

This Question Paper consists of 39 questions and 16 printed pages.

Roll No.

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Code No. **70/OSS/2**

SET -

A

ENGLISH (302)

Day and Date of Examination _____

Signature of Invigilators 1. _____

2. _____

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.
2. Please check the Question Paper to verify that the total pages and total number of questions contained in the Question Paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. Making any identification mark in the Answer-Book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
4. Write your Question Paper Code No. **70/OSS/2-**

A

 on the Answer-Book.

ENGLISH

(302)

Time : 3 Hours]

[Maximum Marks : 100

- Note :**
- (i) There are **39** questions in all, divided into two parts.
 - (ii) **All** questions are **compulsory**.
 - (iii) Marks for each question are indicated against it.
 - (iv) Question Nos. **1** to **19** are carrying **1** mark each. Some of them are in subparts that include MCQ, Fill in the blanks, True-False, Match the column, One-word answers type questions.
 - (v) Q. No. **20, 22 to 29, 31-33, 35** and **37** are short answer questions carrying **2** marks each. Answers to these questions should not exceed **30** words each.
 - (vi) Q. No. **21, 30** and **34** are carrying **3** marks. Answers to these questions should not exceed **40** words.
 - (vii) Q. No. **38** and **39** are carrying **4** marks each. Answers to these questions should not exceed **100** words.
 - (viii) Q. No. **36** is a long answer question carrying **5** marks. Answer to this question should not exceed **150-200** words.
 - (ix) Questions have to be attempted either from optional **Module I** or optional **Module II** in all sections.

NOTE :

- (1) Answers of all questions are to be given in the Answer-Book given to you.
 - (2) 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 02.15 p.m. From 02.15 p.m. to 02.30 p.m., the students will read the question paper only and will not write any answer on the Answer-Book during this period.
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PART - A

SECTION - A

(Prescribed texts)

1 Choose the correct alternatives. **1×2=2**

(i) What condition were the leaves in, according to the poem, ‘The Road not taken’?

- (A) They were stepped on
- (B) No one had walked on them
- (C) They were wet
- (D) They were yellow

(ii) What does the poem, ‘Where the mind is without fear’ suggest the speaker wants for their country?

- (A) To stay asleep forever
- (B) To wake up to freedom
- (C) To remain unchanged
- (D) To forget its past

2 Answer the following questions : **1×3=3**

(i) What does the speaker mean by saying the choice has made “all the difference”?

(ii) How does the speaker describe the state of the house after her grandmother’s death?

(iii) Why did the villagers chant prayers and perform rituals after the scorpion stung the poet’s mother?

- 3 Read the following text carefully and identify the ‘True and False’ sentences. 1×3=3

Anxiety is contagious and passes onto other students, teachers and parents. Adolescents, when stressed out, tend to perceive everything as an emergency. Some of the reasons for increase in stress level are identity crisis, the need to make career-oriented decisions, teachers' and parents' attitude and peer pressure. The inability to communicate with parents also plays a major role.

Good memory depends upon a good brain. The brain needs a good supply of oxygen, glucose, calcium, phosphorus and iron. So make sure you sit in a well-ventilated place when studying. Your diet should include milk, cheese, walnuts, wheat germ, green leafy vegetables, ragi and dates. Do not forget that “breakfast is the brain food”.

- (i) Adolescents often perceive everything as an emergency when they are relaxed.
- (ii) Poor communication with parents can contribute to increased stress levels in adolescents.
- (iii) A well-ventilated study environment is unnecessary for good brain function.

- 4 Match the column with reference to “A Tiger in the Tunnel”. 1×4=4

- | | |
|---------------------|--|
| (i) Baldeo | (a) A 12-year old boy who takes on responsibilities after his father’s death. |
| (ii) Tembu | (b) A fierce man-eating predator of the jungle, eventually killed by the train. |
| (iii) The Tiger | (c) A grieving woman managing her family amidst loss and hardship |
| (iv) Tembu’s Mother | (d) A brave watchman skilled with an axe, who sacrifices his life defending the railway. |

- 5 Choose the correct alternatives : 1×2=2

- (i) How did Aunt Pramela describe Aradhana when she was first brought home?
(A) Tall and skinny (B) Skinny and dark
(C) Small and quiet (D) Dark and tall
- (ii) What did Baldeo do when officials offered to buy his axe?
(A) Sold it immediately (B) Considered the offer
(C) Bargained for more money (D) Refused to sell it.

SECTION - B
(Non-prescribed Texts)

Read the following passage carefully and answer question no. 6 and 7.

Toys play a vital role in a child's growth and development, making them essential tools in early childhood. They are not just sources of entertainment but also contribute significantly to a child's cognitive, physical, emotional, and social development. Educational toys like puzzles and building blocks stimulate cognitive skills, enhance problem-solving abilities and encourage creativity. They help children develop fine and gross motor skills, improving hand-eye coordination and physical dexterity through play.

Socially, toys teach children important life skills such as sharing, cooperation, and empathy, especially when they engage in group play or role-playing games. Emotional development is fostered as children express their feelings and navigate different scenarios with their toys, often finding comfort and a sense of security.

Furthermore, toys that incorporate language and storytelling elements promote language development and expand vocabulary. Creative toys, such as art supplies and musical instruments, nurture imagination and innovation, allowing children to explore their interests and talents.

Overall, toys are crucial in laying the foundation for lifelong learning and development. They support holistic growth by blending fun with essential developmental activities, making playtime a fundamental part of a child's daily routine. The importance of toys in shaping well-rounded, capable individuals cannot be overstated.

- 6 Complete the following sentences : 1×3=3
- (i) Educational toys stimulate cognitive skills and _____ in child's development.
- (ii) Toys contribute to a child's emotional development by helping them express _____ and providing comfort.
- (iii) The role of creative toys is to nurture _____ and innovation.
- 7 Choose the correct alternatives : 1×3=3
- (i) What life skills can children learn through group play with toys?
- (A) Independence and isolation
- (B) Sharing, co-operation and empathy
- (C) Competition and rivalry
- (D) Laziness and disinterest

- (ii) Which aspect of development is promoted by toys that incorporate language and storytelling elements?
- (A) Physical development
 - (B) Language development and vocabulary expansion
 - (C) Reduced Creativity
 - (D) Decreased social skills
- (iii) What is the overall effect of toys in a child's daily routine?
- (A) Toys are optional and have minimal impact.
 - (B) Toys are crucial for holistic growth and lifelong learning.
 - (C) Toys are only for recreational purposes.
 - (D) Toys hinder a child's ability to learn.

8 Read the following passage and identify the True or False sentences : **1×6=6**

In the sweltering heat of summer, nothing provides more relief and refreshment than a cool drink. Whether it's a glass of freshly squeezed lemonade, a chilled soda, a smoothie brimming with fresh fruits, or a traditional beverage like buttermilk or iced tea, cool drinks are a solace that quenches our thirst and revitalizes our spirits. These beverages are not only a source of hydration but also bring a burst of flavour that can elevate our mood. For instance, the tangy zest of lemonade or the sweet indulgence of a mango smoothie can instantly transport us to a state of bliss. Traditional drinks like lassi, a yogurt-based beverage, or nimbu pani, a simple yet effective lime water, are staples in many cultures, offering both taste and cooling effect.

Moreover, cool drinks provide a social experience, often enjoyed with friends and family during picnics, barbecues, or casual gatherings. They are also a symbol of hospitality, with hosts offering chilled beverages to welcome guests and beat the heat together.

In essence, cool drinks are a delightful remedy for summer's intensity, offering hydration, pleasure, and a moment of respite from the relentless sun. They remind us to savour the simple joys and refreshing moments that come with the season.

- (i) Cool drinks provide hydration throughout the year, not just in summer.
- (ii) The passage states that cool drinks elevate our mood.
- (iii) Traditional drinks like lassi and nimbu pani are still popular in many cultures.
- (iv) Cool drinks are often enjoyed with friends and family, fostering social interactions.
- (v) The passage highlights hydration, flavour and social aspects as important benefits of cool drinks.
- (vi) The primary purpose of cool drinks during summer is not to provide relief from the heat.

