

POSSIBLE QUESTIONS

UNIT-2 TEXT

STANDING UP FOR YOURSELF

1. What does “My education was left to the street” mean?
2. What did the street teach the narrator?
3. What were the two habits that remained with the narrator all his life?
4. What did the narrator realize that mattered in the struggle for life?
5. What was the best lesson that the street taught to the narrator?
6. Who was Red? What made him look older than he really was?
7. How did Red rule the street ?
8. Why was everyone afraid of Red?
9. How did the narrator react on his second encounter with Red?
10. How did the narrator train himself to grow strong and for how long?
11. How did Red cease to be the monarch of the street?
12. What did the narrator learn during his encounter with Red?
13. What was the narrator’s first remuneration as a poet?

THE MAGIC OF TEAMWORK

1. What is the most serious problem affecting progress in India?
2. What is the key problem in India?
3. Which joke went around about the Japanese & Indian workers?
4. What is the meaning of “Crab Mentality”? Where is its origin?
5. What is the demerit of a hierarchical social system?
6. How can the right kind of team be created?
7. What comes naturally to an Indian mind?
8. What are the requirements of a Group work?
9. What should the member of a team learn for effective teamwork?
10. What are the qualities of a good team player?
11. What does the author mean by “hidden agenda”? How does it affects teamwork?
12. What does ‘a good work ethic’ imply?
13. How did the author handle inefficient employees in C-DOT?
14. How did the errant employees react to his open criticism?
15. What was the author’s intention behind open criticism?
16. What did the author learn about Indian attitude to criticism?
17. According to the author, which concept is not the part of the Indian system? Why?
18. What are the key elements of a team’s success?
19. What affects ‘team performance’ in India?
20. How did the author motivate his driver to be the team player?
21. How do diversifying tasks help workers?
22. Why is it difficult to build teams in India?
23. How can working with diversity take place?
24. What matters much for holding positions?
25. How should the seniors treat employees with lower self-esteem?
26. What are the fundamental ideals in a corporate environment?

INCHCAPE ROCK

1. Why did the mariners bless the Abbot of Aberbrothok?

2. Why was the Inchcape Rock dangerous?
3. When did the Inchcape bell ring?
4. What was the effect of 'the cheering power of spring' on Ralph? What kind of a person was he?
5. What act of wickedness did he do? Why?
6. How did Ralph become rich?
7. What was the condition in the sea while Ralph was heading towards Scotland?
8. Why did Sir Ralph curse himself?
9. What does the expression "The Devil below was ringing his knell" mean?
10. What is the rhyme scheme of the poem?

TO MY TRUE FRIEND

1. What does the poet pray on the day he met his friend?
2. How did the poet describe her friend's smile?
3. Mention the qualities of her friend.
4. Why did the poet count on her friend?
5. How did her friend help her when she did not know what to do?
6. What made the poet's life seem so good?
7. How did the friend inspire self-confidence in the poet?
8. How does the poet value her friendship?
9. Why does the poet address her friend as 'Guardian angel'?
10. What was the poet's final wish?

UNIT-4 FORMAL WRITING SKILLS

PARAGRAPH WRITING(word limit-150)

Expected Topics

1. Importance of English
2. A computer: its uses and abuses
3. Preparing for Semester Examination
4. My Role Model
5. An accident witnessed by you at railway level crossing
6. India ,My Country
7. Process of making candle
8. Problem of regular theft in your locality
9. Solar Energy: A substitute to Energy Crisis
10. Process of preparing a Resume
11. Science: Man's Best Friend or Worst Enemy
12. Process of Opening a Bank Account
13. Technical Education
14. Usefulness of Library in Educational Institutes
15. Process of Organising a Welcome Ceremony
16. Process of preparing a clay model on Solar System
17. Hazards of smoke
18. Process of an experiment you did in your Physics \ Chemistry Lab
19. Process of preparing for a birthday party
20. The Principal of my institute
21. Annual Sports Event
22. Team Work
23. Water Conservation

