

This Question Paper consists of **26 questions** [Section-A(16)+Section-B(5+5)] and **11 printed pages**.

Roll No. 

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Code No. **62/OSS/2**

Set 

<b>A</b>
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**ENGLISH**  
**(302)**

Day and Date of Examination \_\_\_\_\_

Signature of Invigilators 1. \_\_\_\_\_

2. \_\_\_\_\_

**General Instructions :**

1. Candidate must write his/her Roll Number on the first page of the Question Paper.
2. Please check the Question Paper to verify that the total pages and total number of questions contained in the Question Paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. Making any identification mark in the Answer-Book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
4. Write your Question Paper Code No. **62/OSS/2-A** on the Answer-Book.



**ENGLISH**  
**SET - A**  
**(302)**

Time : 3 Hours ]

[ Maximum Marks : 100

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- Note :**
- (i) This Question Paper consists of **two** Sections, viz. 'A' and 'B'.
  - (ii) **All** the questions from Section 'A' are **compulsory**.
  - (iii) Section 'B' has **two** options. Candidates are required to attempt questions from **one option** only.
  - (iv) Marks are indicated against each question.
- 

**SECTION - A**

1. Read the following Extracts carefully and answer the questions that follow : **4+4=8**
- (a) In India as elsewhere every girl or boy has fond and warm memories of his childhood, from the day he begins to talk to his mother and father. Invariably a child learns and recognizes the faces of his mother and father, of sisters and brothers who play with him, or the servants who prepare his meals or watch him play in a nursery full of toys. He must also remember the rich colours of the butterflies and birds which children everywhere always love to watch. But when I was three and a half, all these memories were expunged, and with the prolonged sickness (meningitis) I started living in a world of four senses – that is, a world in which colours and faces and light and darkness are unknown.
- (i) What did the speaker miss when he lost sight ? **1**
  - (ii) What illness does the speaker was suffering from ? **1**
  - (iii) What are the four senses he mentions ? **1**
  - (iv) Pick out the word from the extract which are similar in meaning to the following expression : **1**  
- Almost always

**OR**

Baldeo, the watchman, was awake. He stretched himself slowly unwinding the heavy shawl that covered him. It was close on midnight and the chill air made him shiver. The station, a small shack backed by heavy jungle, was a station in name only; for trains only stopped there, if at all, for a few seconds before entering the deep cutting that led to the tunnel. Most trains merely slowed down before taking the sharp curve before cutting.

- (i) Why was Baldeo awake ? **1**
- (ii) How was the weather at night ? **1**
- (iii) Where did the trains slow down ? **1**
- (iv) Pick out the word from the extract which are similar in meaning to the following expression : **1**  
- Extended his hands and legs



(b) Shortly before the annual dance show of the Kamala Devi School of Dance and Music commenced, I slipped backstage once more and hugged her. "See what you've done," wailed my sister. "You've crushed the flowers in my hair." She patted her hair back into place and arranged the pleats of her Bharatnatyam dress "Oh! You look great," I told her. "In fact you look very beautiful." My sister did not believe me. She turned towards the mirror and stared at herself. Our eyes met. "You are beautiful," whispered my sister, "even without the flowers, ornaments and all this," and she brushed down her silken dress. "You are so ....."

- (i) Why did the speaker hug her ? 1
- (ii) What happened to the flowers on the hair ? 1
- (iii) Why did the speaker's sister stare at the mirror ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following word : 1
- scrubbed/smoothed

OR

India today presents a very mixed picture of hope and anguish of remarkable advances and at the same time of inertia; of a new spirit and also the dead hand of the past and of privileges; of an overall and growing unity and many disruptive tendencies. With all there is a great vitality and ferment in people's minds and activities.

It is a remarkable thing that a country and a people rooted in this remote past, who have shown so much resistance to change in the past, should now be marching forward rapidly and with resolute steps.

- (i) Who is the speaker ? 1
- (ii) Why does the speaker look at India with a picture of hope and anguish ? 1
- (iii) What does the speaker find most remarkable about India and Indians ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following expression : 1

- to be determined

2. Answer the following question in about 60 words : 6

Did the doctor find his watch ? Whom did he suspect ? Why did he think so ?

(A Case of Suspicion)

OR

How would you have reacted if you had been in Aradhana's place ? Write briefly.

(I Must Know the Truth)



3. Answer **any three** of the following questions in **30-40** words each : **2x3=6**
- (a) What irritated the doctor about the man ? (A Case of Suspicion)
- (b) How did Gavaskar break his mother's nose ? (My First Steps)
- (c) What kind of life did the writer's grandfather lead when he was a small boy ? What was considered important those days ? (Father, dear Father)
- (d) What weapon did he (Baldeo) carry ? Who had made it ? (The Tiger in the Tunnel)

4. Read the following extract carefully and answer the questions that follow : **5**

No time to see when woods we pass

Where squirrels hide their nuts in grass.

No time to turn at Beauty's glance

And watch her feet, how they can dance.

No time to wait till her mouth can

Enrich that smile her eyes began. (Leisure)

- (a) What do you mean by "When woods we pass" ? **1**
- (b) What can one see while passing through woods ? **2**
- (c) How does smile spread on the face of 'Beauty' ? **2**

**OR**

I shall be telling this with a sigh

Somewhere ages and ages hence:

Two roads diverged in a wood, and I,

I took the one less travelled by,

And that has made all the difference (The Road not Taken)

- (a) Why does the narrator say, "And that has made all the difference" ? **1**
- (b) What did the poet wish to do when he takes the road that he has not been able to do ? **2**
- (c) What is the theme of the poem ? **2**



5. Read the passage given below and answer the questions that follow : 8

It happens to us all, however hard we may try to delay the process. We grow old. Cosmetic surgery may remove wrinkles; skin which has sagged may be tightened by means of a facelift and a hair dresser may dye grey hair a more youthful colour, but we cannot remain young forever. However, advances in medicine have made it possible for more people to stay alive longer.

Age brings intelligence, experience, wisdom and beauty. So why are we so scared of it ? The trouble is that many of us find it impossible to relate to these worrying facts, unable to face the reality that everyday we inch ever closer to our own dotage. Our older generations experienced the most tumultuous century in human history and yet at best we fantasize, at worst outright ignore them.

