

English & Business Communication –I F.Y. B.Com.



**Sardar Patel University
Vallabh Vidyanagar**

**NAAC ACCREDITED GRADE 'A' WITH 3.25 CGPA
(23-01-2017 to 22-01-2022)**

First Edition : June 2019

Copies : 1000

Price : Rs 80/-

**© Sardar Patel University
Vallabh Vidyanagar - 388 120**

ISBN : 978-93-81386-68-2

The book is strictly written according to the new syllabus available at the time of printing.

Every possible efforts have been made to avoid errors and omissions in this publication by the authors and the Publisher. In spite of these efforts, some typographical errors might have crept in. Any mistake, error or discrepancy noted may be brought to our notice which shall be taken care of in the forthcoming edition. It is hereby notified that neither the Authors nor the Printer or seller will be liable for any damage or loss to anyone, in any manner there from. It is suggested that to avoid any doubt the reader should cross-check all the facts, law and contents of the publication with original Government publication or notifications wherever applicable. The text of this publication, or any part thereof, may not be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, storage in an information retrieval system, or reproduced on any disc, tape, perforated media or other information storage device, etc., otherwise, without the prior written permission of the University. No key to this book can be prepared without the prior written permission of the publisher. Any violation will invite prosecution legal action under the Indian Copyright Act.

This book is sold subject to the condition that it shall not be by way of trade or otherwise. However it can be lent, resold, hired out or circulated in the wider interest of student community.

For binding mistakes, misprints or for missing pages, etc., the printer liability is limited to replacement within one month of purchase by similar edition. All expenses in this connection are to be borne by the purchaser.

All disputes are subject to jurisdiction of Anand only.

**Published by : Registrar, Sardar Patel University,
Vallabh Vidyanagar - 388 120**

**Available at : Store Section - Room No. 108,
Sardar Patel University, Vallabh Vidyanagar - 388 120**

**Printed by : University Press, Sardar Patel University,
Vallabh Vidyanagar-388 120**

PREFACE

Education at Sardar Patel University is guided by the four principles of higher education viz. access, equity, accountability and quality. The university consistently strives to ensure their optimum implementation in every academic initiative.

An offshoot of various efforts in this direction and incessant introspection was the realization of the necessity to provide indigenous and qualitative study materials for the better facilitation of the learning of the new entrants. This concern germinated into a collaborative work of the teachers in developing study materials related to the syllabus of the concerned paper in the form of a book.

The present book, English & Business Communication – I, is based on the eponymous paper offered to FYBCom students. It is divided into five chapters. Each chapter is further divided into topics and sub-topics offering explanation through content, diagrams, charts, elucidation and exercises (guided and unguided) followed by answers. Keeping in mind the needs of a self-directed learner, the book follows the two-way communication between the learner and the content and involves learner through various activities. These activities are designed to encourage a learner to apply new knowledge and skills and help them develop thinking skills.

The team comprising of Dr Parul Popat, Dr Rupal Vora and Dr Nisrin Pathan is highly grateful to the university for giving them this opportunity to contribute by making them a part of this project. We also express our heartfelt gratitude to Dr R K Mandalia, Head, Department of English, Sardar Patel University and Prof Sheela Pinto, Head, Department of English, CP Patel & FH Shah Commerce College, Anand for their valuable inputs, comments and suggestions.

We hope that the students would find this book helpful not only in learning various components included in the syllabus but also in applying their knowledge effectively as and when required. All the care is taken to see that the content is error-free. However, if any error is noticed, the readers are kindly requested to draw the attention of the authors and share the feedback and queries on parulpopat@gmail.com.

Date: June, 2019
Vallabh Vidyanagar

- Dr Parul Popat

English & Business Communication – I

Table of Content

1.	“The Mill on the Floss” by George Eliot - Ms. Rupal N. Vora, Assistant Professor SEMCOM College,V. V. Nagar	01
2.	Grammar and Vocabulary - Dr. Nishrin Pathan, Assistant Professor SEMCOM College,V. V. Nagar	69
3.	Writing Skills : Paragraph Writing - Dr. Nishrin Pathan, Assistant Professor SEMCOM College,V. V. Nagar	141
4.	Introduction to Business Communication - Dr. Nishrin Pathan, Assistant Professor SEMCOM College,V. V. Nagar	152
5.	Business Correspondence - Dr. Parul Popat, Associate Professor Department of English, S. P. University,V. V. Nagar	170
	<i>Previous Years’ University Question Papers</i>	249
	<i>For further reading</i>	271

Editor : **Dr. Parul Popat**
Professor, P. G. Department of English
Sardar Patel University
Vallabh Vidyanagar

Unit 1 The Mill on the Floss by George Eliot

Learning objectives:

After studying this unit the learner should be able to

- ✓ Summarise the basic information about the persons and the places discussed in the novel
- ✓ Outline the story of the novel
- ✓ Organise the content systematically
- ✓ Compare and contrast the traits of various characters
- ✓ Describe characters and incidents
- ✓ Interpret the significance of decisions taken by the characters

Structure of the unit:

Section A – Some Basic Information

- 1.1 Introduction to the Author
- 1.2 Introduction to the Characters and the Places
- 1.3 A detailed summary of the novel

Section B – Chapter-wise Summary and Exercises

- 1.1 Tom and Maggie Tulliver and their Family
- 1.2 Maggie Runs Away to the Gipsies
- 1.3 School at Mr Stelling's
- 1.4 The Golden Gates Close
- 1.5 Shadows over the Tulliver Home
- 1.6 Tom Tulliver Takes over
- 1.7 Maggie and Philip
- 1.8 Triumph and Defeat
- 1.9 Friend and Lovers....one
- 1.10 Friends and Lovers....Two
- 1.11 Over the River

Section A: Some Basic Information

1.1 Introduction to the Author: George Eliot (22nd November 1819 to 22nd December 1880)

Known to all as George Eliot, Mary Ann Evans was born on November 22, 1819 as the youngest child of Robert Evans of the Midlands. During her schooling, she was fond of reading. She was very popular in her circle for her intelligence. She was also a very good speaker. She impressed everyone with her different voice quality.

The era, which she belonged to, was not considered as that supportive to female writers. Hence, Mary Ann Evans started writing under the name of George Eliot. Initially, she started as a translator. She was well versed in German and French. She proved her genius in translations of German literature into English. Actually, she lived many years of her life in Germany with the scholar George Henry Lewis.

Mary Ann even tried her hands on short sketches of clerical life for various magazines, which are published in 1858. But even at that time, nobody knew her as Mary Ann Evans.

She faced severe criticism for her personal life. However, she loved her brother very much. The similar case is found in the novel "The Mill on the Floss" where Maggie Tulliver intends to live with her brother Tom the whole life. Mary Ann lived up to 61 years and died in 1880.

Important works of George Eliot:

- ✓ Adam Bede, 1859
- ✓ The Mill on the Floss, 1860
- ✓ Silas Marner, 1861
- ✓ Romola, 1863
- ✓ Felix Holt, 1866
- ✓ Middlemarch, 1871
- ✓ Daniel Deronda, 1876

1.2 Characters:

1.2.1 Major characters

✓ **Mr Tulliver**

Edward Tulliver is the head of the Tulliver family. He is the proud owner of the Dorlcote Mill and Land. He loved Maggie and always stood by her. He is very impulsive and hot-tempered and never found himself comfortable with the Dodsons – his in-laws. He provided good education to Tom and saw him paying all his debts.

✓ **Mrs Tulliver**

She is also known as Bessy Tulliver. She has a strong sense of family but not happy with Maggie's looks. She wants to prove her housekeeping skills before her Dodson sisters. She is quite in contrast to her sisters. She gives more importance to her household things over her bedridden husband. In the end, when Maggie leaves home, she stands by her.

✓ **Thomas Tulliver (Tom)**

He is known as Tom in the novel. He is Maggie's brother and the only son of the Tulliver family. He proves himself and fulfils all the responsibilities. Without thinking about his dreams of life, he works with a single purpose. He becomes the owner of the Mill but behaves very harshly with Maggie. For him, nothing is more important than family pride, not even relationships.

✓ **Maggie Tulliver**

She is the daughter of Mr Tulliver. She is Tom's younger sister. She is very emotional by nature. She is also a very good reader and intelligent girl. Though quite in contrast to her brother, she loves him the most and wants to be with him. Being a soft target of everybody's criticism, she is still her father's pet.

✓ **The Dodsons:**

- **Mr Deane:** He is associated with the Guest and Company. He helps, guides and advises Tom and employs him there. He makes Tom realise the futility of Stelling's education.
- **Mrs Deane:** She is Lucy's mother. She is very proud of her husband and his relatives' prosperity in business. She does not want Lucy to be with her cousins. She feels superior to Mrs Tulliver.
- **Mrs Glegg:** She is the eldest, most beautiful and the most dominant of the Dodsons. She has a sour temper. For her money is more important. Very

often she finds herself in a clash with Mr Tulliver. Trouble is almost certain to break out in her presence.

- **Mr Glegg:** He is a pleasant man of helpful nature. He helps Tom in settling the issue of Mrs Moss' note. He behaves very softly with Mr Tulliver and shows true sympathy for the family.
- **Mrs Pullet:** She is a loving and kind-hearted lady. She is always worried about others. Being a sweet-tempered person, she is Mrs Tulliver's favourite sister.
- **Mr Pullet:** Cooperative by nature, he is a simple man and different from the other Dodsons.
- **Lucy Deane:** She is the only daughter of Mr and Mrs Deane. She is very beautiful. Tom always prefers her over Maggie. She is also very popular among the young men of St Ogg's. She loves Stephen but is betrayed by him. She feels a lot for her cousin Maggie and also supports her.
- **Stephen Guest:** He is the only heir to the Guest property. He is a friend of Philip. He is a young man of charm and elegance. Stephen and Lucy are like a duet in Paradise. However, the situation changes when he falls in love with Maggie.
- **Philip Wakem:** He is a deformed boy. He loves Maggie. However, because of his father's enmity with the Tullivers, he cannot have Maggie as his love. He faces rejection from Tom. He is also a very good artist. He cannot become a friend of Tom at the Stelling's because of the strained relations between their families.
- **Lawyer Wakem:** A lawyer by profession, he is an archenemy of Mr Tulliver. He is very cunning by nature. He supports Mr Pivart and Mr Dix and drags Mr Tulliver to the court. He is responsible for the complete ruin of the Tullivers. His only weakness is his son - Philip.

1.2.2 Minor characters

- **Dr Kenn:** He is a widower and is associated with the local church. He remains busy raising money through a charity bazaar. Lucy, Maggie, Philip and Stephen help him in the charity bazaar. When Maggie left home, he tried to help her in getting work as a teacher or governess.
- **Bob Jakin:** He is Tom's childhood friend. He helps Tom in business. Maggie comes to him when she is compelled to leave the house by Tom.
- **Mr and Mrs Stelling:** They run a private school where Tom and Philip go for education. Mr Stelling is ambitious and is determined to make his way in the world. He prepares his students in the same way. They (Mr and Mrs Stelling) both have a sympathetic attitude towards Maggie and Tom.

- **Mr Poulter:** He is a former village schoolmaster who fought in the Peninsula war under the Duke of Wellington. He is at Mr Stelling's school as a drill master. He always keeps a sword with which he fought the battle.
- **Mr Pivart and Mr Dix:** Neighbours of the Tullivers, they have some land higher up the stream. They intend to irrigate it which is likely to interfere with Mr Tulliver's share of water power. To settle the issue of water supply, Mr Tulliver goes to court and indulges in a lawsuit.
- **Luke:** He works in the Dorlcote Mill with Mr Tulliver. He also helps him financially when he is badly in need of money.
- **Mrs Moss:** She is also known as Aunt Gritty. She is Mr Tulliver's sister and has married against his will. Maggie looks like her. Both Maggie and Tom love her very much.
- **Mr Riley:** He is the one from whom Mr Tulliver gets the idea of sending Tom to Mr Stelling's school.
- **Mr Askern:** He is the surgeon who is called at Mr Stelling's to serve Tom when he is hurt during the sword display before Maggie.
- **Mr Turnbull:** He is the family doctor of the Tullivers. He serves at the time of illness of Mr Tulliver and comes regularly to see Mr Tulliver.
- **Mr Furley:** He is the man to whom Mr Turnbull mortgaged a part of his land for two thousand pounds.
- **Sally:** She is the maid at Mrs Pullet who looks after the children. She blames Maggie for not treating Lucy well.

1.2.3 Places:

- **St.Ogg's:** It is a small commercial town which is very nearer to the Dorlcote mill.
- **Dorlcote Mill:** It is a mill situated on the bank of the river Floss in the village called Dorlcote.
- **The River Floss:** Many villages and small towns are situated on its bank. Most of the events of the novel are witnessed by the Floss.
- **The Round Pool:** It is a watery area near the mill on the bank of Floss where Maggie and Tom go for fishing. It is a mysterious place surrounded by willows and tall reeds. No one has any idea about its depth.
- **Dunlow Common:** It is a place where the Gipsies live. It is a camp type area surrounded by grass.
- **Garum Firs:** It is a place of the Pullets where once three children- Tom, Maggie and Lucy are invited. It is from here that Maggie runs to the Gipsies.

- **The Ripple:** It is a small stream. Dorlcote Mill draws its water-power from it. There is a portion of land owned by Mr Pivart and Mr Dix. The Dorlcote Mill is nearer to this stream.
- **Basset:** It is a village where Maggie goes to stay with her aunt Mrs Moss for some time.
- **Red Deeps:** It is an abandoned rocky area covered with brambles and trees. Maggie enjoys being there. She has secret meetings with Philip there.
- **Luckreth:** It is a place parallel to the Floss where Lucy plans to go rowing with Stephen, Philip and Maggie.
- **Mudport:** It is a nearby seaport. The people of St Ogg's spot Maggie and Stephen Guest together there.

1.3 A Detailed Summary:

The novel begins with an introduction to the Tulliver Family. The Tulliver family consists of Mr Tulliver, Mrs Tulliver, Tom and Maggie. Tom Tulliver is of thirteen and Maggie Tulliver is of nine years. Mr Tulliver, the head of the family, is proud to be the owner of the Dorlcote Mill which is on the bank of the river Floss.

Tom Tulliver is a typical European boy with light-brown hair. In contrast to her brother, Maggie is brown-skinned, with straight black hair and black eyes. Nature wise too, both brother and sister are different. Tom is a strong headed boy whereas Maggie is a very intelligent girl and prefers to be in the dream world of her own. Mrs Tulliver, her mother is not happy with the looks of her daughter. Not only Mrs Tulliver but her other relatives too compare Maggie with her fair-skinned cousin Lucy Deane. Nevertheless, Mr Tulliver supports Maggie. Maggie loves her brother Tom very much but he has a different attitude. He never gives his sister any importance and always prefers Lucy over Maggie.

When Tom goes to his preparatory school, he gives Maggie the responsibility of his rabbits but somehow she forgets the instructions. As a result, the rabbits die. Tom cannot stand this utter irresponsibility. He quarrels and insults Maggie but soon a piece of plum cake brings reconciliation and they enjoy with new fishing lines which Tom has brought.

Mr Tulliver is an honest and proud man. He has well-planned Tom's education. because he is quite aware of the bad intention of Lawyer Wakem and some others who have their eyes on his land. He also knows that through

the legal means he will not be able to handle them. He considers Mr Stelling's school the best for Tom. He is quite satisfied with his decision of Tom going to the Stelling's when he learns that Wakem's son has also taken admission in the same school.

The entire Tulliver family is under the influence of the Dodsons – Mrs Tulliver's sisters and their husbands. As per the regular practice, they all are invited and informed about the decision regarding Tom's education. However, as usual, the family gathering ends with the quarrel between Mrs Glegg and Mr Tulliver. As anticipated, the Dodson sisters criticize Maggie's personality. In anguish, Maggie, with the help of Tom, cuts her hair. This, however, results in severe criticism and humiliation of Maggie. This time also Mr Tulliver comes to her rescue. Mr Tulliver is worried about the loan taken from Mrs Glegg. He has to arrange for the repayment of the loan of Mrs Glegg.

Once, Tom, Maggie and Lucy are invited to Aunt Pullet's house to spend a day together. Tom ignores Maggie completely giving more importance to Lucy. This makes Maggie very angry and she pushes Lucy into the cow-trodden mud. A lot of hullabaloo is made. It proves too much for Maggie so she runs away to the gypsies with the wish to find happiness and peace. She also intends to stay with them permanently. Nonetheless, soon she realises her mistake and returns her home with the help of a gipsy. Mr Tulliver also receives her with great warmth.

Tom Tulliver is sent to Mr Stelling's for education. He finds it difficult to adjust over there. Mr Tulliver has great expectations from Tom's association with Mr Stelling. After half a year, Maggie comes there to stay with Tom. At the end of the term, Tom returns to home. It is a Christmas Time. Mr Tulliver is found restless even at the time of Christmas. The reason for the restlessness is the land of Mr Pivart and Mr Dix and the interference of the lawyer Mr Wakem's which has resulted in the lawsuit.

After some time, Tom returns to the Stelling's. He has got a new company in the form of Philip Wakem – the hunched back boy of the Lawyer Wakem. They get acquainted with each other but Tom's disliking for the deformity is so strong that he finds it difficult to become his close friend. Tom enjoys Mr Poulter, the drill master's sessions at the school. Maggie, again, comes there to stay with Tom. She also meets Philip and feels for his deformity. Meanwhile, Tom hurts himself in his foot during a sword display before Maggie. For the first time, he realises the pain of being permanently

handicapped. Maggie spends time with Philip. She is affectionate towards him out of her sympathy for his deformity.

Time Passes and now Tom is sixteen. He is still at the Stelling's. Maggie has gone to a girl's school on the banks of the Floss with Lucy. Mr Tulliver is actively engaged in the lawsuit. He has also instructed Tom and Maggie not to have any relation with the Wakems.

However, Mr Tulliver loses not only the lawsuit but also becomes bankrupt. Maggie goes to the Stelling's and brings Tom back home. Philip also leaves the school. Under the pressure of misfortune, Mr Tulliver suffers a great loss. The golden gates of the childhood of Tom and Maggie are closed permanently. The defeat in the lawsuit, the mortgaged land, and the note he has given on all his household furniture for five hundred pounds are creating problems for Mr Tulliver. Under the great shock, he falls from the horse and becomes unconscious. The only person who is with Mr Tulliver to support him and to look after him is his daughter Maggie. She remembers all his generousities he showed to her against all criticism and humiliation and feels that she too should stand by her father.

Mrs Tulliver's attitude is very disgraceful. She gives more importance to the household things than to her sick husband. When Tom becomes completely aware of everything that has happened to his family and learns the role of Mr Wakem in it, he becomes very angry and warns Maggie against her relationship with Philip.

The Dodsons arrive. They react insensitively towards the misfortune of the Tullivers blaming Mr Tulliver for everything. They do not show any readiness to help them and instead criticise them. Tom and Maggie become quite angry at them. Maggie even insults them because she cannot tolerate any dishonour to her father. The fuel is added to the fire with the discovery of the fact that long back Mr Tulliver lent Mrs Moss, his sister three hundred pounds about which Mrs Tulliver has no idea. Mr Tulliver has no intention of taking that money back. Tom and Maggie both love their aunt very much so they too support their father. Tom fulfills the wish of his father and destroys the note for safety purpose. Mr Tulliver expresses his full faith in Tom's education. He is confident that one day he would bring everything under his control.

Without wasting much time, the very next day Tom goes to meet Mr Deane. On meeting him, he realizes that this education would not help him in earning

money. He even does not mind to start from scratch. Tom is aware of his limitations but he is very obstinate and determined. Very optimistically, he starts working with Mr Deane.

On the other side, Mr Tulliver has lost the count of time. He does not know exactly what has happened. However, when he comes downstairs, the empty house gives him the real idea. Lawyer Wakem shows readiness to employ Mr Tulliver as the manager of the business. The Dodsons suggests to accept this proposal but Tom is against this idea. Mr Tulliver knows that at the age of sixteen it is very difficult for Tom to manage everything. Even Tom sometimes feels like running away. But he has determined that his father would see him paying everybody gradually. Mr Tulliver rather submissively accepts the offer of Mr Wakem. He does so as it would give him an opportunity to be on the same premises. It is not possible for him to think about living anywhere else. Even Luke, the miller also feels the same sense of belongingness to the mill.

From within, Mr Tulliver is so broken and angry that now he wants his son Tom to write a note of vengeance in the Bible that though he would serve him but would not forgive him and does not want Tom to forgive him either. Tom is also very angry. He follows all the instructions and writes every word. Maggie interferes at this point. She does not want Tom to write but Tom makes her quiet and writes the note of vengeance

Time flies. It has been five years since Tom has taken the responsibility of the house. Maggie has changed a lot too. She is a seventeen-year-old girl now. She finds peace in long lonely walks in Red Deeps. There she happens to meet Philip. Both are very happy but Maggie is aware of the family dispute. Maggie does not like to continue but Philip has a different ideology. He does not intend to sacrifice his love for other's feelings. However, being conscious of her duties towards the family, Maggie does not feel it proper to do so. Philip earnestly requests Maggie to allow him to meet her once or twice in a month. Both have no friends and are badly in need of some company. Hence, they meet frequently in Red Deeps, discuss the books that Philip has lent to Maggie. One more year passes in this manner. Maggie is fully aware of the consequences of the discovery of their secret meetings. In spite of this awareness, they cannot restrain themselves from expressing their love for each other.

Everybody is aware of Maggie's dark beauty. Tom and even the Dodson Aunts have changed their opinion. Tom notices the expression on her face at

the mention of Philip. He senses the possible meetings between Philip and Maggie. Maggie's love for the deformed creature is just intolerable to Tom. Tom is very angry because by meeting Philip secretly, Maggie is disobeying her father's strongest feelings and brother's expressed commands. Tom interrogates Maggie. She also accepts the truth of her secret meetings in Red Deeps. Tom gives two options to her. She would have to promise by putting her hand on their father's Bible that she would never meet Philip or he would tell everything to her father. Maggie requests a lot to Tom but he does not trust her loyalty. By paying debts of his father, he is fulfilling his duties towards the family and by not creating problems, by not developing relations with the enemy, she would fulfil her duties. Maggie expresses her feelings but it has no effect on Tom. Maggie puts her hand on the Bible and promises Tom. Tom then goes to Red Deeps with Maggie and in her very presence, he insults Philip and his family. Philip also reacts bitterly but Tom easily overpowers him. Maggie intervenes and informs Philip about the promise on the Bible. Philip is very co-operative. He agrees not to meet again without their family's knowledge. In the presence of Tom, Maggie again expresses her hurt feelings. She is very sad because Tom insulted Philip's deformity which she cares the most. Tom, however, is so adamant that he remains indifferent to Maggie. He accepts that though they are real brother and sister, they are different in attitude and nature. One thing is sure that the Tullivers would not have any relations with the Wakems.

With a strong determination, Tom works hard to pay his father's debts and recover everything that is lost. He impresses Mr Deane and the company with his commitment. They feel proud to have him in their company. The Dodsons are also compelled to change their opinion and look at him with admiration. As Tom has proved his worth, Mr Glegg too shows his readiness to help him. In spite of earning well, Tom spends a little after him. All his savings are kept in the tin box – the symbol of the family's hope of redemption. His sole focus is on earning, saving and not spending.

Tom's friend Bob Jakin is earning quite well in his export business. Tom gets interested in his new ventures. Mr Tulliver, thinking about his own mistakes, does not wish him to take any risk but Mr Glegg gives him a loan for it. Without informing his father, Tom does the business which results in a grand success.

Tom had made a promise to his father that he (Mr Tulliver) would pay his creditors with his own hand. At the age of twenty-one, he fulfils the promise that he made to his father. In the presence of Uncle Deane and Uncle Glegg,

a meeting is arranged with the creditors. In that meeting, Mr Tulliver has a different kind of self-confidence because of Tom. The whole family is very happy. Mr Tulliver has still not forgotten the past or forgiven Mr Wakem. On his way, he meets Mr Wakem. On seeing him, Mr Tulliver is extremely angry and attacks him with his whip for his wrong deeds. Meanwhile, Maggie comes there. Everything is under control after a while. However, Mr Tulliver is completely bedridden. The violent clash proves too much for Mr Tulliver and affects his health badly. His last wish is to get the mill back. In the last moments, he curses Mr Wakem. Maggie wants him to forgive Mr Wakem but he does not do so and passes away. Before dying, he gives Tom the responsibility of his mother and sister. Maggie and Tom are together once again. She asks for his forgiveness.

Lucy Deane, the “Belle of Ogg’s” has become very popular among the men of the town. In her mother’s absence, she stays with her father. Stephen Guest, the son of Mr Guest, her father’s business partner is interested in her. Both are always found together. They are like a duet in Paradise. They are not exactly engaged but everyone considers them so. They are just like a made for each other pair. Liking for music brings them very close to each other. Stephen has always thought about Lucy as his life partner and has decided to marry her irrespective of his family’s approval.

Lucy has no idea regarding what has happened between Philip and Tom in Red Deeps in the presence of Maggie so she insists that Maggie should develop her relationship with Philip. She even discusses this issue with Stephen. Lucy has also noticed the dark beauty of Maggie. Maggie and Lucy now spend much of their time together. Lucy makes Maggie conscious of her beauty. They both talk a lot about almost all topics but especially about Philip. Maggie accepts her love for him. In the company of Lucy, she happens to meet Stephen many times. Stephen too gets attracted toward Maggie. Maggie, though in love with Philip, becomes very conscious in the presence of Stephan.

Soon, Philip is to join them. However, Maggie remembers her promise that she made to Tom. She would have to seek his permission. Lucy is also ready to talk to Tom regarding Philip and Maggie. Maggie then shares the episode of Red Deeps with Lucy. Lucy still believes that if Maggie wished, she should continue her relationship with Philip. However, Maggie cannot afford to lose Tom for Philip so she decides to talk with Tom to free her from her promise but Tom reacts very coldly to her request. Tom does not wish to change his mind

for Philip. In their father's absence, he feels, he has taken enough care of his sister. In an insulting tone, he reveals that he does not have any trust in her. Moreover, their natures and ideas do not match though they are tied by blood and love. After a long discussion, Tom allows Maggie to see Philip because Lucy wishes it.

Mr Deane is very satisfied with Tom's working with his company for seven years. At the age of 23, Tom becomes a partner of Mr Deane. Tom even proposes Mr Deane to buy the Dorlcote Mill so that he can fulfil his father's last wish. Mr Deane is ready for that after discussing the matter with Mr Guest. They would also put Tom in that mill. Tom has convinced them of his sincerity and hard work. Nothing interests Tom except the work. Mr Deane is so happy with him that he even wished to have a son like him.

Lucy, Stephen and Maggie are always found together. They enjoy discussions and music. Lucy and Maggie work for Dr Kenn in his charity work in raising funds. In the absence of Lucy, many times Maggie and Stephen spend time together. They too become good friends. One thing is clear among them that Stephen and Lucy are meant for each other. Stephen's attitude towards Maggie changes. He finds Maggie more attractive than Lucy. Looking at Maggie becomes an obsession with him. Maggie also finds herself very happy in the company of Stephen. She starts spending quality time with him. Soon Philip joins them. Maggie shares her absolution from the promise to Philip. They are happy to remain at least friends.

Philip shares the details of his relationship and feelings for Maggie with his father in his studio. He also discusses Mr Tulliver, Maggie and the mill. Mr Wakem is not at all happy with this relationship. Philip tries to change his stand by emphasising the fact that Maggie has never been a part of the family feud. Mr Wakem is a very shrewd man but when it came to his son Philip and his dead wife, he is totally a different person. For the time being, Mr Wakem is angry that his son would like to marry his enemy's daughter who had attacked him and tried to kill but soon his love for his son overshadows his hatred. Mr Wakem is ready to call Maggie and even shows interest in settling the issue of the Mill through Mr Deane. However, he makes it clear that he would do nothing through Tom. For Lawyer Wakem, the happiness of his son matters the most.

Stephen meets Maggie at Aunt Moss' house and clearly expresses his feelings for her. Maggie loves Philip but cannot say no to Stephen. She finds

herself torn between the two lovers. Stephen is equally disturbed because he had always thought about Lucy but now Maggie's dark beauty is disturbing him. He cannot stop himself from thinking about Maggie and her beautiful eyes.

Philip and Maggie are again together and happy. Stephen is also there and cannot tolerate Maggie's interest in Philip. Philip-Maggie and Stephen-Lucy enjoy a lot with music. Lucy knows that Tom would be very happy if he got the mill back. She talks about the issue with her father. She would like to settle everything for Tom through Philip.

Stephen, Philip, Lucy and Maggie are together at the Charity Bazaar of St. Ogg's to assist Dr Kenn in his charity work. Stephen and Philip are after Maggie. Both notice their interest in Maggie. Stephen tries to make Philip feel of his deformity and his being lover of Maggie. Philip, however, avoids a word combat with Stephen. Lucy is still in support of Maggie without any idea of developing relations between Maggie and Stephen. Maggie is aware that Tom would not change his opinion about Philip so she cannot think of marrying Philip.

After a few days, Lucy plans a trip to Luckreth by boat because she wants Maggie to pass, more time with Philip. However, Philip writes to Stephen that he will not be able to come with them. Lucy goes with her father to make necessary purchases. Lucy has no idea about Stephen and Maggie. She is under the impression that Maggie would go with Philip. Maggie too is waiting for Philip. She is also startled when only Stephen comes. On Stephen's insistence, they both go to Luckreth. To Maggie's utter surprise they cross Luckreth and go much farther. Stephen once again proposes Maggie. Maggie is not ready for that. Stephen is ready to take the entire blame on him. They have to pass the night on the ship together. In the morning they reach Mudport. Again Stephen proposes. Maggie has made up her mind and does not accept his proposal because he is meant for Lucy only. Stephen tries his level best but he cannot convert Maggie to his way of thinking. Maggie knows that she has lost the love of both Stephen and Philip and deceived Lucy.

As a result of hard and sincere work, Tom has become master of the Mill now. He has won the respect of the Dodsons. Everything is paid now but he is not happy because he has got the news of Maggie and Stephen. Many people have seen them coming together from the steamer at Mudport. Tom considers it utterly disgraceful to the family. The troubles of two days seem to have

ended for Maggie because now she has come to a natural refuge, her brother Tom. Maggie is there to clarify everything but Tom is so angry that he is not ready to listen to her. Tom is too harsh to Maggie and asks her to leave the premises immediately. According to Tom, Maggie has betrayed Lucy, her cousin as well as Philip, her love. Maggie repents for what has happened but Tom asks her to leave. Mrs Tulliver also leaves with Maggie. Tom allows his mother to come back any time to him.

Maggie wants to go to Luke but as he is out of station so she goes to Bob Jakin, Tom's childhood friend. Dr Kenn is also there to help Maggie. He also tries to get the job of a teacher or governess but the society of St. Ogg's is too critical of Maggie. People even start talking about Dr Kenn's interest in marrying Maggie because he has lost his wife. Dr Kenn advises Maggie to leave St. Ogg's but she prefers to stay there only because then only she would be able to prove her innocence. When Mrs Glegg realizes Maggie's innocence, she supports her. Soon Maggie receives two letters: one from Philip who expressed his faith in her and Stephen who has asked for her forgiveness. Lucy also comes to see Maggie and expresses her faith in her. Maggie also clarifies her stand.

Sometime passes like this. In the month of September, the weather changes all of a sudden. Heavy rain and storm start. Sixty years ago, great floods had reduced the town to misery and now it is facing the same situation. The waters start pouring in the house of Bob Jakin. Everyone at Bob's house leaves in two boats. In one boat, there is Bob's family and in the other one is Maggie. Maggie sets out in search of her brother Tom. She reaches her home in the boat. Mrs Tulliver is not there with Tom. Hence, Tom and Maggie are in the boat. They plan to go to Lucy but on their way, their boat is overturned. They die in each other's arm.

After five years. St. Ogg's is rebuilt. Dorlcote Mill is also rebuilt. Near Mr Tulliver's tomb, a gravestone is erected for Tom and Maggie. It is visited by Philip and Stephen for different reasons. Stephen has married a sweet woman and Philip tries to find peace among the trees of Red Deeps.

Section – B

1.1 Tom and Maggie Tulliver and their Family

1.1.1 Summary

The novel begins with an introduction to the Tulliver Family. The Tulliver family consists of Mr Tulliver, Mrs Tulliver, Tom and Maggie. Tom Tulliver is of thirteen and Maggie Tulliver is of nine years. Mr Tulliver, the head of the family, is proud to be the owner of the Dorlcote Mill which is on the bank of the river Floss.

Tom is a typical European boy. He has fair skin and light brown hair. He is a very obstinate and rigid boy. The typicality of his nature is that once he decides something, he does not change it. Quite opposite to him, is his sister Maggie. She has brown skin, straight black hair and black eyes. Mrs Tulliver does not like her look. Maggie is a very sharp and good reader. While Tom is at his preparatory school, Maggie creates her own world and is always found wandering near the streams of the Floss. She is always criticized for her dark looks because her cousin Lucy is very beautiful. Mrs Tulliver always compares her with Lucy. However, Mr Tulliver is always there to take her side. He is her natural refuge against all the blame, criticism and humiliation. Maggie feels happy only when whom she loves, loves her back. She loves Tom more than anyone in the world.

Maggie also enjoys the company of Luke, the head miller. She loves to talk and walk with him; even she talks about Tom with him. She wishes to stay with Tom even after growing up. She dreams that she would look after the house and they would live together permanently. She knows many things which Tom does not know so she plans to tell everything to Tom. Even Tom has his share of information.

Maggie is very happy because Tom is soon to return from school. While going to preparatory school, Tom gave her the responsibility of his rabbits. However, rather carelessly she forgot to feed them and as a result, the rabbits died. Maggie is worried about Tom's anger. She knows his nature that he neither forgets nor forgives easily. Tom is very excited to share one thing with Maggie. It is a new fishline. Tom is also very eager to see his rabbits.

When he comes to know about the death of rabbits, he becomes very angry and blames Maggie for it. He is not ready to listen to her. She requests him

continuously, asks for his forgiveness but Tom is not ready to listen to her. Helpless Maggie goes to the part of her house where she keeps a wooden doll. She talks to the doll as loudly as usual. She punishes that doll. She frees herself from all her misfortunes. That is her way to calm down and get rid of disturbance.

The matter gets solved when Mr Tulliver comes and asks about Maggie to Tom. Tom does not tell anything about Maggie to him. Mr Tulliver knows how eager was Maggie about Tom's return. Tom is afraid of his father so he goes to bring her from her room. Tom, initially, is not ready to forgive her for her carelessness but when he sees her crying and begging for forgiveness, he offers her a piece of plum cake. Both are ready for the next morning with their fishlines. Maggie is happy because Tom is good to her and is walking beside her. Near the Round Pool, they enjoy fishing and snacks. Maggie feels like heaven because Tom is good to her and no one is scolding her. The atmosphere is very pleasant. Maggie hopes high that even when they would grow young, they would stay together. Nothing would change between them, not even the external world.

Mr Tulliver is very possessive about Dorlcote Mill because it is there in the family for many years. He is very honest. At the same time, he is aware of the bad intentions of some of the people of St. Ogg's who have their bad eyes on his land and mill. One of them is Lawyer Wakem who is known for his dishonesty and can play with laws to manipulate the things so Mr Tulliver needs to be very cautious. Mr Tulliver is not smart enough to stand against his enemy. However, he has decided that he would prepare his son by educating him. He does not want him to simply become a farmer or miller like him. He should be strong and smart enough to deal with people like Wakem. During a consultation with his friend, he gets the reference of Mr Stelling's school, where holistic development of Tom would be possible. He becomes sure of his decision on learning that Mr Wakem is also sending his own son to the same school. He does not like Wakem but trusts his smartness so he decides to send Tom to Stelling's though he cannot afford it. He is ready to do anything for Tom's education.

It is the tradition of the Tulliver family to inform every decision to the Dodson sisters and their husbands. Mrs Tulliver is a very good housekeeper and feels very happy showing her sisters her housekeeping ability. One day, they all are invited for dinner.

The Dodson sisters are quite different from Mrs Tulliver. Mrs Glegg is a very dominant lady who always finds faults with the Tullivers. Mrs Pullet is a very simple, kind hearted and is always worried about others. Among all the Dodson sisters, because of her caring nature, she is the favourite of Mrs Tulliver. Mrs Deane is very rich and very proud of her beautiful daughter Lucy and her husband's business and relatives. She also always compares dark haired Maggie with beautiful Lucy and criticizes her. She does not like Tulliver children and tries her best to keep her daughter away from them in spite of knowing that Lucy remains very happy in their company. But like her two sisters, she never openly admits her hatred. Because of her financial stability, she considers herself above all. Mrs Glegg is the most beautiful among all the sisters. Because of her dominating nature when she is there trouble automatically follows. Particularly, Mr Tulliver is never comfortable with her and never tolerates her nonsense. She always dictates the Tullivers and their ways and interferes in their affairs. This is the most irritating thing for Mr Tulliver. Their husbands are gentlemen and Mr Tulliver discusses various affairs with them.

Whenever they are together, the Tulliver children are the topic of criticism and especially Maggie's hair, skin, colour and eyes are debated. While criticizing, they hardly think about the effect it leaves on the psyche of a small girl. Maggie feels so hurt that with the help of Tom, she cuts her hair. Tom does not sympathise with her. On the contrary, he makes fun of her new looks. Helpless Maggie cries out. She knows that she looks more horrible and also that there would be severe criticism from her aunts and mom. Least concerned, Tom and Lucy enjoy the party. The maid who comes to call Maggie downstairs for dinner is shocked to see her new hairstyle. Finally, Tom comes to call her downstairs. On seeing her, all start accusing and blaming her. She is compared with the gipsies. Various ways are suggested to punish her. Maggie feels that Tom is enjoying when everybody is commenting on her. The only refuge is her father who is always at her rescue. Maggie always remembers his kind support. The Dodsons do not like the way Mr Tulliver supports Maggie. According to them, he is spoiling the children. The children become normal and start enjoying the dinner.

Now Mr Tulliver is ready to inform the guests about his decision regarding Tom's education at Stelling's. Mrs Glegg is the first to react bitterly against the decision. Mr Tulliver clarifies his decision. However, Mrs Glegg becomes more hostile and refers to the borrowed money which Mr Tulliver has yet to pay to her. Mr Tulliver loses the temper and quarrels with her. Mrs Tulliver intervenes

but Mrs Glegg reacts more harshly and leaves the place with Mr Glegg. Mr Tulliver seriously thinks about the ways to repay the loan.

1.1.2 Glossary:

dolefully	: cheerless, filled with or expressing grief.
wench	: a girl or young woman.
rigid	: not flexible, unable to bend to be forced out of shape.
obstinate action	: stubbornly refusing in to change one's opinion or chosen course.
gleaming	: shine brightly, especially with reflected light.
preparatory school	: a private school for pupils between the age of seven and thirteen.
giddy/dizzy	: having a sensation of whirling and a tendency to fall or stagger,
linger in	: stay in a place longer than necessary because of a reluctance to leave.
whipcord	: thin, tough, tightly twisted cord used for making the flexible end part of whips.
feeble thing	: lacking physical strength, especially as a result of age or illness.
trotted	: (with reference to a horse) proceed or cause to proceed at a pace faster than a walk, lifting each diagonal pair of legs alternately.
spitfire	: a person with a fierce temper.
attic	: a space or room inside or partly inside the roof of a building.
sternly	: in a serious and severe manner
willows	: a tree or shrub of temperate climate which typically has narrow leaves, grows new water.
reeds	: a tall, slender-leaved plant of the grass family
placate	: make less angry or hostile
snobbish	: characteristic of or like a snob
tactless	: having or showing a lack of skill and sensitivity in dealing with others or with difficult issues.
fiddle	: an act of defrauding, cheating or falsifying
swinging	: lively, exciting

1.1.3 Points to remember:

- Introduction to the Tulliver family- Mr Tulliver, Mrs Tulliver and Maggie and Tom
- Details about the Dorlcote Mill
- Character traits of Tom and Maggie
- The quarrel between Tom and Maggie
- Maggie - the soft target of criticism
- Mr Tulliver's decision regarding Tom's education and the reaction of the Dodsons
- Details about the Dodsons
- Tom's preference for Lucy over Maggie
- Maggie's reaction to the criticism
- Mr Tulliver's loan from Mrs Glegg

1.1.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

- Q-1 Who all did the Tulliver family consist of? Is the family closely knit? Give reasons for your answer.
- Give details of the Tulliver Family ie. Mr Tulliver, Mrs Tulliver, Tom and Maggie
 - Describe their nature, attitude, feelings for one another
- Q-2 Tom Tulliver believed as a boy that he is a 'good brother' to Maggie. Do you think that he is?
- State your opinion
 - Justify your opinion in the light of the following points:
 - Brother-sister relationship
 - Personality traits of both
 - Maggie's feelings for Tom and Tom's treatment of Maggie
- Q-3 Why did Mr Tulliver wish to give his son a good education?
- Mr Tulliver's background
 - The changing situation at St. Ogg's
 - Fear of Lawyer Wakem
 - Preparation to stand against enemies who have their eyes on land and the Mill.

- Q-4 The Dodson sisters are both like and unlike one another. In what sense is this true? Why did Tom and Maggie not like their Dodson aunts?
- Discuss their nature, attitude, background
 - Their criticism about the Tulliver children
 - Financial imbalance
 - Feeling of superiority

1.1.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) When the story begins, Tom Tulliver is _____ and his sister Maggie is _____ years old. (13, 12, 09, 10)
- (2) _____ is the owner of the Dorlcote Mill on the bank of the river Floss. (Mr Tulliver, Mr Wakem, Mr Deane)
- (3) _____ took Maggie's side when others, including her mother, criticized her. (Mr Tulliver, Mr Glegg, Mr Kenn)
- (4) When Tom went to preparatory school, he gave Maggie the responsibility of his _____. (rabbits, cats, dogs)
- (5) Tom brought _____ for Maggie and himself while returning from his preparatory school. (a fishline, toys, clothes)
- (6) Maggie used to punish a _____ for all her misfortunes. (doll, teddy bear, friend)
- (7) Maggie and Tom enjoyed _____ near the area of the Round Pool. (fishing, dancing, singing)

1.1.6 Answers:

- | | | | |
|----------------|-----------------|-----------------|-------------|
| (1) 13,09 | (2) Mr Tulliver | (3) Mr Tulliver | (4) rabbits |
| (5) a fishline | (6) doll | (7) fishing | |

1.1.7 Additional Questions:

- Q-1 Describe the Tulliver family in your own words.
- Q-2 Write a detailed note on The Dorlcote Mill.
- Q-3 Discuss the character of Maggie from the eyes of her critics.
- Q-4 What is the effect of severe criticism on the psyche of Maggie?
- Q-5 Why did Maggie cut her hair with the help of Tom? What is the reaction of the guests?
- Q-6 Why were the Dodsons invited by Tulliver?
- Q-7 Why did Mr Tulliver want to educate his son though the cost is beyond his capacity?
- Q-8 Write a detailed note on *the Dodsons*.
- Q-9 Discuss the character of Mr Tulliver as the only refuge for Maggie.
- Q-10 What is the reason behind the quarrel between Mr Tulliver and Mrs Glegg?

