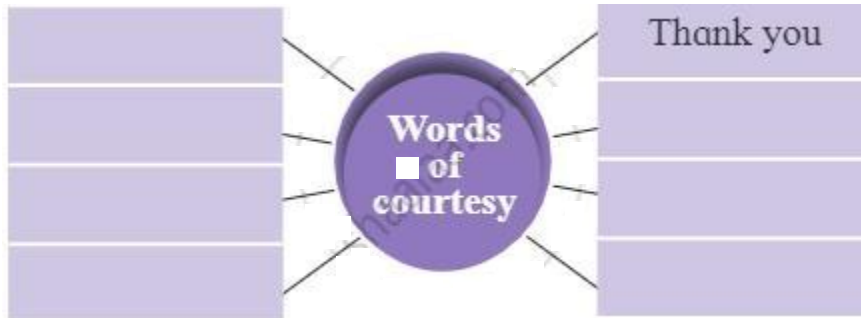


On Saying "Please"

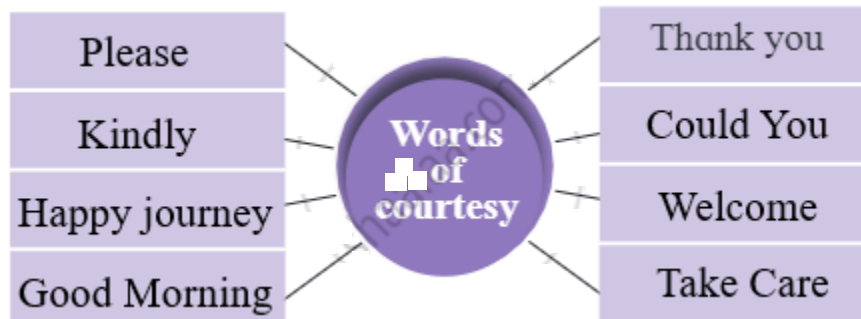
ICE BREAKERS [PAGE 13]

Ice Breakers | Q 1 | Page 13

List the words of courtesy that we use in our daily life. Discuss them with your partner and explain the purpose of using each.



Solution:



please - to make a request

kindly - when we make a formal request

Happy Journey - to wish someone a joyful journey

Good morning - To wish someone in the morning

Thank you - when someone is kind to us

Could you - to politely request something

welcome - to greet someone who's arrived

Take care - to caution someone

Ice Breakers | Q 2 | Page 13

Listed below are a few character traits of people. Some are positive traits, while others are not. Tick ✓ the ones you feel are desirable.

Characteristic traits	Characteristic traits	Characteristic traits
Conniving <input type="checkbox"/>	Aggressive <input type="checkbox"/>	Boastful <input type="checkbox"/>
Insensitive <input type="checkbox"/>	Scheming <input type="checkbox"/>	Humble <input type="checkbox"/>
Sly <input type="checkbox"/>	Wise <input type="checkbox"/>	Servile <input type="checkbox"/>
Humorous <input type="checkbox"/>	Egoistic <input type="checkbox"/>	Territorial <input type="checkbox"/>
Naive <input type="checkbox"/>	Manipulative <input type="checkbox"/>	Patronising <input type="checkbox"/>
Benevolent <input type="checkbox"/>	Rude <input type="checkbox"/>	Generous <input type="checkbox"/>

Solution:

Characteristic traits	Characteristic traits	Characteristic traits
Conniving <input type="checkbox"/>	Aggressive <input type="checkbox"/>	Boastful <input type="checkbox"/>
Insensitive <input type="checkbox"/>	Scheming <input type="checkbox"/>	Humble ✓
Sly <input type="checkbox"/>	Wise ✓	Servile <input type="checkbox"/>
Humorous ✓	Egoistic <input type="checkbox"/>	Territorial <input type="checkbox"/>
Naive <input type="checkbox"/>	Manipulative <input type="checkbox"/>	Patronising <input type="checkbox"/>
Benevolent ✓	Rude <input type="checkbox"/>	Generous ✓

Ice Breakers | Q 3 | Page 13

Etiquette and manners are very important for a person to live in society.

Read the following and put them in proper columns

1. To receive phone calls while you are in a lecture or class.
2. To knock before you enter your Principal's office.
3. To thank the person who offers you tea or coffee.
4. To be polite and courteous to others.
5. To leave the classroom without the teacher's permission.
6. To occupy the seats reserved for ladies or physically challenged or elderly people on a bus or a train.

Appropriate	Inappropriate
1. _____	1. _____
2. _____	2. _____



3. _____	3. _____
----------	----------

Solution:

Appropriate	Inappropriate
1. To knock before you enter your Principal's office.	1. To receive phone calls while you are in a lecture or class.
2. To thank the person who offers you tea or coffee.	2. To leave the classroom without the teacher's permission.
3. To be polite and courteous to others.	3. To occupy the seats reserved for ladies or physically challenged or elderly people on a bus or a train.

