

This Question Paper consists of 39 questions and 12 printed pages.

Roll No.

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Code No. **68/ESS/1**

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. **68/ESS/1-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** is 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.
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 - (vii) Q. No. **38** to **39** is carrying **4 marks each**. Answers to these questions should not exceed **100** words.
 - (viii) Q. No. **36** is a long answer question coming **5 marks**. Answer to these questions should not exceed **150 - 200** words.
 - (ix) Questions have to be attempted either from **Optional Module I** or **Optional Module II** in all Sections.



PART - A
SECTION - A : Prescribed Texts

1. Choose the **correct** alternatives. **1x2=2**

- (i) Who is the poet of the poem "My grandmother's house" ?
 (A) Rabindranath Tagore (B) Kamala Das
 (C) Nissim Ezekeil (D) Robert Frost
- (ii) What is the primary theme of the poem - "Where the mind is without fear" ?
 (A) The beauty of Nature (B) The struggle for Independence
 (C) The importance of Education (D) The Power of love

2. Answer the following questions. **1x3=3**

- (i) Why might the speaker believe that the second road has "the better claim" ?
- (ii) What is the purpose of the peasants buzzing the name of God ?
- (iii) What does the phrase "the mind is without fear" suggest about the state of mind in the ideal world described ?

3. Read the text carefully and identify the **True** and **False** sentences. **1x3=3**

The message must be tailored for different groups in order to enable them to understand and pass on the message. UNESCO believes that by disseminating information to help people understand what AIDS does to the body, it is important not to have negative campaigns as these often lead to stigmatization and discrimination.

- (i) UNESCO believes tailoring messages for different groups is important to enable them to understand and pass on the message.
- (ii) Understanding what AIDS does to the body doesn't help reduce misconceptions by providing factual information that clarifies the nature of the disease.
- (iii) Effective communication plays a role in combating the spread of AIDS by ensuring accurate information is shared, which can change perceptions and behaviours.

4. Match the Column in reference to "I must know the truth". **1x4=4**

(i) The Mother	was about to perform at her School's Annual show.
(ii) Aradhana	expressed her deep love and commitment to her daughter.
(iii) Simmi	expressed her pride in Aradhana's achievement.
(iv) The Grandmother	went to retrieve the gift from their father.



5. Choose the **correct** alternatives. 1x2=2
- (i) What does Gerrard claim in his bag ?
- (A) Money (B) Jewels
(C) A disguise outfit (D) Important documents
- (ii) What helped Ved to adjust to his blindness ?
- (A) His other senses became more acute.
(B) He regained partial sight.
(C) He learned to read Braille immediately.
(D) He had a personal tutor.

SECTION - B : Non-Prescribed Texts

Read the following passage carefully and answer question **No. 6 and 7**.

The greatest enemy of mankind as people have discovered is not science but war. Science merely reflects the social forces by which it is surrounded. It is found that there is peace, science is constructive, when there is war, science is perverted to destructive ends. The weapons which science gives us don't necessarily create war, these make war increasingly more terrible. Until now it has brought us to the doorstep of doom. Our main problem, therefore is not to curb, science but to stop war. This is a job in which everybody must participate, including the scientist. But the bomb of Hiroshima suddenly woke up to the fact that we have very little time. The hour is late and our work has scarcely begun. Now we are face to face with this urgent question, "Can education and tolerance, understanding and creative intelligence run fast enough to keep us abreast with our own mounting capacity to destroy?". That is the question which we will have to answer one way or the other in this generation. Science must help us in finding the answer, but ultimately the main decision lies within ourselves.

6. Complete the following sentence : 1x3=3
- (i) _____ is considered as the greatest enemy of mankind.
- (ii) Science needs to be directed towards _____ purposes.
- (iii) Our main problem is not to curb _____, but to abolish war.
7. Choose the **correct** alternatives. 1x3=3
- (i) What is identified as the main problem in the passage ?
- (A) Advancing science (B) Stopping War
(C) Developing new weapons (D) Increasing scientific funding
- (ii) The expression 'bring to the doorstep of doom' means :
- (A) Lead us to threshold of a new destiny.
(B) Introduce us to an unpredictable future.
(C) Carry us close to death and destruction.
(D) Take us step by step to ruin.
- (iii) On mounting capacity to destroy can be kept under control by :
- (A) Encouraging social forces. (B) Education for all.
(C) Creativity and Intelligence. (D) Education, Liberal thinking and Creativity.



8. Read the following passage and identify the **True** and **False** sentences. 6x1=6

Yoga is an ancient practice that offers numerous health benefits, making it an excellent addition to any wellness routine. It combines physical postures, breathing exercises and meditation to promote overall well-being. One of the primary benefits of Yoga is its ability to improve flexibility and strength. Regular practice helps to stretch and tone muscles, enhancing physical fitness and reducing the risk of injury. Additionally, Yoga is known for its positive impact on mental health. The focus on breath control and mindfulness can significantly reduce stress and anxiety, promoting a sense of calm and relaxation. Yoga also supports cardiovascular workout, improving heart health and circulation. Moreover, Yoga can aid in weight management by increasing metabolism and promoting mindful eating habits. Another significant benefit of Yoga is its ability to enhance respiratory function. The deep breathing techniques practiced in yoga increase lung capacity and improve overall respiratory efficiency. This can be particularly beneficial for individuals with respiratory conditions such as Asthma. Furthermore, Yoga promotes better sleep. The relaxation techniques and physical activity help to regulate sleep patterns, leading to more restful and restorative sleep. In summary, Yoga is a holistic practice that benefits both the body and mind, making it an invaluable tool for maintaining and improving health.

- (i) Yoga primarily focuses on physical fitness and does not offer mental health benefits.
- (ii) Practicing Yoga can help improve cardiovascular health.
- (iii) Yoga is beneficial only for people who are already physically fit.
- (iv) Yoga can aid in weight management by increasing metabolism.
- (v) Yoga is not recommended for individuals with respiratory conditions.
- (vi) Regular Yoga practice can lead to better sleep patterns.

SECTION - C : Grammar

9. Fill in the blanks with appropriate form of verbs. 1x3=3

- (i) Water _____ (boil) at 100° Celsius.
- (ii) The painter _____ (paint) the house for two days.
- (iii) I _____ (see) Rajesh yesterday morning.

10. Choose the **correct** alternatives. 1x4=4

- (i) In the sentence, " Touch your toes without bending your knee". 'Bending' is a :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive
- (ii) Which of the following sentences contains a non-finite verb ?
(A) You have been dreaming.
(B) He began working when he was fourteen years old.
(C) I will help you.
(D) I am going to meet Raju at the station at six.
- (iii) In the sentence, I found him standing at the door, 'Standing' functions as a :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive
- (iv) In the sentence 'He doesn't care for dancing', the non-finite verb is a(n) :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive



11. Fill in the blanks with appropriate 'Wh' questions. 1x2=2
- (i) _____ did you buy ?
A box of chocolates.
- (ii) _____ old is the building ?
It's about 200 years old.