1.2 Maggie Runs Away to the Gipsies

1.2.1 Summary

Maggie loves Tom very much. However, in the presence of Lucy, he changes his behaviour. He ignores her. Maggie also likes Lucy. She is aware of her beauty but when Tom prefers Lucy over her, the situation is intolerable for Maggie.

Once, Tom, Lucy and Maggie are invited by Aunt Pullet at her house for the whole day. The children are also playing there happily. Tom behaves badly with Maggie and insults her. On her face, he expresses his love for Lucy. This is unbearable for Maggie. She starts treating Lucy as her rival. Tom intentionally ignores Maggie and gives too much importance to Lucy. Forgetting her insults, Maggie, again and again, approaches Tom. However, rather unknowingly she disturbs the things and receives rebukes from all. Mrs Tulliver is also there with them and is busy talking with Aunt Pullet. Tom takes Lucy away with him and crosses the garden limits. Maggie follows them. Tom again insults her and asks her not to go with them. Out of anger, Maggie pushes Lucy into the cow-trodden mud. Tom slaps Maggie for such an irrational act. Sally, the maid who witnesses the scene also blames Maggie. Aunt Pullet and Mrs Tulliver too accuse Maggie for her behaviour.

After some time, Tom is asked to call Maggie. He tries to find her but Maggie is nowhere. She has run away to the gipsies. Because of the quality of her hair very often, Maggie has been compared with a gipsy. Maggie feels so humiliated that she considers being with the gipsies the only way out.

She has thought a lot about her welcome by the gipsies and her stay with them in a common tent. She has also read many things about them. In a miserable state of mind, she leaves the home with a view to going to a place where there will be no taunting, no rebuking, no cruelty and even no relatives. She plans to stay with them permanently. The only person she thinks about is her father. She decides that she would write a letter and would inform him about her happy state.

In the world of strangers, she reaches Dunlow Common. She reaches the tent which she considers her final refuge. She is hopeful of getting rid of all her miseries. The two men, whom she meets, ask for money. She gives them whatever she has. She meets a gipsy mother near the tent. She finds the woman resembling with the personality whom she had noticed many times in

the mirror at home. The woman welcomes her very respectfully. Maggie tells the woman that she has come there to stay with them. She knows that she is in a different world so she would have to compromise with many things especially with the cleanliness and some habits but she is ready for that. She is observing her surroundings: animals, gipsy kids, women and men. She wants to drink tea but the only problem is that she does not understand their language. The old lady seems to be the head of the gipsies. She inquires about Maggie and her intentions. They address Maggie as 'pretty lady' which Maggie likes the most. Maggie shares her planning and tells her about her own disturbed, unhappy state of mind. They now start snatching Maggie's belongings. But this time, Maggie has decided not to show any weakness. Maggie says that instead of bonnet she would now like to wear a red handkerchief. Maggie is ready to share her knowledge of books with them and give them an idea about her background. She has come there in a hurry without any books still she is competent enough to tell them about geography. She starts talking about Christopher Columbus. She starts teaching them and wants to have her influence over them. Gipsies, on the other hand, are more interested in her pocket than in her conversation. One of them already has picked her pocket without her knowledge. She is offered some cold victual. Maggie is hungry but she does not like to eat bacon so she asks for some bread, butter and tea. She is, however, told by the gipsy woman that they do not have tea or butter.

Maggie has read a few books at home and sometimes for the pleasure, she has read the dictionary also. For only one year, she has gone to school, so she has very limited knowledge and has yet to know many things. In her very presence, gipsies discuss something which she cannot understand. She realises that Tom was right in his opinion about gipsies as thieves. She wishes her father to come and take her away from this world. What she had thought about them and the reality she has seen is different. They offer her stew but she does not accept it and wants to leave now. After some time, she leaves on a donkey in the company of one man. Maggie shares her address. Many things are not proper for her and she is not comfortable but she is so fearful that she does not dare to deny. Slowly she approaches St.Ogg's, the known roads and areas. To her utter surprise, she finds her father coming from the opposite direction. Mr Tulliver is highly thankful to the man who has brought his daughter safely. He gives him five shillings. Maggie clarified the reason for her running away. Mr Tulliver loves her so much that he does not want to lose her. He consoles her, soothes her and tells her not to do it again and never to

think about running away from her father. Mr Tulliver strongly instructs everyone not to tell anything to Maggie. Hence, Maggie is safe now.

1.2.2 Glossary:

resent	: feel bitterness at a circumstance, action or a person.
petulance	: the quality of being childishly sulky or bad-tempered.
rapt	: completely fascinated or absorbed by what one is seeing or hearing.
sally	: a sudden charge out of a besieged place against the enemy.
thimble	: a small metal or plastic cap with a closed end, worn to protect the finger
tramp	: walk heavily or noisily

1.2.3 Points to remember:

- Tom, Lucy and Maggie's visit to Aunt Pullet's house.
- Causes and consequences of change in Maggie's feelings towards Lucy
- Maggie's stay with the gypsies
- Mr Tulliver's support to Maggie

1.2.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

Q-1 Why did Maggie run away to the gypsies?

- The treatment given to Maggie by Tom, her mother and the Dodson aunts
- Everybody's criticism regarding Maggie's hairstyle, eyes and overall personality
- Tom's behaviour with Maggie in the presence of Lucy.

Q-2 What discovery did Maggie make once she had got to know what the gypsies are really like?

- Maggie's knowledge about the gypsies through her reading
- Confrontation with gypsies, reality quite in contrast, language, food, lifestyle, their intentions

Q-3 Maggie led a fantasy life of her own. What does this mean? And does it explain why she expected the gypsies to admire her?

- Maggie – an emotionally disturbed child, always blamed for what she had not done
- Longed for appreciation and love
- Felt lonely due to the criticism of family members
- Her expectations from her brother and the treatment received from her brother
- Creations of her own dream, fantasy world as the only way out to escape the blame game.

1.2.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) When Tom, Maggie and Lucy got together, _____ seemed always to be the odd one out. (Maggie, Tom, Lucy)
- (2) _____ is the name of the place of Aunt Pullet's where the three children had been invited to spend the day. (Garum Firs, Round Pool, Garum Garden)
- (3) _____ is the name of the maid at Aunt Pullet's house.(Sally, Lilly, Martha)
- (4) Maggie is often told that she is like a _____, a half-wild thing. (gipsy, European, negro)
- (5) After running away from home, _____ is the place where Maggie thought she had reached. (Dunlow Common, Liver Pool, Round Pool)
- (6) Maggie is talking about _____ when one gipsy managed to empty out Maggie's pockets without attracting her attention. (Christopher Columbus, Robert Einstein, Ashoka)
- (7) Maggie demanded _____ from gipsies for eating. (bread, butter and tea, sandwich, biscuits and tea, chapatti, sabji and ice-cream)
- (8) Mr Tulliver gave _____ to the gipsy man who came to drop Maggie back.(five shillings, five rupees, five dollars)

1.2.6 Answers:

- | | | |
|--------------------------|--------------------|---------------------------|
| (1)Maggie | (2) Garum Firs | (3) Sally |
| (4) gipsy | (5) Dunlow Common | (6) Christopher Columbus. |
| (7)bread, butter and tea | (8) five shillings | |

1.2.7 Additional Questions:

- Q-1 Discuss the characters of Lucy, Tom and Maggie as cousins.
- Q-2 How did Tom always behave with Maggie in the presence of Lucy?
- Q-3 Why did Maggie feel jealous of Lucy?
- Q-4 Why did Maggie decide to run away to the gipsies? Describe her life among the gipsies.
- Q-5 How did Maggie come back from the gipsies?
- Q.-6 Why did nobody scold Maggie after her return from the gipsies?

1.3 School at Mr Stelling's

1.3.1 Summary

Tom is at Stelling's now and within a short time, Tom realises that he would have to learn English and Latin of the higher standard which he had never learnt. It is going to be a tough time for Tom not only in learning but he would also have to learn good behaviour as expected by Mr and Mrs Stelling.

Mr Stelling has a different personality. He is a heavily built person of less than thirty years. His voice quality, self-confidence and boldness are quite impressive. He is sure to make his way in the world. He is competent enough to enjoy a good position at a grammar school but he has started a private school and would only take a few students. Tom Tulliver is one of them. Even it is a tough time for Mr Stelling to train Tom but he would manage to do it. The teacher and the student would have to work hard. Mr Tulliver expected a lot and is satisfied with Mr Stelling. Tom is a slow learner so many times Mr Stelling have to cry at him. Actually, Tom feels no interest in whatever he is made to do initially but soon the drillmaster is there and he has a good time then.

Tom misses Maggie, the mill and the Floss very much. Just to escape from the study, he goes for a walk with the older Stelling. At home, he never realized the value of his sister but now he wants her to be with him. At the end of half-a-year, Maggie comes there to stay with him. Tom has always felt superior to Maggie and they have a hot discussion regarding some Latin words and their meanings but Tom is happy that Maggie has come to stay with him. Even Mr Stelling is happy and notices her dark eyes. Maggie knows that one day she would become a clever woman. She loves assisting Tom in his work. Days pass. Maggie goes back home. When the term ends, Tom is also allowed to go home.

It is Christmas time but Mr Tulliver is not at peace. Tom does not understand the reason behind his irritation and uneasiness. Actually, Mr Pivart and Mr Dix have their lands higher up the stream called the Ripple. They intend to irrigate it but it is likely to create a problem for Mr Tulliver's farming. They are following the instructions of Lawyer Wakem.

Mr Tulliver, a simple man, does not know how to manipulate the law. He just hates all lawyers and considers them rascals. He just cannot tolerate the personality of Lawyer Wakem. He has mortgaged his land. In addition to that,

to pay Mrs Glegg, he has borrowed five hundred pounds and has done some business with Wakem's office.

Mr Wakem has also taken admission of his son at Stelling's school so Tom is under the impression that his father would not like to send him there. Mr Tulliver, however, thinks differently. He is happy that his son would get the same benefit of education as his enemy's son would get. He, at the same time, warns his son not to learn anything bad from him. When Tom returns to Stelling's, Philip Wakem is already there and Mr Stelling introduces them to each other. Tom has never talked with Philip in St. Ogg's. He always turned his face against Philip. He would never prefer a deformed creature as his friend or companion and more than that he is the son of Lawyer Wakem. Even Philip is not comfortable with Tom because he knows that like many other people Tom too would not like to look at him. Hence, nobody initiates. Phillip is not responsible for his deformity. He was not born with it but it has been the result of an accident that he had at a very early age. However, Tom considers him only a humpback. Tom even does not notice how Philip looks like. Phillip is a pale and delicate boy with curly hair and a beautiful face. He is a very good painter and with the ease, he paints is commendable.

At last, Tom initiates and appreciates his art of painting and wishes that he could do that with similar ease. Philip gives him some important tips. Philip also shows readiness to help Tom in Latin. He is also very good at storytelling and can tell stories about the Greeks. Tom invites him for fishing but Philip dislikes it. His opinion about fishing is exactly what Tom expected from a deformed creature. Tom is meant for outdoor activities. For Tom and his teacher, it is very difficult to learn and teach Latin and English grammar. On the other hand, Philip proves himself a very good student. Tom, too, is improving slowly under the guidance of Stelling. Tom enjoys a lot the company of Mr Poulter who is a former village schoolmaster and has also fought in the Peninsula war under the Duke of Wellington. He is there as a drillmaster. The most attractive thing he has is the sword that he had used in the war. Tom is very excited so he calls Philip but as being conscious of his deformity, he would not like to join him in these sessions. He gets angry and insults Tom. Tom, just like his father, does not tolerate such nonsense and insults him back. Just then, Mrs Stelling comes there. Philip lies before her that because of his toothache he is not going with Tom. Tom, then, slams the door.

Tom wants to keep the sword with him for a week. In an exchange of a silver crown piece, he gets the sword which he keeps carefully in his room. Tom is

eagerly waiting for Maggie's visit and she comes there too. Maggie knows that Philip's father is responsible for Mr Tulliver's unrest but she is interested in Philip because of his deformity. She loves Tom but has never received true recognition from him. Maggie feels for Philip because he is the son of a bad person but he has no control over choosing his father. She has her own ideology about parents and children. Tom has neither forgotten nor forgiven Philip for his misbehaviour but right now he is more interested in showing Maggie his skill. Maggie develops liking for Philip and Philip too wishes to have a sister like Maggie. He has also noticed her dark eyes. They remind him of the stories about princesses.

Tom takes Maggie upstairs and displays his sword handling skill. However, in so doing, he hurts his foot seriously and takes time in recovering from it. For the first time, Tom realises what it is like to be a handicap. He cannot imagine how Philip must have tolerated his deformity without any hope of recovering. At Stelling's, Philip and Maggie very often get a chance to talk to each other. Both of them understand each others' feelings well. Out of love, Maggie kisses Philip and promises him to kiss whenever they would meet in future. Tom has recovered fully but has never felt for Philip. Maggie, however, has developed a certain affection for him.

1.3.2 Glossary:

jocose	: playful or humorous
provincial	: concerning a province of a country or empire
persevere	: continue in a course of action even in the face of difficulty or with little or no indication of success.
ready to dote	: to be lavish or excessive in one's attention, fondness.
excursion	: a short journey or trip, especially one taken as a leisure activity.
retorted	: answer, reply typically in a sharp, angry manner
indignantly	: in a manner indicating anger, annoyance at something perceived as unfair.
defiant	: showing defiance , resistant.
bellicose	: demonstrating aggression, aggressive, willingness to fight.

1.3.3 Points to remember:

- Tom Tulliver's life and activities at Mr Stelling's
- Personality of Mr Stelling.
- Mr Tulliver's expectations from the private school.
- Tom's homesickness, loneliness and his attempts to adjust himself

- Maggie's visit to the Stelling's
- Tom's visit to home at the end of the term
- Mr Tulliver's restlessness due to Mr Pivart and Mr Dix's issue
- Lawyer Wakem's intervention and the lawsuit.
- Philip Wakem's entry at Mr Stelling's
- Comparison and contrast between the characters of Tom and Philip
- Mr Poulter at the Stelling's
- Tom's excitement about the sword fighting and clash with Philip.
- Tom's injury in sword display, the realization of the feelings of being a handicap

1.3.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

- Q-1 Why did Mr Tulliver send Tom to school at Mr Stelling's?
- Mr Tulliver's background and changing atmosphere of St. Ogg's.
 - The realization of coming challenges, as a part of the preparation to fight against all the odds of life.
 - High expectations from Tom
 - Discrimination in male-female child-education
- Q-2 Compare Tom Tulliver and Philip Wakem as school boys. Whom do you prefer and why?
- Tom's personality, mentality, attitude, physique, likes, dislikes
 - Philip's personality, deformity and inferiority complex, artistic accomplishments
 - Your preference to one with a suitable explanation
- Q-3 Why did Philip ask Mr Stelling whether Tom Tulliver would be lame? What quality in Philip does this question reveal?
- Philip's sufferings, deformity, sense of incompleteness, pain, agony
 - His wish – no other boy of his age to suffer like him.
 - Proof of his friendly, generous nature, sympathetic attitude
- Q-4 Describe the scene between Philip and Maggie in the school study. What if anything, have they in common?
- Made for each other bond
 - Similar likings and soft, sombre nature

- Maggie's love for deformity, sympathetic attitude
- Social criticism of physical appearance.

1.3.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- 1 Within _____ days, it becomes clear to Tom that it is going to be difficult to learn from Mr Stelling. (15, 5, 25)
- 2 _____ is the only person; Tom longed to have with him at the Stelling's. (Mr Tulliver, Maggie, Lucy)
- 3 _____ is the name of Mr Pivart and Mr Dix's lands higher up the stream. (The Ripple, The Red Deeps, The blue lagoon)
- 4 _____ is the new companion Tom got when he returned to Mr Stelling's after the vacation in January. (Philip Wakem, Bob Jakin, Stephen guest)
- 5 To Tom, Philip is just a/an _____ person. (humpback, irresponsible, handicap)
- 6 Philip is ready to help Tom in learning _____ grammar. (Latin, German, English)
- 7 Mr Poulter fought in the Peninsula war under the _____. (Duke of Wellington, Duke of France, King of France)
- 8 Philip lied and gave an excuse of _____ for his not going with Tom. (headache, toothache, stomachache)

1.3.6 Answers:

- (1) 15 (2) Maggie (3) The Ripple (4) Philip Wakem
 (5) humpback (6) Latin (7) Duke of Wellington (8) toothache

1.3.7 Additional Question:

- Q-1 Draw the character sketch of Mr Stelling.
- Q-2 Describe Tom's experiences at the Stelling's.
- Q-3 Discuss Maggie's various visits to the Stelling's.
- Q-4 Discuss Mr Pivart and Mr Dix as neighbours of Mr Tulliver.
- Q-5 What is the issue between Mr Tulliver and Mr Pivart and Mr Dix?
- Q-6 Discuss Philip Wakem as the companion of Tom at Mr Stelling's.
- Q-7 Why is Mr Tulliver happy to learn that Philip is in the same school as Tom?
- Q-8 Write a detailed note on Philip's deformity.
- Q-9 Discuss the attitude of Tom towards Philip.
- Q-10 Do a comparative analysis of the characters of Tom and Philip.
- Q-11 Draw the charactersketch of Mr Poulter.
- Q-12 Describe the clash between Tom and Philip at Mr Stelling's.
- Q-13 Describe Tom's sword display in the presence of Maggie and its consequences.
- Q-14 Describe Tom's state of mind during the recovery period of the foot injury.

1.4 The Golden Gates Close

1.4.1 Summary

Tom is sixteen and is still at Mr Stelling's. With Lucy, Maggie goes to girls' school. Maggie is still interested in Philip, but she gets to learn very little of him. Sometimes she sees him and remembers the promise she gave to him at the Stelling's that she would kiss him. However, now she realises the value of her words. On the other side, Mr Tulliver is actively engaged in the lawsuit. Maggie knows that it would not be possible to have any relation with the Wakems because her father not only hates Mr Wakem but curses his son also who would inherit the property of his father who has accumulated it through wrong means. Mr Tulliver has also warned Tom not to have any word with Philip in the school. Tom also hates Philip from the very beginning. Hence, it is not very difficult for Tom but Maggie finds it difficult as she has a soft-corner for Philip.

Philip is no more at the Stelling's. He has left it to go to the South for his health. Tom is again alone there but he has undergone a great change. He too wishes to leave the school. He is aware that soon there would be a judgement on his father's lawsuit. He hopes that it would be in his father's favour. Many days pass and no news is there from his home so he is restless. One day Maggie comes there to give him the unfortunate news of the lost lawsuit. Tom cannot imagine the kind of life they would have in the coming days. He thinks about the normal life they used to have and the disgraceful life that they will have. He has his own dream of a comfortable life. He also thinks about the reaction of the Dodsons. At such a crucial time also, Mr Tulliver does not want Tom to come back from the Stelling's. However, this unbearable shock proves too much for Mr Tulliver. Once he falls from the horse and loses his senses. Maggie has seen everything happening but Tom does not have a clear idea of it.

Mr and Mrs Stelling are informed about the mishap. They also help Tom and Maggie and console them. Tom and Maggie set out for St. Ogg's. All the comforts and happiness are left behind. They would be no more small children. Their childhood would vanish. They would have to face the harsh and cruel realities of life. Thus, the golden gates of their childhood are closed forever behind them.

1.4.2 Glossary:

interminably	: seemingly endless
spaniel	: a dog of a breed with a long silky coat and drooping ears.
partridges	: a short-tailed game bird found chiefly in Europe and Asia.
patronisingly	: displaying or indicative of an offensively condescending manner
hilt	: the handle of a weapon or tool, especially a sword, dagger or knife.
shuddered	: tremble typically as a result of fear or revulsion.
wry-necked	: a contracted state of the neck muscles that causes the neck to rotate sideways, forwards and backwards.
sulky	: bad-tempered
suffice	: to be enough or adequate.
scabbard	: a sheath for the blade of a sword or dagger typically made of leather or metal
crutches	: a stick which top fits round or under the user's arm
sauntered over	: to walk in a slow or relaxed way.
crookbacked	: abnormal
gig	: a light two-wheeled carriage pulled by one horse.

1.4.3 Points to remember:

- Educational details of Philip, Tom, Maggie and Lucy
- Mr Tulliver's lawsuit against Mr Wakem
- Mr Tulliver's instructions to the children regarding the Wakems
- Loss of the lawsuit and Mr Tulliver's accident
- News shared by Maggie to Tom
- Tom's realisation of the complete devastation of the family.
- Misfortunes everywhere for Tom and Maggie

1.4.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

Q-1 What is the total effect on Tom Tulliver of his schooling at Mr Stelling's?

- Initial problems
- Homesickness of Tom
- Tom's learning something of his interest and something which he did not like
- Gradual improvement in his personality

- Developing discipline

Q-2 Is Tom surprised to hear that his father had lost his lawsuit? If so, why?
Yes.....

- Through Maggie, Tom came to know about the misfortune of the family
- Realization of his responsibilities being a boy of the family
- An end to all his dreams

Q-3 Is Tom's last day at school the happy one as he had expected it to be?
No.....

- A sudden end to his school life
- Unexpected news received from Maggie
- Causes of fewer chances to lead a life of his choice

Q-4 What do "The golden gates" mean?

- The golden gates refer to the carefree time of childhood
- The loss of the lawsuit meant the end of carefree life and the beginning troublesome, painful days
- A sudden change in his life
- The heaviness of responsibility towards family
- The pressure of regaining and recovering what is lost.

1.4.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) Maggie went to girls' school on the banks of the Floss with her _____. (Cousin Lucy, friend, a Gipsy Girl)
- (2) Maggie remembered her promise to _____ Philip but later on, she finds it difficult. (kiss, shake hands with, lend money to)
- (3) According to Mr Tulliver, the _____ son would inherit Lawyer Wakem's ill-gotten gains. (crookbacked, irresponsible, wicked)
- (4) Philip left the Stelling's school to go south for his _____(health, further studies, family)
- (5) Through _____, Tom came to know about the lost lawsuit of his father and the complete ruin of his family. (Maggie, Mrs Tulliver, Lucy)
- (6) Mr Tulliver had always ridden a good _____. (horse, car, carriage)
- (7) Tom had often thought that when he would grow up he would have his _____. (boat and car, horse and dogs, carriage and house)

- (8) For _____ the golden gates of their childhood had closed forever behind them. (Tom and Maggie, Lucy and Maggie, Stephen and Philip)

1.4.6 Answers:

- (1) Cousin Lucy (2) to kiss (3) crookbacked (4) health
(5) Maggie (6) horse (7) horse and dogs (8) Tom and Maggie

1.4.7 Additional Questions:

- Q-1 Discuss the enmity between Mr Tulliver and Mr Wakem in detail.
Q-2 How did the lawsuit affect the relations of both the families?
Q-4 What is the mental state of Tom when Tom first came to know about the family's misfortune?
Q-6 Why did Mr Tulliver hate Philip? What instruction did he give to Tom and Maggie?
Q-7 How did Tom come to know about the unhappy end of the lawsuit?
Q-8 What were the dreams of Tom when he would complete his education? What kind of life did he want to live?
Q-9 Discuss the symbolic value of the title "The Golden Gates Close" with reference to the novel "The Mill on the Floss".

1.5 Shadows over the Tulliver Home

1.5.1 Summary

Mr Tulliver has not only lost the lawsuit but is also surrounded by many financial crises. He has mortgaged a part of his land to Mr Furley for two thousand pounds but he is also in financial trouble so he furnished the mortgaged property to Mr Wakem. Mr Tulliver has furnished security for a friend which is now due and his friend had died. In addition to that to pay Aunt Glegg's loan of five hundred pounds, he availed an additional loan. For that, he has given a bill of sale on all his furniture as security. If the Dodsons do not help him, he will have to give all his furniture. He is sure that his wife would not like this. One by one, these shocks prove devastating for Mr Tulliver. He falls from the horse and loses all his senses. Even in that stage, he only remembers Maggie and the way he has stood by her. Maggie now stands for him. Mrs Tulliver is not in a mood to support her husband. Instead, she creates a scene and calls her sisters. In spite of completely broken from within, Tom tries to collect himself. Tom is completely filled with the hatred for the Wakems. He instructs Maggie not to have any contact with Philip. Tom realises that without the help of the Dodsons they would very speedily sink in the state of poverty. He can notice that the Dodsons do not show any readiness to help them. On the contrary, they insult Mr Tulliver and consider him responsible for all the mismanagement. The auctioneer is very much present in the house. Mrs Tulliver's mourning about her fate makes Tom angry. The Dodsons would not help them because Mr Tulliver has disgraced their family and everyone talks about them in St. Ogg's. Tom and Maggie notice that their mother is much concerned with the household things rather than her sick husband. From within, Tom is angry with his father and considers him responsible for the disgraceful situation but at the same time, he wants to help his mother. Maggie also witnesses the scene when everyone blames her father. Mr Tulliver faces the situation, criticism and blame. Maggie is reminded of Mr Tulliver's support. She scolds her mother and also wants Tom to support their father but she notices the heavy load of responsibility on him.

During the family council, the Dodsons, as usual, react differently. Except for Mr Glegg, no one shows sympathy for Mr Tulliver. The discovery of the fact that Mr Tulliver has lent his sister three hundred pounds and she is yet to return them adds fuel to the fire because Mrs Tulliver does not know anything about it.

Tom takes the matter in his hand. He shows his readiness to work and shares his planning. The way Tom addresses the council shows his development. He impresses everyone. He is ready to do anything to save his mother's household thing. As per the instruction of Tom, Maggie remains silent but the way the Dodson aunts behave with them angers her. She shouts at them and asks them to leave the house.

Mr Glegg really wants to sort out the issue of the borrowed money of Mrs Moss. Mrs Moss comes there. She is in sharp contrast to the Dodson aunts. Mrs Moss feels sorry for the family. She is not in a position to return the money which they need badly. Even if she sold herself with the husband and eight children then also they would not be able to get that much money. The farming of her husband is not going well so it is not possible for them to return the money. Mr Tulliver is made a bankrupt and has got a note of Mr Moss so they would have to raise the money. At that time, Tom interferes and shares his father's will that he does not intend to get the money back which was given to his sister. Though Mrs Moss married against Mr Tulliver's will, he loves his sister very much. Once when Tom and Mr Tulliver were alone, he had shared everything with him. In spite of being in a great need of money, Tom would not like to go against his father's wish. Finally, it is advised by Mr Glegg to destroy the note. Then, Mrs Moss meets Mr Tulliver in the presence of Tom, Maggie and Mr Glegg. Mr Tulliver suggests not to ask money from Mrs Moss. Mr Tulliver seeks forgiveness from Mrs Tulliver and hopes that Tom would do something for the family.

He starts regaining his health slowly. Tom has to do two things immediately. He would destroy the note and first he would pay to Luke from his own and Maggie's money from the savings bank.

1.5.2 Glossary:

forfeit	:	lose or be deprived of as a penalty for wrongdoing
mumble	:	saying something quietly, making it difficult for others to hear
throbbing	:	sound with a strong, regular rhythm.
yearning	:	a feeling of intense longing for something.
wailing	:	making a prolonged high pitched sound.
remonstrate	:	a powerful protest.
hastily	:	with excessive speed.
course	:	rough or harsh in texture.
dingy	:	gloomy.

moan	:	make a long, low sound repressing physical or mental suffering.
reproach	:	scolding, expressing one's disapproval on disappointment.
trivial	:	a little value
commiserate	:	express or feel sympathy , pity
rashly	:	without careful consideration of the possible consequences.
shabb	:	in poor condition through long use or lack of care.
prostrate	:	lying stretched out on the ground with one's face downwards.

1.5.3 Points to remember:

- The loss of land, household things, furniture along with the mill
- Mr Tulliver, completely bedridden, under the successive shock of misfortunes
- Mrs Tulliver's concern for her bone china, linen and furniture and not for a sick husband.
- The Dodson's criticism of Mr Tulliver's during the family council
- Dodson's unwillingness to help the Tullivers.
- Tom's appeal to everyone to help
- Maggie's fierce reaction, the insult to the Dodsons.
- Mrs Moss' arrival and her helplessness
- Destruction of the note by Tom as per the wish of Mr Tulliver
- Mr Tulliver's love for his sister
- Mr Glegg's help to Tom in settling the issue of note
- Tom's preparations for his role in the family during the crucial time

1.5.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

- Q-1 To what extent is Mr Tulliver responsible for his own misfortunes?
- Mr Tulliver's nature, no preparation for future, no defence mechanism, not smart enough or capable enough to fight against powerful people of St. Ogg's
 - To some extent he is responsible and the situations and luck also do not favour him.

- Q-2 What do you think of the Dodson aunts' and uncles' attitudes to Mr Tulliver's misfortunes?
- As usual, Mr Tulliver is held responsible for the misfortune.
 - Criticized by everyone; him including his wife
 - None ready to understand his situation, none ready to help
 - Mr Tulliver's total surrender and submissive attitude
- Q-3 What stand did Tom take to the repayments by Mrs Moss of her debt to Mr Tulliver? Is he right to take this stand, and if so, why?
- Tulliver children's dislike for the Dodson Aunts and their sympathy for Mrs Moss
 - Tom's knowledge of loan availed by Mrs Moss.
 - Tom's decision to follow his father's footsteps and the destruction of the note
 - His unique way to respect his aunt.

1.5.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) Mr Tulliver had mortgaged a part of his land to _____ for _____ pounds (Mr Bassett, Mr Furley, 5000, 2000)
- (2) Mr Tulliver had given a bill of sale on all his household furniture as security to pay five hundred pounds that he had borrowed from _____. (Mrs Glegg, Mrs Moss, Mrs Pullet)
- (3) The forfeiting of all the furniture of the house for the sake of payment of 500 hundred pounds affected _____ a lot. (Mrs Tulliver, Maggie, Mrs Deane)
- (4) _____ had always defended and excused Maggie and her remembrance of his tenderness is a force within her that would enable her to bear anything now for his sake. (Mr Tulliver, Lucy, Philip)
- (5) Long back, Mr Tulliver lent _____ to his sister Mrs Moss. (three hundred pounds, five hundred pounds, one thousand pounds)
- (6) _____ insisted on the destruction of the note of Mr and Mrs Moss. (Mr Glegg, Mr Furley, Mr Luke)
- (7) Mr Tulliver wanted Tom to pay first to _____ (Mr Wakem, Mr Luke, Mr Glegg) and Tom paid it out from his own and Maggie's money from _____. (savings, purse, closet)

1.5.6 Answers:

- (1) Mr Furley, 2 (2) Aunt Glegg (3) Mrs Tulliver
(4) Her father (5) Three hundred pounds (6) Mr Glegg
(7) Mr Luke, savings

1.5.7 Additional Questions:

- Q-1 Discuss the financial crisis of Mr Tulliver which ultimately led him to bankruptcy.
- Q-2 How did the loss of lawsuit affect the health of Mr Tulliver?
- Q-3 How did Mrs Tulliver react to the failure of Mr Tulliver?
- Q-4 Describe the experiences of Tom and Maggie after the loss of the lawsuit.
- Q-5 Why does Maggie support of her father?
- Q-6 What are the expectations of the Tullivers from the Dodsons during the crises?
- Q-7 How did Tom address the family council? What image did he create about himself?
- Q-8 How did Maggie react to the Dodsons?
- Q-9 Write a detailed note on Mrs Moss.
- Q-10 Discuss the issue of money lent to Mrs Moss and how is it resolved?
- Q-11 Write a note on Mr Tulliver's concern for his sister.
- Q-12 Write a detailed note on the lawsuit between Mr Tulliver and Mr Pivart and Mr Wakem.
- Q-13 Why did the Tulliver family lose the household furniture?
- Q-14 How did the Dodson react towards Mr Tulliver's misfortune?
- Q-15 How does Maggie stand by her father?
- Q-16 Write a detailed note on the family council and the Dodson's disapproval.
- Q-17 How did Mrs Glegg protest on the discovery of the lent money to Mrs Moss by Mr Tulliver?
- Q-18 How did Mr Glegg help Tom in resolving the due of the note for three hundred pounds?
- Q-19 What kind of help or assistance did Tom expect from his aunts?
- Q-20 How did Maggie speak her mind before her aunts?
- Q-21 Compare the Dodson Aunt with Mrs Moss
- Q-22 How did Mrs Moss express her incapability to repay three hundred pounds to Mr Tulliver?
- Q-23 Discuss Mrs Tulliver's decision about the borrowed money by Mrs Moss.
- Q-24 Discuss Mr Tulliver's love for Mrs Moss.
- Q-25 How does Tom plan to pay Luke's money?

1.6 Tom Tulliver Takes over

1.6.1 Summary

Without wasting time, Tom starts his work. He straightway goes to meet Uncle Deane who is associated with the Guest and Company. He knows that because of his father he is put in this type of situation but he also knows that there is no need to complain. He wants only success in life. He is ready to take his family's responsibility and is much concerned about his image as a man of high character.

In the presence of Uncle Deane, Tom realises that what he has learnt at the Stelling's is not going to help him in earning money. Mr Deane shares his own experience and journey. He shows readiness to help him but Tom is only sixteen and particularly he is not trained to work. He is, however, ready to do any kind of work. He promises him that he would soon learn to book-keep. Tom does not have any idea about the next day but he is very strong minded and determined. He is aware that life would not be easy for him but he has decided to reach to a certain height so he would like to start as early as possible.

Time passes very quickly. Mr Tulliver is still ill and has lost the count of the day. One day, he expresses his desire to go downstairs. It is a frosty day in the month of January. He is not completely aware of the ruin of the business and the loss. He is under the impression that the mill is bought by the Guest and Company. Mr Wakem, however, has sent him a message that he would like to employ him in his business as the manager. The Dodsons are of the opinion that he should accept this offer immediately because thereby at least he could provide something to his wife and daughter. But Tom is not ready for that. Mr Tulliver has no idea that he has become bankrupt. Once he learns it, he is completely a broken man but Tom and Maggie are there by his side. There is at least one consolation that Tom would pay everyone when he would grow up. Mr Tulliver is aware that Tom is quite young. He requests him not to consider him responsible for everything that has happened to the family. He has full trust in the education he has given to Tom. Nobody knows what is going on in the mind of Tom. He seems to be doing everything against his own wish but does not find any way out.

Maggie makes her father mentally ready before he goes downstairs. Everything has gone except his chair and bureau. These things have been there with him for many years like his companions. Both the husband and the

wife are very sad because Mrs Tulliver talks about things that disturb him. Both Tom and Maggie interrupt and stop their mother. Mrs Tulliver is ready to send him to Wakem because he would give him thirty shillings a week and a horse. Mr Tulliver is also ready to accept this offer. Again, Tom expresses his disagreement but Mr Tulliver has his own reasons to remain at Dorlcote Mill. Thereby, he could give something to Mrs Tulliver and his love for the mill is also one more reason. He has been there since he was a boy. The mill is there in the family for generations. He could not imagine himself away from the mill. He also remembers his days when he had been there much in the manner of Tom. Luke also has the same feelings of affinity with the premises.

One evening, Mr Tulliver is very excited and asks Maggie to bring the Bible before Tom comes home. When Tom comes, he calls everyone and wants Tom to write something in the Bible. He declares that he would serve Wakem as his master but is not ready to forgive him and also does not want Tom to forgive Mr Wakem. He curses him a lot. Maggie does not like it. He makes Tom write a note of vengeance in the Bible. Not only that, he asks Tom to read again what he has written and asks Tom to sign the paper. Maggie, again, interferes but Tom quietens her. He follows his father's instruction. He also writes because he wants to do the same thing in life.

1.6.2 Glossary:

prudence : cautious, wisdom
wharf : area to which a ship may be moored to load and unload
proposition : a statement or assertion that expresses a judgement or opinion
amends : compensate or make up for a wrongdoing.
peremptorily : putting an end to.

1.6.3 Points to remember:

- Tom's efforts to fulfil his responsibilities
- Realization of the futility of education at the Stelling's and challenges ahead
- Wakem's proposal to employ Mr Tulliver as a manager at Mill and its reactions.
- Mr Tulliver's acceptance of the proposal and the reasons behind it.
- Mr Tulliver's awareness about the complete ruin.
- The note of revenge: not forgetting and forgiving the Wakems.
- Maggie's resistance and Tom's acceptance of the instruction of Mr Tulliver.

1.6.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

- Q-1 How did Tom Tulliver try to get paid work? Do you think that he went about this in the most sensible way?
- Tom's realization of the futility of the education at the Stelling's and challenges ahead
 - His readiness to do any type of work works in his favour
 - Awareness of his responsibility
 - His working with a focused purpose of recovering land, mill and repaying debts
- Q-2 How did Mr Tulliver discover that he is ruined? Do you consider that he faced this situation bravely and honourably?
- Mr Tulliver unaware about the complete ruin of the family
 - His gradual knowledge about it and the acceptance of the fact
 - Tom, the only ray of hope
 - Waiting for the time to come when he would see land and mill again in his family
- Q-3 Why did Mr Tulliver want to remain at the house attached to Dorlcote Mill?
- Tulliver's attachment to Dorlcote Mill
 - His wish to pass his last days on that premises
 - Mill in his family for generations
 - The satisfaction of fulfilling his responsibility towards Mrs Tulliver and Maggie without any assistance of the Dodsons.

1.6.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) The first person to whom Tom met for a job is _____. (Mrs Deane, Mr Deane, Mr Pullet)
- (2) At the age of _____, Tom started working very hard just to regain what is lost by his father. (16, 22, 26)
- (3) After recovering from illness and shock, Mr Tulliver comes downstairs on a frosty day in the month of _____. (January, July, September)
- (4) Mr Tulliver is under the impression that the Mill has been bought by _____ (Guest and Company, Pullet and Company, Bob and

Company) but actually, it is bought by _____. (Lawyer Wakem, Bob Jakin, Mr Guest)

- (5) Wakem indicates that he is willing to employ Mr Tulliver as the _____ in the business. (Secretary, Partner, Manager)
- (6) The room downstairs looked very bare but Mr Tulliver's _____ had not gone. (chair and table, bureau and bed, chair and bureau)
- (7) Mr Tulliver, in everybody's presence, wanted Tom to write his promise in the _____. (Bible, dairy, Payee)

1.6.6 Answers:

- (1) Mr Deane (2) 16 (3) January (4) Guest and Company
- (5) Manager (6) chair and bureau (7) The Bible

1.6.7 Additional Questions:

- Q-1 How did Mr Deane make Tom realise the futility of Stelling's education he received?
- Q-2 Describe Tom's mindset when he first came out of the house in search of a job.
- Q-3 What was Mr Tulliver's experience when he came downstairs after a long time?
- Q-4 Discuss the behaviour of Mrs Tulliver when the family is passing through the crises.
- Q-5 Why would Mr Tulliver like to work under Mr Wakem?
- Q-6 What did Mr Tulliver want Tom to write in the Bible?
- Q-7 Why did Maggie not want Tom to write in the Bible?
- Q-8 Draw the character of Mr Tulliver as a completely lost man.
- Q-9 Draw the character of Tom Tulliver as a fighter and winner.
- Q-10 With what state of mind did Tom go to meet uncle Deane?
- Q-11 How did Tom bring the disturbed situation of the family under his control?
- Q-12 Did Mr Stelling's schooling help Tom in any way? What do you think was the reason?
- Q-13 How had Mr Deane prepare himself for the present position?
- Q-14 What did Mr Tulliver notice when he came downstairs after a long time?
- Q-15 Discuss Mr Wakem's proposal for Mr Tulliver and family member's reaction
- Q-16 How did Tom and Maggie support Mr Tulliver?
- Q-17 Discuss the attitude and behaviour of Mrs Tulliver towards Mr Tulliver.

1.7 Maggie and Philip

1.7.1 Summary

Five years have passed. Everything has undergone a great change. For the Tullivers, they have been happy years. There is a noticeable change in Maggie's personality. She has grown more religious and disciplined. In the Red Deeps, she enjoys the fresh air while walking lonely. There, once, she happens to meet Philip and both are very happy. Maggie has grown very tall so she has to look down at the deformed creature. Philip is missing her so he has followed her there. Even Maggie has not forgotten the days that she spent with Tom and Philip at the Stelling's. Philip has a small watercolour picture of her with him which he shows her. According to Philip, she has become more beautiful than he had imagined her to be. Even the Dodson aunts could notice the transformation. Maggie's transformation is just like the transformation of an ugly duckling to a swan. Maggie is in bad need of a friend but she is conscious of the enmity between the two families. She, hence, asks Philip not to meet her again. Philip is also aware of the family feud but he tries to convey his point of view. Maggie, however, is reminded of her duty and her father's warning and his unhappiness. Philip, on the other hand, reminds her of the unhappy state they would be if they do not meet. He tries to convince her of his longing for her company. In Maggie, he would find peace of mind because he has no friends who could understand his feelings. He wants her to permit him to meet her occasionally. On the other side, Maggie too is all alone and in need of a friend. She knows that she cannot have a friend better than Philip. At the same time, she is aware of the discovery of such secret meetings and the problems that would bring for her. Maggie does not want to give an immediate answer. She prefers to write to him but thinking of Mr Wakem's negative reaction, she puts the idea on hold. They both talk a lot about past memories and wish for the same time again in their life. Maggie has noticed one thing that the way Philip loves her, Tom has never done. Philip also knows that Maggie would not be able to love him the way she loves her brother. Maggie is not free to live her life as per her wish. Philip waits for Maggie in the Red Deeps. They meet again there but this time Maggie has made up her mind not to meet him again. For the last time, they enjoy each other's company. Both express and accept their love for each other. But the only thing that stops her is her father's feelings and his hatred for the Wakems.

The Dodsons have already acknowledged the dark beauty of Maggie. Tom is also aware of it and has noticed the face of Maggie at the mention of Philip's name. Tom could easily connect the links. Maggie's love for Philip, the

deformed creature is intolerable to Tom. He is very angry because by meeting Philip she is disobeying her father's strongest feelings and his commands. One day, Tom goes with Maggie to the Red Deeps and meets Philip there and insults him very badly. Tom also places the Bible before Maggie and makes her promise not to meet Philip or he would tell everything to Mr Tulliver. Maggie requests Tom not to treat her this way but as usual, Tom is adamant and determined. She tries to share her point of view and her affection for Philip but Tom is the last person to understand her feelings.

In Red Deeps Tom speaks his mind very angrily. Philip also reacts to it, by taking the side of Maggie. Tom is very harsh with both of them. Maggie is deeply hurt because Tom insults Philip's deformity. When Philip leaves Red Deeps, Maggie becomes angry. She takes the side of Philip. She would not meet Philip not because of Tom's control but because of her father. The more Tom insults Philip's deformity, the more she would feel for him. Very coldly Tom reacts to Maggie and asks her not to forget his instructions in future. Maggie is deeply hurt by the way Tom has insulted Philip, his family and his deformity.

1.7.2 Glossary:

falteringly	: to speak hesitatingly
asceticism	: severe self - discipline, avoiding all forms of indulgence.
stupefy	: make unable to think or feel properly
defiant	: showing defiance
Pharisee	: a member of an ancient Jewish sect
subterfuge	: deceit used in order to achieve one's goal

1.7.3 Points to remember:

- Maggie's transformation and her visits to Red Deeps
- Meetings of Maggie and Philip in Red Deeps
- Challenges to be faced
- Tom's discovery of their secret meetings and consequences
- The confrontation between Tom and Philip in Red Deeps, in the presence of Maggie
- Maggie's reaction at Tom's insult of Philip
- Maggie's acceptance of her love for Philip before Tom

1.7.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

Q-1 Do you consider that Maggie is loyal to her father in continuing to be friendly with Philip Wakem? What would you have done in the same circumstances?

