

ENGLISH

(302)

Time : 3 Hours]

[Maximum Marks : 100

- Note* : (i) There are **45** Questions in all divided into *two* parts.
(ii) *All* questions are compulsory.
(iii) Marks for each question are indicated against it.
(iv) Q. Nos. **1** to **25** 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 answer type questions.
(v) Q. Nos. **26**, **28** to **34**, **41**, **43** are short-answer questions carrying 2 marks each. Answer to these questions should not exceed 30 words each.
(vi) Q. Nos. **27**, **36** and **40** are carrying 3 marks each. Answer to these questions should not exceed 40 words each.
(vii) Q. Nos. **44** and **45** are carrying 4 marks each. Answer to these questions should not exceed 100 words each.
(viii) Q. No. **42** is a long-answer question carrying 5 marks. Answer to this question should not exceed 150–200 words.
(ix) Q. Nos. **35**, **37** to **39** have 2 test items in subparts of 1 mark each.
(x) Questions have to be attempt *either* from optional Module-I *or* optional Module-II in all sections.

- (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 2:15 p.m. From 2:15 p.m. to 2:30 p.m., the students will read the question paper only and will not write any answer on the Answer-Book during this period.

PART-A

Section-A

(Prescribed Texts for Poetry and Prose)

Answer the following questions :

1. What is the poet's expectation from the strangers?

(*My Grandmother's House*) 1

2. Who is the poet of the poem, *Where the Mind is Without Fear*?

1



3. (a) "And that had made all the difference." What difference had the poet achieved choosing the 'untrodden path'?

(*The Road Not Taken*) 1

OR

- (b) What does the poet mean, "He risked the rain"?

(*Night of the Scorpion*)

4. (a) Why does the poet believe that a fearless mind can think clearly? 1

OR

- (b) When the poet says, "Two roads diverged in a wood", what message does he give to the readers?

(*The Road Not Taken*)

5. (a) Why did the mother thank God, when the scorpion lost its sting? 1

OR

- (b) Why was the poet unable to read the books those days?

Read the text carefully and answer Question Nos. 6 and 7 :

As might be expected, in the beginning it was tough for all of us, for mother and my father, for my three sisters and my brother, and for me too. The illness had left me weak. The servants avoided me as though I were an evil eye personified. My sisters treated me with care, as though I were a fragile doll, and mother wept. My father, who was a doctor in the public health service, was grateful that I had got prompt and good medical treatment, for delay would have affected my mind or endangered my life. But he, like the rest, had no hope.

6. Identify the *True* or *False* sentences (any two) : 1×2=2

- (a) According to the passage, the illness had made the family members have a lot of concern for the narrator.
- (b) The servants took care of the narrator.
- (c) The effect of illness was more on his mother than his father.



7. Choose the correct alternative :

1

In the poem, *Night of the Scorpion*, 'evil eye personified' means

- (a) bad luck or misfortune
- (b) sometimes bad
- (c) sometimes good
- (d) not seen

8. Match the following columns in reference to *India—Her Past and Present* :

1×4=4

Column-I

Column-II

- | | |
|----------------------------|--|
| (a) Nehru | (i) uses truth and peaceful ways to bring about revolutionary changes |
| (b) Gandhiji | (ii) will be able to solve the problem of providing primary necessity of the life to everyone all over the world |
| (c) Science and Technology | (iii) of a prosperous India—material progress for her vast population |
| (d) Nehru's vision | (iv) is a man of science and his faith in the power of technology |

9. Choose the correct alternative :

(*India—Her Past and Present*) 1×2=2

- (a) What was Nehru's vision of future India?
 - (i) Always confusion in developing India
 - (ii) A prosperous India with a material progress for her vast population in a vibrant with its democracy on socialist pattern
 - (iii) Truth and peaceful work in India
 - (iv) Only science and technology can bring changes
- (b) Pick the quote which means, "Change is essential but continuity is also necessary".
 - (i) No change is necessary as it doesn't bring any development
 - (ii) Change is essential but continuity is not essential
 - (iii) A change can be made possible only when person wishes
 - (iv) Change is not essential but continuity is essential



Section-B

(Non-Prescribed Texts)

Read the following passage carefully and answer Question Nos. **10** and **11** :

This story is being told by a lawyer, Jonathan Harker : In this scene, he hears of 'Walpurgis night'. Some people used to believe that supernatural things happened on this night.

