

UNIT 1: FUNCTIONAL ENGLISH (INTERMEDIATE)

SESSION 1: ORDERING FOOD AT A RESTAURANT

Exercise

Given below is a conversation between a waiter and the customer at a restaurant. Imagine that you are the customer. Now fill in the blanks with the statements that you like to make while talking to the waiter.

1. **Waiter** :are you ready to place your order, ma'am/sir?
2. **Customer** :yes. For _____, i would like to have
3. **Waiter** :how many?
4. **Customer** :just one plate will do.
5. **Waiter** :okay.
6. **Customer** :for _____, i will have
7. **Waiter** :okay. Anything else ma'am/sir?
8. **Customer** :yes. I would like to order a _____
9. **Waiter** :okay. One chilly potatoes, one vegetable fried rice, one chicken Manchurian With gravy, and one chocolate ice-cream. Is that correct, ma'am?
10. **Customer** :yes.
11. **Waiter** :can i get you anything else?
12. **Customer** :could you get me _____?
13. **Waiter** :sure, ma'am/sir.
14. **Customer** : _____ you. That will be all.

Assessment

Fill in the blanks with the correct articles **a, an, and the**, wherever necessary.

1. Could you get me _____ bowl of chicken soup? (**a, the**).
2. I would like to cancel _____ (**a, the**) *masala dosai* ordered and have _____ plate of *tandoori chicken* with fried rice instead (**a, the**).
3. I ordered _____ chocolate ice cream, not strawberry (**a, the, no article Needed**).
4. I will have a tomato and mushroom *pizza* with _____ cheese topping. (**a, the, No article needed**).
5. For dessert, _____ plate of *kheer* will do (**a, the, no article needed**).
6. I will have _____ *kheer* for dessert (**a, the, no article needed**).

7. Our specialty is _____ *tandoori chicken*. Do try it (a, the, **no article needed**).
8. Please get me _____ glass of water.
9. I would like to have _____ onion *masala dosa* and vanilla ice-cream.
10. Excuse me, where is _____ washroom?
11. What is _____ specialty of this restaurant?
12. Can i smoke _____ cigarette here?
13. Can we sit on _____ upper floor?
14. What is on _____ menu today?
15. Do you serve _____ chinese food here?
16. Please give me some _____ tissue paper.
17. Could you tell me _____ recipe of this dish?

SESSION 2: MAKING RESOLUTIONS

Exercise

Wish to do in your life.

1. I promise to...
2. I promise i will...
3. I resolve never to...
4. I resolve to...
5. I will try to...
6. I will try my best...
7. I am never going to...

Assessment

From the following options, select and tick the one that is in the simple future tense.

1. I did not smoke.
 - (a) i will not smoke.
 - (b) i will not smoking
 - (c) i will not smoked.
2. I exercise everyday to stay fit and healthy.
 - (a) i will exercised everyday to stay fit and healthy.
 - (b) i will exercising everyday to stay fit and healthy.
 - (c) i will exercise everyday to stay fit and healthy.

3. I opened a small flower shop in the market.
- (a) i will open a small flower shop in the market.
 - (b) i will opened a small flower shop in the market.
 - (c) i will opening a small flower shop in the market.
4. T he president and his wife raised funds for charity.
- (a) t he president and his wife will raising funds for charity.
 - (b) t he president and his wife will raised fund for charity.
 - (c) t he president and his wife will raise fund for charity.
5. I stuck to my resolution.
- (a) i will sticking to my resolution.
 - (b) i will stick to my resolution.
 - (c) i will stuck to my resolution.
6. I changed most of the furniture in my house before diwali.
- (a) i will changed most of the furniture in my house before diwali.
 - (b) i will changing most of the furniture in my house before diwali.
 - (c) i will change most of the furniture in my house before diwali.
7. I started going for driving classes on tuesdays.
- (a) i will started going for driving classes on tuesdays.
 - (b) i will starting going for driving classes on tuesdays.
 - (c) i will start going for driving classes on tuesdays.
8. T eamindia won every match against australia in the world cup.
- (a) teamindia will won every match against australia in the world cup.
 - (b) teamindia will every match against australia in the world cup.
 - (c) teamindia will waning every match against australia in the world cup.
9. I spoke in english with my friends.
- (a) i will speak in english with my friends.
 - (b) i will speaking in english with my friends.
 - (c) i will spoke in english with my friends.
10. I wore the seat belt while driving.
- (a) i will wore the seat belt while driving.
 - (b) i will wearing the seat belt while driving.
 - (c) i will wear the seat belt while driving.

SESSION 3: TALKING ABOUT CHANGE

Exercise

Now, identify and tick the sentences that are in active voice:

1. They have been scolded.
2. I bought some clothes yesterday.
3. The teacher is correcting the test papers.
4. The test papers have been submitted.
5. We went there last summer.
6. We were welcomed by the hotel owner.
7. She believed him but we did not.
8. He was trusted neither by us nor by her.

Select and tick the option that is in the passive voice.

1. Ravi had to revise the document.
(a) ravi had to be revised in the document.
(b) the document had to be revised by ravi.
2. Ram should learn how to adjust to change.
(a) adjusting to change is what ram should learn.
(b) how to adjust to change must be learned by ram.
3. Seema has changed the curtains of the bedroom.
(a) the curtains of the bedroom have been changed by seema.
(b) the curtains of seema's bedroom are changed.
4. Can nayan update this file?
(a) can this file update nayan?
(b) can this file be updated by nayan?
5. The youth should change things for the better.
(a) things should be changed for the better by the youth.
(b) the youth have to change things for the better.
6. He made some changes to this document.
(a) to this document some changes he made.
(b) some changes were made to this document by him.
7. You can change your future by learning english.
(a) youenglish can change your future.

