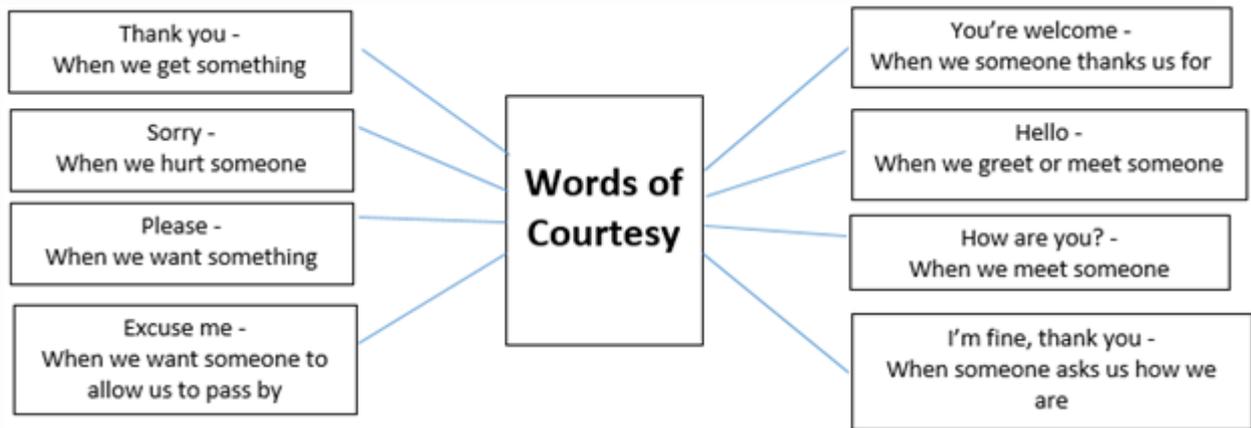


## 1.2 On Saying "Please" - Alfred George Gardiner

### ICE BREAKERS

(1) List the words of courtesy that we use in our daily life. Discuss them with your partner and explain the purpose of using each.

Ans.



(2) Listed below are a few character traits of people. Some are positive traits, while others are not. Tick the ones you feel are desirable.

Ans.

Characteristic Traits	Characteristic Traits	Characteristic Traits
Conniving <input type="checkbox"/>	Aggressive <input type="checkbox"/>	Boastful <input type="checkbox"/>
Insensitive <input type="checkbox"/>	Scheming <input type="checkbox"/>	Humble <input checked="" type="checkbox"/>
Sly <input type="checkbox"/>	Wise <input checked="" type="checkbox"/>	Servile <input type="checkbox"/>
Humorous <input checked="" type="checkbox"/>	Egoistic <input type="checkbox"/>	Territorial <input type="checkbox"/>
Naïve <input type="checkbox"/>	Manipulative <input type="checkbox"/>	Patronising <input type="checkbox"/>
Benevolent <input checked="" type="checkbox"/>	Rude	Generous <input checked="" type="checkbox"/>

(3) Etiquette and manners are very important for a person to live in the society. Read the following and put them in proper columns :

(1) To receive phone calls while you are in a lecture or class.

(2) To knock before you enter your Principal's office.

- (3) To thank the person who offers you tea or coffee.
- (4) To be polite and courteous to others.
- (5) To leave the classroom without the teacher's permission.
- (6) To occupy the seats reserved for ladies or physically challenged or elderly people on a bus or a train.

**Ans.**

Appropriate	Inappropriate
1. To knock before you enter your Principal's office. 2. To thank the person who offers you tea or coffee. 3. To be polite and courteous to others.	1. To receive phone calls while you are in a lecture or class. 2. To leave the classroom without the teacher's permission. 3. To occupy the seats reserved for ladies or physically challenged or elderly people on a bus or a train.

### BRAINSTORMING

**(A1) (i) Form groups and explain the following words with examples. You can take help of your teacher.**

**Ans.**

- 1. Humility:** It is the quality of not being very proud.  
**Example:** When a sports person gives credit to the team upon receiving an award it is an example of humility.
- 2. Self-esteem:** It is an individual's evaluation of one's own worth.  
**Example:** When you're happy, confident and motivated, it's a sign of high self-esteem.
- 3. Gratitude:** It is the quality of being thankful and showing appreciation for kindness.  
**Example:** When you thank your mentor for guiding you in important aspects of your life, it is showing gratitude.
- 4. Courtesy:** It is the quality of showing politeness in one's behaviour and attitude.  
**Example:** Saying 'please' when you make a request and saying 'thank you' when someone does a favour is a sign of courtesy.
- 5. Generosity:** It is the quality of being kind and generous.  
**Example:** A tree is an epic example of generosity. It showers us with abundant fresh air, shade, flowers, and fruits and asks for nothing in return.

