

Section III

*Conversations
for all Occasions*

LESSON 20

Meeting and Greeting



(i) Short Conversations

Conversation 1

Sita : Hello! I'm Sita.
Daya : I'm Daya.
Sita : Happy to meet you, Daya.
Daya : Glad to meet you, too.

Conversation 2

Rita : Hello! I'm Rita.
Binti : I'm Binti. I'm from Baroda.
Rita : A pleasure meeting you. I'm from Ranchi.
Binti : Very pleased to meet you, too.

Conversation 3

Ragini: Hello, Binti. How are you?
Binti : Very well, thank you. And you?
Ragini: I'm fine. It's good to see you again.
Binti : I'm very happy to see you, too.

Conversation 4

Sita : I'm so happy to see you again, Gita.
Gita : Yes, it's been ages since we met.
Sita : How have things been with you?
Gita : Good. I've finally wound up my thesis.

Conversation 5

- Rita : Hello, Gita! I'm so pleased to meet you!
Gita : I'm so glad to meet you, too!
Rita : What have you been doing lately?
Gita : Nothing much, just reading books.

Conversation 6

- Binti : What a pleasant surprise! When did you come back?
Sita : I got back last night.
Binti : Did you enjoy the vacation?
Sita : Yes, I had a wonderful time. Thank you.

Conversation 7

- Sita : May I introduce myself ? I'm Sita.
Gita : I'm Gita. Lovely meeting you, Sita.
Sita : Do you live in Delhi?
Gita : No, I'm on a short visit to the capital.

Word/Phrase

Meaning

- | | |
|----------------------|-----------------------------|
| 1. pleasure | feeling of joy or happiness |
| 2. it's been ages | a long time |
| 3. wound up | completed, finished |
| 4. lately | in the past few days |
| 5. pleasant surprise | unexpected joy |
| 6. vacation | period of rest, holidays |
| 7. wonderful | excellent, very good |

(ii) Meeting for the first time

- Sita : Hello, I am Sita Sharma. What is your name?
Gita : I'm Gita.
Sita : Where do you live?
Gita : Varanasi.
Sita : Oh, really? I'm also from Varanasi. I live on the Benares Hindu University campus. My father is a teacher there.
Sita : What a small world! My mother is also a teacher, but she teaches in a school.
Gita : I'm also receiving training to be a teacher.
Sita : That's nice. A family of teachers! It has been nice meeting you.

(iii) Meeting after a long time

- Rohit : Where have you been all these days? We haven't met for ages.
Amit : I've been very busy with preparations for our Annual Day function.
Rohit : Oh I see! Yes, that does require a great deal of hard work. When is the function?
Amit : It's next week and I still have a lot to do.
Rohit : Good luck. I hope to see more of you after the function is over.
Amit : Yes, I look forward to seeing you.

Word/Phrase

Meaning

- | | |
|--------------------|--------------------|
| 1. been ages | a long time |
| 2. a great deal of | a lot of |
| 3. see more of | to meet more often |
| 4. look forward to | will be happy to |

(iv) Meeting a new student in school

- Rina : Hi, I'm Rina.
Ragini : I'm Ragini.
Rina : Haven't seen you around. Are you a new student?
Ragini : Yes, it's my first day today and I'm a little nervous.
Rina : What class are you in?
Ragini : Class XI. I've taken Physics, Chemistry and Mathematics.
Rina : Oh! That's great. I've also opted for the same subjects, so we'll be together.
Ragini : Good! After talking to you I'm feeling a lot better.
Rina : Come, I'll introduce you to the rest of the class.
Ragini : Thank you very much.

In the classroom

- Rina : Hello, everybody. This is Ragini. Today is her first day in school.
Students : Hello, Ragini. Welcome to the class.
Ragini : Thank you. I'm looking forward to being here.

Word/Phrase

Meaning

- | | |
|-----------------------|--|
| 1. nervous | worried, tense |
| 2. opted | selected, decided on |
| 3. looking forward to | thinking with pleasure about something that is going to happen |

(v) Meeting in the market

- Ravi : Good evening, ma'am.
Teacher : Good evening, Ravi.
Ravi : Nice to see you here, madam!
Teacher : I've just moved to a new house and this shopping complex is the closest for us.
Ravi : Please meet my parents. Mom, Dad, this is Mrs. Kaul, our History teacher.
Parents : Glad to meet you, Mrs. Kaul. If you need any help, please feel free to ask us.
We live in K - 92, Greater Kailash.
Teacher : That's wonderful! I'm in G -13. I'm sure we'll be seeing more of each other.
Thank you very much for your offer.
Parents : Good-bye!

Word/Phrase	Meaning
1. shopping complex	a group of shops in a building
2. closest	nearest

(vi) Meeting at a party

- Mrs Sharma : Hello, Mrs Malik. What a pleasure to see you!
Mrs Malik : Yes, it is wonderful to meet you again.
Mrs Sharma : Let me introduce you to my friend, Mrs Rai. Mrs Rai, meet Mrs Malik, a dear friend from Kolkata.
Mrs Rai : Pleased to meet you Mrs Malik. Do join us.
Mrs Malik : Thank you. I am so glad to have met you both.

(vii) Meeting in the park

- Seema : Hello, my name's Seema. And yours?
Mita : I'm Mita. Where do you live?
Seema : I live in Kaveripuram. How about you?
Mita : I'm in Rajdeep Colony. It's close by.
Seema : Do you come to this park often?
Mita : Yes, almost every evening.
Seema : Good, we can meet here then.
Mita : That will be great.

Word/Phrase	Meaning
1. often	many times

(viii) Meeting at an office

- Receptionist : Good morning Sir. How can I help you?
Mr Das : I'd like to meet Mr Sarkar, the General Manager of the Fans Division.
Receptionist : May I know your name and the purpose of your visit?
Mr Das : My name is Ravi Das. I was advised to see Mr. Sarkar regarding the formalities for joining the company.
Receptionist : I will check if he is free. Please have a seat, Mr Das.
Mr Das: Thank you.
Receptionist : (On the intercom) Sir, Mr Ravi Das is here to see you.
Mr Sarkar : Send him in.
Receptionist : Mr Das, the General Manager will see you now. Please go down this corridor, turn left and it's the second room on the right.
Mr Das : Thank you, ma'am.

In Mr Sarkar's office

- Mr Das : May I come in, Sir?
Mr Sarkar : Yes, come in Mr Das. Welcome to the organization. Please sit down.
Mr Das : Thank you, Sir.
Mr Sarkar : Would you like some tea or coffee?
Mr Das : Tea will be fine, thank you.
Mr Sarkar : I'll call Mr Gopal who handles administration. He'll help you complete the joining formalities and show you around the office .
Mr Das : Thank you sir.
Mr Sarkar : I'll see you later. I'm sure you'll enjoy working with us. All the best!

Word/Phrase

1. formalities
2. intercom
3. corridor
4. organization
5. handles administration

Meaning

- paperwork, official procedure
internal communication system
passage or gallery with doors leading into many rooms
a group of people working together
looks after the working of the organization

(ix) Meeting on a train

- Sahil : Hello, I'm Sahil Gupta from Delhi. I work for the State Bank of India.
Vikram : I am Vikram Mehta. I work for B.H.E.L. in Haridwar.
Sahil : Where are you going Mr. Mehta?

Vikram : I'm joining my family in Agra. We want to see the Taj Mahal. Where are you going?
Sahil : I'm going to Gwalior on business.
Vikram : I think we are approaching Agra. I better start moving my luggage closer to the door.
Sahil : It was nice meeting you, Vikram.
Vikram : It was nice meeting you too. Here's my card. Let's keep in touch. Goodbye and all the best.

Word/Phrase

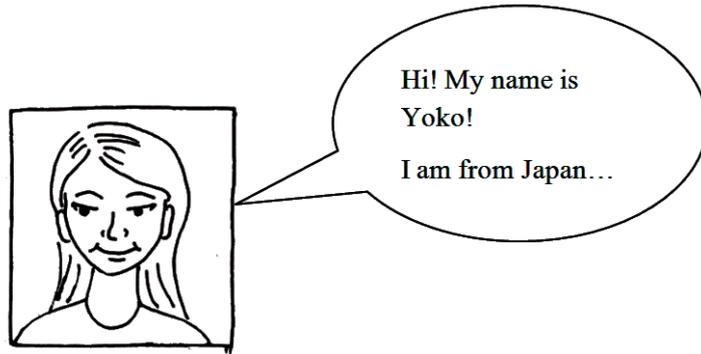
1. approaching
2. keep in touch

Meaning

- nearing, coming close to
keep contact

LESSON 21

Introductions



(i) Introducing oneself

Hello, I am Yoko. I'm Japanese. I live in Tokyo. I am 14 years old and I love collecting stamps. Now use the table below to create similar introductions.

Name	Country	Nationality	City	Age	Hobbies/Sports
Ann	America	American	New York	12 years old	reading books
Yoko	Japan	Japanese	Tokyo	14 years old	collecting stamps
Haseena	Bangladesh	Bangladeshi	Dhaka	11 years old	volley ball
Jayanthi	Sri Lanka	Sri Lankan	Colombo	13 years old	skating, chess, sudoku
Ravi	India	Indian	Delhi	15 years old	cricket

(ii) Two persons introducing themselves

- Sita : Hello, I am Sita. I'm from Uttar Pradesh and I live in Agra.
- Manjeet : Hello, I am Manjeet. I'm from Punjab. How old are you Sita?
- Sita : I'm twelve years old. What about you?
- Manjeet : I'm twelve years old too! I live and study in Bhatinda. Where do you study?
- Sita : I study in Class VI in Tiny Tots Public School.
- Manjeet : What are your hobbies?
- Sita : I like to read books and play chess.
- Manjeet : I too love to play chess .
- Sita : We have a lot in common. We can be good friends.
- Manjeet : That sounds great! I'd love to be friends with you.

(iii) Introducing a friend

- Rina : Hello, Riya. Do come in. I hope you didn't find it difficult to locate the house?
- Riya : Not at all. The directions you gave me were perfect.
- Rina : Riya, come and meet my family. These are my parents. This is my younger sister Shiraz and this is Riya, my classmate.
- Riya : Good morning Aunty, good morning Uncle. Hello Shiraz. I'm really pleased to meet you all. I've heard so much about you from Rina.
- Shiraz : We are pleased to meet you too.
- Rina : Come Riya let's go up to my room and complete the project. Then we can relax.
- Riya : That's a good idea.

Word	Meaning
1. locate	find

LESSON 22

Family conversations

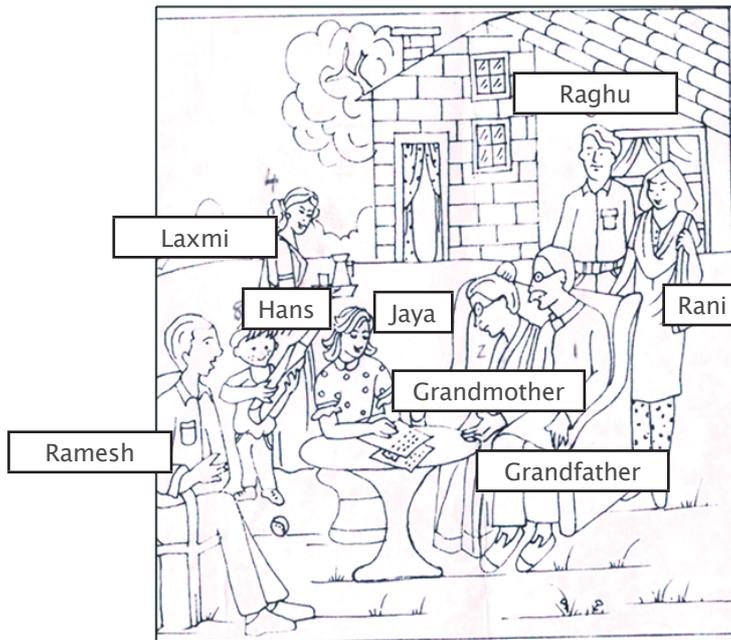
(i) A family get together

- Grandfather : What a nice family get-together!
- Ramesh (elder son) : It's so nice to have Raghu, his wife Rani, and our nephew Hans here today.
- Grandmother : It's the best way to celebrate Holi.
- Laxmi (*Ramesh's wife*) : What fun! Look Hans is happy with his new cricket bat.
- Jaya (*Ramesh and Laxmi's daughter*) : Come Hans, let's play cricket with your new bat.
- Hans (*Raghu and Rani's son*) : Thank you didi, I'd love to play with you!
- Raghu (*younger son*) : Jaya looks happy to have her cousin, Hans here.
- Grandmother : Wait children! Haven't you forgotten something?
- Raghu : What have we forgotten?
- Grandmother : It's your niece Jaya's birthday today.
- Rani (*Raghu's wife*) : Oh yes! It's the 19th of March. How old are you today Jaya?
- Jaya : I am twelve years old today.
- Everyone : Happy birthday Jaya. God bless you.
- Ramesh : Where is the cake Laxmi?
- Laxmi : Just a minute. Let me bring it.
- Hans : May I please put the candles on the cake?
- Laxmi : Of course you may. Now Jaya, blow out the candles.
- Rani : Jaya, cut the cake and give grandmother and grandfather a piece first.
- Grandmother : Let's have a family photograph

1. Grandfather 2. Grandmother

3. Ramesh (elder son) 4. Laxmi (wife of elder son) 5. Jaya (daughter)

6. Raghu (younger son) 7. Rani (wife of younger son) 8. Hans (son)



Word

1. get-together
2. nephew
3. niece
4. cousin

Meaning

- meeting/gathering
- the son of ones brother or sister
- the daughter of one's brother or sister
- a child of your aunt or uncle

Exercise

In the sentences given below, fill in the blanks with the words given in the table.

grandparents	cousins	nephew	niece	father-in-law
mother-in-law	younger brother	sister-in-law	parents	elder brother

1. Senior Mr. and Mrs. Menon are the _____ of Hans and Jaya.
2. Senior Mr. and Mrs. Menon are the _____ of Raghu and Ramesh.
3. Senior Mr. and Mrs. Menon are the _____-in-_____ and _____-in-_____ of Rani and Laxmi.
4. Jaya and Hans are _____.