BRAINSTORMING (A1) [PAGE 19]

Brainstorming (A1) | Q 1.1 | Page 19

Form groups and explain the following words with examples. You can take help of your teacher.

Humility

Solution: Humility:

It is the quality of not being very proud.

Example: When a sports person gives credit to the team upon receiving an award, it is an example of humility.

Brainstorming (A1) | Q 1.2 | Page 19

Form groups and explain the following words with examples. You can take help of your teacher.

Self-esteem

Solution: Self-esteem:

It is an individual's evaluation of one's own worth.

Example: When you're happy, confident and motivated, it's a sign of high self-esteem.

Brainstorming (A1) | Q 1.3 | Page 19

Form groups and explain the following words with examples. You can take help of your teacher.

Gratitude

Solution: Gratitude:

It is the quality of being thankful and showing appreciation for kindness.



Example: When you thank your mentor for guiding you in important aspects of your life, it is showing gratitude.

Brainstorming (A1) | Q 1.4 | Page 19

Form groups and explain the following words with examples. You can take help of your teacher.

Courtesy

Solution: Courtesy:

It is the quality of showing politeness in one's behaviour and attitude.

Example: Saying 'please' when you make a request and saying 'thank you' when someone does a favour is a sign of courtesy.

Brainstorming (A1) | Q 1.5 | Page 19

Form groups and explain the following words with examples. You can take help of your teacher.

Generosity

Solution: Generosity:

It is the quality of being kind and generous.

Example: A tree is an epic example of generosity. It showers us with abundant fresh air, shade, flowers, and fruits and asks for nothing in return.

Brainstorming (A1) | Q 1.6 | Page 19

Form groups and explain the following words with examples. You can take help of your teacher.

Sympathy

Solution: Sympathy:

It is the feeling of pity and sorrow over someone's suffering.

Example: People who work for animal rights, care, and rehab have a sympathetic attitude towards them.

Brainstorming (A1) | Q 1.7 | Page 19

Form groups and explain the following words with examples. You can take help of your teacher.

Empathy



Solution: Empathy:

It is the ability to understand and share the feelings of others.

Example: When your friend wins an award.

Brainstorming (A1) | Q 2 | Page 19

Have a Group Discussion on the topic 'The need of soft skills at workplace'. Use the following points.

- (a) Written and verbal communication
- (b) Ways of interacting with others
- (c) Creative abilities
- (d) Emotional intelligence

Solution:

Moderator:	You've all been given a few minutes to think about your topic for today's group discussion, which is 'The need for soft skills at the workplace'. You may now begin the discussion. Who would like to start?
Julie:	We all like to excel at what we do, especially at our place of work. But to be able to do that, merely professional skills are not enough. Wherever we go, people skills are essential to be able to connect and communicate with those around us and especially so at our place of work.
Neha:	Well, that might be partly true; but I think one's professional competencies cannot take a back seat. They will always be the key to your success at the work place.
Alok:	I would like to build on that point Neha. Though professional competencies are of prime importance, team work is what allows for smooth functioning as well as a noteworthy execution of plans and strategies. This is where soft skills come into play as they are a combination of our people skills and communication skills. Both of these are equally important to strengthen bonds and build stronger teams.
Milap:	Yes, the way we interact with others is of utmost importance. Soft skills also build our communications on so many levels. People with good soft skills are bound to have stronger verbal as well as written communication abilities as compared to others. This means that through their communication, they are able to influence others to agree with them, thereby succeeding at their workplace.
Aditya:	That is correct! I completely agree. In fact, someone who possesses soft skills is more likely to get a job done than someone who does not know how to work in harmony with other people. Everyone knows how to do their jobs, it is how we navigate ourselves through different situations at work is what truly defines the strength of our soft skills.



Neha:	Yes, that's true. Also, speaking of bonding and relationships, emotions play a key role here. Emotional intelligence, which is the ability to understand, manage and reason with emotions, is equally essential to effectively engage with others.
Milap:	I couldn't agree more. Emotional intelligence helps a person to understand a situation from a sensitised perspective. It is necessary to sympathise and empathise with people, so as to be able to deal with them accordingly.
Moderator:	All right, everyone. Your time's nearly up. Would someone like to summarise this discussion?
Alok:	Keeping in mind everything that was said today, it would only be right to say that soft skills are the fundamental need of any workplace. A place of work calls for exchange of ideas and involves multiple interactions. In such a scenario, a robust foundation of soft skills only aids in building stronger bonds and deeper relationships. This, in turn, contributes positively to the growth and development of any organisation.

BRAINSTORMING (A2) [PAGES 19 - 20]

Brainstorming (A2) | Q 1.1 | Page 19

Read the text and state whether the following statement is True or False. Correct the False statement.