**6. Sympathy:** It is the feeling of pity and sorrow over someone's suffering.  
 Example: People who work for an animal rights, care, and rehab have a sympathetic attitude towards them.

**7. Empathy:** It is the ability to understand and share the feelings of others.  
 Example: When your friend wins an award.

**(ii) Have a Group Discussion on the topic 'The need of soft skills at the workplace'. Use the following points:**

- a) Written and verbal communication (writing notes, letters, memos, reports, instructions, speeches, presentations, etc.)
- b) Ways of interacting with others (showing courtesy, sympathy, cooperation, empathy, strictness, gratitude, humility, team work, etc.)
- c) Creative abilities (preparing reports, presentations, letters, etc.)
- d) Emotional intelligence (showing understanding, compassion, empathy, team work, motivation, self-awareness, etc.)

**SOLUTION :**

<b>Moderator:</b>	You've all been given a few minutes to think about your topic for today's group discussion, which is 'The need for soft skills at the workplace'. You may now go, people skills are essential to be able to connect and communicate with those around us and especially so at our place of work.
<b>Neha:</b>	Well, that might be partly true; but I think one's professional competencies cannot take a back seat. They will always be the key to your success at the work place.
<b>Alok:</b>	I would like to build on that are of prime importance, team work is what allows for smooth functioning as well as a noteworthy execution of plans and strategies. This is where soft skills come into play as they are a combination of our people skills and communication skills. Both of these are equally important to strengthen bonds and build stronger teams.
<b>Milap:</b>	Yes, the way we interact with others is of utmost importance. Soft skills also build our communication on so many levels. People with good soft skills are bond to have stronger verbal as well as written communication abilities as compared to others. This means that through their communication, they are able to influence others to agree with them, thereby succeeding at their workplace.
<b>Aditya:</b>	That is correct! I completely agree. In fact, someone who possesses soft skills is more likely to get a job done than someone who does not know how to work in harmony with other people. Everyone knows how to do their jobs, it is how we navigate ourselves through different situations at work is what truly defines the strength of our soft skills.
<b>Neha:</b>	Yes, that's true. Also, speaking of bonding and relationships, emotions play a key role here. Emotional Intelligence, which is the ability to understand,

	manage and reasons with emotions is equally essential to effectively engage with others.
<b>Milap:</b>	I couldn't agree more. Emotional intelligence helps a person to understand a situation from a sensitized perspective. It is necessary to sympathise and empathise with people, so as to be able to deal with them accordingly.
<b>Moderator:</b>	All right, everyone. Your time's nearly up. Would someone like to summarise this discussion?
<b>Alok:</b>	Keeping in mind everything that was said today, it would only be right to say that soft skills are the fundamental need of any workplace. A place of work calls for exchange of ideas and involves multiple interactions. In such a scenario, a robust foundation of soft skills only aids in building stronger bonds and deeper relationships. This, in turn, contributes positively to the growth and development of any organization.

**(A2) (i) Read the text and state whether the following statements are True or False. Correct the False statements.**

**(a) Bitter problems in day-to-day life can be solved by sweet words.**

**Ans.** True.

**(b) Great wars could have been avoided by a little courtesy.**

**Ans.** True.

**(c) Observance of etiquette in a normal situation is important but more important is their observance when the situation is adverse.**

**Ans.** True.

**(d) Words like 'please' and 'thank you' help us in making our passage through life uneasy.**

**Ans.** False - Words like 'please' and thank you' help us in making our passage through life uneasy.

**(e) The law permits anybody to use violence, if another person is discourteous.**

**Ans.** False - The law does not permit anybody to use violence, if another person is discourteous.

**(ii) Select the most appropriate sentences which suggest the theme of the essay.**

(a) The essay tells us about courtesy, civility, morality, responsibility and control.

(b) The essay explores the difficulties that can be incurred by an individual when dealing with the public

(c) One can keep one's peace of mind without having to lower themselves to the level of the perceived offender.

(d) People with low self-esteem are generally difficult to work with and they look down upon others to get a feeling of superiority.

Ans.

