

SAMPLE QUESTION PAPER
SENIOR SECONDARY EXAMINATION
ENGLISH (302)

Time: 3 Hours]

[Maximum Marks: 100

Note:

- i. There are 45 questions in all divided into two parts.
- ii. All questions are compulsory.
- iii. Marks for each question are indicated against it.
- iv. Question Nos. 1 to 25 are carrying 1 mark each. Some of them are in subparts that include MCQ, Fill in the blanks, True-False, Match the column, One-word answer type questions.
- v. Question Nos. 26, 28 to 34, 41, 43 are short answer questions carrying 2 marks each. Answers to these questions should not exceed 30 words each.
- vi. Question Nos. 27, 36 and 40 are carrying 3 marks. Answers to these questions should not exceed 40 words.
- vii. Question Nos. 44 to 45 are carrying 4 marks. Answers to these questions should not exceed 100 words.
- viii. Question Nos. 42 is a long answer question carrying 5 marks. Answer to these questions should not exceed 150-200 words.
- ix. Question Nos. 35, 37 to 39, have 2 test items in subparts of 1 mark each.
- x. Questions have to be attempt either from optional Module I or optional Module II in all sections.

PART A

Section A: Prescribed Texts

(5 Poetry + 9 Prose) = 14 Marks

Answer the following questions:

1. Who is the poet of the poem “Where the Mind Is Without Fear”? (1 Mark)
2. What is the grandmother begging for in the poem “My Grandmother’s House”? (1 Mark)
3. (1 Mark)
 - i. What kind of night was it when the scorpion bit the poet’s mother?

OR

- ii. “Parting with his poison -flash

Of diabolic tail in the dark room- ”

What is the meaning of the word ‘flash’?

4. (1 Mark)

i. What does the phrase ‘narrow domestic walls’ mean?

OR

ii. What is meant by “mind is without fear and head is held high”?

5. (1 Mark)

i. Why does the poet call the wood ‘yellow wood’ in “The Road not Taken”?

OR

ii. What does ‘Way leads on to way’ mean?

Read the text carefully and answer Question No. 6 to 7.

Education as commonly understood by people means acquiring certain knowledge and skills in order to earn their living. But that is only one purpose of education. You may ask why? This is because humans are much more than just wage-earning machines. They are endowed with emotions and feelings which enrich their life. These emotions and feelings need to be developed so that they can develop into social beings, able to interact with fellow beings who are also members of that society of which they are a part.

6. Identify the True and False sentences (any TWO). (1X2= 2 marks)

- i. According to the passage, education is only to gain knowledge and skills.
- ii. The passage believes that emotions and feelings should be developed.
- iii. Emotion does not help to interact with fellow beings.

7. Choose the correct alternatives. (1X1= 1 mark)

‘Wage-earning machine’ is reference to people _____

- A. placing wagers to earn big.
- B. looking beyond their salaries.
- C. defined by their salaries.
- D. not earning any wages.

8. Match the column in reference to “My Son Will not a Beggar Be”: (1X4= 4 marks)

- | | |
|------------------|---|
| i. The mother | (a) thought he was evil or harmful |
| ii. The sisters | (b) cried all the time |
| iii. The father | (c) treated him like a delicate doll |
| iv. The servants | (d) had little hope that he would see again |

9. Choose the correct alternatives. (1X2= 2 marks)

- i. What words of Aunt Pramela’s hurt Aradhana the most?

- A. that she as a baby was skinny and dark
 - B. that Aradhana was an adopted child
 - C. that Sunita, her sister, had made a mistake
 - D. that Sunita should have told Aradhana the truth.
- ii. Pick out the quote which does not convey the same meaning/situation as “Failing in the examination is not the end of the world.”
- A. It will not be the end of the world if it rains on the day of wedding.
 - B. Losing your job does not have to be the end of the world.
 - C. Travelling to Antarctica is not the end of the world.
 - D. Missing your train is not the end of the world.

Section B: Non-prescribed Texts

Read the following passage carefully and answer Question No. 10 to 11.

Have you ever failed at something so miserably that the thought of attempting to do it again was the last thing in your mind?

If your answer is yes, you should understand that you are not a robot. Unlike robots, we human beings have feelings, emotions and dreams. We are all meant to grow despite our circumstances and limitations. Flourishing and trying to make our dreams come true feels great when life goes our way. But what happens when it does not? What happens when you fail despite all your hard work? Do you stay down and accept defeat or do you get up again? If you have the tendency to persevere and keep going, then you have what experts call grit”.

