

रोजगार कौशल
Employability Skills

सभी ट्रेड्स के लिए
Common for all trades

अंग्रेजी कौशल
ENGLISH SKILLS



GURUKUL 
Pvt. Industrial Training Institute

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अंग्रेजी कौशल

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1. मैं कर सकता हूँ और करूँगा (I Can and I Will)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- याद करेंगे की हमने बचपन से कैसे 'अपनी भाषा पर महारत हासिल की थी
- समझेंगे की अंग्रेजी सीखने का क्या महत्व और इस प्रक्रिया में क्या कठिनाइयाँ आने वाली हैं
- अंग्रेजी सीखने का आत्म विश्वास जगायेंगे।



अंग्रेजी बोलने की क्षमता अत्यंत महत्वपूर्ण है ।

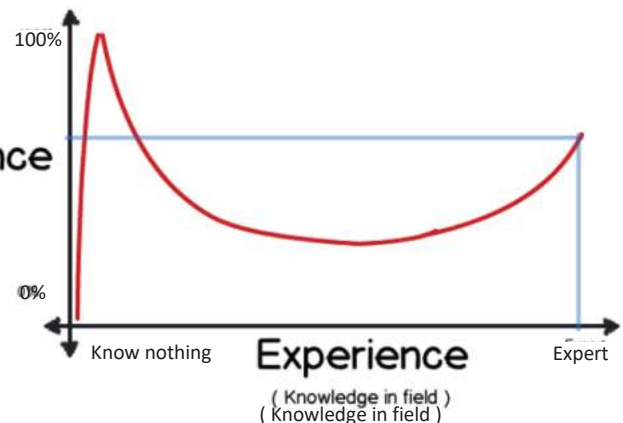
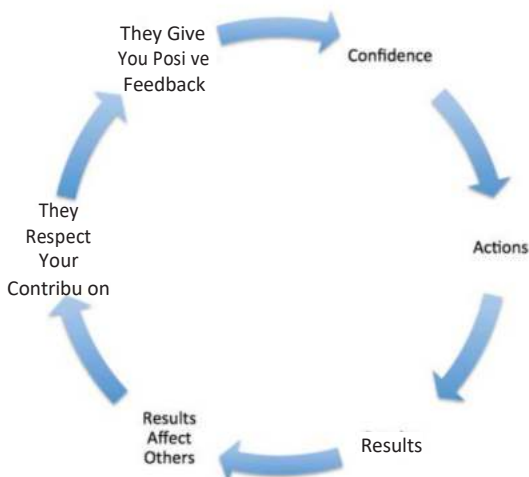
इस पाठ में हम अंग्रेजी सीखने की प्रक्रिया को आसान करने के कुछ मजेदार तरीके जानेंगे । आपने देखा होगा की बच्चे बड़ी सहजता से घर में बोली जाने वाले भाषा को सीख जाते हैं - एक या दोसालों में ही वो बहुत से शब्द या दकर लेते हैं और व्याकरण पर महारत हासिल करले ते हैं? भला कैसे? उनकी सफलता का रहस्य है - निडर और निरंतर अभ्यास । हम भी अंग्रेजी सीखने के लिए यही रास्ता अपनाएंगे । कमर कस लीजिये और हो जाइये तैयार

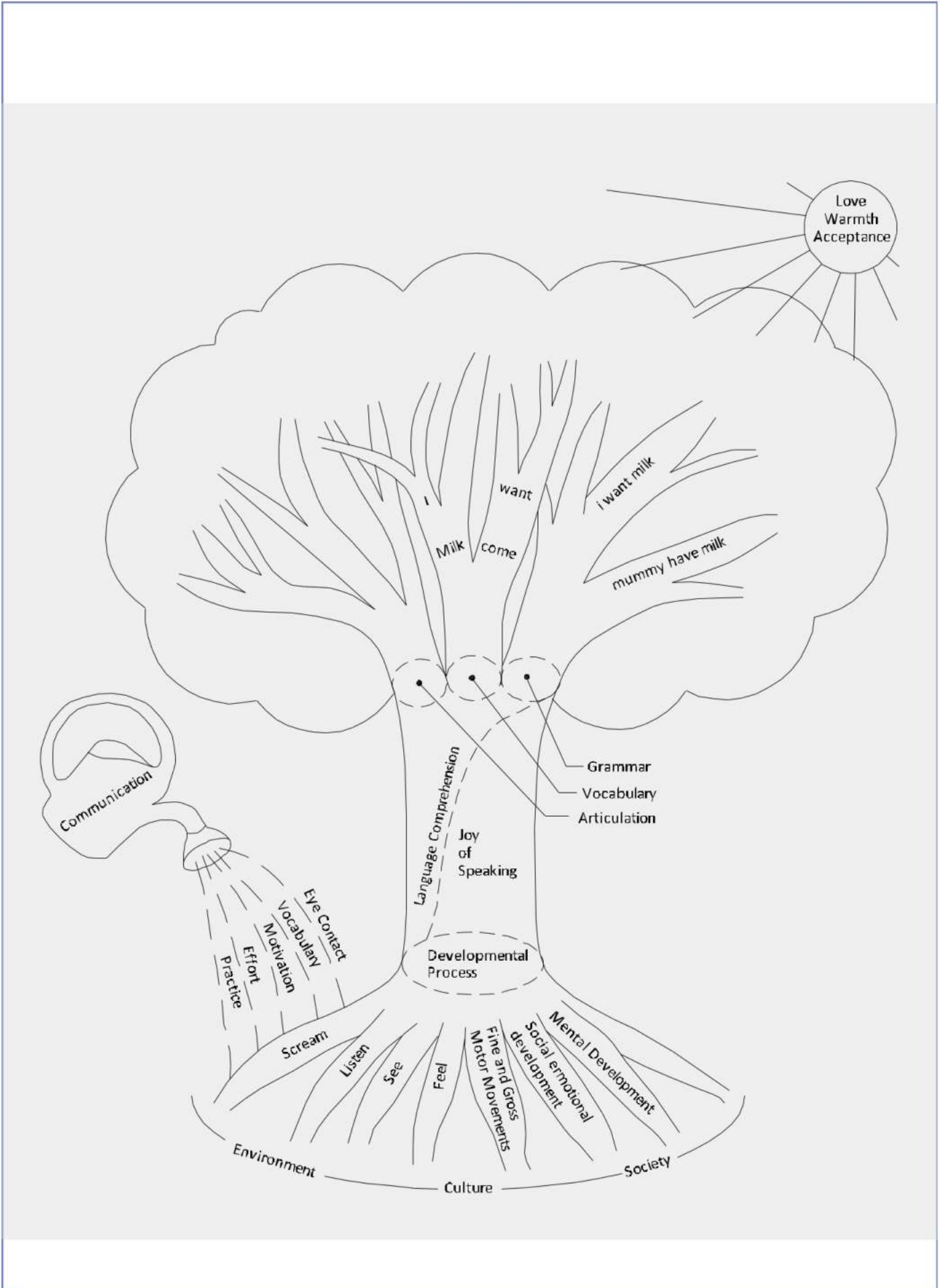


मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता /चाहती हूँ ?

आज मैंने क्या सीखा?







1. क्या आप को याद है कि आपने बचपन में अपनी भाषा बोलना कैसे सीखा था? क्लास के अन्य मित्रों के साथ - अपना अनुभव बांटिये | बाक्स में आपके लिए कुछ 'id' में हैं

Listened to how parents and elders spoke.
Listened to stories.



Learnt while playing with friends in childhood. It was spoken in the area where we lived in my childhood.

Heard elders use and tried to imitate them.
Watched TV and movies.

2. इस टेबल में दिए गए चित्रों को देखिये | कुछ चित्र 'लिखित 'Communication' को दर्शाते हैं, और कुछ 'मौखिक की और संकेत करते हैं | आपको इन चित्रों को मौखिक और लिखित श्रेणियों में बाँटना है | एक उदाहरण आपके लिए कर दिया गया है |

a.		b.		c.	
d.		e.		f.	
g.		h.		i.	
j.		k.		l.	
m.		n.		o.	
Spoken form				Written form	
a, _____		_____		_____	
_____		_____		_____	
_____		_____		_____	



3. क्या आप अंग्रेजी बोलना चाहते हैं? क्या है जो आपको अंग्रेजी बोलने से रोकता है? नीचे कुछ problems दी हुई हैं - उन problems को चुनें जो आपको अंग्रेजी बोलने से रोकती हैं ! इस activity जल के साथ - हम अंग्रेजी का अभ्यास भी आरम्भ कर रहे हैं। अंग्रेजी की सभी activities हम अंग्रेजी में ही करेंगे। यदि आपको कोई शब्द न समझेता ES अध्यापक से पूछें।

<p>Shyness</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Fear</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Lack of confidence</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Lack of vocabulary</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>Fear of being made fun of</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>English is difficult</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Fear of making mistakes</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Lack of motivation</p> <p>_____</p> <p>_____</p> <p>_____</p>

अपने परिणाम रखें। हम अगली गतिविधि के बाद उनके पास वापस आएंगे।

4. याद कीजिये कि पिछले तीन सालों में आपने कौन सी नयी skill से सीखी है। नीचे दी गयी सूची में सेवा Skills चुनें जो आपने पिछले तीन साल में सीखी हैं।

Ride a bicycle	Ride a two wheeler	Drive a car
Travel alone from my town/ village to the city by bus	Use a smartphone	Chat on WhatsApp
Created a Facebook account	See videos on YouTube from the smartphone	Create memes
Book movie tickets online	Watch cricket matches online	Download apps from google play

एक आशा है कि आप सभी ने दी गई सूची में से कम से कम तीन वस्तुओं पर टिक किया होगा।



5. अब सोचिए की नयी skills को सीखने क्या कारण क्या था? इस सूची में सेवा कारण चुनें जो आपके लिए उपयुक्त

Mo va on	
Confidence	
Purpose	
Interest	
Effort	
Curiosity	
Happiness	
Pres ge	

You will no ce that all of you have ckd almost all the reasons.

What does this show? It shows that you are mo vated and can learn many new things.

Did you no ce that you had to read in English and type English le ers when you wanted to download apps, create Facebook account, download WhatsApp and chat using WhatsApp, store contacts in your mobile, etc.?



एक बार की बात है एक बहुत विद्वान पंडित, अकबर के दरबार में पहुंचे। उन्होंने शहंशाह और उसके दरबारियों को बताया, 'मैं बहुत सी भाषाएँ जानता हूँ। और सचमें, पंडित बहुत सी भाषाएँ निपुणता के साथ बोल रहे थे। उन्होंने दरबार में सभी को चुनौती दी, 'मेरी मातृ भाषा का अंदाजा लगाना नामुमकिन है। बीरबल ने ये चुनौती मंजूर की !

उस रात, बीरबल ऐसे समय पर पंडित के घर गए, जब पंडित गहरी नींद में थे। उन्होंने पंडित के कान में धीरे से एक पंख डाला | पंडित चिल्लाकर, उठपड़े। आश्चर्य और भय में निकले शब्द, उनकी मातृ भाषा के थे !

अगले दिन, जब पंडित दरबार में आये, तब बीरबल ने बताया कि पंडित की मातृभाषा - तेलुगु थी। पंडित ने यह बात स्वीकार की।

बीरबल ने दरबारियों और अकबर को बताया, 'जब लोग मुश्किल में होते हैं, तब हमेशा अपनी मातृ भाषा ही बोलते हैं। 'इस कहानी से हमें सीख मिलती है कि मातृ भाषा का क्या महत्व होता है। इससे यह भी सीख मिलती है कि प्रयास और युक्ति की मदद से हम कोई भी लक्ष्य पा सकते हैं।

6. चलिए, अब लौटते हैं उन चुनौतियों पर जो हमें अंग्रेजी बोलने से रोकती हैं। अपने मित्रों और अध्यापक की मदद से हर चुनौती का हल लिखिए। हल एक से अधिक भी हो सकते हैं। पहला हल, उदाहरण के तौर पर आपके लिए किया जा चुका है।

	<p>Shyness</p>	<p>Try to talk to your friends o en. Share your feelings. Iden fy your strengths and be confident. Mingle with people. Prac se what you want to say. Improve your vocabulary in the ES class. Learn how to introduce yourself to people you are going to meet for the first me.</p>
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7. अब बारी है इन हलों को अपने जीवन में उतारने की! चलिए खुद कुछ लक्ष्य देते हैं। सोचिए की इन हलों की मदद से आप एक हफ्ते, 'महीने और साल में भाषा को सीखने के लिए क्या-क्या प्रयास करेंगे। जैसे की, हर हफ्ते - 4 newspaper पढ़ना ogj महीने - 3 अंग्रेजी फिल्में देखना।

One week	One month	One year

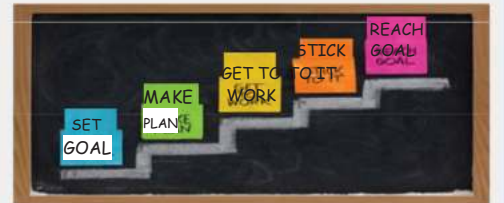
8. अपने career और जीवन में आपको कब-कब अंग्रेजी बोलने की आवश्यकता पड़ेगी।

.....

.....



क्या आपको लगता है - जैसे-जैसे आप अंग्रेजी के नए शब्द सीखेंगे वैसे-वैसे आपका आत्मविश्वास बढ़ेगा?



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- अंग्रेजी सीखना उतना ही सहज हो सकता है, जितना की आपके लिए अपनी मूल बोली बोलना सीखना था।
- अंग्रेजी सीखने में आने वाली बाधाओं को पार किया जा सकता है।
- विशेष सन्दर्भों में अंग्रेजी के आम उपयोग को आसानी से सीखा जा सकता है।



घर और आईटीआई में नजर आने वाली आम वस्तुओं के नामों की लंबी सी सूची बनाइये - ध्यान रहे की सभी नाम आपको अंग्रेजी में ही लिखने हैं।

<https://bangkok.unesco.org/content/mother-tongue-based-multilingual-education-key-quality-education>
<https://study.com/academy/lesson/factors-affecting-second-language-acquisition.html>



2. शब्द निर्माण (Word Building)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे :

- शब्दों की विभिन्न श्रेणियों को समझेंगे
- जानेंगे naming, action और describing शब्दों को
- शब्दों को उनके उपयोग के अनुसार पहचानेंगे



अंग्रेजी शब्दों की कुछ आम श्रेणियां होती हैं - naming (नाम), action (क्रिया), describing (विशेषण) और pronoun (सर्वनाम). Naming words किसी व्यक्ति, या वस्तु का नाम बताते हैं। Action words से हम जानते हैं कि क्या हुआ और कब। Describing words शब्दों करेंग, रूप, आकार इत्यादि का वर्णन करते हैं। Pronoun को हम naming words की जगह इस्तेमाल कर सकते हैं।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा?



a. Naming words name –

Dinesh, Devi place –

Chennai, Mumbai thing –

nut, screw

idea – electricity, heat

b. Action words

solder – soldered

clean – cleaned

Dinesh Devi	Dinesh is a supervisor. Devi is a company secretary.
CuΣack Indore	CuΣack is in the eastern region. Indore is an industrial city.
nut screw	Thread the nut and the bolt. Tighten the screw .
electricity heat	Electricity is necessary for running a machine. Heat is a form of energy.
solder soldered	Solder the rods properly. Mani has soldered the wires to the circuit board.
clean cleaned	Clean the shopfloor regularly. They have cleaned the junction box.



c. Describing words

colour – red, blue

shape – round, flat

size – big, small

quantity – many, few

feel – smooth, rough

sound – loud, low

red	The red wire has to be soldered.
blue	The keys are kept inside the blue box.
round	Some of the round hooks are mounted on the wall.
flat	Always keep the laptop on a flat surface.
big	The big laptops are not used anymore.
small	There are many small pins fixed on the board.
many	A factory has many buildings.
few	A few supervisors went to meet the Manager.
smooth	The instrument has a smooth finish.
rough	The sand paper has a rough side.
loud	The engine makes a loud noise when it is switched on.
low	The suction motor has low noise levels.













d. Pronouns

Common pronouns are he, she, you, me, I, we, they, us, this, these.

He	Kumar is passing the stickers on the box. He is busy.
She	Kajol is walking. She wanted to be in the site.
You	You must fasten the safety belt while driving in highways.
me, I	Give me the bundle. I will leave it in the stock room.
We	We can use good quality stainless steel clamps.
They	The steel rods have been packed. They have to be transported to the work site.
us	We contacted the company. The managers informed us .
It	Get the socket. It is needed to wind the wire around the terminal screw.
This	This machine needs several components replaced.
these	Keep these hooks in the small box.



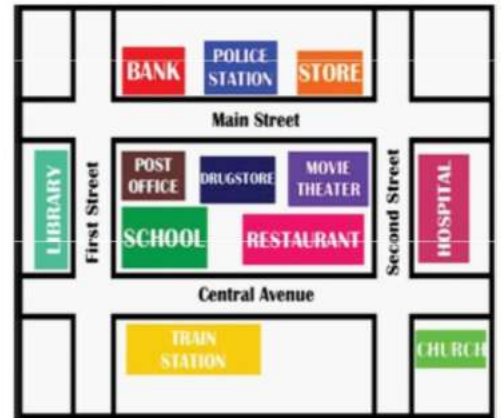
1. नीचे दी गयी वस्तुओं का अंग्रेजी नाम लिखिए।

a.  Hammer _____	b.  _____	c.  _____	d.  _____
e.  _____	f.  _____	g.  _____	h.  _____
i.  _____	j.  _____	k.  _____	l.  _____



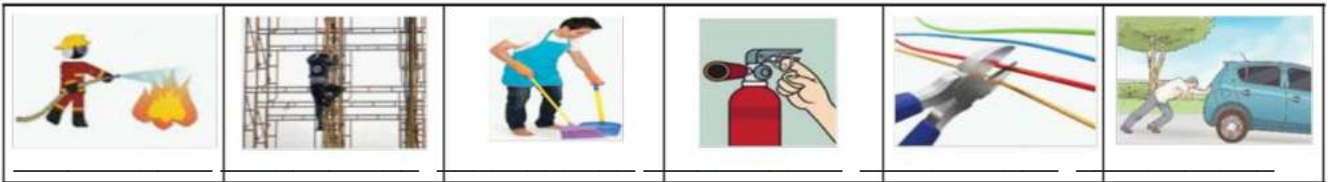
2. Picture में दर्शायी गयी जगहों को पहचानें! क्या आप दिये गए चित्र में से अलग-अलग जगहों को पहचान सकते हैं? नीचे दिए गए वाक्यों को पूरा करें, और फिर इन वाक्यों को जोर से, बोलकर पढ़ें।

- The bank is in the **Main street**.
- There is a _____ in the First street.
- The school is in the _____.
- The hospital is in the _____.
- The _____ is directly opposite to the Police Station.
- There is a _____ in the _____.
- The _____ is in the _____.
- The _____ is next to the _____.
- The _____ is opposite to the _____.
- The _____ is on the right hand side.



3. इन क्रियाओं को पहचानें और इनका सही नाम लिखें -

push climb cut clean pull extinguish (putting out fire)



4. इन क्रियाओं को पहचानें और इनका सही नाम लिखें -

connect welding install plumbing cutting



5. इन वस्तुओं को पहचानें और इनका सही नाम लिखें -

round, many, blue, brown, many, rough, small, smooth, shiny



a. _____ box



b. _____ stool



c. _____ nuts



d. _____ rocks

6. इन चित्रों को देखें और इनका सही नाम लिखें -

near, clean, beautiful, far, colourful, noisy, open, interested, pretty, dirty





7. रिक्त स्थान भरें -

- a. _____ hit the ball so hard that the bat flew away from his hand.
 (i) She (ii) They (iii) He (iv) It
- b. I think _____ enjoy playing outside with your friends.
 (i) he (ii) she (iii) you (iv) I
- c. The dog pulled out Tanya's shoe before _____ ran away.
 (i) you (ii) I (iii) they (iv) it
- d. _____ enjoys going to the gym every morning.
 (i) I (ii) She (iii) They (iv) We
- e. _____ prefer walking home from the factory as all of us live in the same street.
 (i) She (ii) He (iii) We (iv) It
- f. _____ is raining again.
 (i) It (ii) She (iii) He (iv) We
- g. _____ applied crease on all the door hinges in her office.
 (i) It (ii) She (iii) He (iv) We
- h. You can have ice cream a er _____ finish your dinner.
 (i) we (ii) she (iii) you (iv) I

8. पढ़ें, और रिक्त स्थान में सही सर्वनाम भरें -

she, he, it, they, his

Radha and John were marking a point on the wall. _____ wanted to hit a nail to hang the calendar. _____ also wanted to hang the calendar immediately. _____ has been lying on the table for a very long me. John placed the nail on the mark. _____ hit it with a small hammer. As the hammer was small, Radha was worried that _____ may miss the mark and hit _____ finger. _____ asked him to be careful.

9. शब्दों को पहचानें और उनकी श्रेणी लिखें -

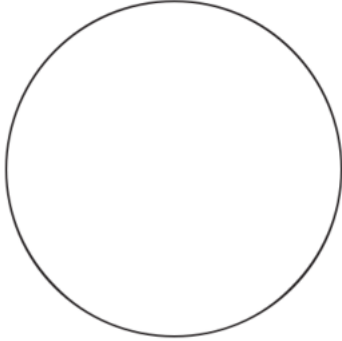
workshop	install	he	automo ve
equipment	manufacture	she	organiza onal
tool	touch	it	hazardous
hazard	supply	we	sanitary
accident	injure	they	skilled
injury	fill	us	dangerous
compressor	drain	her	harmful
material	protect	him	healthy
employee	repair	I	injurious
organiza on	clean	me	
firm	connect	this	
danger	measure	these	



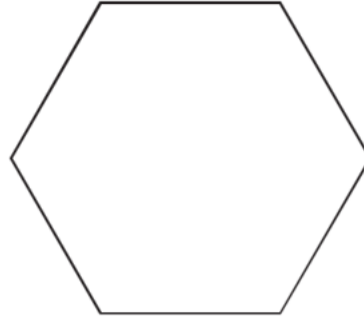
10. शब्दों को पहचानें और उनकी श्रेणी बताए -

container	cylindrical	fill	dry	it
pungent	nitrogen	dropped	we	us
energy	ght	so	liquids	he
develop	hea ng	drew	they	vapour

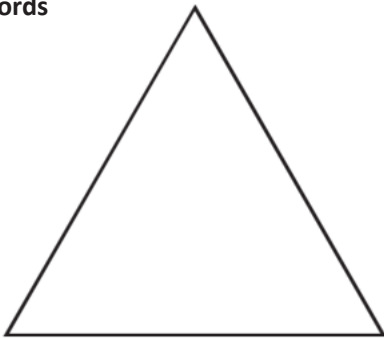
Naming words



Action words



Describing words



Pronouns



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- शब्दों को चार श्रेणियों में बांटा जाता है - naming, action, describing, pronoun-
- Pronoun को noun के स्थान पर नेम किया जा सकता है।
- शब्दों को उनके उपयोग से पहचाना जा सकता है।



Extension (optional)

अपनी क्लास और स्कूल में दिखने वाली सभी वस्तुओं के अंग्रेजी नामों की एक लिस्ट बनाएं।

<https://www.youtube.com/watch?v=O-6q-siuMik&list=PLh7K1tEhkf0UqPX5Yi-0zEsKJZFhzw-q>

<https://www.youtube.com/watch?v=UejW-WQpujs&t=44s>

<https://www.youtube.com/watch?v=OT9xMqvjdLk>

<https://www.youtube.com/watch?v=pt-cjNaErXl>

<https://www.youtube.com/watch?v=nkjKPhleQ5E>



3. अभिधान शब्द (Naming words)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- naming words को पहचानने लगेंगे
- objects और उनके भागों को पहचानेंगे
- समझेंगे कि किस प्रकार एक naming word के विभिन्न अर्थ हो सकते हैं।



Naming Words% हमारे आस पास सभी चीजों - लोग, जगहों, विचारों - के नाम हैं। इन नामों को ही हम naming words कहते हैं। Naming words को जानना और उन्हें पहचानना उनका appropriate noun के साथ बहुत जरूरी होता है।



मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा?



a. Things around us

Home – wall, door, window, clock, bulb, stove, chair, bed

Classroom – chair, table, bench, desk, blackboard, fan, light, chalk piece, pen, notebook

Playground – bat, ball, ring, skipping rope, net, discuss, javelin, gloves, s ck

b. People

Common – police, teacher, conductor, minister, trainer, trainee

Specific – Rahim, Lekha, Sidhu, Paulman, Praveen, Harsha, Kaif, Girija

c. Places

Countries – India, Srilanka, Nepal, Belgium, Thailand, Poland, Denmark, Norway

States –Telangana, Sikkim, Maharastra, Rajasthan, Kerala, Andhra Pradesh

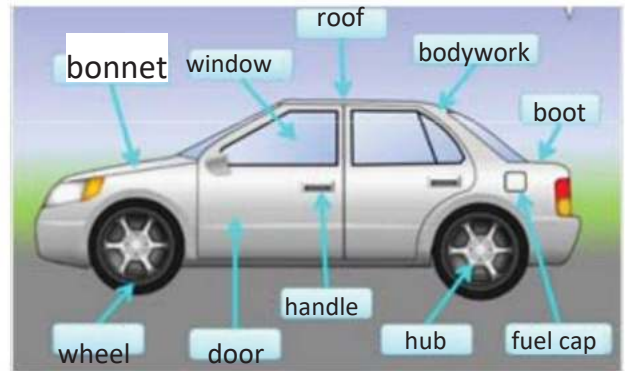
Ci es – Chennai, Mumbai, Kolkata, Srinagar, Jaipur, Lucknow, Bengaluru

Towns – Chandrapur, Silguri, Trichy, Mandhya, Davangere, Shillong

Locali es – Karol Bagh, Cantonment, Velacherry, Matunga, Kailash Nagar

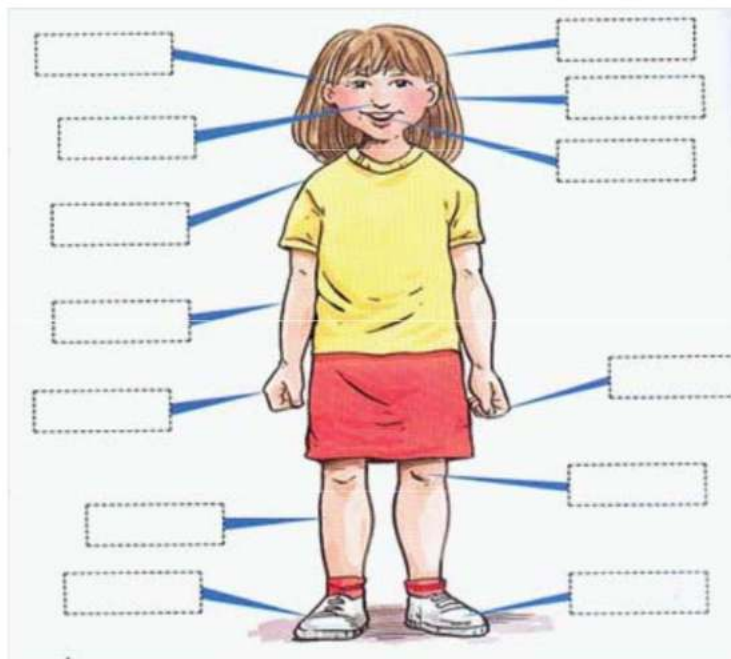
d. ideas

combusion, conduc on, radia on, electrolysis, fomenta on, symposium, conference



1- रिक्त स्थान भरें -

(lips, hand, fingers, head, eye, shoulder, ear, elbow, knee, toe, leg, foot, nose)



2. अपनी आँखों को खुला रखिए । आस-पास देखिए । इन जगहों पर आपको कौनसी वस्तुएं मिलेंगी? उनके अंग्रेजी नाम लिखिए

Place	Names of things				
Home					
Classroom					
Library					
Bus stand					
Grocery store					
Mobile shop					
Cinema theatre					

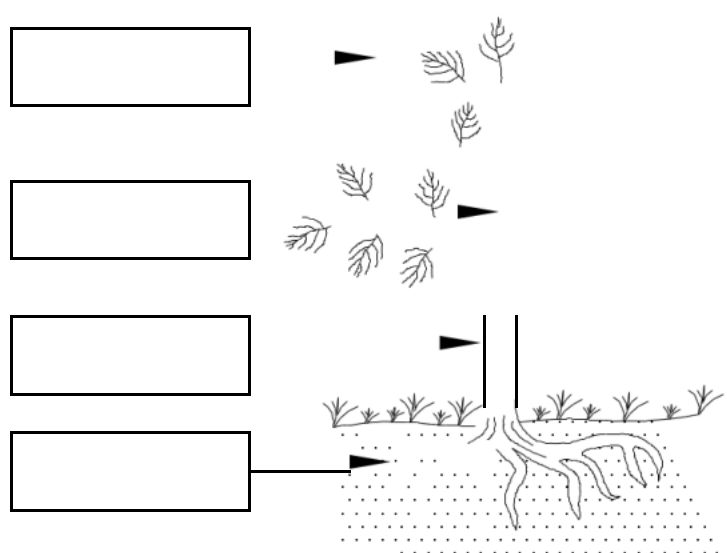
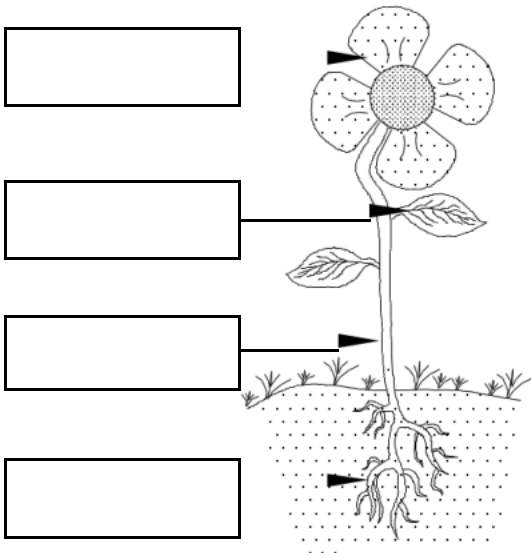


3. चलिए खेलते हैं! दिए गए अक्षरों से शुरू होने वाले शब्दों को आपको उनकी सही श्रेणी में लिखना है। उदाहरण देखें और खेलना आरम्भ करें

Letters	Names	Places	Things	Animals	Birds
H	Hyder Ali	Hyderabad	Hammer	Hyena	Humming bird
M					
S					
P					
R					
K					
L					
B					
W					
C					
E					

4. हर भाग का नाम बताएं -

Roots	Branch	Leaf	Trunk	Stem	Petal
-------	--------	------	-------	------	-------





5. अक्षरों को सही श्रृंखला में लगाकर, सभी शब्द बनाएं। यह सभी नाम उन वस्तुओं के हैं, जो रसोई में काम आती हैं - (peeler, cu er, water purifier, induc on stove, microwave, refrigerator, blender, mixie, steamer, electric ke le, ro maker, slicer, juicer, grinder, coffee filter)

criekeocor	rice cooker	utctre	
fecofe treilf		eplere	
ximie		lceris	
crmiovewa		rngidre	
frgreietroar		ndutonicit voes	
ednbelr		taewr uprifeir	
uiejcr		msteare	
ro kamer		leec rc etlkte	

5. यह औजार आपके अक्सर काम आते हैं - पहचानें और इनके नाम लिखें -

a. I aid in removing nuts and bolts. b. I help to insert or remove screws. c. I help in protecting the part being removed without damaging it.		d. I am used for checking voltage for troubleshooting and diagnosing electrical components. e. I replace the basic light bulb used for working underneath an auto.	

7. शब्द और उसके सही अर्थ को मिलाएं -

- a. pole → - a band on a finger / something circular in shape
- b. pound - a genre of music / a stone
- c. ring - North or South ends of earth's axis/a long metal or wood piece
- d. right - a season / coiled metal
- e. rock - unit of weight / to beat
- f. rose - flat piece of wood / to get into a vehicle, plane or ship
- g. spring - correct / direction opposite of left
- h. board - to have gotten up / a flower
- i. tender - to grow red / a part of a wheel
- j. well - in good health / a source for water in the ground
- k. well - gentle / offer of money

8. कुछ शब्दों के एक से अधिक अर्थ होते हैं। इन शब्दों के सभी अर्थ ढूंढिए।

a. bark – a tree's outer layer / the sound the dog makes	f. express –
b. bat –	g. fair –
c. bright –	h. kind –
d. circular –	i. lie –
e. current –	j. match –

9. दिए हुए चित्र में जितनी भी वस्तुएं हैं, उनके नाम लिखिए –



KWL

KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- **naming words &** व्यक्ति, वस्तु, जगह और विचार का नाम होते हैं
- इन की मदद से हम व्यक्ति, वस्तु, जगह और विचारों को पहचान पाते हैं
- कभी-कभी एक शब्द कई व्यक्ति / वस्तुओं इत्यादि का नाम हो सकता है



<https://www.khanacademy.org/humanities/grammar/parts-of-speech-the-noun/grammar-nouns/v/introduction-to-nouns-the-parts-of-speech-grammar-khan-academy>

<https://www.khanacademy.org/humanities/grammar/parts-of-speech-the-noun/grammar-nouns/e/identifying-nouns>

4. अभिधान शब्द - एकवचन और बहुवचन (Naming Words - Singular and Plural)

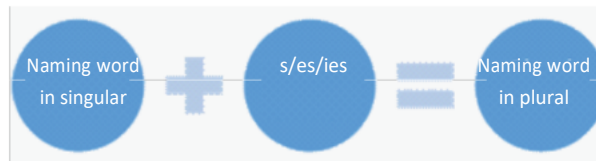


इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- जानेंगे की plural (बहुवचन) कैसे बनते हैं
- plural और singular (एकवचन) के अंतर को समझेंगे
- उपयुक्त plural और singular शब्दों को लिखने का अभ्यास करेंगे।



यह तो आप जानते हैं कि naming word किसी व्यक्ति, वस्तु, जगह इत्यादि का नाम होते हैं। यदि वस्तु एक होतो उससे जुड़ा naming word & singular कहलाता है। और यदि बहुत सी वस्तुएं हों तो वह शब्द plural के रूप में आता है। अधिकतर , singular words-s, -es, -ie जोड़ने पर plural बन जाते हैं। कभी-कभी किसी शब्द को singular or plural रूप एक ही होता है।



KWL

मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा?



a. Plurals formed by adding -s

substance	–	substances
component	–	components
ingredient	–	ingredients
object	–	objects
girl	–	girls

b. Plurals formed by adding -es

(for naming words ending in 's, x, sh, or ch, z', add -es to form plurals.)

lens	–	lenses
box	–	boxes
brush	–	brushes
torch	–	torches
quiz	–	quizzes

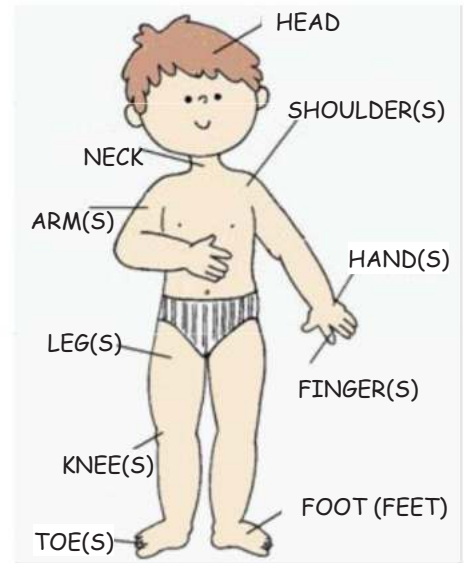


c. Plurals formed by adding -ies a er removing 'y'

























- lady – ladies
- body – bodies
- carry – carries
- bury – buries
- fairy – fairies

d. Naming words with the same singular and plural forms

- equipment – equipment
- furniture – furniture
- species – species
- sheep – sheep
- aircra – aircra



1- शब्दों को पढ़े और पहचानें - plural हैं, या singular\

Naming words – Singular	Naming words – Plural	Naming words – Singular	Naming words – Plural
nut 	nuts 	needle 	needles 
electrician 	electricians 	carpenter 	carpenters 
mason 	masons 	tailor 	tailors 
hammer 	hammers 	plumber 	plumbers 
welder 	welders 	nurse 	nurses 
pipe fi er 	pipe fi ers 	appren ce 	appren ces 



2. टेबल में दिये गये naming words को देखिए । देखिये की किस प्रकार plural शब्दों की रचना होती है! शब्दों को बोलकर पढ़िए।

Noun – singular	Noun + s	Noun + es	No change
solvent	solvents		
torch		torches	
furniture			furniture
brush		brushes	
pump	pumps		
bush		bushes	
apparatus		apparatuses	
equipment			equipment
building	buildings		
screwdriver	screwdrivers		
lathe	lathes		
bench		benches	
plug	plugs		
nut	nuts		
glass		glasses	
clutch		clutches	
bolt	bolts		

3. इस टेबल में दिए हुए शब्दों के सही plural form को लिखिए -

Singular	Singular+ s	Singular+ es	Singular + ies	No change
plug				
bench				
housefly				
furniture				
bush				
story				
nail				
equipment				
machine				
baby				
tool				
candy				



sheep				
aircra				
buzz				
bury				
switch				

4. दिए शब्दों का **singular** या **plural form** लिखिए। उदाहरण देखकर, समझे -

piece	piece	materials	
switch		stock	
screws		tex le	
box		goods	
cliff		yard	
signs		items	
bushes		gear	
cons tuent		hardware	
elements		kit	
things		machine	
notes		par cular	
details		watch	
document		evidence	
ideas		facts	
papers		bus	

5. यह शब्द **grid** में ही कहीं छिपे हैं - इन्हें ढूंढिए।

CIRCUIT	CLAMPS	COMPONENT
DEVICES	EQUIPMENT	FACTORY
FASTEN	MAGNET	OVERALLS
PRECAUTION	ROLL	SUSPENSION



N	E	N	K	W	T	M	F	M	T	N	C
N	O	U	E	E	Y	A	Q	N	S	O	D
O	G	I	N	T	C	X	E	D	P	I	E
W	V	G	T	T	S	M	P	X	M	S	V
G	A	E	O	U	P	A	G	K	A	N	I
M	D	R	R	I	A	Y	F	I	L	E	C
V	Y	X	U	A	S	C	Y	Q	C	P	E
R	Y	Q	B	Z	L	A	E	G	I	S	S
W	E	R	O	L	L	L	L	R	T	U	R
T	I	U	C	R	I	C	S	P	P	S	B
U	G	X	K	B	L	N	C	P	K	D	Y
C	O	M	P	O	N	E	N	T	J	R	I

6. शब्दों की सही श्रेणी पहचानें (**singular** या **plural**) और उसे लिखिए -

_____	_____
tool	tools
machine	machines
hammer	hammers
plier	pliers
lathe	lathes
glove	gloves
helmet	helmets
screw	screws
mechanic	mechanics
switch	switches
box	boxes
industry	industries



7. singular शब्दों को उनके plural form से मिलायिए। उदाहरण देखकर, समझें -

Singular	Plural
plug	clutches
clutch	classes
banana	roses
class	apparatuses
machine	plugs
team	bananas
brush	machines
rose	brushes
apparatus	teams

KWL

KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- naming great dat h eld - plural o singular.
- Plural की रचना singular शब्दों में &s, &es, और &ie जोड़कर की जाती है।
- किसी-किसी शब्द का plural व singular form एक ही होता है



अपने घर / क्लास / ऑफिस में सभी वस्तुओं की एक से पेज बनाए। बताए की वो वस्तुए singular है या plural

<https://www.youtube.com/watch?v=ETzngG8N3AU&t=84s>

<https://www.khanacademy.org/humanities/grammar/parts-of-speech-the-noun/grammar-nouns/v/introduc-on-to-singular-and-plural-nouns-the-parts-of-speech-grammar-khan-academy>

<https://www.khanacademy.org/humanities/grammar/parts-of-speech-the-noun/grammar-nouns/e/plural-and-singular-nouns>



5. क्रियार्थक शब्द (Action Words)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- action (क्रिया) शब्दों को पहचानें
- activity को देखकर, सही action शब्द की पहचान करें
- समझें की action को करने वाले व्यक्ति / वस्तु को naming word से संबोधित किया जाता है।



Action Words

वह शब्द जो हमारी अवस्था अथवा गति विधि का वर्णन करते हैं, उन्हें हम action word बोलते हैं। यह गति विधि शारीरिक (चलना, खाना) या मानसिक (सोचना, सपने देखना) हो सकती है। जब हम action और naming word को मिला देते हैं, तब हमें बात का पूरा अर्थ समझ आ जाता है।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा?