Bitter problems in day-to-day life can be solved by sweet words.

1. True
2. False

Solution: True.

Brainstorming (A2) | Q 1.2 | Page 19

Read the text and state whether the following statement is True or False. Correct the False statement.

Great wars could have been avoided by a little courtesy.

1. True
2. False

Solution: True.

Brainstorming (A2) | Q 1.3 | Page 19

Read the text and state whether the following statement is True or False. Correct the False statement.



Observance of etiquette in a normal situation is important but more important is their observance when the situation is adverse.

1. **True**

2. False

Solution: True.

Brainstorming (A2) | Q 1.4 | Page 19

Read the text and state whether the following statement is True or False. Correct the False statement.

Words like 'please' and 'thank you' help us in making our passage through life uneasy.

1. True

2. **False**

Solution: False.

Correct statement:

Words like 'please' and 'thank you' help us in making our passage through life easy.

Brainstorming (A2) | Q 1.5 | Page 19

Read the text and state whether the following statement is True or False. Correct the False statement.

The law permits anybody to use violence if another person is discourteous.

1. True

2. **False**

Solution: False.

Correct statement:

The law does not permit anybody to use violence, if another person is discourteous.

Brainstorming (A2) | Q 2.1 | Page 20

Select the most appropriate sentences which suggest the theme of the essay.

1. The essay tells us about courtesy, civility, morality, responsibility and control.
2. The essay explores the difficulties that can be incurred by an individual when dealing with the public.
3. One can keep one's peace of mind without having to lower themselves to the level of the perceived offender.
4. People with low self-esteem are generally difficult to work with and they look down upon others to get a feeling of superiority.



Solution:

The most appropriate sentences which suggest the theme of the essay are:

1. The essay tells us about courtesy, civility, morality, responsibility, and control.
3. One can keep one's peace of mind without having to lower themselves to the level of the perceived offender.

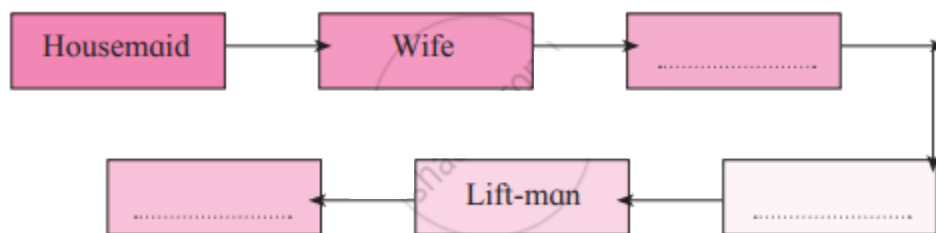
Brainstorming (A2) | Q 3.1 | Page 20

Find the reasons for the lift-man's uncivilized behaviour.

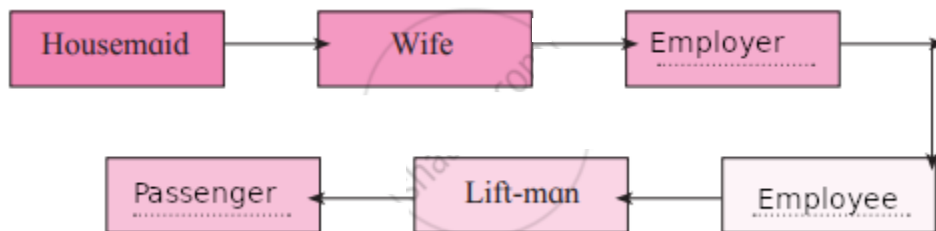
Solution: The lift-man behaved in an uncivilised manner by declining to comply with his instructions and moreover by throwing the passenger out of the lift. This was because the passenger had failed to respect the lift- man by saying just "Top" rather than "Top Please".

Brainstorming (A2) | Q 3.2 | Page 20

List the people and their behaviour that made the passenger rude and ill-mannered.



Solution:



Brainstorming (A2) | Q 4 | Page 20

Good manners are required in our daily life for making our social contacts more cooperative and friendly. Illustrate the behaviour of the polite conductor with different people in various situations.

Situation	Behaviour
-----------	-----------



1. The writer's sensitive toe was trampled on	The conductor said sorry with an apology and courtesy.
2. In the rainy season dealing with people	
3. Dealing with old people	
4. Dealing with children	
5. Dealing with young people	
6. Dealing with a blind man	

Solution:

Situation	Behaviour
1. The writer's sensitive toe was trampled on	The conductor said sorry with an apology and courtesy.
2. In the rainy season dealing with people	He would run upstairs to give someone the tip that there was room inside.
3. Dealing with old people	He was as considerate as a son
4. Dealing with children	He was as solicitous as a father
5. Dealing with young people	He indulged in some merry jest with them
6. Dealing with a blind man	Set him down safely on the pavement and ask the drivers to wait till he helped the man to cross the road.

