

Unit 1: Functional English (intermediate)

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SESSION 1: ORDERING FOOD AT A RESTAURANT

Relevant Knowledge

Imagine that you are at a restaurant. The waiter has come to ask what you would like to have, and you want to order a plate of vegetable *chowmein*. How would you place the order? Think about it and try to frame some sentences to do so.

When we place an order, there are some common terms used. Some of them are introduced here. Read aloud the following terms:

- **Starters** - The first course in a meal, also called “appetizers” or “starters”. Usage: “I would like to have Fried Vegetarian *Momos* for starters.”
- **Main course** - the primary or main dish in a meal. Usage: “I would like to have *Shahi Paneer, Chane Pindi, Raita and Rumali Roti* for the main Course.”
- **Dessert** - The final course of a meal - it may be fruits or a sweet dish. Usage: “I would like to have *Kheer* for dessert.”

Study the dialogue given below and fill up the blanks using the following information:

- Starters - Chilly Potatoes.
- Main course - Vegetable Fried Rice and Chicken Manchurian with gravy.
- Dessert - Chocolate Ice-cream.
- A bottle of mineral water.

Using Articles - a, an, the

Examples

A false friend is worse than **an** enemy.

Are you **a** good teacher?

Are you **the** teacher who is going to teach English?

SESSION 2: MAKING RESOLUTIONS

Relevant Knowledge

Have you ever made a promise to yourself? A promise could be as simple as:

1. I will never lose my temper again.
2. I will try to study hard this year and get a 1st division.
3. I will talk less on my mobile.
4. I will help mother out with her household chores when she comes home tired from work.
5. I will get 95% in Math this year.
6. I will learn to speak properly in English within six months.

Think about what you would like to promise to yourself. These promises are actually what are known as your own “resolution”. In the session, we will learn about this concept.

Simple future tense

The use of words like will and **shall** denote the future time of action. Now read the following sentences:

Set A

1. I **will try to learn** English well.
2. I **will try to see** fewer movies.
3. I **will learn** three new words everyday.
4. I **will exercise** every morning for 1 hour.
5. I **will not carry** forward any regrets.
6. I **will keep** my room neat and clean.
7. I **will accept** the terms and conditions.
8. He **will not** let you join.
9. But we **will argue** in your favour.

Now compare the above sentences with the following:

Set B

1. I **try to learn** English well.
2. I **try to see** fewer movies.
3. I **learn** three new words everyday.
4. I **exercise** every morning for 1 hour.
5. I **take care** of the dogs in my colony.
6. I **do not carry** any regrets.
7. I **keep** my room neat and clean.

Do you see the difference between the two sets i.e. Set A and B of sentences? The first set of sentences is in simple future tense. The second set denotes a fact or a *habit*, and are all in the *simple present tense*.

SESSION 3: TALKING ABOUT CHANGE

Relevant Knowledge

In this session, you will learn how to talk about change. Read aloud and try to understand from the examples given below.

1. **Change for the better** - *to change so as to improve.*

Example: He does not watch junk movies anymore and it is a change for the better. He now enjoys serious cinema.

2. **Change for the worse** - *to change but become worse.*

Example: She has started reading novels. But it is a change for the worse as she reads them more than her school books!

3. **Change with the times** - *to accept and adapt to new developments.*

Example: Our school is changing with the times. We now have computer labs with free internet connection.

4. **For a change** - *as something different.*

Example: Why don't you wear a salwar suit for a change? You always wear sarees.

5. **Time for a change** - *an expression used when it is time to make a change.*

Example: I asked her if she wanted a cake for her birthday, and she said, "It's time for a change- let's have pizza instead!"

6. **Times are changing** - *a response made when you hear a surprising piece of news.*

Example: Man: "They charged me 500 Rupees for this tie!". Woman: "Well, times are changing. Ties do not cost 100 Rupees anymore."

7. **Sea change** - *a major change.*

Example: there is a sea-change in the choice of careers. Many youngsters are more interested in MBA nowadays than in medicine or civil services.

8. **Times change** - *as time passes, different things become acceptable.*

Example: the old man scolded his grandson for not cutting his long hair. He said that when he was young, he had to keep it short and oiled. His grandson said, "Times change, Grandpa!"

Active and Passive Voice

Read the examples given below:

Active : the hairstylist changed the color of my hair. **Passive:** the color of my hair was changed by the hairstylist. **Passive:** I was praised by the headmaster.

Active : the headmaster praised me.

In certain sentences in the passive voice, the subject may not be mentioned:

1. You should do the work - *The work should be done.*
2. We completed the marathon at last - *The marathon was completed at last.*
3. Has she finished her homework? - *Has her homework been completed?*

Session 4: planning An outing

Relevant Knowledge

An outing can be going for a picnic, going for a movie, going out for lunch or dinner, or going out for shopping. All such outings require some preparation -the extent of the preparation may vary depending on the nature of the outing.

Imagine that you have to plan a picnic for your family and friends. You may have to prepare a "To Do" list of all that you need to do and take to the picnic. What would you do to prepare for the picnic? Think!

Making a suggestion for an outing:

1. Let us go for an outing!
2. Let us go for a picnic!
3. Let us go to the movies!
4. Let us go out for lunch!

5. Let us go shopping and have lunch outside.
6. How about going for a movie?
7. Shall we go for a picnic this Sunday?
8. How about a shopping trip and lunch afterwards?

Planning the outing:

1. I will book the cab and you can arrange for the food.
2. You can take care of the plates and glasses.
3. Bring bottles of water, napkins, and some plastic bags.
4. Can you bring two mats or an old bedcover to spread on the grass?
5. Can you check till what time the park is open?
6. Can you book the movie tickets?
7. We can meet at 6 outside the theatre.
8. I will call up Meena and Rakesh and see if they want to come along.

Pronouns

In this session, you will learn how to make use of pronouns. The reflexive pronouns discussed in this session are: **myself, ourselves, themselves, yourself, yourselves, himself, herself, and itself.**

Reflexive pronouns are used usually in 3 situations:

Situation 1: When the subject and object are the same.