(a) The essay tells us about courtesy, civility, morality, responsibility and control.

(c) One can keep one's peace of mind without having to lower themselves to the level of the perceived offender.

**(iii) (a) Find the reasons for the liftman's uncivilized behaviour.**

**Ans.** Reasons for the liftman's uncivilized behaviour. When the passenger was rude and ill-mannered towards him :

(1) he was acutely hurt by the slur cast by the passenger on his social status

(2) the passenger's discourtesy was a wound to his self-respect.

3) he felt insulted by the passenger's discourtesy.

**(b) List the people and their behavior that made the passenger rude and ill-mannered.**

**Ans.**

The people who made the passenger rude and ill-mannered:



(2) The behavior of the people who made the passenger rude and ill-mannered:

1. housemaid is rude to the cook
2. cook is therefore very rude to the passenger's employer's wife
3. employer is henpecked by his wife at breakfast
4. employer does not say 'Good Morning' to passenger
5. passenger is rude and ill-mannered towards the liftman
6. liftman throws passenger out of the lift.

**(iv) Good manners are required in our daily life for making our social contacts more cooperative and friendly. Illustrate the behaviour of the polite conductor with different people in various situations.**

**Ans.**

SITUATION	BEHAVIOUR
1. The writer's sensitive toe was trampled on	The conductor said sorry with an apology and courtesy.
2. In the rainy season dealing with people	He would run up the stairs to give someone the tip that there was "room inside".

3. Dealing with old people	He was as considerate as a son.
4. Dealing with children	He was as solicitous as a father.
5. Dealing with young people	He always indulged in some merry jest with them.
6. Dealing with a blind man	He set him down safely on the pavement and then took him wherever he wanted to go, after telling the driver to wait for a while.

**(v) Discuss and Write the impact of good temper and kindness on society in the light of the good-mannered conductor.**

**Ans.** The conductor was always cheerful and kind-hearted to everyone in the bus. This spread to his passengers and they too became cheerful and good-humoured. They would naturally pass on this feeling after getting off the bus. Thus, in society, if people are good-tempered, cheerful and kind, it will spread to others and they too will start behaving in a similar manner. This will lead to a happy and compassionate society.

**(vi) 'A modest calling can be made dignified by good temper and kindly feeling'. Explain the statement with examples.**

**Ans.** This means that whatever career or job one has, however simple or modest, it can be made more dignified by behaving in a good tempered and cheerful manner and with kindness towards the people one comes in contact with. For example, even a simple job like that of a security guard at a mall can be made pleasant and dignified if the guard smiles and says "Thank you" or 'Good morning' every time he/she checks a person. A sweeper's job can also be made more dignified if he/she just nods and smiles at passers-by or helps them if they are in need.

**(vii) The service of the police is necessary for the implementation of law in our society. Do you think you require this service for a good social environment? Discuss and write.**

**Ans.** No, we cannot have the police monitoring us for social and moral offences. For example, one cannot be punished if one refuses to smile at an acquaintance or say "Thank you". One cannot be punished if one doesn't hold the door open for the person who is following. These are good manners, or courtesy, and they have to be taught right from childhood, and they will change in different cultures and different circumstances. Whether a person follows them or not depends on the individual. However, if these little courtesies are followed, life will become much simpler and more pleasant for everyone.

**(A3) (i) He committed the crime in broad daylight (not bright daylight or narrow darkness).**

**I had a cup of strong tea (not rich tea).**

**The fast train is coming (not quick train).**

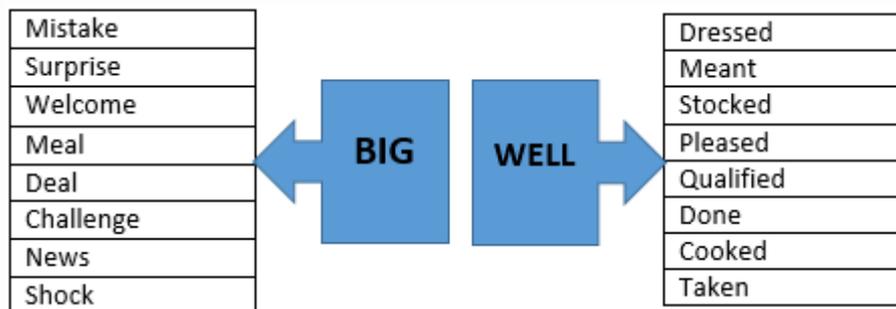
**Such words or group of words which habitually occur together and thereby convey meaning by association are called collocations. A collocation is a combination of words in a language that often go together.**

(a) Find out the words in Column 'B' which collocate with the words in Column 'A'.