SECTION - D : Functional Writing Skills

12. Choose the **correct** alternatives : 1x4=4
- (i) Which of the following is a key component of the salutation in a formal letter ?
(A) Dear (First Name) (B) To whom It may concern
(C) Hi (First Name) (D) Hello
- (ii) What is the primary purpose of note making ?
(A) To memorize information
(B) To summarize content and aid understanding
(C) To create a final report
(D) To impress teachers
- (iii) What tone is most appropriate for a formal letter ?
(A) Casual and friendly (B) Sarcastic and humorous
(C) Professional and respectful (D) Informal and chatty
- (iv) When summarizing a text, what should be the focus ?
(A) Personal opinions (B) Main arguments and themes
(C) Length of the summary (D) Exact wording of the original text
13. Read the statements carefully and identify them as **True** and **False**. 1x4=4
- (i) It's important to use your own words when taking notes.
- (ii) A formal letter should always be written in a conversational tone.
- (iii) Notes should be written in complete sentences.
- (iv) The sender's address is written in the top right corner of the letter.
14. Answer the following questions in **one** or **two** words : 1x2=2
- (i) What is the main purpose of informal writing ?
- (ii) What is the main purpose of a paragraph ?

SECTION - E : Optional Module - I (English for Receptionists)

Read the questions carefully and choose the suitable answer :

15. What is one of the primary responsibilities of a receptionist when welcoming guests ? 1
- (A) To ignore them until they speak.
(B) To offer them help and assistance.
(C) To direct them to the nearest exit.
(D) To take their personal information.



16. Which of the following is NOT typically kept on a receptionist's desk ? 1
- (A) A railway time table
 (B) A personal diary
 (C) An index book of telephone numbers frequently used
 (D) A telephone directory
17. The following expression used in this conversation is not appropriate on the phone. 1
 Choose the **correct** response from the opinion given.
- Receptionist : Good Morning, Sunshine hotel.
 Customer : I would like to inquire about room availability for next weekend.
 Receptionist : Certainly! Can you tell me the dates interested in ?
 Customer : Sure, I'm looking for a room from Friday, September 10th to Sunday, September 12th.
- (A) Dates please
 (B) Certainly! Could you please specify the dates you're interested in ?
 (C) When interested
 (D) Not clear, please be clear
18. What is the first step a receptionist should take when receiving a Call ? 1
- (A) Obtains caller's name (B) Greets and gives identity
 (C) Offers help (D) Acknowledges the call
19. Which of the following should be the first step when dealing with a caller who tends to chat irrelevantly and keep the telephone lines needlessly engaged ? 1
- (A) Politely remind the caller of the main purpose of the conversation.
 (B) Listen patiently to the caller without interrupting.
 (C) End the call abruptly to same time.
 (D) Summarize the key points discussed so far.

SECTION - E : Optional Module - II (ESP for office use)

Read the questions carefully and choose suitable answers.

15. Study and practice the short exchanges/dialogues given below. Identify the relationship. 1
- X : Good Morning Sir!
 Y : Good Morning, Harish! Didn't see you in the morning. Are you fine ?
 X : Yes, Sir, Thank you, I had to take permission as I had to receive my sister from the railway station.
- (A) Formal (B) Informal
 (C) Neutral (D) None of the above
16. People usually use short forms when ending e-mails. Select the **correct** match. 1
- (A) BBL - be back later (B) IMO - in my opinion
 (C) BFN - bring for now (D) IOW - in other words



17. What is the primary purpose of researching a company prior to an interview ? 1
- (i) To find out the salary offered.
(ii) To convince the interviewer of your sincerity.
(iii) To learn about company gossip.
(iv) To prepare for casual conversation.
- (A) All options are True. (B) All options are False
(C) Only (i) is True (D) Only (ii) is True
18. You have to write an e-mail to VRR travels, asking them to cancel your Bus tickets to Bangalore and the Hotel accomodation 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. In a hospital, the Doctor meets the Nurse and asks, "How are you ?". Which expression could you use in response ? Select the **correct** response. 1
- (A) Thanks (B) Fine Thanks
(C) I am fine, Thank you, Doctor (D) Fine

PART - B

SECTION - A : Prescribed Texts

20. Answer **any one** of the following questions : 2x1=2
- (i) What decision does the speaker make regarding the true paths in the poem 'The Road not Taken' ?
(ii) What action did the characters take when they realized he was not found ?
21. Answer **any one** of the following questions. 3x1=3
- (i) He also emphasizes the importance of reason and rationality. How does Tagore describe the ideal state of mind in the poem ?
(ii) The poem. "The Road Not Taken", explores the idea of missed opportunities and the inherent uncertainty in decision-making. What does the poet try to bring out through this poem ?

Answer the following :

22. What made the doctor realize that he was not looking at his own watch ? 2
23. Why did Ved protest with cries when the eye drops were administered ? 2
24. How was Baldeo's weapon a part of him every time ? 2



SECTION - B : Non-Prescribed Texts

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

From the hum of a laptop to the omnipresent glow of smartphone screens, computers and the internet have deeply woven themselves into the very fabric of human existence. Their influence stretches far beyond mere devices, fundamentally reshaping how we work, learn, connect and even perceive the world around us. In just a few decades, these technologies marvels have transitioned from once - described 'futuristic fantasies' to indispensable tools of today, irrevocably altering the landscape of our lives. The computer itself serves as a tireless workhorse, automating tedious tasks and streamlining process across every imaginable field. Gone are the days of manual calculations and paper - laden desks. Now, the spreadsheets crunch numbers with lightning speed while design software sculpts virtual worlds. From medical diagnoses to financial analyses, computers have become the silent partners driving efficiency and accuracy in countless professions. This digital revolution has not only transformed how we work but has also broadened the scope of opportunities for those equipped with hi-tech skills.

25. In what ways might the constant presence of technology, such as smartphones and laptops, affect the way we perceive the world ? 2

26. (i) Why does the author refer to computers and the internet as 'futuristic fantasies' in the past ? 2

OR

(ii) How does the passage suggest that technology has become 'indispensable' in modern life ?

27. What does the passage suggest about the importance of high-tech skills in the modern workforce ? 2

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

Physical well-being enables us to engage in various activities, pursue our passions and live our lives to the fullest. A healthy body provides the energy and a vitality needed to tackle everyday tasks with ease and efficiency. Moreover, good physical health is closely associated with preventing diseases and ailments. A healthy lifestyle incorporating regular exercise, a balanced diet and adequate rest helps us avoid many diseases, leading to a long life. Beyond physical health, mental well-being is also crucial. Good health is a combination of both physical and mental fitness. Mental health includes emotional, psychological and social well-being. Mental health is our minds ability to think, feel, respond and behave. Good mental health fosters positive emotions and a sense of purpose, enabling us to navigate through life's challenges and walk through difficult paths with grace and determination. It is necessary for us to prioritise mental health as it nurtures self-care practices and provides support whenever needed.

28. (i) What are some benefits of physical well-being mentioned in the passage ? 2

OR

(ii) According to the passage, what lifestyles practices contribute to good physical health ?

29. How does good mental health contribute to handling life's challenges ? 2

30. Find a word similar in meaning from the passage : 1x3=3

- (i) forbidding.
- (ii) nurtures.
- (iii) willpower.



SECTION - C : Grammar

31. Fill in the blanks using the passive form of the verbs given in brackets : 2x1=2

- (i) He _____ (look) after by his grandmother when he _____ (use) to live in the village with her.

OR

- (ii) The stories _____ (write) when he _____ (use) to visit the hill station.

32. Change the following questions into indirect speech : 1x2=2

- (i) Ravi said, "I have a message for your brother."
(ii) "Who has been using my computer ?" Said my mother.