24. E- Waste Management
25. Nano Technology
26. My Favourite Leader
27. A Holy Place I have visited
28. A chain snatching incident witnessed by you
29. Public Park of your locality
30. My Best Friend
31. A Road Accident witnessed by you
32. Use of Solar Lights
33. An Exhibition visited by you
34. A Book Fair
35. An Annual Day Celebration
36. A marriage Party attended by you
37. A Hostel Life
38. A Blood Donation Camp
39. Global Warming
40. Vigilance Awareness Camp

NOTICE- WRITING (word limit-50)

1. Imagine yourself as the Principal of CSKM School. Draft a Notice asking the students to generously contribute for the victims of flood affected areas.
2. You are the secretary of the Resident's Welfare Association of your locality. The Association is planning a 'Tree Planting Drive'. Draft a Notice informing the residents about the Drive, giving necessary details.
3. Imagine yourself as the Principal of XYZ Institute. Your Institute has been selected as the venue for the District level Athletic Meet where students from 100 schools from all over Odisha are participating. Draft a Notice asking students of 2nd Year to volunteer for Prefect duty for the meet which would last for 5 days.
4. You are the Cultural Secretary of ABC School. An Inter-school Dance Competition is scheduled to be held in your school. Draft a Notice providing information regarding date, time, auditions & selection of participants.
5. The Resident's Welfare Association of your colony is organising a Blood Donation camp. As its President, write a Notice providing the residents the relevant details.
6. You have lost your mobile in the playground. Write a Notice giving all necessary details.
7. You have found a library card in the school premises. Draft a Notice informing about the same.
8. You are the representative of your branch. Your branch has already decided to go on an Industrial visit to the nearest industry. Draft a Notice inviting students to participate in it.
9. As the Secretary of the Athletic Association of your institute, draft a Notice calling for interested participants in the various events of the Annual Sports Meet.
10. On the occasion of Deepawali, your Ganga Jumna Society has planned a feast for all the members. As the Chairman of your society, write a Notice inviting all the members to this gathering. Provide all the necessary.
11. You are the Editor of your institute magazine. Its 2020 edition is going to be out in one month. Draft a Notice giving all the details regarding the type of articles you need, last date of their submission, etc.
12. You are the athletic Secretary of your institute. Your institute is going to organize a three- days' workshop on Hockey at inter-polytechnic level. Draft a Notice giving all details.

AGENDA- WRITING

1. Prepare an agenda for a staff meeting to discuss on Annual Sports Meet.
2. Prepare an agenda for the members of your colony to discuss on organising a Blood Donation Camp within the premises of the colony.
3. Draft an agenda for a meeting of Student Association, scheduled to be held at 3pm on 28 August,2020 to discuss on celebration of Vishwakarma Puja.

4. Prepare an agenda for the Eighth Meeting of Executive Committee of Pink Square Mall at Vaishali Nagar, to be held at 6pm on 24 December, 2020, for discussion on opening of a retail outlet of major brands of shoes and sports goods at Mansarovar branch.
5. As the Cultural Secretary of your institute, prepare an agenda to discuss on "Observation of Environment Day".

REPORT-WRITING (word limit-150 to 200)