Falling down or failing is one of the most agonizing, embarrassing and scary human experiences. But is also one of the most educational, empowering and essential parts of living a successful and fulfilling life. Did you know that perseverance (grit) is one of the seven qualities that has been described as the key to personal success and betterment in society? The other six are: curiosity, gratitude, optimism, self-control, social intelligence and zest. Thomas Edison is an example of grit for trying more than 1000 times to invent the light bulb. When asked why he kept going despite hundreds of failures, he merely stated that they had not been failures, they were hundreds of attempts towards creating light bulb.

10. Complete the following sentences (any THREE). (3X1= 3 marks)

- i. _____ was created after many attempts.
- ii. There is total _____ qualities as the key to personal success.
- iii. The reason why you are not a robot is because _____.
- iv. Thomas Edison is an example of _____.

11. Choose the correct alternatives (any THREE). (3X1= 3 marks)

- i. Choose the option that best captures the central idea of the passage from the given quotes.

A	B	C	D
<p>“What is the point of being alive if you don’t at least try to do something remarkable?”- <i>John Green</i></p>	<p>“Mistakes are the portals of discovery” - <i>James Joyce</i></p>	<p>“Failure should be our teacher, not our undertaker. Failure is delay not defeat. It is a temporary detour, not a dead end.”-</p>	<p>“A person who never made a mistake never tried anything new.” -<i>Albert Einstein</i></p>

- ii. Which of the following is relevant for the title of the passage?
- Dreams Always Come True
 - Humans Vs Robots
 - Falling Down and Getting Up
 - Failure and Grit Go Hand in Hand
- iii. What do you understand from the line “Falling down or failing is one of the most agonizing, embarrassing and scary human experiences?”
- Falling down makes us angry
 - Failure can deeply affect our emotions
 - Stay positive and be optimistic
 - Self-control is empowering
- iv. What is the tone of the following context? “Falling down or failing is one of the most.....educational, empowering and essential parts of living a successful and fulfilling life?”
- Humorous
 - Optimistic
 - Horrifying
 - Solemn

Read the following passage and answer Question No. 12 to 13.

Individuals together form a society. Any form of substance abuse does not affect the individual alone but adversely affects his family, friends and thereby the society as well. Children of parents addicted to drugs are neglected and abused. This leaves a deep emotional scar in them and leads to disorder like anxiety, phobia, under-confidence, and depression. Youth involved in drug abuse mostly indulge in unlawful activities such as theft, violence and road rage which has negative effects on the society they grow up in. They cannot positively contribute to the development of the society. Drug abuse is prevalent across all sections of the society. The rich are mainly involved in use of drugs such as marijuana, heroin and other substances which are expensive. They do it mainly to get a feeling of ‘high’. The street children are addicted to

smoking, drinking illicit liquor, and in the smelling of gum, paints, and fuel. It is found that the smelling of these toxicants help them to overcome hunger pangs.

12. Identify the True and False sentences (any FIVE). (1X5=5 Marks)

- i. Substance abuse does not affect the individual.
- ii. The passage seems to suggest that smelling intoxicants helps street children to get a feeling of 'high'.
- iii. Children usually neglected and abused by their parents are prone to drug addiction.
- iv. Youth involved in drug abuse usually does indulge in theft.
- v. Drug substance is very cheap.
- vi. Neglected children grow up as confident individual.
- vii. The word opposite to meaning to 'high' is intoxicated.

13. Choose the correct alternatives (any ONE). (1X1= 1 marks)

- i. Youth involved in drug abuse are involved in
 - I. Theft and violence
 - II. Road rage
 - III. Nobel deeds
 - IV. Acts of compassion
 - A. i and ii
 - B. i and iii
 - C. ii and iii
 - D. iii and iv
- ii. The rich mainly use drugs such as
 - I. Marijuana
 - II. Heroin
 - III. Gums and Paints
 - IV. Fuel
 - A. i and ii
 - B. only ii
 - C. only iii
 - D. iii and iv

Section C: Grammar

14. Choose the correct alternatives (any ONE). (1X1= 1 Mark)

- i. My family _____ in Bhopal for five years now.
 - A. has lived
 - B. has been living
 - C. had lived
 - D. lived
- ii. The wind _____ heavily yesterday.
 - A. blows
 - B. had blew
 - C. blown
 - D. was blowing

15. Fill in the blanks of any THREE.

(1X3= 3 Marks)

- i. We should live _____ our means.
- ii. I could not agree _____ him.
- iii. He travelled all _____ the world until he was eighty years old.
- iv. The ball rolled _____ the hole.