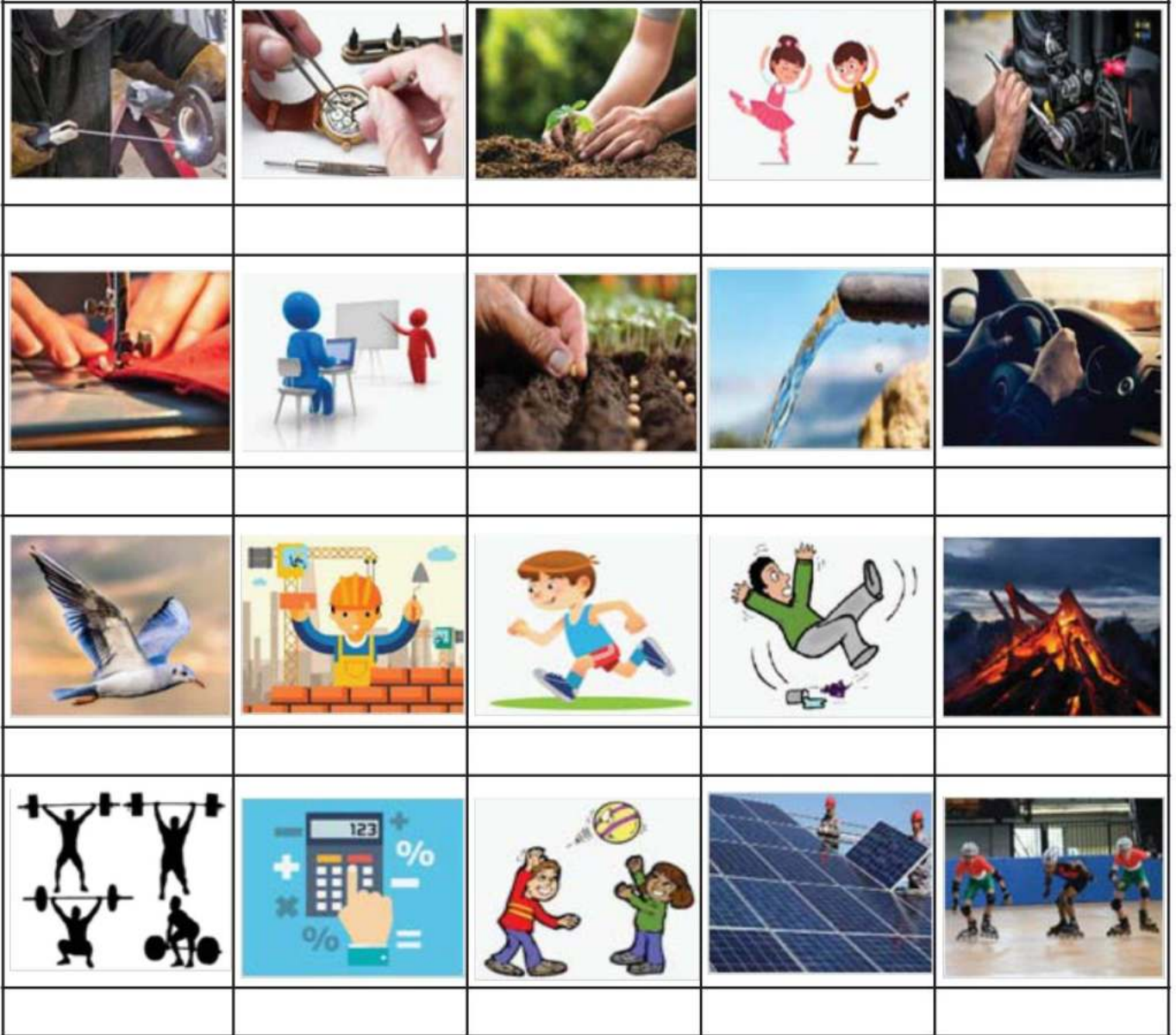


Action words

to do	to have	to be
run	has	be
listen	have	is
speak	had	am
read		was
write		are
connect		were
dance		being
work		been



1. चित्रों को देखें, और पहचानें की इन क्रियाओं को किस action word से पुकारा जाता है। आपस पेज में से सही action word चुन सकते हैं
(flow, play, teach, burn, fly, jog, install, dance, build, service, drive, weld, sow, li , s ch, plant, calculate, fall, skate, repair)



2. यह शब्द इस पहेली में छिपे हैं। इन्हें ढूँढ निकालें।

BORE	CONNECT	FILE	MEASURE
CLEAN	DRILL	FIX	FIT
CUT	ERECT	CORRECT	POSITION
JOIN	LEVEL	SLIDE	PLUMB
SEW	TILT	PIERCE	WORK

H	L	J	W	C	F	G	H	W	I	A	U	I	T	R
K	U	B	L	I	O	L	K	F	H	F	M	I	L	B
O	A	E	X	U	N	N	E	R	W	U	E	U	I	I
D	R	I	L	L	G	L	N	V	O	S	A	J	T	D
P	O	S	I	T	I	O	N	E	E	W	S	C	U	T
S	A	K	H	N	P	C	G	E	C	L	U	E	N	L
E	I	B	A	G	O	T	P	L	J	T	R	A	E	C
W	X	E	M	R	N	I	O	J	Q	O	E	F	D	A
F	L	W	R	U	S	E	T	A	B	N	I	W	S	T
C	I	E	P	A	L	V	C	L	Y	L	K	Z	L	J
D	C	T	S	K	J	P	E	X	E	O	Q	Q	I	F
T	R	K	E	A	B	K	R	O	Y	Z	P	G	D	P
L	J	U	Q	S	V	R	E	D	R	L	N	A	E	F
E	C	R	E	I	P	R	M	E	T	I	E	L	E	Q
P	J	C	A	K	O	B	T	K	A	J	F	M	X	S

3. वाक्यों में action word को ढूँढकर, उन पर निशान लगायें।

- The instructor operates the machine.
- Raghav gave me a gi .
- The workshop is clean.
- Jenny has good communica on skills.
- Michael appreciated the workers in the factory.
- My dad delivered the parcel in me.
- Mohammed drove to the beach yesterday morning.
- The dog barked at the strangers.
- They found a treasure in the garden.
- It is good to eat an apple every day.
- She is an efficient worker.
- Everyone worked towards development.

4. चित्रों में दिए गए action को पहचानें और उपयुक्त action word लिखें -

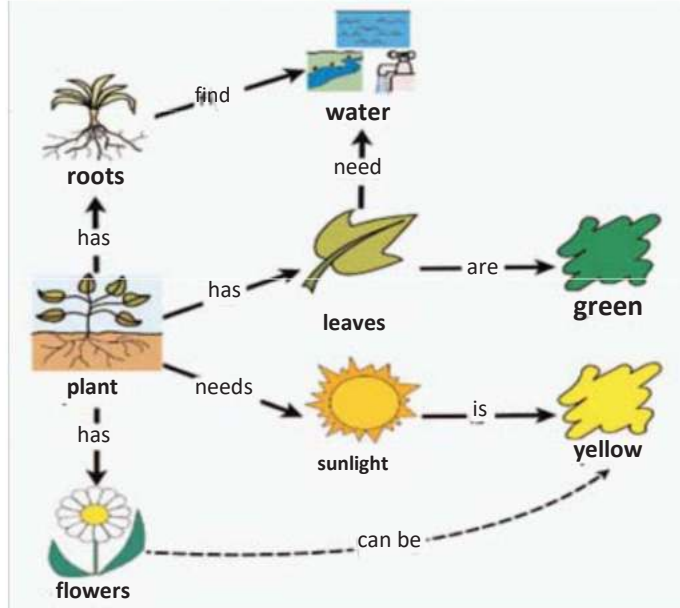




यदि **naming word singular** है तो उससे जोड़ा **action word** भी **singular** होगा और यदि **naming word plural** है तो **action word** भी वैसा ही होगा ।

There **is** + **singular noun** There **is** a **book** on the desk.
 There **are** + **plural noun** There **are** **books** on the desk.
 There **is** + **uncountable noun** There **is** some **milk** in the fridge.

There **isn't** + **singular noun** There **isn't** a **pen** on the table.
 There **aren't** + **plural noun** There **aren't** any **pens** here.
 There **isn't** + **uncountable noun** There **isn't** any **juice** in the fridge.



5. रिक्त स्थान भरें -

- A The plumber _____ (is/are) repairing the motor.
- B Electricians _____ (help/helps) to fix electrical problems.
- C The carpenter _____ (are/is) a very good craftsman.
- D The mason _____ (assist/assists) the site engineer.
- E Assistant Surveyors _____ (do/does) not work independently.
- F Zardosi work _____ (looks/look) beau ful.
- G Skilled cra smen _____ (are/is) in great demand across the world.
- H Knowledge and skill _____ (are/is) the two important areas to focus on.
- I Sachin Tendulkar _____ (has/have) many world records in cricket.
- J India _____ (are/is) the largest democracy in the world.

6. रिक्त स्थान भरें (action or state of being).

(helps, apply, erects, blows, repair, are, install, complained, cuts, are, is, work, is, grows, recruits)

- 1 Service mechanics _____ washing machines.
- 2 Plumbers help to _____ pipe lines and motors.
- 3 Tailors _____ in demand in the exports sector.
- 4 Automobile service technicians _____ in automobile companies in the manufacturing and servicing departments.
- 5 Surface Mount Technology _____ to mount components in electronic devices.
- 6 The carpenter _____ wooden planks with a circular saw.



4. ITI trainees _____ for internship in industries.
 5. BHEL _____ ITI trainees for appren ce training.
 6. The pipe fi er _____ scaffolds in the work site.
 7. Hard hat _____ a head protec on equipment.
 8. There _____ plenty of job opportuni es for ITI trainees.
 9. In the current day scenario, knowledge of computers _____ essen al for any job.
 10. The conductor _____ the whistle.
 11. The farmer _____ rice and sugarcane.
- Joseph and Margaret _____ to the police about the the _____ in their house.

7 रिक्त स्थान भरें -

- a. The instructor _____ the trainee to wear the appropriate PPE.
- b. The electrician _____ the motor.
- c. The trainee _____ the screw in the machine.
- d. ITI trainees _____ safety guidelines in the workshop.
- e. There _____ many short-term courses in the Handicra s sector.
- f. NCVT cer ficate _____ important to get good jobs.
- g. Welders _____ safety goggles to protect their eyes.
- h. Scaffolds _____ suppor ve to prevent accidents.
- i. Tool box talks in worksites _____ safe work environments.
- j. Entrepreneurs _____ to create more jobs.

8 रिक्त स्थान भरें -

Nadia, a customer _____ (comes/come) to a mobile showroom. She _____ (looks/look) at various models. She _____ (like/likes) Samsung 8. She _____ (ask/asks) the sales person the cost of the phone. The sales person _____ (tell/tells) her that the phone costs Rs. 10000. Nadia _____ (asks/ask) for models below Rs. 8000. The sales person _____ (show/shows) Nokia series and other basic models. The models _____ (is/are) not a rac ve. They _____ (are/is) very ordinary. Nadia _____ (request/requests) the salesperson the best price for Samsung 8. She also _____ (asks/ask) for any offers available. The sales person _____ (inform/informs) her that there _____ (are/is) no discount. The shop _____ (give/gives) a discount of 10 per cent for cash purchases. Nadia _____ (ask/asks) for a fresh piece. The sales person _____ (give/gives) her a fresh piece.



KWL चार्ट में दिए गए 'मैंने क्या सिखा' प्रश्न का उत्तर लिखें -



- action word अवस्था या गति विधि का विवरण करते हैं
- यदि naming word singular है तो उससे जोड़ा action word भी **singular** होगा
- यदि naming word plural है तो action word भी plural होगा



अपने आस - पास होने वाले आम action words को लिखिए -

<https://www.khanacademy.org/humanities/grammar/parts-of-speech-the-verb/introduction-to-verbs/v/introduc-on-to-verbs-the-parts-of-speech-grammar>

<https://www.youtube.com/watch?v=d41RaZEsfo>



6. क्रियार्थक शब्द - काल (Action words - Tenses)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- जानें कि कैसे शब्द हमें बता सकते हैं की action किस समय घटित हुआ
- देखेंगे कैसे भविष्य (present), भूत (past) और भवित (progressive) प्रकारों में action word का रूप बदलता
- present के action word को past में परिवर्तित करेंगे



Tense दर्शाता है कि वाक्य में जिस घटना की चर्चा हो रही है, वह कब घटित हुई - भविष्य में, भूत में या वर्तमान में! कुछ शब्द अभी घट रही घटनाओं की बात करते हैं, और कुछ उनकी जो घटित हो चुकी है अभी घटित हो रहा है तो present है और हो चुका है तो past है।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



Action that is happening now and action in progress – Present Tense

PRESENT TENSE

Happening now

I eat the apple.

I am eating the apple.



Action completed is past Tense

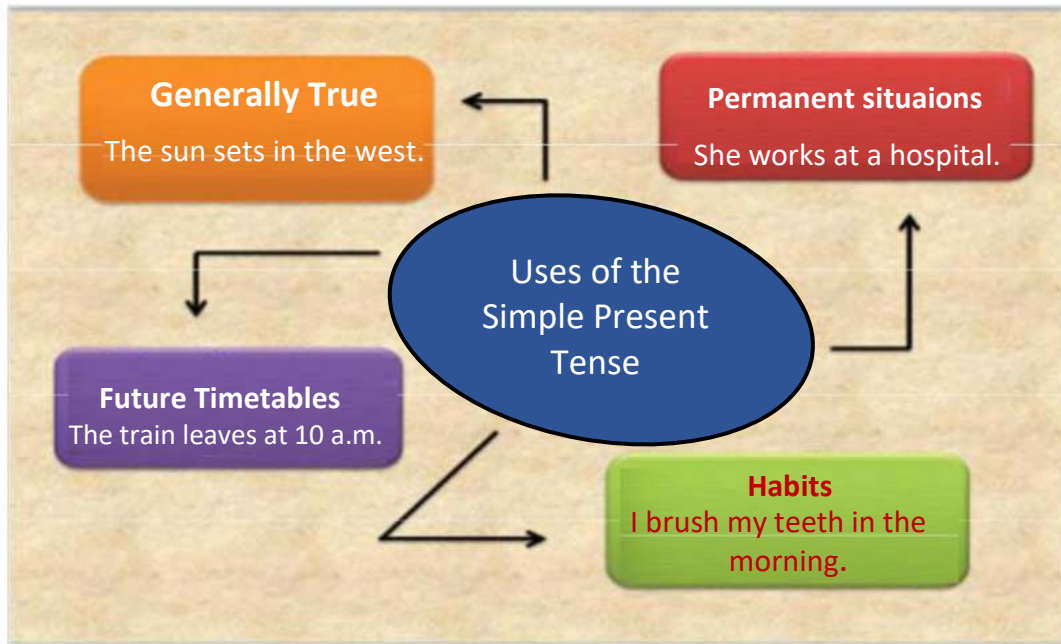
PAST TENSE

Happened in the past

I ate the apple.

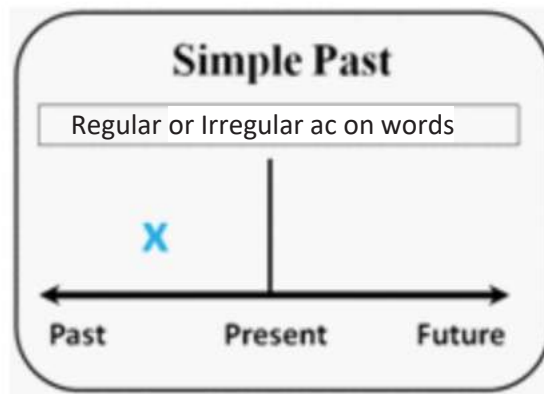


a. Simple Present Tense



Simple Present Tense	Action Words
I like fruits.	like
A plumber fixes the broken pipes.	fixes
I agree with the boss.	agree
Metals conduct electricity.	conduct

b. Simple Past Tense



i. कुछ action words को 'ed' जोड़कर present से past में परिवर्तित किया जा सकता है ।

Spelling Rules		
Most action words	+ ed	repairs -> repaired
action words ending in - e	+ d	increase -> increased
action words ending in - y	Drop y + ied	Apply -> applied
action words ending in a	Double the last	Transmit -> transmitted
vowel + consonant	letter + ed	

ii. कुछ शब्दों में ed नहीं लगता, बल्कि उनकी पूरी spelling ही बदल जाती है




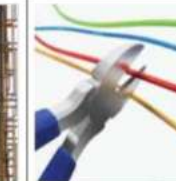

Present Tense	Past Tense
build	built
rise	rose
give	gave
drive	drove

iii. कुछ शब्दों के past में बदलने का अंदाज कुछ अलग ही है

Present Tense	Past Tense
do	did
buy	bought
go	went

4. कुछ ऐसे भी शब्द हैं जो बदलते ही नहीं - उनके past और present के प्रकार एक ही हैं

Present Tense	Past Tense
fit	fit
put	put
shed	shed
spread	spread
bet	bet
hit	hit
shut	shut
broadcast	broadcast
set	set

Action					
Present Tense	ex nguish	sweep	climb	cut	clean
Past Tense	ex nguished	swept	climbed	cut	cleaned



1. निचे दिए गए present tense के शब्दों को उनके उपयुक्त past tense से मिलाइये -

Present tense (happening now)	Past tense (completed sometime ago)
load	hunted
come	soldered
fit	kept
solder	cut
keep	fi ed
hunt	loaded
cut	came



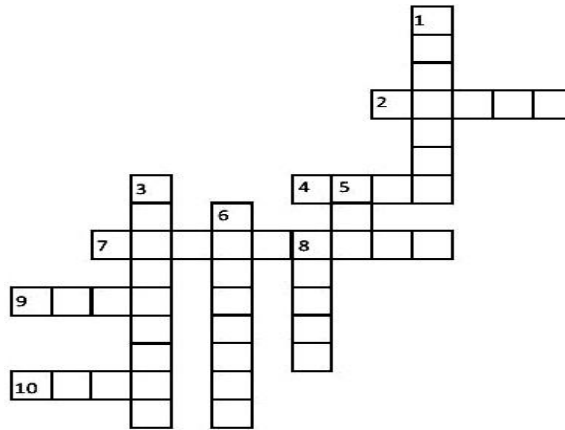
2. ये क्रॉस वर्ड सुलझाइए -

Down



1. Present tense of inspected.
- The electrician ____ the wires to the plug.
- The carpenter ____ the nail with a hammer
- Past tense of supply
8. Present tense of applied

Across

- I _____ to my friend this morning
- 2. Past tense of shut
- 4. The room is _____ against cold.
- 9. My friend _____ me a gift yesterday
- 10. Past tense of make



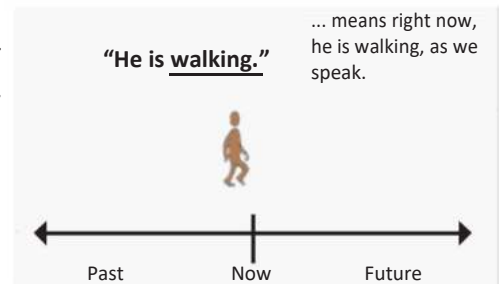
Progressive tenses% जो घटना कुछ समय तक इस घाट रही होती है उसका विवरण action word के Progress tense रूप से किया जाता है किसी भी शब्द को ये रूप देने के लिए केवल -ing लगाना होता है

Acton				
Acton Word	repair	fix	cook	solder
Acton in progress (-ing)	repairing	fixing	cooking	soldering

a. Present progressive tense

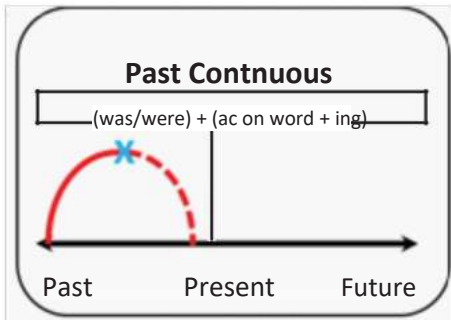
जो घटना वर्तमान में घट रही है उन्हें present progressive tense में व्यक्त किया जाता है, किसी भी शब्द से पहले am / is / are और बाद में -ing जोड़ देने से वह present progressive का रूप ले लेता है ।

- I am studying for my exam.
- I am fixing the broken chair.
- The AC Mechanic is cleaning the Air Condi oner.
- The clerk is typing a le er.
- The so ware engineers are working on the new so ware.
- The fire fighters are spraying water on the building.



B. PAST PROGRESSIVE TENSE

वे घटनाएँ जो past में कुछ समय तक घटती रही थी उन्हें Past progressive की मदद से व्यक्त करते हैं, इसकी रचना was/were + ing से होती है।



When my mother called, I was playing in the garden.
 I was mending the punctured tyre, when it rained.
 The electrician was checking the fuse, when the power went off.
 When the principal came, the teacher was writing on the board.
 When I went, they were packing their bags.
 The builders were waiting for the blueprint of the building.

5. नीचे दिए वाक्य पढ़िए जो शब्द present progressive हैं उनके नीचे रेखा खींचिए व जो शब्द past progressive हैं उनके ऊपर गोला लगाइए।

Acton	Acton words in Present Progressive	Acton words in Past Progressive
	a. I am installing Windows 10 in my laptop. b. Jothi is installing an app in her mobile. c. They are installing an virus in all the computers.	d. I was installing new software in my laptop yesterday. e. They were installing firefox in the office systems.

4. सोचिए की आपके पिता घर पर बल्ब बदल रहे हैं, अपने दो स्तर हमको बताए की आपके पिता क्या कर रहे हैं। उदाहरण देखकर समझें -



Turn off the power.	My father is turning off the power.
Allow the bulb to cool.	He is allowing the bulb to cool.
Twist the old bulb in the an clockwise direc on.	He is _____ the old bulb in the an clockwise direc on.
Remove the bulb from the socket.	He _____ the bulb from the socket.
Push the new bulb gently into the socket.	He _____
Turn the bulb in the clockwise direc on.	He _____
Switch on the power.	He _____
Dispose the old bulb.	He _____



- अब इन्हीं वाक्यों को past progressive में बदलीये -

My father _____ turning off the power.

He _____ allowing the bulb to cool.

He was _____ the old bulb in the an clockwise direc on.

He _____ the bulb from the socket.

He _____

He _____

He _____

He _____



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखे -



1. Tense द्वारा हम action word के घटित होने का समय समझ सकते हैं present व past वो tense होते हैं, जो फिलहाल घट रहे हैं और घट चुके हैं ।

- Progressive tense उन घटनाओं को व्यक्त करते हैं जो वर्तमान या भूतकाल में घटते रहे ।



<https://youtu.be/faUvT7zfsyk>

<https://youtu.be/-PhyqbvnoCg>

<https://www.youtube.com/watch?v=-PhyqbvnoCg>



7. खुद को परखे (Recall)

1. Sending emails to communicate information is a form of
a. spoken communication b. written communication c. oral communication d. voice communication
2. Which one of the following is not a challenge in learning a language?
a. lack of vocabulary b. lack of confidence c. lack of motivation d. lack of companion
6. Which of the following statements is true?
Using mother-tongue to learn English can be helpful.
Mother-tongue interference is bad.
English cannot be learnt through one's mother-tongue.
You should not use mother tongue while learning English.
4. Of the strategies listed below, which one can help you in setting a goal to learn English?
a. planning short-term for a week b. planning short-term for a month
c. planning short-term for a week, a month and a year d. you can do it without any planning
5. What is the first step in learning a language?
a. planning b. setting a goal c. sticking to the plan d. buying books
6. What can one do to overcome shyness?
a. Try to talk to friends often. b. Share feelings.
c. Identify strengths and be confident. d. Avoid meeting friends.
7. We read and type in English whenever we
a. book tickets for trains or movies b. go out to the beach c. work in lathe d. measure objects
4. Developing one's vocabulary can be done through
a. reading newspapers b. watching related videos c. listening to talks d. all of the above
5. _____ words state the name of a person, place, thing or an idea.
a. Naming words b. Action words c. Describing words d. Pronouns
2. Which words describe a state, an action and when it happened?
Naming words b. Action words c. Describing words d. Pronouns
3. Which words describe naming words according to colour, shape, size, quantity, feel, sound?
Naming words b. Action words c. Describing words d. Pronouns
4. _____ are words used in the place of naming words.
Naming words b. Action words c. Describing words d. Pronouns
5. Choose the describing word in the sentence "The instrument has a smooth finish".
a. the b. instrument c. smooth d. finish
14. 'Kumar is passing stickers on the box. He is busy.' The pronoun here is
a. Kumar b. passing c. box d. He
15. Find the odd word in the following options.
a. Plumber b. Welder c. Fixing d. Fitter
16. 'Round, many, blue, rough, brown' are examples of
a. naming words b. action words c. describing words d. pronouns



17. 'Sara is late today. ____ must have missed the bus.' Which word will complete the sentence?
 a. He b. Her c. She d. It
18. 'Organizational, hazardous, sanitary, skilled' are examples of
 a. naming words b. action words c. describing words d. pronouns
19. _____ words are used to refer persons, places, things or ideas.
 a. Naming b. Describing c. Action d. Pronouns
20. Pick the naming word that refers to a place.
 a. Truth b. Gujarat c. Feel d. They
21. Pick the naming word that refers to an idea.
 a. Harry b. Tester c. Honesty d. Chennai
22. Pick the naming word that refers to a thing.
 a. Screw-driver b. Swim c. Susan d. Switzerland
23. Which word is an odd one in the given list?
 a. Delhi b. Mumbai c. Kolkata d. Experiment
24. Which word is an odd one in the given list?
 a. Equality b. Mumbai c. Gratitude d. Friendship
25. Which word is an odd one in the given list?
 a. Mahatma Gandhi b. Vallabhai Patel c. Kolkata d. Pandit Nehru
26. Which word refers to both 'a tree's outer layer and the sound a dog makes'?
 a. park b. bark c. barn d. bite
27. I help to insert or remove screws. Who am I?
 a. Hammer b. Screw-driver c. Ammeter d. Pipette
28. Screen, popcorn, projector, air conditioning are all words related to
 a. cinema theatre b. school c. bus-stand d. police station
29. To convert a singular noun into plural, which of the following rule cannot be used?
 a. Singular noun +s b. Singular noun +es c. Singular noun +ez d. Singular noun +ies
30. The plural noun for 'furniture' is
 a. furnitures b. furnituries c. furniturez d. furniture
31. The plural form for 'equipment' is
 a. equipment b. equipments c. equipmentes d. equipmen es
32. The singular form of 'lenses' is
 a. lens b. len c. lense d. lenses
33. The plural form of 'quiz' is
 a. quizzes b. quizzes c. quizes d. quiziz
34. The plural form of 'lady' is
 a. ladys b. ladies c. lady d. ladiez
35. The plural form of 'tool' is
 a. tool b. toolas c. tools d. toolls
36. The singular form of 'devices' is
 a. devic b. device c. devices d. devicies



37. The plural for 'apparatus' is
a. apparatus b. apparatuses c. apparatuses d. apparatusies
38. The plural form of 'laboratory' is
a. laboratorys b. lab c. laboratories d. laboratores
39. Identify the action word in this sentence – 'They wrote the exam.'
a. wrote b. exam c. they d. the
40. Which is the action word in the sentence – 'The buildings are tall.'
a. the b. buildings c. are d. tall
41. Complete the sentence with the appropriate action word. 'The plumber is _____ the tap.'
a. fighting b. fitting c. flowing d. freeing
42. Complete the sentence with the appropriate action word. 'The metal _____ too hot to handle.'
a. is b. are c. were d. be
43. Complete the sentence with the appropriate action word. 'The screw _____ by him.'
a. was fixed b. are fixed c. were fixed d. was fixing
44. Complete the sentence with the appropriate action word. 'The company _____ him for his talent.'
a. recruit b. recruited c. was recruited d. are recruiting
- Complete the sentence with the appropriate action word. 'Surface Mount Technology _____ used to mount components in electronic devices.'
a. is b. are c. were d. none of the above
 - Complete the sentence with the appropriate action word. 'The instructor _____ the trainees to wear appropriate PPE.'
a. pleased b. warned c. said d. warning
47. Complete the sentence with the appropriate action word. 'Where _____ the tools?'
a. is b. are c. have d. has
- Complete the sentence with the appropriate action word. 'The trainees _____ to a end the seminar without fail.'
a. are said b. were said c. were asked d. is asked
49. The announcement _____ yesterday was unnecessary.
a. make b. is making c. made d. was making
50. The electrical wires _____ and it is dangerous.
a. is hanging b. are hanging c. hanged d. hang
51. The watchman _____ all the laboratories every day.
a. lock b. is locking c. locked d. was locking
52. Plastics _____ to be processed before its industrial use.
a. need b. is needing c. needed d. was needing
53. The new apprentices _____ for the training last week.
a. join b. joined c. was joining d. are joining
54. The new machine _____ well when compared to the old.
a. is working b. will worked c. was working d. work
55. The trainees _____ useful industry-specific skills.
a. learned b. was learning c. learning d. learns



56. The trainees _____ their course successfully last month.
a. complete b. completed c. are complete ng d. was comple ng
57. Experts _____ new techniques in welding metals for construc on these days.
a. recommends b. recommending c. are recommending d. will recommended
58. The plumber _____ the taps only now.
a. fit b. are fitting c. is fitting d. was fitting

8. शब्दों का वर्णन (Describing words)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- आकार, रंग और रूप का वर्णन करने वाले शब्दों को जानेंगे
- आकार, रंग और रूप के आधार पर शब्दों का वर्णन करेंगे
- सही सन्दर्भ में विभिन्न describing (विशेषण) शब्दों का उपयोग करेंगे।



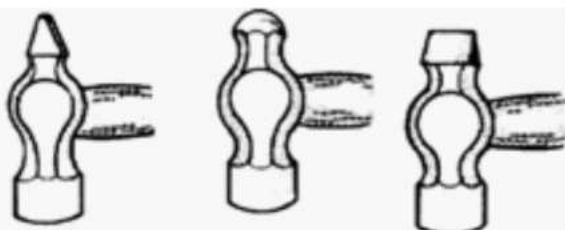
Describing word हमें naming words के बारे में और जानकारी (रूप, रंग, आकार, आदि) देते हैं।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा?



CROSS PEEN
HAMMER

BALL-PEEN
HAMMER






STRAIGHT PEEN
HAMMER



Yellow Helmet









1. चित्रों को देखकर, सही वर्णन से मिलाइए। देखिये कि describing words को आपके लिए अंडर लाइन किया गया है।

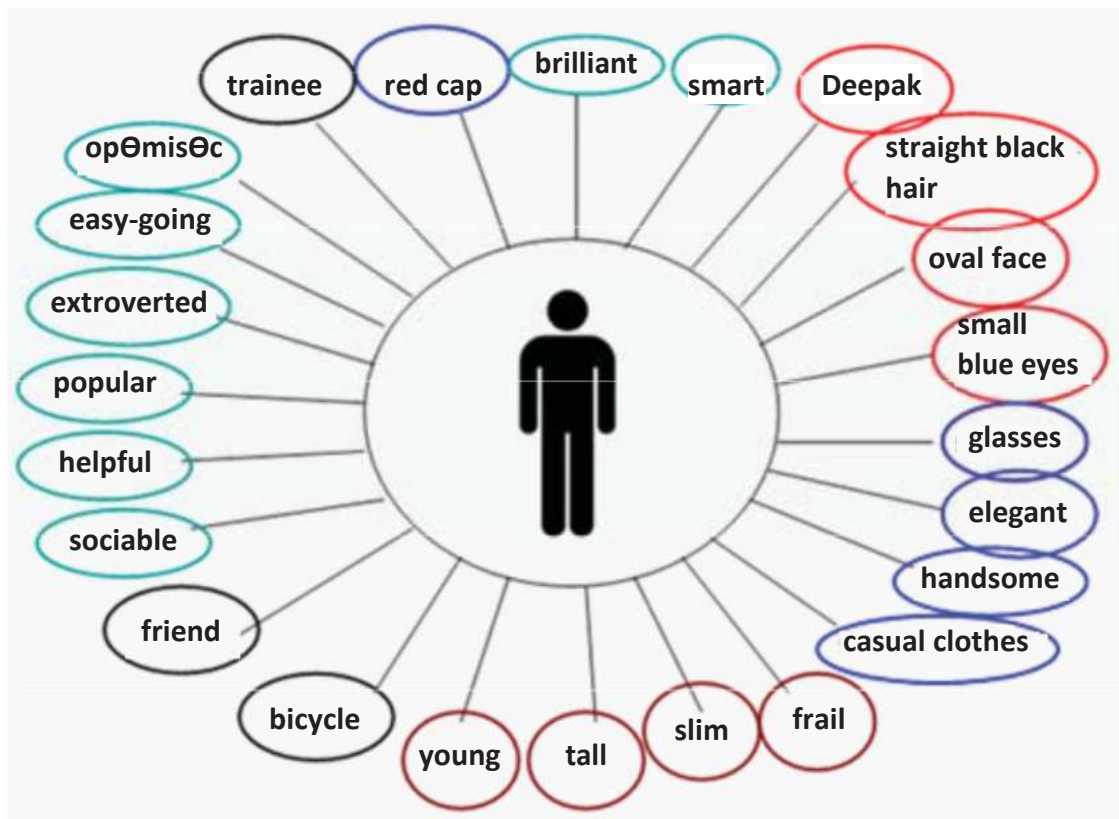
				
a. <u>wet</u> floor	b. <u>electrical</u> shock	c. <u>safety</u> signs	d. <u>reflec ve</u> jacket	e. <u>sharp</u> tools
<u>reflec ve</u> jacket				



2. नीचे दी गयी टेबल को देखिये! चित्रों को देखकर, सही describing word का चयन कीजिये और रिक्त स्थान भरिए -

	<p>a. He put the _____ plug in the socket. (small/big)</p>		<p>d. The plumber has fixed _____ pumps. (blue/white)</p>
	<p>b. He is tightening the screw with a _____ screwdriver. (big/small)</p>		<p>e. Wires of _____ colours are seen in the picture. (many/one)</p>
	<p>c. The _____ rings are on the pink cloth. (round/square)</p>		<p>f. The young man was walking on the _____ pavement. (smooth/broken)</p>

- दीपक ने खुद के बारे में बताने के लिए describing words का उपयोग किया है। इन शब्दों को पहचान कर, दिए गए स्थान में लिखिए।



4. आप एक कंस्ट्रक्शन साईट पर मनेजर हैं और आपका नाम दीपा है। चित्र में दिए गए सुरक्षा उपकरण की जानकारी अपने कर्मचारियों को दीजिये।

(personal protective equipment, gloves, hard hat, head protection, ear protection equipment, nose mask, loud noises, reflective jacket, goggles, leather shoes, safety, injury, accidents,)



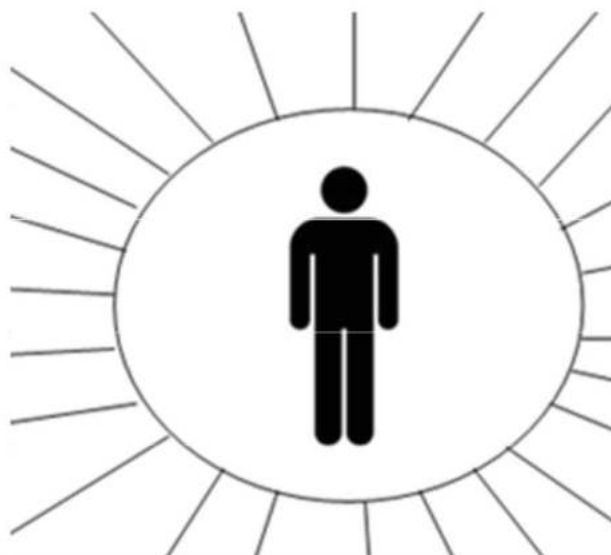
The man in the picture is wearing a yellow _____
 He is wearing green _____
 His hands are protected with green _____
 His head is protected from injury with a _____

The man in the green shirt has arrived for work at the construction site.
 He is wearing a yellow _____
 His _____ shoes are _____ in colour.
 His ears are protected with the help of _____

His hands are protected with _____
 He is wearing _____ for nose protection.
 His eyes are protected by the _____ he wears.
 The _____ protects his head from _____



5. खुद का वर्णन करने के लिए कुछ describing words चुनिए। यह शब्द आपकी कद-काठी, रंग-रूप, या व्यवहार को दर्शा सकते हैं।





6. चित्रों में दिए गए describing words को समझकर - उन्हें टेबल में लिखिए! हर शब्द को लिखते समय उसे जोर से बोलकर दोहरायें।






















alive	X	dead	X
X			X
X			X
X			X
X			X
X			X
X			X



7. mu describing words dks vafdr djsa tks vkids fy, mfpr gSaA













I am not lazy at all
←
What are you like ?
→
I am extremely talkative

←
not at all
not very
a bit
quite
very
extremely
→

 Hard-working	 lazy	 Tidy	 Messy	 Sociable	 Shy	 Vulnerable
 Generous	 Selfish	 Easy-going Flexible	 Bossy	 Quiet	 Talkative	 Intelligent Clever
 Good-tempered	 Bad-tempered	 Polite	 Rude	 Kind Caring Helpful	 Mean	 Stubborn



8. नीचे कुछ ऐसे describing words दिए गए हैं, जो विभिन्न प्रकार के vehicles का वर्णन करते हैं। हर गाड़ी के चित्र के नीचे उपयुक्त describing word लिखें।

SIZE	SHAPE	COLOUR	SPEED
heavy, light, big, small, li le, ny, tall, short, fat, thin, skeletal, giant, long, underweight, wide	round, square, straight, triangular, oval, sleek, blobby, flat, ellip cal, crooked, wavy	pink, red, orange, black, yellowish, blue, dark, green, purple, white, grey, brown	quick, fast, slow, swi , speeding, rushing, hasty, bustling, rapid, snappy, brief, springy
<p>1 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>2 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>3 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>4 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>
<p>5 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>6 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>7 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>8 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>
<p>9 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>10 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>11 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p>12 </p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



Describing words हमें naming words के बारे में जानकारी देते हैं। उनका प्रयोग आकार, रंग, रूप, गुणवत्ता इत्यादि के लिए किया जाता है।

प्रासंगिक विवरण के साथ वस्तुओं का वर्णन करना उपयोगी है।



अपने आस-पास आपको जितने भी औजार दिखते हैं उनकी सपेज बनाइये, describing words की मदद से अपनी क्लास को उन्हें पहचानने का जिम्मा दीजिये।

[https://in.video.search.yahoo.com/yhs/search?fr=yhs-trp-001&hsimp=yhs-001&hspart=trp&p=khan+academy+adjec ves+youtube#id=1&vid=2c0aeda5122336be056eeeb996ac8bdc&ac on=click](https://in.video.search.yahoo.com/yhs/search?fr=yhs-trp-001&hsimp=yhs-001&hspart=trp&p=khan+academy+adjec+ves+youtube#id=1&vid=2c0aeda5122336be056eeeb996ac8bdc&ac on=click)



9. वस्तुओं का वर्णन परिवेश और प्रक्रिया

(Describing objects, Surroundings and Processes)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे :

- रंग और आकारों का वर्णन करने के लिए विभिन्न शब्दों का प्रयोग करेंगे
- उन शब्दों को जानेंगे जो वाक्य के दो भागों को जोड़ने का काम करते हैं - linking words
- linking words की मदद से एक प्रक्रिया का वर्णन करेंगे।



Describe करने का अर्थ होता है कि हम केवल शब्दों की मदद से किसी व्यक्ति, वस्तु या जगह का पूरा वर्णन कर डालें! इस कौशल पर महारत हासिल करने के लिए आपको शब्दों का भंडार भी चाहिए, और एक पारखी नजर भी। प्रक्रिया क्या होती है? प्रक्रिया उन steps की श्रृंखला होती है, जिस काठी कसे अनुसरण करने पर कोई काम पूरा हो जाता है। सही शब्दों की मदद से ही हम किसी प्रक्रिया का सटीक व सही वर्णन कर सकते हैं।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



Words/phrases used for	
Describing objects	Describing surroundings
cylindrical, flat, long, short, big, small, sharp, blunt, circular, spiral, square, rectangular, triangular, round, narrow, broad, green, red, rough, smooth, tough, ripe, adjustable, horizontal, vertical, heavy, light, tall, colourful, so, thick, thin ...	opposite, near, far, in front of, behind, straight, at the end of, at the crossroads, cold, hot, unsafe, dark, nearby, close, busy, safe, dangerous, at half a kilometre ...

