



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

e-notes

Faculty of Commerce

Value Education Course (VEC)

B. Com. I (Semester-I)

Vertical –e (iii) Value Education Course (English)

Subject code - 400110

Subject Title – VEC English

**As per Revised Syllabus of Sant Gadge Baba Amravati University,
Amravati (2024-25)**

Prepared By

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(Internet Resources are used to prepare the e-notes)

B. Com. I (Semester-I)

Vertical –e (iii) Value Education Course English

Subject code - 400110

Subject Title – VEC English

Level	Semester	Course Code	Course Name	Credits	Teaching Hours	Exam. Duration	Max. Marks
4.5	1 UG		VEC English	01	30	1 Hours	25

Course Outcomes	1) The students will recognize the values. 2) Value Education will develop the personality of students. 3) Value Education will assist to make a better citizen. 4) Value Education will instill credibility in Trade and Industry. 5) Value Education will establish transparency in Business
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Unit System	Content
Unit 1	1) Legal Alien (Self esteemed skills) –Rutangye Crystal Butungi 2) Action will be taken (Empathy skills) – Heinrich Boll
Unit 2	1) The letter (Customer relation skills) – G. G. Joshi 2) Lemon –Yellow and Fig – Manohar Malgaonkar

***Course Type: Demonstrative – Batch size -20**

**References: English and Soft Skills –Vol.2 . By- S. P. Dhanavel
(Orient BlackSwan publication)**

Model Questions	-Based on the above Two Units, 1 Long Answer Question will be asked for 07 Marks. (07) -Based on the above Two Units, 2 Short Answer Questions will be asked-each for 04 Marks. (08)
External-15 Internal -10 Total-25	- Internal Assessment - 10 Marks. - Unit Test related to above Two Units will be conducted where 10 Multiple Choice Questions will be asked. (10)

Unit 1	1) Legal Alien (Self esteemed skills) –Rutangye Crystal Butungi
	2) Action will be taken (Empathy skills) – Heinrich Boll

1) Value Education: Self esteemed skills

Self-esteem is how we feel about ourselves. It's like having a mirror inside that shows us who we are. If we have high self-esteem, we feel good about ourselves. If we have low self-esteem, we feel bad about ourselves. Let's explore self-esteem in simple language with examples from an Indian context.

What is Self-Esteem?

Self-esteem is the opinion we have about ourselves. It's about how much we value, respect, and believe in ourselves. It affects our confidence and how we interact with others. Self-esteem can be high, low, or somewhere in between.

High Self-Esteem

When you have high self-esteem, you believe in your abilities and feel worthy of good things. You are more likely to take on challenges and pursue your goals. You feel confident and positive about yourself.

Example:

Ravi is a student in Delhi. He studies hard and gets good grades. Ravi believes in himself and his abilities. When his teacher asks him to participate in a school competition, he feels excited and confident. He knows he can do well because he has high self-esteem.

Low Self-Esteem

When you have low self-esteem, you doubt your abilities and feel unworthy. You might avoid challenges because you're afraid of failing. Low self-esteem can make you feel negative and insecure.

Example:

Priya works in a call center in Bangalore. She often feels that she's not good enough at her job. Even when she does well, she doubts herself. Priya avoids speaking up in meetings because she's afraid others will judge her. She has low self-esteem.

Building Self-Esteem

Building self-esteem takes time and effort. Here are some ways to improve self-esteem, with examples from India:

1. **Positive Self-Talk:** Talk to yourself kindly. Replace negative thoughts with positive ones.

Example: Suresh often feels nervous before exams. He tells himself, “I have studied hard. I can do this.” This positive self-talk helps him feel more confident.

2. **Set Realistic Goals:** Set achievable goals and celebrate when you reach them.

Example: Anita wants to improve her English. She sets a goal to learn ten new words every week. When she achieves this, she feels proud and her self-esteem grows.

3. **Accept Compliments:** Accept compliments gracefully. Believe the good things others say about you.

Example: Meena makes delicious biryani. When her family praises her cooking, she smiles and says, “Thank you.” Accepting compliments boosts her self-esteem.

4. **Focus on Strengths:** Recognize and focus on your strengths instead of your weaknesses.

Example: Arjun is good at cricket but struggles with math. He focuses on his cricket skills and feels proud of his achievements on the field. This helps him build self-esteem.

5. **Spend Time with Positive People:** Surround yourself with supportive and positive people.

Example: Neha feels good about herself when she’s with her friends who encourage and support her. Spending time with positive people helps her self-esteem.

Self-Esteem and Culture

In India, family and community play a big role in shaping self-esteem. Sometimes, societal pressures can affect how we feel about ourselves.

Example:

Rohit comes from a small village in Maharashtra. His family wants him to become a doctor. Rohit, however, loves painting. He feels pressure to meet his family's expectations, which affects his self-esteem. He struggles to balance his passion for art and his family's wishes.

Impact of Self-Esteem

Self-esteem affects many areas of our lives:

1. **Relationships:** High self-esteem helps us form healthy relationships. We feel worthy of love and respect. Low self-esteem can lead to unhealthy relationships where we might feel unworthy or accept poor treatment.

Example: Kavita has high self-esteem and feels good about herself. She is in a healthy relationship with her boyfriend, where they respect and support each other. Ramesh, on the other hand, has low self-esteem and often feels unworthy. He stays in a relationship where he is not treated well because he thinks he doesn't deserve better.

2. **Work and School:** High self-esteem helps us perform better at work and school. We are more confident and willing to take on new challenges. Low self-esteem can make us doubt our abilities and avoid opportunities.

Example: Aarti works in an IT company in Hyderabad. She has high self-esteem and takes on new projects confidently. Her boss notices her efforts and promotes her. Vijay, who has low self-esteem, avoids taking on new tasks because he doubts his skills.

3. **Mental Health:** High self-esteem is linked to better mental health. It helps us handle stress and setbacks more effectively. Low self-esteem can contribute to anxiety, depression, and other mental health issues.

Example: Rajesh faces stress at his job in Mumbai. Because he has high self-esteem, he copes well and seeks solutions. Simran, who has low self-esteem, feels overwhelmed by stress and becomes anxious.

How to Maintain Healthy Self-Esteem

Maintaining healthy self-esteem requires ongoing effort. Here are some tips:

1. **Practice Self-Care:** Take care of your physical and mental health. Eat well, exercise, and get enough rest.

Example: Shreya practices yoga every morning. This routine helps her feel calm and confident throughout the day.

2. **Learn from Mistakes:** See mistakes as learning opportunities. Don't be too hard on yourself.

Example: Anil made a mistake at work. Instead of feeling bad, he learns from it and improves his skills. This positive attitude helps maintain his self-esteem.

3. **Help Others:** Helping others can boost your self-esteem. It makes you feel valuable and connected.

Example: Pooja volunteers at a local NGO. Helping others makes her feel good about herself and boosts her self-esteem.

4. **Celebrate Achievements:** Celebrate your successes, big or small. Acknowledge your hard work and accomplishments.

Example: After completing a big project, Rahul treats himself to his favorite meal. Celebrating his success makes him feel proud and confident.

Conclusion

Self-esteem is crucial for our overall well-being. It influences how we see ourselves and how we interact with the world. Building and maintaining healthy self-esteem involves positive self-talk, setting realistic goals, accepting compliments, focusing on strengths, and surrounding ourselves with positive people. In the Indian context, family, culture, and societal pressures can impact our self-esteem. By understanding and nurturing our self-esteem, we can lead happier, more fulfilling lives.

1) Legal Alien

By Rutangye Crystal Butungi

(Rutangye Crystal Butungi is known for her professional achievements, but her personal life is also an important part of her story. She was born and raised in Rwanda, where she developed a deep connection to her community and its needs

from an early age. Rutangye values her family and often credits them with supporting and inspiring her throughout her career.

Outside of her professional life, Rutangye enjoys spending time with her family and friends. She is known for her warm and approachable personality, which helps her connect with people from all walks of life. Her personal interests include engaging in community activities and participating in cultural events, which reflect her commitment to her heritage and local traditions.

Rutangye also makes time for personal development and self-care. She believes in maintaining a healthy work-life balance, which allows her to stay focused and effective in her professional roles. Her dedication to both her personal and professional lives highlights her balanced approach to achieving her goals and making a positive impact on her community)

Long Question of Seven Marks

Describe the narrator's journey from her initial arrival to eventual adaptation and personal growth to develop high self esteem.

Answer : The story "Legal Alien" by Rutangye Crystal Butungi explores the life of an immigrant who has moved to a new country. The narrator, the protagonist of the story, arrives with high hopes and dreams but soon realizes that living in a foreign land comes with its own set of challenges.

Arrival and Initial Impressions

When the narrator first arrives in the new country, they are filled with excitement and optimism. They have prepared themselves for this move, hoping for a fresh start and better opportunities. They look forward to experiencing new things and meeting new people. The arrival process is filled with the usual bureaucratic steps, but the narrator feels relieved and hopeful as they are officially allowed to live and work there.

Adapting to a New Environment

As the narrator settles into their new life, they quickly discover that adapting to a new culture is not as straightforward as they imagined. The narrator faces difficulties in understanding local customs, language, and social norms.

Simple tasks that were routine back home, such as shopping for groceries or navigating public transport, become challenging and confusing.

Language Barrier

One of the significant hurdles is the language barrier. Although the narrator may have learned some of the local language before arriving, real-life conversations and slang are often different from what they studied. Misunderstandings occur frequently, leading to frustration and feelings of inadequacy. This barrier affects their ability to make friends, find services, and feel integrated into the community.

Cultural Differences

The narrator notices many cultural differences that affect their daily life. Food, holidays, and social behaviors are different from what they are used to. They find themselves missing familiar foods and traditions from their home country. They feel like an outsider when they cannot fully participate in local customs or understand the cultural references that are common among the locals.