33. Join the following sentences using the connectors given against each pair. 1x2=2

- (i) The team couldn't finish the project.
The team worked hard. (Although)
- (ii) She succeeded in the exams.
She studied diligently everyday. (because)

SECTION - D : Functional Writing Skill

34. Answer **any one** of the following questions : 3x1=3

- (i) Make a summary of the following passage :

You might be eating clean, exercising regularly and getting good sleep, but if you still find yourself falling sick frequently, struggling with recurring colds, allergies, or other illness, then you need to keep an eye on your emotional health. Stress can play a major role in how often you get sick, even if your physical habits are on point. Stress in your body's natural response to any challenges or threats and is a survival mechanism designed to keep you safe. When you face a stressful situation - like a tight work deadline or a close call while driving - your body releases hormones like cortisol and adrenaline. These hormones prepare you to either 'fight' the threat or 'flight' from it by increasing your heart rates, quickening your breath, and sharpening your senses. While short bursts of stress can be beneficial, chronic stress is a different story. Chronic stress occurs when your body stays in this heightened state of alert for long periods, whether due to ongoing work pressure, relationship issues or financial concerns. When you're stressed, your body's priority is survival, not healing. The release of the cortisol hormone under stress keeps the sympathetic nervous system active and suppresses the immune system.



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

The first 'nano'-thing you would have ever seen would be the Nano car, the smallest car to be made in India. The car, however, was named Nano for its small size and not because it used any nanotechnology. So, what do these terms 'nano' and 'nanotechnology' mean? The word is derived from the Greek word 'Nanos' meaning 'dwarf' or something extremely small.

A 'nanometre', in the metric system, refers to one billionth of a metre. How small is that? Well, your ball point pen tip is between 0.5 - 0.7 millimetre. A millimetre, as you know, 1/1000 of a metre. It is roughly the dimension you can study under a magnifying glass. Now, a micro-metre is 1/1000,000 of a metre. You need a microscope to observe an object of micrometre dimension, such as your bacteria, silicon chips etc.

A nanometre (nm) is even smaller. It is 1/1,000,000,000 of a metre. Are you familiar with anything that is small? Well, an atom measures 0.1 to 0.5 nm in diameter and a single DNA strand is 2.5 wide. Those objects fall under the category of nanoscale structures. Now, these nanoscale objects are something our scientist love to toy with, which resulted in the emergence of a whole new branch of science termed nanotechnology'.

Nanotechnology is that field of science which manipulates nanometre-seized matter to design new structures, and devices that exhibit interesting properties in nanoscale dimensions.

35. Describe your experience of visiting your friend in a hospital who was ill and admitted for two days. 2
36. Attempt **any one** of the following questions. 5x1=5
- (i) You are Vishal living at 14, LASA GRAND Society, Pune. The pond in the nearby area is getting polluted by people disposing all the garbage and it is causing diseases for the residents of the society. Write a letter to the Editor of a daily Newspaper regarding the same.
- (ii) You are Anish, a student of HSV Public School, New Delhi. Write a letter to the Principal of the school complaining to him about the shortage of drinking water supply in the school.

SECTION - E : Optional Module - I (English for Receptionists)

37. Answer **any one** of the following questions : 2x1=2
- (i) What is essential for a receptionist to have a good understanding of aside from her regular duties ?
- (ii) Why might it be necessary to check your understanding after someone gives a long or difficult answer ?



38. Answer **any one** of the following questions : 4x1=4
- (i) Operator at Danish split Invertor AC receives a call from a customer. She had recently purchased the AC and after two days of installation. Since your office deals with sales, guide the customer about the procedure for redressal, provide information and assistance about the same.
- (ii) The Managing Director wants you to find out all necessary details and make arrangements so that he will be able to reach Mumbai from New Delhi by 30th Nov 2024, 9.30 a.m. for a meeting with the General Managers of the Region. Prepare the conversation.
39. Mr. Jagdish has an appointment with Mr. Manu Sharma, the Sales Executive of Nimisha Foods Pvt. Ltd. at 10.30 a.m. Mr. Jagdish rings up to cancel the appointment. Mr. Manu Sharma is not at his desk. You are the receptionist at Nimisha Foods Pvt. Ltd. Write out a message for Mr. Manu Sharma. 4

SECTION - E : Optional Module - II (ESP for Office Use)

37. Answer **any one** of the following questions : 2x1=2
- (i) What are pre-interview activities ? Why is it necessary ?
- (ii) What are the sources to gather information about the company ?
38. Answer **any one** of the following question. 4x1=4
- (i) You are Sales Executive of Blossom Children Book Stores, Hyderabad, deputed to conduct a survey of the share market in Secunderabad to open a showroom as there are new residential colonies and schools, which have come up in that area. Write your report to be submitted to the Sales Manager stating that Secunderabad Market might be a suitable market for a purpose. Give necessary reasons.
- (ii) Mr. Sameer works as an Assistant Manager in a firm in Raipur. He has been asked to visit the firm's Nagpur office and submit a report on how that office is functioning there. Write out a tour report to be submitted by Mr. Sameer to Mr. Mukesh Sharma, the Director.
39. Write an email addressed to Mr. Susheel Mishra, the Auditor General of the state coming to your company for audit. He wants information about your company's area of operation and business. You are PRO of your company, VCR Shoes Manufacturing Company, Chandigarh. Mr. Susheel's e-mail ID : susheelm@gmail.com. Your e-mail ID : vcrshoes@hotmail.com. 4

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ENGLISH

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PART - A
SECTION - A : Prescribed Texts

1. Choose the **correct** alternatives. **1x2=2**

- (i) Who is the poet of the poem "My grandmother's house" ?
(A) Rabindranath Tagore (B) Kamala Das
(C) Nissim Ezekeil (D) Robert Frost
- (ii) What is the primary theme of the poem - "Where the mind is without fear" ?
(A) The beauty of Nature (B) The struggle for Independence
(C) The importance of Education (D) The Power of love

2. Answer the following question : **1x3=3**

- (i) What are the "narrow domestic walls" referring to in the context of the "Where the mind is without fear" ?
- (ii) What objects are mentioned in the poem Night of the Scorpion when the peasants are searching the Scorpions ?
- (iii) How does the speaker describe the state of the house after the woman died ?

3. Read the text carefully and identify the **True** and **False** sentences. **1x3=3**

The message must be tailored for different groups in order to enable them to understand and pass on the message. UNESCO believes that by disseminating information to help people understand what AIDS does to the body, it is important not to have negative campaigns as these often lead to stigmatization and discrimination.

- (i) UNESCO believes tailoring messages for different groups is important to enable them to understand and pass on the message.
- (ii) Understanding what AIDS does to the body doesn't help reduce misconceptions by providing factual information that clarifies the nature of the disease.
- (iii) Effective communication plays a role in combating the spread of AIDS by ensuring accurate information is shared, which can change perceptions and behaviours.

4. Match the Column in reference to "I must know the truth". **1x4=4**

(i) The Mother	was about to perform at her School's Annual show.
(ii) Aradhana	expressed her deep love and commitment to her daughter.
(iii) Simmi	expressed her pride in Aradhana's achievement.
(iv) The Grandmother	went to retrieve the gift from their father.



5. Choose the **correct** alternatives.

1x2=2

- (i) What does Gerrard claim in his bag ?
(A) Money (B) Jewels
(C) A disguise outfit (D) Important documents
- (ii) What helped Ved to adjust to his blindness ?
(A) His other senses became more acute.
(B) He regained partial sight.
(C) He learned to read Braille immediately.
(D) He had a personal tutor.

SECTION - B : Non-Prescribed Texts

Read the following passage carefully and answer question **No. 6 and 7**.