Linking words are one or more words that are used to show some logical connection between the steps in a process or description.


Firstly, secondly, thirdly, next, later, then, after that, after a while, finally, lastly, in the end, at last, in the beginning, now, ...

'And' and 'then' are common linking words. They are useful to give a series of instructions.

Pattern of descriptive sentences

There is/are ...
They are ...
It is ...
It has ...
It consists of ...
It is made of ...
It is used for ...

a. Describing objects:

Your Friend	You
Is this a 31-inch large rain shower set? It looks amazing! Describe its features.	Yes, it is.
	It is made of 304 stainless steel. It has an LED rectangle recessed ceiling-mount with 600x800 mm. It also has four adjustable jet nozzles for power mist massage. The LED overhead shower and temperature display help to select the best water temperature. It is operated with a remote.

Inspector	You
Did you see any car pass this way?	Yes. There were many cars.
Did any orange car leave your service centre fifteen minutes ago?	Yes, there was one! It was a Solaris Orange Mini Cooper! A four-seater convertible! It stopped here to check air pressure in its tyres.
How many people were there in the car?	There was only one person. It was the driver.
Can you give any other details like the car number?	Sorry. I didn't note it down, but the car was from Pondicherry. I saw PY on the number plate.

b. Describing surroundings:

My factory is situated opposite to a wharf. A wharf is a structure built on the shore of a stream or harbour. The vessels lie at rest and load or unload things there. There is a hospital near the factory. There is a petrol station in the area at half a kilometer distance. It is a busy place. There are many traffic signals on the way.

This is a warehouse where goods are stored. There are five workers who are busy with their jobs. There are pallets, machines, loads and a forklift. The surrounding is unsafe. There are eight hazards listed in the picture. First, there is rubbish on the ground. Second, there are unsecured chemicals in cylindrical containers. Then, the machine guard is open. The next hazard is the water leak from the drain. A worker carrying load is walking towards it. Then, the pallets with loads are blocking the exit. The loads are not stacked properly. The forklift is stacked in such a way that the driver cannot see anything.





c. Describing Processes:

Process of making Mango Milkshake **First**, take a blending jar or a juice jar. **Then**, put the ripe mango slices into the jar. **Next**, add some ice cubes and sugar.

After that, pour boiled chilled milk into it.

Finally, close the lid and blend it well for 2-3 minutes.

Now, pour it into serving glasses.





1. दिए गए वर्णन को पढ़िए और उसे उपयुक्त आकृति से जोड़िये। दिए गए उदहारण को देखकर, समझें

Help Box	
spade, shovel, plumb bob, fan, wrench, wheel barrow, rake, wrench, speed square	

Sr.No.	Descripton	Object
1	an agricultural implement with teeth for gathering cut grass or hay	
2	an implement with a long handle with a grip at the top and a flat iron blade narrower than a shovel for digging	
3	a box for conveying a load, supported at one end by wheels and li ed and pushed at the other by two horizontal sha s	
4	a device consis ng of a series of vanes or blades a ched to it and revolving with a central hub to produce a current of air	
5	a tool has a bar of metal with fixed or adjustable jaws for gripping and turning or twis ng the head of a bolt, a nut or a pipe	
6	an implement consis ng of a broad iron blade or scoop an ched to a long handle for taking up, removing or throwing loose ma er like earth, snow or coal	
7	a triangular shaped metal square with 1/4" spaced notches to facilitate scribing lines and plain grada ons for reading	
8	a weight, usually with a pointed p at the bo om, suspended from a string and used as a ver cal reference line or plumb-line	

2. describing words और describing वाक्यों के pattern को समझकर - रिक्त स्थान भरें। Objects

Objects	Description
	<p>a. It is a Tile Saw. It _____ of a wire, a tough blade or chain with a hard toothed edge. It is _____ for cutting materials like wood and ceramic.</p>
<p>Typical blade shaped</p>  <p>Square Round point Taper</p>	<p>b. There are _____ blade shapes in the picture. The first one is a _____ shaped blade. It is used for making a square trench. The next one is a _____ shaped blade which is _____ for making a round trench. The _____ one has a tapering form. While the first two are used for digging, the last one is _____ for various purposes. The blades are _____ of iron.</p>

3. हर कोलम में वस्तु से जुदा describing word को लिखिए -

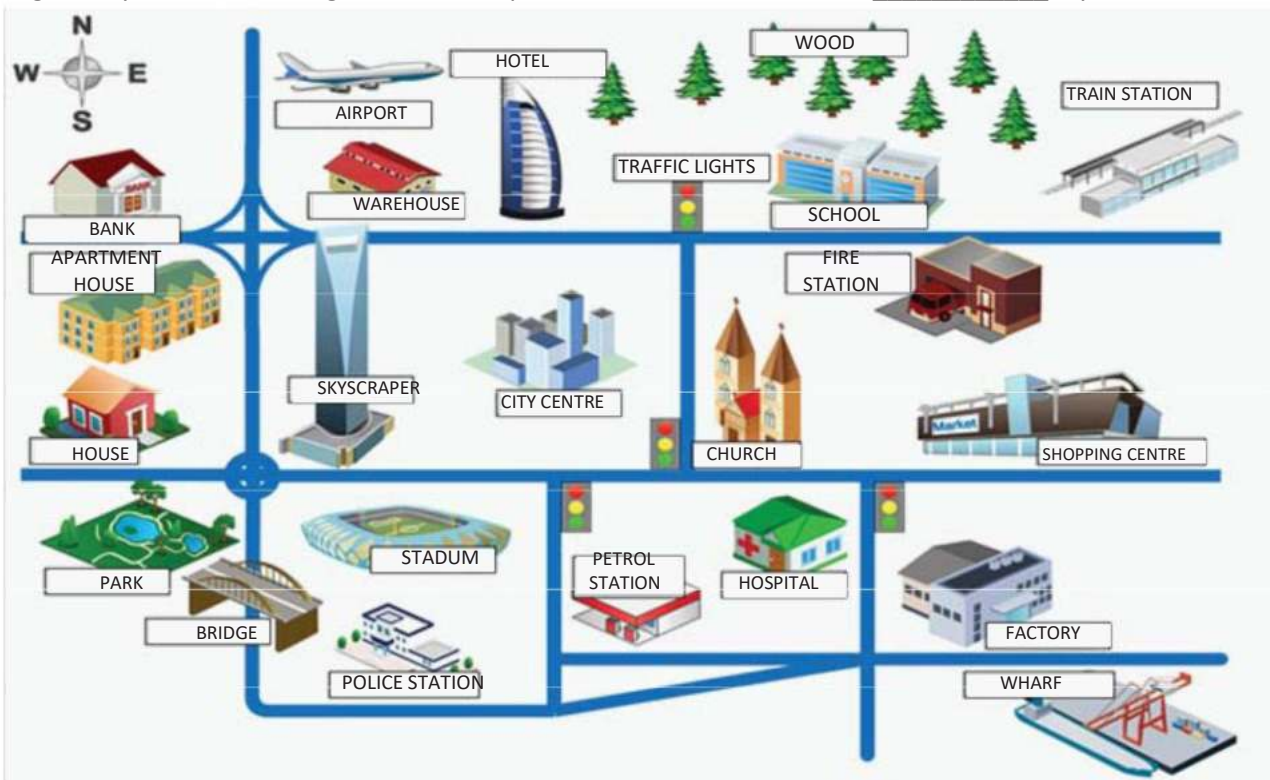
Object	Shape	Size	Colour	Material	Use
Doughnut	round	Small	brown	Maida	Snack
TV					
Mud pot					
Bed					
Water bottle					
Tool box					
Speed square					
Water heater					
Hammer					
Washing machine					
Microwave oven					
Induction stove					
Needle					
Bobbin					

4. हर वस्तु का विस्तृत वर्णन (describing वाक्य) लिखिए। उदाहरण पढ़कर, समझें

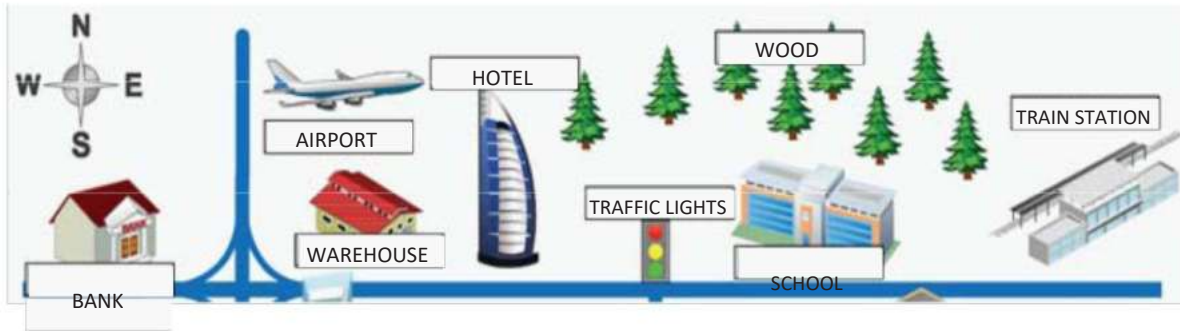
Object	Descripton
Doughnut	Example: It is round in shape and small in size. It is brown in colour. It is made of flour. It is used as a snack.
TV	
Mud pot	
Bed	It is rectangular in shape and big in size. It is white in colour. It is made of co on. It is used for sleeping.
Water bo le	
Tool box	
Speed square	
water heater	
Hammer	
Washing machine	
Microwave oven	
Induc on stove	
Needle	
Bobbin	

5. चित्रों में दिए गए शब्दों की मदद से, रिक्त स्थान भरिये।

I am working in a hotel as _____. It is at the centre of the city. It is situated on the main road near the _____. The hotel is in a tall building. It _____ of _____ floors. There are important places around the hotel. There is an _____ near the hotel, where planes often take off and land. _____ many pine trees behind the hotel. There is a _____ at the end of the crossroads. _____ is a railway sta on located at 1 km distance. There _____ a big _____ at a walkable distance from the traffic signal. My friend is working as a store keeper in the warehouse which is _____ my hotel.

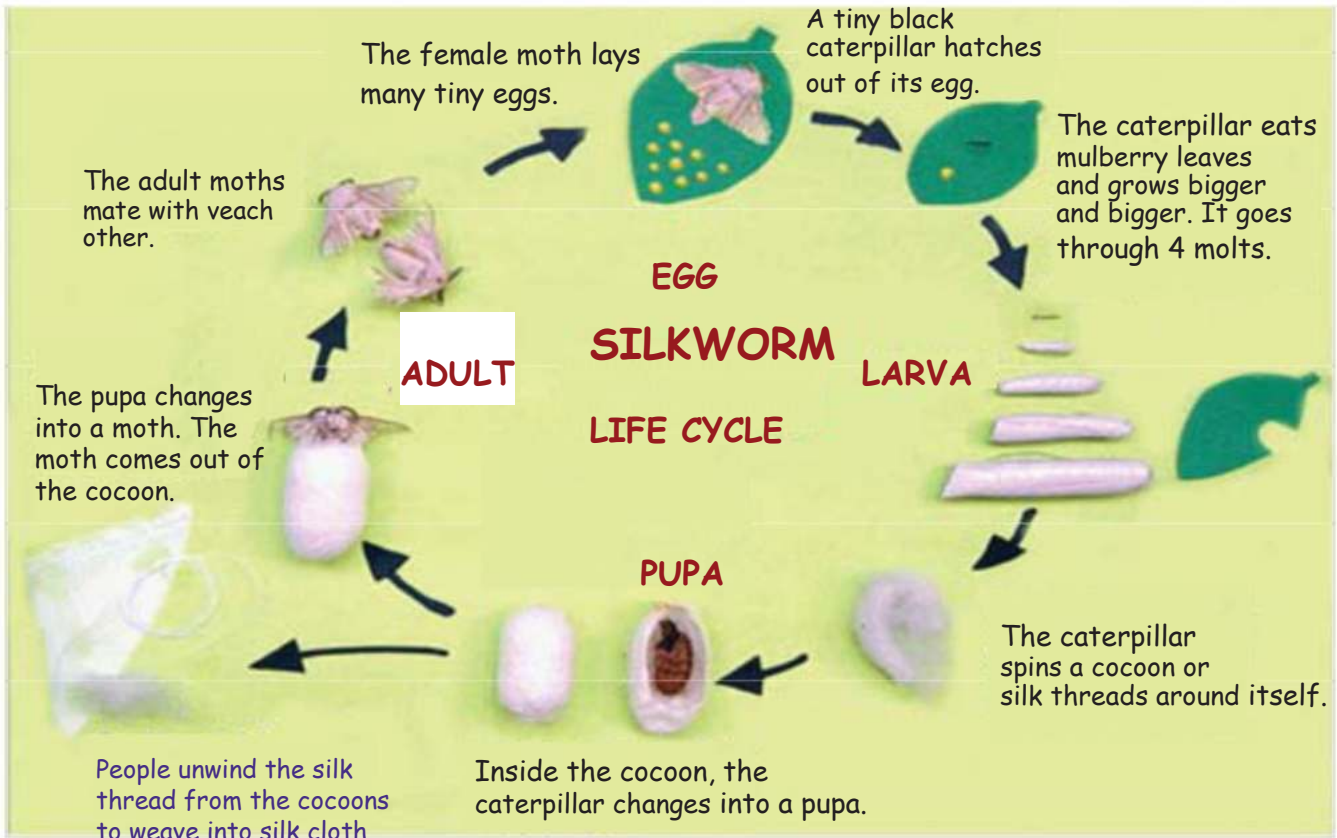


6. दिए गए चित्र को देखकर city केंद्र का विवरण कीजिये -

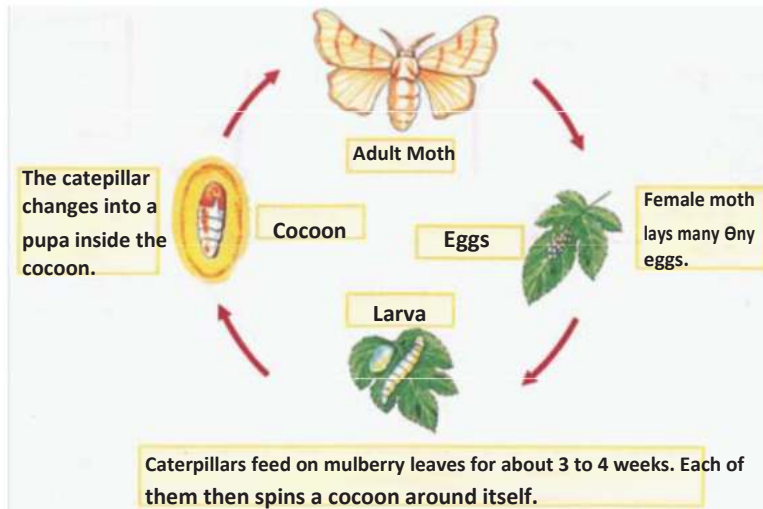


The city centre is surrounded by many _____. There is a _____ opposite the _____. There is a _____ behind the _____. There is a _____ near the signal. The Police station is _____.

7. linking words का उपयोग कर silk worms जीवन काम का विवरण लिखिए।



8. चित्र को देखिये और linking words के उपयोग से एक उवजी के जीवनकाल का विवरण लिखिए।



First, the _____ lays many _____. After some _____ me, _____ comes out of it. _____, they feed on _____ leaves for about 3 to 4 weeks. _____, each of them then spins a _____ around itself. During that _____ me, the _____ changes in to a _____ inside the cocoon. _____, an adult moth appears.

9. Apple मिल्क शेक बनाने की विधि लिखिए। आपको दिये गये

Milk shake के उदाहरण को उल्लेख कीजिए ।

Ingredients

Apple (peeled and cut into small pieces)

Milk (boiled and chilled)

Sugar

Ice cubes

First, _____



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- किसी भी वस्तु का विवरण उसके आकार और रंग से होता है।
- विभिन्न प्रकार के विवरण लिखने के लिए हमें वस्तुओं को बारी की से अवलोकन करना होता है, व किसी कार्य करने की प्रक्रिया को स्पष्ट रूप से समझना होता है।
- linking words की मदद से हम किसी भी प्रक्रिया अथवा निर्देश की तर्क संगत व्याख्या कर सकते हैं।



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10. सर्वनाम (Pronouns)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे :

- Pronouns (सर्वनाम) के उपयोग और आवश्यकता को समझेंगे
- Pronouns का अभ्यास करेंगे
- Pronouns का उपयुक्त उपयोग पहचानेंगे।



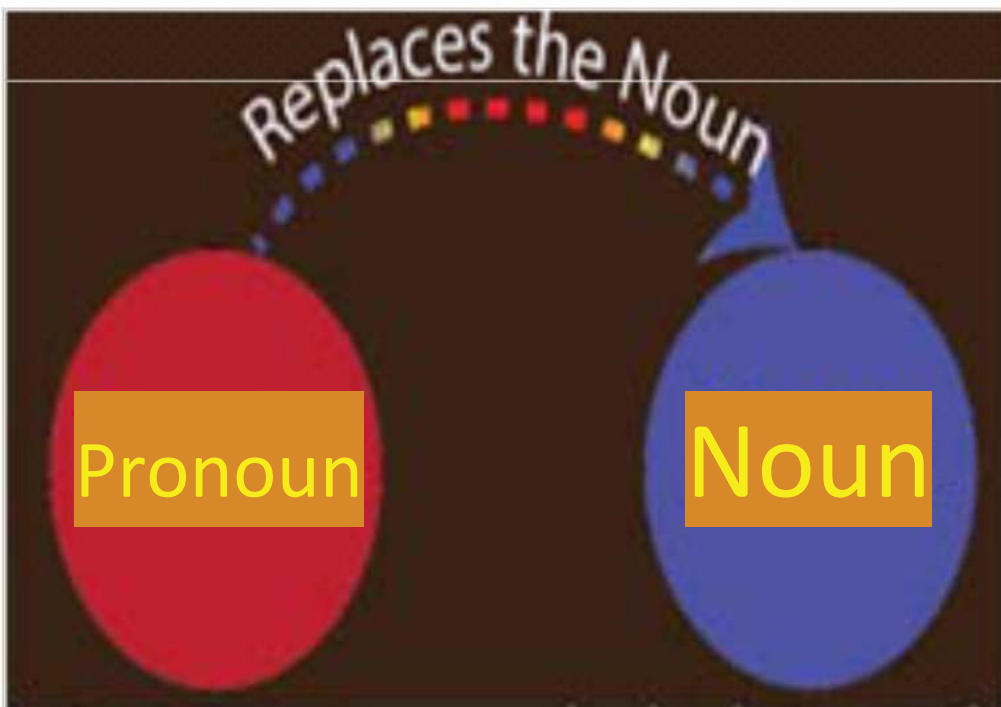
Pronouns की मदद से हम naming words को बार-बार दोहराने से बचते हैं।



मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा ?





Raghu and Rahim are school friends. Raghu met Rahim in the bus stop yesterday.

Raghu and Rahim are school friends. He met Rahim in the bus stop yesterday.

We use pronouns to make clear whom or what we are talking about.

a. Singular, Plural

Description	Singular	Plural
The person speaking	 I	 we
The person spoken to	 you	 you
The person or things being spoken about	 he she it	 they

b. Different pronouns

	Singular	Plural
When the action is done to the person	me	us
	you	you
	him/her/it	them



The falling brick hit me.
The falling bricks hit us.
The falling bricks hit him/her.
The falling bricks hit them.

c. Examples

	HERE	THERE
ONE	 THIS IS A HAMMER.	 THAT IS A WRENCH.
TWO +	 THESE ARE TOOLS.	 THOSE ARE TOOLS.



This is my hammer.	This hammer is mine.
This is her hammer.	This hammer is hers.
Is this your hammer?	Is this hammer yours?
Is this their hammer?	Is this hammer theirs?



1. चित्र को सही pronoun से मिलाइये -









it	you	I	they
he	we	you	she

2. रेखांकित किये गए naming word को उपयुक्त pronoun से बदल दे, उदाहरण देखकर समझे -







Tenali wants a samosa.	I know Nancy.	I know Virat Kohli.
Tenali wants it.	I know _____.	I know _____.
Vimal sold the bike.	The cream is on her face.	Kishore has a spare tyre.
Vimal sold _____.	_____ is on her face.	Kishore has _____.
Treat others well.	This is a family.	All work together happily.
Treat others the way _____ want to be treated.	_____ are all one family.	_____ work together happily.
	The trainees had a teacher. The teacher was Mr. Karim.	_____ had a teacher. _____ was Mr. Karim.



3. This / that / these / those का उपयोग कर रिक्त स्थान भरें -

a.	_____ is a		
b.	_____		
c.	_____ is a		
d.	_____		

4. उपयुक्त pronoun से रिक्त स्थान भरें, जहां आवश्यक हों वहां capital अक्षर का प्रयोग करें

I		me	___ know Ramesh. Ramesh knows ___.
we		us	___ know Ramesh. Ramesh knows ___.
you		you	___ know Ramesh. Ramesh knows ___.
he		him	___ knows Ramesh. Ramesh knows ___.
she		her	___ knows Ramesh. Ramesh knows ___.
they		them	___ know Ramesh. Ramesh knows ___.



5. सही उत्तर चुने -

- Is that table the Supervisor's? (Yes, it is he. / Yes, it is his. / Yes, it is him.)
- Those toolkits belong to the company. (They are them. / They are their. / They are theirs.)
- Is that Prem and Kumar's package? (No, it isn't theirs. / No, it isn't their. / No, it isn't them.)
- The equipment belong to us. (They are us. / They are our. / They are ours.)
- Is that Krishna's helmet. (Yes, it is he. / Yes, it is his. / Yes, it is him.)

6. सही pronoun से रिक्त स्थान भरें -

- This is my spanner, not your spanner.
This spanner is mine, not yours.
- I didn't have my manual so Sanjay lent me his book.
I didn't have my manual, so Sanjay lent me _____.
- Your car is a lot faster than my car.
Your car is a lot faster than _____.
- You have borrowed my toolkit. Please return it.
Please return _____ toolkit at once.
- This wrench belongs to me. You can use it.
This wrench is _____ but you can use it.
- This bike belongs to me. That bike belongs to you.
This bike is _____.
- This shop is owned by Rahul and Raja.
This shop is _____.
- This is my pen. Where is your pen?
This is my pen. Where is _____?
- The shoes are on the table. The shoes belong to Mohan.
The shoes belong to Mohan. It is _____.

7. सही pronoun से रिक्त स्थान भरें -

Lakshmi and Abitha are siblings. One day _____ returned from school. _____ were very hungry. _____ wanted to eat something. _____ saw a cat in the kitchen. _____ was drinking the milk mother had kept for _____. Lakshmi ran out screaming. _____ was scared. _____ was always afraid of cats. Abitha was a brave girl. _____ was not afraid of anything. _____ shooed the cat away. _____ ran out. Lakshmi saw the cat running out. _____ came back into the kitchen. _____ praised Abitha for _____ courage. Lakshmi thanked _____.

KWL

KWL चार्ट में दिए गए मैंने क्या सीखा प्रश्न का उत्तर लिखें।



- Pronouns को naming words के स्थान पर प्रयोग किया जा सकता है
- Pronouns के भी naming words की तरह singular or plural form होते हैं
- 3chT BYLITT naming words tot atent staat felis fanell udt



Look at the objects around you at home or in the ITI. Make a list of the objects. Describe them. Remember to use pronouns when you refer to the object the second me.

<https://youtu.be/nkjKPhleQ5E>

11. विराम चिन्ह का परिचय (Introduction to Punctuation)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- मूल Punctuation (विराम चिन्ह) को पहचानेंगे (capital अक्षर, पूर्णविराम, अर्धविराम आदि)
- Punctuation के महत्व को जानें
- जहाँ भी आवश्यकता हो, वहाँ सही Punctuation का प्रयोग करना सीखेंगे।



Punctuation, वह चिन्ह होते हैं जो किसी वाक्य के अंत में, अथवा उसके दो भिन्न भागों के मध्य में लगाये जाते हैं। Capital letter (अक्षर), full stop (पूर्णविराम), question mark (सवाल चिन्ह) व comma (अर्धविराम) punctuation के कुछ आम उदाहरण हैं।

Capital letter किसी भी वाक्य की शुरुआत में लगता है। Full stop or question mark वाक्य के अंत में लगता है।

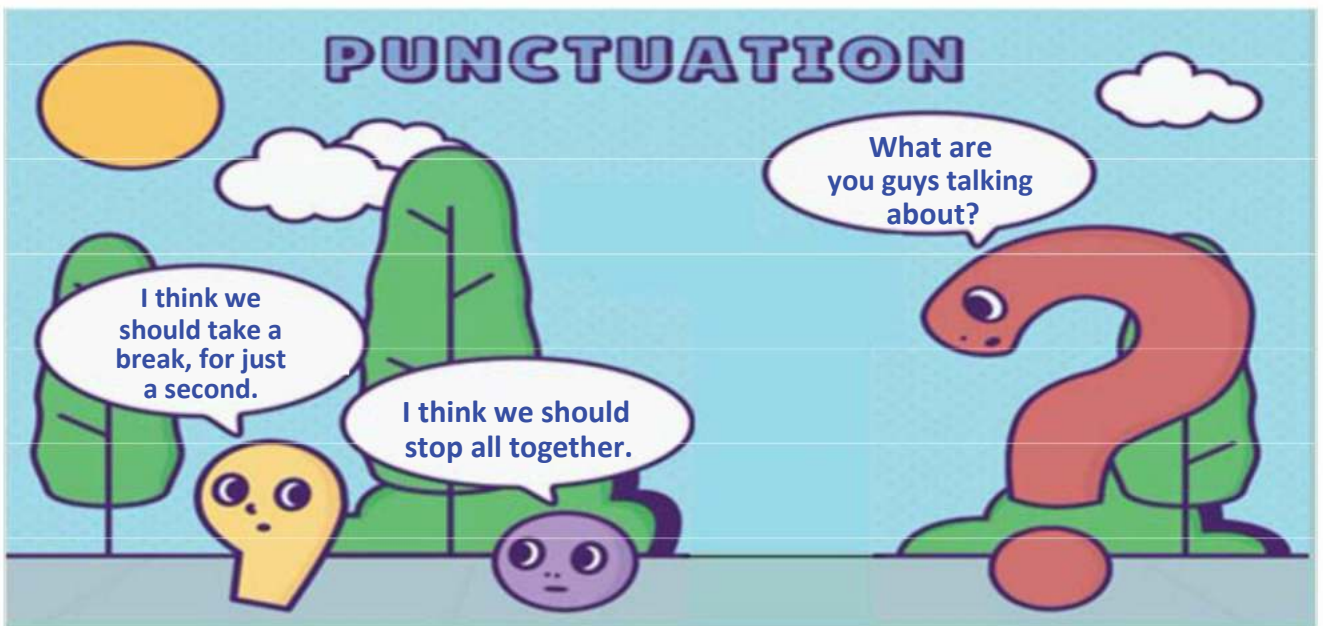
Comma वाक्य के दो भागों या एक ही सूची की दो वस्तुओं के नाम के बीच लगता है।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?




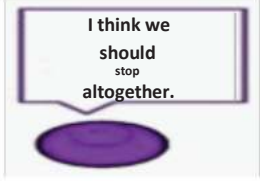




Punctuaton mark		Use	Example
Capital letter	A – Z	used to begin a sentence used for names of persons, places, things, idea	Rain destroyed the crops. Rahim, Bengaluru, Computer, Welding
Full Stop or Period		used at the end of a complete sentence	He completed all his work.
Comma		used to separate parts of a date or a sentence It can also be used to separate items in a list.	June 26, 2019. We bought nuts, bolts, screws and nails.
Ques on Mark		used to end a sentence that asks a que.	What is the date today?

Capital letter	begins a sentence, names of persons, places, things, idea	The race was won by Rahul in Mumbai. He received a car for winning.
Full Stop	ends sentences	Do not use water on electrical equipment. Workplace safety is very important.
Ques on Mark	ends ques ons	How should the ladder be posi oned? When is it safe to climb on the ladder?
Comma	separates parts of a sentence or items in a list	Use switches, sockets and plugs only when they are in good condi on. Keep the workshop floor, staircases and other surfaces clean.



1. मूल punctuation चिन्हों को पहचानकर, रिक्त स्थान भरें -

	I begin a sentence. I am called the _____.
	I complete the sentence. I am called the _____.
	I ask ques ons. I am called the _____.
	I am used to make a list. I am called the _____.



2. जिन वाक्यों के अंत में full stop नहीं हैं वहां उसे लगाइए -

- Plog work is started after the field work is over.
- The survey is plotted on the drawing sheet with a suitable scale
- It should be plotted always in the North direction, so that the top of the drawing sheet represents North
- The base line is drawn first
- Intermediate stations are marked on the base line.
- The triangles are checked by check lines.
- For plotting offsets, mark the changes of the points along the chain.
- The plotting of offsets should be continued according to the field book.
- The heading should be written at the top of the drawing sheet
- The map should not have any dimensions

3. वाक्यों को पढ़िए व सही punctuation का चयन कीजिये -

Do you know what happened in the meeting yesterday (. ?) All the workers were called for a meeting (. ,) The chief engineer Ramesh convened the meeting (, .) He spoke about the safety measures that have to be followed in the factory (? .) The employees gave their suggestions to improve safety in the company (, .) The chief engineer stated the problems (, .) analysed them (, .) heard employee's suggestions and gave recommendations (? .) He also distributed goggles, masks (, .) gloves and shoes to the workers (. ,) Will you come for the next meeting (? ,) It is on August 29, 2019.

4. वाक्यों को पढ़िए व सही punctuation का चयन कीजिये -

- The welder used goggles to protect his eyes
- The mason wears a helmet for head protection in the construction site
- There are various hazards that can cause injury and accidents
- How does one protect the feet from injury in the worksite
- Is there any site engineer here
- A skilled electrician should always strive to cultivate safe working habits
- Are safety guidelines followed to avoid accidents
- Why should you stand on a wooden stool
- What kind of footwear should Kumar wear to the mechanical workshop
- It was a terrible accident



5. पढ़िए और full stop को रेखांकित कीजिये व comma पर गोला लगाइए -

It is very important to be aware of conditions that may cause a fire emergency. It may endanger the safety of occupants in the workplace. The major causes of fire in the workplace include overloaded electrical outlets and extension cords, misuse of space heaters, mishandling of flammables, improper storage of combustibles and improper disposal of smoking materials. Implementing fire prevention measures is important to ensure one's personal safety and the safety of others. The most important thing to remember is that fire occurs when three things come together at the same time – fuel, oxygen and an ignition source. One of the methods to prevent fires is to keep these elements safely stored in different locations. This will ensure that they do not come into contact.

6. वाक्यों को पढ़िए और उनके अंत में सही punctuation का प्रयोग कीजिये -

- Did the manager replace the damaged tools yesterday
- The inspector checked the electrical connections
- The engine was stopped by Mahesh
- Does Rahim always wear safety shoes
- All must keep the floor clean and clear



- f. Can the craftsmen clear the work area
- g. Who repaired the machine
- h. Have they started the machine after moun ng the workpiece securely
- i. The workmen follow safety procedures j. Where has the plumber gone

7. वाक्यों को पढ़िए और सही punctuation का प्रयोग करते हुए उन्हें दोबारा लिखिए ।

a. I can write simple sentences

b. Can I go to the classroom

c. It is safe to wear goggles during welding

d. Are you coming to the workshop

e. What is the name of your company

f. Please repair the engine

g. How much money do you want

h. Does it happen today

i. It was a useful programme

j. All the trainees completed their training in Ahmedabad

8. जंहा आवश्यकता हो वहां full stop अथवा comma का प्रयोग कीजिये ।

- a. I bought apples mangoes and grapes from the shop.
- b. The box is full of nuts bolts screws and nails
- c. She has pens papers manuals and a few tools.
- d. The job got over on June 16 2019
- e. Welders plumbers fi ers and engineers were called for a mee ng.
- f. The company will work on 6th 7th 11th and 12th of this month
- g. The exam is on December 7 2019
- h. There are ten days le for the conference
- i. Keep away from acids gas cylinders and fire.
- j. They are offering training in embroidery skills

9. वाक्यों को पढ़िए और सही punctuation का प्रयोग करते हुए उन्हें दोबारा लिखिए ।

a. unsafe working prac ces result in loss of life material and money.

Unsafe working prac ces result in loss of life material and money.

b. when is it safe to remove or replace fuse



c. what is the use of a micrometer

d. what will happen when kerosene comes into contact with fire

e. the company has opened its branch offices in mumbai kolkata bangalore and Shimla

f. remove fuse grips while working on dead circuits

g. turn an adjustable wrench towards the movable jaw.

h. don't you have shoes to wear in the workshop

i. the training was conducted on February 24 2019 in delhi

j. the chest has cutting pliers screwdrivers drilling machine hammer and nails in it



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- punctuation किसी भी वाक्य को स्पष्ट बनती है
- Capital letter का प्रयोग वाक्य शुरू करने के लिए किया जाता है
- full stop question mark – वाक्य के अंत में प्रयोग होते हैं और comma – वाक्य के विभिन्न भागों को विभाजित



Punctuation की कुछ और मजेदार activities के लिए निम्न websites पर जाइये :

<http://www.mcpshts.net/ourpages/auto/2014/5/28/30055908/Dear%20John%20Grammar%20Activity.doc>

<https://www.youtube.com/watch?v=B9bJaoiHRp4>

<https://www.youtube.com/watch?v=Wk0k2FLjMc>

<https://dictionary.cambridge.org/grammar/bri sh-grammar/wri ng/punctua on>



12. वाक्यों के प्रकार - परिचय

(Kinds of Sentences - Introduction)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे :

- चार प्रकार के वाक्यों को पहचानिए
- Declarative (घोषणा), interrogative (सवाल), imperative (निर्देश / चेतावनी) व exclamatory (आश्चर्य) वाक्यों का अभ्यास करेंगे
- विभिन्न प्रकार वाक्यों का उपयुक्त सन्दर्भ में प्रयोग करेंगे।



Kinds of Sentences

Sentence (वाक्य) शब्दों का ऐसा संकलन होता है जिसे पढ़कर या सुनकर हम बात का पूरा meaning समझ पाते हैं। Sentence द्वारा हम कथन, निर्देश, आश्चर्य व सवाल व्यक्त कर सकते हैं। इसलिए, यह आवश्यक है कि हम सही प्रकार के वाक्य का प्रयोग करें।



मैं क्या जानता/जानती हूँ

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



Four Kinds of Sentences

- 1 **Declarative Sentence** – Makes a statement.
It ends with a period.
- 2 **Imperative Sentence** – Gives a command.
It ends with a period or exclamation point.
- 3 **Interrogative Sentence** – Asks a question.
It ends with a question mark.
- 4 **Exclamatory Sentence** – Shows sudden or strong feeling.
It ends with an exclamation mark.



a. Declara ve (Affirma ve) – A declara ve sentence makes a statement.

It is necessary to be qualified to do electrical work.

b. Interroga ve – An interroga ve sentence asks a question.

There are 2 types of ques ons – Yes/No ques ons and Wh- ques ons

Yes/ No ques ons – The ac on word is brought to the beginning of the sentence.

