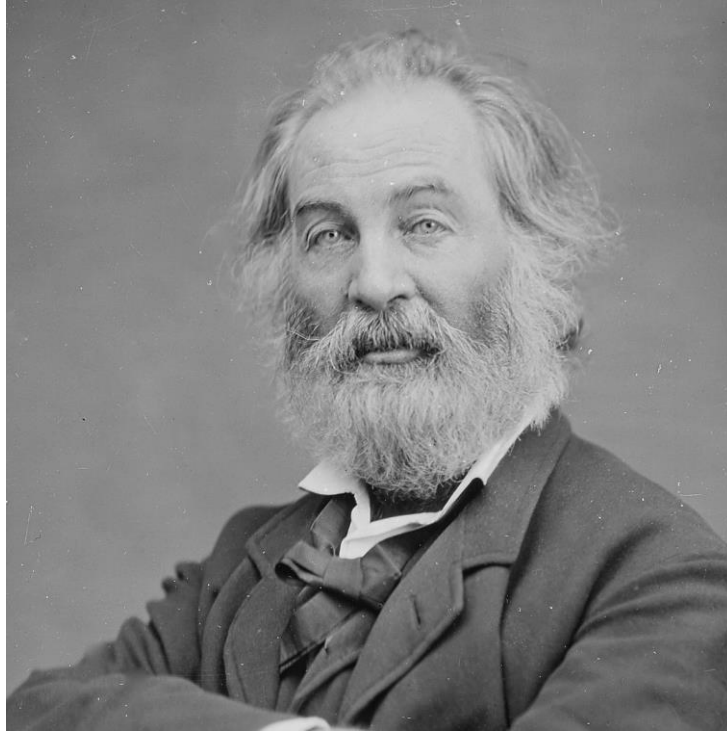
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Q. 5. Attempt all questions asked on page number one hundred twelve(Comprehension) in your textbook.

UNIT V: O Captain! My Captain

-Walt Whitman



About Author

Walt Whitman (1819-92), a towering figure in American literature, is renowned for his revolutionary contributions to poetry. In his magnum opus "Leaves of Grass," he shattered traditional poetic forms, embracing free verse and showing a bold individualism. His verses, marked by expansiveness and inclusivity, celebrated the human experience in all its facets—joy, sorrow, sensuality, and spirituality. Whitman's democratic ethos championed equality, emphasizing the interconnectedness of all people and portraying the ordinary as extraordinary. His poems, such as "Song of Myself" and "O Captain! My Captain!" embody his profound exploration of identity and society, leaving an indelible mark on subsequent generations of writers. Through his unapologetic self-expression and ability to capture the pulse of his era, Walt Whitman remains an enduring literary icon, hailed for his profound influence on the trajectory of American literature and the art of poetry itself.

Walt Whitman, a patriotic writer, infused his works with fervent love for America. His poetry celebrates nation's diverse spirit, embodying democracy's essence. Through vivid verses,

Whitman championed unity, optimism, and the intrinsic beauty of the land, leaving an enduring legacy of national pride.

About the Elegy

"O Captain! My Captain!" is a poignant and symbolic elegy penned by Walt Whitman as a response to the assassination of President Abraham Lincoln. The poem employs a maritime metaphor to depict the United States as a ship navigating the treacherous waters of the Civil War. Lincoln is portrayed as the captain of this ship, guiding it through the tumultuous conflict towards victory. The first stanza exudes a sense of relief and triumph as the ship returns to port, with people celebrating its safe return.

However, the mood shifts dramatically in the subsequent stanzas as the poet laments the captain's death. The joyous crowd is now described as mourners, and the victory's elation turns into sorrow. The repeated refrain of "O Captain! My Captain!" conveys the poet's deep grief and personal connection to Lincoln's leadership. The fallen captain is unable to witness the acclaim he so rightly deserves.

The poem encapsulates the conflicting emotions of a nation torn between the triumph of preserving the Union and the despair of losing a beloved leader. It blends patriotic celebration with a profound sense of loss, exploring the complexities of victory and the sacrifices made. Whitman's elegy mourns not just Lincoln's death but the toll of war itself, making "O Captain! My Captain!" a timeless portrayal of a pivotal moment in American history and a touching tribute to a revered leader. The poem uses the ship as a symbol for the United States, the Captain as a symbol of Lincoln's leadership, and the journey as a metaphor for the Civil War. These symbols are used to explore themes of the price of victory, the complexities of leadership, and the impact of loss on a personal and national level.