For example:

1. I hurt **myself**.
2. **T**he music group calls **themselves** "Dire Straits".
3. He shot **himself**.

Situation 2: As the object of a preposition, when the subject and the object are the same.

For example:

1. I bought a present for **myself**.
2. She did it by **herself**. (She did it alone)
3. **T**hat man is talking to **himself**.

Situation 3: When you want to emphasize the subject.

For example:

1. I'll do it **myself** (no one else will help me).
2. **T**hey ate all the food **themselves** (no one else had any).

SESSION 5: NARRATING A STORY

Relevant Knowledge

Have you ever been told a story before? Perhaps many times! What is it that you like the most about the narration of stories? Perhaps you like to know what happened to other people, or stories tell you what you could do in a similar situation, or maybe because it helps you to relieve tension and entertains you. You may have many other reasons. **T**hink about them.

and

You will soon see that narrating a story is similar to narrating an incident - only story narration is desirable because it is presented in an animated fashion with the right intonations, pauses and exclamations.

When we narrate an incident too, we could use voice modulation to express what is being said With emotions. That would definitely make it interesting for the listener.

Narrating a Story of “Two Wolves”

Read out the following story aloud. Try to narrate the story as best as you can.

One evening, an old tribal told his grandson about a battle that goes on inside people. He said: “My son, the battle is between “two wolves” inside us all... One is Evil. It is anger, envy, jealousy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, ... Superiority, and ego. The other is good. It is joy, peace, love, hope, serenity, humility, kindness, benevolence, empathy, generosity, truth, compassion, and faith.”

The grandson thought about it for a minute, and then asked his grandfather: “Which wolf wins?” The old tribal simply replied: “The one you feed.”

Simple Past Tense

In this session, you will learn how to make use of Simple Past tense. Read aloud the following sentences:

1. My grandmother **loved** to narrate the story of Ram and Ravan to me when I was young.
2. I **used** to listen eagerly to her.
3. She always **left off** the story at an interesting point, and said “I will tell you what happened after that tomorrow”.
4. I **would** eagerly **wait** for the next day to come.
5. The next day I **would pester** her to tell me what happens next.
6. I **enjoyed** the storytelling sessions with my grandmother very much.
7. I **don't know** if I will be able to entertain my grandchild in the same way.
8. Most probably I **will not have** many stories to tell or my grandchild **will not be interested** in listening to stories.
9. But I **can surely say** that telling stories help to expand a child's imagination in a way that no other thing does.
10. I **was** exhausted.
11. It **was** a very tiring journey.
12. I **had** a tiring journey.
13. The journey **exhausted** me.

Session 6: describing A known place

Relevant Knowledge

Descriptive writing is an art form. It is like painting a word picture so that the person who reads what you have written or listen to what you have said, “sees” exactly what you meant to describe.

To practice descriptive writing, think of a few sentences about the city you grew up in. You could start off as:

1. The city that I grew up in is _____ (name of the state).
2. It is a large/small city in _____ (name of the state).
3. The weather there is quite _____.

Adjectives and adverbs

1. I am **ready** to take the test. -adjective
2. I am **readily** taking the test. -adverb
3. She ran out of the room in a **hasty** manner. -adjective
4. She ran out of the room **hastily**. -adverb
5. I was **happy** when I received the certificate. -adjective
6. I **happily** received the certificate. -adverb

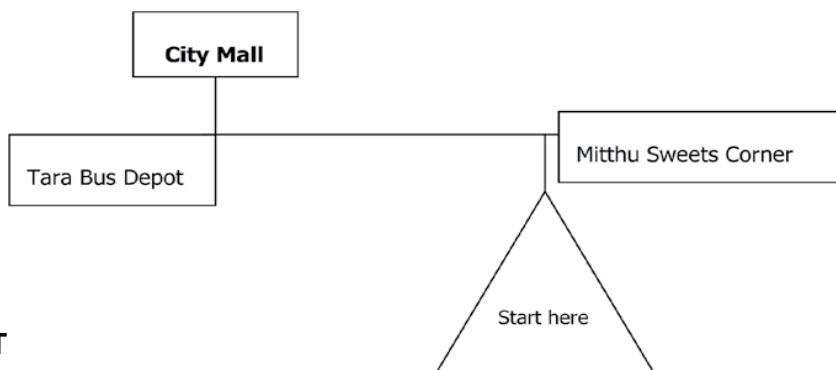
Here are some adjectives to describe a city:

- **City:** active, bustling, noisy, busy, clean, dirty, windy.
- **Traffic:** loud, congested, snarled.
- **Buildings:** old, shabby, rundown, crumbling, modern, futuristic, sleek, towering, squat.
- **Buildings (walls):** brick, stone, marble, glass, steel, graffiti-covered.
- **Monuments, statues:** stone, copper, carved, ancient, moss-covered, faded, green, bronze.
- **Sidewalk:** concrete, cement, slick, cracked, tidy, littered, swept.
- **Paint:** fresh, weathered, peeling.
- **Signs:** neon, weathered, worn, bright, welcoming, flashing.
- **Buses, cars, taxis:** belching, crawling, speeding, honking, waiting, screeching.
- **People:** hurried, bundled, smiling, frowning, eager, rushed.
- Now, try to describe your city using the above pointers.

Session 7: giving directions

Relevant Knowledge

Look at the following map. How would you give the direction to City Mall?



Read the “T

1. **Intersection**-Also known as “junction” and “crossroad”, it is a place where two or more roads meet.
Example: We kept driving till we came to an intersection. We did not know which road to follow, so we asked the traffic police for directions.
2. **Fork** - the point at which a road divides into branches.
Example: Keep walking left till you come to a fork; take the road on your right and keep walking. The shop is there at the end of the road.
3. **U-turn**-A U-shaped turn made by a vehicle so as to take a direction opposite to the original course.
Example: the market is on the other side of the road. You will have to take a U-turn to reach it.
4. **Turn left/right** - Go to your left/right.
Example: the man told me to walk down the street and at the end, turn left.
5. **Signpost** - A post bearing a sign that gives information.
Example: the signpost says that we have to take the road on the left for a noida.
6. **Landmark** - An easily seen building or place that serves as a guide.
Example: The City Mall serves as a landmark for their office.
7. **Across the street** - On the other side of the street.
Example: the bookstore is just across the street.
8. **Next** - Beside.
Example: Mohan Lal Grocery is next to the mobile shop.
9. **Go straight down** - Keep walking along the road.
Example: Go straight down this road and turn right. You will find the hospital there.
10. **Take the first/second road on the left/right.**
Example: to reach the school, go straight and then take the second road on the right.
11. **Around the corner** - near the corner.
Example: the market is just around the corner of the DESU residential complex.
12. **At the end of** - Last Part.
Example: You will find the store at the end of this road.