Brainstorming (A2) | Q 5 | Page 20

Discuss and write the impact of good temper and kindness on the society in the light of the good-mannered conductor.

Solution: Good temper is a quality that makes people pleasant to be around. Good temper is just as infectious as a bad one. If we are good tempered, kind, and humorous towards others, we will receive the same in return. The good-mannered conductor in this story carries on enthusiastically with his modest job, by the virtue of his even temper and being kind towards his passengers. He lightens up his own life and other people's lives by being nice to everyone.



Brainstorming (A2) | Q 6 | Page 20

‘A modest calling can be made dignified by good temper and kindly feeling’. Explain the statement with your choice of examples.

Solution: One can carry out one’s profession with great dignity irrespective of its nature. In fact, the need for good temper and kindly feeling is universally required to carry out any kind of calling. To cite some examples, a cobbler at a local railway station in Mumbai who speaks extremely courteously to his customers and does a quick and nice job of polishing or mending shoes even during the morning rush hours. I have been seeing him for eight years now at the same place, rendering his services as cheerfully as ever to his customers, many of whom are regulars to his stall.

Another example is that of the bus conductor had every right to throw the writer out of the bus as he did not have money to pay his fare. But he avoided the ugly scene and allowed him to travel. When he trampled on the writer’s foot with his heavy boot, he was quick to apologise. Thus discourteousness might not be a legal offence but it is definitely a moral offence which can be easily rectified by practising restraint, courtesy. But we need to groom ourselves for achieving all these qualities.

Brainstorming (A2) | Q 7 | Page 20

The service of the police is necessary for the implementation of law in our society. Do you think you require this service for good social environment? Discuss.

Solution: The answer to this question is a partial “Yes”. The police is necessary to enforce law in specific cases of violations of human rights that involve physical violence. So, police are effective in safeguarding one’s life and property. However, police can’t enforce civility, as law doesn’t consider hurting one’s feelings as grounds for compensation. Enforcement of civilities such as saying “Please” or “Thank You” are not subjects under police control, but matters of etiquette. A good social environment is an outcome of both safety of life and courteous behaviour. So, it would be justified to say that police have a limited role to play in ensuring good social environment.

BRAINSTORMING (A3) [PAGES 21 - 23]

Brainstorming (A3) | Q 1.1 | Page 21

- He committed the crime in broad daylight (not bright daylight or narrow darkness).
- I had a cup of strong tea (not rich tea).
- The fast train is coming (not quick train).



Such words or group of words which habitually occur together and thereby convey meaning by association are called collocations. A collocation is a combination of words in a language that often go together.

Find out the words in column 'B' which collocate with the words in column 'A'.

Column 'A'	Column 'B'
Regular	meal
mid day	concept
Key	food
Fast	exercise
Try	decorated
Richly	hard
Free	jam
Traffic	time
social	animal
wild	justice

Solution:

- regular - exercise
- mid day - meal
- key - concept
- fast - food
- try - hard
- richly - decorated
- free - time
- traffic - jam
- social - justice
- wild - animal

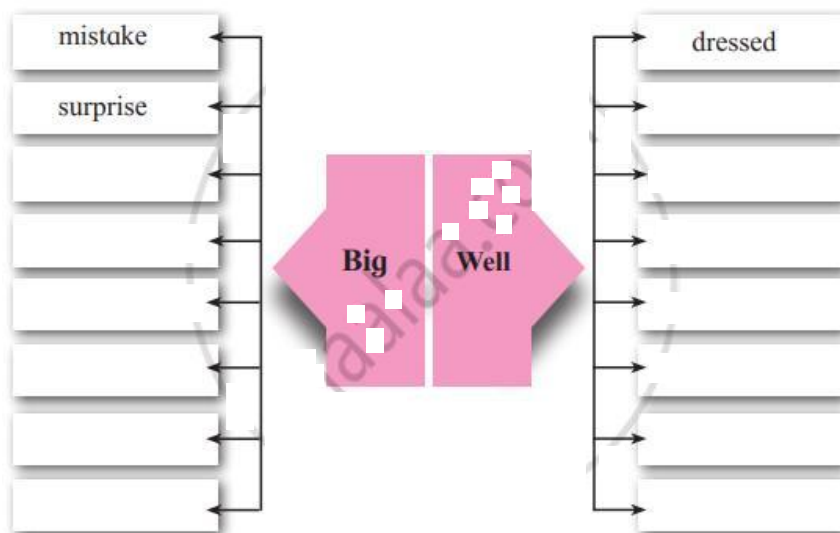
Brainstorming (A3) | Q 1.2 | Page 21

- He committed the crime in broad daylight (not bright daylight or narrow darkness).
- I had a cup of strong tea (not rich tea).
- The fast train is coming (not quick train).