"O Captain! My Captain!" is a renowned elegiac poem penned by Walt Whitman in the aftermath of Abraham Lincoln's assassination. The poem metaphorically addresses Lincoln as a captain who guided the ship of the nation through the turbulent waters of the American Civil War. The captain's death is juxtaposed with the ship's safe return to port, symbolizing the end of the war and the nation's preservation. The poem captures both the sense of victory and the deep mourning for Lincoln's loss. While celebrating the triumph of the Union, it also mourns the leader's demise, reflecting the conflicted emotions of a nation torn between jubilation and sorrow. The poem combines elements of patriotism, grief, and the complexities of leadership, making it a poignant representation of the nation's feelings at that pivotal moment in history.

Important quotes of the Elegy

- O Captain! My Captain! Our fearful trip is done.
- But O heart! heart! heart! O the bleeding drops of red.
- My Captain lies, Fallen cold and dead.

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Rack:.....
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- b) Exulting:.....
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- c) Keel:.....
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- d) Grim:.....
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- e) Trill:.....
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- f) Wreath:.....
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- g) Voyage:.....
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- h) Mournful:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

- A) What historical event does the poem "O Captain! My Captain!" by Walt Whitman mourn?
 - a) The American Revolutionary War
 - b) The Civil Rights Movement
 - c) The sinking of the Titanic
 - d) The assassination of Abraham Lincoln

Ans:

- B) In the poem, what is the symbolic meaning of the ship?
- a) A symbol of technological progress
 - b) A representation of personal freedom
 - c) A metaphor for the journey of life
 - d) A reference to a famous historical vessel

Ans:

- C) Who is the "Captain" referred to in the poem?
- a) A fictional character
 - b) The speaker's father
 - c) The President of the India
 - d) Abraham Lincoln

Ans:

- D) What emotion does the line "My Captain does not answer, his lips are pale and still" convey?
- a) Hope and excitement
 - b) Grief and loss
 - c) Anger and frustration
 - d) Joy and relief

Ans:

- E) What does the phrase "Exult O shores, and ring O bells!" indicate?
- a) A funeral procession
 - b) A declaration of war
 - c) A celebration of victory
 - d) A call for peace

Ans:

Q. 3. Answer the following questions in 30-40 words each.

- A) Who is the "Captain" referred to in the poem?

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B) What is the significance of the line "The ship is anchor'd safe and sound"?

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C) How does the speaker address the captain in the poem? What does this reveal about their relationship?

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D) What emotions are conveyed through the repeated line "Fallen cold and dead"?

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E) How does the poem "O Captain! My Captain!" use symbolism to explore deeper themes and emotions?

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Q. 4. Answer the following questions in about 100 words.

A) Explain the central theme of the poem 'O Captain! My Captain!'

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D) Explain the poem 'O Captain! My Captain!' in your words.

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E) What feelings does Walt Whitman have for President Lincoln?

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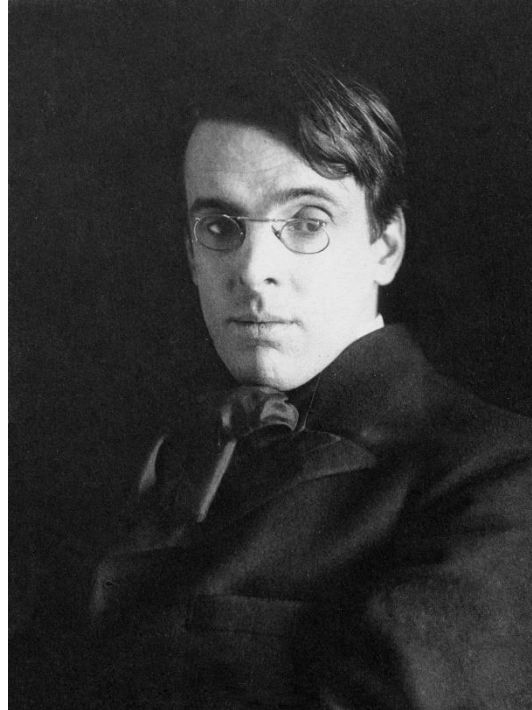
Q. 5. Attempt all questions asked on page number one hundred seventeen and one hundred eighteen(Comprehension) in your textbook.