Session 8: describing An event

Relevant Knowledge

Have you attended any event recently? It may be a wedding, a birthday party, or any function - any event. Try and form sentences about the event. Maybe answering the following questions might help you:

1. When was the event held?
2. Where was it held?
3. How many people came?
4. How was the food (if it was a party)?
5. Were there any special programs? If so, what were they?

Present Continuous Tense

The Present Continuous tense is used to describe an action that is continuing at the moment.

1. I **am walking**.
2. She **is preparing** lunch for everyone.

The verb will always take the form "is/am/are+verb+ing" depending upon the subject.

1. He/she/it/Meena/Rajan **is walking**.
2. They/we/you/the people **are walking**.
3. I **am walking**.

Read the following:

1. I **describe** an event. I **am describing** an event.
2. She/he/Reena/Karan/etc. **Describes** an event. She/he/Reena/Karan/etc. **Is describing** an event.
3. You/we/they/the students/etc. **Describe** an event. You/we/they/the students/etc. **Are describing** an event.

The sentences with "is/am/are describing" as verb describe an action that is continuing at the Moment. Therefore,

1. We **are learning** the Present Continuous tense.
2. We **are learning** how to describe an event.
3. We **are learning** English.

Session 9: recounting AN experience

Relevant Knowledge

The purpose of a recount is to list and describe past events by retelling the events in the sequence in which they occurred. A recount tells about something that happened in the past. Hence it is written in the past tense. (e.g. I run-iran, I go-I went). The details in the recount can include **what** happened, **who** was involved, **where** it took place, **when** it happened and **why** it occurred.

A writer or speaker uses a recount to tell us about a story or an event. Recounts are usually given in the order that the event occurred. Recounts can be:

- Factual, such as a news story
- Procedural, such as telling someone how you build or make something
- Personal, such as a family holiday or your opinion on a subject

Examples of a recount include:

- Biographies and autobiographies
- Letters and postcards
- Newspapers or the television news
- Textbooks

- Conversations with friends

A well-structured recount includes details of the event or topic and personal opinions. Oral (spoken) recounts may have a title if you are giving a presentation. However if you are simply talking with friends you wouldn't announce the title of your conversation!

Past continuous tense

The Past Continuous tense describes an action that was happening at a time in the past. A verb in this tense will always take the form: **Was/were + verb (+ing)**

- I/she/he/it/Meena/Rajan/the man **was walking**.
- They/we/you/the people **were walking**.
- She **was working** on her painting.
- He **was rehearsing** for his performance.

Some examples of Past Continuous Tense are given below:

- **I am walking** - Present Continuous tense
- **I was walking** - Past Continuous tense
- She/he/it/Tina **is walking** - Present Continuous tense
- She/he/it/Tina **was walking** - Past Continuous tense
- We/they/the people **are working** - Present Continuous tense
- We/they/the people **were working** - Past Continuous tense

Can you tell the difference between the two tenses?

The Present Continuous tense describes an action that is happening presently while the Past Continuous tense describes an action that was happening at a time in the past.

A verb in the Past Continuous tense will take the form:

Was/were + verb (+ing)

Now, from the following sentences, identify the sentences in the Past Continuous tense.

1. I **was going** to tell you a story.
2. They told me they **playing** a game.
3. She **is making** breakfast.
4. We **were planning** to visit the zoo.
5. The zoo **was closed**.
6. Celebrations **were happening** all over the world.

Session 10: finding a place to STAY

Relevant Knowledge

Imagine that you have just moved into a new city and are looking for a place to stay. How they would go about

doing it? You can use the following pointers:

- What kind of place do you want?
- What would you require in a room?
- Would you take the help of a broker?
- Would you negotiate there?

Make appropriate sentences

Given below is a list of terms you will encounter when you want to rent a residence. Read aloud the “renting Terms”, understand its meaning and usage:

1. **Broker:** One that acts as an agent for others in negotiation, bargain, etc.
E.g. *The broker helped me find a room at a reasonable price.*
2. **Rent:** Payment made by a person for staying in a place owned by others.
E.g. *I and my three friends are living on rent now.*
3. **Pg (Paying guest):** Someone who lives on rent in the owner's house.
E.g. *PG accommodations are easily available these days.*
4. **Apartment:** A flat
E.g. *Sheila and Renu have rented a two-room apartment in Pune.*
5. **Landlord/landlady:** A man/woman who provides rooms for rent.
E.g. *Our landlady allows us to stay out till 10 p.m. Only.*
6. **Tenant:** A person who lives on rent.
E.g. *Mr. Gupta's tenants always pay their rent on time.*
7. **Single-room flat:** A flat with only one room.
E.g. *As I am planning to stay alone, I will look for a single-room flat.*
8. **Double-room flat:** flat with two rooms.
E.g. *As we are planning to stay together, we will look for a double-room flat.*
9. **Commission:** A fee that you have to pay to an agent/broker for their services.
E.g. *We also have to pay the broker his commission.*
10. **Security:** Money given as guarantee that you will pay rent as due. Also known as “deposit”.
E.g. *We have to pay 2500 Rupees as security.*
11. **Notice:** A formal announcement that you have to make if you want to move out/ask a tenant to leave.
E.g. *The landlord has a simple rule - every tenant must give a month's notice if they want their security back.*

Read the dialogue section below on “Finding a Place to Stay”. This is a conversation/dialogue between a broker and his client. The client is looking for a room.

You have to fill in the blanks by forming complete questions using the points given in brackets.

Two of them have been done to help them understand.

Future continuous tense.