SECTION - C

(Grammar)

- 9** Fill in the blanks with appropriate form of verbs : **1×3=3**
- (i) The dog _____ (bark) loudly all night.
- (ii) The sun _____ (rise) in the east.
- (iii) I was _____ (watch) a movie when the power went out.
-
- 10** Choose the correct alternatives: **1×4=4**
- (i) In the sentence, “By studying regularly, she improved her grades”, ‘studying’ is a :
- (A) Gerund (B) Participle
- (C) Finite verb (D) Infinitive
- (ii) Which of the following sentences contains a non-finite verb?
- (A) We will attend the meeting.
- (B) She was reading a book.
- (C) He plans to visit his grandparents.
- (D) They are discussing the project.
- (iii) In the sentence, ‘I saw him running to catch the bus’, ‘running’ functions as a / an:
- (A) Gerund (B) Participle
- (C) Finite Verb (D) Infinitive
- (iv) In the sentence, “He enjoys reading novels”, the non-finite verb is a / an:
- (A) Gerund (B) Participle
- (C) Finite Verb (D) Infinitive
-
- 11** Fill in the blanks with appropriate ‘Wh’ - questions : **1×2=2**
- (i) _____ is the nearest train station? It’s just a five-minute walk from here.
- (ii) _____ are we meeting for lunch? At 1.00 p.m.

SECTION - D
(Functional Writing Skills)

- 12** Choose the correct alternatives : **1×4=4**
- (i) What is the purpose of the ‘Salutation’ in a formal letter?
 - (A) To introduce the sender
 - (B) To greet the recipient formally
 - (C) To conclude the letter
 - (D) To mention the subject of the letter
 - (ii) What is the main purpose of ‘Subheading’ in note-making?
 - (A) To highlight the title of the note.
 - (B) To organize the note into different sections.
 - (C) To give a summary of the content.
 - (D) To provide personal opinions on the topic.
 - (iii) Where should the ‘Subject’ be mentioned in a formal letter?
 - (A) After the salutation
 - (B) Before the body of the letter
 - (C) After the date
 - (D) At the end of the letter
 - (iv) Which of the following is the best way to begin a summary in note-making?
 - (A) By writing a detailed introduction to the topic.
 - (B) By listing all the facts and data presented.
 - (C) By stating the main theme or purpose of the content.
 - (D) By using long paragraphs.
- 13** Read the statements carefully and identify them as True or False: **1×4=4**
- (i) In note-making, sub-headings are used to organize the content into different sections.
 - (ii) The date is not an essential element in the format of note-making.
 - (iii) In a summary, it is important to present personal opinions about the topic.
 - (iv) The body of a formal letter should be written in clear, concise paragraphs without unnecessary details.
- 14** Answer the following questions in one or two words : **1×2=2**
- (i) What is the purpose of the headline or title in an article?
 - (ii) Where should the supporting details appear in a paragraph?

SECTION - E : Option - I
(English for Receptionists)

Read the questions carefully and choose the suitable answer :

- 15** Which of the following items is NOT mentioned as something a receptionist should keep on their desk? **1**
- (A) A railway timetable (B) Flight schedules
(C) A guest feedback survey (D) Information about tourist attractions
- 16** What is the purpose of an ‘appointment diary’ for a receptionist? **1**
- (A) To track guests payments
(B) To list who is coming to see whom and when
(C) To note guests’ food preferences
(D) To store details of staff holidays.
- 17** The underlined expression used in this conversation is not appropriate on the phone. Choose the correct response from the option given : **1**
- Receptionist : Welcome to Grand Plaza Hotel. How may I assist you?
Customer : Hello! I need to book a room for a business trip.
Receptionist : Of course! When are you planning to stay?
Customer : I’ll be there from November 5th Wednesday,
to November 7th Friday.
- (A) When is your plan?
(B) Certainly! When are you planning to stay?
(C) Why are you planning?
(D) Of course! Why are you planning?
- 18** Why is it necessary for a receptionist to repeat telephone numbers? **1**
- (A) To ensure accuracy and clear communication
(B) To entertain callers
(C) To create a record of call
(D) To avoid using too many numbers
- 19** Why is it important for a receptionist to keep control of the conversation? **1**
- (A) To maintain a friendly tone
(B) To avoid giving offense
(C) To prevent telephone lines from being needlessly engaged
(D) To provide long explanations

SECTION - E : Option - II
(ESP for Office Use)

Read the questions carefully and choose suitable answers :

- 15** Study and practise the short exchanges / dialogues given below. Identify the relationship. **1**
X : Good Morning, Dr. Sharma. How are you today?
Y : Good Morning, Mr. Patel, I am fine, thank you. How are you?
X : I am well, thank you.
(A) Formal (B) Informal
(C) Neutral (D) None of these
- 16** If someone ends an email with 'BRB', they are likely to : **1**
(A) Return to the conversation shortly
(B) Disagree with the previous statements.
(C) Share their opinion on the matter.
(D) Provide additional information
- 17** Why is it important to assess your own abilities before an interview? **1**
(i) To identify your weakness.
(ii) To avoid discussing your skills.
(iii) To tailor your responses to the job requirements.
(A) All options are true (B) Only (i) is true
(C) Only (iii) is true (D) Both (ii) and (iii) are true
- 18** You have to write an e-mail to VIJAY Travels, asking them to cancel your bus tickets to Chennai and the Hotel accommodation they had booked for you. You will inform about the changed date in near future. Select the appropriate points from the following : **1**
(A) Cancel reservations, will decide upon new dates, regret the inconvenience caused.
(B) Cancel reservations, will inform about the new dates, regret the inconvenience caused.
(C) Postpone reservations, will inform about new dates, regret inconvenience caused.
(D) Cancel reservations, will inform about new dates, requested to return the booking amount.
- 19** You have to introduce your friend to your colleague. Which expression would you use? Select the correct response. **1**
(A) Good Morning Sir. My friend.
(B) My friend Sir.
(C) Good Morning Sir. He is my friend Mr. Nishanth.
(D) Old friend Sir.

PART - B

SECTION - A

(Prescribed Texts)

20 Answer **any one** of the following : **2×1=2**

- (i) What does the speaker mean by saying the choice has made “all the difference”? (The Road Not Taken)
- (ii) How does the poet envision the relationship between thought and action in his ideal country? (Where the Mind is without fear)

21 Answer **any one** of the following questions : **3×1=3**

- (i) How does the poet’s personification of the house as withdrawing into silence after her grandmother’s death emphasize the profound impact of her loss?
- (ii) Do you think the roads in the poem represent only opportunities, or could they symbolize something more complex like values or identity? Why?

Answer the following questions :

22 What observations or clues led the doctor to realize that the watch he was looking at was not his own? **2**

23 What does Gerrard do for a living? How do we know? **2**

OR

Who was cleverer : Gerrard or the Intruder? Why do you think so?

24 Why did Bholi reject Bishamber’s marriage proposal? **2**

SECTION - B
(Non Prescribed Texts)

Read the given passage carefully and answer question no. **25** to **27**.

Collecting stamps is a fascinating hobby that not only offers a glimpse into history but also provides a platform to appreciate and honour our heroes. Each stamp tells a story, capturing significant moments, influential figures, and cultural milestones. For stamp collectors, known as philatelists, each piece of their collection is a treasured artifact that connects them to the past.

Stamps featuring National heroes, freedom fighters, scientists, artists, and other notable personalities serve as miniature tributes to their contributions. These small yet powerful pieces of paper celebrate the lives and achievements of those who have shaped our world. By collecting stamps, individuals can learn about these heroes' remarkable journeys and the impact they have had on society.

Moreover, stamp collecting encourages a deeper understanding of history, geography, and culture. It is a hobby that promotes patience, organization, and attention to detail. As collectors carefully curate and study their collections, they develop a profound appreciation for the stories and legacies that each stamp represents. In essence, collecting stamps is a rewarding hobby that pays homage to our heroes and preserves their memory for future generations.

- 25** What are some of the significant moments and figures that stamps can represent according to the text? **2**
- 26** How does the text describe the relationship between philatelists and their collections? Provide specific examples from the text. **2**

OR

In what ways does stamp collecting promote skills such as patience and organization?

- 27** What impact do stamps featuring national heroes have on our understanding of their contributions to society? Use evidence from the text to support your answer. **2**

Read the given passage carefully and answer question no. 28 to 30.

Mangoes, often referred to as the “King of fruits”, hold a special place in the hearts and taste buds of many, especially during the summer months. This tropical delight, with its rich, sweet flavour and juicy flesh, provides a refreshing respite from the scorching heat. Originating from South Asia, mangoes have been cultivated over 4,000 years and are celebrated for their versatile use in various culinary traditions.