However, what is important is the quality of life. Some people are lucky to be taken care of at home whereas others may have to move to oldage homes. The worst part of ageing that often the mind becomes less alert. As people grow older they experience short-term memory. Later, some may suffer from dementia, often in the form of Alzheimer's disease.

By no means are all people in this category. Many senior citizens are in the possession of all their faculties and see retirement as a time of freedom. If they have a generous retirement pension, they are likely to be quite well-off with money to be spent on a holiday and other luxuries. Because of this, both businesses and government have a new respect for what is known as grey power. By no means, however, does everyone treat the elderly with great respect.

- (a) How has cosmetic surgery made people look younger ?
- (b) What problems do these old people face when they grow older ?
- (c) What is meant by 'grey power' ?
- (d) Which words in para 4 mean the same as :
  - (i) liberal
  - (ii) Wealthy/rich

6. Read the passage given below and answer the questions that follow : 8

Achoo! We all sneeze sometimes. Sneezing is a reflex that your body does automatically. That means you cannot make yourself sneeze or stop one once it has started. When you sneeze, your body is trying to get rid of bad things in your nose, such as bacteria. You have extra germs when you have a cold, so you sneeze a lot more. You might also sneeze when you smell pepper! Inside your nose, there are hundreds of tiny hair. These hair filter the air you breathe. Sometimes dust and pollen find their way through these hair and bother your nasal passages. The nerves in the lining of your nose tell your brain that something is invading your body. Your brain, lungs, nose, mouth, and the muscles of the upper body work together to blow away the invaders with a sneeze. When you sneeze, germs from your nose get blown away into the air. Using a tissue paper or "sneezing into your sleeve" captures most of these germs. It is very important to wash your hands after you sneeze into them, especially during cold and flu season. Do you ever sneeze when you walk into bright sunlight ? Some people say that happens to them often. Scientists believe the UV rays of the sun irritate the nose lining of these people so they sneeze. If someone nearby sneezes, remember to tell them "God bless" that is an expression which wishes someone good health after sneezing.

- (a) What happens when you sneeze ? 2
- (b) How does the tiny hair work ? 2
- (c) Which parts of your body work together when you sneeze ? 2
- (d) How does the germs get blown out of your nose ? Why should you use a tissue paper ? 2



7. Read the passage given below and complete the statements that follow :

4

Chyur tree is commonly known as 'Plulwara' in northern India, 'Chyur' in Nepal and 'Gophal' in Bengal. It is found in the Himalayan regions at an altitude of 500 metres. Chyur tree resembles an umbrella. This tree is large and shady with dense leaves. Its pulpy fruit gets a thick skin on ripening. People in the mountains call it Kalpavriksha. It is known as 'Indian Butter Tree' as it produces oilseeds, which are rich in oil content and at lower temperature transforms into fat and looks like butter or ghee.

Local people extract juice from its flowers and boil it to make jaggery. Ayurvedic physicians use it as medicine. The seed oil, honey and gur make the tree prominent in rural economy.

- (a) Chyur tree is called (i) \_\_\_\_\_ because it produces (ii) \_\_\_\_\_ which are rich in oil contents.
- (b) The extracted (i) \_\_\_\_\_ from the flowers is boiled to make (ii) \_\_\_\_\_.

8. Read the passage given below and make a summary of it in about 100 words :

5

Water is not only a commodity, but its true value also includes social, cultural, environmental and economic values. All of these must be considered in deciding different policies and initiatives to realize the goals of Integrated Water Resources Management (IWRM) – social equity, environmental sustainability and economic efficiency. Unfortunately, this is rarely done in many developing countries where poor people often pay much more than the rich for the same water services. Further, the value of water embedded, directly or indirectly, in various products and services also needs recognition. World over this concept of virtual water now influences production and trade policies, especially in water-stressed areas, enabling the most economic and efficient use of scarce water supplies.

The water crisis in many countries today is largely a governance problem. National responses to water-related disasters and shortages, allocation of trans-boundary water resources, management of national water resources, and building capacity and knowledge should all be jointly shared by governments and civil society. In reality, effective and equitable water management is impeded by many factors, such as sector fragmentation, corruption, insufficient aid and investment in the water sector, institutional shortcomings, and lack of stakeholder participation. An integrated approach to water management is the best way to overcome these obstacles. Globally the strategy to improve the overall quality of water resources is based on local level actions. Lessons learned – successes and failures – are invaluable sources of information and, if properly shared, will help us to solve some of our most pressing freshwater-related problems.



9. Fill in the blanks in the following sentences with appropriate forms of the verbs within brackets : 4

Tomorrow I (a) \_\_\_\_\_ (go) for an entrance test at DPS School. If I (b) \_\_\_\_\_ (clear) that test. I will get a job in an MNC called Maxwell. The (c) \_\_\_\_\_ (be) five thousand candidates for that job. I am working very hard for the test. Let's see what (d) \_\_\_\_\_.

10. Fill in the blanks in the following sentences with the appropriate passive forms of the verbs given within the brackets : 3

Polybags are considered to be one of the most harmful elements. Polybags should not (a) \_\_\_\_\_ (use) Drains and sewage (b) \_\_\_\_\_ (choke). Also the animals (c) \_\_\_\_\_ (kill) by them.

11. Combine the following pairs of sentences using the connectors given against each pair : 1x4=4

- (a) That is the road.  
It leads to the railway station. (which)
- (b) He is the player.  
The committee selected him the captain. (whom)
- (c) We met a girl.  
She lost her way. (who)
- (d) Mr. Narayan doesn't like publicity.  
Mr. Narayan's books are best sellers. (whose)

12. Read the conversation given below and complete the paragraph that follows in indirect speech by filling in the blanks : 4

Mother : Are you not going for your English tuition ?

Saiyada : I could not call my English tutor.

Mother : Have you cancelled today's class ?

Saiyada : Her phone is not reachable and there is no other way to contact her.

Mother asked Saiyada if she was going for her English tuition. Saiyada told her mother that she (a) \_\_\_\_\_ English tutor. Mother asked her if she had cancelled that day's class. Saiyada replied that her phone (b) \_\_\_\_\_ and there was no way to contact her.



