



Warm Up

a. Translate the following words into your mother tongue.

i.	Biscuit	
ii.	Ice-cream	
iii.	Broadband	
iv.	Recharge	
v.	Challan	
vi.	Wallet	
vii.	Password	
viii.	Bakery	
ix.	Ticket	
x.	Wifi	

What is your mother tongue? Was it easy translating the above? Do you use many of these words in your everyday interactions?



b. Work in pairs. Read the following list of words related to computers, hospitality and medicine. Categorise them appropriately under the given columns.

lounge	URL
giga-byte	angiogram
crash	room service
suite	transplant

front desk	multi cuisine
consultation	laboratory
reservation	hospitality
pharmacy	android
valet parking	glaucoma
http	USB
ultra sound	hacking
format	echo
house keeping	buffer

Computers	Hospitality	Medicine

DO YOU KNOW?

Over 840 million people speak English as a first or second language, which makes it the second most spoken language of the world (after Mandarin). It is the official language of 67 countries.



Reading

a. Read the following essay on the Growth of English in India.

1. English plays a vital role in increasing opportunities around the world, it provides access to the information with which individuals can learn and develop and it provides access to the networks which are vital in building and maintaining economic links. Perhaps more importantly, it provides a common language to share knowledge and ideas and to create the kind of relationships which go beyond a simple deal or contract. It enables people to explore cultural differences and to create the kind of trust and understanding which is vital in negotiating and agreeing to our common future.



How does the knowledge of English help you academically and professionally?

2. English has become essential for international communication. Economic growth means that more jobs require English; the expansion of education means that English is needed by more people for studying; and for a growing, globalized, urban middle class, English plays a greater role in both their work and personal lives.

Why is English in greater demand than ever before?

3. A quarter of lower primary school students are now first-generation learners who have little support from

the family and community and must rely for their learning on what happens in school. A minimum proficiency level in English is increasingly regarded as an entrance requirement for University. Therefore, there is a growing need for learners to begin in primary school, where they learn the basics of the language, then develop English as a language of study in secondary and higher secondary school. Another objective for introducing English into the basic curriculum is because it has become a global lingua franca, which will be useful for all students, especially for those who get jobs in the services sector. “The time has come for us to teach our people English as a language in schools.” – National Knowledge Commission 2009.

What is lacking among students?

4. The globalization of knowledge is contributing to an increasing use of English as the medium of education. Students seeking to study in an English-speaking country are required to have a proficiency in English of at least C1 on the CEFR (Common European Framework of Reference) – one of the most popular tests taken by international students. The C1 level is also regarded as the minimum required for professional employment in any business which uses English as its working language.
5. Larger Indian businesses are already partnering with government departments to help improve the English and employability skills of

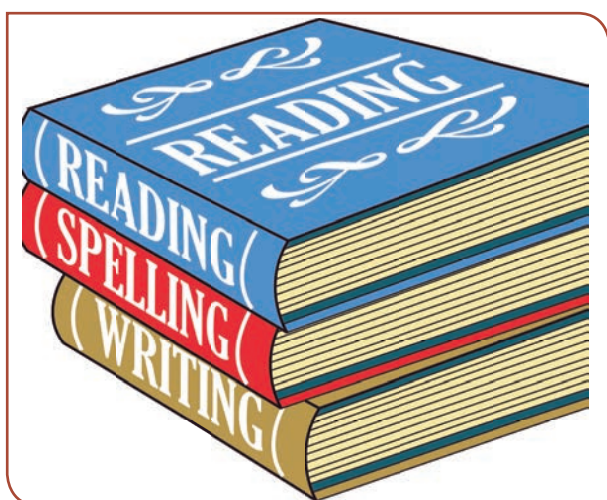
both students in colleges and those in class ten and twelve. A problem faced by any general-purpose 'English for the workplace' training course is that job related skills are often specific to context. Each work domain has its own special requirements with regard to communication: there may be particular kinds of reports or forms to be filled in, or perhaps interactions with people need to conform to a corporate policy. For these reasons, workplace English training is best carried out by using materials taken from the workplace itself. In India, the main focus seems now to be on the idea of English for employability. But research has highlighted the equal importance of English in career progression.

chain of management in their own organizations. Here, workers may require –

- a) both spoken and written language skills and the
- b) ability to shift appropriately between informal and formal varieties of language.
- c) English is seen as a means to move up in the social ladder and to have access to growth. It is seen not just as a useful skill, but as a symbol of a better life, a pathway out of poverty. English language is fast emerging as a powerful agent for change in India.

What is the minimum proficiency for professional employment abroad?

6. Employability skills needed at schools and colleges include knowledge of English and soft skills. Most workers in the services sector – whether in offices, BPOs, hotels or shops – need to communicate in at least two different directions – to clients and within the



Glossary

vital (adj)	: very important
negotiating (v)	: consult others to reach an agreement
lingua franca (n)	: a language adopted as a common one by people of different mother tongues
globalization (n)	: operating on an international scale
proficiency (n)	: high degree of skill
corporate (adj)	: relating to a large company or group
progression (n)	: the process of developing or moving gradually towards a more advanced state
emerging(v)	: to come into view, to come out of a situation



- b. You would have read the above article once, twice or more. While reading for the first time, you would have got a general idea of the text and repeated reading would have helped you comprehend it better. In this context have you heard of the terms **Skimming and Scanning**?

Skimming is the process of identifying quickly the main ideas of a given text.

- ⇒ Skim the words in bold-type, italics, digits or capitalised words.
- ⇒ Before reading the newspaper, one generally skims through in order to decide what to read.

Scanning is the process of reading quickly to get the specific information from a given text.

- ⇒ Searching for the meaning of a word from a dictionary or finding out the location in an advertisement is scanning.

Now, go back to the first paragraph of the given passage and skim it for general information and underline the main ideas. Also, scan the final paragraph and mention the uses of English language skills.



The most commonly used letter in the alphabet is 'e'.

The least used letter in the alphabet is 'q'.

The dot on top of the letter 'i' is called a title.

A new word is added to the English Dictionary every two hours officially.

'Swims' will be 'Swims' even when read upside down.

Language Study

a. Abbreviations and Acronyms

We come across many abbreviations while reading texts. Do you know that an **abbreviation** is a shortened or contracted form of a word or phrase? An **acronym** is a specific type of **abbreviation** formed from the first letters of a multi-word term, name, or phrase, with those letters pronounced together as one term.

For example:

ICU – Intensive Care Unit (Abbreviation)
VIRUS – Vital Information Resource Under Siege (Acronym)

Task: Expand the given abbreviations and acronyms found in the fields mentioned below.

MEDICINE

WBC	
CT	
MRI	
ECG	

COMPUTERS

VGA	
HTTP	
PDF	
JPEG	

HOSPITALITY

GPS	
GST	
VAT	
CCTV	

b. Hospitals normally display the list of consultants and their fields of specialization for the benefit of the public.