5. Jaya is Raghu's _____.
6. Hans is Ramesh's _____.
7. Raghu is Ramesh's _____.
8. Rani is Ramesh's and Laxmi's _____-in-_____.
9. Ramesh is Raghu's _____.

Answers

1. grandparents 2. parents 3. father-in-law and mother-in-law 4. cousins
5. niece 6. nephew 7. younger brother 8. sister-in-law 9. elder brother

(ii) Cleaning the house

- Mother : Thank God for Sundays!
- Daughter : Mummy, today I can help you with the cleaning of the house.
- Father: I'll wash the car and do a bit of gardening, too.
- Son : I also want to help. I'll separate the wet garbage from the plastics and put the wet garbage into the compost pit.
- Mother : (to the daughter) Sita, get all the dirty clothes and woollens. You can hand wash the woollens and put the heavy clothes into the washing machine.
- Daughter : I must remember to clean my closet and dust my room.
- Father: Son, will you remove the cobwebs?
- Son : Yes Dad. I'll do that as soon as I've cleared the garbage.
- Mother : I'm off to the kitchen. It needs a very thorough cleaning.
- Father : It needs to be organized as well. Yesterday I spent about ten minutes looking for a can-opener, and couldn't find one!

Word

1. separate
2. compost pit
3. hand wash
4. closet
5. cobwebs

Meaning

- to keep apart, to put aside
- a deep hole in the ground to make manure
- washed by hand
- a small cupboard
- fine network of threads made by a spider

(iii) Tending to the garden

- Mother : Our garden is in a real mess. It looks so neglected.
- Father : Yes, it does. If you all help, we can tidy it up in a couple of hours. Where should we begin?
- Son : Let's begin with the hedge. Give me the shears. I'll trim it neatly.
- Father : Alright, then I'll rake up the dead leaves and put them in a wheel barrow.
- Son : I'll dig a compost pit. Mummy, there's a hoe on the ground near you, please pass it to me. It's got a loose handle but I'll just have to manage.
- Daughter : I want to do something. Can I prepare the flower beds and mow the lawn?
- Father : Leave the mowing to me. It's a heavy job. I'll get the lawn mower.
- Son : With what do I cut these thick stems?
- Mother : Here you are. Take the secateurs.
- Father : Well done! I think we've got a lot done in such a short time. The garden already looks neater!

Word

1. neglected
2. shears
3. hoe
4. lawn mower
5. secateurs

Meaning

- uncared for
- clipping or cutting tool
- long-handled tool with a blade
- a machine with revolving cutters for trimming lawns
- a pair of strong scissors for cutting stems and small branches

See Appendix 7 – Pictures of garden tools



(iv) Helping in the kitchen

- Mother : Rina, I want some help today.
- Rina : Are we having visitors?
- Mother : Papa has invited some colleagues for dinner.
- Rina : Oh! What do you want me to do?
- Mother : Your regular chores.
- Rina : Alright, I know. I have to knead the dough, wash and chop the vegetables and lay the table in the evening .

- Mother : Rina, take out the blue plates and the napkins that go with them. The cutlery has to be taken out too.
- Rina : Is that all?
- Mother : Thank you Rina. I really don't know what I'd do without your help.
Now let me get into the kitchen and start cooking. I'm making a special dessert.
- Rina : Is it *kheer*?
- Mother : Yes, it is.
- Rina : Good!

Word

1. colleague
2. chores
3. knead
4. dough
5. cutlery
6. dessert

Meaning

- person with whom one works.
- tasks, responsibilities.
- press with the hands to form a paste.
- thick mixture of flour, water, etc.
- knives, forks and spoons for eating and serving food.
- pudding, sweet dish.

(v) Sharing the day's experiences

- Ravi : Good to have you back early today, Dad.
- Father : Yes, it feels good . What about your presentation, Ravi?
- Ravi : It was pretty good. The examiner asked me a few tricky questions towards the end of the presentation but I managed alright.
- Mother : How was your day at the office?
- Father : Oh ! I had a very busy day. The boss was on leave so I had to take care of his work too.
- Rina : I had the most fantastic day in school. Two of our teachers were absent.
So another teacher made us play games which we enjoyed.
- Father : Neena , did you go shopping with your sister?
- Mother : No, she called to say she was unwell. So we postponed our shopping trip till tomorrow.
- Father : Then it must have been a relaxed day for you?
- Mother : Yes, I watched TV and also got time to catch up with my reading.
I did a lot of cooking too.
- Ravi : So we can look forward to an exotic meal!

Word

1. tricky
2. postponed
3. exotic

Meaning

- problematic, difficult, complicated
- to arrange for an event to take place at a later time or date
- out of the ordinary

(vi) At the dining table

- Rohit : Mother, I'm hungry. Can we have dinner please?
Mother : Dinner's ready. Rohit, please lay the table.
Rohit : Alright, I'll do that.
Mother : Remember to put a plate for each person, two bowls, a spoon and a glass. Also take out three serving spoons. Now call Kajal and papa to the table.
Kajal : The food smells delicious!
Rohit : My favourite peas and potato curry.
Father : Serve yourselves and pass the dishes around.

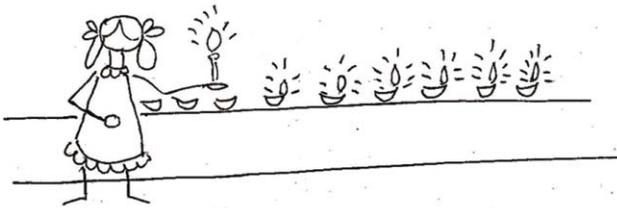
Word

1. bowls

Meaning

deep, round hollow dishes.

(vii) Preparations for Diwali



- Rina : Mom, when is Diwali? I have to get some clothes stitched.
Mother : You should have given them to the tailor much earlier. Diwali is just two days away.
Rina : Don't worry mother, I'll wear the kurta I got stitched on my birthday.
Mother : Forget about clothes, let us have a nice clean house before Diwali. There's so much to do and such little time.
Rina : Don't panic, there's enough time. First tell me what you need from the market. I'm going shopping with Ragini.
Mother : Pick up some candles, *diyas*, puffed rice and sweets. Don't spend too much money on crackers. It's like burning money. Also ask Bablu what he wants otherwise he'll create a big scene.
Bablu : Are you talking about me?
Mother : Give Didi your list of crackers. She's going to the market.
Bablu : Can I come with you?
Rina : I don't think so. I'm going with my friend.

Bablu : Here's my list of crackers. Don't forget the bombs and the sparklers.
 Rina : Do you need anything from the market for the *puja*?
 Mother : Don't worry. Papa will take care of that.
 Rina : If you feel you've forgotten something then call me on the mobile.
 I'll be back in about two hours. Bye.

Word	Meaning
1. panic	to get alarmed
2. create	to make something happen or exist

(viii) Coming back after games

Mother : Rohit, what have you done to yourself? Look at those soiled clothes!
 Rohit : The football field was extremely wet and slushy. Besides, I had a fall. I just could not help it.
 Mother : I hope there are no broken bones!
 Rohit : No.
 Mother : Head straight for the bathroom.
 Rohit : Could I please have a drink first? I'm very, very thirsty.
 Mother : Come on, just a little effort. It won't take long to wash up. Do that and I'll get your drink ready in the mean time.
 Rohit : All right, ma. I'll do that.

Word/Phrase	Meaning
1. soiled	dirty, stained
2. wet and slushy	full of mud and water
3. head straight for	go immediately
4. in the mean time	the period of time between two event

LESSON 23

School related conversations

(i) Between students

- Raghav : Hello, Sumit. How are you now?
Sumit : Absolutely fine, but I was laid up in bed with a nasty cold and fever.
Raghav : We missed you in school.
Sumit : Yes, I'm happy to be back. Have I missed much?
Raghav : Not really. I'll help you make it up.
Sumit : Thank you.

Word/Phrase

1. laid up in bed
2. nasty

Meaning

- to be unwell
very bad

(ii) Parent - teacher

- Parent : My son, Amit Kaul studies in Class IV C. Mrs. Mathur, his class teacher wanted to meet me. Could you please see if she is free?
Administrator: Yes, I'll just check.
Yes, you can meet her in the visitor's room. It's the fourth room on the right.
Parent : Thank you.
Teacher : Hello, Mrs Kaul. I wanted to see you in connection with certain things I've been noticing about Amit.
Parent : Has he been playing up?
Teacher : No, he is a little withdrawn. He doesn't mix around with other children.
Parent : Is he inattentive also?
Teacher : Well, he is certainly not as alert as he used to be.
Parent : Oh! This is upsetting. I organize his day myself.
Teacher : Could it be too much TV?
Parent : No, he's allowed to watch TV only after two hours of concentrated work.
Teacher : I think you are overdoing both, TV and work. When does he play?
Parent : In school.
Teacher : No, that's not enough. Allow him at least two hours of unstructured play.
Parent : What do you mean by unstructured play?
Teacher : It means free, uncontrolled play. It could make all the difference.
Parent : You really think so?
Teacher : Yes! Half an hour of TV and no video games. Try this for a few days and I'm sure you will see a change in him.

Parent : I truly hope so. Thank you so much for your interest and advice.

Word

1. visitor's room
2. playing up
3. withdrawn
4. concentrated
5. overdoing
6. make all the difference

Meaning

1. waiting room
2. fooling around, misbehaving
3. quiet, not mixing with others
4. undisturbed
5. doing too much
6. bring about a significant change

(iii) Advice from a teacher



Teacher : Ravi, why are you looking so gloomy?

Ravi : Ma'am I'm just a little concerned about my future. My friends and I were discussing our current life-styles and the career options available to us.

Teacher : A career is best chosen when you decide to do something that truly interests you. The love and passion that you will have for your work will also ensure your success.

Ravi : But Ma'am, we should also be able to earn enough money to take care of our needs.

Teacher : Yes, I agree but life-styles are also a matter of what you are accustomed to. Remember, you can't always have what you like but if you learn to like what you have, you will always be happy.

Ravi : Ma'am, you sound so right. I will keep your advice in mind. Thank you very much!

Teacher : You are most welcome, Ravi.

Word

1. gloomy
2. life-style
3. ensure
4. determine
5. accustom

Meaning

1. sad, depressed
2. way of life, standard of living
3. make certain, make sure
4. decide, settle on
5. get used to

(iv) Getting ready for a school trek

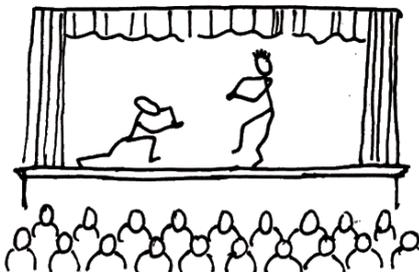
- Father : Rohit, are you ready for your school trek?
Rohit : My first aid kit is ready.
Father : Have you put some medicines for headaches, fever and upset stomach?
Rohit : Yes I have.
Father : Take some sachets of Electral and glucose too.
Mother : Remember, a mosquito-repellent is a must.
Rohit : And now my toiletries – a comb, a tooth-brush, toothpaste, bathing-soap and washing powder. Is that all?
Mother : Don't forget to pack some sachets of shampoo for your hair.
Father : Next, remember to attach a card, with your name, address and both the land line and mobile telephone numbers to each piece of luggage.
Rohit : This is all so exciting!
Mother : What eatables would you like to carry along with you?
Rohit : My favourite biscuits and rusks.
Mother : Would you like me to make some *laddoos*?
Rohit : That would be wonderful.
Mother : Alright that's done. Now the last piece of advice. Avoid food exposed to dust, dirt and flies. Drink water from only safe water outlets and don't accept food offered by unknown persons.
Father : And of course, obey your teachers.
Rohit : Thank you, father. Thank you, mother. I can't wait to get started now!!