Feeling Like an Outsider

Despite being legally allowed to stay in the country, the narrator feels a deep sense of alienation. They are aware that, although they have the right to be there, they are still perceived as different. This sense of being an outsider affects their self-esteem and confidence. They struggle to find a place where they truly belong and feel accepted.

Experiences of Prejudice

The narrator encounters various forms of prejudice and discrimination. Some locals view them through the lens of stereotypes and assumptions rather than seeing them as an individual. These experiences are painful and add to the narrator's sense of isolation. The prejudice they face can range from subtle biases to overt discrimination, affecting their interactions and opportunities in the new country.

Identity Crisis

As the narrator deals with these challenges, they begin to question their own identity. The experience of being an outsider forces them to reflect on who

they are and where they come from. They grapple with questions of cultural identity and how their background influences their sense of self. This internal struggle is exacerbated by the external challenges they face, leading to a deep sense of confusion and self-doubt.

Efforts to Integrate

Determined to overcome their feelings of alienation, the narrator makes concerted efforts to integrate into the new society. They take language classes to improve their communication skills and try to learn more about local customs and traditions. They attend community events and join local groups to build connections and friendships.

Building Relationships

Over time, the narrator starts to form relationships with local people. These friendships help them feel more connected and less isolated. Through these interactions, they gain a better understanding of the culture and begin to feel more at home. However, the process is slow, and building genuine connections takes time and effort.

Finding a Balance

As the narrator grows more comfortable in their new environment, they start to find a balance between their original culture and the new one they are living in. They learn to appreciate aspects of the new culture while also holding onto important parts of their own heritage. This balance helps them feel more integrated and at peace with their dual identity.

Personal Growth

The challenges and experiences faced by the narrator lead to significant personal growth. They develop resilience and adaptability, learning to navigate and thrive in a complex and unfamiliar environment. The journey helps them gain a deeper understanding of themselves and others, leading to personal and emotional development.

Reflection on the Immigrant Experience

The story reflects on the broader immigrant experience, highlighting both the difficulties and the rewards of moving to a new country. The narrator's

journey illustrates the emotional and psychological impacts of immigration, including the feelings of displacement, identity struggle, and eventual adaptation. It shows how immigrants often have to navigate complex cultural landscapes and overcome significant obstacles to find a sense of belonging.

Conclusion

In conclusion, "Legal Alien" by Rutangye Crystal Butungi provides a detailed look at the life of an immigrant adjusting to a new country. The story explores themes of alienation, identity, and adaptation through the experiences of the narrator. It highlights the challenges faced by immigrants and their resilience in overcoming these obstacles to build a new life. The narrator's journey is one of struggle and growth, ultimately finding a way to reconcile their original identity with their new environment.

Short Answer Questions of Four Marks each

Question: How does the language barrier affect the narrator in "Legal Alien" by Rutangye Crystal Butungi?

Answer: In "Legal Alien" by Rutangye Crystal Butungi, the language barrier significantly affects the narrator. Although they may have learned some of the local language before arriving, real-life conversations and slang are different from what they studied. This leads to frequent misunderstandings, causing frustration and feelings of inadequacy. The language barrier makes it difficult for the narrator to make friends, find services, and feel integrated into the community. It adds to their sense of isolation and affects their ability to fully participate in the new culture, contributing to their overall struggle with adaptation.

Question: What efforts does the narrator make to overcome their feelings of alienation and integrate into the new society in "Legal Alien"?

Answer: In "Legal Alien," the narrator makes several concerted efforts to overcome their feelings of alienation and integrate into the new society. They take language classes to improve their communication skills, which helps them navigate daily interactions more effectively. Additionally, they try to learn more

about local customs and traditions to better understand and participate in the new culture. The narrator attends community events and joins local groups, which allows them to build connections and friendships with local people. Over time, these efforts help the narrator feel more connected and less isolated, gradually leading to a better understanding of the culture and a sense of belonging.

Multiple Choice Questions (MCQs)

1. **What is the main theme of "Legal Alien" by Rutangye Crystal Butungi?**

- a) Adventure
- b) Immigration
- c) Friendship
- d) Romance

Answer: b) Immigration

2. **How does the narrator feel upon first arriving in the new country?**

- a) Nervous and scared
- b) Excited and optimistic
- c) Sad and homesick
- d) Angry and frustrated

Answer: b) Excited and optimistic

3. **What challenges does the narrator face in adapting to the new environment?**

- a) Financial difficulties
- b) Health issues
- c) Understanding local customs, language, and social norms
- d) Legal problems

Answer: c) Understanding local customs, language, and social norms

4. **How does the language barrier affect the narrator?**

- a) Makes them feel more integrated
- b) Leads to misunderstandings and feelings of inadequacy
- c) Helps them learn faster
- d) Improves their social life

Answer: b) Leads to misunderstandings and feelings of inadequacy

5. **What cultural differences does the narrator notice in the new country?**

- a) The weather and climate
- b) Food, holidays, and social behaviors
- c) Housing and transportation
- d) Music and entertainment

Answer: b) Food, holidays, and social behaviors

6. **What impact does feeling like an outsider have on the narrator?**

- a) It boosts their confidence
- b) It affects their self-esteem and confidence negatively
- c) It makes them more sociable
- d) It motivates them to leave the country

Answer: b) It affects their self-esteem and confidence negatively

7. **How does the narrator deal with prejudice and discrimination?**

- a) By confronting the prejudiced people
- b) By feeling a sense of isolation and pain
- c) By ignoring it completely
- d) By moving to a different country

Answer: b) By feeling a sense of isolation and pain

8. **What efforts does the narrator make to integrate into the new society?**

- a) Avoiding social interactions
- b) Taking language classes and learning local customs
- c) Staying at home most of the time
- d) Criticizing the local culture

Answer: b) Taking language classes and learning local customs

9. **What helps the narrator start feeling more at home in the new country?**

- a) Traveling back to their home country often
- b) Forming relationships with local people
- c) Isolating themselves from the local community
- d) Changing their appearance to fit in

Answer: b) Forming relationships with local people

10. **What is the ultimate outcome of the narrator's journey in "Legal Alien"?**

- a) They decide to move back to their home country
- b) They find a way to reconcile their original identity with their new environment
- c) They give up trying to integrate and live in isolation
- d) They become famous in the new country

Answer: b) They find a way to reconcile their original identity with their new environment

2) Value Education: Empathy

Empathy, the ability to understand and share the feelings of others, is a fundamental aspect of human connection and interaction. In the Indian context, empathy often manifests through personal relationships, cultural practices, and social behaviors that emphasize understanding and supporting one another.

1. Family Care and Respect for Elders

In many Indian families, respect for elders is deeply ingrained. This respect often translates into acts of empathy that go beyond mere politeness. For instance, in a typical joint family setup, younger family members often take on responsibilities to ensure the well-being of their elderly relatives. This might include cooking meals, managing medications, or simply spending quality time with them.

Example: Consider the case of Anil, who lives in a joint family with his elderly parents and grandparents. Despite his demanding job, Anil ensures he spends time with his grandparents every evening. He listens to their stories, helps them with daily tasks, and makes sure they feel valued and cared for. This daily interaction demonstrates empathy through understanding their need for companionship and support, ensuring they do not feel isolated or neglected.

2. Support During Festivals

Indian festivals often involve elaborate preparations and celebrations. However, the spirit of empathy is evident in how people ensure that those who may be less fortunate also experience the joy of the festival.

Example: During Diwali, a festival known for its emphasis on family and community, families often prepare extra sweets and treats. It's common for people to distribute these treats to neighbors, domestic workers, or local communities. Priya, for instance, organizes a small gathering at her home for the local domestic helpers, ensuring they have a festive meal and are included in the celebrations. This act of inclusion reflects empathy by recognizing and addressing the needs and feelings of those who might otherwise feel left out during the festivities.

3. Educational and Career Mentorship

In Indian society, where educational and career achievements are highly valued, offering guidance and mentorship to younger individuals is a form of empathy that can make a significant impact.

Example: Ramesh, a successful professional, mentors a young relative who is struggling with his studies and career choices. He dedicates time to provide academic tutoring, career advice, and emotional support. By understanding the challenges the younger individual faces and offering personalized guidance, Ramesh demonstrates empathy through active involvement in helping someone navigate their difficulties and achieve their potential.

4. Community Support in Times of Crisis

Empathy is vividly illustrated through personal actions taken to support others during times of crisis. In a country as diverse and vast as India, local communities often come together to offer aid and comfort during disasters or personal tragedies.

Example: After the 2018 floods in Kerala, many individuals across India took personal initiatives to assist those affected. Meera, a resident of Mumbai, organized a donation drive in her community. She collected essentials like clothes, food, and medicines, and personally traveled to Kerala to distribute them. Her actions, driven by a deep sense of empathy, involved understanding the suffering of others and taking concrete steps to alleviate it.

5. Hospitality and Inclusion

Indian culture places a high value on hospitality, often extending warmth and care to guests as a reflection of empathy. This extends to making others feel comfortable and valued, even if they are strangers.

Example: Ravi, a student in a new city for his studies, faces challenges adjusting to his new environment. His landlord, Mrs. Sharma, notices his struggles and offers to help him acclimate. She invites him for meals, introduces him to local customs, and provides practical advice about living in the city. Her thoughtful actions show empathy by addressing Ravi's need for support and inclusion in a new and unfamiliar setting.

6. Volunteering and Social Service

Many individuals in India engage in voluntary work to address social issues, driven by a personal sense of empathy. Volunteering is often motivated by the desire to understand and address the needs of less fortunate individuals.

Example: Aditi volunteers at a local NGO that works with street children. She dedicates her weekends to tutoring these children, organizing activities, and simply spending time with them. Her involvement is motivated by a genuine understanding of the challenges these children face and a desire to make a positive difference in their lives. Through her actions, Aditi demonstrates empathy by providing not only educational support but also emotional and social engagement.