13. Write a paragraph of about 100 words on any one of the following topics : 5
- (a) Exercise is good for health
  - (b) Girl Education makes family grow better
  - (c) Villages are free from pollution
14. Write a letter to the Collector of your district to provide more drinking water facility in your district. Give your suggestions. You are Ajeet Kumar, 12 A Model Town Agra. 5
15. Read the following passage carefully. Make notes in points only using appropriate headings and subheadings. Please use recognizable abbreviations. 4

Dr. Sarabhai was born on August 12, 1919 at Ahmedabad in a rich industrialist family. His early education was in a private school at Ahmedabad in Gujarat. He then went to Cambridge, England, and obtained his Tripos in 1939 from St. John's College. He then came back to India and started research work in the field of cosmic rays with Sir C.V. Raman at the Indian Institute of Science, Bangalore. In 1945 he went back to Cambridge to carry out further research on cosmic rays. There in 1947 he obtained a Ph.D. degree in the same field.

It was as early as 1942, when Dr. Sarabhai and his newly-married wife, Sreemati Mrinalini, were staying for sometime in Poona. There he conceived the idea of starting the Physical Research Laboratory in Ahmedabad. Soon after his return from Cambridge in 1947, Sarabhai started looking for a place for this project. He got a few rooms at the M.G. Science Institute to start the laboratory and Prof. K.K. Ramanathan was made its first director in 1948. The foundation stone of the new laboratory building was laid in February, 1952 by Sir C.V. Raman and the laboratory was formally opened in April 1954. Dr. Sarabhai made the Physical Research Laboratory virtually the cradle of the Indian Space Programme just like Tata Institute of Fundamental Research was one such centre for the Indian Atomic Energy Programme. Dr. Sarabhai not only encouraged science but also devoted a good deal of time to industry. For over 15 years he nurtured a pharmaceutical company and he was also a pioneer of the pharmaceutical industry in India.

The first institution that Sarabhai helped to build was the Ahmedabad Textile industry's Research Association (ATIRA). In building ATIRA he helped to introduce the scientific method in a traditional industry. He was only 28 when he was asked to organise and build ATIRA. From 1949-1965 he remained the Honorary Director of ATIRA. In 1962 he helped to found the Indian Institute of Management at Ahmedabad. From 1962-1965 he remained the Honorary Director of this institute. Dr. Sarabhai was mainly responsible for setting up of the Thumba rocket launching station. In 1966, after the death of Dr. Bhabha, he became the Chairman of the Atomic Energy Commission.





16. The following passage has seven mistakes related to punctuation and inaccuracies of usage. Identify the errors and write them in table B. The correct answers must be written in table C. The first one has been done for you : 6

A sun, the moon and all these objects shining in the night sky is called celestial bodies. Some celestial body are very big and hot. They are made up off gases. They had their own heat and light, which they emit in large amounts. These celestial bodies are call stars. The sun is a star.

A	B	C
1	A	The
2	.....	.....
3	.....	.....
4	.....	.....
5	.....	.....
6	.....	.....
7	.....	.....

**SECTION - B**

- Note :**
- (i) Attempt **any one** of the **two** options.
  - (ii) Attempt **all** questions from the option.

**OPTION - I**

**(E.S.P. FOR RECEPTIONISTS)**

17. FRAME the request for the following replies : 4
- (a) They will stay in a hotel near the fort.
  - (b) The man at the Reception counter will help you.
  - (c) Good morning. I need a room.
  - (d) The tariff is nine hundred rupees a day.



18. How does the Receptionist work like a telephone operator ? 2
19. Why should the Receptionist know about the Brochure ? 2
20. How will you repeat the following telephone numbers to the callers ? 1  
33262144, 9924525245  
Indicate pauses by using a “/” stroke before every pause.
21. Write notes on the following : 6
- (a) Message Form
  - (b) Travel Guide
  - (c) Internal Telephone Directory

**OPTION - II**

**(E.S.P. FOR OFFICE USE)**

17. What are things to be kept in mind while writing a report of an accident ? 6
18. What are the tips that you require to face an Interview ? 1
19. Read the following greetings and decide whether they are formal or informal : 2
- (a) Saranya, meet Jayant. Jayant is our new team leader.
  - (b) Let me introduce our New team leader., Mr. Jayant.
  - (c) By the way do you know each other ? Saranya and Jayant.
  - (d) Hi! How are you ?



20. You are the Zonal Manager of Saini Enterprises, Amritsar. Write an e-mail to all the managers of your Zone that there will be a meeting regarding opening a new branch in Haryana on 25<sup>th</sup> Nov. 2019. 2
21. You are Shinu or Shreya living in 4, Jeevan Street, Kamala Nagar, Chennai. Write an application for the post of Sales Executive in J.J. Enterprises, Chennai. 4

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This Question Paper consists of **26 questions** [Section-A(16)+Section-B(5+5)] and **11 printed pages**.

Roll No. 

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Code No. **62/OSS/2**

Set 

<b>B</b>
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**ENGLISH**  
**(302)**

Day and Date of Examination \_\_\_\_\_

Signature of Invigilators 1. \_\_\_\_\_

2. \_\_\_\_\_

**General Instructions :**

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**ENGLISH**  
**SET - B**  
**(302)**

Time : 3 Hours ]

[ Maximum Marks : 100

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- Note :**
- (i) This Question Paper consists of **two** Sections, viz. 'A' and 'B'.
  - (ii) **All** the questions from Section 'A' are **compulsory**.
  - (iii) Section 'B' has **two** options. Candidates are required to attempt questions from **one option** only.
  - (iv) Marks are indicated against each question.
- 

**SECTION - A**

1. Write a paragraph in about 100 words on **any one** of the following topics : 5
- (a) Increasing number of Vehicles and Pollution
  - (b) Education is must for all
  - (c) Save Water, Save Environment
2. Read the conversation given below and complete the paragraph that follows in indirect speech by filling in the blanks : 4
- Manish : Can you come to my house today ?  
Sathish : Sorry, Manish, I can't make it today.  
Manish : Do you have any other program for the day ?  
Sathish : No, actually my dad is coming from America today and I need to go to the airport to receive him.
- Manish asked Sathish if he could come to his house that day. Sathish replied apologetically that (a) \_\_\_\_\_ that day. Manish asked him if he had any other program for that day. Sathish replied (b) \_\_\_\_\_ go to the airport to receive his father who was returning from America.
3. Fill in the blanks in the following sentences with appropriate forms of the verbs within brackets : 4
- Tomorrow I (a) \_\_\_\_\_ (go) for an entrance test at DPS School. If I (b) \_\_\_\_\_ (clear) that test. I will get a job in an MNC called Maxwell. The (c) \_\_\_\_\_ (be) five thousand candidates for that job. I am working very hard for the test. Let's see what (d) \_\_\_\_\_.