1. Draft a report on the following event:
Two young men of about 25-26 Years of age came on a black pulser bike and snatched away a gold chain from the neck of an elderly lady in your locality. The incident took place at about 5.45am while you were jogging in the area.
2. You are a staff reporter of Indian Express. You have witnessed a road accident involving a two-wheeler and a four-wheeler. Write a report including details about people injured, their number and approximate age and extent of loss and damage.
3. Prepare a report on "Use of Solar Lights" in your institute premises.
4. Prepare a report on an Exhibition that was held in your institute.
5. Prepare a report on "Environmental Pollution" in your institution neighbourhood.
6. Prepare a report on "Unhygienic Toilets" in your institution.
7. Suppose you are a reporter of The Times of India. Draft a news report of the Village Fair which took place in your village.
8. Prepare a report on Annual Day that you observed in your institute and submit it to your principal.
9. Suppose you are a reporter for a newspaper. Draft a news report on Baliyatra Fair which is held every year at Cuttack.
10. Prepare a report on "Blood Donation Camp" organised in your institute.
11. You are a news reporter. Draft a report basing upon the following notes:
 - Five pick-pockets caught red handed
 - In North BBSR
 - Sunday, 12th April, 2020
 - Robbing people in the market
 - 45 wallets, 10 mobiles and jewellery recovered
 - Police arrested them
12. There was a train accident in the area where you work as a news reporter. You went to the spot and talked to different people including some passengers and railway officials. Draft a report.
13. You are a news reporter. Draft a report basing upon the following notes:
 - Three foreign nationals arrested
 - In Amritsar
 - Monday, 6th April, 2020
 - Attempting to smuggle fake notes
 - Value: approximately 20 lakhs rupees
14. As a news reporter, prepare a report on the case of ragging in a XYZ Polytechnic college hostel in which four students have been rusticated.
15. As a Secretary of a Youth Club of your locality, prepare a report on the "Literacy Drive" undertaken by your club.
16. Prepare a report on a Seminar on "Awareness Programme on Cancer" held recently at your institute.

PERSONAL LETTERS

1. Write a letter to your father inviting him to attend the prize giving ceremony at your college.
2. You are staying in a hostel. Write a letter to your father asking permission to join in hostel picnic party.
3. Write a letter to your friend describing some family problem of yours for which you are not able to attend his/her brother's marriage.
4. You have gone in a cycle expedition to some countryside. Write a letter to your younger brother/sister narrating your experience.
5. Your friend met with an accident and will not be able to attend the forthcoming Semester examination. Write a letter of consolation to him/her.

6. You have failed in two papers in your 1st Semester examination. Write a letter to your father and request him to send you money for filling form for Instant examination.
7. Write a letter to your friend inviting him for Deepawali celebration at your place.
8. Write a letter of consolation to your friend who has lost his mother.
9. Write a letter to your grandfather wishing him on his 80th birthday.
10. Write a letter to your uncle thanking him for sending a birthday present.
11. You met with a small accident while riding a bike/scooty. Your mother is very anxious about you. Write a letter to her assuring her about your well-being.
12. Write a letter to your younger brother/sister advising him/her to take part in games.
13. You have gone for an Industrial visit to the nearest industry. Write a letter to your younger brother/sister narrating your experience.
14. Write a letter to your friend thanking him/her for the hospitality you enjoyed during your stay at his home.
15. Write a letter to your friend describing to him/her a road accident in which you escaped unhurt.

APPLICATIONS

1. You have failed to submit your Project report in due time. Write an application to the principal through your departmental head requesting him/her to allow you for the submission of the Project report.
2. Write an application to the principal to allow you two day's extension for submission of the Job card.
3. Write an application to the principal regarding availing a hostel seat in mid-session.
4. Write an application to the principal requesting him/her for two day's leave for your illness.
5. Write an application to the principal to avail permission for appearing Sessional examination in extra schedule as you could not appear for the same as per the programme due to your grandfather's death.
6. Write an application to the principal requesting him/her for issuing a Conduct Certificate.
7. The spelling of your name in your examination identity card is incorrect. Write an application to the principal requesting him/her for its correction.
8. Write an application to the Librarian requesting him/her to issue you extra two books for your Semester exam.
9. Write an application to the Hostel Superintendent requesting him/her to allow you four day's leave to attend the marriage ceremony of your elder brother.
10. Write an application to the Hostel Superintendent seeking permission to go home to see your ailing grandmother.
11. Write an application to the Librarian requesting him/her to issue you a duplicate library card as you have lost the original one.
12. Write an application to the Head of your Department to allow you to go back to hostel as you are not feeling well.