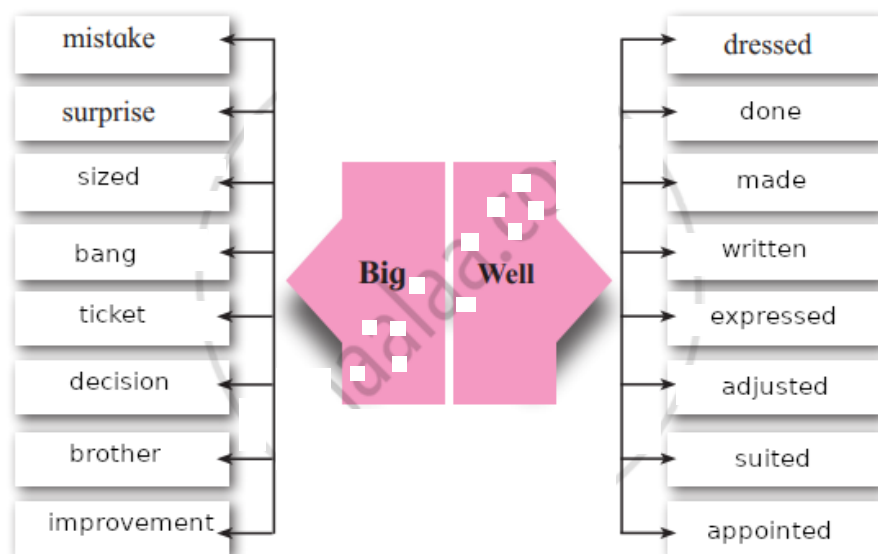
Such words or group of words which habitually occur together and thereby convey meaning by association are called collocations. A collocation is a combination of words in a language that often go together.



Learning collocations is essential for making your English sound fluent and natural. Make collocations and use in your own sentences.



Solution:



1. Not preparing well for the examination was a big mistake that Deepa made.
2. Geets has a big surprise awaiting her on an annual day.
3. We went to a big sized stadium to watch the Cricket world cup final.
4. The big bang theory is the cosmological model of the universe.
5. When the economy is slow, sale of big ticket items like cars, houses and expensive vacations is on an all-time low.
6. Choosing a right career is a big decision that everyone ought to make at the right time.
7. The phrase 'big brother' was made famous by George Orwell in his novel '1984'.
8. Rakesh methodically worked on his grammar to bring about a big improvement in his linguistic skills.
9. My father said, 'one gains confidence and motivation by being well dressed'.

10. The decoration for our annual event was very well done by the students.
11. The sweets and savouries in my brother's wedding were very well made.
12. Ram had a speech so well written, that he won an award for it.
13. Ruby has very well expressed the philosophy of life through his quotes.
14. Rahul has very well adjusted to city life in spite of spending most of his childhood in a rural place.
15. Everyone complimented the new couple by saying that they're well suited to each other.
16. The resort was spacious and had exquisite, well-appointed villas.

Brainstorming (A3) | Q 2.1 | Page 22

Sometimes while using a word in a sentence, we have to change its word class. We can make several more words from the root word. We can make several new words from the root word.

I asked Sumit to _____ my pencil for me. (sharp).

I asked Sumit to sharpen my pencil for me.

Now read the following sentence and use the word given in the bracket. Change the word class and rewrite the sentence.

Leena was eating a very  apple and obviously enjoying it. (Crunch)

Solution: Leena was eating a very crunchy apple and obviously enjoying it. (Crunch)

Brainstorming (A3) | Q 2.2 | Page 22

Sometimes while using a word in a sentence, we have to change its word class. We can make several more words from the root word. We can make several new words from the root word.

I asked Sumit to _____ my pencil for me. (sharp).

I asked Sumit to sharpen my pencil for me.

Now read the following sentence and use the word given in the bracket. Change the word class and rewrite the sentence.

This picture looks  . (colour)

Solution: This picture looks colourful.

Brainstorming (A3) | Q 2.3 | Page 22

Sometimes while using a word in a sentence, we have to change its word class. We can make several more words from the root word. We can make several new words from the root word.

I asked Sumit to _____ my pencil for me. (sharp).

I asked Sumit to sharpen my pencil for me.

Now read the following sentence and use the word given in the bracket. Change the word class and rewrite the sentence.

I'm afraid that your behaviour is just not . (accept)

Solution: I'm afraid that your behaviour is just not acceptable.

Brainstorming (A3) | Q 2.4 | Page 22

Sometimes while using a word in a sentence, we have to change its word class. We can make several more words from the root word. We can make several new words from the root word.

I asked Sumit to _____ my pencil for me. (sharp).

I asked Sumit to sharpen my pencil for me.

Now read the following sentence and use the word given in the bracket. Change the word class and rewrite the sentence.