Word/Phrase

Meaning

- | | |
|-----------------------|---|
| 1. first aid kit | articles required for treating medical emergencies |
| 2. sachet | a small bag or packet containing shampoo, hair-oil, washing-powder etc. |
| 3. mosquito repellent | a substance that drives away mosquitoes |
| 4. toiletries | articles used for washing, cleaning teeth etc. |
| 5. luggage | bags, suit cases etc. |
| 6. exposed to | leave unprotected |

(v) Practice session for the annual function



Teacher : Rita, the function begins at 6 pm. You are going to welcome the guests.
 Rita : I'll do that Ma'am. What do I have to say?
 Teacher : You should say 'Good evening and welcome to our Annual Function'.
 Rita : Is there anything else that I have to do?
 Teacher : Yes. At the end of the function you will address the audience again. Remember it will be around 9 pm. How will you conclude it?
 Rita : I'll say 'Thank you for being with us. I hope you enjoyed the function. Good night.'

Word

1. address
2. audience
3. conclude

Meaning

- a speech delivered to an audience
 a group of people watching a show
 finish, bring to a close

(vi) Admission to a college

Mr. Malhotra : Good morning, sir. May I come in?
 Principal : Yes, please do.
 Mr. Malhotra : I'm Anil Malhotra from Delhi, and this is my son, Ravi.
 Principal : Please sit down.
 Mr. Malhotra : I have been transferred to Ghaziabad, just recently. I'm here in connection with my son's admission to class XI.
 Principal : Mr. Malhotra, the admissions have closed formally last week but let me see what I can do for you. Ravi, tell me something about your academic background.
 Ravi : I was a student at the Army Public School, Delhi. I have cleared class X with an aggregate of 89%. I would like to take up the Science stream with Computer Science as an elective.
 Principal : Good, and did you ever participate in debates, dramatics, or sports in your school?
 Ravi : Yes, sir.
 Principal : Do you have your certificates for these co-curricular activities?
 Ravi : Yes Sir. They are all in this file along with a letter of recommendation from my Ex-Principal. I'd like to mention that I was the Head Boy of Army Public School.
 Principal : I'm glad to hear that, Ravi. Leave your file with me. We'll see what we can do for you.
 Ravi : Thank you very much, sir.
 Mr. Malhotra : Thank you, sir! I'm extremely grateful for the time you have given us and the interest you have taken.

Word

1. academic

Meaning

related to school, college

- | | |
|-------------------|---|
| 2. aggregate | combined total, total |
| 3. dramatics | dramas, plays |
| 4. co-curricular | activities not related to the curriculum |
| 5. recommendation | praising a person's qualities and conduct for the purpose of employment, admission etc. |

(vii) Consoling a friend

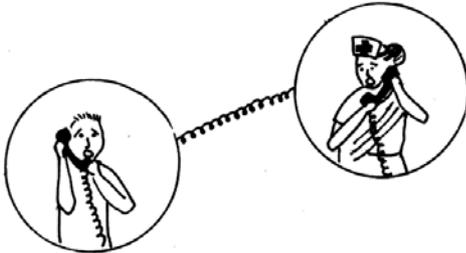
- Ravi : Sumit, What's the matter? Why are you looking so down and out?
- Sumit : My cycle was stolen from school yesterday.
- Ravi : Where did you park it?
- Sumit : The usual place, behind the canteen.
- Ravi : Don't worry. Somebody must be playing a prank. I'm sure you'll find it.
- Sumit : I hope so.

Word/Phrase	Meaning
1. down and out	worried, upset
2. playing a prank	practical joke

LESSON 24

Health related conversations

(i) Taking an appointment with a doctor



- Receptionist : Good morning, Dr. Gupta's clinic.
Mr. Rao : I'd like to take an appointment with Dr. Gupta please.
Receptionist : Kindly hold on. I'll just check.
Will tomorrow afternoon suit you?
Mr. Rao : No, I'm in a lot of pain and I really must see him today.
Receptionist : Just a moment please.
I think you can come in at 1:30 this afternoon. Will that be alright?
Mr. Rao : Yes, that will be fine.
Receptionist : May I know your name, please?
Mr. Rao : Raghu Rao.
Receptionist : Please be here at 1.30 Mr. Rao.
Mr. Rao : I will. Thank you very much.

Word

1. appointment

Meaning

arrangement for meeting

(ii) A friend's advice



Amit : What are you doing about your swollen cheek Ratan?

Ratan : I haven't yet been to a doctor, but it's getting more painful each day. It could be an infected tooth or an abscess.
 Amit : Don't take it lightly. You must see a dentist today.

(A day later)

Amit : Did you go to the dentist, Ratan?
 Ratan : Yes, he said it was an infected tooth and he has prescribed a course of antibiotics to be followed by an extraction.
 Amit : Oh no! Poor you.

Word

Meaning

- | | |
|----------------|------------------------------------|
| 1. abscess | boil, infected pus filled swelling |
| 2. antibiotics | medicine that can remove infection |
| 3. extraction | remove, take out |

(iii) An accident



Ramesh : Ratan, your leg is in plaster! What happened?
 Ratan : I was hit by a speeding three-wheeler.
 Ramesh : Oh no! Were you on your bicycle?
 Ratan : No, I was walking to college.
 Ramesh : So, how did this happen?
 Ratan : It was entirely my fault. I was holding the cellphone to my ear with one hand and I was carrying books in the other.
 Ramesh : And, if I may complete the story, you were not paying attention and did not use the zebra crossing either.
 Ratan : That's right. I was very careless.
 Ramesh : This is a small price you have paid. Don't use your cell phone on the road again.

Word/Phrase

Meaning

- | | |
|-------------------|---|
| 1. speeding | moving very fast |
| 2. entirely | totally |
| 3. zebra crossing |  |
| 4. a small price | small punishment |

(iv) A fracture

- Amit : Ratan, how did you manage to fracture your leg?
Ratan : I fell off a tree.
Amit : Is it a hairline fracture or a compound fracture?
Ratan : Unfortunately it's a compound fracture.
Amit : So your leg will be in plaster for many weeks?
Ratan : Yes, Amit. No school and no football for six weeks.
Amit : Don't worry too much. It will pass.

Word

1. fracture
2. hairline fracture
3. compound fracture
4. unfortunately
5. plaster

Meaning

- a break in the bone
a crack in the bone
more than one broken bone
unluckily
a cast made of plaster of Paris

(v) An ear ache



- Mother : Ravi, why are you crying?
Ravi : I have this awful pain in my right ear. It started in the middle of the night.
Mother : Why didn't you wake me up?
Ravi : I didn't want to disturb you.
Mother : I think your throat infection has travelled to the ear, or maybe it's your tonsillitis that has come up again.
Ravi : I think so. My throat is very sore.
Mother : I'll take you to the ENT specialist. In the mean time take this pain killer.
Ravi : I'll do that.
Mother : Don't take it on an empty stomach, I'll get you some tea and biscuits.

Word/Phrase

1. awful
2. tonsillitis
3. ENT
4. in the mean time

Meaning

- terrible
an infection in the throat area
Ear, Nose, Throat
the period of time between two events, till then

(vi) A stomach ache



- Ravi : Ram, what's the matter? You don't look well.
Ram : I have a severe stomach ache.
Ravi : For how long have you been having this pain?
Ram : For the past three days.
Ravi : You mean it's persistent?
Ram : Yes.
Ravi : Don't neglect it. You may have appendicitis or a stone in the kidney.
Ram : Don't frighten me!
Ravi : Go and consult a doctor. I hope it's nothing serious.
Ram : I hope not. I'll go for a check up.
Ravi : If you need any help just give me a call.

Word

1. severe
2. ache
3. persistent
4. appendicitis

Meaning

- very bad, intense
pain
continuing, carrying on
inflammation of the appendix

(vii) A back ache

(On the telephone)

- Ravi : Mahesh, where were you on Saturday? We missed you at Ram's party.
Mahesh : Oh! I've had a terrible back ache for the past week.
Ravi : That's too bad. What are you doing about it?
Mahesh : The doctor has advised me complete bed rest.
Ravi : How are you feeling now?
Mahesh : Much better. I still have to be very careful. The doctor feels that it could be a slipped disc. If the pain doesn't subside, I'll have to get it X-rayed.
Ravi : I know back aches can be very troublesome: no bending, no lifting weights and no jerky movements.
Mahesh : Yes, you're right.
Ravi : I'll drop in to see you. Take care and get well soon.

Word

1. subside
2. weight
3. jerky

Meaning

- settle down, lessen
load
sudden movements

LESSON 25

Going shopping

(i) Shopping for stationery

- Customer : I'm setting up a new office. I need some stationery.
- Shop keeper : Sir, we are very well stocked. Please tell me what you need.
- Customer : Good. Please give me two reams of paper, a clip board, a dozen blue and a dozen black gel ball point pens, a box of erasers, two dozen pencils and two bottles of correction fluid.
- Shop keeper : We have a new all-purpose correction pen also. Would you like to try it?
- Customer : Yes, give me two please. I also need a stapler, a tape dispenser and a punching machine. Please add these to the list.
- Shop assistant : Is that all?
- Customer : I think that's all for the present. Please make the bill in the name of Usha Sales Corporation, New Delhi.
- Shop assistant : Right sir. I'll have your things packed and ready in a few minutes.

Word/phrase	Meaning
1. stationery	material for writing and for using in an office e.g. paper, pens, and envelopes
2. ream	500 sheets of paper
3. all purpose	having many different uses

See Appendix 8 – Pictures of Stationery items

(ii) Shopping for clothes

- Customer : Good morning.
- Shop assistant : Good morning sir. Can I help you?
- Customer : Yes please. I'd like to see some shirts.
- Shop assistant : For formal wear or casual wear?
- Customer : Formal. Something that I can wear with a dark suit.
- Shop assistant : What is your collar size?
- Customer : It's 42 cms.
- Shop assistant : Any colour preference?
- Customer : Yes I'd like something in blue.
- Shop assistant : I'll show you the entire range. Do you like any of these?

Customer : That one looks nice.
 Shop assistant : Yes sir. It is guaranteed fast colour, pre-shrunk, and wrinkle-free.
 Customer : How much does it cost?
 Shop assistant : ₹ 450/- only.
 Customer : That seems quite reasonable. I'll take it.
 Shop assistant : Please pay at the cash counter. Do come again.
 Customer : Thank you.

Word/Phrase

Meaning

- | | |
|----------------------|-----------------------------------|
| 1. formal | clothes for special occasions |
| 2. casual | informal clothes |
| 3. colour preference | choice of colour |
| 4. entire range | complete collection |
| 5. guaranteed | surety given |
| 6. wrinkle-free | does not need pressing or ironing |
| 7. reasonable | inexpensive |

(iii) Weekend shopping

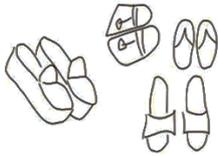
Mother : Sita, father is off on his weekly shopping round. Can you help with making a list?
 Sita : Here, I've got a paper and a pencil.
 Mother : Just check the kitchen cupboard to see what we need and I'll make the list.
 Sita : Mother you will have a better idea of what provisions we require . You let me know and I'll make the list.
 Mother : Alright. Put down 2kgs of sugar, a poly pack of oil, 4 kgs of rice, a packet of salt and 500 gms of tea.
 Sita : Mother I need some bathing soap and shampoo too. All the other toiletries are in stock. I'll also note down two 100 gram packs of butter. I want to bake a cake.
 Father : Sita, add a shaving cream to the list and give the list to me quickly. I am getting late.

Word

Meaning

- | | |
|---------------|---------------------------|
| 1. provisions | items of food, drinks etc |
|---------------|---------------------------|

(iv) Shopping for sandals



- Mira : Excuse me.
Shopkeeper : Yes madam. What can I show you?
Mira : I'd like a pair of sandals.
Shopkeeper : Any particular colour?
Mira : Yes, a brown or an off-white with low heels.
Shopkeeper : What is your foot size?
Mira : It should be a Bata size 6.
Shopkeeper : Right. I'll show you the full range.
Mira : Let me try on this pair. I prefer one with a buckle.
Shopkeeper : These seem to fit you well.
Mira : Yes thank you. What is the price of this pair?
Shopkeeper : It will cost ₹ 275.
Mira : Please pack these.
Shopkeeper : You can make the payment at the cash counter.
Mira : Thank you.

