



Shri Shivaji Science & Arts College, Chikhli Dist. Buldana (MS)

e-notes

As per Revised Syllabus of Sant Gadge Baba Amravati
University, Amravati (2023-24)

Compulsory English for B. Com. II Sem. III

Prepared By

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The e-notes contain The Text, Summary, MCQs, Short Answer Questions, Study material on Communication Skill. It is compiled by using various sources from Internet.

Sant Gadge Baba Amravati university, Amravati

Compulsory English - 50 Marks
B.Com.II- Sem.III

Title of the book- **Pristine** - By Board of Editors and Published by Orient Black Swan

Code of the Course/Subject	Title of the Course/Subject	Total number of Periods
BC 31	English	36

CO's:

- 1) To acquaint with the eminent entrepreneurs of the world
- 2) To acquaint with the work culture in corporate world
- 3) To instill moral values among the students
- 4) To make them able to communicate skillfully with ICT
- 5) To enrich them with fluency and soft skill based in English
- 6) To make them skillful in drafting and professional skills.

Unit 1- Prose-

- 1) Values in Life —Rudyard Kipling
- 2) Ramchandra and Laxman Kirloskar
- 3) Akio Morita

Unit 2- Poetry-

- 1) Ode to the West Wind— P.B.Shelley
- 2) Paper Boats — Rabindranath Tagore
- 3) It is Needless to Ask of a Saint- Saint Kabir

Unit 3-Communication and Soft Skills-

- 1) Role Play
- 2) Drafting an E-mail
- 3) Applying for a Job

Code of the Course/Subject	Title of the Course/Subject	Total number of Periods
BC 41	English	36

Unit	Content	Number of Periods
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1	Prose 1)Values in Life -Rudyard Kipling 2)Ramchandra and Laxman Kirloskar 3)Akio Morita	14
2	Poetry 1)Ode to the West Wind— P.B.Shelley 2)Paper Boats— Rabindranath Tagore 3)It is Needless to Ask of a Saint - Saint Kabir	10
3	Communication and Soft Skills 1)Role Play 2)Drafting an E- mail 3)Applying for a Job	12

Question wise Distribution of Marks

Prose- Q.1) A) Solve any One long questions out of Two. - 5 Marks
B) Solve any Two short questions out of Three. - 6 Marks

Poetry- Q.2)
A) Solve any One long question out of Two. - 5 Marks
B) Solve any Two short questions out of Three. - 4 Marks

MCQ- Q.3) Attempt all multiple choice questions based on prose and poetry- 10 Marks

Communication and Soft Skills-
Q. 4) Solve any Two questions out of Three. - 10 Marks

Internal Assessment

1)Assignment - 5 Marks

2)Class Test - 5 Marks

Unit I : Prose

Prose 1 : Values in Life

Rudyard Kipling

Text :

According to the ancient and laudable custom of the schools, I, as one of your wandering scholars returned, have been instructed to speak to you. The only penalty youth must pay for its enviable privilege is that of listening to people known, alas, to be older and alleged to be wiser. On such occasions youth feigns an air of polite interest and reverence, while age tries to look virtuous. Which pretences sit uneasily upon both of them.

On such occasions very little truth is spoken. I will try not to depart from the convention. I will not tell you how the sins of youth are due very largely to its virtues; how its arrogance is most often the result of its innate shyness; how its brutality is the outcome of its natural virginity of spirit. These things are true, but your preceptors might object to such texts without the proper notes and emendations. But I can try to speak to you more or less truthfully on certain matters to which you may give the attention and belief proper to your years.

When, to use a detestable phrase, you go out into “the battle of life”, you will be confronted by an organised conspiracy which will try to make you believe that the world is governed by the idea of wealth for wealth’s sake, and that all means which lead to the acquisition of that wealth are, if not laudable, at least expedient. Those of you who have fitly imbibed the spirit of our University—and it was not a materialistic University which trained a scholar to take both the Craven and the Ireland in England—will violently resent that thought; but you will live and eat and move and have your being in a world dominated by that thought. Some of you will probably succumb to the poison of it.

Now, I do not ask you not to be carried away by the first rush of the great game of life. That is expecting you to be more than human, But I *do* ask you, after the first heat of the game, that you draw breath and watch your fellows for a while. Sooner or

later, you will see some man to whom the idea of wealth as mere wealth does not appeal, whom the methods of amassing that wealth do not interest, and who will not accept money if you offer it to him at a certain price.

At first you will be inclined to laugh at this man and to think that he is not “smart” in his ideas. I suggest that you watch him closely, for he will presently demonstrate to you that money dominates everybody except the man who does not want money. You may meet that man on your farm, in your village, or in your legislature. But be sure that, whenever or wherever you meet him, as soon as it comes to a direct issue between you, his little finger will be thicker than your loins. You will go in fear of him: he will not go in fear of you. You will do what he wants: he will not do what you want. You will find that you have no weapon in your armoury with which you can attack him; no argument with which you can appeal to him. Whatever you gain, he will gain more.

I would like you to study that man. I would like you better to be that man, because from the lower point of view it doesn't pay to be obsessed by the desire of wealth for wealth's sake. If more wealth be necessary to you, for purposes not your own, use your left hand to acquire it, but keep your right for your proper work in life. If you employ both arms in that game you will be in danger of stooping; in danger, also, of losing your soul. But in spite of everything you may succeed, you may be successful, you may acquire enormous wealth. In which case I warn you that you stand in grave danger of being spoken and written of and pointed out as “a smart man”. And that is one of the most terrible calamities that can overtake a sane, civilised, white man in our Empire to-day.

They say youth is the season of hope, ambition, and uplift—that the last word youth needs is an exhortation to be cheerful. Some of you here know—and I remember—that youth can be a season of great depression, despondencies, doubts, waverings, the worse because they seem to be peculiar to ourselves and incommunicable to our fellows. There is a certain darkness into which the soul of the young man sometimes descends—a horror of desolation, abandonment, and realised

worthlessness, which is one of the most real of the hells in which we are compelled to walk.

I know of what I speak. This is due to a variety of causes, the chief of which is the egotism of the human animal itself. But I can tell you for your comfort that the best cure for it is to interest yourself, to lose yourself, in some issue not personal to yourself—in another man's trouble, or, preferably, another man's joy. But if the dark hour does not vanish, as sometimes it doesn't; if the black cloud will not lift, as sometimes it will not; let me tell you again for your comfort that there are many liars in the world, but there are no liars like our own sensations. The despair and horror mean nothing, because there is for you nothing irremediable, nothing ineffaceable, nothing irrevocable in anything you may have said or thought or done. If, for any reason, you cannot believe or have not been taught to believe in the infinite mercy of Heaven which has made us all, and will take care we do not go far astray, at least believe that you are not yet sufficiently important to be taken too seriously by the Powers above us or beneath us. In other words, take anything and everything seriously except yourselves.

I regret that I noticed certain signs of irreverent laughter when I alluded to the word "smartness". I have no message to deliver, but if I had a message to deliver to a University which I love, to the young men who have the future of their country to mould, I would say with all the force at my command: Do not be "smart". If I were not a Doctor of this University with a deep interest in its discipline, and if I did not hold the strongest views on that reprehensible form of amusement known as "rushing", I would say that whenever and wherever you find one of your dear little playmates showing signs of "smartness" in his work, his talk, or his play, take him tenderly by the hand—by both hands, by the back of the neck if necessary—and lovingly, playfully but firmly, lead him to a knowledge of higher and more interesting things.

Summary

In *Values in Life* by Rudyard Kipling we have the theme of greed, honesty, conflict and acceptance. Taken from his *A Book of Words* collection the reader realises after reading the speech that Kipling may be exploring the theme of greed. Kipling states to the students in attendance that one should not be wealthy for wealth's sake. In reality an individual should be wary of becoming greedy and to be content with their lot when it comes to the issue of money or wealth. A life is wasted by the constant pursuit of wealth and should a person chase wealth they should also ensure to live a balanced life in whereby the left hand and right hand both know what the other is doing. It is easy for a man to forget to have balance in their life and by doing so they will only suffer. Though suffering may not be how the individual feels. Wealth in reality is an illusion that man chases thinking that they will be happy. Yet the poorer man can be happier than the man who is wealthy. Another pitfall of wealth (not stated by Kipling) is the fact that those people who are in your life may not necessarily be in your life because of who you are but rather because of what you are. A wealthy man.

There is no honesty when it comes to being greedy. People will become irrelevant and act only as players in a dramatic play that you are directing. With the sole purpose of obtaining more wealth. It is better to be honest with people as to your purpose. Though at the same time this might limit your prospects of obtaining more wealth. Wealth is also not something that will make a person happy. It is a goal that once achieved continues to rear its head in the hope of even more progress. Chasing money or wealth in reality is a waste of time and deflects an individual from their real purpose in life. Kipling may also be suggesting that an individual should use what they have learnt for altruistic purposes. That being in an effort to help others rather than chasing wealth. Which may have its appeal due to the very nature of mankind. One of the most natural vices for man is to be greedy. To want more than they have and believe themselves to be unhappy till they achieve their goal of getting more of what is it they desire.

It is imperative that a man does not become 'smart' as defined by Kipling. That he gives back to those who are less fortunate and who may be struggling in life. It is better to help an individual through life than witness from a distance their downfall. Knowing that you yourself could have helped them overcome any difficulties that they may be incurring. Kipling himself is aware that his thoughts on wealth may be considered laughable by some. Something that the reader is also aware of by the laughter by some of the student's when it comes to Kipling's speech. Though it is a difficult road to travel. Thinking of others before yourself. It is still none the less just as rewarding to an individual. Despite the fact that it may go against learned behaviour or human nature. Kipling though older than the students is fully aware that his ideas may not get the recognition he thinks they deserve. However he is still

prepared to stand alone on the matter. Possibly because he may have more experience of life than the students.

The end of the speech is interesting as Kipling accepts that there are some who his words will fall on deaf ears. People (or students) who will pursue wealth with great gusto and forgo any link with humanity. To those Kipling suggests that their peers keep them on the right track. Even if the matter has to be resolved by conflict. This may be important as it suggests or highlights just how strongly Kipling feels on the matter of wealth. To him it may be the scourge of society. A man chasing wealth for wealth's purpose and forgetting about his fellow man. Those who chase wealth will also find that they will isolate themselves from others or only engage with like-minded people. Yet they will learn more about life by engaging with the man who does not believe in wealth. Regardless of how enticing wealth may be to an individual. As mentioned accumulating wealth is something that is very natural to man. The desire to have more. Yet life can become one long chore with no rest when an individual pursues just one goal. It is better to be poor and happy than wealthy and miserable.

Short Summary

In "Values in Life" Rudyard Kipling explores the theme of greed, honesty, conflict and acceptance. Kipling talks to the students in attendance that one should not be wealthy for wealth's sake. In reality an individual should be wary of becoming greedy and to be content with their lot when it comes to the issue of money or wealth. A life is wasted by the constant pursuit of wealth. It is difficult for a man to have balance in life and therefore, there is suffering. Though suffering may not be how the individual feels. Wealth in reality is an illusion that man chases thinking that they will be happy. Yet the poorer man can be happier than the man who is wealthy.

There is no honesty when it comes to being greedy. Wealth is also not everything that will make a person happy. Chasing wealth or money in reality is a waste of time and deflects an individual from their real purpose in life. Kipling may also be suggesting that an individual should use what they have learnt for altruistic purposes. That being in an effort to help others rather than chasing wealth. One of the most natural vices for man is to be greedy. It is better to help an individual through life than witness from a distance their downfall. Thinking of others before yourself. It is still none the less just as rewarding to an individual.

However, there are people upon whom the idea of wealth as mere wealth does not work. Neither the methods of amassing wealth interest them, nor do they have any price tag. Such a person is not considered smart. But after studying the man closely, people would realize that money dominates everybody except that man who doesn't want money. He will be fearless and do whatever he wants. On the other hand money minded people would fear him and would be controlled by him.