(b) your future can be changed by learning english.

8. Nothing can change his mind.

(a) his mind can't be changed by anything.

(b) his mind can be changed by nothing.

9. The party workers do not like the new policies.

(a) the policies do not like the new workers.

(b) the new policies are not liked by the party workers.

10. Change makes progress possible.

(a) progress is made possible by change

(b) change makes possible progress

SESSION 4: PLANNING AN OUTING

Exercise

Identify the incorrect use of the pronouns.

1. Mitali and i went to the cafe to buy **us** some snacks.

2. When i saw **me** in the mirror, i was horrified to see red spots all over **my** face.

3. Did you learn typing **yourself** or you went to a school?

4. What he saw was so unexpected that he pinched **him** to see if it was for real.

5. Please help **yourselves** to the food - there is plenty!

6. I hurt **myself** while fixing the broken shelf.

7. I am busy...can't you do the work **yourself**?

8. I bought a nice dress for **me** from the mall.

Fill in the blanks with the correct pronouns.

1. Except ruhi and _____, everyone else arrived late at the movies.

(a) i (b) me

2. Ravi was very helpful to _____ when we went trekking in the mountains.

(a) us (b) ourselves

3. We really enjoyed _____ on the trip to manali last month.

(a) us (b) ourselves

4. His friends did not appreciate _____ going to the fair alone.

(a) his (b) himself

5. Please bring some cotton for your ears if you do not want to be bored by _____

Continuous chatter on the trip.

(a) his (b) him

6. As our driver had fever, namanand _____ offered to drive the car for the rest of The journey.

(a) mine (b) i

7. One of _____ will have to speak to the travel agent and make arrangements for The trip.

(a) you (b) your

8. We must reach the airport on time, or else _____ will miss the flight.

(a) we (b) us

9. I t was _____ who wanted to go to the mountains instead of the beach.

(a) himself (b) he

10. T wo of the group members, including _____, have offered to make food and Travel arrangements for the trip.

(a) He (b) him

SESSION 5: NARRATING A STORY

Exercise

Do you remember the difference in the tenses? Now, identify the sentences that have been written In the present and future tense.

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. I **would** eagerly **wait** for the next day to come.

4. I **enjoyed** the storytelling sessions with my grandmother very much.

5. I **don't know** if i will be able to entertain my grandchild in the same way.

6. Most probably i **will not have** many stories to tell or my grandchild **will not be interested** in Listening to stories.

7. I **was** exhausted.

8. I t **was** a very tiring journey.

9. I **had** a tiring journey.

From the options, select and tick the sentence that is in simple past tense.

1. (a) seema visiting aunt rekha at her house near the beach last weekend.

(b) seema visited aunt rekha at her house near the beach last weekend.

- (c) seema visit aunt rekha at her house near the beach last weekend.
2. (a) i t were a beautiful summer day.
 (b) i t was a beautiful summer day.
 (c) i t is a beautiful summer day.
3. (a) seema building a giant sand castle on the beach.
 (b) seema build a giant sand castle on the beach.
 (c) seema built a giant sand castle on the beach.
4. (a) aunt rekha took pictures of the castle.
 (b) auntrekha take pictures of the castle.
 (c) auntrekha taking pictures of the castle.
5. (a) seema wanted to play on the beach and build another sand castle.
 (b) seema want to play on the beach and build another sand castle.
 (c) seema wanting to play on the beach and build another sand castle.
6. (a) but soon it has become very hot outside.
 (b) but soon it became very hot outside.
 (c) but soon it becomes very hot outside.
7. (a) aunt rekha advised seema to wear a hat.
 (b) auntrekha advising seema to wear a hat.
 (c) auntrekha advises seema to wear a hat.
8. (a) but seema does not have a hat.
 (b) butseema did not have a hat.
 (c) butseema didn't had a hat
9. (a) so aunt rekha gave seema one of her hats.
 (b) so aunt rekha giving seema one of her hats.
 (c) so aunt rekha gives seema one of her hats.
10. (a) seema wearing the hat and made another sand castle.
 (b) seema wears the hat and made another sand castle.
 (c) seema wore the hat and made another sand castle.

SESSION 6: DESCRIBING A KNOWN PLACE

Exercise

I. Read aloud the following phrases on “**describing nainital**”. Combine the phrases so as to form a paragraph that describes nainital. For example:

Example: *nainital is a beautiful hill-station in uttarakhand.*

1. Nainital is a beautiful hill-station...
2. It is surrounded by...
3. ...in Uttarakhand.
4. ...above sea-level.
5. ...high mountain peaks
6. Nainital is a very...
7. ...especially during winter...
8. ...popular tourist spot,
9. ...when the snow falls.
10. It attracts a lot of tourists in...
11. ...during the British Raj.
12. The temperature varies between...
13. ...which were established...
14. 15°C and -3 °C at that time.
15. ...and is situated at an altitude of 1,938 meters.
16. Apart from its beautiful scenery...
17. ...its many schools,
18. Nainital is also known for...

ii. Now read aloud and very carefully, the description given below:

“Ladakh”.

1. Leh, Drass valley and Leh-Manali track are popular tourist spots.
2. Ladakh is a region situated in Jammu and Kashmir.
3. Tourists come for fishing and trekking.
4. Ladakh has a population of about 2,60,000.
5. The Kunlun mountain range lies to the north and the Himalayas lies to the south.
6. The language is written in the Tibetan script.
7. The people of Dha-Hanu follow Tibetan Buddhism.
8. Ladakhi culture and Tibetan culture share many similarities.
9. Popular sports include archery, ice hockey, and cricket.
10. Buses and taxis are available as means of transport.
11. The dances are about the fight between good and evil.
12. The people speak Ladakhi which is also known as Western Archaic Tibetan.
13. About 18,000 tourists visit Ladakh every year.
14. On the other hand, those living around Dras have converted to Islam.