(v) Shopping for a toaster

- Salesman : Welcome sir, ma'am. How can I help you?
Ravi : We'd like to see some household appliances.
Do you have a good range of toasters?
Salesman : Yes sir. We have all the leading brands.
Ravi : Could we see them, please.
Salesman : Yes come this way. We have six brands of toasters. They are all automatic pop-up toasters with browning control. They are available in two sizes.
Ravi : And what's this?
Salesman : It's an OTG.
Ravi : What's an OTG?
Salesman : An OTG is an Oven /Toaster/Grill. Besides toasting this is also good for baking and grilling.
Mother : That sounds interesting.
Ravi : Can we have a catalogue with the prices?
Salesman : Most certainly sir. Here's the catalogue.
Ravi : Thank you. We'll be back.

Word/Phrase	Meaning
1. appliance	device for a specific purpose e.g. toaster, dish washer
2. leading brands	well-known brands
3. available	that you can get, buy or find
4. catalogue	booklet with complete list of items

(vi) Shopping for a washing machine

- Ravi : I'd like to see some washing machines.
- Mother : Ravi, I have been using a Samsung washing machine for the last four years. It's worked perfectly so far.
- Salesman : Yes sir. Samsung is very reliable. It has a top loading and front loading facility, automatic timer, water-heating control and many other advantages like a steel tub. It'll give you trouble-free service for many years.
- Ravi : I think I'll go in for a Samsung machine. Can you have it installed by tomorrow evening?
- Salesman : Yes of course. Just give me your address and telephone number. Should I have the invoice made for it?
- Ravi : Yes please. I will pay in cash.
- Salesman : Thank you, sir.

Word	Meaning
1. reliable	dependable
2. install	to fix in position for use by making necessary connections
3. invoice	bill, proof of purchase

(vii) Shopping for fruit

- Mrs A. : I want you to prepare a good fruit basket for me. Could you show me some fresh seasonal fruit?
- Lala ji : Yes madam. I have some very good mangoes, pears and peaches.
- Mrs A. : What is the cost of these mangoes?
- Lala ji : The *langra* mangoes are ₹ 40 per kg and the *dasher* are ₹ 35 per kg.
- Mrs A. : Do you have apples?
- Lala ji : Yes, I have a variety of apples. I also have pineapples and apricots. Shall I add them to the fruit basket?
- Mrs A. : Yes please do.
- Lala ji : I'll also put in some pomegranates and peaches too.

Mrs A. : Alright. Pack these and please cover the basket with red cellophane paper.
 Lala ji : Yes madam.
 Mrs A : How much will that be?
 Lala ji : ₹ 650, which includes the packing cost.

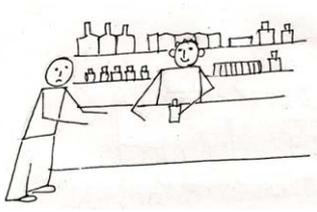
Word/Phrase	Meaning
1. seasonal	fruit that come in a particular season
2. variety of apples	different kinds of apples
3. cellophane	thin transparent plastic material
4. includes	is a part of the total cost

(viii) Shopping for vegetables



Customer : Please show me some fresh green vegetables.
 Shopkeeper : What would you like? Everything is fresh.
 Customer : Alright, please give me one small cauliflower and half a kilo of brinjals.
 Shopkeeper : What else can I give you?
 Customer : 1 kilo of potatoes, 1 kilo of onions, 250 grams of ginger, 100 grams of garlic, and half a kilo of tomatoes. Don't forget to put in some green chillies and coriander.
 Shopkeeper : What about a watermelon?
 Customer : Alright give me this small one.
 Shopkeeper : I will weigh it. It's 2 kilos and 250 grams. It'll cost you ₹ 18.
 Customer : Okay, how much does the total come to.
 Shopkeeper (Starts weighing and packing into polythene bags)
 Customer : Oh no!! No polythene bags. I have brought my cloth bags along.
 Shopkeeper : That's very thoughtful of you. Your bill is ₹ 78.

(ix) At the chemist



- Father : Suniti, why are you in bed?
Suniti : I have fever and a stomach ache too.
Father : We must consult a doctor at once.

They consult a doctor. The doctor examines Suniti and writes out a prescription.

At the chemist:

- Father : Excuse me. I need some medicines.
Chemist : May I have the prescription, please?
Father : Yes, here it is. Please check the expiry dates of the medicines.
Chemist : I'll do that Sir. So here's your analgesic, the antacid and a bottle of multi-vitamin tablets. Is there anything else that you want?
Father : Yes, I need a thermometer, a roll of cotton wool and a small bottle of Dettol or Savlon.
Chemist : The medicines, and the cost of the other items add up to ₹ 76. Anything else sir?
Father : No, thank you.

Word/Phrase

1. prescription
2. analgesic
3. antacid

Meaning

- a doctor's written directions for taking medicines
medicine to reduce pain
that prevents or reduces acidity in the stomach

LESSON 26

Job related Enquiries

(i) Job seekers' course

- Student : May I come in, please?
Madam : Yes please come in. How can I help you?
Student : Ma'am, I want information about the Tally course.
Madam : Please sit down. Are you a student or a job-seeker?
Student : I am doing B.Com Honours and I will graduate at the end of this semester.
Madam : Oh, so you are a job-seeker. You qualify for this course. What information do you want?
Student : What is the fee for the course?
Ma'am : It is ₹ 675, which includes the cost of the material. You will get a reference and a lab manual along with it.
Student : Ma'am, what is the duration of this course and what are the timings?
Ma'am : I will give you a brochure which has all the details.
Student : Thank you. I will go through the brochure and come back later.
Ma'am : You are welcome! Be sure to follow the deadlines on the brochure. I hope this course will help enhance your skills and help you get a job!

Word/phrase

Meaning

- | | |
|---------------------|---|
| 1. fee | the money that you pay for instruction at school, university etc. |
| 2. reference manual | a book giving information |
| 3. brochure | booklet giving information |
| 4. enhance | improve |

(ii) Job seekers - a discussion

- Student 1 : Ravi, I've just read an advertisement which seems to suit us.
Student 2 : For fresh graduates?
Student 1 : Yes. Graduates with an aptitude for marketing and good communication skills.
Student 2 : Aptitude means...?
Student 1 : Aptitude means your talent or your ability in a particular skill.
Student 2 : How do we contact them?
Student 1 : The number is 9811176112. They have an on-the-spot offer in their Direct Hire Centre at Vasant Kunj.
Student 2 : What must we take with us?

- Student 1 : A copy of our résumé, academic certificates and three passport-size photographs.
- Student 2 : What about merit certificates for co-curricular activities? I mean participation in debates, sports etc.?
- Student 1 : Of course, take those along too. They will certainly help.
- Student 2 : What is the last date for applying?
- Student 1 : It's the 15th of May. Now let's get our papers together and hope for the best.

Word/Phrase

1. fresh graduate
2. communication skills
3. résumé

Meaning

- just finished graduation
- ability to convey or express an idea
- a short summary of a person's personal profile

(iii) Job opportunities

- Teacher : What are you planning to do after class XII?
- Student : I plan to go back to my hometown in Himachal Pradesh.
- Teacher : And do what?
- Student : My father has a plot of land near Shimla. I'll try my hand at growing fruit and flowers.
- Teacher : Flowers? Who would think of growing flowers for a living?
- Student : I have. I read that the Himachal Pradesh Churah Valley Farmers are signing an M.O.U. with a Dutch company. The florists will export carnations to Holland, through the year.
- Teacher : This really sounds great, but very hard to believe.
- Student : What is really amazing is the fact that the farmers will earn ₹13 lakhs per hectare from flowers as compared to ₹ 15,000 to 20,000 per hectare from traditional crops.
- Teacher : Unbelievable! Our institution rolls out its first farmer. Good luck!

Word/Phrase

1. valley
2. M.O.U.
3. florist
4. hectare
5. traditional crops
6. rolls out

Meaning

- low area surrounded by hills
- Memorandum of Understanding
- one who sells flowers
- a unit to measure land (2.5 acres = 1 hectare)
- wheat, rice, millet etc.
- turns out

(iv) Short courses during a vacation

- Student 1 : I have a three week break after this semester. Can you suggest something I can do in that time?
- Student 2 : There are a number of short courses that you can take during this period.
- Student 1 : In what subjects?
- Student 2 : Well...if for example, you want to brush up your skills in spoken and written English, then enroll for the crash course beginning on May 22nd in the English Department.
- Student 1 : What are the timings?
- Student 2 : From 6 a.m. to 8 a.m.
- Student 1 : That will be really useful, and I will have the day ahead to do something else.
- Student 2 : If there is not too much pressure of work then you can also enroll for a Computer Course from 10 a.m. to 12 noon.
- Student 1 : I'll take up the challenge. It'll be a well utilized holiday. Thanks for all the information.

Word/Phrase

Meaning

- | | |
|--------------------------|--------------------------------|
| 1. semester | term |
| 2. brush up your skills | to improve |
| 3. enroll | join, register for |
| 4. the day ahead | the remaining hours of the day |
| 5. too much pressure | too much work |
| 6. take up the challenge | try my best to do it |
| 7. utilized | spent, used |

(v) Applying for a computer course

- Applicant : Good morning sir. May I come in?
- Administrator : Good morning. Yes come in.
- Applicant : I want to enroll for a basic computer course.
- Administrator : What experience do you have with computers? For example, do you know the different parts of a computer? Do you know how to type?
- Applicant : Sir, I can switch on the computer and I know the basic hardware, but I cannot type.
- Administrator : Then, you should take the introductory course in Microsoft Office Tools, which will teach you basic word processing and how to make tables and charts etc.
- Applicant : What is word processing?
- Administrator : It is a process used for electronically drafting and revising documents, reports etc. You can select, copy, paste and

delete items to create a perfect document without having to re-type every word if you make a mistake.

Applicant : This sounds interesting. It is just what I need, to write papers and make presentations . When can I register and what is the fee?

Administrator : You can read this pamphlet. It has all the course details and the fee structure.

Applicant : Thank you sir.

Administrator : I hope you enjoy the course and benefit from it.

Word/Phrase

Meaning

- | | |
|------------------------|--|
| 1. hardware | parts of a computer you can see and touch |
| 2. introductory course | preliminary knowledge given to a person on a subject or course |
| 3. document | a paper giving information about something |
| 4. create | design |
| 5. pamphlet | brochure |

(vii) Career counselling

Counsellor : Hello, Mrs Kumar. How can I assist you?

Mrs. Kumar : I spoke to you over the telephone yesterday about career guidance.

Counsellor : Oh yes! I remember. I have been through your résumé. I notice with great appreciation your excellent work as a volunteer with rural women and disabled children.

Mrs. Kumar : Thank you. I have always enjoyed such work. But now I've come to a stage in my life where I need guidance.

Counsellor : What are your options?

Mrs. Kumar : The options are to continue working in the charity sector or go back to a salaried job at a hospital.

Counsellor : How are you placed with regard to finances?

Mrs. Kumar : Not very sound unfortunately.

Counsellor : In that case you should go back to your part-time salaried job and spend the rest of your time doing voluntary work.

Mrs. Kumar : Thank you very much for all the help. I appreciate your guidance.

Word

Meaning

- | | |
|-----------------|--|
| 1. assist | help |
| 2. résumé | a short summary of a person's personal profile |
| 3. appreciation | admiration |
| 4. rural | countryside, village |
| 5. disabled | unable to use a limb or limbs |
| 6. guidance | help or advice that is given |

- | | |
|--------------------|--|
| 7. options | something that you can choose to do |
| 8. charity | giving money, food, help etc, to the needy |
| 9. not very sound | not very good |
| 10. voluntary work | unpaid or charitable work |

(vii) An interview

- Rohit : Good morning sir. I'm Rohit Handa. May I come in?
- Principal : Good morning Rohit. Come in. You are Rohit Handa from Delhi. I got your e-mail asking for an appointment. Sit down Rohit. Now tell me more about yourself.
- Rohit : I was a student of Central School in Dehradun. I passed my CBSE examination with an aggregate of 89%. I belong to the science stream with computer science as an elective. I'm seeking admission to your college as my father has just got transferred to Ghaziabad.
- Principal : Have you brought your mark sheets, certificates and other related papers?
- Rohit : Yes sir. All the records and papers are here in this file, including certificates for the extra-curricular activities.
- Principal : Leave your papers with me. I'm afraid there are no vacancies at present. But there is always a chance that there may be some dropouts. You will have to wait till the next list is released.
- Rohit : Thank you sir. I would be extremely grateful if you could consider my application when you have vacancies.