The Future tense describes an action that will be ongoing in the future. A verb in the future continuous tense will always take the form:

“**will+be+verb+ing**”. For example:

- I **will be reporting** on the news channel tonight.
- He **will be coming** home at around 10.
- They **will be working** hard to win the match.
- You **will be doing** your homework.

We can understand the Future Continuous tense with the help of the following examples:

- We **are looking** for a new room. (Present Continuous tense). We **will be looking** for a new room. (Future Continuous tense)
- I **am looking** for a new room. (Present Continuous tense). I **will be looking** for a new room. (Future Continuous tense)
- She **is looking** for a new room. (Present Continuous tense). She **will be looking** for a new room. (Future Continuous tense)

While in the Present Continuous tense, we describe an action that is ongoing, in the Future Continuous tense, we describe an action that will be ongoing in the future. The verb will always take the form: **will / will not + be + verb(ing)**

Now, read the following sentences and identify the sentences that are in the Future Continuous tense:

1. The rent **will be** 4,000 Rupees.
2. I **will be hiring** a broker to search for the room.
3. She **will not be taking** the flat.
4. The landlord **will not returning** the security.
5. They **will be staying** in a double room flat.

Session 11: saying No

Relevant Knowledge

Sometimes, in our lives, situations arise where you have to politely decline a person's offer. This can be difficult; especially when you care about the other person.

Some people might say “Yes” when they actually mean “No”. As a result, they feel bitterness and anger towards the person they have said “Yes” to, even though the person has done nothing wrong. People who cannot say “No” often become annoyed and upset with themselves and if anyone continues this behavior for a long time, it affects their self-esteem and adds to stress. On the other hand, some people might say “No” but, in an impolite, disrespectful and aggressive manner. This may result in others disliking them for being angry and rude. So what's the way out?

How would you say “No” to the following?

1. A friend invites you to a party but you have to refuse.

2. A friend wants to borrow a book but you have to refuse.
3. A friend wants to go shopping with you but you have to refuse.

Think about it!

Read aloud the following phrases (polite ways of refusing):

1. *I am sorry but* - i am sorry but i won't be able to come.
2. *Thanks for the offer but* - thanks for the offer but i won't be able to come.
3. *I will have to say no* - i really want to come but i will have to say no.
4. *This is very kind of you. However...* - this is very kind of you. However, i won't be able to come.
5. *I would love to...but can't because of prior engagement* - i would love to come but can't because of prior engagement.

Read aloud the following phrases

- You can't work **against** the law.
- I can't abide **by** the law if it is not fair.
- I am working **at** the warehouse.
- You are working **for** the manager.

Session 12: describing A lost item

Relevant Knowledge

Describing a lost item is a simple matter of stating the features of the item that may help in identifying it. For example to describe a book you have lost, you could describe its following attributes:

- Name of book
- Author's name
- Size of book
- Description of cover
- Publishers' name

There are some words that are used to express the quantity of things that can be counted and some words that are used to express the quantity of things that cannot be counted. Study the following table:

For Countable Nouns	For Uncountable Nouns	For Both
Many	Much	Some
A few, few	A little, little	Any
Several	A bit of	All of the/most of the
A couple of	A good/great deal of	A lot of/lots of

None of the		Plenty of
-------------	--	-----------

Some more examples are:

- Their family has **a lot of** influence over the local government.
- I bought **a lot of** children’s books for my son.
- **Some** people don’t agree with the new bill.
- There was **much** disagreement over the new bill.

Session 13: appreciating someone

Relevant Knowledge

How would you feel if someone you knew very well and you had helped comes up and says to you “Some day I hope to give to you a fraction of all you’ve given me”? For employers and employees, businessmen and clients, family members close friends and associates, expressing appreciation for everything a person means to you is absolutely necessary. It lifts your heart and makes the day today stress that you face more manageable. Take the time today to tell someone “I appreciate you.” To do so, you need to know how to appreciate and that’s what you will learn today.

Look at the following situation: **A friend of yours has done a favor for you now**, how would you express your appreciation for your friend? Think about it.

We generally show our appreciation when:

1. Someone has done something for which they are grateful or thankful
2. Someone has done something praise-worthy.

Therefore, appreciation may be shown not only when someone has done you a favor but also when a person has done something good or admirable.

Read the details given below:

“Appreciating Someone 1”

1. When someone has done you a favor:

- Thanks a lot!
- Thanks! You are a life-saver.
- Thanks! I really appreciate it.
- Thanks! You really made my day.

2. When someone (e.g. A junior at work) has done his job well:

- Great job!
- Well done!
- Nice work!
- Good work! Keep it up.
- You did very well!
- Keep up the good work.
- I appreciate your effort.

3. When someone (e.g. A singer/dancer) has performed well:

- That was a great/an excellent/an outstanding performance!
 - You performed very well!
 - I enjoyed your performance.
- 4. When someone shows concern and support:**
- I appreciate your concern.
 - Thank you for your concern.
 - Thanks for the support. I really need it.
 - Thanks for standing by me.
- 5. Appreciating someone close to you (parents, friends, etc.):**
- You are a wonderful/an amazing person!
 - Thank you for being who you are.

Session 14: attending A phone CALL

Relevant Knowledge

How do you answer the phone when it rings? This session is about taking phone calls, and that you will begin the lesson with a role play on the situation. Now read aloud the following conversations:

Role Play 1 Student 1 :Hello? Student 2 :Hello!

Student 1 :is this (name) speaking?

Student 2 :this is (name) speaking.

Student 1 :i am (student's name). Is this a good time to talk?

Student 2 :Ok. What is it about?

Student 1 :i am from Public Surveys. We would like to inquire if you are a regular user of the internet.

Student 2 :Yes, i am.

Student 1 :that's all. Thank you for your co-operation. Have a nice day.

Role Play 2 Student 1 :Hello? Student 2 :Hello!

Student 1 :is this (your name) speaking?

Student 2 :this is (your name) speaking.

Student 1 :i am (student's name). Is this a good time to talk? **Student 2** :no. I am afraid i am a little busy at the moment. **Student 1** :Can i call you later?

Student 2 :Ok.