The greatest enemy of mankind as people have discovered is not science but war. Science merely reflects the social forces by which it is surrounded. It is found that there is peace, science is constructive, when there is war, science is perverted to destructive ends. The weapons which science gives us don't necessarily create war, these make war increasingly more terrible. Until now it has brought us to the doorstep of doom. Our main problem, therefore is not to curb, science but to stop war. This is a job in which everybody must participate, including the scientist. But the bomb of Hiroshima suddenly woke up to the fact that we have very little time. The hour is late and our work has scarcely begun. Now we are face to face with this urgent question, "Can education and tolerance, understanding and creative intelligence run fast enough to keep us abreast with our own mounting capacity to destroy?". That is the question which we will have to answer one way or the other in this generation. Science must help us in finding the answer, but ultimately the main decision lies within ourselves.

6. Complete the following sentence :

1x3=3

- (i) _____ is considered as the greatest enemy of mankind.
(ii) Science needs to be directed towards _____ purposes.
(iii) Our main problem is not to curb _____, but to abolish war.

7. Choose the **correct** alternatives.

1x3=3

- (i) What is identified as the main problem in the passage ?
(A) Advancing science (B) Stopping War
(C) Developing new weapons (D) Increasing scientific funding
- (ii) The expression 'bring to the doorstep of doom' means :
(A) Lead us to threshold of a new destiny.
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- (iii) On mounting capacity to destroy can be kept under control by :
(A) Encouraging social forces. (B) Education for all.
(C) Creativity and Intelligence. (D) Education, Liberal thinking and Creativity.



8. Read the following passage and identify the **True** and **False** sentences. 1x6=6

Saying no to single-use plastic is a crucial practice that everyone must adopt to protect our environment. Single-use plastics, such as straws, bags, bottles and cutlery are designed for short-term use but take hundreds of years to decompose. This leads to significant environmental pollution, harming wildlife and ecosystems.

By refusing single-use plastics, we can reduce the amount of plastic waste that ends up in landfills and oceans. Simple actions, like carrying reusable shopping bags, using metal or bamboo straws and opting for refillable water bottles, can make a substantial differences. These small changes in our daily habits collectively contribute to a larger impact, reducing the demand for disposable plastics and encouraging more sustainable practices.

Moreover, saying no to single-use plastics helps in conserving resources and energy used in the production of these items. It also promotes a culture of mindfulness and responsibility towards our planet. Educating others about the harmful effects of plastic pollution and advocating for policies that limit plastic use are essential steps in this movement.

In essence, the practice of refusing single-use plastics is not just an individual responsibility but a collective effort towards a healthier, cleaner and more sustainable world.

- (i) Single-use plastics decompose quickly and do not cause long-term environmental pollution.
- (ii) Using reusable shopping bags and refillable water bottles can help reduce plastic waste.
- (iii) Refusing single-use plastics has no impact on conserving resources and energy.
- (iv) Promoting sustainable practices is part of the effort to reduce single-use plastic usage.
- (v) Educating others about the harmful effects of plastic pollution is unnecessary.
- (vi) The practice of refusing single-use plastics is solely an individual responsibility.

SECTION - C : Grammar

9. Fill in the blanks with appropriate form of verbs. 1x3=3

- (i) Sushant _____ (speak) softly to his neighbour.
- (ii) It _____ (rain) since last night.
- (iii) At that time we _____ (live) in the caravan for about six months.

10. Choose the **correct** alternatives. 1x4=4

- (i) In the sentence, " Touch your toes without bending your knee". 'Bending' is a :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive
- (ii) Which of the following sentences contains a non-finite verb ?
(A) You have been dreaming.
(B) He began working when he was fourteen years old.
(C) I will help you.
(D) I am going to meet Raju at the station at six.
- (iii) In the sentence, I found him standing at the door, 'Standing' functions as a :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive
- (iv) In the sentence 'He doesn't care for dancing', the non-finite verb is a(n) :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive



11. Fill in the blanks with appropriate 'Wh' questions. 1x2=2

(i) _____ did you buy ?

A box of chocolates.

(ii) _____ old is the building ?

It's about 200 years old.

SECTION - D : Functional Writing Skills

12. Choose the **correct** alternatives : 1x4=4

(i) Which of the following is a key component of the salutation in a formal letter ?

(A) Dear (First Name)

(B) To whom It may concern

(C) Hi (First Name)

(D) Hello

(ii) What is the primary purpose of note making ?

(A) To memorize information

(B) To summarize content and aid understanding

(C) To create a final report

(D) To impress teachers

(iii) What tone is most appropriate for a formal letter ?

(A) Casual and friendly

(B) Sarcastic and humorous

(C) Professional and respectful

(D) Informal and chatty

(iv) When summarizing a text, what should be the focus ?

(A) Personal opinions

(B) Main arguments and themes

(C) Length of the summary

(D) Exact wording of the original text

13. Read the statements carefully and identify them as **True** and **False**. 1x4=4

(i) It's important to use your own words when taking notes.

(ii) A formal letter should always be written in a conversational tone.

(iii) Notes should be written in complete sentences.

(iv) The sender's address is written in the top right corner of the letter.

14. Answer the following questions in **one** or **two** word(s). 1x2=2

(i) What are the key elements of a well-written paragraph ?

(ii) How should you close a formal letter ?



SECTION - E : Optional Module - I (English for Receptionists)

Read the questions carefully and choose the suitable answer :

15. What is one of the primary responsibilities of a receptionist when welcoming guests ? 1
(A) To ignore them until they speak.
(B) To offer them help and assistance.
(C) To direct them to the nearest exit.
(D) To take their personal information.
16. Which of the following is NOT typically kept on a receptionist's desk ? 1
(A) A railway time table
(B) A personal diary
(C) An index book of telephone numbers frequently used
(D) A telephone directory
17. The following expression used in this conversation is not appropriate on the phone. 1
Choose the **correct** response from the opinion given.
Receptionist : Good Morning, Sunshine hotel.
Customer : I would like to inquire about room availability for next weekend.
Receptionist : Certainly! Can you tell me the dates interested in ?
Customer : Sure, I'm looking for a room from Friday, September 10th to Sunday, September 12th.
(A) Dates please
(B) Certainly! Could you please specify the dates you're interested in ?
(C) When interested
(D) Not clear, please be clear
18. What is the first step a receptionist should take when receiving a Call ? 1
(A) Obtains caller's name (B) Greets and gives identity
(C) Offers help (D) Acknowledges the call
19. Which of the following should be the first step when dealing with a caller who tends to chat irrelevantly and keep the telephone lines needlessly engaged ? 1
(A) Politely remind the caller of the main purpose of the conversation.
(B) Listen patiently to the caller without interrupting.
(C) End the call abruptly to same time.
(D) Summarize the key points discussed so far.



SECTION - E : Optional Module - II (ESP for office use)

Read the questions carefully and choose suitable answers.