When we started our drive the sun was shining brightly and the air was full of the joyousness of early summer. Just as we were about to depart, Professor Delbruck came down to the carriage and after wishing me a pleasant drive, said to the coachman, Johann, "Remember to be back by nightfall. The sky looks bright but there is a shiver in the north wind that says there may be a sudden storm. But I am sure you will not be late." Here he smiled and added, "for you know what night it is".

Johann, touching his hat, drove off quickly. When we had cleared the town, I said, after signalling to him to stop. "Tell me, Johann, what is tonight?"

He crossed himself, as he answered laconically : 'Walpurgis night'. Then he took out his watch, a great, old-fashioned silver thing as big as a turnip and looked at it, with his eyebrows gathered together. I realized that this was his way of respectfully protesting against the unnecessary delay and so I sank back in the carriage, merely motioning him to proceed. He started off rapidly, as if to make up for the lost time.

Every now and then the horses seemed to throw up their heads and sniff the air suspiciously.

10. Complete the following sentences (any *three*) :

1×3=3

- (a) The carriage departed at _____.
- (b) Professor Delbruck expects a storm because of a 'shiver in the north wind'. He mostly said this because _____.
- (c) Walpurgis night is believed to _____ things come on this night.
- (d) Johann was the _____.



11. Choose the correct alternative (any *three*) :

1×3=3

- (a) Which of the following is correct?
- (i) Supernatural things are living beings
 - (ii) Supernatural things are believed to be existing
 - (iii) Just to frighten people of the supernatural things existing
 - (iv) No existence of the supernatural things
- (b) Which of the following is relevant for the title of the passage?
- (i) Unbelievable but true
 - (ii) Belief makes it true
 - (iii) Dare to drive
 - (iv) Only superstitious
- (c) He crossed himself, as he answered laconically : ‘Walpurgis night’.
This reply from Johann suggests that ‘laconically’ means
- (i) like a lazy person
 - (ii) with great respect
 - (iii) more briefly than expected
 - (iv) less nervously than usual
- (d) Professor Delbruck is most concerned that Harker will
- (i) not be punctual
 - (ii) not have a pleasant drive
 - (iii) be threatened by a danger
 - (iv) be caught in a dangerous storm

Read the following passage carefully and answer Question Nos. **12** and **13** :

Ants are social insects, which means they live in a group, or colony. Colonies live inside nests that can be built in trees, underground, or even inside special ant plants. Ant colonies are highly organized, usually ruled by a single queen, and each ant has specific jobs to do.

Ants are the most interesting of all the insects because they are so like human beings in many ways. They live in families, build their own houses, and have a king and queen. Each ant has its own work to do, and it does its work well.



The very young ants, who have just come out of their cocoons, are generally the nurses. When they are older, and their skin becomes harder, they are ready to leave the nest and do other kinds of work. Some of the ants hunt for food. Most other kinds of insects go about for looking for food, but it is always for themselves alone. But the ants think of the nest. They bring in food for the queen and other workers, as well as for themselves.

12. Identify the *True* or *False* sentences (any *five*) : 1×5=5

- (a) Ants live in families, build their houses and do their work.
- (b) Young ants work like soldiers.
- (c) Ants bring food only for the king ant.
- (d) As the young ants grow older they become nurses.
- (e) The young ants who come out of the cocoons are nurses.
- (f) A single queen ant rules the colony of ants.
- (g) Each ant specializes in a single work.

13. Choose the correct alternative (any *one*) : 1

- (a) Ants are insects
 - I. who live in colonies
 - II. and make their own food
 - III. and hunt for food
 - IV. and live selfishly
 - A. I and III
 - B. I and II
 - C. I and IV
 - D. II and III
- (b) Ants are similar to human beings in action when they
 - I. hunt for food
 - II. never work for themselves
 - III. live in families
 - IV. do their work
 - A. I and II
 - B. Only I
 - C. Only II
 - D. III and IV



Section-C
(Grammar)

14. Choose the correct alternative (any *one*) :

1

(a) It _____ for two hours.