Student 1 :thank you for your time. Have a nice day! Read the details below:

Making a phone call

Asking for the person you want to talk to:

- May I speak to (name of the person)?
- Is (name of the person) there?
- Am I speaking to (name of the person)?

Identifying yourself:

- I am (yourname).
- My name is (yourname).
- I am (your name) from (company or organization on whose behalf you are calling).
- Mynameis(yourname).Iamcallingfrom(companyororganizationonwhosebehalfyou Are calling).

Asking if the call-recipient is free to talk:

- Is this a good time totalk?
- Are you free to talk?

When the person you want to talk to is not in:

- I would like to leave amessage.
- Could you take a message forhim/her?
- I will call later/ I will call after sometime.

While hanging up:

- Thank you for your time. Have a niceday!
- Thank you. Have a niceday!

Receiving a phone call

When the caller asks for you:

- This is (your name)speaking.
- You are speaking to (yourname).

When the caller asks for someone who is not in/cannot come to the phone:

- I am afraid he/she is not in at the moment Or He/she cannot come to the phone rightnow.
- Would you like to leave message? Or Cani take amessage?
- Could you call after some time? Or Could you calllater?

When the caller asks you if you are free to talk:

- Sure! What is thisabout?
- I am sorry. I am a little busy at themoment.

While hanging up:

- Thanks for calling.

Study the details below and fill in the blanks:

1. “Attending to Phone Calls1”

Receiver :Hello?

Caller : Hello. _____(receiver’s name)?

Receiver :this is(receiver’s name)speaking.

Caller : (receiver's name), _____ (caller's name) _____ Life Care insurance.

Receiver : Ok.

Caller : _____ ?

Receiver : Sure, we can talk.

Caller : Are you availing any life insurance policy?

Receiver : _____.

Caller : Ok. Would you like to buy another policy?

Receiver : no, thanks.

Caller : Ok, Sir/Ma'am. _____.

2. "Attending to Phone Calls2"

Receiver : Hello?

Caller : Hello. _____ (name)?

Receiver : I am sorry. He/she is not in right now.

Caller : Oh!

Receiver : _____?

Caller : Yes. _____ Him/her that Rajeev Kumar called?

Receiver : Ok.

Caller : _____.

Receiver : no problem. Anything else?

Caller : no, that's all.

Read the following examples:

- I **eat** ice-cream daily - *Simple Present Tense*
- I **am eating** ice-cream - *Present Continuous Tense*
- I **have eaten** ice-cream - *Present Perfect Tense*

In the first example, the person is saying that he eats ice-cream generally. In the second, he is eating ice-cream right now. In the third, he ate ice-cream *in the recent past*.

The Present Perfect tense is thus used to describe *an action which occurred recently*.

It is also used to describe an action which started in the past and is still continuing. For example:

- I **have worked** here for 5 years.
- She **has lived** there for 2 years.

Verbs in the Present Perfect Tense will take the following form:

- I/you + have + perfect form of the verb
- It/she/he/Reena/Akash + has + perfect form of the verb
- We/they/the people/the sisters + have + perfect form of the verb.

Read this before you attempt the exercise:

Present Perfect Tense is used to describe an *action which occurred recently*.

- I **have read** the essay.
- She **has taken** breakfast.

It also used to describe an action which started in the past and is still continuing. For example:

- I **have worked** here for 5 years.
- She **has lived** there for 2 years.
- Verbs in the Present Perfect Tense will take the following form:
- I/you + **have + perfect form of the verb**
- It/she/he/Reena/Akash + **has + perfect form of the verb**
- We/they/the people/the sisters + **have + perfect form of the verb**.

Session 15: giving instructions

Relevant Knowledge

Sentences that express an instruction are formed as an order or a direct command. It is always in the Simple Present tense.

For example:

1. **T**ell us your name - instruction.
2. What is your name? Not an instruction.
3. Sit on the last bench - instruction.
4. I am asking you to sit on the last bench - not an instruction.
5. Write down today's date on the board - instruction.
6. You are writing down today's date on the board - not an instruction.

Sentences expressing simple instructions begin with the main verb - tell, sit and write. **T**he subject of such sentences is "you" but it is generally omitted.

Read the following words:

1. First
2. **T**hen
3. Next
4. After that
5. **T**his should be followed by
6. Finally

These words are commonly used while giving a series of instructions. Let's, read the following example to understand the concept:

How to make an omelette

“First, heat oil in a pan. Beat the eggs in a bowl and add salt. Fry chopped onions and green chili as soon as the oil is hot enough. Then, pour the beaten egg on the pan. Wait till the eggs get properly cooked on one side. Finally, turn the egg over on the other side with the help of a flat spoon. Cook for 2 minutes.”

Your facilitator will show you the “Letter Format” Chart. It will have the following on it:

Sender's address

Date:

Recipient's name Recipient's address

Salutation {should be “Dear (name of recipient)”}

Body of letter (main part of the letter) Yours sincerely,

Name of sender

Attempt to write down a step-by-step set of instructions on how to write a letter.

Prepositions

- We are sitting in the dining room.
- We are inside the house.
- Put the mug inside the cardboard box.
- Pour some coffee into the mug.
- We sprinkled water on his head to wake him up.

Session 16: registering a complaint

Relevant Knowledge

What would be your response to the following situation?

“Your neighbors have been partying for the last three nights. They play loud music and you can't sleep. You had requested them to keep the volume low but they haven't done anything about it. So you went to the police and complained. A friend of yours does not know why you went to the police station. How would you tell her?”

Study the details given here.

“registering a Complaint - 1”

1. To register a complaint: to make a complaint before an authority.
E.g. *We registered a complaint to the Principal regarding the bad canteen food.*
2. To lodge a complaint: to make a complaint before an authority.
E.g. *She lodged a complaint against her supervisor to the CEO.*
3. To file a complaint: To make a complaint before an authority.
E.g. *They are filing a complaint against their neighbors to the police.*
4. To press charges: To make an official complaint in a court of law.
E.g. *The actor is pressing charges against the newspaper for printing rumors about her.*

5. Object: to protest against something.

E.g. *We objected to the serving of alcohol at the camp site.*

6. Protest: Complain.

E.g. *The students are planning to protest against the teachers.*

The Past Perfect tense is used to describe an action which occurred before another action in the past.