Psychiatrist	: treats mental illness
Pulmonologist	: deals with diseases involving the respiratory tract
Pathologist	: identifies diseases by studying abnormal cells and tissues
Geriatrician	: specializes in the treatment of old people
Dermatologist	: a skin specialist
Physiotherapist	: one who treats disability through physical exercise
Ophthalmologist	: one who treats eyes
Orthopaedician	: one who treats bone diseases
Neurologist	: one who treats disorders of the nervous system
Pediatrician	: one who treats children
Dentist	: one who treats teeth and gum diseases

Task: On the basis of your understanding, whom should the following consult?

i)	One who has pimples	
ii)	One whose age is above 90 years	
iii)	One who has a respiratory problem	

iv)	One with sensitive gums	
v)	One who has a problem in the eye	
vi)	One who has fractured his leg	
vii)	A sick baby	



Grammar

Tenses

How do you receive your guests during celebrations



and events? Have you ever wondered when this tradition started? Read the following passage on Indian traditional hospitality and narrate how you would welcome a guest home.

Centuries ago, Indians treated scholars and kings with great respect. Sangam Literature and Thirukkural have several verses praising hospitality. Young children are taught to treat guests as Gods. Thirukkural has more than ten couplets on hospitality – Virunthombal – cherishing guests. Thiruvalluvar speaks about the greatness of hospitality.

அகனமர்ந்து செய்யாள் உறையும் முகனமர்ந்து நல்விருந்து ஓம்புவான் இல். (84)

“With smiling face, he entertains each virtuous guest,

Fortune with gladsome mind shall in his dwelling rest”

Kural -84 (Translation by G U Pope et. al.)

(Goddess with joyous smile shall dwell in the house of that man who with cheerful countenance entertains his guests as Gods.)

Sangam literature in Tamil titled ‘Purananuru’ says that the drums roar in heaven during Indira Vizha when all the



deities are given a warm and grand welcome.

Task: Note the use of tenses in the following sentences.

Thiruvalluvar **speaks** about the goodness of hospitality. (Present Tense)

Indians **treated** scholars and kings with great respect. (Past Tense)

Goddess with joyous smile **shall dwell** in the house. (Future Tense)

a. The Simple Present

Listen to your teacher who speaks about how Sundays are spent at home.

(Notice that the teacher has used only the Simple Present Tense to describe the everyday routine.)

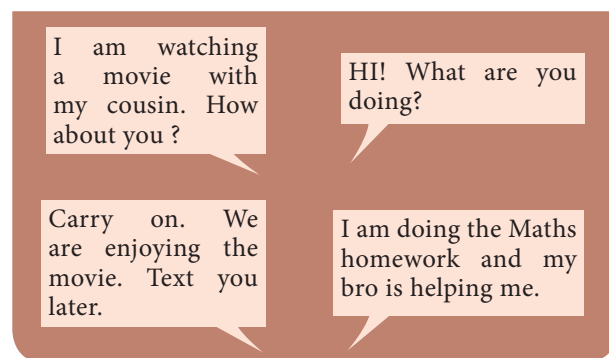
On Sundays, I get up late around 6.30 in the morning. After morning chores, the first thing I do is read newspapers, particularly the Sunday supplement. The Sunday supplement of every newspaper contains some interesting articles, and so I spend more time reading them. I have breakfast at around 9 a.m. I make it a point to watch News channels and sports channels on TV.

I often help my children in their studies till lunch. After lunch I take a nap. In the evening, I either visit my friends or go shopping with my wife/husband. After returning home I do some school work such as preparing lessons for the next week. I go to bed a little early by 9 p.m.

Task: Now describe your daily routine at home/school in your own words.

b. The Present Continuous Tense

Read the following telephonic text messages between two friends.



Notice that the actions of the speakers happening now.

(are doing, am watching, am doing, is helping, are enjoying)

We use the progressive form to talk about the actions happening at the time of speaking, to show that something is changing or growing.

Task: Now, look around your classroom and observe the activities around you in this period. Describe in a paragraph, what you, your friends and your teacher are doing at this moment.

Our teacher **is standing** in front of us.....

When we talk about a New Year, the first thing that pops up in our minds is a New Year Resolution. It is nothing but a promise made by a person to himself or herself at the beginning of the year to improve oneself in some way during the year.

Task: Now write about your New Year resolutions.

(e.g.) I am going to

I'll never..... (Note that can refer to the future in the present and present progressive tenses)

Task: Read the following pairs of sentences. Which is acceptable one? Tick (✓) the correct answer.

- i) a. I am respecting you.
b. I respect you.

- ii) a. My friend likes to dance and sing.
b. My friend is liking to dance and sing.

- iii) a. We are having two flats.
b. We have two flats.

- iv) a. I am thinking you are new to this.
b. I think you are new to this work.
- v) a. The rose smells good.
b. The rose is smelling good.

The following infographic presents the tenses in the language.

SPECIFIC TIME	 She worked <u>yesterday</u> .	SIMPLE She works <u>every day</u> .	 She will work again <u>tomorrow</u> .
	 She was working <u>at 9 AM this morning</u> .	PROGRESSIVE She is working <u>right now</u> .	 She will be working <u>at 6 PM tonight</u> .
UNSPECIFIED TIME	 When she retired, she had worked all her life.	PERFECT So far, she has worked all her life.	 When she retires, she will have worked all her life.
	 When she retired, she had been working <u>for 40 years</u> .	PERFECT PROGRESSIVE She has been working <u>for 40 years</u> .	 When she retires, she will have been working <u>for 40 years</u> .

c. The Present Perfect Tense

Read the conversation between two friends and notice the use of the Present Perfect Tense.

A glutton

A: It is already half past nine. I need something to eat. **Have you had** your breakfast?

B: Yes, I **have had**.

A: What did you have?

B: I had only a dozen pooris and half a dozen omelettes.

A: Would you like to join me?

B: I don't mind. I ate an hour ago.

A: But there are only two pooris and one omelette left.

Do you eat as much as B eats for breakfast?

Always leave your stomach half filled. That's the best way to be healthy.

Form: Have/Has + past participle

Have/Has + Been + past participle

We use this tense

- to denote something that has happened several times up to the present.
e.g.: I have won the series twice so far.
- To announce a recent event or news.
e.g. The Minister has announced a new scheme for the farmers.
- To refer to an action that has continued up to the present.
e.g. I have known him since childhood.

'Since' or 'For'

We often use the Present Perfect with time expressions using '**since**' or '**for**'

Since is used when we refer to a point in time (in the past) until now.

For is used to refer to a period of time

Task: Which expressions go with 'since' and which go with 'for'? (Indicate with a tick. The first two have been done for you).

Since	For	
✓		last week
	✓	a short time
		a decade
		Pongal
		the day before yesterday
		6 months
		centuries
		June
		22nd June
		2009

d. The Present Perfect Continuous Tense

Listen to the cricket commentary of test match (Day 3, second innings) read by your teacher.

Mahendra Singh Dhoni **has been batting** since the first session of Day 1. He **has been contributing** to the score at a quick pace for the past ten overs. Kohli **has also been hitting** hard on the other side thrashing the opponents throughout the innings. They **have been running** quickly between the wickets since their partnership began.