(i) rain

(ii) raining

(iii) has been raining

(iv) rained

(b) Ice _____ at zero degree centigrade.

(i) melt

(ii) melted

(iii) melting

(iv) melts

15. Fill in the blanks (any *three*) :

1×3=3

(a) Do not quarrel _____ your brothers.

(b) He is qualified _____ his job.

(c) He has recovered _____ his illness.

(d) The medicine relieved him _____ his pain.

16. Identify the type of sentences given below (any *two*) :

1×2=2

(a) For he has no money, he cannot buy even simple clothes.

(i) Simple

(ii) Compound

(iii) Complex

(iv) None of the above



- (b) You must take exercise regularly or you will not keep fit.
- (i) Simple
 - (ii) Compound
 - (iii) Complex
 - (iv) None of the above
- (c) We eat to live.
- (i) Simple
 - (ii) Compound
 - (iii) Complex
 - (iv) None of the above
- (d) If you work hard, you are sure to top the list of successful candidates.
- (i) Simple
 - (ii) Compound
 - (iii) Complex
 - (iv) None of the above

17. Fill in the blanks with appropriate 'Wh' questions (any *two*) : 1×2=2

- (a) _____ is your car?
The red car is mine not the blue one.
- (b) _____ is the table made of?
The table is made of wood.
- (c) _____ did he go yesterday?
He went to the school yesterday.
- (d) _____ left this bag here?
Raju left the bag here.



18. Choose the correct option with the passive form of verbs in any *one* of the statements given below :

1

(a) Jitu did not agree to my proposal.

(i) My proposal was not agreed.

(ii) My proposal was not agreed to by Jitu.

(iii) My proposal was not agreed by Jitu.

(iv) My proposal was agreed.

(b) This book contains two hundred pages.

(i) Two hundred pages are contain in this book.

(ii) Two hundred pages are contains in this book.

(iii) Two hundred pages are contained in this book.

(iv) Two hundred pages is contained in this book.

Section-D

(Functional Writing Skills)

19. Read the extract carefully and answer the questions that follow : $1 \times 3 = 3$

One of the sweetest gifts of nature to man is the trees : They are backbone of a nation. They give us cool shade, sweet fruits and lovely flowers. Tall trees in the greenwood lend enchantment to the view.

(a) Select the option that lists an appropriate title for this article.

I. The Vital Embrace

II. The Magnificence of Trees in Nurturing our World

III. Trees are the Backbone

IV. Nature's Blessings

A. Option I

B. Option II

C. Option III

D. Option IV



(b) Which of the options need to be elaborated for this article?

- I. Removal of trees
 - II. The ecological importance of trees
 - III. Their contribution to the overall health of a nation
 - IV. Exploring the enchantment of tall trees in greenwood
- A. Options I, II, III
 - B. Options II, III, IV
 - C. Options III, IV, I
 - D. Options I, II, IV

OR

(c) Which of the following quotes summarizes the central idea of this paragraph?

- I. "A nation that destroys its soils destroys itself. Forests are the lungs of our land, purifying the air and giving fresh strength to our people." (*Franklin D. Roosevelt*)
 - II. "The creation of a thousand forests is in one acorn." (*Ralph Waldo Emerson*)
 - III. "Trees are poems that the earth writes upon the sky." (*Kahlil Gibran*)
 - IV. "For in the true nature of things, if we rightly consider, every green tree is far more glorious than if it were made of gold and silver." (*Martin Luther*)
- A. Option I
 - B. Option II
 - C. Option III
 - D. Option IV

(d) Which among the following options can be apt in expanding the message conveyed about life in the paragraph?