Verbs in the Past Perfect Tense will take the following form:

I/you/it/she/he/we/they/the people/the sisters + had + past participle form of the verb.

Read the following examples:

- I **did** my homework - *Simple Past Tense*
- I **went** out to play - *Simple Past Tense*
- I went out to play as I **had done** my homework - *Past Perfect Tense*

Examples

1. I went out to play as I **had done** my homework.
2. **They had** already **left** by the time we reached the place.
3. I **had had** my breakfast before the alarm woke you.

Identify which sentence belongs to the Past Perfect Tense.

- | | |
|--|--|
| 1. I had my dinner. | 5. I had understood the theory. |
| 2. I had had my lunch. | 6. The dog had gone away somewhere. |
| 3. He had gone to Paris. | 7. It had been abandoned. |
| 4. Have you understood the theory? | 8. It had a collar on its neck. |

Session 17: calling UPT to find about a job VACANCY

Relevant Knowledge

Making calls to inquire about vacancies is a skill you need to acquire, as, sometimes in real life you may need to call up and find out about job vacancies.

Read the following phrases and sentences:

1. I saw your advertisement in the newspaper...
2. I am calling with reference to your advertisement in...
3. Could you tell me if there is a job vacancy in your organization?
4. Could you tell me if there is any vacancy for the post of...?
5. Do you have a vacancy for the post of...?

Modals are helping verbs. They help to express the mood of the main verb.

The various modals are *can, could, may, might, shall, should, will, and would*. They have various uses:

- **Asking for permission:** may i come in? **Can/Could** i use your pen? **Can** i go?
- **making a request:** **Can/Could** you pass me the book? **Will** you be my partner?
- **expressing obligation:** You **should** do the work yourself. I shall be responsible for your Safety.
- **expressing determination:** i **will** finish the project, come what may.
- **expressing ability:** i **can** solve the riddle. We **could** jump over the bench when we were kids.
- **expressing probability:** i **may** be able to help you out. It **might** rain tomorrow.
- **expressing willingness:** i **will** meet you tomorrow.

Session 18: writing A resume

Relevant Knowledge

What is a resume and why spend time writing one? Resume writing is a crucial part of the job application process. If you rush a job application and send your resume without thinking it could damage your chances of finding a job. Considering the current economic climate, there is fierce competition in most industries so spending time to make your resume stand out from the rest is very worthwhile.

A resume - sometimes called a 'Curriculum Vitae' or 'CV - is a summary of your skills, education and work experience. A good resume demonstrates how your skills and abilities match up with the requirements of a job.

Here are a few reasons why writing a good resume is very important:

- It promotes you! A resume is a self-promotional document that presents you in the best possible light for the purpose of getting selected for a job interview.
- A good resume will compliment your cover letter writing and make your overall application stronger.
- You can achieve your dream job. By spending time perfecting your resume you stand a better chance of landing your dream job, especially if you include all relevant work experience.
- Networking can be boosted with a good resume. If your resume stands out from the rest an Employer is more likely to speak to people in their industry about you.
- It opens up referral job applications. If an employer likes your resume but doesn't have any suitable vacancies they are likely to recommend you for other job openings.

Read the following list, and tick the ones you think should be included in a resume or Curriculum Vitae (CV).

- | | |
|------------------------------|-----------------------------------|
| 1. Email address | 9. The newspaper you subscribe to |
| 2. Favorite films and actors | 10. Marital Status |
| 3. Nationality | 11. Awards and achievements |
| 4. Phone number | 12. Place of birth |
| 5. Computer skills | 13. Your height and weight |
| 6. Gender | 14. Details of education |
| 7. Address | 15. Skills and interests |
| 8. Date of birth | 16. Languages |

17. The festivals you celebrate

19. Your religion

18. Details of previous employments

“CV Terms”: Study the terms given below

Contact details: Your name, address, phone number, and email address

1. **Objective:** A statement of what you intend to achieve and contribute through your service to the organization. E.g., *Touse my skill and work to the best of my ability for the development of the organization.*
2. **Personal information:** You may include your gender, date of birth, place of birth, nationality, marital status, and languages known to you under this heading. Optional information includes spouse's name and number of children.
3. **Area of expertise:** the work skills that you have
4. **Employment history:** This states your work history. It should include the different organizations _____ where you were employed previously, the length of each employment, and the positions you held.
5. **Educational qualification:** Details of the education that you have received - details of degrees and training
6. **Skills and interests:** You can state here other skills and interests that you have
7. **Other enhancements/Awards and achievements:** Any other achievement or work that you want to make special mention of
8. **About me/Biography:** this is an optional section where you give a short account of yourself.

Connectors and conjunctions

Connectors are words used to express relationship between ideas and combine paragraphs and sentences. For example: but, also, however, moreover, firstly, next, then, therefore, in brief, still, for example, thus, of course, certainly, hence, at the same time, on the contrary, etc.

Conjunctions are words used to connect phrases and words. For example: but, so, as, and, nor, yet, so, although, though, because, either...or, neither...nor, as soon as, and or.

Note: Conjunctions can also be used as connectors.

Covering Letter

Improve the following covering letter by changing some sentence structures. The sentences that can be changed (or linked) have been underlined.

To

The HR Manager Healthy Pharmaceuticals Healthpur
Healthy Pradesh Dear Madam,

I'm writing to you regarding sales positions at Healthy Pharmaceuticals. I'm also writing to you about marketing positions.

I'm a fresh graduate. I have a B.Com degree in marketing. I would like to work in a sector that improves our society. I want to improve people's lives. I have a keen interest in working with a pharmaceutical company. I am interested in working with Healthy Pharmaceuticals.

Though I have no experience in sales and marketing so far, I'm confident that I will be a successful salesperson. I have good people skills. I am disciplined. I am a hard worker. Also, at my college I participated in many activities. I participated in awareness campaigns for youth. _____, I think I'm suited for a job that requires communicating with customers.

I hope you will consider my job application positively. Please consider me for an interview. Do you require any

additional information? Please let me know.