The commentary given above is in the Present Perfect Continuous Tense. It is used to refer to an action / event that



started in the past and continues till the present with a likelihood of continuing further.

Task: Complete the sentences using the verbs given in brackets.

- i) We _____ in this house for 20 years. (live)
- ii) I _____ this computer for three years. (use)
- iii) The workers _____ higher wages for a long time. (demand)
- iv) It _____ since yesterday. (rain)
- v) He _____ in the garden since morning. (work)

e. The Past

Read the following biography of Bharathidasan.

Kanagasabhai Subburathinam, popularly **called** Bharathidasan, was a twentieth century Tamil poet. In Bharathiyar's memory, he **wrote** in the pseudonym Bharathidasan. He was a rationalist who **handled** social issues. His writings **served** as a catalyst for the growth of the Dravidian movement. He **received** the Sahitya Akademi Award in 1970. The Tamil Nadu state government **established** the prestigious Bharathidasan Award, to be given away each year to talented Tamil poets.

Notice the Past Form of verbs used to describe the life history of a person. This form is used to refer to events that took place in the past.

Task: Write a report about your sports day in a paragraph using the hints given below.

- i) Welcoming the Chief Guest
- ii) Prayer
- iii) Welcome Address
- iv) March Past
- v) Lighting the torch
- vi) Oath taking
- vii) Declaring the Sports Meet open
- viii) Events
- ix) Closing March Past
- x) Report by Physical Director
- xi) Chief Guest Speech
- xii) Prize Distribution
- xiii) Vote of Thanks

f. The Past Continuous Tense

At about nine in the morning, a group of children **were waiting** near the old house at the Lawyers Extension for their school bus to arrive.

They **were chatting** excitedly, when suddenly a boy called out "Bus, bus". Soon the bunch **was screaming** in delight to see their driver, who **was parking** the vehicle parallel to the platform.

The children formed a neat line and **were shouting** gleefully, as they boarded the bus.

Task:

Look at the pictures given and write five sentences about them using the past continuous tense.



e.g. When the children **were running**, the teacher noted down the timing.



g. The Past Perfect Tense

Indran **had** always **wanted** to bring out a magazine and be its editor! He **had got** what he **wanted**. In his tenure as the editor of an established magazine, he **had published** many notable pieces of writing. All the well-known poets of today **had considered** it an honour to have their first poems published by him. Recently, he **reminisced** about the first magazine of which he was the editor, owner and distributor.

The first copy **had been** a handwritten magazine that was carbon-copied by him. He **had sold** it to his grandfather's friends for 50 paise. The money that he **had collected** went towards the next issue. By the time he **left** school, he **had launched** his pet project.

The past tense and the past perfect tense are used to talk about the things in the past. However, use the past perfect tense to talk about something that happened before another action in the past, which is usually in the past tense.

Task: Using the hints given below, complete the paragraph using the Past Perfect tense, wherever necessary to relate the incident to the police. The first line has been given to you.

Hints: Two men on a bike had snatched the chain from a young lady as she was walking on the Adyar bridge at 5.00 p.m. Sunitha too happened to be there jogging at that time.

I **had** jogged on the Adyar Bridge for ten minutes when I saw_____

h. The Past Perfect Continuous Tense

Two brothers were separated from their family during floods. Each one **had been dreaming** of finding the other for five years. Though they **had been living** in the same city, they hadn't met each other even once. Both were in the same field, one **had been manufacturing** furniture all these years while the other **had been marketing** the same in another city.

The past perfect continuous tense indicates a continuous action that was completed at some point in the past.

Task: Read the passage given below and fill in the blanks with the correct verbs from the list.

My mother _____1_____
Kodaikanal recently. She _____2_____



the tribes in and around Kodai. she____3_____ to buy pure honey and spices from them for a long time.

A little tribal girl ____4_____ to sell her honey. My mother who _____5_____ it for some time, at once called her and bought all the honey she had.

- i) a) had been touring b) will be touring
c) toured
- ii) a) will meet b) has been meeting
c) had been meeting
- iii) a) had wanted b) had been wanting
c) been wanting
- iv) a) was trying b) had been trying
c) is trying
- v) a) noticed b) was noticed
c) had been noticing

Task: Read the following report of a special camp conducted by NSS volunteers and fill in the blanks with the appropriate past form of verbs.

Last year, we _____(conduct) a special camp at Pazhanchur village. The team _____ (consist) of the NSS Co-ordinator and 25 volunteers, and three local youth. Our coordinator _____ already _____ (write) to the District Educational Officer of the village about the camp and _____ (seek) permission. The DEO _____ (issue) orders to the Headmistress of the Panchayat Union Middle School to provide accommodation to the NSS unit.

Before we _____ (reach) the village, people _____(gather) at the school. A few

volunteers _____ (speak) to them freely explaining how we would help them during the camp. The villagers _____ (say) that there _____ (are) many illiterate people and that they _____ (want) an “Adult Literacy Programme”. They also _____ (suggest) that our team should help them in creating awareness on Garbage segregation and Health and Hygiene. Our co-ordinator _____ (note) down all the requirements and we successfully _____ (complete) the camp fulfilling their needs. During the day-time, we _____ (go) on a rally with charts on bio-degradable and non-bio-degradable wastes. We also _____ (place) few dustbins in street corners.

In the evenings, we _____ (teach) the elders to identify letters of the alphabet and _____ (help) them to sign. We _____ (work) on all our projects for seven days. We _____ (spend) seven fruitful days of our life there. The villagers who _____ (return) to their homes came back to bid farewell to us on the final day.



Listening and Speaking

a. English for Medicine

Task: You will listen to a conversation between Mr. Arogyam and Mr. Agasthiyar. The teacher will read it. Listen carefully. As you listen, jot down new terms/phrases. After you finish, check the meanings of those words.

The Patient Listener

Mr. Arogyam: I used to see you frequently at the doctor's. Now I don't. I suppose you're fit and well.



Mr. Agasthiyar: In fact, I haven't been enjoying good health of late. I had continuous high-grade fever continuously and severe bouts of cold. I was down with typhoid, followed by a malarial attack. As I was recuperating, I slipped down the stairs and fractured my arm. I also sustained a ligament tear in my left ankle. To top it all I almost had a cardiac arrest. I was admitted in the hospital. I was there for ten days. I was discharged only last week. I'm convalescing at my son's place now. The neighbour over there coughs all night. I'm already suffering from insomnia. I thought I could go over to my daughter's place in Bengaluru. But you know I have wheezing, and the climate over there might aggravate it. Moreover....



Mr. Arogyam: But what does the doctor suggest?

Mr. Agasthiyar: Which doctor?

Mr. Arogyam: The doctor at the clinic, where I see you, whenever I pass by.

Mr. Agasthiyar: Well, that's my clinic, and I'm the doctor.