It is necessary to be qualified to do electrical work.

Is it necessary to be qualified to do electrical work?

Wh- ques ons – The sentence begins with a question word.

Who can do electrical work?

c. Exclamatory – An exclamatory sentence shows strong feeling.

Oh! how well qualified he is to do the work!

d. Impera ve – An impera ve sentence gives a command.

Qualify yourselves to do electrical work.



<p>Asser ve sentences state facts and beliefs.</p>	<p>Interroga ve sentences ask ques ons.</p>	<p>Impera ve sentences give commands or instruc ons.</p>	<p>Exclamatory sentences show strong feelings.</p>
<p>Welders use goggles and gloves to protect their eyes and hands.</p>	<p>Why should welders use goggles and gloves?</p>	<p>Use goggles and gloves to protect your eyes and hands.</p>	<p>How safe the welders work using goggles and gloves for eyes and hands protec on!</p>

<p>Who is a person</p>	<p>What is a thing or an action</p>	<p>When is a time</p>
<p>Where is a place</p>	<p>Why is a reason something happened</p>	<p>How is a number or the way something is done</p>



1. चित्र को सही वाक्य से मिलाइये -

Interroga ve	Declara ve	Impera ve	Exclamatory
Use goggles and gloves while doing welding work.	It is necessary to be qualified to do electrical work.	What a great height the electrician is working at!	Is it necessary to be qualified to do electrical work?

2. चित्र को सही वाक्य से मिलाइये व सही वाक्य को खाली स्थान में लिखिए -

a. Choose the correct soldering iron. _____	b. Know the different types of AC motors. _____	c. Have you seen a metal tester? _____
d. Electrical wires used for all electrical connections are available in three colours. _____	e. How useful it is to have so many types of screwdrivers! _____	f. What is the purpose of a face shield? _____

3. वाक्यों को पढ़िए और सही श्रेणी में डालिए -

- Extension cords with lamp guards should be used to protect against breakage.
- Use extension cords with lamp guards to protect against breakage.
- Can extension cords with lamp guards be used to protect against breakage?
- What kind of extension cords help to protect against breakage?
- How useful extension cords are!

Declara ve	Impera ve	Exclamatory	Interroga ve
a.			



4. वाक्यों को पढ़िए व देखिये कि क्या उन्हें सही श्रेणी में रखा गया है, यदि नहीं तो उन्हें सही श्रेणी में डालिए -
- Place the hot soldering irons in their stand. – Declarative
 - What kind of screwdrivers should be used when working on electrical circuits? – Exclamatory
 - Is it alright to leave a switched 'ON' or heated soldering iron on a bench? – Interrogative
 - It is important to discharge static voltage in HV lines/ equipment and capacitors before working on them. – Imperative
 - Keep the tools in good condition. – Declarative

5. वाक्यों की श्रेणी पहचानें -

- a. You must avoid contact with energized electrical circuits.

b. Will you treat all electrical devices as if they are live or energized?

c. The power source is disconnected before servicing or repairing electrical equipment.

d. The electrician uses only tools and equipment with non-conducting handles when working on electrical devices.

e. Never use metallic pencils when you work with electrical equipment.

f. Why should you minimize the use of electrical equipment in cold rooms?

g. Pratap's hands are dry whenever he handles equipment that is plugged in.

h. Wear non-conductive gloves, protective clothes and shoes with insulated soles.

i. How efficient an electrician he is in fixing faults!

j. What will you do if water or a chemical is spilled on the equipment?

6. शब्दों को सही श्रेणी में डालकर सही वाक्य बनाइये -

a. fuses / in the circuit / Use only / correct capacity (Imperative)

b. manage machines / we / how to / don't know / our (Declarative)

c. kind of a / what / machines is this? (Interrogative)

d. to know / Is it important / how to / switch off / a circuit (Interrogative)

e. all plugs/correctly wired/make sure/are (Imperative)



7. काम करते समय यदि हमें कोई शंका हो तो उसका निवारण अवश्य करना चाहिए । How, where, what, which, when के प्रयोग से शंका व्यक्त कीजिये / सवाल पूछिए -
- Open the brake fluid reservoir in your bike.
_____ is the brake fluid reservoir in the bike?
 - Check whether you have a safe level of hydraulic fluid.
_____ to check the safe level of hydraulic fluid?
 - Check the chain wear, correct tension and rear wheel alignment.
_____ are the things to be checked on the chain of this bike?
 - Show me what checks you would make on the steering movement before using the bike.
_____ do you want me to show you steering movement on this bike?
 - Show me how you would check that the brake lights are working.
_____ lights do you want me to check?



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें ।



- कथन / घोषणा (declarative) वाक्य सबसे आम होते हैं, परन्तु अपनी बातें रखने के लिए हमें सभी प्रकार के वाक्यों का प्रयोग करना होता है।
- Interrogative वाक्यों की मदद से हम सवाल पूछ सकते हैं।
- Imperative वाक्यों की मदद से हम निर्देश दे सकते हैं।



<https://www.youtube.com/watch?v=ld8r6NGXRts&t=34s>

<https://www.youtube.com/watch?v=kZkfZwTCed8&t=2s>



13. वाक्यों को लेखने में अभ्यास करना (Practice in Framing Sentences)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- मूल प्रकार के वाक्यों का अभ्यास करेंगे
- वाक्यों की रचना के लिए शब्दों की सही श्रृंखला को सीखेंगे
- शब्दों को सही श्रृंखला में डालने का अभ्यास करेंगे।



Sentence (वाक्य) शब्दों का एक ऐसा संकलन होता है, जिससे हम किसी भी बात को पूरी तरह समझ पाते हैं। वाक्यों के एक से अधिक प्रकार होते हैं - कथन, प्रश्न, निर्देश इत्यादि। वाक्यों के उचित उपयोग के लिए शब्दों का सही श्रृंखला में होना आवश्यक है।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



Type of Sentence	Definition	Punctuation Mark	Example
Declarative	Telling Sentence	Period (.)	I went to the game with my friend.
Interrogative	Asking Sentence	Question Mark (?)	Where are you going on vacation?
Imperative	Commanding Sentence	Period (.)	Close the door.
Exclamatory	Exclaiming Sentence	Exclamation Point	What a beautiful day it is!



1. शब्दों को सही श्रृंखला में लगायें। उदाहरण देखकर, समझें -

a. speak / English / I

I speak English

b. the parcel / received / we

c. welding gun / welder / uses

d. love / I / homemade food

e. the work / finished / I

2. शब्दों को सही श्रृंखला में लगायें। वाक्यों को नीचे दी गयी टेबल में लिखें। उदाहरण देखकर, समझें

a. as supervisor / worked / in BHEL / Peter

b. happy New Year / we / you / wish

c. gave / the Principal / the medal

d. immediately / want / money / they

e. yesterday / Sam / I / at the theatre / met

Naming word	Action Word (Verb)	additional information	
Peter	worked	in BHEL	as supervisor.

3. शब्दों को सही श्रृंखला में लगायें और वाक्य बनाइये -

him / call	
it / try	
quiet / be	
out / watch	
straight / standup	
move / don't	
don't trip / be careful	
the phone / answer / somebody	
a car / drive / don't / drinking	
small pieces / into / cut / the onions	



4. निम्न शब्दों का प्रयोग कर, अधिक से अधिक वाक्य बनाएं -

I	walked to	the door
	touched	the window
	opened	the book
	pointed to	the table
	picked up	the casseΣe
	wrote on	the board
	put down	the pen
	sat on	the floor
	stood on	the chair
	closed	
	moved	

5. निम्न शब्दों का प्रयोग कर, अधिक से अधिक वाक्य बनाएं। ध्यान रहे कि हर sentence में आप उचित punctuation का उपयोग करें। यदि आवश्यकता हो तो आप - alan/ the / some / a few का उपयोग कर सकते हैं।

I	am	tall	at work
we	is	lazy	in the canteen
he	are	smart	in the factory
she	was	lunch	boy
it	were	friendly	girl
they	like	idlies	people
	ate	ro es	manager
	eat	cakes	
	walk	fast	
	walked	slow	
	work	hard	
	worked	beau ful	
		naughty	



6. पिछली activity में लिखे वाक्यों में naming words/action words को रेखांकित करें।



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



शब्दों को सही श्रृंखला में लगाकर वाक्यों की रचना होती है। वाक्यों का सही मतलब भी स्पष्ट होता है, जब यह शब्द सही प्रकार से संकलित किये जाएँ। अपनी बात ठीक से रखने के लिए सही naming action words का प्रयोग अनिवार्य है।



<https://www.khanacademy.org/humanities/grammar/syntax-sentences-and-clauses/introduction-to-sentences/e/declara-ve--interroga-ve--and-impera-ve-sentences>



14. खुद को परखें (Recall)

1. Her hair is long and _____.
a. curly b. happy c. slim d. late
2. He drives a bright red sports car. It's very _____.
a. wild b. shallow c. fast d. tall
3. Today, the weather's going to be _____.
a. hopeful b. warm c. blue d. urgent
4. This house is _____ and old.
a. young b. electric c. large d. fat
5. I'm feeling really _____ today.
a. late b. long c. happy d. round
6. The food at this supermarket is always _____.
a. gentle b. hopeful c. empty d. fresh
7. Which word is an adjective?
a. after b. pretty c. taste d. bank
8. Which word is an adjective?
a. dirty b. ran c. away d. boy
9. Which word is an adjective?
a. eat b. hot c. mend d. soup
10. Which word is an adjective?
a. beautiful b. park c. wave d. sea
11. Which of the following expressions can be used to make requests?
a. I hope b. Please repeat c. I believe d. Maybe
12. Which of the following expressions can be used to make an enquiry?
a. I'm sorry b. Can you tell me ...? c. Is it so? d. Thank you
13. Which one of the following is a short response?
a. Oh, I see b. I have never thought about it this way c. Please repeat d. Sorry
14. Which of the following phrases can be used to share information?
a. Thanks b. It is about ... c. Sorry d. I see
15. The phrase 'Could you give me some idea of ...' is used for
a. Thanking someone b. Introducing someone c. Asking for information d. Giving information
16. What will be the response to the statement 'How was class today?'
a. It was fine. We learned many new things b. Oh, I see c. Thank you d. Is it so?
17. What will you say if someone asks 'How do you go to the library from here?'
a. Not coming b. Please take the next right and go straight.
c. I think I borrowed the book last week d. Yes, the library is open.
18. What will be the apt response for 'I've got some news for you?'
a. What is it? b. I don't know c. I'm thankful for this d. Where is it?



19. Your friend wants you to accompany him for a job fair but you can't go. How will you decline politely?
a. I am not coming. b. I don't want to come. c. I'm sorry I can't come. d. I will come.
20. Your instructor has asked you to inform the class to assemble in the workshop at 9 a.m. How will you share this information with your class?
a. We all must go at 9 a.m. b. We need to assemble in the workshop
c. We need to assemble in the workshop at 9 a.m. d. We must go at 10 a.m.
21. Which of the following is used to begin a sentence?
a. Lower case letters b. Full stop c. Capital letters d. Comma
22. What punctuation marks can end a sentence?
a. Full stop and comma b. Comma and question mark c. Comma d. Full stop and question mark
23. The punctuation mark used to make a list is
a. period b. comma c. question mark d. none of the above
24. Which punctuation mark is always curious and wants to know something?
a. Comma b. Question mark c. Full stop d. Capital Letter
25. Pick the correctly punctuated sentence.
a. The wrench is a useful instrument b. the wrench is a useful instrument d.
c. The wrench is a useful instrument. the wrench is a useful, instrument.
26. Pick the correctly punctuated sentence. a. Where is the generator? b. where is the generator?
c. Where is the generator. d. where is the Generator.
27. Pick the correctly punctuated sentence.
a. We need some more screws, nuts and bolts b. We need some more screws nuts and bolts d.
c. We need some more screws, nuts and bolts. We need some more screws, nuts and bolts?
28. Pick the correctly punctuated sentence.
a. The Ganges is a holy river b. the Ganges is a holy river
c. The Ganges is a holy river, d. The Ganges is a holy river.
29. Pick the correctly punctuated sentence. a. Who is the new instructor b. who is the new instructor
c. Who is the new instructor? d. who is the new instructor?
30. Pick the correctly punctuated sentence.
a. The United States of America is near Canada b. The United States of America is near Canada.
c. The United States of america is near Canada d. The united states of america is near Canada
31. A pencil is a
a. thin, long, wooden object used to write b. thick, flat, wooden thing used to write d.
c. thin, long, glass thing object to write thick, short, metallic thing used to write
32. A college is a
a. ground with small buildings for playing
b. campus containing many buildings and big playgrounds where trainees learn
c. campus with many hospitals treating patients
d. ground with open spaces for birds and animals



3. A SIM card is
 a. A big, heavy, round object inserted in mobile phones
 b. A small, thin, rectangular object inserted in mobile phones
 c. A small, round, thick object used in television
 d. A small, thin, rectangular object inserted in transistors
34. A needle is a
 a. thin, small object with a sharp point
 b. thick, big object with a blunt point
 c. thin, small object with a blunt point
 d. thin, big object with a sharp point
35. A container truck is a
 a. small, industrial vehicle used to carry goods
 b. large, industrial vehicle used to carry goods
 c. large, passenger vehicle used to carry people
 d. small, industrial vehicle used to carry water
36. A helmet is a
 a. hard, round protective gear
 b. so, long gear for motorists
 c. hard, rectangular protective gear
 d. so, triangular protective gear for motorists
37. A godown is a
 a. small, narrow space for walking
 b. large, open space for playing
 c. large, empty space for storing goods
 d. small, busy place for selling goods
38. An email is a
 a. chatting feature on phones without internet
 b. virtual message exchanged between people using the internet
 c. mail posted in a post office
 d. speed post sent through the post office
39. A computer keyboard is a
 a. flat, square-shaped board with black and white keys
 b. circular board with numeric keys
 c. flat, rectangular board with alphanumeric and special keys
 d. spherical object with colourful keys
40. Rearrange the words to form a sentence.
 a. its best
 b. is simply
 c. science
 d. common sense at
 i. abdc
 ii. dbac
 iii. bcda
 iv. cbda
41. Rearrange the words to form a sentence.
 a. he came
 b. some sugar
 c. from her house
 d. to borrow
 i. bcda
 ii. bcad
 iii. adbc
 iv. abcd
42. Rearrange the words to form a sentence.
 a. I wanted
 b. to tell her
 c. to listen
 d. to me.
 i. abcd
 ii. abdc
 iii. adbc
 iv. bcad
43. Rearrange the words to form a sentence.
 a. The CEO
 b. made
 c. right decision
 d. the
 i. abcd
 ii. abdc
 iii. acbd
 iv. bcda
44. Rearrange the words to form a sentence.
 a. She wondered
 b. how
 c. was so rich
 d. he
 i. abcd
 ii. abdc
 iii. acbd
 iv. bcda



45. Rearrange the words to form a sentence.
a. She danced with joy b. that she had topped c. when she found out d. the board examina on
i. abcd ii. abdc iii. acbd iv. bcda
46. Rearrange the words to form a sentence.
a. She was b. looking for jobs c. browsing d. a website
i. abcd ii. abdc iii. acdb iv. bcda
47. Rearrange the words to form a sentence.
a. I was certain b. the management mee ng
c. be allowed to attend d. that subordinates would not
i. abcd ii. abdc iii. adcb iv. bcda
48. Rearrange the words to form a sentence.
a. The managing director b. in listening to her c. was not interested d. explana on
i. abcd ii. abdc iii. acbd iv. bcda
49. Rearrange the words to form a sentence.
a. We were b. on an excursion c. to Goa d. going
i. adbc ii. abdc iii. acbd iv. bcda
50. Iden fy the correct sentence type. AC mechanics are in great demand now.
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
51. Iden fy the correct sentence type. Wear your safety gear while welding.
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
52. Iden fy the correct sentence type. You are hired.
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
53. Iden fy the correct sentence type. Did you apply for the appren ceship program?
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
- e. Iden fy the correct sentence type. Can I accompany you to the job fair?
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
54. Iden fy the correct sentence type. Leave the room immediately.
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
55. Iden fy the correct sentence type. Is it safe to conduct the experiment here?
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
56. Iden fy the correct sentence type. Chennai is an upcoming technology hub.
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
57. Iden fy the correct sentence type. Use the appropriate machine tools for the job.
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory
58. Iden fy the correct sentence type. The results are out.
a. Impera ve b. Declara ve c. Interroga ve d. Exclamatory

15. अभिनंदन और परिचय (Greetings and self-Introduction)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- उन शब्दों की पहचान करें जिनका उपयोग कर हम लोगों का अभिनन्दन (greet) करते हैं ।
- formal (औपचारिक) informal (अनौपचारिक) greetings का अंतर जानेंगे
- स्वयं परिचय देना सीखेंगे ।



a. Greetings (अभिनंदन)

Greet (अभिनंदन) करना, बात-चीत शुरू करने का एक विनम्र तरीका होता है । हम जब भी किसी से मिलते हैं, तो उन्हें greet करते हैं । Greeting के औपचारिक व अनौपचारिक - दोनों ही प्रकार होते हैं ।

b. Self-Introduction (परिचय)

हम जब भी नए लोगों से मिलते हैं, हमें उन्हें अपना परिचय देना होता है । सन्दर्भ अनुसार, स्वयं के बारे में उपयुक्त जानकारी देना ही परिचय की कला है ।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



GREETINGS IN ENGLISH

a. औपचारिक greeting का प्रयोग तब होता है, जब आप किसी नए व्यक्ति, बुजुर्ग व्यक्ति अथवा सीनियर से मिलते हैं । आपकी बात-चीत निम्न सन्दर्भ में हो सकती है

- मीटिंग या इंटरव्यू
- अधिकारियों से बात करना
- बुजुर्गों का सम्मान करना
- उन लोगों से मिलना जिनसे हम भली-भांति परिचित नहीं हैं
- नए सह-कर्मियों से मिलना

GREETINGS IN ENGLISH

Good morning - Good afternoon - Good evening

A.M. midday/noon P.M. midnight A.M.

5:00 6:00 7:00 8:00 9:00 10:00 11:00 12:00 1:00 2:00 3:00 4:00 5:00 6:00 7:00 8:00 9:00 10:00 11:00 12:00 1:00 2:00 3:00 4:00

morning afternoon evening night

GOOD MORNING **GOOD AFTERNOON** **GOOD EVENING** **GOOD MORNING**

if you wake up very early in the morning.

sunrise day day sunset night

Hi (informal) = Hello
Common greetings for any time of day.

* **GOOD NIGHT** is only used when you leave, say goodbye, or go to bed.

www.grammar321.com www.woodwardenglish.com www.vocabulary.com

Expressions	When to use	For whom to use
Good morning/Good afternoon/ Good evening	in a formal situation	<ul style="list-style-type: none"> colleagues business clients
Good Morning/afternoon/ evening Mr. _____ or Ms. _____	in a formal situation, if you know the person already	<ul style="list-style-type: none"> formal relationships new neighbours superiors at office members of official team
Good morning/afternoon/ evening everyone	with a group of people at a formal meeting	<ul style="list-style-type: none"> meeting for the first time
Hello. How do you do?	while meeting someone for the first time, business meeting.	
Nice to meet you. / Pleased to meet you.	in a formal situation when you meet someone for the first time	
How are you?	to start a conversation in a formal meeting	

b. अनौपचारिक greeting का उपयोग तब होता है जब हम मित्रों से, हम-उम्र लोगों से अथवा प्रिय-जनों से मिलते हैं। इस अभिनन्दन में औपचारिकता नहीं होती, और ऐसे greeting उत्तर विभिन्न प्रकार से दिया जा सकता है।

Informal Greetings

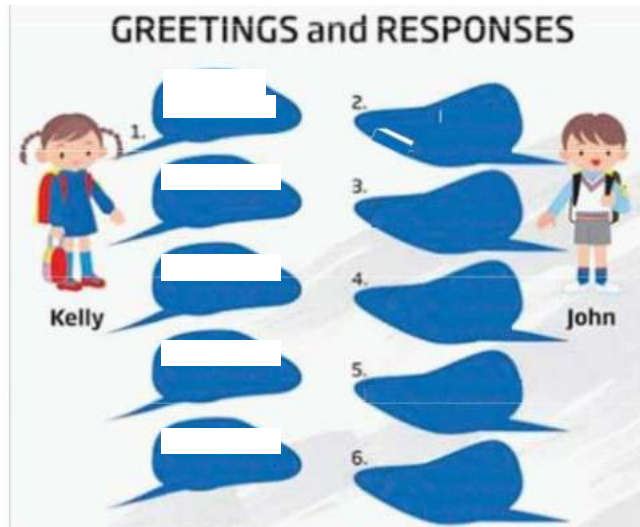
- Hello
- Hi
- How are you doing?
- How have you been?
- How are things going?

Informal Responses

- Hello/Hi
- Hi
- Fine, thanks and you?
- Great, thanks

Informal closings

- I have to go now, bye
- I'll see you later/around, bye
- Have a nice day, bye



c. Self-Introduction (falu) जब हम किसी से मिलते हैं, तब उन्हें अपने बारे में निम्न प्रकार की जानकारी देते हैं - हमारा नाम, हमारा जिला-वतन, हमारे course का नाम, हमारे ऑफिस का नाम, हमारी रुचियाँ आदि!

My name is George.

I am from Goa.

I am a residential electrician.

I inspect electrical components for safety.

I like installing wiring and lighting at home.

I find my job exciting and interesting.








K Greeting को सही श्रेणी में डालिए और बताइए कि इसका प्रयोग व उपयुक्त उत्तर क्या होगा ?

Expressions	Formal / informal	Used to greet ...	Response
Hi, how are you?			
Good morning.			
Hello!			
How have you been?			
How are things?			
How do you do?			

9 Greeting को सही श्रेणी में डालिए।

Expressions	Formal	Informal
		
Hi, how's life?		
How are you?		✔
Good evening, Jerry.		
Hey, come and join us.		
I am Sa sh from Ranchi.		
Hello, this is Janaki from Nagpur.		
Hey, it's long me since we met.		
My name is Ranjith.		






7 activity को एक मित्र के साथ करिए। स्वयं का परिचय दीजिये, व अपने मित्र का परिचय सुनिए। खाली स्थान में अपने मित्र का परिचय भी लिखिए ।

I am _____ (name)
 I come from _____ (village/town/city)
 My father is a _____ (father's job)
 My mother is _____ (mother's job)
 I have _____ (brothers and sisters)
 I like _____ (actor, food, game, music)
 I want to become _____ (businessman, fi er, welder)
 My aim is _____





12. उदाहरण पढ़कर, परिचय का अभ्यास कीजिये। और फिर उसी प्रकार से रिक्तस्थान भरकर, अपने परिचय लिखिए।

<p>Hi. My name is Deepak I come from a big family. I am the only child in the family. I have 3 aunts, 6 cousins. My mother is not tall. She has short hair and green s. My mother is a typist. She is very kind. I like her.</p> 	<p>My name is Kirana. Let me introduce my family first. I live with my dad, my mother and my elder sister. We live in Chhattisgarh. My dad is self-employed. My mother is a housewife. My sister is 20 years old and works in a bank.</p> 	<p>Hi. My name is Deepak. I come from a big family. I am the only child in the family. I have 3 aunts, 6 cousins. She is very kind and I like her. I miss my mother when we are not together.</p> 
<p>I am Thara. I am 17 years old. I live with my family. Our family has four persons. I have a younger brother. My mother is a teacher in a primary school. My father is a government employee. My brother is a trainee reading in class 7. We live in Baroda. I am also a trainee. I am training in welding in ITI. I just passed from my school.</p> 	<p>Let me introduce about my family first. I live in a small but nice village with my family. In my family, there five members, my two brothers, my parents and me. My father is a farmer. My mother is a housewife. My elder brother works for a company. My younger brother is a motor mechanic. I am Shekar training in secretarial practice in Pusa ITI in Delhi.</p> 	

(father, mother, brother, sister, work, study, like, tall, short, happy, small)

My name is _____


I live with my family in _____

There are _____ members in my _____

I have _____

My _____ in _____

My brother _____



a. अपने मित्र को अपना परिचय दीजिये - इस बार आपके परिचय में आपको अपनी रुचियों के बारे में भी बात करनी हैं

(chocolates, ice-cream, movies, colour, bike, car, city, food, games)

I am _____

I like to eat _____ during summer.


I like watching/playing _____

My favourite colour is _____

I like driving _____

I like to visit _____

I like to eat _____ for lunch/dinner.





3. यह activity एक मित्र के साथ करनी है। आप में से एक जना 'अरविन्द' बनेगा और एक 'रहीम' – अब आप अरविन्द और रहीम के रूप में एक दुसरे को अपना परिचय दीजिये।

Choose a partner.

Read the details of the person in the first column. Imagine that you are the person.



Introduce yourself to your partner.

Ask your partner to make notes in the space provided.

Your partner will read the details of the person in the second column.

Your partner will imagine to be the person in the second column and introduce himself.

Ask your partner to make notes in the space provided.

Column 1	Column 2
<p>Arvind is a welder. He is 24 years old and is unmarried. He completed his diploma from Cuttack. He is working in a furniture manufacturing company. He has a younger sister. He is also getting training in pipe welding. He is planning to go abroad after the training.</p> 	<p>Rahim is a carpenter. He is 30 years old. He is married and has 2 children. He learnt carpentry from his uncle. He designs furniture for a dealer in Pune. He runs his own firm and supplies to the dealer. He is planning to start his own furniture showroom in the future.</p> 



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- Greetings – औपचारिक भी होते हैं, और अनौपचारिक भी।
- परिचय की मदद से हम दूसरों के बारे में जानते हैं।
- औपचारिक व अनौपचारिक परिस्थितियों में उपयुक्त greeting का प्रयोग करना अनिवार्य है ।



अन्य लोगों को greet करने में, जिन greetings का प्रयोग होता है - उसकी एक सूची बनाइये । अब सोचिए कि उनमें से कौन से greetings औपचारिक अथवा अनौपचारिक हैं, और भला क्यों ।



16. प्रश्नों को पूछना और जवाब देना (Asking and Responding to Questions)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- प्रश्न व उत्तर के अंतर को समझेंगे
- प्रश्न व उत्तर को व्यक्त करने के आमतारी के जानेंगे
- प्रश्न व उत्तर का अभ्यास करेंगे



Question (प्रश्न) का उपयोग जानकारी पाने के लिए, 'K' का दूर करने के लिए व मदद मांगने के लिए किया जाता है। Response (उत्तर) उस सवाल / प्रश्न के जवाब में दिया गया कथन होता है। Response जानकारी देता है, Question जानकारी मांगता है। हाँ 'yes' व ना 'no' का उपयोगता response में होता है।



मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा ?



a. Questions and responses

Ques on		Response (answer)	
Am Do Have Can Will	I?	•	am do have can will
Are Do Have Can Will	you? we? they?	You We They	are do have can will
Is Does Has Can	he? she? it?	He She It	is does has can will
Will			

b. Common words and phrases used as responses

Responses	
Common words/expressions	
Posi ve	Nega ve
Oh Sure. I'm sure. OK. Yes. Of course. Certainly. Definitely. It's possible.	I'm not sure. I'm doub ul. Never. I'm sorry. Not oK. None, rarely. No use. None. It's not true. It's not possible. It's impossible. Nobody. No, not yet.

Set Phrases

in the train, on the phone, on the first floor, at the office, in the workshop, to the factory, on Friday, in 2019, at 8:00 a.m., from 1 to 1:30 p.m., for two years, for one hour, in the morning, last week, last year...



c. A negative response is formed by adding 'not' with the "to do/to be" form of the verb.

Positive (yes)	Negative (no)
is	is not = isn't
are	are not = aren't
was	was not = wasn't
were	were not = weren't
do	do not = don't
does	does not = doesn't
did	did not = didn't
have	have not = haven't
can	can not = can't
will	will not = won't

d. Types of questions and responses

a. Questions checking/confirming the present situation (what is happening or going to happen and what has just happened)	Responses (answers)	
	Positive (yes)	Negative (no)
Am I safe now?	Yes, you are.	No, you're not.
Are you a mechanic?	Yes, I am.	No, I'm not.
Are we going to work tonight?	Yes, we are.	No, we're not.
Are they engineers?	Yes, they are.	No, they're not.
Is he a supervisor?	Yes, he is.	No, he's not.
Is she a clerk?	Yes, she is.	No, she's not.
Is it working well?	Yes, it is.	No, it's not.
Do you know him?	Yes, I know.	No, I don't.
Do we work on Sundays?	Yes, we work.	No, we don't.
Do they work every day?	Yes, they work.	No, they don't.
Does he work in the weekend?	Yes, he works.	No, he doesn't.
Does she know the job?	Yes, she knows.	No, she doesn't.
Does it take more time to do?	Yes, it takes.	No, it doesn't.
Have you reported the accident to the engineer?	Yes, I have.	No, I haven't.
Have we complained about the damage to him?	Yes, we have.	No, we haven't.
Have they lost their tools?	Yes, they have.	No, they haven't.
Has he come today?	Yes, he has.	No, he hasn't.
Has she finished her job?	Yes, she has.	No, she hasn't.
Has the engine stopped working?	Yes, it has.	No, it hasn't.

b. Questions checking/confirming situations of the past (what happened yesterday/ last week/last year or before)	Responses	
	Positive (yes)	Negative (no)
Were you at the office yesterday?	Yes, I was.	No, I wasn't.
Were we doing the welding work last Sunday?	Yes, we were.	No, we weren't.
Were they angry about the delay?	Yes, they were.	No, they weren't.
Was the supervisor late yesterday?	Yes, he was.	No, he wasn't.
Was she working in the institute last year?	Yes, she was.	No, she wasn't.
Was the motor in a good condition last week?	Yes, it was.	No, it wasn't.
Did you use the wrench yesterday?	Yes, I did.	No, I didn't.
Did we bring those tools last week?	Yes, we did.	No, we didn't.
Did they gauge the object with micrometer?	Yes, they did.	No, they didn't.
Did he meet the site engineer last evening?	Yes, he did.	No, he didn't.
Did she connect the wires yesterday?	Yes, she did.	No, she didn't.
Did it work properly yesterday?	Yes, it did.	No, it didn't.



c. Questions (asking for help/clarifying doubts)	Responses	
	Positive (yes)	Negative (no)
Will you give the pipe connection tomorrow?	Yes, I will.	No, I won't.
Can she hold the ladder?	Yes, she can.	No, she can't.
Will you help her measure the object?	Yes, I will.	No, I won't.
Should we operate the machine?	Yes, we should.	No, we shouldn't.
Will he cut all the wires?	Yes, he will.	No, he won't.

d. Questions that come with a choice	Responses (words)
Are you a fitter or a plumber?	Fitter
Would you like coffee or tea?	Tea
Are they coming on the 5th or the 6th June?	5th
Is the meeting today or tomorrow?	Today
Do you want a hammer or a screw?	Screw only
Is the training over or not?	Not over/not yet

e. Questions that are open/direct	Responses (phrases)
What is he doing?	talking on the phone
Who is he?	Anil, the mechanic
Where were you?	in the lab
Why are you late?	train was late
When is the lunch break?	12.30 to 1.00 p.m.
How should the engine be stopped?	press the red button
When did he reach the head office?	this morning
How long will you work?	for six hours
How much money will it cost?	ten thousand rupees



1. वाक्य पढ़िए और पहचानिए कि वो Question 'Q' है, Response 'R' उदाहरण देखकर,

- a. Are you a trainee? Q
- b. Am I late? _____
- c. I'm fine. _____
- d. Is he a draughtsman? _____
- e. Will you? _____
- f. No, I'm not. _____
- g. Is it raining? _____
- h. Are they ok? _____
- i. We are ok. _____
- j. Good morning! _____
- k. Certainly. _____

2. इस पेज में केवल response हैं, positive के आगे सही का चिन्ह लगाए, negative response को गलत के चिन्ह से अंकित करें।



Responses	/ X
Yes, he is.	✓
No, we are not.	
Not possible.	
She hasn't come.	
I won't.	
You can.	
I don't know.	
Yes, I am.	
No, he is not a fi er.	
Never.	
Good!	
None.	
Of course.	
Sure.	
She hasn't.	

3. निम्न Questions का उपयुक्त response चुनिए

No.	Ques ons	Yes	No
1	Is the class interes ng?		
2	Did you read the concept?		
3	Do you like the training?		
4	Are the ac vi es useful?		
5	Are you learning to ask ques ons?		
6	Can you respond confidently?		
7	Are you familiar with all the responses?		
8	Will you complete all the ac vi es?		
9	Are the ac vi es easy?		
10	Have you finished reading all the ques ons?		

3. Yes या No का उपयुक्त प्रयोग कर उत्तर दीजिए

Are you safe?	Yes, I am.
Are you an engineer?	
Can you check the fuse?	
Do you know how to use a Vernier Caliper?	
Can you measure the height of an object?	
Does your friend know swimming?	
Did you read the newspaper?	
Can you ride bikes?	
Did you pay the examina on fee?	
Will you attend the training in your ins tute?	
Have you finished reading all the ques ons?	



- Response को पढ़िए और स्थान में उपयुक्त question word लिखिए Question words हैं - what, when, who, where, why, how, उदाहरण पढ़कर समझें

Responses	Question
a. I'm fine.	<u>How</u> are you?
b. John	_____ is the plumber?
c. Tomorrow	_____ is the training?
d. Hyderabad	_____ is the training?
e. Five	_____ many spanners do you need?
f. Tools	_____ do you want?
g. To tighten the nuts	_____ do you want the cutting plier now?

- question को सही response से मिलाइए, उदाहरण से समझें

A. Q	R	
a. How do you go to your ITI?	Bus broke down.	<input checked="" type="checkbox"/>
b. What colour is the car?	It's on the first floor.	<input type="checkbox"/>
c. How was the programme?	In 2021.	<input type="checkbox"/>
d. Why are you late?	By walk.	<input type="checkbox"/>
e. When will you pass the ITI exam?	Excellent!	<input type="checkbox"/>
f. Where is the lab?	Blue.	<input type="checkbox"/>

B. Q	R	
a. Who is he?	It wasn't over.	<input type="checkbox"/>
b. Was the job over or not?	No, never.	<input type="checkbox"/>
c. Have you ever taken leave?	Not sure.	<input type="checkbox"/>
d. How many wrote the test?	He is a fi er.	<input type="checkbox"/>
e. Are you sure about the examina on dates?	Mumbai.	<input type="checkbox"/>
f. Where were you born?	None.	<input type="checkbox"/>

xi चित्र के आधार पर question का सही response चुने -





Who is talking in the picture?	_____ (the lady/the mechanic).
Is the lady complaining about the car?	_____ (yes/no).
What is the mechanic doing in the picture?	_____ (talking/listening).
Is the mechanic responding to the lady?	_____ (yes/no).
Is there a conversation between them?	_____ (yes/no).

• चित्र के आधार पर question का सही response लिखें -

a.



Ques ons	Responses
Is he a plumber?	
What tool is he holding?	
Does he fix pipes with this tool?	
What does he do?	
Can you do his work?	

b.



Ques ons	Responses
Can you see the electrician?	
What tool is he holding?	
Is he busy?	
Does he check electric supply?	
Is the bulb on or off?	

c.



Ques ons	Responses
Who is he?	
What tool is he holding?	
Can you see his face?	
How many cylinders are there?	
Have you done any welding work?	

d.



Ques ons	Responses
What is the man doing?	
Is he happy or upset?	
What is wrong with the car?	
Can you repair cars?	
Do you know a good mechanic?	

3. रिक्त स्थान भरे व अपने मित्र के साथ इस डायलोग का अभ्यास करें -

A: Hi! How are you?

B: I'm _____. How about you?

A: Is it raining?

B: _____.

A: Then, take the umbrella.

A: Do you want to read the manual?

B: _____.

A: Do you have the lunch break?

B: Yes, it is from _____ to _____.

A: _____ fix the pipe?

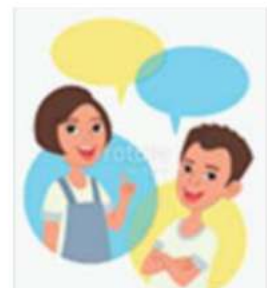
B: Yes, I can.

A: _____ is your ITI?

B: My ITI is near the park.

A: When does your class start?

B: _____.



KWL

KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।

- Questions के प्रयोग हैं - जानकारी पूछना, शंका का निवारण माँगना व मदद माँगना।
- Response & question का उत्तर होता है।
- Response जानकारी, सूचना व मदद देने में सहायक होता है। Response हाँ या ना - दोनों में से कोई भी बात व्यक्त कर सकता है।

कोई भी 5-6 सवाल चुनें और उन्हें अपने मित्र से पूछें। अपने question और अपने मित्र response खाली स्थान में भरें।



Ques ons	Responses

<https://www.youtube.com/watch?v=t4yWEt0OSpg>

<https://eslvideo.com/quiz.php?id=28363>



17. दूसरों के साथ जानकारी साझा करना (Sharing Information with others)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- जानकारी देने में उपयोग आनेवाले कुछ चीतें मे (वाक्यांशों) को जानेंगे
- जानकारी मांगने और देने की प्रक्रिया का अभ्यास करेंगे
- जानकारी देने के लिए उपयुक्त भाषा भंगिमा की रचना करेंगे



Sharing information (जानकारी बाँटना) विभिन्न सन्दर्भों में हम अक्सर एक दुसरे से जानकारी बाँटते हैं। इस कार्य के हेतु कुछ आमचीतें मे (वाक्यांशों) हमारे बहुत काम आ सकते हैं ! जानकारी - आंकड़ों, निर्देश, मदद इत्यादि - के रूप में हो सकती है।



मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा ?



a.

Making request	Sharing informa on	Making enquiry	Giving opinion	Short responses / comments
Please repeat.	It is about ...	Can you ...?	I hope ...	It's simple.
Please listen.	It is on ...	Will you ...?	I believe ...	It's clear.
Once more	It is at ...	Would you ...?	I think ...	It's useful.
please.	It is about ...	Is it?	I'm sure that ...	It's great!
Tell me.		When is it?	It is because	It's wonderful!
Please share.		What is it?	of ...	It's nice.
Please explain.		Who is it?	(reason)	It's interes ng.
Check whether...		How to do it?	That's why ...	It's right/wrong.
Tell me about ...		What if ...?	(reason)	Oh, I see.
		Why not?		Fine.
		Really?		Good.
		Where is it from?		Well, ...
				Possibly.
				Probably.
				Maybe.
				I got it.
				I know.
				Sure.
				I understand.
				Thanks for sharing.

7. Can you tell me ...?
8. Could you tell me ...?
9. I'd like to know ...?
10. Do you know ...
11. Do you have any idea ...?
12. Could anyone tell me ...?