I like my elder brother. He is very . (help)

Solution: I like my elder brother. He is very helpful.

Brainstorming (A3) | Q 2.5 | Page 22

Complete the following table. Put a cross if a word-class does not exist.

Sr.No.	Noun	Verb	Adjective	Adverb
1.	absence			
2.	alarm	alarm	alarming	alarmingly
3.	attraction			
4.		enable		
5.		admire		
6.		agree		
7.			applicable	
8.				avoidably
9.		differ		

Solution:

Sr.No.	Noun	Verb	Adjective	Adverb
1.	absence	absent	absent	absently
2.	alarm	alarm	alarming	alarmingly
3.	attraction	attract	attractive	attractively



4.	ableness; ability	enable	able	ably
5.	admiration	admire	admirable	admiringly; admirably
6.	agreement	agree	agreeable	agreeably
7.	application	apply	applicable	applicably
8.	avoidance	avoid	avoidable	avoidably
9.	difference	differ	different	differently

Brainstorming (A3) | Q 3 | Page 22

Register often refers to the degree of formality of language, but in a more general sense it means the language used by a group of people who share similar work or interest, such as doctors or lawyers.

Imagine that your Principal or teacher is coming. When you meet him, you would never say,

‘Hey, dude! What’s up?’

This is a formal situation, so you would say ‘Good morning,

In every situation, you use an appropriate expression according to the person. The language you use, when you meet someone depends on their age, position etc. There are formal and informal registers in spoken and written language.

Write appropriate expressions and words which you have to use while facing an interview.

(a) May I come in?

(b) _____

(c) _____

(d) _____

(e) _____

You are writing a letter of complaint. List the proper expressions that you would like to write.

(a) I disagree

(b) _____

(c) _____

(d) _____

(e) _____

Solution: While facing an interview:

(a) **May I come in?**

(b) Good Morning.

(c) Pardon me.

(d) Sorry, but I did not understand the question.

(e) Look everyone in the eye, smile and thank them in the end.

While writing a letter of complaint:

(a) **I disagree**

(b) I would like to seek your attention to this issue.

(c) It has been a matter of great concern for us.

(d) Please look into this grievance at the earliest.

(e) Looking forward for an immediate response.

Brainstorming (A3) | Q 4 | Page 23

Distinguish between a legal offence and a moral offence on the basis of the given text.

Legal offence	Moral offence
Burglary	Rude behaviour

Solution:

Legal offence	Moral offence
Burglary	Rude behaviour
Assault and battery	Laceration of feelings
Violence	Morose temper
Box	Being insolent
Kick on the shins	Bad manners



Brainstorming (A3) | Q 5.1 | Page 23

Find out the meaning of the following phrase. Use them in your own sentence.

give and take

Solution: give and take: an exchange of ideas, statements, goods and produce.

sentence: In every friendship there has to be some **give and take**.

Brainstorming (A3) | Q 5.2 | Page 23

Find out the meaning of the following phrase. Use them in your own sentence.

a black eye

Solution: A black eye: skin around the eye that has gone dark because it has been hit.

sentence: He had a fight at school and came home with **a black eye**.

Brainstorming (A3) | Q 5.3 | Page 23

Find out the meaning of the following phrase. Use them in your own sentence.

Lower than the angels

Solution: Lower than the angels: less than perfect

sentence: The employees in Raj's firm are lower than angels as they are seldom motivated to perform their duties.

Brainstorming (A3) | Q 5.4 | Page 23

Find out the meaning of the following phrase. Use them in your own sentence.

knock someone down

Solution: knock someone down: to strike someone and cause them to fall to the ground.

sentence: The policeman warned the kids that if they run in the middle of the road, a vehicle might knock someone down.

Brainstorming (A3) | Q 6 | Page 23

Find out the words with prefixes and suffixes from the text and write them down.

Prefix	Suffix
uncivil	requirement

--	--

Solution:

Prefix	Suffix
uncivil	requirement
housemaid	cheerfully
undoubtedly	pavement
irradiated	politeness
inconvenience	martyrdom

Brainstorming (A3) | Q 7 | Page 23

Complete the table with polite expressions that we must use in our day-to-day life.

	Don'ts	Dos
1.	I want a cup of tea	I would like to have a cup of tea.
2.	Send me the mail.	
3.	Go away or leave me alone.	
4.	You are wrong.	
5.	That's a bad idea.	
6.	Your work isn't good.	

Solution:

	Don'ts	Dos
1.	I want a cup of tea	I would like to have a cup of tea.
2.	Send me the mail.	Could you please send me the mail?
3.	Go away or leave me alone.	I would appreciate if you go or leave me alone
4.	You are wrong.	You're not correct
5.	That's a bad idea.	That idea can be better
6.	Your work isn't good.	Your work needs improvement.