15. Study and practice the short exchanges/dialogues given below. Identify the relationship. 1
- X : Good Morning Sir'!
- Y : Good Morning, Harish! Didn't see you in the morning. Are you fine ?
- X : Yes, Sir, Thank you, I had to take permission as I had to receive my sister from the railway station.
- (A) Formal (B) Informal
(C) Neutral (D) None of the above
16. People usually use short forms when ending e-mails. Select the **correct** match. 1
- (A) BBL - be back later (B) IMO - in my opinion
(C) BFN - bring for now (D) IOW - in other words
17. What is the primary purpose of researching a company prior to an interview ? 1
- (i) To find out the salary offered.
(ii) To convince the interviewer of your sincerity.
(iii) To learn about company gossip.
(iv) To prepare for casual conversation.
- (A) All options are True. (B) All options are False
(C) Only (i) is True (D) Only (ii) is True
18. You have to write an e-mail to VRR travels, asking them to cancel your Bus tickets to Bangalore and the Hotel accomodation 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. In a hospital, the Doctor meets the Nurse and asks, "How are you ?". Which expression could you use in response ? Select the **correct** response. 1
- (A) Thanks (B) Fine Thanks
(C) I am fine, Thank you, Doctor (D) Fine

PART - B

SECTION - A : Prescribed Texts

20. Answer **any one** of the following questions : 2x1=2
- (i) What decision does the speaker make regarding the true paths in the poem 'The Road not Taken' ?
- (ii) What action did the characters take when they realized he was not found ?



21. Answer **any one** of the following questions. 3x1=3
- (i) He also emphasizes the importance of reason and rationality. How does Tagore describe the ideal state of mind in the poem ?
- (ii) The poem. "The Road Not Taken", explores the idea of missed opportunities and the inherent uncertainty in decision-making. What does the poet try to bring out through this poem ?

Answer the following :

22. What made the doctor realize that he was not looking at his own watch ? 2
23. Why did Ved protest with cries when the eye drops were administered ? 2
24. How was Baldeo's weapon a part of him every time ? 2

SECTION - B : Non-Prescribed Texts

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

From the hum of a laptop to the omnipresent glow of smartphone screens, computers and the internet have deeply woven themselves into the very fabric of human existence. Their influence stretches far beyond mere devices, fundamentally reshaping how we work, learn, connect and even perceive the world around us. In just a few decades, these technologies marvels have transitioned from once - described 'futuristic fantasies' to indispensable tools of today, irrevocably altering the landscape of our lives. The computer itself serves as a tireless workhorse, automating tedious tasks and streamlining process across every imaginable field. Gone are the days of manual calculations and paper - laden desks. Now, the spreadsheets crunch numbers with lightning speed while design software sculpts virtual worlds. From medical diagnoses to financial analyses, computers have become the silent partners driving efficiency and accuracy in countless professions. This digital revolution has not only transformed how we work but has also broadened the scope of opportunities for those equipped with hi-tech skills.

25. In what ways might the constant presence of technology, such as smartphones and laptops, affect the way we perceive the world ? 2
26. (i) Why does the author refer to computers and the internet as 'futuristic fantasies' in the past ? 2

OR

- (ii) How does the passage suggest that technology has become 'indispensable' in modern life ?
27. What does the passage suggest about the importance of high-tech skills in the modern workforce ? 2



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

Physical well-being enables us to engage in various activities, pursue our passions and live our lives to the fullest. A healthy body provides the energy and a vitality needed to tackle everyday tasks with ease and efficiency. Moreover, good physical health is closely associated with preventing diseases and ailments. A healthy lifestyle incorporating regular exercise, a balanced diet and adequate rest helps us avoid many diseases, leading to a long life. Beyond physical health, mental well-being is also crucial. Good health is a combination of both physical and mental fitness. Mental health includes emotional, psychological and social well-being. Mental health is our minds ability to think, feel, respond and behave. Good mental health fosters positive emotions and a sense of purpose, enabling us to navigate through life's challenges and walk through difficult paths with grace and determination. It is necessary for us to prioritise mental health as it nurtures self-care practices and provides support whenever needed.

28. (i) What are some benefits of physical well-being mentioned in the passage ? 2

OR

(ii) According to the passage, what lifestyles practices contribute to good physical health ?

29. How does good mental health contribute to handling life's challenges ? 2

30. Find a word similar in meaning from the passage : 1x3=3

(i) forbidding.

(ii) nurtures.

(iii) willpower.

SECTION - C : Grammar

31. Fill in the blanks using the passive form of the verbs given in brackets : 2x1=2

(i) He _____ (look) after by his grandmother when he _____ (use) to live in the village with her.

OR

(ii) The stories _____ (write) when he _____ (use) to visit the hill station.

32. Change the following questions into indirect speech. 1x2=2

(i) He said, "Do you live with your family ?"

(ii) She said, I have done my work."

33. Join the sentences using the connectors given against each pair. 1x2=2

(i) This is the house.

Jinu built it. (that)

(ii) He was my teacher.

I will never forget. (whom)



SECTION - D : Functional Writing Skill

34. Answer **any one** of the following questions : 3x1=3

(i) Make a summary of the following passage :

You might be eating clean, exercising regularly and getting good sleep, but if you still find yourself falling sick frequently, struggling with recurring colds, allergies, or other illness, then you need to keep an eye on your emotional health. Stress can play a major role in how often you get sick, even if your physical habits are on point. Stress in your body's natural response to any challenges or threats and is a survival mechanism designed to keep you safe. When you face a stressful situation - like a tight work deadline or a close call while driving - your body releases hormones like cortisol and adrenaline. These hormones prepare you to either 'fight' the threat or 'flight' from it by increasing your heart rates, quickening your breath, and sharpening your senses. While short bursts of stress can be beneficial, chronic stress is a different story. Chronic stress occurs when your body stays in this heightened state of alert for long periods, whether due to ongoing work pressure, relationship issues or financial concerns. When you're stressed, your body's priority is survival, not healing. The release of the cortisol hormone under stress keeps the sympathetic nervous system active and suppresses the immune system.

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

The first 'nano'-thing you would have ever seen would be the Nano car, the smallest car to be made in India. The car, however, was named Nano for its small size and not because it used any nanotechnology. So, what do these terms 'nano' and 'nanotechnology' mean? The word is derived from the Greek word 'Nanos' meaning 'dwarf' or something extremely small.

A 'nanometre', in the metric system, refers to one billionth of a metre. How small is that? Well, your ball point pen tip is between 0.5 - 0.7 millimetre. A millimetre, as you know, 1/1000 of a metre. It is roughly the dimension you can study under a magnifying glass. Now, a micro-metre is 1/1000,000 of a metre. You need a microscope to observe an object of micrometre dimension, such as your bacteria, silicon chips etc.

A nanometre (nm) is even smaller. It is 1/1,000,000,000 of a metre. Are you familiar with anything that is small? Well, an atom measures 0.1 to 0.5 nm in diameter and a single DNA strand is 2.5 wide. Those objects fall under the category of nanoscale structures. Now, these nanoscale objects are something our scientist love to toy with, which resulted in the emergence of a whole new branch of science termed nanotechnology'.

Nanotechnology is that field of science which manipulates nanometre-seized matter to design new structures, and devices that exhibit interesting properties in nanoscale dimensions.

35. Describe your experience of visiting a historical place during your holidays. 2

36. Attempt **any one** of the following questions. 5x1=5

(i) You are Aruna, a resident of Ashok Nagar, New Delhi. The residents feel inconvenience due to the frequent shortage of electricity supply in your area. Write a letter to the Editor of a daily newspaper regarding the same.

(ii) You are Keerthana, living at No. 4, Rajiv Nagar, Hyderabad. You purchased a (55 inches) 4K Ultra HD Smart LED ten days before and for the past two days it is not functioning properly. Write a letter to the 'Manager, Life Enterprises, Kanpur complaining about the issue.