7. Health and Well-being Support

Empathy also manifests in personal interactions related to health and well-being. Many individuals show deep understanding and concern for the health of their friends and family members.

Example: When Rahul's friend was diagnosed with a serious illness, he took it upon himself to provide constant support. He accompanied his friend to doctor's appointments, helped with household chores, and offered emotional support. Rahul's actions were guided by an empathetic understanding of the emotional and physical toll the illness took on his friend, and he provided support that went beyond mere words.

8. Listening and Emotional Support

Empathy often involves simply being present and offering a listening ear. In personal relationships, the ability to listen actively and provide emotional support is crucial.

Example: Neha's colleague, Simran, was going through a difficult time due to a personal loss. Neha noticed Simran's distress and made a conscious effort to listen to her concerns without judgment. She provided a safe space for Simran to express her feelings and offered comforting words and companionship. This act of empathetic listening and support helped Simran cope with her grief and highlighted the importance of understanding and validating others' emotions.

Conclusion

Empathy at a personal level is expressed through a variety of actions and behaviors that reflect a deep understanding and consideration for the feelings and needs of others. Whether through family care, community support, mentorship, or simple acts of kindness, empathy is an integral part of daily life and cultural practices. These examples illustrate how personal actions driven by empathy can significantly impact individuals and communities, fostering a sense of connection and mutual support.

Action will be taken (Empathy skills) – Heinrich Böll

Heinrich Böll was a renowned German writer born on December 21, 1917, in Cologne, Germany, and died on July 16, 1985. He is best known for his novels, short stories, and essays, which often explore themes of social justice, human rights, and the impact of war. Böll's writing frequently reflects his experiences during World War II and his critical views on post-war German society.

He grew up in a working-class family and was influenced by the turbulent political and social changes in Germany. After serving in the German army during the war, he studied literature and began writing professionally in the 1950s. His work gained recognition for its deep empathy and critique of societal norms.

Böll received numerous awards for his literary contributions, including the Nobel Prize in Literature in 1972. His notable works include "The Clown," "Group Portrait with Lady," and "Billiards at Half-Past Nine." Böll's writing remains influential for its honest portrayal of human experiences and its call for a more compassionate world.

A Funny story tells us about a man and his time he was employed in Alfred Wunsiedel's factory. Wunsiedel was obsessed with taking action and required his employees to be constantly busy. The narrator is a man of leisure but manages to fit into the company culture.

The story is translated by Leila Vennewitz.

Text

Probably one of the strangest interludes in my life was the time I spent as an employee in Alfred Wunsiedel's factory. By nature, I am inclined more to pensiveness and inactivity than to work, but now and again prolonged financial difficulties compel me – for pensiveness is no more profitable than inactivity – to take on a so-called job. Finding myself once again at a low ebb of this kind, I put myself in the hands of the employment office and was sent with seven other fellow-sufferers to Wunsiedel's factory, where we were to undergo an aptitude test.

The exterior of the factory was enough to arouse my suspicions: the factory was built entirely of glass brick, and my aversion to well-lit buildings and well-lit rooms is as strong as my aversion to work. I became even more suspicious when we were immediately served breakfast in the well-lit, cheerful coffee shop: pretty waitresses brought us eggs, coffee and toast, orange juice was served in tastefully designed jugs, goldfish pressed their bored faces against the sides of pale-green aquariums. The waitresses were so cheerful that they appeared to be bursting with good cheer. Only a strong effort of will – so it seemed to me -restrained them from singing away all day long. They were as crammed with unsung songs as chickens with unlaidd eggs.

Right away I realized something that my fellow-sufferers evidently failed to realize: that this breakfast was already part of the test; so I chewed away reverently, with the full appreciation of a person who knows he is supplying his body with valuable elements. I did something which normally no power on earth can make me do: I drank orange juice on an empty stomach, left the coffee and egg untouched, as well as most of the toast, got up, and paced up and down in the coffee shop, pregnant with action.

As a result I was the first to be ushered into the room where the questionnaires were spread out on attractive tables. The walls were done in a shade of green that would have summoned the word "delightful" to the lips of interior decoration enthusiasts. The room appeared to be empty, and yet I was so sure of being

observed that I behaved as someone pregnant with action behaves when he believes himself unobserved: I ripped my pen impatiently from my pocket, unscrewed the top, sat down at the nearest table and pulled the questionnaire toward me, the way irritable customers snatch at the bill in a restaurant.

Question No. 1: Do you consider it right for a human being to possess only two arms, two legs, eyes, and ears?

Here for the first time I reaped the harvest of my pensive nature and wrote without hesitation: "Even four arms, legs and ears would not be adequate for my driving energy. Human beings are very poorly equipped."

Question No. 2: How many telephones can you handle at one time?

Here again the answer was as easy as simple arithmetic: "When there are only seven telephones," I wrote, "I get impatient; there have to be nine before I feel I am working to capacity."

Question No. 3: How do you spend your free time?

My answer: "I no longer acknowledge the term free time – on my fifteenth birthday I eliminated it from my vocabulary, for in the beginning was the act."

I got the job. Even with nine telephones I really didn't feel I was working to capacity. I shouted into the mouth-pieces: "Take immediate action!" or; "Do something! – We must have some action – Action will be taken – Action has been taken – Action should be taken." But as a rule – for I felt this was in keeping with the tone of the place – I used the imperative.

Of considerable interest were the noon-hour breaks, when we consumed nutritious foods in an atmosphere of silent good cheer. Wunsiedel's factory was swarming with people who were obsessed with telling you the story of their lives, as indeed vigorous personalities are fond of doing. The story of their lives is more important

to them than their lives, you have only to press a button, and immediately it is covered with spewed-out exploits.

Wunsiedel had a right-hand man called Broschek, who had in turn made a name for himself by supporting seven children and a paralyzed wife by working night-shifts in his student days, and successfully carrying on four business agencies, besides which he had passed two examinations with honors in two years. When asked by reporters: "When do you sleep, Mr. Broschek?" he had replied: "It's a crime to sleep!"

Wunsiedel's secretary had supported a paralyzed husband and four children by knitting, at the same time graduating in psychology and German history as well as breeding shepherd dogs, and she had become famous as a night-club singer where she was known as Vamp Number Seven.

Wunsiedel himself was one of those people who every morning, as they open their eyes, make up their minds to act. "I must act," they think as they briskly tie their bathrobe belts around them. "I must act," they think as they shave, triumphantly watching their beard hairs being washed away with the lather: these hirsute vestiges are the first daily sacrifices to their driving energy. The more intimate functions also give these people a sense of satisfaction: water swishes, paper is used. Action has been taken. Bread get eaten, eggs are decapitated.

With Wunsiedel, the most trivial activity looked like action: the way he put on his hat, the way-quivering with energy – he buttoned up his overcoat, the kiss he gave his wife, everything was action.

When he arrived at his office he greeted his secretary with a cry of "Let's have some action!" And in ringing tones she would call back: "Action will be taken!" Wunsiedel then went from department to department, calling out his cheerful: "Let's have some action!" Everyone would answer: "Action will be taken!" And I would call back to him too, with a radiant smile, when he looked into my office: "Action will be Taken!"

Within a week I had increased the number of telephones on my desk to eleven, within two weeks to thirteen, and every morning on the streetcar I enjoyed thinking up new imperatives, or chasing the words take action through various tenses and modulations: for two whole days I kept saying the same sentence over and over again because I thought it sounded so marvelous: “Action ought to have been taken;” for another two days it was: “Such action ought not to have been taken.”

So I was really beginning to feel I was working to capacity when there actually was some action. One Tuesday morning – I had hardly settled down at my desk – Wunsiedel rushed into my office crying his “let’s have some action!” But an inexplicable something in his face made me hesitate to reply, in a cheerful gay voice as the rules dictated: “Action will be taken!” I must have paused too long, for Wunsiedel, who seldom raised his voice, shouted at me: “Answer! Answer, you know the rules!” And I answered, under my breath, reluctantly, like a child who is forced to say: I am a naughty child. It was only by a great effort that I managed to bring out the sentence: “Action will be taken,” and hardly had I uttered it when there really was some action: Wunsiedel dropped to the floor. As he fell he rolled over onto his side and lay right across the open doorway. I knew at once, and I confirmed it when I went slowly around my desk and approached the body on the floor: he was dead.

Shaking my head I stepped over Wunsiedel, walked slowly along the corridor to Broschek’s office, and entered without knocking. Broschek was sitting at his desk, a telephone receiver in each hand, between his teeth a ballpoint pen with which he was making notes on a writing pad, while with his bare feet he was operating a knitting machine under the desk. In this way he helps to clothe his family. “We’ve had some action,” I said in a low voice.

Broschek spat out the ballpoint pen, put down the two receivers, reluctantly detached his toes from the knitting machine.

“What action?” he asked.

“Wunsiedel is dead,” I said.

“No,” said Broschek.

“Yes,” I said, “come and have a look!”

“No,” said Broschek, “that’s impossible,” but he put on his slippers and followed me along the corridor.

“No,” he said, when we stood beside Wunsiedel’s corpse, “no, no!” I did not contradict him. I carefully turned Wunsiedel over onto his back, closed his eyes, and looked at him pensively.

I felt something like tenderness for him, and realized for the first time that I had never hated him. On his face was that expression which one sees on children who obstinately refuse to give up their faith in Santa Claus, even though the arguments of their playmates sound so convincing.

“No,” said Broschek, “no.”

“We must take action,” I said quietly to Broschek. “Yes,” said Broschek, “we must take action.”