16. Identify the type of any TWO sentences given below:

(1X2= 2 Marks)

- i. Siddhi went to the market and bought some fresh fruits.
 - A. Simple
 - B. Complex
 - C. Compound
 - D. None
- ii. Abhisekh liked the shirt which his brother presented to him.
 - A. Simple
 - B. Complex
 - C. Compound
 - D. None
- iii. I was very impressed with her last performance on the stage.
 - A. Simple
 - B. Complex
 - C. Compound
 - D. None
- iv. They talk with him in English but he replies in French.
 - A. Simple
 - B. Complex
 - C. Compound
 - D. None

17. Fill in the blanks with appropriate 'Wh-' questions (any TWO).

(1X2= 2 Marks)

- i. _____ is your hobby, Bob?
My hobby is swimming.
- ii. _____ is your new job?
It's interesting. I enjoy it.
- iii. _____ did the party end?
It ended before 8 pm.
- iv. _____ do you think about the party?
Well, it's fun. I like the music best.

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

(1X1= 1 Marks)

- i. Suman dusts and mops our house every morning.
 - A. Our house is dusted and mopped every morning by Suman.
 - B. Suman is dusting and mopping our house every day.
 - C. Our house is getting dusted and mopped every day.

- D. Suman dusted our house daily.
- ii. The President of the company donated a handsome amount to the museum.
- A. A handsome amount is donated by the President of the company to the museum.
 - B. A handsome amount was donated by the President of the company to the museum.
 - C. A handsome amount is being donated by the President of the company to the museum.
 - D. A handsome amount will be donated by the President of the company to the museum.

Section D: Functional Writing Skills

Read the text carefully and answer Question No. 19 to 20:

To have a fair complexion is an obsession in our society. Demand for fair brides in matrimonial columns and the sale of fairness creams are evidence enough. You are writing an article expressing your views on this topic.

19. Choose the correct alternatives: **(1X3= 3 Marks)**

i. Select the option that lists an appropriate title for this article.

- I. Fairness: An Obsession in Society
- II. Beautiful Mind, Better Than a Fair Complexion
- III. Racism - New Package, Old Thought
- IV. Fair Complexion Is Always Alluring

- A. Option I
- B. Option II
- C. Option III
- D. Option IV

ii. Which of the options needs to be elaborate on for this article?

- I. A beautiful mind is better than complexion
- II. Attitude towards life matters
- III. Money knows no complexion
- IV. Society's behaviour and mentality

- A. I, II, III
- B. II, III, IV
- C. I, III, IV
- D. I, II, IV

OR

iii. Which of the following quotes summarise the central idea of this article?

- I. Beauty lies in the eyes of the beholder. --Plato
- II. White lies always introduce others of a darker complexion. --William S. Paley
- III. It is not our differences that divide us. It is our inability to recognize, accept and celebrate those differences. --Audre Lorde
- IV. Let us live for the beauty of our own reality. --Charles Lamb
 - A. Option I
 - B. Option II
 - C. Option III
 - D. Option IV

iv. Which among the following options should be apt for this article.

- I. Using long and complex sentences
- II. To begin with the strongest point
- III. Abstaining from giving a personal opinion
- IV. Repetition of ideas to emphasise a point
 - A. Option I
 - B. Option II
 - C. Option III
 - D. Option IV

20. (1 Mark)

i. Read the following draft and complete it by selecting the most appropriate option.

A person's physical appearance is less (a) _____ than his character. Beauty is not about having a pretty face but it is about having a pretty mind, a pretty heart and most importantly a beautiful (b) _____.

- A. (a) thrilling (b) complexion
- B. (a) interesting (b) reality
- C. (a) important (b) soul
- D. (a) interesting (b) soul

OR

ii. What is fluency in article writing?

- A. Writer's ability to produce the text sequentially
- B. Ability to thank the audience
- C. Ability to find out the cause and effect
- D. None of the above

21. Read the questions carefully and identify any FOUR as True or False: (1X4= 4 Marks)

- i. Identification mark of the object 'Found' is a part of the Notice issued for 'Found'.
- ii. Notice is a type of article.
- iii. By line of the report contains the name of the reporter:

- iv. A formal letter should not be grammatically correct to have the desired effect on the recipient.
- v. In a memo, reasoning on hirings, firings, and purchasing, etc, is known as Recommendations.
- vi. A good writer must avoid slangs in a good essay.
- vii. In report writing the narration of the event is always written in the present tense.
- viii. in letter writing, replying to enquiries come under the category of informal letter.