Word

1. seeking
2. vacancies
3. dropouts

Meaning

- | |
|--------------------|
| looking for |
| seats available |
| students who leave |

LESSON 27

Road Rules

(i) Check on speed

- Co-passenger : Ravi be careful. The traffic police is tracking down speeding cars with the help of cameras and other devices.
- Ravi : I am safe. I don't cross the speed limit of 50 kilometers per hour.
- Co-passenger : The other day Mr. Singh was fined ₹ 500 for overtaking from the left.
- Ravi : I'll also make sure I don't jump the traffic light when it's red. This is another big offence.

Word

1. device
2. kmph
3. overtaking

Meaning

- a small machine
kilometres per hour
moving ahead of

(ii) Advice on traffic rules



- Police officer : Here are some traffic rules that must be followed for your own safety. How do you come to school?
- Student : I walk to school.
- Police officer : For pedestrians we have footpaths or sidewalks.
- Student : If there is no footpath?
- Police officer : Then you should walk on the left edge of the road. Cyclists follow the same rule.
- Student : What should be kept in mind when we cross a road?
- Police officer : There are three things that should be kept in mind. Firstly, use only a zebra crossing or pedestrian crossing to cross the road. Secondly,

look to your right, look to your left and then look to your right again, before crossing. Lastly cross only when the "Walk" light is green. You should always follow these rules and remember the maxim, "Better late than never."

Word/Phrase

Meaning

- | | |
|---------------------------------|---|
| 1. pedestrian | a person who travels on foot |
| 2. zebra or pedestrian crossing | a part of the road where cars and other vehicles stop, to allow people to cross |

(iii) Road etiquette

- Ramesh : Rohit, how do you move on these Agra roads!
- Rohit : Yes, after living in Chandigarh, these roads must seem chaotic to you.
- Ramesh : Just look at that pedestrian, spinning his walking stick on the busy road as though the road belongs to him.
- Rohit : (to the pedestrian)
Sir, you may hurt someone with your walking stick.
- Pedestrian : Young man, mind your own business. I am free to do what I like with my stick.
- Rohit : I agree, sir, but your freedom might interfere with other people's rights, freedom and safety.
- Pedestrian : Thanks for pointing this out. I've made a note of your suggestion.

Word

Meaning

- | | |
|-----------|--------------|
| 1.chaotic | disorganised |
|-----------|--------------|

LESSON 28

Congratulating

(i) For an examination result

- Teacher : Children, you all must be very eager to know your result.
- Students : Yes ma'am.
- Teacher : You have all done extremely well and I'm proud of this class.
- Students : Thank you ma'am.
- Teacher : The high point in this year's result has been Ankita and Rina's performance. You'll be glad to know that Ankita has stood first in the class. She is also the school topper. Well done Ankita. Congratulations!
- Ankita : Thank you ma'am. You were so encouraging and supportive.
- Teacher : Rina, you have stood second in the class. You have been declared the best All Rounder. Congratulations to you too. May you both continue to do well.
- Students : (to Ankita and Rina) Congratulations! We want a treat!

Word	Meaning
1. eager	keen, excited
2. high point	best part
3. encouraging	giving support, confidence
4. supportive	helpful

(ii) For a promotion

- Ravi : Good morning Sir. Heartiest congratulations!
- Manager : Thank you, Ravi.
- Ravi : Sir, it is a well deserved promotion.
- Manager : Thank you once again.

(iii) For getting admission

- Rina : Rajini you look very excited?
- Rajini : Yes, I've cleared the Medical Entrance Test.
- Rina : That's great. Congratulations!
- Rajini : Thanks.
- Rina : I hope you get admission in a college of your choice.
- Rajini : I hope so too.

(iv) For a new car

Ravi : Rakesh, when did you get this new car?
Rakesh : Just a few minutes ago. I'm driving straight from the showroom.
Ravi : Congratulations! The colour is very pleasing.
Rakesh : Thanks Ravi.

(v) For a new house

Rajesh : Hello Anil, how are you?
Anil : Very well thank you.
Rajesh : I was taking a walk through the colony and I noticed that your house is almost ready.
Anil : Yes, it is almost complete, just a few minor loose ends.
Rajesh : It looks grand. You've put your heart and soul into making it. When are you moving in?
Anil : We will move in on Saturday. In fact, that's why I'm here. I've come to invite you to the house warming party on Sunday at 12:30 p.m.
Rajesh : Thanks. We'll be there and congratulations!

Word/Phrase

1. loose ends
2. heart and soul
3. house warming party

Meaning

- work which is incomplete
with full enthusiasm
a party thrown when one is moving into a new house

(vi) For getting an award

Aunt : Sita, I hear that you've won an award in an All India competition.
Sita : Yes aunty.
Aunt : What was the award for?
Sita : I participated in the All India Essay Writing Competition sponsored by the Tata Group of Industries. I got the second prize.
Aunt : That's really great. Congratulations!
Sita : Thank you aunty.
Aunt : What was the topic?
Sita : We had to write on – 'Building a new India'
Aunt : That sounds very challenging.
Sita : Did you know that half a million students, from a thousand schools participated?
Aunt : Really!
Sita : And they were from thirty one cities across the country.
Aunt : My goodness! That's a very wide coverage.

- Sita : Sixteen essays were short listed and the President of India felicitated us at a special function at the Rashtrapati Bhawan.
- Aunt : Yes, I do remember seeing a photograph in the newspaper of some children with the President. Well done Sita. We're really very proud of you.

Word

1. challenging
2. coverage
3. felicitated

Meaning

- requiring full use of your abilities or resources
- the extent to which something is covered
- congratulated

LESSON 29

Condolences

(i) Passing away of a grandparent

- Rina : Ragini, you haven't been coming to work. Is everything alright?
- Ragini : Not really. My grandfather passed away, so I had gone to Jaipur for a week.
- Rina : I'm extremely sorry to hear that. When I met your grandfather earlier this year, he seemed to be in perfect health. Did he take ill suddenly?
- Ragini : Yes, it was very sudden. Last Friday, after he returned from his morning walk, he felt a little uneasy and complained of a chest pain. Before any help could be given, he had a massive cardiac arrest and collapsed.
- Rina : That's very unfortunate. Even at 80, he was so jovial, energetic and full of life.
- Ragini : I know. Father has taken it rather badly.
- Rina : Losing a parent at any age is difficult but they say, time is the best healer.
- Ragini : Yes, it will take some time for him to accept the situation.
- Rina : Take special care of him.
- Ragini : Yes we will, and thanks so much for your concern.

Word/Phrase

1. uneasy
2. cardiac arrest
3. collapsed
4. unfortunate
5. jovial
6. taken it rather badly

Meaning

- uncomfortable
- heart failure
- fell down because of illness
- unlucky, ill-fated
- cheerful, jolly
- to be very upset

(ii) Passing away of a spouse

- Sunil : I was so shocked to hear about the sad demise of your wife. She was so young. What happened?
- Ravi : It was a brain haemorrhage that caused her death . It was very sudden and unexpected.
- Sunil : I can imagine the pain of losing a spouse specially when the children are so young.
- Ravi : Yes, it is extremely difficult. She was a loving mother and a very devoted wife.
- Sunil : Ravi, my family and I are with you in this hour of grief. May God give you courage to bear this loss.

Word/ Phrase

1. demise
2. haemorrhage
3. sudden
4. unexpected
5. spouse
6. hour of grief

Meaning

- death, the end
severe bleeding inside a person's body
quick, at once
something that comes as a surprise
a husband or wife
a time of sadness

(iii) Losing a member of the staff

Principal : Mrs. Sharma I was sorry to learn that Mr. Sharma passed away last night. We knew he was unwell but didn't expect his end would come so soon.

Mrs. Sharma: Yes. He had been extremely unwell for the past two weeks.

Principal : I just want to tell you that he was one of our finest teachers. His long and dedicated service to the school will always be remembered. The entire staff conveys their deepest sympathies to you and your family. May God give you the strength to bear this loss.

Word/Phrase

1. dedicated
2. sympathies

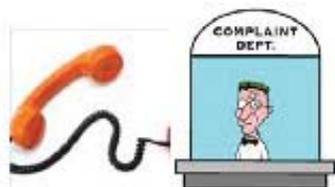
Meaning

- devoted , working hard for a cause
sharing the sad condition of another person

LESSON 30

Complaints

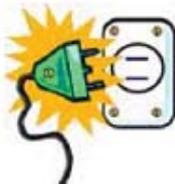
(i) Making a complaint - telephone



- Complaints Asst. : Complaints, *namaskar*.
Ravi : My telephone has been out of order for the past two days.
Complaints Asst. : Your number please?
Ravi : It's 2571284.
Complaints Asst. : I've made a note and the complaint number is 246.
Ravi : Please treat it as urgent. Someone in the house is seriously ill.
Complaints Asst. : Yes, I'll send the linesman over today.
Ravi : Thank you.
Complaints Asst. : You're welcome.

Word	Meaning
1. urgent	very important
2. linesman	a man employed to repair and maintain electrical or telephone lines

(ii) Making a complaint - electricity



- Ravi : I'm Gupta calling from house number C-509.
Secretary of Residents' Society : Yes, Mr. Gupta, how can I help you?
Ravi : The residents of C Block have been complaining about voltage fluctuation. I have also sent two written complaints but no action has been taken so far.
Secretary : I have contacted the Electricity Department and they have promised to send their linesman to check the transformer and the supply line. We are

hopeful that it should get rectified today.
Ravi : Thank you. Please look into it urgently as our appliances may get damaged due to this fluctuation in voltage.
Secretary : Sure, Mr. Gupta and don't worry, I am working on this.

Word	Meaning
1. fluctuation	rising and falling, changing irregularly
2. complaint	statement showing dissatisfaction
3. rectified	repaired, set right

(iii) Making a complaint - water

Ms. Sharma : Hello. Is it the Essential Services, Chirag Delhi?
Officer : Yes, this is the service section. Your complaint, please.
Ms. Sharma : A leaking cistern needs to be repaired and a tap has to be replaced.
Officer : Please let me know your name, address and telephone number.
Ms. Sharma : I am Madhu Sharma calling from B-126 Greater Kailash and my telephone number is 2528067. Please treat this as urgent as a lot of water is being wasted.
Officer : I have noted your complaint Ms. Sharma. I will send the plumber tomorrow at 10:30 am.

Word	Meaning
1. cistern	water storage tank
2. plumber	person who repairs taps

LESSON 31

Requests

(i) Help from a neighbour

- Mr. Gupta : (*rings the bell*) Rakesh, I'm sorry to trouble you at this early hour but I need your help urgently.
- Rakesh : Certainly! How can I help?
- Mr Gupta : Ankita has had a bad fall. She's hit her head on something sharp. She's bleeding profusely. I think she'll need some stitches. Could you rush us to a hospital, please?
- Rakesh : Give me a moment and I'll be there.
- Mr Gupta : Thanks very much.

Word/Phrase

Meaning

1. bleeding profusely when a lot of blood is lost, blood flowing continuously

(ii) Taking advice on cooking

- Sujata : Hi Kavita! How are you?
- Kavita : I'm well thank you, Sujata.
- Sujata : I've been calling you but the line just doesn't connect when needed most.
- Kavita : Anything urgent?
- Sujata : Nothing really. Sunil has called some colleagues over for dinner. I thought I'll try out one or two of your special dishes. You know I'm not much of a cook.
- Kavita : Come on Sujata! What are you planning to serve?
- Sujata : I thought I'll try my hand at some Chinese cooking. Give me the recipe for spring rolls and sweet and sour vegetable.
- Kavita : You can borrow my Tarla Dalal's recipe book and follow the recipe to the letter. You will be able to turn out the most exotic dishes.
- Sujata : Thanks, Kavita. You've really saved the day.

Word/Phrase

Meaning

1. colleagues a person you work along with
2. try my hand try making
3. to the letter follow precisely, exactly
4. exotic out of the ordinary
5. saved the day been a great help

(iii) Help from a teacher

- Rina : Good morning, ma'am.
Teacher : Good morning.
Rina : Ma'am I need some help.
Teacher : Yes, what is it?
Rina : Ma'am, I have a few problems in statistics that I would like to get clarified.
When can I come to you for a few minutes.
Teacher : Come any day after the lunch break. I will be in the staff room.
Rina : Thank you, ma'am.

Word

1. clarify

Meaning

make clear, explain

(iv) Permission for an outing

- Ravi : Dad !
Father: Hello, Ravi. How come you are up so early today?
Ravi : Dad, my friends are going for an outing to Badhkal Lake. Can I also go
with them?
Father: Have you forgotten that your Aunt is coming from Mumbai and she'll be with
us just for two days?
Ravi : Oh! I completely forgot. I don't think I'll go then. I'll persuade my friends to
postpone the trip to next Sunday.