15. It is the highest plateau of Kashmir.

16. The Ladakhis celebrate masked dance festivals.

iii. Read carefully the following passages on “**adjectives and adverbs**” and identify whether the words in bold are adjectives or adverbs:

1. I went to Jaipur, also known as Pink City. Many people **readily** agree it is one of the **best structured** places in India. The town was **carefully** planned according to Vastu Shastra. It was built in the form of an eight-part *mandala* known as *Pithapada*.

2. I have never seen as **heavenly** a place as Kerala's backwaters. I took a ride in a *kettuvallam* (house boat) and what I saw was **truly beautiful**. Palm trees, *pandanus* shrubs, a variety of **leafy** plants and bushes **attractively** decorated the place.

3. My family went on a trip to Manipur. One of the many places we visited was the Keibul Lamjao National Park. It is the only **floating** national park in the world. The place is marked by floating plants called *phumdi*. The park is the home of the *sangai* or brow antlered deer, an **endangered** species which cannot be found **anywhere** else on earth.

Fill in the blanks with the appropriate word from the given options:

1. I _____ moved to a new city.

(a) recently (b) daily

2. I now live _____ in the heart of Delhi.

(a) comfortable (b) comfortably

3. My house is a _____ two-bedroom flat in Mayurlok.

(a) spaceful (b) spacious

4. I live here with my _____ friend, Manish.

(a) best (b) better

5. There is a _____ monument near our house.

(a) history (b) historical

6. When I first moved to Delhi, I found the city to be too _____ and crowded.

(a) noisy (b) noiseful

7. Now that I have lived here for a couple of years, I can't imagine moving back to my _____ town.

(a) small (b) tiny

8. Delhi is the capital of India and is _____ connected to all major cities of the country by road, rail, and air.

(a) good (b) well

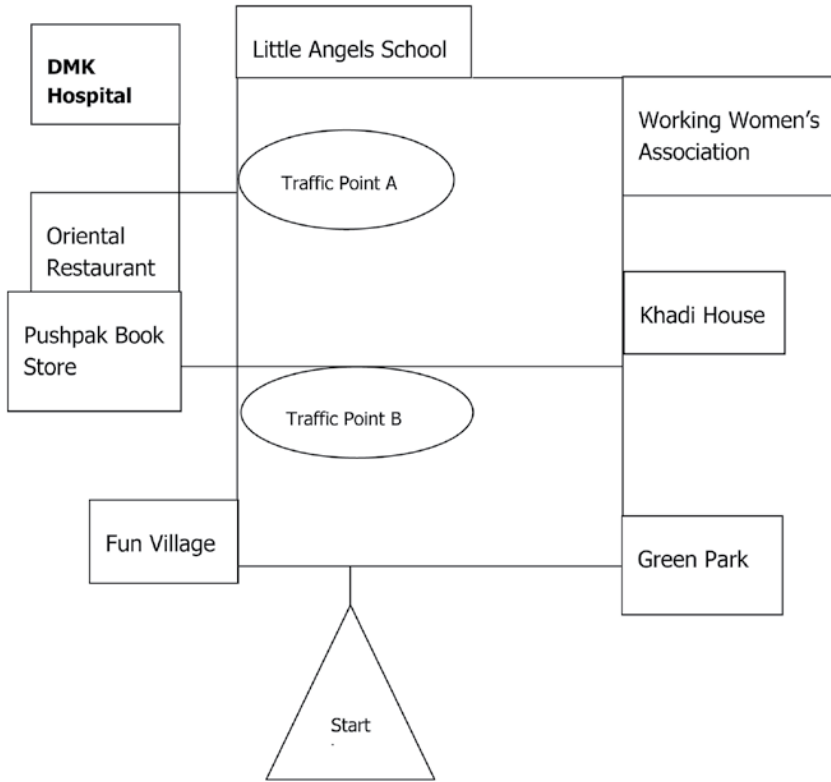
9. Mayurlok is one of the _____ localities in Delhi. (a) best (b) good

10. The area is well-maintained and planned _____. (a) prettily (b) beautifully

SESSION 7: GIVING DIRECTIONS

Exercise

Study the flowchart given below:



- **Route a :** fun village, pushpak book store, traffic point b, traffic point a, oriental Restaurant.
- **Route b :** green park, khadi house, traffic point b, traffic point a, oriental restaurant.
- Route c :** green park, khadi house, working women’s association, little angels school, oriental restaurant.

In short, there can be more than one route in which you can give directions to reach dmk hospital.

Assessment

- i. Fill in the blank with the correct preposition given in the bracket:
1. Go straight down kingsway street and you will find the shop _____ your right (in, On).
 2. The jeweler’s store is right next _____ the bus-stop (for, to).
 3. The florist’s stall is _____ kamna’s house (below, under).
 4. You can find her house _____ the corner of the main street. (around, from)
 5. Walk _____ you reach the traffic point (till, before).