22. Answer any TWO of the following questions in one sentence: (1X2= 2 Marks)

- i. While writing articles, where should the writer mention his/her name?
- ii. 'Expression of thanks' is written in which type of the writing?
- iii. Where should we write the name and designation of addresses in a business letter?
- iv. What is the category of a letter of complaint?

Section E

Option I (English for Receptionists)

23. Read the questions carefully and choose the suitable answer: (1X2 =2 Marks)

- i. What a receptionist DOES NOT need from the following list to do her job efficiently:
 - I. A telephone directory
 - II. A hobby diary
 - III. An index book of telephone numbers frequently used
 - IV. Names and addresses of hotels nearby
 - A. Only I
 - B. Only II
 - C. II and IV
 - D. None of the above
- ii. What are the two prime requirements of a receptionist's job?
 - A. Courtesy and diplomacy
 - B. Good manners and smile
 - C. Courtesy and good manners
 - D. Smile and diplomacy

OR

iii. Select two office duties from the following.

- I. Welcome the guests/visitors and offer them help
 - II. Answer personal telephone calls effectively
 - III. Attend to non-routine enquiries
 - IV. Note down messages, make bookings, reservations, cancellations and plan schedules
 - V. Confuse the guests/visitors with any queries or problems that may arise.
- A. I and III
 - B. I and IV

- C. II and IV
- D. III and V

24.

(1 Mark)

i. The underlined expression used in this conversation is not appropriate on the phone. Choose the correct response from the options given.

Receptionist : Good morning. Shimla Studios.

Rakesh : Here is Rakesh from Manali.

Rakesh : What do you want?

- A. Hi, I was waiting for your phone.
- B. Nice to know. How are you?
- C. Why have you called, Rakesh?
- D. What can I do for you, Mr. Rakesh?

OR

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

Receptionist (R) : Hindustan Petroleum, Can I help you?

Man (M) : This is Ranjit Malik. Can I speak to Vikram Yadav, please?

Receptionist (R) : Hold the line, please

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

25. Read the questions carefully and choose the suitable answer:

(1X2 =2 Marks)

i. Arrange the steps of a telephonic conversation:

- I. Offers help
- II. Obtain caller's identity
- III. Greets and gives identity
- IV. Acknowledge the call
- V. Takes down a message

- A. I, II, III, IV, V
- B. V, IV, III, II, I
- C. III, I, II, IV, V
- D. III, V, II, IV, I

ii. Choose the general rule for calling out telephone numbers?

- A. Numbers should be grouped in three digits, giving a slight pause between each pair.
- B. When you give or ask for a telephone number, never repeat it to confirm if you have the right number.

- C. Within the pairs refer to numbers in digits. Eg: 32 is; three two not thirty-two 5642 is five six/pause/four two.
- D. When the same number/figure occurs in a pair between two pauses, say it two times.

Option II (ESP For Office Use)

23. Read the questions carefully and choose the suitable answer. (1x2=2 Marks)

i. Study and practice the short exchanges/ dialogues given below. Identify the relationship.

X: Good morning, Sir!

Y: Good morning, Harish! Didn't see you in office yesterday. Is everything all right?

X: Yes, sir, thank you. I had to take leave because a friend had come from Chennai.

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

OR

ii. People usually use short forms when sending e-mails. Select the correct match.

- A. HSIK - How Should I Know?
- B. BBL - Be Black Later
- C. FYI - For Your Insight
- D. IOW - In Other World

iii. Say whether the following statements are true (T) or false (F).

- (i) E-mail is no different from older forms of communication.
- (ii) With e-mail, the receiver can ask for and get clarifications.

- A. Both options are TRUE
- B. Both options are FALSE
- C. Only option (i) is TRUE
- D. Only option (ii) is TRUE

24.

(1 Mark)

ii. Select the source to gather information about the company you are going to appear in an interview.

- A. the advertisement
- B. the invitation
- C. your friends
- D. other companies

OR

iii. Select which of the following statements are TRUE or FALSE.

- i) To prepare for an interview, we must buy new clothes.

ii) Knowing about the organisation is a mark of a serious candidate.

iii) You should aim to get a job that gives you a high pay.

- A. All options are TRUE
- B. All options are FALSE
- C. Only option (i) is TRUE
- D. Only option (ii) is TRUE

25. Read the questions carefully and choose the suitable answer. (1x2=2 Marks)

i. You have to write an email to Raj Travels, asking them to cancel your air tickets to Bangalore and hotel accommodation they had booked for you. You will inform about changed date in near future. Select the appropriate points from the following.