Sincerely,

Session 19: writing a covering letter

Relevant Knowledge

A covering letter written by Mr. A of Arjun nagar in response to an advertisement placed by Welcome travels, Sarojini nagar is given below. There are four errors in the format and you have to spot them.

Arjun nagar.
Email: a@hotmail.com Ph no: 09891989198

Dated: 22 Dec, 2008

Subject: Application for the post of sales executive

Welcome travels, the HR Manager, Sarojini nagar

Dear Sir,

With reference to your advertisement in times Ascent, dated 21 Dec, 2008, I wish to apply for the post under concern.

I have just graduated in Commerce (with Honours) from Delhi University. I am a dedicated individual who possesses good communication skills and I am eager to join your company.

My CV is enclosed herewith. Thanking you,

Mr. A.,
Yours faithfully.

Read the “**Lines for Covering Letters**” given below.

The lines with which a covering letter begins when it is written in response to a vacancy advertisement:

- 1) I am writing in response to your advertisement..... For the post of.....
- 2) With reference to your advertisement in..... I wish to apply for the post of.....

The lines written to show that you have the ability to handle the job:

- 1) I will be able to handle responsibilities well.
- 2) I have the skills that are required for the concerned job.

The lines written before the last paragraph:

- 1) Please find attached a copy of my resume.
- 2) My CV is enclosed herewith.
- 3) My resume is enclosed for your review.

The lines written in the last paragraph:

- 1) Thank you for your consideration.
- 2) I would appreciate it if my application is considered for the post.

The lines written in the last paragraph, following the lines given above:

- 1) Looking forward to your response.....
- 2) I look forward to hearing from you soon.

Reported speech

Let's understand Reported Speech with the help of the following examples and explanations:

1. He said, "I **am** thirsty" - *Direct Speech*
2. He said he **was** thirsty - *Reported Speech*.
3. She said, "What are you **doing**?" - *Direct Speech*.
4. She asked me what **i was doing** - *Reported Speech*.
5. They said, "We **have** won the match" - *Direct Speech*.
6. They said they **had** won the match - *Reported Speech*.

Reported speech (or indirect speech) is used to tell what people say or think. While changing a sentence from direct speech to reported speech, the *verb will change into its past form*.

For example:

- | | |
|------------------------|------------------------|
| • Am/is -was | • Have done - had done |
| • Are -were | • Will -would |
| • Has/have -had | • Can - could |
| • Do -did | • Shall - should |
| • Am doing - was doing | • May - might |

But these remain the same:

- | | |
|-----------------|-----------------------|
| • Had -had | • Should - should |
| • Would -would | • Might - might |
| • Could - could | • Ought to - ought to |

Other standard changes include:

- Yesterday - previous day/the day before
- This - that
- These - those
- Now -then
- Here -there
- Tomorrow - the following day
- Next (day/week/etc.) - the following (day/week/etc.)

Note: the following remain the same: that - that, those - those, then - then, and there - there.

1. Meena said, "That would be great!"
 - (a) Meena told me that would be great.
 - (b) Meena told me this would be great.
 - (c) Meena told me that will be great.

The following is a conversation between a boy and a girl. You have to turn the direct speech to Reported speech. The first three have been done for you.

1. **Boy:** "I have never written a covering letter."
Reported speech: the boy said that he had never written a covering letter.
2. **Girl:** "Would you like to learn how to write one?"
Reported speech: the girl asked him if he would like to learn how to write one.
3. **Boy:** "Yes, I would like to learn to write one."
Reported speech: the boy replied that he would like to learn to write one.
4. **Boy:** "Who can teach me how to write a covering letter?"
Reported speech: _____.
5. **Girl:** "I have written a lot of them so I can teach you."
Reported speech: _____.
6. **Boy:** "Are there a lot of rules?"
Reported speech: _____.
7. **Girl:** "Yes. Even something like writing a covering letter has a lot of rules."
Reported speech: _____.
8. **Girl:** "Often people write these letters in any way they want."
Reported speech: _____.
9. **Boy:** "Have you sent any covering letter recently?"
Reported speech: _____.
10. **Girl:** "I sent one to a company just yesterday."
Reported speech: _____.

Relevant Knowledge

Read carefully the “Common interview questions” given below:

1. Please introduce yourself/ Could you tell us a little about yourself?

Interviews usually start with this question. You have to introduce yourself by stating some basic personal information (Refer to session 6 of Level 1 textbook).

2. Why have you applied for this job?

For this question, you may need to do some background research on the company. You may also add that the skills and experience you have makes you suitable for the job.

For example: *“I am interested in this job as I will get to work for a well-known and successful organization. I also believe that the skills and experience I have makes me suitable for the job.”*

OR *“I am interested in this job because I like the work profile. I also believe that the skills and Experience I have makes me suitable for the job.”*

3. What are your key areas of expertise?

For this question, you will state the skills that you have which are related to your job. For example, the key areas of expertise of a sales representative may be *direct sales, customer help, visual merchandising, etc.*

4. Why do you think you are suited for this job?

For this question, you should talk about your qualities as well as skills that would make you suitable for the job.

For example, a sales representative should have good communication skills as well as knowledge of current trends. If the candidate is experienced (i.e. Not a fresher), then he must also talk about how the skills he has acquired from a previous job can contribute to the new one.

For example: *“I have been working as sales representative for a year and I am skilled in direct sales as well as marketing. Therefore, I can easily adapt myself to the new job.”*

5. Why did you leave your last job?

While answering this question, you should never give any negative comments about your previous employers. Instead of saying, “I was not happy with my last job as it was boring” say “I was not unhappy with my last job. But I am eager to take on more challenges.”

6. What are your career objectives?

While answering this question, talk about the job first and then about what you can do for the company. For example, “My career objectives are to do my job well and to contribute to the overall development of the company.”

7. What are your salary expectations?

If you are a fresher, then it is better to ask the interviewer the salary range of the position you have applied for. For example, “As this is my first job, I have no idea of the salary range of this position. I would be happy with your decision.”

If you have experience, then you must have already quoted your current income in your resume. It is safe to quote around 10-15% more than your current salary if you are applying for the same post. If you are applying for a higher post, you can quote 20-25% more. While negotiating, you must mention your skills

and the advantage of your experience.