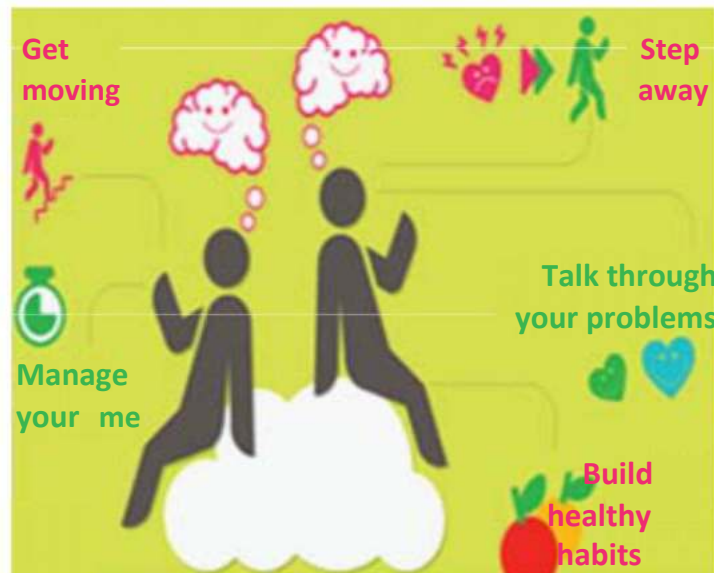
(use this phrase when asking a group of people)

6. Would you happen to know ...?
7. I don't suppose you (would) know ...?
8. I was wondering ...?
9. I'm calling to find out ... (use this phrase on the telephone)

6. Do you happen to know ...?
7. Could you find out ...?
8. Could you give me some idea of...?
9. I'm interested in ...
10. I'm looking for ...?
11. Have you got an idea of ...?
12. Don't suppose you (would) know ...?
 - I wonder if you could tell me ...?
 - I wonder if someone could tell me ...?

b. Conversations/dialogues sharing information

Sam	Ram
Hi!	Hi!
What are you looking at? Advertisement?	No, an infographic.
What is it?	It is a visual presentation of information.
Oh! I see.	It is usually in the form of a graph, image or chart like this. Have a look at it.
It's nice! It looks colourful!	Also, see that it has less words.
Yes, less words and more images. It's interesting!	It's informative too. I can see five steps for a healthy life.
Well, it shows how to manage stress. I believe it is an important point.	Yes, but I'm not good at that. That's why, I feel stressed sometimes.
Oh! You must learn to manage stress.	Yes, I will.
Thanks for sharing.	You're welcome.





Suren	Thanu
Hi! I received an email from our site engineer.	Is it?
Yes. Did you receive any mail?	No, I didn't! What is it about?
It is about the safety of workers in the factory.	Well, please forward it to me.
Sure. I'll do.	Thanks.



1. दो दोस्तों के बीच की बात को पढ़िए और एक मित्र के साथ इसका रूपांतरण 'role play' करिए -

Hi Ajay!	Hi Rani!
Hope you are preparing for the semester exam.	Yes, I am.
Can you please lend me your trade theory book for a day?	Why not?
Thanks!	What about your book?
I think I lost it.	Oh!
I'll photocopy your book and return it soon.	I don't think it is necessary.
What do you mean, Ajay?	I mean, you can download it from our official website.
Really?	Yes, Rani.
Just tell me how to do it.	Well, go to the directorate general of training website, that is, dgt.gov.in.
Ok.	You will find "useful links" on the home page. Click on it.
Fine.	A list of links will appear. Click on "Bharat Skills."
Ok, then ...	Click on CTS icon and choose your course for course materials.
Oh, I see! It sounds easy!	Yes. You can download the eBook in your smartphone itself.
Wow! It will be very useful for me to prepare for the exam.	Yes, and it'll save some paper and money too!
Oh, yes! I don't have to photocopy it!	You got it!
But I don't have a smartphone or any device to read it online or download it!	Don't worry. I'll lend my book then. I shall read it in my smartphone.
Thanks, Ajay!	It's alright. Prepare well for the examina on.
Sure, I will. All the best, Ajay!	All the best, Rani!
Bye.	Bye. See you tomorrow.



2. रिक्त स्थान भरें -

Eswar	Kevin
Are you staying in the hostel?	_____.
I hope the food in the hostel is good?	Yes, but I like to cook my food.
Really? You know cooking!	Yes, _____ and I'm good at it.
Oh great! What else do _____ know?	I know _____ and _____ too.
Good!	Now, tell me what you _____ and what you are _____ at?
I know swimming and I'm good at painting and _____.	Excellent! That's why you have joined this trade!
Yes, I like _____ very much. I can create things!	Wonderful Eswar. After finishing our course, we should apply for apprenticeship training.
Definitely. Any idea about how to apply.	Yes. Go to home page of DGT official website.
That's www.dget.nic.in. Am I right?	Yes. _____!
Ok then, ...	Click on _____
_____	_____.
Thanks, Kevin, for sharing the information.	My pleasure.
All the best!	All the best, Eswar!

3. अपने आईटीआई से जुड़ी सूचना रिक्त स्थान में भरें -

Is your ITI situated in Karnataka?	No, It is in _____.
How long is it from the central railway station?	It is _____ kms.
Oh! It is too far from the railway station.	Yes, but transport is available.
I heard there are more than _____ trainees in your ITI.	Yes, we have different trades.
I hope there are many trades available in your ITI.	_____, trades such as Fitter, electrician, _____.
Fine. Which trade are you in?	
When did you join this ITI?	
Oh, then you will be completing this course in two years.	
I hope your ITI has a campus placement drive.	



4. पोस्टर में दी गई जानकारी रिक्त स्थान में भरें -

Your Friend	You
Hi!	Hi, look at the _____.
Yes, I saw it. It is about the _____ work going on there.	Is it? I think it has warning signals.
Yes, there are three signs.	No, _____ signs. You have a look at it now.
Oh yes! I was wrong! It's four. What are they?	The yellow one is a danger sign. The two _____ ones warn us about _____ & _____.
And the blue one?	It is for _____. It tells that they _____ report to recep on.
Please repeat.	You want me to _____. Ok. The _____ one is for visitors. It tells them to report to _____.
So, does it mean we should not go to the site directly?	Yes, you're _____.



- कथन के आधार पर आपको नीचे दिए गए डायलॉग को पूरा करना है -

“

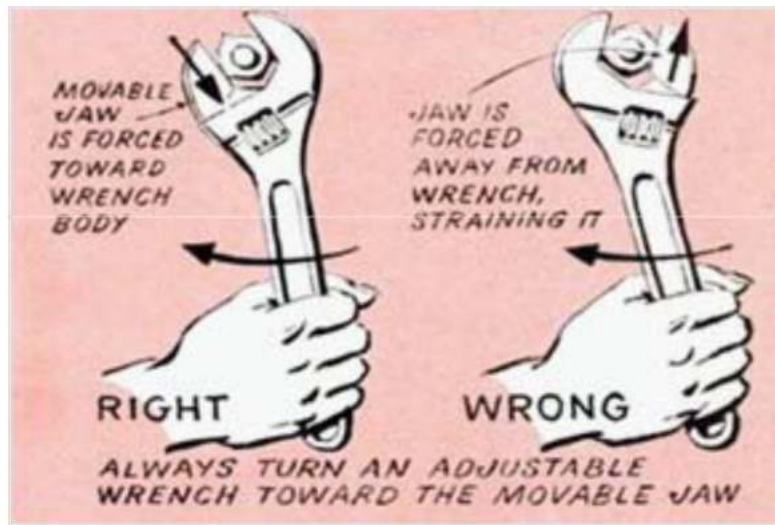
About 90 per cent of employment opportunities require vocational skills. Only 20 per cent of our graduates get employed. The rest are unable to get suitable employment due to the lack of employable skills.

”

- Nayana Mallapurkar, Program Head, TISS School of Vocational Education

You	Your Friend
Hi _____! Look at this message.	I have seen it already.
I don't get this message. Can you tell me what it is about?	It is about the _____ of _____ skills in our graduates.
'Lack' means?	_____ means 'no' or 'absence'.
You mean our _____ don't have _____ skills.	Yes. The message means that.
Ok, I got it. Then, what can be done for employability?	More skill-based training can be given.

- चित्र के आधार पर आपको नीचे दिए गए डायलॉग को पूरा करना है -



Your Friend	You
Hi! How was the class today?	Fine. I learned the applica on of tools today.
What tools?	Well, tools like Vernier Caliper, micrometer, wrench, hammer, and so on.
Are Vernier Calipers and micrometer tools? I think they are instruments!	Are they? What's the difference?
Instruments in our workshop are used to measure something.	Yes, like _____ and _____.
You are right. Did you measure anything today?	_____.
Fine. Can you guess the difference between _____ and tools now?	Yes, tools are simpler than instruments.
Good.	They are used to move or repair something.
Now, tell me about the tools that you used at the workshop.	Hammer, axe, _____ and _____.
Well, any new tool today?	Yes, I learned to use a wrench.
Is wrench a spanner?	_____. It is a _____.
I have never used a wrench. Tell me how to turn it.	Oh, sure. Always _____.
Ok.	Never turn _____.
Why?	If you turn the jaw _____ from the wrench, it will strain the wrench.
Oh, ok.	Hope you got the point.
Yes. Now, I understand. Thanks for sharing.	I thank you too for _____.



7. निम्न जानकारी को पढ़े और A, B & C के बीच की वार्ता में रिक्त स्थान भरें, इस वार्ता को अपने दोस्तों के साथ रोल करे -

**GOVERNMENT INDUSTRIAL TRAINING
INSTITUTE (ITI)
Himachal Pradesh**

**CRAFTS WORKSHOP
on
Surface Ornamental (Embroidery)
Techniques
for
SEWING TECHNOLOGY TRADE
STUDENTS
on
05.09.2019
at 9.00 a.m in Main auditorium**

**Register on or before 03.09.2019. For
details contact ganesh@gmail.com**

You	Friend 1	Friend 2
Hi all! I've got some news for you.	What _____?	What _____?
It's about the _____ workshop for our trade trainees.	We had it _____ year too. (last/this)	Did we?
Yes, we had, but this me it is on a _____ (same/different) topic.	Please tell me the topic of the workshop.	Is it on Weaving?
No, It's _____	So. We will be given training on embroidery _____.	Well.
Yes.	Date and me please.	And the venue?
It's on _____ at _____	Ok.	Fine. Any other details?
You should _____ on or before _____, and for further _____ contact _____.	Can you _____ this message through WhatsApp?	Please do. It would be useful.
_____, I'll do.	Thanks _____!	Thanks _____!
You're welcome.		

- दी हुई जानकारी के आधार पर आपको डायलोग पूरा करना है -

JOB MELA
For ITI passed trainees
All trades
on
21.08.2019
at 10.00 a.m
in
Government ITI Guindy, Chennai



You	Friend 1	Friend 2
Hi friends! There is a _____	_____ ?	Really?
Yes, it is on _____	_____ ?	Oh, in our campus!
Yes, _____	At what me?	Fine.
It's at _____	Ok.	Are you all attending?
Yes, _____	No, _____	Why _____ ?
Tell us why?	I'm going to Bangalore to attend an interview.	Oh, Ok.
All the best!	Thanks friends! All the best for you too!	All the best!



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- हमें सामाजिक, व्यावसायिक व पढाई के संदर्भ में लोगों के साथ जानकारी बाँटनी होती है।
- जानकारी देने के लिए कुछ विशिष्ट चीतों में का उपयोग होता है।
- कुशल communication (संचार) के लिए, उपयुक्त चीतों में का अभ्यास आवश्यक है।



1. नीचे दिए हुए नौकरी के इशतहार जैसे अन्य इशतहार ढूँढें, व इस जानकारी को अपने मित्रों के साथ अंग्रेजी में बाँटें।

WEB Hoisington

HINDUSTAN COPPER LIMITED
Indian Copper Complex, Ghatsila

Ref: - HCL/ICC/HR/R&E/TA/2018 Date: 14/08/2018

Applicants invited for Trade Apprenticeship (Training)

Item	Description
1 Name of the post	Trade Apprenticeship
2 No. of post	52 (fifty two)
	1. Fitter (ex-ITI) - 20 2. Electrician" - 18 3. Welder (G&E)" - 03 4. Machinist" - 01 5. Turner" - 02 6. Crane Operator" - 08 Total :- 52
3 Place of posting	Moubandar Works
4 Type of Employment (i.e. Engagement)	Training (only for one Year)
5 Method of Recruitment	Written Test
6 Training	One year (As per Govt. Guidelines) Spend Money (at present) Rs. 6008/- (Those who have completed two Years course of ITI.)
e. Eligibility	
Qualifications	High School or equivalent + ITI with 60% Marks in respective Trade (for SC/ST/OBC/PWD-50% Marks). The ITI passout should be not before the year 2015

k. Visit Bharat Skills at <https://bharatskills.gov.in> and share the information available related to your field with your friends.

<https://in.video.search.yahoo.com/yhs/search?fr=yhs-trp-001&hsimp=yhs-001&hspart=trp&p=sharing+information+ESL+videos#id=5&vid=461c56981884ab4c25844452e104a4df&action=click>



18. खुद को परखें (Recall)

1. Saran: "I'd like to _____ you to Mary. Mary this is Helen." Helen: "How do you _____."
 - a. point...do
 - b. introduces...do
 - c. show...go
 - d. give...be
2. Helen: "It's _____ to meet you." Mary: "It's my _____."
 - a. nice...pleasure
 - b. good...pleasure
 - c. great...pleasure
 - d. All of the answers are correct
3. Jamal: "I'm going home now. See you _____." Paul: "_____!"
 - a. tomorrow...ok
 - b. later...ok
 - c. soon...sounds good!
 - d. All of the answers are correct
4. Rani: "Hey Mala. What's _____?" Mala: "Not much. I'm _____ watching TV."
 - a. on...trying
 - b. home...sitting
 - c. going...not
 - d. up...just
5. Hey there, Jai, What's _____?
 - a. going on
 - b. in the way
 - c. on
 - d. Hi, how's life?
6. Hey, come and join us. To whom will you say this?
 - a. Teacher
 - b. Friend
 - c. Parent
 - d. Superior
7. Hello, this is Janaki from Nagpur. This sentence can be used for
 - a. apologising
 - b. welcoming
 - c. thanking
 - d. introducing
8. Can I please finish the job tomorrow, Sir? To whom will you say this?
 - a. Father
 - b. Friend
 - c. Parent
 - d. Supervisor
9. Hello Ms. Anita. How are you today? To whom will you say this?
 - a. Teacher
 - b. Colleague
 - c. Postman
 - d. Classmate
10. It was a pleasure seeing you. This statement is a
 - a. formal welcome
 - b. informal welcome
 - c. formal depar ng
 - d. informal depar ng
11. What will be the best response to the ques on 'Are you coming to the picnic tomorrow?
 - a. Yes
 - b. I wrote it well.
 - c. It was good.
 - d. Great
12. When are you going to London, then?
 - a. Yes
 - b. On Tuesday
 - c. No
 - d. Maybe
13. Will you be doing some shopping?
 - a. Last week
 - b. Congratula ons
 - c. I certainly will.
 - d. Yes, I'd submi ed.
14. Has Malliga called us for the party?
 - a. She will go.
 - b. Yes, she has.
 - c. I will certainly.
 - d. On Monday
15. Was Ajay crying?
 - a. No, he wasn't.
 - b. Yes, they were.
 - c. I le it.
 - d. Congratula ons
16. Can we leave early?
 - a. We'll go tomorrow.
 - b. Yes, you can.
 - c. He's okay now.
 - d. I met him.
17. Should I be doing this differently?
 - a. Please don't sit.
 - b. Yes, you should.
 - c. He's not here.
 - d. Thank you
18. The date is wrong on the letter.
 - a. I wrote it.
 - b. Oh, yes, it is.
 - c. I told the teacher.
 - d. I did not inform him.
19. So we have to be here by eight o'clock, not nine o'clock.
 - a. Who's that?
 - b. Okay, fine.
 - c. Yes, yesterday.
 - d. I met him.



20. I've had a headache all day.
a. Poor you! I hate headaches. b. That's fantastic. c. Congratulations d. Thank you
21. The statement 'Can you please take me to the lathe?' can be used for
a. making request b. sharing information c. none d. giving opinion
22. The statement 'Do you know about the seminar?' can be used for
a. none b. sharing information c. making enquiry d. giving opinion
23. The statement 'I think this job is very easy' can be used for
a. making request b. none c. making enquiry d. giving opinion
24. The statement 'Is this the way to the library?' can be used for
a. none b. sharing information c. making enquiry d. giving opinion
25. The statement 'I feel we need to help him' can be used for
a. making request b. none c. making enquiry d. giving opinion
26. The statement 'Are you going to the workshop?' can be used for
a. making request b. none c. making enquiry d. giving opinion
27. The statement 'Please help me finish this' can be used for
a. making request b. none c. making enquiry d. giving opinion
28. The statement 'May I know your mobile number please?' can be used for
a. making request b. none c. making enquiry d. giving opinion
29. The statement 'This is the schedule for tomorrow's conference' can be used for
a. making request b. sharing information c. none d. giving opinion
30. The statement 'I feel you shouldn't have spoken so harshly' can be used for
a. making request b. none c. making enquiry d. giving opinion

19. औपचारिक और अनौपचारिक संचार (Formal and Informal Communication)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे।

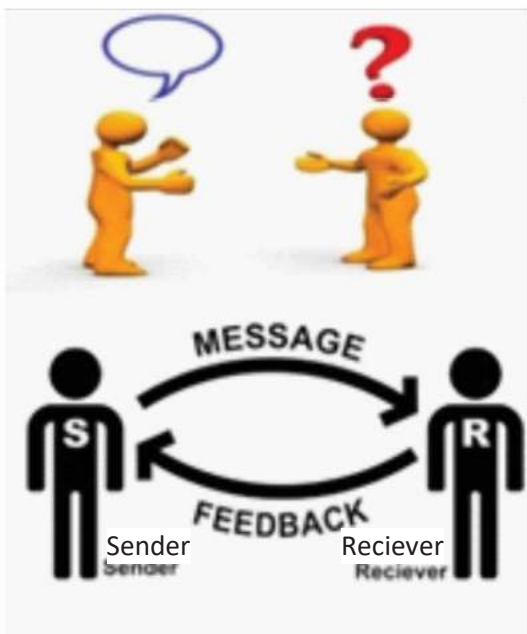
- जानेंगे की communication का क्या अर्थ होता है
- communication के क्या प्रकार होते हैं
- communication के लिए उपयुक्त भाषा-भंगिमा का अभ्यास करेंगे।



Communication – दो व्यक्तियों के बीच जानकारी का आदान-प्रदान है। एक व्यक्ति sender (भेजनेवाला) होता है, व दूसरा व्यक्ति receiver (जानकारी पानेवाला) होता है। जब दोनों व्यक्ति एक दूसरी की बात समझ जाते हैं, तब हम communication को सफल मानते हैं। यह बात हम लिखकर, बोलकर, चित्रों से या संकेतों | हाव-भाव से कह सकते हैं। Communication का उपयुक्त माध्यम, उसके संदर्भ से निर्धारित होता है।










<p>मैं क्या जानता/जानती हूँ ?</p>	<p>मैं क्या जानना चाहता/चाहती हूँ ?</p>	<p>आज मैंने क्या सीखा ?</p>
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Communication के उद्देश्य व शैली के अनुसार, इसके दो प्रकार होते हैं।

- औपचारिक communication प्रोफेशनल लाइफ में अक्सर हम इस शैली का ही प्रयोग करते हैं। मौखिक / सांकेतिक / लिखित - इन सभी प्रकारों से हम औपचारिक communication कर सकते हैं।
- अनौपचारिक communication प्रोफेशनल जीवन के बाहर हम अनौपचारिक communication कर सकते हैं

Verbal – Written/Oral		
Talking to your friends, family or work colleagues on the phone about personal matters.		Hi Jenny! I am going out for shopping this weekend.
Talking around the dinner table with family/friends.		Don't spill the food, Priya!
Sending a friendly email to friends or colleagues.		<p>New Message</p> <p>seema123@yahoo.com Subject</p> <p>Dear Seema, Hope this mail finds you in the best of your health. I had a wonderful me at your home in Kerala last week. I wanted to thank you for showing me around. Thanks to your mother for cooking yummy food for me. This was the best vacation i have over had:-) Please do plan to visit us in Hyderabad next vacation. Would be glad to return the favour. Keep in touch. Regards to uncle and aunty.</p> <p>Love Raji</p> <p>Send</p>
Chatting casually with people.		This coffee is too good.
Waving to friends as you walk by them.		Bye! See you tomorrow.
Patting someone on the back to show that you support them.		That was a good presenta on, Mr. Vikram.
Sending wishes/ congratulating on achievements.		My best wishes for your future endeavours!



Non-verbal

Facial Expression, Body Language, Gestures	<p style="text-align: center;"> ANGER DISGUST FEAR JOY SADNESS SURPRISE </p>	
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- दिए गए विकल्पों को पढ़ें और लिखित औपचारिक **communication** के लिए उपयुक्त / सही विकल्प का चयन करें

	Answer
<ul style="list-style-type: none"> • Addressing your boss in an email. • Dear Manickam i Hey, Manickam 9 Dear Sir 	
4 Introducing oneself 1. This is with regard to ... 2. This is with reference to ... 3. I want to tell you that ...	
8 Closing the letter/email 4. Lots of love 4. Warm regards 8. Many thanks	
<ul style="list-style-type: none"> • Thanking someone. i Thanks a million for that. j Many thanks for that. k Thank you very much for that. 	
Saying sorry for your mistake. i. I'm sorry about that. ii. I wish to apologize for that. iii I sincerely apologize for that.	

d. निम्न को औपचारिक व अनौपचारिक के अनुसार श्रेणी में डालें -

Verbal Communication	Formal	Informal
What's up?		
Thank you, sir!		
With reference to your email, ...		
I wish to bring to your kind notice ...		
Listen, I wanted to tell you something.		
You are requested to complete the given assignment by Monday.		
No problem.		
I look forward to ...		
Guess what?		
Let me congratulate you on ...		



Look at the following non-verbal methods of informal communication.

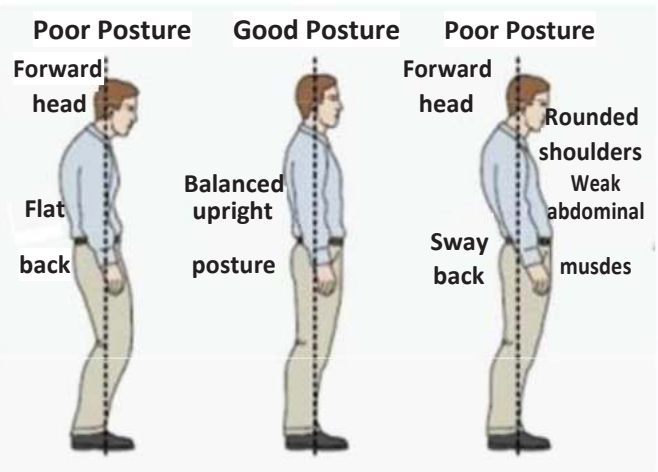


Gesture is non-verbal communication in which visible body actions communicate a particular message. Gestures include movement of the hands, face or other parts of the body.



Facial Expressions






The human face is extremely **expressive**, able to express countless emotions without saying a word. And unlike some forms of non-verbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear and disgust are the same across cultures.













2. चेहरे के भाव को उपयुक्त शब्द से मिलाइए -

	worried
	Happy
	sleepy
	Angry
	Scared
	Wink

	Thinking
	Crying
	unwell
	Confused
	sleepy
	exhausted

3. चित्रों को देखें और औपचारिक व अनौपचारिक की श्रेणी में डालें, श्रेणी का नाम खली स्थान में लिखें -



4. यह एक औपचारिक खत का उदाहरण है। वाक्यांशों को पढ़ें

Phrases for Writing a Formal Letter

Dear Sir/Madam, Dear Mr/Mrs (surname)

Beginnings
 With reference to our telephone conversation yesterday (about)
 Thank you for your email regarding
 I am writing on behalf of
 I am writing to draw your attention to

Making a request
 I would appreciate if you could
 I would be most grateful if you would
 Would you be so kind and
 I was wondering if you could

Apologising
 We apologise for any inconvenience caused
 Please accept our sincere apologies

Complaining
 I am writing to express my dissatisfaction with
 I find it most unsatisfactory that
 I'd like to complain about

Endings
 I look forward to hearing from you
 If you require any further information, please don't hesitate to contact me
 Please feel free to contact me if you have further questions

Signing off
 Yours sincerely (Dear + name)
 Yours faithfully (Dear Sir/Madam)

5. उपयुक्त वाक्यांशों को चुनकर - BHEL में apprenticeship के लिए apply करें

From

To

Dear Sir/Madam,



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- communication मौखिक या सांकेतिक हो सकता है
- communication का उद्देश्य निर्धारित करता है कि उसे औपचारिक होने चाहिए या नहीं
- औपचारिक communication के कुछ नियम हैं। अनौपचारिक communication के कोई कड़े नियम नहीं हैं - यह स्वाभाविक रूप से होता है।



ऐसे शब्दों की सूची बनाएं जिन्हें हम अनौपचारिक बात-चीत में इस्तेमाल करते हैं, परन्तु औपचारिक बात में नहीं कर सकते।

20. कार्यस्थल के बारे बोलना और जानकारी साझा करना (Speak and Share Information about Workplace)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- नौकरी से जुड़े शब्दों को पहचानेंगे
- नौकरी और कार्यस्थल 'workplace / office' के वर्णन का अभ्यास करेंगे
- Workplace से जुड़ी विशिष्ट जानकारी बाँटने का अभ्यास करेंगे



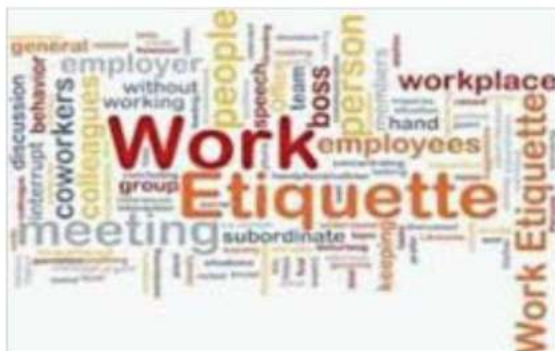
Workplace का अर्थ है वो जगह, जहाँ लोग काम करते हैं। Workplace से जुड़ी कोई न कोई जानकारी एक कर्मचारी को अपने मैनेजर या सुपरवाइजर से साझा करनी होती है। कभी-कभी हमें ग्राहकों को भी यह जानकारी देनी होती है। Workplace पर स्पष्टता व विनम्रता से बोलना आवश्यक है।



मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा?





2. विवरण को सही शब्द से मिलाइए, उदाहरण देखकर समझे -

Sl.No.	A Job Descrip on	B Who?	C Where?
a.	Install, maintain, and repair electrical wiring, equipment, and fixtures. May install or service street lights, intercom systems, or electrical control systems.	Fitter	Electrical unit/ workshop
b.	Format typescript and graphic elements using computer software to produce publica on-ready material. Operate desktop publishing software and equipment to design layout.	Electrician	Machine workshop
c.	Cut or drill holes in walls or floors to accommodate the passage of pipes. Measure, cut, thread and assemble new pipe, placing the assembled pipe in hangers or other supports.	Customer Representa ve	Buildings/plumbing unit
i.	Workers align parts, use jack, turnbuckles, wedges, dri pins, pry bars, hammer, move parts into posi on, manually or using crane.	Desktop Publisher	Front Office
e.	Interact with customers in order to provide informa on about products and services, to take orders or cancel accounts, or to obtain details of complaints. Understand people with different cultural backgrounds.	Plumber	DTP Centre

2. उपरोक्त विवरण की मदद से निम्न डायलोग पूरे करे -

You	You friend
Which job do you think is difficult?	Please wait. Let me read the job descrip ons given.
OK	I think the job of a plumber is difficult.
Why Plumber!	A plumber has to _____ _____ _____.
He has helpers to work with him.	Right, but if anything goes wrong, it is not easy to find the fault and the job have to start all over again.
Yes. A plumber needs good skills and some pa ence too!	Certainly! Now tell me which job you think is _____.
I will say the job of _____.	Is a Customer Representa ve job that difficult?
_____.	Tell me how.
A Customer Representa ve has to _____ _____ _____.	_____
He has to listen carefully and understand _____ _____.	Yes, one has to be customer friendly. A customer may speak different _____, and may come from _____ places



2 पहली Activity में दिए गये जॉब विवरण के आधार पर अपने मित्र के साथ कोई भी दो नोकरियों के बारे में चर्चा करें, रिक्त स्थान भरें -

You	You friend
Which job do you think is difficult?	I think the job of a plumber is difficult.
Why _____!	A _____ has to _____ _____ _____.
_____	_____
Yes. A _____ needs good skills _____.	Certainly! Now tell me which job you think is _____.
I will say the job of _____.	_____ _____
_____.	_____ _____
A _____ has to _____ _____ _____ _____	_____ _____ _____ _____

4. इस डायलॉग का अपने मित्र के साथ अभ्यास करें -

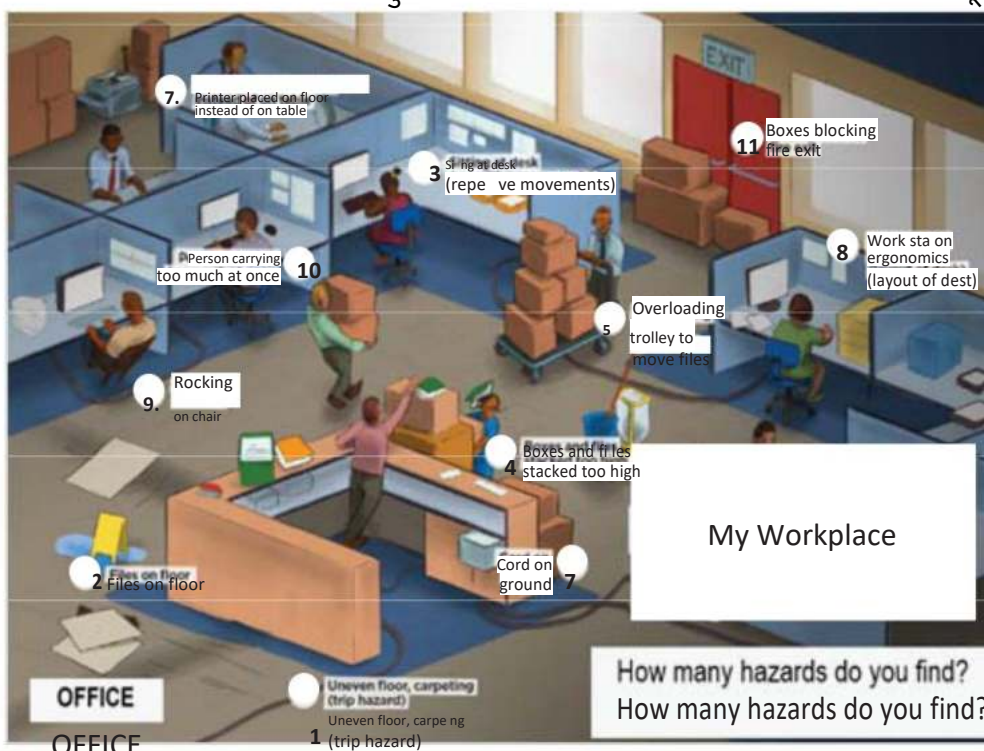
You	Your friend
What do you do?	I am a desktop publisher at ABC software solu ons.
Where is your office located?	It is at Kumaran Nagar, Chennai. It is on the third floor in a building.
How do you commute to your workplace?	I go by train.
Tell me about the nature of your job.	I enter data and process informa on using computers.
Fine. How do you process informa on?	I compile, codify, categorize, and verify informa on or data.
What else do you do?	I also proof-read documents and correct the errors.
How do you interact with your customers?	We connect with our customers through email or phone. My office is customer-friendly. We also meet them in person.
Oh, I see. Do you do graphic designing and edi ng?	Of course. We edit graphics using pixel or bitmap edi ng.
Can you give me your office contact informa on?	Yes. Here it is.
Thanks!	It's my pleasure.



5. रिक्त स्थान भरें व फिर से अपने मित्र के साथ इस डायलाग को बोलने का अभ्यास करें -

You	Your friend
What do you do?	I am a _____ at _____.
Where is your office located?	It is at _____ _____
How do you commute to your workplace?	_____ _____
Tell me about the nature of your job.	I _____ _____ _____
Fine. How do you _____?	I _____ _____ _____
What else do you do?	I _____ _____ _____
How do you interact with your customers?	I contact my customers through _____ _____
Oh, I see. Can you _____? _____?	Of course.
Can you give me your office contact information?	_____ _____
Thanks!	_____

6. चित्र में दिए गए ऑफिस के बारे में जानकारी जुटाए व फिर से रिक्त स्थान में भरकर डायलाग को पूरा करें -





Supervisor	Worker
I have received complaints about our workplace safety. Please check them immediately and share the details with me.	Madam, I have already checked our office.
Ok, tell me about it.	There are many hazards like _____ _____ _____ _____ _____ _____
What about the workers in the office?	Some have poor work habits which may affect their health. An awareness programme on occupational hazards can be conducted.
Any other _____?	There is no fire alarm in the office.
Oh! _____ will be installed soon.	Thanks

7. रिक्त स्थान भरें व बोलने का अभ्यास करें -

Customer	Customer Representative
Hello!	Hello! This is AB Car customer service.
I am _____.	I'm _____, how can I help you sir?
I want to know whether my _____ is ready for use.	Give me your car details please.
It's a _____ PB 7767.	Just a minute sir. Let me check.
Ok.	It's _____ for delivery.
Fine. Can I collect it by 7 p.m today?	_____ sir. Our office _____ by 6 p.m. If you confirm the address, we will deliver it ourselves before 6.
That's fine. Please deliver it to my address.	Sure _____.
What is your working hours?	We provide service from _____ a.m. to _____ p.m. only sir.
Ok. Thanks.	_____.
	Goodbye sir.



8. रिक्त स्थान भरें -

Hi _____	Hi _____, How are you?
Fine, _____?	Fine. What do you do?
I work in a clothing company.	Oh fine! Tell me about your workplace.
Well. It's a small-scale company with 50 people working in it. There is a godown attached to it.	Ok. What are you there?
I work as _____.	Fine.
I do _____ _____.	Is it an ISO cer fied company?
Yes, _____	How many hours do you work?
I work for _____	Fine.

10. चित्रों की मदद अपने ऑफिस में उपलब्ध सुविधाओं की जानकारी अपने मित्र को दें।

Day care centre



Cafeteria



Gym



Library



Health centre



You	Your Friend
Where do you work?	I work in _____.
Tell me about your office.	It is _____ _____
Fine. What are the facili es available?	_____ _____
That's good.	We also have _____ _____
That's fine. I wish to work in such a place.	If you are interested, you can apply for the post of AC Mechanic as there is a vacancy.
Yes, I would like to.	You can send your _____ to the HR.
Can you _____ it please?	_____ _____
_____	_____
_____	_____



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- अपने सहकर्मियों व मैनेजर से बात करने के लिए, हमें अपने ऑफिस / workplace की जानकारी होनी चाहिए।
- Workplace में सफलता पाने के लिए हमें अपनी बात-चीत में उपयुक्त शब्दों/औपचारिकता का प्रयोग करना चाहिए।
- ऑफिस के माहौल को अच्छा बनाने के लिए, हमें विनम्र व्यवहार करना चाहिए।



Listen to the video and explore different ideas about workplace experience.

<https://www.khanacademy.org/college-careers-more/career-content/manage-people-and-processes/business-office-manager/v/jay-business-office-manager-how-i-got-my-job-and-where-im-going>

<https://www.youtube.com/watch?v=OayCm263kIM>



21. चालू संभवों के बारे चर्चा

(Discussions on Current Happenings)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- अपने विचार व दृष्टि कोण को व्यक्त करेंगे
- अन्य लोगों के विचारों से सहमती/ असहमति जताने का अभ्यास करेंगे
- चर्चा में भाग की कला को जानेंगे।



Discussion (चर्चा) के द्वारा बहुत से लोग, किसी एक मुद्दे पर बात करते हैं। Discussion की सफलता के लिए आवश्यक है किस भी लोग अपने विचार व दृष्टि कोण को दूसरों से साझा करें। आज हम सीखेंगे कि किस प्रकार, हम अपने विचार स्पष्ट व सटीक रूप से व्यक्त कर सकते हैं।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



a. चर्चा में प्रयोग होने वाली आम कहावतें / कथन

Initiating Discussion	Asking for Opinion/Explanation/Clarification	Ending Discussion
Let's talk about ...	Can you tell me ...?	Let's conclude ...
Let's discuss ...	What do you think about/of ...?	Let's finish ...
Shall we discuss ...?	What's your opinion about ...?	In conclusion ...
Did you read/hear about ...?	Do you think/feel ...?	To sum up ...
Let's begin ...	How do you feel about ...?	To conclude ...
Let's start ...	May I ask you ...?	
	Tell me about ...	
	Please explain/clarify ...	



Personal Point of View

- In my experience ...
- As far as I'm concerned ...
- In my opinion ...
- Personally, I think ...
- I'd say that ...
- I'd like to point out that ...
- I believe that ...

Agreeing with an opinion

- Of course.
- You're absolutely right.
- Yes, I agree.
- I think so too.
- That's a good point.
- Exactly.
- That's true.
- Neither do I.
- I couldn't agree more.

General Point of View

- It is thought that ...
- Some people say that ...
- It is considered ...
- It is generally accepted that ...

Disagreeing with an opinion

- Yes, but ...
- I'm sorry to disagree with you, but ...
- That's not entirely true.
- On the contrary ...
- I'm not so sure about that.

b. चर्चा में सहायक होने के लिए कुछ उपयोगी hint

In a discussion ...

2. maintain eye contact while speaking
3. speak clearly and sensibly
4. allow others to speak
5. listen to others carefully
6. make sure to bring the discussion on track
7. have positive attitude
8. be polite.



Ganesh	Peppin	Aiysha
Let's talk about the career opportunities for ITI trainees.	I think there are many.	Is it?
I hope so.	There is very good opportunities for ITI trades.	I disagree with you.
There was a man on of 3000 vacancies for ITI trainees in public sector companies.	There are opportunities in foreign countries too.	Really?
It is generally considered that ITI courses are not competitive, but it is not so.	There is a shortage of skilled craftsmen all over the world.	Do you mean there's a need for people who fix things and provide services?
Definitely!	For example, trades like fitters have more opportunities in international oil and gas factories.	I agree, but many do not know how to apply for these jobs.

The placement cell will help us to get the right jobs.	Yes, they have e-ups with many na onal and interna onal companies.	Oh, I see!
We had a good discussion.	To sum up, ITI trainees have better opportuni es if they have right skill sets.	It's very informa ve, thank you friends.