- A. Cancel reservations, will decide upon new dates, regret inconvenience caused
- B. Postpone reservations, will inform about new dates, regret inconvenience caused
- C. Cancel reservations will inform about new dates, regret inconvenience caused
- D. Cancel reservations, will inform about new dates, requested to return the booking amount

ii. You have gone to see a senior colleague who has been admitted to a hospital. Which expression will you use? Select the correct response. **(1 Mark)**

- A. Good morning. In good shape, are you?
- B. Good morning, sir, how're you feeling now?
- C. Hi! How's life?
- D. Hey! how are you, old boy?

PART B

Section A: Prescribed Texts

(5 Poetry +6 Prose) = 11 Marks

26. Answer ANY ONE of the following questions: (1X2=2 Marks)

- i. How does the poet describe 'heaven of freedom'? (Where the Mind is Without Fear)
- ii. Why did the peasants say the name of God a hundred times? (Night of the Scorpion)

27. Answer ANY ONE of the following questions: (1X3=3 Marks)

- i. Despite undergoing extreme suffering, what did the mother say at the end? What does it reveal about her? (*Night of the Scorpion*)
- ii. Do you think 'tireless' is an appropriate adjective used in the poem for 'striving'? (*Where the Mind is Without Fear*)

Answer the following questions:

28. Why was Baldeo's job dangerous? (*The Tiger in the Tunnel*) (2 marks)

29. (2 marks)

i. 'She danced for one person only'. Who was this person? Why did she dance only for her? (*I Must Know the Truth*)

OR

ii. Why did Aradhana think that she was not beautiful? (*I Must Know the Truth*)

30. (2 marks)

i. What is the 'surprise of the life' that the train driver received? (*The Tiger in the Tunnel*)

OR

ii. According to the passage on stress management, a long stint of exhausting mental work should be followed by what?

Section B: Non-prescribed Texts

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

Naval architects never claim that a ship is unsinkable, but the sinking of the passenger-and-car ferry Estonia in the Baltic surely should never have happened. It was well designed and carefully maintained. It carried the proper number of lifeboats. It had been thoroughly inspected on the day of its fatal voyage. Yet hours later, the Estonia rolled over and sank in a cold, stormy night. It went down so quickly that most of those on board, caught in their dark, flooding cabins, had no chance to save themselves: Of those who managed to scramble overboard, only 139 survived. The rest died of hypothermia before the rescuers could pluck them from the cold sea. The final death toll amounted to 912 souls. However, there were an unpleasant number of questions about why the Estonia sank and why so many survivors were men in their prime, while most of the dead were women, children, and the elderly.

31. Why was the sinking of Estonia surprising? (2 Marks)

32. (2 Marks)

i. What's so unpleasant about the last fact mentioned in the passage?

OR

ii. What does the survivors' list suggest?

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

Dolphins are regarded as the friendliest creatures in the sea and stories of them helping drowning sailors have been common since Roman times. The more we learn about dolphins, the more we realise that their society is more complex than people previously imagined. They look after other dolphins when they are ill, care for pregnant mothers and protect the weakest in the community, as we do. Some scientists have suggested that dolphins have a language but it is much more probable that they communicate with each other without needing words. Could any of these mammals be more intelligent than man? Certainly, the most common argument in favour of man's superiority over them that we can kill them more easily than they can kill us is the least satisfactory. On the contrary, the more we discover about these remarkable creatures, the less we appear superior when we destroy them.

33. (2 Marks)

i. Mention two things that are similar to humans in the dolphin community.

OR

ii. According to the scientists, what is the medium of communication among the dolphins?

34. What do you feel about the most common argument in favour of man's superiority over dolphins? **(2 Marks)**

35. Find a word similar in meaning to any Two: **(2 Marks)**

- i) safeguard
- ii) dominance
- iii) extraordinary

36. Read the following passage carefully and make a summary. (1X3= 3 Marks)

i. Most of the people who appear most often in history books are great conquerors and generals. Strangely enough the people who really helped civilization forward are often never mentioned at all. We do not know who made the first boat or calculated the length of the year, but we know all about our killers and destroyers. We raise statues of them simply because they fought bravely. But even animals fight, so do savages. To fight is not to be civilised. Moreover, there are other ways of settling quarrels among men or nations. So really civilised people have been those who brought peace and happiness to mankind. They have been prophets, saints, doctors, inventors, and discoverers. They have been truly great since instead of inflicting pain and hardships upon humanity they have healed their wounds. Instead of killing, they are really civilised and deserve our attention and respect.