4. Fill in the blanks in the following sentences with the appropriate passive forms of the verbs given within the brackets : 3

Polybags are considered to be one of the most harmful elements. Polybags should not  
 (a) \_\_\_\_\_ (use) Drains and sewage (b) \_\_\_\_\_ (choke). Also the animals  
 (c) \_\_\_\_\_ (kill) by them.

5. The following passage has seven mistakes related to punctuation and inaccuracies of usage. Identify the errors and write them in table B. The correct answers must be written in table C. The first one has been done for you : 6

Petroleum are found between the layers of rocks. It is drilled on oilfields located on off-shore and coastal areas. This is then sent too refineries which process the crude oil and produce the variety of products like diesel, petrol, kerosene, wax, plastics also lubricants. Petroleum and its derivatives or called Black Gold as they are very valuable.

A	B	C
1	<b>are</b>	<b>is</b>
2	.....	.....
3	.....	.....
4	.....	.....
5	.....	.....
6	.....	.....
7	.....	.....

6. Combine the following pairs of sentences using the connectors given against each pair : 1x4=4

- (a) That is the road.  
It leads to the railway station. (which)
- (b) He is the player.  
The committee selected him the captain. (whom)
- (c) We met a girl.  
She lost her way. (who)
- (d) Mr. Narayan doesn't like publicity.  
Mr. Narayan's books are best sellers. (whose)



7. Answer **any three** of the following questions in **30-40** words each : **2x3=6**
- (a) What irritated the doctor about the man ? (A Case of Suspicion)
  - (b) How did Gavaskar break his mother's nose ? (My First Steps)
  - (c) What kind of life did the writer's grandfather lead when he was a small boy ? What was considered important those days ? (Father, dear Father)
  - (d) What weapon did he (Baldeo) carry ? Who had made it ? (The Tiger in the Tunnel)

8. Answer the following question in about **60** words : **6**
- Did the doctor find his watch ? Whom did he suspect ? Why did he think so ?
- (A Case of Suspicion)

**OR**

How would you have reacted if you had been in Aradhana's place ? Write briefly.

(I Must Know the Truth)

9. Read the following Extracts carefully and answer the questions that follow : **4+4=8**
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- (i) What did the speaker miss when he lost sight ? **1**
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- Almost always

**OR**





Baldeo, the watchman, was awake. He stretched himself slowly unwinding the heavy shawl that covered him. It was close on midnight and the chill air made him shiver. The station, a small shack backed by heavy jungle, was a station in name only; for trains only stopped there, if at all, for a few seconds before entering the deep cutting that led to the tunnel. Most trains merely slowed down before taking the sharp curve before cutting.

- (i) Why was Baldeo awake ? 1
- (ii) How was the weather at night ? 1
- (iii) Where did the trains slow down ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following expression : 1  
- Extended his hands and legs

(b) Shortly before the annual dance show of the Kamala Devi School of Dance and Music commenced, I slipped backstage once more and hugged her. "See what you've done," wailed my sister. "You've crushed the flowers in my hair." She patted her hair back into place and arranged the pleats of her Bharatnatyam dress "Oh! You look great," I told her. "In fact you look very beautiful." My sister did not believe me. She turned towards the mirror and stared at herself. Our eyes met. "You are beautiful," whispered my sister, "even without the flowers, ornaments and all this," and she brushed down her silken dress. "You are so ....."

- (i) Why did the speaker hug her ? 1
- (ii) What happened to the flowers on the hair ? 1
- (iii) Why did the speaker's sister stare at the mirror ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following word : 1  
scrubbed/smoothed

OR

India today presents a very mixed picture of hope and anguish of remarkable advances and at the same time of inertia; of a new spirit and also the dead hand of the past and of privileges; of an overall and growing unity and many disruptive tendencies. With all there is a great vitality and ferment in people's minds and activities.

It is a remarkable thing that a country and a people rooted in this remote past, who have shown so much resistance to change in the past, should now be marching forward rapidly and with resolute steps.

- (i) Who is the speaker ? 1
- (ii) Why does the speaker look at India with a picture of hope and anguish ? 1
- (iii) What does the speaker find most remarkable about India and Indians ? 1
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- to be determined



10. Read the following extract carefully and answer the questions that follow : 5

No time to see when woods we pass

Where squirrels hide their nuts in grass.

No time to turn at Beauty's glance

And watch her feet, how they can dance.

No time to wait till her mouth can

Enrich that smile her eyes began. (Leisure)

- (a) What do you mean by "When woods we pass" ? 1
- (b) What can one see while passing through woods ? 2
- (c) How does smile spread on the face of 'Beauty' ? 2

**OR**

I shall be telling this with a sigh

Somewhere ages and ages hence:

Two roads diverged in a wood, and I,

I took the one less travelled by,

And that has made all the difference (The Road not Taken)

- (a) Why does the narrator say, "And that has made all the difference" ? 1
- (b) What did the poet wish to do when he takes the road that he has not been able to do ? 2
- (c) What is the theme of the poem ? 2