For example, "I am already earning _____ and I have my experience and skills. Therefore, I would expect a salary of _____."

8. Can you tell me what your strengths and weaknesses are?

While discussing your strengths in an interview, focus on those skills which are related to the job. For example, "I have the ability to work well in a team and to communicate well with people."

While discussing your weaknesses, do not mention personal ones, such as, "I have a short temper" or "I am very lazy". Instead, talk about those weaknesses which can be easily overcome. For example, "I have not handled such a big team before. But I am confident that I will learn on the job."

Session 21: taking A telephonic interview

Relevant Knowledge

Read the statements below:

"Telephonic interview"

- I am a little busy right now. Can we reschedule the interview?*
 - Used when the interview call is unexpected and you are not prepared, or when you are busy in some work.
- I am sorry. I will not be able to join on Monday as I have some urgent work. Is it okay if I join on Tuesday?*
 - Used when you are unable to join work on the day that the caller/interviewer suggests.
- I was looking forward to your call.*
 - Used when the interview is pre-scheduled.
- I hope you can hear me...*
 - Used if the phone line is not clear. Avoid sentences like "Speak louder!" And "I can't hear you."
- When am I likely to hear from you?*
 - Used while hanging up, when the caller/interviewer has not specified when he/she is going to call you back.

These are some standard lines that can be used during a telephonic interview.

Note: The questions discussed in the previous session under the "Common Interview Questions" are equally relevant to a telephonic interview.

You will again have a role play like in the last session, but this time, it will be a telephonic interview.

- I **haven't received** the call as yet.
- I **have been asked** to bring all documents on the day I join.
- I **have read** the contract and **have agreed** to sign.

4. I **have had** my dinner.
5. **Have** you **done** the job?
6. **They have not come** yet.

Relevant knowledge

Change the italicized sentence to present perfect tense.

Caller : Hello! *This is Ranjita Mehta calling from sellwell.* **Sarthak** : Hello.

Caller : May i speak to Mr. Sarthak Gupta?

Sarthak: *this is Sarthak Gupta speaking.*

Caller : i received the job application email that you sent me.

(1) _____.

Sarthak : Okay.

Caller : i just read your resume.

(2) _____.

Sarthak : Ok.

Caller : i am pleased to inform you that we have a vacancy at the moment.

Sarthak: *that's great news.*

Caller : Sarthak, did you ever take a telephonic interviewer?

(3) _____.

Sarthak : no, i did not.

(4) _____.

Caller : Well, we need to take your interview this way. We need to fill in the vacancy urgently.

Sarthak : Okay then.

Caller : So, Sarthak. We need someone who can keep an account of the stocks. Are you doing anything similar to this?

(5) _____.

Sarthak : Yes, Ma'am. I was also in charge of the daily stock count apart from sales. (6).

Caller : Okay. You will be doing something related to that. You will be placed in charge of receiving stocks, stacking shelves and daily stock count.

Sarthak : i am familiar with the work.

Caller : And Sarthak, did you ever read planograms?

(7) _____.

Sarthak : Yes, i read them.

(8) _____.

Caller : Good. *This is all we require from you.* When can you join us?

Sarthak : i can join this coming Monday.

Caller : Ok. What are your salary expectations?

Sarthak : I earned an annual income of 1,20,000 Rupees at my previous company. I would therefore like a higher pay.

Caller : Ok Sarthak. We are offering a monthly salary of 10,500 Rupees presently. That is what we wrote in the form at our website.

(9) _____.

Sarthak : Yes, I am aware of that.

Caller : But on account of your experience and excellent resume, we decided to offer you 13,500 Rupees. Is that agreeable?

(10) _____.

Sarthak : That sounds agreeable.

Caller : So Sarthak, can we expect you on Monday?

Sarthak : Yes, I will be there. Thank you for the opportunity.

Session 22: accepting a job offer

Relevant Knowledge

Writing a job acceptance letter when you have received a job offer is one of the best and most pleasurable things to do as it represents the culmination of all your efforts in searching for a new job.

A job acceptance letter is a letter that you write to a company which has offered you a job. In such a letter, the following points are included in the given sequence:

- Written acceptance of the job offer.
- The terms and conditions of employment (salary, benefits, etc.).
- Starting date of employment.
- Thanks and appreciation for the opportunity.
- Request for notification of any changes or if the candidate is required to do anything before starting employment.

Note: You don't have to write the subject line of the letter. Read the details given below: **"Accepting a Job**

offer" Written acceptance of a job

- It is with great enthusiasm that I accept your offer of the post of Sales Executive at Sell/Well Org. Please consider this letter as my formal acceptance of it.
- I would like to express my pleasure at your offer of the post of Sales Executive at Sell/Well Org. Please consider this letter as formal acceptance of it.
- I am writing this letter as an acceptance of your offer of the post of Sales Executive at Sell/Well Org.

Terms and conditions of employment

- I understand that I will be receiving a starting salary of Rs 12,000 per month. I also understand that I will get full pay and benefits during the 3 months' probationary period.

- As discussed, my starting salary will be Rs. 12,000 per month. I also understand that I will receive full pay and benefits during the 3 months' probationary period.

Starting date of employment

- As agreed, my joining date will be the 1st of June, 2009.
- As discussed, I will be starting work from the 1st of June, 2009.

Thanks and appreciation for the opportunity

- Thank you once again for this wonderful opportunity. I look forward to joining your team/organization/company and becoming a part of the continued success that the team/organization/company represents.
- Thank you for the opportunity. It is an honour to be selected for your team/organization/Company.
- Thank you for this wonderful opportunity. I will put in my best efforts to make a positive contribution to your team/organization/company.

Request for notification if the candidate is required to do anything before starting Employment.

- Do let me know if I need to do anything prior to joining the company.
- If there is anything I need to do before my starting date, please let me know.

Find out the meaning of the following words and phrases that have been taken from the "Accepting a Job offer".

- Prior to -before/after/during
- Enthusiasm -laziness/eagerness/happiness
- Positive -useful/useless/unhelpful
- Per -one/each/first
- Opportunity -offer/order/chance
- Probationary - ontrial/sample/training