OR

ii. This century is the age of science. We cannot imagine our lives sans Science. Science has become a part and parcel of our lives. Science has become a symbol of progress. The progress is in the field of medicine, education, industry, etc., and we enjoy the comforts of science in all fields. Science has developed an effective transport and communication system. Buses, cars, trains, planes have made transportation easy and comfortable, safe, and fast. Man has even landed on the moon with the help of technology. In the field of medicine, science has worked wonders. Almost all kinds of diseases are entirely cured by modern drugs and medicines. Medicine has reduced pain and suffering. Electricity is another important scientific invention. The comforts of our life like electric lamps, refrigerators, fans, grinders, washing machines, etc. are all run by electricity. Scientific methods of cultivation have solved the flood problem. The pests destroying the crops are killed immediately by pesticides. Poultry and sericulture are also improved. Thus, science is helpful in all walks of life and makes our life comfortable and happy.

Section C: Grammar

37. Fill in the blanks using the passive form of the verbs given in brackets (any ONE). (1x2= 2 marks)

- i. Wind energy _____ (derive) through a process where wind _____ (use) to generate mechanical power or electricity.
- ii. Since recorded history, wind power _____ (use) to move ships, grind grain and pump water. There is evidence that wind energy _____ (use) to propel boats along the Nile as early as 5,000 B.C.

38. Change the following questions into indirect speech: (1X2= 2 marks)

- i. She said, “Did you see my sister yesterday?”
- ii. My teacher said, “What is your father doing these days?”

39. Combine the following any ONE pairs of sentences using the connectors given against each pair. (1X2= 2 marks)

A.

- i. a. I have bought a dictionary from the Book Fair.
b. It has been published by Oxford University Press for Indian students exclusively. (which)
- ii. a. Aarush will not accompany us on tour to Australia.
b. He is very busy preparing for entrance examinations. (because)

B.

- i. a. I got a call from my father.
b. I started for Bhopal to attend to my ailing mother. (as soon as)
- ii. a. Our tour to Kochi has been postponed
b. Our class teacher informed us last evening. (that)

Section D: Functional Writing Skill

40. You had placed an order with M/s. Saras Electronics, Mayur Vihar, Delhi – 110 092 for supply of a Washing Machine to be delivered at your new house at R K Puram (Sector 8, House No. 142C). But the delivery has not yet been made. Write a letter to the Manager Sales complaining about nonreceipt of the machine and inconvenience being experience. You are Rohit Ahuja. (3X1=3 Marks)

41. Attempt any ONE of the following questions. (1X2 =2 Marks)

i. Given below is a jumbled-up memo. Put the sentences in their right order and rewrite the memo.

MEMORANDUM

From:- Supervisor

Subject:- Misuse of Computers

TI:- Mr. XYJ.

1. Computers are shut down properly after use.
 2. Games and other means of personal amusements are not played on office computers.
- Please ensure that the following measures are followed strictly by members of the staff.

1. Computers in the common pool are not switched off after use.
2. Computers are used for playing games.

On the subject stated above it has been observed that:-

sd/

Supervisor

ii. You are Secretary of Gymkhana Club, Lucknow. Write a notice in not more than 50 words informing the members to attend an extraordinary meeting of the governing body. Include details like date, time, venue etc. Sign as Prabhu/Pratibha.

42. Attempt any ONE of the following questions. (1X5 =5 Marks)

i. You have made a surprise visit to a hospital. Write a report on the working of the hospital. You may address your report to your senior supervisor. You may use the following points. Cleanliness and hygienic condition of the hospital, stock of medicines, number of doctors and nurses on duty, Cash book etc. (Word Limit 120.150 words)

ii. By 2050, India will be amongst the countries which will face acute water shortage. You are highly alarmed and terrified of the future world without water. Write an article on 'Save Water – Are we doing enough?' for the local daily in 120-150 words.

Section E: Option I (English for Receptionists)

43. Answer any ONE of the following questions in 20-25 words only: (1x2=2 Marks)

- i. As a receptionist, while greeting, why is 'Hello' not used?
- ii. What are the likely problems faced while taking messages over the phone?

44. Answer any ONE of the following questions. (1x4=4 Marks)

i. Operator at Kashish Home Appliances receives a call from an irate customer. She had recently bought a food processor and she is very upset that it is defective and no other mentioned number is responding. Since your regional office does not deal with customer complaints, guide her about the due procedure for redressal. Provide relevant information and assistance about the same.

ii. The Personnel Manager wants you to find out all necessary details and make arrangements so that he will be able to reach Delhi from Kolkata by 25th Oct. 2023, 10:30 a.m. for a labour Union Meeting. Prepare the conversation.