11. Write a letter complaining to the Director, Municipal Corporation, Mumbai on the tragedy that has happened in Mumbai to a 6-year old child who was washed away recently in a storm water drain during heavy rains. You are Ranjeetha, 112 Andheri East Mumbai. 5
12. Read the passage given below and make a summary in about 100 words : 5
- Swachh Bharat Abhiyan was launched on October 2, 2014, the birth Anniversary of Mahatma Gandhi, with the objective of enabling every person to have access to sanitation facilities, including toilets, solid and liquid waste disposal system, village cleanliness and safe and adequate drinking water supply. To focus on the sanitation and water related problems of the villages, Swachh Bharat Mission (Gramin) was simultaneously launched on October 2, 2014 with the objective of building toilets in each rural home to prevent open defecation, provide sanitary environments and disease free surroundings and accelerate coverage of drinking water supply in problem villages. The ministry of drinking water and sanitation, which is implementing this programme has drawn up an Action Plan for Swachh Bharat to become a reality by 2019, the 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi. The Action Plan proposes to increase the construction of toilets from 14,000 toilets per day at present to 48,000 toilets per day in 2019. The Action Plan calls for an Open Defecation Free, India in five years. This will be done through construction of individual, cluster and community toilets, cleanliness through solid and liquid waste management, and laying of water pipelines in all villages to enable tap connection in households on demand by 2019. The Government wants to make Swachh Bharat Abhiyan a 'People's Movement'. Efforts are being made to find low-cost technology solutions to the problems of open defecation. Educational material, awareness campaign, literature and stories are being used to motivate rural households to accept these cleanliness and sanitation measures.
13. Read the passage given below and answer the questions that follow : 8
- Achoo! We all sneeze sometimes. Sneezing is a reflex that your body does automatically. That means you cannot make yourself sneeze or stop one once it has started. When you sneeze, your body is trying to get rid of bad things in your nose, such as bacteria. You have extra germs when you have a cold, so you sneeze a lot more. You might also sneeze when you smell pepper! Inside your nose, there are hundreds of tiny hair. These hair filter the air you breathe. Sometimes dust and pollen find their way through these hair and bother your nasal passages. The nerves in the lining of your nose tell your brain that something is invading your body. Your brain, lungs, nose, mouth, and the muscles of the upper body work together to blow away the invaders with a sneeze. When you sneeze, germs from your nose get blown away into the air. Using a tissue paper or "sneezing into your sleeve" captures most of these germs. It is very important to wash your hands after you sneeze into them, especially during cold and flu season. Do you ever sneeze when you walk into bright sunlight ? Some people say that happens to them often. Scientists believe the UV rays of the sun irritate the nose lining of these people so they sneeze. If someone nearby sneezes, remember to tell them "God bless" that is an expression which wishes someone good health after sneezing.
- (a) What happens when you sneeze ? 2
- (b) How does the tiny hair work ? 2
- (c) Which parts of your body work together when you sneeze ? 2
- (d) How does the germs get blown out of your nose ? Why should you use a tissue paper ? 2



14. Read the passage given below and answer the questions that follow :

8

It happens to us all, however hard we may try to delay the process. We grow old. Cosmetic surgery may remove wrinkles; skin which has sagged may be tightened by means of a facelift and a hair dresser may dye grey hair a more youthful colour, but we cannot remain young forever. However, advances in medicine have made it possible for more people to stay alive longer.

Age brings intelligence, experience, wisdom and beauty. So why are we so scared of it? The trouble is that many of us find it impossible to relate to these worrying facts, unable to face the reality that everyday we inch ever closer to our own dotage. Our older generations experienced the most tumultuous century in human history and yet at best we fantasize, at worst outright ignore them.

However, what is important is the quality of life. Some people are lucky to be taken care of at home whereas others may have to move to old age homes. The worst part of ageing that often the mind becomes less alert. As people grow older they experience short-term memory. Later, some may suffer from dementia, often in the form of Alzheimer's disease.

By no means are all people in this category. Many senior citizens are in the possession of all their faculties and see retirement as a time of freedom. If they have a generous retirement pension, they are likely to be quite well-off with money to be spent on a holiday and other luxuries. Because of this, both businesses and government have a new respect for what is known as grey power. By no means, however, does everyone treat the elderly with great respect.

- (a) How has cosmetic surgery made people look younger?
- (b) What problems do these old people face when they grow older?
- (c) What is meant by 'grey power'?
- (d) Which words in para 4 mean the same as :
  - (i) liberal
  - (ii) Wealthy/rich

15. Read the passage given below and complete the statements that follow :

4

Chyur tree is commonly known as 'Plulwara' in northern India, 'Chyur' in Nepal and 'Gophal' in Bengal. It is found in the Himalayan regions at an altitude of 500 metres. Chyur tree resembles an umbrella. This tree is large and shady with dense leaves. Its pulpy fruit gets a thick skin on ripening. People in the mountains call it Kalpavriksha. It is known as 'Indian Butter Tree' as it produces oilseeds, which are rich in oil content and at lower temperature transforms into fat and looks like butter or ghee.

Local people extract juice from its flowers and boil it to make jaggery. Ayurvedic physicians use it as medicine. The seed oil, honey and gur make the tree prominent in rural economy.

- (a) Chyur tree is called (i) \_\_\_\_\_ because it produces (ii) \_\_\_\_\_ which are rich in oil contents.
- (b) The extracted (i) \_\_\_\_\_ from the flowers is boiled to make (ii) \_\_\_\_\_.



16. Read the following passage carefully. Make notes in points only using appropriate headings and subheadings. Please use recognizable abbreviations.

4

Dr. Sarabhai was born on August 12, 1919 at Ahmedabad in a rich industrialist family. His early education was in a private school at Ahmedabad in Gujarat. He then went to Cambridge, England, and obtained his Tripos in 1939 from St. John's College. He then came back to India and started research work in the field of cosmic rays with Sir C.V. Raman at the Indian Institute of Science, Bangalore. In 1945 he went back to Cambridge to carry out further research on cosmic rays. There in 1947 he obtained a Ph.D. degree in the same field.

It was as early as 1942, when Dr. Sarabhai and his newly-married wife, Sreemati Mrinalini, were staying for sometime in Poona. There he conceived the idea of starting the Physical Research Laboratory in Ahmedabad. Soon after his return from Cambridge in 1947, Sarabhai started looking for a place for this project. He got a few rooms at the M.G. Science Institute to start the laboratory and Prof. K.K. Ramanathan was made its first director in 1948. The foundation stone of the new laboratory building was laid in February, 1952 by Sir C.V. Raman and the laboratory was formally opened in April 1954. Dr. Sarabhai made the Physical Research Laboratory virtually the cradle of the Indian Space Programme just like Tata Institute of Fundamental Research was one such centre for the Indian Atomic Energy Programme. Dr. Sarabhai not only encouraged science but also devoted a good deal of time to industry. For over 15 years he nurtured a pharmaceutical company and he was also a pioneer of the pharmaceutical industry in India.

The first institution that Sarabhai helped to build was the Ahmedabad Textile industry's Research Association (ATIRA). In building ATIRA he helped to introduce the scientific method in a traditional industry. He was only 28 when he was asked to organise and build ATIRA. From 1949-1965 he remained the Honorary Director of ATIRA. In 1962 he helped to found the Indian Institute of Management at Ahmedabad. From 1962-1965 he remained the Honorary Director of this institute. Dr. Sarabhai was mainly responsible for setting up of the Thumba rocket launching station. In 1966, after the death of Dr. Bhabha, he became the Chairman of the Atomic Energy Commission.