The end of the speech is interesting as Kipling accepts that there are some (students) who will pursue wealth with great gusto and forgo any link with humanity. A man chasing wealth for wealth's purpose and forgetting about his fellow man. The students are advised to learn more about life by engaging with the man who does not believe in wealth. It is better to be poor and happy than wealthy and miserable.

Short answer questions

- 1) What is the main theme explored by Rudyard Kipling in his speech, "Values in Life," and what is his perspective on it?
- 2) According to Kipling, why does he believe that chasing wealth and money is ultimately a waste of time? How does he contrast the pursuit of wealth with happiness?
- 3) How does Kipling view honesty in relation to greed? What consequences does he suggest may arise from being dishonest about one's pursuit of wealth?
- 4) In the context of Kipling's speech, why does he emphasize the importance of helping others and thinking of them before oneself? How does he suggest that individuals can combat the negative effects of pursuing wealth?

MCQs

- 1) **In Rudyard Kipling's speech, "Values in Life," what themes are explored?**
 - a) Love and happiness
 - b) Greed, honesty, conflict, and acceptance
 - c) Education and knowledge
 - d) Human nature and behavior
- 2) **According to Kipling, what does he believe individuals should be wary of when it comes to money or wealth?**
 - a) Saving too much
 - b) Being content with their current financial situation

- c) Becoming greedy
- d) Investing wisely

3) What does Kipling suggest happens to a person's life when they constantly pursue wealth?

- a) It becomes a source of happiness and contentment.
- b) It is wasted.
- c) It leads to a balanced and fulfilling life.
- d) It encourages altruistic behavior.

4) According to Kipling, why might a wealthy individual's relationships with others be questionable?

- a) Because they are very charismatic.
- b) Because their wealth may attract insincere people.
- c) Because they are genuinely kind-hearted.
- d) Because they are always honest.

5) What negative consequence of greed does Kipling mention in the text?

- a) It leads to happiness and fulfillment.
- b) It can cause people to forget about their own needs.
- c) It results in isolation from others.
- d) It promotes honesty in relationships.

6) According to the text, what is Kipling's perspective on the pursuit of wealth in terms of human happiness?

- a) Chasing wealth is the key to happiness.
- b) Wealth is an illusion that brings happiness.
- c) Chasing wealth is a waste of time and deflects individuals from true happiness.
- d) Happiness is irrelevant when seeking wealth.

7) How does Kipling view the concept of being "smart" in relation to wealth?

- a) Being smart is essential for financial success.
- b) Being smart leads to a balanced life.
- c) Being smart should be avoided, as it detracts from helping others.
- d) Being smart means giving back to those less fortunate.

8) According to the text, what might be a reason for some students laughing at Kipling's speech?

- a) Because they don't understand his ideas.
- b) Because they agree with his ideas.
- c) Because they find his ideas amusing.
- d) Because they are bored.

9) How does Kipling suggest that individuals can combat the negative effects of pursuing wealth?

- a) By isolating themselves from others.
- b) By being honest with people about their intentions.

- c) By chasing wealth even more vigorously.
- d) By ignoring the pursuit of wealth altogether.

10) What does Kipling imply about the nature of human greed?

- a) Greed is an unnatural vice.
- b) Greed is a natural inclination.
- c) Greed leads to immediate happiness.
- d) Greed is easy to overcome.

11) In the text, what does Kipling emphasize as a more rewarding way to live, despite going against learned behavior or human nature?

- a) Chasing wealth relentlessly
- b) Thinking of others before oneself
- c) Pursuing personal happiness above all else
- d) Accumulating possessions and luxury items

12) What does Kipling suggest should be done for individuals who pursue wealth at the expense of their humanity?

- a) They should be celebrated as role models.
- b) Their peers should intervene, even if it means conflict.
- c) They should be ignored and left to their own devices.
- d) They should be rewarded for their ambition.

13) According to Kipling, what might an individual learn more about by engaging with a person who does not believe in wealth?

- a) How to accumulate wealth more effectively
- b) How to isolate oneself from society
- c) Life and its true nature
- d) The value of material possessions

14) What is the final message conveyed by Kipling regarding the pursuit of wealth in the text?

- a) Wealth is the ultimate goal of life.
- b) It is better to be wealthy and miserable than poor and happy.
- c) Chasing wealth can lead to a life of endless toil and unhappiness.
- d) Wealth brings true happiness and contentment.

15) In the context of the text, why does Kipling encourage individuals to think of others before themselves?

- a) Because it is the key to accumulating wealth.
- b) Because it goes against human nature.
- c) Because it is the surest path to personal happiness.
- d) Because it is rewarding despite learned behavior.

Answers

- 1) **b) Greed, honesty, conflict, and acceptance**
- 2) **c) Becoming greedy**
- 3) **b) It is wasted.**

- 4) b) Because their wealth may attract insincere people.
- 5) c) It results in isolation from others.
- 6) c) Chasing wealth is a waste of time and deflects individuals from true happiness.
- 7) d) Being smart means giving back to those less fortunate.
- 8) c) Because they find his ideas amusing.
- 9) b) By being honest with people about their intentions.
- 10) b) Greed is a natural inclination.
- 11) b) Thinking of others before oneself
- 12) b) Their peers should intervene, even if it means conflict.
- 13) c) Life and its true nature
- 14) c) Chasing wealth can lead to a life of endless toil and unhappiness.
- 15) d) Because it is rewarding despite learned behavior.

3) Akio Morita

Akio Morita (January 26, 1921 – October 3, 1999) was a Japanese entrepreneur and co-founder of Sony along with Masaru Ibuka.

Early life

Akio Morita was born in Nagoya.^[1] Morita's family was involved in sake, miso and soy sauce production in the village of Kosugaya (currently a part of Tokoname City) on the western coast of Chita Peninsula in Aichi Prefecture since 1665. He was the oldest of four siblings and his father Kyuzaemon trained him as a child to take over the family business. Akio, however, found his true calling in mathematics and physics, and in 1944 he graduated from Osaka Imperial University with a degree in physics. He was later commissioned as a sub-lieutenant in the Imperial Japanese Navy, and served in World War II. During his service, Morita met his future business partner Masaru Ibuka at a study group for developing infrared-guided bomb (Ke-Go) in the Navy's Wartime Research Committee.

Sony

In September 1945, Ibuka founded a radio repair shop in the bombed out Shirokiya Department Store in Nihonbashi, Tokyo.^{[2][3]} Morita saw a newspaper article about Ibuka's new venture and, after some correspondence, chose to join him in Tokyo. With funding from Morita's father, they co-founded *Tokyo Tsushin Kogyo Kabushiki Kaisha* (Tokyo Telecommunications Engineering Corporation, the forerunner of Sony Corporation) in 1946 with about 20 employees and initial capital of ¥190,000.^{[4][2]}

In 1949, the company developed magnetic recording tape and, in 1950, sold the first tape recorder in Japan. Ibuka was instrumental in securing the licensing

of transistor technology from Bell Labs to Sony in the 1950s,^[5] thus making Sony one of the first companies to apply transistor technology to non-military uses.^[6] In 1957, the company produced a pocket-sized radio (the first to be fully transistorized), and in 1958, Morita and Ibuka decided to rename their company Sony Corporation (derived from "sonus"—Latin for "sound"—and "sonny", a then-common American expression).^[7] Morita was an advocate for all the products made by Sony. However, since the radio was slightly too big to fit in a shirt pocket, Morita made his employees wear shirts with slightly larger pockets to give the radio a "pocket sized" appearance.

Morita founded Sony Corporation of America (SONAM, currently abbreviated as SCA) in 1960.^[8] In the process, he was struck by the mobility of employees between American companies, which was unheard of in Japan at that time.^[8] When he returned to Japan, he encouraged experienced, middle-aged employees of other companies to reevaluate their careers and consider joining Sony.^[8] The company filled many positions in this manner, and inspired other Japanese companies to do the same.^[8] In 1961, Sony Corporation was the first Japanese company to be listed on the New York Stock Exchange, in the form of American depositary receipts (ADRs).

In March 1968, Morita set up a joint venture in Japan between Sony and CBS Records, with him as president, to manufacture "software" for Sony's hardware.^[9]

Morita became president of Sony in 1971,^[10] taking over from Ibuka who had served from 1950 to 1971.^[11] In 1975, Sony released the first Betamax home videocassette recorder, a year before the VHS format came out.

Ibuka retired in 1976^[11] and Morita was named chairman of the company.^[10] In 1979, the Walkman was introduced, making it one of the world's first portable music players and in 1982, Sony launched the world's first compact disc player, the Sony CDP-101, with a compact disc (CD) itself, a new data storage format Sony and Philips co-developed.^[12] In that year, a 3.5-inch floppy disk structure was introduced by Sony and it soon became the defacto standard. In 1984, Sony launched the Discman series which extended their Walkman brand to portable CD products.

Under the vision of Morita,^[13] the company aggressively expanded into new businesses.^[14] Part of its motivation for doing so was the pursuit of "convergence", linking film, music and digital electronics.^[14] Twenty years after setting up a joint venture with CBS Records in Japan, Sony bought CBS Records Group^[15] which consisted of Columbia Records, Epic Records and other CBS labels. In 1989, they acquired Columbia Pictures Entertainment (Columbia Pictures, TriStar Pictures and others).^[9]

Norio Ohga, who had joined the company in the 1950s after sending Morita a letter denouncing the poor quality of the company's tape recorders, succeeded Morita as chief executive officer in 1989.^[16]

Morita suffered a cerebral hemorrhage in 1993 while playing tennis^[10] and on November 25, 1994, stepped down as Sony chairman to be succeeded by Ohga.

Other affiliations

Morita was vice chairman of the Japan Business Federation (Japan Federation of Economic Organizations), and was a member of the Japan-U.S. Economic Relations Group, also known as the "Wise Men's Group". He helped General Motors with their acquisition of an interest in Isuzu Motors in 1972.^[10] He was the third Japanese chairman of the Trilateral Commission. His amateur radio call sign is JP1DPJ.

Publications

In 1966, Morita wrote a book called *Gakureki Muyō Ron* (学歴無用論, Never Mind School Records), where he stresses that school records are not important to success or one's business skills. In 1986, Morita wrote an autobiography titled *Made in Japan*. He co-authored the 1991 book *The Japan That Can Say No* with politician Shintaro Ishihara, where they criticized American business practices and encouraged Japanese to take a more independent role in business and foreign affairs. (Actually, Morita had no intention to criticize American practices at that time.) The book was translated into English and caused controversy in the United States, and Morita later had his chapters removed from the English version and distanced himself from the book.^[17]

Awards and honours

In 1972, Morita received the Golden Plate Award of the American Academy of Achievement.^[18] Morita was awarded the Albert Medal by the United Kingdom's Royal Society of Arts in 1982, the first Japanese to receive the honor. Two years later, he received the prestigious Legion of Honour, and in 1991, was awarded the First Class Order of the Sacred Treasure from the Emperor of Japan. He was elected to the American Philosophical Society in 1992 and the American Academy of Arts and Sciences in 1993.^{[19][20]} That same year, he was awarded an honorary British knighthood (KBE). Morita received the International Distinguished Entrepreneur Award from the University of Manitoba in 1987. In 1998, he was the only Asian person on *Time* magazine's list of the 20 most influential business people of the 20th century as part of their Time 100: The Most Important People of the Century.^[21] He was posthumously awarded the Grand Cordon of the Order of the Rising Sun in 1999. In 2003, Anaheim University's Graduate School of Business was renamed the Akio Morita School of Business in his honor. The Morita family's support for the program led to the growth of the Anaheim University Akio Morita School of Business in Tokyo, Japan.