Action was taken: Wunsiedel was buried; and I was delegated to carry a wreath of artificial roses behind his coffin, for I am equipped with not only a penchant for pensiveness and inactivity but also a face and figure that go extremely well with dark suits. Apparently as I walked along behind Wunsiedel’s coffin carrying the wreath of artificial roses I looked superb. I received an offer from a fashionable firm of funeral directors to join their staff as a professional mourner. “You are a born mourner,” said the manager, “your outfit would be provided by the firm. Your face – simply superb!”

I handed in my notice to Broschek, explaining that I had never really felt I was working to capacity there; that, in spite of the thirteen telephones, some of my

talents were going to waste. As soon as my first professional appearance as a mourner was over I knew: This is where I belong, this is what I am cut out for.

Pensively I stand behind the coffin in the funeral chapel, holding a simple bouquet, while the organ plays Handel's Largo, a piece that does not receive nearly the respect it deserves. The cemetery café is my regular haunt; there I spend the intervals between my professional engagements, although sometimes I walk behind coffins which I have not been engaged to follow, I pay for flowers out of my own pocket and join the welfare worker who walks behind the coffin of some homeless person. From time to time I also visit Wunsiedel's grave, for after all I owe it to him that I discovered my true vocation, a vocation in which pensiveness is essential and inactivity my duty.

It was not till much later that I realized I had never bothered to find out what was being produced in Wunsiedel's factory. I expect it was soap.

Long Question of Seven Marks

How does the narrator's experience in Wunsiedel's factory highlight the theme of empathy in the text?

Ans : In the text, the narrator's experience in Wunsiedel's factory offers a satirical yet insightful exploration of empathy, particularly through the lens of personal engagement and emotional response. The factory, with its bright and cheerful environment, seems superficially designed to promote a sense of well-being and efficiency. However, the underlying reality reveals a stark contrast between genuine human connection and the mechanical, superficial interactions that characterize the workplace.

From the beginning, the narrator is skeptical of the factory's outward cheerfulness and mechanical approach to work. His initial interactions, such as the overly cheerful breakfast and the imperative-driven work environment, reveal a disconnect between the factory's promotional façade and the actual human experience within. The factory's focus on constant "action" and productivity,

characterized by slogans like “Action will be taken,” reflects a lack of real emotional engagement and understanding.

The narrator's realization of this disconnect is evident when he observes the reactions of his colleagues to the death of Wunsiedel. Instead of displaying genuine grief or empathy, Broschek's reaction is one of denial and detachment, further illustrating the lack of authentic emotional connection within the factory environment. The phrase “No,” repeatedly uttered by Broschek, symbolizes the denial of a more profound human experience, such as empathy and understanding, in favor of maintaining a façade of productivity and action.

When Wunsiedel dies, the narrator's response shifts from the prescribed formulaic reactions to a more reflective and empathetic stance. He takes time to close Wunsiedel's eyes and ponders his own feelings, recognizing for the first time that he had never truly hated Wunsiedel. This moment of tenderness, in stark contrast to the mechanical responses of others, highlights the narrator's capacity for genuine empathy. His pensive reflection reveals a deeper understanding of Wunsiedel as a person, beyond the rigid confines of the factory's work culture. The narrator's eventual transition to becoming a professional mourner is a poignant manifestation of his newfound empathy. In this role, he finds a vocation that aligns with his natural inclination toward pensiveness and inactivity, and in which he can fully embrace and express empathy. His involvement in the funerals, where he feels a deep connection to the deceased and even participates in unassigned mournings, underscores his capacity for genuine emotional engagement.

Ultimately, the text uses the narrator's experiences to critique environments and systems that prioritize productivity over human connection. The factory's superficial approach to work and its lack of genuine emotional engagement are juxtaposed with the narrator's eventual discovery of a role that allows him to connect with others on a deeply human level. This transition illustrates the theme of empathy by highlighting the difference between mechanical efficiency and true emotional understanding.

Through this narrative, the text underscores the importance of authentic human connection and the ways in which empathy can be stifled by rigid systems and superficial engagements. The narrator's journey from a skeptical worker to a reflective mourner emphasizes the value of genuine emotional responses and the human need for meaningful connections in both personal and professional contexts.

Short Answer Questions of Four Marks each.

Question 1: Why was the narrator suspicious about the factory?

Answer: The narrator was suspicious of the factory because it was built entirely of glass bricks, which he disliked because he found well-lit buildings uncomfortable. His suspicion grew when he noticed the overly cheerful atmosphere during breakfast. The waitresses were excessively happy, and the breakfast felt too perfect, leading him to believe that everything, including the breakfast, was part of some sort of test. This made him even more cautious about the factory's intentions and environment.

Question 2: How did the narrator react to the factory's focus on "action"?

Answer: The narrator found the factory's focus on "action" to be both superficial and absurd. He observed that Wunsiedel and the staff were obsessed with constant activity and using phrases like "Action will be taken" even for mundane tasks. The narrator played along with this by increasing the number of telephones on his desk and creating new imperatives, but he did not truly feel engaged or satisfied by this constant push for action. He found it more about maintaining appearances than actual meaningful work.

Question 3: What did the narrator's experience at Wunsiedel's factory teach him about his true calling?

Answer: The narrator's time at Wunsiedel's factory led him to discover his true calling as a professional mourner. He realized that, despite the factory's focus on action and productivity, he was better suited for a role where pensiveness and inactivity were valued. His reflections at Wunsiedel's funeral, along with his natural inclination towards being thoughtful and reserved, made him see that he

belonged in a profession that allowed him to express empathy and provide a meaningful emotional response, rather than just conforming to a rigid work environment.

Multiple Choice Questions

1. **Why did the narrator start working at Wunsiedel's factory?**

- A) He was interested in factory work.
- B) He wanted to escape financial difficulties.
- C) He was recommended by a friend.
- D) He liked the factory's glass brick design.

Answer: B) He wanted to escape financial difficulties.

2. **What was the narrator's initial reaction to the factory's appearance?**

- A) He found it very welcoming.
- B) He felt it was too bright and suspicious.
- C) He was excited to start work.
- D) He thought it was poorly designed.

Answer: B) He felt it was too bright and suspicious.

3. **What unusual feature did the narrator notice about the breakfast at the factory?**

- A) The food was very simple.
- B) The waitresses were extremely cheerful.
- C) The breakfast was served in the dark.
- D) There were no drinks available.

Answer: B) The waitresses were extremely cheerful.

4. **What did the narrator think about the factory's focus on "action"?**

- A) He thought it was practical.
- B) He found it pointless and absurd.
- C) He was inspired by it.
- D) He didn't understand it at all.

Answer: B) He found it pointless and absurd.

5. **How did the narrator's answers on the aptitude test reflect his character?**

- A) They showed he was detail-oriented.
- B) They revealed his inclination for excessive activity.
- C) They indicated he was indifferent to the job.
- D) They displayed his dislike for authority.

Answer: B) They revealed his inclination for excessive activity.

6. **What happened when Wunsiedel shouted “Let’s have some action!”?**
- A) The narrator was confused and did not respond.
 - B) Wunsiedel fell and died.
 - C) Everyone started working harder.
 - D) Wunsiedel praised the narrator for his enthusiasm.

Answer: B) Wunsiedel fell and died.

7. **How did Broschek react when he learned about Wunsiedel’s death?**
- A) He was indifferent.
 - B) He immediately started making funeral arrangements.
 - C) He refused to believe it at first.
 - D) He broke down in tears.

Answer: C) He refused to believe it at first.

8. **What job did the narrator take up after leaving Wunsiedel’s factory?**
- A) A factory manager.
 - B) A professional mourner.
 - C) A street performer.
 - D) A sales representative.

Answer: B) A professional mourner.

9. **What was the narrator’s opinion about his new job as a mourner?**
- A) He felt it was a temporary solution.
 - B) He believed it suited him perfectly.
 - C) He was not satisfied and wanted to find another job.
 - D) He thought it was too similar to factory work.

Answer: B) He believed it suited him perfectly.

10. **What did the narrator realize later about the factory’s production?**
- A) It was a clothing factory.
 - B) It produced food products.
 - C) It made office supplies.
 - D) He never found out what was produced.

Answer: D) He never found out what was produced.

Unit 2	1) The letter (Customer relation skills) – G. G. Joshi
	2) Lemon –Yellow and Fig – Manohar Malgaonkar

1) Value Education: Customer Relation Skill

Customer relations skills are vital for building and maintaining positive interactions with customers, ensuring they have a great experience with a company or service. In the Indian context, where diverse cultures and languages create a unique customer service landscape, these skills can make a big difference in creating lasting impressions and fostering loyalty. Here's a simple illustration of these skills with examples relevant to India.

1. Effective Communication

Definition: Effective communication involves clearly and accurately conveying information, actively listening, and understanding customer needs.

Example: Imagine you're in a local grocery store in Mumbai. The shopkeeper is attentive and greets you with a friendly "Namaste." When you ask about a specific brand of tea, instead of just pointing to the shelf, the shopkeeper engages in a brief conversation about your preferences and suggests a few options based on what he knows about their quality and customer feedback. This not only helps you find the best product but also makes you feel valued and understood.

2. Patience and Empathy

Definition: Patience means handling customer concerns calmly without frustration. Empathy involves understanding and sharing the feelings of the customer.

Example: Consider a situation where a customer is frustrated because their flight from Delhi to Bangalore has been delayed. The airline staff, despite being busy, listens patiently to the customer's concerns and reassures them that the delay is due to unforeseen weather conditions. They empathize by offering complimentary refreshments and keeping the customer updated with accurate information. This empathy helps the customer feel respected and less anxious.

3. Problem Solving

Definition: Problem solving involves identifying the root cause of an issue and providing effective solutions.