A	B	Answer
regular	meal	Regular exercise
mid - day	concept	Mid-day meal
key	food	Key concept
fast	exercise	Fast food
try	decorated	Try hard
richly	hard	Richly decorated
free	jam	Free time
traffic	time	Traffic jam
social	animal	Social justice
wild	justice	Wild animal

(b) Learning collocations is essential for making your English sound fluent and natural. Make collocations and use in your own sentences.

Ans:



Sentences :

(1) **BIG:**

- (1) It was a big mistake to hold a party on a rainy day.
- (2) "Did you get a big surprise when you saw me?" asked the little girl to her mother.
- (3) There was a big welcome waiting for the winning team.
- (4) The hungry beggar prayed that he would get a big meal at the rich man's home.
- (5) Writing the difficult exam was no big deal for the intelligent boy.
- (6) Rohan realized that it would be a big challenge for him to win the match.

(7) The discovery of a new element was big news in the scientific community.

(8) Losing the beauty contest was a big shock for the arrogant girl.

(2) **WELL:**

(1) The well-dressed man jumped over the puddle carefully.

(2) The advice the teacher gave Rita was well-meant, but Rita did not like it.

(3) The cook was happy to see the well-stocked cupboard.

(4) Little Naina was well-pleased with her birthday gift.

(5) The company needed a well-qualified man as its head.

(6) The decoration for the wedding was well-done.

(7) The hungry man ate the well-cooked meal with pleasure.

(8) Advice given by one's parents should be well-taken.

(ii) Sometimes while using a word in a sentence, we have to change its word class. We can make several more words from the root word.

**We can make several new words from the root word.**

e.g. I asked Sumit to ..... my pencil for me, (sharp).

I asked Sumit to sharpen my pencil for me.

**Q. 1. Read the following sentences and use the words given in the brackets. Change the word class and rewrite the sentences.**

(a) Leena was eating a very ..... apple and obviously enjoying it. (crunch)

**Ans.** Leena was eating a very crunchy apple and obviously enjoying it.

(b) This picture looks ..... (colour)

**Ans.** This picture looks colourful.

(c) I'm afraid that your behaviour is just not ..... (accept)

**Ans.** I'm afraid that your behaviour is just not acceptable.

(d) I like my elder brother. He is very ..... (help)

**Ans.** I like my elder brother. He is very helpful.

**Q. 2. Complete the following table. Put a cross if a word class does not exist. (The answers are given directly and underlined.)**

**Ans.**

Sr.No.	Noun	Verb
1.	Absence	X
2.	Alarm	Alarm
3.	Attraction	Attract
4.	Ability	Enable
5.	Admiration	Admire
6.	Agreement	Agree
7.	Application	Apply
8.	Avoidance	Avoid
9.	Difference	Differ

*(Table continued here)*

Adjective	Adverb
Absent	Absently
Alarming	Alarmingly
Attractive	Attractively
Able	Ably
Admirable	Admirably
Agreeable	Agreeably
Applicable	X
Avoidable	Avoidably
Different	Differently

**(iii) Register often refers to the degree of formality of language, but in a more general sense it means the language used by a group of people who share similar work or interest, such as doctors or lawyers.**

Imagine that your Principal or teacher is coming. When you meet him, you would never say,

"Hey, dude! What's up?"

This is a formal situation, so you would say 'Good morning, Sir'.

In every situation, you use an appropriate expression according to the person. The language you use, when you meet someone depends on their age, position etc. There are formal and informal registers in spoken and written language.

**(A) Write appropriate expressions and words which you have to use while facing an interview.**

**Ans. (a) May I come in?**

(b) May I have a seat?

(c) Thank you.

(d) I'm sorry, but I did not catch what you said.

(e) Please let me know .....

**(B) You are writing a letter of complaint. List the proper expressions that you would like to write.**

**Ans. (a) I disagree.**

(b) I'm sorry to say that.....

(c) I would like to suggest.....

(d) This was not expected from a company like yours.

(e) Please replace the defective piece as soon as possible.