From the family's perspective:

- Family feud with the Wakem family.
- Practically, not advisable to continue with Philip
- Her continuing the relationship would cause resentment of all the family members
- Her relationship not preferred by anyone from the family

From Maggie's perspective

- Philip's innocence
- His feelings for Maggie
- Maggie's feelings for Philip

I would have probably tried to convince my family members to accept the person I like and would have made him convince his father to be positive.

Q-2 Describe the meeting between Philip and Maggie in Red Deeps.

- Their feelings for each other since childhood
- The dilemma regarding their relations
- Consciousness about the bitter family dispute
- Common personality traits
- Need and objective of their meetings

Q-3 How did Tom react to the discovery that Philip Wakem and Maggie are friends and lovers?

- Tom's harsh reaction
- Suffering caused by Mr Wakem
- Philip, son of Mr Wakem family
- Two options before Maggie.
- The Tulliver family or Philip.

1.7.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) As time passes, Maggie, from the ugly duckling becomes a _____ (swan, cuckoo, parrot)
- (2) If any woman loved Philip Wakem, surely _____ would be that woman. (Maggie, Lucy, Mrs Glegg)
- (3) Maggie is a _____ beauty that even the Dodson aunts now commented on favourably. (dark, charismatic, sombre)
- (4) Maggie is disobeying her father's strongest feeling and her brother's commands by having a secret meeting, with _____. (Philip Wakem, Bob Jakin, Mr Kenn)

1.7.6 Answers:

- (1) swan (2) Maggie (3) Dark (4) Philip Wakem

1.7.7 Additional Questions:

- Q-1 Describe the change Maggie had in her personality over the five years.
- Q-2 Why did Maggie stop meeting Philip?
- Q-3 Write a detailed note on 'Red Deeps'.
- Q-4 Discuss Maggie's disturbed state of mind.
- Q-5 How did Tom react to the discovery of Maggie's secret meetings with Philip in Red Deeps?
- Q-6 What conditions are put before Maggie by Tom regarding her relationship with Philip?
- Q-7 Discuss Tom's hatred for the Wakem family.
- Q-8 How did Tom treat Philip in Red Deeps in the presence of Maggie?
- Q-9 Discuss Maggie's helplessness – torn between Family's pride and her love.
- Q-10 How did Maggie react to Tom's insulting tone for Philip's deformity?

1.8 Triumph and Defeat

1.8.1 Summary

Tom feels so bad about the misfortune of the family that he has determined to pay his father's debts in his very presence. He wants Mr Tulliver to walk with his head held high and to become the master of his property. Uncle Deane and Glegg come to his rescue and are happy to see him grow. Uncle Deane is quite satisfied with his decision of bringing Tom in his company. Even Mr Glegg is ready to help him. Appreciating Tom's hard work, they increase Tom's salary. Tom, however, spends very little after himself. Maximum of his earnings go into the tin box – the only hope of Tulliver family. One thing is very clear to Tom that he cannot afford to spend. Only saving would help them out. He is much concerned or rather only concerned with the family pride which he wishes to restore. He works with a single purpose. No one realises his aim but all admire him for his hard work.

He is aware that his salary would not be enough to pay off all the debts. He needs to do something extra. He realises that by joining Bob Jakin in his business, he could earn more and fast. Bob is also ready to help him in trading – by sending the cargo to the foreign ports. He would have to face no risk in this business. He also decides to take a loan from the tin box. His father is reluctant on account of the bad risks he took and their aftermaths. It is a matter of thirty-six pound. With Bob, Tom goes to meet Uncle Glegg. He explains the situation and gets the help of twenty pounds. Mr Tulliver knows nothing about this project.

Time passes. The results of the investment can be seen. One day, Tom declares his victory and informs his father about the meeting with the creditors in the presence of Uncle Deane and Glegg. Again, the family witnesses happy moments. During the meeting with the creditors, Mr Tulliver is quite confident. He gives all credit to Tom because of whom he could see this day. Tom also promises in everyone's presence that he would do no harm to the family's pride.

While going home Mr Tulliver is in a different mood. He is thinking about Wakem and at the gate of Dorlcote Mill, he happens to meet him. Wakem tries to insult Mr Tulliver. Mr Tulliver gets angry and attacks Wakem with his whip. In doing so he loses his control. Maggie witnesses the scene and calls everyone. Mr Tulliver is again bed-ridden. When Tom comes to know about this confrontation, he is not happy with his father's behaviour. That night is

very critical for Mr Tulliver. He calls Tom and Maggie. He is very satisfied with Tom's efforts in re-establishing the family pride. Tom shows readiness to fulfil his father's wish of bringing the mill back in the family. Tom is given the responsibility of Mrs Tulliver and Maggie by Mr Tulliver. He knows that his end is approaching but he is satisfied that at least he taught Mr Wakem a lesson in his last moments. He passes away. Maggie once again seeks Tom's forgiveness and expresses her desire to be by his side.

1.8.2 Glossary:

shunned	: avoid, ignore, reject through antipathy
nest egg	: a sum of money saved for the future.
fretfully	: inclined to be troubled
impudence	: the quality of being impudent.
domineering	: assert one's will over another in an arrogant way.
spurred	: having a spiked device on the heels for urging a horse forward
insolent	: lack of respect, rude, arrogance.
flogged	: beat with a whip or stick as a punishment
feud	: a prolonged, bitter quarrel or dispute

1.8.3 Points to remember:

- Tom's efforts to pay the debt and the positive results
- Tom's business with Bob Jakin
- The help of Mr Glegg in the business
- Meeting with the creditors
- Mr Tulliver's impulsive behaviour – an attack on Mr Wakem and its aftermath
- Mr Tulliver's wish to get the Mill back and Tom's promise
- Maggie and Mrs Tulliver's responsibility assigned to Tom by Mr Tulliver before his death
- Maggie's request to her father to forgive Mr Wakem and his refusal

1.8.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

- Q-1 What action did Tom Tulliver take to pay off his father's debts? Does this action raise our respect for him?
- At a very early age, Tom started working
 - Forgot all his dreams with a complete focus on his goal

- Surely, arouses respect of the readers
- No hesitation in starting from scratch
- Put his best foot forward

Q-2 Describe the fight between Mr Tulliver and Mr Wakem. With whom do you chiefly sympathize?

- Impulsive and short tempered nature of Mr Tulliver: a cause of the suffering of the Tullivers
- Mr Wakem: an evil man
- Justification of Mr Tulliver's desire to take revenge on Mr Wakem

Q-3 Why is it so easy for the reader to forgive Mr Tulliver for his mistakes?

- Nature and personality of Mr Tulliver
- His concerns for Maggie
- Efforts to provide Tom good, unaffordable education
- Love for Mrs Tulliver

1.8.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) In the hour of need Mr _____ and Mr _____, Tom's uncles helped him. (Kenn, Deane, Glegg, Stelling)
- (2) After Mr Stelling's school, Maggie first met Philip in _____. (Red Deeps, laburnums, Mud port)
- (3) In his last moments, Maggie wanted her father to _____ Mr Wakem. (forgive, love, curse)
- (4) "At last, there is total stillness and poor Tulliver's soul seemed to free itself of the world's painful riddles." – This means that Mr Tulliver _____. (died, became happy, became nervous)
- (5) Tom worked in the firm of _____ and proved himself good commercial stuff. (Guest and Company, Guests Private Limited, Guest and Glegg company)

1.8.6 Answers:

- | | | |
|-------------------------|------------------------------|--------------------|
| (1) Deane, Glegg | (2) Red Deeps | (3) forgive |
| (4) died | (5) Guest and Company | |

1.8.7 Additional Questions:

- Q-1 Write a note on Tom's determination to pay his father's debts.
- Q-2 How did Mr and Mrs Tulliver react when they came to know that Tom had paid off everyone?
- Q-3 Describe Mr Tulliver's last scene with the family.
- Q-4 Why did Maggie want Mr Tulliver to forgive Mr Wakem in his last moments?
- Q-5 Describe the scene in which Tom got a loan from his uncle Glegg.
- Q-7 What image did Tom create among the Dodsons?
- Q-8 Discuss Bon Jakin and Tom's business venture.
- Q-9 How did the Tullivers feel when everything is paid off?
- Q.10 Describe Mr Tulliver's encounter with Mr Wakem.
- Q.11 How did Mr Tulliver leave this world?
- Q.12 Before leaving this world what responsibilities are given to Tom by Mr Tulliver?

1.9 Friend and Lovers....one

1.9.1 Summary

Lucy was extremely beautiful as a small girl. As a golden-haired, blue-eyed, amiable, charming and generous young girl, she has become the “Belle of St. Ogg’s”. She is very popular and loved by everyone especially the young boys of St. Ogg’s. However, Stephen Guest is special to her. His charming personality attracts Lucy a lot. After the death of her mother, with the help of Mrs Tulliver, she manages the house. Stephen and Lucy are always found together. People consider them engaged and think that would surely marry. Music is the common interest between the two. They are considered a duet in Paradise.

Lucy is much concerned and worried about her cousin Maggie. Lucy does not have any idea about the love story of Philip and Maggie. She has lots of planning about Philip, Stephen, Maggie and herself. But, at the same time, she is aware of the family enmity and Tom’s hatred for Philip. She discusses this matter with Stephen. Stephen is given detailed information about the Tulliver family and the quarrel with the Wakems. Lucy is also aware of the dark beauty of Maggie.

Stephen, however, is not much interested in such things. He is much engrossed in the beauty of Lucy. Like other men, he wants his wife beautiful and has thought only of Lucy as his wife. The qualities, he wishes in his wife are almost there in Lucy.

Lucy invites Maggie to spend long holidays with her. They spend most of the time together. Maggie does not have fine dresses like Lucy. However, in her rough look also, Maggie looks beautiful. Maggie cannot forget her past life. She is much worried about her future because she does not want it in the same way. Whenever Lucy mentions the name of Philip, she notices changed expression on the face of Maggie. Even Maggie accepts that she has always liked Philip from her early days and that she has a different line of thinking from her brother Tom.

When Stephen sees Maggie for the first time, he is astonished by her beauty and would like to look at her again and again so much so that even Maggie also becomes conscious of her appearance. Lucy and Maggie always talk about Stephen and Philip. Maggie discusses with Lucy about her promise of not to see Philip without Tom’s knowledge and consent. Lucy cannot

understand why Maggie should seek Tom's permission. She, however, shows her readiness to talk with Tom regarding Maggie and Philip. Maggie wishes to solve the issue on her own. She then tells Lucy the whole story of Red Deeps. Lucy is still ready to support Maggie's love for Philip. Next day, Maggie gathers courage and talks with Tom regarding her wish to meet Philip with his permission. At the same time, she is not ready to break with Tom. She informs Tom that she would meet Philip in the presence of Lucy and Stephen and vows that there would be nothing personal again with him. When their father was alive, Tom, using his power, prevented Maggie and saved the family pride. There is no change in his opinion about Philip. Tom permits her to meet Philip only after breaking her relations with him. He does not trust Maggie at all. He allows her to stay with Aunt Pullet. As per their father's wish, she is his responsibility till she gets married but their ideas are not the same. Tom's way of speaking to her hurts Maggie a lot. Tom is under the impression that whatever he is doing is in the interest of Maggie only but his polished way of disagreement pains Maggie. Their blood relation does not help them in understanding each other. Maggie tries to defend herself but Tom is not ready to change his mind. On the other hand, he is still busy with his plans to regain the possession of Dorlcote Mill.

For seven years Tom has worked with Mr Deane and has impressed him with his professional wisdom. Guest and Company is doing good business and is ready to take advantage of the change caused by the invention of steam and the revolution in power. Many times, Mr Deane wished for a son like Tom as Tom has worked very hard and given his best to the company. Mr Guest and Mr Deane are so satisfied with the work style and sincerity of Tom that they have decided to give him a share in the business. Looking at the favourable situation, Tom expresses his wish to get the mill back. Tom wants the company to buy it. Having Dorlcote Mill back, he would fulfil his father's wish. Mr Deane is very positive about the mill and is ready to convince Mr Guest about this new venture. He assures that they would surely put Tom in that mill. Tom has always cared only for sincere work. He wishes to have plenty of work and this is the thing which has impressed Mr Deane. The rare sincerity of Tom at the age of twenty-three is really commendable.

Tom keeps himself very busy with the work. On the other hand, Maggie is busy enjoying herself with Lucy and Stephen. Under the guidance of Dr Kenn, they are busy with the work of raising money through a Charity Bazaar to help the local church. Sometimes, in the absence of Lucy, Maggie also

accompanies Stephen. They enjoy music but it is very clear to the three of them that Stephen is there and meant only for Lucy.

Once, Lucy has gone out for some work and Philip is to come there but instead there comes Stephen. Stephen is very much attracted to Maggie. Rather it is an obsession with him to be in the company of Maggie and to look at her. Stephen, gradually, draws nearer to her and convinces her for a walk but Maggie finds herself more close to Philip and wishes to be in his company in Red Deeps. Maggie does not understand her own feelings. She also feels for Stephen. Stephen is also aware of his love for Lucy but he is also mad after Maggie's dark beauty.

Maggie again meets Philip. They both are happy at their reunion and think that at least they can be friends now. Philip also makes it clear that he would never leave her on account of his father. Philip again expresses his deep, true love for her but he also notices the effect of Stephen's presence on Maggie. When Maggie, Lucy, Philip and Stephen are together enjoying music, Mr Deane comes. Lucy also knows that Dorlcote mill is the ultimate goal of Tom and Maggie. Having got an opportunity, Lucy talks with her father regarding it and Philip's contribution to it.

Mr Wakem is a shrewd lawyer. He has almost made the law his servant. However, as a father he is excellent. After the death of his wife, for many years, he clung to her memories. The father and the son meet in the studio of Philip. Philip declares his love and intention to marry Maggie, the daughter of his dead enemy. Mr Wakem reminds Philip of the ill-treatment given to him by Mr Tulliver. Philip, however, defends Maggie. According to him, she has never been a part of the family quarrel. Initially, Mr Wakem is very angry but after all, he loves his son greatly. Philip could see the removal of all the barriers. It is decided that Mr Wakem would deal the matter of the mill through Mr Deane.

1.9.2 Glossary:

dreary	:	depressingly dull
astonishment	:	great surprise
mystified	:	utterly bewilder, baffle, confuse, perplex
spell bound	:	hold the complete attention of as though by magic.
absolve	:	declare free from guilt, obligation or punishment
severity	:	the fact or condition of being severe.
exaggerate	:	represent as being larger, better or worse than reality.

indulgent : having or indicating a readiness or over-readiness to be generous or lenient with someone
deuced : to express disapproval or frustration

1.9.3 Points to remember:

- Lucy, the Belle of St. Ogg's
- Her love for Stephen
- Lucy-Stephen, known as a duet in paradise.
- Lucy's sharing the details of the family feud between the Tullivers and the Wakems with Stephen
- Lucy's invitation to Maggie for a long holiday and their fun of being together.
- Stephen's attraction for Maggie's dark beauty
- Lucy promoted and supported Maggie's relations with Philip
- Maggie's request to Tom to free her from the promise
- Tom's hard work and offer of a share in the business by Mr Deane
- Tom's proposal to Mr Deane to buy the Mill
- Maggie, Lucy and Stephen's contribution to Dr Kenn's charity work
- Maggie's consciousness about the growing interest of Stephen in her
- Maggie's strong feelings for Philip.
- Philip-Maggie reunion
- Philip-Maggie and Lucy-Stephen – work, fun and delight of being together
- Philip's sharing his feeling about Maggie to Mr Wakem
- After initial anger, approved the relationship for Philip's happiness
- Philip's request to his father to return the mill back to the Tullivers
- Mr Wakem's readiness to settle the issue through Mr Deane

1.9.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

Q-1 What is your opinion of Stephen Guest?

- Family background
- Lucy's boyfriend but fickle minded
- Not faithful to Lucy, no care for her feelings, when he found Maggie more attractive.
- Your opinion about him

- Q-2 In what way is Tom Tulliver of this chapter different from Tom of Red Deeps in chapter 7?
- Tom as Maggie's brother – very harsh
 - A responsible son of the Tulliver family
 - Protector, the saviour of the Tulliver family
 - Not ready to compromise with family pride.
 - Very adamant – neither forget nor forgive.
 - Proves his worth through hard work
 - Never kind and sympathetic towards Philip
 - Not at all ready to accept Philip and Maggie
- Q-3 How do you account for Tom Tulliver's professional success?
- Tom's character, attitude and mentality
 - A focused attitude
 - Family always first
 - A quick learner, responsible, firm and strong minded
- Q-4 In what way is Maggie's relationship with Philip Wakem less dangerous for her in the long run than her relationship with Stephen Guest?
- Maggie – Philip, a perfect match
 - Stability of mind, genuine feelings, no carnal desire
 - Stephen more after the corporeal beauty, not a perfect match for Maggie
 - His relationship with Lucy
 - Cannot be expected to be faithful

1.9.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) Lucy had grown to be _____. (Belle of St. Ogg's, Pride of St. Ogg's, Love of St. Ogg's)
- (2) Stephen and Lucy are not engaged, but they seemed like _____. (a duet in paradise, love birds, made for each other)
- (3) In the absence of Lucy's mother, _____ kept house for Lucy. (Mrs Tulliver, Mrs Pullet, Mrs Moss)
- (4) Stephen does not wish Maggie to have the conversational skills of _____. (Mrs Tulliver, Mrs Moss, Mrs Pullet)
- (5) The invention of _____ and the revolution in power had transformed the textile industry. (steam, machines, steel)

1.9.6 Answers

- (1) Belle of St. Ogg's (2) A duet in paradise (3) MrsTulliver
(4) MrsTulliver (5) Steam

1.9.7 Additional Questions:

- Q-1 Discuss the characters of Lucy and Maggie as cousins and friends.
Q-2 Discuss Stephen's first impression about Maggie.
Q-3 Describe Tom's hatred for Philip as Maggie's lover.
Q-4 Describe Tom's journey in the Guest and Company.
Q-5 Write a detailed note on Dr Kenn.
Q-6 Describe Philip's meeting with his father in his studio.
Q-7 How did Mr Wakem react on knowing Philip's interest in marrying MsTulliver?
Q-8 Discuss Mr Wakem as a loving and caring father
Q-9 How did Philip represent the case of Maggie before Mr Wakem?
Q-10 Discuss Lucy Deane as the "Belle of St. Ogg's".
Q-11 Discuss the relationship between Lucy and Stephen.
Q-12 How did Stephen come to know about the family feud between the Tulliver family and the Wakem family?
Q-13 Discuss Tom's attitude towards Maggie's interest in Philip
Q-14 How did Tom convince Mr Deane to purchase the Dorlcote Mill?
Q-15 Discuss Maggie's efforts to convince Tom to change his attitude towards Philip
Q-16 How did the 'foursome' enjoy one another company?
Q-17 How did Philip convince his father of returning the Dorlcote Mill to Tulliver family?

1.10 Friends and Lovers....Two

1.10.1 Summary

Lucy and Maggie are fully engrossed in their work for charity at the bazaar. Philip and Stephen are there to assist them. Stephen's attention has shifted from Lucy to Maggie. He also noticed Philip's interest in Maggie. Philip too notices the effect of Stephen's presence on Maggie. Philip expresses his love for Maggie many times but he is quite aware of his deformity. Stephen is also aware of his strong background and his handsome appearance. He interrogates Philip but Philip is not in a mood to argue with him so he leaves the place.

Lucy wants Maggie to stay there for more days but Maggie leaves as she wishes to go to Basset to stay with Aunt Gritty. Lucy believes that there is nothing which would keep Maggie and Philip away from each other. Maggie, however, is aware that Tom's hatred would not permit her to meet Philip. If she preferred Philip, she would have to give up Tom. She is sure that Tom would not change his mind. Lucy really feels for Maggie. Maggie also expresses her love for Philip but it is not possible for her to leave Tom for her love. Whenever Lucy, Maggie, Stephen and Philip are together; Philip notices the effect of Stephen's presence on Maggie. During the dance party, Maggie experiences a different kind of madness within her for Stephen. Even outside the dance hall, Maggie and Stephen walk hand in hand. Stephen is seized by a mad impulse and kisses Maggie's arm passionately for which she scolds him. Philip meets Maggie before going. He assures Maggie of her brother's Mill. She is unhappy because they are parting and would never be united because of her brother's hatred for the Wakems. Both feel for each other but it is time to part permanently.

Maggie is at Aunt Gritty's house. She enjoys with her cousins. One day Stephen goes there to meet her. Maggie does not know how to react to the arrival of Stephen. Stephen is there to express his deep love for her. Maggie knows that Stephen is meant for Lucy and so she does not say yes to the proposal of Stephen. Maggie also reminds him of Lucy and expresses her love for Philip. She considers herself engaged with him though their marriage would not be possible. Stephen, however, is so madly in love with her that he is not ready to listen to her. Again and again, he appeals to her to accept his love and marry him. Maggie does not accept his proposal and tries to convince him but Stephen is not ready at all for other options in life. Maggie finally expresses her feelings and accepts the fact that she also loves him but

their relationship is not possible. Maggie, actually, fails to understand her feelings. On one side there is love for Philip and now she also loves Stephen.

Lucy still feels that Maggie should spend more time with Philip so she plans a trip to Luckreth by rowing. As per the planning, they all would go and enjoy. Philip is aware of the growing love between Stephen and Maggie so he decides not to go and has also informed Stephen. Exactly on that day, Lucy goes with her father to purchase necessary things. But while going, she believed that Philip would go with Maggie and thereby they would get a chance to be together. Maggie is also waiting for Philip. Instead of Philip, Stephen comes there. Maggie does not want to go with Stephen alone but somehow they go. It seems that Maggie has lost her senses. It seems that she is not doing anything of her own choice. Very speedily they row. Maggie cannot make out that they have passed many villages and passed Luckreth also. They both realise that it is not possible to go home. They would have to stay for a night somewhere. Maggie is disturbed but Stephen is thinking in a different direction. He again proposes Maggie for marriage. As per his planning, they would never go back home. He feels that it is the best time to be together. Maggie, however, does not show any readiness. Stephen is ready to tell everything to Lucy. He knows that Maggie is not in a proper frame of mind but he is deliberately doing everything. He is aware that they have rowed a long way. He is ready to accept everything so that nobody would blame Maggie. He realises his unpardonable mistake. With the help of Dutch Vessel, they reach Mudport.

She knew that her life would be completely changed and a new struggle would start. She would have to pay a lot for her thoughtlessness. During sleep also she dreams about Lucy and Philip and the betrayal to them. Maggie takes a firm decision to part from Stephen permanently.

Stephen again proposes Maggie but she sticks to her decision. She is thinking about Lucy but Stephen does not want to think about her. He thinks only about Maggie. He believes that Maggie is his only. Maggie urges Stephen not to request, not to propose her for marriage because she would never marry him as she cares for Philip. She cannot forgive herself for having deceived Lucy's trust. Stephen tries his level best but does not succeed in converting Maggie to his way of thinking. With a heavy heart, he allows her to go against his wish.

There is a big problem for Maggie then. She cannot decide where to go. She loves Stephen and he too loves her lot. She thinks about Lucy, Philip, Tom

and her mother. She knows that the way she is loved by Stephen, she would never be loved by anyone. She could imagine that by rejecting Stephen's proposal, she has lost Stephen forever.

1.10.2 Glossary:

solicitous	:	characterised by or showing interest or concern
parishioner	:	an inhabitant of a particular church, regular churchgoer.
devouring	:	eat hungrily or quickly
coxcomb	:	cap
transient	:	lasting only for a short time
surmount	:	overcome , stand or be placed on top of

1.10.3 Points to remember:

- Stephen and Philip at the St. Ogg's charity bazaar to help the girls
- Maggie at Aunt Gritty to spend some time with her
- Maggie's decision regarding Philip – against her will
- Stephen's growing interest in Maggie.
- Meeting between Philip and Maggie and Philip's assurance regarding the mill
- Maggie's visit at Aunt Gritty's house
- Stephen's visit to Maggie to propose her for marriage
- Maggie's love for Philip but a soft corner for Stephen as well
- Boating expedition planned by Lucy for the foursome
- Boating expedition taken up by Maggie and Stephen only
- Maggie, though aware about her betrayal, joins Stephen
- Advantage of the situation taken by Stephen
- Their passing Luckreth and coming back at Mudport.
- Stephen's efforts Maggie to convince Maggie
- Maggie's remorse for all that has happened
- Maggie worried about the worst consequences.

1.10.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

- Q-1 In your opinion, could Maggie have prevented Stephen Guest from growing to love her when he was more or less committed to Lucy?
- Yes, Maggie could have prevented Stephen Guest.
 - Her awareness of the relationship between Stephen and Lucy

- Her understanding of Stephen's interest should have been informed to Lucy
- Lucy's support for Philip and her relationship to be taken care of
- Her passive state and silence suggestive of her indirect permission

Q-2 Both Stephen and Tom think Maggie's attachment to Philip horrible. Lucy thinks it beautiful. With whom do you agree and why?

- Both Stephen and Tom are not in favour of Maggie's relation with Philip they both have their own reasons.
- For Tom, family enmity
- For Stephen, Philip's deformity and his own interest in Maggie
- Lucy's support for Philip-Maggie relationship
- State your opinion with a reason

Q-3 Do you think Stephen Guest behaved generously/ badly/ reasonably well after Maggie returned to St. Ogg's. Give reasons for your answer.

- Yes, Stephen Guest behaved generously as well as reasonably well with Maggie
- Stephen's behaviour and its impact

1.10.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) Lucy and Maggie are working for Dr Kenn in St.Ogg's_____. (Charity Bazaar, Red Deeps, Mud port)
- (2) Dr Kenn wanted Miss Tulliver in his noble work as a permanent_____. (executive, partner, parishioner)
- (3) After the bazaar is over, Maggie wanted to go to spend some time with _____ at Basset. (Mrs Pullet, Aunt Gritty, Lucy)
- (4) Maggie wanted to marry Philip but she could not separate herself from her_____. (cousin, father, brother)
- (5) Stephen and Philip Wakem are_____. (cousins, real brothers, friends)
- (6) In the novel, Mrs Moss is also known as _____ (Aunt Gritty, Aunt Besty, Aunt Glade)
- (7) Maggie is not ready to accept the offer of Stephen because she considered herself engaged to _____ and did not mean to marry anyone else. (Philip Wakem, Dr.Kenn, Bob Jakin)

1.10.6 Answers:

- (1) Charity Bazaar (2) parishioner (3) Aunt Gritty (4) brother
(5) Cousins (6) Aunt Gritty (7) Philip Wakem

1.10.7 Additional Questions:

- Q-1 Write a detailed note on Stephen and Philip as the competitors of Maggie.
- Q-2 Write a detailed note on Lucy as the supporter of Maggie and Philip.
- Q-3 Write a detailed note on Stephen as one digression in Maggie's life.
- Q-4 How did Stephen express his love for Maggie?
- Q-5 Discuss Lucy and Stephen's love story.
- Q-6 Discuss Lucy's character as the "Belle of St. Ogg's"
- Q-7 Discuss Maggie and Philip's love story.
- Q-8 How did Stephen react to Maggie's love for Philip?
- Q-9 How did Stephen and Maggie return from Luckreth?
- Q-10 Why did Lucy plan the journey to Luckreth?
- Q-11 Discuss the attitude of Stephen when he came to know about Philip's interest in Maggie?
- Q-12 How well had Maggie tried to avoid Stephen in intervening in her life?
- Q-13 What is the attitude of Philip when he came to know about Stephen's interest in Maggie?
- Q-14 Why is Lucy in support of Maggie's relationship with Philip?
- Q-15 Why is Maggie going against her own wish through she loved Philip a lot?
- Q-16 Discuss Philip's feelings for Maggie in detail.
- Q-17 Discuss the scene in the novel in which Stephen proposed Maggie for marriage.
- Q-18 How did Maggie react to the proposal of Stephen for marriage?
- Q-19 Why did Lucy want Maggie to spend time with Philip while rowing to Luckreth.
- Q-20 Discuss in detail Maggie and Stephen's rowing to Luckreth and the consequences it created afterwards.
- Q-21 How did Maggie react when she came to know that with Stephen she had gone a long way? What is her condition?
- Q-22 What is Stephen's reaction when he came to know that they had gone a long way?
- Q-23 Why did Stephen not convert Maggie to his way of thinking?

1.11 Over the River

1.11.1 Summary

The difficult, critical part of Tom's life is over now. He has become the master of the mill. For years he worked with a lot of patience and as a result, the Tullivers have recovered everything that they had lost. The beauty of the whole thing is that he has also won the respect of the Dodsons. He is happy and deserves happiness.

However, he is angry when he receives the news of Maggie and Stephen. He considers it as a complete disgrace to the family. Tom is the only natural refuge for Maggie so she comes there. She is ready to explain everything. From her appearance and expressions, it is very clear to him that whatever he listened about her is true. Maggie initiates and asks for refuge. Tom is so angry that he does not listen to her. Very harshly, he asks her to leave the house. He cannot tolerate the disgrace she has brought to the family. She has also deceived her cousin and friend. Very clearly, he expresses his feelings. He does not want to entertain her anymore in the house. Maggie clarified the situation but Tom does not trust her. Once, she is seen with Stephen at Aunt Moss's house and many people have seen her in the company of Stephen at Luckreth. Tom cannot tolerate that Maggie is using Philip to cheat Lucy. Lucy is so hurt that she cannot face Mrs Tulliver because then she is reminded of Maggie.

Maggie repents for whatever she has done with Lucy and Philip. But Tom is determined and is not ready to consider the argument that she is struggling with her feeling. Tom is also struggling but he could find comfort in fulfilling his duties towards the family. Maggie is about to leave. She is joined by their mother. Tom gives money to Mrs Tulliver and asks her to come back any time she wants.

Luke is out of the town so Maggie thinks about Bob Jakin, a friend cum business partner of Tom. He receives them well. Dr Kenn is there but he has lost his wife so he is not in a position to help her.

Maggie preferred not to marry Stephan. Had she returned as Mrs Stephen Guest, she would have received respect from the society. The society has changed its way of looking at Maggie. She would have to face the worst consequences. She has rejected the proposal of the heir of the Guest and Company. Who would do that? For the ladies of St. Ogg's, Maggie's character

has always remained questionable. Stephen is quite aware of what he has done with Maggie. He writes a letter to his father accepting his mistake and tries to prove Maggie's innocence. However, the question for society is why she is turned out from the house by her own brother, Tom who has now earned certain respect and position in society.

Being a practical girl, Maggie wants to become independent. She meets Dr Kenn who could help her in that situation. On the other side, Mrs Tulliver is in touch with the Deane family to know about Lucy. Dr Kenn really wants to help Maggie. He tries his best also but fails in convincing the families to accept Maggie as a teacher or a governess. Dr Kenn stands as the guarantor for Maggie's innocence but he is accused of having the wrong intention regarding Maggie and himself. People think that he would marry her within a short period of his wife's death. He fails to protect Maggie against the strong prejudices of society. He advises Maggie to leave St. Ogg's but she thinks differently. By staying there, she wants to prove her innocence. She especially she wants Lucy to see how sorry she is. Leaving St. Ogg's would be the last option she would go for. Through her mother, she comes to know that Aunt Glegg is in her support.

She also receives letters from Philip and Stephan. The letters of Philip and Stephen provide Maggie comfort and faith. Though Philip knows that Maggie once loved Stephen, he expresses his faith in her that she never meant to cheat him. He knows that all happened due to Stephen's presence and its effect on her. He also knows that he could have never created a similar effect on her. He also mentions about his jealousy for Stephen and his efforts overcome it. He also expresses his feelings and what position he has really given to her in his life. What really she means to him and many other things he writes in the letter which soothes her ailing heart.

Soon after, Lucy, though sick, comes to see Maggie. Her courteous visit relieves Maggie from her unbearable pain and agony. Lucy knows that Maggie has suffered more than her. To give up a person like Stephen is really a very tough task and Maggie has done it. While going back, Lucy accepts one thing that Maggie is better than her because Stephen has selected Maggie over Lucy. Lucy's visit lifts a heavy load from the heart of Maggie and creates a positive atmosphere around her.

Maggie notices that all of a sudden weather has changed and heavy rains have started. Sixty years ago the similar kind of rain had reduced the town to

misery. Maggie now receives a letter from Stephen in which he recognises her useless sacrifice and how her decision crushed his idea of life. He also mentions his knowledge about the rumour of her 'marriage' with Dr Kenn but he does not believe it. Still, he is waiting for her. Only once she would have to call him and he would be there for her. He reminds her of the days they had spent together. But Maggie has decided not to change her attitude and now awaits the good time to come in her life. She prays a lot and remembers Stephen in her prayer.

All of a sudden heavy rain causes a flood. In two separate boats, Bob Jakin's family and Maggie leave the house, an unsafe place in a flood like situation. Maggie remembers her father's talking of the visitation of God when she was a child. She visualises her old home and remembers her mother and Tom. In the darkness, it is very difficult for her to find a way to home, to the mill.

Powerful emotions are the only strength of her in this situation. The strong desire to be with Tom again inspires her in this calamity. She forgets all the quarrel, harshness and distrust of Tom. Only their being alive together matters now. Strong love towards Tom helps her in forgetting and forgiving all the bad memories and the ill-treatment. She wishes to remember only the sweet memories of their early and happy childhood. Meanwhile, she experiences the approaching danger. When she approaches the mill, she sees the house but is not sure if it has broken at the end towards the mill. She finds that the house is firm but has drowned up to the first storey. She calls out Tom who is there waiting for someone to come with a boat. Their mother is not in the house so brother and sister are united and in the same boat. Maggie believes that God has saved her to take care of Tom and to save him. Both are in the boat but find no words. They decide first to go to Lucy and then they would save others. But the flood is very powerful. Their boat is overturned and they could not survive. They died in an embrace never to be parted.

After five years, the town is re-built and is busy again. The Dorlcote Mill is also re-built. Mr Tulliver's grave is there and near it, a tomb for Tom and Maggie is built. The tomb is visited by Philip and Stephen who find their joy and sorrow there only. Stephen is in the company of his sweet wife but Philip is, as usual, a lonely, solitary man. Still, he tries to find companionship among the trees of Red Deeps. On the tomb of Tom and Maggie, the following line is written: "In their death, they were not divided".

1.11.2 Glossary:

tremulous	:	shaking or quivering slightly
jilted	:	sudden rejection or abandon
vindicate	:	clean of blame or suspicion
contrite	:	feeling remorse at the recognition that one has done wrong
truancy	:	an action of staying away with good reason, absence
tidal	:	relating to or affected by visitation on the new world the appearance of a divine

1.11.3 Points to remember:

- Tom, the owner of Dorlcote Mill
- Tom, disturbed by the news of his sister being with Stephen at Mudport
- Considered it as a complete disgrace to the family
- Tom not ready to listen to Maggie's justification
- Maggie compelled to leave the house for bringing a disgrace to the family and betraying Lucy and Philip
- Maggie accompanied by Mrs Tulliver
- Maggie supported by Bob Jakin
- Dr Kenn's efforts to help Maggie and the consequences
- Society's reaction towards Maggie-Stephan episode
- Letters from Stephen and Philip
- Lucy's visit to Maggie
- A sudden change in the weather
- Maggie's efforts to be with Tom
- Death of Tom and Maggie
- Situation after five years
- Stephen and Philip's visit to the tomb of Maggie

1.11.4 Textual Questions:

Note: The students may develop their responses based on the suggestive points listed after each question.

Q-1 How did Tom Tulliver come to be master of Dorlcote Mill?

- Hard and sincere work of Tom
- Forgot all his dreams, expectations from life
- Not ashamed to begin with the beginning
- Support of his uncles
- Fulfils all his responsibilities as the only son of the Tulliver family.

- Recovers everything that is lost by his father – name, fame, money, respect, land and mill
- His worth proved

Q-2 Is Tom justified in turning Maggie away from his door?

- Tom dominating and adamant by nature
- Importance of family's reputation for Tom
- Tom – more directed by reason than emotion
- Tom's attitude towards Philip right from the school days
- Mr Wakem's role in bringing woes to the family
- Maggie's impression on Tom
- His warnings to Maggie
- No readiness to understand Maggie's feeling
- Your conclusion/opinion

Q-3 What is your opinion of the attitudes of the ladies of St. Ogg's towards Maggie Tulliver when she returns unmarried to St.Ogg's?

- Credulous and gossiping nature of society
- Least bothered about the effect of the gossip on other's life
- Lack of knowledge about the reality
- No efforts and lack of concern to understand Maggie's situation – her point of view.
- Your conclusion/opinion

Q-4 Did you expect "The Mill on the Floss" to end tragically as it does? Would you have given the novel a different ending? If so, why?

- Indeed, a disappointing end
- Causes of disappointment
- Possibility of a happy ending
 - ✓ Maggie succeeding in saving Tom
 - ✓ Both succeeding in saving Lucy
 - ✓ Contribution of Philip and Stephan
 - ✓ Stephan's seeking forgiveness of everyone
 - ✓ Tom's regret
 - ✓ Transformation of heart
 - ✓ Marriages of Philip and Maggie as well as Stephan and Lucy

1.11.5 Fill in the blanks by choosing the most appropriate option/s from the ones given in the brackets:

- (1) At the end of the novel, Tom Tulliver is in the old house at _____.
(Red Deeps, Dorlcote Mill, Guest and company)
- (2) Lucy planned that Philip would take Maggie out by boat to _____ and this would give them an opportunity to be together. (Luckreth, Garun Firs, The Ripple)
- (5) _____ is accused of being in love with Miss Tulliver and that within a shockingly short time of his wife's death. (Dr Kenn, Mr Guest, Mr Pullet)
- (6) At the end of the novel, Maggie and Mrs Tulliver took refuge in the house of _____. (Bob Jakin, Mrs Dean, Dr Kenn)
- (7) At the time of storm and flood in St. Ogg's, Mrs Tulliver was at _____. (Garum, Torry's Mill, Mud port)
- (6) Finally, when Tom and Maggie were in the boat, they decided to go to _____ and then would help the rest. (Lawyer Wakem, Lucy, Philip)
- (7) St Ogg's took almost _____ years to rebuild after the devastation caused by the flood. (10, 2, 5)
- (8) Near Mr Tulliver's grave, a tomb is erected for two bodies. It is visited by _____ whose keenest joy and sorrow are forever buried there. (Stephen and Philip, Dr Kenn and Bob Jakin, Mr Deane and Mr Glegg)

1.11.6 Answers:

- (1) Dorlcote Mill (2) Luckreth (3) Dr Kenn (4) Bob Jakin
(5) Garum (6) Lucy (7) 5 (8) Stephen and Philip

1.11.7 Additional Questions:

- Q-1 Write a note on Maggie's disturbed state of mind.
- Q-2 Write a note on Maggie's stay with Bob Jakin.
- Q-3 Discuss the content of the two letters Maggie received.
- Q-4 How did Lucy react to the deceitful behaviour of Maggie?
- Q-5 Describe the flood situation in St. Ogg's.
- Q-6 Describe the attempts of Tom and Maggie to save themselves from the flood.
- Q-7 What is written on the tomb of Tom and Maggie?
- Q-8 How did Tom react when Maggie returned from Mudport in the company of Stephen?
- Q-9 How did Mrs Tulliver support Maggie when Tom asked Maggie to leave the house?

- Q-10 How did Lucy react to the news of Maggie and Stephen's return from Luckreth?
- Q-11 Discuss how Tom and Maggie met for the last time?
- Q-12 Discuss in detail the end of the novel 'The Mill on the Floss'.
- Q-13 Discuss in detail the two visitors of Maggie's grave.
- Q-14 What makes Maggie forget and forgive Tom's harshness?
- Q-15 How did Tom and Maggie drown in the river Floss?
- Q-16 How many years ago did St. Ogg's face the similar flood situation?
- Q-17 Why is Tom not happy even when he became the ultimate owner of the Dorlcote Mill?
- Q-18 What did Tom offer to Mrs Tulliver when she showed readiness to leave the house in the company of Maggie?
- Q-19 How did Dr Kenn try to help Maggie in becoming financially independent?
- Q-20 How did the society of St. Ogg's react to Maggie's return from Luckreth?
- Q-21 How did Maggie react to the reaction of the society?
- Q-22 Why is Maggie not ready to leave St.Ogg's?
- Q-23 After leaving the house of Tom, where did Maggie take refuge?
- Q-24 How did Bob Jakin and his wife receive Maggie and Mrs Tulliver in their house?
- Q-25 What Maggie had to say in her defence?
- Q-26 How would Mr Tulliver have reacted to the episode of Maggie and Stephen?

Unit 2 Grammar and Vocabulary

Learning objectives:

After studying this unit, the learner should be able to

- ✓ Explain the meaning and function of grammatical components discussed in the unit
- ✓ Spell and recall the words discussed in the unit
- ✓ Demonstrate the understanding of their uses in different situations
- ✓ Build correct sentences using various structures and words
- ✓ Make appropriate use of grammar and vocabulary to convey the desired meaning

Structure of the Unit:

Section A – Grammar

- 2.1 Tenses
- 2.2 Modal Auxiliaries
- 2.3 Conditionals
- 2.4 Subject – Verb Agreement

Section B – Vocabulary

- 2.1 Words often Confused (Homophones)

Section A: Grammar

2.1 Tenses

Learning objectives:

After studying this unit, the learner should be able to

- Explain the basic functions of various tenses
- Construct diverse structures used while using tenses
- Illustrate numerous meanings conveyed by them
- Apply appropriate verb forms in sentences

2.1.1 Introduction

In English Grammar, tenses refer to the verb. The state of the verb, which indicates the time of the action, decides the tense. There are mainly three tenses in English – Present, Past and Future. These three tenses are further having simple, continuous, perfect and perfect-continuous tenses. Tenses are important to know because they help decide different ways in which we express the time and action.

Examples of Past, Present, and Future Tenses:

- I play. (present)
- I played. (past)
- I will play. (future)

Present Tense:

Present tense is used for the actions occurring in present. They include simple action/s, present status or fact, action/s continuous at the time of speaking, action/s just been over in present or event which is a part of the present experience.

- He cooks for himself. (Simple Present)
- Children are playing. (Present Continuous)
- I have finished my homework. (Present Perfect)
- It has been raining since morning (Present Perfect Continuous)

Past Tense

Past tense shows the actions that occurred in past. The actions which happened in the past and have nothing to do with the present are called past actions. The actions which were continuous or complete at the given time of past are also indicated using the past tense. These actions are finite and they

have a starting and an end point. It is important to mention a time clause in all the past tenses.

- Mini broke the glass while playing. (Simple Past)
- When you called me, I was doing my homework. (Past Continuous)
- When I reached the station, the train had left the station. (Past Perfect)
- He had been working on this project for five years then. (Past Perfect Continuous)

Future Tense

Future tense talks about actions which have not yet happened and will occur at some point of time. Future tense is indicated using 'shall' and 'will'. It is important to mention a time clause in all future tenses.