Word

1. persuade
2. postpone

Meaning

convince, influence
put off, reschedule

(v) Request for leave from office

- Asst. Mgr. : May I come in, sir?
Gen. Mgr. : Yes.
Asst. Mgr. : Sir, I have come to request you to grant me three days leave from July 6th
to 9th.
Gen. Mgr. : I hope all's well?
Asst. Mgr. : Sir, my mother had a minor accident. She slipped and fractured her ankle.
Gen. Mgr. : Give me the application. If you need any help please don't hesitate to ask.
Asst. Mgr. : Thank you, sir. That's very kind of you.

Word	Meaning
1. minor	small, not serious
2. hesitate	be reluctant, think twice
3. Asst. Mgr.	Assistant Manager
4. Gen. Mgr.	General Manager

(vi) Request for leave from school

Parent	:	May I come in?
Principal	:	Yes, please come in.
Parent	:	I am Mrs. Singh. My daughter Preeti is a student of class VIII A.
Principal	:	Yes, I can place her.
Parent	:	Madam there is a marriage in our family. I request you to kindly grant Preeti leave for a week from 14th to 21st September.
Principal	:	Leave the application in the office and <u>ensure</u> that she makes up the work that she will miss.
Parent	:	Thank you Ma'am. We'll see to it that she will not <u>lag behind</u> in her work.

Word/Phrase	Meaning
1. ensure	to make sure
2. lag behind	fail to keep up with others

(vii) Taking leave from a get-together

Uday	:	I'm sorry I must leave. My meeting starts in exactly fifteen minutes from now.
Anand	:	I wish you could have stayed longer.
Uday	:	I too wish I could have stayed. I was enjoying the afternoon, but all good things come to an end.
Anand	:	Bye. We will get together again.
Uday	:	Yes, we must. Thanks for coming even though it was for <u>a short while</u> . Good bye.

Word/Phrase	Meaning
1. get-together	informal meeting or a party
2. a short while	very little time

(viii) Invitation for a farewell party

- Mr. Rao : We are planning to have a farewell party for Mr. Gupta. I'd like you to look into the arrangements and send the invitation to him. If it's convenient for him, then please fix it for the 5th of September at six in the evening.
- Ravi : Yes, sir I'll do that. I'll also make all the arrangements.
- Mr. Rao : Don't forget to inform the rest of the staff.
- Ravi : I'll take care of that also.
- Ravi (on the telephone): Good afternoon. May I speak to Mr. Gupta, please?
- Mr. Gupta : Yes, it's Gupta speaking. May I know who's calling?
- Ravi : Sir, this is Ravi from Jay Engineering.
- Mr. Gupta : Hello, Ravi. How are you and how are things at the office?
- Ravi : Very well, thank you. Sir, we want to arrange a farewell for you on the 5th of September at six in the evening. Does that suit you?
- Mr. Gupta : Oh! That's very nice of you. Thank you. Yes, the date and time are fine. I'll be there.
- Ravi : Thank you sir. We look forward to seeing you. Good day.

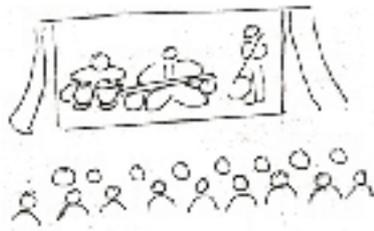
Word	Meaning
1. farewell	send off
2. convenient	suitable

(ix) Invitation for a get-together

- Sita : Reena, I'm having a small get together on Saturday evening, at 4:30 p.m. I would like you to join us.
- Reena : Thank you very much for inviting me. What's the occasion?
- Sita : It's the last day of school, so I thought we could get together and celebrate.
- Reena : Who else is coming?
- Sita : Probably the entire class.
- Reena : That's great. I'll be there at 4:30 p.m. Do you need any help?
- Sita : Oh yes! I will need a lot of help.
- Reena : Alright, I'll come a little early.
- Sita : That will be simply wonderful. Thanks.

Word	Meaning
1. occasion	special event or ceremony

(x) Request to go for a concert



- Ravi : Sumit I have two tickets for Pandit Ravi Shankar's concert. Would you like to join me?
- Sumit : I would love to. When is it?
- Ravi : It's at six this evening at the Kamani Auditorium. We'll leave at five, so that we make it on time.
- Sumit : I'll be ready.
- Ravi : I never miss any of his concerts.
- Sumit : It will be my first experience today, thanks to you.

(xi) Seeking information about travel

- Stranger 1 : Excuse me. Could you please tell me how I can get to Delhi from Agra?
- Stranger 2 : You could take a bus, taxi or go by train.
- Stranger 1 : Are the buses on this route air-conditioned?
- Stranger 2 : Yes, some are.
- Stranger 1 : How frequently do they run?
- Stranger 2 : There is an AC bus to Delhi every hour.
- Stranger 1 : Thank you for the information.

Word

1. route
2. frequently

Meaning

- a way that you follow to get from one place to another
at short intervals, often

(xii) Request for directions

A Chemist

- Mr. Rao : Excuse me. Is there a chemist in this area?
Ravi : Yes, there's one quite close to the Central Hall Library.
Mr Rao : Where's the library?
Ravi : Go straight down this road and at the first traffic light take a right turn. You'll see the Central Hall Library building on the left. Two shops away is the chemist.
Mr Rao : Thanks.

Word

1. chemist

Meaning

a person or shop dealing in medicines

A bus stop

- Mr. Rao : Excuse me. Where is the Inter State Bus Terminus?
Ravi : Oh! It's quite far from here.
Mr Rao : Can you tell me the quickest way of getting there?
Ravi : You'll have to go by an auto-rickshaw or take a local bus.
Mr Rao : Is there a direct bus?
Ravi : Yes, bus number 490 from the next stop will take you straight there.
Mr Rao : Thank you very much.

Word

1. terminus

Meaning

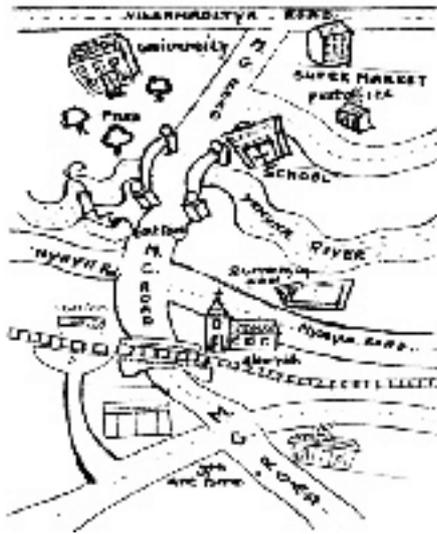
the last station at the end of a railway line, the last stop on a bus route

2. auto-rickshaw

light three-wheeled hooded vehicle

The Church, A Supermarket

- Mr Rao : Excuse me. How do I get to the church?
Ravi : Move straight along M.G. Road till you come to an overhead railway bridge. Go under the bridge and after a short distance you will be at the M.G. Road, Nyaya Marg crossing. Take a right turn from there. Move 200 yards on this road and you will find the church on your right.
Mr Rao : Sorry to trouble you, and how can I get to the super market from the church?



Ravi : As you come out of the Church turn left till you come to the main M.G. Road–Nyaya Marg crossing. Turn right again on M.G. Road and keep moving north. Cross the bridge on the river Yamuna. Pass the school on your right. Keep moving along the road till you come to the M.G. Road, Vikramaditya Marg, T-junction. Turn right and you will find the entry to the Super Market.

Word

1. straight
2. M.G. Road
3. T- Junction

Meaning

- without a bend or curve
- Mahatama Gandhi Road
- a place where two roads meet but do not cross each other

LESSON 32

Talking about the weather

(i) Winter



On the telephone

- Mother : Hello Rina. How are you?
Rina : I'm fine Ma. How are things at home?
Mother : All's well. The weather's a bit nippy now. What about the weather in Srinagar?
Rina : Oh, it's already freezing here, about 6 °C with icy winds blowing.
Mother : Wear enough woollens when you step out and don't forget your cap, muffler and gloves.
Rina : Don't worry, we are always well clad.
Mother : Take care, I'll call again. Bye!

Word	Meaning
1. nippy	cold, chilly
2. clad	clothed, dressed

(ii) Summer



- Rina : Hi, Ragini. Good to see you. When did you return from Nainital?
Ragini: Last night.
Rina : The weather must have been good.

- Ragini: It was simply fabulous. The afternoons were a little warm but the mornings and evenings were extremely pleasant.
- Rina : It has been extremely hot here. We had a light shower the other day. Since then it has become very humid.
- Ragini: Maybe the monsoon is setting in.
- Rina : I hope so. There'll be some respite from this oppressive heat.

Word	Meaning
1. fabulous	wonderful, great
2. shower	light rainfall
3. humid	sticky, damp
4. respite	relief, break
5. oppressive	hard to bear

(iii) Monsoon



- Rina : Ravi, take a look at the sky. It's overcast.
- Ravi : I'm sure there's going to be a heavy downpour.
- Rina : The monsoon seems to have set in.
- Ravi : I'm dreading it, specially the slush on the roads, the humidity, the sweating and the mosquitoes Oh my God!
- Rina : But somehow, I love the rains after the dry heat and the hot winds. Only the power cuts bother me.
- Ravi : Who wants to carry an umbrella or a raincoat all the time?
- Rina : Yes and I recall, you lost two umbrellas last monsoon.
- Ravi : Trust you to remember that!

Word	Meaning
1. overcast	covered with clouds
2. downpour	heavy shower
3. dreading	fearing, afraid
4. humidity	dampness, moisture
5. recall	remember

LESSON 33

Reporting

(i) A burglary

(Enter neighbour whose door bell has been rung.)

- Mr. Singh : You look worried. Any problem?
Mr. Sharma : My house has been burgled.
Mr. Singh : Have you called the police and lodged a complaint?
Mr. Sharma : No, I'm still in a state of shock.
Mr. Singh : Then I'll report it to the police immediately.

(Enter Police Inspector)

- Police : Who is the house owner?
Mr. Sharma : I am. My house has been burgled.
Police : When did you discover it?
Mr. Sharma : After I got back from night duty around 6 a.m.
Police : Was nobody home?
Mr. Sharma : Nobody, sir.
Police : Do not touch anything in the house. We must look for finger prints.
Mr. Sharma : I have not touched anything.
Police : Anything missing?
Mr. Sharma : Yes Sir. An envelope with money in it. The locker was broken.
Police : Other valuables, jewellery?
Mr. Sharma : I'm checking with my wife who is out of station.
Police : Alright, my men will be on the job.

Word/Phrase

1. burgled
2. lodged a complaint
3. finger prints
4. discover
5. valuables
6. jewellery
7. will be on the job

Meaning

- robbed
reported
marks made by a person's finger on a surface
find out
something having great value or price
ornaments which you put on
begin investigating

(ii) A break in

On the telephone

- Officer : Rambagh Police Station. How can I help you?
Ravi : Officer I'm calling from Vatika Kunj, Phase I, Apartment Number 201.

Officer : Yes.
 Ravi : I can hear some strange noises from the apartment above mine.
 Officer : Where are the occupants?
 Ravi : They've gone on a holiday and won't be back till next week. They left the house keys with me.
 Officer : Is there any suspicious movement around your building?
 Ravi : I can see an unknown black car parked at the entrance of our block.
 Officer : Keep a watch. We'll be there in no time.
 Ravi : I'll do that.

The police arrives

Ravi : I'm Ravi. I made the phone call.
 Officer : Where's the apartment?
 Ravi : It's 301, located just above mine.
 Officer : Come with me. Inspector, you wait downstairs and report immediately any untoward happening.

In Apartment 301

Officer : Open the door.
 Mr. Gupta : Who's there? (opens the door)
 Officer : It's the Police, hands up and don't move.
 Mr. Gupta : What?
 Ravi : Oh! Mr. Gupta it's you. Officer, this is Mr. Gupta, the occupant of the house. I thought it was a burglar. When did you get back?
 Mr. Gupta : My leave got cancelled so we got back just a few hours ago. But what's all this?
 Officer : You are lucky to have such a vigilant neighbour. Good night!
 Ravi : Thank you Sir.
 I'll explain the whole story to you Mr Gupta.

Word/Phrase

Meaning

- | | |
|---------------|--|
| 1. occupants | residents |
| 2. suspicious | having a feeling that something is wrong |
| 3. in no time | very soon |
| 4. untoward | unusual, unexpected |
| 5. burglar | thief, intruder |
| 6. vigilant | alert, watchful |

(iii) A fire

- Rohit : Anand look up! Can you see smoke coming out from that tall building?
Anand : Yes, I can see the flames. The building is on fire. Let's report it quickly!
Rohit : There's a PCO booth at the end of the road.