6. The bookstore is just _____ the street (across, under).
7. Walk straight _____ this road and you will come to a traffic point (down, beside).

ii. Fill in the blank with the correct preposition given in the bracket:

1. I'm very excited about meeting my friend today _____ Dillihaat in the evening at 4.

(a) On (b) at

2. my friend stays in a colony near dillihaat, whereas my house is quite far ___ it.
(a) Across (b) from
3. In the morning, my friend had given me the directions _____ this place over the phone.
(a) To (b) about
4. I will take bus no. 540 _____ the central terminal and get off the bus stand.
(a) From, in (b) from, at
5. My friend had said that dillihaat is right _____ the road.
(a) Across (b) over
6. She will be waiting for me _____ the sikkim food stall.
(a) On (b) at
7. The sikkim food stall is located _____ the manipur and rajasthan food stalls.
(a) Across (b) between
8. The hot momos served there are so tasty - i can't wait _____ eat them!
(a) For (b) to
9. Oh! I think that my bus _____ that red truck.
(a) Behind (b) over
10. I must hurry up and get _____ it or my plans for a great evening will be spoilt.
(a) Onto (b) in

SESSION 8: DESCRIBING AN EVENT

Exercise

i. Read the following sentences and identify whether they are in the present continuous tense or not.

1. Everyone **is enjoying** sarita's party.
2. Sarita **is distributing** cold drinks to her guests.
3. Devjit **wants** to play his guitar and sing a song for her.
4. All the guests **encouraging** him to do that.
5. Even sarita herself **is telling** him to perform.

ii. Read the sentences on "smita's birthday" given below.

1. It was smita's birthday _____.
2. We arranged a surprise birthday _____.
3. All her friends _____.
4. _____ as it is her favourite.

5. Everyone arrived _____.
6. _____ at 12p.m.
7. We screamed “ _____ “!
8. Then, she blew the candles and _____.
9. Asha and Sumeet _____.
10. _____ sang a song and entertained everyone.
11. We played *antakshari* _____.

III. *Using the following phrases fill in the blanks and complete the sentences.*

1. “surprise”
2. Were invited.
3. Smita entered the room...
4. Cut it for everyone
5. Smita even...
6. Party for her.
7. On time.
8. Distributed food and drinks
9. We got a chocolate cake...
10. On Sunday.
11. And dumb charade.

ASSESSMENT

Choose and tick the correct option, which is in the present continuous tense.

1.
 - A. We are gone to attend a friend’s wedding at Sainik Farms on Saturday evening.
 - b. We are going to attend a friend’s wedding at Sainik Farms on Saturday evening.
- c. We went to attend a friend’s wedding at Sainik Farms Saturday evening.
2.
 - A. Everybody will have a great time at the party.
 - b. Everybody is having a great time at the party.
 - c. Everybody has a great time at the party.
3.
 - A. The bride is looking gorgeous in a traditional red silk saree.
 - b. The bride looking gorgeous in a traditional red silk saree.
 - c. The bride will look gorgeous in a traditional red silk saree.

4. A. The waiters serving delicious snacks and drinks.
 b. The waiter serves delicious snacks and drinks.
 c. The waiter is serving delicious snacks and drinks.
5. A. The dj is playing soft music while the guests have their dinner.
 b. The dj is playing soft music while the guests are having their dinner.
 c. The dj plays soft music while the guests are having their dinner.
6. A. He is going to play some popular bollywood numbers.
 b. He has some popular bollywood numbers to play.
 c. He going to play some popular bollywood numbers.
7. A. Some kids have running around while some will be dancing on the dance floor.
 b. Some kids are running around while some are dancing on the dance floor.
 c. Some kids are running around while some dancing on the dance floor.

SESSION 9: RECOUNTING AN EXPERIENCE

Exercise

Read the points given below, very carefully. Now, construct them into a paragraph:

- taking a walk in the park.
- saw some people playing badminton.
- sat down and watched.
- realized one of the players was an old classmate.
- called out to her.
- she came to me.
- told me she was my classmate's twin.
- I apologized.
- she asked me to join their game.
- I agreed.
- enjoyed a nice round of badminton with them.

Read the phrases in “**trip to a mall**”. Fill in the blanks with appropriate phrases.

- ...we decided to go.
- I told him...
- ...for our lunch!
- then we went looking...

- ...if i had any plans thissaturday.
- ...the food court had not beenbuilt...
- ...in the mall.
- ...where it waslocated...
- ...for awhile.
- ...to search the hugemall.
- we were alreadyhungry...

Myfriendcalledmeupandaskedme_____. I wasfree..So_____ tothenewmall. Thereweremanygoodstores_____. We_____ window-shopped._____ For the food-court. But we couldn'tfindit. _____ Andwewereforced_____! At last,weasked_____ aguard_____

And he toldusthat_____ asyet. We_____ came out of the mall and had togo toadhaba_____.

assessment

Fill in the blanks with the past continuous form of the verbs given in brackets. The first two have been done for you.

1. I **was visiting** my childhood friend venkatyesterday.
2. We **were going** to watch the movie don on dvd.
3. We ___(see) the movie for the second time.
4. We ___(enjoy) the popcorns more than themovie.
5. In the evening, we _____(plan) to make a chocolatecake.
6. Both of us _____(go) to the market to buy vegetables for dinner.
7. We ___(driving) to the supermarket.
8. The supermarket _____(offer) sale on all stocks.
9. Everybody _____(move) towards the entrance at the same time.

SESSION 10: FINDING A PLACE TO STAY

Exercise

Client : i am looking for a place to stay.

Broker :ok. Do you want a single room or double room? (single room or double room)

Client :since i am going to stay alone, i would prefer a single room.

Broker:_____? (just a single room, or withkitchen)

Client :i want a single room with attached bathroom plus a separate kitchen. **Broker**: you have come right on time. A room which has all these has just been vacated.

Client :_____? (how much the rent is)

Broker :4500 rupees.

Client :_____? (whether includes electricity bill and waterbill)

Broker :yes, yes. It includes both.

Client :do i have to pay security? (whether i have to pay security) **broker**: yes. You have to pay a security of 2000 rupees.