Example: You've ordered a new smartphone online from an e-commerce site, but it arrives with a defective screen. You call the customer service helpline, and the representative, after listening carefully, apologizes for the inconvenience. They immediately arrange for a replacement and provide instructions on returning the faulty device. This quick resolution ensures that your trust in the company remains intact.

4. Professionalism

Definition: Professionalism refers to maintaining a courteous and respectful attitude, irrespective of the situation.

Example: At a high-end restaurant in Chennai, a customer complains about a minor issue with their dish. The waiter addresses the concern politely, offers to replace the dish, and apologizes for the inconvenience. The staff's professional demeanor reassures the customer that their feedback is valued and that the restaurant is committed to high standards of service.

5. Cultural Sensitivity

Definition: Cultural sensitivity involves recognizing and respecting diverse cultural backgrounds and practices.

Example: In a traditional Indian clothing store in Kolkata, the staff is aware of the various festivals and customs. When a customer comes in looking for sarees for a wedding, the staff takes time to understand the specific traditions and preferences of the customer. They offer guidance on different types of sarees that are appropriate for the occasion, and even suggest colors and styles based on cultural norms. This understanding enhances the shopping experience and builds a strong connection with the customer.

6. Follow-Up and Feedback

Definition: Follow-up involves checking in with the customer after the initial interaction to ensure their issue has been resolved. Feedback is about asking for and acting on customer opinions.

Example: A customer has just purchased a new washing machine from an appliance store in Pune. A few days later, a store representative calls to check if the installation went smoothly and if the customer is satisfied with the product. They also ask for feedback on the purchase experience. This proactive follow-up demonstrates care and commitment to customer satisfaction.

7. Building Relationships

Definition: Building relationships means creating a sense of trust and loyalty through consistent positive interactions.

Example: A barber in Bangalore remembers the preferences of regular clients, such as the type of haircut they prefer or their choice of hair products. By greeting them warmly and providing personalized service, the barber builds a strong relationship. Customers feel valued and are more likely to return and recommend the service to others.

8. Adaptability

Definition: Adaptability is the ability to adjust to new situations and challenges.

Example: During a busy festival season in a retail store in Jaipur, the staff may face a surge in customers. An adaptable store manager quickly reorganizes the floor plan to accommodate more shoppers and provides additional training to temporary staff to ensure efficient service. This flexibility helps manage the increased customer flow smoothly and ensures a positive shopping experience.

Conclusion

Customer relations skills are crucial for creating a positive customer experience and fostering loyalty. In the Indian context, where diverse cultural practices and languages come into play, these skills become even more significant. By mastering effective communication, patience, empathy, problem-solving, professionalism, cultural sensitivity, follow-up, relationship building, and adaptability, businesses can ensure that they meet and exceed customer expectations. These skills not only enhance customer satisfaction but also build a strong reputation and long-term success.

The letter

By G. G. Joshi

(Dhumaketu (1892-1965) was the pen name of Gaurishankar Govardhandas Joshi, a prolific writer, who is considered one of the pioneers of the Gujarati short story. He published twenty-four collections of short stories, as well as thirty-two novels on historical and social subjects, plays and travelogues. His writing is characterized by a poetic style, romanticism and powerful depiction of human emotions.)

Text

In the grey sky of early dawn, stars still glowed, as happy memories light up a life that is nearing its close. An old man was walking through the town, now and again drawing his tattered clothes tighter to shield his body from the cold and biting wind. From some houses came the sound of grinding mills, and the sweet voices of women singing at their work, and the sounds helped him along his lonely way. Except for an occasional bark of a dog, the distant steps of a workman going early to work, or the screech of a bird disturbed before its time, the whole town was wrapped in deathly silence. Most of its inhabitants were still in the arms of sleep, the sleep which grew more and more profound on account of the intense winter cold; for the cold used sleep to extend its sway over all things even as a false friend lulls his chosen victim with caressing smiles. The old man, shivering at times but fixed of purpose, plodded on till he came out of the town-gate on to a straight road. Along this he now went at a somewhat slower pace, supporting himself on his old staff.

On one side of the road was a row of trees, on the other side the town's public garden. The sky was darker now and the cold more intense, for the biting wind was blowing straight along the road. At the end of the garden stood a handsome building of the newest style. Light gleamed through the crevices of its closed doors and windows.

Beholding the wooden arch of this building, the old man was filled with the joy that a pilgrim feels when he first sees the goal of his journey. On the arch hung an old board with the newly painted letters "Post Office." The old man went

in quietly and squatted on the verandah. The voices of two or three people busy and their routine work could be faintly heard through the wall.

"Police Superintendent," a voice called sharply. The old man started at the sound, but composed himself again to wait. But for the faith and love, that warmed him, he could not have borne the bitter cold.

Name after name rang out from within as the clerk read out the English addresses on the letters and flung them to the waiting postmen. From long practise he had acquired great speed at reading out the titles - Commissioner, Superintendent, Diwan Sahib , Librarian - and in flinging the letters out.

In the midst of this procedure a jesting voice from inside called, "Coachman Ali!" The old man got up, raised his eyes to heaven in gratitude and stepping forward put his hands to the door.

"Gokul Bhai!"

"Yes who is there?"

"You called out coachman Ali's name didn't you. Here I am. I have come for my letter."

"It's a mad man, sir, who worries us by calling everyday for letters that never come," said the clerk to the postmaster.

The old man went back slowly to the bench on which he had been accustomed to sit for five long years.

Ali had been a clever shikari. As his skill increased so did his love for the hunt, till at last it was as impossible for him to pass a day without hunting. When Ali sighted the earthbrown partridge, almost invisible to other eyes, the poor bird, they said, was as good as in his bag. His sharp eyes saw the hare crouching. Even when the dogs failed to see the creature cunningly hidden in the yellow brown scrub, Ali's eyes would catch the sight of his ears; and in another moment it was dead. Besides this, he would often go out with his friends, the fishermen.

But when the evening of his life was drawing in, he left his old ways and his life suddenly took a new turn. His only child, Miriam married and left him. She went off with a soldier into his regiment in the Punjab, and for the last five years he had no news of this daughter for whose sake alone he dragged along a

cheerless existence. Now he understood the meaning of love and separation. He could no longer enjoy the sportsman's pleasure and laughter at the bewildered terror of the young partridges bereft of their parents.

Although the hunter's instinct was in his very blood and bones, such loneliness had come into his life since the day Miriam had gone away, that now, forgetting his sport, he would become lost in the admiration of the green cornfield. He reflected deeply, and came to the conclusion that the whole universe was built up through love and that the grief of separation was inescapable. And understanding this, he sat down under a tree and wept bitterly. From that day he had risen each morning at 4 o' clock to walk to the post-office. In his whole life, he had never received a letter, but with a devout serenity born of hope and faith, he persevered and was always the first to arrive.

The post office, one of the most uninteresting buildings in the world, became his place of pilgrimage. He always occupied a particular seat in a particular corner of the building, and when the people got to know his habit they laughed at him. The postmen began to make a game of him. Even though there was no letter for him they would call out his name for the fun of seeing him jump up and come to the door. Still with boundless faith and infinite patience, he came everyday, and went away empty-handed.

While Ali waited, peons would come for their firms' letters and he would hear them discussing their masters' scandals. These smart young peons in their spotless turbans and creaking shoes were always eager to express themselves. Meanwhile, the door would be thrown open and the post-master, a man with a face as sad and as inexpressive as a pumpkin, would be seen sitting on his chair inside. There was no glimmer of animation in his features; such men usually proved to be village schoolmasters, office clerks or postmasters.

One day, he was there as usual and did not move from his seat when the door was opened. "Police Commissioner!" the clerk called out, and a young fellow stepped forward briskly for the letters. "Superintendent!" Another voice called. Another peon came. And so the clerk, like a worshipper of Lord Vishnu, repeated his customary thousand names.

At last they had all gone. Ali got up too and saluting the post-office as though it housed some precious relic, went off. A pitiable figure a century behind his time.

"That fellow," asked the post-master "Is he mad?"

"Who, Sir? Oh, yes," answered the clerk "no matter what the weather is he has been here everyday for the last five years. But he doesn't get many letters."

"I can well understand that! Who does he think will have time to write a letter everyday?"

"But he is a bit touched sir. In the old days he committed many sins; and maybe he shed some blood within sacred precincts and is paying for it now," the postman added in support of his statement.

"Mad-men are strange people," the postmaster said.

"Yes. Once I saw a postman in Ahmedabad who did absolutely nothing but make little heaps of dust. And another had a habit of going to the river bed in order to pour water on a certain stone everyday!"

"Oh! That's nothing" chimed in another. "I knew one madman who paced up and down all day long, another who never ceased declaiming poetry and a third who would slap himself on the cheek and then begin to cry because he was being beaten."

And everyone in the post office began to talk of lunacy. All working class people have the habit of taking periodic rests by joining in general discussion for a few minutes. After listening a while, the postmaster got up and said, "It seems as though the mad live in a world of their own making. To them perhaps we too appear mad. The mad-man's world is rather like the poet's, I should think!"

He laughed as he spoke the last words, looking at one of the clerks who wrote indifferent verse. Then he went out and the office became still again.

For several days Ali had not come to the post-office. There was no one with enough sympathy or understanding to guess the reason, but all were curious to know what had stopped the old man. At last he came again; but it was a struggle for him to breathe and on his face were clear signs of approaching end. That day he could not contain his impatience.

"Master Sahib", he begged the post-master, "Do you have a letter from my Miriam?"

The postmaster wanted to get out to the country, and was in a hurry.

"What a pest you are, brother!" he exclaimed.

"My name is Ali," answered Ali absent-mindedly.

"I know! I know! But do you think we've got your Miriam's name registered?"