❖ **Keep your face always towards the sunshine – and shadow will fall behind you.**

-Walt Whitman

UNIT VI: The Prayer for My Daughter

-W. B. Yeats



About Author

W.B. Yeats, the illustrious Irish poet, crafted the reflective and profound poem "A Prayer for My Daughter." Rooted in his fascination with mysticism, Yeats contemplates his daughter's future against the backdrop of a rapidly changing world. Written in 1919 after the tumult of World War I and the Easter Rising, the poem reflects his concerns about societal shifts and their impact on the innocence of the younger generation. Yeats imparts his hopes and wishes for his daughter's life, weaving together themes of beauty, wisdom, and resilience. Through his lyrical verses, he seeks to shield her from the negativity and materialism of the world, praying for her to embody qualities that can guide her through life's challenges. The poem stands as a timeless testament to a father's love and aspirations, while also capturing Yeats' larger preoccupations with history, culture, and the forces shaping his era.

About the Poem

W.B. Yeats, the illustrious Irish poet, crafted the reflective and profound poem "A Prayer for My Daughter." Rooted in his fascination with mysticism and Celtic heritage, Yeats contemplates his

daughter's future against the backdrop of a rapidly changing world. Written in 1919 after the tumult of World War I and the Easter Rising, the poem reflects his concerns about societal shifts and their impact on the innocence of the younger generation. Yeats imparts his hopes and wishes for his daughter's life, weaving together themes of beauty, wisdom, and resilience. Through his lyrical verses, he seeks to shield her from the negativity and materialism of the world, praying for her to embody qualities that can guide her through life's challenges. The poem stands as a timeless testament to a father's love and aspirations, while also capturing Yeats' larger preoccupations with history, culture, and the forces shaping his era. Innocence and beauty are cultivated through cultural traditions and rituals. The speaker suggests that these customs help preserve and nurture the qualities he wishes for his daughter. He believes that negative influences can corrupt her purity and charm. He is concerned about the world's effect on her values and perceptions. The speaker hopes his daughter will possess qualities like purity, innocence, clarity of thought, kindness, a strong sense of judgment, and a mind free from vain ambitions.

W.B. Yeats' "A Prayer for My Daughter" is a poignant poem that reflects the poet's hopes, fears, and aspirations for his newborn daughter against the backdrop of a world marked by tumultuous change. Written in the aftermath of World War I and the Irish Easter Rising, the poem is both a personal prayer and a reflection on the broader societal shifts of the time.

Yeats fervently wishes for his daughter's future to be filled with virtues such as innocence, grace, and inner strength. He expresses concerns about the materialism and moral decline in society, emphasizing the importance of character over superficial pursuits. He yearns for his daughter to possess the wisdom to navigate life's challenges and to remain untainted by the shallow values he perceives. The speaker is critical of materialism and worldly pursuits. He believes they distract people from spiritual and moral values. He hopes his daughter will avoid being caught up in the pursuit of material wealth and social status.

The poem's emotional depth is rooted in Yeats' love for his daughter and his desire to protect her from the harsh realities of the world. He employs vivid imagery and metaphors to convey his hopes, while also pondering the complexities of cultural heritage and societal change. Through this intimate prayer, Yeats not only encapsulates a parent's universal hopes but also captures the broader mood of an era grappling with transformation and uncertainty. The poem remains a timeless testament to parental love, the enduring struggle for virtue amidst adversity, and the interplay between personal and societal aspirations. The tone of the poem is concerned, contemplative, and reflective. It begins with the speaker expressing his worries and thoughts

about his daughter's future. The tone becomes more introspective and philosophical as the speaker delves into the complexities of innocence and experience.