Glossary

bout (n) : an attack of illness
recuperating (v) : recovering from an illness to get better

ligament (n) : the soft tissue that connects two bones or holds together a joint
cardiac arrest (n) : failure of the pumping action of the heart resulting in loss of consciousness
convalescing (v) : recovering from an illness to gain strength gradually
insomnia (n) : sleeplessness
wheezing (n) : breathe with a whistling or rattling sound
aggravate (v) : worsen

Task: Answer the following questions.

1. What ailments did Agasthiyar suffer from?
2. Bengaluru will not suit Mr. Agasthiyar because _____.

Heard At the Doctor's Waiting Room



- A:** I wonder when the doctor will arrive. I have a splitting headache. It's getting worse.
- B:** I have nausea and giddiness. Hope I don't throw up.
- C:** The room is getting congested.



D: And I came here for congestion in my chest because of phlegm.

E: Why hasn't the doctor come? We've been waiting for a long time.

F: My joints are paining. I wish I could stretch them.

G: I'm suffering from constipation. My tummy is distended and aching badly.

H: (a seventeen-year-old girl) I'm going to a birthday party day after tomorrow. I came to get rid of my pimples. When will the doctor arrive?

I: Don't lose your patience, my dear.

J: In fact, it is the doctor who is going to lose his patients, if he comes so late.



Glossary

splitting(adj) : severe

nausea (n) : a vomiting sensation

throw up (v) : vomit

giddiness (n) : dizziness; a feeling of spinning around

congestion(n) : (here) a blockage because of infection

phlegm (n) : the mucous (thick liquid) produced in the nose, lungs, etc., when one has a cold

distended(v) : swollen and large

Task: Complete the following conversation, using the words given in brackets. Practise them taking turns.

(rashes, swollen, peels, itches, allergic, bad)

Patient: Doctor, I've got a _____ cold. Please do something.

Doctor: Ok. Are you suffering from any other ailment?

Patient: Doctor, my eyes are red and they're watery too.

Doctor: It must be conjunctivitis.



Patient: I have these boils and _____ on my skin. I keep scratching because it _____ a lot. When I scratch, the skin _____ off.

Doctor: Since when have you had these symptoms?

Patient: Last afternoon.

Doctor: What did you have for lunch yesterday?

Patient: Boiled, peeled and mashed potatoes.



Patient: I keep sneezing a lot.

Doctor: You must be _____ to something.

Patient: Yes, doctor. I'm allergic to dust, smoke, seafood, cotton, Dettol, phenyl, petrol, coal tar, cotton, air-conditioned room, old books and paper, ...

Doctor: Okay. I shall start the treatment right away.

Task: Create a conversation for the following situation between a doctor and a patient and role-play.

Santhi has been diagnosed with symptoms of dengue. She visits Dr. Vijayalakshmi, her family doctor, with her mother.

Task: Find below a list of words in our day to day speech used by patients, doctors, nurses and others related to medicine. Learn the correct pronunciation of these words and expressions. Your teacher will pronounce them for you. Mark the stress using the stress mark (ˈ) wherever necessary.

Word	Meaning
abdomen	belly or tummy
alopecia	going bald or hair loss
anemia	iron deficiency
delirium	feverishness
dementia	state of serious mental deterioration
epitasis	nose bleed
gingivitis	gum disease
hallucination	seem to see something that is not really there
neonatal	new-born
obesity	excess weight or fatness

b. English for computers

Read the conversation below between Hema, a data entry operator and Kannan, a student of Class XI, attempting to write an assignment using MS Word application.

Kannan: Good afternoon Madam! I'm Kannan. I am working on an important assignment and I would like to get it done at your centre.

Hema: Fine! Let's go to Page Set up first. Do you want it in A4? Letter, Legal or Custom Size?

Kannan: I've been asked to do it in A4.

Hema: Is the layout, portrait or landscape?

Kannan: What does that mean?

Hema: Well, portrait is the vertical layout, with the page height greater than the width, while landscape is the horizontal layout with the page width greater.

Kannan: I think portrait is OK.

Hema: Let me set the margins. Now, what about the font?

Kannan: My teacher has suggested that I use Times New Roman font, size 12.

Hema: That's the standard book form. Can I use bold/ italics wherever necessary for highlighting?

Kannan: Yes, Madam.

Hema: Now, we'll have to save.

Kannan: From the mouse nibbling my document?

Hema: Is that a joke, naughty boy?

Kannan: Well, Madam. Now, how do we save?

Hema: We'll have to go to File and then click on Save. Now give me a name.

Kannan: 'Std. XI Communicative English'.

Hema: Well, that's done. Now your assignment will be stored in the computer in that name.

Kannan: Can I have a print-out now?

Hema: Yes. Do you need a laser or ink-jet?

Kannan: What's the difference?

Hema: The out-put is faster and more impressive in laser. And it costs a rupee more.



Kannan: Why is that?

Hema: Laser printers are of high quality and they use laser beams.

Kannan: I'll go in for laser then.

Hema: Here it is.

Kannan: Thank you, Madam.

Task: Practise the above conversation in pairs.

Task: You have purchased a new computer. Your younger sister is curious to know about the various parts. Talk to her informing her about the computer and its various parts.

c. English for Hospitality



The word hospitality means 'act of being friendly and welcoming to guests and visitors'. Hospitality is about serving guests and making them feel good. The hospitality industry has three primary areas. The first area is accommodation, which includes hotels, motels, bed and breakfast, and other kinds of lodging. The next area is food and beverage. This area comprises restaurants, fast food, chains and other establishments that provide food and beverages. Food and beverage providers might be located in hotels or stand alone facilities. The last area of the hospitality industry is travel and tourism,

which includes airlines, trains, and cruise ships.

Task: Role-play the following dialogue with the help of your teacher and extend the conversation.

Hotel Clerk: Welcome to Hotel Vimaan, Sir, how may I help you?

Mr. Mani: Hello. I would like an AC room with a double bed.

Hotel Clerk: Do you have a reservation?

Mr. Mani: I'm afraid I don't.

Hotel Clerk: Hmm. Let me see. We don't seem to have any rooms with double beds right now. We've got a large conference going on.

Mr. Mani: I see. So, what is available?

Hotel Clerk: Well, not much. It seems we have a small corner room on the 5th floor. It has a single bed and a bathroom with a shower.

Mr. Mani: And is it an air-conditioned room?

Hotel Clerk: No, it isn't. But that is the only room available now. Would you be interested in it?

Mr. Mani: Oh... That's terrible. I didn't realize... I should have made a reservation before I left home.

Hotel Clerk: Yes, you never know if there will be rooms available.

Mr. Mani: I guess I'll have to take that room, then. I don't have time to look for another hotel.

Hotel Clerk: Fine Sir. First, let me just have your name...



Hotels are a whole different world! These are places where tourists, families and business people can relax during trips and official visits. They also offer fantastic job opportunities. But working in a hotel usually requires one specific skill: Efficiency and Proficiency in English.

At a Restaurant



Task: Rewrite the italicised dialogues into polite exchanges.

Waiter: *Hello, what do you want?*

(_____)

Sufeer: Yes, I would like to have some lunch.