At the booth

- Rohit : I'm calling to report a fire.
Fire Station : Your name please?
Rohit : Rohit Handa.
Fire Station : What is the location of the fire?
Rohit : It's on Station Road in the tall insurance office building near the traffic signals.
Fire Station : This fire has already been reported. A fire brigade is on its way.

Word

1. flames
2. location

Meaning

- a hot bright stream of burning gas that comes from something that burns
position, site, place

LESSON 34

Travel related Conversations

(i) Making plans for the weekend

Vishal : What are you doing this Sunday? Do you want to go see a film?

Kapil : I don't think so. I am not too fond of movies. Don't really enjoy them. Besides, I am tied down with work over the weekend. I will probably work through it.

Vishal : It would be a good idea to have a short break after that. We could go to Badhkal Lake. It's just 30 kms from here. We can leave in the morning and be back in the evening.

Kapil : That would be a good change. I think I'll do that. So we meet next weekend. See you Vishal.

Word/Phrase

1. tied down with work
2. over the weekend
3. work through it

Meaning

- very busy
on Saturday and Sunday
work without a break

(ii) Planning a visit to Corbett National Park



Vishal : What are you doing this weekend Vikas?

Vikas : My vacation begins this weekend. I am going out for a week.

Vishal : Good for you! Where are you going?

Vikas : I am going to Corbett National Park. It is not exactly a stone's throw from here, but it's close enough.

Vishal : That's a great choice. I read about it last year when I was planning to go myself,

but I couldn't make it.

Vikas : That was unfortunate.

Vishal : Anyway, I am sure you will have a great holiday. We'll meet when you get back.

Word/Phrase

1. vacation
2. a stone's throw
3. couldn't make it
4. unfortunate

Meaning

1. holiday
2. nearby, close by
3. could not go
4. unlucky

(iii) A business trip

Gaurav : *(to travel agent)* I need to make bookings for a flight to London. I will also be making a stop at Frankfurt.

Travel agent : Well, we have several fares on offer at the moment. Could I see your papers please? Is this a holiday or a business trip?

Gaurav : Business.

Travel agent : Right. You will need business visas for the UK and one for Germany.

Gaurav : I have the UK visa but will have to apply for the other one.

Travel agent : That's fine.

Word

1. fare
2. business
3. visa

Meaning

1. the price that you pay to travel
2. buying and selling trade
3. a travel document, permission to enter a country

(iv) Passengers on a railway station

Passenger 1 : Which platform will the Goa Express arrive on?

Passenger 2 : Platform No.4. You will have to take the over-bridge to get to it.

Passenger : In that case I'll hire a coolie. He will be able to help me locate my compartment and seat.

Passenger 2 : The announcements say that the train is running an hour late.

Passenger 1 : Oh no! This will upset my plans. I think I'll buy a newspaper and magazines to while away the time.

Passenger 2 : You can also get hot tea, cold drinks and snacks at the stall in that corner.

Passenger 1 : Yes! That's a good idea. I'll go to the waiting room first and have a quick wash.

Passenger 2 : Sure.

Passenger 1 : Thank you for your help.

Word/Phrase

1. over-bridge
2. hire
3. locate
4. upset
5. to while away

Meaning

- a bridge over the railway lines connecting one or more platforms
engage, employ
to find
disturb
pass the time

(v) Wishing goodbye

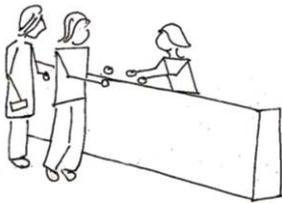
- Rohit : Flight 204 to Calcutta has been announced. Passengers have been asked to board the plane. You better check in.
Amit : I'll do that but the queue is still very long. I'll wait a bit. Thanks so much for all your help, Rohit.
Rohit : You're most welcome. Have a good trip.
Amit : See you soon, take care!

Word/phrase

1. board
2. queue

Meaning

- to get on to a bus, a ship, a train or a plane
a line of people waiting their turn

(vi) Airport - Check-in counter

Suresh is travelling to New York with his daughter Arti.

- Airline Staff : Good morning, sir. Can I have your tickets please?
Suresh : Yes of course. Here they are. Have you started checking in for the flight to New York? Is it on time?
Airline Staff : Yes Sir, we have and it is on time. May I have your passports, please? I need to check the visas. Is that your daughter? Does she have a separate passport?
Suresh : Yes she does. Here are both of them.
Airline Staff : Thank you. Your papers are in order. Do you have a seat preference?
Suresh : Could you give us a front row window seat and one centre seat?

Airline Staff : Let me see. That's not a problem. Here are your boarding cards, sir. You can now go through immigration and security. Have a good flight.

Suresh : Thank you.

Word/Phrase

Meaning

- | | |
|------------------------|--|
| 1. check-in | register at hotel or airport or work place |
| 2. visas | a travel document, permission to enter a country |
| 3. papers are in order | papers are okay |
| 4. preference | something that you like more than the other |
| 5. row | line |
| 6. immigration | permission to enter into another country |
| 7. security | safety check at the airport |

(vii) Airport - At the boarding area

Suresh : Are we going to start boarding soon?

Airline staff : Yes sir. We are just about to announce the flight.

Suresh : Good. My daughter is a little tired. She had to wake up early this morning.

Airline staff : Give me a minute sir. We'll get you on board soon.

Announcement : Flight XZ 222 to JFK is now ready for boarding. We are calling passengers in rows 10 to 30. Please give way to passengers with small children.

Word/Phrase

Meaning

- | | |
|-------------|----------------------|
| 1. boarding | getting on the plane |
| 2. give way | allow one to pass |

LESSON 35

Conversation on the telephone



(i) With the operator

- Operator : Hello, how can I help you?
Ankita : This is Ankita. Can I have Extension 3421, please?
Operator : Certainly, hold on a minute. I'll put you through.
Ankita : Is this Extension 3421? May I speak to Mr. Mathur?
Sumesh : I'm afraid he's out at the moment. Can I take a message?
Ankita : Yes, please. Could you ask him to call me at 9337291? It's urgent.
Sumesh : I'll repeat the number. It's 9-3-3-7-2-9-1 Please let me know your name.
Ankita : I'm Ankita Gupta.
Sumesh : Alright Ms. Gupta. I'll make sure that Mr. Mathur gets in touch with you.

(ii) Introductions on the telephone

1. Hello, this is Kamal on the line. Is that Sumesh?
2. Hello, this is Kamal calling! Sumesh are you able to hear me?
3. Hello, it's Prem from the dentist's office here. I'd like to speak to Mr Mehra regarding his appointment.

(iii) Taking a message

1. I am sorry, Smita is not here at the moment. May I know who is calling?
2. Raghav is not in. Would you like to leave a message?

(iv) Ending a conversation

1. Thanks for calling, I must hang up now.
2. I'll speak to you again!
3. It was nice speaking to you.
4. Do call again.

(v) Making special requests

1. Could you please repeat that?
2. Can you speak a little louder, please?
3. Can you just hold on for a minute? I have another call coming in.

LESSON 36

Expressing Emotions

(i) Happiness



- Mother : I was pleased to see your room today.
Sita : Yes, mother I tried to put things in order.
Mother : You deserve a reward. What would you like?
Sita : Thank you Mother, I'd love an ice cream.

(ii) Surprise



- Sita : Mother, a surprise for you. Make a guess
Mother : Give me a hint Sita.
Sita : It's school related.
Mother : You have become the games captain.
Sita : No, I have become the head girl of my school.
Mother : That's wonderful. I am very happy, Sita.

(iii) Sadness



- Sita : Mother why do you look so sad?

Mother : Sita, I have some bad news for you.
 Sita : What Mother? Tell me fast.
 Mother : Your pet dog, Leo, was hit by a car this morning.
 Sita : Oh no! I don't believe it. What will happen to him?
 Mother : I knew you'd be miserable. We rushed him to the vet and he has put him in the veterinary hospital.

(iv) Displeasure



Ravi : Sumit, I didn't expect this from you.
 Sumit : Why? What have I done?
 Ravi : You disclosed our closely guarded secret to the Dean.
 Sumit : Which secret?
 Ravi : That we were late for class because we were watching the cricket finals of the One Day Series between India and Pakistan till late last night.
 Sumit : I had no choice. The pardon was conditional to our telling the truth.
 Ravi : Oh great! So you actually saved us all.

Word/Phrase

1. disclosed
2. closely guarded
3. pardon
4. conditional to

Meaning

- made known, revealed
 carefully kept
 to forgive somebody for the wrong they have done
 subject to, depending on something

LESSON 37

Expressing Agreement

(i) Between friends

Between friends (a)

- Sita : I have to submit my assignment to Mrs Dey. Rani, will you come along?
Rani : Good idea! I also want some doubts cleared on the term paper.

Word	Meaning
1. submit	give so that it may be considered

Between friends (b)

- Rani : Let's go shopping.
Sita : I really don't need anything. I'll end up wasting money and picking up what I least need.
Rani : After shopping we can eat out as well.
Sita : Great! I would love that.

Between friends (c)

- Sita : Did you enjoy the party?
Rani : I thought it was good fun.
Sita : Did you notice Ragini's blue dress?
Rani : It wasn't blue. It was a dull green.
Sita : I'm very sure it wasn't green.
Rani : I can lay a bet on that.
Sita : All right then. A movie and an ice cream if you win!!
Rani : Done!

Between friends (d)

- Sita : I'm planning a picnic for this Sunday. Do you all agree?

- Rani : I think it's a fabulous idea. Our exams are over, we could do with some fun and relaxation.
- Sita : OK, then let's plan out everything, the place, the eats etc.
- Rani : Today let's just decide on the place. Other things we can plan later.
- Ravi : How about Suraj Kund?
- Rani : Definitely not! That's hardly a place for a picnic. I suggest we go to Buddha Jayanti Park or the Rose Garden.
- Ravi : The Rose Garden is a good idea. The flowers will be in full bloom too.
- Sita : Yes, that's a wonderful suggestion. We'll settle for the Rose Garden.

Word	Meaning
1.fabulous	great, wonderful

(ii) With parents

- Mother : Well done Rani. We really didn't expect such a great performance from you.
- Father : You acted very well. We are proud of you.
- Mother : I liked the way you fell down. You were so natural.
- Rani : Thanks Mom. Thanks Dad.
- Father : I think Ragini could have put more life into her role.
- Mother : Quite right. And what about Ravi? His dialogues were very ineffective.
- Rani : We all tried very hard to improve his performance but I suppose the ability to act is inborn.
- Mother : Yes, I quite agree.

Word	Meaning
1. performance	presentation
2. ineffective	not producing the required effect
3. inborn	inherited, natural

LESSON 38

Miscellaneous

(i) Likes and dislikes

(In a shop)

- Wife : Listen, I was thinking of buying some new bed-sheets for the home.
Husband : Yes, we can certainly do with some.
Wife : Perhaps we could buy this pair? I like floral patterns.
Husband : I prefer this one with the geometric design. I think it looks smart.
Wife : I suppose you are right. Geometric design in lighter shades, will be nice for the summer.
Husband : Personally I prefer darker shades, but we'll settle for this lighter one.
Wife : I am glad we found something that we both like.
Husband : Please pack both these sets and get the bill made. Thank you.

Word/Phrase

Meaning

- | | |
|---------------|--|
| 1. floral | decorated with pictures of flowers |
| 2. geometric | of or like the lines, figures used in geometry |
| 3. personally | in my opinion |
| 4. settle for | decide on |

(ii) Water - The Elixir of Life

(A classroom scene)

- Sita : Ms Kaul, I read in today's newspaper that 22nd of March is World Water Day. What is the importance of this day?
Ms. Kaul : Sita, did you read the important line that followed? "Pearls don't sustain life. Drops of water do". This sentence itself answers your question. It's a day to draw our attention to Water. Water you know is the elixir of life.
Gita : But I have read that 71% of the earth's surface is covered with water.
Ms. Kaul : You're right. But only 3 % of this water is non-saline. And all of this 3% is not potable.
Sita : Madam, but what is potable water?
Ms. Kaul : Potable water is water which is fit for human consumption.
Sita : These figures are eye-openers and we human beings are handling this precious gift so carelessly.
Ms. Kaul : Yes, you're absolutely right. We are not only polluting but are wasting water every second.

- Gita : Thank you madam. You have really made us aware of the importance of water. We promise to be careful in future. We will try and conserve every drop.
- Sita : Now we know why 22nd March is so important.