Important quotes of the Poem

- Under this cradle-hood and coverlid
My child sleeps on
- I have walked and prayed for this young child an hour
And heard the sea-wind scream upon the tower
- May she be granted beauty and yet not
Beauty to make a stranger's eye distraught

Questions and Answers:

Q. 1. Find out the meaning of the following words with the help of dictionary and use it in your own sentence.

- a) Reverie:.....
.....
- b) Frenzied:.....
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- c) Magnanimities:.....
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- d) Perpetual:.....
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- e) Distraught:.....
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- f) Radical:.....
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- g) Ppeddled:.....
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- h) Affrighting:.....
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Q. 2. Choose the correct answers for the following questions from the options given below:

- A) In "A Prayer for My Daughter," what does the speaker express concern about?
 - a) His daughter's physical appearance

- b) His daughter's future well-being and happiness
- c) His daughter's academic achievements
- d) His daughter's social status

Ans:

- B) What is the central theme of the poem "A Prayer for My Daughter"?
- a) The speaker's regrets
 - b) The importance of beauty
 - c) The uncertainties of the future
 - d) The joys of childhood

Ans:

- C) The line "And she is grown/To choose between" implies:
- a) The daughter's rebellious nature
 - b) The daughter's independence and decision-making
 - c) The daughter's preference for isolation
 - d) The daughter's reluctance to make choices

Ans:

- D) In the poem, what does the speaker wish for his daughter's intellect?
- a) A fierce ambition for success
 - b) Clarity of thought and judgment
 - c) An obsession with worldly matters
 - d) The ability to conform to societal norms

Ans:

- E) What does the poem imply about the relationship between the speaker's daughter and the world around her?
- a) The world is a place of safety and protection
 - b) The world is harsh and filled with danger
 - c) The world is full of opportunities for success
 - d) The world is unimportant compared to family

Ans:

Q. 3. Answer the following questions in 30-40 words each.

A) How does the poem "A Prayer for My Daughter" explore the theme of innocence?

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B) How does the speaker view the world and its influences on his daughter?

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C) What qualities does the speaker hope his daughter will possess as she grows up?

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D) What is the speaker's attitude towards materialism and worldly pursuits?

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E) How does the poem reflect the societal and cultural concerns of the time in which it was written?

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Q. 4. Answer the following questions in about 100 words.

- A) Elaborate on the poet's reasons for desiring that his daughter's mind be free of hatred in 'A Prayer for My Daughter'.

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- B) What does the speaker want his daughter to learn in the poem 'A Prayer for My Daughter'?

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C) In what ways does the poem address the challenges and uncertainties she might encounter in life?

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D) What is the significance of the language and imagery in the poem 'A Prayer for My Daughter'?

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UNIT VII: Letter Writing, Report Writing and Blog Writing

Letter Writing

Letters are an important means of communication.

Types - 1) Personal Letters 2) Official Letters

1) Personal Letters

- Written to friends and relatives
- Tone is personal
- Style is informal/ Conversational sometimes.
- Subject is about home, family, work or something interesting around you

Format: (includes six parts)

1) The sender's address

- The sender's address should be on the left-hand margin of the page. (note: the inside address means the address of the receiver need not to be given in a personal letter)

2) The date

- The date on which the letter is written. Ex. 2 April 2023 or April 2,2023. Write the date below the sender's address on left-hand margin with a blank line separating the two.

3) The salutation

- Written in left-hand margin of the page, followed by a comma.

4) The body of the letter

- The contents of the letter, it follows the punctuation rules and breaks in paragraph. The paragraphs should be separated by a one-line space. They should be written in the sender's own words, in an easy and spontaneous style.

5) The complimentary close

- In the block style the complimentary close appear at the left-hand margin

6) The signature

- Signature of the person writing letter, only your first name, or the name by which you are known to the person addressed.

2) Official/ Business letters

- Written to a person in a company or organisation
- Written as a part of business transactions, application letters, letters of enquiry, letters to the editor, letter to colleagues on matters concerning work.
- Style and tone is formal

Format: (includes eight parts)

1) The sender's address

- Written on right- or left-hand corner of the page, and it omitted when official letters are written on company letterheads.

2) The date

- Below sender's address.

3) The inside address

- The address of the receiver, placed on left below the line of the date, without punctuation. Each line of the address begins on the left margin.