Waiter: *Do you want a starter?*

(_____)

Sufeer: Yeah, I would like to have cauliflower Manchurian.

Waiter: *No. We don't have it now. It's over.*

(_____)

Sufeer: Then, let me have sweet-corn chicken soup.

Waiter: *Next, what else do you want for the main-course?*

(_____)

Sufeer: I would prefer Biryani.

Waiter: *OK. I shall bring it in five minutes.*

(_____)

Sufeer: Thank you.



Writing

a. Message Writing

What is a message?

A message is a method of conveying information in a precise and clear manner.

Effective Method Of Writing A Message.

- i) Use appropriate language, style and format.
- ii) It can be written both as a formal and informal note.
- iii) Be brief and direct.
- iv) Do not miss out the necessary information and important information.
- v) Do not add any extra information of your own.
- vi) The title "MESSAGE" should be written in the first line at the top centre of the page.
- vii) The date and time should be written on the left side in the second and third line.
- viii) The name of the person to whom the message is written, should be written on the top left corner.
- ix) Tense should be according to the information.
- x) The name of the person writing the message should be written at the end of the message.



- xi) The message should be written within a box.

MESSAGE

Date:

Time:

Name of the receiver:

Salutation:

Content – who called, when, from where, why.

Name of person writing the message.

The following is a telephone conversation between Maya, a receptionist of a hotel and Mr.Ashwin. Write the message in about 30-40 words.

Maya: Hello, Good Morning! This is Hotel Taj, Chennai. How may I help you?

Ashwin: Good Morning. This is Mr.Ashwin from Mumbai. I would like to speak to Mr.Varun, your manager.

M: Sorry Sir. Mr.Varun is not here at the moment.

A: When will he be back? I need to talk to him.

M: He will be back by 2 p.m. Is there anything I can do for you?

A: Yes. I would like to leave a message for him.

M: You can tell me and I will pass on the message to him.

A: I had blocked Hall No.3 for my daughter's wedding for the month of September.

M: Would you like to confirm it now Sir?

A: Yes. The date is September 15th. I will

be in Chennai next week to make the payment and discuss other details.

M: Yes Sir. I have noted down the details and will inform Mr.Varun about it.

A: Thank you.

M: Thank you Sir. Have a good day.

MESSAGE

16/08/18

10 a.m.

Mr.Varun

Mr. Ashwin from Mumbai called this morning to confirm the booking of Hall No.3 on September 15th 2018, for his daughter's wedding. He said that he would be coming to Chennai next week to finalise the details and make the payment.

Maya

Task: Given below is a telephone conversation between Vani and her brother Agilan. As Vani has to leave for her veena class, she leaves a message for their mother. Write the message in 30-40 words.

Agilan: Hello! Agilan here. Is mom at home?

Vani: No. She has gone to the market.

Agilan: I have to leave to Madurai tonight at 9 p.m. for an Inter School Karate tournament. I will be staying there for three days. So please ask her to pack my bag for me. I will be coming home late this evening after practice and so will not have time to pack.



Vani: Ok I will.

Agilan: Thank you.

b. Do you know what a Resume is? Have you seen or written one?

A resume is a document used by a person to present his educational backgrounds and professional skills. You have every little time to convince your employer that you deserve the job in an interview. So, your resume must summarise your accomplishments, your education, your work experience, and reflect your strengths.

A good resume/ CV/ bio-data

1. should summarize the applicant's accomplishments, education, work experience and strength.
2. should begin with the applicant's identification like name, address, e-mail, etc.
3. should include educational qualification like degree, diploma, etc.
4. should include work history with company name, job title, etc.
5. should start with the current experience and mention old ones chronologically.
6. should include two references (for verification of credentials).

Jeyan Karuppasamy is a fresh B. Tech graduate in Computer Science from Anna University. He is looking for a job in his core-field. He has been asked to apply with a resume and a cover letter.

Here is Mr. Jeyan's resume.

JEYAN KARUPPASAMY

Mobile- 984132XXXX

Email: kjeyanth@gmail.com

Address: 30/16, Grace Garden,

Chennai -600 006

CAREER OBJECTIVE

Looking for a challenging career which demands the best from me in terms of my professional, technical and analytical skills, and helps me in broadening and enhancing my current skill and knowledge.

SYNOPSIS

A fresher with a B.Tech Degree in Computer Science and Engineering from AC Tech. Anna University Campus, Guindy.

PROFILE

- ✓ Good knowledge of Oracle, C++, LINUX.
- ✓ Analytical, good at problem solving and excellent in maintaining interpersonal relationship.
- ✓ Good verbal and written skills.

EDUCATIONAL QUALIFICATION

- ✓ B. Tech (Computer Science and Engineering) with CGPA 9.2
- ✓ 12th with aggregate 85% from GHSS, Chennai-21 in 2012.
- ✓ 10th with aggregate 91% from GHSS, Chennai-19 in 2010.

SOFTWARE SKILLS

- ✓ Languages & Skills C, Oracle
- ✓ Operating Systems Windows all, Linux, Microsoft Office

HARDWARE SKILLS

- ✓ Assembling of PC
- ✓ Networking and Troubleshooting

PROJECTS UNDERTAKEN

- ✓ College Database in Oracle.
- ✓ Library Management System (Java/ Oracle).

EXTRA CURRICULAR ACTIVITIES

- ✓ NSS Volunteer and School Student Secretary (NSS)
- ✓ Scout - Rashtrapathi Awardee

STRENGTHS

- ✓ Determined to learn
- ✓ Practical approach
- ✓ Hardworking and punctual
- ✓ Positive attitude
- ✓ open minded

PERSONAL DETAILS

Date of Birth : 17/03/1995
Sex : Male
Marital Status : Single
Languages known : Tamil, English, Hindi

DECLARATION.

I hereby declare that the above information is true to the best of my knowledge and belief.

Sd/-

Jeyan Karuppasamy

Task: You are Ms. Malliga, a trained nurse and you wish to respond to an advertisement which calls for experienced nurses for a new hospital. Prepare your resume.

c. A good job application has two components.

- A covering letter
- Resume'/ Curriculum Vitae/ Bio-data

Here are a few Writing techniques and formats of Covering letters.

- ✓ Keep your covering letter brief. It should not exceed one page.
- ✓ Each paragraph may have one or two sentences.

If you are writing a covering letter as part of an e-mail, it may be kept brief.

Features of a Covering Letter

First Paragraph

The opening paragraph of your covering letter is essential to ensure the employer's interest and provide information about the benefits the employer will receive from you. Focus on your Unique Selling Proposition (USP) - the one thing that makes you different from all the other job-seekers.

Second Paragraph

Provide more details about your professional and/or academic qualifications. Give more information about how you can provide the benefits you mention in the first paragraph. Be sure to stress accomplishments and achievements.

Third Paragraph

Gather information about the organisation. Then relate yourself to the company, giving details why you should



be considered for the position. Continue expanding your qualifications.

Fourth Paragraph

The final paragraph of your covering letter must be proactive and request action. You must express your confidence that you are most suited for the job.