- I shall write a letter to him today. (Simple Future)
- Tomorrow, at this time, I will be travelling to Mumbai. (Future Continuous)
- By next week, we will have finished our project. (Future Perfect)
- FY BCom students will have been studying this book next year. (Future Perfect Continuous Tense)

2.1.2 Tenses, their structures, Uses and illustrations

Present Tense	Structures	Uses	Illustrations
Simple Present Tense	sub + root-form of the verb (only one verb) or –s or –es form of the verb when used with III person singular e.g. I get up at 6 o'clock in the morning. She dances very well My son plays the piano very well	1. A present state of affairs	1. My sister lives in Washington
		2. A general fact	2. The sun rises in the East.
		3. A habitual action	3. I listen to the radio in the mornings
		4. Future timetables/actions.	4. My flight leaves at 10:00 tomorrow.
		5. Fixed truth.	5. Ahmedabad stands on Sabarmati.
		6. Historic present.	6. Akbar says to Birbal, "....."
		7. Quotations by famous people.	7. Galileo says , "The Earth moves around the Sun."
		8. Running commentaries	8. Today Sachin hits hard.
		9. Making Questions in present	9. Do you know English? / Does she play chess?
		10. A negative statement in present	10. I don't like this movie. / She does not play chess.
Present Continuous Tense	sub + am/is/are + verb + -ing form of the verb. e.g. I am preparing a project on Oracle.	1. A specific action that is going on at the time of speaking or writing.	1. Andrew is watching TV now.
		2. A general activity that takes place over a period of time with the words like <i>these days, this week, this month</i> .	2. These days, we are having our viva-voce.
		3. Future arrangements/ well planned future actions	3. Naresh is inviting his friends on his birthday.
Present Perfect Tense	sub + have/ has + past participle of the verb. e.g. I have finished my lunch. Have you?	1. An action that has recently occurred.	1. He has just gone to sleep.
		2. An action that began in past but is still continuing with the expressions like <i>for, since</i> .	2. He has known her for two weeks.
		3. An action that happened repeatedly before now.	3. She has been very naughty in CS classes.
		4. An action that happened at an unspecified time.	4. We have flown across the Pacific four times
Present Perfect Continuous Tense	sub + have/ has +been + -ing form of the verb. e.g. He has been teaching English since 2000.	1. An action that began in the past, continuous in the present, and will continue at least for some time in future.	1. Lata has been studying for the last two hours
		2. A general action recently in progress where no particular time is mentioned.	2. Simon has been smoking since he was thirteen.

Past Tense	Structures	Uses	Illustrations
Simple Past Tense	sub + past form of the verb e.g. Sachin played well in the last match	1. An action that began and ended at a particular time in past	1. The mail came early this morning.
		2. An action that occurred over a period of time but was completed in the past itself	2. John worked in an advertising company for a year.
		3. An activity that took place regularly in the past/ past habits	3. During college days, we jogged every morning before class.
Past Continuous Tense	sub + was/were + -ing form of the verb e.g. When we went to his house, Ram was watching T.V.	1. In past, at a particular point of time, some action was going on	1. Yester evening, I was reading your book.
		2. Interrupted actions/ when something happened in the past, the other act was going on	2. I was sewing when the telephone rang.
		3. A continuous state of a person	3. She was looking very ill.
		4. Events planned in the past	4. Nancy was leaving for Chicago but had to change her plan on the very day of her departure.
		5. Two consecutive continuous actions of the past	5. While I was listening to the radio, my brother was reading .
Past Perfect Tense	sub + had + past participle of the verb e.g. The patient had died before the doctor arrived.	1. A past action that occurred before the other in the past	1. Tom had left his house before we reached there.
		2. An action that was expected to occur in the past	2. I had hoped to know about the job before now.
		3. Indirect speech	3. Tom told Mary that he had been to her house the previous day.
		4. Not done past actions that should have been done	4. Better you had left with your brother it is too late.
Past Perfect Continuous Tense	sub + had+ been+ - ing form of the verb	1. A continuous action of the past that causes the other in past.	1. His eyes got hurt because he had been reading for eight hours a day.
		2. An action that was expected to occur in the past	2. I had been expecting this change in his attitude.

- *Time clauses like 'yesterday', 'last week', 'last month' 'ago' 'before' etc. are desirable in all past tenses.*

Future Tense	Structures	Uses	Illustrations
Simple Future Tense	sub + shall/will+ root form of the verb e.g. Next week my parents will visit my school.	1. Making a decision at the time of speaking.	1. I shall/will call you after lunch.
		2. Predicting an event that is likely to happen.	2. Do not worry. You will pass the test.
		3. Indicating a willingness to do something.	3. If I do not feel better soon, I will go to the doctor.
Future Continuous Tense	sub + Shall/ will + be + -ing form of the verb e.g. I shall be reading your book tomorrow morning so, please come a little later.	1. An action that will be ongoing at a particular time in future.	1. Tomorrow evening, I will be taking children for their piano lessons.
		2. Future actions that have already been decided.	2. I will be wearing my new dress in the evening party.
Future Perfect Tense	sub + shall/will + have + past participle of the verb. e.g. By the next week, PWD will have completed the repairing of the roads.	1. An action that will be completed at/before a particular given time in future.	1. By April 2005, Mr Shah will have completed his third book.
Future Perfect Continuous Tense	sub + shall/will + have + been+ -ing form of the verb. e.g. In November, I will have been working at my company for three years.	1. Emphasizing the length of an action that has occurred before a specific time in future.	1. By May, my father will have been working at the same job for thirty long years.

- *Note: Time clauses like 'tomorrow', 'next week', 'next month' etc. must be used in all future tenses.*

2.1.3 Exercises:

A. Fill in the blanks with the right form of the verbs (present tense) given in the brackets:

Nepal is a fascinating country, but I have a great deal to learn. Everything _____ (be) so different, and I _____ (try) to adapt to the new way of life here. I _____ (learn) a little bit of the language to make communication easier; unfortunately, I _____ (learn, not) foreign languages quickly. Although I _____ (not+understand) much yet, I believe that I _____ (improve) gradually.

I _____ (travel) currently with Liam, a student from Leeds University in England. He _____ (be) a nice guy, but impatient. He always _____ (walk) ahead of me and _____ (complain) that I am too slow. I _____ (do) my best to keep up with him, but he is younger and stronger than I am. Maybe, I am just feeling sorry for myself because I am getting old.

Right now, Liam _____ (sit) with the owner of the inn. They _____ (discuss) the difference between life in England and life in Nepal. I _____ (know, not) the real name of the owner, but everybody just _____ (call) him Tam. Tam _____ (speak) English very well and he _____ (try) to teach Liam some words in Nepali. Every time, Tam _____ (say) a new word, Liam _____ (try) to repeat it. Unfortunately, Liam also _____ (seem) to have difficulty learning foreign languages. I just hope we do not get lost and have to ask for directions.

B. Fill in the blanks with the right form of the verbs (past tense) given in the brackets:

When I entered the bazaar, a couple of merchants _____ (bargain) busily and _____ (try) to sell their goods to naive tourists who _____ (hunt) for souvenirs. Some young boys _____ (lead) their donkeys through the narrow streets on their way home. A couple of men _____ (argue) over the price of a leather belt. I _____ (walk) over to a man who _____ (sell) fruits and _____ (buy) a banana.

Last night, while I was doing my homework, Angela _____ (call). She said she _____ (call) me on her cell phone from her biology classroom at UCLA. I asked her if she _____ (wait) for class, but she said that the Professor was at the front of the hall lecturing while she _____ (talk) to me. I could not believe she _____ (make) a phone call during the lecture. I asked what was going on.

She said her biology Professor was so boring that several of the students _____ (sleep, actually) in class. Some of the students _____ (talk) about their plans for the weekend and the student next to her _____ (draw) a picture of a horse. When Angela _____ (tell) me that she was not satisfied with the class, I _____ (mention) that my biology Professor was quite good and _____ (suggest) her to switch to my class.

While we were talking, I _____ (hear) her Professor yell, "Miss, are you making a phone call?" Suddenly, the line went dead. I _____ (hang) up the phone and went to the kitchen to make dinner. As I _____ (cut) vegetables for a salad, the phone rang once again. It _____ (be) Angela, but this time she was not sitting in class.

C. Fill in the blanks with the right form of the verbs (future tense) given in the brackets:

Humanists are making all the efforts to make our planet a peaceful place to live on. How beautiful will be the life on the earth when everyone _____ (care) for one another. There _____ (be) a day when, people _____ (celebrate) all the religious festivals without any selfish motives and all the children _____ (get) education irrespective of the financial status of their parents. Maybe, people _____ (learn) the importance of living for others as well. Can you imagine the quality of life, when the mankind _____ (discover) a positive solution to every problem? I, too, _____ (do) my bit and pray that by the end of 2050, the idea of वसुधैव कुटुम्बकम् _____ (become) the reality.

D. Fill in the blanks with the right form of the verbs given in the brackets:

1. I promise, I _____ (not tell) this secret to anyone.
2. They _____ (be) in Chicago for 20 years.
3. Shh! Someone _____ (listen) to our conversation.
4. I think Bob _____ (leave) for London this very moment.
5. The plane _____ (take off) in a few minutes.
6. I predict that by 2020, man _____ (land) on Mars.
7. She _____ (go) to a doctor once a year for an examination.
8. My parents _____ (be) in New York for two weeks from today.
9. I _____ (love) this film. I think, it is the fourth time I _____ (watch) it.
10. I _____ (have) no idea what the book is about. Can you tell me what is it about?
11. This watch _____ (belong) to my grandmother.
12. The moon _____ (go) around the earth.
13. John _____ (have) a difficult time at the university this year.
14. My father _____ (know) everything about cars, but nothing about bicycles.
15. This cake _____ (smell) strange. What is in it?
16. I _____ (see) Jill in the town yesterday, but she _____ (not see) me.
17. He usually _____ (go) out on Saturday night.
18. Dorothy _____ (love) to read a good novel in her holidays.
19. Look! She _____ (smoke) in the non-smoking area.
20. I _____ (think) of going to Spain lately.
21. They _____ (live) in Park Street for 10 years
22. John _____ (work) for the government since his university studies.
23. I _____ (take) ages to repair the car. I am glad we are done now.
24. He often _____ (shop) at D-Mart
25. Next week I _____ (sit) on the beach.
26. _____ you _____ (plan) to get married?
27. In twenty years' time, most people _____ (use) the internet.
28. By this time next year, we _____ (move) into our new house.
29. When he retires, he _____ (work) for fifty years.
30. By 2050, holidaymakers _____ (travel) to the Moon.
31. By the time we arrive at the coast, we _____ (sail) for a week.
32. They _____ (build) the station by November.
33. I _____ (get) a job as soon as I leave the school.
34. He will come back in summer. By then, he _____ (stay) in London for two years.
35. By midnight, the speakers _____ (take) ten hours to present their projects.
36. By the end of this month, I _____ (work) on it for a year.

37. Do you think you _____ (launch) it by the end of June?
38. I suppose, we _____ (make) all the posters and TV shots by tomorrow morning.
39. She does not go to work. She _____ (be) ill since last week.
40. I was really hungry. I _____ (eat) anything since the morning.
41. His English was perfect. He _____ (study) the subject since he started school.
42. They got to the beach after they _____ (walk) for hours.
43. Your suitcase is very big. I _____ (take) it for you.
44. He _____ (play) tennis at 7.30. He usually _____ (start) at 7 o'clock.
45. We _____ (move) into our new house this time tomorrow.
46. Be careful or the cars _____ (knock) you down.
47. You were very late! Everybody _____ (work) when you arrived at the office.
48. Yes! I can buy it for you. I _____ (shop) in the afternoon while going home.
49. Do you think it _____ (snow) during the weekend?
50. This time, next Sunday, we _____ (ski) in France.
51. I do not know if I _____ (stay) here. Perhaps I _____ (move) to a big city one day.
52. Did you remember to invite Mrs Mona? Oh, no! I forgot. But I _____ (call) her now.
53. Scientists _____ (discover) a drug against cancer by the end of this decade.
54. _____ you _____ (make) dinner before Bill comes home?
55. This time next week we _____ (sail) in the Pacific for a month.
56. He _____ (pass) the driving test by Friday.
57. I _____ (copy) all the materials by noon.
58. Next year, we _____ (live) in this house for two decades.
59. By Friday, we _____ (receive) all the information needed for the project.
60. We _____ (decorate) the Christmas tree before our children come back.
61. I _____ (publish) my second book by the end of this year.
62. In five years' time, they _____ (demolish) all the houses in this street.
63. She visited the country when she _____ (be) a child.
64. It _____ (snow) since Sunday and it _____ (not stop) yet.
65. Mark _____ (disappear). We cannot find him.
66. Schools _____ (change) after the new government policy.
67. When we entered the room we saw that the children _____ (play) on the floor.
68. Tim _____ (work) for this company for his whole life.
69. I usually _____ (go) swimming on Mondays, but last week I went on Thursday.
70. The Queen of England _____ (reign) since 1953.
71. _____ Sean _____ (eat) anything strange lately?
72. The Vietnam War _____ (start) in 1963 and ended in 1975.
73. Mother was out shopping when we _____ (arrive).

74. I _____ (write) books since 1969.
75. Tom always _____ (ask) strange questions.
76. What _____ you _____ (think) of your new boss?
77. She _____ (not hear) anything about his fiancé's past yet.
78. We _____ (meet) at a restaurant last week.
79. I _____ (read) the contents of the contract tomorrow.
80. He _____ just _____ (throw) a glass on the floor.
81. Where _____ you _____ (spend) your last holidays?
82. In the past two years, she _____ (become) a very nice person.
83. The exercise book _____ (cost) very high.
84. He _____ just _____ (do) his homework. He can go out now.
85. Our cows _____ (give) more milk now-a-days.
86. It was hot yesterday. The children _____ (go) swimming.
87. Since his departure to France, I _____ (not hear) any news from him.
88. The ball _____ (hit) me on the head and I _____ (fall) down.
89. Please, you _____ (keep) it! I do not like it.
90. She was reading a book when the phone _____ (ring).
91. I _____ (show) you my new house sometime next week.
92. She never _____ (speak) about her future.
93. The sun _____ (set) before I went to bed.
94. As soon as he did his homework, he _____ (run) out to play.
95. Shakespeare _____ (write) a lot of plays and poems.
96. Jack _____ (never drive) a car until he was 18.
97. The phone _____ (ring) all afternoon but I cannot get any reply.
98. Frank _____ (eat) the whole pizza before we arrived.
99. When we reach Land's End we _____ (walk) 1,500 km.
100. It is a beautiful drive. I am sure you _____ (enjoy) the scenery.

2.1.4 Answers:

A. Fill in the blanks with the right form of the verbs (present tense) given in the brackets:

Nepal is a fascinating country, but I have a great deal to learn. Everything **is** so different, and I **am trying** to adapt to the new way of life here. I **am learning** a little bit of the language to make communication easier; unfortunately, I **do not learn** foreign languages quickly. Although I **don't understand** much yet, I believe that I **will improve** gradually.

I **am travelling** currently with Liam, a student from Leeds University in England. He **is** a nice guy, but impatient. He **always walks** ahead of me and **complains**

that I am too slow. I am doing my best to keep up with him, but he is younger and stronger than I am. Maybe, I am just feeling sorry for myself because I am getting old.

Right now, Liam is sitting with the owner of the inn. They are discussing the difference between life in England and life in Nepal. I don't know the real name of the owner, but everybody just calls him Tam. Tam speaks English very well and he is trying to teach Liam some words in Nepali. Every time Tam says a new word, Liam tries to repeat it. Unfortunately, Liam also seems to have difficulty learning foreign languages. I just hope we do not get lost and have to ask for directions.

B. Fill in the blanks with the right form of the verbs (past tense) given in the brackets:

When I entered the bazaar, a couple of merchants were bargaining busily and trying to sell their goods to naive tourists who were hunting for souvenirs. Some young boys led their donkeys through the narrow streets on their way home. A couple of men were arguing over the price of a leather belt. I walked over to a man who was selling fruits and bought a banana.

Last night, while I was doing my homework, Angela called. She said she called me on her cell phone from her biology classroom at UCLA. I asked her if she waited for class, but she said that the Professor was at the front of the hall lecturing while she was talking to me. I could not believe she made a phone call during the lecture. I asked what was going on.

She said her biology Professor was so boring that several of the students were sleeping actually in the class. Some of the students were talking about their plans for the weekend and the student next to her was drawing a picture of a horse. When Angela told me that she was not satisfied with the class, I mentioned that my biology Professor was quite good and suggested her to switch to my class.

While we were talking, I heard her Professor yell, "Miss, are you making a phone call?" Suddenly, the line went dead. I hung up the phone and went to the kitchen

to make dinner. As I **was cutting** vegetables for a salad, the phone rang once again. It **was** Angela, but this time she was not sitting in class.

C. Fill in the blanks with the right form of the verbs (future tense) given in the brackets:

Humanists are making all the efforts to make our planet a peaceful place to live on. How beautiful will be the life on the earth when everyone **will be celebrating** all the religious festivals without any selfish motives and all the children **will be getting** education irrespective of the financial status of their parents. Maybe, people **will learn** the importance of living for others as well. Can you imagine the quality of life, when the mankind **will have discovered** a positive solution to every problem? I, too, **will do** my bit and pray that by the end of 2050, the idea of वसुधैव कुटुम्बकम् **will have become** the reality.

D. Fill in the blanks with the right form of the verbs given in the brackets:

- | | | | | |
|-----------------------------------|------------------------|--------------------------|-----------------------------------------|---------------------------------------------|
| 1. will not tell | 2. were/have been | 3. is listening | 4. is leaving | 5. will take off |
| 6. will land/will have landed | 7. goes | 8. are/will be | 9. love... am seeing | 10. have |
| 11. belongs | 12. goes | 13. has/had | 14. knows | 15. smells |
| 16. saw...did not see | 17. goes | 18. loves | 19. is smoking | 20. have been thinking |
| 21. have been living/lived | 22. has been working | 23. take | 24. shops | 25. will be sitting |
| 26. do...plan | 27. will have used | 28. will have moved | 29. will have worked | 30. will be travelling /will have travelled |
| 31. will have sailed | 32. will have built | 33. will get | 34. will have stayed | 35. will have taken |
| 36. will have worked | 37. will have launched | 38. will have made | 39. has been | 40. have not eaten |
| 41. has been studying | 42. walked/had walked | 43. will take | 44. plays...starts | 45. will be moving |
| 46. will knock | 47. was working | 48. will shop | 49. will snow | 50. will be skiing |
| 51. stay....will move | 52. will call | 53. will have discovered | 54. do...make | 55. shall/will have sailed |
| 56. will have passed | 57. will have copied | 58. will have lived | 59. will have received | 60. will/decorate / will have decorated |
| 61. will have published | 62. will demolish | 63. was | 64. has been snowing... has not stopped | 65. has disappeared |
| 66. have changed | 67. were playing | 68. has worked | 69. go | 70. has been reigning |
| 71. has...eaten | 72. started | 73. arrived | 74. have been writing | 75. asks |
| 76. do...think | 77. has not heard | 78. met | 79. will read | 80. has...thrown |
| 81. did...spend | 82. has become | 83. costs | 84. has...done | 85. are giving |
| 86. went | 87. have not heard | 88. hit...fell down | 89. keep | 90. rang |
| 91. will show | 92. speaks | 93. had set | 94. ran | 95. has written |
| 96. had never driven /never drove | 97. had been ringing | 98. had eaten | 99. will have walked | 100. will have enjoyed /will enjoy |

2.2 Modals Auxiliaries and Attributes

Learning objectives

After studying this unit, the learner should be able to

- ✓ Explain the meaning of modal auxiliaries
- ✓ Identify the functions played by modal auxiliaries in the target language
- ✓ Utilize appropriate auxiliary in context

2.2.1 Introduction:

Verbs can be divided into three categories.

1. The first category is the Principal/Main Verb. All the action words fall in this category. They can further be categorized as Regular or Irregular verbs. Regular verbs are the verbs which take only –ed in their past and past participle form. e.g. play-played-played, work-worked-worked, laugh-laughed-laughed etc. Irregular verbs are those verbs which have the following variations:
 - a. all the forms are different e.g. sing – sang – sung
 - b. all the forms are same e.g. cut – cut – cut
 - c. two of them are the same e.g. bring – brought – brought.
2. The second category is known as Auxiliary Verbs/Helping Verbs. They help main verbs in various tenses, negative and interrogative(question) statements. They are the forms of:
 - a. To be (is/am/are – was/were)
 - b. To have (have/has and had)
 - c. To do (do/does/did)
 - As suggested above, these verbs form various tenses. e.g.
 - i. Students are playing on the ground. (present continuous)
 - ii. She has finished her homework. (present perfect)
 - iii. They do not live here (simple present - negative)
 - iv. Does she know how to cook? (simple Present – interrogative)
3. The third category is called Modal Auxiliaries. e.g. *will, can, must, would* etc. They express different moods like willingness, ability, compulsion, wish, politeness etc. Modal Auxiliaries

- are also known as Helping Words.
- cannot be used alone.
- are combined with principal words. e.g I should help my mother.
- have only a single form. e.g. I/She can swim.
- convey various meanings which can be understood in the context only.
- do not have infinitive or participle form.

2.2.2 Modal Auxiliaries and Their Various Attributes at a Glance

No.	Modals	An indicative list of moods suggested by various modal auxiliaries
1.	shall	command, threat, promise, suggestion, inevitability, predestination
2.	will	willingness, promise, determination, characteristic habit, assumption, probability, request, invitation
3.	should	past of shall, duty, obligation, supposition, recommendation, advisability, expectation, a strong desire, main clause of condition
4.	would	past of will, willingness, strong determination, customary action of past, wish, asking polite questions, the main clause of the condition
5.	would rather	preference
6.	can	ability/capacity, opportunity, request, possibility, permission
7.	cannot	impossibility
8.	could	past ability, possibility, suggestion, request, permission
9.	may	permission, wish, possibility, prediction
10.	might	dissatisfaction, reproach, least possibility or doubtful possibility, permission
11.	may not	improbability
12.	must	necessity, obligation, fixed determination, certainty, strong recommendation, prohibition, strong possibility, compulsion (internal force/ requirement of doing something)
13.	have to	compulsion (force imposed by external compulsion)

No.	Modals	An indicative list of moods suggested by various modal auxiliaries
14.	ought to	moral obligation, desirability, strong probability
15.	used to	past/discontinued habit
16.	Need	necessity, obligation
17.	need not	absence of necessity
18.	Dare	courage, challenge

Now, let's understand modal auxiliaries in detail:

Shall

When used with second (You) and third person (He, She, It and They), *shall* expresses command, promise, threat and determination.

1. You/He/She shall carry out my instructions. (command)
2. You/He/She shall hear from us again soon. (promise)
3. You/He/She shall pay for this (threat)
4. Everything shall be done according to the law. (determination)

When used with first person singular (I) and plural (We), *shall* expresses simple futurity

1. I shall leave for Mumbai tomorrow. (simple futurity)
2. We shall buy a new house next week. (simple futurity)
3. We shall discuss this matter with the boss soon. (simple futurity)

Should

'Should' expresses moral duty, advice, suggestion, obligation, condition and likelihood.

1. We should respect our parents. (moral duty – It suggests a subjective opinion)
2. Parents should let kids choose a career of their choice. (suggestion – It suggests an idea about what someone should do or how someone should behave)
3. He should work harder. (advice – It is a kind of recommendation regarding a course of conduct. Usually, the speaker is an experienced one. The listener is comparatively young.)
4. We should tell the truth. (moral obligation – It suggests a necessity arising out of a set of rules)

5. If he should come, ask him to wait. (condition)
6. Should it rain, there will be no picnic. (condition)
7. I should be able to defeat him. (likelihood)

Should like to

'should like to' is used to make a polite statement.

1. I should like to congratulate all the winners.

Will

- 'Will', when used with first persons (I, We), expresses simple futurity, willingness, promise, threat and determination.
 1. I will meet him next week in Chicago (simple future)
 2. We will go there, whatever happens. (determination)
 3. I will do whatever I can to get you this job. (promise)
 4. OK. I will come with you. (willingness)
 5. We will teach him a lesson. (threat)
- 'will', with Second and Third Persons, i.e. *You, He, She, It* and *They*, expresses only simple futurity.
 1. The train will arrive at 6:30 p.m. (simple futurity)
 2. He will be available in the office next week. (simple futurity)
 3. I am sure; you will endure everything and emerge a winner. (simple futurity)
 4. They will play cricket with the neighbouring state next month. (simple futurity)

Would

- 'Would' expresses willingness, strong determination, customary actions in the past, expression of a wish or a polite question cum request.
 1. The workers would go on strike in spite of the strict warning to them. (strong determination)
 2. The doctor agreed that he would visit the patient soon. (willingness)
 3. The old lady would sit at the roadside and cry most of the time. (customary actions in the past)
 4. After dinner, I would sit in the balcony and listen to the old songs. (customary actions in the past)
 5. I would learn what my fault is. (expression of a wish)
 6. Would you mind lending me your book for a day? (polite question cum request)

- 'would rather' expresses a preference.
 1. I would rather take coffee than tea. (expression of preference)
 2. I would rather play than read a book. (expression of preference)

Can / Cannot

- 'Can' expresses ability, possibility, seeking informal permission, giving permission, informal request,
 1. He can run a mile in four minutes. (ability)
 2. Anything can happen. (possibility)
 3. You can earn a lot of money in gaming. (possibility)
 4. You can take one of these chocolates if you want. (giving permission)
 5. Can I come with you? (seeking permission- informal way)
 6. Can you do me a favour? (informal request)
- 'cannot' is used to express present inability or lack of permission
 1. I cannot lift this heavy bag. (inability)
 2. You cannot leave early. (lack of permission)

Could

- 'Could' is used to indicate past ability, possibility or unreal condition, make a formal request etc
 1. In my young days, I could walk a mile at a stretch. (past ability)
 2. Till last year, I could read without glasses. (past ability)
 3. You could do it if you tried harder. (possibility)
 4. If I had some capital, I could start some business. (possibility)
 5. If you were here, we could have solved this problem. (unreal conditional)
 6. Could you please help me in this matter? (formal request)
 7. Could you please show me the way to University office? (formal request)
 8. Could I have a glass of water, please? (formal request)

Could not

- 'Could not' suggests past inability,
 1. When he joined the department, he could not speak English fluently. (inability)

May

- 'May' is used to seek formal permission, to give permission, to express a wish and to express a possibility

1. May I come in sir? (seeking formal permission) Yes, you may. (giving formal permission)
2. May God bless you! (expressing a wish)
3. May his soul rest in peace! (expressing a wish)
4. She may agree to the proposal. (possibility)
5. He may be elected as the president of the club. (possibility)
6. The war may come to an end soon. (possibility)

Might

- 'Might' is used to indicate more doubtful possibility or a gentle reproach.
1. I might pass this time. (doubtful possibility)
 2. The patient might recover. (doubtful possibility)
 3. Jane, you might have told me this before. (gentle reproach)
 4. Small care might have avoided the mishap. (gentle reproach)

Must

- 'Must' is used to express compulsion (internal force), a strong obligation (necessity arising out of a set of rules), necessity, probability or likelihood, strong determination, logical deduction, strong determination. It is stronger than 'should'.
1. He must apologize for his mistake. (compulsion – internal force)
 2. You must follow the traffic rules. (a strong obligation – a necessity that is arising out of a set of rules)
 3. Every citizen must pay tax. (necessity arising out of a set of rules)
 4. Tomorrow, we must get up early to catch the train. (compulsion – internal force)
 5. My phone is ringing. It must be Rima, my friend. (probability or likelihood.)
 6. He must be a mad person to do so. (probability or likelihood.)
 7. She speaks well. She must be an orator. (logical deduction)
 8. I must go to my native place this vacation, whatever happens. (strong determination)
 9. You must insist on taking your full share in the property. (strong determination)

Must not

- 'Must not' suggests a lack of permission, warning, strong suggestion or prohibition
1. Children must not enter this area. (prohibition)
 2. You must not use mobile for more than an hour. (lack of permission)
 3. You must not let anyone take undue advantage of your simplicity. (warning / strong suggestion)

Have to

'Have to' is a pseudo-modal. It implies that the obligation comes from somebody else. It is a rule and the speaker cannot change it.

1. Suresh can't come because he has to work tomorrow. (compulsion enforced by an external factor)
2. In India, you have to pay income tax every year. (compulsion enforced by an external factor)

Ought to

- 'Ought to' is used to express duty, necessity, a moral obligation. It is less forceful than 'must' but more forceful than 'should'.
1. They ought to help him. (duty)
 2. We ought to help the needy ones. (moral obligation – societal expectations)

Used to

- 'Used to' refers to a past habit.
1. I used to run a mile at a stretch in my young days. (past habit)
 2. He used to work fourteen hours a day when he was in Dubai. (past habit)

Need and Need not

- 'Need' is both a principal verb and a modal auxiliary. When used as a principal verb it has a meaning of '*require*' and takes all affixes like – ed, -ing and –s as per the tense and the subject. When used as a modal auxiliary, *need* adds the meaning of 'necessity'. *Need not* signifies 'absence of necessity'
1. You need pay only Rs. 100/- as the first instalment. (necessity)
 2. I don't think we need copy all these figures. (necessity)
 3. We need not have waited for his approval. (absence of necessity)

4. He need not seek my permission. (absence of necessity)
5. Need he wait any longer? (necessity)
6. Need I come again? (necessity)

Dare

- 'Dare' is used as both a principal verb and a modal auxiliary. It indicates a sense of courage, challenge, threat. When used as a principal verb it takes all affixes like – ed, -ing and –s as per the tense and person. As a modal, it remains unaffected.

1. He dare not talk to me in this matter. (courage)
2. I dare not take such a risk. (lack of courage)
3. They dare not oppose me. (challenge)
4. How dare he say such a thing? (courage)

2.2.3 Do as Directed:

A. Identify the *Mood* suggested by *shall/should/should like to* in the following examples: One is done for you.:

e.g. You *should* save some money for your old age. (advice)

1. It is wet and windy outside today. You shall not go out without an umbrella.
2. We should visit the new Italian restaurant tonight.
3. I think you should learn French.
4. You shall look at me when I am talking to you.
5. If you do not feel well, you should call the doctor.
6. I think you should give up smoking.
7. My mother told me, 'you should not smoke so much'.
8. You should eat fish twice a week.
9. You should have different meals at regular hours.
10. It is too late. You should go to bed.
11. She should not go to the Reunion. There are a lot of mosquitoes there.
12. I should like to meet him before leaving.

B. Identify the mood suggested by *would/ would like /would rather* in the following examples:

1. He said he would try his best to help me.
2. They would bunk the classes in spite of the warning.

3. The bird would come and pick up the fruit from my hand.
4. She would rather die than marry him.
5. Would you like to have a cup of coffee?
6. I would like to know the expense of this year.
7. Would you mind lending me your pen for a while?
8. They would like to give a memento on his farewell.
9. Would you please call a taxi for me?
10. Would you do me a favour, please?
11. I would rather not go to that part of town at this time.
12. Would you like to have a sandwich?
13. It is cold here. Would you mind closing the window?

C. Identify the mood suggested by *can/cannot* in the following examples:

1. Komal, you look very confused. Can I help you?
2. Can my friend sleep over? Yes, but he will have to get permission from his parents.
3. Can you please try to be nicer to your brother?
4. He can feel a spider on his arm.
5. You need not go, you know. I can go alone.
6. Can you please help me get the keys?
7. I am sorry but I cannot come to your party.
8. She cannot drive a car because she does not have her driving license.
9. David, you cannot play football in the garden, you are going to break a window
10. It is too dark in here; can I switch on the light?
11. Ask Robert if he can carry this heavy suitcase
12. I cannot speak French but I am going to learn it in the near future

D. Identify the Mood suggested by *could/could not* in the following examples:

1. When he was young, he could swim very well.
2. I left my purse at home. Lily, could you lend me ten dollars?
3. I could not get here earlier because of the traffic on the freeway.
4. I did not feel very well yesterday. I could not eat anything.
5. He could have told me that!

6. John could not repair his washing-machine; he must have asked his neighbour.
7. Excuse me, Sir. Could you please tell me where the railway station is?
8. It is hot in here; could you open the window, please?
9. He worked so hard! He could have passed his exam if he had not missed his train and got there late.
10. That armchair was too heavy for Jim, you could have helped him.
11. Could you swim when you were a child?
12. We could not find anywhere good food to eat last night.
13. Could you lend me your bicycle? My back wheel has a puncture.
14. Your daughter is very tired, you could see a doctor.
15. If I won the lottery, I could buy a new house.

E. Identify the mood suggested by may in the following examples:

1. You may eat some cake, Jim
2. He may be on holidays.
3. Mom, May I go out?
4. May this year bring you happiness and health!
5. Take your umbrella as it may rain today.
6. He is still at work! He may come late, I am afraid.
7. It may rain this afternoon, the sky is really cloudy.
8. May I open the window? It is really hot!
9. Perhaps, he may not have heard. He did not hang up the phone!
10. He may be late because his flight has been delayed.
11. Look at those clouds! It may rain in a minute.
12. Mum! My friends are having a party tonight; may I go, please?
13. He may be wondering who you are.
14. There may have been an accident

F. Identify the mood suggested by might in the following examples:

1. The company might go bankrupt if they do not find a lot of money quickly!
2. He does not know what to do; he might ask Vrunda.
3. You might have done the cleaning!
4. They talked too loudly. They might have woken the baby!
5. I wonder if I might offer you that marvellous car you saw yesterday?
6. As you were at home, you might have done the ironing, don't you think?

7. I was afraid I might have burnt your marvellous shirt!
8. The Yankees might win this match
9. He said he might leave this job.
10. The sky is clear. It might rain today.

G. Identify the mood suggested by must in the following examples:

1. I think this sign means that we must not enter the building. Look, there is a security guard too.
2. You must study grammar more.
3. When is Tom coming? He is on his way. He must be here any minute.
4. I was using my pencil a minute ago. It must be here somewhere!
5. She has a big problem. We must help her.
6. You must not sign a document before reading it carefully.
7. The meeting is at 9:00. You must not be late
8. This letter is not for you. You must not read it.
9. You must get some exercise if you want to keep fit.
10. You must not play with knives. It is dangerous
11. I must phone my mother, or she will be worried.
12. It is nine. My sister must be having her bath. It is almost certain.

H. Identify the mood suggested by need / need not / ought to / dare / dare not / used to/have to in the following examples:

1. Nobody is waiting for us, so we need not hurry.
2. You have to finish my homework before they arrive.
3. I used to go swimming twice a week.
4. You ought to be punctual.
5. How dare you come here?
6. I need to go now it's too late.
7. I used to play the piano.
8. You ought to visit your friends once in a while.
9. I have to get up early.
10. I dare not ask about him.

I. Fill in the blanks with the most appropriate modal auxiliary that indicates the moods given within brackets:

1. I do not know the meaning of this word. _____ I borrow your dictionary? (Permission)
2. Students_____ take any entrance examination to study at this school. (Absence of necessity)
3. You _____ take some medicine for that cough. (Recommendation)
4. I _____ be in the office by 7:00 AM. (Obligation)
5. We _____ employ a professional writer. (Desirability)
6. I _____ make the travel arrangements. There is no need to worry. (Wish)
7. I did not _____ tell her what had really happened. (Courage)
8. Before I passed my driving test, I _____ cycle everywhere. (Past Habit)
9. You _____ be tired after all that travelling. (Certainty)
10. He _____ be here by now – he left over an hour ago. (Supposition)
11. I _____ get back to you first thing on Monday. (Promise)
12. They _____ learn the whole poem. (Obligation)
13. My tea was already sweetened, so I _____ have put any sugar in it. (Absence of Necessity)
14. The weather _____ improve after the weekend. (Strong probability)
15. She _____ have taken the bus. I am not sure how she got to work. (Possibility)
16. If you came, I _____ enjoy very much. (Expectation)
17. Learning a language _____ be a real challenge. (Possibility)
18. This _____ be the right address! (Certainty)
19. Frank _____ have eaten low-fat foods. That might have prevented his heart attack. (Advisability)
20. I _____ close the door for you. (Willingness)
21. You _____ eat more vegetables. (Desirability)
22. The windows look clean. You _____ wash them. (Absence of necessity)
23. I do not believe it. It _____ be true. (Impossibility)
24. Is it your birthday? You _____ have told me. I would have got you a present. (Reproach)
25. Looking at his efficiency and popularity, I believe, he _____ become our next king. (Strong probability)

J. Fill in the blanks with the most appropriate modal auxiliary from the brackets:

1. You _____ not smoke in the hospital. (must, might, need)
2. It _____ rain tomorrow! (may, have to, ought to)
3. When I was younger I _____ run fast. (can, may, could)
4. I _____ not buy tomatoes. There are plenty of tomatoes in the fridge. (can, might, need)
5. She is over there. _____ you see her? (Will, May, Can)
6. Rima _____ swim when she was one year old. (can, could, would)
7. They _____ work hard if they want to have good marks. (must, may, dare)
8. You _____ stop when the traffic lights turn red. (may, need not, must)
9. Smoking _____ cause cancer. (can, should, must)
10. You _____ revise your lessons. (would, should, could)
11. I have enough savings. I _____ go on holiday to Australia next year. (can, have to, used to)
12. As far as your return journey is concerned, you _____ not hurry (can, may, need)
13. Maya _____ come to the party. Her friends are sceptical. (can, should, might)
14. You _____ take an umbrella with you, in case it starts to rain. (dare, might, should)
15. _____ you please tell me how to get to Almond Street? (May, Should, Will)
16. She looks pretty sick. I think she _____ go to a doctor. (can, should, would)
17. You've been driving all day. You _____ be exhausted! (must, should, can)
18. You _____ smoke so much. It's bad for your health. (can't, shouldn't, may not)
19. Carry an extra pen. You _____. require it. (might, should, can)
20. She _____ run very fast in her young days. (can, could, will)

2.2.4 Answers

A. Identify the mood suggested by shall/should/should like to in the following examples:

1. It is wet and windy outside today. You shall not go out without an umbrella. (command)

2. We should visit the new Italian restaurant tonight. (suggestion)
3. I think you should learn French. (advice)
4. You shall look at me when I am talking to you. (command)
5. If you do not feel well, you should call for the doctor. (suggestion/advice)
6. I think you should give up smoking. (suggestion/advice)
7. My mother told me, 'you should not smoke so much.' (advice)
8. You should eat fish twice a week. (suggestion)
9. You should have different meals at regular hours. (suggestion)
10. It is too late. You should go to bed. (suggestion/advice)
11. She should not go to the Reunion. There are a lot of mosquitoes there. (suggestion/advice)
12. I should like to meet him before leaving. (polite statement)

B. Identify the mood suggested by would/ would like / would rather in the following examples:

1. He said he would try his best to help me. (willingness)
2. They would bunk the classes in spite of the warning. (expression of a wish)
3. The bird would come and pick up the fruit from my hand. (customary action in past)
4. She would rather die than marry him. (expression of preference)
5. Would you like to have a cup of coffee? (polite question cum request)
6. I would like to know the expense of this year. (polite question cum request)
7. Would you mind lending me your pen for a while? (polite question cum request)
8. She said she would reach there in time on her own. (strong determination)
9. They would like to give a memento on his farewell. (willingness)
10. John said he would finish his work by evening today. (strong determination)
11. Would you please call a taxi for me? (polite question cum request)
12. Would you do me a favour, please? (polite question cum request)
13. I would rather not go to that part of town at this time. (expression of preference)
14. Would you like to have a sandwich? (polite question cum request)
15. It is cold here. Would you mind closing the window? (polite question cum request)

C. Identify the mood suggested by *can/cannot* in the following examples:

1. Komal, you look very confused. Can I help you? (seeking permission)
2. Can my friend sleep over? Yes, but he will have to get permission from his parents. (seeking permission)
3. Can you please try to be nicer to your brother? (informal request)
4. He can feel a spider on his arm. (ability)
5. You need not go, you know. I can go alone. (ability)
6. Can you please help me get the keys? (informal request)
7. I am sorry but I cannot come to your party. (inability)
8. She cannot drive a car because she does not have her driving license. (inability)
9. David, you cannot play football in the garden, you will break a window. (lack of permission)
10. It is too dark in here; can I switch on the light? (informal request)
11. Ask Robert, if he can carry this heavy suitcase. (ability)
12. I cannot speak French but I am going to learn it near future. (inability)

D. Identify the mood suggested by *could* in the following examples:

1. When he was young, he could swim very well. (past ability)
2. I left my purse at home. Lila, could you lend me Rs 500? (formal request)
3. I could not get here earlier because of the traffic on the freeway. (inability)
4. I was not well yesterday. I could not eat anything. (inability)
5. He could have told me that! (possibility)
6. John could not repair his washing-machine; he must have asked his neighbour. (inability)
7. Excuse me, Sir. Could you please tell me where the railway station is? (formal request)
8. It is hot in here; could you open the window, please? (formal request)
9. He worked so hard! He could have passed his exam if he had not missed his train and got there late. (possibility)
10. That armchair was too heavy for Jim, you could have helped him. (possibility)
11. Could you swim when you were a child? (past ability)
12. Last night, we could not find good food anywhere. (inability)
13. Could you lend me your bicycle? My back wheel has a puncture. (formal request)
14. Your daughter is very tired, you could see a doctor. (possibility)

15. If I won the lottery, I could buy a new house. (possibility)

E. Identify the mood suggested by *may* in the following examples:

1. Jim, you may eat some cake. (giving permission)
2. He may be on holidays. (express a possibility)
3. Mom, may I go out? (seeking permission)
4. May this year bring you happiness and health! (expressing a wish)
5. Take your umbrella as it may rain today. (expressing a possibility)
6. He is still at work! He may come late, I am afraid. (expressing a possibility)
7. It may rain this afternoon, the sky is really cloudy. (expressing a possibility)
8. May I open the window? It is really hot! (seeking permission)
9. Perhaps, he may not have heard. He did not hang up the phone! (expressing a possibility)
10. He may be late because his flight has been delayed. (expressing a possibility)
11. Look at those clouds! It may rain in a minute. (expressing a possibility)
12. Mum! My friends are having a party tonight; may I go, please? (informal request)
13. He may be wondering who you are. (expressing a possibility)
14. There may have been an accident (expressing a possibility)

F. Identify the mood suggested by *might* in the following examples:

1. The company might go bankrupt if they do not find a lot of money quickly! (doubtful possibility)
2. He does not know what to do; he might ask Vrunda. (doubtful possibility)
3. You might have done the cleaning! (gentle reproach)
4. They talked too loudly. They might have woken the baby! (doubtful possibility)
5. He is very strict about the deadline. You might have any extension for submission. (doubtful possibility)
6. As you were at home, you might have done the ironing. Don't you think so? (gentle reproach)
7. I was afraid, I might have burnt your favourite shirt! (doubtful possibility)
8. The Yankees might win this match. (doubtful possibility)
9. He said he might leave this job. (doubtful possibility)
10. The sky is clear. It might rain today. (doubtful possibility)

G. Identify the mood suggested by *must* in the following examples:

1. I think this sign means that we must not enter the building. Look, there is a security guard too. (logical deduction)
2. You must study grammar more. (compulsion – internal force)
3. When is Tom coming? He is on his way. He must be here any minute. (probability)
4. I was using my pencil a minute ago. It must be here somewhere! (logical deduction)
5. She has a big problem. We must help her. (compulsion – internal force)
6. You must not sign a document before reading it carefully. (warning)
7. The meeting is at 9:00. You must not be late. (compulsion – internal force)
8. This letter is not for you. You must not read it. (prohibition)
9. You must get some exercise if you want to keep fit. (compulsion – internal force)
10. You must not play with knives. It is dangerous. (warning)
11. I must phone my mother, or she will be worried. (compulsion – internal force)
12. It is nine. My sister must be having her bath. It is almost certain. (logical deduction)

H. Identify the mood suggested by *need / need not / ought to / dare / dare not / used to* in the following examples:

1. Nobody is waiting for us, so we need not hurry. (absence of necessity)
2. You have to finish my homework before they arrive. (compulsion – external force)
3. I used to go swimming twice a week. (past habit)
4. You ought to be punctual. (moral obligation – societal expectation)
5. How dare you come here? (challenge)
6. I need not go now it's too late. (absence of necessity)
7. I used to play the piano. (past habit)
8. You ought to visit your friends once in a while.
9. I have to get up early. (compulsion – external force)
10. I dare not ask about him. (lack of courage)

I. Fill in the blanks with the most appropriate modal auxiliary that indicates the moods given within brackets:

- | | | | |
|-------------------|---------------|------------|-----------------------|
| 1. May/Can/Could | 2. need not | 3. should | 4. should/ought to be |
| 5. should | 6. would | 7. dare | 8. used to |
| 9. must | 10. must | 11. will | 12. should |
| 13. need not | 14. must | 15. might | 16. would |
| 17. could/may/can | 18. must/will | 19. should | 20. will/would |
| 21. should | 22. need not | 23. cannot | 24. might |
| 25. would | | | |

J. Fill in the blanks with the most appropriate modal auxiliary from the brackets:

- | | | | |
|-----------|---------------|-----------|------------|
| 1. must | 2. may | 3. could | 4. need |
| 5. can | 6. could | 7. must | 8. must |
| 9. can | 10. should | 11. can | 12. need |
| 13. might | 14. should | 15. will | 16. should |
| 17. must | 18. shouldn't | 19. might | 20. could |

2.3 Conditionals

Learning objectives:

After studying this unit, the learner should be able to

- ✓ Identify the basic functions of various conditionals
- ✓ Learn diverse structures used while using them
- ✓ Recognize the meanings conveyed by them
- ✓ Use appropriate conditionals whenever required

2.3.1 Introduction: Conditionals – ‘If’, ‘Unless’ and ‘Had’

Conditional sentences are used to predict what could happen, what might have happened, and what one wishes to happen. Usually, conditional sentences use ‘If’, ‘Unless’ or ‘Had’. A conditional sentence is made of two clauses: the principal clause and the subordinate clause.