**(iv) Distinguish between legal offence and a moral offence on the basis of the extract. (Answer is directly given and underlined.)**

**Ans.**

<b>Legal Offence</b>	<b>Moral Offence</b>
Burglary	Rude behaviour
<u>Assault</u>	<u>Discourtesy</u>
<u>Battery</u>	<u>Haughtiness</u>
	<u>Laceration of one's feelings</u>

**(v) Find out the meanings of the following phrases. Use them in your own sentences.**

(a) give and take.

**Ans.** give and take – Meaning : exchange of ideas

Sentence – The TV stars engaged in an interesting give and take which was enjoyed by the audience.

(b) a black eye.

**Ans.** black eye – Meaning : an area of skin around the eye that has gone dark because it has been hit.

Sentence – When I saw my friend with a black eye, I knew that he had been in a fight with someone.

(c) Lower than the angels.

**Ans.** lower than the angels – Meaning : less than perfect.

Sentence – The unexpected behaviour of the religious men was somewhat lower than the angels.

(d) Knock someone down.

**Ans.** knock someone down – Meaning : to hit someone forcefully so that he/she falls down.

Sentence – The young boy was so angry with the bully that he knocked him down.

(vi) Find out the words with prefixes and suffixes from the text and write them down.

**Ans.**

Prefix	Suffix
uncivil	requirement
discourtesy	instruction
unfriendliness	reasonable
inconvenience	existence
inexhaustible	discovery
unusually	investment

(vii) Complete the table with polite expressions that we must use in our day-to-day life.

(Answer is directly given and underlined.)

**Ans.**

Don'ts	Dos
I want a cup of tea.	I would like to have a cup of tea.
Send me the mail.	<u>Please send me the mail.</u>
Go away or leave me alone.	<u>Please let me be by myself.</u>
You are wrong.	<u>Are you sure you're right?</u>
That's a bad idea.	<u>That is not a very good idea, is it?</u>
Your work isn't good.	<u>Your work can do with some improvement.</u>

(i) Edit the given paragraph using a/an/the wherever necessary :

Rakesh is a/an ideal son who remains devoted to his father as he grows professionally to become a/the famous doctor. As his father grows old, he takes care to spend time with his father, bringing him tea in a/the morning and taking him out for a/the walk in an/the evening.

**Ans.** Rakesh is an ideal son who remains devoted to his father as he grows professionally to become a famous doctor. As his father grows old, he takes care to spend time with his father, bringing him tea in the morning and taking him out for a walk in the evening.

(ii) Spot the errors in each of the following sentences and correct the incorrect ones:

(a) Radha brought pens and distributed them between her five children.

**Ans.** Radha bought pens and distributed them among her five children.

(b) Jayshree and Sujata sat besides each other in complete silence.

**Ans.** Jayshree and Sujata sat beside each other in complete silence.

(c) His best friend Vijay was blind within one eye.

**Ans.** His best friend Vijay was blind in one eye.

(d) One could dare to encroach on his rights.

**Ans.** One could not dare to encroach on his rights.

(e) She was taken with surprise when she saw the famous Taj Mahal.

**Ans.** She was taken by surprise when she saw the famous Taj Mahal.

(f) It is not possible to exchange the goods once the sale has been completed.

**Ans.** It is not possible to exchange goods once the sale has been completed (the 'is' is deleted.)

(g) Dr. Sengupta has been trying to master the craft for the last five years.

**Ans.** No error in this sentence.

(h) The top ranking candidates will be appointed in senior jobs in banks.

**Ans.** The top-ranking candidates will be appointed to senior jobs in banks.

(i) She knows very well what is expected from her but she is unable to perform.

**Ans.** She knows very well what is expected of her but she is unable to perform.

(j) They will put on a note in this regard for your consideration.

**Ans.** They will put up a note in this regard for your consideration.

**(iii) Read the following sentence.**

Santosh purchased a computer. He read the operating manual and followed the instructions.

(a) He linked the monitor, keyboard and printer.

(b) He plugged in the main cable.

(c) He switched on the monitor at the back.

(d) When the light appeared on the screen, he placed the Day Disk in Drive A.

(e) He pushed in the disk until the button clicked out.

(It took about 30 seconds for the computer to load the programme.)

(f) He pressed the Drive button and the disk shot out.

(g) He replaced the Day Disk with the Document Disk.

(h) He pressed function key 7.

**Q. Convert these sentences into passive voice by filling in the blanks.**

**Ans.** Firstly the monitor, keyboard and printer were linked up. Then the main cable was plugged in. The monitor was switched on at the back. When the light appeared on the screen, the Day Disk was placed in Drive A. The disk was pushed in until the button clicked out. It took the computer 30 seconds to load the program. The drive button was pressed and the disk shot out. The Day Disk was replaced with the Document Disk. Finally, the function key 7 was pressed.  
The word processor was then ready to use.