Client :_____? (how much your fees)

Broker :i charge only 25% of the rent.

Client :_____? (whether fee is negotiable)

Broker :i am afraid it isn't. It is quite low. Most brokers charge around 50%. **Client**: ok then.

Broker:_____? (whether you want to see the room now **client** :yes.

Assessment

Change the following sentences to the future continuous tense.

1. Shantanu **helped** me locate a good room.

_____.

2. The landlord **charged** me too much.

_____.

3. I **was negotiating** with him to lower the rent.

_____.

4. I **also asked** the landlord if he would provide me a cooler.

_____.

5. If not, **i am buying** the cooler myself.

_____.

6. I **am staying** here till december.

_____.

7. Next year, **i am moving** to mumbai.

_____.

8. I **contacted** my brokervijay.

_____.

9. Vijay is **searching** for a two-room flat forme.

_____.

10. I **reminded** him that the flat should have a separate kitchen.

_____.

SESSION 11: SAYING NO

Exercise

Study the following situations in “saying no”. Choose what would be the appropriate way of saying no in each situation. Some situations may have more than one appropriate option. Fill in the blanks with the appropriate option(s).

Situation 1

Speaker 1: can i borrow some money?

Speaker2:_____.

- (a) No, youcannot.
- (b) Iamsorrybutiwon'tbeabletolendyou.
- (c) I am sorry but you can't borrow rightnow.

Situation 2

Speaker 1: i am going to my aunt's house. Would you like to come? Speaker2:_____.

- (a) I won't be able to come, but thanks for theoffer.
- (b) I am sorry but i won't be able tocome.
- (c) Iamsorrybutiwon'tliketocomeatall.

Situation 3

Speaker 1:there isa party atmy place onfriday.You haveto come. Speaker2:_____.

- (a) Thanks.But i can't come asihavea prior engagement.
- (b) Sounds great! But, no! I am notcoming.
- (c) I am sorry. I will not be able to make it. But thanks for theinvitation.

Situation 4

Speaker 1: it is quite late now. Why don't you stay at our place tonight? Speaker2:_____.

- (a) This isvery kind ofyou. However, i can't stay.
- (b) Thanks!But i really haveto get back home.
- (c) Thanksa lot.But i can'tstay atyour placetonight.

8. A. We are planning to drink coffee to stay awake through the night.
- b. We are planning to drink coffee to be staying awake through the night.
- c. We drink coffee to be staying awake through the night.
9. A. Panditji reciting mantras and performing various rituals.
- b. Panditji is going to reciting mantras and performing various rituals.
- c. Panditji is reciting mantras and performing various rituals.
10. A. Everybody is showering flowers on the newlyweds.
- b. Everybody are showering flowers on the newlyweds.
- c. Everybody showering flowers on the newlyweds.

Situation 5

Speaker 1: would you like to join us for a drink?

Speaker 2: _____.

- (a) Thanks! But I will have to say no.
- (b) Sounds fun! But, no! I can't join you.
- (c) A drink? No. Not now.

ASSESSMENT

i. Fill in the blanks using the correct preposition given in the bracket:

1. They invited me _____ their party, but I had refused (to, for)
2. They said they will meet _____ 3 sharp. (in, at)
3. But I have to meet my grandparents _____ Monday. (at, on)
4. So, I said no. _____ Now, I have never refused them. (till, before)
5. They were a little disappointed _____ me. (on, with)
6. But I haven't met my grandparents _____ a long time. (for, from)
7. I haven't seen them _____ last July. (since, from)

ii. Fill in the blanks using the correct preposition given in the bracket: with against for from by on at

1. Vikrant keeps borrowing money _____ me. The next time he asks me, I will say, "I am sorry, Vikrant. I can't lend you anymore."
2. My friends wanted to share a drink _____ me. But I refused saying "thanks _____ the offer. But I will have to say no."
3. My boss makes me get tea _____ him every day. So, yesterday, I finally said "I am sorry, sir. I have got work to finish." At that moment, I really did not care if it would have any effect

_____my job.

4. My grandfather wants me to get up at 4 every morning and jog for an hour. I had to politely Refuse _____ saying, "great idea! I will try that some day. Thank you."
5. Leena asked Rajul to do her homework again. It seems Rajul replied, "I am not going to do whatever you ask me to." And now, they are not talking _____ each other.
6. The opposition candidate wanted the people to vote _____ the ruling party, but they shouted _____ him and told him to go back.
7. Though it was raining hard yesterday, my tutor wanted me to buy a book _____ the Market. I said, "I am sorry, sir. But the weather is really bad. Can I buy the book tomorrow?"

SESSION 12: DESCRIBING A LOST ITEM

Exercise

Now, read the details given below and fill in the blanks using the information given:

- a mobile phone
- nokia 0010
black color
- lost while traveling in a train
- 15th May, 2009, 2:00 p.m. To 9:30 p.m.
- train from Allahabad to Delhi
- Shiv Ganga Express
- compartment no. S 14, berth 28, sleeper class

Policeman : yes, may I help you?

Complainant : I lost _____.

Policeman : where?

Complainant : I was traveling from _____ to _____.

Policeman : which train was it?

Complainant : _ **Policeman** : when

was the journey taken? **Complainant** : _____.

Policeman : what time approximately?

Complainant : _ **Policeman** :

where was your seat?

complainant: __ policeman :

please describe the phone.

Complainant :it is a _____ .The colour is _____ .

Policeman :okay.