2.3.2 Types of Conditional Sentences

There are four types of conditional sentences in English. Their description, structures and usages are discussed below:

Types of Conditional Sentence	Usages	Tense in ‘if’ /subordinate clause	Tense in the Main clause
Type 1_Basic	To indicate ‘now’ and ‘always’ happening real possibility	Simple present	Simple present
Type 2_Probable	To indicate the probable condition and its probable result	Simple present	Simple future
Type 3_Improbable	To indicate the improbable or assumed condition and its probable result	Simple past	Past Modal
Type 4_Impossible	To indicate impossible or Unreal past condition and its probable result in the past	Past perfect	Modal + have + Past participle

Type 1_Basic Conditional

This conditional is used when the time being referred to is now or always and the situation is real and possible. It also refers to the general truth. The tense in both the clauses is simple present. It denotes general truth or real possibility yet to happen. In such sentences, 'if' can be replaced by 'when' but then it makes it non-conditional.

Structure:

If + simple present + simple present

1. If she comes we play.
2. If it rains, the grass gets wet.
3. If you heat ice, it melts.

Type 2_ Probable Conditional

Probable Conditional is used to refer to the present or future where the situation is real. It refers to a possible condition and its probable result. In such sentences, simple present tense is used with 'if'/subordinate clause and in the main clause, simple future tense is used.

Structure:

If + simple present + simple future

1. If you don't hurry, you will miss the bus.
2. If she comes, we will go for a walk.
3. If you work hard, you will pass this exam.

Type 3_ Improbable Conditional

The type 3, Improbable Conditional, is used to refer to an imagined/unreal situation. These sentences are not based on fact. Probable conditional refers to a hypothetical condition and its probable result. In type 3 probable conditional sentences, simple past tense is used in the 'if' clause and in the main clause past modal + main verb is used.

Structure:

If + simple past + (past modal + verb)

1. If you went to sleep earlier, you would be late.
2. If you tried hard, you could win the match.
3. If she planned well in advance, she might finish before Christmas.

Note: Usually in English Grammar, singular subject takes the verb 'was' in past tense (e.g. I / he / she / it - was) and 'were' is used with plural persons (We / You / They – were).

But while talking about improbable past conditional, where you assume yourself in the position of another person, 'were' is used with all the persons – singular or plural. It is called subjunctive mood in grammar.

Structure:

If I were you.... + (past modal + verb)

1. If I were you, I would accept that proposal.
2. I would consult a doctor, if I were you.
3. He would be more careful, if he were you.
4. She wouldn't do that if she were you.

Type 4 Impossible Conditional

The type 4, Impossible Conditional is referred to a situation in the past that is against reality. The Impossible Conditional is also called an unreal past condition which is not possible to occur now. In the impossible conditional sentences, the *if clause* has the past perfect tense (had + past participle.), and the main clause has past modal + have + past participle form of the verb

Structure:

If + past perfect + (past modal + have+ past participle)

1. If you had invited me, I would have come to your party happily.
2. If you had asked him, he would have rejected that proposal.
3. If she had left early, she would have caught the train.
4. If they had assigned me this task early, I could have finished it in time.

Use of 'Had'

- These sentences can also be expressed using 'Had' in the beginning. e.g.
 1. Had you asked me, I would have rejected that proposal.
 2. Had she left early, she would have caught the train.

2.3.3 Use of 'Unless'

Unless means *if...not*. As different tenses are used with *if*, tenses like present tense, past tense, or past perfect tense are used with '*unless*'. A clause having '*unless*' has no negative word (like not) as '*unless* itself is negative. The next clause may or may not have a negative word.

Type 1 Structure:

Unless + present tense + simple future.

1. You will be late, **if** you **don't hurry**.
You will be late, **unless** you **hurry**.
2. I won't wait, **if** you **don't come** immediately.

- I won't wait, **unless** you **come** immediately
3. **If** you **don't study** hard, you won't pass this year.
Unless you **study** hard, you won't pass this year.

Type 2 Structure:

Unless + past tense + past modal + verb

1. **If** he **wasn't** very ill, he would be at work.
Unless he **was** very ill, he would be at work.
2. **If** she **wasn't busy** at home, she would be here by now.
She would be here by now, **unless** she **was busy** at home.
3. He would not steal money, **if** his father **wasn't ill** seriously.
Unless his father **was ill** seriously, he would not steal money.

Type 3 Structure:

Unless + past perfect tense + past modal + have + verb

1. He would not have appointed Mr Shah, **if I had not suggested** his name.
He would not have appointed Mr Shah, **unless I had suggested** his name.
2. **If** the police **had not reached** in time, the thief would have killed her.
Unless the police **had reached** in time, the thief would have killed her.
3. **If** she **had not taken** extra care, she would have lost all her money.
Unless she had taken extra care, she would have lost all her money.

2.3.4 Exercises

A. Fill in the blanks using the appropriate form of the verbs given in the brackets:

1. If it _____(get) cold tomorrow, we will stay at home.
2. If I find your passport, I _____(phone) you.
3. If he _____ (eat) all that food, he will be ill.
4. If you _____ (not eat) any breakfast, you will be hungry.
5. If I _____(know) his address, I would give it to you.
6. He _____ (look) a lot better if he shaved more often.
7. More tourists would come to this country if it _____(have) a better climate.
8. I _____(not drink) this wine if I were you.
9. This soup would taste better if it _____ (have) more salt in it.
10. I _____(give) you a cigarette if I had one.
11. If I lose my job, I _____(look) for a new one.
12. If she had not told me to stay, I _____(go).
13. If you come tonight, I _____(make)parathas.
14. If I were him, I _____(take) that job.

15. He will never speak to me again if he _____(find) out what happened.
16. Our cat _____(bite) you if you rub her belly.
17. I _____(not tell) you if I had not thought it was important.
18. If I _____(know) you were coming, I would have prepared lunch.
19. If I were you, I _____(go) to the beach instead of going to work.
20. If I _____(be) you, I would apologize to her right away.
21. If I happen to meet her, I _____(tell) her that you are looking for her.
22. If you _____(do) that again, I will call the police.
23. If I _____(not arrive) at the airport so late, I would not have missed my flight.
24. If I _____(know) about this, I would have told you.
25. If they _____(stop) to rest, they would not have been so tired.
26. If you _____(return) the money that you owe me, I would have been able to go out last night.
27. I _____(not guess) that he is 38 years old if he had not told me.
28. If I had not seen that movie last week, I _____(go) to see it with you yesterday.
29. Tina would have called you if you _____(give) her your number.
30. If his nose were smaller, he _____(be) very handsome.
31. I would come if I _____(have) a car.
32. If she _____(know), she would tell him.
33. If his parents did not give him money, he _____(not go) out so much.
34. If my grandfather were younger, he _____(not forget) so many things.
35. If you _____(eat) greasy food, you will become fat.
36. If your sister goes to Paris, she _____(have) a good time.
37. If it costs too much, I _____(buy) a smaller one.
38. We would not have been angry if you _____(not refuse) the dinner.
39. If I _____(be)you, I would take it.
40. If you dive into this river, you _____(hurt) yourself.
41. Richard _____(walk) to school if he misses the bus.
42. Emily will buy the cola if you _____(pack) the picnic basket.
43. If you helped your grandma, I _____(do) the shopping.
44. Andrew would water the flowers if he _____(stay) at home.
45. If they _____(offer) me the job, I would take it.
46. If I met Richard, I _____(tell) him about our new office.
47. If he _____(come) earlier, he would have met Tina.
48. The water in the pool would have been warmer if the sun _____(shine) more often.
49. If Betty had written more applications, she _____(get) an apprenticeship.
50. We _____(give) the man the documents if we had known him.

B. Rewrite the following sentences using 'Had':

1. If the car had turned left, the old lady would have crossed the street.
2. If she had told me, I would have collected her from the airport.
3. She would not have agreed to come to the party if she had known that her boss would be there.
4. If I had seen you, I would have talked to you.

5. If they had enough money, they would have bought a new car.
6. If Meena had asked her teacher, she would have answered her questions.
7. If they had enough time, they would have visited a temple.
8. If the students had collected more empty bottles, they would have had more money for their class trip.
9. You would have had no trouble at school, if you had done your homework.
10. Tina would have understood the text, if her teacher had marked the important sentences.

C. Rewrite the following sentences using 'If':

1. Unless you need more space, a small room will be good for you.
2. They would not have understood the film unless they had read the book.
3. Unless it stops raining, we will not have a picnic.
4. Unless you hurry up, we will be late.
5. Unless you keep your promises, you will lose your friends.
6. Unless the weather is fine, the children will not go to school.
7. Unless you have an umbrella, you will get wet.
8. Unless he grew his own vegetables, he would have to buy them.
9. Unless John improved his grammar, he wouldn't get better marks.
10. Unless you had teased the dog, the dog would not have attacked you.

D. Rewrite the following sentences using 'Unless':

1. If Manish had not forgotten my schoolbag, he would have given you your USB flash drive.
2. If you don't repair my bike, I will not help you with the Maths homework.
3. If he had not failed his driving test, his parents would have lent him their car.
4. If you don't change your money at a bank, you wouldn't save the commission.
5. If you don't press the green button, the door will not unlock.
6. If he had not spent all his salary in the disco club, he would have had money to go on a holiday.
7. If Peter did not repair his bike, he couldn't go on a bicycle tour with us.
8. If she had not told him, he would not have found her out.
9. If you had not phoned me, I wouldn't have recorded the show.
10. If he didn't drive slowly, he wouldn't arrive safely.

2.3.5 Answers:

A. Fill in the blanks using the appropriate form of the verbs given in the brackets:

1. gets	2. will phone	3. eats	4. do not eat	5. knew
6. would look	7. had	8. would not drink	9. had	10. would give
11. will look	12. would have gone	13. will make	14. would take	15. finds
16. will bite	17. would not have told	18. had known	19. would go	20. were
21. will tell	22. do	23. had not arrived	24. had known	25. had stopped
26. had returned	27. would not have guessed	28. would have gone	29. had given	30. would be
31. had	32. knew	33. would not go	34. would not forget	35. eat
36. will have	37. will buy	38. had not refused	39. were	40. will hurt
41. will walk	42. pack	43. would do	44. stayed	45. offered
46. would tell	47. came	48. had shone	49. would have got	50. would have given

B. Rewrite the sentences using 'Had':

1. Had the car turned left, the old lady would have crossed the street.
2. Had she told me, I would have collected her from the airport.
3. She would not have agreed to come to the party, had she known that her boss would be there.
4. Had I seen you, I would have talked to you.
5. Had they enough money, they would have bought a new car.
6. Had Meena asked her teacher, she would have answered her questions.
7. Had they enough time, they would have visited a temple.
8. Had the students collected more empty bottles, they would have had more money for their class trip.
9. You would have had no trouble at school had you done your homework.
10. Tina would have understood the text, had her teacher marked the important sentences.

C. Rewrite the following sentences using 'If':

1. If you don't need more space, a small room will be good for you.
2. They would not have understood the film, if they had not read the book.
3. If it does not stop raining, we will not have a picnic.
4. If you don't hurry up, we will be late.
5. If you do not keep your promises, you will lose your friends.
6. If the weather is not fine, the children will not go to school.
7. If you do not have an umbrella, you will get wet.
8. If he did not grow his own vegetables, he would have to buy them.
9. If John did not improve his grammar, he wouldn't get better marks.
10. If you had not teased the dog, the dog would not have attacked you.

D. Rewrite the following sentences using 'Unless':

1. Unless Manish had forgotten my schoolbag, he would have given you your USB flash drive.
2. Unless you repair my bike, I will not help you with the Maths homework.
3. Unless he had failed his driving test, his parents would have lent him their car.
4. Unless you changed your money at a bank, you wouldn't save the commission.
5. Unless you press the green button, the door will not unlock.
6. Unless he had spent all his salary in the disco club, he would have had money to go on a holiday.
7. Unless Peter repaired his bike, he couldn't go on a bicycle tour with us.
8. Unless she had told him, he would not have found her out.
9. Unless you had phoned me, I wouldn't have recorded the show.
10. Unless he drove slowly, he wouldn't arrive safely.

2.4 Subject-Verb Agreement

Learning objectives:

After studying this unit, the learner should be able to

- ✓ understand the basic rules of Subject-Verb Agreement
- ✓ Use them correctly in varied contexts

2.4.1 Introduction

In English grammar, *Concord* is the technical term used to denote *subject-verb agreement*. Simply stated, the verb must agree with the subject (noun) in number and person while using the language. e.g. You are in the class. This is an important skill to master and is useful in oral as well as written communication.

2.4.2 Following are some of the rules concerning to Concord or Subject-Verb Agreement:

1. A singular subject takes a singular verb whereas a plural subject takes a plural verb.
 - The book of my friend is on the desk.
 - Ramesh visits the temple every day.
 - Students play football after the classes are over.
 - My friends are very helpful to me.
2. Collective nouns take a singular verb.
 - The jury has announced its verdict.
 - The bunch of keys is on the table.
 - The herd of elephants has crossed the forest.
3. A collective noun considered as a single unit is used as singular but a collective noun treated as separate individuals is used as a plural.
 - The committee have a difference of opinion regarding this matter.
 - The committee has agreed on this matter unanimously.
4. Two singular subjects connected by *or*, *either/or*, or *neither/nor* require a singular verb.
 - My aunt or my uncle is visiting us today.
 - Neither Sita nor Geeta has asked me to join them.
 - Either Kishan or Karan does not know how to run a business.
5. The verb in sentences with *or*, *either/or*, or *neither/nor* agrees with the noun or pronoun closest to it.
 - Neither the workers nor the manager goes to the factory.
 - Neither the manager nor the workers go to the factory.

6. As a general rule, a plural verb is used with two or more subjects when they are connected by *and*.
 - A bus and a rickshaw are my means of transportation.
 - A cup of tea and a newspaper are my morning needs.
7. When two nouns are joined by *with*, *like*, *together with*, *in addition to* or *as well as* the verb agrees with the first subject.
 - The statesman, along with the secretary, is attending the meeting today.
 - The teachers, along with the principal, were present at the function.
 - Anger, as well as helplessness, is called anguish.
8. In sentences beginning with *here* or *there*, the true subject follows the verb.
 - There are four tickets to paste.
 - There is a high possibility of cancellation.
 - Here are the books you asked for.
9. With non-count nouns/units like distances, weight, periods of time, sums of money, etc. singular verb is used.
 - Five miles is too far to walk.
 - Ten years is the maximum sentence for that crime.
 - Fifty rupees is a high price to pay for such a small thing.
10. Words like *All of*, *a lot of*, *a majority of*, *some of*, *much of*, *any of*, *none of* take singular verbs. However, if the noun after *of* is singular, the singular verb is used. If the noun after *of* is plural, a plural verb is used.
 - A lot of cake has been spoiled.
 - A lot of cakes have been spoiled.
 - A half of the country is unemployed.
 - A half of the people are unemployed.
 - All of the meal is gone.
 - All of the meals are gone.
 - Some of the cake is missing.
 - Some of the cakes are missing.
11. Compound nouns which denote one idea or unit take a singular verb.
 - Bread and Butter is his staple food.
 - The oil and the water do not mix.
12. The word '*were*' is used instead of '*was*' in sentences that express a wish or an impossible fact or idea.
 - If John were here, he would be happy.
 - I wish it were a holiday.

13. Two singular nouns suggesting one idea or person and connected by *and* takes a singular verb.
- The author and politician is very popular. (eg. Shashi Tharoor)
 - The wicketkeeper and captain is on the field. (eg. Mahendra Singh Dhoni)
14. If two singular nouns and connected by *and* have taken separate articles, a plural verb is used.
- The author and the politician are very popular. (eg. Chetan Bhagat and Shashi Tharoor)
 - The wicketkeeper and the captain are on the field. (eg. Mahendra Singh Dhoni and Virat Kohli)
15. *One of* is always followed by a plural noun but takes a singular verb.
- One of our students is going to win this competition.
 - One of the brothers has to give up the hostile attitude.
16. The phrase *Many a* must be used with a singular verb.
- Many a student is deprived of education.
 - Many a politician has assured to make changes.
17. *None* may be used as singular or plural.
- None of them has agreed with me.
 - None of them have agreed with me.
18. *A large number of + plural noun* takes a plural verb.
- A large number of cars are parked outside the hotel
19. *The number of + plural noun* takes a singular verb
- The number of cars parked outside the hotel is big

2.4.3 Fill in the blanks choosing the most appropriate word given in the brackets.

1. Saturn _____ (looks/look) like a big ball with rings.
2. Craters _____ (cover/covers) much of the moon.
3. He _____ (know/knows) all the rules.
4. A telescope _____ (help/helps) us see the planets.
5. Comets _____ (shoot/shoots) across the sky.
6. City lights _____ (cause/causes) a glow that blocks stars from view.
7. Jupiter _____ (is/are) the largest planet.
8. A meteor _____ (burn/burns) up as it drops towards Earth.
9. They _____ (see/sees) a comet.
10. The stars _____ (give/gives) light to the planets.
11. It _____ (take/takes) a year for the Earth to complete an orbit.
12. Stars _____ (take/takes) billions of years to burn out.
13. An astronomer _____ (study/studies) the stars.
14. The moon _____ (move/moves) around the Earth.
15. The nine planets _____ (move/moves) around the sun.
16. A rocket _____ (blast/blasts) into space.
17. The Alpha star _____ (shine/shines) the brightest.
18. The stars _____ (shine/shines) in the night sky.
19. Fifty per cent of the class _____ (has/have) looked through binoculars.
20. All the students _____ (has/have) computers and telescopes.
21. The astronomy club members _____ (use/uses) the telescope on weekends.
22. A group of astronomers _____ (is/are) meeting today.
23. Everyone in the group _____ (shout/shouts) when they see the meteor.
24. One of the largest moon craters _____ (cover/covers) a huge area.
25. The class _____ (study/studies) the stars every Monday.
26. Flags from every country _____ (was/were) painted on the rocket.
27. Everyone with binoculars _____ (see/sees) craters on the moon.
28. Neither Venus nor Mercury _____ (support/supports) life as we know it.
29. Members of the public _____ (attend/attends) special events at the museum.
30. The books on our solar system _____ (is/are) ready for pickup.
31. She _____ (sit/sits) at the table by the window.
32. Judy _____ (rent/rents) a movie to watch with her friend.
33. Sue _____ (go/goes) with Sam to the store every day.

34. Robbie and Rachel _____ (eat/eats) in the pizzeria.
35. Tracy and Terri _____ (like/likes) to solve puzzles.
36. Jack and Jill _____ (bring/brings) a new bucket.
37. In a battlefield, two armies _____ (fight/fights) to conquer each other's kingdom.
38. All students _____ (compete/competes) for the prizes.
39. Many people _____ (consider/considers) coffee as a stimulant.
40. Pat _____ (finish/finishes) his project early.
41. Rice _____ (taste/tastes) good with chicken.
42. He _____ (are/is) wearing a blue shirt.
43. Robert _____ (plays/play) soccer.
44. You _____ (drive/drives) a car to work.
45. Tom _____ (use/uses) a fork to eat.
46. Cars _____ (take/takes) people from one place to another.
47. You _____ (has/have) a nice smile.
48. Those pencils _____ (need/needs) to be sharpened.
49. Neither the chipmunk nor the squirrel _____ (is/are) bothering us.
50. Both of us _____ (is/are) voting in the next election.
51. Almost everybody _____ (has/have) some difficulty with writing.
52. Mina, Prakash, and I _____ (was/were) offering our help.
53. Neither of you _____ (jump/jumps) to conclusions.
54. Some say that the Indians _____ (has/have) been treated unfairly.
55. Rudy as well as his cat _____ (like/likes) milk.
56. There _____ (was/were) only two choices on the menu.
57. Sunbathing _____ (is/are) my favorite form of exercise.
58. Neither of us _____ (has/have) to pay the fine.
59. The twins and their parents _____ (travel/travels) together.
60. Nobody _____ (believe/believes) your alibi.
61. America and Russia _____ (is/are) the most powerful nations.
62. Neither of them _____ (dance/dances) to disco music.
63. Each _____ (serve/serves) a different purpose.
64. The hammer as well as the saw _____ (make/makes) work easier.
65. Our team _____ (play/plays) hard every night.
66. Neither of the boys _____ (has/have) to shave.
67. The world _____ (change/changes) so rapidly that we can hardly keep up.
68. People _____ (is/are) often ten or twenty years behind the times in their knowledge of the world.
69. People who _____ (live/lives) in poverty often do not even have television or newspapers.

70. There _____ (is/are) both men and women at the meeting.
71. The students in my class _____ (has/have) very poor work habits.
72. Each of you _____ (has/have) an equal chance to make good grades.
73. My son, along with two friends, _____ (is/are) coming for the weekend.
74. A notebook and a pen _____ (is/are) lying on the desk in the library.
75. Sitting on the sofa _____ (was/were) two students from Thailand.
76. Either the workers or the manager _____ (is/are) coming to the conference.
77. Not only the students but also the teacher _____ (has/have) been unhappy.
78. Knowledge gained after long study _____ (disappear/disappears) rapidly from our minds.
79. One of my greatest worries in college _____ (was/were) that I would study hard and still flunk important tests.
80. Georgia Southern University _____ (provide/provides) some scholarships for the students.
81. The news about Afghanistan _____ (is/are) shocking.
82. The football players _____ (run/runs) out of the locker room and onto the playing field.
83. The forward pass _____ (has/have) revolutionized the game of football.
84. News of the big game _____ (was/were) spread across the sports pages of every newspaper in the city.
85. The quarterback, followed by his teammates, _____ (was/were) introduced to the cheering crowd.
86. One of the screaming fans _____ (was/were) suddenly seen throwing a roll of toilet paper onto the playing field.
87. Margaret and her brothers and sisters _____ (was/were) glad to be at the football game even though it was a very cold evening.
88. Standing near the very centre of the field _____ (was/were) two slightly overweight officials.
89. Twenty-five dollars _____ (was/were) all the officials would be paid to work the game.
90. The student body _____ (was/were) out in force for the most important game of the year.
91. Neither the home team's mascot nor its head cheerleader _____ (was/were) able to make it to the game.
92. Neither the coach of the home team nor the sportswriters _____

- (was/were) expecting it to be a close game.
93. Either the sportswriters or one of the coaches_____ (was/were) quoted as predicting that the weather would be a major factor in the game.
 94. Neither the boss nor the workers_____ (was/were) able to remain present at the meeting.
 95. Each of the band members_____ (was/were) covered by a thick woollen blanket when the rain began to fall out of the dark sky.
 96. Somebody in the back row of screaming fans _____ (was/were)wise enough to sit next to a woman with an umbrella.
 97. There _____ (go/goes) the two teams racing toward each other on the muddy playing field.
 98. Olivia or Sylvia_____ (has/have) the responsibility to make the video presentation.
 99. Neither Sylvia nor Olivia _____ (know/knows) if the board will be pleased.
 100. The college President or the trustees _____ (interview/interviews) all the candidates

2.4.5 Answers:

- | | | | | |
|------------|-------------|----------------|--------------|-----------------|
| 1. looks | 2. cover | 3. knows | 4. helps | 5. shoot |
| 6. cause | 7. is | 8. burns | 9. see | 10. give |
| 11. takes | 12. take | 13. studies | 14. moves | 15. move |
| 16. blasts | 17. shines | 18. shine | 19. has | 20. have |
| 21. use | 22. are | 23. shouts | 24. cover | 25. studies |
| 26. were | 27. sees | 28. supports | 29. attend | 30. is |
| 31. sits | 32. rents | 33. goes | 34. eat | 35. like |
| 36. bring | 37. fight | 38. compete | 39. consider | 40. finishes |
| 41. tastes | 42. is | 43. plays | 44. drive | 45. uses |
| 46. take | 47. have | 48. need | 49. is | 50. are |
| 51. has | 52. were | 53. jumps | 54. have | 55. like |
| 56. were | 57. is | 58. has | 59. travel | 60. believes |
| 61. are | 62. dances | 63. serves | 64. makes | 65. plays |
| 66. has | 67. changes | 68. are | 69. live | 70. are |
| 71. has | 72. has | 73. is | 74. are | 75. were |
| 76. is | 77. has | 78. disappears | 79. was | 80. provides |
| 81. is | 82. run | 83. has | 84. was | 85. was |
| 86. was | 87. were | 88. were | 89. was | 90. was |
| 91. was | 92. were | 93. were | 94. were | 95. was |
| 96. was | 97. goes | 98. has | 99. knows | 100. interviews |

2.5 Words Often Confused (Homophones)

Learning objectives:

After studying this unit, the learner should be able to

- ✓ develop an understanding of homophones
- ✓ learn different homophones
- ✓ use them in suitable contexts

2.5.1 Introduction

Homophones are words that are pronounced or spelt similar but have different meanings. The words such as 'site', 'cite' and 'sight' are pronounced similar but have different spellings and different meaning. Some words like 'accept', 'except', and 'expect' have similar pronunciation and are to be understood with context. Homonyms can be categorized as a noun and verbs also. For example, the word 'address' can be used as a noun and as a verb also.

2.5.2 Following is the detailed list of 100 words often confused which are shortlisted for Sardar Patel University examination. It contains the meaning/definition of a particular word and its use in a sentence.

- 1. accept/except**
accept – to take or receive (something offered); receive with approval or favour
Please **accept** my sincere apologies for this horrible mistake.
except – only; with the exception; otherwise than; but
He is not allowed to see people, **except** his family.
- 2. access/excess**
access – a way or means of approach; the state or quality of being approachable
The only **access** to the house was a rough dirt road.
excess – the amount or degree by which one thing exceeds another
The bill showed an **excess** of several hundred dollars over the estimate.
- 3. accede/exceed**
accede – to give consent, approval, or adherence; agree; assent
Henry will **accede** to the throne as soon as his father dies.
exceed – to go beyond in quantity, degree, rate, etc.
Her performance **exceeded** all the others.
- 4. affect/effect**
affect – to act on; produce an effect or change in
The music **affected** him deeply.
effect – something that is produced by an agency or cause; result; consequence
Exposure to the sun had the **effect** of

toughening his skin.

5. **alternate/alternative**

alternate—to interchange repeatedly and regularly with one another in time or place; rotate

My sister and I **alternated** in doing the dishes.

alternative— a choice limited to one of two or more possibilities, as of things, propositions, or courses of action, the selection of which precludes any other possibility

There was no **alternative** but to walk.

6. **ascent/accent**

ascent – the act of climbing or travelling up

Three climbers attempted the **ascent** of Mount Rainier.

accent – prominence of a syllable in terms of differential loudness, or of the pitch, or length, or of a combination of these

When we moved from the East Coast to the Mid-West, Mom was teased many times about her **accent**.

7. **bail/bale**

bail – property or money given as surety that a person released from custody will return at an appointed time
He was out on **bail** within 10 hours of his arrest.

bale – a large bundle or package prepared for shipping, storage, or sale

The building is essentially an open shed, with piles of grass and stacked hay **bales** among equipment.

8. **born/borne**

born – brought forth by birth
I was **born** in a hospital and my cousin was **born** on a bed.

borne – a past participle of bear

The legal costs were **borne** by the borrower and not the lender.

9. **bought/brought**

bought—simple past tense and past participle of buy
Most public officials cannot be **bought**.

brought—simple past tense and past participle of bring

The letter **brought** her memories of youth.

10. **breath/breathe**

breath – the air inhaled and exhaled in respiration
After climbing to the top of the tower, we were so out of **breath** that we had to sit down.

breathe – to take air, oxygen, etc., into the lungs and expel it; inhale and exhale; respire

Now that the crisis was over, he could **breathe** freely.

11. **break/brake**
break – to smash, split, or divide into parts violently; reduce to pieces or fragments
The **break** in the wall had not been repaired.
- brake** – a device for slowing or stopping a vehicle or other moving mechanism by the absorption or transfer of the energy of momentum, usually by means of friction
I was driving a horse-drawn wagon at the time, so I pulled on the **brake**.
12. **beside/besides**
beside—by or at the side of; near
The family rode in the carriage, and the dog ran along **beside**.
- besides**—moreover; furthermore; also
Besides a mother, he has a sister to support.
13. **confident/confidant**
confident – having a strong belief or full assurance; sure
The players seem more relaxed and **confident** this season.
- confidant** – a close friend or associate to whom secrets are confided or with whom private matters and problems are discussed
Within a few short years, he was a trusted **confidant**.
14. **commission/commitment**
commission – to authorize; send on a mission
The owners **commissioned** a painting for the building's lobby.
- commitment** – engagement; involvement
We have made a **commitment** to pay our bills on time.
15. **canvas/canvass**
canvas – a closely woven, heavy cloth of cotton, hemp, or linen, used for tents, sails, etc.
I had to replace the **canvas** on my boat cover.
- canvass** – to solicit votes, subscriptions, opinions, or the like from
The students volunteered to **canvass** the neighbourhood for our candidate.
16. **cloth/clothes**
cloth – a piece of such a fabric for a particular purpose
The simple cap was made of thick, coarse woollen **cloth**.
- clothes** – garments for the body; articles of dress; wearing apparel
The messy **clothes** I was wearing drew attention to the famous crowd.
17. **council/counsel**
council – an assembly of persons summoned or convened for consultation, deliberation, or advice
The City **Council** rejected the
- counsel** – advice; opinion or instruction given in directing the judgment or conduct of another
He **counselled** patience during the

residents' request to eliminate the stop sign at the intersection. crisis.

18. **coarse/course**

coarse – lacking in fineness or delicacy of texture, structure, etc.
The stiff, **coarse** fabric irritated her skin.

course – a direction or route taken or to be taken
One runner fell halfway around the **course**.

19. **cast/caste**

cast – to throw off or away
He **cast** the advertisement in the wastebasket.

caste – any class or group of society sharing common cultural features
In India, it is nearly impossible to move up in the strict **caste** system.

20. **cost/coast**

cost – the price paid to acquire, produce, accomplish, or maintain anything
The accident **cost** her a broken leg.

coast – the land next to the sea; seashore
They live on the **coast**, a few miles from the sea.

21. **complement/compliment**

complement – something that completes or makes perfect
A glass of good wine is a **complement** to a good meal.

compliment – an expression of praise, commendation, or admiration
A sincere **compliment** boosts one's morale.

22. **cite/sight**

cite – to mention in support, proof, or confirmation; refer to as an example
He **cited** many instances of abuse of power.

sight – one's range of vision on some specific occasion
We caught **sight** of the lake below.

23. **cue/queue**

cue – a hint; intimation; guiding suggestion
An off-stage door slam was his **cue** to enter.

queue – a file or line, especially of people waiting their turn
I saw a long **queue** at the park to get ice-cream.

24. **deficiency/deficit**

deficiency – the amount lacked
Nutritional **deficiencies** or a poor diet are often the underlying problems in

deficit – the amount by which a sum of money falls short of the required amount
The team's major **deficit** is its poor pitching.

developing countries.

25. dependent/dependable

dependent – relying on someone or something else for aid, support, etc.
Our trip is **dependent** on the weather.

dependable – capable of being depended on; worthy of trust; reliable
Rahul Dravid is a **dependable** batsman.

26. dear/deer

dear – beloved or loved; precious in one's regard; cherished; high-priced; expensive
The silk dress was too **dear**.

deer – any of several ruminants of the family Cervidae, most of the males of which have solid, deciduous antlers
When I went to the forest I saw a **deer**.

27. destructive/destructible

destructive – tending to destroy; causing destruction or much damage
Hurricanes and tornados can be very **destructive** to houses, often times resulting in the need for expensive repairs.

destructible – capable of being destroyed; liable to destruction
Tsunami is such a **destructible** natural force, it can cause huge devastation to mankind.

28. decease/disease

decease – the act of dying; departure from life; death
The house will not be yours till after your mother's **decease**.

disease – a disordered or incorrectly functioning organ, part, structure, or system of the body
The **disease** spread rapidly and there was no cure.

29. draft/draught/drought

draft – a drawing, sketch, or design; a current of air moving in an upward or downward direction
There was a strong **draft** of cold air coming from under the door.

draught - a current of air, especially one intruding into an enclosed space; a portion of liquid to be drunk, especially a dose of medicine
The **draught** from the window was quite refreshing in the hot weather.

drought—a period of dry weather, especially a long one that is injurious to crops
We try to conserve water in Arizona; especially during **droughts** when water is scarce.

30. effective/efficient

effective – adequate to accomplish a

efficient – performing or functioning

purpose; producing the intended or expected result

The medicine was not **effective** on the child.

in the best possible manner with the least waste of time and effort; having and using requisite knowledge, skill, and industry; competent; capable

Our new air conditioner is more **efficient** than our old one.

31. fair/fare

fair – free from bias, dishonesty, or injustice; neither excellent nor poor; moderately or tolerably good

He was admired for being **fair** and square in all his dealings.

fare – the price of conveyance or passage in a bus, train, airplane, or other vehicles; to experience good or bad fortune, treatment, etc.

He **fares** well in his profession.

32. formerly/formally

formerly – in time past; in an earlier period or age; previously

I wish I had talked to her **formerly** without delay.

formally – in a formal manner

The store was **formally** opened on Tuesday.

33. hoard/horde

hoard – a supply or accumulation that is hidden or carefully guarded for preservation, future use, etc.

Because of his memories of the Great Depression, the man started to **hoard** his money.

horde – a large group, multitude, number, etc.; a mass or crowd

A **horde** of mosquitoes invaded the camp.

34. human/humane

human – of, pertaining to, characteristic of, or having the nature of people

The lowly **human** bowed down before us, trembling in fear.

humane – characterized by tenderness, compassion, and sympathy for people and animals, especially for the suffering or distressed

This is an obligation of a truly **humane** society toward all human beings.

35. intolerant/intolerable

intolerant – not tolerating or respecting beliefs, opinions, usages, manners, etc., different from one's own

Old Mr Jebbs is set in his ways and very **intolerant** of anything new.

intolerable – not tolerable; unendurable; insufferable

Our principal expelled him because punching teachers and throwing desks are **intolerable** behaviours.

- 36. loose/lose**
loose – free or released from fastening or attachment
 The guardrail let **loose** and we very nearly plunged over the edge.
lose – to come to be without so that there is little or no prospect of recovery
 He got through the preliminaries but **lost** out in the finals.
- 37. lightning/lighting**
lightning – a brilliant electric spark discharge in the atmosphere, occurring within a thundercloud, between clouds, or between a cloud and the ground
 If it starts to **lightning**, we had better go inside.
lighting – the act of igniting or illuminating
 Several critics praised the **lighting** of the play.
- 38. lead/led**
lead – to go before or with to show the way; conduct or escort
 You can **lead** her around to your point of view if you are persistent.
led – simple past tense and past participle of lead
 Subsequent events **led** him to reconsider his position.
- 39. main/mane**
main – chief in size, extent, or importance; principal; leading
 The **main** amount of their investments was lost during the war.
mane – the long hair growing on the back of or around the neck and neighbouring parts of some animals, as the horse or lion
 I bent over the horse's neck, his **mane** whipping my face, as I urged him to run faster.
- 40. momentum/momentous**
momentum – force or speed of movement; impetus, as of a physical object or course of events
 The car gained **momentum** going downhill.
momentous – of great or far-reaching importance or consequence
 People consider the day of Martin Luther King Jr's assassination a very **momentous** day in history.
- 41. passed/past**
passed – having completed the act of passing
 The day **passed** very quickly for him.
past – gone by or elapsed in time
 It was a bad time, but it is all **past** now.

- 42. permissible/permissive**
permissible – that can be permitted; allowable
permissive – habitually or characteristically accepting or tolerant of something, as social behaviour or linguistic usage, that others might disapprove or forbid
Such behavior is not **permissible!**
Even though it is **permissible** for the seniors to leave school after their last class, many stay for after-school activities
The law is still **permissive** to smoking in public buildings in this country.
- 43. patrol/petrol**
patrol – to pass along a road, beat, etc., or around or through a specified area in order to maintain order and security
petrol – fuel for vehicles
A police statement said the **patrol** car had been travelling behind the motorbike.
Petrol bills for the huge gasoline engine are the only real drawback.
- 44. pray/prey**
pray – to offer devout petition, praise, thanks, etc., to God
prey – an animal hunted or seized for food, especially by a carnivorous animal
Would you like to **pray** that prayer very solemnly to God just now?
Foxes **prey** on rabbits.
- 45. principal/principle**
principal – first or highest in rank, importance, value, etc.
principle – an accepted or professed rule of action or conduct
The **Principal** of the school tried to start an anti-drug program.
Their **principles** do not permit the use of alcoholic beverages.
- 46. rain/reign**
rain – water that is condensed from the aqueous vapour in the atmosphere and falls to earth in drops
reign – royal rule or authority; sovereignty
We had light **rain** this afternoon.
The new king will **reign** over England until his death.
- 47. rays/raze**
rays – narrow beam of light
raze – to tear down; demolish; level to the ground
The Earth receives many sun **rays** during the day.
The building was old, so they had to **raze** it before it fell down.

- 48. right/rite/write**
right – in accordance with what is good, proper, or just
 Omaha is the **right** location for a meatpacking firm.
rite – a formal or ceremonial act or procedure prescribed or customary in religious or other solemn use
 My cousin was just confirmed in her church. This is an important religious **rite** in her family.
write—to trace or form (characters, letters, words, etc.) on the surface of some material, as with a pen, pencil, or other instrument or means; inscribe
Write your name on the board.
- 49. ring/wring**
ring—a circular or surrounding line or mark
 The road **rings** around the mountain.
wring—to twist and compress, or compress without twisting, in order to force out water or other liquid
 When washing by hand, you twist the clean clothes to **wring** out the water
- 50. route/rout**
route—a course, way, or road for passage or travel
 What is the shortest **route** to Boston?
rout—a defeat attended with disorderly flight; dispersal of a defeated force in complete disorder
 We had to **rout** the enemies out from their trenches before we could launch the assault.
- 51. role/roll**
role – the rights, obligations, and expected behaviour patterns associated with a particular social status
 What is his **role** in the organization?
roll - to move along a surface by revolving or turning over and over, as a ball or a wheel
 The wind **rolled** the waves high on the beach.
- 52. soul/sole**
soul—the spiritual part of humans regarded in its moral aspect, or as believed to survive death and be subject to happiness or misery in a life to come
 He feared the **soul** of the deceased
sole—being the only one; belonging or pertaining to one individual or group to the exclusion of all others; exclusive
 I am the **sole** earning member of my

would haunt him.

household.

53. story/storey

story—a narrative, either true or fictitious, in prose or verse, designed to interest, amuse, or instruct the hearer or reader; tale

The characterizations were good, but the **story** was weak.

storey—the floor, level in a building

They went in from the yard and up to the fourth **storey**.

54. suit/suite

suit—a set of clothing, armour, or the like, intended for wear together; to be or prove satisfactory, agreeable, or acceptable to; satisfy or please

The arrangements **suit** me.

suite—a connected series of rooms to be used together; a company of followers or attendants; a train or retinue; set of furniture, especially a set comprising the basic furniture necessary for one room

Both rooms belonged to a spacious **suite** which lay between the harem and the major portion of the Palace.

55. successful/successive

successful—achieving or having achieved success; having attained wealth, position, honors, or the like

The world's first **successful** nuclear reactor was at the University of Chicago.

successive—following in order or in uninterrupted sequence; consecutive

Successive farming is helpful to the environment.

56. team/teem

team—a number of persons forming one of the sides in a game or contest

The **team's** manager was hired yesterday.

teem—to abound or swarm; be prolific or fertile

Public bathrooms **teem** with bacteria.

57. trial/trail

trial—the examination before a judicial tribunal of the facts put in issue in a cause, often including issues of law as well as those of fact

The robber will be on **trial** in court next week for his crime.

trail—to follow the track, trail, or scent of; track; to drag or let drag along the ground or other surface; draw or drag along behind

Her long bridal gown **trailed** across the floor.

58. vain/vein/wane

vain—excessively proud of or concerned about one's own

wane—to decrease in strength, intensity, etc.

appearance, qualities, achievements, etc.; conceited; ineffectual or unsuccessful; futile; without real significance, value, or importance; baseless or worthless

My sister is so **vain** that she talks to herself in the mirror.

Daylight **waned**, and night came on.

vein—one of the system of branching vessels or tubes conveying blood from various parts of the body to the heart
The role of a **vein** is to transport deoxygenated blood to the heart.