"Then please note it down, brother. It will be useful if a letter should come when I am not here." For how should the villager who had spent three-quarters of his life hunting know that Miriam's name was not worth a piece to anyone but her father? The postmaster was beginning to lose his temper. "Have you no sense?" he cried. "Get away! Do you think we're going to eat your letter when it comes?" and he walked off hastily. Ali came out very slowly, turning after every few steps to gaze at the post office. His eyes were filled with tears of helplessness, for his patience was exhausted, even though he still had faith. Yet how could he still hope to hear from Miriam?

Ali heard one of the clerks coming up behind him, and turned to him.

"Brother!" he said.

The clerk was surprised, but being a decent fellow he said, "Well!"

"Here, look at this!" and Ali produced an old tin box and emptied five golden guineas into the surprised clerk's hands. "Do not look so startled," he continued.

"They will be useful to you, as they can never be to me. But will you do one thing?"

"What?"

"What do you see up there?" said Ali, pointing to the sky.

"Heaven."

"Allah is there, and in His presence I am giving you this money. When it comes, you must forward my Miriam's letter to me."

"But where---where am I supposed to send it?" asked the utterly bewildered clerk.

"To my grave."

"What?"

"Yes. It is true. Today is my last day: my very last, alas! And I have not seen Miriam, I have had no letter from her." There were tears in Ali's eyes as the clerk slowly left him and went on his way with the five golden guineas in his pocket. Ali was never seen again, and no one troubled to inquire after him.

One day, however, trouble came to the postmaster. His daughter lay ill in another town, and he was anxiously waiting for news of her. The post was brought in, and the letters piled on the table. Seeing an envelope of the colour and shape he expected, the postmaster eagerly snatched it up. It was addressed to Coachman Ali, and he dropped it as though it had given him an electric shock. The haughty temper of the official had quite left him in his sorrow and anxiety, and had laid bare his human heart. He knew at once that this was the letter the old man had been waiting for; it must be from his daughter Miriam.

"Lakshmi Das!" called the postmaster, for such was the name of the clerk to whom Ali had given his money.

"Yes, sir?"

"This is for your old coachman Ali. Where is he now?"

"I will find out, sir."

The postmaster did not receive his own letter all that day. He worried all night, and getting up at three, went to sit in the office. "When Ali comes at four o' clock," he mused, "I will give him the letter myself."

For now the postmaster understood Ali's heart and his very soul. After spending but a single night in suspense, anxiously waiting for news of his daughter, his heart was brimming with sympathy for the poor old man who had spent his nights in the same suspense for the last five years. At the stroke of five he heard a soft knock on the door: he felt sure it was Ali. He rose quickly from his chair, his suffering father's heart recognizing another, and flung the door wide open.

"Come in, brother Ali," he cried, handing the letter to the meek old man, bent double with age, who was standing outside. Ali was leaning on a stick, and the tears were wet on his face as they had been when the clerk left him. But his features had been hard then, and now they were softened by lines of kindliness.

He lifted his eyes and in them was a light so unearthly that the postmaster shrank back in fear and astonishment.

Lakshmi Das had heard the postmaster's words as he came towards the office from another quarter. "Who was that, sir? Old Ali?" he asked. But the postmaster took no notice of him. He was staring with wide-open eyes at the doorway from which Ali had disappeared. Where could he have gone? At last he turned to Lakshmi Das. "Yes, I was speaking to Ali," he said.

"Old Ali is dead, sir. But give me his letter."

"What! But when? Are you sure, Lakshmi Das?"

"Yes, that is so," broke in a postman who had just arrived. "Ali died three months ago." The postmaster was bewildered. Miriam's letter was still lying near the door, Ali's image was still before his eyes. He listened to Lakshmi Das's recital of the last interview, but he could still not doubt the reality of the knock on the door and the tears in Ali's eyes. He was perplexed. Had he really seen Ali? Had his imagination deceived him? Or had it perhaps been Lakshmi Das?

The daily routine began. The clerk read out the addresses- Police Commissioner, Superintendent, Librarian - and flung the letters deftly. But the postmaster now watched them as eagerly as though each contained a warm, beating heart. He no longer thought of them in terms of envelopes and postcards. He saw the essential human worth of a letter. That evening you could have seen Lakshmi Das and the postmaster walking with slow steps to Ali's grave. They laid the letter on it and turned back. "Lakshmi Das, were you indeed the first to come to the office this morning?"

"Yes, sir, I was the first."

"Then how.... No. I don't understand...."

"What, sir?"

"Oh, never mind," the postmaster said shortly. At the office, he parted from Lakshmi Das and went in. The newly-wakened father's heart in him was reproaching him for having failed to understand Ali's anxiety, for now he himself had to spend another night of restless anxiety. Tortured by doubt and remorse, he sat down in the glow of the charcoal sigri to wait.

Long Question of Seven Marks

Question: How does the story of Coachman Ali illustrate the importance of empathy in customer relations, and what can we learn from it about understanding and meeting customer needs?

Answer: The story of Coachman Ali powerfully illustrates the concept of empathy in customer relations and highlights several key lessons about understanding and addressing customer needs.

Understanding Ali's Situation

Coachman Ali is an elderly man who, despite living a life once filled with vigor and adventure as a skilled hunter, now finds himself in the depths of loneliness and hope. His only daughter, Miriam, married and moved away to the Punjab, and for five long years, Ali has received no news from her. The post office, once a mundane institution to others, becomes his sanctuary of hope. Every day, regardless of the weather or the mocking of others, Ali makes his way to the post office, driven by the hope of receiving a letter from Miriam. His routine is marked by unwavering faith and patience, illustrating his deep emotional need and his quest for connection.

Lessons in Empathy and Customer Relations

1. Recognizing the Customer's Emotional Needs:

Ali's story underscores the necessity of understanding the emotional context behind a customer's behavior. While the postmaster and clerks view Ali's daily visits with indifference and even mockery, they fail to see the profound emotional significance of his actions. For Ali, the post office is not just a place to receive mail but a beacon of hope and a testament to his love and longing for his daughter. Effective customer relations require us to look beyond the surface and appreciate the deeper motivations and emotions driving customer behavior.

2. The Impact of Empathy:

Initially, the postmaster and his staff show a lack of empathy. They regard Ali's daily visits as a nuisance and even make jokes at his expense. This lack of understanding and compassion not only fails to address Ali's emotional needs but also damages the trust and respect that could have been built. When the postmaster

finally experiences a personal crisis involving his own daughter, he gains a new perspective. This shift in understanding leads him to realize the depth of Ali's devotion and the importance of empathy in customer relations. It's only after experiencing his own anxiety and concern that the postmaster can truly appreciate Ali's persistence and dedication.

3. Building Genuine Connections:

The story teaches us that customer relations should be built on genuine connections and understanding. Ali's relentless hope and the respect he shows the post office, even in the face of mockery, highlight a poignant truth: relationships are built on respect, empathy, and the recognition of each individual's unique circumstances. By understanding and valuing Ali's situation, the postmaster and staff could have fostered a more supportive and respectful environment, making a significant difference in Ali's experience.

4. The Role of Personal Connection:

Ali's relationship with the post office evolves into something deeply personal. His daily ritual is a testament to his enduring hope and the personal connection he feels with the institution. This highlights the importance of personal connection in customer service. When the postmaster eventually receives a letter for Ali and understands the significance of this letter to Ali, he attempts to rectify his earlier indifference by showing empathy and respect for Ali's long-held hope.

5. Responding to Customer Needs with Compassion:

The postmaster's late realization of Ali's situation serves as a reminder of the importance of addressing customer needs with compassion. When faced with the letter addressed to Ali, the postmaster is overwhelmed with regret for not having recognized Ali's true emotional need earlier. This newfound empathy drives him to take action, even though it is too late to make a difference for Ali. It underscores that timely and compassionate responses are crucial in addressing and meeting customer needs effectively.

Conclusion

The story of Coachman Ali is a poignant reminder of the profound impact empathy can have in customer relations. It shows that truly understanding and valuing the

emotional context of customer interactions can lead to more meaningful and respectful service. For businesses and individuals alike, this story emphasizes the importance of looking beyond surface-level interactions and recognizing the deeper human needs that drive customer behavior. By fostering empathy, building genuine connections, and responding compassionately, we can enhance customer satisfaction and create more meaningful and positive relationships.

Short answer questions of Four Marks.

1. Why did the old man, Ali, visit the post office every day?

Ali visited the post office every day for five years, hoping to receive a letter from his daughter, Miriam, who had married a soldier and moved to the Punjab. Despite never having received a letter, Ali continued his daily pilgrimage with hope and faith, holding on to the belief that he might one day hear from her. His visits were driven by love and a deep sense of longing, reflecting his enduring hope and devotion to his daughter.

2. How did the post office staff react to Ali's daily visits?

The post office staff, including the clerk and postmaster, saw Ali's routine as unusual and somewhat amusing. They made a game of calling out his name to see him react, knowing that he never received any letters. The postmaster and clerks considered Ali a "mad man" because of his obsessive daily visits and his unwavering hope despite receiving no mail. Their comments and actions showed a lack of empathy for Ali's situation and a misunderstanding of his deep emotional need.

3. What did the postmaster experience that made him understand Ali's feelings?

The postmaster came to understand Ali's feelings after his own daughter fell ill and he anxiously awaited news of her. The stress and anxiety he felt while waiting for his daughter's letter gave him a glimpse into the emotional turmoil Ali had experienced for years. This new perspective made him realize how deeply Ali had been affected by his separation from Miriam and the importance of each letter in Ali's life.

4. What was the significance of the old tin box and the golden guineas that Ali gave to the clerk?

The old tin box and the golden guineas represented Ali's final act of hope and faith. He entrusted the money to the clerk, asking him to forward any letter from Miriam to his grave after his death. This gesture symbolized Ali's unyielding love for his daughter and his belief in the possibility of receiving a letter, even in death. The money was meant to ensure that his daughter's letter would reach him, showing his devotion and the depth of his longing for connection.