ASSESSMENT

I. Choose the correct quantifier from the given choices and fill in the blank:

- I lost _ books when I stayed at the hostel (several, much)
- Hema asked _____ (a little)
- The warden confirmed that the theft had occurred in the hostel, so she had _____ Every room checked (a few, any)
- _____ students, including Hema, put up posters describing the items that they had lost (a lot of, much)
- Finally, _____ of the lost items were found in Hema's room - she had nerve to pretend that her wallet too had been stolen! (much, many)

II. Fill in the blanks with the correct quantifier from the options given below:

- I was having _____ fun with my family at the airport until I realized that two of my Bags were missing.
(a) A lot of (b) many (c) a lot of
- The black bag contained _____ valuable things that I had bought for my sister's wedding.
(a) Many (b) more (c) much
- It contained a diamond pendant, _____ gold bangles, a diamond ring, etc.
(a) A few (b) enough (c) a little
- It also had silver jewellery.
(a) Many (b) a few (c) some
- The brown bag had _____ important documents such as my passport, pan card, driving license, etc.
(a) Many (b) more (c) much
- The bag also contained clothes, _____ silver coins, and a silver key.
(a) Enough (b) a few (c) a lot
- Though the black bag contained _____ expensive items, its loss does not bother me as much as the loss of the brown bag does.

- (a) Little (b) a little (c) plenty of
8. It is more important to find the brown bag because it contains _____ important Documents.
- (a) Much (b) very (c) some
9. I do not have _____ hope of getting back my bag. Still, I am going to lodge an FIR at the police station.
- (a) Little (b) much (c) few
10. I will also post an advertisement about my bag in the 'lost and found' section of _____ newspapers.
- (a) More (b) little (c) some

SESSION 13: APPRECIATING SOMEONE

EXERCISE

Study the situations described here. Fill the blanks with how you would express your appreciation in the given situations. You can use the phrases and sentences you learnt earlier.

Situation 1: you want to buy a book but do not have enough money. Your friend lends it to you.

Situation 2: your junior at work used to perform badly. Lately, his performance has improved.

Situation 3: it is mother's day and you have bought a card for your mother. You want to write a line showing your appreciation.

Situation 4: your younger brother has come top of his class.

Situation 5: you are organizing a campaign for the adoption of stray dogs. A man donates an Amount (huge/small) for the cause.

assessment

- i. Fill in the blanks using the correct option given in the bracket:*
- You did me a _____ favor (great, large)
 - I am so _____ that you won! (happy, cheerful).
 - You are looking _____ tonight (wonderful, brilliant)
You did a _____ thing by helping that poor boy. (well, good)
 - We thank you for being so _____ (kind, gentle)
 - That was a _____ performance! (fantasy, fantastic)
 - Your generosity is appreciated by _____ (many, much)
 - You are doing your job _____ well (very, vary).

II. Choose the right word from the bracket to fill in the blanks:

1. Ram presented the show really well. It thinks she is very _____ (arrogant, Confident).
2. Sheela is very _____ (patient, lenient) while talking to clients. She tries to understand them.
3. I wonder how Nilanjana can be so _____ (relaxed, lazy) before any team Meeting.
4. Priya is extremely _____ (dignified, grand), and that makes her the team Favorite.
5. I like the fact that Ram is _____ (inquiring, nosy), that way he gets his doubts cleared.
6. Raj spends his money _____ (with a lot of care, like a miser), so he has no major debts.
7. It was because of Ram's _____ deal.
8. Raj uses _____ (old-fashioned, outdated) ways to solve problems because he feels that it always works.
9. Ravi is always _____ (up-to-date, modern) with his work.

SESSION 14: ATTENDING A PHONE CALL

EXERCISE

Identify the sentences in the present perfect tense.

1. She **has done** her job well.
2. I **have** a file here.
3. **They have been** upset.
4. You **have won** the competition.
5. **The man has** a lot to say.

ASSESSMENT

I. Change the verbs in brackets to present perfect tense and fill in the blanks:

Two examples are given below.

- **He has driven** a car.
- **She has driven** a car.

A: hello! My name is akanksha from abc consultants. May i speak to mskavya,please? B:
kavya_____(*leave*) the office. May i take a message?

A: well,ourcompany_____(*plan*)acampatsiriforthissaturday.Wouldshebe interested in attendingit?

B: sure! In fact, i would also beinterested.We_____(*attend*) such campsbefore. We found them useful.

A: that's good. Canyou give me your name andcontact number as well?

B: mynameismanishaandmycontactnumberis9987654321.Someofmyotherfriends _____(*volunteer*)atsuchcampsbefore.Wouldyoulikemetoaskthemtocome along?

A: that'sgreat!Youcanaskthemtocallmeonthesamenumberiftheyneedmoreinformation in thisregard.

B: ok. I will tell kavya you called. Bye! A:
bye

SESSION15:GIVING INSTRUCTIONS

EXERCISE

Choose the appropriate preposition:

1. Come tothe shop_____5 p.m. (at,in)
2. Finishthehomework_____15 minutes. (at,in)
3. Turnthis fan _____.(of, off)
4. Walk_a straight line. (in,with)
5. Get a kiloofsugar_____the grocery. (at,from)
6. Stand_that chair and see if you can reach the shelf. (on,above)
7. Takethese vegetables _____ the kitchen.(to, into)
8. Donotsmoke_____this area. (in,around)

ASSESSMENT

Fill in the blanks with the correct options.