59. vocation/vacation

vocation—a particular occupation, business, or profession; calling

The boy felt it was his **vocation** to become a priest.

vacation—a period of suspension of work, study, or other activity, usually used for rest, recreation, or travel; recess or holiday

School children are on **vacation** now.

60. waste/waist

waste—to consume, spend, or employ uselessly or without adequate return; use to no avail or profit; squander
A candle **wastes** in burning.

waist—the part of the body in humans between the ribs and the hips, usually the narrowest part of the torso
My **waist** was too large for the snug fitting dress.

61. wear/ware

wear—to carry or have on the body or about the person as a covering, equipment, ornament, or the like; to impair, deteriorate, or consume gradually by use or any continued process

His constant talking **wears** me down.

ware—articles of merchandise or manufacture; goods

The florist stood outside trying to sell his **wares** to anyone who passed.

62. weather/whether

weather—to expose to the weather; dry, season, or otherwise affect by exposure to the air or atmosphere

These crumbling stones have been **weathered** by the centuries.

whether — used to introduce the first of two or more alternatives, and sometimes repeated before the second or later alternative

It matters little **whether** we go or stay.

- 63. adapt/adopt**
adapt—to make suitable to requirements or conditions; adjust or modify fittingly
 They **adapted** themselves to the change quickly.
adopt—to choose or take as one's own; make one's own by selection or assent
 The institution may keep a child or **adopt** it out.
- 64. accident/incident**
accident—an undesirable or unfortunate happening that occurs unintentionally and usually results in harm, injury, damage, or loss; casualty; mishap
 The car **accident** was caused by the drunk driver.
incident—something that occurs casually in connection with something else
 The police had reports of an **incident** outside a pub.
- 65. amicable/amiable**
amicable—characterized by or showing goodwill; friendly; peaceable
 She hung up the phone, having just had an **amicable** conversation with her friend.
amiable—having or showing pleasant, good-natured personal qualities; affable
 Being an outgoing person, Jessica's manner was very **amiable**.
- 66. allusion/illusion**
allusion—a passing or casual reference; an incidental mention of something, either directly or by implication
 The speaker made an **allusion** to the speech given by Martin Luther King, Jr.
illusion—something that deceives by producing a false or misleading impression of reality
 The magician's **illusion** was so convincing that everyone was fooled.
- 67. creditable/credulous**
creditable—bringing or deserving credit, honor, reputation, or esteem
 The team produced a **creditable** performance.
credulous—willing to believe or trust too readily, especially without proper or adequate evidence; gullible
 A **credulous** rumour is spreading about having a new principal.
- 68. conscious/conscientious**
conscious—aware of one's own existence, sensations, thoughts, surroundings, etc.
 He was not **conscious** of the gossip about his past.
conscientious—controlled by or done according to conscience; scrupulous
 He made a **conscientious** effort to find the little boy's parents.

- 69. defer/differ**
defer—to put off (action, consideration, etc.) to a future time
 The decision has been **deferred** by the board until next week.
differ—to be unlike, dissimilar, or distinct in nature or qualities; to disagree in opinion, belief, etc.
 The two writers **differ** greatly in their perceptions of the world.
- 70. eligible/illegible**
eligible—fit or proper to be chosen; worthy of choice; desirable; meeting the stipulated requirements, as to participate, compete, or work; qualified
 Among the **eligible**, only a few are running for office.
illegible—not legible; impossible or hard to read or decipher because of poor handwriting, faded print, etc.
 This letter is completely **illegible**.
- 71. eminent/imminent**
eminent—high in station, rank, or repute; prominent; distinguished
 My **eminent** professor gave a test on the subject in which he is the expert.
imminent—likely to occur at any moment; impending
 Her death is **imminent**.
- 72. industrial/industrious**
industrial - of, pertaining to, of the nature of, or resulting from industry
 If the negotiations fail then **industrial** action will be firmly back on the agenda.
industrious —working energetically and devotedly; hard-working; diligent
 That stockbroker is **industrious**; he will definitely become a rich man.
- 73. ingenious/ingenuous**
ingenious—characterized by cleverness or originality of invention or construction
 Even though Gina had won the Nobel Prize for her **ingenious** experiment, she remained humble and did not brag about it.
ingenuous—free from reserve, restraint, or dissimulation; candid; sincere
 The little girl was, in fact, **ingenuous** because she told the truth.
- 74. incredible/incredulous**
incredible—so extraordinary as to seem impossible; not credible; hard to believe; unbelievable
 The plot of the book is **incredible**.
incredulous—not credulous; disinclined or indisposed to believe; skeptical; indicating or showing unbelief
 I looked on, **incredulous**, as my mom punched the Principal in the nose!

75. **judicial/judicious**
judicial—pertaining to judgment in courts of justice or to the administration of justice
 There was a **judicial** review of the precedents before the law could go into effect.
- judicious**—using or showing judgment as to action or practical expediency; discreet, prudent, or politic
 He made a **judicious** choice of staying in his current company.
76. **official/officious**
official—of or pertaining to an office or position of duty, trust, or authority
 A marriage certificate makes our wedding **official** in the eyes of the law.
- officious**—objectionably aggressive in offering one's unrequested and unwanted services, help, or advice; meddlesome
 He is an **officious** little man and widely disliked throughout the company.
77. **precedent/president**
precedent—any act, decision, or case that serves as a guide or justification for subsequent situations
 A formal **precedent** was set when the court case was settled.
- president** —an officer appointed or elected to preside over an organized body of persons
 Washington was the first **President** of the United States.
78. **popular/populous**
popular—regarded with favour, approval, or affection by people in general
 He is not very **popular** with me just now.
- populous**—full of residents or inhabitants, as a region; heavily populated
 Because of epidemics, the tribes are not nearly as **populous** as they once were.
79. **proceed/precede**
proceed—to move or go forward or onward, especially after stopping
 When crossing the road, you should **proceed** with caution.
- precede**—to go before, as in place, order, rank, importance, or time
 Dinner will **precede** the party.
80. **respectable/respectful**
respectable—worthy of respect or esteem; estimable; worthy
 The President of this Asian country is a **respectable** man
- respectful**—full of, characterized by, or showing politeness or deference
 Though a political opponent, he was still **respectful** toward the Mayor.
81. **abstain/refrain**
abstain—to hold oneself back voluntarily, especially from something
- refrain**—to abstain from an impulse to say or do something

regarded as improper or unhealthy
 It is good for your liver if you **abstain** from alcohol and good for your lungs if you **abstain** from smoking. I **refrained** from telling him what I thought.

82. admit/confess

admit—to allow to enter; grant or afford entrance to
 The contract **admits** of no other interpretation. **confess**—to acknowledge or avow; to own or admit as true
 I must **confess** that I have not read the book.

83. answer/reply

answer—a spoken or written reply or response to a question, request, letter, etc.
 He sent an **answer** to my letter promptly. **reply**—to make answer in words or writing; answer; respond
 Please **reply** to my question as soon as possible!

84. artist/artisan

artist—a person who produces works in any of the arts that are primarily subject to aesthetic criteria
 It will be fun to see where the **artist** takes this idea. **artisan**—a person skilled in an applied art; a craftsperson
 Each of these objects was made by an American Indian **artisan**.

85. avenge/revenge

avenge—to take vengeance on behalf of
 To **avenge** their loss, the natives had murdered all of those connected with the venture. **revenge**—to exact punishment or expiation for a wrong on behalf of, especially in a resentful or vindictive spirit
 I will take **revenge** from the person who killed my pet dog.

86. addicted/devoted

addicted —devoted or given up to a practice or habit or to something psychologically or physically habit-forming
 She was **addicted** to the TV show. **devoted**—zealous or ardent in attachment, loyalty, or affection
 She is brooding and beautiful and **devoted** to her husband and their two children.

87. cold/cool

cold—feeling an uncomfortable lack of warmth; chilled
cool—moderately cold; neither warm nor cold

We had to brave the **cold** to see this but it was well worth it.

It is comparatively **cool** today, but open the window if you feel hot.

88. character/conduct

character—the aggregate of features and traits that form the individual nature of some person or thing

Such behavior is not in **character** for him.

conduct—personal behaviour; way of acting; bearing or deportment

The curator's **conduct** through the museum was informative.

89. childish/childlike

childish—of, like, or befitting a child; weak; silly

In a sense, the parents themselves are immature and **childish**.

childlike—young, ingenuous, simple, guileless, trusting, innocent

John, stop your **childlike** behaviour and grow up.

90. clean/clear

clean—free from dirt; unsoiled; unstained

She bathed and put on a **clean** dress.

clear—free from darkness, obscurity, or cloudiness; light

Jack could see that the road ahead was **clear**.

91. continual/continuous

continual—of regular or frequent recurrence; often repeated; very frequent; happening without interruption or cessation

The dog's **continual** barking kept us up all night.

continuous—uninterrupted in time; without cessation

I wish the child would stop crying, as his **continuous** screaming is driving me crazy.

92. custom/habit

custom—a habitual practice; the usual way of acting in given circumstances; a practice so long established that it has the force of law

It is the **custom** in these parts to throw rice over the newly married couple.

habit—an acquired behaviour pattern regularly followed until it has become almost involuntary

She has a **habit** of looking at the bright side of things.

93. contagious/infectious

contagious—capable of being transmitted by bodily contact with an infected person or object

Contagious laughter ran through the hall.

infectious—communicable by infection, as from one person to another or from one part of the body to another

Her **infectious** good humour made her a popular guest.

- 94. deny/refuse**
deny—to refuse to recognize or acknowledge; disown; disavow; repudiate
 After finding the ring in his pocket, he could not **deny** stealing it.
refuse—to express a determination not to; something that is discarded as worthless or useless; rubbish; trash; garbage
 I might **refuse** to support her.
- 95. envious/jealous/zealous**
envious—full of, feeling, or expressing envy
 I am **envious** of my friend's new car.
jealous - feeling resentment against someone because of that person's rivalry, success, or advantages
 He was **jealous** of his rich brother.
zealous—full of, characterized by, or due to zeal; ardently active, devoted, or diligent
 The young boy was **zealous** about his first day of school.
- 96. doubt/suspect**
doubt—to be uncertain about something; be undecided in opinion or belief
 I **doubt** whether you will get an answer to the question.
suspect—to believe to be guilty, false, counterfeit, undesirable, defective, bad, etc., with little or no proof
 I **suspect** that his knowledge does not amount to much.
- 97. sensible/sensitive**
sensible—having using, or showing good sense or sound judgment
 Sometimes it is difficult to get a **sensible** answer to a simple question.
sensitive—having acute mental or emotional sensibility; aware of and responsive to the feelings of others
 They met in a closed session due to the **sensitive** nature of the negotiations.
- 98. social/sociable**
social—pertaining to, devoted to, or characterized by friendly companionship or relations
 People are **social** beings.
sociable—inclined to associate with or be in the company of others
 Alexa is very **sociable**; she has many friends and is kind to everyone.
- 99. vary/very**
vary—to change or alter, as in form, appearance, character, or substance
very—in a high degree; extremely; exceedingly

The orchestra **varied** last night's program with one new selection. A giant is **very** tall.

100. verbal/oral/verbose

verbal—of or pertaining to words; consisting of or in the form of words
He wrote a memorandum to confirm the **verbal** agreement.

verbose—characterized by the use of many or too many words; wordy
The **verbose** politician was famous for long, pointless speeches.

oral—uttered by the mouth; spoken
The **oral** medicine would heal the throat.

2.5.3 Exercises:

A. Fill in the blanks choosing the right words from the brackets:

1. In a court room, the _____ (counsel/council) has the opportunity to object.
2. The wood was _____ (course/coarse); it needed sanding.
3. Then, after he had conquered Tunis for his brother Philip, he had wished to _____ (rain/reign) over that country as its king.
4. The cat allowed me to _____ (precede/proceed) him through the door.
5. He made a _____ (conscious/conscientious) effort to find the little boy's parents.
6. My sister is also my _____ (confident/confidant), she listens and does not tell others what I say.
7. The student _____ (addicted/devoted) his college years to studying to be a dentist.
8. A _____ (creditable/credulous) rumour is spreading about having a new principal.
9. Now the election's over, Britain's new government faces the _____ (momentum/momentous) task of dealing with the country's economic ills.
10. The process is not _____ (judicial/judicious) and the government can choose not to accept the recommendations.
11. Some people live off of their _____ (commission/commitment) earnings.
12. Among the more _____ (industrial/industrious) insects, termites may build huge mounds of dirt or clay.
13. His hobby of stamp collecting became a _____ (vocation/vacation) when he opened a small hobby shop.

14. Perhaps I was just _____ (incredible/incredulous) that Tribal actually can read and write.
15. Buses in a traffic circle are a certain sign of _____ (eminent/imminent) danger.
16. At your insistence and to avoid a prolonged argument, I will _____ (accede/exceed) to your contract terms.
17. The president knows that his psychiatrist is a _____ (confident/confidant) who will never reveal his secrets.
18. Six times in six _____ (successful/successive) days the Kaiser attempted to enter the city, and was foiled.
19. The author's new book contains an _____ (allusion/illusion) to mythological gods.
20. Because my brother is a _____ (creditable/credulous) consumer, he is a salesperson's dream.
21. As one of the most _____ (eminent/imminent) physicists of the twentieth century, Albert Einstein was awarded the Nobel Prize in 1921.
22. He was not offended by her direct question because her manner was so _____ (ingenious/ingenuous).
23. I usually give law officers their due respect, but I just did not appreciate that policeman's _____ (official/officious) attitude when he was questioning me.
24. With his last dying words, the victim urged his family not to try to _____ (avenge/revenge) his death, but to forgive his attackers instead.
25. Because my brother is a _____ (conscious/conscientious) objector, he refuses to serve in the military.
26. He has been the acting head of the company, but today he was _____ (formally, formerly) given the title of the company president.
27. Her hair bow was a _____ (compliment, complement) to her long black hair.
28. Our company's performance this year is quite _____ .(creditable, credible)
29. Please _____ (accept, except) my apology for being late.
30. The success of the minicomputer was due to its _____ (ingenious, ingenuous) technological design.
31. I always leave my car keys on the table _____ the front door. (beside, besides)
32. All the employees hold the managing director in high _____ (esteem, estimate)
33. We hope to _____ last year's sales. (accede, exceed)

34. Many medications have other _____ (affects, effects) besides the intended one.
35. In a wedding ceremony, the bridesmaid _____ (precede, proceed) the bride down the aisle.
36. I'm afraid the _____ in this car aren't very reliable. (brakes/ breaks)
37. The English _____ I took last semester was the best I've ever taken. (course/ coarse)
38. From my seat in the back of the auditorium, I could barely _____ the performance. (here/hear)
39. There is a _____ in your new shirt. (whole/ hole)
40. After an hour, he _____ Sharon wasn't coming (knew/ new)
41. I like all _____ (accept, except) the blue one.
42. My daughter likes purple _____ (stationary, stationery).
43. He will _____ (council, counsel) me to help me make the right decision
44. I would like to _____ (precede, proceed) with my story.
45. The school _____ (principal, principle) came in to the room

B. Match the words given in Column A with their meanings in Column B:

Exercise 1:

Column A	Column B
1. industrious	a. disinclined or indisposed to believe; skeptical; indicating or showing unbelief
2. credulous	b. a passing or casual reference; an incidental mention of something, either directly or by implication
3. momentum	c. a particular occupation, business, or profession; calling
4. allusion	d. working energetically and devotedly; hard-working; diligent
5. vocation	e. force or speed of movement; impetus, as of a physical object or course of events

Exercise 2:

Column A	Column B
1. artist	a. an assembly of persons summoned or convened
2. drought	b. in time past
3. humane	c. a person who produces works in any of the arts
4. council	d. a period of dry weather
5. formerly	e. characterized by tenderness, compassion, and sympathy

Exercise 3:

Column A	Column B
1. deny	a. inclined to associate with or be in the company of others
2. sociable	b. any act, decision, or case that serves as a guide or justification for subsequent situations
3. refrain	c. to refuse to recognize or acknowledge
4. precedent	d. so extraordinary as to seem impossible
5. incredible	e. to hold oneself back voluntarily

Exercise 4:

Column A	Column B
1. council	a. a discount for the manufacturer to the customer after a purchase has been made.
2. eminent	b. to document or quote
3. amiable	c. prominent
4. patent	d. committee
5. rebate	e. a person who is friendly, good-natured and pleasant.

Exercise 5:

Column A	Column B
1. quiet	a. ceremony
2. eminent	b. belonging to a person
3. amiable	c. prominent
4. personal	d. silent
5. rite	e. a person who is friendly, good-natured and pleasant.

C. Explain the following pairs of words and use them in sentences of your own:

1.	pray:	prey:
e.g.		
2.	patrol:	petrol:
e.g.		
3.	rite:	right:
e.g.		
4.	story:	storey:
e.g.		
5.	lead:	led:
e.g.		

6.	cost:	coast:
e.g.		
7.	vary:	very:
e.g.		
8.	main:	mane:
e.g.		
9.	role:	roll:
e.g.		
10.	break:	brake:
e.g.		
11.	cast:	caste:
e.g.		
12.	cite:	sight:
e.g.		

13.	dear:	deer:
e.g.		
14.	decease:	disease:
e.g.		
15.	soul:	sole:
e.g.		

2.5.4 Answers:

A. Fill in the blanks choosing the right words from the brackets:

- | | | | |
|---------------|-----------------|----------------|-----------------|
| 1. council | 2. coarse | 3. reign | 4. proceed |
| 5. conscious | 6. confidant | 7. devoted | 8. credulous |
| 9. momentous | 10. judicial | 11. commission | 12. industrious |
| 13. vocation | 14. incredulous | 15. imminent | 16. accede |
| 17. confidant | 18. successive | 19. allusion | 20. credulous |
| 21. eminent | 22. ingenuous | 23. officious | 24. avenge |
| 25. conscious | 26. formally | 27. complement | 28. creditable |
| 29. accept | 30. ingenious | 31. beside | 32. esteem |
| 33. exceed | 34. effects | 35. precede | 36. brakes |
| 37. course | 38. hear | 39. hole | 40. knew |
| 41. except | 42. stationery | 43. counsel | 44. proceed |
| 45. principle | | | |

B. Match the words given in Column A with their meanings in Column B:

Exercise 1:

Column A	Column B
1. industrious	d. working energetically and devotedly; hard-working; diligent
2. credulous	a. disinclined or indisposed to believe; skeptical; indicating or showing unbelief
3. momentum	e. force or speed of movement; impetus, as of a physical object or course of events
4. allusion	b. a passing or casual reference; an incidental mention of something, either directly or by implication
5. vocation	c. a particular occupation, business, or profession; calling

Exercise 2:

Column A	Column B
1. artist	c. a person who produces works in any of the arts
2. drought	d. a period of dry weather
3. humane	e. characterized by tenderness, compassion, and sympathy
4. council	a. an assembly of persons summoned or convened
5. formerly	b. in time past

Exercise 3:

Column A	Column B
1. deny	c. to refuse to recognize or acknowledge
2. sociable	a. inclined to associate with or be in the company of others
3. refrain	e. to hold oneself back voluntarily
4. precedent	b. any act, decision, or case that serves as a guide or justification for subsequent situations
5. incredible	d. so extraordinary as to seem impossible

Exercise 4:

Column A	Column B
1. council	d. committee
2. eminent	c. prominent
3. amiable	e. a person who is friendly, good-natured and pleasant
4. patent	b. to document or quote
5. rebate	a. a discount for the manufacturer to the customer after a purchase has been made

Exercise: 5

Column A	Column B
1. quiet	d. silent
2. eminent	c. prominent
3. amiable	e. a person who is friendly, good-natured and pleasant.
4. personal	b. belonging to a person
5. rite	a. ceremony

UNIT 3 Paragraph Writing

Learning objectives:

After studying this unit, the learner should be able to

- ✓ Identify the components of a paragraph
- ✓ understand steps to develop a paragraph
- ✓ develop a paragraph

Structure of the Unit:

- 3.1 Introduction
- 3.2 Qualities of a Good Piece of Writing
- 3.3 Methods of Paragraph Writing
- 3.4 Stages of Paragraph Writing
- 3.5 Choosing the Right Words
- 3.6 Exercises

3.1 Introduction:

Paragraph writing is all about organizing thoughts in a logical manner and putting them on a paper. It is a structured piece of information. It is a cluster of carefully constructed sentences which are a result of some information, personal opinion and/or observation.

People with thinking and imaginative bent of mind are found to be more capable of writing a better piece as compared to the passive thinkers. Paragraph writing also calls for logical thinking as it is required to maintain logic of thought. When there is no logical arrangement of thoughts it becomes difficult to understand the matter. We understand some paragraph easily and develop an interest in reading because it has logic. It is also called 'cohesion'.

3.2 Qualities of a Good Piece of Writing

Recall some letters, newspaper reports, and articles, stories that you have read in English or your native language. What are the good things you liked in it? What makes a piece of writing good, readable or even interesting? Make a checklist. Does it have some purpose? Does it achieve the purpose? Is the message clear? Is it in the proper format? Is selection of words right? Is it grammatically correct? Answers to these questions will lead you to write a good piece of writing. A good piece of writing:

- has a clear purpose
- is reader-centric
- has a clear and complete message
- follows an appropriate format
- is well -organized
- is accurate in spelling, word choice and grammar.

Writing skills require a good amount of training to be able to decide the purpose of writing, collect ideas accordingly and organize them appropriately.

3.3 Methods of Paragraph Development

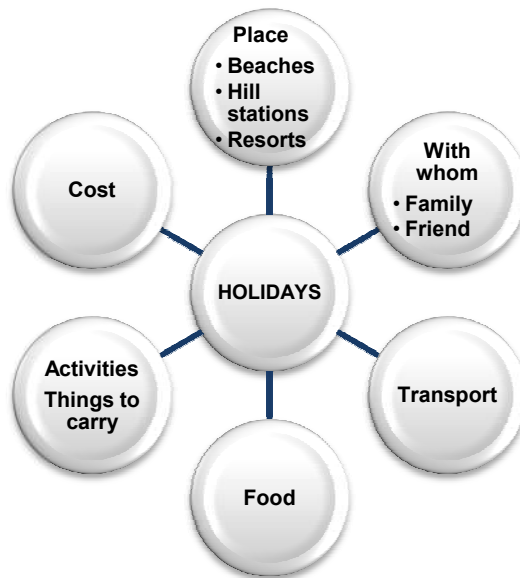
Paragraph writing requires ideas. There are some methods to gather ideas like going back to past memories and noting down whatever comes to your mind. You can also start with brainstorming; prepare a mind map, writing down questions related to the topic, or preparing flow chart or diagram if you have to write a paragraph on some process. If you are writing a letter or email, you can imagine a dialogue with the reader. What would he like to know if the reader is in front of you? Such queries and thinking will give you a lot of ideas. Let us see these methods in detail.

- **Brainstorming:** Brainstorming is a process of generating ideas to solve a problem or understand more about a situation. It helps to understand the different perspective of a topic/situation/problem. It usually, involves more than a person.

e.g. Think about the first day in college. Discuss some of your memories with your partner and compare your experiences. Make a note of the ideas or experiences that the discussion generated.

- **Mind Mapping:** A mind map is a technique for making notes before writing. You write down the main ideas about the topic and develop these ideas by making associations.

e.g Think of holidays you would like to plan. Jot down all the ideas associated with a holiday. Fill in the blank places in the diagram with your ideas. You can draw more branches and add new ideas. If you want to write a paragraph on 'My last Holiday' you can prepare the following map:



Mind-mapping helps you start with some initial sentences and then more details related to the topic.

- **Socratic Technique:** You can start answering all WH-How questions related to the topic. For example, if the topic is 'National Festival' then questions could be:

- ❖ What do we do to celebrate this festival?
- ❖ What is the mythological importance? Legend? Story?
- ❖ What preparations are necessary?
- ❖ What is the traditional food we eat on that day?
- ❖ Do people buy new clothes for this festival?
- ❖ Do we give and receive presents on this day?

3.4 Stages of Paragraph Writing

Once you note down ideas as the first draft, the next step is to organize the ideas. A paragraph has three parts:

1. Introduction
2. Development of Ideas
3. Conclusion.

The most common pattern of organizing paragraph is:

Introduction → Sentence 1 → Sentence 2 → Sentence 'n' → Conclusion

A writer usually begins with a general statement using the main idea and then supporting it by explaining, describing, and/or illustrating it.

1. Writing an Introduction:

An introduction can inform and focus on general interest. It catches the reader's attention and gets them interested in what is to follow. It introduces the topic to the reader and it tells the reader specifically what the main idea is. The writer may use one of the following ways to catch the attention of the reader:

- ❖ Narrate a personal anecdote or an experience related to the topic
- ❖ Use a quotation that is relevant to the topic
- ❖ Provide some interesting and relevant facts about the topic
- ❖ Explain the purpose of their writing
- ❖ Ask a thought-provoking question about the topic

Introductory paragraph may contain the main idea or gist of the paragraph. This is also known as a topic sentence:

- ❖ The topic sentence states the topic.
- ❖ The topic sentence states the controlling idea
- ❖ The topic sentence can be the first sentence of a paragraph

2. Development of Ideas:

The next is developing/supporting ideas. A general statement or the topic sentence is supported with a combination of specific details. These specific details can be an explanation, examples, illustrations, facts, statistics, anecdotes, causes, effects, reasons, predictions, and suggestions etc. In this part, one needs to be selective in using cohesive devices. Cohesive devices help in maintaining a logical flow of the ideas. Appropriate use of such devices enhances the effect of the ideas.

Common cohesive devices are given below:

<p>To summarise</p> <ul style="list-style-type: none"> • in brief • in conclusion • overall • throughout • in all 	<p>To compare</p> <ul style="list-style-type: none"> • comparatively • likewise • in contrast • compared with • in comparison • equally • as with • like • similarly • to balance this • an equivalent 	<p>To contrast</p> <ul style="list-style-type: none"> • whereas • alternatively • unlike • however • still • on the • contrary • on the other hand • by the way of • in contrast • instead • otherwise • instead of • nevertheless 	<p>To show cause and effect</p> <ul style="list-style-type: none"> • because • therefore • consequently • when • eventually • accordingly • as • so • effectively • thus • as a result • until • inevitably
<p>To conclude</p> <ul style="list-style-type: none"> • finally • after all • in the end • in conclusion • to conclude • ultimately • to sum up 	<p>To emphasize</p> <ul style="list-style-type: none"> • specifically • in particular • above all • in fact • indeed • explicitly • more importantly • undoubtedly • certainly • definitely 	<p>To add</p> <ul style="list-style-type: none"> • and • as well as • moreover • too • and • then • in addition • as well as • further • also 	<p>To illustrate</p> <ul style="list-style-type: none"> • for example • for instance • in other words • such as • in the case of • as revealed by • that is to say • to show that • thus

3. Writing a Conclusion:

Writing a conclusion is the last part of paragraph writing. The concluding part of the writing must include two components: a summary of the main ideas or arguments presented and a restatement of the main idea. Also, the conclusion can include prediction (call for action) suggestions (positive or negative outcome), or a question. However, it is not compulsory to use all of them always but an appropriate conclusion leaves a reader with some understanding with the topic.

3.5 Choosing the Right Words:

Choosing the right word is equally important to express appropriate ideas. It is called 'diction'. In English, words can have shades of meaning. One must be careful in referring to the context of the idea and word for the same. It helps in identifying the mood and attitude of a writer. Look at following sentences how the writer has expresses his attitude in the sentences.

Model 1	Model 2
<ul style="list-style-type: none">• We did not win the match• He is an expert in this field• The chairperson's proposal can help resolve the issue• No one objected to the proposal• You can write to the committee	<ul style="list-style-type: none">• <i>Unfortunately</i>, we did not win the match• <i>Obviously</i>, he is an expert in this field• The chairperson's proposal, <i>I believe</i>, can help resolve the issue• <i>Surprisingly</i>, No one objected to the proposal• You can, <i>of course</i>, write to the committee

Look at the following paragraph and understand how the ideas are expressed. Numbers are given to sentences for your understanding:

A Good University

¹ A good university should have three important characteristics. ²First of all, it must have enough qualified teachers for every course. Qualified teachers should have adequate teaching skills in their subjects and this helps students improve themselves, so good teachers are indispensable for a good university. ³Secondly, a good university must have many buildings with adequate high technology facilities for students. The classrooms must be large enough and well-equipped. In addition, libraries should have enough books

and materials for students. ⁴Finally, a good university should have many facilities for students. For example, there must be enough sports centres and cafes for students to spend their free time. ⁵To conclude, all these characteristics define a good university.

Constructive significance of the numbered sentences:

1. An introductory statement which is general in nature (Topic statement)
2. Supporting Idea 1
3. Supporting Idea 2
4. Supporting Idea 3
5. Concluding Statement

To sum up, paragraph writing is one of the most basic competencies required for good writing skills. Strategic and consistent practice can only help one be good at paragraph writing.

3.6 Exercises

A. Read the following paragraphs and do as directed:

Paragraph 1:

Friendship is one of the boons of the social life of a man. If a man does not express his mind and goes on thinking about something there is a tension in his mind. One can share one's joy and sorrows with friends easily. There are certain secrets which a man cannot talk to anyone except to friends. One can talk to his father with a sense of respect, one can talk to brothers and sisters with reservation but talking to a friend is free, frank and straight forward. That is why even the kings used to seek friends. A good friend can provide psychological relief.

- a. Provide a suitable title
- b. Identify the topic sentence

Paragraph 2:

In the month of June, the sun shines brightly and the earth burns like a furnace. Birds seek the shady cover of the leaves and animals take rest under the available shelter. A queue is waiting for a bus at a bus-stand. Some wipe their perspiration; others cover their heads with a handkerchief; some try to protect their faces with newspapers. Some are complaining about the government; others look vacantly; some take glasses of water, others smoke

out their time. The greatest sufferers are fashionable people. The drops of sweat course down the painted face and make it worse. Tight shirts and nylon pants make them uneasy. In short, the heat of the summer sun adds to the misery and mental torture of everyone.

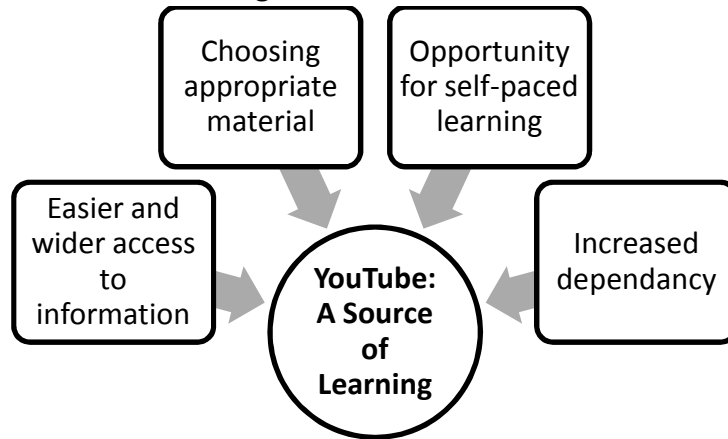
- a. Provide a suitable title
- b. Identify the topic sentence

B. In the given composition, the author is talking about one of the books she has read. However, the author has forgotten to make paragraphs. Divide the composition into three paragraphs:

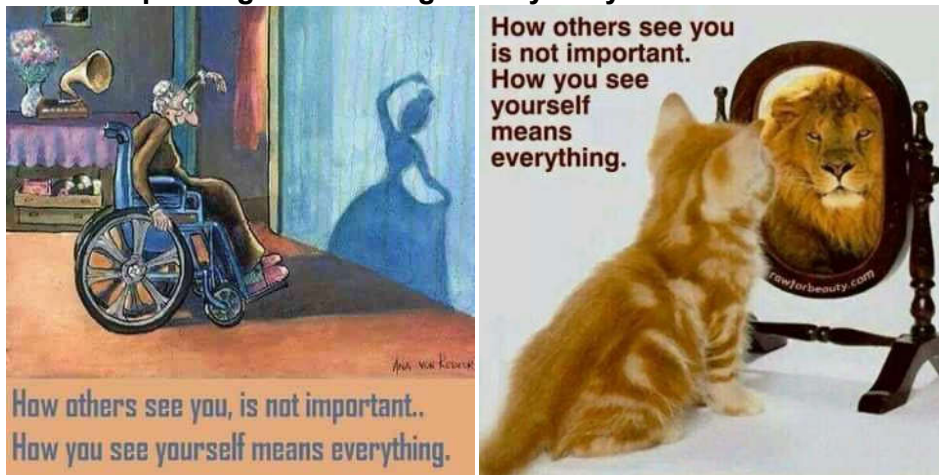
1. The Most Exciting Book I have read

Books have been my companion since childhood. The stories and adventure which excited me during my childhood period are no longer liked by me nowadays. *'Alice in Wonderland'* was really one of the most interesting books for me at that time. As I grew in years, some of the scientific stories of HG Wells had a lot of appeal for me. His story *'The Truth about Pyecraft'* had amused me to a great extent. I shall remember the way Pyecraft used to come to the club and eat voraciously. I can recall with amusement the manner in which Pyecraft was floating near the ceiling because he had taken medicine which reduced his weight. Recently, I have read Huxley's book *'Brave New World'*. The book opens with the description of the scientific laboratory where test tube babies were produced. He tells us that babies are produced according to the demands of society. Some of them were extremely intelligent whereas others were extremely strong physically. These children did not know anything about father and mother and they used to talk in a very mocking manner about the world when there used to be father and mother. All the problems of this brave new world were mostly psychological problems. That's why generally the children were sent to the psychologists for suggesting the ways and means to correct them. A person comes in he is called a savage by the people of the Brave New World. But ultimately the savage was successful and the people of the Brave New World realised that purely mechanical life cannot do any good to life. This is an exciting book because I feel that it is a prophecy about the future. We find that the societies which were influenced by science have started feeling that they must be spiritual. There is a great craze for spirituality among people all around the world who are even scientifically more advanced. They have discovered that science makes them inhuman, mechanical and objective and so something dangerous for the society and the progress of the society.

C. Look at the points given below. Develop a paragraph of about 200 to 250 words based on the given details:



D. Look at the pictures given below and write a paragraph of 150 to 200 words explaining the meaning conveyed by them.



(Source: Practical Techniques to Develop Communication Skills by Popat & Kotadia Pothi Prakashan)

E. Look at the image given. Based on your perception, develop a paragraph of about 150 to 200 words. Give it a suitable title:



F. Write a paragraph of about 150 words on the given topic using suggested writing technique:

1. Books: Our Best Friends (Brain Storming)
2. My Favourite Game (Mind Mapping)
3. Importance of English (Any technique of your choice)
4. Pollution – (Socratic Technique)
5. A Picnic by a Riverside (Mind Mapping)

3.7 Answers:

A. Read the following paragraphs and do as directed:

Paragraph 1*:

- a. Provide a suitable title: Friendship: A Boon
- b. Identify the topic sentence: Friendship is one of the boons of the social life of a man.

Paragraph 2*:

- a. Provide a suitable title: Waiting for a Bus at a Bus-Stand
- b. Identify the topic sentence: A queue is waiting for a bus at a bus-stand.

*There can be more than one suitable title for the above paragraphs. One may brainstorm the suitability of the titles with friends and teachers.

B. In the given composition, the author is talking about one of the books she has read. However, the author has forgotten to make paragraphs. Divide the composition into three paragraphs:

The Most Exciting Book I have read

Books have been my companion since childhood. The stories and adventure which excited me during my childhood period are no longer liked by me nowadays. '*Alice in Wonderland*' was really one of the most interesting books for me at that time. As I grew in years, some of the scientific stories of HG Wells had a lot of appeal for me. His story '*The Truth about Pyecraft*' had amused me to a great extent. I shall remember the way Pyecraft used to come to the club and eat voraciously. I can recall with amusement the manner in which Pyecraft was floating near the ceiling because he had taken medicine which reduced his weight.

Recently, I have read Huxley's book '*Brave New World*'. The book opens with the description of the scientific laboratory where test tube babies were

produced. He tells us that babies are produced according to the demands of society. Some of them were extremely intelligent whereas others were extremely strong physically. These children did not know anything about father and mother and they used to talk in a very mocking manner about the world when there used to be father and mother. All the problems of this brave new world were mostly psychological problems. That's why generally the children were sent to the psychologists for suggesting the ways and means to correct them. A person comes in he is called a savage by the people of the Brave New World. But ultimately the savage was successful and the people of the Brave New World realised that purely mechanical life cannot do any good to life.

This is an exciting book because I feel that it is a prophecy about the future. We find that the societies which were influenced by science have started feeling that they must be spiritual. There is a great craze for spirituality among people all around the world who are even scientifically more advanced. They have discovered that science makes them inhuman, mechanical and objective and so something dangerous for the society and the progress of the society.

Unit 4 Introduction to Business Communication

Learning objectives:

After studying this unit, the learner should be able to

- ✓ define the concept of communication
- ✓ understand the process of communication
- ✓ recognize numerous objectives fulfilled by communication
- ✓ apply the learnt concepts effectively

Structure of the Unit:

- 4.1 Concept of Communication
- 4.2 Definitions of Communication
- 4.3 Attributes of Communication
- 4.4 Process of Communication
- 4.5 Objectives of Communication
- 4.6 Exercises

4.1 Concept of Communication:

What is communication? How do we communicate? What are the requisites of communication? There are many such questions in your mind when you start thinking about the term 'communication'.

As stated by W. H. Newman and C. F Summer, "Communication is an exchange of facts, ideas, opinions or emotions by two or more persons". If you look at this definition, communication is the way we talk and interact with people and even how we behave with others. It has two main prerequisites: two persons and the content they exchange. It could be information, ideas or even emotions and it has to be exchanged with the proper understanding. Communication occurs between two or more persons. They are commonly known as a Sender and a Receiver. Perfect communication situation is said when:

- (i) there is a sender of the information who wants to pass on some message,
- (ii) there is a receiver to whom the information is passed on,
- (iii) the receiver receives the message exactly in the same manner as it was intended and
- (iv) the receiver replies to the message that creates some understanding between two parties.

Communication is a part of the soft skill. It is a strong blend of four skills viz. Listening, Reading, Speaking and Writing. (LSRW). All are equally important and required to be developed. Among them, Listening and Speaking are receptive (input) skills while the other two ie. Speaking and Writing are productive (output) skills. To become an effective communicator, one must master all these four skills. That means that one needs to have an ample amount of listening and reading exposure to oneself to acquire information, knowledge, ideas etc. Only then one can have a good ability to speak or write.

Communication does not mean an apt use of English language. One can and should be a good communicator in his/her mother tongue also. However, as most of our academic and business activities are now carried out in English, it is important for us to develop communication skills in English.

There are different types of communication: oral and written, formal and informal, face to face and group communication, visual communication and electronic communication. Most commonly, it could be verbal (using words) or non-verbal (using signs). Broadly speaking, verbal communication is done using words whereas non-verbal communication is done without using words.

For routine interaction, often oral and face to face communication are chosen as it is very quick and offers instant feedback. For documentation and reference purposes, written communication is preferred. For situations like talking with colleagues and friends, we can opt for informal communication. That means that a little liberty can be taken with sentence making and choosing words. But, for formal situations like customer interaction, making presentations, making drafts etc. we must ensure formal communication with appropriate care. Meetings, interviews, seminars etc. are the examples of group communication and communication by many to one and one to many. With the increased use of the internet and social media facilitating personal, family and business communication, it has become inevitable for all of us to understand and learn the way we communicate electronically also. Email, websites, blogs, social media pages are some of the examples of electronic communication.

Thus, communication is an indispensable element of human activities across the globe. Whether we wish or not, knowingly or unknowingly we do communicate. When we send messages unintentionally, the receiver has the right to interpret it in his/her own way, which leads to miscommunication. Hence, it is always good to be conscious and proactive in initiating out communication.

4.2 Definitions of Communication

As stated in the Merriam- Webster Dictionary, communication is “a process by which information is exchanged between individuals through a common system of symbols, signs, or behaviour”. This implies that communication is a process which is continuous and on-going. It is dynamic in nature. It also means an exchange of information and emotions between individuals. Minimum two persons are required for any communication to occur, else it is a monologue.

Another definition given by GG Brown suggests that,

“Communication is the transfer of information from one person to another, whether or not it elicits confidence. But the information transferred must be understandable to the receiver”

A similar definition of communication is given by Peter Little:

“Communication is the process by which information is transmitted between individuals and/or organizations so that an understanding responses results”

If you look at these definitions carefully, they all discuss certain things commonly: 'exchange of ideas', 'two persons' or 'sender and receiver' 'understanding between two' 'response' 'feedback' etc. Following are some other important definitions of communication.

As per James Humes, "the art of communication is the language of leadership". This means that effective communication is required for effective leadership. It may be initiating or understanding others empathetically. It also means communication for all.

At the modern workplace, communication is very important. As Paul J Meyer defines, "communication – the human connection – is the key to personal and career success". The humane touch in communication is undeniable. Ultimately it is between two human beings and as they are dynamic, vital, and sporadic in their nature, so is the communication.

The famous management Guru Peter Drucker says, "The most important thing in communication is hearing what isn't said". It is an empathetic, discrete and non-verbal way of receiving messages transmitted by the sender.

In the modern context, if we look at the term 'communication', often you will find it associated with words like ICT and communication networks. Hence, communication also means "a system (of telephones or computer) for transmitting or exchanging information" or "the technology of the transmission of information (print, telecommunication or internet).

Communication, in business, is giving and receiving ideas, information etc. using an appropriate media which enable people to understand, convince, seek or provide information or exchange emotions. In broad terms, it also includes body language and use of technology. This makes media (or medium) the most important component of communication.

4.3 Attributes of Communication

Based on the analysis of the above definitions we can have the following attributes of communication:

1. Two or More Persons

Perfect communication situation is said when there are at least two persons involved in it. One is the sender of a message and the other one is the receiver. Talking to oneself is called monologue or intra-personal communication. As stated above, it can further be one to one, one to many or many to one. But there have to be minimum two persons.

2. Exchange of Ideas/ Emotion /Message is Compulsory

If you don't have the content to exchange, you cannot communicate. Most of the students have an excuse that they are not able to speak. It is not due to lack of language but due to the absence of ideas, information etc. To initiate communication, we must have some messages to transmit.

3. Mutual Understanding

Communication starts with a sender sending a message and a receiver receiving it in exactly the same manner that the sender intended it to be. This is called a mutual understanding between two parties. This is the ultimate objective of communication. Lack of mutual understanding is known as 'miscommunication'.

4. Continuous Process

Communication is a continuous process. It has a specific flow. The sender initiates and passes a message to another person. There is a linear flow of message transmission. In social media communication, we see a complex process where one is communicating to others in a highly interconnected manner. It is an on-going and ever-changing process. It changes due to a variety of reasons like need to exchange information, making inquiries, seeking permission, giving orders and many more.

5. Dyadic and One-way Communication

Dyadic is a two-way communication. We discussed that there must be a minimum of two parties to communicate. Talking one way should not always be mistaken with a monologue. There can be a situation where the receiver is there but has a minimum or no scope for feedback. For instance, reading a newspaper is one-way communication except for a case where the reader might write a letter to the editor. Two-Way communication implies the need for feedback or response to the communication cycle to continue. e.g.

- A conversation between two friends
- An exchange of letters or emails.
- A professional conversation, such as a consultation with a lawyer.