3. उपयुक्त उत्तर चुने, उदाहरण देखकर, समझे -

- When you start a discussion on a topic, what do you say?
 - Let's discuss
 - Let's finish
- To express an opinion, you say _____
 - My opinion is
 - Let's start
- How do you ask for clarifica on?
 - That's true
 - Can you please clarify ...?
- When you agree with an idea/opinion, you say _____
 - Yes, I agree.
 - I'm not sure.
- When you disagree with an idea/opinion, you say _____
 - Do you know ...?
 - I'm sorry, but ...
- How do you express a personal view?
 - In my experience ...
 - I disagree ...
- How do you give a general opinion?
 - Tell me about ...
 - Generally, it is considered ...
- What do you say when you strongly disagree?
 - That can't be right.
 - I'm not sure.
- What do you say when you politely disagree?
 - You're wrong.
 - I'm afraid, I have to disagree.
- How do you keep the discussion moving?
 - Next, let's talk about ...
 - To summarize ...

4. चित्रों को उपयुक्त प्रतिक्रिया से मिलाइए, उदाहरण देखकर, समझे -





A	B
What do you see in the first picture?	She maintains a good eye contact. It is an essential skill required in discussions.
Don't you think it's a negative attitude?	Definitely! We should avoid such behaviour in discussions.
What do you see in the second picture?	You may lose the track of discussion. You will not be able to speak sensibly.
How do you say that she's listening?	I think in the first picture, friends walk off because they are unhappy or have disagreed on something.
Correct, but if you don't listen ...?	The second one is positive. The lady listens carefully to the speaker.
Exactly! What about the next picture?	Yes, it will. They should sort out their differences to have a healthy discussion.
Won't impolite behaviour affect discussions?	The third one looks like an argument. Their body language seems to be aggressive.

6. MUDRA लोन के बारे में दी गई जानकारी को पढ़ें और डायलाग पूरा करें, इस डायलाग का अपने मित्रों के साथ अभ्यास करें -

MUDRA LOAN
7. Mudra loan is provided by the Micro Units Development & Refinance Agency Ltd., under the Pradhan Mantri MUDRA Yojana scheme.
8. This loan is particularly for non-farming and non-corporate micro and small enterprises.
9. The enterprises can avail loans up to Rs.10 Lakh under this scheme.
10. The scheme was launched by the Prime Minister in 2015.

A	B	C
Do you know about MUDRA loan?	Yes, I have heard of it.	No, I _____. Tell me what it is.
It is a loan provided by _____.	It comes under the _____ scheme.	Who can apply for it?
Non-farming and _____ enterprises can apply.	Oh, I see.	Fine. How much amount one can get?
Up to Rs _____.	Oh, that's great.	This will be helpful for micro and small _____.
Do you know when it was launched?	I think it was in _____.	A good initiative.



8. इस जानकारी को पढ़ें और डायलाग पूरा करें, इस डायलाग का अपने मित्रों के साथ अभ्यास करें -

Issues	Hydraulics	Pneumatics
Power	Hydraulic tools are powerful, because they use pressurized liquid (oil).	Pneumatic tools cannot deliver the same power, because they use pressurized air.
Maintenance	Very little maintenance is required, as the internal parts are always bathed in oil.	More maintenance is required as it includes draining moisture from air tanks and constantly keeping tools oiled.
Noise	They are quiet.	They are accompanied by loud compressors.
Temperature	It will operate in sub-zero temperatures. It will not freeze up.	Due to moisture in the air, they can freeze up.
Cost	They are about twice the cost of pneumatic tools.	Pneumatic tools are cheaper and easier to build.

John	Rakesh
I am planning to buy a Pneumatic water pump for my house. What is your _____?	In my opinion, Hydraulic pumps are better than _____.
How do you say that?	Hydraulics is more powerful because _____.
Yes, but doesn't it need a tank to store the liquid/oil?	Of course, but comparatively it has more advantages.
Oh, I see!	It requires very little _____.
That's a good point to be considered.	In terms of noise, _____ _____.
That's good.	Another advantage is that it will operate in _____.
But I think Hydraulic pumps are very costly.	Yes, they are. But it's only the initial cost. The running cost is very less compared to Pneumatic pumps.
Really! Now I agree. _____. Thanks for the _____.	So, have you changed your mind?
Yes, _____.	It's a better option.



5. आपने apprenticeship प्रोग्राम के लिए apply किया है और अब आपका मित्र भी इसके लिए apply करना चाहता है, उसकी मदद करें, रिक्त स्थान भरें व डायलाग का अभ्यास करें -

A	B
I'm interested in applying for _____. Do you have any idea?	I have already _____.
Where do you find the application form?	Go to _____ website. Click the link _____.
Ok. Can you tell me _____?	Sure. You need to fill: 1. contact details. 2. _____. 3. _____. 4. _____. 5. _____. Then click Submit to complete the process.
Thanks a lot for _____.	_____.

The screenshot shows the registration form on the Ministry of Skill Development and Entrepreneurship website. The form is divided into several sections:

- Contact Details:** Includes fields for Address, State (dropdown), District (dropdown), Pincode, Contact No., and Email ID. A note says "Activation link for registration will be sent on this email."
- Qualification Details:** Includes Academic Qualification (dropdown) and Attach Document (Choose File). A note says "Upload 2mb/5mb/PDF/JPG up to 200 KB".
- Technical Qualification (Please fill if applicable):** Includes Name of Institute, Name of Council/University, Name of Trade/Course, Course Start Date, and Course End Date. There are "Add" and "Clear" buttons.
- Trade Preference:** Includes a table with columns: Institute Name, Council/University, Name of Trade, Training Start Date, Training End Date, Is Highest Qualification, Edit, and Delete. Below the table are "Add" and "Clear" buttons.
- Trade Preference (Detailed):** Includes Sector (dropdown), Trade (dropdown), and three checkboxes for "Select as 1st Preference", "Select as 2nd Preference", and "Select as 3rd Preference". Each checkbox has a "Click to Remove" button.
- Upload Your Passport Size Photograph:** Includes a "Choose File" button and a note "Upload a good quality JPEG/JPG/JPEG up to 200 KB".
- Enter Captcha Image:** Includes a captcha image showing "60435" and a "Refresh" button.
- Declaration:** Includes a checkbox "I hereby declare that the information submitted by me is correct and true to the best of my knowledge. I shall be liable for any disciplinary/positive action in case any of the details are found to be incorrect." and "Submit" and "Clear" buttons.

Note: www.apprenticeship.gov.in is the official website to apply for the apprenticeship training.



6. इंटरनशिप के अन्तराष्ट्रीय अवसर पर अपने मित्रों से चर्चा करें। नीचे दी गयी जानकारी व दिए हुए वाक्यांशों का प्रयोग करें -

Overseas Internship

India is one of the youngest nations in the world with nearly 65% of its population in the working age group of 15-64 years and more than 54% of its total population below 25 years of age. India needs to equip its workforce with employable skills and knowledge so that they can contribute to the economic growth of the country. The Ministry of Skill Development and Entrepreneurship has engaged actively with several countries with the purpose of technology transfer in skill training, training of trainers, setting up of model and centres of excellence. In this respect, Technical Intern Training Program (TITP) offers training to the workers for a specific period of 3-5 years in Japan’s industrial society. It also promotes international collaboration through the transfer of skills, technology and knowledge among the participating countries. This will contribute towards human resource development.

Do you know about _____?

I think _____.

It is considered that _____.

In my opinion, _____.

TITP offers _____.

It promotes _____.

7. आपके मित्र ने एक शानदार खोज करी है। उसने एक ऐसा उपकरण बनाया है जो की गटर लाइन की plumbing problems का पता लगा सकता है। दी हुई जानकारी को पढ़ें, व अपने मित्र को NSD की इनोवेशन सेल के बारे में बताएं

NSDA invites innovative ideas/concepts.
 Innovators may send proposals.
 Appointed committee reviews the proposals.
 Shortlisted proposals are invited for presentations.
 Selected ideas are implemented.

Innovation Cell

The National Skill Development Agency (NSDA), invites innovative ideas, concepts and practices on skill development. A committee has been set up to review all such innovations and to facilitate their application on a wider scale. All the innovators who wish to bring their ideas and practices may send their proposals and presentation to the National Skill Development Agency via email to innovations@nsda.net.in. Shortlisted proposals will be invited to make presentation before the Committee which will meet every month on the third Wednesday of the month at 11 a.m. in the NSDA office. Selected innovative practices will be facilitated and propagated for wider application. For more details, visit <http://www.nsda.gov.in/>

13. जानकारी को पढ़ें और अपने मित्रों के साथ चर्चा करें कि CAD के उपरांत - आपके career विकल्प क्या है -

Computer Assisted Design (CAD)

CAD is a process of creating a technical diagram with the use of computer software. It is an important technology in the field of drawing and design. It has the benefits of lower product development costs and a shortened design cycle. The ability to create diagrams and illustrations with computer software is a useful skill that can lead to a variety of jobs.



CAD

Electrical dra ers

They create diagrams that lay out wiring setups. These diagrams are used by professionals who repair and install electrical equipment and wiring.

Mechanical dra ers

They prepare detailed assembly dra s for use with mechanical devices and machines. These drawings include methods of fastening, dimensions and other specifica ons.

Aeronau cal dra ers

They create plans and drawings that detail engineering specifica ons for use in the manufacturing of airplanes and missiles.

Architectural dra ers

They draw features of buildings, both structural and architectural, used in construc on jobs. Diagrams may include materials needed to complete the job for both commercial and residen al buildings.

Civil dra ers

They create topography and relief maps for use in civil engineering projects. These projects include bridges, water and sewage systems, highways and flood control setups.



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- चर्चा से हम किसी भी टॉपिक से जुड़ी नयी युक्ति/युक्तियाँ में निकाल सकते हैं।
- चर्चा के दौरान हमें ध्यान से सुनना चाहिए, ठीक से सोचना चाहिए व स्पष्ट उत्तर देना चाहिए।
- यदि आप उपयुक्त वाक्यांश का प्रयोग करें तो चर्चा बड़ी ही सरलता से आगे बढ़ सकती है।



Visit <https://www.youtube.com/watch?v=nAGvLAogmuk>. कौशल विकास में NSQF का महत्व जानें और मित्रों से उस पर चर्चा करें।

22. टेलिफोन कौशल (Telephone Skills)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- टेलिफोन पर बात करने में उपयोग आनेवाले आमचीतें में (वाक्यांशों) को जानेंगे
- टेलिफोन कॉल के तीन भागों को समझेंगे
- टेलिफोन कॉल करने का अभ्यास करेंगे



Basics of Telephone Call

आइये देखते हैं कि फोन कॉल के दौरान किस प्रकार की विभिन्न परिस्थितियाँ उत्पन्न हो सकती हैं।

<p>Caller- वह व्यक्ति जो कॉल करता है</p> 	<p>On hold- कॉलर को 'waiting' पर रखा जाता है</p> 	<p>आप जिस व्यक्ति से बात करना चाह रहे हैं, वो अन्य कॉल पर व्यस्त है</p> 
<p>Receiver- जो व्यक्ति वो फोन उठाता है</p> 	<p>Hang up- फोन रख देना</p> 	<p>Hang up- फोन रख देना</p> 



मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा ?



a. Parts of the phone








b. Receiving a call



c. Making a call



d. कॉल receive करने का अर्थ है - caller का अभिन्नंदन करना और बहस के उद्देश्य को जानना -

Answering the telephone	
	<p>Pick the phone in three rings. Greet the caller "hello, Good Morning". Speak clearly. Answer by mentioning who you are. Listen ac vely. Keep a pen and paper handy.</p>
Taking a call	
	<p>How can I help you? May I know where you are calling from? May I know your name please? Note down the informa on.</p>
	<p>Thank the caller for calling. Say goodbye.</p>






e. टेलिफोन कॉल के तीन मुख्य भाग -

Phases	Step	What you should do	Example
Beginning	1	Greet the person.	Good morning Sir/Madam.
	2	Introduce yourself.	I am Rahim from ITI, Guindy. I am trainee in the electrician
Middle	3	Say why you are calling.	I am calling to find out if I may come for internship.
	4	Discuss what should be done.	If there is a chance, please let me know. My contact number is 9999922222.
End	5	Thank the person.	Thank you, Sir/Madam. Have a nice day.
	6	Say goodbye.	Goodbye, Sir/Madam.

Speak politely. Use short sentences. Address the person using "Sir/Madam" in formal situa ons.







1. निम्न वाक्यों को पढ़ें, व चित्र की मदद से रिक्त स्थान भरें। उदाहरण देखकर, समझें

When you have to pass on a message to someone immediately, what do you do?		Tell (speak) the message to him/her.
What will you do if the person is far away?		Tell the message over the _____ (caller, receiver, telephone)
The person who makes the call is called _____		(caller, receiver, telephone)
The person who receives the call is called _____		(caller, receiver, telephone)
Trainees can contact the ITI over the _____		(caller, receiver, telephone)

4. निम्न शब्दों को सही चित्र व विवरण से मिलाएं।

on hold, dial, disconnect, engaged

			
Press the numbers on the phone to call someone.	End a phone call.	Caller waits for information while on the phone.	The phone number that was called is busy.




3. टेलीफोन पर हुई बात - चीत को पढ़ें व उसे उपयुक्त श्रेणी में डालें, श्रेणीयां हैं - Greeting (अभिनन्दन), identifying self (परिचय देना) purpose of जीम call (कॉल का उद्देश्य), उदाहरण देखकर समझें -

5. Hello! My name is Ramesh. I would like to speak to Anju, please.
6. Good afternoon! This is Shanthi. May I speak to Arti?
7. Hi! I'm Ajith. Is Anu at home?
8. Hello! My name is Rajesh and I'm calling from HSBC. I would like to speak to Mr. Chetan from the marketing division.
9. Good morning! I am calling from Harsha Trading Company. Could you connect me to your accountant?
10. Good evening! Rakesh Sharma here. I would like to speak to Ms. Rekha.






Sl. No.	Greeting	Identifying Self	Purpose of Call
1.	Hello!	My name is Ramesh.	I would like to speak to Anju, please.
2.			
3.			
4.			
5.			
6.			

6. आपकी रसोई का पाइप लीक कर रहा है। प्लम्बर को फोन कीजिये, और उसे बताइए की क्या करना है।

Step	What you should do	
	Greet the person.	
	Introduce yourself.	
	Say why you are calling.	
	Discuss what should be done.	
	Thank the person.	
	Say goodbye.	


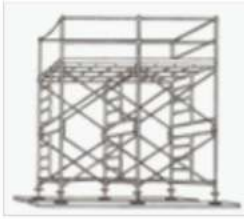

21. आपकी ITA वर्कशॉप में बिजली नहीं है। बिजली विभाग को फोन कीजिये, बताइए की आस-पास की बिल्डिंगों में बिजली है, और उन्हें समझाइये कि वो आपको मदद कैसे कर सकते हैं।




Step	What you should do	
1	Greet the person.	
2	Introduce yourself.	
3	Say why you are calling.	
4	Discuss what should be done.	
5	Thank the person.	
6	Say goodbye.	



26. आपको कंस्ट्रक्शन साईट पर सकैफोल्ड (बल्लियाँ) लगवानी है। पंजीकृत कंपनी को फोनकर, उन्हें इसके बारे में बताएं व उन्हें अपना पता भी दें।

		
Step	What you should do	
	Greet the person.	
	Introduce yourself.	
	Say why you are calling.	
	Discuss what should be done.	
	Thank the person.	
	Say goodbye.	

28. आप एक फैक्ट्री में काम करते हैं। आपकी फैक्ट्री में रेफ्लेक्टिव जैकेट बनती है। जैकेटों का आर्डर तैयार है। कूरियर कंपनी को फोन कीजिये और बताइ की यह आर्डर पैक कर, आपके लखनऊ वाले डिस्ट्रीब्यूटर के पास पहुँचाना

		
Step	What you should do	
d.	Greet the person.	
e.	Introduce yourself.	
f.	Say why you are calling.	
g.	Discuss what should be done.	
h.	Thank the person.	
i.	Say goodbye.	

29. आपके अध्यापक ने आपको फोन किया है। आपके पास उनका नंबर नहीं है, इसलिए आप उन्हें पहचान नहीं पाए। इस कॉल पर बात करने का उपयुक्त तरीका क्या होगा? दिए गए विकल्पों में, सही विकल्पों पर चिह्न लगायें। उदाहरण देखकर, समझें

1	Answer the call in the first ring.	✓
2	Answer the call after ten rings.	
3	Greet by saying "Hi, how are you?"	
4	Tell the caller your name.	
5	Speak while the caller is saying something without listening.	
6	Speak very fast and make noises.	
7	Be ready to note down what the caller has to say.	
8	Ask politely what the caller has to say.	
9	May I know your name please?	



	Who is this?	
	What do you want?	
	May I know what the matter is?	
	Call me later. I am watching a movie.	
	It is a holiday. Give me the details on Monday.	
	How did you get my number?	

31. जब आप फोन पर स्वयं का परिचय देते हैं, तब आपको क्या करना चाहिए? सही विकल्प पर चिह्न लगायें।

Dos for Caller	Always	Some mes	Never
Give your name.			
Greet.			
Give your telephone number.			
Say why you are calling.			
Give your address.			
Give the name of your company.			
Explain your relationship to the person you are calling.			

2 ऑफिस में आपको इनमें से किस प्रकार से फोन आंसर करना चाहिए? सही विकल्प चुनें

Answer with 'Hello'.	
Answer with your number.	
Answer with your name.	
Answer with the name of your company.	
Answer with the name of your department.	



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- फोन कॉल के तीन भाग होते हैं - शुरुआत, मिडिल (बीच की बात), और अंत
- फोन करते समय हमें पता होना चाहिए की कैसे - अभिनंदन करना है, स्वयं का परिचय देना है, कॉल का उद्देश्य बताना है, बात करनी है और विनमतापूर्वक कॉल खत्म करना है।
- "to hang up", "to hold", "line busy", "line engaged", "dialling" and "disconnect" फोन कॉल के विवरण के लिए यह कुछ मुख्य शब्द हैं।



ऐसी परिस्थितियों की सूची बनाएं जिसमें आपको फोन पर बात करने की आवश्यकता पड़ सकती है।

<https://www.youtube.com/watch?v=6tfFRD0envo>



23. टेलिफोन कौशल - भूमिका निभाना (Telephone Skills - Role Plays)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- विनम्रता से फोन पर बात करने का अभ्यास
- विभिन्न संदर्भों में फोन पर बात करने का अभ्यास
- फोन पर किसी अन्य व्यक्ति के लिए 'message' लेने का अभ्यास



फोन पर Courtesy (विनम्रता | शिष्टता) जब हम किसी व्यक्ति के प्रति विनम्रता, आदर और सम्मान व्यक्त करते हैं तो उसे ही 'courtesy' कहा जाता है। आज हम जानेंगे की अंग्रेजी में किन शब्द और वाक्यांशों की मदद से हम फोन पर विनम्रता व आदर प्रकट कर सकते हैं।





मैं क्या जानता/जानती हूँ?

मैं क्या जानना चाहता/चाहती हूँ?

आज मैंने क्या सीखा ?









a. Unacceptable and acceptable expressions

 Unacceptable expressions	 Acceptable expressions
'You will have to wait.'	'Thank you, I'll check, or I'll see.'
'Yeah.'	'Yes Madam/Sir.'
'I do not know.'	'One moment please, I'll find out.'
'No, we can't.'	'Yes, you may.'



b. Expressions to use

When requesting for something on the phone, use polite expressions like "may" or "could".	Could you please give me your number?	
	May I take your number?	
When someone is not available, inform the caller politely. Request for a message. Note down the message.	I am sorry. Mr Richard is not available. Shall I take a message?	
	Would you like to leave a message? Mr Richard is not in office now.	
Ask for clarifications, when you are not sure about what they are saying.	Could you repeat that, please?	
	Could you speak a little more slowly, please?	
If you cannot hear very well, you need to ask them to be louder very politely.	Could you please speak a bit louder?	
	Would you mind increasing the volume of your voice, please?	
Be polite when you ask them to wait.	Could you wait for a moment please?	
	Hold the line for a moment please.	
When giving negative information, be polite.	I am afraid, Mr Ramesh has left the office.	
	I am sorry. Mr Ramesh is on leave.	



35. किस परिस्थिति में कौन सा उत्तर उपयुक्त होगा? नीचे दै गयी सूची में देखें, और सही परिस्थिती तो उपयुक्त उत्तर से मिलाइए

Sl. No.	Situations	Expressions	Answers
a.	You are not able to hear properly.	Just a moment please. Let me get ready to take notes.	
b.	The person the caller wants is not available.	I am afraid that the person you want is in a meeting now.	
c.	You want to take a pen and paper to note down the message.	Could you please tell me your name and where you are calling from?	
d.	You want to note down the details of the caller.	Would you like to leave a message?	
e.	You have not understood what the caller is saying.	I am, sorry. He/She is not available now.	
f.	You want to know if the caller wants to leave a message.	Would you mind speaking louder?	
2	The person the caller wants is in a meeting. Could you repeat what you just said, please?	Could you repeat what you just said, please?	



1. आप फोन पर बात कर रहे हैं। निम्न परिस्थितियों को पढ़ें, और उनका उपयुक्त उत्तर चुनकर, लिखें -

	The person is on another call.	
	The person is on leave.	
	The person is busy at the moment.	
	The person is not in his seat.	
	The person is in a meeting and will be free at 4.	
	The person is available.	

I'm afraid he/ she is busy at the moment.
 I'm afraid he/ she is away/ not in at the moment/ in a meeting.
 I'm sorry he/ she is not available.
 I'll put you through. Hold the line, please.

3. रिक्त स्थान भरें, आप इस हेतु निम्न शब्दों का प्रयोग कर सकते हैं – (transfer, hold, louder, section, who, hold, may, calling)



Don't Say	Say
Hang on ...	May I put you on ----- ?
Hold on ...	----- I put your call on -----?
Who is calling?	May I know ----- ?
I can't hear you.	Could you speak ----- ? I am unable to hear you.
I can't help you.	I need to ----- your call to the ----- so that they can answer your questions on, May I do so?

L मनीश और रंकी के बारे में पढ़ें। आप और आपके मित्र मनीश व रंकी का किरदार निभाइए, और यह डायलाग दोहराईं।

Rinki is a COPA trainee. She wants to apply for internship in ABC manufacturing company. She calls Manish, the recruiting officer.		Manish is the recruiting officer in ABC manufacturing company. He is receiving a call from Rinki. Rinki wants to do internship training in ABC manufacturing company.	
Hello, am I talking to Mr Manish?		Hello, yes this is Manish speaking.	
I am Rinki, COPA trainee from ITI, Suratkal.		Nice to know. May I know what I can do for you?	
I wish to apply for internship in your company.		I am sorry. We are currently not enrolling candidates for internships.	
Could you tell when I may approach you again?		Sure. Please make a note of it.	
Just a moment please. Let me take a pen and paper to note down.		Our normal internships offer are from January to March every year.	
Thank you for the information. May I know the process for application?		Sure. You need to apply through your ITI. The application should reach the company by December.	
Thank you, Mr Manish. I shall apply through my ITI in December. Good bye.		You are welcome. Good bye.	



10 शोराब और मैथ्यू के बारे में पढ़ें। आप और आपके मित्र शोराब और मैथ्यू का किरदार निभाइए, और यह डायलाग दोहराइए।

<p>Shorab is a welder trainee. He wants to apply for appren ceship training. He calls Mathew his instructor for advice.</p> 	<p>Mathew is a re red ITI instructor. He has been helping trainees for appren ceship training. Shorab, an ITI trainee calls him seeking advice.</p> 
Hello, am I talking to Mr Mathew?	Hello, yes this is Mathew speaking.
I am Shorab, trainee in welder trade from ITI, Trichy.	Nice to know. May I know how I can help you?
I wish to apply for appren ceship training. Could you guide me, please?	That's good. Where did you complete your trade training?
I completed my training from ITI, Trichy.	Okay. Have you approached BHEL which is near your ITI?
No, sir. Could you please tell me what I need to do?	Sure. Please make a note of the following steps.
Just a moment please. Let me take a pen and paper to note down.	Register in the government of India appren ceship portal. Choose BHEL Trichy under Establishment menu.
It is enough if I register and choose BHEL, Trichy?	No. That is the first step. You need to apply online in the BHEL online portal a er registering in the government portal.
Okay, sir. Is that all?	No. You must take a printout of the online applica on. It must be submitted during verifica on.
Thank you, sir. Could you tell me if there any other way to apply?	Yes. BHEL no fies the employment exchange to publicize the informa on.
Could you tell me if it is open to all candidates across the country?	Preference is for candidates who can speak Tamil.
Thank you, sir for the valuable informa on and guidance. Goodbye.	Best wishes and Goodbye.

8 एन और सिन्धु के बारे में पढ़ें। आप और आपके मित्र एन और सिन्धु का किरदार निभाइए, और यह डायलाग दोहराइए।

<p>Anne is a secretarial prac ce trainee. She wants to know job opportuni es. She calls Sindhu, a career counsellor for advice.</p>	<p>Sindhu is a career counsellor. She has been helping candidates iden fy job opportuni es. Anne, a secretarial prac ce ITI trainee calls her seeking advice.</p>
Hello, am I talking to Ms Sindhu?	Hello, yes this is Sindhu speaking.
I am Anne, secretarial prac ce trainee from Government ITI for Women, Firozpur.	Nice to know. May I know how I can help you?
I wish to know the job opportuni es for me. Could you guide me, please?	Do you know what the job role expects from you?
I am expected to maintain files and handle human resources efficiently.	You are right. You also need to have the ability to plan and coordinate func ons in the office.
Okay, I got it. Could you please tell me the kind of jobs that I may apply for?	Sure. Please make a note of it.
Just a moment please. Let me take a pen and paper to note down.	You may look for jobs as personal assistant, personal secretary in mul na onal companies, private offices, banks and other ins tu ons.
Where do I find the job adver sements other than in newspapers?	You may find it in naukri.com, freshworld.com, mesjobs.com and other related sites.



Okay, madam. Is that all?	No. Please do google search typing "secretarial practice" to get the latest job offers.
I shall do it. May I call you again while applying for jobs, please.	Yes, you may please.
Thank you, madam for the valuable information and guidance. Goodbye.	All the best and Goodbye.

13. ICF, चेन्नई की सीमा-जी, दुर्गादेवी-जी से बात करना चाहती हैं। आपको दुर्गादेवी के रिसेप्शन से जानकारी मिलती है की वो फिलहाल उपलब्ध नहीं हैं। एक मित्र के साथ इस डायलाग का अभ्यास कीजिये !

Ms. Seema	Receptionist
Answer the phone with a company name.	
	Check the company name.
Repeat the company name.	
	Introduce yourself and ask for someone.
Respond and check B's name.	
	Clarify who you are.
Ask B to wait.	

9 संदीप, वेंकट से बात करना चाहते हैं। वेंकट के रिसेप्शन से पूछा जा रहा है कि क्या संदीप, वेंकट के लिए कोई 'message' (संदेश) छोड़ना चाहेंगे? अपने मित्र के साथ इस डायलाग का अभ्यास कीजिये।

Receptionist	Sandeep
Answer Venkat's phone.	
	Ask to speak to Venkat.
Apologise and say why Venkat isn't available. Offer to take a message.	
	Case 1: Accept the offer. Case 2: Say 'No' and that you will call later.
Case 1: Ask for me to prepare. Check B's Name	



KWL चार्ट में दिए गए 'मैंने क्या सीखा प्रश्न का उत्तर लिखें।



- फोन पर बात करते समय, सकारात्मक व विनम्र शब्दों का उपयोग करें।
- अपने परिचय व उपयुक्त विनम्र वाक्यांशों का अभ्यास महत्वपूर्ण है।
- कभी-कभी फोन उठाने पर, हमें किसी और के लिए संदेश लेकर, उसे लिखना होता है।



फोन पर इस्तेमाल होनेवाले विनम्र वाक्यांशों की एक सूची बनाइये।

<https://www.youtube.com/watch?v=OWDyWLhu0FY>

<https://www.youtube.com/watch?v=Tw2r9DkL5co>

<https://www.youtube.com/watch?v=zNpmtVZFXS0>

24. पढ़ने के लिए (Let's Read)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- पाठ्य में पाए जानेवाले आमशब्दों व चिहनों से परिचित हो जायेंगे
- संदर्भ को समझकर, शब्दों का अर्थ समझने का अभ्यास करेंगे
- निर्देशको पढ़कर समझने का अभ्यास करेंगे



Reading (पढ़ने) द्वारा हम लिखित शब्दों को समझ पाते हैं। Reading के लिए हमें अपना ध्यान एकाग्र करना होता है। इसकी मदद से हमारा शब्द कोश भी बढ़ता है और उसे प्रयोग करने का आत्मविश्वास भी ! Reading पर महारत हासिल करने के लिए हमें सीखना होगा - मुख्य शब्दों की पहचान करना, पाठ्य को अपने पूर्व-ज्ञान से जोड़ना, संदर्भ को समझना, प्रश्न पूछना, फिर से पढ़ना और दोहराना।



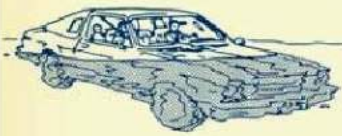





मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



How to escape from a sinking car?

 <p>1. Stay calm. On average, you'll have 30-120 seconds of float time before the car sinks. That's plenty of time to escape if you act quickly.</p>	 <p>2. Don't open door. It's possible to escape this way, but difficult to do even in just a foot of water. Car will also sink almost immediately after, making it impossible for passengers to escape.</p>	 <p>3. Remember four words: "Seatbelts. Children. Windows. Out." First, unbuckle your seatbelt. If buckle is stuck, cut it off.</p>
 <p>4. Make sure children and passengers can get out of their seatbelts. Guide and instruct them to exit through their own window if possible, or else pull them to the front of the car.</p>	 <p>5. Escape through window. Try rolling it down first. If that doesn't work, use an auto rescue tool to safely shatter the window. It's nearly impossible to break using your arms or legs.</p>	 <p>6. Swim out through the window and to safety. This can all be done in well under 30 seconds if you stay calm and have mentally rehearsed the scenario before it happens.</p>



• आपको शब्दों को सही श्रेणी में डालना है, श्रेणियाँ हैं - (N), action (A) or describing (D) words. पहला उदाहरण देखकर, समझें -

- a. **injury wound** cut hurt **injury** (N) sheet blister
- b. **hammer** axe micrometer spanner hammer () wrench file
- c. **electrician fitter** draughtsman plumber electrician () surveyor
- d. **bobbin** bobbin () needle carpenter thread bobbin embroidery
- **car** truck lorry van car () cycle bus
- **finish** close start end stop finish () complete
- **please** sorry thanks welcome paper alright please ()
- **plug** socket plug () switch wire current shirt
- i. **nurse** nurse () doctor bank pa ent medicine hospital
- j. **tablet** laptop desktop computer engine ipad tablet ()
- k. **bakery** machinery savory plenary bakery () berry cookery
- l. **plotting** drawing surveying dividing period plotting () segment
- m. **alarm** fire harm sound ground alarm () risk
- n. **tool** cool stool wool tool () pool
- o. **warehouse** warehouse () penthouse boathouse welfare factory
- p. **caution** warning caution () motion precaution nation

4. उस शब्द को अंकित कीजिये, जो ग्रुप के अन्य शब्दों से अलग है

- | | | | | | |
|----------------|--------------|-------------|----------|-------------|------------|
| a. injury | Sheet | wound | cut | hurt | blister |
| b. hammer | axe | micrometer | spanner | wrench | box |
| c. electrician | fitter | draughtsman | plumber | French | surveyor |
| d. sewing | needle | carpenter | thread | bobbin | embroidery |
| e. car | truck | lorry | van | cycle | bus |
| f. finish | close | start | end | stop | complete |
| g. please | sorry | thanks | welcome | paper | alright |
| h. plug | socket | switch | wire | current | shirt |
| i. nurse | doctor | bank | patient | medicine | hospital |
| j. tablet | laptop | desktop | computer | engine | ipad |
| k. warning | caution | notice | forklift | alarm | signal |
| l. plotting | land | survey | line | draw | ball |
| m. varnish | paint | brush | bake | spray | enamel |
| n. chisel | hammer | saw | clamp | cookery | nail |
| o. mask | gloves | shoes | book | eye glasses | helmet |

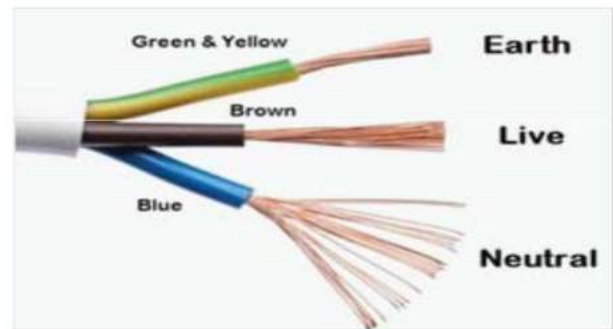
3. सन्दर्भ और संकेत को समझकर, शब्दों के सही मतलब का अंदाजा लगाइए।



- **Evacuate:** fill, stay, live, empty, water.
- **Immediately:** lately, fast, slowly, delay, try.
- **Warning:** request, suggest, on, order, letter, board.
- **Alarm:** tool, warning bell, sleeping bell, lunch bell, sign.
- **Caution:** help, sign, warning, operation, vehicle.
- **Pedestrian:** policeman, plumber, child, walker, worker
- **Protective:** safe, selective, unsafe, proper, plastic
- **Visible:** dull, attractive, blind, dark, unseen.
- **Warehouse:** a construction site, a house for workers, a building for storing goods, a factory.
- **Walkway:** left, right, path, factory, warehouse.

• रिक्त स्थान भरें -

There are three kinds of wires. ____ (true/false).
 Are there five different colours? ____ (yes/no).
 Green is a live wire. ____ (yes/no).
 What is the colour of the neutral wire? ____.
 Is there a red wire? ____ (yes/no).
 Earth wire is in _____ & _____ colour.



xii पोस्टर पढ़कर, उपयुक्त उत्तर दें -

a. What does the first sign in the poster mean?

- i. Switch off the power. ii. call the police. iii. press the fire alarm. iv. pour water.

• The second sign means _____.

- run towards the exit. ii. close the exit. iii. check the building.
 run away from the exit.

5. When there is fire in the building, you should _____ the building.

- i. stay in ii. leave iii. return to iv. go to

d. If you hear the fire bell, you should immediately report to the _____.

- i. assembly point ii. stores room iii. canteen iv. shed.

e. When you see the fourth sign, your entry to the building is _____.

- i. easy ii. strictly not restricted iii. strictly not allowed iv. allowed

f. The last sign means, _____.

- i. No risk ii. take risk iii. safe to enter iv. not safe to enter.





6. दू ल सेफ्टी के पोस्टर पढ़कर, उपयुक्त उत्तर दें -

A.

- a. _____ maintenance of tools is important. (proper/improper).
- b. Keep your tools clean and _____ (blunt/sharp).
- c. Is PPE necessary when you use power tools? _____ (yes/no).
- d. Can you carry a power tool by its cord? _____ (yes/no).
- e. If you use power tools in wet conditions, it is _____ (safe/unsafe).
- 6. _____ You should inspect all tools before use. _____ (True/False).



B.

- 5. Hand tools are _____ operated (manually/ electrically).
- 6. Is hammer a hand tool? _____ (yes/no).
- 7. What does 'hazard' mean? _____ (safety/danger).
- 8. If a tool is misused, it is _____ (safe/unsafe).
- 9. When a tool is maintained properly, it is in _____ condition. (good/bad).
- 10. _____ (Do/Do not) use damaged tools.

Hand Tool Safety

Hand tools are tools that are powered manually. Hand tools include anything from axes to wrenches. The greatest hazards posed by hand tools result from misuse and improper maintenance.

Five Basic Safety Rules

1. Use the right tool for the job.
2. Keep all tools in good condition with regular maintenance.
3. Examine each tool for damage before use and do not use damaged tools.
4. Operate tools according to the manufacturers' instructions.
5. Provide or use properly the right personal protective equipment.

C.

- a. Can you use a carpenter's hammer on metals? _____ (yes/no).
- b. Can you drive nails with a Machinist's hammer? _____ (yes/no).
- c. Is it possible to use a file with handle? _____ (yes/no).
- d. Can you use a wrench too large for nuts? _____ (yes/no).
- e. Should you use improper tools for the job? _____ (yes/no).
- f. Should you handle the tools with care? _____ (yes/no).



• A व B के युक्ति संगत कथनों को मिलाइए, उदाहरण देखकर समझे -

A

B

- a. There is fire in the factory.
- b. He played football regularly.
- c. The pipe was repaired.
- d. She reads books and visits places.
- e. The instructor started to talk.

- She is knowledgeable.
- The trainees listened.
- He won the match.
- Entry is restricted.
- Water problem is solved.

A

B

- a. The surveyor measured the land.
- b. The small object has to be measured.
- c. The car broke down.
- d. The steel gate is broken.
- e. He used the file on metals.

- The Mechanic arrived.
- The welder is called.
- The surface became smooth.
- Plotting of land was done.
- She brought the micrometer.



2. उन शब्दों को रेखांकित करें जो श्रंखला के सही क्रम को व्यक्त करते हैं

- First, wipe the object clean of any debris or dust.
- Then, place the object on a large piece of cardboard or newspaper to protect the surface on which you are spray painting.
- Next, apply the first coat of spray paint.
- Make sure you spray at least 8 inches away from the object and rotate the object as you spray.
- Apply two or three coats of paint for a bright look.



3. पोस्टर पढ़कर, सही क्रम से प्रक्रिया का वर्णन करें।



Make notes here.