SECTION - E : Optional Module - I (English for Receptionists)

37. Answer **any one** of the following questions : **2x1=2**
- (i) What is essential for a receptionist to have a good understanding of aside from her regular duties ?
- (ii) Why might it be necessary to check your understanding after someone gives a long or difficult answer ?
38. Answer **any one** of the following questions : **4x1=4**
- (i) Operator at Danish split Invertor AC receives a call from a customer. She had recently purchased the AC and after two days of installation. Since your office deals with sales, guide the customer about the procedure for redressal, provide information and assistance about the same.
- (ii) The Managing Director wants you to find out all necessary details and make arrangements so that he will be able to reach Mumbai from New Delhi by 30th Nov 2024, 9.30 a.m. for a meeting with the General Managers of the Region. Prepare the conversation.
39. Mr. Jagdish has an appointment with Mr. Manu Sharma, the Sales Executive of Nimisha Foods Pvt. Ltd. at 10.30 a.m. Mr. Jagdish rings up to cancel the appointment. Mr. Manu Sharma is not at his desk. You are the receptionist at Nimisha Foods Pvt. Ltd. Write out a message for Mr. Manu Sharma. **4**

SECTION - E : Optional Module - II (ESP for Office Use)

37. Answer **any one** of the following questions : **2x1=2**
- (i) What are pre-interview activities ? Why is it necessary ?
- (ii) What are the sources to gather information about the company ?
38. Answer **any one** of the following question. **4x1=4**
- (i) You are Sales Executive of Blossom Children Book Stores, Hyderabad, deputed to conduct a survey of the share market in Secunderabad to open a showroom as there are new residential colonies and schools, which have come up in that area. Write your report to be submitted to the Sales Manager stating that Secunderabad Market might be a suitable market for a purpose. Give necessary reasons.
- (ii) Mr. Sameer works as an Assistant Manager in a firm in Raipur. He has been asked to visit the firm's Nagpur office and submit a report on how that office is functioning there. Write out a tour report to be submitted by Mr. Sameer to Mr. Mukesh Sharma, the Director.
39. Write an email addressed to Mr. Susheel Mishra, the Auditor General of the state coming to your company for audit. He wants information about your company's area of operation and business. You are PRO of your company, VCR Shoes Manufacturing Company, Chandigarh. Mr. Susheel's e-mail ID : susheelm@gmail.com. Your e-mail ID : vcrshoes@hotmail.com. **4**

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This Question Paper consists of 39 questions and 12 printed pages.

Roll No.

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Code No. **68/ESS/1**

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. **68/ESS/1-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** is 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) Question. Nos. **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** to **39** is carrying **4 marks each**. Answers to these questions should not exceed **100** words.
 - (viii) Q. No. **36** is a long answer questions coming **5 marks**. Answer to these questions should not exceed **150 - 200** words.
 - (ix) Questions have to be attempted either from **Optional Module I** or **Optional Module II** in all Sections.



PART - A
SECTION - A : Prescribed Texts

1. Choose the **correct** alternatives. **1x2=2**

- (i) Who is the poet of the poem "My grandmother's house" ?
(A) Rabindranath Tagore (B) Kamala Das
(C) Nissim Ezekeil (D) Robert Frost
- (ii) What is the primary theme of the poem - "Where the mind is without fear" ?
(A) The beauty of Nature (B) The struggle for Independence
(C) The importance of Education (D) The Power of love

2. Answer the following questions. **1x3=3**

- (i) What does the speaker compare their blood to when reflecting on their feelings ?
- (ii) How does the poem define the concept of knowledge in relation to freedom ?
- (iii) What conclusion can be drawn about the wear on both roads based on the speaker's observation ?

3. Read the text carefully and identify the **True** and **False** sentences. **1x3=3**

The message must be tailored for different groups in order to enable them to understand and pass on the message. UNESCO believes that by disseminating information to help people understand what AIDS does to the body, it is important not to have negative campaigns as these often lead to stigmatization and discrimination.

- (i) UNESCO believes tailoring messages for different groups is important to enable them to understand and pass on the message.
- (ii) Understanding what AIDS does to the body doesn't help reduce misconceptions by providing factual information that clarifies the nature of the disease.
- (iii) Effective communication plays a role in combating the spread of AIDS by ensuring accurate information is shared, which can change perceptions and behaviours.

4. Match the Column in reference to "I must know the truth". **1x4=4**

(i) The Mother	was about to perform at her School's Annual show.
(ii) Aradhana	expressed her deep love and commitment to her daughter.
(iii) Simmi	expressed her pride in Aradhana's achievement.
(iv) The Grandmother	went to retrieve the gift from their father.



5. Choose the **correct** alternatives. 1x2=2
- (i) What does Gerrard claim in his bag ?
- (A) Money (B) Jewels
(C) A disguise outfit (D) Important documents
- (ii) What helped Ved to adjust to his blindness ?
- (A) His other senses became more acute.
(B) He regained partial sight.
(C) He learned to read Braille immediately.
(D) He had a personal tutor.

SECTION - B : Non-Prescribed Texts

Read the following passage carefully and answer question **No. 6 and 7**.

The greatest enemy of mankind as people have discovered is not science but war. Science merely reflects the social forces by which it is surrounded. It is found that there is peace, science is constructive, when there is war, science is perverted to destructive ends. The weapons which science gives us don't necessarily create war, these make war increasingly more terrible. Until now it has brought us to the doorstep of doom. Our main problem, therefore is not to curb, science but to stop war. This is a job in which everybody must participate, including the scientist. But the bomb of Hiroshima suddenly woke up to the fact that we have very little time. The hour is late and our work has scarcely begun. Now we are face to face with this urgent question, "Can education and tolerance, understanding and creative intelligence run fast enough to keep us abreast with our own mounting capacity to destroy?". That is the question which we will have to answer one way or the other in this generation. Science must help us in finding the answer, but ultimately the main decision lies within ourselves.

6. Complete the following sentence : 1x3=3
- (i) _____ is considered as the greatest enemy of mankind.
- (ii) Science needs to be directed towards _____ purposes.
- (iii) Our main problem is not to curb _____, but to abolish war.
7. Choose the **correct** alternatives. 1x3=3
- (i) What is identified as the main problem in the passage ?
- (A) Advancing science (B) Stopping War
(C) Developing new weapons (D) Increasing scientific funding
- (ii) The expression 'bring to the doorstep of doom' means :
- (A) Lead us to threshold of a new destiny.
(B) Introduce us to an unpredictable future.
(C) Carry us close to death and destruction.
(D) Take us step by step to ruin.
- (iii) On mounting capacity to destroy can be kept under control by :
- (A) Encouraging social forces. (B) Education for all.
(C) Creativity and Intelligence. (D) Education, Liberal thinking and Creativity.



8. Read the following passage and identify the **True** and **False** sentences. **1x6=6**

Jewellery in Indian culture is more than mere adornment; it is testament to the rich tradition of handicraft and the role of women in preserving this heritage. Indian jewellery, known for its intricate designs and exquisite craftsmanship, has been passed down through generations, symbolizing not only beauty but also cultural identity and familial bonds.

Women in India play a crucial role in maintaining and promoting these traditional crafts. From the delicate filigree work of Odisha to the vibrant Kundan and Meenakari styles of Rajasthan, each piece of jewellery tells a story of regional artistry and historical significance. These crafts are often learned and perfected within families, with skills and techniques being handed down from mothers to daughters.

Jewellery also holds significant emotional and cultural value. It is often gifted during important life events such as weddings and festivals, symbolizing blessings, prosperity and continuity of tradition. Women wear these pieces with pride, not only as a fashion statement but as a connection to their heritage and ancestors.