6. Direct and Indirect Communication

Many times we get into a situation where we have to communicate directly. Like for face-to-face communication, meeting, interviews etc. While indirect communication is communicating using other means like print, telephone, or social media.

7. Formal and Informal

Certain business situations like meetings, talking to the boss, and dealing with customers are such situations that call for formal communication whereas talking to a colleague, or a friend or any family member could be informal communication. Many a time, oral interaction becomes informal and written communication is always formal. e.g. In an organization, upward, downward (vertical) and horizontal channels carry formal communication whereas grapevine network is an example of informal communication.

8. Horizontal (Lateral) and Vertical

In the organizational structure, the communication flow can be vertical, i.e. upward or downward or horizontal, depending upon the organization's needs. For example, workers are talking to a supervisor or manager talking to the board of directors. At the same level, one head of the department talking to another is known as lateral or horizontal. Another example is people discussing an important issue in a meeting.

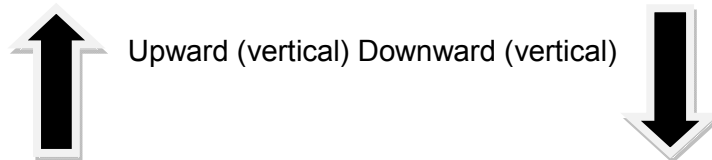


Exhibit 5.1 Upward (vertical) Downward (vertical)

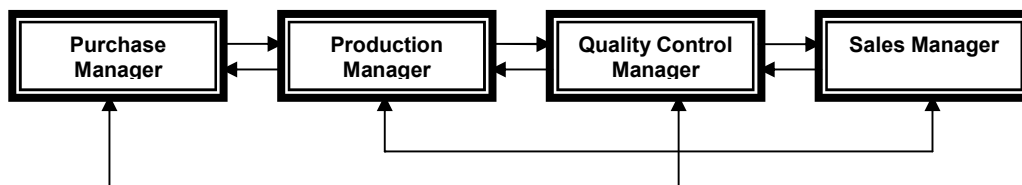


Exhibit 5.2 Horizontal (Lateral) Communication

9. Use of words (written or oral) or symbols (non-verbal)

Most of the communication seems to occur orally or in writing. However, the research says that approximately 76% of our communication is non-verbal (without words) through the use of cues, signs, symbols, facial expressions, gestures, eye contact, tone, voice etc. Knowingly or unknowingly our body does send signals which are received and interpreted by receiver/s. In such a case, the sender loses control over the message and it is at the receiver's disposal.

10. Response or Feedback

The most crucial terminal part of the communication process is feedback or response. It is the feedback that gives assurance to the sender that the message is understood by the receiver in the same fashion he intended. Feedback is also important to keep the communication cycle to go on and on.

4.4 Process of Communication (Communication Cycle)

Communication is the process of passing a message or information from its source to the recipient(s) in such a way that it is understood. It is necessary that it prompts the desired response. It is also about receiving information that others are sending, with as little distortion as possible. The medium through which the message is transmitted is equally important. Effective communication is all about conveying the messages to the other people clearly and unambiguously.

The elements of the communication process include sender, encoding, message, channel, decoding, receiver and feedback. At each stage, there is the possibility of noise or barrier.

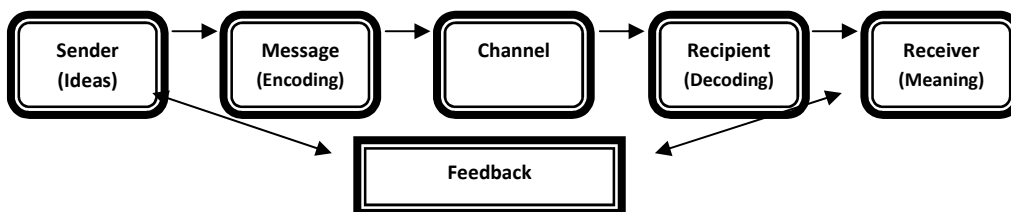


Exhibit 5.3 Communication Process

Stage 1 - Context and conceiving the message

To start a communication process, there has to be some context to create a message. The message could be oral or written. Some messages are the product of internal reasoning; some of an emotional process; some are the result of an external stimulus.

Stage 2 – Sender encoding the message

The next element is the sender or encoder of the message. To encode the message, the sender has to use language, words, signs, symbols, graphics, pictures, numbers, expressions, gestures etc. to express the message and to create the desired response.

Stage 3 – Channel or Medium

Once the message is encoded, the next important phase is selecting the appropriate medium to transmit the message. Depending on the convenience of the sender and the receiver, it could be a phone call, face-to-face talk, letter, fax, website, blog or e-mail. For any message to be delivered effectively, choosing the right channel is one of the important steps. The wrong choice of medium might lead to miscommunication. For example, for formal reporting to the boss, the written medium is more appropriate while to give operational orders, oral communication can be preferable. Choice of the medium also depends on the factors like the relation between the sender and the receiver, urgency of the message, importance of the message - open or confidential, number of receivers, cost, time and the amount of information.

Stage 4 - Decoding the message or interpreting the message

Decoding is done by the receiver. Decoding is an effort to interpret the encoded message exactly in the same fashion as the sender might have intended. To interpret it in a correct manner, the receiver must be familiar with the same language, words, signs and symbols etc as used and understood by the sender. It is the common understanding between the two that leads to the realization of the message. The receiver must also be able to use the same medium to decode/interpret the message. For example, if the message is in an e-mail form, the receiver must also be able to use and access the e-mail to receive the message. Likewise, if it is a graph, picture, or business jargon, the receiver should understand it in the same manner.

Stage 5 –Receiver

The receiver, also known as the decoder, may be a listener to you or a reader of your message. The receiver is one of the most important components of a communication cycle as the entire process is initiated keeping the receiver in mind. The receiver receives and decodes the message to understand in its fullest meaning. Like the sender, the receiver is also influenced by his/her internal and external stimuli or previous experiences in the world. The receiver either decodes the message in its full spirit or gets biased in listening or filtering the message based on his socio-cultural experiences. Some messages are the 'read between the line' type and the receiver should be able to grasp the meaning. The receiver is quite often influenced by his attitude, opinions and culture. Not receiving the message in its entire spirit may lead to miscommunication.

Stage 6 –Feedback

Feedback is the receiver's response to the message transmitted by the sender. It could be a reply in the form of oral words, written document, some action or sometimes even silence. Feedback completes the communication cycle and prompts the sender to encode the next message. The right feedback is a proof that the receiver has exactly understood the message the way the sender wanted it to be understood. Inappropriate feedback is also important for a sender to realize that the receiver has not understood the message. This implies that the message is needed to be reframed. Feedback assures the sender that the message is received, understood and interpreted correctly and that the next message can be sent now. Feedback completes the loop of a communication cycle.

When we talk to our friends; listen to the teacher; write an email to inquire about a product; we do participate in the communication process. We play the role of either a sender or a receiver. We must keep in mind that at every level of communication cycle there is a possibility of miscommunication. The sender may wrongly encode the message or choose the wrong medium. The receiver might fail in decoding the message and provide incorrect feedback. In such a case, both the sender and the receiver are responsible for the failure of communication.

4.5 Objectives of Communication:

Communication is undoubtedly one of the most central elements in the organizational life and it is, in fact, its dynamic aspect. Organizational communication is different from the other types of human communication in terms of its milieu. In an organizational setup, it flows in a highly fixed and secure structure. The goal of communication in every business is to get the desired response and to promote goodwill. Like the other management functions and processes, communication is also an important part of an organization. Communication pervades each and every aspect of the organization – every individual, team, or department and each external relationship with customers, suppliers, and competitors.

Communication – the process of passing information and understanding from one person to another – is the vital connection between plans and actions at work. In the organizational setting, the ability to communicate clearly is one of the most important skills for the people at work.

The main purpose of communication in all the organization is the general welfare of the organization.

- At the planning stage, it is required to collect information, inquire about the finance involved, inquire about the manpower required, familiarize with the marketing conditions and publicity campaigns etc.
- At the execution stage, it is needed to issue orders to the employees to start work and motivate them at a later stage.
- At the evaluation stage, it helps in fetching internal and external information, checking performance, envisaging modification in future plans etc.

In a more complex commercial structure, communication can be used for the following objectives:

4.5.1 Information:

Information is one of the most important objectives. It can be oral or written, external or internal.

“Information is a source of learning. But unless it is organized, processed, and available to the right people in a format for decision making, it is a burden, not a benefit.” **William Pollard**

External information can be about the products with reference to its quality, similar such products, complementary products, the price of the product etc. It is also used for checking the availability of credit with financial firms, banks, creditors. For enquiring about raw material, its quality, price, availability, delivery terms, transportation terms etc requires external information. External information also includes finding out the government rules and regulations to carry out a particular business. It is important to be aware of changing political scenario and consequent changes in government policies. External information is also needed for advertising media, its relevance, feasibility, cost incurring in advertising etc. It is said that business organizations must remain in touch with modern trends. It is essential for their survival. Latest developments in the field of technology and service are also part of external information. Content presentation through websites, product blog pages, social media pages are examples of external information.

Internal information is the routine message transfer within the organization. It could be on the job assignment and procedures governing them. How a particular job is to be carried out is either orally explained by the supervisor or

is displayed on company work manual. For the smooth functioning of the internal procedures, it is essential for an organization to have clear, concise and bias-free communication. Information on the status or progress of some tasks, about any decision making, on a particular issue is also a part of internal information. Every organization has well-defined general Information on policies and activities of the organization. Rules for planning, environmental policies etc. are also forms of internal information.

This information, internal as well as external, can be found using a variety of sources. It can be availed through old files and records, mass media content like newspaper, websites and social media pages, library research work like journals, thesis and articles, administered questionnaires, seminars, conference proceedings, interviews of prominent personalities in the same field, observing a particular trend for some time or from the registered professional bodies like government offices, chambers of commerce etc.

4.5.2 Advice:

“Advice is like snow - the softer it falls, the longer it dwells upon, and the deeper it sinks into the mind.”
Samuel Taylor Coleridge

No one can have expertise over all the areas like finance, taxation, publicity, engineering, public relations, etc. For a business, one has to seek advice from the experts. Within the organization also, the senior staff is required to advice junior employees. Even highly educated people might ask for advice of a veteran in a particular field. While giving advice one should not feel superior neither one should feel inferior while seeking somebody's advice. Advice should be both person-oriented and work-oriented. It should always be related to some work and given in such a way that the recipient does not feel inferior about his/her knowledge. The tone and attitude should be humble. Advice should always aim at the improvement of the task for which it is meant. In advice, the message flows from the top level to the lower level. It is a downward communication.

4.5.3 Counselling

“He that won't be counseled can't be helped.”
Benjamin Franklin

Counselling is similar to advise. However, it is more objective, impersonal and professional in nature. It is to show ways to solve personal or domestic problems. Counselling is a soothing conversation with a person aiming to drive him/her to a point that leads to a positive change in his/her behaviour. It is psychological handling of a person to make him realize certain traits of his/her behaviour and

subsequently driving him for a necessary change. Counselling by a panel of doctors, lawyers and psychologists help the person raise moral also.

4.5.4 Order

‘Sometimes an order is necessary to keep things in order.’

Order is a commanding form of communication. It is always directed to a subordinate and aims to correct his way of doing a certain task. Most of the downward flow of communication is made up of orders. Orders must be clear and complete. It should be possible for the intended person to follow that order in terms of using material, equipment and ability to carry out that task. It should also be given in such a tone that the recipient does not feel offended or humiliated. There are four major types of orders.

1. **Written and Oral Orders:** Written orders are issued when the orders are highly responsible in nature and are to be preserved for a later reference. If the task is repetitive and to be performed as per the specified manners, written orders are given. Ordering someone at distance also calls for written orders. Oral orders are issued when a task is required to be performed immediately, or it is an ordinary task and no further reference is required.
2. **General and Specific Orders:** If orders are issued for carrying out one particular activity, it is a specific order. If there are many activities and common orders are issued then they are called general orders.
3. **Procedural and operational orders:** Procedural orders are issued to direct the person in following certain procedures while doing some tasks. They can be general in nature whereas the orders issued to carry out tasks in hand are operational orders. Operational orders are related to day-to-day routine tasks. They suggest how the task should be carried out.
4. **Mandatory and discretionary orders:** The word ‘mandatory’ means compulsory. Mandatory orders must be followed and there is no other choice but to obey. They may be issued using words like ‘informed’, ‘required’ etc. Discretionary orders are kind of recommendations. It is up to the receiver to follow it or not looking at the feasibility of that order.

4.5.5 Suggestions

“Suggestion should be the result of an experience not an impulsion.” – A Veteran

It is wrong to presume that the best ideas on the subject come from the supervisory staff or the directors. The lower staff, actively in touch with the ground reality of the operation, is also capable of giving suggestions. Suggestions enjoy a great

advantage over other means of communication like advice or order. It flows horizontally or vertically upwards. Suggestions that are submitted through suggestion boxes are anonymous. Suggestions play an important role in improving the existing system. But people feel usually reluctant to speak publically ill about their organization. It is received as fault finding with the system and that refrain the employees from offering suggestions. That is why the identity on suggestion form should be kept hidden. Employees should be encouraged to give suggestions. It should, however, not be obligatory to accept the suggestion/s.

4.5.6 Persuasion:

“The most important persuasion tool in your entire arsenal is your integrity.” **Zig Ziglar**

Persuasion is derived from the word ‘persuade’ which means ‘to convince someone’. It is to convince someone in such a manner so as to make him believe in you and your talk. Persuasion may be defined as an effort to influence the attitude, feelings or beliefs of others, or to influence actions based on those attitudes, feelings and beliefs. Buyers, sometimes, have to be persuaded to buy a particular article in place of the one they actually wanted to buy. In office/factory lazy or incompetent workers are persuaded to do their work. Persuasion is the most sought after skill in the field of sales and marketing. How do you convince a customer, who is using a particular brand for the last 25 years, to change his mind and make him buy your product? Persuasion is an art to change people’s mindset and make them accept new ideas.

4.5.7 Education

“The purpose of education is to replace an empty mind with an open one.” **Malcolm Forbes**

Education is a very conscious process of communication. It involves teaching and learning over long periods. The main purpose of the action is to widen knowledge as well as improve skills. Education in an organization is carried at three levels.

1. Education for the Management: Knowledge multiplies very fast. Managers are required to update themselves with the latest innovations. They have to be educated through books, lectures, seminars, case studies, study tours, etc.

2. Education for the Employees: When innovations are introduced in office/factory by managers, employees have to be educated to use them. Such programs to educate employees are called reorientation. Employees can be educated through talks, demonstrations, bulletins, etc.

3. Education for the Consumers: Consumers are educated regarding the new product introduced in the market, availability of the existing brands, their substitutes, price comparatives, complementary and supplementary products, concessions, discounts etc.

4.5.8 Warning

When employees do not abide by the norms, rules and regulations of the organization, a warning is required. Warning is a forceful means of communication indicating a sense of

Warning should be the last resort.

insistence. It demands an immediate action else it may lead to some punishment. There are certain things to be considered before warning someone. Some warnings are general in nature like 'No Smoking', 'Don't use Mobile Phones' etc. They are general warnings and meant for everyone present at a particular place. Most of the time warnings are given to a particular person for his misbehaviour or non-compliance. It is also called reprimanding. Emotionally, it might hurt a person greatly. It is desired to ascertain the fact before reprimanding an employee. Another important principle of warning is that it should be given in person and not in the presence of many. It might aggravate the situation and person may become more vindictive towards his task and the people around. The person should be given an opportunity to explain his point. It should be clearly told without losing temper and raising voice. The purpose of giving a warning should be the betterment of the organizational task and not any personal prejudice. There are many other humane ways to correct a person. Warning should be the last option.

4.5.9 Raising Morale:

'You never know how strong you are until being strong is the only choice you have.' – Bob Marley

It is a powerful and intangible factor representing the sum of several qualities like courage, resolutions and confidence. High morale contributes to effective performance. It induces a sense of togetherness among employees and impels them to work in co-operation in the interest of the organization.

There are certain factors at the workplace that induce high morale in

employees. When every employee gets to work as per his/her capability, it satisfies them. The employee should feel important at the workplace and s/he should have his say. The atmosphere of the workplace should be motivating and friendly. Superiors should be efficient and they should have constructive suggestions and appreciation for employees to have high morale. Employees must have promotional opportunities and there should be some mechanism available to address their grievances.

4.5.10 Motivation:

Motivation is the inner force of people that drives them to do certain things willingly and happily. It energizes and activates a person to channelize the

‘If you can dream it, you can do it.’ – **Walt Disney**

behaviour towards the attainment of a particular goal. Motivation and behaviour are related to each other. A motivated worker needs no supervision or instruction. S/he does his work on his own. An organization having motivated employees enjoys a cutting edge over others. Motivating someone requires a set of skills. It is an art. A manager needs to communicate efficiently with the employees time and again. It could be by appreciating them publically or personally, giving some responsible and/or challenging work, allowing them to have their say in the decision-making process and giving them freedom to do the assigned task. A motivated staff is an asset to the organization. It has a full sense of commitment and responsibility towards the organization. The organization is safer in the hands of such motivated employees and sustains challenges with a great spirit.

To conclude, communication in a business is just like air. The way the quality of air affects the health of mankind and it cannot survive without air, no organisation can survive without qualitative communication.

4.6 Exercises

A. Answer the following:

1. Communication is an ongoing _____.
 - a. plan
 - b. process
 - c. problem
 - d. programme
2. Communication is a part of _____ skill.
 - a. soft
 - b. hard

- c. technical
 - d. manual
3. The _____ is the person who transmits the message.
 - a. receiver
 - b. collector
 - c. observer
 - d. sender
 4. The _____ is the person who decodes the message and gives some meaning to it.
 - a. receiver
 - b. collector
 - c. observer
 - a. sender
 5. _____ creates a message for any communication to begin.
 - a. Reason
 - b. Purpose
 - c. Context
 - d. Principle
 6. If you don't have _____ you cannot communicate.
 - a. ideas
 - b. emotions
 - c. information
 - d. all of the above
 7. Facial expression is an example of _____ communication.
 - a. vertical
 - b. oral
 - c. verbal
 - d. non-verbal
 8. Upward and downward communication is also called _____ communication.
 - a. lateral
 - b. horizontal
 - c. vertical
 - d. complex
 9. The response to a sender's message is called _____
 - a. miscommunication
 - b. channel
 - c. feedback
 - d. decoding

10. A person talking to oneself is engaged in _____ Communication.
- Intrapersonal
 - Dyadic
 - Formal
 - Interpersonal

B. Identify the objective of communication in the following situations. One is done for you.

e.g. This is to inform all that office will resume the day after tomorrow at 8:00 a.m. – Internal Information

- Send the consignment by Monday, 21st January 2019.
- I would suggest you place the order in wholesale. That would save the cost.
- Believe me! You have got great potential. I know you can do it and become successful.
- I am sure this product will change your perception about toothpaste. It is a revolutionary idea. Buy it. Try it once and then decide.
- This new technology works in a customized manner. The details are given in the manual. Read it carefully. Kindly go through it and let me know if you have any query.
- Next time, if I see you roaming around and chatting, I shall suspend you.
- In my opinion, you should start a new fully automatic manufacturing unit.
- You see! This is our company. We are responsible for every action we take. In this time of difficulty, we must stand together and show up our mettle. I am sure we shall overcome this challenge with flying colours.
- Tell me, what your problems are. It has been observed that you have been coming late for half an hour daily. You should become a responsible employee and open your heart to me.
- As per the previous year's data analysis, we have earned more profit.

C. Answer the following Questions:

- Explain the concept of communication in detail.
- What are the attributes of communication?
- Give definitions of communication. How do they define communication?
- What are the stages in the communication cycle?
- Explain the process of communication and its components with the help of a diagram.

6. What are the main objectives of communication? Briefly explain any two of them.
7. Discuss information as one of the objectives of communication.
8. What is the distinction between advice and counselling?
9. Write a detailed note on order as an objective of communication.
10. Discuss the importance of suggestion.
11. What factors are responsible for the high morale of employees?
12. What keeps the employee motivated? Discuss the manager's role in motivating employees at the workplace.

D. Write Short Notes on:

1. Formal and Informal communication
2. Lateral and vertical communication
3. One way vs. Two-way communication
4. Direct and indirect communication
5. Sender and Receiver
6. Encoding and decoding
7. Channel or Medium
8. Feedback
9. Persuasion - as an objective of communication
10. Warning - as an objective of communication
11. Education – as an objective of communication.

4.6 Answers

A. Answer the following:

- | | | | |
|-------------|---------------------|---------------|-------------|
| 1. process | 2. soft | 3. sender | 4. receiver |
| 5. context | 6. all of the above | 7. non-verbal | 8. vertical |
| 9. feedback | 10. two-way | | |

B. Identify the objective of communication in the following situations.

- | | | | |
|----------------|-----------------|---------------|-------------------|
| 1. Order | 2. Suggestion | 3. Motivation | 4. Persuasion |
| 5. Education | 6. Warning | 7. Advice | 8. Raising Morale |
| 9. Counselling | 10. Information | | |

Unit 5 Business Correspondence

Learning Objectives

After studying this lesson, the learner should be able to

- ✓ define the meaning of Business Correspondence
- ✓ state the importance of Business Correspondence
- ✓ classify the various parts of a business letter
- ✓ illustrate the essential qualities of a good business letter
- ✓ identify the different types of letter writing styles used in business
- ✓ draft various types of letters

Structure of the Unit

- 5.1 Introduction to Business Correspondence
- 5.2 Structure of a Business Letter
- 5.3 Essentials of a Business Letter
- 5.4 Introduction to Business Letter Writing
- 5.5 Letters of Inquiries
- 5.6 Letters of Replies
- 5.7 Letters of Placing Orders
- 5.8 Letters of Executing Orders
- 5.9 Application Activities

5.1 Introduction to Business Correspondence

'I am responsible for what I speak or write not for what you have listened to or read or understood' is one of the famous quotes about communication. However, nobody in the corporate world can afford to or would like to make such a comment. In fact, every possible care is taken to ensure that the receiver receives the message in the same letter and spirit and meaning with which it was conveyed.

Communication is at the core of each and every activity happening in an organization. There is no exaggeration if it is stated that growth or loss and success or failure of any act in an organization, most of the time, depend on the quality of communication as it is there from the inception of an idea to its final execution. Communication in business is an umbrella term that encompasses listening, speaking, reading and writing activities. Business Correspondence is about the skilful use of the last two activities viz Reading and Writing.

The term, *Business Correspondence* is actually a hypernym which includes all types of written communication such as letters, emails, memos, press notes, circulars, reports,

'Intelligence, knowledge or experience are important and might get you a job, but strong communication skills are what will get you promoted.' Mireille Guiliano

proposals, notice, agenda, minutes, business contract, text messages, notes, marketing material, legal documents etc, sent digitally or otherwise, by two or more parties.

It is neither possible for anyone to remember everything nor it is advisable to rely solely on the memory for every official deal. Written communication is done to make the correspondence an authentic document for reference and record purpose. Moreover, even if there is a change in the authority or management, this record assists the new in-charge to understand, learn and manage the correspondence. S/he is saved from running pillar to post in collecting the information; the validity and reliability of which might be doubtful. In short, the correspondence proves a reliable source based on which the management or the in-charge can learn about the history of dealings with a particular party or person and can frame a new strategy and prepare a roadmap.

The objective of any correspondence is to communicate a message to the recipient with an intent to create a clear understanding and positive response. A well-thought and well-drafted business correspondence help build relations, trusts and transparency between the sender and the receiver. An ineffective correspondence not only eats away more time but can also lead to confusion and cause damage to the image and reputation. Thus, each correspondence in professional communication is carried out with an objective to convey a message and have the desired outcome for which it is necessary to have meticulous planning and careful execution through appropriate expression.

Most of the time, business correspondence is formal in tone and is likely to become a permanent record and if required also likely to be used in legal proceedings. Hence, one is expected to follow set rules, stylistics, formality and structure.

Broadly speaking, the business correspondence can be either internal or external. Internal Correspondence, as implied by its name, includes formal or informal communication between employees, departments and/or branches. Such correspondence can be letters, emails, notices, memos etc. As indicated in the term itself, external correspondence happens between the organizations through their representatives and/or between the clients and the organizations. Such correspondence can be in the form of letters, emails, reports, proposals, offer letters, sales correspondence etc.

Business letters, for many years, have been a convenient, inexpensive and a basic means of communication between two organizations. Business letters can be external or internal communication. It is a great means to introduce and promote business. There was a time when business correspondence used to be highly formal. However, in the 21st century, correspondence usually avoids jargons, is simple and easy to understand and above all makes an appeal to the EQ (emotional quotient) of the receiver.

- **Major Functions of Business Letters:**

- ❖ To become a record to be used as a reference in future.
- ❖ To be authentic documents to be used, if need be, as an evidence in case of any dispute/s.
- ❖ To help make and maintain good business relations and build goodwill among clients.
- ❖ To help in creating a positive image and brand of the product or services.
- ❖ To be a great help in preceding communication when no personal/face to face interaction is possible.

5.2 Structure of a Business Letter in Full-Block Form

Harwani Rajesh M
B\17, Murlinandan Soc.
Nr. Gandhi Park
Sarkhej Road
Ahmedabad

15 April 2018

Rahi InfoTech
Nr. Swami Medical Store
Opp Maninagar Rlwy. Station
Ahmedabad 380008

Sub: Inquiry for a laptop

Dear Sir,

Greetings!!!
I am a First Year BCom student. I wish to buy a laptop for my academic work. In addition to the long battery life, I am looking for the following features in the laptop that I would like to buy.

Product Description :

- Intel Core i7 Processor
- 8GB DDR 3 RAM
- 1TB HDD
- DVD RW
- USB Mouse
- 2GB Dedicated Graphic Card
- Dual OS
- 18.5" LED Monitor
- Headphones with Microphones

Kindly let me know the price range in which I can have a laptop with the above mentioned configuration. I would also like to know the discount that you can offer and details about guarantee and warranty as well as any other scheme going on at your store.

Hope to have a prompt and positive response.

Yours faithfully,

Signature

(Harwani Rajesh)

Note: All the parts are left-aligned as the letter uses full-block form

Heading: The address of the sender on the top of the letter

Date (leave a blank line before and after)

Inside/Recipient's Address without any punctuation mark (leave a blank line before and after)

Subject Line: The word *Sub* followed by a colon ie. *Sub:* and minimum words are used. (leave a blank line before and after)

Salutation followed by a comma. (leave a blank line before and after)

- Body of the letter is divided into paragraphs
- Paragraphs are in single line spacing (leave a blank line between two paragraphs as well as before writing complementary close)
- No need to indent paragraphs
- Justify the paragraphs

Complementary Close followed by a comma (leave two to three blank lines for signature)

Signature ,if possible, should be legible

Exhibit 5.1 Structure of a Business Letter

5.3 Essentials of Business Letters

Correspondence in the corporate world is not a set of sentences put together to convey some random meaning. Every correspondence carries and conveys the values and beliefs of an organization. It shows the care, concern and the attitude of the correspondent. Thus, in business correspondence, both explicit and implicit, traits matter a lot. Hence, a good letter should be good both externally and internally. Letter Writing, according to Microsoft Office Online, is 1/3 of the actual correspondence in an organisation. A letter serves many purposes. Following are the external and internal essentials of a good business letter:

5.3.1 External Qualities of a Business Letter

Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives. – William A Foster

A famous quote suggests not to choose a book by its cover. However, in practicality, it is difficult to ignore the appearance completely. Actually, outward appearance does matter and can influence one's impression about a

product or a company. The impression of a firm is often formed by the outward appearance of a letter as a letter is first looked at before it is read. A letter, in fact, is a salesperson that represents the company. If a salesperson is dressed shabbily and appears with unpolished shoes or unshaven beard, s/he is very likely to create a poor and negative impression. Thus, in the professional world, the look does matter. The first positive impression has a greater chance of forming a favourable opinion. Fault in physical appearance reduces the chances of a positive response. Following external qualities provide a business letter with an attractive look.

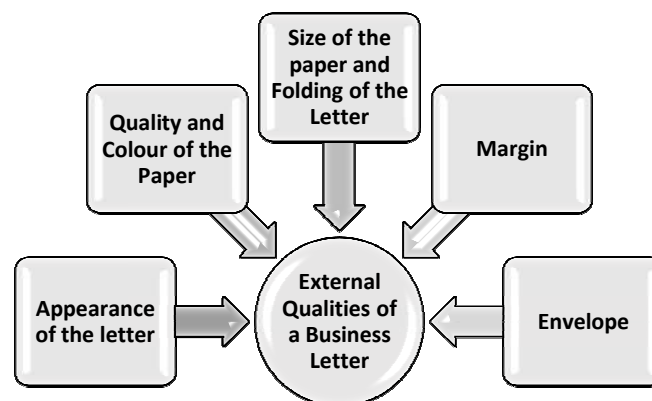


Exhibit 5.2 External Qualities of a Business Letter

- **Appearance of the letter:** Shakespeare, way back in the 16 century proclaimed the importance of appearance by writing that a person is judged by his appearance. The same is applicable even to a business letter.

The appearance means the look of the letter when it is typed and printed. In the 21st century when everything is computerized, the appearance of a letter depends a lot on the knowledge and effective use of Microsoft Office. It calls for the use of an appropriate font style and size, use of margin, use of bold and italic letters, spacing and page-breaks, bullets, numbers, indent, etc. One should decide carefully the font style and size with respect to heading, sub-heading, main content and foot-notes if any. A thoughtful use of numbering, bullets and/or tables can also be done. Following tips would help in conforming to the established format:

<p>A man is often judged by his appearance – Hamlet by Shakespeare Act 1, Scene iii</p>

Apart from the content and style, every business letter, usually, follows a similar letter format.

1. In Microsoft Word go to paragraph keep Opt in before and after in the spacing option.
2. Choose Ariel or Times New Roman fonts of 11/12 size for regular content.
3. Decide wisely about the use of Bold /Italic / Underline option
4. The address of the sender is usually kept at the top of the letter
5. Keep the remaining parts left aligned
6. Date (leave a blank line before and after)
7. Recipient's Address (leave a blank line before and after)
8. Salutation to be followed by a comma (leave a blank line before and after the line)
9. Type paragraphs in a single line or 1.15 line spacing depending on the content (leave at least a blank line between the two paragraphs as well as before writing the complimentary close)
10. No need to indent the paragraphs
11. Justify the paragraphs
12. Complimentary Close to be followed by a comma (leave two to three lines for signature)
13. Name of the signee followed by the designation

- Quality and Colour of the Paper:** The paper should be smooth, durable and preferably white and/or in some cases very light in colour. Colour coding is an important part of correspondence. It not only helps an organization stand out but also if used carefully helps in categorizing the type of letter. The choice of the colour has a direct connection to the mood and attitude of the person sending it and it also creates a psychological impact. Hence, the colour of the paper or design of the letterhead should not be showy or gaudy. The choice of colours for logo and trademark too projects the perception of the organizations. eg. A product dealing with women would generally prefer the pink shade.

Colour	Association signified
Blue	Sincerity, Trust, Harmony,
Green	Life, Peace, Coolness
Yellow	Cheerfulness, Warmth, Action
Red	Excitement, Anger, Danger

- Size of the paper and Folding of the Letter:** A preferable size of the paper is 11" x 8 ½ as this size of paper is reasonably large, easy to put in the file and manage. There should be a minimum number of folds; if possible not more than three. There are different types of fold. In a routine style, a letter is visualized in three 1/3 parts. First, the bottom 1/3 part is folded up towards the top 1/3 part pressing the fold with the fingernails or the tip of the finger. The top part is then folded towards the bottom ensuring that it does not reach the crease of the first fold. There should be half an inch gap between the two ending of the top-down fold and the bottom-up fold. While inserting the letter into the envelope take care that the most recent fold goes into the envelope first.



Exhibit 5.3 'Z' Fold



Exhibit 5.4 Normal Fold

However, when a window envelope is used, 'z' fold should be used so that the sender's address and recipient's address face outwards and the

recipient's address is seen through the window ie. the transparent part of the envelope.

- **Margin:** Appropriate margin in a business letter adds to the appearance of a letter. The standard margin in a business letter is one inch (2.54 cms) on all sides. Margin, however, may be changed in view of the size of the paper but it should provide a picture frame appearance. If the adequate margin is kept, the content is not hidden when the letter is filed.
- **Envelope:** Envelope, like every external element, is equally important as it is the first thing that reaches to the hand of the receiver and gives the first impression about the sender. Depending on the purpose and importance of a letter, the organisation uses an ordinary envelope, window envelope or laminated envelope. In a window envelope, it is not required to write the address of the receiver separately on the envelope. It is clearly visible through the transparent part/window on the face of the envelope. A thin plastic sheet or cloth is pasted on the inner side of a laminated envelope to give extra protection to the letters from being damaged during transit. Organizations even have their addresses printed on the envelopes.

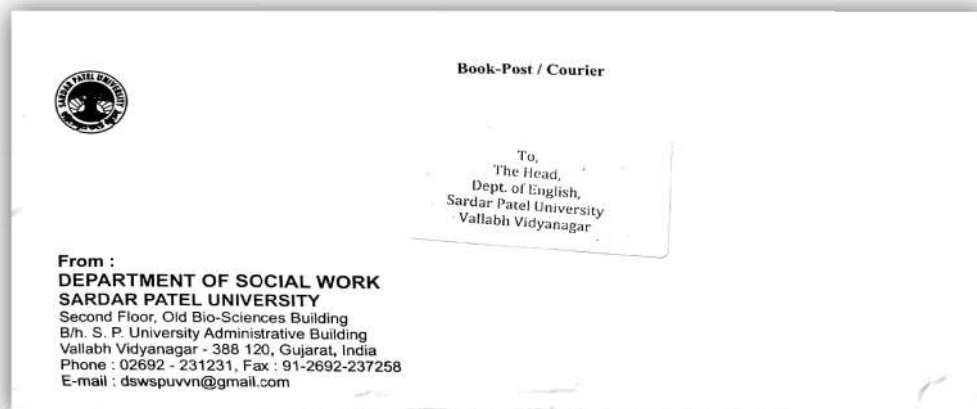


Exhibit 5.5: Envelope with an Address of the Sender



Exhibit 5.6 Window Envelope

5.3.2 Places and Patterns of Regular and Optional Parts in a Business Letter

The way, well-arranged files and furniture provide a pleasing look to an office, parts in a business letter have their places and pattern fixed too worldwide. Hence, to create a positive impression and have a positive response, every business letter follows the style and pattern accepted by most of the organisations.

Regular Parts of a Business Letter

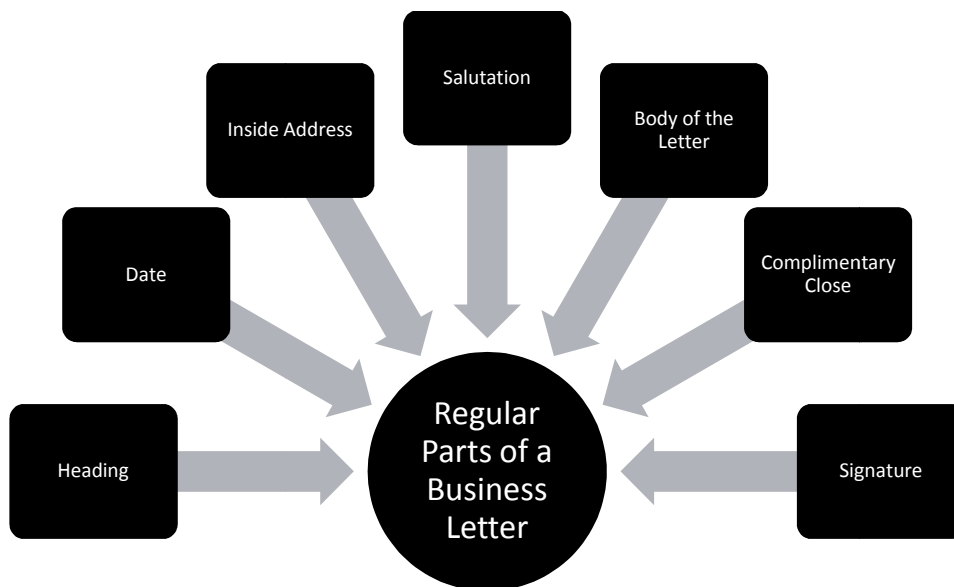


Exhibit 5.7: Regular Parts of a Business Letter

- **Heading:**

A Heading is a letterhead in a business letter. It contains, the company's full name, address, logo, tag-line, and other correspondence details like email, website, telephone no, fax no, etc.

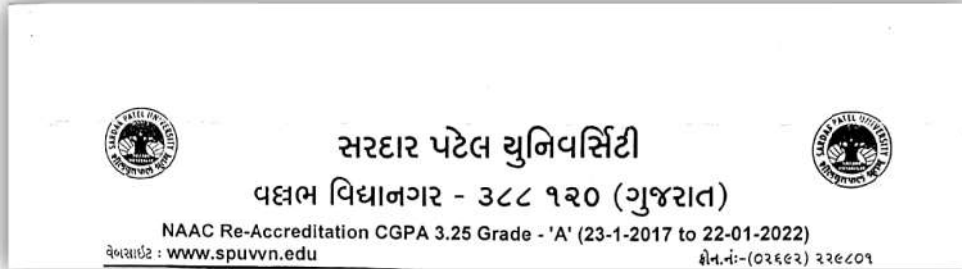


Exhibit 5.8: Printed Letterhead

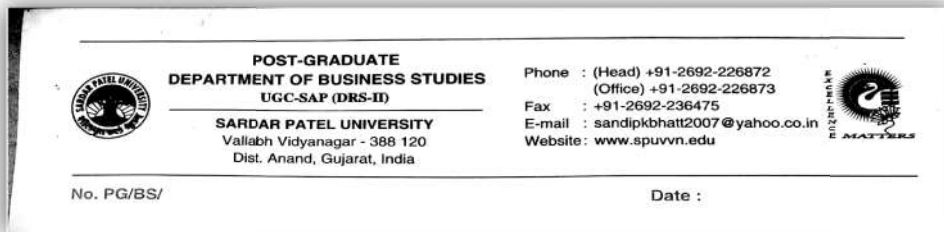


Exhibit 5.9: Printed Letterhead

Nowadays customized letterheads are used wherein the details are divided into two parts. What and how much and in what manner the information would be put, depends entirely on the firm. Following are some of the images of letterheads.



Exhibit 5.10: Top Portion of the HDFC Letterhead



Exhibit 5.11: Bottom portion of the HDFC Mutual Fund Letterhead

If the sender does not have a printed letterhead, the heading of the letter only contains the name and address of the company and it is put on the left-hand side. If the sender feels it fine, the contact details like phone no and email are given immediately below the signature.

HEADING	Signature
The Manager Department of Human Resource Triangulation Engineering Ltd GIDC Vallabh Vidyanagar 388 120	Sincerely, For, Triangulation Engineering Ltd (sign of the sender) (IB Patel) Manager Department of Human Resource tel_hrm@gmail.com

- **Date:**

A date is the details about the date, month and year in which the letter was signed. It is an extremely important part and serves many purposes. It is helpful in filing, sorting, for reference purpose and if need be for the legal purpose too. There are two ways of writing dates: British style (DD-MM-YY Style ie. **15 December 2018**) and American Style (MM-DD-YY Style ie. **December 15, 2018**)

Remember:

- ❖ Write the complete spellings of the months. eg. December, January etc. Avoid abbreviation eg. Dec, Jan etc
- ❖ Shun the practice of adding suffixes like 1st, 2nd, 3rd, 4th to the date as the practice is outdated.
- ❖ Avoid writing date using numbers only ie. 10/12/2018 as it can mean 10 December 2018 to an organisation if it follows the British Style and October 12, 2018, to one that uses the American style

- **Inside Address:**

Recipient's address is called the inside address. It contains name and designation both or only either of it and address of the recipient and wishes to give importance to the person. If the sender knows both ie. the name and designation of the recipient, the name is followed by the designation but article 'the' is not added before the designation. If the address begins with the designation, it begins with 'the' article. However, when the letter is addressed to the designation, the name of the person holding that position is not mentioned.

Remember

- ❖ It is no more customary to use 'To' to begin the inside address
- ❖ It should not exceed five lines
- ❖ It should have a pin code number

Dr RA Dave Head Department of English Sardar Patel University Vallabh Vidyanagar 388 120	The Head Department of English Sardar Patel University Vallabh Vidyanagar 388 120
-------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------

- **Salutation**

Salutation, in a business letter, is a way of greeting. It is customary to begin every salutation in a business letter with "Dear" which should be followed by either the recipient's first name or title or the last name depending on the relationship shared by the sender and receiver. However, to give a personal touch to the letter it is good to address all letters to an actual person. If the recipient's name is not known, in the salutation, *Dear Madam/Sir*, or the job title, such as Dear Manager can also be used. In a formal correspondence, avoid using *Respected* as a salutation.

Type of Salutation	To be used for
Dear Sir / Madam	When the receiver's identity is unknown to the sender.
Dear Purchase Manager	When the sender does not know the name of the person and only knows his/her designation.
Dear Mr Pandya	When the sender knows the receiver but shares a formal relationship only.
Dear Mr Bhargav/ Ms Bhargvee	When the sender knows the receiver personally and has been occasionally communicating with him/her.
Sir / Madam	When the receiver is on a very high and respectable position
Hon'ble Sir/ Madam	Vice-Chancellors, Managing Director, Cabinet Officer

Remember

- ❖ It is a misconception that while writing a salutation, a male sender cannot address a female sender as *Dear* and vice-versa.
- ❖ In a formal letter, the use of *Respected* in salutation should be avoided.
- ❖ Ms is the abbreviation of Miss and Mrs. It can be used before the first and the last name of a married as well as an unmarried woman.

Name of the Person	Marital Status of the Person	Accepted Salutations
Ms Dhara Pandya	An unmarried Girl	Ms Dhara / Ms Pandya
Mrs Dhara Pandya	A married Woman	Ms Dhara / Ms Dhara

- ❖ Using a dot (.), after the initials, is also out of practice while using the titles like Mr, Ms, Mrs etc.

- **The body of the Letter:**

This contains the main message of the letter which should be simple, relevant, accurate, written tactfully in a positive tone as well as having all the necessary Cs. The message in a letter, is, usually, divided into three parts. Though, there is no such rule that a letter should have only three or minimum three paragraphs. The length or number of paragraphs in a letter depends entirely on the content and the elaboration it requires.

The first part or the introductory paragraph gives reference to the previous correspondence if any or introduces the company or the product to the recipient. It sets the mood and tone of the letter.

The second part or the middle paragraph, details the purpose of the letter with all the necessary information in the format easier for the recipient to follow. There are no fixed rules to write this. It is all about the writer's style and the reader's need and expectations. The only objective is to communicate effectively and influence the reader.

The last part or the concluding paragraph, states the expected action from the recipient and takes polite leave.

Remember:

- ❖ Make judicious use of numbers, bullets and table
- ❖ Provide explicit details. Don't assume that the reader would infer everything correctly.
- ❖ Keep the content of the letter single-spaced with one line between the paragraphs
- ❖ Do not indent the first line of the paragraph

- **Complimentary Close**

It is an expression used to bid farewell or for sign-off in letter writing. It precedes the signature. It can be a word or a phrase. It expresses the writer's respect and appreciation for the reader who will be reading the letter. Though,

considered redundant or old-fashioned by many, it is a matter of etiquette in formal business correspondence.