**SECTION - B**

- Note :**
- (i) Attempt **any one** of the **two** options.
  - (ii) Attempt **all** questions from the option.

**OPTION - I**

**(E.S.P. FOR RECEPTIONISTS)**

17. How does the Receptionist work like a telephone operator ? 2
18. Why should the Receptionist know about the Brochure ? 2
19. How will you repeat the following telephone numbers to the callers ? 1  
33262144, 9924525245  
Indicate pauses by using a “/” stroke before every pause.
20. Write notes on the following : 6  
(a) Message Form  
(b) Travel Guide  
(c) Internal Telephone Directory
21. FRAME the request for the following replies : 4  
(a) They will stay in a hotel near the fort.  
(b) The man at the Reception counter will help you.  
(c) Good morning. I need a room.  
(d) The tariff is nine hundred rupees a day.



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

17. Read the following greetings and decide whether they are formal or informal : 2
- (a) Saranya, meet Jayant. Jayant is our new team leader.
- (b) Let me introduce our New team leader., Mr. Jayant.
- (c) By the way do you know each other ? Saranya and Jayant.
- (d) Hi! How are you ?
18. You are the Zonal Manager of Saini Enterprises, Amritsar. Write an e-mail to all the managers of your Zone that there will be a meeting regarding opening a new branch in Haryana on 25<sup>th</sup> Nov. 2019. 2
19. What are things to be kept in mind while writing a report of an accident ? 6
20. You are Shinu or Shreya living in 4, Jeevan Street, Kamala Nagar, Chennai. Write an application for the post of Sales Executive in J.J. Enterprises, Chennai. 4
21. What are the tips that you require to face an Interview ? 1

- o O o -







This Question Paper consists of **26 questions** [Section-A(16)+Section-B(5+5)] and **11 printed pages**.

Roll No. 

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Code No. **62/OSS/2**

Set 

C
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## ENGLISH

**(302)**

Day and Date of Examination \_\_\_\_\_

Signature of Invigilators 1. \_\_\_\_\_

2. \_\_\_\_\_

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### General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.
2. Please check the Question Paper to verify that the total pages and total number of questions contained in the Question Paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. Making any identification mark in the Answer-Book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
4. Write your Question Paper Code No. **62/OSS/2-C** on the Answer-Book.



**ENGLISH**  
**SET - C**  
**(302)**

Time : 3 Hours ]

[ Maximum Marks : 100

- 
- Note :**
- (i) This Question Paper consists of **two** Sections, viz. 'A' and 'B'.
  - (ii) **All** the questions from Section 'A' are **compulsory**.
  - (iii) Section 'B' has **two** options. Candidates are required to attempt questions from **one option** only.
  - (iv) Marks are indicated against each question.
- 

**SECTION - A**

1. Answer the following question in about 60 words : 6

Did the doctor find his watch ? Whom did he suspect ? Why did he think so ?

(A Case of Suspicion)

**OR**

How would you have reacted if you had been in Aradhana's place ? Write briefly.

(I Must Know the Truth)

2. Answer **any three** of the following questions in **30-40** words each : 2x3=6

(a) What irritated the doctor about the man ? (A Case of Suspicion)

(b) How did Gavaskar break his mother's nose ? (My First Steps)

(c) What kind of life did the writer's grandfather lead when he was a small boy ? What was considered important those days ? (Father, dear Father)

(d) What weapon did he (Baldeo) carry ? Who had made it ? (The Tiger in the Tunnel)



3. Read the following extract carefully and answer the questions that follow : 5

No time to see when woods we pass

Where squirrels hide their nuts in grass.

No time to turn at Beauty's glance

And watch her feet, how they can dance.

No time to wait till her mouth can

Enrich that smile her eyes began. (Leisure)

- (a) What do you mean by "When woods we pass" ? 1
- (b) What can one see while passing through woods ? 2
- (c) How does smile spread on the face of 'Beauty' ? 2

**OR**

I shall be telling this with a sigh

Somewhere ages and ages hence:

Two roads diverged in a wood, and I,

I took the one less travelled by,

And that has made all the difference (The Road not Taken)

- (a) Why does the narrator say, "And that has made all the difference" ? 1
- (b) What did the poet wish to do when he takes the road that he has not been able to do ? 2
- (c) What is the theme of the poem ? 2



4. Write a paragraph in about 100 words on any one of the following topics : 5
- (a) Yoga is good for Health
  - (b) Right to Education
  - (c) My visit to my native place

5. Fill in the blanks in the following sentences with appropriate forms of the verbs within brackets : 4

Tomorrow I (a) \_\_\_\_\_ (go) for an entrance test at DPS School. If I (b) \_\_\_\_\_ (clear) that test. I will get a job in an MNC called Maxwell. The (c) \_\_\_\_\_ (be) five thousand candidates for that job. I am working very hard for the test. Let's see what (d) \_\_\_\_\_.

6. Fill in the blanks in the following sentences with the appropriate passive forms of the verbs given within the brackets : 3

Polybags are considered to be one of the most harmful elements. Polybags should not (a) \_\_\_\_\_ (use) Drains and sewage (b) \_\_\_\_\_ (choke). Also the animals (c) \_\_\_\_\_ (kill) by them.

7. Report the conversation given below in indirect speech by filling in the blanks in the paragraph that follows : 4

Jeevita : When will your second unit tests start ?

Shobana : My second unit test will start in the second week of August.

Jeevita : How did you perform in your first unit test ?

Shobana : My performance was not satisfactory.

Jeevita asked Shobana when her second unit test would start. Shobana replied that her second unit test would start in the second week of August. Now Jeevita wanted to know how she (a) \_\_\_\_\_ in her first unit tests. To this Shobana answered that (b) \_\_\_\_\_.



8. Combine the following pairs of sentences using the connectors given against each pair : **1x4=4**

(a) That is the road.

It leads to the railway station. (which)

(b) He is the player.

The committee selected him the captain. (whom)

(c) We met a girl.

She lost her way. (who)

(d) Mr. Narayan doesn't like publicity.

Mr. Narayan's books are best sellers. (whose)

9. The following passage has seven mistakes related to punctuation and inaccuracies of usage. **6**  
 Identify the errors and write in table B. The correct answers must be written in table C. The first one has been done for you :

Nuclear power are obtained from energy stored in a nuclei of atoms of naturally occurring radio active elements liked uranium and thorium. These fuels undergo nuclear fission on nuclear reactors and emit power. The greatest producers off nuclear power is the USA and Europe. In India Rajasthan and Jharkhand had large deposits of Uranium.