Follow these simple rules to achieve success in your job-hunt.

- ✓ Don't ever send your resume without a covering letter.
- ✓ Address your letter to an individual, if you know the name.
- ✓ Don't use a gender bias, such as 'Respected sir' when answering a blind ad. It could be a woman! Say 'Respected Sir/Madam.
- ✓ Send an original letter to each employer.
- ✓ Don't use such clichés as "Enclosed please find my resume". Employers can see that your resume is enclosed; they don't need you to tell them.
- ✓ Don't send a covering letter that contains any typos, incorrect grammar or punctuation; or with smudges!
- ✓ Use simple language and uncomplicated sentence structure.
- ✓ Speak to the requirements of the job, especially when responding to an ad.
- ✓ Tell the employer how you can meet his or her needs and contribute to the company.
- ✓ Be sure the potential employer can reach you.
- ✓ Sign your covering letter

The following is a sample covering letter by Ms. Vijaya, an aspiring HR person who has applied for an opening in an IT firm.

Vijaya

1, Gandhi Road,
Nehru Nagar, Chennai.

10.06.2018

ABC Logistics & Co, AMBIT IT park,
Chennai.

ambitlog@gmail.com

Dear Mr. Aravindh,

Sub. : Application for HR executive in your firm – Reg.

This is regarding your advertisement for the job of Human Resources Executive listed on your website. My interest in this position stems from my belief that I have the right combination of relevant staffing experience, communication skills, and high levels of organization that will be needed for the position.

I feel my strongest abilities are:

- ✓ Increasing employee retention by rigorously maintaining a positive work environment
- ✓ Developing targeted outreach recruitment programs to recruit the best talent and meet all departmental hiring requirements
- ✓ Creating user-friendly application forms and questionnaires to be used by the organization during staff recruitment and interviewing.

I consider myself to be a dedicated and dependable individual who possesses

excellent verbal and written communication skills. I feel that a relationship with your company would be mutually beneficial, as my educational background, HR experience, and qualifications would make me a perfect fit for your Human Resources position, and would also allow me to refine my skills in a new working environment.

I would like to thank you for your time and attention, and I hope to have the chance to discuss the opening with you in person.

Yours faithfully

Vijaya (signature)

VIJAYA (Name in capital letters)

d. Sometimes application forms are very short. They are used for opening a bank account, booking tickets, applying to institutions, etc. You need to give information about your yourself, address, e-mail id, phone number, date of birth and other details etc.

Steps to fill in forms

- i) Take a photocopy of the application.
- ii) Use a pencil to fill in the application in the photocopy.
- iii) All the entries in the application should be filled in English/Regional language as required.
- iv) Fill in forms in capital letters.
- v) Give your full address with pincode.
- vi) Write legibly.
- vii) Don't over write or score out.
- viii) Give only required details.
- ix) Don't forget to sign/ get attestations.
- x) Mention the date of applying.
- xi) Double check before filling the original form in ink.
- xii) Take a photocopy of the filled up form for future reference.

Check list of documents to be attached as required.

- a) Passport Size photo
- b) ID Proof
- c) Address Proof
- d) Degree/Diploma certificates

- e) Disability certificate if necessary
- f) Income Certificate
- g) Community Certificate
- h) Proficiency and Merit certificate
- i) Certificates of extra-curricular activities
(NCC, NSS, State level sports, Oratorory, Debates)
- j) Eligibility Certificate
- k) Demand Drafts/Cheques, payments
- l) E-mail id for communication

Given below is a filled in bank challan to obtain a Demand Draft

State Bank Of India			DRAFT/BANKERS CHEQUE APPLICATION FORM		
DFT/B.C. APPLICATION <u>02.03.2018</u>			PLEASE ISSUE A (TICK) <input checked="" type="checkbox"/> DRAFT <input type="checkbox"/> BANKERS CHEQUE Date <u>02.03.2018</u>		
NAME OF APPLICANT <u>N.B. Poongodhai</u>			IN FAVOUR OF <u>The Registrar, Madurai Kamaraj University</u>		
AMOUNT (in words) <u>Seven hundred and fifty only</u>			FOR RUPEES <u>Seven hundred and fifty only</u>		
AMOUNT Rs. <u>750</u> P. <u>00</u>			DFT/BC/ AMOUNT Rs. <u>750</u> P. <u>00</u>		
EXCHANGE <u>25</u> 00			EXCHANGE <u>25</u> 00		
TOTAL <u>775</u> 00			TOTAL <u>775</u> 00		
S.W.O. SCROLL No.			SIGNATURE OF APPLICANT <u>N.B. Poongodhai</u>		
S.W.O. CASH OFFICER PASSING OFFICER			NAME AND ADDRESS OF APPLICANT / CUSTOMER NO. <u>N.B. Poongodhai</u> <u>1, P.H. Road, Washermenpet</u>		
DRAFT / BC No.			PARTITION NO.		
CHECKED			SIGNED		
RECEIVED THE DRAFT / B.C.			APPLICANT <u>N.B. Poongodhai</u>		

Some tips to make an online application process easier and productive.

- ▲ Note down the user name and password when logging in for the application.
- ▲ Read through instructions and the application itself before you start.
- ▲ Make a note of data and statistics that need to be collected.
- ▲ Download, print out application and fill it, before you fill online.
- ▲ Remember to save often, while filling the online application.
- ▲ When you review the application in preview mode, check if the font is recognizable.
- ▲ Check the number of letters in each line, as some applications limit the number of characters allowed for each question.
- ▲ Take time to format and label when you upload attachments.



POST OFFICE SAVINGS BANK
ACCOUNT OPENING/PURCHASE OF CERTIFICATE APPLICATION FORM FOR INDIVIDUALS

For Office Use													
Post Office:				Date:				SOL ID:					
Account/Registration No.								CIFID(1)					
		CIFID(2)						CIFID(3)					

For Applicant(s)

*1. I/We request you to open:- Savings/Basic Savings/RD/TD ____ Year//MIS/SCSS/PPF/SSA or issue NSC(8th/9th issue) or KVP in my/our name.

*2. Full Name of applicant/Guardian (in case of minor/Lunatic A/C), in CAPITAL Letters (leave space between words) Mr./Mrs./Ms./Other First Name Middle Name Last name Gender (M/F)

1			
2			
3			

*3. Full Name of father/husband/Mother, in CAPITAL Letters

***4. Residential Address**

	First Applicant	2 nd Applicant	3 rd Applicant
Flat No./Bldg. name			
Street/Road/Locality/Village			
Tehsil/Post Office			
City and District			
State			
Pin Code			
Tel./Mobile No.(optional)			
Email (optional)			

***5. Applicant's Date of Birth (dd/mm/yy)** **PAN Number or Form 60(61)** **CIF ID (if already exists)**

1			
2			
3			

*6. Operating Instruction (please tick ✓ the empty box)

Single/Self	Either or Survivor (Joint-B)	Jointly (Joint-A)	Through literate agent
-------------	------------------------------	-------------------	------------------------

*7. Detail of Know Your Customer (KYC) documents submitted:-

	Photo ID			Address Proof		
	Applicant			Applicant		
	1 st	2 nd	3 rd	1 st	2 nd	3 rd
Type of Document						
Document No.						
Valid up to (if any)						

*8. Detail of First deposit:- Amount Rs.(figures) _____.(words) _____
Mode of Deposit _____

9. Nomination:- I/We nominate the person(s) named below under Section 4 of the Government Savings Bank Act, 1873 (5 of 1873) to be the sole recipient (s) of the amount standing at the credit of the account in the event of my/our death.