Death

Morita, who loved to play golf and tennis and to watch movies when rainy,^[23] suffered a stroke in 1993, during a game of tennis.^[10] The stroke weakened him and left him in a wheelchair.^[24] On November 25, 1994, he stepped down as Sony chairman. On October 3, 1999, Morita died of pneumonia at the age of 78 in a Tokyo hospital, where he had been admitted since August 1999.^[25]

Summary

Akio Morita (1921-1999) was a prominent Japanese entrepreneur and one of the co-founders of Sony, a renowned electronics and entertainment conglomerate. He was born in Nagoya and hailed from a family with a long history in the production of sake, miso, and soy sauce. Despite his family's traditional background, Morita developed a passion for mathematics and physics, graduating from Osaka Imperial University with a degree in physics in 1944.

During World War II, Morita served in the Imperial Japanese Navy and met his future business partner, Masaru Ibuka, while working on the development of infrared-guided bombs. After the war, Morita and Ibuka established Tokyo Tsushin Kogyo Kabushiki Kaisha in 1946, which later became Sony Corporation. They began with limited capital and a small workforce but soon made significant strides in technology.

Sony's early successes included the development of magnetic recording tape and the sale of Japan's first tape recorder in 1950. They also secured transistor technology from Bell Labs in the 1950s, allowing Sony to apply it to non-military applications. The company continued to innovate, creating the world's first pocket-sized transistorized radio in 1957 and later adopting the name Sony Corporation.

Under Morita's leadership, Sony expanded globally and became the first Japanese company to be listed on the New York Stock Exchange in 1961. The company diversified its business portfolio by venturing into various industries, such as music, film, and electronics.

Notable milestones during Morita's tenure included the introduction of the Betamax home videocassette recorder in 1975, the Walkman in 1979, and the compact disc player in 1982. Sony's Discman series extended the Walkman brand to portable CD products, further solidifying Sony's position in the market.

Morita's contributions went beyond Sony. He played a role in General Motors' acquisition of Isuzu Motors in 1972 and held positions in various economic organizations and commissions in Japan and the United States.

Throughout his life, Morita authored books, including "Made in Japan" and "The Japan That Can Say No," co-authored with Shintaro Ishihara. He received numerous awards and honors, such as the Albert Medal, Legion of Honour, and honorary British knighthood.

Tragically, Morita suffered a stroke in 1993 while playing tennis, which left him in a wheelchair. He stepped down as Sony chairman in 1994 and passed away in 1999 due to pneumonia at the age of 78.

Akio Morita's legacy as a visionary entrepreneur, innovator, and leader continues to influence the global electronics and entertainment industry, making Sony a household name worldwide.

Short answer questions based on the text about Akio Morita:

- 1) What were the primary businesses of Akio Morita's family before he pursued a career in electronics?
- 2) How did Akio Morita meet his future business partner, Masaru Ibuka?
- 3) In what year did Sony Corporation become the first Japanese company to be listed on the New York Stock Exchange?
- 4) What book did Akio Morita write in 1966, and what was the main message he conveyed in it?

MCQs

1) Where was Akio Morita born?

- a) Tokyo
- b) Osaka
- c) Nagoya
- d) Kyoto

Answer: c) Nagoya

2) What was the primary business of Morita's family before he pursued a career in electronics?

- a) Electronics manufacturing
- b) Sake production
- c) Automobile industry
- d) Textile manufacturing

Answer: b) Sake production

3) In which year did Akio Morita graduate from Osaka Imperial University?

- a) 1940
- b) 1944
- c) 1946
- d) 1950

Answer: b) 1944

4) How did Akio Morita meet his future business partner, Masaru Ibuka?

- a) At a university lecture
- b) Through a mutual friend
- c) In the Navy's Wartime Research Committee
- d) At a technology conference

Answer: c) In the Navy's Wartime Research Committee

5) When was Sony Corporation (formerly Tokyo Tsushin Kogyo Kabushiki Kaisha) founded?

- a) 1942
- b) 1946
- c) 1950
- d) 1958

Answer: b) 1946

6) What was the initial capital for Tokyo Tsushin Kogyo Kabushiki Kaisha (Sony)?

- a) ¥20,000
- b) ¥50,000
- c) ¥100,000
- d) ¥190,000

Answer: d) ¥190,000

7) Who was instrumental in securing the licensing of transistor technology for Sony?

- a) Akio Morita
- b) Masaru Ibuka
- c) Kyuzaemon
- d) Norio Ohga

Answer: b) Masaru Ibuka

8) In what year did Sony Corporation become the first Japanese company to be listed on the New York Stock Exchange?

- a) 1957
- b) 1960
- c) 1961
- d) 1975

Answer: c) 1961

9) Which product did Sony release in 1979, making it one of the world's first portable music players?

- a) Walkman
- b) Discman
- c) Betamax recorder
- d) Compact disc player

Answer: a) Walkman

10) Who succeeded Akio Morita as the chief executive officer of Sony in 1989?

- a) Masaru Ibuka
- b) Norio Ohga
- c) Shintaro Ishihara
- d) Kyuzaemon

Answer: b) Norio Ohga

11) What did Morita set up as a joint venture between Sony and CBS Records in Japan in 1968?

- a) A video game company
- b) A radio repair shop
- c) A software manufacturing company
- d) A television production studio

Answer: c) A software manufacturing company

12) What book did Akio Morita write in 1966 where he stressed the unimportance of school records to success?

- a) "Made in Japan"
- b) "The Japan That Can Say No"
- c) "Never Mind School Records"
- d) "Gakureki Muyō Ron"

Answer: d) "Gakureki Muyō Ron"

13) Which prestigious honor did Akio Morita receive in 1982, becoming the first Japanese to do so?

- a) Nobel Prize in Physics
- b) Legion of Honour
- c) Pulitzer Prize for Literature
- d) Golden Plate Award

Answer: b) Legion of Honour

14) In which year did Akio Morita pass away?

- a) 1994
- b) 1995

- c) 1998
 - d) 1999
- Answer: d) 1999**

15) What was the primary cause of Akio Morita's death?

- a) Stroke
- b) Heart attack
- c) Pneumonia
- d) Cancer

Answer: c) Pneumonia

2) Kirloskar Brothers / Ramchandra and Laxman Kirloskar

Kirloskar Brothers Limited is a pump manufacturing company involved in engineering and manufacture of systems for fluid management.^[1] Established in 1888 in Kirloskarvadi and incorporated in 1920, Kirloskar Brothers Limited is the flagship company of the \$2.5 billion Kirloskar Group.^{[2][3]} Kirloskar Brothers Limited provides fluid management solutions for large infrastructure projects in the areas of water supply, power plants, irrigation, oil & gas and marine & defence.^[4] The company engineers and manufactures industrial & petrochemical, agriculture & domestic pumps,^[5] valves and hydro turbines.

History

The foundations of Kirloskar Brothers Limited, the flagship company of the Kirloskar Group, were established in 1888 by Laxmanrao Kirloskar and his partner Ramuanna.^[6] At the end of the 19th century, Laxmanrao worked with his brother, Ramuanna Kirloskar, to buy bicycles in Bombay and sell them in Belgaum, supplementing their income with bicycle lessons. Laxmanrao continued to build his business through partnering with a windmill agency, Samson Windmills, to sell windmills, making steel furniture for the local veterinary hospital, and electroplating a temple in Aundh. The Aundh electroplating job led to Laxmanrao being tasked with a major project: constructing an assembly hall adjoining the temple. This project fell through, however, in the context of financial uncertainty when the Aundh political leadership changed.^[6] The Kirloskar Brothers went on to create their first successful product, fodder-cutters, whose production grew swiftly, leading to the next product:

iron ploughs for the agricultural economy. The 6 iron ploughs they initially manufactured went unsold for nearly two years before a Belgaum farmer (colloquially termed as Mr. Joshi) tested them out and asked the Kirloskar Brothers to fix their plough tips. After improving their ploughs, the Kirloskar Brothers saw great success with their iron plough sales.^[6]

A sudden Belgaum Municipality notice forced the Kirloskar Brothers Limited to close down their Belgaum factory. Luckily, Balasaheb Pant Pratinidhi, the same individual who gave Laxmanrao the Aundhi temple assembly hall contract many years earlier, helped the brothers set up a factory in Aundh. In 1910, Laxman and Ramuanna moved to this barren area of 32 acres. The area had no roads, power-lines, and drainage. This factory-village is known as Kirloskarvadi.^[7] Here, the Kirloskar Brothers moved into various other products that helped farmers. After suffering a shortage of materials during World War I, they introduced new products to the market in the 1920s. They introduced the "Kibro", a small drilling machine, "Kisan" sugar-cane crusher, and new ploughs. In addition to new farmer products, they started to develop other more general machinery to help government and corporations.^[6]

In November 1926 at the Industrial Exhibition held in Poona, KBL showcased the first diesel engine and centrifugal pump in India. The make of the engines were of such high quality, that a British officer asked whether they had been imported.^[6]

After receiving his bachelor's in mechanical engineering and returning from the United States in 1927, Laxmanrao's son, Shantanu Kirloskar, started to take a more active role in Kirloskar Brothers Limited.^[6] He redesigned the "Kisan" into the "Kamal" sugar-crusher achieving 77% juice extraction, higher than anyone else at the Industrial Exhibition in Kolhapur. During the Great Depression in India, Shantanu focused on developmental work creating water pumps for the Uttar Pradesh government, and a small sugar centrifuge for farmers. Around the 1940s, they started a new venture in Mysore, and established Kirloskar Mysore. This was the first new incorporation after Kirloskar Brothers Limited, and was the precedent for the expansion that would occur under Shantanu.

Research and development

Kirloskar Brothers Limited carries out research in sump model studies, intake studies analysis using computational fluid dynamic techniques,^{[8][9]} surge analysis, cavitation studies, seismic analysis, vibration analysis, and transient analysis.^{[10][11]} The company has 17 patents since 2006.

Major Projects

- KBL created the world's largest irrigation project at the time (March 2007). This was the Narmada Project implemented on behalf of the Gujarat Government.^[13]
- Kirloskar Brothers has been closely associated with India's nuclear program and has made canned motor pumps for pumping heavy water which are deployed at Indian Nuclear Power Plants.^{[14][15][16]}
- Kirloskar Brothers Ltd received the ASME N-STAMP in 2012 and is the first Indian company in rotating equipment to receive this as well as amongst a few companies in the world to have this accreditation^[17]
- Kirloskar Brothers Ltd is also one of the first pump companies to have an all women operated and managed manufacturing plant at Coimbatore, which is the second largest metropolitan city of state Tamil Nadu in India ^{[18][19]}
- Kirloskar Brothers Ltd aided the Thai govt in the rescue operation in saving the football team that were trapped in the water filled cave of July month of 2018.^[20]

Acquisitions

- In 2003 Kirloskar Brothers Ltd acquired SPP Pumps (UK),^[21] United Kingdom and established SPP INC, Atlanta, USA, as a wholly owned subsidiary of SPP, UK and expanded its international presence.
- In 2007, Kirloskar Brothers International B.V., The Netherlands and Kirloskar Brothers (Thailand) Ltd, a wholly owned subsidiary in Thailand were incorporated.
- In 2008, Kirloskar Brothers Ltd incorporated Kirloskar Pompen B.V. which acquired Rodelta Pumps International B.V. in 2015 in The Netherlands.

- In 2010 Kirloskar Brothers Ltd acquired Braybar Pumps, South Africa^[22] and in 2012 it established a manufacturing facility in Egypt as SPP MENA. KBL has joint venture cooperation with Ebara, Japan since 1988 under Kirloskar Ebara Pumps Ltd.
- Kirloskar is in licensee agreement with Corrocoat, UK since 2006 called Kirloskar corrocoat Pvt.Ltd.
- Kirloskar Brothers Ltd acquired The Kolhapur Steel Limited in 2007, Hematic Motors in 2010.