Mangoes, a summer favourite, delight with vibrant hues and versatile uses, from fresh slices to desserts like lassi and aamras. Nutrient-rich, they offer Vitamin C, Vitamin A, and anti-oxidants, boosting immunity, enhancing skin health, and aiding digestion. Mangoes, symbolizing summer, bring joy and nostalgia with family gatherings and festive moments. Loved by children, they turn mango-eating into a fun, merry experience. Beyond nutrition, they add tropical flavour, making the hot season sweeter and more enjoyable.

- 28 Based on the text, what are some of the nutritional benefits of mangoes and how do they contribute to health? 2

OR

Describe the cultural significance of mangoes as mentioned in the text. How do they relate to family gatherings and summer experiences?

- 29 What are some of the culinary uses of mangoes highlighted in the text? Provide at least two examples. 2

- 30 Find a word similar in meaning from the passage : 1×3=3

- (i) grown
- (ii) multipurpose
- (iii) nourishment

SECTION - C
(Grammar)

- 31** Fill in the blanks using the passive form of the verbs given in the brackets : **1×2=2**
- (i) The rooms _____ (clean) regularly when the hotel _____ (use) to operate under new management.
- (ii) Books _____ (borrow) from the library when students _____ (use) to spend more time reading.
- 32** Change the following questions into indirect speech : **1×2=2**
- (i) “Why did you leave the birthday party early?” he asked.
- (ii) “Can you help me with this task?” asked Janvi.
- 33** Join the following sentences using the connectors given against each pair. **1×2=2**
- (i) She is very talented.
She remains humble. (although)
- (ii) The students arrived early.
The teacher had given prior instructions. (as)

SECTION - D
(Functional writing skill)

- 34** Answer **any one** of the following questions : **3×1=3**
- (i) Make a summary of the following passage :
- Sweets and celebrations are inseparable companions, deeply intertwined in bringing joy and happiness to people around the world. Whether it's a festive occasion, a milestone achievement, or a cultural festival, sweets play a pivotal role in enhancing the celebratory spirit. Their delightful flavours and vibrant colours are a universal language of joy, transcending cultural and geographical boundaries.
- During celebrations, sweets symbolize prosperity, happiness and goodwill. In many cultures, the act of sharing sweets is a gesture of love and togetherness. For instance, in India, families exchange sweets to wish each other prosperity and joy. Similarly, in western cultures, cakes and desserts are central to birthdays, weddings, and other special occasions, marking these moments with sweetness.
- Making and sharing sweets fosters community, strengthens relationships and creates lasting memories. The anticipation and enjoyment of these treats enhance the festive mood, releasing endorphins. Sweets are integral to celebrations magnifying joy and making special moments more memorable enriching our lives with shared happiness.

- (ii) Make notes from the following passage in points only, using appropriate headings and sub-headings. Also use at least two recognizable abbreviations.

Farmlands are the lifeblood of our planet, playing a vital role in sustaining human life and the natural world. They are the source of our food, providing the grains, fruits, vegetables, and livestock that nourish billions of people globally. The cultivation of crops and raising of animals on these lands underpin the entire food supply chain, ensuring that we have access to essential nutrients necessary for health and survival. Moreover, farmlands contribute significantly to the economy by supporting the livelihoods of millions of farmers and agricultural workers. They also drive related industries such as food processing, transportation, and retail. The produce from these lands is traded both locally and internationally, fostering economic growth and development.

Farmlands support biodiversity, soil health, and water conservation, contributing to climate change mitigation through sustainable farming practices like crop rotation and agroforestry.

Farmlands, with their scenic landscapes, hold cultural, aesthetic and heritage value. They symbolize the connection between humans and nature, supporting economic stability, environmental health, and overall human well-being.

- 35 Describe your experience of attending a wedding of your cousin in a distant city. 2

- 36 Attempt **any one** of the following questions : 5×1=5

(i) You are Ria living at 25, Sunrise Apartments, Chennai. The waste disposal system in your area is poorly managed, leading to rise in garbage and health issues. Write a letter to the Editor of a daily newspaper regarding the same.

(ii) You are Aarav, a student of Aru Valley International School, Shimla. Write a letter to the Principal of the school complaining about the non-availability of cupboards in your classroom.

**SECTION - E : Option - I
(English for Receptionists)**

- 37 Answer any **one** of the following questions : 2×1=2

(i) Why are tact and diplomacy important skills for a receptionist when handling complaints or challenging guests?

(ii) What are the two prime requirements for a receptionist's job?

- 38 Answer any **one** of the following questions : 4×1=4
- (i) You are a customer support representative at Bright Electronics Ltd. A customer calls to report that their newly purchased microwave oven is not heating food properly. As your office deals with sales, assist the customer in understanding the warranty process and the steps they should take for a resolution.
- (ii) The General Manager asks you to find out the necessary details and make arrangements for him to travel from Mumbai to Kolkata by 20th March 2025, 8.00 am for a business presentation. Prepare the conversation.
- 39 Ms. Anjana has an appointment with Mr. Ravi, the Senior Consultant at Eduro Tech Solutions, at 3.30 p.m. Ms. Anjana calls to reschedule the appointment for the next day. Mr. Rohit Verma is in a conference. You are the receptionist at Eduro Tech Solutions. Write out a message for Mr. Ravi. 4

SECTION - E : Option - II
(ESP for Office use)

- 37 Answer **any one** of the following questions : 2×1=2
- (i) What are the steps involved in writing a report?
- (ii) What is an email, and what are the advantages of using it for communication?
- 38 Answer **any one** of the following questions : 4×1=4
- (i) You are the Sales Executive of Showering Footwear, Jaipur, deputed to conduct a survey of the footwear market in Ramgarh Lake to open a new showroom due to the increasing number of young professionals in the area. Write your report to the Sales Manager, explaining why Ramgarh Lake could be a good market for expansion with reasons.
- (ii) Mr. Rathan works as a Finance Manager in a company in Kolkata. He has been asked to visit the company's branch in Durgapur and submit a report on the financial operations and budget management there. Write out a tour report to be submitted by Mr. Rathan to Mr. Sunil Kumar, the CFO.
- 39 Write an e-mail addressed to Ms. Nirmala, the Auditor General of the state, visiting your company for an audit. She needs information about your company's manufacturing processes and supply chain. You are the PRO of your company, Super Plastics Pvt. Ltd., Bangalore. Ms. Nirmala's e-mail ID: nirmala@gmail.com. Your e-mail ID: superplastics@outlook.com. 4

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PART - A
SECTION - A
(Prescribed texts)

- 1** Read the following text carefully and identify the ‘True and False’ sentences. **1×3=3**

Anxiety is contagious and passes onto other students, teachers and parents. Adolescents, when stressed out, tend to perceive everything as an emergency. Some of the reasons for increase in stress level are identity crisis, the need to make career-oriented decisions, teachers' and parents' attitude and peer pressure. The inability to communicate with parents also plays a major role.

Good memory depends upon a good brain. The brain needs a good supply of oxygen, glucose, calcium, phosphorus and iron. So make sure you sit in a well-ventilated place when studying. Your diet should include milk, cheese, walnuts, wheat germ, green leafy vegetables, ragi and dates. Do not forget that “breakfast is the brain food”.

- (i) Adolescents often perceive everything as an emergency when they are relaxed.
- (ii) Poor communication with parents can contribute to increased stress levels in adolescents.
- (iii) A well-ventilated study environment is unnecessary for good brain function.

- 2** Answer the following questions : **1×3=3**

- (i) How do the roads in the speaker’s life symbolize different paths and choices in his life?
- (ii) What does the poet miss about her grandmother’s house?
- (iii) What actions did the father take to try and cure the mother?

- 3 Match the column with reference to “A Tiger in the Tunnel”. 1×4=4
- (i) Baldeo (a) A 12-year old boy who takes on responsibilities after his father’s death.
- (ii) Tembu (b) A fierce man-eating predator of the jungle, eventually killed by the train.
- (iii) The Tiger (c) A grieving woman managing her family amidst loss and hardship
- (iv) Tembu’s Mother (d) A brave watchman skilled with an axe, who sacrifices his life defending the railway.