In essence, Indian jewellery is a living tradition, with women at its heart, ensuring that the rich legacy of handicraft continues to thrive and evolve, reflecting the diverse and vibrant culture of India.

- (i) Indian jewellery is primarily valued for its monetary worth and not for its cultural significance.
- (ii) Women in India play a crucial role in maintaining and promoting traditional jewellery crafts.
- (iii) The skills and techniques of jewellery making are often passed down from fathers to sons.
- (iv) Jewellery in India is often gifted during important life events such as weddings and festivals.
- (v) Indian jewellery is known for its simple and minimalistic designs.
- (vi) Women wear traditional jewellery as a connection to their heritage and ancestors.

SECTION - C : Grammar

9. Fill in the blanks with appropriate form of verbs. **1x3=3**

- (i) Ramesh _____ (leave) for Spain yesterday.
- (ii) When she found the baby she could see that she _____ (cry).
- (iii) I went to the doctor because I _____ (suffer) from fever for the past few days.

10. Choose the **correct** alternatives. **1x4=4**

- (i) In the sentence, " Touch your toes without bending your knee". 'Bending' is a :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive
- (ii) Which of the following sentences contains a non-finite verb ?
(A) You have been dreaming.
(B) He began working when he was fourteen years old.
(C) I will help you.
(D) I am going to meet Raju at the station at six.
- (iii) In the sentence, I found him standing at the door, 'Standing' functions as a :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive
- (iv) In the sentence 'He doesn't care for dancing', the non-finite verb is a(n) :
(A) Gerund (B) Participle (C) Finite verb (D) Infinitive



11. Fill in the blanks with appropriate 'Wh' questions. 1x2=2

(i) _____ did you buy ?

A box of chocolates.

(ii) _____ old is the building ?

It's about 200 years old.

SECTION - D : Functional Writing Skills

12. Choose the **correct** alternatives : 1x4=4

(i) Which of the following is a key component of the salutation in a formal letter ?

(A) Dear (First Name)

(B) To whom It may concern

(C) Hi (First Name)

(D) Hello

(ii) What is the primary purpose of note making ?

(A) To memorize information

(B) To summarize content and aid understanding

(C) To create a final report

(D) To impress teachers

(iii) What tone is most appropriate for a formal letter ?

(A) Casual and friendly

(B) Sarcastic and humorous

(C) Professional and respectful

(D) Informal and chatty

(iv) When summarizing a text, what should be the focus ?

(A) Personal opinions

(B) Main arguments and themes

(C) Length of the summary

(D) Exact wording of the original text

13. Read the statements carefully and identify them as **True** and **False**. 1x4=4

(i) It's important to use your own words when taking notes.

(ii) A formal letter should always be written in a conversational tone.

(iii) Notes should be written in complete sentences.

(iv) The sender's address is written in the top right corner of the letter.

14. Answer the following questions in **one** or **two** word(s) : 1x2=2

(i) In what types of situations is informal writing typically used ?

(ii) What is the purpose of the complimentary close in a formal letter ?



SECTION - E : Optional Module - I (English for Receptionists)

Read the questions carefully and choose the suitable answer :

15. What is one of the primary responsibilities of a receptionist when welcoming guests ? 1
(A) To ignore them until they speak.
(B) To offer them help and assistance.
(C) To direct them to the nearest exit.
(D) To take their personal information.
16. Which of the following is NOT typically kept on a receptionist's desk ? 1
(A) A railway time table
(B) A personal dairy
(C) An index book of telephone numbers frequently used
(D) A telephone directory
17. The following expression used in this conversation is not appropriate on the phone. 1
Choose the **correct** response from the opinion given.
Receptionist : Good Morning, Sunshine hotel.
Customer : I would like to inquire about room availability for next weekend.
Receptionist : Certainly! Can you tell me the dates interested in ?
Customer : Sure, I'm looking for a room from Friday, September 10th to Sunday, September 12th.
(A) Dates please
(B) Certainly! Could you please specify the dates you're interested in ?
(C) When interested
(D) Not clear, please be clear
18. What is the first step a receptionist should take when receiving a Call ? 1
(A) Obtains caller's name (B) Greets and gives identity
(C) Offers help (D) Acknowledges the call
19. Which of the following should be the first step when dealing with a caller who tends to chat irrelevantly and keep the telephone lines needlessly engaged ? 1
(A) Politely remind the caller of the main purpose of the conversation.
(B) Listen patiently to the caller without interrupting.
(C) End the call abruptly to same time.
(D) Summarize the key points discussed so far.



SECTION - E : Optional Module - II (ESP for office use)

Read the questions carefully and choose suitable answers.

15. Study and practice the short exchanges/dialogues given below. Identify the relationship. 1
- X : Good Morning Sir'!
- Y : Good Morning, Harish! Didn't see you in the morning. Are you fine ?
- X : Yes, Sir, Thank you, I had to take permission as I had to receive my sister from the railway station.
- (A) Formal (B) Informal
(C) Neutral (D) None of the above
16. People usually use short forms when ending e-mails. Select the **correct** match. 1
- (A) BBL - be back later (B) IMO - in my opinion
(C) BFN - bring for now (D) IOW - in other words
17. What is the primary purpose of researching a company prior to an interview ? 1
- (i) To find out the salary offered.
(ii) To convince the interviewer of your sincerity.
(iii) To learn about company gossip.
(iv) To prepare for casual conversation.
- (A) All options are True. (B) All options are False
(C) Only (i) is True (D) Only (ii) is True
18. You have to write an e-mail to VRR travels, asking them to cancel your Bus tickets to Bangalore and the Hotel accomodation 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. In a hospital, the Doctor meets the Nurse and asks, "How are you ?". Which expression could you use in response ? Select the **correct** response. 1
- (A) Thanks (B) Fine Thanks
(C) I am fine, Thank you, Doctor (D) Fine



PART - B

SECTION - A : Prescribed Texts

20. Answer **any one** of the following questions : 2x1=2
- (i) What decision does the speaker make regarding the true paths in the poem 'The Road not Taken' ?
 - (ii) What action did the characters take when they realized he was not found ?
21. Answer **any one** of the following questions. 3x1=3
- (i) He also emphasizes the importance of reason and rationality. How does Tagore describe the ideal state of mind in the poem ?
 - (ii) The poem. "The Road Not Taken", explores the idea of missed opportunities and the inherent uncertainty in decision-making. What does the poet try to bring out through this poem ?

Answer the following :

22. What made the doctor realize that he was not looking at his own watch ? 2
23. Why did Ved protest with cries when the eye drops were administered ? 2
24. How was Baldeo's weapon a part of him every time ? 2

SECTION - B : Non-Prescribed Texts

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

From the hum of a laptop to the omnipresent glow of smartphone screens, computers and the internet have deeply woven themselves into the very fabric of human existence. Their influence stretches far beyond mere devices, fundamentally reshaping how we work, learn, connect and even perceive the world around us. In just a few decades, these technologies marvels have transitioned from once - described 'futuristic fantasies' to indispensable tools of today, irrevocably altering the landscape of our lives. The computer itself serves as a tireless workhorse, automating tedious tasks and streamlining process across every imaginable field. Gone are the days of manual calculations and paper - laden desks. Now, the spreadsheets crunch numbers with lightning speed while design software sculpts virtual worlds. From medical diagnoses to financial analyses, computers have become the silent partners driving efficiency and accuracy in countless professions. This digital revolution has not only transformed how we work but has also broadened the scope of opportunities for those equipped with hi-tech skills.