A	B	C
1	are	is
2	.....	.....
3	.....	.....
4	.....	.....
5	.....	.....
6	.....	.....
7	.....	.....



10. Read the following Extracts carefully and answer the questions that follow : 4+4=8

(a) In India as elsewhere every girl or boy has fond and warm memories of his childhood, from the day he begins to talk to his mother and father. Invariably a child learns and recognizes the faces of his mother and father, of sisters and brothers who play with him, or the servants who prepare his meals or watch him play in a nursery full of toys. He must also remember the rich colours of the butterflies and birds which children everywhere always love to watch. But when I was three and a half, all these memories were expunged, and with the prolonged sickness (meningitis) I started living in a world of four senses – that is, a world in which colours and faces and light and darkness are unknown.

- (i) What did the speaker miss when he lost sight ? 1
- (ii) What illness does the speaker was suffering from ? 1
- (iii) What are the four senses he mentions ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following expression : 1  
- Almost always

**OR**

Baldeo, the watchman, was awake. He stretched himself slowly unwinding the heavy shawl that covered him. It was close on midnight and the chill air made him shiver. The station, a small shack backed by heavy jungle, was a station in name only; for trains only stopped there, if at all, for a few seconds before entering the deep cutting that led to the tunnel. Most trains merely slowed down before taking the sharp curve before cutting.

- (i) Why was Baldeo awake ? 1
- (ii) How was the weather at night ? 1
- (iii) Where did the trains slow down ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following expression : 1  
- Extended his hands and legs

(b) Shortly before the annual dance show of the Kamala Devi School of Dance and Music commenced, I slipped backstage once more and hugged her. "See what you've done," wailed my sister. "You've crushed the flowers in my hair." She patted her hair back into place and arranged the pleats of her Bharatnatyam dress "Oh! You look great," I told her. "In fact you look very beautiful." My sister did not believe me. She turned towards the mirror and stared at herself. Our eyes met. "You are beautiful," whispered my sister, "even without the flowers, ornaments and all this," and she brushed down her silken dress. "You are so ....."

- (i) Why did the speaker hug her ? 1
- (ii) What happened to the flowers on the hair ? 1
- (iii) Why did the speaker's sister stare at the mirror ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following word : 1  
scrubbed/smoothed

**OR**



India today presents a very mixed picture of hope and anguish of remarkable advances and at the same time of inertia; of a new spirit and also the dead hand of the past and of privileges; of an overall and growing unity and many disruptive tendencies. With all there is a great vitality and ferment in people's minds and activities.

It is a remarkable thing that a country and a people rooted in this remote past, who have shown so much resistance to change in the past, should now be marching forward rapidly and with resolute steps.

- (i) Who is the speaker ? 1
- (ii) Why does the speaker look at India with a picture of hope and anguish ? 1
- (iii) What does the speaker find most remarkable about India and Indians ? 1
- (iv) Pick out the word from the extract which are similar in meaning to the following expression : 1  
- to be determined

11. Read the following passage carefully. Make notes in points only using appropriate headings and subheadings. Please use recognizable abbreviations. 4

Dr. Sarabhai was born on August 12, 1919 at Ahmedabad in a rich industrialist family. His early education was in a private school at Ahmedabad in Gujarat. He then went to Cambridge, England, and obtained his Tripos in 1939 from St. John's College. He then came back to India and started research work in the field of cosmic rays with Sir C.V. Raman at the Indian Institute of Science, Bangalore. In 1945 he went back to Cambridge to carry out further research on cosmic rays. There in 1947 he obtained a Ph.D. degree in the same field.

It was as early as 1942, when Dr. Sarabhai and his newly-married wife, Sreemati Mrinalini, were staying for sometime in Poona. There he conceived the idea of starting the Physical Research Laboratory in Ahmedabad. Soon after his return from Cambridge in 1947, Sarabhai started looking for a place for this project. He got a few rooms at the M.G. Science Institute to start the laboratory and Prof. K.K. Ramanathan was made its first director in 1948. The foundation stone of the new laboratory building was laid in February, 1952 by Sir C.V. Raman and the laboratory was formally opened in April 1954. Dr. Sarabhai made the Physical Research Laboratory virtually the cradle of the Indian Space Programme just like Tata Institute of Fundamental Research was one such centre for the Indian Atomic Energy Programme. Dr. Sarabhai not only encouraged science but also devoted a good deal of time to industry. For over 15 years he nurtured a pharmaceutical company and he was also a pioneer of the pharmaceutical industry in India.

The first institution that Sarabhai helped to build was the Ahmedabad Textile industry's Research Association (ATIRA). In building ATIRA he helped to introduce the scientific method in a traditional industry. He was only 28 when he was asked to organise and build ATIRA. From 1949-1965 he remained the Honorary Director of ATIRA. In 1962 he helped to found the Indian Institute of Management at Ahmedabad. From 1962-1965 he remained the Honorary Director of this institute. Dr. Sarabhai was mainly responsible for setting up of the Thumba rocket launching station. In 1966, after the death of Dr. Bhabha, he became the Chairman of the Atomic Energy Commission.