45. Mr. David Horsburgh has an appointment with Mr. Mehta, the Advertising Agent, Pratibha Arts at 3:30 p.m. Mr. Horsburgh rings up to cancel the appointment. Mr. Mehta is not at his desk. You are the Receptionist at Pratibha Arts. Write out a Message for Mr. Mehta. (1X4=4 marks)

Option II (ESP For Office Use)

43. Answer any ONE the following questions in 20-25 words only: (1X2=2 Marks)

- i. What are reports? What information do they provide in business organisations?
- ii. What are the common things to be avoided while writing a report?

44. Answer any ONE of the following questions. (1X4=4Marks)

i. You are Sales Executive of Raja Shoes, Hissar, deputed to conduct a survey of the share market in Bhiwani to open a showroom of the prestigious products of your company, Paeron ki Sajavat, 'easy walk and cushion under your feet'. Write your report to be submitted to the Sales Manager starting that Bhiwani market might be a suitable market for the purpose. Give necessary reasons.

ii. Mr Param Veer works as an assistant Director in a firm in Jaipur. He has been asked to visit the firm's Bhopal office and submit a report on how that office is functioning there. Write out a tour report to be submitted by Mr. Param Veer to Mr. Kailash Singh, the Joint Director.

45. Write an e-mail addressed to Mr. Sarin SK, the auditor General of the state coming to your company for audit. He wants information about your company's area of operation and business. You re PRO of your company, Swaran Garments, Dwarka, Delhi.

Mr. Sarin's e-mail ID: sarinsk@rediffmail.com

Your e-mail ID: swarang@hotmail.com

(1X4=4Marks)

MARKING SCHEME

Subject: English (302)

PART A

1. Rabindranath Tagore
2. Love
3.
 - i. dark and rainyOR
 - ii. a quick and sudden action
4.
 - i. ideas which are petty and narrow-mindedOR
 - ii. to be fearless and self-respecting
5.
 - i. because the leaves are yellowOR
 - ii. one road joins another road ahead
6.
 - i. False
 - ii. True
 - iii. False
7. C. defined by their salaries.
8.
 - i. (b) cried all the time
 - ii. (c) treated him like a delicate doll
 - iii. (d) had little hope that he would see again
 - iv. (a) thought he was evil or harmful
9.
 - i. A. that she as a baby was skinny and dark
 - ii. C. Travelling to Antarctica is not the end of the world.
10. **any THREE**
 - i. light bulb
 - ii. seven
 - iii. we have emotion
 - iv. Perseverance or grit
11. **any THREE**
 - i. C. "Failure should be our teacher, not our undertaker. Failure is delay not defeat. It is a temporary detour, not a dead end." Denis Waitley
 - ii. D. Failure and Grit Go Hand in Hand
 - iii. B. Failure can deeply affect our emotions
 - iv. B. Optimistic

12. any FIVE

- i. False
- ii. False
- iii. True
- iv. True
- v. False
- vi. False
- vii. False

13. any ONE

- i. A. Option (i)
- ii. A. i and ii

14. any ONE

- i. B. has been living
- ii. D. was blowing

15. any THREE

- i. within
- ii. with
- iii. over
- iv. into

16. any TWO

- i. compound
- ii. complex
- iii. simple
- iv. simple

17. any TWO

- i. What
- ii. How
- iii. When
- iv. What

18. any ONE

- i. A. Our house is dusted and mopped every morning by Suman.
- ii. B. A handsome amount was donated by the President of the company to the museum.

19.

- i. A. Option (i)
 - ii. C. I, II, IV
- OR
- iii. B. Option II
 - iv. C. Option (iii)

20.

- i. D. (a) interesting (b) soul
- OR
- ii. A. Writer's ability to produce the text sequentially

21. any FOUR

- i. false
- ii. false
- iii. true
- iv. true
- v. true
- vi. true
- vii. false
- viii. false

22. any TWO

- i. after the title
- ii. article writing
- iii. in the upper left-hand corner
- iv. formal letter

Section E

Option I (English for Receptionists)

23.

- i. B. Only II
- ii. C. Courtesy and good manners

OR

- iii. B. i and iv

24.

- i. D. What can I do for you, Mr. Rakesh?
- OR
- ii. C. (i) Telephone conversation (ii) Polite

25.

- i. C. III, I, II, IV, V

ii. C. Within the pairs refer to numbers in digits. Eg: 32 is; three two not thirty-two 5642 is five six/pause/four two.

Option – II (ESP For Office Use)

23.

- i. C. Neutral

OR

- ii. A. HSIK - How Should I Know?
- iii. D. Only option (ii) is TRUE

24.

- i. A. the advertisement
- OR
- ii. D. Only option (ii) is TRUE

25.