- 4 Choose the correct alternatives : 1×2=2
- (i) How did Aunt Pramela describe Aradhana when she was first brought home?
- (A) Tall and skinny (B) Skinny and dark
- (C) Small and quiet (D) Dark and tall
- (ii) What did Baldeo do when officials offered to buy his axe?
- (A) Sold it immediately (B) Considered the offer
- (C) Bargained for more money (D) Refused to sell it.

- 5 Choose the correct alternatives. 1×2=2
- (i) What condition were the leaves in, according to the poem, ‘The Road not taken’?
- (A) They were stepped on
- (B) No one had walked on them
- (C) They were wet
- (D) They were yellow
- (ii) What does the poem, ‘Where the mind is without fear’ suggest the speaker wants for their country?
- (A) To stay asleep forever
- (B) To wake up to freedom
- (C) To remain unchanged
- (D) To forget its past

SECTION - B
(Non-prescribed Texts)

Read the following passage carefully and answer question no. 6 and 7.

Toys play a vital role in a child's growth and development, making them essential tools in early childhood. They are not just sources of entertainment but also contribute significantly to a child's cognitive, physical, emotional, and social development. Educational toys like puzzles and building blocks stimulate cognitive skills, enhance problem-solving abilities and encourage creativity. They help children develop fine and gross motor skills, improving hand-eye coordination and physical dexterity through play.

Socially, toys teach children important life skills such as sharing, cooperation, and empathy, especially when they engage in group play or role-playing games. Emotional development is fostered as children express their feelings and navigate different scenarios with their toys, often finding comfort and a sense of security.

Furthermore, toys that incorporate language and storytelling elements promote language development and expand vocabulary. Creative toys, such as art supplies and musical instruments, nurture imagination and innovation, allowing children to explore their interests and talents.

Overall, toys are crucial in laying the foundation for lifelong learning and development. They support holistic growth by blending fun with essential developmental activities, making playtime a fundamental part of a child's daily routine. The importance of toys in shaping well-rounded, capable individuals cannot be overstated.

- 6** Choose the correct alternatives : **1×3=3**
- (i) What life skills can children learn through group play with toys?
- (A) Independence and isolation
 - (B) Sharing, co-operation and empathy
 - (C) Competition and rivalry
 - (D) Laziness and disinterest
- (ii) Which aspect of development is promoted by toys that incorporate language and storytelling elements?
- (A) Physical development
 - (B) Language development and vocabulary expansion
 - (C) Reduced Creativity
 - (D) Decreased social skills

- (iii) What is the overall effect of toys in a child's daily routine?
(A) Toys are optional and have minimal impact.
(B) Toys are crucial for holistic growth and lifelong learning.
(C) Toys are only for recreational purposes.
(D) Toys hinder a child's ability to learn.

7 Complete the following sentences : 1×3=3

- (i) Educational toys stimulate cognitive skills and _____ in child's development.
(ii) Toys contribute to a child's emotional development by helping them express _____ and providing comfort.
(iii) The role of creative toys is to nurture _____ and innovation.

8 Read the following passage and identify the True and False sentences. 1×6=6

Bridges in forests and villages play a vital role in connecting remote communities and providing essential access to resources. Unlike the grand urban bridges, these structures are often simpler but are no less important for the people who rely on them.

In forested areas, bridges are typically constructed to cross rivers, streams, and ravines, facilitating the movement of people, goods, and wildlife. They are often made from locally sourced materials like wood, bamboo, and rope. These bridges need to withstand harsh weather conditions and natural wear and tear. Examples include rustic wooden footbridges and suspended rope bridges, which blend seamlessly into their natural surroundings.

In villages, bridges serve as lifelines, enabling residents to access markets, schools, healthcare facilities, and neighbouring communities. These bridges can range from simple wooden planks laid across small streams to more robust concrete or steel structures over larger water bodies. They are crucial during the rainy season when rivers swell and roads become impassable.

Both forest and village bridges reflect the ingenuity and resourcefulness of local communities. They often embody traditional construction techniques passed down through generations, ensuring that they are well-suited to the local environment. These bridges, though modest, are essential for the social and economic well-being of the people who depend on them.

- (i) Bridges in forests are often constructed to cross rivers, streams, and ravines.
(ii) Forest bridges are commonly made from steel and concrete.
(iii) Village bridges enable residents to access markets, schools, and healthcare facilities.
(iv) Forest bridges do not need to withstand harsh weather conditions.
(v) Village bridges can range from simple wooden planks to more robust concrete or steel structures.
(vi) Both forest and village bridges reflect the ingenuity and resourcefulness of local communities.

SECTION - C

(Grammar)

- 9** Fill in the blanks with appropriate form of verbs : **1×3=3**
- (i) The phone _____ (ring) incessantly until someone answered.
- (ii) The baby _____ (sleep) peacefully in her crib.
- (iii) They _____ (play) football when it started to rain.
-
- 10** Fill in the blanks with appropriate 'Wh' - questions : **1×2=2**
- (i) _____ is the nearest train station? It's just a five-minute walk from here.
- (ii) _____ are we meeting for lunch? At 1.00 p.m.
-
- 11** Choose the correct alternatives: **1×4=4**
- (i) In the sentence, "By studying regularly, she improved her grades", 'studying' is a :
- (A) Gerund (B) Participle
- (C) Finite verb (D) Infinitive
- (ii) Which of the following sentences contains a non-finite verb?
- (A) We will attend the meeting.
- (B) She was reading a book.
- (C) He plans to visit his grandparents.
- (D) They are discussing the project.
- (iii) In the sentence, 'I saw him running to catch the bus', 'running' functions as a / an:
- (A) Gerund (B) Participle
- (C) Finite Verb (D) Infinitive
- (iv) In the sentence, "He enjoys reading novels", the non-finite verb is a / an:
- (A) Gerund (B) Participle
- (C) Finite Verb (D) Infinitive

SECTION - D
(Functional Writing Skills)

- 12** Read the statements carefully and identify them as True or False: **1×4=4**
- (i) In note-making, sub-headings are used to organize the content into different sections.
 - (ii) The date is not an essential element in the format of note-making.
 - (iii) In a summary, it is important to present personal opinions about the topic.
 - (iv) The body of a formal letter should be written in clear, concise paragraphs without unnecessary details.
- 13** Choose the correct alternatives : **1×4=4**
- (i) What is the purpose of the ‘Salutation’ in a formal letter?
 - (A) To introduce the sender
 - (B) To greet the recipient formally
 - (C) To conclude the letter
 - (D) To mention the subject of the letter
 - (ii) What is the main purpose of ‘Subheading’ in note-making?
 - (A) To highlight the title of the note.
 - (B) To organize the note into different sections.
 - (C) To give a summary of the content.
 - (D) To provide personal opinions on the topic.
 - (iii) Where should the ‘Subject’ be mentioned in a formal letter?
 - (A) After the salutation
 - (B) Before the body of the letter
 - (C) After the date
 - (D) At the end of the letter
 - (iv) Which of the following is the best way to begin a summary in note-making?
 - (A) By writing a detailed introduction to the topic.
 - (B) By listing all the facts and data presented.
 - (C) By stating the main theme or purpose of the content.
 - (D) By using long paragraphs.
- 14** Answer the following questions in one or two words : **1×2=2**
- (i) What information should the introduction of an article provide?
 - (ii) What is the purpose of a paragraph’s unity?