Multiple Choice Questions

1. What does the old man do every day?

- A) He goes hunting
- B) He visits the post office
- C) He travels to another town
- D) He goes fishing

Answer: B) He visits the post office

2. Why does the old man visit the post office every day?

- A) To collect his pension
- B) To receive a letter from his daughter
- C) To socialize with friends
- D) To work as a postman

Answer: B) To receive a letter from his daughter

3. How long has the old man been coming to the post office?

- A) One year
- B) Two years
- C) Five years
- D) Ten years

Answer: C) Five years

4. What was the old man's profession before he started visiting the post office?

- A) Teacher
- B) Fisherman
- C) Hunter
- D) Farmer

Answer: C) Hunter

5. **What does the postmaster think of the old man initially?**

- A) He is a wise man
- B) He is a madman
- C) He is a helpful person
- D) He is a rich man

Answer: B) He is a madman

6. **How does the old man react when he hears his name called at the post office?**

- A) He gets angry
- B) He leaves immediately
- C) He becomes hopeful and goes to the door
- D) He starts to sing

Answer: C) He becomes hopeful and goes to the door

7. **What does the old man do when he realizes he has not received a letter?**

- A) He shouts loudly
- B) He walks away slowly
- C) He sits down and cries
- D) He writes a letter of complaint

Answer: B) He walks away slowly

8. **What is significant about the letter that arrives for the old man?**

- A) It is a letter from a government official
- B) It is a letter of complaint from his daughter
- C) It is a letter from his daughter, Miriam
- D) It is a letter from a friend

Answer: C) It is a letter from his daughter, Miriam

9. **What happens to the old man before he can receive the letter from his daughter?**

- A) He moves to another town
- B) He loses his way
- C) He dies
- D) He receives another letter

Answer: C) He dies

10. **How does the postmaster feel after the old man's death and receiving the letter meant for him?**

- A) Indifferent
- B) Angry
- C) Remorseful and sympathetic
- D) Happy

Answer: C) Remorseful and sympathetic

2) Lemon –Yellow and Fig – Manohar Malgaonkar

(Manohar Malgonkar was born in Jagalbet, near Londa in Belgaum district. From his maternal side, his great-grandfather had been governor of Gwalior State. He began his education in Belgaum. He later attended school in Dharwad and graduated from Mumbai University. After, he joined the army and rose to the rank of Lieutenant Colonel in the Maratha Light Infantry. He retired from service at the age of 39. He also stood for parliament.

Most of that activity was during the build-up to Indian independence and its aftermath, often the settings for his works. The socio-historical milieu of those times form the backdrop of his novels, which are usually of action and adventure. He also wrote non-fiction, including biography and history.

Malgonkar lived in a remote bungalow called "Burbusa Bungalow" located at Jagalbet in Joida Taluk in Uttara Kannada District, Karnataka. His only child Suneeta, who was educated at the famous Lawrence School, Sanawar, died in 1998.

The story Lemon-Yellow Fig is very thoughtful and interesting story written by Manohar Malgonkar. It describes a salesman's honest actions with good intentions which unfortunately leads to a difficult situation. The salesman loses his job while he is taking all the efforts to save his job and his business).

Summary Lemon Yellow and Fig

Mr. Agrawal is a salesman in a saree shop of Mr. Ratnam. The saree shop is located in Mumbai. The owner Mr. Ratnam stays in Bangalore and so he had kept a salesman to look after his shop in Mumbai. Mr. Agrawal has lost his job which was a good job of selling sarees and cholis all the day in the shop. The sarees and choli pieces were very beautiful and were woven in the mill of Mr Ratnam on Bangalore. The sarees were sold only in Mumbai.

Mr Agrawal had just begun the job of salesman His work was going pretty well in sales. The sales of sarees and choli pieces had increased and he managed to sell sarees one thousand rupees in one week Mr. Agrawal had written Mr. Ratnam to send more sarees to the shop so that he could sale sarees worth of 5000 Rupees a month and get a monthly income of Rs. 250 monthly. It was an excellent job and the salesman had began to perform well and increase the sale of sarees

and learn the new tricks of selling sarees But unfortunately the job did not last long and he was removed from the job due to an unfortunate incident.

Mr. Agrawal was lucky to get the job of salesman without having any experience. Mr. Ratnam had hired him just because of his honest looks. He felt that Agrawal had a innocent and honesty on his face and thus he selected him for the job. Mr Agrawal had responded to the advertisement of Mr. Ratnam who came from Bangalore to interview him. He was looking for a new salesman because his previous salesman had run away with some of the cash and six shot silk sarees.

Mr. Ratnam wanted only honesty and good manners while dealing with the customers. He said that he would try the new salesman for few weeks and if he was satisfied with the work of the new salesman he could get the job for good. The new salesman Mr. Agrawal was hard worker and honest and in two weeks he performed better than the last salesman in the sale of the sarees. It was a time before Diwali and he knew that women would be buying sarees for Diwali during the week before the festival.

All was well in the new job. The salesman was a refugee from Punjab and did not have a house in Mumbai. He thought that if he does the job well he could get married and settle in Mumbai. In the morning the salesman went to the shop opened the shutter when a woman came in the shop for buying. She looked good and the salesman was happy that he can have a sale in the morning that is bohni time. Mr. Agrawal's salesman were very superstitious and believed the concept of first sale bohni. It was a good luck for the day.

The lady who was a little dark chose a lemon yellow colour silk saree and a matching choli blouse piece. The salesman felt that the saree was not suiting her dark colour but refrained from saying anything as it was not his job. The salesman could smell a strong perfume put by the lady. It was so strong that the little shop was filled with the aroma of the perfume. The saree was forty rupees and the lady gave a crisp hundred rupees note to the salesman. He gave her Rs. 60 back. Mr. Ratnam had said to the salesman that he should begin his day with a cash of Rs. 100 in small notes like a change of Rs. 100. This change should be kept in the

cash box of the shop. Mr. Ratnam was particular about the cash and the sales was allowed to keep only Rs. 100 with him every day and all the money was handed to the munim every evening. Just as she was leaving she gave him a smile. The salesman had hardly replace the sarees which were seen by the lady that another lady came to the shop. She was large and not too attractive but was wearing a diamond ear clips hexagonal shape popular in south India. Just as she came the smell of the her perfume filled the shop. The salesman realized it was the same perfume used by the previous customer. This lady wanted a saree of green and red colour somewhat a fig colour saree. This fig colour is popular among South Indian women. The sales showed many sarees with different prices and different shades in colour. Suddenly he thought that both the ladies have common perfume used and may belong to same family. He thought of recent tricks played on few shop keepers and felt he could also be trapped by the trick of these ladies. The fellow shopkeepers was tricked by one lady giving a hundred rupee note and getting the change and leaving the shop while the next lady coming in Just after the first left and buying some petty things and demanded change without giving any money. When the shopkeeper pointed her mistake she called the policeman and complained that she had given the hundred rupee note and told the number of the note which was exactly the same note given by the first lady. So the two lady were accomplice partner in crime. The shopkeeper could do nothing and but hand over the cash to the lady.

Thinking this the salesman thought Mr. Agrawal thought that these women are doing the same trick on him and to be on a preventive side decided to do something He told the lady I have some more fig colour sarees and I will bring it to you. He quickly went to the cash box which was kept hidden from the customers view took a hundred rupees note and put it in envelope and wrote my brothers name and address who worked in the shop nearby. He called a near by chokra and asked him to give this envelope to his brother who was in Kripa Ram's shop.

Now the salesman thought he would not be cheated he smiled and went to the lady customer with three fig colour sarees. The lady liked two sarees and she

could not make her mind which to buy. The salesman suggested that she could buy both the sarees. She agreed and bought both the sarees. The sarees cost was Rs. 90 and the lady paid all the ninety rupees in all in ten rupees note. He looked at the notes and was puzzled is this any new trick. The notes were clear.

The lady was honest and the salesman felt ashamed of himself. As soon as the chokra came the salesman asked him to bring coffee and masala pan for himself. Just then he saw Mr. Ratnam coming to the shop. He was looking happy and he entered the shop. The salesman said that he wanted more stock as the sale was increasing. Mr Ratnam said yes and said that he wanted to check the stock of the sarees. The salesman was hurt that he was not trusted and Ratnam said that it was a formality to check as he wanted to be sure about the honesty of every salesman. He said don't mind because in business nothing is taken as granted. The stock checking was fine and Ratnam was satisfied with with the numbers now he said that he was happy and and had sent his daughter and sister today morning to buy the sarees to be personally satisfied. He was happy with the salesman and said that now lastly I want to check the cash box and the cash in it. The salesman was shocked and his heart skipped as hundred rupee note was missing in the box. Mr. Ratnam noticed it and he was removed from his job.

Mr. Agrawal lost his job in an attempt to be more careful and preventive. He did not even tell it to Mr. Ratnam. He could not tell that he thought that his daughter and sister were assumed to be cheaters by the salesman. No explanation was given. Mr. Ratnam was sad and said 'You have such an honest face'.

Sure the salesman had an honest face and still he lost the Job trying to be careful in his job.

Value Education

The story of Mr. Agrawal, the salesman, imparts several valuable lessons:

1. **Honesty and Integrity:** Mr. Agrawal was initially hired because of his perceived honesty and integrity. These qualities are essential in any job, especially in positions involving handling money and dealing with customers.