BUSINESS LETTERS

LETTER OF ENQUIRY

1. You are Shrihari Tiles, Krishna Plaza, Baramunda, Bhubaneswar, a dealer of tiles and granites. Draft a letter of enquiry to Goodwill Distributors, Gurgaon, Delhi, inquiring about the products, prices and business terms and conditions.
2. You are Mr./Ms.XYZ, a diploma holder in I.T. You want to start your own business in computer wares. Write a letter of enquiry to Tech Distributors, Sahid Nagar, Bhubaneswar regarding their business terms and conditions, stock and delivery, transaction etc so that you can have a business link with them.
3. You are "Swasthy Bandhu", B/172, Prachi Enclave, Patia, Bhubaneswar, dealing with retail medicines. Draft a letter of enquiry to Med Plus, Head Office, Ganga Nagar asking for their business terms and conditions, mode of supply and transactions, stock and delivery as you are interested in availing a distributorship.
4. Write a letter of enquiry to Jalandhar sports, Jalandhar, Punjab regarding the sports items, prices and their business terms and conditions. Assume yourself as dealer of Sports items.
5. Draft a letter of enquiry to Brite Watch Company, Bangalore inquiring about the watches, their prices, and their best business terms. Assume yourself as a dealer of Shri watches, Station Road, Purna basti, Cuttack.
6. On behalf of the librarian of a ABC school, write a letter of enquiry to Himalayan Publishing House, Ansari Road, Darya Ganj, Newdelhi-110002 asking for the latest price-list and details of discount offered and any other concession that you can get.
7. Write a letter to Elite Publishers, Salt Lake, Kolkata enquiring about availability of books. Assume yourself as the owner of the Students' Emporium, Sambalpur'

8. Write a letter to Hotel Orchard, Mangal street, Berhampur, enquiring about availability of rooms, house keeping, room services, etc. Frame your own address. Do not reveal your original identity, address, etc.
9. Assume yourself as Roohi Sahay, the director of Supreme Institute of Technology, Suresh Nagar, Hazaribag. Write a letter to Anshu Sinha, the Marketing manager of Waterpools, 6, Shakespeare Sarani, Kolkata- 6, inquiring about the construction of swimming pool in your Institute.

LETTER OF ORDER PLACEMENT & CANCELLATION

1. Place an order for 50 packets of jotter refill pens with Mousumi Stationery Mark, Master Canteen, Bhubaneswar for your retail shop in Jajpur.
2. Place an order for different sports items like shoes, jackets, T-Shirts, shorts, Game articles and other items with Nagarjuna Sports Ware, Sivani Market Complex, Bada Bazar, Berhampur. Give a detail list of items with specification and quantity. Frame your own address.
3. You are the Librarian of Kanika Library, Ravenshaw college, Cuttack. Write a letter to Modern Books Publishers, Chittaranjan Avenue, Kolkata, placing an order for books.
4. Place an order for Power Bank with Rajdhani Electronics, Unit 4, Bhubaneswar. Specify the details of the item, model, company, etc. Frame your own address. Do not write your original name and address.
5. Place an order for Crockery items Czar China Crockery Dealers, Bengaluru, Karnataka, for your Chawla Crockery House, New Building, Maitri Vihar, BBSR as per the list below:
 - i. China saucers with cups - 200 pieces
 - ii. China saucers - 200 pieces
 - iii. China full size plates - 500 pieces
 - iv. China quarter size plates - 500 pieces
 - v. Bone China floral Tea sets – 100 pieces
6. You have placed an order for 2nd semester diploma books with Tarini Book House, Nayapalli, BBSR. The delivery has expired and you have not received any communication regarding the delay. Cancel the order. Frame your own address. Do not reveal your original identity, address, etc.
7. Place an order for a Citizen watch with M/S Khan, Watch Co., Buxi Bazar, Cuttack. Frame your own address. Do not reveal your original identity, address, etc