- I. Air purification
 - II. Economic importance
 - III. Ecological balance : Biodiversity support
 - IV. Aesthetic value
- A. Option I
 - B. Option II
 - C. Option III
 - D. Option IV



20. (a) Read the following draft and complete it by selecting the most appropriate option :

1

Fruit trees in the garden look _____. Their green leaves rustle in the air and produce such musical sounds as they are pleasing and captivating. Beautiful birds sit on them and _____ their lovely songs.

- (i)
(ii)
- A. (i) fascinate (ii) dance
B. (i) good (ii) sound
C. (i) fascinating (ii) sing
D. (i) charm (ii) sing

OR

- (b) While writing the above paragraph, what does the writer express?
- A. The facts that fascinate
B. His likes on the topic
C. His thoughts but not his feelings
D. None of the above

21. Read the following carefully and identify any *four* as *True* or *False* : 1×4=4

- (a) In report writing, 'I' is used in reporting personal experience.
(b) Salutation is compulsory in a letter.
(c) In a letter, complimentary close is not necessary.
(d) Descriptive essays describe a place or a person.
(e) In a job application letter in the biodata section, educational qualification is not required.
(f) Letters to the editor and job application are formal letters.
(g) Letters of enquires are written to friends wishing them.
(h) Essays contain aspects of existing facts.



22. Answer any *two* of the following questions in 1 sentence each : 1×2=2

- (a) To whom do you write a job application?
- (b) Why and when is a letter to the editor written?
- (c) Why is address written in a letter?
- (d) How is expression of thanks written in a formal letter?

Section-E

OPTION-I

(ENGLISH FOR RECEPTIONISTS)

23. Read the questions carefully and choose the suitable answer : 2

- (a) Which of the following items should a receptionist have to manage appointments effectively?
 - I. A register of callers
 - II. An appointment diary
 - III. A list of staff on leave or tour
 - IV. A list of staff on leave
 - A. Only I
 - B. Only II
 - C. Both I and II
 - D. Both III and IV

- (b) Why is a friendly tone of voice important for a receptionist?
 - A. To encourage chit-chat with guests
 - B. To establish authority and control
 - C. To make the workplace more enjoyable
 - D. To create a welcoming and comforting atmosphere



OR

- (c) What are the resources that should be available on a receptionist's desk?
- I. Names and addresses of nearby hotels
 - II. Information about local tourist attractions and sightseeing tours
 - III. A railway time table and flight schedules
 - IV. Forms and brochures such as reservation vouchers and 'C' forms
- A. Options I and II
 - B. Options I and III
 - C. Options II and IV
 - D. All Options I to IV

- 24.** (a) The underlined expression used in this conversation is not appropriate on the phone. Choose the correct response from the options given : 1

Customer : Good Morning.

Receptionist : Good Morning. How can I help you, Sir?

Customer : I want to check in. I need a double room with bath attached.

Receptionist : Not available now. Come later.

- A. Hi, Give some time to find it out.
- B. No, not now. You can come after some time.
- C. Yes, please. Give me a few minutes to lookout. Kindly be seated.
- D. No, not available now. You should have booked earlier.

OR

- (b) Study the following dialogues to decide whether each dialogue is (i) a telephone conversation or face-to-face interaction; and whether (ii) the tone is polite or rude :

Tejas : Is it Anjana Farms?



Receptionist : Good Morning, yes it is Anjana Farms. May I know who is on the line?

Tejas : I am Tejas, Manager from Mijo Mart, Nagpur. Where is your Manager, Mr. Vinay?

- A. (i) Telephone conversation (ii) Rude
- B. (i) Face-to-face (ii) Rude
- C. (i) Telephone conversation (ii) Polite
- D. (i) Face-to-face (ii) Polite

25. Read the questions carefully and choose the suitable answer : 1×2=2

(a) What is one important skill for a receptionist to have?

- I. Typing speed
 - II. Effective communication
 - III. Data analysis
 - IV. Problem solving
- A. Option I only
 - B. Option II only
 - C. Options II and IV
 - D. All Options I to IV

(b) What should a receptionist do if asked to pass on a number to someone in the office?