12. Read the passage given below and answer the questions that follow : 8
- Achoo! We all sneeze sometimes. Sneezing is a reflex that your body does automatically. That means you cannot make yourself sneeze or stop one once it has started. When you sneeze, your body is trying to get rid of bad things in your nose, such as bacteria. You have extra germs when you have a cold, so you sneeze a lot more. You might also sneeze when you smell pepper! Inside your nose, there are hundreds of tiny hair. These hair filter the air you breathe. Sometimes dust and pollen find their way through these hair and bother your nasal passages. The nerves in the lining of your nose tell your brain that something is invading your body. Your brain, lungs, nose, mouth, and the muscles of the upper body work together to blow away the invaders with a sneeze. When you sneeze, germs from your nose get blown away into the air. Using a tissue paper or “sneezing into your sleeve” captures most of these germs. It is very important to wash your hands after you sneeze into them, especially during cold and flu season. Do you ever sneeze when you walk into bright sunlight? Some people say that happens to them often. Scientists believe the UV rays of the sun irritate the nose lining of these people so they sneeze. If someone nearby sneezes, remember to tell them “God bless” that is an expression which wishes someone good health after sneezing.
- (a) What happens when you sneeze ? 2
- (b) How does the tiny hair work ? 2
- (c) Which parts of your body work together when you sneeze ? 2
- (d) How does the germs get blown out of your nose ? Why should you use a tissue paper ? 2
13. Read the passage given below and answer the questions that follow : 8
- It happens to us all, however hard we may try to delay the process. We grow old. Cosmetic surgery may remove wrinkles; skin which has sagged may be tightened by means of a facelift and a hair dresser may dye grey hair a more youthful colour, but we cannot remain young forever. However, advances in medicine have made it possible for more people to stay alive longer.
- Age brings intelligence, experience, wisdom and beauty. So why are we so scared of it? The trouble is that many of us find it impossible to relate to these worrying facts, unable to face the reality that everyday we inch ever closer to our own dotage. Our older generations experienced the most tumultuous century in human history and yet at best we fantasize, at worst outright ignore them.
- However, what is important is the quality of life. Some people are lucky to be taken care of at home whereas others may have to move to oldage homes. The worst part of ageing that often the mind becomes less alert. As people grow older they experience short-term memory. Later, some may suffer from dementia, often in the form of Alzheimer’s disease.
- By no means are all people in this category. Many senior citizens are in the possession of all their faculties and see retirement as a time of freedom. If they have a generous retirement pension, they are likely to be quite well-off with money to be spent on a holiday and other luxuries. Because of this, both businesses and government have a new respect for what is known as grey power. By no means, however, does everyone treat the elderly with great respect.
- (a) How has cosmetic surgery made people look younger ?
- (b) What problems do these old people face when they grow older ?
- (c) What is meant by ‘grey power’ ?
- (d) Which words in para 4 mean the same as :
- (i) liberal (ii) Wealthy/rich





14. Read the passage given below and complete the statements that follow :

4

Chyur tree is commonly known as 'Plulwara' in northern India, 'Chyur' in Nepal and 'Gophal' in Bengal. It is found in the Himalayan regions at an altitude of 500 metres. Chyur tree resembles an umbrella. This tree is large and shady with dense leaves. Its pulpy fruit gets a thick skin on ripening. People in the mountains call it Kalpavriksha. It is known as 'Indian Butter Tree' as it produces oilseeds, which are rich in oil content and at lower temperature transforms into fat and looks like butter or ghee.

Local people extract juice from its flowers and boil it to make jaggery. Ayurvedic physicians use it as medicine. The seed oil, honey and gur make the tree prominent in rural economy.

- (a) Chyur tree is called (i) \_\_\_\_\_ because it produces (ii) \_\_\_\_\_ which are rich in oil contents.
- (b) The extracted (i) \_\_\_\_\_ from the flowers is boiled to make (ii) \_\_\_\_\_.

15. Read the passage given below and make a summary of it in about 100 words :

5

Before Independence, India was overwhelmingly an agricultural country lagging far behind the desired level of industrialization. To plug this lacuna, the dawn of independence soon brought about the Industrial policy Resolution of 1948. It defined the broad outline of the industrial policy and defined the role of the state. The Industrial policy of 1956 gave the public sector a strategic role in economy and categorized industries which would be the exclusive responsibility of the state. Since July, 1991 the government has not only attempted to accelerate industrial development but also to make the Indian industries intentionally competitive with the result that the industrial development of India over the past five decades of planned progress is indeed spectacular. Among India's major large scale industries are cotton textile industry with over a thousand textile mills, iron and steel industry with six integrated steel plants and over 200 mini steel plants, jute industry, sugar industry, cement industry etc. The small scale industrial sector comprising khadi and village industries and small scale industries is a major source of employment and a substantial earner of foreign exchange for the country.

India, which had hardly any major industries before independence has made quite rapid success in the process of industrialization. Today, we have a well-developed group of steel, cement, fertilizers and petroleum industries and are making rapid progress in many other industrial spheres. The data on production of various industrial sectors shows the sound base on which Indian industrial structure is being built. More significant is the progress made in the field of steel, aluminum, chemicals and chemical fertilizers, petroleum products and engineering goods industries.

The country is now, more or less, self-sufficient in the production of consumer goods and some basic items like iron and steel. Power generation has been substantially stepped up and infrastructure adequately built up for future industrial progress.



16. Write a letter complaining to the Deputy Commissioner Traffic Police that the people who come for shopping to the market are not keeping their vehicles in proper parking places and causing chaos in the market area. Give your suggestions to take necessary measures. You are Aneetha, 12 Fort Road Chennai. 5

**SECTION - B**

- Note :**
- (i) Attempt **any one** of the **two** options.
  - (ii) Attempt **all** questions from the option.

**OPTION - I**

**(E.S.P. FOR RECEPTIONISTS)**

17. Write notes on the following : 6
- (a) Message Form
  - (b) Travel Guide
  - (c) Internal Telephone Directory
18. FRAME the request for the following replies : 4
- (a) They will stay in a hotel near the fort.
  - (b) The man at the Reception counter will help you.
  - (c) Good morning. I need a room.
  - (d) The tariff is nine hundred rupees a day.
19. How does the Receptionist work like a telephone operator ? 2
20. Why should the Receptionist know about the Brochure ? 2
21. How will you repeat the following telephone numbers to the callers ? 1
- 33262144, 9924525245
- Indicate pauses by using a “/” stroke before every pause.



**OPTION - II**

**(E.S.P. FOR OFFICE USE)**

17. You are the Zonal Manager of Saini Enterprises, Amritsar. Write an e-mail to all the managers of your Zone that there will be a meeting regarding opening a new branch in Haryana on 25<sup>th</sup> Nov. 2019. **2**
18. What are the tips that you require to face an Interview ? **1**
19. Read the following greetings and decide whether they are formal or informal : **2**
- (a) Saranya, meet Jayant. Jayant is our new team leader.
- (b) Let me introduce our New team leader., Mr. Jayant.
- (c) By the way do you know each other ? Saranya and Jayant.
- (d) Hi! How are you ?
20. You are Shinu or Shreya living in 4, Jeevan Street, Kamala Nagar, Chennai. Write an application for the post of Sales Executive in J.J. Enterprises, Chennai. **4**
21. What are things to be kept in mind while writing a report of an accident ? **6**

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