LETTER OF COMPLAINT

1. You are M/S Pratidhwani, Bada Bazar, Cuttack. You have received 100 packets of 07 watt LED bulbs from Z suppliers, Andheri, Mumbai. Out of that 30 packets have reached you in damaged condition. Write a letter of complaint and ask for replacement.
2. You are Koustuv Electricals, A/35, Gautum Buddha road, Noida. You placed an order for 50 packets of 18 watt LED Tubelights with M/S Malhotra & Sons, S, M street, New Delhi- 110004. Unfortunately, you have received 30 packets only. Draft a letter of complaint regarding the shortage.
3. You are Suverna Chemicals, C/138, Gajapati Nagar, Berhampur dealing with indoor cleansers. Draft a letter of complaint to Sadasiva Chemicals, Baripada-12 who has supplied you duplicate materials.
4. You are Zenith Transports, Bada Bazar, Berhampur. You have received damaged tubes and tyres from your distributors, Highway & Highway Suppliers, College Street, Kolkata. Draft a letter of complaint.
5. You have ordered a set of sofa from B.N Shah Furnitures, Mangal Bazar, Jajpur. Unfortunately, you have received it in damaged condition. Write a letter of complaint and ask for immediate replacement. Frame your own address. Do not reveal your original identity, address, etc.
6. You have ordered for some tea kettles from Patro Distributors, Balasore. But when you received them, few were in damaged condition. Draft a letter of complaint and ask for replacement.
7. You have ordered some books from Coopers & Harris, Esplanade Square, Kolkata, three months ago but you have not yet received them. Write a letter of complaint. Frame your own address. Do not reveal your original identity, address, etc.

JOB APPLICATIONS & C.V

1. You have come across an advertisement for the post of Junior Engineer (Mechanical) in HAL, Koraput. Draft a job application and attach your C.V. Don't write your original name, address, phone no, etc. Instead write Mr.X, Phone no. XXXXXXXXXXXX...etc.
2. Read the following carefully:

Speaking Tree
49/C,4th Lane
Rajgangpur, Odisha
No.15/APR/2020 Dt 23rd April2020

We are an emerging sector in distribution of computer wares in Odisha. We have a rating of 5stars of our last 02 years' records. For new ventures in Bhubaneswar, we need 04 nos. of maintenance engineers.

Qualification: Diploma in computer Science or IT, Age: not more than 26 years as on dt: 01-04- 2020.

Experience is not a must for eligible candidates. Salary with perks. Apply within 10 days to the undersigned.

Manager (HR)

Recruitment cell

Now draft a job application and attach your C.V to it. Don't write your original name, phone no. Etc Instead write Mr .X, phone no. XXXXXXXXXX.

3. Read the following:

Sridhara Agro Chemicals

Gurgaon, Delhi

No. AXX/04/2020 Dt:19th April2020

Agro Chemical is a rising industry in present scenario. We are ranking among top five in the country. We are launching our new sector in Madanpur, Bhubaneswar, Odisha. We need 03 nos. of junior engineers in Civil, 04 nos. of supervisors with diploma in Mechanical Engineering and 02 nos. of junior IT officers for our new venture Interested diploma holders in Civil, Mechanical and Information Technology may apply within 15 days to t he undersigned.

Manager

Training and Recruitment

Now draft a job application and attach your C.V

4. Read the following advertisement:

Super Sales

Bapuji Nagar

Bhubaneswar, Odisha

No. AXX/04/2020 Dt:19th April2020

We are one of the leading showroom of two- wheelers dealing with Maruti Suzuki produce. We want 02 diploma holders in automobiles for the post of supervisors in our said branch. Experience is not a must for eligible candidates. Age: not more than 26 years as on dt: 01-04- 2020. Attractive salary with perks and free housing. Apply within 10 days to the undersigned.

Manager

Marketing and Sales

Now draft a job application and attach your C.V to it.