SECTION - E : Option - I
(English for Receptionists)

Read the questions carefully and choose the suitable answer :

- 15** The underlined expression used in this conversation is not appropriate on the phone. Choose the correct response from the option given : **1**
Receptionist : Welcome to Grand Plaza Hotel. How may I assist you?
Customer : Hello! I need to book a room for a business trip.
Receptionist : Of course! When are you planning to stay?
Customer : I'll be there from November 5th Wednesday,
to November 7th Friday.
(A) When is your plan?
(B) Certainly! When are you planning to stay?
(C) Why are you planning?
(D) Of course! Why are you planning?
- 16** Which of the following items is NOT mentioned as something a receptionist should keep on their desk? **1**
(A) A railway timetable (B) Flight schedules
(C) A guest feedback survey (D) Information about tourist attractions
- 17** Why is it important for a receptionist to keep control of the conversation? **1**
(A) To maintain a friendly tone
(B) To avoid giving offense
(C) To prevent telephone lines from being needlessly engaged
(D) To provide long explanations
- 18** What is the purpose of an 'appointment diary' for a receptionist? **1**
(A) To track guests payments
(B) To list who is coming to see whom and when
(C) To note guests' food preferences
(D) To store details of staff holidays.
- 19** Why is it necessary for a receptionist to repeat telephone numbers? **1**
(A) To ensure accuracy and clear communication
(B) To entertain callers
(C) To create a record of call
(D) To avoid using too many numbers

SECTION - E : Option - II
(ESP for office use)

Read the questions carefully and choose suitable answers :

- 15** Why is it important to assess your own abilities before an interview? **1**
(i) To identify your weakness.
(ii) To avoid discussing your skills.
(iii) To tailor your responses to the job requirements.
(A) All options are true (B) Only (i) is true
(C) Only (iii) is true (D) Both (ii) and (iii) are true
- 16** Study and practise the short exchanges / dialogues given below. Identify the relationship. **1**
X : Good Morning, Dr. Sharma. How are you today?
Y : Good Morning, Mr. Patel, I am fine, thank you. How are you?
X : I am well, thank you.
(A) Formal (B) Informal
(C) Neutral (D) None of these
- 17** You have to introduce your friend to your colleague. Which expression would you use? Select the correct response. **1**
(A) Good Morning Sir. My friend.
(B) My friend Sir.
(C) Good Morning Sir. He is my friend Mr. Nishanth.
(D) Old friend Sir.
- 18** If someone ends an email with 'BRB', they are likely to : **1**
(A) Return to the conversation shortly
(B) Disagree with the previous statements.
(C) Share their opinion on the matter.
(D) Provide additional information
- 19** You have to write an e-mail to VIJAY Travels, asking them to cancel your bus tickets to Chennai and the Hotel accommodation they had booked for you. You will inform about the changed date in near future. Select the appropriate points from the following : **1**
(A) Cancel reservations, will decide upon new dates, regret the inconvenience caused.
(B) Cancel reservations, will inform about the new dates, regret the inconvenience caused.
(C) Postpone reservations, will inform about new dates, regret inconvenience caused.
(D) Cancel reservations, will inform about new dates, requested to return the booking amount.

PART - B
SECTION - A
(Prescribed Texts)

Answer the following questions :

20 Why did Bholi reject Bishamber's marriage proposal? **2**

21 Answer **any one** of the following : **2×1=2**

(i) What does the speaker mean by saying the choice has made "all the difference"? (The Road Not Taken)

(ii) How does the poet envision the relationship between thought and action in his ideal country? (Where the Mind is without fear)

22 What does Gerrard do for a living? How do we know? **2**

OR

Who was cleverer : Gerrard or the Intruder? Why do you think so?

23 Answer **any one** of the following questions : **3×1=3**

(i) How does the poet's personification of the house as withdrawing into silence after her grandmother's death emphasize the profound impact of her loss?

(ii) Do you think the roads in the poem represent only opportunities, or could they symbolize something more complex like values or identity? Why?

24 What observations or clues led the doctor to realize that the watch he was looking at was not his own? **2**

SECTION - B
(Non Prescribed Texts)

Read the given passage carefully and answer question no. **25** to **27**.

Collecting stamps is a fascinating hobby that not only offers a glimpse into history but also provides a platform to appreciate and honour our heroes. Each stamp tells a story, capturing significant moments, influential figures, and cultural milestones. For stamp collectors, known as philatelists, each piece of their collection is a treasured artifact that connects them to the past.

Stamps featuring National heroes, freedom fighters, scientists, artists, and other notable personalities serve as miniature tributes to their contributions. These small yet powerful pieces of paper celebrate the lives and achievements of those who have shaped our world. By collecting stamps, individuals can learn about these heroes' remarkable journeys and the impact they have had on society.

Moreover, stamp collecting encourages a deeper understanding of history, geography, and culture. It is a hobby that promotes patience, organization, and attention to detail. As collectors carefully curate and study their collections, they develop a profound appreciation for the stories and legacies that each stamp represents. In essence, collecting stamps is a rewarding hobby that pays homage to our heroes and preserves their memory for future generations.

- 25** What impact do stamps featuring national heroes have on our understanding of their contributions to society? Use evidence from the text to support your answer. **2**
- 26** What are some of the significant moments and figures that stamps can represent according to the text? **2**
- 27** How does the text describe the relationship between philatelists and their collections? Provide specific examples from the text. **2**

OR

In what ways does stamp collecting promote skills such as patience and organization?

Read the given passage carefully and answer question no. **28** to **30**.

Mangoes, often referred to as the “King of fruits”, hold a special place in the hearts and taste buds of many, especially during the summer months. This tropical delight, with its rich, sweet flavour and juicy flesh, provides a refreshing respite from the scorching heat. Originating from South Asia, mangoes have been cultivated over 4,000 years and are celebrated for their versatile use in various culinary traditions.

Mangoes, a summer favourite, delight with vibrant hues and versatile uses, from fresh slices to desserts like lassi and aamras. Nutrient-rich, they offer Vitamin C, Vitamin A, and anti-oxidants, boosting immunity, enhancing skin health, and aiding digestion. Mangoes, symbolizing summer, bring joy and nostalgia with family gatherings and festive moments. Loved by children, they turn mango-eating into a fun, merry experience. Beyond nutrition, they add tropical flavour, making the hot season sweeter and more enjoyable.

28 What are some of the culinary uses of mangoes highlighted in the text? **2**
Provide at least two examples.

29 Find a word similar in meaning from the passage : **1×3=3**

- (i) grown
- (ii) multipurpose
- (iii) nourishment

30 Based on the text, what are some of the nutritional benefits of mangoes **2**
and how do they contribute to health?

OR

Describe the cultural significance of mangoes as mentioned in the text. How do they relate to family gatherings and summer experiences?

SECTION - C
(Grammar)

- 31 Fill in the blanks using the passive form of the verbs given in the brackets : 1×2=2
- (i) The rooms _____ (clean) regularly when the hotel _____ (use) to operate under new management.
- (ii) Books _____ (borrow) from the library when students _____ (use) to spend more time reading.
- 32 Change the following questions into indirect speech : 1×2=2
- (i) “What time does the game start?” she inquired.
- (ii) “Did you understand the instructions?” asked the supervisor.
- 33 Join the sentences using the connectors given against each pair. 1×2=2
- (i) He is very wealthy.
He lives a simple life. (although)
- (ii) The meeting was postponed.
The manager was out of the city. (as)

SECTION - D
(Functional writing skill)

- 34 Answer **any one** of the following questions : 3×1=3
- (i) Make a summary of the following passage :
- Sweets and celebrations are inseparable companions, deeply intertwined in bringing joy and happiness to people around the world. Whether it’s a festive occasion, a milestone achievement, or a cultural festival, sweets play a pivotal role in enhancing the celebratory spirit. Their delightful flavours and vibrant colours are a universal language of joy, transcending cultural and geographical boundaries.
- During celebrations, sweets symbolize prosperity, happiness and goodwill. In many cultures, the act of sharing sweets is a gesture of love and togetherness. For instance, in India, families exchange sweets to wish each other prosperity and joy. Similarly, in western cultures, cakes and desserts are central to birthdays, weddings, and other special occasions, marking these moments with sweetness.
- Making and sharing sweets fosters community, strengthens relationships and creates lasting memories. The anticipation and enjoyment of these treats enhance the festive mood, releasing endorphins. Sweets are integral to celebrations magnifying joy and making special moments more memorable enriching our lives with shared happiness.

- (ii) Make notes from the following passage in points only, using appropriate headings and sub-headings. Also use at least two recognizable abbreviations.

Farmlands are the lifeblood of our planet, playing a vital role in sustaining human life and the natural world. They are the source of our food, providing the grains, fruits, vegetables, and livestock that nourish billions of people globally. The cultivation of crops and raising of animals on these lands underpin the entire food supply chain, ensuring that we have access to essential nutrients necessary for health and survival. Moreover, farmlands contribute significantly to the economy by supporting the livelihoods of millions of farmers and agricultural workers. They also drive related industries such as food processing, transportation, and retail. The produce from these lands is traded both locally and internationally, fostering economic growth and development.

Farmlands support biodiversity, soil health, and water conservation, contributing to climate change mitigation through sustainable farming practices like crop rotation and agroforestry.