- i. C. Cancel reservations will inform about new dates, regret inconvenience caused
- ii. Good morning, sir, how're you feeling now?

PART B

Section A

26. ANY ONE

- i. Where the head is held high, knowledge is free, people are open-minded and rational
- ii. To invoke God's help, paralyse the evil one/spirit

27. ANY ONE

- i. The mother felt thankful that the scorpion stung her and not her children-reveals her concern for her children
- ii. Yes, because it's towards perfection, it's a continuous effort, should be tireless

28. Because of the very real possibility of encountering the man-eater tiger.

29.

- i. her mother—because she loved her/realised the kind of love that had been given to her
OR
- ii. Because she was not fair-skinned, unlike her sister

30.

- i. While examining the head-lamps, saw the tiger dead, cut in half
OR
- ii. physical work

Section B: Non-prescribed Texts

31. It was well designed and carefully maintained, carried the proper number of lifeboats, had been thoroughly inspected on the day of its fatal voyage.

32.

- i. So many survivors were men in their prime, while most of the dead were women, children and the elderly.
OR
- ii. Suggests that young men didn't prioritise the lives of women, children and the elderly.

33.

- i. They look after other dolphins when they are ill, care for pregnant mothers and protect the weakest in the community.
OR
- ii. Scientists have suggested that dolphins have a language but it is much more probable that they communicate with each other without needing words.

34. Indeed unsatisfactory... argument smacks of arrogance /any other opinion

35. i) protect
ii) superiority
iii) remarkable

36. ANY ONE

- i. Conquerors and generals, though appearing in history books, are not great simply because they fight bravely. In fact, fighting is not a mark of civilization because animals and savages also fight. Prophets, saints, doctors, inventors, and discoverers are truly civilised people as they bring peace and happiness to mankind. They save human lives and hence deserve our attention and respect.
- ii. The 21st century is characterized as the age of science, with its indispensable role in our lives symbolizing progress. Science has revolutionized medicine, transportation, and daily conveniences through innovations like electricity. In medicine, modern drugs have cured numerous diseases and reduced suffering. Electricity powers various comforts such as lamps, refrigerators, and washing machines. Scientific methods have tackled issues like flooding and crop pests, enhancing agriculture. Science has permeated every aspect of life, making it more comfortable and enjoyable.

Section C

37. any ONE

- i. is derived, is used
ii. was used, was used

38.

- i. She asked him/her if he had seen his/her sister the previous day.
ii. My teacher asked what my father was doing those days.

39. any ONE

A.

- i. I have bought a dictionary from the Book Fair which has been published by Oxford University Press for Indian students exclusively.
ii. Aarush will not accompany us on tour to Australia because he is very busy preparing for entrance examinations.

B.

- i. As soon as I got a call from my father, I started for Bhopal to attend to my ailing mother. / I started for Bhopal to attend to my ailing mother as soon as I got a call from my father.
ii. Our class teacher informed us last evening that our tour to Kochi has been postponed.

Section D

40. Letter Writing

Total Marks 3 to be divided as under:

Content & Format: 2 Marks

Expression: 1 Mark

41. any ONE

i.

MEMORANDUM

From:- Supervisor
Subject :- Misuse of Computers
To :- Mr.- XYJ

On the subject stated above it has been observed that:-

1. Computers in the common pool are not switched off after use.
2. Computers are used for playing games.

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

1. Computers are shut down properly after use.
2. Games and other means of personal amusements are not played on office computers.

sd/-
Supervisor

ii. Total Marks 3 to be divided as under:

Content & Format: 1 Mark

Expression: 1 Mark

42. any ONE

i. Total Marks 5 to be divided as under:

Format: 1 Mark

Content: 3 Marks

Expression: 1 Mark

ii. Total Marks 5 to be divided as under:

Format: 1 Mark

Content: 3 Marks

Expression: 1 Mark

Section E

Option I (English for Receptionists)

43. any ONE

i. because it gives no exact information, wastes time and money

ii. Disturbing noises in the background, callers providing long and difficult answers

44. any ONE

i. individual answer

ii. individual answer

45. individual answer

Option – II (ESP For Office Use)

43. any ONE

i. Reports are a form of written communication.

In business organisation reports provide information regarding progress, implementation of plans and programmes. These are sent to senior officers.

ii. Things to be avoided while writing a report are—

- a) personal feelings should not interfere while writing a report
- b) analysis should not be based on a single piece of evidence
- c) report should not be generalised without proper and logical evidence
- d) one should not jump to conclusion

44. any ONE

i. individual answer

ii. individual answer

45. individual answer