- A. Write it down on a sticky note
- B. Forget about it
- C. Repeat the number
- D. Ignore the request



OPTION-II
(E.S.P. FOR OFFICE USE)

23. Read the questions carefully and choose the suitable answer : 1×2=2

(a) Study and practice the short exchanges or dialogues given below :

X : Good Morning.

Y : Good Morning, Hema! Where had you been yesterday? Is everything fine?

X : Yes, Madam, thank you. I had been to my sister's house and been on leave.

Identify the relationship.

- A. Formal
- B. Informal
- C. Neutral
- D. None of the above

OR

(b) People usually use short forms when sending e-mails. Select the correct match for 'communicating later'.

- A. LOW
- B. TTYL
- C. NBD
- D. IAE

(c) State whether the following statements is/are True (T) or False (F) :

- (i) e-mail communication is not quick in delivering.
- (ii) e-mail is a means of communication.

- A. Both statements are True
- B. Both statements are False
- C. Only statement (i) is True
- D. Only statement (ii) is True



24. (a) Select the right option to be punctual to visit the company you are going to appear in an interview. 1

- A. Arrive the previous date to the office
- B. Arrive in time
- C. Wait and after repeated call arrive
- D. None of the above

OR

(b) Which of the following statements is/are True or False?

- (i) To be neat and clean and well dressed for appearing in an interview.
 - (ii) Wear only new clothes when attending interview.
 - (iii) Punctuality is not essential in appearing for an interview.
- A. All statements are True
 - B. All statements are False
 - C. Only statement (i) is True
 - D. Only statement (ii) is True

25. Read the questions carefully and choose the suitable answer : 1×2=2

(a) You have to write an e-mail to Sri Hotels to cancel the hotel accommodation they had booked for you. You will inform about changed date in near future. Select the appropriate point from the following :

- A. Postpone the hotel accommodation, will inform the new dates later
- B. Cancel the hotel accommodation, will inform the new dates later
- C. Postpone the hotel accommodation
- D. Cancel the hotel accommodation

(b) You have gone to invite your senior colleague for your house warming ceremony. Which of the following expressions will you use?

- A. I have pleasure to invite you and your family to my house warming ceremony
- B. I have great pleasure to welcome your family to my house warming ceremony
- C. Please come to my house on house warming ceremony



PART-B

Section-A

(Prescribed Texts)

26. Answer any *one* of the following questions : 2

(a) What did the peasants do to give relief to the author's mother?
(*Night of the Scorpion*)

(b) The poet expresses his choice through a symbol 'road' and how it signifies in his life?
(*The Road Not Taken*)

27. Answer any *one* of the following questions : 3

(a) Why does the poet Rabindranath Tagore refer to the 'heaven of freedom'?
(*Where the Mind is Without Fear*)

(b) What did the villagers do when the scorpion stung the poet's mother?
(*Night of the Scorpion*)

Answer the following questions :

28. What was the weapon that Baldeo used to carry and who had made it?
(*The Tiger in the Tunnel*) 2

29. (a) Why did Ved protest with cries when the eye drops were administered?
(*My Son Will Not Be a Beggar*) 2

OR

(b) What was Baldeo's work at the tunnel?
(*The Tiger in the Tunnel*)

30. (a) How did Aradhana come to know the truth about her?
(*I Must Know the Truth*) 2



OR

(b) Why does the writer feel it is important to control AIDS?

Section-B

(Non-Prescribed Texts)

Read the following passage carefully and answer the questions that follow :

The jewellery holds a significant place in the culture and tradition of India. For centuries, it has been an integral part of Indian attire and a symbol of wealth and social status. India is renowned for its exquisite and diverse range of jewellery, which reflects the country's rich heritage and craftsmanship. Traditional Indian jewellery is often crafted using precious metals like gold, silver and platinum and adorned with sparkling gemstones such as diamonds, rubies, emeralds, and sapphires. The designs are intricate, featuring intricate engravings, filigree work, and colourful enamelling. Each region in India has its own distinct style of jewellery, representing the unique cultural identity of that place. Whether it's the elegant Kundan jewellery of Rajasthan, the delicate Minakari work of Jaipur, or the temple jewellery of South India, Indian jewellery is a captivating blend of artistry, tradition and beauty. Today, Indian jewellery continues to be cherished for its elegance, craftsmanship, and timeless appeal, both within the country and around the world.