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- पढ़कर हम लिखित शब्दों का मतलब समझ पाते हैं
- पढ़ने के हमें तार्किक क्षमता व एकाग्रता की आवश्यकता है
- दोहराना, सन्दर्भ समझना, विशय के पूर्व-ज्ञान का प्रयोग करना - reading को बेहतर करने के कुछ तरीके हैं।



Visit <https://learningenglish.bri shcouncil.org> इस वेबसाइट पर जाकर 'skills' लिंक पर क्लिक करें, व उसके बाद 'reading' सपदा का चयन करें। अब अपने स्तर और रुची अनुसार - सही लेवल का चयन करें।



25. खुद को परखें (Recall)

1. I work in an IT Company. I am a
 - a. teacher
 - b. software engineer
 - c. doctor
 - d. lawyer
2. I take care of people's need to look pretty or handsome. I am a
 - a. beautician
 - b. plumber
 - c. welder
 - d. typist
3. I join metal parts together. I am a
 - a. plumber
 - b. welder
 - c. mechanic
 - d. software engineer
4. I repair vehicles and change spare parts of machines. I am a
 - a. nurse
 - b. mechanic
 - c. welder
 - d. plumber
5. I help in designing and building houses. I am
 - a. a fireman
 - b. an architectural assistant
 - c. a turner
 - d. a machinist
6. I work with wood designing doors and windows. I am a
 - a. fireman
 - b. carpenter
 - c. draughtsman
 - d. beautician
7. I specialise in the design and manufacture of shoes. I am a
 - a. footwear maker
 - b. foot doctor
 - c. paediatrician
 - d. shoemaker
8. I am a rubber technician. I work in an industry that manufactures
 - a. medicines
 - b. tyres
 - c. pencils
 - d. soft-drinks
9. I am a plastic processing operator. I work with
 - a. steel
 - b. polymeric materials
 - c. laptops
 - d. robots
10. I use water hoses, ladders and other extinguishers for my job. I am a
 - a. plumber
 - b. fireman
 - c. welder
 - d. machinist
11. The instructor advised the trainees that they should wear their shoes compulsorily inside the workshop. This sentence means
 - a. trainees cannot enter the workshop if they do not wear shoes
 - b. trainees will be asked to wait outside the workshop
 - c. trainees can wear socks and enter the workshop
 - d. trainees may wear shoes if they want
12. Embroidery courses are a great opportunity for enhancing one's employability skills. This sentence means
 - a. you may find it difficult to get a job if you learn embroidery
 - b. learning embroidery increases the chances of getting a job
 - c. embroidery is a very difficult course
 - d. embroidery courses are not useful
13. Maintaining tools in good condition is the duty of every worker. This sentence means
 - a. workers need to keep their tools with them wherever they go
 - b. tools must be well taken care of
 - c. workers should buy expensive tools
 - d. tools help workmen in their work
14. Fire alarms alert that the inmates should evacuate the building immediately. This sentence means
 - a. people can move to a different room
 - b. you need to run out of the building
 - c. you must try and put off the fire first
 - d. wait till the fire disappears



15. Apprenticeship exposes learners to real-life situations they can encounter in industries later. This sentence means
- apprenticeships teach theoretical aspects clearly
 - you can learn more practical aspects when you are an apprentice
 - apprenticeships are expensive and time-consuming
 - apprenticeship lessons are not useful in jobs
16. Hotel management is a
- hospitality course
 - mechanical trade
 - engineering trade
 - training to be a driver
17. Find the odd one out in the list:
keyboard, CPU, mouse, monitor, charger.
18. Find the odd one out in the list:
helmet, glove, varnish, goggles, shoes.
19. Find the odd one out in the list:
running, walking, swimming, stretching
20. Find the odd one out in the list:
sim card, charger, display, hammer
21. The phrase 'Let's discuss' is used for
- diverging from the main topic
 - apologising
 - starting a discussion topic
 - disagreeing
22. The phrase 'In my opinion' is used for
- diverging from the main topic
 - apologising
 - expressing personal view
 - disagreeing
23. The phrase 'That's true' is used for
- diverging from the main topic
 - agreeing
 - starting a discussion topic
 - disagreeing
24. The phrase 'Can you please clarify ...?' is used for
- elaborating
 - apologising
 - starting a discussion topic
 - disagreeing
25. The phrase 'I'm not sure, but ...?' is used for
- elaborating
 - apologising
 - mild disagreeing
 - total disagreeing
26. The phrase 'While I agree with you ...?' is used for
- elaborating
 - apologising
 - starting a discussion topic
 - disagreeing
27. The phrase 'Generally, it is considered ...?' is used for
- elaborating
 - making a common statement
 - starting a discussion topic
 - disagreeing
28. The phrase 'Can we now summarise?' is used for
- summarising
 - apologising
 - starting a discussion topic
 - disagreeing
29. The phrase 'May I explain what I mean, ...' is used for
- elaborating
 - apologising
 - agreeing
 - disagreeing
30. Vimla was leaning throughout the group discussion. Which aspect of discussion was she missing out on?
- impressive beginning
 - posture
 - smile
 - loud and dominating voice
31. Rajan was looking at his shoes during the group discussion. What mistake did he do?
- gestures
 - no proper eyecontact
 - poor dressing
 - dominating the discussion
32. Which questions on the person answering the phone may ask you when you call a company.
- What do you want?
 - Who's calling please?
 - Why are you calling?
 - Who are you?



33. You say 'hang on',
 a. to put an end to a conversation b. to say you are waiting.
 c. to mean you are bored d. to keep a telephone connection open
34. Please ... and I'll put you through.
 a. stop b. stay c. remain d. hold
35. What is the expression used to connect two people on the telephone?
 a. I'm talking you through b. I'm putting you through
 c. I'm sending you through d. I'm telling you through
36. Hang on for ...
 a. a second b. an hour c. some mes d. always
37. Just a second. I... if he is in!
 a. would see b. should see c. will see d. must see
38. Please hold and I'll ... you through
 a. give b. let c. put d. have
39. Who ... I say is calling?
 a. shall b. did c. should d. can
40. You 've ... the Finance Department.
 a. reached b. got c. had d. achieved
41. ... I speak to Mr Lokesh?
 a. Should b. Can c. Must d. Need
42. When you answer the phone, you need to say your name and ...?
 a. The name of the company b. "Hello!" c. "How are you today?" d. Address
43. Why are telephone greetings so important?
 a. It is common. b. It shows that you are happy.
 c. It shows that you are polite. d. It helps in knowing who's speaking.
44. What is important about your voice?
 a. the volume b. the speed c. the tone d. all of the above
45. When putting a caller on hold, what do you need to say or ask?
 a. ask if it is ok to put the caller on hold b. "Would you like to be put on hold?"
 c. "I apologise for the inconvenience" d. "I will put you on hold"
46. When talking to a caller after putting him/her on hold, what should you say?
 a. "Nice that you have no other work." b. "Thank you for holding"
 c. "I told you it was not going to be long" d. None of the above
47. Who should end the phone call first?
 a. the person who answered b. the person who called c. it doesn't matter d. none of the above
48. What item (s) listed below are appropriate while answering the phone?
 a. chewing gum b. listening to the low music in the background
 c. smoking d. you shouldn't have any distractions of any kind



49. Besides having a paper and pencil ready, why would you ask the caller for their phone number?
- a. to inform the person the caller wanted to pass on the message
 - b. to show the caller you are polite and considerate
 - c. in case the caller is rude. this way you can call him back
 - d. use it to draw while bored
50. When you leave a message in someone's voicemail, what is most important?
- a. say the date and time
 - b. say your telephone number
 - c. just because it is available
 - d. say who you are and the purpose of the call and ask to call back
51. You are having a conversation with your colleague and the phone rings. What do you do?
- a. Get the caller's phone number and tell him/her that you will call him / her back.
 - b. Tell your colleague to wait.
 - c. Answer the phone and put the caller on hold.
 - d. Just ignore the call



26. सरल वाक्यो लिखना (Writing Simple sentences)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- दिए हुए ढाँचे के अनुसार, वाक्यों की रचना का अभ्यास करेंगे
- शब्दों को सही क्रम में लगाकर, वाक्यों की रचना करेंगे
- सरल वाक्य रचना का अभ्यास करेंगे



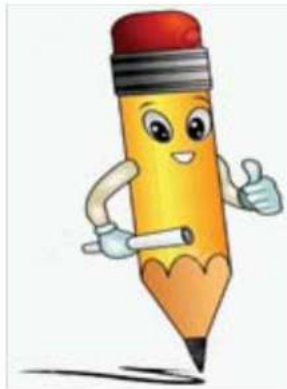
अंग्रेजी में लिखना - एक महत्वपूर्ण कौशल है। रिज्यू में और कवर लैटर हमें जॉब पाने में मदद करते हैं। यदि आप अंग्रेजी लिखना जानते हैं, तो आप के लिए न केवल देश, बल्कि विदेश में भी बहुत से नौकरी के अवसर खुल जाते हैं।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता / चाहती हूँ ?

आज मैंने क्या सीखा ?



1. निम्न शब्दों के इस्तेमाल से जितने मुमकिन हो, उतने वाक्य बनाइये।

I, we, he, she, you, they, eats, gave, goes, come, walk, is, are, an apple, the book, coming, I gave the book. Are you coming? She eats an apple.

f. चित्र और शब्द को देखकर, वाक्य बनाइये। आप इन बच्चों को अपनी पसंद के नाम दे सकते हैं।

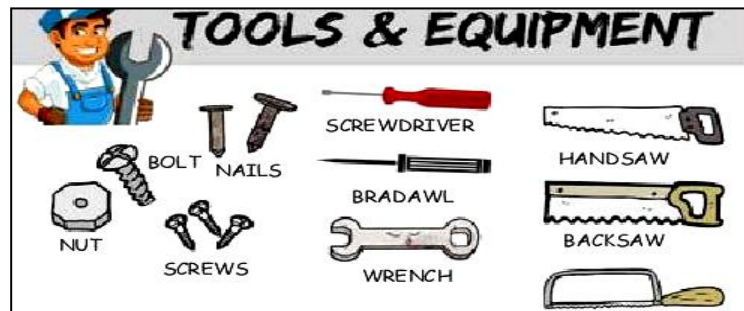


Ravi is talking. _____



l. पूर्व activity में बनाए हुए वाक्यों को अब चेंज tense (भूतकाल) में लिखिए। (is / am/are की जगह was / were लिख दीजिये)

4. चित्र में दिए हुए शब्दों की मदद से वाक्य बनाइये।



Use the words/ phrases given in the box and frame sentences for the picture given.

(next to, above, below, on top, in the middle of, in between)

Begin the sentences with **There is, there are, that is, these are, The**

There is a handsaw above the backsaw. The screws are below the nails.

• निम्न शब्दों की मदद से चित्र में दिए गए औजारों का विवरण कीजिये। उदाहरण देखकर, समझें (blue, green, brown, yellow, red, round, square, rough, sharp, rectangle, small, big, wet, dry, colourful)

The pair of scissors is sharp.

There is a yellow brush. It has a brown handle.





i चित्र को देखें और उसके आधार पर कुछ सवाल बनाएं। उदाहरण पढ़कर, समझें

Is there a white towel next to the paint n?

Make more ques ons.

2 निम्न शब्दों का प्रयोग कर, कुछ वाक्य बनाएं। इन वाक्यों के द्वारा आपको - निवेदन करना है, या निर्देश देना है। एक उदाहरण (निर्देशिका) आपको दिया गया है।

keep, come, close, write, say, walk
Keep those books on the table.

8. शब्दों को सही क्रम में लगाकर, वाक्य की रचना कीजिये

- | | |
|---|-------------------------|
| f. beau ful is flower the. | The flower is beau ful. |
| g. run the dogs fast very. | |
| h. came late she class to. | |
| i. driver the lorry caught was. | |
| j. playing were children the with ball. | |
| f. aircra the taking is off. | |
| g. police searching the were for the thief. | |
| h. the woman speaking the to was Principal. | |
| i. many flying butterflies are garden the in. | |
| j. old man reading was newspaper the. | |



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- लिखित communication के द्वारा हम अपना परिचय भावी कंपनियों को देते हैं
- नौकरी में सफलता के लिए हमें मूल-भूत वाक्य लिखना आना चाहिए
- लिखने की क्षमता को विकसित करने के लिए हमें सामान्य वाक्य लिखने का अभ्यास करना चाहिए



अपने आस-पास की वस्तुओं को देखिये, और अपने मित्रों को सरल वाक्यों में उनका विवरण लिखकर दीजिये।

<https://www.youtube.com/watch?v=jTEATmzxdro>



27. बातचीत करना (Speaking)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- अंग्रेजी बोलने में काम आनेवाले आमशब्दों और वाक्यों का अभ्यास करेंगे
- अपने विचार व्यक्त करने का अभ्यास करेंगे
- अपनी पसंद/ना पसंद को जानकर, उसे व्यक्त करने का अभ्यास करेंगे



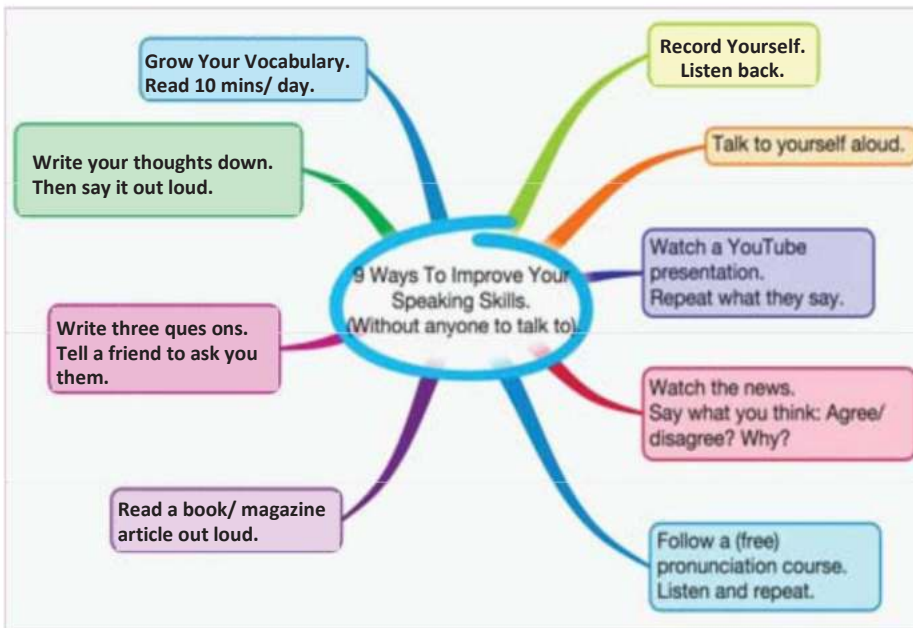
अपने विचार निडरता व सहजता से किसी के भी सामने रख पाना - एक महत्वपूर्ण कौशल है। अंग्रेजी भाषा का सही इस्तेमाल, आपको जीवन में सफल बनाएगा। बोलना ही तो एक माध्यम है - लोगों से मिलने का, सभी के विचार समझने का, और अपनी बातें सभी से कहने का !



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



वार्ता का उद्देश्य अक्सर स्वयं का और अन्य लोगों का परिचय देना, विचारों को साझा करना और विचारों के बारे में पूछना होता है । वार्ता शुरू करने के लिए ही हमें पहले अपना परिचय देना होता है । आप स्वयं का भी परिचय देते हैं, और दूसरों के बारे में भी सीखते हैं । जब कोई आपका परिचय देता है, तब भी आपको उत्तर देना होता है।



- Hello, I'm ... (name)
- I'm from ... (country)
- I'm ... years old.
- There are ... of us in my family.
- I live with my ...
- My birthday is on ...
- I work for (company) ... as a/ an ... (jobs)
- My hobby is ...
- I also like ... when I'm free.
- I am interested in ...
- I (don't) like ...
- My favorite day of the week is ... because ...
- My favorite month is ... because ...
- I'm married/ single/ engaged/ divorced.
- I (don't) have ... children.
- I've got a ... (pets)
- I'm ... (character and personality)
- My best quality is ...
- My best friend's name is ...
- I (don't) have ... friends.
- I study English because ...
- I've been learning English for/ since ...
- I can express myself and communicate in English



Let Me Introduce Myself

- Hello, I'm Nicolas.
- I'm from Spain.
- I'm 30 years old.
- There are 4 of us in my family.
- I live with my wife and children.
- My birthday is on January 1st.



Hi! I'm Nicolas

I'm 30 years old

- I work as an accountant.
- My hobbies are reading books, playing badminton and listening to music.
- I also like walking when I'm free.
- I am interested in football.
- I don't like traveling.
- My favorite drink is coffee.



- I like watching documentary films.
- My favorite band is Backstreet Boys.
- I sometimes go to Malaga, I like it because this is a beautiful place.
- I'm married.
- I have 2 children.
- I've got a puppy.



- I'm calm, hardworking and responsible.
- I have many international friends.
- I study English because It's very important and necessary.
- I've been learning English since I was 7.
- I can express myself and communicate in English.



There are several ways by which you can introduce yourself and others.

Here are expressions to introduce yourself:	Here are expressions to introduce others:
<ul style="list-style-type: none"> • My name is ... • I'm • Nice to meet you, I'm ... • Pleased to meet you, I'm ... • Let me introduce myself, I'm ... • I'd like to introduce myself, I'm ... 	<ul style="list-style-type: none"> • Jack, please meet Nicolas. • Jack, have you met Nicolas? • I'd like you to meet Jack. • I'd like to introduce you to Nicolas. • Jack, this is Nicolas. Nicolas this is Jack.
<ul style="list-style-type: none"> • Useful responses when introducing yourself or other people: • Nice to meet you. • Pleased to meet you. • Happy to meet you. • How do you do? • Hai...Hello 	

Everyone of us have opinions to share with others.

How to Express Your Opinion

What I mean is

If you ask me
To be honest
Honestly, I think
My point of view is that
Well, if you ask me

The main points are

I'd say that
I'd suggest that



It seems to me
As far as I know
I feel that
I would say that
As far as I'm concerned
If I am not mistaken
• believe I
feel
In my opinion In
my view
It seems likely The
way I see it is I agree
with Personally, I
think

Expressing a Personal Opinion;

- *In my opinion,...*
- *I feel that...*

Expressing Personal Doubt

- *I'm not sure if ...*
- *I'm not convinced that...*
- *I doubt that ...*

Expressing Disagreement

- *I'm sorry but I'm of a different opinion.*
- *I don't agree with you about ...*
- *Sorry, I can't accept your opinion that ...*

Expression Support

- *That's very important point.*
- *You are right.*
- *I strongly agree with you.*



- रिक्त स्थान में उपयुक्त उत्तर लिखें

Excuse me what's your name?	
How do you spell your name?	
Where are you from?	
What's your contact number?	
What's your address?	
Would you like to come to canteen?	

2. सही उत्तर को मिलाएं

How do you get to work?	I got struck in the traffic.
How long is the drive?	Normally, I drive.
Do I need to wear a e?	About 40 minutes.
Why are you late?	It's been repaired.
Where's your car?	You're supposed to, but not everyone does.

j नीचे दी गयी बात-चीत को ध्यान से पढ़िए। उन वाक्यांशों को रेखांकित कीजिये, जो किसी विचार को व्यक्त करने का काम कर रहे हैं और अब उन्हें श्रेणियों में बांटिए opinion, agree or disagree.

Fill in the chart with the expressions you have underlined.

Sangeeth	In my opinion, a good school is one that balances between studies and fun.
Sarvesh	I completely agree with you, Sangeeth. Too much focus on studies makes school like a jail, and excessive focus on fun makes it a children's park. So, balance is better.
Sam	I'm sorry to say this, but I totally disagree with you. What is the point of fun in a school? To my mind, the good school is the one where one don't have to study such useless subjects as foreign languages.
Sarvesh	I don't agree with you, Sam. I think foreign languages are very important nowadays.
Sangeeth	You are right Sarvesh. There is no good school that doesn't teach foreign languages today.

10 चार्ट भरें -

Expressing Opinion	Agreeing	Disagreeing



5 निम्न सवालों का उत्तर दीजिये -

	Two things you always do as quickly as possible.	
	Three things you always try to do well.	
	Two things you take very seriously.	
	Two things you always do badly.	
e.	people find hard.	
	Two situations where you always try to be early.	

9 निम्न परिस्थितियों पर अपने मित्र के साथ चर्चा करें-

a.	What is something you hate doing?	
5.	What are you worried about at the moment?	
c.	What do you hope to do next year?	
5.	When was the last time you helped someone to do something?	
6.	What is something your parents don't let you do?	
	When was the last time you promised to do something and then forgot? What was it?	
9.	What are you used to doing now that you weren't used to doing before?	
10.	What jobs do your parents make you do at home?	

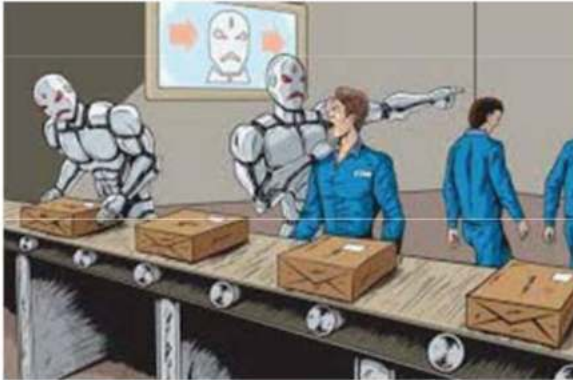
- आपकी क्लास का एक सहपाठी कुछ दिनों से क्लास में नहीं आया। आई है। अपने मित्र के साथ बात कीजिये, और अंदाजा लगाइए कि उनका छुट्टी पर रहने का कारण क्या हो सकता है।



1. चित्रों को देखें और उनकी एक-दूसरे से तुलना करें। ये लोग क्या काम करते हैं? इस काम को करने के लिए उन्हें किस प्रकार के अनुभव और कौशल की आवश्यकता होगी?



9. चित्र को देखें - आपके विचार में क्या यह हमारा भविष्य है? सहमती व असहमति व्यक्त करनेवाले वाक्य लिखें।



I Agree	I Disagree

KWL

KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



लोगों से बात करने के लिए उपयुक्त शब्दावली और वाक्यों का प्रयोग करना आवश्यक है। हमें अपने विचार व पसंद /ना पसंद व्यक्त करने के लिए, मौखिक communication का अभ्यास करना होगा।



निम्न चीजें करने के लिए हमें किस प्रकार के वाक्यों का प्रयोग करना चाहिए ?

- Giving Your Opinion
- Introducing Information
- Giving Examples
- Concluding & Summarizing
- Showing Cause & Effect
- Specific Situations



- e. Raising Points
- f. Clarifying & Restating
- g. Asking for Clarification
- h. Politely Interrupting
- i. Generalizing
- j. Keeping track of the discussion
- k. Agreeing & Disagreeing



28. ध्यान देना (Listening)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे

- सुनने की आवश्यकता और महत्व को समझेंगे
- किसी कार्य को पूरा करने के लिए 'सुनने की क्षमता का प्रयोग करेंगे
- 'सुनने के कौशल का विभिन्न संदर्भों में अभ्यास करेंगे



सुनने की कला हमें किसी भी संदेश को समझने में मदद करती है। सुनने से हम कौन से उद्देश्य पूरे कर पाते हैं? हम जानकारी जुटाते हैं, प्रश्नों के उत्तर पाते हैं, व छात्र, कर्मचारी और नागरिक के रूप में बेहतर प्रदर्शन कर पाते हैं। सुनने की क्षमता के आधार पर ही हमारी भाषा से जुड़ी अन्य क्षमताएं विकसित होती हैं। इसलिए ध्यान से सुनना अत्यंत अनिवार्य है।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



a. Listen to a High School Principal making an announcement to the trainees.

“Children, I have a very special announcement to make. This year, not just one, but four of our trainees will be receiving Government awards for their academic achievements. Krishna Kumar, Harpreet Singh, Sabrina Begum and Sheela Rani Esther have all been chosen for their hard work and scoring of high marks. It is very unusual for one school to have so many trainees receive this award in a single year.”

Now, let's see which of the following are correct statements.

- The school will be adding new classes.
- Four new teachers will be working at the school.
- Four trainees have received an award.
- The school is getting its own newspaper.

Here only one sentence gives information mentioned in the announcement – “Four trainees have received an award”. All other sentences are wrong.

Find which of the following is true?

- Students have been working hard.
- Two girls and two boys have passed in the test.
- Four trainees receive the award in a single year.
- The school is giving a new award.



b. Listening to a conversation and noting down the important points

Jitu: Hi, Leena.

Leena: Hi, Jitu! Did you go to the art room today?

Jitu: No, why?

Leena: Well, Mr. Banerjee, our arts teacher has put up a notice about a big project. They are planning to paint the compound wall with beautiful images. This is to prevent sticking up of posters.

Jitu: That's nice! So, it will be many paintings on the entire compound wall.

Leena: Exactly!

Jitu: But where?

Leena: It's that long wall on the side of the public library. And trainees from our school are going to do the whole thing. We can create a design, and paint it. I want to be part of this team.

Jitu: I too want to. Come let's go meet Mr. Banerjee.

We can note the important points:

5. Girl's name – Leena
6. Boy's name – Jitu
7. Teacher's name – Banerjee
8. Project on painting compound wall
9. To prevent poster sticking
10. On the side of the public library
11. This school trainee creates his/her own design
12. Both want to join.

Let's see which of the following statements is true.

- i. A new art project in the city.
6. An assignment for their art class.
7. An art display inside the public library
8. A painting that the girl saw on the compound.



7. निम्न घोषणा को ध्यान से सुनें और मुख्य सूचना को लिखें -

Remember that a team of painters is coming in tomorrow to paint the walls. There are plastic sheets in my room on the desk. I want you to put them over your desks. Make sure you cover your desks completely so paint does not fall on them. When the painting is completed, the plastic will be removed by the time we return on Monday.

Note down points here:

What does the teacher want the trainees to do?

8. Take everything out of their desks.
9. Cover the painting materials with plastic sheets.
10. Bring paints with them to school on Monday.
11. Cover their desks so that the paint does not fall on them.



- इस बात-चीत को सुनें और नीचे दिए गए प्रश्नों के उत्तर दीजिये -

Leena and Jitu: Good morning, Sir.

Banerjee: Good morning, Leena, Good morning Jitendar.

Jitu: Sir, we saw the notice on the project. We want to join.

Banerjee: Sure, write your names and other details in that red book on my table.

Leena: Yes, Sir.

Banerjee: What would you like to paint?

Jitu: Animals. I will go to the zoo tomorrow and make a rough sketch of what I see. I will show it to you after I complete it.

Leena: I want to paint sunrise. I will watch it from the beach and get a rough painting ready. I will meet you with it.

Note down points here.

Say which of the following is true.

- What did Mr. Banerjee ask them to do?
 - Mr. Banerjee asked them to sign up for the project in the website.
 - Mr. Banerjee told them that they cannot join.
 - Mr. Banerjee asked them to fill in their details in a note book.
 - Mr. Banerjee suggested they go to the beach the next day.
- Where does Jitu want to go in the weekend?
 - to the zoo
 - to an art store
 - to main street
 - to the public library
- What does Leena want to paint?
 - an animal
 - natural scenery
 - sunrise
 - zoo

3. इस सन्देश को सुनिए और उत्तर दीजिए -

In every work, accidents happen. Sometimes they cause injury and even death. These accidents can be avoided. Some rules must be followed. Here are some dos and don'ts to be followed. Let's listen to dos first.

- j. Workers must not adjust equipment while it is in motion.
- k. They must not touch the clamps, chipped tools when the equipment is switched on.
- l. The equipment should be under good maintenance.
- m. Tell the co-workers beforehand if there is any maintenance work that has to be done.
- n. Avoid touching tools, devices and equipment with bare hands.



Say true or false. If false say/ write the correct statement.

- Workers can adjust the equipment when it is in motion.
- They cannot touch the clamps when the equipment is switched on.
- It is not necessary to keep the equipment in good maintenance.
- Start doing maintenance work suddenly without telling anyone.
- Don't touch the equipment with bare hands.
- Workers must check the devices before starting the work.
- Always use gloves to protect palm/fingers or hands.
- Pull up your sleeves up to the elbow.
- Avoid watches, bangles, bracelets in your wrists.
- Wear clothes that are comfortable while working.
- Use and replace the tools from the place it has been taken.
- Be careful while walking in the workshop where loads are suspended.
- Keep all safety materials handy.

3 इस आपातकालीन सूचना को सुनें और निर्देशानुसार उपयुक्त उत्तर चुने -

“Ladies and gentlemen, may I have your attention for a brief announcement. As soon as you hear the alarm please leave your place immediately through the emergency exit.

The emergency exits and assembly areas are located on the right-hand side of the building.

Leave the building quickly and don't block the way.

Please follow the directions of the event staff members.

Do not use the lift to go downstairs.

Wait outside the building until an “All-Clear” is given by event staff members or the Fire Department.”

Thankyou.”

Which of the following statements are true? Correct the false statements.

- The announcement is only for men.
- The announcer asks for their attention for ten minutes.
- They have to leave the building immediately.
- They can block the way.
- They should not use the lift to go downstairs.
- They can wait inside the building.
- They have to wait until they hear 'All-Clear'.
- The 'All-Clear' will be given by the building staff.
- The announcer thanked them.

KWL

KWL चार्ट में दिए गए 'मैंने क्या सीखा प्रश्न का उत्तर लिखें।



- सुनने का अर्थ - सुनना, समझना और जवाब देना - तीनों ही होता हैं।
- घोषणा या सूचना को सुनते समय, हम मुख्य बातें नोट कर सकते हैं।
- निर्देश को सुनने के बाद, हमें निर्देश का सही पालन करना होता है।



रेडियो और टी.वी पर खबरें सुनें - दोनों में क्या अंतर है?

29. कौशल का उत्पादक उपयोग (Productive Use of Skills)



इस पाठ के अंत में हम निम्न उद्देश्य पूरे करेंगे:

- निर्देश सुनकर, कार्य करने का अभ्यास
- लिखित, प्रदर्शित व मौखिक सूचना के आधार पर कार्य करने का अभ्यास
- उचित सन्दर्भ में उपयुक्त लिखित communication का अभ्यास



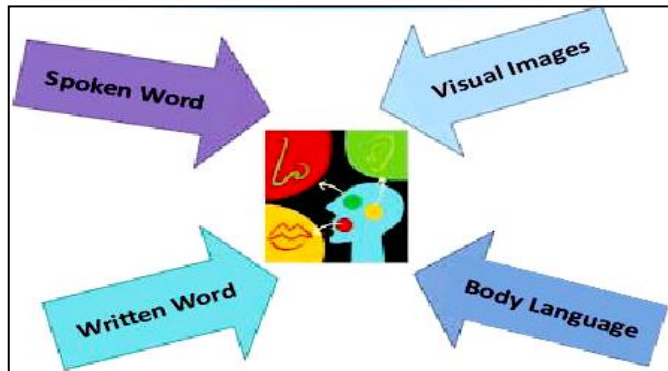
अंग्रेजी में बात रख पाना, व अन्य लोगों की बात समझ पाना एक बहुत महत्वपूर्ण कौशल है। निर्देशों और सूचनाओं को पढ़ने से हमारा शब्द कोश बढ़ता है। जैसे-जैसे हमारी अंग्रेजी सुनने और पढ़ने की क्षमता में सुधार होता है, हमारा अंग्रेजी बोलना और लिखना भी बेहतर होने लगता है। यदि आप अंग्रेजी बोलने और लिखने में कुशल हो जाते हैं, तो मान लीजिये की आपने भाषा सीखली है।



मैं क्या जानता/जानती हूँ ?

मैं क्या जानना चाहता/चाहती हूँ ?

आज मैंने क्या सीखा ?



11. आपके अध्यापक निम्न चीजों को पढ़ेंगे। आपको इन्हें चल-पद slip के चित्र में ढूढना है।

- Identify the name of the branch.
- Who is the cheque to be given in favour of?
- What is the value of the cheque in rupees?
- How much is the exchange amount?
- Men on the name of the bank.
- When has the applica on been made?



जमापत्ती PAY-IN-SLIP		भारतीय स्टेट बैंक STATE BANK OF INDIA Lalpur शाखा / Branch	नकद / अंतरण CASH / TRANSFER
		दिनांक / Date : 30/09/2016	
		ड्राफ्ट / बैंकर चेक के लिए आवेदन Application for Draft / Banker's Cheque	दिनांक / Date : 30/09/2016
कृपया ड्राफ्ट / बैंकर चेक जारी करें / PLEASE ISSUE: DRAFT / BANKER'S CHEQUE नोट / NOTE: कृपया नकदी / चेक के विवरण दूसरी ओर लिखें / Please Furnish Details of CASH / CHEQUES deoposited overleaf			
पानेवाले का नाम (स्पष्ट अक्षरों में) / IN FAVOUR OF (IN BLOCK LETTER)		IGNOU	ड्राफ्ट / बैंकर्स चेक / DRAFT / BANKERS' CHEQUE FOR
रुपए (शब्दों में) / RUPEES (IN WORDS)		Four Thousand twenty five only	रु./Rs. पै./P.
अदाकर्ता शाखा / PAYABLE AT BRANCH	कोड नम्बर / CODE NUMBER		एक्सचेंज / EXCHANGE
Ranchi			2500
पैन नम्बर / PAN NUMBER			योग / TOTAL
			402500
आवेदक का नाम एवं पता / NAME & Address of the Applicant			

- आपके अध्यापक निम्न चीजों को पढ़ेंगे। आपको इन्हें cheque/dd के चित्र में ढूढना है।

The cheque /DD No. is _____

The cheque/DD is drawn on _____

The name of the depositor is _____

The name of the bank in which it is drawn is _____

The branch name is _____

The date in the challan is _____

The challan number is _____

<u>Payment Details</u>	
Cheque / DD No	: 239658
Cheque / DD Date	: 30-Apr-2013
Depositor Name	: Mr. Ramesh Sharma
Bank & Branch Code	: HDFC Bank, JP Nagar
BSR Code	: 510137
Challan Date	: 30-Apr-2013
Challan Number	: 126985
(Note : All the Above Details Will Be Used in Challan, Forms & Returns)	



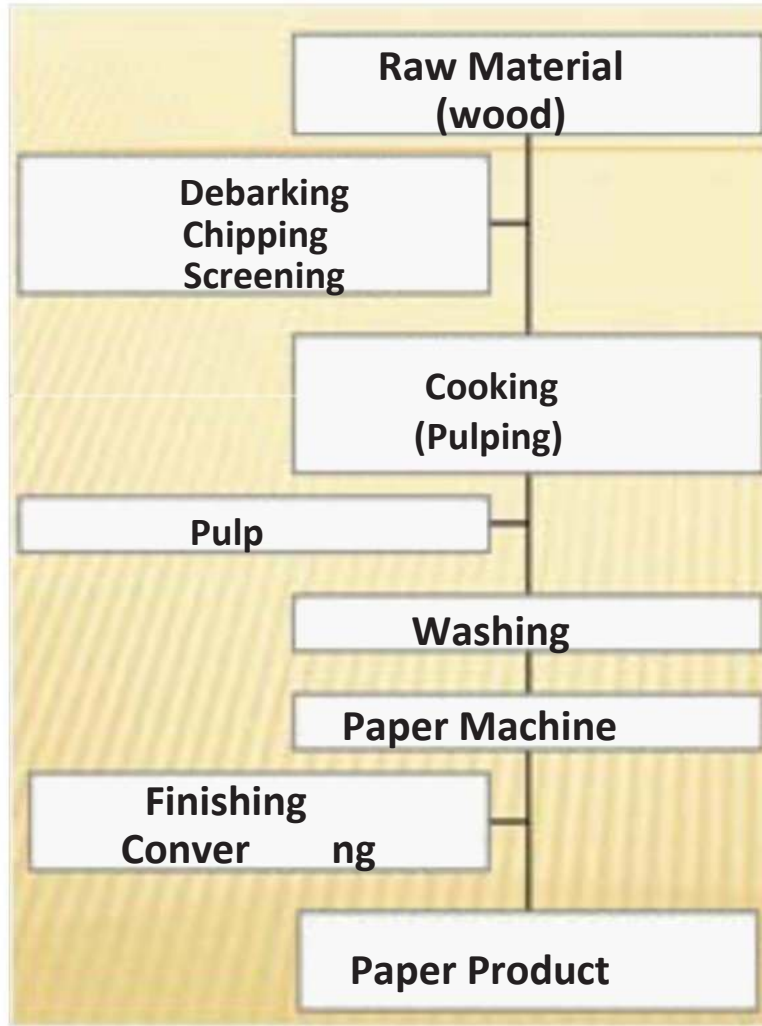
- चित्र में दी गयी सूचना के आधार पर, प्रश्नों के उत्तर दीजिये -

What is the raw material used to make paper? _____

What is the process of cooking of the chipped wood called? _____

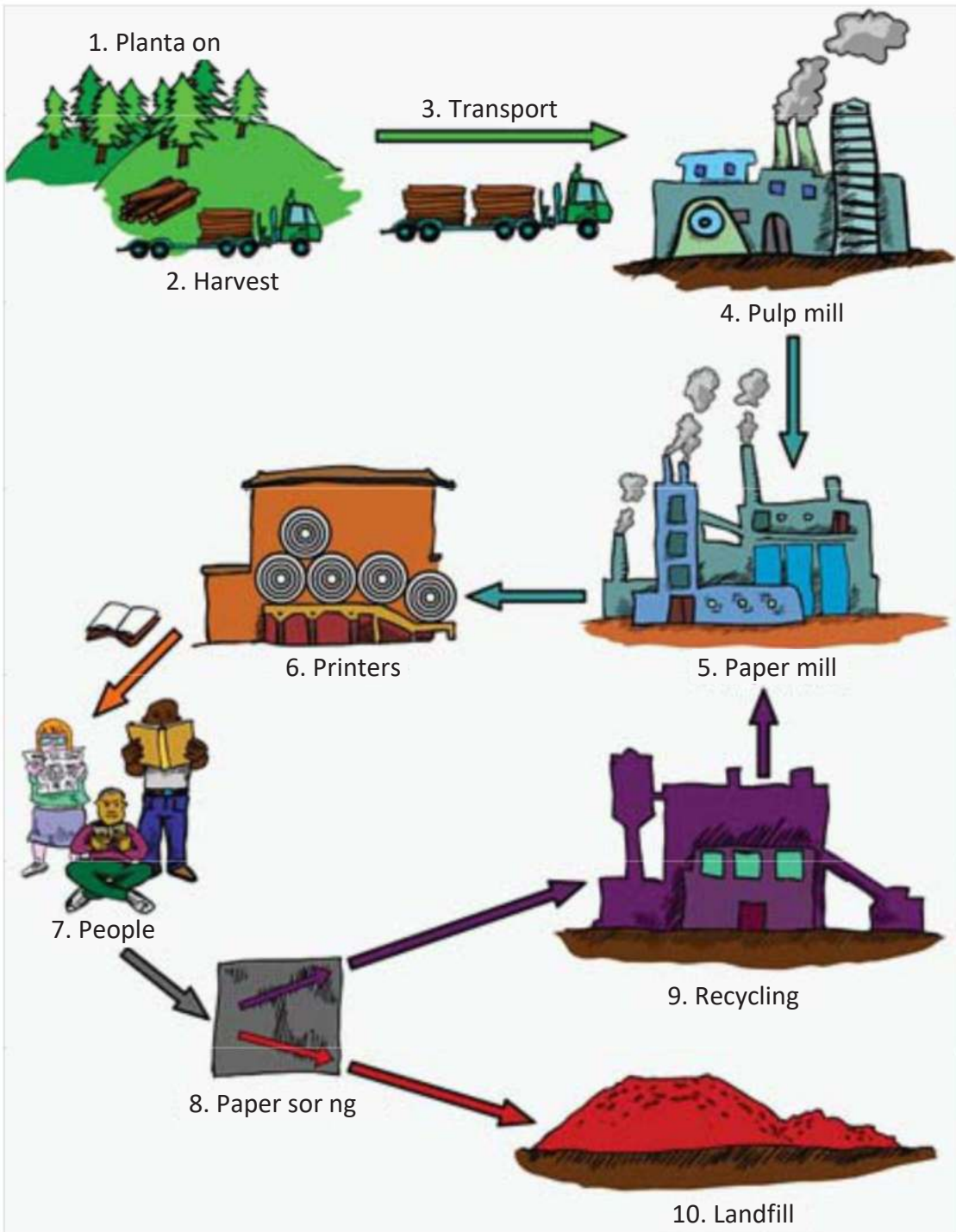
Wood is debarked, cut into chips, screened and made into _____ before it is put into the paper machine.