5. Read the following advertisement:

Guptas Deos and Perfumes

North Commercial Area

Baripada, Odisha

No.BBN/04/2020 Dt: 22nd April 2020

We are well doing sector in cosmetics specially deos and perfumes in Odisha. We need 03 nos. of junior Engineers for our production unit. Qualification: Diploma in Chemical Engineering; Experience: 01 year; Age: Not more than 26 years as on dt: 01-01- 2020. Salary negotiable with free housing and fooding. Apply within 10 days to the undersigned.

The Manager
H.R
ABC Co.(P)Ltd. Odisha

Now draft a job application and attach your C.V to it. Don't write your original name, phone no. etc Instead write Mr .X, phone no. XXXXXXXXXX.

6. Read the following advertisement:

03 nos. of junior Engineers are required. . Qualification: Diploma in Chemical Engineering. Age: Not more than 26 years as on dt: 01-01- 2020. Salary as per norm. Freshers can also apply. Apply within 10 days to the undersigned.

The Manager
H.R
CIPET, Remuna
Balasore

7. Read the following advertisement:

No.Aaax/215/20 Dt: 11th April,2020

A supervisor is required for a construction firm at Gopalpur. Qualification: Diploma in Civil Engineering. Experience: Minimum 02 years, Age: Not more than 26 years as on dt: 01-01- 2020. Salary negotiable. Apply within 10 days to the undersigned.

Sd/-
Project Manager
L&T(P)Ltd.
Gopalpur, Cuttack

8. Read the following advertisement:

No. 114E/20 Dt: 11th April 2020

03nos. of Supervisors are required for a construction firm having a diploma in Civil Engineering with a minimum 02 years of experience in construction & Supervision. Salary negotiable. Age: Not more than 26 years as on dt: 01-01- 2020. Apply within 10 days to the undersigned.

Sd/-
The Manager
HR Deptt.
Simuli Constructions
12,NewArea
Salt Lake, Kolkata

9. Read the following advertisement:

No.03/AXX/20 Dt:02-04-2020

Ours is an Electronics Goods based company. We produce as well as patent. For our production unit 03 nos. of junior engineers are required. Qualification: Diploma in ETC Engineering. Freshers can also apply. Age: Not more than 26 years as on dt: 01-01- 2020. Apply within 10 days to the undersigned.

Sd/-
The Manager
Recruitment cell

UNIT – 5 (ELEMENTS OF COMMUNICATION)

1. What does the term 'communication' mean? What is the basic concept of communication?
2. Differentiate between :
 - i. Good communication and Bad communication
 - ii. One-way communication Model and Two-way communication Model
 - iii. Upward communication and Downward communication
 - iv. Intimate space and Personal space
3. Mention the factors responsible for the process of communication.
4. Describe the process of Communication. Explain with the help of line diagram.
5. State the different types of professional/ formal communication. Also mention how do they take place?
6. What do you mean by 'Non-Verbal Communication'? Discuss its different areas.
7. What is visual signs? What are its demerits?
8. List down the merits of Downward Communication.
9. Define Spatial Language. Discuss its types.
10. What is audio sign? Explain with examples. Give the merits and demerits of it.
11. Body language communicates significantly. Explain with reference to postures and gestures.
12. Write short notes on :
 - i. Feedback
 - ii. Grapevine Communication
 - iii. Facial expressions
 - iv. Downward communication
 - v. Audio Signals
 - vi. Kinesics
 - vii. Proxemics
 - viii. Sound Signals
 - ix. Communication Model
 - x. Parallel Communication
 - xi. Posture
 - xii. Message
13. Explain grapevine communication. State its merit and demerits.
14. Define Posture. Give two examples.
15. Explain Sender-Receiver relationship to make the process of communication effective.
16. What role is played by "feedback" in the process of communication ?
17. What is formal flow of communication in an organization? Discuss its types.
18. Define "Kinesics". Elaborately discuss different areas of "Kinesics".
19. Write in brief about "Proxemics".
20. Justify eye-contact as an important area of body language.

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