- 31.** According to the text, what role does jewellery play in Indian culture and tradition? 2
- 32.** (a) What are some of the materials and gemstones commonly used in traditional Indian jewellery mentioned in the text? 2

OR

(b) How does the text describe styles of jewellery from different regions in India?

Read the given passage carefully and answer the questions that follow :

Earthquake

An earthquake is a natural phenomenon that occurs when there is a sudden release of energy in the earth's crust, causing the ground to shake. There seismic activities are usually caused by tectonic plate movements and occur along fault lines. Earthquakes can range in size and intensity,



from the tremors that may go unnoticed to powerful quakes that can cause widespread destruction. The magnitude of an earthquake is measured on the Richter scale, which helps scientist understand the strength and impact of the quake. Earthquakes can result in various hazards, including ground shaking, landslides, tsunamis and even volcanic eruptions. They can be unpredictable and occur in different parts of the world. While we can't prevent earthquakes, scientists continue to study and monitor them to improve our understanding of these natural phenomena and enhance our preparedness for future events.

- 33.** (a) What causes earthquakes and where do they usually occur? 2

OR

(b) How is the magnitude of an earthquake measured and what does it help scientists understand?

- 34.** What are some hazards that can result from earthquakes and what efforts are being made to improve our preparedness for future events? 2

- 35.** Find a word similar in meaning to the following words (any *two*) : 1×2=2

- (a) Devastation
- (b) Demolition
- (c) Construction

- 36.** Read the following passage carefully and make a summary : 3

While India is an agricultural country, and at least seven-tenths of the boys living today will eventually become farmers, the tendency of education has often been to disqualify rather than prepare them for farming. The average youth still looks to education as an escape from agriculture instead of a preparation for it. Eventually, as it often occurs, the way to a salaried position is closed and he is forced to take up agriculture as an occupation. He considers himself unfortunate and his parents speak of the time and money spent in school as wasted. While it is not desirable that the teacher should attempt to make future farmers of the boys in the class, it is a strange paradox that knowledge of agriculture as an occupation should be withheld from them in nearly all schools. As far as possible, a boy should be free to choose the occupation for which he is best fitted, but without some knowledge and guidance during his years in school, he is not in a position to choose wisely.



OR

A stamp is, to many people, just a slip of paper that takes a letter from one town or country to another. They are unable to understand why we stamp-collectors find so much pleasure in collecting them. To them it seems a waste of time and money. But they do not realize that there are many who do buy stamps, if they did not spend their time collecting stamps, they would spend it less profitably. We all seek something to do in our leisure hours. Stamp-collecting has no limits and a collection never has an end. Countries are always printing and issuing new stamps to celebrate great events. And the fascination of collecting is trying to obtain these stamps before one's rivals. A stamp itself has a fascination of all its own. There is history in every stamp. The ancient Roman Empire and the Constitution of America, India's Independence and the Allied Victory, are all conveyed to your mind's eye by means of stamps. We see famous men—painters, writers, scientists, soldiers, politicians and famous incidents. Stamps so small and minute contain knowledge that is vast and important.

Section-C

(Grammar)

- 37.** Fill in the blanks using the passive form of the verbs given in the brackets (any one) : 2
- (a) The meetings _____ (call) off when even there _____ (use) to be administration emergencies.
- (b) Rajesh _____ (gift) a pen by his uncle when he _____ (use) to visit him.
- 38.** Change the following questions into indirect speech : 1×2=2
- (a) He asked me, "Have you seen my hat?"
- (b) Shyam said, "I have completed the work."
- 39.** Combine any one of the following pairs of sentences using the connectors given against each pair : 1×2=2
- (a) (i) 1. We could not drink the milk.
2. It was very hot. (because)
- (ii) 1. Swimming is a good sport.
2. It makes people strong. (which)



- (b) (i) 1. We completed breakfast.
2. Some guests arrived. (as soon as)
- (ii) 1. The girl solved the puzzle.
2. She was praised by the teacher. (who)