4) The salutation

- Most common salutation is 'Dear Sir' or 'Dear Mam'
- If the letter is to organization it should be 'Dear Sirs/Madams'
- If you are unaware that the receiver is a man or a woman, salutation should be 'Dear Sir/Madam'
- If you know the person you are writing to, you can address the person by his/her name accompanied by a title or designation.

5) The subject

- This is a brief statement of the subject of letter or what the letter is about

6) The body of the letter

- Main part of the letter
- Information in the letter should be brief, clear, precise, and complete.
- Use polite words

7) The complimentary close

- 'Yours faithfully' is a common close
- If the receiver is addressed by his/her title and name the complimentary close 'Yours Sincerely' is used.

8) The signature

- Full signature is required
- With name and designation in two separate lines below it.
- Name of the company should appear above the sender's signature

❖ In addition to the above parts some official letters have all or some of the following:

9) Reference numbers

- Official letters are assigned numbers that help to file the letters according to their subjects.
- This number is placed above the sender's address.

10) The attention line

- It is placed above the salutation,
- Contains the name of the person to whom the letter is to be directed

11) Enclosures

- List of the papers to enclose
- On the left-hand margin, below the signature line.

12) Copies

- If copies are going to other persons, their names are mentioned below the list of enclosures.

13) Initials

- Initials of the person who dictates the letter and the person who types it.

E-Mails

-E-mails are the e-letters to be sent to convey your message. Some important parts are given below to be included in the email.

- From: email address of the sender of the message.
- To: e-mail address of the recipient (more than one recipient can be added).
- Cc(carbon copy): a list of addresses to which you want to send copies of your message.
- BCC(blind carbon copy): this recipients' addresses will not be seen by other recipients, it can be used to keep his or her privacy.
- Subject: subject or a specific title of the message should be written here so that the recipient will know what the message is about.
- Attachments: the files which go with your message to the recipient.

Report Writing

- A report news information about an event situation or process

- Language must be clear and simple

- Style of the report must be direct so that the reader finds required information quickly and easily.

➤ Be clear about 3 things while writing the report

- What is the report about;
- Who it is meant for;
- What it will be used for.

❖ Three kinds of reports are included in the unit:

- 1) Newspaper Reports
- 2) Reports of scientific experiment and processes
- 3) Official Reports

1) Newspaper Reports

Newspaper reports cover current events and everyday incidents in the country and abroad the deal with various subjects like education entertainment commerce industry politics Sports Science and stories of human interests. They are direct presentation of facts relating to a situation or event. Reports are impersonal and objective in style, this means facts are expressed without anyone's reaction to the incidents. The verb for

- a) The verb for headings should be either in simple present tense or in past participle form, sometimes infinitive form of verb is used.
- b) A mixture of verbs in the active and passive voice is used for factual descriptions and narrations. It is chosen on the basis of whether the 'Performer of the action' is important or irrelevant, or sometimes kept a secret.
- c) Opinions and statements of important person, experts or those in authority are included in either direct speech or indirect speech.
- d) In the absence of an authentic source of information or when there is a need to keep the identity of the official or source confidential the expressions like 'unconfirmed/confirmed reports' and 'reliable sources' are used.

To describe an event such as a cultural programme or trip or a situation for the college magazine or as part of a class assignment you are expected to give its most important details. General reports are written to convey information but are not as formal in style as newspapers reports.

Reports consist of more than one paragraph. Introductory paragraph contains basic information like venue, date and time of the reported event. The next two or three paragraphs are used to describe the event in more detail. The final paragraph sums up or concludes the report.

2) Reports of Experiments and Processes

The style of reports of experiments and processes are different than the style of newspaper reports. Reports of experiments and processes need to focus on procedure rather than on the

performer of the experiment, that's why passive voice is used for this kind of report. A scientific experiment report is usually arranged under the following headings:

- Aim
- Apparatus
- Principle
- Procedure
- Observations
- Conclusions

3) Official reports

Official reports business reports or technical reports are formal reports return in a response to instructions received from someone in authority. These are also called survey reports because they are written after investigating surveying or written after some study. Facts must be presented clearly and concisely in these reports, because official reports are used to take important decisions. The style and tone used in such reports is usually formal.