25. In what ways might the constant presence of technology, such as smartphones and laptops, affect the way we perceive the world ? 2
26. (i) Why does the author refer to computers and the internet as 'futuristic fantasies' in the past ? 2
- OR**
- (ii) How does the passage suggest that technology has become 'indispensable' in modern life ?
27. What does the passage suggest about the importance of high-tech skills in the modern workforce ? 2



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

Physical well-being enables us to engage in various activities, pursue our passions and live our lives to the fullest. A healthy body provides the energy and a vitality needed to tackle everyday tasks with ease and efficiency. Moreover, good physical health is closely associated with preventing diseases and ailments. A healthy lifestyle incorporating regular exercise, a balanced diet and adequate rest helps us avoid many diseases, leading to a long life. Beyond physical health, mental well-being is also crucial. Good health is a combination of both physical and mental fitness. Mental health includes emotional, psychological and social well-being. Mental health is our minds ability to think, feel, respond and behave. Good mental health fosters positive emotions and a sense of purpose, enabling us to navigate through life's challenges and walk through difficult paths with grace and determination. It is necessary for us to prioritise mental health as it nurtures self-care practices and provides support whenever needed.

28. (i) What are some benefits of physical well-being mentioned in the passage ? 2

OR

(ii) According to the passage, what lifestyles practices contribute to good physical health ?

29. How does good mental health contribute to handling life's challenges ? 2

30. Find a word similar in meaning from the passage : 1x3=3

(i) forbidding.

(ii) nurtures.

(iii) willpower.

SECTION - C : Grammar

31. Fill in the blanks using the passive form of the verbs given in brackets : 2x1=2

(i) He _____ (look) after by his grandmother when he _____ (use) to live in the village with her.

OR

(ii) The stories _____ (write) when he _____ (use) to visit the hill station.

32. Change the following questions into indirect speech. 1x2=2

(i) He said, "Who lives next door" ?

(ii) He said, "Where was the station ?"

33. Join the sentences using the connectors given against each pair. 1x2=2

(i) The girl solved the puzzle.

She was praised by the teacher. (Who)

(ii) Bring me the file.

The file is on the table. (which)



SECTION - D : Functional Writing Skill

34. Answer **any one** of the following questions :

3x1=3

(i) Make a summary of the following passage :

You might be eating clean, exercising regularly and getting good sleep, but if you still find yourself falling sick frequently, struggling with recurring colds, allergies, or other illness, then you need to keep an eye on your emotional health. Stress can play a major role in how often you get sick, even if your physical habits are on point. Stress in your body's natural response to any challenges or threats and is a survival mechanism designed to keep you safe. When you face a stressful situation - like a tight work deadline or a close call while driving - your body releases hormones like cortisol and adrenaline. These hormones prepare you to either 'fight' the threat or 'flight' from it by increasing your heart rates, quickening your breath, and sharpening your senses. While short bursts of stress can be beneficial, chronic stress is a different story. Chronic stress occurs when your body stays in this heightened state of alert for long periods, whether due to ongoing work pressure, relationship issues or financial concerns. When you're stressed, your body's priority is survival, not healing. The release of the cortisol hormone under stress keeps the sympathetic nervous system active and suppresses the immune system.

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

The first 'nano'-thing you would have ever seen would be the Nano car, the smallest car to be made in India. The car, however, was named Nano for its small size and not because it used any nanotechnology. So, what do these terms 'nano' and 'nanotechnology' mean? The word is derived from the Greek word 'Nanos' meaning 'dwarf' or something extremely small.

A 'nanometre', in the metric system, refers to one billionth of a metre. How small is that? Well, your ball point pen tip is between 0.5 - 0.7 millimetre. A millimetre, as you know, 1/1000 of a metre. It is roughly the dimension you can study under a magnifying glass. Now, a micro-metre is 1/1000,000 of a metre. You need a microscope to observe an object of micrometre dimension, such as your bacteria, silicon chips etc.

A nanometre (nm) is even smaller. It is 1/1,000,000,000 of a metre. Are you familiar with anything that is small? Well, an atom measures 0.1 to 0.5 nm in diameter and a single DNA strand is 2.5 wide. Those objects fall under the category of nanoscale structures. Now, these nanoscale objects are something our scientist love to toy with, which resulted in the emergence of a whole new branch of science termed nanotechnology'.

Nanotechnology is that field of science which manipulates nanometre-seized matter to design new structures, and devices that exhibit interesting properties in nanoscale dimensions.

35. Describe your experience of enjoying your holiday at your uncle's house in a village.

2

36. Attempt **any one** of the following questions.

5x1=5

(i) You are Vinetha, a resident of A Block, Heritage Nivas, New Delhi. The residents feel inconvenience due to the frequent digging up of roads by various departments such as electricity, water supply, sewage, telephone, etc. Write a letter to the Editor of a daily newspaper regarding the same.

(ii) You are Anuj, living at 2/10, Maruthi Nivas, Kanpur and had purchased a refrigerator fifteen days before and for the past two days it is not functioning properly. Write a letter to the Manager, Life Enterprises, Kanpur complaining about the issue.



SECTION - E : Optional Module - I (English for Receptionists)

37. Answer **any one** of the following questions : 2x1=2
- (i) What is essential for a receptionist to have a good understanding of aside from her regular duties ?
- (ii) Why might it be necessary to check your understanding after someone gives a long or difficult answer ?
38. Answer **any one** of the following questions : 4x1=4
- (i) Operator at Danish split Invertor AC receives a call from a customer. She had recently purchased the AC and after two days of installation. Since your office deals with sales, guide the customer about the procedure for redressal, provide information and assistance about the same.
- (ii) The Managing Director wants you to find out all necessary details and make arrangements so that he will be able to reach Mumbai from New Delhi by 30th Nov 2024, 9.30 a.m. for a meeting with the General Managers of the Region. Prepare the conversation.
39. Mr. Jagdish has an appointment with Mr. Manu Sharma, the Sales Executive of Nimisha Foods Pvt. Ltd. at 10.30 a.m. Mr. Jagdish rings up to cancel the appointment. Mr. Manu Sharma is not at his desk. You are the receptionist at Nimisha Foods Pvt. Ltd. Write out a message for Mr. Manu Sharma. 4

SECTION - E : Optional Module - II (ESP for Office Use)

37. Answer **any one** of the following questions : 2x1=2
- (i) What are pre-interview activities ? Why is it necessary ?
- (ii) What are the sources to gather information about the company ?
38. Answer **any one** of the following question. 4x1=4
- (i) You are Sales Executive of Blossom Children Book Stores, Hyderabad, deputed to conduct a survey of the share market in Secundarabad to open a showroom as there are new residential colonies and schools, which have come up in that area. Write your report to be submitted to the Sales Manager stating that Secundarabad Market might be a suitable market for a purpose. Give necessary reasons.
- (ii) Mr. Sameer works as an Assistant Manager in a firm in Raipur. He has been asked to visit the firm's Nagpur office and submit a report on how that office is functioning there. Write out a tour report to be submitted by Mr. Sameer to Mr. Mukesh Sharma, the Director.
39. Write an email addressed to Mr. Susheel Mishra, the Auditor General of the state coming to your company for audit. He wants information about your company's area of operation and business. You are PRO of your company, VCR Shoes Manufacturing Company, Chandigarh. Mr. Susheel's e-mail ID : susheelm@gmail.com. Your e-mail ID : vcrshoes@hotmail.com. 4

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