2. **Trust and Vigilance:** The story highlights the balance between trust and vigilance. While Mr. Agrawal's cautious behavior was intended to protect the shop from potential fraud, it also underscores the need for trust in business relationships. Over-cautiousness can sometimes lead to misunderstandings and negative consequences.
3. **Misjudgment and Assumptions:** Mr. Agrawal's assumption that the two women were accomplices led to his downfall. This emphasizes the importance of not making snap judgments or assumptions about people based on superficial characteristics or past experiences.
4. **Importance of Communication:** The lack of communication between Mr. Agrawal and Mr. Ratnam about his actions and concerns played a crucial role in the outcome. Effective communication is vital in resolving misunderstandings and maintaining trust.
5. **Respect for Authority and Procedures:** Mr. Ratnam's methodical approach in checking stock and cash was a standard procedure to ensure accountability. This illustrates the need for adherence to company policies and procedures, even if it sometimes feels intrusive.
6. **The Impact of Superstition:** Mr. Agrawal's superstitious belief in the significance of the first sale of the day affected his perception of events. This highlights how personal beliefs and biases can influence decision-making and behavior.
7. **Professionalism:** Despite Mr. Agrawal's good intentions and efforts to perform his job well, his lack of understanding of the company's trust policies and his actions to protect himself led to his removal.

Long Question of Seven Marks

Question: How did Mr. Agrawal's actions reflect the values of honesty, trust, and vigilance, and what were the consequences of his approach in the context of his job at Mr. Ratnam's saree shop?

Answer: Mr. Agrawal's tenure as a salesman at Mr. Ratnam's saree shop illustrates a complex interplay between the values of honesty, trust, and vigilance. His story is a profound example of how these values, while essential, can sometimes conflict and lead to unintended consequences.

Honesty is a central theme in Mr. Agrawal's narrative. From the outset, Mr. Ratnam hired Agrawal based on his perception of Agrawal's honest appearance. This trust was founded on the belief that Agrawal's honest face was indicative of his true character. In the job, Agrawal's performance initially

seemed to confirm this trust. He worked diligently, improved sales, and was committed to his role, reflecting his genuine effort to fulfill his responsibilities.

However, Agrawal's deep commitment to honesty also led to a significant misunderstanding. His concern about potential dishonesty from the customers—stemming from a belief that the two women who visited the shop were possibly accomplices—was driven by a genuine desire to protect the shop's assets. Agrawal's caution led him to take preventive measures by placing money in an envelope for his brother to hold as a precaution against possible deceit. This action, intended to safeguard the shop, ironically led to his downfall.

Trust is another critical value illustrated in this scenario. Mr. Ratnam's approach to managing his shop involved a certain degree of trust. Despite the previous salesman's betrayal, Ratnam hired Agrawal based on his initial impression of honesty and integrity. This trust was further embodied in the company's policy, which allowed salesmen to keep only a small amount of cash on hand and required them to submit all earnings at the end of the day. Ratnam's periodic stock checks and cash audits were part of his system to ensure accountability and maintain trust in his business operations.

Agrawal's actions, however, demonstrated a breakdown in this trust. His decision to take preventive steps by placing money in an envelope and sending it away reflected his fear of being deceived. This precautionary measure, while understandable from Agrawal's perspective, was perceived as a breach of trust by Mr. Ratnam. Ratnam's final decision to check the cash box and his discovery of the missing hundred rupee note, which Agrawal had taken as a precaution, further complicated the situation. Despite Agrawal's intention to protect the shop, his actions inadvertently led to a situation where trust was eroded, resulting in his removal from the job.

Vigilance plays a pivotal role in the story as well. Agrawal's vigilance was a response to his past experiences and the tricks he had heard about, where shopkeepers were deceived by customers. His vigilance led him to suspect that the two women were part of a scam, prompting him to act cautiously. This heightened sense of vigilance, however, crossed into paranoia. Agrawal's actions to prevent

potential fraud by holding back cash and involving his brother were perceived as suspicious and contrary to the company's practices.

The consequences of Agrawal's approach were severe. His efforts to be vigilant and protective led to an unfortunate end to his employment. Despite his honest intentions and hardworking nature, his actions led Mr. Ratnam to question his trustworthiness. The missing money, which was actually taken by Agrawal as a precaution, led to his dismissal. Agrawal's failure to communicate his reasons for the precautionary measure to Mr. Ratnam compounded the problem, as there was no opportunity for explanation or clarification.

In conclusion, Mr. Agrawal's experience highlights the delicate balance between honesty, trust, and vigilance. While he exhibited strong personal integrity and a desire to protect his workplace, his overzealousness in being vigilant ultimately led to a breach of trust. This situation underscores the importance of clear communication and adherence to established procedures, as well as the potential pitfalls of allowing vigilance to override trust in professional settings. The consequences of Agrawal's actions reflect how misinterpretations of intentions can lead to unintended outcomes, emphasizing the need for careful management of trust and vigilance in any professional environment.

Short Answer Questions of Four Marks each.

Question 1: What led Mr. Agrawal to suspect that the two women who visited the shop might be involved in a scam?

Answer: Mr. Agrawal began to suspect the two women might be involved in a scam because both of them used the same strong perfume. This observation made him think they might be working together to deceive him. He recalled a trick where accomplices use the same note to trick shopkeepers. In this scam, one accomplice would give a counterfeit note or demand change, and when the next accomplice came in, they would claim to have paid with the same note, making it difficult for the shopkeeper to prove the fraud. To protect himself, Mr. Agrawal decided to take extra precautions.

Question 2: How did Mr. Agrawal's precautions lead to his dismissal from the job?

Answer: Mr. Agrawal's attempt to be cautious involved taking a hundred rupee note from the cash box and placing it in an envelope with his brother's address written on it. He sent the envelope with a local delivery boy to his brother's shop, hoping to prevent any potential scam. When Mr. Ratnam visited the shop and checked the stock and the cash box, he discovered that the hundred rupee note was missing. This missing note, combined with Mr. Agrawal's unusual behavior and precautions, led Mr. Ratnam to suspect dishonesty. As a result, Mr. Ratnam decided to dismiss Mr. Agrawal from his job, even though Mr. Agrawal's intentions were to safeguard the shop from potential fraud.

Question 3: What was the outcome of Mr. Agrawal's actions and Mr. Ratnam's visit, and how did it affect Mr. Agrawal personally?

Answer: The outcome of Mr. Agrawal's actions and Mr. Ratnam's visit was unfortunate for Mr. Agrawal. Despite his honest efforts, he lost his job. Mr. Ratnam, while being satisfied with the sales performance, noticed the missing hundred rupee note and was disappointed by what he perceived as a breach of trust. Mr. Agrawal, who had been trying to protect himself from potential scammers, was hurt and shocked when he realized that his carefulness led to his dismissal. He felt ashamed when he saw that the lady who bought the sarees was honest and not involved in any scam. Mr. Ratnam's visit, which was meant to ensure everything was in order, resulted in Mr. Agrawal's job loss because of the missing note. This incident left Mr. Agrawal without a job and feeling unjustly treated, despite his honest intentions and good performance in sales.

Multiple Choice Questions (MCQs)

1. Why did Mr. Ratnam hire Mr. Agrawal for the sales position?

- a) Mr. Agrawal had prior sales experience
- b) Mr. Agrawal was referred by a friend
- c) Mr. Ratnam was impressed by Mr. Agrawal's honest appearance
- d) Mr. Agrawal was the only applicant

Answer: c) Mr. Ratnam was impressed by Mr. Agrawal's honest appearance

2. What was Mr. Agrawal's initial performance in the saree shop?

- a) He was not performing well
- b) Sales decreased after he joined
- c) Sales increased and he managed to sell sarees worth Rs. 1,000 in a week
- d) He made many mistakes in handling customers

Answer: c) Sales increased and he managed to sell sarees worth Rs. 1,000 in a week

3. What did Mr. Ratnam expect from his salesmen?

- a) High sales numbers only
- b) Honesty and good manners while dealing with customers
- c) Experience in handling cash
- d) Knowledge of different saree styles

Answer: b) Honesty and good manners while dealing with customers

4. What did Mr. Agrawal do when he suspected the two women might be trying to scam him?

- a) He refused to serve them
- b) He took extra precautions by hiding money
- c) He called the police immediately
- d) He ignored his suspicions

Answer: b) He took extra precautions by hiding money

5. How did Mr. Agrawal try to protect himself from potential fraud?

- a) By refusing to give change
- b) By placing a hundred rupee note in an envelope and sending it to his brother's shop
- c) By checking the notes given by customers
- d) By locking the cash box

Answer: b) By placing a hundred rupee note in an envelope and sending it to his brother's shop

6. What was Mr. Ratnam's reaction when he discovered the missing hundred rupee note?

- a) He praised Mr. Agrawal for being careful
- b) He suspected Mr. Agrawal of theft and dismissed him
- c) He ignored the missing note
- d) He immediately called the police

Answer: b) He suspected Mr. Agrawal of theft and dismissed him

7. What was the significance of the 'bohni time' for Mr. Agrawal?

- a) It was a special time for new arrivals
- b) It was considered good luck to make a sale at this time
- c) It was the time when Mr. Ratnam visited the shop
- d) It was when the shop received new stock

Answer: b) It was considered good luck to make a sale at this time

8. Why did Mr. Agrawal feel ashamed after the second lady made her purchase?

- a) Because the lady used counterfeit notes
- b) Because the lady was honest and he had wrongly suspected her
- c) Because the lady did not buy anything
- d) Because he made a mistake in the bill

Answer: b) Because the lady was honest and he had wrongly suspected her

9. What did Mr. Ratnam do after checking the stock and cash box?

- a) He decided to increase Mr. Agrawal's salary
- b) He removed Mr. Agrawal from his job
- c) He praised Mr. Agrawal for his excellent work
- d) He offered Mr. Agrawal a promotion

Answer: b) He removed Mr. Agrawal from his job

10. How did Mr. Ratnam justify the check of the stock and cash box?

- a) It was a regular part of his visit
- b) He wanted to ensure that nothing was missing
- c) He was unhappy with the sales figures
- d) He needed to verify the stock for a new order

Answer: b) He wanted to ensure that nothing was missing