Before writing official reports data must be collected through investigations, enquiry, meetings or surveys. This data should be arranged in the following format which is commonly used to write official reports:

- From
- Date
- To
- Title of the report
- Terms of reference
- Abstract or summary
- Body of the report
- Conclusion
- Signature

Writing blogs

The term blog is a shortened version of weblog. A blog is a website which provides information or opinions on a specific topic. It is an effective way of communicating your thoughts, views,

opinions and experiences with the wide variety of readers. Blog entries are presented in an informal language in the style of journals and diary entries.

Posts in a blog are personal opinion or views of the author or sometimes multiple authors. Now-a-days blogging has emerged as an effective social networking tool. It helps individuals share their views on a wide variety of topics to a wide readership. It also helps to interact with readers through their feedback, comments and responses.

For visual appeal, different types of graphic elements, photographs, videos and other multimedia tools are combined with the text. Other than textual there are blogs that use photographs, videos, music and audio too.

'Edublogs' are also widely used these days for educational purposes, they provide material for learning, teaching and also testing.

As there is a variety of writing styles, contents and purposes, one cannot formulate definitive guidelines on writing blogs. A few tips are given below to be kept in mind while writing your own blog posts:

- Decide a topic and focus on it
- Design the blog to suit your purpose
- Be straightforward in your opinion
- Keep your post short
- Provide catchy headlines
- Express original ideas
- Acknowledge if you borrow material from other source
- Be innovative
- Link your blog to other sites for increasing reader traffic
- Interact with readers in comment section, respond to their queries.

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Q. 3. Write a newspaper report on a cultural programme organized by your college.

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Q. 4. Explain Blogging as an effective social networking tool.

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❖ To send a letter is a good way to go somewhere, without moving anything but your heart.

-Phyllis Theroux

Notes

UNIT VIII: Resume Writing and E-Mails

Resume Writing

A résumé, is a document created and used by a job applicant to present his/her qualifications, experience, skills, and accomplishments. Résumés are usually used to secure new employment. It is a written document which speaks for you.

Essential Headings of a Résumé

- Objective(s): State your job objectives clearly
- Key skills: List out specific skills
- Experience: List your past employment details
- Qualifications: List major Qualifications in reverse chronological order
- Personal profile: Mention personal details such as
 - Name:
 - Address:
 - Telephone number:
 - E-mail id:
 - Date of birth:
 - Languages known:
 - Hobbies and interest:
 - References: Reference of people who can comment on different aspects of your career.

Other headings:

You can create your own headings according to the resume and job advertisement a few are suggested below:

- Honours and awards: Publications:
- Presentations:
- In-house seminar:
- Achievements:
- Internship:
- Career profile:
- Community:
- Service:

- Membership:
- Advanced career training:
- Special projects:
- Technical training:
- Licence and certification:

Tips for an Effective Résumé:

- Arrange the headings correctly
- Don't use lengthy matter
- Send a covering letter with résumé
- Print your resume on A4 size paper
- Use bold letters and underline the headings
- Keep your resume short and direct. ...
- Highlight relevant skills and experiences. ...
- Demonstrate results with numbers and metrics. ...
- Craft a career snapshot. ...
- Optimize your text. ...
- Think beyond your job duties. ...
- Use the right language, grammar, punctuation, spellings to stand out.

E-mails

The use of e-mails, for personal academic and business communication, is increased because of their speed and convenience.

Most businesses encourage their customers to contact them through their official websites. Many research departments and universities also use e-mail to share information and assignments and receive responses.

When you write to your friends the tone can be informal even casual, but when you write on a serious matter the tone and language should be appropriate according to the relation you have with the recipient of your message.

Make your message interesting to read, if there are many points in your e-mail, say so in the beginning, otherwise the reader may see something that interests him halfway down the message, and reply you.

Avoid lengthy messages, they may not be read due to lack of time. Write a specific subject which provides a clear idea of the content to the reader. Send attachments only if it is necessary. Be careful while sending attachments as they may carry viruses, they can be incompatible with the software of recipient's computer.

Do not use email messages to attack someone or to express your anger. The whole message in capital letters is considered to be a rude act known as 'flaming'. Do not right anything illegal or unethical in your messages. Though e-mails are private, anything that you send can be retrieved by hackers, by your employers or by government investigating agencies and even by criminals. Be careful about sending copies to only important people. Don't fill the Cc list with to many unnecessary addresses. Use Bcc line for people who want to keep their privacy.