BRAINSTORMING (A4) [PAGES 24 - 25]

Brainstorming (A4) | Q 1 | Page 24

Edit the given paragraph using a/an/the wherever necessary.



Rakesh is a/an ideal son who remains devoted to his father as he grows professionally to become a/the famous doctor. As his father grows old, he takes care to spend time with his father, bringing him tea in a/the morning and taking him out for a/the walk in an/the evening

Solution: Rakesh is **an** ideal son who remains devoted to his father as he grows professionally to become **a** famous doctor. As his father grows old, he takes care to spend time with his father, bringing him tea in **the** morning and taking him out for **a** walk in **the** evening.

Brainstorming (A4) | Q 2.01 | Page 24

Spot the errors in of the following sentence and correct the incorrect one.

Radha brought pens and distributed them between her five children.

Solution: Radha brought pens and distributed them **among** her five children.

Brainstorming (A4) | Q 2.02 | Page 24

Spot the errors in of the following sentence and correct the incorrect one.

Jayshree and Sujata sat besides each other in complete silence.

Solution: Jayshree and Sujata sat **beside** each other in complete silence.

Brainstorming (A4) | Q 2.03 | Page 24

Spot the errors in of the following sentence and correct the incorrect one.

His best friend Vijay was blind within one eye.

Solution: His best friend Vijay was blind **in** one eye.

Brainstorming (A4) | Q 2.04 | Page 24

Spot the errors in of the following sentence and correct the incorrect one.

One could dare to encroach on his rights.

Solution: One could **not** dare to encroach on his rights.

Brainstorming (A4) | Q 2.05 | Page 25

Spot the errors in of the following sentence and correct the incorrect one.

She was taken with surprise when she saw the famous Taj Mahal.

Solution: She was taken **by** surprise when she saw the famous Taj Mahal.

Brainstorming (A4) | Q 2.06 | Page 25

Spot the errors in the following sentence and correct the incorrect one.

It is not possible to exchange the goods once the sale has been completed.

Solution: It is not possible to exchange the goods once the sale **is** completed.

Brainstorming (A4) | Q 2.06 | Page 25

Spot the errors in the following sentence and correct the incorrect one.

It is not possible to exchange the goods once the sale has been completed.

Solution: It is not possible to exchange the goods once the sale **is** completed.

Brainstorming (A4) | Q 2.07 | Page 25

Spot the errors in the following sentence and correct the incorrect one.

Dr. Sengupta has been trying to master the craft for the last five years.

Solution: Dr. Sengupta has been trying to master the craft **since** the last five years.

Brainstorming (A4) | Q 2.08 | Page 25

Spot the errors in the following sentence and correct the incorrect one.

The top-ranking candidates will be appointed in senior jobs in banks.

Solution: The top-ranking candidates will be appointed **for** senior jobs in banks.

Brainstorming (A4) | Q 2.09 | Page 25

Spot the errors in the following sentence and correct the incorrect one.

She knows very well what is expected from her but she is unable to perform.

Solution: She knows very well what is expected **of** her but she is unable to perform.

Brainstorming (A4) | Q 2.1 | Page 25

Spot the errors in the following sentence and correct the incorrect one.

They will put on a note in this regard for your consideration.

Solution: They will put **up** a note in this regard for your consideration.

Brainstorming (A4) | Q 3 | Page 24

Read the following sentence.

Santosh purchased a computer. He read the operating manual and followed the instructions.

- i. He linked the monitor, keyboard and printer.
- ii. He plugged in the main cable.
- iii. He switched on the monitor at the back.
- iv. When the light appeared on the screen, he placed the Day Disk in Drive A.

- v. He pushed in the disk until the button clicked out. (It took about 30 seconds for the computer to load the programme.)
- vi. He pressed the Drive button and the disk shot out.
- vii. He replaced the Day Disk with the Document Disk.
- viii. He pressed function key 7.

Convert these sentences into passive voice by filling in the blanks. The first sentence has been done as an example.

Firstly the monitor, keyboard and printer were linked up. Then the _____ was _____. The monitor _____ at the back. When the light appeared on the screen, _____ in Drive A. The disk _____ until _____. It took the computer 30 seconds to load the programme. The drive button _____ and the disk shot out. The _____ with Document Disk. Finally, the function key 7 _____. The word processor was then ready to use.

Solution: Firstly the monitor, keyboard and printer were linked up. Then the **main cable** was **plugged in**. The monitor **was switched on** at the back. When the light appeared on the screen, **the Day Disk was placed** in Drive A. The disk **was pushed in** until **the button clicked out**. It took the computer 30 seconds to load the programme. The drive button **was pressed** and the disk shot out. The **Day Disk was replaced** with Document Disk. Finally, the function key 7 **was pressed**. The word processor was then ready to use.