Section-D

(Functional Writing Skills)

40. You are Shridhar of 1/12, Aravalli Street, Nashik. You had ordered ten laptops for your company and it had not been delivered till now. Write a letter to the Manager of Dell, New Delhi to deliver the laptops in time or else the orders will be cancelled. 3
41. Attempt any *one* of the following questions : 2
- (a) Given below is a jumbled-up memo. Put the sentences in the right order and rewrite the memo :

MEMORANDUM

From : The General Manager, Parle Company

Subject : Maintain Register

To : The Head Clerk

1. On the subject stated above it has been observed that the employees are writing the wrong time of their arrival and departure.
2. It has been observed that the employees are not signing the attendance register on their arrival and departure.

Please ensure that the following measures are followed strictly by measures of the staff :

- I. Every employee must write the right time of their arrival and departure in the attendance register.
- II. Every employee also be on time to the duty.

Sd/-
Supervisor

- (b) You are the Secretary of the ANM Apartments, Nagpur. Write a notice in not more than 30 words informing the members to attend the General Body meeting to discuss on the supply of drinking water issues. Include the details like date, time, venue, etc. Sign as Neethu/Nagesh.



42. Attempt any *one* of the following questions :

5

(a) You had made a visit to the Jeny Residency, Pune. Write a report on the facilities available in the campus like the conference hall, open lawn, stay rooms—big and sufficient, clean environment away from the city. Write the report to the General Manager P & G, Mumbai.

(Word limit : 120–150 words)

(b) Sports occupy a prominent place in the life of a person and nation. But no one understands this. Highlighting the importance of sports and games, write an article on the topic ‘Sports in our Life’ for the local daily.

(Word limit : 150–200 words)

Section–E

OPTION–I

(ENGLISH FOR RECEPTIONISTS)

43. Answer any *one* of the following questions in 20–25 words only :

2

(a) Whom does the receptionist represent?

(b) Why should the receptionist be diplomatic sometimes?

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

4

(a) The receptionist at Celio Mobiles receives a call from a customer. She has recently bought a smartphone and finds that it is not functioning properly. She contacts you. As you do not deal with repair and service, guide her about the due procedure for redressal. Provide relevant information and assistance for the same.

(b) The HR Manager wants you to find out all the necessary details and make arrangements so that he will be able to reach Chennai from Mumbai by 25th April, 2024, 10:30 a.m. for a Skill-training Programme of the senior employees. Prepare the conversation.

45. Mr. Tanay Verma had an appointment with Mr. Abhay, the G. R. Mills, the Manager at 4:00 p.m. on the 14th April, 2024. Mr. Tanay Verma rings up to inform that he would be late by one hour. You are the receptionist at G. R. Mills. Write out a message for Mr. Abhay.

4



OPTION-II
(E.S.P. FOR OFFICE USE)

- 43.** Answer any *one* of the following questions in 20–25 words only : 2
- (a) What is an e-mail? How is an e-mail different from letters in communication?
- (b) How to write e-mails in communication?
- 44.** Answer any *one* of the following questions : 4
- (a) You are the Sales Executive of Rayjon Suits and Shirts, Pune, deputed to conduct a survey of the share market in Nagpur to open a showroom of the prestigious products of your company. Write your report to be submitted to the Sales Manager starting a new showroom might be a suitable market for the purpose. Give necessary reasons.
- (b) Shri Jayant works as an Assistant Director in a firm in Bhilai. He has been asked to visit the firm's Bilaspur office and submit a report on how that office is functioning there. Write out a tour report to be submitted by Shri Jeevan Sharma to Shri Harish Singh, the Joint Director.
- 45.** Write an e-mail addressed to Shri Vikash Shah, the Production Manager of your branch office that there will be a meeting on 'clearing of stock' sales on 25th June, 2024 at Lucknow. You are Shri Shambu, the Regional Manager of Shripet Plastics Ltd., Mumbai.
- Your e-mail Id—shambu123@gmail.com
Shri Vikash Shah's e-mail Id—vikash123@gmail.com 4

★ ★ ★