1. Do nothonkunecessarily_____traffic signals.

- (a) At (b) from (c) under
2. Donotstand_____ the glassdoor.
(a) Like (b)during (c) near
3. Themanagerhasgivenanewsetofinstructions _____ Attendance.
(a) From (b) to (c) on
4. Aspertheschoolrules,studentswillnotbeallowedtoentertheschoolgates _____ 9:30am.
(a) During (b)after (c) to
5. _____our stay at khairi in chamba, we were not allowed to go out in the evening without an armedguard.
(a) During (b) before (c)after
6. Tellthegatekeepertomakesurethatcigarettesorothertobaccoproductsarenotsold _____ the schoolbuilding.
(a) Near (b)on (c) through
7. Get me a cup of coffee andasandwich _____ the shop across thestreet.
(a) For (b)of (c) from
8. You cannot park yourcaranywhere _____ this building for securityreasons.
(a) From (b) around (c)like
9. Park your car _____ the parking lot behind thatmall.
(a) In (b)on (c) for
10. Theshop is notfar, it is just _____ theroad.
(a) Across (b)on (c) at

SESSION16:REGISTERINGACOMPLAINT

Exercise

Rearrangethesentences toformaconversationbetweenaandb.Thefirsttwohavebeendone
For you.

- because the canteen owner allows them tosmoke.

- they should smoke somewhere else as it harms non-smokers too.
- so the problem is with him!
- then why at the canteen?
- too many people at our college smoke in the canteen.
- alright!
- actually, they don't smoke anywhere else because of the signs.
- that's true.
- who else? Let us write a letter stating our formal complaint and drop it in the "complaint box".
 - exactly! Why should they make us unhealthy too?
 - to the principal?
 - but how do we make them stop smoking at the canteen?
 - i think we should lodge a complaint against him.
 - hmmm...those **no smoking** signboards at the gate are not helping much.
 - yes. What do we do?

A: too many people at our college smoke in the canteen.

B: that's true.

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

Assessment

Change the verbs in brackets to past perfect tense and fill in the blanks. An example is given Below to help you understand this tense. Simple

past tense: **idid** my homework.

Past perfect tense: **ihad donemy** homework.

1. Rahul_(lose)cellphoneonhiswaytodelhifromlucknow.He _____(travel)inthefirstclassofthelucknowshatabdi.Hehadnoideahow to get his cell phone back. He knew he had to lodge an fir first. He knew he would have to gotothepolicestationbutthewasnot sureifhewouldgo.He _____(hear)stories ofhowtakingthehelpofthepolicetookalotoftimeandeffort..Thenherememberedwhat hisfriend _____(tell) him. If his phone was used for some bad purposes, he would have to take responsibility for it. So, rahul decided it was better to go and deal with the police than end up in some problem lateron.
2. I____(drop) a complaint in the complaint-box about the lazy watchman as Many people _____(complain) againsthim.
3. Shilpa _____(file) an fir as soon as she found out about the theft.
4. We____(protest) against the use of animal fur infashion.
5. They _____(object) to the use of animalfur infashion.

SESSION 17: CALLING UP TO FIND ABOUT A JOB VACANCY

Exercise

Read the jumbled up conversation in the “job vacancy”. The italicized sentences have jumbled Words. You need to rearrange the words in order to make meaningful sentences. A:

hello!

B: hello! *Jobbazaar this consultancy is?* _____

A: yes. What can i do for you?

B: *your in sunday's i times of india saw issue advertisement.*

A: okay.

B: *is wanted to if find out i a vacancy job there.*

A: could you tell me what kind of a job you are looking for? B: i

am a high-school english teacher.

Looking for am i for a vacancy job same the post.

A: okay. You would have to consult our agent for jobs in education. B: *do that i do how?*

A: you would have to come to our office with your resume. *An appointment you like would now to make?*

B: *sure.*

A: okay. Monday at 11a.m.

B: *okay. I will be there. Thanks alot!*

ASSESSMENT

Fill in the blanks with the correct words from the given table: **might, ought, have to, can, shall, may, should, could, would, will.**

kavita: hello, this is cure pharmaceuticals. How _____ i help you?

Gargi: hi kavita. This is gargi here.

_____ i speak to anyone from the hr

_____ Department?

Kavita: of course, _____ i connect you to the hr manager?

Gargi: that _____ be great. Thanks a lot.

Kavita: please hold on for a minute. Nilesch: nilesch speaking.

Gargi: hi nilesch, this is gargi speaking. _____ You tell me if you have any vacancy in your company?

Nilesch: we are a large company gargi, which department _____ you be interested in?

Gargi: that _____ be the hr department itself, as i have an mbain hr from mamity.

Nilesch: mbain hr from mamity? That ___ to be useful. Let me have a look... you're in luck. ___ You come down here tomorrow for an interview?

Gargi: that _____ be a problem. _____ I come in day after?

Nilesch: let me see... that _____ be possible. Can you come by 9am? **Gargi:** yes that's fine. I _____ be there by 9. Thanks a lot.

SESSION 18: WRITING A RESUME

Exercise

Look at the format given below and develop your cv:

“cv format”

Name:

Address:

Email address:

Telephone number:

Objective:

Personal information

Date of birth:

Place of birth:

Nationality:

Marital status:

Languages known:

Employed: yes/no

Area of expertise: e.g. *Direct sales, customer help, and visual merchandizing.*

Employment history (if any)

E.g. *Worked as sales representative for sellwell for 2 years.*

1. _____

2. _____

3. _____

Educational qualification

E.g. 1. *Hsc from amravati high school (cbse), chandigarh, in 2003;*

2. *Diploma course in basic computer education from all, chandigarh, in 2004*

1. _____

2. _____

3. _____

Computer skills

1. _____

2. _____

Skills and interests

E.g. 1. *Possess good communication skills*

2. *Reading books*

1. _____

2. _____

3. _____

Awards and achievements

E.g. 1. *Won "sales representative of the year" award at sellwell*

2. *Captain of the college cricket team for 2 years*

1. _____

2. _____

3. _____

Fill in the details to make your own cv. Examples have been given to show how some information

May be filled in.