❖ An e-mail letter has the following components:

- From:
- To:
- Cc:
- Bcc:
- Subject:
- Message:
- Attachments:

Questions and Answers:

Q. 1. Write a resume, in response to the newspaper advertisement for the post of the bank manager.

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Q. 2. Explain the components of an e- mail letter.

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Q. 3. You are Mr. Prakash Bhosale. The laptop you bought one week ago from Prashant Electronics in Pune, is giving you a problem. Write an email to be sent to the manager of the company, making a complaint about the defect and asking for it to be replaced.

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❖ A resume will seldom get you a job offer. A resume will often lose you a job offer.

-Robert Half

UNIT IX: Non-Verbal Communication

There are broadly two types of communication: verbal and non-verbal. Verbal communication refers to spoken and written communication. Whereas non-verbal communication signifies the body language. It includes postures, gestures, and facial expressions.

For an Effective communication we have to be careful to use both in a proper way. Eye contact, facial expressions, body postures, gestures and dress are an important part of non-verbal communication. Tone, volume, and pitch of the speaker's voice also influence interpretation. We have to not only use non-verbal cues, but also understand non-verbal responses. The listener's feedback like claps, whistle or yawn can help us understand if the listener is bored or excited.

Non-verbal communication does not use words. It has five broad components: Kinesics, Proxemics, Chronemics and Paralanguage and Appearance

1. **Kinesics:** Kinesics involves gestures, postures, facial expressions, body language, etc. We show different gestures for anger, agreement, disagreement, sadness, etc. All gestures don't have specific meanings, many of them are abstract. Postures reflect your body position, it conveys your state of mind, attitude, etc. Eye contact signifies trust and truthfulness. Eyes can even express, if the message is conveyed in an effective way or not.
2. **Proxemics:** Proxemics refer to the distance that we keep from others during the communication process. It also shows the relationship with the receiver of the message, or the subject that is being discussed. Anthropologist Edward T. hall has categorised four zones in which social interaction takes place. The zones are:
 - a) Intimate zone
 - b) Personal zone
 - c) Social zone
 - d) Public zone
3. **Chronemics:** Chronemics deals with time. The way we structure and use time conveys our personality and attitude. For important topics one gives more time.
4. **Paralanguage:** Paralanguage deals with vocal qualities such as volume, pitch, rate, pronunciation, stress and intonation patterns. The quality of voice determines effectiveness of the message. To become a successful speaker all these elements should be used effectively.

5. **Appearance:** Appearance reflects your personality during the communication. One's appearance may put the receiver in a receptive or a hostile mood. Appearance forms the first impression of a person in the minds of the audience. A well-dressed, elegant person therefore makes a good impression on the audience. Effective communication is a skill that is evaluated along with other skills in the job market.

❖ A few tips are given below to make communication effective:

- Use the correct language, choose the words carefully, Don't use technical jargon.
- Sharpen your language skills, don't make grammatical and spelling mistakes.
- Use correct formats, styles and conventions for formal and informal writing.
- Be clear about the purpose and the content, encode the message effectively.
- Good relationship helps accomplish communication goals effectively.
- Be an effective listener, to become a good communicator.
- Use appropriate non-verbal codes with the verbal expression of the message.
- Make communication a creative process with the use of different channels of listening and feedback techniques.
- Choose the right space and setting for communication which avoid the physical barriers like noise, distance, physical discomfort, environmental conditions, etc.
- Develop a positive attitude and interpersonal skills. One must overcome fear, lack of self-confidence, anxiety, shyness, complexes, stress, etc.
- Overcome socio-cultural barriers like class conflicts, caste-divides, cross-cultural differences, socio-cultural course and conducts.
- Ensure that the flow of communication within an organisation is not impeded by ineffective management or organisational hierarchies.
- Accept the reality and possibility that miscommunications happen often despite of many efforts. One must evolve ways to minimise the damage and manage the negative impacts.

Questions and Answers:

Q. 1. Write a note on non-verbal communication.

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Q. 4. Explain the tips for effective communication.

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Q. 5. Write a short note on proxemics.

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Q. 6. Explain the importance of paralanguage in non-verbal communication.

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All the Best