Summary

Kirloskar Brothers Limited (KBL) is a prominent pump manufacturing company with a rich history dating back to its establishment in 1888 in Kirloskarvadi, India. In 1920, it was formally incorporated and has since become the flagship company of the Kirloskar Group, a conglomerate with a value of \$2.5 billion. KBL specializes in providing fluid management solutions for large-scale infrastructure projects, including those related to water supply, power generation, irrigation, oil & gas, and marine & defense sectors. Their product range encompasses industrial & petrochemical pumps, agricultural & domestic pumps, valves, and hydro turbines. The company's origins trace back to Laxmanrao Kirloskar and his partner Ramuanna, who initially engaged in bicycle trading and lessons. Over time, they diversified into windmills, steel furniture manufacturing, and temple electroplating. Eventually, they ventured into product development, creating successful items like fodder-cutters and iron ploughs.

In 1910, with the help of Balasaheb Pant Pratinidhi, the Kirloskar Brothers relocated to Kirloskarvadi, where they continued to innovate and introduce new products, even during World War I shortages. They gained recognition for their quality when they showcased India's first diesel engine and centrifugal pump at the 1926 Industrial Exhibition in Poona.

The company saw generational involvement as Laxmanrao's son, Shantanu Kirloskar, took an active role. He introduced the "Kamal" sugar-crusher and focused on water pumps and sugar centrifuges during the Great Depression. Kirloskar Mysore, a subsidiary, marked the beginning of their expansion.

KBL is known for its commitment to research and development, with a focus on various engineering aspects like sump model studies, computational fluid dynamics, surge analysis, and seismic and vibration analysis. The company has acquired 17 patents since 2006.

Notable achievements include the completion of the world's largest irrigation project in 2007 (the Narmada Project), contributions to India's nuclear program through canned motor pumps, and the receipt of the ASME N-STAMP accreditation in 2012. KBL is also recognized for its all-women operated manufacturing plant in Coimbatore and its role in the 2018 Thai cave rescue operation.

In terms of acquisitions, KBL expanded its global presence by acquiring companies such as SPP Pumps (UK), Braybar Pumps (South Africa), and Rodelta Pumps International (The Netherlands). They also have joint ventures with Ebara, Japan, and a licensee agreement with Corrocoat, UK. Additionally, they acquired The Kolhapur Steel Limited in 2007 and Hematic Motors in 2010, further solidifying their position in the industry.

Short Answer Questions

- 1) When was Kirloskar Brothers Limited established, and what is its primary business focus?
- 2) Who were the founders of Kirloskar Brothers Limited, and how did they initially start their business?
- 3) What significant achievements or projects is Kirloskar Brothers Limited known for in the field of fluid management and engineering?
- 4) Can you list some of the key acquisitions made by Kirloskar Brothers Limited to expand its global presence?

MCQs

1) When was Kirloskar Brothers Limited established?

- a) 1888
- b) 1920
- c) 1910
- d) 1926

Answer: a) 1888

2) What is the primary business of Kirloskar Brothers Limited?

- a) Automobile manufacturing
- b) Pump manufacturing and fluid management
- c) Electronics manufacturing
- d) Construction and real estate

Answer: b) Pump manufacturing and fluid management

3) Which area is known as the factory-village of Kirloskar Brothers Limited?

- a) Belgaum
- b) Bombay
- c) Kirloskarvadi
- d) Aundh

Answer: c) Kirloskarvadi

4) Who played a significant role in helping Kirloskar Brothers set up a factory in Aundh?

- a) Mr. Joshi
- b) Balasaheb Pant Pratinidhi
- c) Laxmanrao Kirloskar
- d) Ramuanna Kirloskar

Answer: b) Balasaheb Pant Pratinidhi

5) What was the first successful product created by Kirloskar Brothers?

- a) Bicycles
- b) Windmills
- c) Fodder-cutters
- d) Iron ploughs

Answer: c) Fodder-cutters

6) In which year did Kirloskar Brothers showcase the first diesel engine and centrifugal pump in India?

- a) 1920
- b) 1926
- c) 1910
- d) 1940

Answer: b) 1926

7) Who took an active role in Kirloskar Brothers Limited after returning from the United States in 1927?

- a) Laxmanrao Kirloskar
- b) Ramuanna Kirloskar
- c) Shantanu Kirloskar
- d) Mr. Joshi

Answer: c) Shantanu Kirloskar

8) What did Shantanu Kirloskar redesign into the "Kamal" sugar-crusher?

- a) Windmills
- b) Bicycles
- c) Kibro
- d) Kisan

Answer: d) Kisan

9) During which event did KBL showcase the first diesel engine and centrifugal pump in India?

- a) World War I
- b) Great Depression
- c) Industrial Exhibition
- d) Indian Independence Day

Answer: c) Industrial Exhibition

10) How many patents has Kirloskar Brothers Limited obtained since 2006?

- a) 5
- b) 10
- c) 17
- d) 25

Answer: c) 17

11) What was the world's largest irrigation project created by KBL?

- a) Ganges Canal
- b) Yamuna Canal
- c) Narmada Project
- d) Tungabhadra Dam

Answer: c) Narmada Project

12) Kirloskar Brothers has been associated with India's nuclear program by making what type of pumps?

- a) Canned motor pumps
- b) Hydraulic pumps
- c) Vacuum pumps
- d) Submersible pumps

Answer: a) Canned motor pumps

13) In which year did Kirloskar Brothers Ltd receive the ASME N-STAMP accreditation?

- a) 2006
- b) 2010
- c) 2012
- d) 2015

Answer: c) 2012

14) Where is Kirloskar Brothers Ltd's all-women operated and managed manufacturing plant located?

- a) Mumbai
- b) Chennai
- c) Coimbatore
- d) Delhi

Answer: c) Coimbatore

15) What did Kirloskar Brothers Ltd assist the Thai government with in July 2018?

- a) Agricultural development
- b) Water rescue operation

- c) Industrial exhibition
 - d) Nuclear power plant construction
- Answer: b) Water rescue operation**

Unit II Poetry Section

Ode to the West Wind

O wild West Wind, thou breath of Autumn's being,
Thou, from whose unseen presence the leaves dead
Are driven, like ghosts from an enchanter fleeing,
Yellow, and black, and pale, and hectic red,
Pestilence-stricken multitudes: O thou,
Who chariotest to their dark wintry bed
The winged seeds, where they lie cold and low,
Each like a corpse within its grave, until
Thine azure sister of the Spring shall blow
Her clarion o'er the dreaming earth, and fill
(Driving sweet buds like flocks to feed in air)
With living hues and odours plain and hill:
Wild Spirit, which art moving everywhere;
Destroyer and preserver; hear, oh hear!

II

Thou on whose stream, mid the steep sky's commotion,
Loose clouds like earth's decaying leaves are shed,
Shook from the tangled boughs of Heaven and Ocean,
Angels of rain and lightning: there are spread
On the blue surface of thine aëry surge,
Like the bright hair uplifted from the head
Of some fierce Maenad, even from the dim verge
Of the horizon to the zenith's height,
The locks of the approaching storm. Thou dirge
Of the dying year, to which this closing night
Will be the dome of a vast sepulchre,
Vaulted with all thy congregated might

Of vapours, from whose solid atmosphere

Black rain, and fire, and hail will burst: oh hear!

III

Thou who didst waken from his summer dreams

The blue Mediterranean, where he lay,

Lull'd by the coil of his crystalline streams,

Beside a pumice isle in Baiae's bay,

And saw in sleep old palaces and towers

Quivering within the wave's intenser day,

All overgrown with azure moss and flowers

So sweet, the sense faints picturing them! Thou

For whose path the Atlantic's level powers

Cleave themselves into chasms, while far below

The sea-blooms and the oozy woods which wear

The sapless foliage of the ocean, know

Thy voice, and suddenly grow gray with fear,

And tremble and despoil themselves: oh hear!

IV

If I were a dead leaf thou mightest bear;

If I were a swift cloud to fly with thee;

A wave to pant beneath thy power, and share

The impulse of thy strength, only less free

Than thou, O uncontrollable! If even

I were as in my boyhood, and could be

The comrade of thy wanderings over Heaven,

As then, when to outstrip thy skiey speed

Scarce seem'd a vision; I would ne'er have striven

As thus with thee in prayer in my sore need.

Oh, lift me as a wave, a leaf, a cloud!

I fall upon the thorns of life! I bleed!

A heavy weight of hours has chain'd and bow'd
One too like thee: tameless, and swift, and proud.

V

Make me thy lyre, even as the forest is:
What if my leaves are falling like its own!
The tumult of thy mighty harmonies
Will take from both a deep, autumnal tone,
Sweet though in sadness. Be thou, Spirit fierce,
My spirit! Be thou me, impetuous one!
Drive my dead thoughts over the universe
Like wither'd leaves to quicken a new birth!
And, by the incantation of this verse,
Scatter, as from an unextinguish'd hearth
Ashes and sparks, my words among mankind!
Be through my lips to unawaken'd earth
The trumpet of a prophecy! O Wind,
If Winter comes, can Spring be far behind?

Summary of the Poem

Ode to the west wind summary is a brief version of the poem written by the renowned English Romantic poet, Percy Bysshe Shelley in 1819. The poet wrote this poem in the woods outside Florence, Italy during Autumn.

The poem begins with the poet appealing to the wild west wind of autumn. He notices how the wind is scattering the dead leaves and spreading the seeds. This will result in their nurturing in the season of Spring.

Thus, the poet labels the wind as a destroyer as well as a preserver. He calls for it to hear him by describing how the wind is responsible for stirring up violent storms. While he is calling out for its attention he keeps describing it further.

He mentions the unusual exploits of the wind and how it is responsible for waves in the big oceans and seas like the Mediterranean Sea and the Atlantic Ocean. Once again, the poet calls out to the wind so it hears his appeal.

Ode to the west wind summary explains how the poet recalls his lovely relationship with the west wind in his youth. He desires to be a dead leaf or swift cloud so the west wind would carry him thereby feelings its strength.

At last, the poet appeals to the west wind to turn him into a lyre. This way, his words can be scattered all over the world like a dead leaf for everyone through the wind. Moreover, he also asks the wind to become him.

At last, he concludes by asking the question that if winter will arrive, the spring will also not be far behind. Thus, he states a metaphor for birth and death. So, it means that death and decay do not mean the end but rebirth.

In other words, he believes winter and spring won't be able to sail on the same boat because both are opposite of each other. In addition, he states that there is nothing new in him decaying as it is inevitable.

Ode to the west wind summary is a poem that shows us the power of the wind which brings a change in the natural world. Similarly, the poet wishes for reform in society. Moreover, the poem has underlying themes of optimism and hope for a better future.

Short answer questions

- 1) Who is the poet of "Ode to the West Wind," and where did he write the poem? What is the initial appeal made by the poet to the west wind?**
- 2) How does the poet characterize the west wind in the poem? What are the dual roles he assigns to it, and what is the significance of these roles?**
- 3) What personal connection does the poet recall with the west wind from his youth, and why does he desire to be carried by it?**
- 4) What metaphor does the poet use towards the end of the poem to express his beliefs about death and rebirth? How does this relate to the poem's underlying themes?**

MCQs

1) Where did Percy Bysshe Shelley write "Ode to the West Wind"?

- a) London
- b) Florence, Italy
- c) Paris
- d) Rome

2) In which season is the poem set?

- a) Spring
- b) Summer
- c) Autumn
- d) Winter

3) How does the poet describe the west wind in the poem?

- a) As a destroyer only
- b) As a preserver only
- c) As both a destroyer and a preserver
- d) As a gentle breeze

4) What does the west wind do with dead leaves and seeds in the poem?

- a) Burns them
- b) Scatters them
- c) Buries them
- d) Collects them

5) How does the poet want to be carried by the west wind?

- a) As a swift cloud
- b) As a rock
- c) As a tree
- d) As a river

6) What does the poet wish the west wind would turn him into?

- a) A tree
- b) A flower
- c) A lyre
- d) A bird

7) What metaphor does the poet use to describe the relationship between winter and spring?

- a) Sailing on the same boat
- b) Dancing hand in hand
- c) Battling against each other
- d) Being two sides of the same coin

8) What does the poet believe about death and decay?