Note: there is a small difference between a resume and a curriculum vitae (cv) i.e., the length of the document. While a resume is brief and concise summary of your skills, experience and education - less than a page or two, a curriculum vitae is longer (at least two pages) and more detailed synopsis.

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,

(Write in a separate paper)

Assessment

Fill in the blanks with suitable connectors/conjunctions

1. I went to see her _____ she wasn't at home. (and, but)
2. It started raining _____ we went out. (as soon as, because)
3. We came back _____ she was not at home. (as, yet)
4. She was not at home _____ we came back. (so, however)
5. _____, boil the water. Add the sugar. (first-then)(then-first)
6. _____ we missed her _____ she never received our message. (either-or, neither-nor)
7. We drove fast. _____ We could not reach on time _____ of the traffic jams. (however-because, because-however)
8. He told you that he gave me the book? _____, the book is still with him. (thus, on the contrary)

9. I came to see you _____ you are not well. (because, so)
10. _____ I had messaged them, they still were not ready on time. (although, and)

SESSION 19: WRITING A COVERING LETTER

Exercise

Read the details given below. "Siddhesh Sharma's covering letter"

Siddhesh Sharma's contact details

- B-12, Manakchand Basti, Arjun Nagar, Delhi-11003.
- email: siddhesh.sharma@gmail.com
- Phone: 09891223314

Contact details of recipient

- HR Manager
- Sellwell Organization, Maurice Road, Delhi -110007

Subject: application for the post of sales manager

Body of the letter (you have to rearrange the sentences):

- I would appreciate it if my application is considered for the post.
- My resume is enclosed for your review.
- Thus, I have the skills as well as experience required for the concerned job.
- I also have an MBA in Retail from AIBM, Hyderabad.
- I am writing in response to your advertisement in the Times of India for the post of Sales Manager.
- I look forward to hearing from you soon.
- I was hired by Goshop, a reputed supermarket chain, as sales manager for two years.
- You have to write Siddhesh Sharma's covering letter in the correct format. The details of the letter have been given. The sentences that make up the body of the letter have also been provided. However, you have to rearrange them so that they are presented in the correct order. The salutation and leave-taking have to be inserted by you. **(Write in a separate paper)**

Assessment

Read the following and identify the correct options:

1. Meena said to me, "I can't go tomorrow."
- (a) Meena told me that she couldn't go tomorrow.
- (b) Meena told me that she can't go the following day.
- (c) Meena told me that she couldn't go the following day.

2. I asked, “why aren’t you going tomorrow?”
 - (a) I asked meena why she wasn’t going tomorrow.
 - (b) I asked meena why she were not going tomorrow.
 - (c) I asked meena why she wasn’t going the following day.

3. She said, “i have to go to the post office to mail a covering letter.”
 - (a) Meena said that she had to go to the post office to mail a covering letter.
 - (b) Meena said that she will go to the post office to mail a covering letter.
 - (c) Meena said that she have to go to the post office to mail a covering letter.

4. I said, “can i go with you?”
 - (a) I asked if i could go with her.
 - (b) I asked if i can go with her.
I said i could go with her.

5. 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: _____.

SESSION 20: FACING AN INTERVIEW

Exercise

You need to imagine that you are having a conversation with your facilitator. He/she will say the answers and you have to frame the questions to them.

1. The train leaves at 10:20 a.m.
2. I am reading a book.
3. Yes, you can borrow the book.
4. No, i don't think the train will be late today.
5. I know because i always take that train and it has never been late.
6. The interview went very well.
7. No, they said they will inform me of the outcome next week.

Assessment

Choose the correct option and fill in the blank:

1. **Nishi:** i come in, ma'am? (may, might)
2. **Interviewer:** come in, come in. Have a seat. **Nishi:** thank you, ma'am.
3. **Interviewer:** it is nishi, _____? (is it, isn't it)
Nishi: yes, ma'am.
4. **Interviewer:** _____ are you? (where, how)
Nishi: i am fine, thank you.

5. **Interviewer:** ok.so tellus,nishi_____have you applied to sellwell?(why, how)
Nishi:sellwellisoneofthelargestsupermarketchainsinindia.Itisasuccessfulorganization that has been popular ever since it started five yearsago.
6. **Interviewer:**_____you have any experience as a sales executive? (do,did)
Nishi: yes, ma'am. I have worked as sales executive at shopper's haven for a year.
7. **Interviewer:**that'sgood.Wetakeonlyexperiencedpeoplehere._____Departments were you in? (which,whose)
Nishi: i worked at food section for the first six months and clothing for the next six months.
8. **Interviewer:**_____salary are you expecting? (what, howmuch)
Nishi:myprevioussalarywas10,000rupeespermonth.So,iamexpectingaround13,000 rupees atsellwell.
9. **Interviewer:** okay. That isreasonable._____Willyou be ableto join?
 (when,where)
Nishi: i can join this monday.
10. **Interviewer:**great!Weareonemembershortinourshoesandbagsdepartment._____ You comfortable with this post? (have,are)
Nishi: yes, ma'am.
11. **Interviewer:** good._____There any question you would like to ask? (are,is)
Nishi: no, ma'am.

SESSION 21: TAKING A TELEPHONIC INTERVIEW

Exercise

Identify the sentences in the present perfect tense.

1. I **have had** my telephonic interview.
2. She **had tried** to call you.
3. **Did** you get selected?
4. She **has told** me that i can join on the 22nd.
5. I **haven't received** the call as yet.
6. I **have been asked** to bring all documents on the day i join.
7. I **have read** the contract and **have agreed** to sign.
8. I **have had** my dinner.
9. **Have** you **done** the job?
10. **They have not come** yet.