Farmlands, with their scenic landscapes, hold cultural, aesthetic and heritage value. They symbolize the connection between humans and nature, supporting economic stability, environmental health, and overall human well-being.

- 35 Describe your experience of meeting your grandparents in your village after a long time. 2

- 36 Attempt **any one** of the following questions : 5×1=5

- (i) You are Indu living at 12, Pluto Residency, New Delhi. There is a growing problem of loud speakers creating noise pollution in your area, especially during the festival season. Write a letter to the Editor of a daily newspaper highlighting the issue and suggesting possible solutions.
- (ii) You are Pranav, a student of V.V School, Pune. Write a letter to the Principal of the school complaining about poorly stocked libraries with outdated books and materials which hinder students' access to information and research opportunities.

SECTION - E : Option - I
(English for Receptionists)

- 37 Ms. Anjana has an appointment with Mr. Ravi, the Senior Consultant at Eduro Tech Solutions, at 3.30 p.m. Ms. Anjana calls to reschedule the appointment for the next day. Mr. Rohit Verma is in a conference. You are the receptionist at Eduro Tech Solutions. Write out a message for Mr. Ravi. 4

- 38 Answer any **one** of the following questions : 2×1=2
- (i) Why are tact and diplomacy important skills for a receptionist when handling complaints or challenging guests?
- (ii) What are the two prime requirements for a receptionist's job?
- 39 Answer any **one** of the following questions : 4×1=4
- (i) You are a customer support representative at Bright Electronics Ltd. A customer calls to report that their newly purchased microwave oven is not heating food properly. As your office deals with sales, assist the customer in understanding the warranty process and the steps they should take for a resolution.
- (ii) The General Manager asks you to find out the necessary details and make arrangements for him to travel from Mumbai to Kolkata by 20th March 2025, 8.00 am for a business presentation. Prepare the conversation.

SECTION - E : Option - II
(ESP for office use)

- 37 Write an e-mail addressed to Ms. Nirmala, the Auditor General of the state, visiting your company for an audit. She needs information about your company's manufacturing processes and supply chain. You are the PRO of your company, Super Plastics Pvt. Ltd., Bangalore. Ms. Nirmala's e-mail ID: nirmala@gmail.com. Your e-mail ID: superplastics@outlook.com. 4
- 38 Answer **any one** of the following questions : 2×1=2
- (i) What are the steps involved in writing a report?
- (ii) What is an email, and what are the advantages of using it for communication?
- 39 Answer **any one** of the following questions : 4×1=4
- (i) You are the Sales Executive of Showering Footwear, Jaipur, deputed to conduct a survey of the footwear market in Ramgarh Lake to open a new showroom due to the increasing number of young professionals in the area. Write your report to the Sales Manager, explaining why Ramgarh Lake could be a good market for expansion with reasons.
- (ii) Mr. Rathan works as a Finance Manager in a company in Kolkata. He has been asked to visit the company's branch in Durgapur and submit a report on the financial operations and budget management there. Write out a tour report to be submitted by Mr. Rathan to Mr. Sunil Kumar, the CFO.

This Question Paper consists of 39 questions and 16 printed pages.

Roll No.

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Code No. **70/OSS/2**

SET -

C

ENGLISH (302)

Day and Date of Examination _____

Signature of Invigilators 1. _____

2. _____

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.
2. Please check the Question Paper to verify that the total pages and total number of questions contained in the Question Paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. Making any identification mark in the Answer-Book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
4. Write your Question Paper Code No. **70/OSS/2-**

C

 on the Answer-Book.

ENGLISH

(302)

Time : 3 Hours]

[Maximum Marks : 100

- Note :**
- (i) There are **39** questions in all, divided into two parts.
 - (ii) **All** questions are **compulsory**.
 - (iii) Marks for each question are indicated against it.
 - (iv) Question Nos. **1** to **19** are carrying **1** mark each. Some of them are in subparts that include MCQ, Fill in the blanks, True-False, Match the column, One-word answers type questions.
 - (v) Q. No. **20, 21, 23** to **27, 29** to **33, 35** and **39** are short answer questions carrying **2** marks each. Answers to these questions should not exceed **30** words each.
 - (vi) Q. No. **22, 28** and **34** are carrying **3** marks. Answers to these questions should not exceed **40** words.
 - (vii) Q. No. **37** and **38** are carrying **4** marks each. Answers to these questions should not exceed **100** words.
 - (viii) Q. No. **36** is a long answer question carrying **5** marks. Answer to this question should not exceed **150-200** words.
 - (ix) Questions have to be attempted either from optional **Module I** or optional **Module II** in all sections.

NOTE :

- (1) Answers of all questions are to be given in the Answer-Book given to you.
 - (2) 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 02.15 p.m. From 02.15 p.m. to 02.30 p.m., the students will read the question paper only and will not write any answer on the Answer-Book during this period.
-

4 Choose the correct alternatives.

1×2=2

- (i) What condition were the leaves in, according to the poem, 'The Road not taken'?
- (A) They were stepped on
 - (B) No one had walked on them
 - (C) They were wet
 - (D) They were yellow
- (ii) What does the poem, 'Where the mind is without fear' suggest the speaker wants for their country?
- (A) To stay asleep forever
 - (B) To wake up to freedom
 - (C) To remain unchanged
 - (D) To forget its past

5 Read the following text carefully and identify the 'True and False' sentences.

1×3=3

Anxiety is contagious and passes onto other students, teachers and parents. Adolescents, when stressed out, tend to perceive everything as an emergency. Some of the reasons for increase in stress level are identity crisis, the need to make career-oriented decisions, teachers' and parents' attitude and peer pressure. The inability to communicate with parents also plays a major role.

Good memory depends upon a good brain. The brain needs a good supply of oxygen, glucose, calcium, phosphorus and iron. So make sure you sit in a well-ventilated place when studying. Your diet should include milk, cheese, walnuts, wheat germ, green leafy vegetables, ragi and dates. Do not forget that "breakfast is the brain food".

- (i) Adolescents often perceive everything as an emergency when they are relaxed.
- (ii) Poor communication with parents can contribute to increased stress levels in adolescents.
- (iii) A well-ventilated study environment is unnecessary for good brain function.

SECTION - B
(Non Prescribed Texts)

Read the following passage carefully and answer question no. 6 and 7.

Toys play a vital role in a child's growth and development, making them essential tools in early childhood. They are not just sources of entertainment but also contribute significantly to a child's cognitive, physical, emotional, and social development. Educational toys like puzzles and building blocks stimulate cognitive skills, enhance problem-solving abilities and encourage creativity. They help children develop fine and gross motor skills, improving hand-eye coordination and physical dexterity through play.

Socially, toys teach children important life skills such as sharing, cooperation, and empathy, especially when they engage in group play or role-playing games. Emotional development is fostered as children express their feelings and navigate different scenarios with their toys, often finding comfort and a sense of security.

Furthermore, toys that incorporate language and storytelling elements promote language development and expand vocabulary. Creative toys, such as art supplies and musical instruments, nurture imagination and innovation, allowing children to explore their interests and talents.

Overall, toys are crucial in laying the foundation for lifelong learning and development. They support holistic growth by blending fun with essential developmental activities, making playtime a fundamental part of a child's daily routine. The importance of toys in shaping well-rounded, capable individuals cannot be overstated.

- 6** Choose the correct alternatives : **1×3=3**
- (i) What life skills can children learn through group play with toys?
- (A) Independence and isolation
 - (B) Sharing, co-operation and empathy
 - (C) Competition and rivalry
 - (D) Laziness and disinterest
- (ii) Which aspect of development is promoted by toys that incorporate language and storytelling elements?
- (A) Physical development
 - (B) Language development and vocabulary expansion
 - (C) Reduced Creativity
 - (D) Decreased social skills

- (iii) What is the overall effect of toys in a child's daily routine?
- (A) Toys are optional and have minimal impact.
 - (B) Toys are crucial for holistic growth and lifelong learning.
 - (C) Toys are only for recreational purposes.
 - (D) Toys hinder a child's ability to learn.

7 Complete the following sentences : **1×3=3**

- (i) Educational toys stimulate cognitive skills and _____ in child's development.
- (ii) Toys contribute to a child's emotional development by helping them express _____ and providing comfort.
- (iii) The role of creative toys is to nurture _____ and innovation.