- a) They signify the end of life
- b) They are inevitable but lead to rebirth

- c) They are to be feared and avoided
- d) They are meaningless and insignificant

9) What underlying themes are present in "Ode to the West Wind"?

- a) Pessimism and despair
- b) Optimism and hope
- c) Nostalgia and regret
- d) Hatred and anger

10) According to the poem, what change does the west wind bring in the natural world?

- a) Destruction
- b) Chaos
- c) Reform
- d) Calmness

11) What does the poet wish for in society through the symbolism of the west wind?

- a) He wishes for political power
- b) He wishes for revolution
- c) He wishes for reform and positive change
- d) He wishes for isolation

12) What literary device is used when the poet describes the west wind as both a destroyer and a preserver?

- a) Simile
- b) Metaphor
- c) Oxymoron
- d) Alliteration

13) Which body of water is mentioned in the poem as being affected by the west wind's actions?

- a) Pacific Ocean
- b) Mediterranean Sea
- c) Indian Ocean
- d) Arctic Ocean

14) What does the poet ask the west wind to do at the end of the poem?

- a) To leave him alone
- b) To become him
- c) To bring eternal winter
- d) To stop blowing

15) What does the poet's metaphor about winter and spring suggest about the cyclical nature of life?

- a) It implies that life is a linear progression
- b) It suggests that life is unpredictable
- c) It implies that life is constantly changing
- d) It suggests that life has no patterns or cycles

Answers:

- 1) b) Florence, Italy
- 2) c) Autumn
- 3) c) As both a destroyer and a preserver
- 4) b) Scatters them
- 5) a) As a swift cloud
- 6) c) A lyre
- 7) d) Being two sides of the same coin
- 8) b) They are inevitable but lead to rebirth
- 9) b) Optimism and hope
- 10) c) Reform
- 11) c) He wishes for reform and positive change
- 12) c) Oxymoron
- 13) b) Mediterranean Sea
- 14) b) To become him
- 15) d) It suggests that life has no patterns or cycles

2) Paper Boats (1913)

Rabindranath Tagore

About the Poet

Rabindranath Tagore was born in Calcutta (now Kolkata), India. The Tagore family was one of the most wealthy and powerful families of the country. As a child, Tagore was influenced by theatre, music, literature and philosophy, but hated formal education and found inspiration in nature. He began writing poetry from a young age and had early success first within his home region of Bengal, and then across all of India. Throughout his life he published almost 60 volumes of poetry. It was the form of writing he most loved, but Tagore was also a prolific composer, painter, critic, essay and fiction writer, experimenting with many different literary forms. His poems frequently expressed love of nature, mysticism and spirituality.

His poetry collection *Gitanjali* in 1912 brought international fame and he became the first non-western writer to be awarded a Nobel Prize in Literature. Tagore travelled to many different countries around the world, meeting a variety of eminent figures from different walks of life from Albert Einstein to the poet Robert Frost and writer H.G.

Wells. He was also a strong supporter of Indian independence from the British Empire and was often a political ally of Mahatma Gandhi. In 1919, in response to the killing of over 350 Indian civilians by the British army – the Amritsar Massacre – Tagore gave up the knighthood he had been awarded by Britain in 1915. As a man of enormous literary and political accomplishments, Tagore became an iconic figure of Indian heritage and culture in later life. He died in 1941 aged 80, and is regarded as one of the outstanding literary figures in the history of India. He had a lasting impact on the language and culture of his home region Bengal, as part of a movement that provided an example to the whole country.

Text

Day by day I float my paper boats one by one down the running stream.
In big black letters I write my name on them and the name of
the village where I live.

I hope that someone in some strange land will find them and
know who I am.

I load my little boats with *shiuli* flowers from our garden, and hope that these
blooms of the dawn will be carried safely to land in the night.

I launch my paper boats and look up into the sky and see the little clouds setting
their white bulging sails.

I know not what playmate of mine in the sky sends them down the air to race with
my boats!

When night comes I bury my face in my arms and dream that my paper boats float
on and on under the midnight stars.

The fairies of sleep are sailing in them, and the lading is their baskets full of
dreams.

Summary

The poem 'Paper Boats' is written by the famous Indian poet, storyteller and dramatist Shri Rabindranath Tagore. He has won the Nobel Prize in Literature in the year 1913.

The poem paper boats narrates the child's experience of floating paper boats down the stream . The poet Rabindranath Tagore has imagined himself as a child . The poem is on a childhood experience and is written in rainy season.

The poem is about an innocent child and his dreams. The child plays, down by the side of a stream, he makes paper boats daily and floats them down the running stream he writes his name in big black letters on them. He also writes the name of the village where he lived. He hopes that someone in some strange land will find them and know who he is. Sometimes he also loads the boats with *Shiuli flowers (Parijata flowers)* from their garden. The Shiuli flowers always bloom in the early morning when the sun is rising. He hopes that these blooms will be carried safely, down the stream, to some land in the night. As he launches her paper boats he looks up at the sky and sees little clouds floating in the sky. The clouds appear to his like the white sails of a boat, bulging in the wind. He wonders who might be his friend in the sky, who sends the clouds floating through the sky, to race with her boats. The boy imagines that the clouds floating in the sky and his boats floating in the stream are running a race. Every night the little boy sleeps and buries his face in his arms and dreams that her paper boats are floating along the stream, under the midnight stars. He dreams that the fairies of sleep are sailing in his paper boat, after loading them with baskets full of dreams.

The poem shows the child's peculiar psychology. The child loves the worlds of playfulness and fun. Day by day he floats paper boats down the running stream. He sends them with the intention that they would reach some distant lands. Out of curiosity he writes his name and address on those boats. He fondly hopes that somewhere someone will find them and know him. The child has always a deep sense of love. He wishes to present the unknown friend with valuable gifts. So he loads his boats with flowers from his garden. He hopes that the boats will carry the flowers safely to the distant land in the night. Thus the poem shows Tagore's keen insight into the child's mind.

Short Answer Questions

- 1) Who is the author of the poem "Paper Boats," and what significant literary achievement is associated with them?
- 2) What is the central theme of the poem "Paper Boats," and how does it relate to the experiences of a child?
- 3) How does the child in the poem express their hope and imagination through the act of floating paper boats? What do these paper boats symbolize?
- 4) In what way does the poem reveal Rabindranath Tagore's understanding of the child's psychology and their sense of love and imagination?

MCQs

1) **Who is the author of the poem "Paper Boats"?**

- A) Rabindranath Tagore
- B) William Wordsworth
- C) Emily Dickinson
- D) Robert Frost

Answer: A) Rabindranath Tagore

2) **In what year did Rabindranath Tagore win the Nobel Prize in Literature?**

- A) 1910
- B) 1913
- C) 1920
- D) 1925

Answer: B) 1913

3) **What is the main subject of the poem "Paper Boats"?**

- A) Space exploration
- B) Childhood experiences
- C) Environmental conservation
- D) Historical events

Answer: B) Childhood experiences

4) **When does the poem "Paper Boats" take place?**

- A) Winter season

- B) Spring season
- C) Rainy season
- D) Summer season

Answer: C) Rainy season

5) What does the child in the poem write on the paper boats?

- A) Their favorite quotes
- B) The names of famous authors
- C) Their name and the name of their village
- D) The names of their friends

Answer: C) Their name and the name of their village

6) What does the child hope will happen to their paper boats when they send them down the stream?

- A) They will turn into real boats.
- B) Someone in a distant land will find them and know the child.
- C) They will sink to the bottom of the stream.
- D) They will catch fish.

Answer: B) Someone in a distant land will find them and know the child.

7) What does the child load their paper boats with besides their name and address?

- A) Candy
- B) Shiuli flowers (Parijatha flowers)
- C) Chocolate
- D) Seashells

Answer: B) Shiuli flowers (Parijatha flowers)

8) When do the Shiuli flowers mentioned in the poem bloom?

- A) In the afternoon
- B) In the evening
- C) In the early morning when the sun is rising
- D) At midnight

Answer: C) In the early morning when the sun is rising

9) What do the clouds in the sky remind the child of?

- A) Airplanes
- B) Birds
- C) White sails of a boat
- D) Stars

Answer: C) White sails of a boat

10) What does the child imagine about the clouds and their paper boats?

- A) They are racing each other.
- B) The clouds are carrying the paper boats.

- C) The paper boats are carrying the clouds.
- D) The clouds are made of paper.

Answer: A) They are racing each other.

11) What does the child dream about every night?

- A) Eating candy
- B) Sailing on a real boat
- C) The fairies of sleep sailing in their paper boats with baskets full of dreams
- D) Flying with the birds

Answer: C) The fairies of sleep sailing in their paper boats with baskets full of dreams

12) What psychological trait of the child does the poem "Paper Boats" highlight?

- A) Fearfulness
- B) Playfulness and imagination
- C) Shyness
- D) Laziness

Answer: B) Playfulness and imagination

13) What is the child's motivation for sending paper boats down the stream?

- A) To conduct scientific experiments
- B) To race them with other children's boats
- C) To make money by selling them
- D) To reach distant lands and connect with unknown friends

Answer: D) To reach distant lands and connect with unknown friends

14) What valuable gifts does the child want to present to their unknown friend?

- A) Money
- B) Shiuli flowers
- C) Baskets of dreams
- D) Toys

Answer: C) Baskets of dreams

15) How does the poem "Paper Boats" demonstrate Rabindranath Tagore's understanding of the child's mind?

- A) By depicting the child as uninterested in nature
- B) By highlighting the child's fear of the dark
- C) By illustrating the child's love for playfulness and imagination
- D) By showing the child as materialistic

Answer: C) By illustrating the child's love for playfulness and imagination

2 (it is needless to ask)

**3) It is Needless to Ask of a Saint
- Saint Kabir
(santan jat na pucho nirguniyan)**

Sant Kabir was a mystic poet and a musician and was one of the important saints of Hinduism and also considered a Sufi by Muslims. He is respected by Hindus, Muslims and Sikhs. He was a disciple of Saint swami Ramananda. He was never formally educated and was almost completely illiterate. It is because of poetry that Kabir is held in high esteem all over the world. Another beauty of Kabir's poetry is that he picks up situations that surround our daily lives. Thus, even today, his poetry is relevant and helpful in both social and spiritual context. Following him means understanding one's inner self, realizing oneself, accepting oneself as is, and becoming harmonious with one's surroundings . Kabir das has written much poetry and song. All of his recorded verses are in Hindi. His lyrics are characterised by a free use of the vernacular, and is unfettered by the grammatical bonds of his day. It is this quality which has made his philosophy accessible to generations of Indians. He always help others. Saint Kabir's *Dohe* is full of meaning and teachings. He believed God is one and people just worship him with different names and nicknames Kabir has written the famous Dohe in Hindi. Kabir's poems were in vernacular Hindi, borrowing from various dialects including Awadhi, Brij, and Bhojpuri.

Text

IT is NEEDLESS to ask of a saint the caste to which he belongs;
For the priest, the warrior, the tradesman, and all the thirty-six castes, alike are seeking for God.
It is but folly to ask what the caste of a saint may be;
The barber has sought God, the washer-woman, and the carpenter
Even Raidas was a seeker after God.
The Rishi Swapacha was a tanner by caste.
Hindus and Moslems alike have achieved that End, where remains no mark of distinction.

Summary

The poem you provided, attributed to Sant Kabir, emphasizes the universality of spiritual seeking and the futility of categorizing individuals based on their social castes or religious affiliations. In just a few lines, Kabir conveys a profound message about the equality of all human beings in the pursuit of God.

Kabir opens the poem by stating that it is pointless to inquire about the caste of a saint, as people from all walks of life and social backgrounds are on a quest to find God. He challenges the conventional social hierarchy that places individuals into distinct castes, such as priests, warriors, and tradespeople, by highlighting that these labels become insignificant when one is in pursuit of a higher spiritual truth.