Word	Meaning
1. elixir	magic drink that is believed to cure illness or make people live forever
2. sustain	support
3. potable	drinkable
4. consumption	intake, use
5. eye-opener	making known
6. human being	man
7. precious	valuable
8. polluting	dirtying, contaminating
9. conserve	save

(iii) Plastics - A bane

- Customer : I'd like a loaf of bread, please.
- Shopkeeper : Certainly, sir. Would you like a plastic bag to put it in?
- Customer : No, thank you. I have brought my own basket.
- Shopkeeper : We do appreciate customers who help us in reducing the use of plastic bags.
- Customer : People are encouraged to reuse bags in most shops now. The world is slowly waking up to the ill effects of plastic on our environment.
- Shopkeeper : You are right, sir. The new code now is the three R's - Reduce, Reuse and Recycle. I wish we had more customers like you.

Word	Meaning
1. appreciate	value, welcome
2. waking up	realising, getting interested in
3. environment	our surroundings- for example, land, air and water, in which we live

(iv) A visit to a library

- Librarian : Good morning. What can I do for you?
- Student : I am a student of the Social Sciences Department. I am looking for some resource material for a project. I need your guidance.

Librarian : Your card please. Have you made your entry?



Student : Yes, madam. Here is my card. Where can I find this reference material?

Librarian : We have a library catalogue, manual catalogue cabinets as well as computer terminals to help you locate your material. We even have a Technical Services Librarian to assist you.

Student : Can I get material issued?

Librarian : No, that won't be possible because reference material cannot be taken out of the library. You can read it here or request a photocopy. The Reference Services Librarian can help you.

Student : Thank you very much for your help.

Librarian : You're welcome.

Word

1. resource
2. reference
3. library
4. catalogue
5. cabinet
6. librarian
7. issued

Meaning

- reference material
direction to page, a book
collection of books
a book containing a list of items
a cupboard for storing
in-charge of a library
given or made available

(v) A visit to a barber

Barber : Hello Ram, I am seeing you after a long time.

Ram : Yes, the length of my hair tells how long it's been. I surely need a hair cut.

Barber : Have a seat and tell me how you would like it cut.

Ram : Well I would like to grow my hair, long enough, for a pony tail, but my father just won't agree!

Barber : The choice is yours. I could even shave your head, if you choose. It's the in thing these days.

Ram : Certainly not. Give me a short trendy hair-cut. Let me make my family happy.

Barber : OK. Then I will give you a crew cut.

Ram : Done!

(vi) Traffic chaos

- Sahil : Sorry I'm late for office. The traffic was chaotic today.
- Office Asst. : That's because they started the work on the new Metro yesterday.
- Sahil : Yes, and by tomorrow things are going to get much worse. You know they are sealing off a portion of the road?
- Office Asst. : In that case they will have to divert the traffic.
- Sahil : Yes, they will have to do that. Now commuting to office is going to take much longer for the next couple of years.
- Office Asst. : I am also told that work will be in full swing by next week. The pavement shops will be moved to another area in the next fortnight.
- Sahil : That will make shopping more difficult.
- Office Asst. : It will, but this is a small price for a new metro!

Word/phrase

Meaning

- | | |
|------------------|--|
| 1. chaotic | great disorder |
| 2. sealing off | closing off |
| 3. divert | to change the route |
| 4. commuting | to travel regularly by bus, train etc., to your place of work and back |
| 5. in full swing | working at full speed |
| 6. fortnight | a period of two weeks |

(vii) A businessman's busy schedule

- Mr. Singh : You're really a busy man. How do you keep up with this schedule?
- Mr. Raju : One just has to keep going! Today, the 7th of May I'm with you in Delhi.
- Mr. Singh : And yesterday?
- Mr. Raju : Yesterday and the day before yesterday, that is on the 5th and 6th of May I was in Mumbai.
- Mr. Singh : Why don't you give yourself a break? Relax in Delhi for a day.
- Mr. Raju : Impossible! Tomorrow and the day after, that is, on the 7th and 8th of May, there are important meetings in Mumbai again. I'll have to fly back.
- Mr. Singh : Thank goodness for the weekend! You can take it easy on Sunday.
- Mr. Raju : I'm looking forward to it. It will give me time to relax.

Word

Meaning

- | | |
|-------------|-------------------------|
| 1. schedule | agenda, plan, programme |
| 2. weekend | Saturday, Sunday |

(viii) Two friends talking about a film

- Sita : Where were you last evening? I tried to call you.
Geeta : I went to see a film. It was an excellent film and very moving.
Seeta : What was it about?
Geeta : It was about a ten year old dyslexic child who was given up as a hopeless case both at home and school.
Sita : That's interesting. Then what happens?
Geeta : A dedicated teacher takes up this child as a challenge and works wonders with him.
Sita : What does the teacher do?
Geeta : With love, patience and perseverance he develops the latent artistic skills in the child.
Sita : And the film ends on a happy note?
Geeta : Yes, the once depressed, hopeless child turns out to be a budding artist. He sees a ray of hope in his life. He has a reason to live.

Word

1. dyslexic
2. dedicated
3. patience
4. perseverance
5. latent
6. budding

Meaning

- person having mental difficulty in reading and writing
devoted to a cause
having the quality of putting up with difficulties and hardships in a calm and quiet manner
the quality of not giving up, continue steadfastly
existing but undeveloped
beginning to develop

(ix) Opening a bank account

- Client : Good morning, sir. May I come in?
Bank manager : Good morning. Yes please do. Can I help you?
Client : I would like to open a savings account in your bank. What is the procedure?
Bank manager : Would you like to open an account in a single name or in joint names?
Client : I would like to open a joint account with my father.
Bank manager : In that case both of you have to submit identification papers and a set of two photographs each.
Client : Would it be alright if I brought a photocopy of my driving licence?
Bank manager : Yes that would be fine. In fact, photocopies of your voter's card electricity bill, or pan card are accepted.
Client : Is that all that is required?
Bank manager : Just one more requirement, we need an introduction by an account holder of our bank.

Client : Fine I'll get that. Just two more clarifications, please. What is the minimum bank balance needed for opening the account and what is the interest rate on a savings account?

Bank manager : The minimum balance is ₹ 500 and we are offering an interest rate of 3.5% on the savings account these days.

Client : I'll be back with the identification papers, the photographs, the letter of introduction and the money.

Bank manager : Yes, on opening an account with us we will give you a cheque book for withdrawals and a pass book for keeping an account. Both you and your father can operate the account

Client : Thank you for all the help.

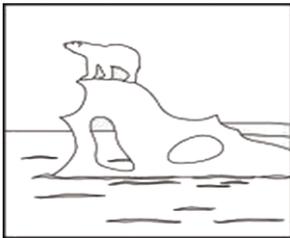
Bank manager : A friendly and prompt customer service is our motto.

Word

Meaning

- | | |
|-------------------|--|
| 1. procedure | the correct way of doing something |
| 2. joint account | a bank account in the name of more than one person |
| 3. identification | the process of showing who somebody is |
| 4. accept | to take or receive something |
| 5. required | needed |
| 6. clarification | to make clear or easy to understand |
| 7. client | a person who uses the services of an organisation |
| 8. withdraw | to take out |

(x) Global warming



Two students cycling to school...

Ravi : Look at that ugly garbage dump in our Heritage City, Agra.

Sumit : Just put a match stick to it! It will be over in two minutes.

Ravi : Easier said than done, Sumit. The garbage has so much plastic material in it and burning plastic can be tragic for the atmosphere.

Sumit : How?

Ravi : It will only add more toxic gases to the atmosphere and speed up global warming.

- Sumit : Well, what is the solution?
- Ravi : Most of the garbage is just waste food, vegetable peels, scrap paper, bits of cloth etc., that can be put into compost pits to become manure.
- Sumit : So the problem is with the plastic material in the garbage heaps.
- Ravi : Yes, it must be stored separately and sent for recycling. That is one of the solutions.
- Sumit : I have so many queries. Let's talk to our environment expert, Ms. Kaul tomorrow about this burning issue.

Global Warming

Classroom Scene

- Sumit and Ravi: Good morning, Ms. Kaul!
- Ms. Kaul : Good morning, boys!
- Ravi : Sumit and I had some queries about global warming.
- Sumit : What exactly is global warming?
- Ms. Kaul : Global warming means the average increase in the earth's temperature. This happens mainly because of the alarming rise in the carbon dioxide levels in the atmosphere.
- Ravi : So, what are the adverse effects of this rise in carbon dioxide and temperature?
- Ms. Kaul : Even one degree centigrade can cause serious damage to plants, wildlife and humans on our planet.
- Sumit : What exactly will happen?
- Ms. Kaul : There will be glacial meltdown and sea-levels will rise, which will lead to changes in the climate and rainfall patterns.
- Ravi : What about us in India?
- Ms. Kaul : Well, environmentalists are putting their heads together to work out solutions, but it is a difficult task requiring the co-operation of all the nations of the world.
- Sumit : Do you mean that they will not co-operate?
- Ms. Kaul : Cutting down carbon dioxide emissions is a major task and not easy to control.
- Ravi : What can we do at our end to stop the world from becoming uninhabitable?
- Ms. Kaul : Start working on projects like:
Cleaner Earth, Greener Earth!
Say No to plastics!
Say No to cars! Walk and cycle to save the Earth!

Word/Phrase

1. garbage
2. it will be over
3. easier said than done

Meaning

- waste material
it will finish
not a simple task

- | | |
|---------------------------------|---|
| 4. compost pits | pits where vegetable waste is kept to decompose into manure |
| 5. recycle | reuse |
| 6. burning issue | very urgent problem |
| 7. drought | shortage of water |
| 8. putting their heads together | working together to solve a problem |
| 9. uninhabitable | not fit to live in |

(xi) Interviews

Interview 1

- Interviewer : Are you Ravi?
 Ravi : Yes Sir. I'm Ravi Prasad.
 Interviewer : Do come in. Have a seat please.
 Ravi: : Thank you, Sir.
 Interviewer : Ravi, tell me about yourself. Your family background, educational qualifications (achievements in your college life) and any other thing you would like to mention.
 Ravi : Sir, my father is a teacher in the Allahabad University. He is the Head of the Department there. I have two brothers. I have just completed my Masters degree in Business Administration with a specialization in Human Resources.

Interview 2

- Vikram : Sir, may I come in?
 Interviewer : Come in Vikram. Sit down.
 Vikram : Thank You Sir.
 Interviewer : Now tell me, why you applied for the post.
 Vikram : Sir, Sri Ram Fibers is a renowned firm and I was keen to get into the corporate world. The post of Junior Engineer in this firm was something that I could take up as I have the qualification and experience required for this job.
 Interviewer : Your résumé here tells me you have done your B. Tech from IIT Delhi. Any other experience that you would like to mention.
 Vikram : Sir, I had the opportunity for a Summer Internship with Voltas, an established company. I was exposed to the business environment and the daily routine in the corporate world. I experienced meeting clients, designing employee benefit plans. I also observed analysis of market statistics and strategies. I can say that this summer internship has given me a great deal of confidence.

Interview 3

- Interviewer : Why do you think you are the right person for this job?

- Applicant : Sir I am confident that I would fulfill your requirement for this job. I hold a Diploma in engineering with a good academic record. I scored a grade average of 9.01. My knowledge about automobiles is good as I had the opportunity of training in an automobile company for my summer internship. I understand the environment of the workshop floor as I was exposed to it.
- Interviewer : Is there anything else you would like to tell us about yourself.
- Applicant : Sir I would like to mention that I have the interpersonal skills that are required in any workplace today.
- Interviewer : You mentioned that you have interpersonal skills. Have you faced a conflict with any fellow student or a senior? How did you solve it?
- Applicant : Yes I have faced conflicts from time to time. When working in/with a team there are often differences in the operating procedures. On one occasion the deadline for completion of a major poster presentation project was not met. There were misunderstandings and disagreements. We discussed the matter and I was able to convince them to re-do the poster. This prevented us from getting a poor grade, and in fact, we got a perfect score for our work.

Some Commonly Asked Questions

Why did you apply for this job with New Holland?

1. I had the qualifications and training required for this job. I have completed my degree in and have had the opportunity for Summer Training/ Internship with Eicher Tractors. During my training I observed the process of manufacturing and assembling of tractor components. We studied time and energy saving devices and techniques to improve production.
2. I have the qualifications that are required for the post of Software Designer/ Consultant in your company (Headstrong). I have completed my MBA with aggregate of 88.2 and have had exposure to designing and programming of I.T. related courses. I am quite confident that I will be able to handle this job/ assignment to the satisfaction of the company.

What are your weaknesses?

1. The area in which I think I need to improve is in communicating with people. Although I speak English there at times when I am unable to convey and convince people of what I actually want. To overcome this weakness, I am trying to improve my vocabulary and fluency in speaking English. I listen to the news and read the newspaper regularly. I think this has helped in improving my command over the English language.
2. One other area in which I think I need to improve is the field of Information and Technology. Although I have basic computer skills, I would like to gain more proficiency and knowledge about different Software and their applications. I am attending a special course in this field for the past few months to improve in this area. This would help me to perform better in my work.