RAILWAY					CM257
RESERVATION / CANCELLATION REQUISITION FORM					
<p>If you are a Medical Practitioner Please tick () in Box (You could be of help in an emergency)</p>					
Train No & Name _____		Date of journey _____			
Class _____		No of Berth/Seat _____			
Station from _____		To _____			
Boarding at _____		Reservation upto _____			
Dr. <input type="checkbox"/>					

S.No.	Name in Block letter(not more than 15 chars)	Sex (M/F)	Age	Concession/Travel Authority No.	Choice if any
1					Lower/Upper berth
2					
3					Veg./Non-veg. Meal for
4					Rajdhani/
5					Shatabdi
6					

CHILDREN BELOW 5 YEARS (FOR WHOM TICKET IS NOT TO BE ISSUED)

S.No.	Name in Block Letters	Sex	Age
1			
2			

ONWARD/RETURN JOURNEY DETAILS

Train No. & Name _____ Date _____

Class _____ Station from: _____ To _____

Name of applicant _____

Full Address _____

Signature of the Applicant/Representative _____

Telephone No., _____ Date _____ Time _____

FOR OFFICE USE ONLY

S.No. of Requisition _____ PNR No. _____

Berth/Seat No. _____ Amount collected _____

Signature of Reservation Clerk _____

Note :
1. Maximum permissible passengers is 6 per requisition.
2. One person can give one requisition form at a time.
3. Please check your ticket and balance amount before leaving the window.
4. Forms not properly filled or in illegible forms shall not be entertained.
5. Choice is subject to availability.





Project



Task: Collect application forms of various types, model resume' and cover letter from people of different fields.

Extensive Reading

a) Fun with English

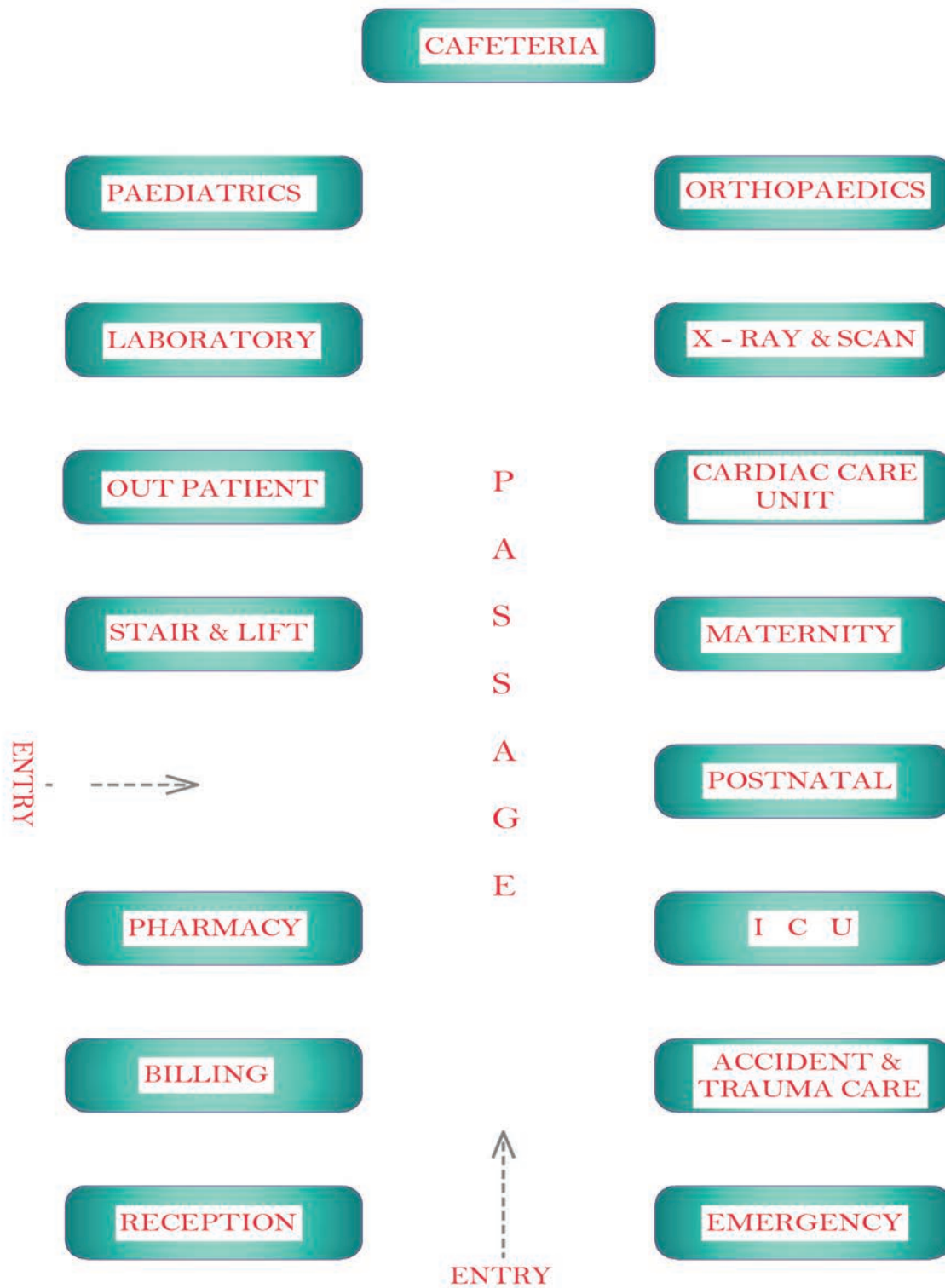
I take it you already know
Of tough and bough and cough and dough?
Others may stumble, but not you
On hiccough, thorough, slough, and through.
Well don't! And now you wish, perhaps,
To learn of less familiar traps.
Beware of heard, a dreadful word
That looks like beard but sounds like bird.
And dead: it's said like bed, not bead,
For goodness sake don't call it deed!
Watch out for meat and great and threat
(They rhyme with suite and straight and debt.)
A moth is not a moth as in mother
Nor both as in bother, nor broth as in brother,
And here is not a match for there,
Nor dear and fear, for bear and pear.
And then there's dose and rose and lose—
Just look them up – and goose and choose
And cork and work and card and ward
And font and front and word and sword
And do and go, then thwart and cart,
Come, come! I've hardly made a start.
A dreadful Language? Why man alive!
I learned to talk it when I was five.
And yet to write it, the more I tried,
I hadn't learned it at fifty-five.



b. The following illustration is a route-map of a multi-speciality hospital.