To illustrate his point, Kabir provides examples of individuals from various castes who have devoted themselves to the search for God. The barber, the washer-woman, and the carpenter, traditionally considered lower in the caste hierarchy, are mentioned alongside Raidas, a renowned saint who transcended societal norms to connect with the divine. Kabir even mentions Rishi Swapacha, who, despite being a tanner by caste (a profession often viewed with disdain), also sought God earnestly.

The poem concludes with a powerful message that both Hindus and Muslims have achieved the ultimate spiritual goal where all distinctions and divisions disappear. Kabir's words emphasize that the quest for God unites people across caste and religious lines, emphasizing the idea that spirituality transcends societal constructs.

In just a few lines, this poem by Sant Kabir calls for a broader perspective on spirituality, encouraging us to see beyond the limitations of caste and religion and recognize the shared human desire to connect with the divine. It is a reminder of the universal nature of the human spirit's quest for higher truth and the irrelevance of social labels in that pursuit.

1) Who is the poet of the poem emphasizing the universality of spiritual seeking?

- A) Tulsidas
- B) Mirza Ghalib
- C) Sant Kabir
- D) Rabindranath Tagore

Answer: C) Sant Kabir

2) According to the poem, why is it needless to ask about the caste of a saint?

- A) Because saints never reveal their caste
- B) Because caste has no significance in spiritual seeking
- C) Because caste is a well-kept secret
- D) Because caste determines one's spirituality

Answer: B) Because caste has no significance in spiritual seeking

3) What is the main message of the poem?

- A) Caste is important in spiritual seeking
- B) Social hierarchies should be reinforced
- C) All individuals can seek God irrespective of caste
- D) Caste defines a person's spiritual journey

Answer: C) All individuals can seek God irrespective of caste

4) Which of the following individuals mentioned in the poem sought God despite their lower-caste professions?

- A) Priests
- B) Warriors
- C) Carpenters
- D) Rishi Swapacha

Answer: D) Rishi Swapacha

5) What is the profession of Rishi Swapacha mentioned in the poem?

- A) Barber
- B) Washer-woman
- C) Carpenter
- D) Tanner

Answer: D) Tanner

6) According to the poem, what happens when individuals achieve the spiritual end?

- A) They become priests
- B) They retain their caste distinctions
- C) All marks of distinction disappear
- D) They gain social recognition

Answer: C) All marks of distinction disappear

7) The poem mentions that both Hindus and _____ have achieved the spiritual end.

- A) Buddhists
- B) Christians
- C) Muslims
- D) Sikhs

Answer: C) Muslims

8) What does Kabir emphasize transcends societal constructs in the pursuit of God?

- A) Social status
- B) Caste and religion
- C) Wealth
- D) Education

Answer: B) Caste and religion

9) According to the poem, what unites people across caste and religious lines?

- A) Social hierarchy
- B) Political affiliations
- C) The pursuit of God
- D) Occupational roles

Answer: C) The pursuit of God

10) What is the poet's view on categorizing individuals based on caste?

- A) It is essential for society

- B) It is a means of control
- C) It is necessary for religious practice
- D) It is pointless in spiritual matters

Answer: D) It is pointless in spiritual matters

11) Who among the following individuals is NOT mentioned in the poem as a seeker of God?

- A) The barber
- B) The washer-woman
- C) The carpenter
- D) The priest

Answer: D) The priest

12) What term is used in the poem to describe those who have achieved the ultimate spiritual goal?

- A) Sages
- B) Saints
- C) Seekers
- D) Warriors

Answer: B) Saints

13) In the poem, what is Raidas known for?

- A) His caste
- B) His profession
- C) His pursuit of God
- D) His political affiliations

Answer: C) His pursuit of God

14) What does Kabir highlight as the common goal of individuals in the poem?

- A) Wealth
- B) Power
- C) Seeking God
- D) Social recognition

Answer: C) Seeking God

15) What does the poem suggest about the relationship between caste and spirituality?

- A) Caste determines one's spiritual journey
- B) Caste is irrelevant to one's spiritual journey
- C) Caste enhances spirituality
- D) Caste limits one's spirituality

Answer: B) Caste is irrelevant to one's spiritual journey

Short answer questions

- 1) What is the central message conveyed by Sant Kabir in this poem regarding the significance of caste in the pursuit of spirituality?
- 2) Provide examples of individuals from lower-caste professions mentioned in the poem who are depicted as seekers of God. How do these examples reinforce the poem's message?
- 3) Explain the significance of the line, "All marks of distinction disappear," in the context of the poem's theme of unity in spiritual seeking. What does it signify?
- 4) How does the poem challenge traditional social hierarchies and emphasize the universality of the human quest for the divine? Explain using specific lines or examples from the poem.

Unit 3: Communication and Soft Skills

1) Role Play

2) Drafting an E- mail

3) Applying for a Job

1) Role play is a form of interactive and improvisational acting where participants take on specific roles or characters in a simulated situation or scenario. It is often used as a training, educational, or recreational activity and can serve various purposes, including:

Training and Skill Development: Role play is commonly used in professional training programs to help individuals practice and improve their interpersonal, communication, problem-solving, and decision-making skills. For example, in a business setting, employees might engage in role play exercises to enhance their customer service or negotiation skills.

Therapeutic and Counseling Purposes: Therapists and counselors may use role play as a therapeutic technique to help clients explore and understand their emotions, thoughts, and behaviors. It can be particularly useful in addressing social and interpersonal issues.

Education: Role play can be a valuable tool in education to make learning more interactive and engaging. Students can take on historical figures, literary characters, or real-life scenarios to better understand and relate to the subject matter.

Conflict Resolution: In conflict resolution and mediation, role play can be used to help parties involved in a dispute understand each other's perspectives and work toward finding mutually agreeable solutions.

Entertainment and Recreation: Role play is also a popular form of recreational activity, especially in the context of tabletop role-playing games (RPGs) like Dungeons & Dragons. Participants create fictional characters and embark on adventures within a predetermined game world, often guided by a game master.

Role play typically involves participants assuming the characteristics, behaviors, and motivations of the assigned roles. They interact with others in the

scenario as if they were the characters they are portraying. This allows individuals to gain insight into different perspectives, develop empathy, and practice problem-solving in a safe and controlled environment.

Overall, role play is a versatile and effective tool for experiential learning and personal growth in a wide range of settings and contexts.

Role play can be applied to a wide variety of situations and scenarios to serve different purposes. Here are ten examples of role play in various contexts:

1) Role Play Scenario: Customer Service Training

Scenario: A customer has called in to complain about a faulty product they purchased. You are the customer service representative, and your goal is to handle the situation professionally and effectively, aiming to resolve the customer's issue and maintain their satisfaction.

Characters:

Customer (C): Plays the role of a frustrated customer.

Customer Service Representative (CSR): Plays the role of the company's customer service agent.

Role Play Dialogue 1: Initial Contact

CSR: (Answering the phone with a friendly tone) Good morning! Thank you for calling [Company Name] customer service. My name is [Your Name]. How can I assist you today?

C: (Frustrated) Hi, I bought a [Product Name] from your company last week, and it's already broken! This is ridiculous!

CSR: I'm really sorry to hear that you're experiencing issues with your [Product Name]. I understand your frustration, and I'd like to help. Can you please provide me with your order number or any other details about the purchase?

C: (Provides order number)

CSR: Thank you for providing that information. I see your order here. Could you describe the issue you're facing with the product?

C: The [specific problem with the product, e.g., "screen won't turn on," "buttons don't work," etc.]. I can't believe it's acting up so soon!

Role Play Dialogue 2: Empathizing and Assuring

CSR: I'm truly sorry for the inconvenience you're facing with your [Product Name]. I can understand how frustrating that can be. Let's work together to get this resolved for you. To help us further, could you please provide me with some additional details, like when did you notice this issue and if there was any specific event or situation that might have caused it?

C: (Provides more details)

CSR: Thank you for the information. I'll document this in your case. Now, let me assure you that we're committed to resolving this issue for you as quickly as possible. We have a few options to explore: we can offer a replacement, repair, or a refund. What would work best for you?

C: I would prefer a replacement, but it needs to be sent as soon as possible.

Role Play Dialogue 3: Offering a Solution

CSR: Thank you for your preference. We'll certainly process a replacement for you. I'll initiate that right away. We'll also arrange for a pickup of the faulty product, and you won't incur any additional charges. Is there anything else I can assist you with regarding this issue?

C: No, that should be it. But I hope the replacement works properly this time.

CSR: I completely understand your concern, and we'll do our best to ensure the replacement meets your expectations. We appreciate your patience, and you should

receive the new [Product Name] within [estimated time frame]. Is there anything else I can assist you with today?

C: No, that's all for now. Thank you for your help.

CSR: You're very welcome! If you have any more questions or encounter any issues in the future, please don't hesitate to reach out. We value your business, and we're here to assist you. Have a great day!

Role Play, Feedback and Discussion:

After the role play, it's essential to provide constructive feedback and engage in a discussion to highlight what went well and identify areas for improvement. Focus on the following points:

Active listening: Ensure the CSR listens attentively to the customer's concerns and addresses them appropriately.

Empathy and understanding: The CSR should express genuine empathy and understanding towards the customer's frustration.

Offering solutions: The CSR should provide clear and suitable options for resolving the issue.

Professionalism: Maintain a polite and professional tone throughout the interaction.

Follow-up: Mention the importance of follow-up, setting expectations, and ensuring customer satisfaction.

Role-playing scenarios like these can be a valuable part of customer service training, helping customer service representatives develop their skills and improve customer interactions.

2) Scenario: Conflict Resolution in the Workplace

Characters:

Alex: An employee who has been with the company for several years.

Taylor: A new employee who recently joined the team.

Manager (You): The manager of the team.

Background: Alex and Taylor have been clashing at work for the past few weeks. Alex feels that Taylor is not pulling their weight and making mistakes that affect the team's performance. Taylor, on the other hand, thinks that Alex is not giving them a fair chance and is overly critical.

Manager (You): (Starts the meeting with a neutral tone) Thank you both for joining me today. I believe that open communication is vital for our team's success, and I want to address the recent conflicts between you two. Alex, could you please start by sharing your perspective?

Alex: (Deep breath) Sure. I've been with this company for a while, and I've noticed some issues lately. Taylor, it feels like you're not pulling your weight on the team, and there have been some mistakes that have impacted our projects.

Manager (You): (Acknowledging Alex's concerns) Thank you for sharing that, Alex. Taylor, would you like to respond?

Taylor: (Nervously) I understand Alex's concerns, but I feel like I haven't had a fair chance to prove myself. It seems like Alex is always critical of my work, and it's been affecting my confidence.

Manager (You): (Addressing both) I appreciate both of you sharing your feelings. Let's make sure we understand each other correctly. Alex, you feel Taylor is not contributing enough, and Taylor, you feel Alex is overly critical. Is that right?

Alex and Taylor: (Nodding) Yes, that's accurate.

Manager (You): (Encouraging empathy) Now, let's try something. Alex, can you summarize what you think Taylor's perspective is, and Taylor, you do the same for Alex?

Alex: (Looking at Taylor) It seems like Taylor believes I've been too critical and that they haven't had a fair chance to prove themselves.

Taylor: (Looking at Alex) Alex feels that I'm not contributing enough and that there have been mistakes in my work.

Manager (You): (Acknowledging their understanding) Great. Now that we have a clearer understanding, let's talk about what you both have in common. What are your shared goals for the team?

Alex: (Reflecting) We both want the team to succeed and produce high-quality work.

Taylor: (Agreeing) Yes, that's right. We're both invested in the team's success.

Manager (You): (Building on common ground) That's a good starting point. Now, let's brainstorm some solutions to address these issues. Alex, do you have any suggestions on how we can improve the situation?

Alex: (Thoughtful) Maybe I can be more patient and provide clearer guidance when needed.

Manager (You): (Appreciating the suggestion) Thank you, Alex. Taylor, how do you feel about that?

Taylor: (Nodding) That would help. Also, I can make more of an effort to ask for feedback and clarification when necessary.