**(A5) (i) Write a speech on 'Courtesy is the light of life' with the help of the following points.**

(a) People have a good impression of you.

(b) You will be acknowledged and appreciated all.

(c) You will be happier and contented with life.

**Ans. Courtesy is the light of life.**

Dear friends,

Good morning You may be surprised with the topic I have chosen for this speech for today the word Courtesy seems to be an old fashioned word for us. But it is really the light of life L Shivam Goswami, would like to say a few words on why I think so.

First of all, what does courtesy mean? It means good manners and polite behaviour. It means being kind and compassionate towards someone When you are courteous, people have a good impression of you but that is not the reason for being courteous Politeness should be real, and not artificial.

A courteous person will be appreciated by all.

People will like to spend time with him/her and find pleasure in the person's company. Someone may ask 'What is courteous behaviour'? Saying simple words like 'Please', 'Thank you', 'Excuse me' and 'Sorry' is courteous behaviour. Helping a person who has fallen is courteous behaviour. Holding the lift door open for someone is courteous behaviour.

When a person is courteous, people are automatically courteous in return. This leads to a more polite and happier society. As I conclude, I would like to ask all of you to do something for a week : Be courteous. Then you will see the returns and realize the truth of what I am saying. Thank you for listening to me so patiently. Bye.

**(ii) 'Manners maketh man' - Expand the idea in your own words with proper examples.**

**Ans. 'Manners maketh man'**

'Manners maketh Man' so goes a famous saying.

In the world of today, people are judged by their manners and conduct. Manners distinguish us from animals, and make us human. A person who is courteous and considerate towards others is said to possess good manners. Such a person is respectful

to his superiors, courteous to his equals and sympathetic towards his subordinates. He always shows concern for the well-being and comfort of others. He uses words like 'Please', 'Thank you' and 'Sorry' while talking to others; he helps senior citizens and those in need.

Everyone likes a person who speaks and behaves politely and treats others respectfully. Good manners cost practically nothing but can buy everything. They win us friends and help us influence people. They make the world a happier place to live in by reducing friction and avoiding tension.

When we meet a person for the first time, it is the person's courtesy which impresses us deeply. Good manners are generally taught by parents at home, and by teachers in school. Manners that are learnt during childhood generally remain with us throughout our lives. They become a part of our personality. Hence, it is desirable that good manners are instilled in children when they are very young, so that they grow up to become courteous, considerate adults.

**(A6) (i) Read A. G. Gardiner's essay 'The Open Window' and compare its theme with the essay 'On Saying "Please."'**

**Ans.** (Students are advised to do the above reading by themselves.)

**(ii) 'Nothing clears up my spirits like a fine day' -- Keats. Collect information of the poet Keats and write it in your notebook.**

**Ans.** John Keats was an English Poet known for his romantic lyrics. He was a very important figure in the second generation of Romantic Poets. Keats grew up in difficult circumstances and found solace in art literature. He was a voracious reader.

Keats searched for perfection in his poetry and hence marked it with vivid imagery and sensuous appeal. Within Poetry, he expressed philosophy through classical legend.

Ironically, Keats' reputation grew much after his death. In his short life of just 25 years, Keats etched a name for himself in the world renowned poets.

**(A7) (i) Soft skills are required in all walks of life including careers and industries. They are increasingly becoming the essential skills of today's work force.**

**Soft skills are an integral part of finding, attracting and retaining clients also. Highly developed presentation skills, networking abilities, and etiquette awareness can help you win new clients and gain more work.**

**The following are considered the most important soft skills.**



**Ans.** Do it yourself.

**(ii) Following are some of the institutions where you will get the courses related to soft skills**

- (a) Indian Institute of Management, Ahmedabad, Gujarat.
- (b) Indian School of Business Management, Hyderabad.
- (c) XLRI-Xavier School of Management, Jamshedpur.
- (d) Indian Institute of Foreign Trade, New Delhi.

**(Note Students can find out the names of more institutions from the internet.)**

**Jobs available at --**

- ☺ Customer service centre
- ☺ Management schools
- ☺ Hotel industry, etc

**(\*Note: Students can find out more job openings from the internet.)**

**Ans.** Do it yourself.