MULTI - SPECIALITY HOSPITAL





Where will you go if.....?

- a) You want to ask for information about the room number of your neighbour who is admitted in hospital.
- b) You want to visit your sister and her new-born.
- c) Your younger brother is running a very high temperature and has lost consciousness. You cannot wait in the queue to see the doctor. He needs immediate attention.
- d) Your grandmother is admitted in the Intensive Care Unit.
- e) It's late evening and you need a cup of coffee. You have been attending on your sister who is an in-patient, since morning.
- f) You need to get your blood tested.
- g) Your friend has broken his arm.
- h) Your grandfather complains of chest pain.
- i) You have brought an accident victim to hospital.
- j) You need to buy some medicines.
- k) You accompany your sister who needs to vaccinate her baby.
- l) You want to find your aunt, who is ill and has come to hospital. She has not been admitted.
- m) You want to visit your cousin who is expecting a baby and has been admitted to hospital.
- n) You have been asked to have your abdomen scanned.
- o) Your mother is discharged from hospital and you have to settle the bills.

c. Facing Interviews

Every young prospect would be called for a face-to-face interview at some point in his/her career. This is definitely thrilling news, especially when it is the first interview. However, here's the catch: you should be well prepared and say the right things to be able to eventually get the job.

Appearing at an interview can prove to be a daunting experience for first-timers. Being excited and nervous at the same time, they may end up saying things out of context and not saying things that matter most.

So, here are a few do's and don'ts to help you prepare better for your first face-to-face interview.

Dos

Be flexible: When you are answering a question related to a possible location of employment, you need to stress your willingness to move. It will demonstrate that you have the ability to adjust with any environment and take challenges.

Demonstrate your learning: When asked about particular cases or issues, explain in detail about your internship experiences. Use the opportunity to give more details about yourself. It is not wrong to seem more elaborate, so that the interviewer can gauge your potential and develop a better understanding about your competencies.

Do your homework: Hiring managers like to test the candidates' knowledge about the organisation they have applied for. Make sure to check their official website



and make a genuine attempt to learn about the company's business operations prior to the interview.

Access their official brand page on social media to find out basic company information and latest updates. This will show the interviewer that you take the interview seriously.

Ask how you can succeed in the job: For interviewers, the best thing during a face-to-face interview is to hear interesting questions from the candidates. Do your research well. Talk to employees in the company about the particular role on offer ensuring that you have meaningful queries at the end of the interview session. This will prove that you are keenly interested in knowing the company better.

Don'ts

Go overboard: Hiring managers are looking for passionate employees who are willing to dedicate themselves to a particular role. They are not interested in someone who desperately wants to land the job. Answer questions succinctly and do not exaggerate or deviate. Avoid extreme openness and flexibility to adapt or else the interviewer might see you as an over anxious or incompetent candidate.

Make personal comments: Avoid praising the interviewer's physical appearance, referring to other known employees (unless specifically asked for), asking personal questions, gossiping, and making sensational or sexist comments. These are likely to be viewed as highly irrelevant talk in a job interview and thus may lead to you being judged as unprofessional and

rejected.

Be judgmental: Refrain from making caustic or evaluative statements about people, processes, or technology in the companies that you have interned with or had worked at. Do not reveal your biases to the interviewer.

Badmouth: Do not ever badmouth your last boss or someone else in your internship or past companies. It is unethical and will send a negative signal that you may be difficult to manage.

Being invited to a face-to-face personal interview is in itself a success, but it might be only the first step of a long hiring process. The main objective of attending an interview is to send signals of assurance to your future employer that you are the right talent they have been looking for.

Ensure that your CV does not lie and avoid exaggerating experiences. Demonstrate that you have the right balance of skills, attitude, and knowledge required for the job.

Good luck with your job interview!

<http://www.thehindu.com/education/make-the-best-impression/article21821157.ece>

Further Reading

- ▲ **The Wind in the Willows**
- ▲ **Lord of the Flies**
- ▲ **The Old Man and the Sea**
- ▲ **Animal Farm**
- ▲ **Tuesdays with Morrie**
- ▲ **The Giver**
- ▲ **Fantastic Mr Fox**
- ▲ **Practical English Usage**
- ▲ **Essential English Grammar**
- ▲ **The Oxford English Grammar**

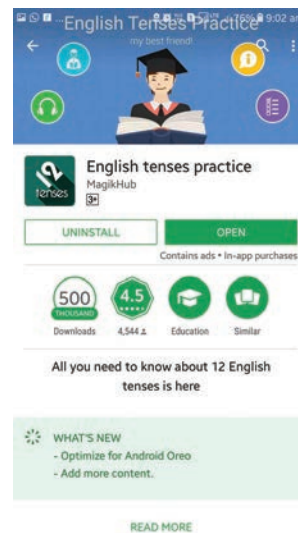
Kenneth Grahame
William Golding
Ernest Hemingway
George Orwell
Mitch Albom
Lois Lowry
Roald Dahl
Michael Swan
Raymond Murphy
Sidney Greenbaum



ICT CORNER

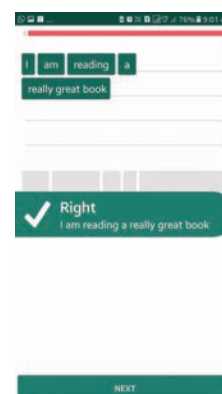
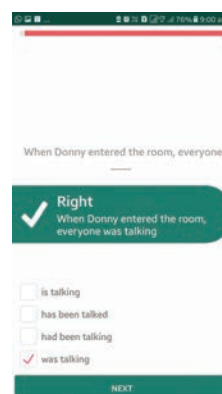
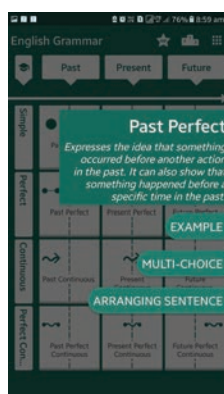
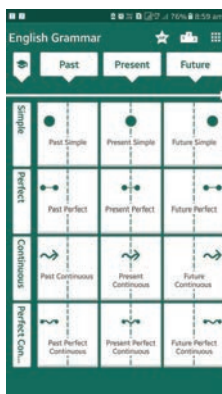
GRAMMAR - TENSES

This activity will enable the students to learn and practice Tenses.



STEPS:

1. Access the application with the help of the link given below or the given QR code.
2. You can see all the twelve tenses in the home page.
3. Click any tense to view its usage, example, multi-choice questions and arranging the sentence exercises.
4. After learnt the usage and examples, click **“Multi-Choice”** and **“Arranging Sentence”** to evaluate your understanding.
5. Explore and learn all the twelve tenses



TO DOWNLOAD THE APPLICATION:

APPLICATION NAME : English Tenses Practice

Click the following link or scan the QR code to access the English Tenses Practice application and download it.

<https://play.google.com/store/apps/details?id=vn.magik.englishgrammar&hl=en>

** Images are Indicatives only