The paper machine helps to convert _____ into _____.

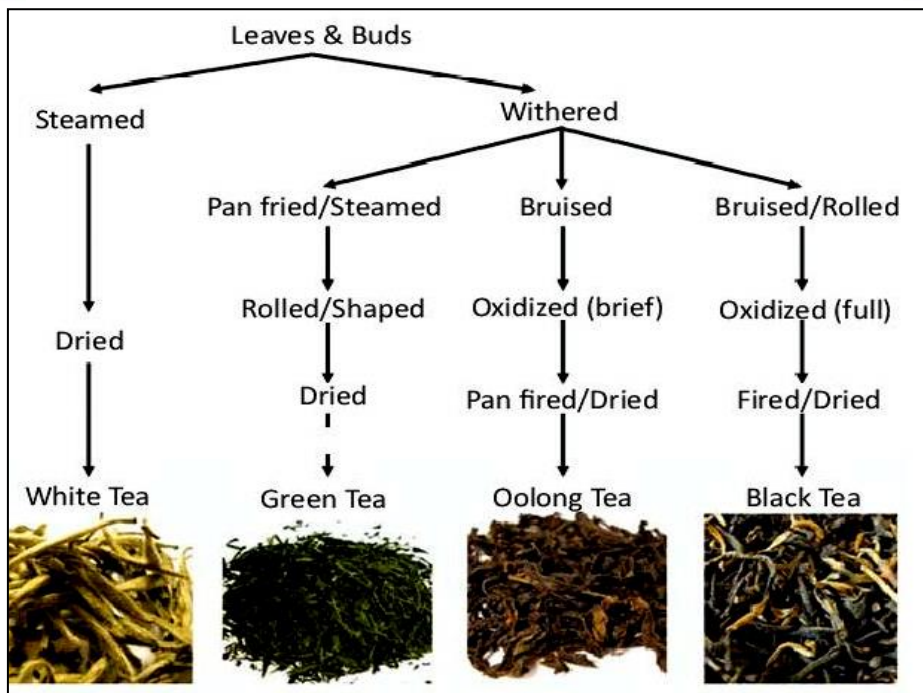


- h चित्र में दी गयी सूचना के आधार पर, पेपर बनाने की प्रक्रिया का वर्णन करें। आपको वाक्यों के कुछ ढाँचे दिए गए (collect, carry, convert, take, sort, send, put)

- First, wood from the _____
 - It is then _____
 - It goes to the paper mill after _____
 - It is converted into _____
 - It is taken to _____
 - Paper is sorted for _____
12. _____
13. _____

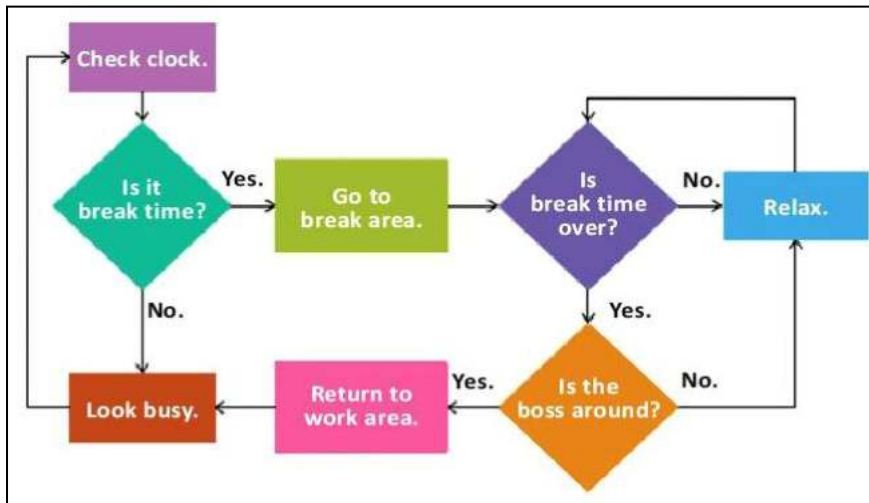


- नीचे दिए गए दोनों चित्रों को गौर से देखिये। इन चित्रों के आधार पर, चाय की पत्ती बनाने की प्रक्रिया का विस्तृत वर्णन कीजिये।





e. इस चित्र में कर्मचारियों के कॉफी ब्रेक के दौरान देखे जानेवाले व्यवहार का वर्णन किया गया है। अपने मित्र के साथ, इस व्यवहार के बारे में चर्चा करें।



I think it is not correct to _____

We need to be _____

It is ok to relax _____

The company's productivity will _____

What if I relax for a few minutes when _____

Personal values _____

As an employee, I need to _____

9. इस चित्र में कर्मचारियों के कॉफी ब्रेक के दौरान देखे जानेवाले व्यवहार का वर्णन किया गया है। अपने मित्र के साथ, इस व्यवहार के बारे में चर्चा करें।





4. आप ABC मैनुफैक्चरिंग कंपनी में सुपरवाइजर हैं। अपना परिचय, XYZ डिस्ट्रीब्यूटर के मार्केटिंग मैनेजर रमेश को दीजिये। आपको उन्हें अपनी कंपनी के प्रोडक्ट की जानकारी भी देनी है, और अपने बारे में भी कुछ बताना है (नाम, अनुभव, आदि) ।



KWL चार्ट में दिए गए 'मैंने क्या सीखा' प्रश्न का उत्तर लिखें।



- किसी भी दिए गए कार्य को पूरा करने के लिए निर्देशों को ध्यान से सुनें व पढ़ें।
- विभिन्न सन्दर्भों में बात करने के लिए, उपयुक्त शब्दावली का अभ्यास करें।
- रोजाना के जीवन में अंग्रेजी के बहुत से उपयोग होते हैं - बैंकिंग, इत्यादि इनमें से एक है।





30. खुद को परखें (Recall)

- Rahul enjoys _____ with his pet dog.
a. playing b. writing c. reading d. washing
- The company _____ goods to Vietnam.
a. buys b. exports c. falls d. goes
- She said that she was _____ in the proposal.
a. forgot b. interested c. writing d. gave
- I was quite _____ with his performance.
a. differed b. given c. wrote d. impressed
- Please do not _____ on the grass.
a. step b. feel c. cut d. see
- Father cooks _____ pasta every evening.
a. delicious b. painful c. wondering d. hardly
- My brother _____ to be an astronaut.
a. sees b. looks c. wants d. speaks
- Maintaining tools in good condition is _____.
a. unnecessary b. essential c. equal d. formal
- Shouting at the top of his _____, the man demanded admission.
a. voice b. mouth c. breath d. nose
- Where have you been all these _____?
a. while b. during c. days d. always

Listen to / Read the following passage on cars and answer the questions below.

Karl Benz invented the modern car in 1888 in Germany. Emile Roger worked for Benz in France. He made cars in France. By 1900, many people were building cars in France and in the U.S. The first company to build only cars was Panhard et Levassor in France. Panhard started in 1889. The Peugeot car company started in 1891 in France. In the US, Frank and Charles Duryea started the Duryea Motor Wagon Company in 1893. It was the first US car company. By 1902, Ransom E. Olds started the Olds Motor Vehicle Company. A year later, Henry Ford started the Ford Motor company. It produced the Cadillac. All these early modern cars burned gasoline or diesel fuel. Ford opened factories in France and Britain in 1911. Then, they opened a factory in Denmark in 1923. Later, they opened a factory in Germany in 1925. Ford was one of the first manufacturers to use an assembly line. With an assembly line, factory workers could produce cars faster and safer than other production systems. Most modern cars still burn gasoline or diesel fuel. These cars cause air pollution. They get the air dirty. Now many people are looking for cleaner cars. And, many car companies are looking for cleaner fuels.

- Which company first built only cars?
a. Benz b. Ford c. Duryea d. Panhard
- When did the Peugeot car company start?
a. 1888 b. 1889 c. 1890 d. 1891
- What was the first U.S. car company?
a. Ford b. Olds c. Duryea d. Cadillac
- The Ford Motor Company opened a...
a. factory in Denmark in 1911 b. factory in Germany in 1925
c. factory in Britain in 1929 d. factory in France in 1931



5. Whose idea was the assembly line?
a. Charles Duryea's b. Emile Roger's c. Henry Ford's d. Karl Benz's
6. In which year did Ransom E. Olds start the Olds Motor Vehicle Company?
a. 1903 b. 1901 c. 1902 d. 1904
7. Produced means...
a. bought b. named c. made d. sold
8. Fuel is ...
a. a car produc on system b. what makes cars go c. the price of a car d. None of the above
9. Pollu on in the air is
a. dirty air b clean air c. a kind of fuel d. a system of produc on
10. Most modern cars s ll use diesel and petrol.
True False

A. Answer Key for English Literacy

Answers for activities in the lessons are given here. Some activities do not have a right or wrong answer and are more to do with the trainees' ability to use language fluently and confidently. Hence, answers for such activities are not given in this section. It is left to the discretion of the instructor to facilitate fluency and assess the trainee based on the confident responses given.

1. I Can & I Will

2. Spoken- b,c,f,g,i,k,l,o, Written- d,e,h,j,m,n

2. Word Building

- b. nut c. needle d. tester e. plumber f. electrician g. mason h. carpenter i. tailor j. beautician
k. firefighter l. nurse
- b. library c. Central avenue d. Second street e. Drugstore f. Store / bank / police station & main street g. Restaurant / movie theater & central avenue h. Bank/police station & Main street
i. School & train station j. Hospital / Church
- exinguish, climb, clean, pull, cut, push
ng, welding, plumbing,
- connect ng, install
- a. blue/ small b. round/brown/smooth c. many/shiny d. many/rough
- Open, dirty, pretty, interested (no wrong answer as far as they describe the image)
- a. he b. you c. it d. she e. we f. it g. she h. you
- They, They, it, He, it, his, She
- Naming word, Action word, pronoun, Describing word
- Naming word – container, nitrogen, energy, liquids, vapour
Action word – fill, dropped, develop, heating, drew
Pronoun – it, we, us, he, they
Describing word – cylindrical, dry, pungent, light, so

3. Naming Words

2. Answers given are only indicative. It can include a lot more.

Place	Names of things				
Home	fan	tubelight	refrigerator	table	cupboard
Classroom	benches	blackboard	duster	Chalk piece	door
Library	Books	shelves	Chair	newspaper	notebook
Bus stand	Timekeeper room	bus	shops	luggage	restrooms
Grocery	Frozen food	pulses	Dry fruits	cereals	biscuits
Mobile shop	Mobile phones	SIM cards	Chargers	Headphones	Memory Cards
Cinema theatre	Screen	Speakers	Air Conditioning	Popcorn	Projector

3. Answers given are only indicative. It can include a lot more.

Letters	Names	Places	Things	Animals	Birds
H	Hyder Ali	Hyderabad	Hammer	Hyena	Humming bird
M	Modi	Mumbai	Mango	Monkey	Macaw
S	Steve	Srinagar	Screwdriver	Snake	Stork
P	Peter	Punjab	Puncher	Panther	Parrot

R	Rahul	Rajasthan	Ring	Rabbit	Raven
K	Karan	Kolkata	Kite	Kangaroo	Kingfisher
L	Lokesh	Ludhiana	Lock	Lion	Lovebird
B	Bruce	Bengaluru	Bolt	Bull	Brown Pelican
W	Wade	Wayanad	Wrench	Walrus	Woodpecker
C	Clint	Chennai	Cracker	Cat	Cuckoo
E	Emily	Ernakulam	Ember	eel	eagle

5.

criekeocor	rice cooker	utctre	cuyyer
fecofetreilf	coffee filter	eplere	peeler
ximie	mixie	lceris	slicer
crmioveva	microwave	rngidre	grinder
frgreietroar	refrigerator	ndutonicitvoes	induc on stove
ednbelr	blender	taewruprifeir	water purifier
uiejcr	juicer	msteare	steamer
rokamer	roti maker	leec rcetlkte	electric kettle

6. a. cutting plier b. screw driver c. spanner d. tester e. torch

7. b. unit of weight / to beat c. a band on a finger / something circular in shape d. correct / direction opposite of left e. a genre of music / a stone f. to have gone up / a flower g. a season / coiled metal h. flat piece of wood / to get into a vehicle, plane or ship i. gentle / offer of money j. to grow red / a part of a wheel k. in good health / a source for water in the ground

8. b. bat – a small mammal / a wooden equipment used to play cricket

b. bright – smart / presence of light

c. circular – in the shape of a circle / a notice

d. current – in the present moment / electricity

e. express – to say or show one's feeling / fast

f. fair – lighter in complexion / honest

g. kind – type of / being considerate and helpful

h. lie – not true / stay flat on ground

i. match – suit something / a game

j. mean – being unkind / average

9. umbrella, children, raincoats, bags, water, cat, postbox, car, book, cap, tree, leaves, drain, boots, windows, door, road, pavement, puddles

4. Naming Words - Singular and Plural

5.

N	E	N	K	W	T	M	F	M	T	N	C
N	O	U	E	E	Y	A	Q	N	S	O	D
O	G	I	N	T	C	X	E	D	P	I	E
W	V	G	T	T	S	M	P	X	M	S	V
G	A	E	O	U	P	A	G	K	A	N	I
M	D	R	R	I	A	Y	F	I	L	E	C
V	Y	X	U	A	S	C	Y	Q	C	P	E
R	Y	Q	B	Z	L	A	E	G	I	S	S
W	E	R	O	L	L	L	L	R	T	U	R
T	I	U	C	R	I	C	S	P	P	S	B
U	G	X	K	B	L	N	C	P	K	D	Y
C	O	M	P	O	N	E	N	T	J	R	I

6. singular, plural

7. clutches, bananas, classes, machines, teams, brushes, roses, apparatuses

5. Action Words

1. weld, repair, plant, dance, service, s tch, teach, sow, flow, drive, fly, build, jog, fall, burn, li , calculate, play, install, skate

H	L	J	W	C	F	G	H	W	I	A	U	I	T	R
K	U	B	L	I	O	L	K	F	H	F	M	I	L	B
O	A	E	X	U	N	N	E	R	W	U	E	U	I	I
D	R	I	L	L	G	L	N	V	O	S	A	J	T	D
P	O	S	I	T	I	O	N	E	E	W	S	C	U	T
S	A	K	H	N	P	C	G	E	C	L	U	E	N	L
E	I	B	A	G	O	T	P	L	J	T	R	A	E	C
W	X	E	M	R	N	I	O	J	Q	O	E	F	D	A
F	L	W	R	U	S	E	T	A	B	N	I	W	S	T
C	I	E	P	A	L	V	C	L	Y	L	K	Z	L	J
D	C	T	S	K	J	P	E	X	E	O	Q	Q	I	F
T	R	K	E	A	B	K	R	O	Y	Z	P	G	D	P
L	J	U	Q	S	V	R	E	D	R	L	N	A	E	F
E	C	R	E	I	P	R	M	E	T	I	E	L	E	Q
P	J	C	A	K	O	B	T	K	A	J	F	M	X	S

2.

3. a. operates b. gave c. is d. has e. appreciated f. delivered g. drove h. barked
i. found j. is k. is l. worked

4. fix, connect, s tch, remove, repair, paint, hit, cut, smoothen, sharpen, walk, build, install, fasten, mix (Answers given are only indica ve. It can include a lot more.)

5. a. is b. help c. is d. assists e. do f. looks g. are h. are i. has j. is

6. a. repair b. install c. are d. work e. is f. cuts g. apply h. recruits i. erects j. is k. are
l. is m. blows n. grows o. complained

7. a. asked b. repaired c. fixed d. follow e. are f. is g. wear h. are i. ensure j. try

8. comes, looks, likes, asks, tells, asks, shows, are, are, requests, asks, informs, is, gives, asks, gives.

6. Action Words – Tenses

- loaded, came, fixed, soldered, kept, hunted, cut
1. inspect 2. spoke 3. connected 4. shut 5. hit 6. supplied 7. insulated 8. apply 9. gave 10. Made
- a. I am installing Windows 10 in my Laptop. b. Jothi is installing an app in her mobile.
c. They are installing a virus in all the computers. d. I was installing new software in my laptop yesterday.
e. They were installing Firefox in the office systems.
4. He is turning the old bulb in the a clockwise direction.
He is removing the bulb from the socket.
He is pushing the new bulb gently into the socket.
He is turning the bulb in the clockwise direction.
He is switching the power on.
He is disposing the old bulb.
5. He was turning the old bulb in the an clockwise direction.
He was removing the bulb from the socket.
He was pushing the new bulb gently into the socket.
He was turning the bulb in the clockwise direction.
He was switching the power on.
He was disposing the old bulb.

8. Describing Words

- a. reflective jacket b. wet floor c. sharp tools d. safety signs e. electrical shock
- a. He put the small plug in the socket. b. He is tightening the screw with a small screwdriver.
c. The round rings are on the pink cloth. d. The plumber has fixed the blue pumps.
e. Wires of many colours are seen in the picture. f. The young man was walking on the broken pavement.
3. The man in the picture is wearing a yellow reflective jacket.
He is wearing green shoes.
His hands are protected with green gloves.
His head is protected from injury with a hard hat. He is wearing a yellow reflective jacket.
His safety shoes are red in colour.
His ears are protected with the help of ear protection equipment.
His hands are protected with gloves.
He is wearing nose mask for nose protection. He
eyes are protected by the goggles he wears. The
hard hat protects his head from injury.
6. bright x dark cold x hot correct x incorrect right x wrong clean x dirty slow x fast wet x dry
before x after hard x soft healthy x sick loud x quiet curly x straight new x old young x old
open x shut smooth x prickly sweet x sour.

9. Describing Objects, Surroundings and Processes

- is made, used
 - three, square, round, used, third, for, used, made.
- Fill in the columns with the details of the given objects. (Answers given are only indicative. It can include a lot more.)

Object	Shape	Size	Colour	Material	Use
Doughnut	round	small	brown	maida	snack
TV	rectangle	various	black screen	silicon	watch programs
Mud pot	round	both big or small	brown	clay	store water, cook
Bed	rectangle	big	brown	wood or metal	sleeping
Water bottle	cylindrical	small	various	plastic metal	carry water
Tool box	cuboid	small	different colours	plastic, metal fibre	store tools
Speed square	triangle	small	no colour	plastic	draw lines
water heater	cylindrical	big	different colours	ceramic	heat water
Hammer	cylindrical	small	metallic	iron and wood	hit nails
Washing machine	cuboid	big	metallic	plastic, metal	wash clothes
Microwave oven	cuboid	big	white/black	metal, glass	cook
Induction stove	square	medium	black	metal, glass	cook
Needle	cylindrical	small	metallic	metal	sew
bobbin	cylindrical	small	metallic	metal	wind thread

- Trainees can frame suitable sentences using the above words and other linking words.
- an electrician/service mechanic, airport/warehouse, consists, many, airport, there are, bank, There, is, warehouse, near
- Trainees can complete the sentences with suitable items using the picture.
- Trainees can frame suitable sentences using the given picture clues and other linking words.
- female moth, eggs, larva, Next the caterpillars come out, mulberry, the caterpillars, cocoon, the caterpillar, pupa, finally.
- First, take a blending jar or a juice jar. Then, put the apple slices into the jar. Next, add some ice cubes and sugar. After that, pour boiled chilled milk into it. Finally, close the lid and blend it well for 2-3 minutes. Now, pour it into serving glasses.

10. Pronouns

- I know her.
I know him.
Vimal sold it.
It is on her face.
Kishore has it.

Treat others the way you want to be treated. They are all one family.
They / We work together happily.
They had a teacher. He was Mr. Karim.

2. a. This is a spanner. b. These are spanners. c. This is a screwdriver. d. These are screwdrivers.
3. I know Ramesh. Ramesh knows me. We know Ramesh. Ramesh knows us. You know Ramesh. Ramesh knows you. He knows Ramesh. Ramesh knows him. She knows Ramesh. Ramesh knows her. They know Ramesh. Ramesh knows them.
4. a. Yes, it is his. b. They are theirs. c. No, it isn't theirs. d. They are ours. e. Yes, it is his.
5. b. his. c. mine. d. my e. mine f. mine g. theirs h. yours. i. his
6. they, They, They, They, It, them, She, She, She, She, It, She, She her, her

11. Introduction to Punctuation

1. capital letter, period/fullstop, question mark, comma
2. b, c, d, i, j
3. Do you know what happened in the meeting yesterday? All the workers were called for a meeting. The chief engineer Ramesh convened the meeting. He spoke about the safety measures that have to be taken in the factory. The employees gave their suggestions to improve safety in the company. The chief engineer stated the problems, analysed them, heard employees' suggestions and gave recommendations. He also distributed goggles, masks, gloves and shoes to the workers. Will you come for the next meeting? It is on August 29, 2019.
4. a-. b-. c-. d-? e-? f-. g-? h-? i-? j-.
5. a-? b-. c-. d-? e-. f-? g-? h-? i-. j-?
6. a-. b-? c-. d-? e-? f-. g-? h-? i-. j-.
7. a. I bought apples, mangoes, and grapes from the shop.
b. The box is full of nuts, bolts, screws and nails.
c. She has pens, papers, manuals and a few tools.
d. The job got over on June 16, 2019.
e. Welders, plumbers, fitters and engineers were called for a meeting.
f. The company will work on 6th, 7th, 11th and 12th of this month.
g. The exam is on December 7, 2019.
i. There are ten days left for the conference.
j. Keep away from acids, gas, cylinders and fire.
k. They are offering training on embroidery skills.
8. a. When is it safe to remove or replace fuse?
b. What is the use of a micrometer?
c. What will happen when kerosene comes into contact with fire?
d. The company has opened its branch offices in Mumbai, Kolkata, Bangalore and Shimla.
e. Remove fuse grips while working on dead circuits.
f. Turn an adjustable wrench toward the movable jaw.
g. Don't you have shoes to wear in the workshop?
h. The training was conducted on February 24, 2019 in Delhi.
i. The chest has cutting pliers, screwdrivers, drilling machine, hammer and nails in it.

12. Kinds of Sentences-Introduction

- 3. b. Impera ve c. Interroga ve d. Interroga ve e. Exclamatory
- 4. a. wrong, Imperative b. wrong, Interroga ve c. correct d. wrong, Declara ve e. wrong, Impera ve
- 5. a. Impera ve b. Interroga ve c. Declara ve d. Declara ve e. Impera ve f. Interroga ve g. Declara ve
h. Impera ve i. Exclamatory j. Interroga ve
- 6. a. Use only correct capacity fuses in the circuit.
b. We don't know how to manage our machines.
c. What kind of a machine is this?
d. Is it important to know how to switch off a circuit?
e. Make sure all plugs are correctly wired.
- 7. a. Where b. How c. What d. Why e. Which

13. Practce in Framing Sentences

- 1 a. I speak English.
b. We received the parcel.
c. Welder uses welding gun.
d. love homemade food.
e. I finished the work.
- 2 a. Peter worked in BHEL as supervisor.
b. We wish you happy new year.
c. The Principal gave the medal.
d. They want money immediatly.
e. I met Sam at the theatre yesterday.

Naming word	Ac on Word (Verb)	addi onal informa on	
Peter		in BHEL	as supervisor
We		you	a happy new year
They		money immediatly	
I Sam		at the theatre	yesterday




- 3 Call him.
Try it.
Be quiet.
Watch out.
Standup straight.
Don't move.
Be careful, don't trip.
Somebody answers the phone.
Don't drive after drinking.
Cut the onions into small pieces.
- 4 Trainees can frame as many sentences as possible.
- 5 Trainees can frame as many sentences as possible.

15. Greetings and Self-Introduction

1.

Expressions	Formal / informal	Used to greet ...	Response
Hi, how are you?	Informal	Friends	Hi, am good.
Good morning.	Formal	Boss, elders, teachers	Good morning
Hello!	Informal	Friends	Hi/hello
How have you been?	Informal	Friends	good
How are things?	Formal	Colleagues	good
How do you do?	Formal / Informal	Friends / Colleagues	good

2.

		
Hi, how's life?		<input checked="" type="checkbox"/>
How are you?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Good evening, Jerry.	<input checked="" type="checkbox"/>	
Hey, come and join us.		<input checked="" type="checkbox"/>
I am Sa sh from Ranchi.	<input checked="" type="checkbox"/>	
Hello, this is Janaki from Nagpur.	<input checked="" type="checkbox"/>	
Hey, it's long me since we met.		<input checked="" type="checkbox"/>
My name is Ranjith.	<input checked="" type="checkbox"/>	

16. Asking and Responding to Questions

1. b. Q c. R d. Q e. Q f. R g. Q h. Q i. R j. R k. R

2.

Responses	✓ / X
Yes, he is.	<input checked="" type="checkbox"/>
No, we are not.	<input type="checkbox"/>
Not possible.	<input type="checkbox"/>
She hasn't come.	<input type="checkbox"/>
I won't.	<input type="checkbox"/>
You can.	<input checked="" type="checkbox"/>
I don't know.	<input type="checkbox"/>
Yes, I am.	<input checked="" type="checkbox"/>
No, he is not a fi er.	<input type="checkbox"/>
Never.	<input type="checkbox"/>
Good!	<input checked="" type="checkbox"/>
None.	<input type="checkbox"/>
Of course.	<input checked="" type="checkbox"/>
Sure.	<input checked="" type="checkbox"/>
She hasn't.	<input type="checkbox"/>

4.

Are you safe?	Yes, I am.
Are you an engineer?	Yes, I am./No, I am not.
Can you check the fuse?	No, I can't. /Yes, I can.
Do you know how to use a Vernier Caliper?	No, I don't. /Yes, I know.
Can you measure the height of an object?	Yes, I can. /No, I can't.
Does your friend know swimming?	No, he doesn't. Yes, he knows.
Did you read the newspaper?	No, he didn't. Yes, he read.
Can you ride bikes?	Yes, I can. /No, I can't.
Did you pay the examination fee?	Yes, I paid. /No, I didn't.
Will you attend the training in your institute?	Yes, I will. /No, I won't.
Have you finished?	Yes, I have. /No, I haven't.

5. b. Who is the plumber?

c. When is the training?

d. Where is the training?

e. How many spanners do you need?

f. What do you want?

g. Why do you want the cutting plier now?

6. A. a. By Walk. b. Blue. c. Excellent! d. Bus broken down. e. In 2021. f. It's on the first floor. B. a. He is a firefighter. b. It wasn't. c. No, never. d. None. e. Not sure. f. Mumbai.

7 A: Hi! How are you?

B: I'm fine. How about you?

A: Is it raining?

B: Yes, it is.

A: Then, take the umbrella.

A: Do you want to read the manual?

B: Yes, I want to.

A: Can you fix the pipe?

B: Yes, I can.

A: Where is your ITI?

B: My ITI is near the park.

A: When does your class start?

B: It starts at 09:00 a.m.

A: Do you have the lunch break?

B: Yes, it is from 01:00 p.m. to 02:00 p.m.

17. Sharing Information with Others

All answers are open and fluency and use of appropriate words may be noted by the instructors.

19. Formal and Informal Communication

1. a. iii b. iii c. ii d. iii e. ii, iii

2. Formal – Thank you, sir! With reference to your mail ...; I wish to bring to your kind notice ...; You are requested to complete the given assignment by Monday.; I look forward to ...; Let me congratulate you on ...

Informal – What's up? Listen, I wanted to tell you something.; No Problem.; Guess what?

20. Speak and Share Information about the Workplace

1. b. Desktop publisher-DTP center c. Plumber-Buildings/Plumbing unit d. Fire-Machine Workshop
e. Customer representative-front office

2. Cut or drill holes in walls or floors to accommodate the passage of pipes. And also measure, cut, thread and assemble new pipe, placing the assembled pipe in hangers or other supports.

difficult

A customer representative

Definitely

A customer representative has to interact with customers in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.

Is it that difficult?

people with different cultural backgrounds.

different

various

2,3,4,5,6,7,8,9 – Trainees can frame appropriate sentences and speak or write as directed in the activity.

2.

A	B
What do you see in the first picture?	I think in the first picture, friends walk off because they are unhappy or have disagreed on something.
Don't you think it's a negative attitude?	Definitely! We should avoid such behaviours in discussions.
What do you see in the second picture?	The second one is positive. The lady listens carefully to the speaker.
How do you say that she's listening?	She maintains a good eye contact. It is an essential skill required in discussions.
Correct, but if you don't listen...?	You may lose the track of discussion. You will not be able to speak sensibly.
Exactly! What about the next picture?	The third one looks like an argument. Their body language seems to be aggressive.
Won't impolite behaviour affect discussions?	Yes, it will. They should sort out their differences to have a healthy discussion.

21. Discussions on Current Happenings

3. The details about MUDRA loan are given for reference.

4. Trainees can frame appropriate sentences and speak and write as directed in the activity. Details given in the tabular column on hydraulics and pneumatics may be used.

5. Trainees can frame appropriate sentences and role play as directed in the activity.

6. Using the information given in the activity, trainees can engage in discussion.

7. Using the information given in the activity, trainees can engage in discussion.

8. Using the information given in the activity, trainees can engage in discussion.

22. Telephone Skills

1. telephone, caller, receiver, telephone
2. dial, disconnect, on hold, engaged
- 3.

Sl. No.	Greeting	Identifying Self	Purpose of Call
a.	Hello!	My name is Ramesh.	I would like to speak to Anju, please.
b.	Good afternoon!	This is Shanthi.	May I speak to Ar?
c.	Hi!	I'm Ajith.	Is Anu at home?
d.	Hello!	My name is Rajesh and I'm calling from HSBC.	I would like to speak to Mr. Chetan from the marketing division.
e.	Good morning!	I am calling from Harsha Trading Company.	Could you connect me to your accountant?
f.	Good evening!	Rakesh Sharma here.	I would like to speak to Ms. Rekha.

4. Good Morning, Sir.
I'm X calling from Room 34.
I'm calling to report about the leaking tap in my room.
Can you please come and fix it immediately because water is being wasted? Thank you, Sir.
See you soon.
5. Good afternoon, Sir.
I'm X calling from the ITI Workshop.
There's no power in our building here for the past 30 minutes.
Can you please check the problem because all the other buildings here have power? Thank you, Sir.
See you soon.
6. Hello, Sir.
I'm X calling from AB Construction at Guindy site.
I'm calling to request you to erect scaffolds for working at heights here. Can you please come and install the scaffolds by tomorrow?
Thank you, Sir.
See you soon.
7. Hello, Sir.
I'm X calling from AB Garment unit. Is this Quick Cargos? Is ready?
Can you please transport them to the client by this evening? Thank you, Sir.
See you soon.
8. The statements 4,7,8,9,12 are correct.

9. Correct statements are

Dos for Caller	Always	Sometimes	Never
Give your name	✓		
Give a greeting	✓		
Give your telephone number		✓	
Say why you are calling	✓		
Give your address		✓	
Give the name of your company	✓		
Explain your relationship to the person you are calling		✓	

10. Answer with 'Hello'.

Answer with your number. Answer with your name.

Answer with the name of your company.

Answer with the name of your department.

23 Telephone Skills – Role Plays

1. a. Would you mind speaking louder?
 - a. I am, sorry. He/She is not available now.
 - b. Just a moment please. Let me get ready to take notes.
 - c. Could you please tell me your name and where you are calling from?
 - d. Could you repeat what you just said, please?
 - e. Would you like to leave a message?
 - f. I am afraid that the person you want is in a meeting now.
2. a. The person is on another call. - I'm afraid he/ she is busy at the moment.
 - a. The person is on leave. - I'm sorry he/ she is not available.
 - b. The person is busy at the moment. - I'm afraid he/ she is busy at the moment.
 - c. The person is not in his seat. -I'm afraid he/ she is away/ not in at the moment/ in a meeting.
 - d. The person is in a meeting and will be free at 4 -I'm afraid he/ she is away/ not in at the moment/ in a meeting.
 - e. The person is available. - I'll put you through. Hold the line, please.
3. hold, May, hold, who, calling, louder, transfer, sec on
7. Hello, this is Seema. - I'm calling from ICF. Good morning ma'm. - Is this PT industries? Check the company name. - Repeat the company name. Yes, you are right - May I speak to Ms. Durgadevi Introduce yourself and ask for someone. -Respond and check B's name. Of course, It's Ms. Durgadevi you want to speak to, right? - Yes, please tell her I'm Seema from ICF - Clarify who you are. Ask B to wait. Please wait while I connect her.

24. Let's Read

1. a. N b. N c. N d. N e. N f. A g. – h. N i. N j. N k. N l. A m. N n. N o. N p. N
2. b. Box c. French d. carpenter e. cycle f. start g. paper h. shirt i. bank j. engine k. forkli
l. ball m. bake n. cookery o. book
3. a. empty b. fast c. order d. warning bell e. warning f. walker g. safe h. attractive
i. building for storing goods j. path
4. a. true b. false c. no d. blue e. no f. green and yellow
5. a. iii b. i c. ii d. i e. iii f. i
6. A. a. proper b. sharp c. yes d. no e. unsafe f. true
B. a. manually b. yes c. danger d. unsafe e. good f. do not
C. a. no b. no c. yes d. no e. no f. yes
- 7 a. There is fire in the factory. Entry is restricted.
 - i. He played football regularly. He won the match.
 - j. The pipe was repaired. Water problem is solved.
 - k. She reads books and visits places. She is knowledgeable.
 - l. The instructor started to talk. The trainees listened.
 - a. The surveyor measured the land. Plo ng of land was done.
 - b. The small object has to be measured. She brought the micrometer.
 - c. The car broke down. The Mechanic arrived.
 - d. The steel gate is broken. The welder is called.
 - e. He used the file on metals. The surface became smooth.
8. First, then, next

26. Writing Simple Sentences

1. She gave the book. He gave an apple. She eats an apple. They are coming. (Answers given are only indica ve. It can include a lot more.)
2. Gita is pain ng a plant. Guru is ea ng biscuit. Sheela is li ng the chair. Deepak is listening to a song. Mac is crawling on the floor. Rita is sleeping on the bed. Mukesh is singing a song.
(Answers given are only indica ve. It can include a lot more.)
3. Gita was pain ng a plant. Guru was ea ng biscuit. Sheela was litting the chair. Deepak was listening to a song. Mac was crawling on the floor. Rita was sleeping on the bed. Mukesh was singing a song.
(Answers given are only indica ve. It can include a lot more.)
4. There are screws next to the nut. There is a screwdriver above the bradawl. There is a wrench next to the screws. The bradawl is between the nails and the handsaw.
(Answers given are only indica ve. It can include a lot more.)
5. The pair of scissors has a blue handle. The bucket contains yellow paint. The colour of the n is grey. The pencil is colourful. There is a white towel.
(Answers given are only indica ve. It can include a lot more.)
6. What is the colour of the pair of scissors' handles? What is the colour of the paint in the n?
(Answers given are only indica ve. It can include a lot more.)
7. Come to help me tomorrow. Write this sentence in 30 seconds. Walk fast to catch the train. Close the door now. Can you say the name of this place please?
(Answers given are only indica ve. It can include a lot more.)

8. a. Rearrange
- a. The dogs run very fast.
 - b. She came late to class.
 - c. The lorry driver was caught.
 - d. The children were playing with ball.
 - f. The aircra is taking off.
 - g. The police were searching for the thief.
 - h. The woman was speaking to the Principal.
 - i. Many butterflies are flying in the garden.
 - j. The old man was reading the newspaper.

27. Speaking

1. My name is Shankar.

My name is spelt as S-H-A-N-K-A-R.

I am from Delhi.

My contact number is 99999 99999.

My house is situated near the government school.

Yes, I shall come.

(Answers given are only indicative. It can include a lot more.)

2. How do you get to work? – Normally I drive.

How long is the drive? – About 40 minutes.

Do I need to wear a seat? – You're supposed to, but not everyone does.

Why are you late? – I got stuck in the traffic.

Where is your car? – It's been repaired.

3. Expressing Opinion: In my opinion, to my mind, I think, I am sorry to say

Agreeing: I completely agree, you are right

Disagreeing: I totally disagree, I don't agree

4. a. I finish my homework. I brush my teeth.

b. I try to do well in studies, in maintaining good relationships, in helping others.

c. I take others' pieces of advice seriously. I seriously take medicines when I am sick.

d. I do not fear to face the crowd. It is so difficult to stay awake in the class.

e. I volunteer to lead the team. I take chance to meet new people.

f. I go early to stations to catch the bus. I go early to exam halls.

(Answers given are only indicative. It can include a lot more.)

5.
 - a. I hate walking long distances.
 - b. I am worried about my mother who is sick.
 - c. I hope to be a better trainee next year.
 - d. The last time I helped my friend was during the Annual exam.
 - e. My parents don't allow me to waste money.
 - f. Last year I promised to visit my cousin at her home and then I forgot.
 - g. Reading books is the best thing I do now which I wasn't doing before.
 - h. My parents ask me to help them in shopping.

(Answers given are only indicative. It can include a lot more.)

6. Discuss the following

I seriously believe that the reason for Rahul's absence is because he is sick. I remember him feeling so weak yesterday during football game. I hope he has been taken to the hospital for treatment. I pray that he will be back soon to the college.

(Answers given are only indicative. It can include a lot more.)

28. Listening

1. d
2. 1-c 2-a 3-c
3. a. F b. F c. F d. F e. T f. T g. T h. T i. T j. T k. T l. T m. T
4. a. F b. F c. T d. F e. T f. F g. T h. T i. T

29. Productive Use of Skills

1. a. Lalpur b. IGNOU c. Rs. 4025 d. Rs. 25 e. State Bank of India f. 30.09.2016
2. a. 239658 b. 30. Apr 2013 c. Mr. Ramesh Sharma d. HDFC Bank e. JP Nagar f. 30 Apr 2013 g. 126985
3. a. wood b. pulping c. pulp d. pulp, paper
4. Meaningful sentences may be written/given based on the infographic given in the activity.
5. Meaningful sentences conveying the process of the production of tea may be written using the two infographics in the activity.
6. Using the infographic and expressions trainees may engage in expressing their views.
7. Using the clues given, trainees may engage in giving tips on interviews.
8. Introduce your company to Mr. Ramesh using expressions you have learnt so far.