Manager (You): (Encouraging commitment) Great! It sounds like you both are willing to make changes. Let's agree on these action steps: Alex will provide clearer guidance, and Taylor will seek feedback when needed. Can we all commit to this?

Alex and Taylor: (Nodding) Yes, we can.

Manager (You): (Closing positively) Excellent. I believe that with these changes, we can improve our working relationship and contribute to the team's success. Thank you both for your willingness to resolve this conflict constructively.

This dialogue outlines a structured approach to addressing workplace conflicts and promoting open communication and collaboration among team members. It's

important to maintain a neutral and supportive tone throughout the conversation to create a safe space for resolution.

3) Scenario: Admission of a student in the college of commerce

Dialogue 1: Student Inquiry

Student (S): [Knocks on the college admission office door]

Admission Officer (AO): Come in!

S: Good morning. I'm interested in applying to the College of Commerce. Can you help me with the admission process?

AO: Of course! I'd be happy to assist you. Have a seat. First, may I know your name and what program you're interested in?

S: I'm John Smith, and I want to apply for the Bachelor of Business Administration program.

AO: Great choice, John! Let's start by filling out this application form. Do you have all your documents with you, such as your high school transcripts and identification?

S: Yes, I have them right here.

Dialogue 2: Application Review

AO: Thank you, John. I see you've completed all the required fields on the application form. We'll need your high school transcripts for evaluation. Could you please submit them now?

S: Sure, here are my transcripts.

AO: Excellent. We'll review these and get back to you soon. In the meantime, do you have any questions about the program, scholarships, or campus facilities?

S: Yes, I'm interested in scholarship opportunities. Can you provide more information?

AO: Certainly, John. We have a variety of scholarships available based on academic performance, extracurricular activities, and financial need. Once we assess your application and transcripts, we'll determine your eligibility for any scholarships you might qualify for.

Dialogue 3: Interview and Further Questions

AO: Hello, John. I'm pleased to inform you that your application and transcripts look impressive. We'd like to invite you for an interview to learn more about your goals and aspirations. When would be a convenient time for you?

S: I'm available next Wednesday afternoon. Does that work for you?

AO: That sounds perfect, John. During the interview, we'll discuss your career objectives, why you're interested in our college, and how you plan to contribute to our academic community. Do you have any questions or concerns before the interview?

S: Not at the moment, but I'll prepare for the interview and have my questions ready.

AO: That's great to hear. We look forward to meeting you next Wednesday. If you have any queries before then, feel free to reach out.

Dialogue 4: Acceptance and Enrollment

AO: Hello again, John. We've reviewed your application and conducted the interview. I'm delighted to inform you that you've been accepted into the Bachelor of Business Administration program!

S: Wow, thank you so much! I'm thrilled.

AO: Congratulations, John! To secure your spot, please follow the enrollment instructions in the acceptance letter. You'll need to pay the enrollment fee and register for classes before the deadline. If you have any questions about the next steps, don't hesitate to contact our enrollment office.

S: I'll take care of everything right away. Thank you for your assistance throughout this process.

AO: You're very welcome, John. We're excited to have you as part of our college community. If you need any assistance in the future, don't hesitate to reach out. Good luck with your studies!

S: Thank you, and I look forward to starting classes!

Expressions used in Dialogues

Expressions used in dialogues can vary widely depending on the context, culture, and the nature of the conversation. Here are some common expressions and phrases used in different types of dialogues:

Greetings:

"Hello!"

"Hi there!"

"Hey!"

"Good morning/afternoon/evening."

"How are you?"

"What's up?"

Introductions:

"My name is [Name]."

"Nice to meet you."

"This is [Name], by the way."

"Allow me to introduce myself."

Politeness and Courtesy:

"Please."

"Thank you."

"You're welcome."

"Excuse me."

"I'm sorry."

"Pardon me."

Agreement:

"I agree."

"That's right."

"You're absolutely correct."

"I couldn't agree more."

Disagreement:

"I disagree."

"I'm not so sure about that."

"I see your point, but..."

"I have a different perspective."

Asking for Information:

"Could you please tell me...?"

"Do you know...?"

"I was wondering if..."

"Could you clarify...?"

Giving Information:

"Sure, here's what I know."

"As far as I'm aware..."

"To the best of my knowledge..."

"Let me explain..."

Expressing Interest:

"That sounds fascinating."

"Tell me more about it."

"I'm curious about..."

"I'd love to hear more."

Expressing Emotions:

"I'm so happy!"

"I'm feeling sad today."

"I'm really excited about this."

"I'm frustrated with..."

Making Requests:

"Can you do me a favor?"

"Could you please help me with...?"

"I need your assistance."

Offering Help:

"Is there anything I can do to help?"

"Let me know if you need anything."

"I'd be happy to assist."

Expressing Surprise:

"Wow!"

"I can't believe it!"

"That's unexpected."

"What a surprise!"

Suggesting:

"How about we..."

"Why don't we..."

"You might want to consider..."

"I suggest that we..."

Apologizing:

"I'm sorry for..."

"I apologize if I..."

"My apologies."

Saying Goodbye:

"Goodbye!"

"See you later!"

"Take care!"

"Farewell."

These expressions can be used in a variety of conversations, from casual chats with friends to formal business meetings. The choice of expressions depends on the tone, context, and the nature of the relationship between the people involved in the dialogue.

Practicing dialogues can be a fun and effective way for undergraduate students to improve their communication skills, language proficiency, and critical thinking abilities. Here are some scenarios for dialogue practice that you can use:

1) Job Interview Preparation:

Student A plays the role of a job seeker, and Student B plays the role of the interviewer.

Topics: Resume, qualifications, strengths, weaknesses, and why they want the job.

2) Customer Service Interaction:

Student A is a customer with a complaint, and Student B is a customer service representative.

Topics: Problem resolution, patience, and communication skills.

3) Conflict Resolution:

Student A and Student B have a disagreement (e.g., roommates, team members).

Topics: Expressing feelings, active listening, compromise, and finding solutions.

4) Doctor-Patient Consultation:

Student A is a patient, and Student B is a doctor or healthcare provider.

Topics: Medical history, symptoms, diagnosis, and treatment options.

5) Travel Planning:

Student A is planning a trip, and Student B is a travel agent.

Topics: Destination choices, budget, accommodations, and itinerary.

6) Group Project Meeting:

Students A, B, C, and D are working on a group project together.

Topics: Delegating tasks, setting deadlines, progress updates, and problem-solving.

7) Networking Event:

Student A is attending a networking event, and Student B is a professional in their field.

Topics: Introducing oneself, discussing career goals, and building connections.

8) Language Exchange:

Students A and B are language learners from different native language backgrounds.

Topics: Practicing language skills, cultural exchange, and learning about each other's countries.

9) Buying/Selling Negotiation:

Student A wants to buy an item, and Student B is the seller.

Topics: Price negotiation, product features, and closing the deal.

10) Parent-Teacher Conference:

Student A is a teacher, and Student B is a concerned parent.

Topics: Student progress, behavior, and how to support the child's education.

11) Media Interview:

Student A is a journalist, and Student B is a celebrity or expert being interviewed.

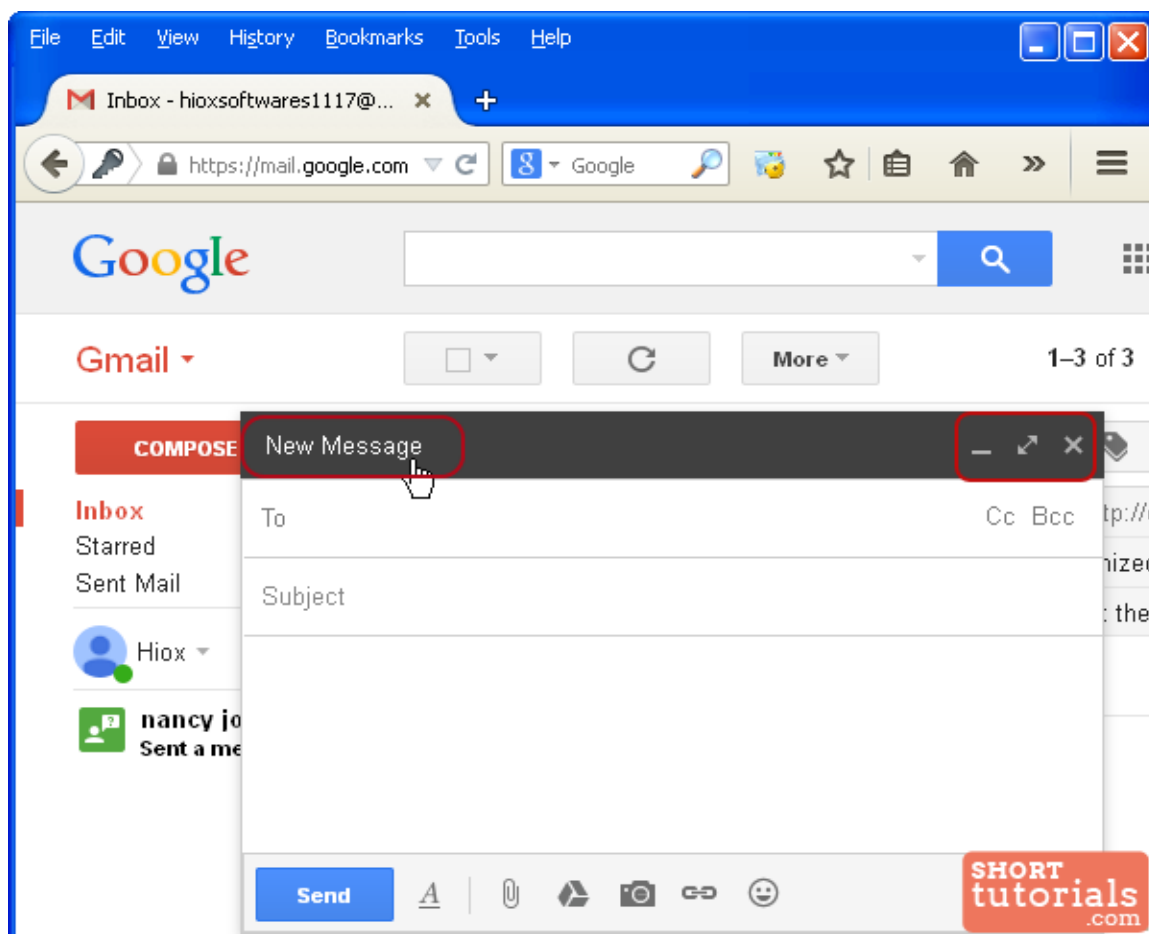
Topics: Current events, personal background, and opinions on relevant topics.

12) Counseling Session:

Student A is a counselor, and Student B is a client seeking emotional support.

Topics: Discussing feelings, coping strategies, and offering guidance.

Drafting an e-mail



The steps of e-mail drafting

Drafting an effective email involves several key steps to ensure your message is clear, concise, and achieves its intended purpose. Here are the steps you can follow when drafting an email:

Define Your Purpose:

Start by clearly understanding the purpose of your email. Are you sending it to inform, request, confirm, invite, or follow up? Knowing your objective will guide the content and tone of your email.

Identify Your Audience:

Determine who your email is intended for. Is it a colleague, client, supervisor, or a group of people? Knowing your audience helps tailor your message appropriately.

Choose a Clear Subject Line:

Write a concise and descriptive subject line that summarizes the main point or action of your email. A good subject line increases the chances of your email being opened and read.

Greet the Recipient:

Start your email with a polite greeting. Use the recipient's name if you know it, such as "Dear Mr. Smith" or "Hello Sarah."

Compose a Clear and Concise Message:

Write your email in a clear and organized manner. Use short paragraphs and bullet points when necessary to improve readability. Get to the point quickly and provide any necessary details.

Use Proper Grammar and Punctuation:

Proofread your email for grammar, spelling, and punctuation errors. A well-written email reflects professionalism and attention to detail.