8 Read the following passage and identify the True and False sentences: **1×6=6**

Mud vessels, often referred to as earthenware or clay pots, have been used since ancient times for a variety of purposes. These vessels were essential in daily life, serving as storage containers, cooking pots, and even ceremonial objects. The use of clay for making vessels dates back to prehistoric times when early humans discovered that clay could be molded into different shapes and hardened by fire.

In ancient civilizations like Mesopotamia, Egypt, the Indus Valley, and China, the art of pottery flourished. Skilled potters would shape the clay on a wheel or by hand, creating a range of items from simple bowls to intricate urns. These vessels were not only functional but also often beautifully decorated with carvings, paintings or glazes, reflecting the cultural and artistic heritage of the people. Mud vessels had several advantages: they were relatively easy to make, affordable, and provided excellent insulation for storing food and liquids. They could keep water cool in hot climates and preserve the flavours of cooked food. In addition to their practical uses, these vessels often held symbolic meanings in religious and social rituals.

The tradition of using mud vessels continues in many parts of the world today, preserving a link to our ancient past and showcasing the enduring value of this humble yet versatile material.

- (i) Mud vessels, also known as earthenware, have been used since ancient times for a variety of purposes.
- (ii) The use of clay for making vessels started in the modern era.
- (iii) The tradition of using mud vessels has no cultural or symbolic significance.
- (iv) Mud vessels were only used for cooking and storing food.
- (v) Mud vessels provided excellent insulation for storing food and liquids.
- (vi) The tradition of using mud vessels has not completely disappeared in modern times.

SECTION - C

(Grammar)

- 9** Fill in the blanks with appropriate form of verbs. **1×3=3**
- (i) They _____ (enjoy) hiking in the mountains on weekends.
- (ii) She _____ (read) a book when the phone rang.
- (iii) She _____ (write) several novels before she won the award.
-
- 10** Fill in the blanks with appropriate 'Wh' - questions : **1×2=2**
- (i) _____ is the nearest train station? It's just a five-minute walk from here.
- (ii) _____ are we meeting for lunch? At 1.00 p.m.
-
- 11** Choose the correct alternatives: **1×4=4**
- (i) In the sentence, "By studying regularly, she improved her grades", 'studying' is a :
- (A) Gerund (B) Participle
- (C) Finite verb (D) Infinitive
- (ii) Which of the following sentences contains a non-finite verb?
- (A) We will attend the meeting.
- (B) She was reading a book.
- (C) He plans to visit his grandparents.
- (D) They are discussing the project.
- (iii) In the sentence, 'I saw him running to catch the bus', 'running' functions as a / an:
- (A) Gerund (B) Participle
- (C) Finite Verb (D) Infinitive
- (iv) In the sentence, "He enjoys reading novels", the non-finite verb is a / an:
- (A) Gerund (B) Participle
- (C) Finite Verb (D) Infinitive

SECTION - D
(Functional writing skill)

- 12** Read the statements carefully and identify them as True or False: **1×4=4**
- (i) In note-making, sub-headings are used to organize the content into different sections.
 - (ii) The date is not an essential element in the format of note-making.
 - (iii) In a summary, it is important to present personal opinions about the topic.
 - (iv) The body of a formal letter should be written in clear, concise paragraphs without unnecessary details.
- 13** Choose the correct alternatives : **1×4=4**
- (i) What is the purpose of the ‘Salutation’ in a formal letter?
 - (A) To introduce the sender
 - (B) To greet the recipient formally
 - (C) To conclude the letter
 - (D) To mention the subject of the letter
 - (ii) What is the main purpose of ‘Subheading’ in note-making?
 - (A) To highlight the title of the note.
 - (B) To organize the note into different sections.
 - (C) To give a summary of the content.
 - (D) To provide personal opinions on the topic.
 - (iii) Where should the ‘Subject’ be mentioned in a formal letter?
 - (A) After the salutation
 - (B) Before the body of the letter
 - (C) After the date
 - (D) At the end of the letter
 - (iv) Which of the following is the best way to begin a summary in note-making?
 - (A) By writing a detailed introduction to the topic.
 - (B) By listing all the facts and data presented.
 - (C) By stating the main theme or purpose of the content.
 - (D) By using long paragraphs.
- 14** Answer the following questions in one or two words. **1×2=2**
- (i) How should you conclude an article?
 - (ii) Why is it important to have a clear and concise paragraph?

SECTION - E : Option - I
(English for Receptionists)

Read the questions carefully and choose the suitable answer :

- 15** Why is it necessary for a receptionist to repeat telephone numbers? **1**
(A) To ensure accuracy and clear communication
(B) To entertain callers
(C) To create a record of call
(D) To avoid using too many numbers
- 16** Why is it important for a receptionist to keep control of the conversation? **1**
(A) To maintain a friendly tone
(B) To avoid giving offense
(C) To prevent telephone lines from being needlessly engaged
(D) To provide long explanations
- 17** Which of the following items is NOT mentioned as something a receptionist should keep on their desk? **1**
(A) A railway timetable (B) Flight schedules
(C) A guest feedback survey (D) Information about tourist attractions
- 18** The underlined expression used in this conversation is not appropriate on the phone. Choose the correct response from the option given : **1**
Receptionist : Welcome to Grand Plaza Hotel. How may I assist you?
Customer : Hello! I need to book a room for a business trip.
Receptionist : Of course! When are you planning to stay?
Customer : I'll be there from November 5th Wednesday,
to November 7th Friday.
(A) When is your plan?
(B) Certainly! When are you planning to stay?
(C) Why are you planning?
(D) Of course! Why are you planning?
- 19** What is the purpose of an 'appointment diary' for a receptionist? **1**
(A) To track guests payments
(B) To list who is coming to see whom and when
(C) To note guests' food preferences
(D) To store details of staff holidays.

SECTION - E : Option - II
(ESP for office use)

Read the questions carefully and choose suitable answers :

- 15** You have to write an e-mail to VIJAY Travels, asking them to cancel your bus tickets to Chennai and the Hotel accommodation they had booked for you. You will inform about the changed date in near future. Select the appropriate points from the following : **1**
- (A) Cancel reservations, will decide upon new dates, regret the inconvenience caused.
 - (B) Cancel reservations, will inform about the new dates, regret the inconvenience caused.
 - (C) Postpone reservations, will inform about new dates, regret inconvenience caused.
 - (D) Cancel reservations, will inform about new dates, requested to return the booking amount.
- 16** You have to introduce your friend to your colleague. Which expression would you use? Select the correct response. **1**
- (A) Good Morning Sir. My friend.
 - (B) My friend Sir.
 - (C) Good Morning Sir. He is my friend Mr. Nishanth.
 - (D) Old friend Sir.
- 17** Study and practise the short exchanges / dialogues given below. Identify the relationship. **1**
- X : Good Morning, Dr. Sharma. How are you today?
Y : Good Morning, Mr. Patel, I am fine, thank you. How are you?
X : I am well, thank you.
- (A) Formal (B) Informal
 - (C) Neutral (D) None of these
- 18** Why is it important to assess your own abilities before an interview? **1**
- (i) To identify your weakness.
 - (ii) To avoid discussing your skills.
 - (iii) To tailor your responses to the job requirements.
- (A) All options are true (B) Only (i) is true
 - (C) Only (iii) is true (D) Both (ii) and (iii) are true
- 19** If someone ends an email with 'BRB', they are likely to : **1**
- (A) Return to the conversation shortly
 - (B) Disagree with the previous statements.
 - (C) Share their opinion on the matter.
 - (D) Provide additional information

PART - B
SECTION - A
(Prescribed Texts)

Answer the following questions :

20 What observations or clues led the doctor to realize that the watch he was looking at was not his own? 2

21 What does Gerrard do for a living? How do we know? 2

OR

Who was cleverer : Gerrard or the Intruder? Why do you think so?

22 Answer **any one** of the following questions : 3×1=3

(i) How does the poet's personification of the house as withdrawing into silence after her grandmother's death emphasize the profound impact of her loss?

(ii) Do you think the roads in the poem represent only opportunities, or could they symbolize something more complex like values or identity? Why?

23 Why did Bholi reject Bishamber's marriage proposal? 2

24 Answer **any one** of the following : 2×1=2

(i) What does the speaker mean by saying the choice has made "all the difference"? (The Road Not Taken)

(ii) How does the poet envision the relationship between thought and action in his ideal country? (Where the Mind is without fear)

SECTION - B
(Non Prescribed Texts)

Read the given passage carefully and answer question no. **25** to **27**.