BRAINSTORMING (A5) [PAGE 25]

Brainstorming (A5) | Q 1 | Page 25

Write a speech on 'Courtesy is the light of life' with the help of the following points.

- a. People have a good impression of you.
- b. You will be acknowledged and appreciated by all.
- c. You will be happier and contented with life.

Solution: Good morning respected Principal, teachers and friends. I, Sujay Srivastava, am here to speak on the topic 'Courtesy is the light of life'.

Courtesy is the mark of the cultured. Manners and courtesy go hand in hand and indeed complement each other. Each one of us seeks kindness and respect and just one word of courtesy can make all the difference. It can make anyone feel truly valued! Behaving right and talking right are the key ingredients of being courteous. It is only natural that most people then, tend to have a good impression of a courteous person. Courteous behaviour seldom goes unnoticed. Sooner than later, those around courteous people come to acknowledge and appreciate them as well.



Light is the need of life It is just as essential to humans as it is to flora and fauna. However, humans need light to progress in life, the kind which shines bright within! Courtesy surely keeps this inner light glowing. When you give love and respect to everyone around notwithstanding their social status, the same comes back to you in abundance. This is the kind of wealth that makes you much happier and contented with life than any material possession. I would like to conclude by saying that 'let us all pledge silently to employ a little bit of courtesy in our everyday lives'.

Thank you for listening to me patiently.

Brainstorming (A5) | Q 2 | Page 25

'Manners maketh man' – Expand the idea in your own words with proper examples.

Solution:

Manners maketh a man

Man is socially the most evolved being. He has the ability to take decisions and make well-informed choices. He can choose how to act. Therefore, actions make our behaviour and shape our mannerisms. Manners determine the impact one has on people and their minds. Let us recall that person in a crowded bus who willingly offers his or her seat to a co-passenger. We all appreciate such gestures and admire the ones demonstrating them. They leave a fond impression in our minds. Even in our own circle, we look up to gentle-mannered individuals who address everyone with due respect. They have a certain charm about them. It's ultimately these very choices of fine and delicate manners that build up a man's character.

BRAINSTORMING (A6) [PAGE 25]

Brainstorming (A6) | Q 1 | Page 25

Read A. G. Gardiner's essay 'The Open Window' and compare its theme with the essay 'On Saying "Please."'

Solution: [Students are advised to do the above reading by themselves]

Brainstorming (A6) | Q 2 | Page 25

'Nothing clears up my spirits like a fine day' - Keats. Collect the information of the poet Keats and write it in your notebook.

Solution: John Keats was an English poet known for his romantic lyrics. He was a very important figure in the second generation of Romantic poets. Keats grew up in difficult circumstances and found solace in art and literature. He was a voracious reader. Keats searched for perfection in his poetry and hence marked it with vivid imagery and sensuous appeal. Within poetry, he expressed philosophy through classical legend. Ironically, Keats' reputation grew much after his death. In his short life of just 25 years, Keats etched a name for himself in the world renowned poets.



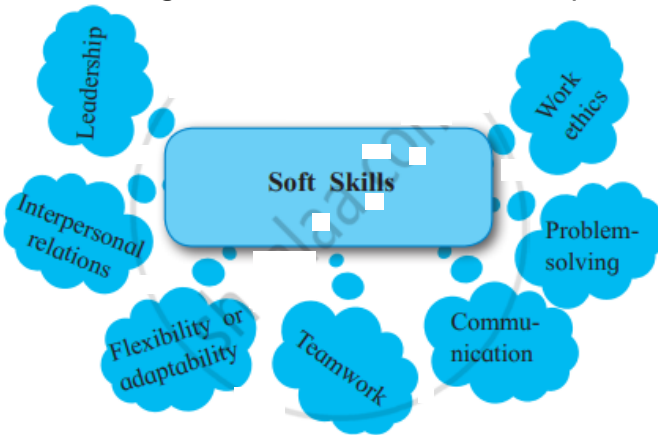
BRAINSTORMING (A7) [PAGES 25 - 26]

Brainstorming (A7) | Q 1 | Page 25

Soft skills are required in all walks of life including careers and industries. They are increasingly becoming the essential skills of today's workforce.

Soft skills are an integral part of finding, attracting, and retaining clients also. Highly developed presentation skills, networking abilities, and etiquette awareness can help you win new clients and gain more work.

The following are considered the most important soft skills.



Solution: Do it yourself.

Brainstorming (A7) | Q 2 | Page 26

Following are the institutions where you will get the courses related to soft skills.

- Indian Institute of Management, Ahmedabad, Gujarat
- Indian School of Business Management, Hyderabad
- XLRI – Xavier School of Management, Jamshedpur
- Indian Institute of Foreign Trade, New Delhi

Jobs available at

- Customer service centre
- Management schools
- Hotel industry

Solution: Do it yourself.