Maintain a Professional Tone:

Ensure your tone is appropriate for the context and the recipient. Avoid using slang, emojis, or overly casual language in professional emails.

Include Relevant Information:

Provide all necessary information, such as dates, times, locations, and any attachments or links. Be specific and avoid vague statements.

Address Questions or Concerns:

If you anticipate questions or concerns from the recipient, address them in your email. This can help prevent unnecessary back-and-forth communication.

Call to Action (if applicable):

Clearly state what action you expect from the recipient. For example, if you need a response, set a deadline or provide instructions for the next steps.

Express Gratitude or Politeness:

If appropriate, express gratitude or politeness at the end of your email. Common phrases include "Thank you for your attention to this matter" or "I look forward to your response."

Sign Off:

Use a professional sign-off such as "Sincerely," "Best regards," or "Yours faithfully," followed by your name. If your email includes your contact information, you can skip this step.

Review and Edit:

Before sending, review your email one final time to check for errors, clarity, and completeness. Ensure all recipients and attachments are correct.

Send:

Click the send button to dispatch your email to the recipient(s). Double-check the recipient list to avoid sending to the wrong people.

Follow Up (if necessary):

If you don't receive a response within a reasonable timeframe, consider sending a polite follow-up email to inquire about the status or remind the recipient.

Remember that email etiquette can vary depending on your organization and the nature of your communication. Tailor your email drafting process to best fit your specific needs and preferences.

Examples of E mail writing**1. Formal Job Application Email:**

To : (Receivers mail id)

Cc : (mail id of other persons to whom you want send the same mail)

Bcc: (mail id of other persons to whom you want send the same mail)

Subject: Application for [Job Title] Position

Dear [Hiring Manager's Name],

I hope this email finds you well. I am writing to express my strong interest in the [Job Title] position at [Company Name], as advertised on your website. Attached to this email, please find my resume and cover letter outlining my qualifications and experiences.

I believe my skills in [mention relevant skills] make me a strong fit for this role. I am enthusiastic about the opportunity to contribute to the team at [Company Name] and would welcome the chance to discuss my application further.

Thank you for considering my application. I look forward to the possibility of an interview to discuss how my background aligns with the needs of your team. Please feel free to reach me at [your phone number] or [your email address] to schedule a conversation at your convenience.

Sincerely,

[Your Full Name]

2. Informal Meeting Request Email:

To : (Receivers mail id)

Cc : (mail id of other persons to whom you want send the same mail)

Bcc: (mail id of other persons to whom you want send the same mail)

Subject: Coffee Catch-up?

Hi [Friend's Name],

I hope you're doing well. It's been a while since we caught up, and I'd love to grab a coffee and chat. How about meeting up at our favorite café next Wednesday around 3 PM? Let me know if that works for you, or suggest an alternative time.

Looking forward to catching up!

Best regards,

[Your First Name]

3. Professional Follow-up Email:

To : (Receivers mail id)

Cc : (mail id of other persons to whom you want send the same mail)

Bcc: (mail id of other persons to whom you want send the same mail)

Subject: Follow-up on Our Meeting

Dear [Recipient's Name],

I hope you're doing well. I wanted to follow up on our meeting last week regarding [topic of discussion]. I found our conversation insightful, and I'm eager to move forward with the action items we discussed.

As a next step, I will [briefly mention the next steps or tasks]. Please let me know if you need any further information or if you have any additional thoughts on this matter.

Thank you for your time and attention to this matter.

Sincerely,

[Your Full Name]

4. Thank You Email After an Interview:

To : (Receivers mail id)

Cc : (mail id of other persons to whom you want send the same mail)

Bcc: (mail id of other persons to whom you want send the same mail)

Subject: Thank You for the Interview

Dear [Interviewer's Name],

I wanted to express my gratitude for the opportunity to interview for the [Job Title] position at [Company Name]. I enjoyed learning more about your team and the role during our conversation.

I am even more enthusiastic about the possibility of joining [Company Name] after our discussion. I believe my skills and experiences align well with your requirements. Please feel free to reach out if you need any additional information.

Thank you once again for considering my candidacy. I look forward to hearing from you.

Best regards,

[Your Full Name]

These examples cover a range of email types, from formal to informal. Remember to tailor your email's content, tone, and style to the specific context and audience for the most effective communication.

Applying for a job

Here are the typical steps to follow when applying for a job:

1) Prepare Your Resume/CV:

2) Update your resume with your most recent education, work experience, and relevant skills.

3) Tailor your resume for the specific job you're applying for, highlighting relevant qualifications and achievements.

4) Research the Company:

5) Learn about the company's values, culture, and mission. This will help you tailor your application and interview responses.

6) Search for Job Openings:

Look for job openings that match your skills and career goals. You can find job listings on company websites, job boards, and social media platforms like LinkedIn.

7) Prepare a Cover Letter:

Write a customized cover letter for each job application. In the cover letter, explain why you're interested in the position and how your skills and experience make you a strong candidate.

8) Submit Your Application:

Follow the instructions in the job posting to submit your application, which usually includes sending your resume and cover letter via email or an online application portal.

9) Follow Up:

If you haven't heard back within a reasonable timeframe, consider sending a polite follow-up email to express your continued interest in the position.

10) Prepare for Interviews:

If you're selected for an interview, research common interview questions and practice your responses.

Dress professionally and be punctual for interviews, whether they're in-person or virtual.

11) Interview:

During the interview, be prepared to discuss your qualifications, experience, and how you can contribute to the company.

Ask thoughtful questions about the role and company culture to show your interest.

11) Send a Thank-You Note:

After the interview, send a thank-you email to the interviewers, expressing your appreciation for the opportunity and reiterating your interest in the position.

12) Follow Up Again:

If you haven't received a response after the interview, it's acceptable to send another polite follow-up email to inquire about the status of your application.

13) Evaluate Job Offers:

If you receive multiple job offers, carefully evaluate each one, considering factors like salary, benefits, company culture, and growth opportunities.

14) Accept or Decline the Offer:

Once you've made a decision, inform the company of your choice by accepting or declining the job offer.

Remember to be professional and courteous throughout the application process, as a positive impression can make a significant difference in your job search. Good luck with your job application!

Examples of job application

General Format

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Your Email Address]

[Your Phone Number]

[Date]

[Employer's Name]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Employer's Name],

I am writing to express my strong interest in the [Job Position] position advertised on [Job Board/Company Website] on [Advertisement Date]. My qualifications and experience align closely with the requirements outlined in the job posting, and I am excited about the opportunity to contribute my skills and expertise to [Company Name].

As a [Your Relevant Experience], I have had the privilege of working in roles that have allowed me to develop a strong foundation in [Key Skill/Requirement from the Job Posting]. In my previous position at [Previous Company], I was responsible for [Highlight Relevant Responsibilities and Achievements], which further honed my ability to [Key Skill/Requirement]. Additionally, my educational background in [Your

Degree] from [Your University] has equipped me with the knowledge and critical thinking skills necessary to excel in this role.

I am particularly drawn to [Company Name] because of its reputation for [Company's Attractive Qualities or Values, e.g., innovation, commitment to excellence, community engagement]. I am eager to join your team and contribute to [specific projects or goals mentioned in the job posting or on the company's website].

Enclosed with this application is my resume, which provides further details about my qualifications and professional background. I am confident that my skills and experiences make me a strong candidate for the [Job Position] role.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with the needs of [Company Name]. Please feel free to contact me at [Your Phone Number] or via email at [Your Email Address] to schedule an interview.

Sincerely,

[Your Full Name]

Application for the job of an accountant

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Your Email Address]

[Your Phone Number]

[Date]

[Employer's Name]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Subject : Application for the job of an accountant

Dear [Employer's Name],

I am writing to express my strong interest in the position of an Accountant at [Company Name], as advertised on [Job Board/Company Website]. With my educational background, professional experience, and strong analytical skills, I am confident in my ability to make a valuable contribution to your finance team.

I hold a [Your Degree] in Accounting from [University Name], which has equipped me with a solid foundation in accounting principles and practices. During my academic journey, I consistently demonstrated a strong aptitude for financial analysis, attention to detail, and a commitment to accuracy. My coursework included in-depth studies in financial reporting, taxation, auditing, and management accounting.

In my previous role as an Accountant at [Previous Company Name], I had the opportunity to apply my knowledge and skills to real-world situations. Some of my key accomplishments and responsibilities in that role include:

Managing financial transactions and maintaining accurate records in compliance with regulatory standards.

Preparing and analyzing financial statements, including balance sheets, income statements, and cash flow statements.

Collaborating with cross-functional teams to ensure accurate budgeting and forecasting.

Identifying cost-saving opportunities and optimizing financial processes.

Assisting in the annual audit process and addressing audit findings promptly.

I am proficient in using accounting software such as [Accounting Software Names] and have a strong command of Microsoft Excel for data analysis and reporting. My attention to detail, problem-solving abilities, and commitment to meeting deadlines have allowed me to excel in my previous roles.

I am excited about the opportunity to contribute my skills and expertise to the dynamic team at [Company Name]. I am particularly drawn to your company's commitment to innovation and your reputation for excellence in the industry.

Enclosed with this letter is my resume, which provides additional details about my professional background. I would welcome the opportunity to discuss how my qualifications align with the needs of [Company Name] in more detail. Please feel free to reach out to me at [Your Phone Number] or [Your Email Address] to schedule an interview at your earliest convenience.

Thank you for considering my application. I look forward to the possibility of joining [Company Name] and contributing to your continued success.

Sincerely,

[Your Name]

[Enclosure: Resume]

Write an application for the post of regional manager.

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

Mr. [Regional Manager's Name]

Regional Manager

Tata Consultancy Services

[Nagpur Office Address]

Nagpur, Maharashtra

[City, State, ZIP Code]

Dear Mr. [Regional Manager's Name],

I hope this letter finds you in good health and high spirits. I am writing to express my strong interest in the Regional Manager position at Tata Consultancy Services (TCS) in Nagpur, as advertised. With my extensive experience in the IT industry and my proven track record in leadership and management, I am confident that I can contribute significantly to the success of your esteemed organization.

Over the past [number of years] years, I have had the privilege of working in various roles within the IT sector, ranging from project management to business development. My journey has equipped me with a deep understanding of the challenges and opportunities that this industry presents. Moreover, my experience working with cross-functional teams, coupled with my ability to align business strategies with technology solutions, has enabled me to consistently drive growth and deliver results.

Some key highlights of my career include:

Leadership: Successfully led teams of up to [number of team members] professionals, fostering a collaborative and high-performance culture that consistently met and exceeded project goals and client expectations.

Client Engagement: Played a pivotal role in securing and nurturing key client relationships, resulting in substantial revenue growth and long-term partnerships.

Strategic Planning: Developed and executed strategic plans that improved operational efficiency, reduced costs, and increased overall profitability.

Market Expansion: Contributed to expanding the company's presence in [specific market or region], resulting in a [percentage] increase in market share within [timeframe].

Innovation: Promoted a culture of innovation, leading to the successful implementation of cutting-edge technologies that enhanced the organization's competitive advantage.

I am particularly drawn to Tata Consultancy Services due to its reputation for excellence, commitment to innovation, and its focus on nurturing talent. I believe that my background aligns perfectly with TCS's core values and objectives. Moreover, I am excited about the opportunity to be a part of the dynamic team in Nagpur and contribute to the continued growth and success of the organization.

Enclosed with this letter is my resume, which provides further details about my qualifications and achievements. I would welcome the opportunity to discuss in greater detail how my skills and experiences align with the needs of Tata Consultancy

Services in Nagpur. I am available at your convenience for a meeting or interview, either in person or virtually.

Thank you for considering my application. I look forward to the possibility of joining Tata Consultancy Services and contributing to its ongoing success. Please feel free to contact me at [Your Phone Number] or [Your Email Address] to schedule a meeting.

Sincerely,

[Your Name]

Department of English Shri Shivaji College Chikhli