Collecting stamps is a fascinating hobby that not only offers a glimpse into history but also provides a platform to appreciate and honour our heroes. Each stamp tells a story, capturing significant moments, influential figures, and cultural milestones. For stamp collectors, known as philatelists, each piece of their collection is a treasured artifact that connects them to the past.

Stamps featuring National heroes, freedom fighters, scientists, artists, and other notable personalities serve as miniature tributes to their contributions. These small yet powerful pieces of paper celebrate the lives and achievements of those who have shaped our world. By collecting stamps, individuals can learn about these heroes' remarkable journeys and the impact they have had on society.

Moreover, stamp collecting encourages a deeper understanding of history, geography, and culture. It is a hobby that promotes patience, organization, and attention to detail. As collectors carefully curate and study their collections, they develop a profound appreciation for the stories and legacies that each stamp represents. In essence, collecting stamps is a rewarding hobby that pays homage to our heroes and preserves their memory for future generations.

- 25** What impact do stamps featuring national heroes have on our understanding of their contributions to society? Use evidence from the text to support your answer. **2**
- 26** How does the text describe the relationship between philatelists and their collections? Provide specific examples from the text. **2**

OR

In what ways does stamp collecting promote skills such as patience and organization?

- 27** What are some of the significant moments and figures that stamps can represent according to the text? **2**

Read the given passage carefully and answer question no. **28** to **30**.

Mangoes, often referred to as the “King of fruits”, hold a special place in the hearts and taste buds of many, especially during the summer months. This tropical delight, with its rich, sweet flavour and juicy flesh, provides a refreshing respite from the scorching heat. Originating from South Asia, mangoes have been cultivated over 4,000 years and are celebrated for their versatile use in various culinary traditions.

Mangoes, a summer favourite, delight with vibrant hues and versatile uses, from fresh slices to desserts like lassi and aamras. Nutrient-rich, they offer Vitamin C, Vitamin A, and anti-oxidants, boosting immunity, enhancing skin health, and aiding digestion. Mangoes, symbolizing summer, bring joy and nostalgia with family gatherings and festive moments. Loved by children, they turn mango-eating into a fun, merry experience. Beyond nutrition, they add tropical flavour, making the hot season sweeter and more enjoyable.

- 28** Find a word similar in meaning from the passage : **1×3=3**
- (i) grown
 - (ii) multipurpose
 - (iii) nourishment
- 29** What are some of the culinary uses of mangoes highlighted in the text? **2**
Provide at least two examples.
- 30** Based on the text, what are some of the nutritional benefits of mangoes **2**
and how do they contribute to health?

OR

Describe the cultural significance of mangoes as mentioned in the text. How do they relate to family gatherings and summer experiences?

SECTION - C
(Grammar)

- 31** Fill in the blanks using the passive form of the verbs given in the brackets : **1×2=2**
- (i) The rooms _____ (clean) regularly when the hotel _____ (use) to operate under new management.
- (ii) Books _____ (borrow) from the library when students _____ (use) to spend more time reading.
- 32** Change the following questions into indirect speech. **1×2=2**
- (i) “Did they complete the project on time?” he inquired.
- (ii) “What is your favourite colour?” asked Sana.
- 33** Join the following sentences using the connectors given against each pair. **1×2=2**
- (i) He was tired.
He finished his work. (even though)
- (ii) The team played well.
They won the game. (as)

SECTION - D
(Functional writing skill)

- 34** Answer **any one** of the following questions : **3×1=3**
- (i) Make a summary of the following passage :
- Sweets and celebrations are inseparable companions, deeply intertwined in bringing joy and happiness to people around the world. Whether it’s a festive occasion, a milestone achievement, or a cultural festival, sweets play a pivotal role in enhancing the celebratory spirit. Their delightful flavours and vibrant colours are a universal language of joy, transcending cultural and geographical boundaries.
- During celebrations, sweets symbolize prosperity, happiness and goodwill. In many cultures, the act of sharing sweets is a gesture of love and togetherness. For instance, in India, families exchange sweets to wish each other prosperity and joy. Similarly, in western cultures, cakes and desserts are central to birthdays, weddings, and other special occasions, marking these moments with sweetness.
- Making and sharing sweets fosters community, strengthens relationships and creates lasting memories. The anticipation and enjoyment of these treats enhance the festive mood, releasing endorphins. Sweets are integral to celebrations magnifying joy and making special moments more memorable enriching our lives with shared happiness.

- (ii) Make notes from the following passage in points only, using appropriate headings and sub-headings. Also use at least two recognizable abbreviations.

Farmlands are the lifeblood of our planet, playing a vital role in sustaining human life and the natural world. They are the source of our food, providing the grains, fruits, vegetables, and livestock that nourish billions of people globally. The cultivation of crops and raising of animals on these lands underpin the entire food supply chain, ensuring that we have access to essential nutrients necessary for health and survival. Moreover, farmlands contribute significantly to the economy by supporting the livelihoods of millions of farmers and agricultural workers. They also drive related industries such as food processing, transportation, and retail. The produce from these lands is traded both locally and internationally, fostering economic growth and development.

Farmlands support biodiversity, soil health, and water conservation, contributing to climate change mitigation through sustainable farming practices like crop rotation and agroforestry.

Farmlands, with their scenic landscapes, hold cultural, aesthetic and heritage value. They symbolize the connection between humans and nature, supporting economic stability, environmental health, and overall human well-being.

- 35 Describe your experience of watching a cricket match with your friends at your home. 2
- 36 Attempt **any one** of the following questions : 5×1=5
- (i) You are Shravini living at 10, Max Residency, Goa. Your locality is far away from the city with 500 residents travelling everyday. But the public transport facility is infrequent bus service and always overcrowded. Write a letter to the Editor of a daily newspaper highlighting the issue and requesting to increase the number of public transport buses.
- (ii) You are Pranav, a student of V.V. School, Pune. Write a letter to the Principal of the school complaining about insufficient access to computers, internet, and other digital tools which is causing disadvantage to students in terms of digital literacy and online learning.

**SECTION - E : Option - I
(English for Receptionists)**

- 37 Answer any **one** of the following questions : 4×1=4
- (i) You are a customer support representative at Bright Electronics Ltd. A customer calls to report that their newly purchased microwave oven is not heating food properly. As your office deals with sales, assist the customer in understanding the warranty process and the steps they should take for a resolution.

(ii) The General Manager asks you to find out the necessary details and make arrangements for him to travel from Mumbai to Kolkata by 20th March 2025, 8.00 am for a business presentation. Prepare the conversation.

38 Ms. Anjana has an appointment with Mr. Ravi, the Senior Consultant at Eduro Tech Solutions, at 3.30 p.m. Ms. Anjana calls to reschedule the appointment for the next day. Mr. Rohit Verma is in a conference. You are the receptionist at Eduro Tech Solutions. Write out a message for Mr. Ravi. 4

39 Answer any **one** of the following questions : 2×1=2

- (i) Why are tact and diplomacy important skills for a receptionist when handling complaints or challenging guests?
- (ii) What are the two prime requirements for a receptionist's job?

SECTION - E : Option - II
(ESP for office use)

37 Answer any **one** of the following questions : 4×1=4

- (i) You are the Sales Executive of Showering Footwear, Jaipur, deputed to conduct a survey of the footwear market in Ramgarh Lake to open a new showroom due to the increasing number of young professionals in the area. Write your report to the Sales Manager, explaining why Ramgarh Lake could be a good market for expansion with reasons.
- (ii) Mr. Rathan works as a Finance Manager in a company in Kolkata. He has been asked to visit the company's branch in Durgapur and submit a report on the financial operations and budget management there. Write out a tour report to be submitted by Mr. Rathan to Mr. Sunil Kumar, the CFO.

38 Write an e-mail addressed to Ms. Nirmala, the Auditor General of the state, visiting your company for an audit. She needs information about your company's manufacturing processes and supply chain. You are the PRO of your company, Super Plastics Pvt. Ltd., Bangalore. Ms. Nirmala's e-mail ID: nirmala@gmail.com. Your e-mail ID: superplastics@outlook.com. 4

39 Answer any **one** of the following questions : 2×1=2

- (i) What are the steps involved in writing a report?
- (ii) What is an email, and what are the advantages of using it for communication?