Remember:

- ❖ Capitalise only the first word of your closing. Remaining words should be in lowercase. ‘
- ❖ A comma follows all types of complimentary close.
- ❖ Keep two-three spaces between the complimentary close and the typed version of the writer’s name
- ❖ If the heading does not include the writer’s designation or job-title, it should appear directly below the typed name of the writer.

Various Complimentary Closes	Tips on Usage
Yours faithfully, Faithfully yours, Faithfully	Formal and mostly used
Sincerely, Sincerely yours, Yours sincerely	Less formal and can be used when the receiver is known to the sender
Truly yours, Yours truly, Truly	Informal

• **Signature**

Signature is a part that authenticates the entire content of the letter. When authority signs a letter or any document, it is understood that the signee knows the content and context of the letter and thus is responsible for the consequences. It is preferred that the signature is done by the person, however, sometimes a person is authorised in an organisation to use the stamp signature when a large number of letters are required to be signed. A signature line is followed by the name of the signee.

Remember:

- ❖ While typing the name of the signee, no prefixes like Ms, Mr, Shri or Dr is written.

Adopt ✓ signature (Nisha Raval) ✓	Avoid X signature (Dr Nisha Raval) X
-----------------------------------------	--------------------------------------------

Designation of the person is written below the typed name. If a letter does not have the printed letterhead, the name of the company too could be included in the next line.

<p>The signee is authenticating on behalf of the company and the company would be responsible for any dispute or legal action</p> <p>Yours faithfully For Nalli Silk Palace (Signature) SK Patil Partner</p>	<p>The signee is responsible for the consequences, any dispute or legal action</p> <p>Yours faithfully (Signature) SK Patil Partner Nalli Silk Palace</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Remember:

- ❖ Circular letters, which are to be sent to a number of people are not actually signed by a person in his/her own hand-writing but a stamp form of signature is prepared and used during such an occasion.
- ❖ Business communication on general matters like dividends is to be sent to a large group of people. Sometimes an authorized person is given the authority and the signature stamp is used.
- ❖ Nowadays, e-signature is also used. Selected personnel can be shared a pin and they are authorized to e-sign the document.
- ❖ *Per pro* signature is used when a letter is signed on behalf of someone. In such a case, *p.p* precedes the signature.

Optional Parts of a Business Letter

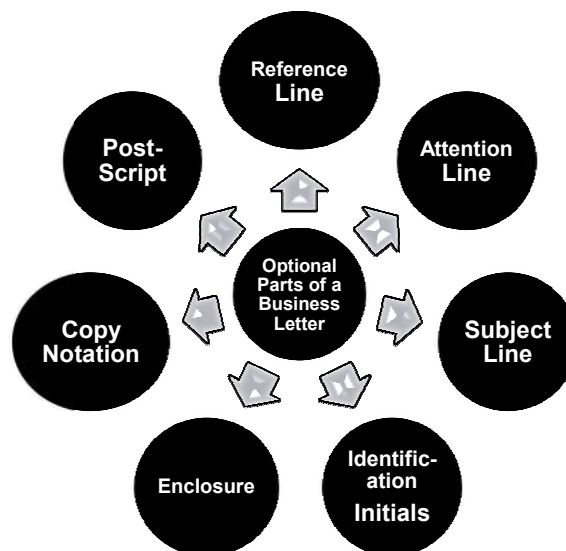


Exhibit 5.12 Optional Parts of a Business Letter

- **Reference Line**

Every organisation has its own style of maintaining reference. Reference is usually placed on the left hand below the heading. A reference usually contains a reference to the department, type of letter, number of the reference, year etc.

Remember:

- ❖ There is no fixed pattern to write a reference
- ❖ However, the inclusion of the name of the concerned dept, letter no and the year helps in future reference

Likely meaning of the information included in the references

- ❖ Ref: 845/claims (no. of the letter/type of letter)
- ❖ Ref: RMF/20180316/111 (name of the company /first four numbers suggests year and remaining number client number / no. of the letter)
- ❖ Ref: Hum/English/1224 (name of the department / subject / no. of the letter)

- **Attention Line**

When the sender wishes to draw the attention of a particular department or a designation, attention line is used. Placed above the salutation and below the inside address, it contains the word **Attention** followed by a colon (:) ie *Attention:* After which the writer can either write the name of the person, designation or the department. However, being an optional part, it can also be skipped.

Attention: Purchase Manager

Attention: Mr Priyank Kanabar

- **Subject Line**

This line appears before the salutation and below the inside address. It conveys the purpose of the letter in the least possible words. It often decides whether your letter will be read or not. It is preceded by the word *Sub* and followed by a colon ie. *Sub:*

Sub: An order for Indo-western Kurtis

SUB: A COMPLAINT ABOUT DISCOURTEOUS BEHAVIOUR

Remember:

- ❖ It can also be written after the salutation
- ❖ It should be put in boldface or even in uppercase if it is very short

- **Identification Initials**

It is very likely that in an organization the person that types the letter and the one that signs are different. In this case, identifying initials are used. eg. Rakesh Patel types the letter for Preksha Kapoor. The person who readied the letter (here Rakesh Patel) for the boss (here Preksha Kapoor) would write two/three of the signee's initials in uppercase characters and two of his in all lowercase characters. Thus, in the above case, the identifying initials would be PK: rp

Remember:

- ❖ If there is the need to add enclosure or copy notation they are written after the identifying initials.

- **Enclosure:**

Many times it is necessary to attach a document/s with the letter. This can be a copy of the invoice, cheque, bills, brochure etc. The inclusion of the same is mentioned in the letter. The list or number of the attachment is mentioned under the enclosure. It is noted on the left-hand side below signature in one of the following manners:

Encl : Two

Encls: 1. Monthly Account Statement
2. Quarterly Account Statement

Encl : As above (refers to the details mentioned in the letter)

- **Copy Notation:**

When a copy of the letter is also sent to the other concerned people/departments, their names are acknowledged under copy notations. Usually placed below the signature line, it helps the receiver learn who the other recipients are.

Remember:

- ❖ If there are more than one person, arrange the names either in alphabetical order or designation wise.

cc: 1. Ms. Krishna Patel, Administrative Department
2. Shri YM Tripathi, Finance Department

cc: 1. Finance Department
2. Purchase Department

❖ However, if there are enclosure/s and identification initials also, the sequence would be as follows:

MR/ts

Encl: Invoice

cc:

- **Post-Script:**

Postscript is a Latin word which means something written afterwards. This is a very short message appended at the end of the letter after signature. It is introduced by PS: A postscript is useful when the writer wishes to emphasise an important point mentioned in the letter or to make a last attempt to persuade the reader to take an action or highlight a selling point. It should not merely be an afterthought.

PS: Our colour brand is used by all the major home appliances.

PS: The offer is available till the stock lasts

PS: Hurry!!! First 10 orders worth Rs 1,00,000/ will win a trip of 2 Days 3 Nights to Kerala

Do you know this???

The American Computer Giant IBM decided to have some parts manufactured in Japan on a trial basis.

In the contract while writing specifications, they had set the standard that they will accept only three defective pieces per 10,000 pieces. Otherwise the whole consignment of 10000 parts would be rejected.

When the first consignment came from Japan to IBM there was a letter accompanying it.

"We, the Japanese people, had a hard time in understanding American business practices. However, the three defective parts per 10,000 pieces have been separately manufactured at our end to meet the specifications of contract. Those three have been included in the consignment in a separate package mentioning - 'Defective pieces as required; not for use.' Hope this meets your requirement."

In some workplaces Perfection is a Habit! **(Source: WhatsApp)**

5.3.3 Qualities of an Effective Business Letter: Cs of Letter Writing

Quality is not what happens when what you do matches your intentions. It is what happens when what you do matches your customers' expectations. – *Guaspar*

It is a proven fact that what you write is not so important as how you write it. In addition to taking care

of the appearance of a letter and arrangement of the parts, it is necessary that the content of the letter is equally effective and appealing. This is possible when a balanced and correct use of various qualities famously known as Cs of letter writing is taken care of. Following are the various Cs of a Business Letter.

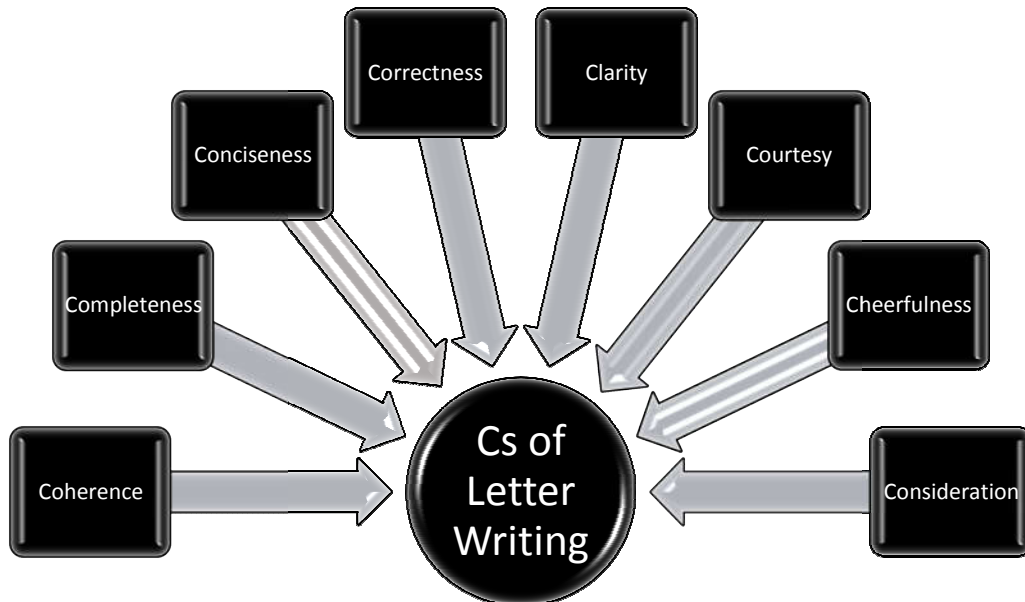


Exhibit 5.13 Cs of Letter Writing

- **Coherence:**

Coherence suggests that there is harmony, unity, and integrity between your vision and mission, your roles and goals, your priorities and plans, and your desires and discipline. – Stephen Covey

A logical presentation of ideas in business correspondence ensures coherence in it. Coherence is possible when the writer is clear about the content and has a good command over the language. The three steps to bring coherence to

your writing are: Plan the content, Organise the ideas and Connect them through appropriate linking words. Though divided into various paragraphs, the content should appear as one unit and the reading should be a smooth gliding from one paragraph to the other.

- **Completeness**

A letter is complete if it includes all the essential Cs of a good business letter. Besides this, the letter should contain all the essential points a reader is expected to know. For

Be a life long or short, its completeness depends on what it was lived for.
David Starr Jordan

example, a sales letter should include the description of the goods, price, quality, varieties in terms of size, colour and features in the product, the time required for delivery, discount and any other terms and conditions etc. If it raises any query in the mind of the reader, it is not a complete letter. In short, all the necessary WH questions should be answered.

- **Conciseness**

A sentence should contain no unnecessary words, a paragraph no unnecessary sentences, for the same reason that a drawing should have no unnecessary lines and a machine no unnecessary parts. ~William Strunk, Jr.,

Brevity, as famously said, is the soul of wit. Transmission of maximum information by using minimum words should be the aim of letter-writing. Unnecessary details and roundabout expressions should be avoided. It is always a race against time. In business,

people are busy and they receive a number of letters daily unless what is to be said is not said quickly that letter does not get the attention of the reader. However, conciseness should not be at the cost of completeness, courtesy and clarity.

Following efforts would help bring conciseness in a letter

- Avoid unnecessary repetition and wordy language

Avoid	Use
“I would like to take this opportunity to share with you that we are highly obliged to you for all the assistance that you offered when we met you regarding the project.”	“Thank you for your support at the meeting for the proposed project.”

- Try to use a word instead of a phrase and phrase instead of a sentence

Avoid	Use
As per the request made by you	As requested
In the event of this incident happening, we will refund your money	Your money will be refunded if this happens.
In due course	Soon

- Shun cliché like ‘We beg to request’, ‘We wish to say’, ‘Please be advised’, ‘Thanking you in advance’, ‘Anticipating your favourable response’, ‘This is to inform you that...’,

Avoid	Use
Attached herewith	Attached

Avoid	Use
Please be advised	We would suggest
Thanking you in advance	Thank you
Anticipating your favourable response	I will sincerely appreciate
In compliance with your request	As requested

- **Correctness**

Simply stated correctness means an error-free correspondence. An error-free correspondence means no factual or linguistic errors. Even uneven spacing, typing errors and carelessness in layout create a poor impression in the era when every written communication is computerized. Correctness in a letter boosts trust and transparency between the organization and its clients.

Following efforts would make your content correct:

- ❖ Use proof-reading tools
- ❖ Have your letter read by someone
- ❖ Double verify facts, figures and data
- ❖ Do not assume anything

Common errors found	Rectified version	Tips
We invite all the members to join for the dinner.	All the members are requested to join for the dinner.	Be less formal
Dear Mr Signh	Dear Mr Singh	Avoid mistakes in names, figures, facts, and words.
We would like To inform You, that...	We would like to inform you that	Avoid mistakes in punctuation and capitalization
Ain't, won't, asap, &	is not, will not, as soon as possible, and	Avoid Contraction non-familiar/informal Abbreviations, and symbols

- **Clarity**

Ambiguity is a virtue in a literary text but a major vice in a business letter. Clarity, in a letter, is the result of clear thinking and simple expression. A good letter does not beat about the bush.

Four basic premises of writing:
Clarity, Brevity, Simplicity and
Humanity – William Zinsser

The information is stated in simple words to avoid any kind of misunderstanding or ambiguity on the part of the sender or the receiver. A letter has clarity when the reader understands the message in the same letter and spirit as intended by the sender. Following efforts would bring clarity in a business letter:

- ❖ Choose short, familiar and conversational words instead of long ones or complicated ones

Avoid	Use
Demonstrate	Show
Previous / Prior to	Before
Subsequent to	After

- ❖ Use common words that are easy to understand

Avoid	Use
Think outside the box	Look at it from the other perspective
Promoting an informed and inclusive multicultural society	Let's grow together
Synergise	Cooperate

- ❖ Construct simple, short and easy sentences. Use a right combination of Active and Passive structures. For a positive message, use active voice and for an unpleasant one, use passive voice.

Avoid	Use
Your matter will be discussed by a committee.	A committee will discuss your matter.
Your hard work is appreciated by all of us.	All of us appreciate your hard work.
You should have taken more care to avoid error in your work.	More care would have avoided the error.

- ❖ Be careful while using confusing words

Confusing words	Usages
<ul style="list-style-type: none"> ❖ Accept : To receive something ❖ Except : Omitting something 	<ul style="list-style-type: none"> ✓ We accept all credit / debit cards. ✓ We agree with all your terms and conditions, except the credit policy.
<ul style="list-style-type: none"> ❖ Cost : Price of something ❖ Coast : Seashore 	<ul style="list-style-type: none"> ✓ Kindly let us know the cost of the BangBang TV. ✓ The coast of Porbandar has the potential to be a tourist spot.

- **Courtesy**

Courtesy is giving respect to others. Courtesy, in business correspondence, creates goodwill and does not let the soreness of unpleasant piece of

Courtesy is simply doing unto others what you would like them to do unto you. – Unknown

information last long. It cures the friction caused by any wrong move. It has to be observed the most while drafting the letters of complaint and adjustment.

It is famously said that courtesy works as a lubricant in the wheel of business communication. Courtesy, in the words of Erastus Wiman, is twice blessed like mercy as it pleases him who gives him as well as the one who receives him. It is the most economical of all the investments done to promote business as it costs nothing and conveys much.

In face to face conversation, it is easy to be courteous by showing positive body language, maintaining eye-contact and showing good listening skills. However, in correspondence, this intimacy can be achieved by using the right tone which conveys that the sender is sensitive to the concerns of the receiver.

Following efforts would make your letter courteous:

- ❖ Use the first/last name of the person in salutation

Avoid: Dear Sir

Use : Dear Ms Pandya / Dear Ms Dhara

- ❖ Apologise for any inconvenience or confusion and offer a solution to a complaint

Avoid: We are sorry to find that our customers are not happy with our goods.

Use : We are sorry that you are not satisfied with the dress material you purchased from us.

- ❖ Express gratitude towards the client

Avoid: We have received your order for a dozen headphones.

Use : Thank you for your order for a dozen headphones.

- **Cheerfulness**

Mirth, and even cheerfulness, when employed as remedies in low spirits, are like hot water to a frozen limb. – Benjamin Rush

This is indeed a much-needed quality in a business letter. It is, in a way, a sign of wisdom. A business letter mirrors the personality, likes and dislikes of the sender. To be effective, one needs to learn to look at the positive side of everything and learn to say the things nicely. The negative approach, at all cost, should be avoided. The tone of the letter should be positive, optimistic and friendly. State a kind word and offer a positive thought.

- **Consideration**

Consideration is a very important element in the success of business correspondence. To be considerate, one

Good manners are the techniques of expressing consideration for the feelings of others. – Alice Duer Miller

has to put on the shoe of the client and vice-versa. Do what you would like them to do if you were in their place. If you take care of your clients, there are greater chances of having strong and long relations with the clients.

Consideration also includes the understanding of the psychology of the reader as well as the need of the occasion. It also means writing with reader's interest in mind. Consideration nevertheless should not be misunderstood for extreme humility or flattery. Understanding cross-cultural communication is also one of the vital elements of being considerate.

Following efforts would bring consideration to the letter:

- ❖ Answer the letter promptly, preferably in 24 hours. In case of the need of more time, at least, acknowledge the receipt of the letter stating the time required for the full response
- ❖ The sender should talk about the advantages that the receiver can have by agreeing to the deal. In other words, a good use of 'You Attitude' is preferred.
- ❖ Sometimes there should be an appropriate use of 'WE' attitude to make the client feel that it is a win-win situation for both
- ❖ Make a suitable use of active and passive structures. To convey an unpleasant message, use passive structures and to give importance to your client, use active structures
- ❖ Apologize genuinely for an error and thank profusely for a good gesture
- ❖ Avoid negative and irritating words

5.3.4 'You Attitude' in Business Correspondence

Will any consumer buy a product if the company does not share the advantages that the consumer would have on purchasing the product? Will any organisation merely recruit a person who wishes to join the company to earn a good salary? The answer to both the questions would be NO.

Primarily, whether it is an organisation or a person, everyone is interested in one's progress. However, progress is a matter of interdependence. Hence, the company while selecting a person makes the candidate feel that it is good for him/her to join the company and the candidate tries to prove how his/her association with the company can contribute to the growth of the company. Similarly, a company ensures to showcase the most important features of the product, if not all, to persuade the consumer to buy the product. In short, to have the desired outcome, the correspondence should be reader-friendly. "You Attitude' means communicating by keeping the recipient's interest at the centre.

Simply stated, 'You Attitude' is all about putting oneself in the shoes of the receiver and looking at the things from his/her perspective and seeing that the writing is reader-centred. For the reader-centric writing, the writer should, in addition to understanding the psychology of the recipient, ask the following questions before drafting a letter:

- ❖ Who is the reader?
- ❖ What are the likely expectations of the reader?
- ❖ Why does s/he have such expectations?
- ❖ How can these expectations be met?

Examples of Writer-Centric Writing and Reader-Centric Writing

Avoid Writer-Centric Writing	Use Reader-Centric Writing	Tips
We are pleased to offer you a 5% extra discount on cash purchases.	You will get a 5% extra discount on cash purchases.	Keep the reader's advantage at the centre
We would like to inform you that we have dispatched your parcel today.	You will receive your parcel tomorrow.	Appeal to the reader's self-interest
You should have taken the necessary precaution to avoid the accident.	Necessary precautions would have avoided the accident.	Avoid writing anything that is likely to hurt a reader's ego
We are pleased to share that Cordial Bank has opened a branch in Nana Bazaar area.	You have a Cordial Bank branch now even in Nana Bazaar area.	Show the advantage that a reader can have
Read the terms and conditions carefully.	Kindly go through the terms and conditions and do get back to us if there is any query.	Avoid the use of imperatives/commands
You have ignored our previous letters requesting for timely payment.	It seems that our request for timely payment must have skipped your attention.	Avoid using 'You' when stating negative things
I am happy to inform that the committee has approved your proposal for the start-up.	Congratulations!!! Your proposal for the start-up has been approved by the committee.	Address the reader directly in active voice by writing in a positive tone
We have received the payment in time.	Thank you for making the payment on time.	Express genuine appreciation for the reader

This is a portion of a letter by SBI that talks about the debit card issued to a customer. Look at the use of 'You Attitude'.

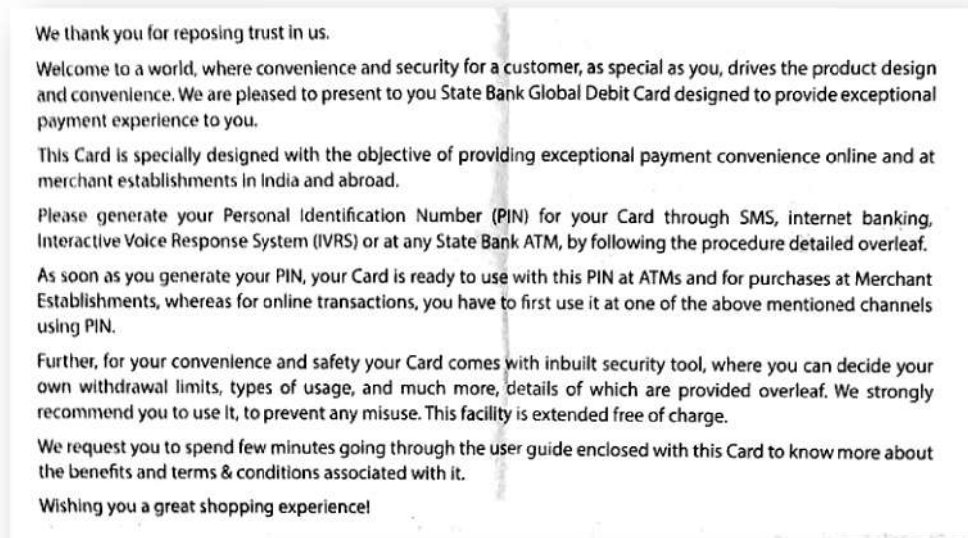


Exhibit 5.14 'You Attitude' in Business Letters

5.3.5 In-Text Exercise: READ and RESPOND

A. Answer the following questions in one word?

1. I refer to the recipient of the letter and is written after the dateline. What am I?
.....
2. I am used to emphasise the stated information in a letter. What am I?
.....
3. I help you contact your sender of the letter. What am I?
.....
4. I refer to the documents that are attached to the letter. What am I?
.....
5. I am a polite way of saying goodbye. What am I?
.....
6. I am used when the letter is also sent to other than the person/department mentioned in the inside address. I am
7. I make the letter reach its destination. I am
8. I give the reader an idea about the content or topic of the letter. I am.....
9. I carry the most significant information about the letter. I am
10. I inform you about at least two persons related to the letter; one who typed and one who dictated. I am.....

B. Choose the correct answer from the options given and tick mark (✓) it.

1. Which one of the following is a good quality of a formal letter?

a. Indirect and complex message	b. Lack of consideration and
c. Negative Verbal Structure	d. Positive Approach

2. In the first communication through a formal letter, the salutation should be?
 - a. Hi!
 - b. Dear Rohit
 - c. Hey!!!
 - d. Dear Sir/Madam
3. Writing a letter with 'You Attitude' means
 - a. using the word 'you' repeatedly
 - b. writing from a third person's points of view
 - c. writing from writer's point of view
 - d. writing from the reader's point of view
4. I look forward to from you.
 - a. Hearing
 - b. hear
 - c. Heard
 - d. hears
5. A formal letter can be effective if it is.....
 - a. Long
 - b. Brief
 - c. Complex
 - d. wordy
6. When a writer drafts a letter keeping in mind the psychology of the reader as well as the need of the occasion, which of the following is being taken better care of
 - a. Correctness
 - b. Consideration
 - c. Clarity
 - d. Coherence
7. *Correctness* in a business means
 - a. Careful arrangement of structure
 - b. no factual or linguistic error
 - c. an error-free correspondence
 - d. uneven spacing, typing e
8. Which of the following is NOT TRUE about *Conciseness*?
 - a. Avoid unnecessary repetition and wordy language
 - b. Try to use a word instead of a phrase and phrase instead of a sentence
 - c. 'Thanking you in advance' is more appropriate to 'Thank you'.
 - d. Conciseness should not be at the cost of completeness, courtesy and clarity.
9. Which of the following is not an essential quality of a business letter?
 - a. Clarity
 - b. Completeness
 - c. Consideration
 - d. Cosiness
10. For which quality the following line is said? "It is twice blessed like mercy as it pleases him who gives him as well as the one who receives him."
 - a. Correctness
 - b. Courtesy
 - c. Completeness
 - d. Conciseness

C. State if the following statements are TRUE or FALSE with reference to the content of a business letter. If the statement is false, rectify it and rewrite the correct sentence citing the suitable reason. The first one is done for your reference.

1. Write long sentences. FALSE
Sentences in a business letter should be short and simple so that the reader can easily understand the message.

2. To make the customer contact you, the letter should not have all the necessary information.

3. In a business letter, place the most important information at the end.

4. Customer should be respected.

5. The letter should be written from a customer's point of view.

E. Put ✓ against the sentence that has a better reader-centric and/or positive tone.

No	Probable Structures Used in Letters	✓	Probable Structures Used in Letters	✓
1.	No down payment, no interest for first 12 months.		1. Buy your new car without any down payment and without any interest for the first 12 months	
2.	This printer prints 25 pages per minute		2. Get the print of 25-page report in one minute.	
3.	1% of your payment goes to the education of the deprived section of the society.		3. Our company spends 1% of the profit for the education of the deprived section of the society.	
4.	Lots of money has been invested in building this township with all the necessary amenities and comfort.		4. Choose your dream house in the township where you can have a swimming pool, gym, garden as well as theatre	
5.	Enjoy the credit of Rs. 10,000 on this credit card.		5. This credit card gives you credit of Rs. 10,000	
6.	We will do our best		6. We will try to do our best.	
7.	We cannot execute the order unless you make a 50% advance payment.		7. We will soon execute your order once 50% advance payment is done.	
8.	Do not hesitate to call us for further information.		8. Do call us for further information.	
9.	Your cheque was not signed.		9. You have sent the cheque without a signature.	
10.	Hoping this meets your approval		10. I hope you approve	

5.3.6 Answers: In-Text Exercise: READ and RESPOND

A. Answer the following questions in one word?

- I refer to the recipient of the letter and is written after the dateline. What am I? **Inside Address**
- I am used to emphasise the stated information in a letter. What am I? **Post-Script**
- I help you contact your sender of the letter. What am I? **Heading**
- I refer to the documents that are attached to the letter. What am I? **Enclosure**
- I am a polite way of saying goodbye. What am I? **Complimentary Close**
- I am used when the letter is also sent to other than the person/department mentioned in the inside address. I am **Copy Notation**
- I make the letter reach its destination. I am an **Inside Address**
- I give the reader an idea about the content or topic of the letter. I am a **Subject Line**
- I carry the most significant information about the letter. I am the **Body of the Letter**
- I inform you about at least two persons related to the letter; one who typed and one who dictated. I am **Identification Initials**

B. Choose the correct answer from the options given and tick mark (✓) it.

- Which one of the following is a good quality of a formal letter?
 - Indirect and complex message
 - Lack of consideration and courtesy
 - Negative Verbal Structure
 - Positive Approach ✓**

2. In the first communication through a formal letter, the salutation should be?
 - a. Hi!
 - b. Dear Rohit
 - c. Hey!!!
 - d. **Dear Sir/Madam** ✓
3. Writing a letter with 'You Attitude' means
 - a. using the word 'you' repeatedly
 - b. writing from a third person's points of view
 - c. writing from writer's point of view
 - d. **writing from the reader's point of view** ✓
4. I look forward to from you.
 - a. **Hearing** ✓
 - b. Hear
 - c. heard
 - d. hears
5. A formal letter can be effective if they are.....
 - a. long
 - b. **brief** ✓
 - c. complex
 - d. wordy
6. When a writer drafts a letter keeping in mind the psychology of the reader as well as the need of the occasion, which of the following is being taken better care of
 - a. Correctness
 - b. **Consideration** ✓
 - c. Clarity
 - d. Coherence
7. Correctness in a business means
 - a. Careful arrangement of structure
 - b. no factual or linguistic errors
 - c. **an error-free correspondence** ✓
 - d. uneven spacing, typing errors
8. Which of the following is NOT TRUE about Conciseness?
 - a. Avoid unnecessary repetition and wordy language
 - b. Try to use a word instead of a phrase and phrase instead of a sentence
 - c. **'Thanking you in advance' is more appropriate to 'Thank you'.** ✓
 - d. Conciseness should not be at the cost of completeness, courtesy and clarity.
9. Which of the following is not an essential quality of a business letter?
 - a. Clarity
 - b. Completeness
 - c. Consideration
 - d. **Cosiness** ✓
10. For which quality the following line is said? "It is twice blessed like mercy as it pleases him who gives him as well as the one who receives him."
 - a. Correctness
 - b. **Courtesy** ✓
 - c. Completeness
 - d. Conciseness

C. State if the following statements are TRUE or FALSE with reference to the content of a business letter. If the statement is false, rectify it and rewrite the correct sentence citing the suitable reason. The first one is done for your reference.

1. Write long sentences. FALSE

Sentences in a business letter should be short and simple so that the reader can easily understand the message.

2. To make the customer contact you, the letter should not have all the necessary information. FALSE

To make the customer contact you, the letter should have all the necessary information in an appropriate manner.

3. In a business letter, place the most important information at the end. FALSE

Information in a letter should be organized in a coherent manner.

4. Customer should be respected. TRUE

5. The letter should be written from a customer's point of view. TRUE

E. Put ✓ against the sentence that has a reader-centric and/or positive tone.

No	Probable Structures Used in Letters		Probable Structures Used in Letters	
		✓		✓
11.	No down payment, no interest for first 12 months.		11. Buy your new car without any down payment and without any interest for the first 12 months	✓
12.	This printer prints 25 pages per minute		12. Get the print of 25-page report in one minute.	✓
13.	1% of your payment goes to the education of the deprived section of the society.	✓	13. Our company spends 1% of the profit for the education of the deprived section of the society.	
14.	Lots of money has been invested in building this township with all the necessary amenities and comfort.		14. Choose your dream house in the township where you can have a swimming pool, gym, garden as well as theatre	✓
15.	Enjoy the credit of Rs. 10,000 on this credit card.		15. This credit card gives you credit of Rs. 10,000	✓
16.	We will do our best	✓	16. We will try to do our best.	
17.	We cannot execute the order unless you make a 50% advance payment.		17. We will soon execute your order once 50% advance payment is done.	✓
18.	Do not hesitate to call us for further information.		18. Do call us for further information.	✓
19.	Your cheque was not signed.		19. You have sent the cheque without a signature.	✓
20.	Hoping this meets your approval		20. I hope you approve	✓

5.4 Introduction to Business Letter Writing:

Every business letter is a correspondence between a buyer and a seller. There are various reasons and purposes for which business letters are written. However, the major aim is to inform or persuade, or sometimes doing both simultaneously.

Irrespective of the purpose, an effective business letter is one that prompts the reader to initiate the desired action.

Letters are expectation packaged in an envelope. – Shana Alexander

Following types of letters would be discussed in this chapter:

Letters of Inquiries	<ul style="list-style-type: none"> • Inquiry concerning catalogue / samples / demonstration • Inquiry about prices, quotations • Inquiry about terms and conditions (discount, mode of delivery, mode of payment, transportation etc.)
Letters of Replies	<ul style="list-style-type: none"> • Reply concerning catalogue / samples / demonstration • Reply about prices, quotations • Reply about terms and conditions (discount, mode of delivery, mode of payment, transportation etc.)
Letters of Placing Orders	<ul style="list-style-type: none"> • Trial Order • Routine Order • Postponing the order • Request for change in the order • Cancellation of the order
Letters of Executing Orders	<ul style="list-style-type: none"> • Delay in execution of the order • Request for extension of time for the delivery • Partial execution of order • Declining the order • Offering substitute goods • Cancellation of the order

Exhibit 5.15 Types of Business Letters

❖ **Understanding Business Letter Writing through Illustration:**

We will understand varieties of business letters through an imaginary correspondence between two stores dealing in electronic goods. The names of the stores are Global Sales and Services, Ahmedabad and Sanaya Home Appliances, Rajkot.

Global Sales and Services is an Ahmedabad based manufacturer cum wholesaler cum retailer dealing with all types of electrical products starting from a hand blender to a home-theatre. They not only manufacture some products but also sell the products of various other brands. The store, hence, would play the role of a buyer as well as a seller. As a manufacturer, they need to buy raw materials; hence they need to make inquiries, placing orders, complaining if faced with any problem etc. As a seller, they would be receiving inquiries, drafting replies, orders and complaints from their customers who can be either wholesalers, retailers or common men.

Sanaya Home Appliances is a well-known retailer in the Saurashtra Region. They are planning to open a new branch. They initiate an inquiry with the Global Sales and Services followed by other letters.

5.5 Letters of Inquiries

Letters of inquiry are written by a firm or a buyer that wishes to purchase a particular product or service. This letter should include the details about the product/service required, its samples/demo, mode of payment and delivery as well as a desire for a long-term relationship. There can be the following types of inquiries:

- ❖ Inquiry concerning catalogue / samples / demonstration
- ❖ Inquiry about prices, quotations
- ❖ Inquiry about terms and conditions (discount, mode of delivery, mode of payment, transportation etc.)

Possible Scenarios:

- ❖ First-time inquiry: The seller and the buyer are unknown to each other, therefore, there is a need to introduce oneself to the other and convince the receiver that the deal would be beneficial to both. In the first inquiry, there is the need to learn about the quality of the product, price, discount and other terms and conditions.
- ❖ Routine Inquiry: The seller and the buyer know each other very well. Therefore there is a need to maintain the trust and relations for the mutual benefit. In such an inquiry, the buyer would only confirm if the desired goods are available with the supplier and if there is any change in the terms and conditions.

Useful Stock phrases/ sentences to be used in Letters of Inquiries

Paragraphs	Probable Content	Illustrations
Introductory	<ul style="list-style-type: none"> • Inform what you are, what do you look for and why? • Express your interest for the product 	<ul style="list-style-type: none"> • We are a leading name in the field of electronic goods (name of area dealing in). For the coming Diwali festival, we would like to buy a variety of washing machines. (name of the product/service) • It gives us a pleasure to share that Sanaya Home Appliances (Name of the enterprise), is one of the most trusted names in the Saurashtra region. We are soon opening a branch in Anand. We would like to offer various brand options to our customers, hence would like to inquire about washing machines of international brands.
Middle	<ul style="list-style-type: none"> • Inquiries you would like to make about the policy of discount, credit, transportation and other terms and condition 	<p>Inquiring about the catalogue, brochure, sample, demonstration etc. (whichever is applicable and feasible)</p> <ul style="list-style-type: none"> • We would like to stock the washing machines of BangBang Company. Could you please send us the most recent brochure? • We would like to order two machines of each model of BangBang Company. If you could share with us the catalogue, it would give us a

Paragraphs	Probable Content	Illustrations
		<p>better idea.</p> <p>Inquiring about prices, quotations, discount, mode of delivery, mode of payment, transportation etc.</p> <ul style="list-style-type: none"> • We would like to order 10 machines of Elena Aqua Model of BangBang Company. Kindly share the most competitive price and other terms and conditions of your deal. • We are planning to buy 10 machines of Aqua Delux Model of BangBang Company. You are kindly requested to send your quotation and share your terms and condition for the business. • We wish to place a bulk order. Kindly quote reasonable prices stating the policy of discount, terms of payment and also the mode of delivery.
Concluding	Expectations from the reader	<ul style="list-style-type: none"> • We look forward to dealing with you. • We expect a prompt and positive response.

5.5.1 A Letter of Inquiry (concerning catalogue/samples/demonstration)

<p>Sanaya Home Appliances Shop 36-37 Ground Floor Infinity Mall Yagnik Road Rajkot 360 001</p> <p>Date: 5 September 2018</p> <p>The Sales Manager Global Sales and Service Nr. Drive-in-Cinema Nikol Road Ahmedabad 380 024</p> <p>Sub: Inquiry about Washing Machines</p> <p>Dear Sir,</p> <p>Greetings from Sanaya Home Appliances!!!</p> <p>We are a leading dealer in electronic goods in Rajkot. We are interested in buying washing machines of BangBang Company.</p> <p>You are kindly requested to send an illustrated catalogue and quotation of BangBang Washing Machines as soon as possible. In view of the festive season, the order is likely to be large, therefore, we expect to have the most favourable discount and terms and conditions for the deal. We would also like to know if it is possible for you to arrange for the demonstration of the machine.</p> <p>We await your prompt reply.</p> <p>Yours sincerely, Harshal Chauhan Proprietor</p>

5.5.2 A Letter of Inquiry about prices, quotations and other terms and conditions (discount, mode of delivery, mode of payment, transportation etc.)

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Date: 5 September 2018

The Sales Manager
Global Sales and Service
Nr. Drive-in-Cinema
Nikol Road
Ahmedabad 380 024

Sub: Inquiry about Home Appliances

Dear Sir,

Greetings from Sanaya Home Appliances!!!

We are a leading dealer in Home Appliances in Rajkot. We are opening a new branch hence we would like to buy the following home appliances for our store.

No	Item	Description
1.	Television	OLED & Curved
2.	Fridge	Single Door, Double Door, Side by Side, French Door
3.	Washing Machine	Fully Automatic & Semi-Automatic
4.	Chimney	IC Slim & Touch LED
5.	Microwave	Convection and Grill

You are kindly requested to send an illustrated catalogue and a quotation as soon as possible. As the order is likely to be large, we expect to have the most favourable discount, credit and other terms and conditions in the deal.

We await your prompt reply.

Yours sincerely,

Harshal Chauhan
Proprietor

5.6 Letters of Replies

Written to the response of an inquiry, a letter of reply is written by a supplier/wholesaler/manufacturer. The letter should begin appreciating the buyer's interest in the product/service. It should not only answer all the queries raised by the customer in the letter but also any other additional information that may prompt the customer to place an order.

Paragraphs	Probable Content	Illustrations
Introductory	<ul style="list-style-type: none"> Acknowledge and appreciate the customer's interest in the product 	<ul style="list-style-type: none"> It is a matter of great pleasure to learn from your letter dated..... that you are interested in(product name or service) We would like to thank you for your letter of...(date) inquiring about..... (product / service name)
Middle	<ul style="list-style-type: none"> Answer the queries and provide additional information 	<ul style="list-style-type: none"> We are pleased to enclose our latest brochure/catalogue. We would also like to share that now you can also make an online purchase. For the details, you may visit our website..... A copy of the latest brochure is attached for your perusal. Additionally, we are sending you a CD that contains a recording of the demo of the product and photographs of other models. Other terms and conditions are as follows: <ol style="list-style-type: none">
Concluding	<ul style="list-style-type: none"> Conclude with a desire for future business 	<ul style="list-style-type: none"> We wish you to make the best of the deal available to you. We look forward to adding your name to the list of our regular clients. We look forward to welcoming you as our customer.

5.6.1 A Letter of Reply concerning catalogue /samples/demonstration

Global Sales and Service
Making Lives Comfortable
Nikol Road, Nr. Drive-in Cinema
Ahmedabad-380024, Gujarat, India
Visit us @ www.globalsalesnservice.com

Phone: 079 – 255 521

Email: info@globalsns.in

Fax : 079 – 255 521

Skype: globalsns

8 September 2018

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Sub: Catalogue and Quotation of BangBang Washing Machines

Dear Ms Chauhan,

Greetings from Global Sales and Service!!!

Thanks for making an inquiry about BangBang Washing Machines. BangBang Washing Machines are one of the most preferred brands these days.

A detailed catalogue is attached to this letter for your information. In addition to the catalogue, a CD is also sent which discusses various features of the machine. Demonstration too can be arranged as per your convenience or we can even share a video of the same. The Customer Care Department will soon contact you for the demo. Our most competitive terms and conditions are given below:

- 17% discount regular discount on all products + 3% more if the order exceeds 10 machines
- A free delivery across the state
- 2-year warranty by the company + one-year free service by us
- 50% of the payment should be made at the time of placing the order and the remaining at the time of delivery.

The quotation is valid till 17 September 2018. Do contact us for any other query or clarification.

We await your final order.

Yours sincerely,
For Global Sales and Service

(Yash Patel)
Sales Manager

Encl : 1. A copy of the latest catalogue
2. CD

5.7 Letters of Placing Orders

An order letter is written by a person/firm that wishes to buy a particular product/service. It is in a way confirmation about the deal so an utmost care and detailed study should have been done by the buyer before striking the deal. It should contain all the necessary terms and conditions of the purchase for the benefit of both the involved parties. The letter should provide the details about the product specification, the quantities and the price agreed on. In addition to this, it should also have the details about the delivery date, late delivery clauses etc.

Paragraphs	Probable Content	Illustrations
Introductory	Acknowledge the receipt of the reply	<ul style="list-style-type: none"> • Many thanks for the detailed information and the compatible terms and conditions. We would like to place an order for the following: • You would be happy to learn that samples of the Shine Soap have received a favourable response from the customer. We would like to place the following order.
Middle	Provide details about the product and list the mutually agreed upon terms and conditions	<ul style="list-style-type: none"> • Use a table to provide specifics about the products. Refer to the various sample order letters. • Refer to the various terms and conditions used in the letter.
Concluding	Conclude with an assurance of best services forever	<ul style="list-style-type: none"> • We hope to have strong professional relations. • We wish to continue dealing with you.

Following types of Letters of Orders will be discussed:

Trial Order	<ul style="list-style-type: none"> • A trial order is placed when a new product is launched/to be launched in the market.
Routine Order	<ul style="list-style-type: none"> • A routine order is just a repetition of the frequently placed order.
Postponing the Order	<ul style="list-style-type: none"> • When the buyer is not in a position to receive the goods on the date agreed upon, the postponement is requested
Request for a Change in the Order	<ul style="list-style-type: none"> • A request for a change in the order is made on realising that there is an error in the order or the ordered goods are not required.
Cancellation of the Order	<ul style="list-style-type: none"> • A request for the cancellation is made if the buyer is not in a position to receive the goods due to some unavoidable circumstances.

Exhibit 5.16 Letters of Orders

5.7.1 Trial Order

A trial order is placed when a new product is launched/to be launched in the market or when the buyer is doing something new and has no idea about the response of the clients. A trial order is beneficial to the supplier as well as the dealer. Both can learn the reviews of the customer and plan future strategy accordingly.

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Date: 16 September 2018

The Sales Manager
Global Sales and Service
Nr. Drive-in-Cinema
Nikol Road
Ahmedabad 380 024

Sub: Trial Order for BangBang Microwave (Convection and Grill)

Dear Mr Patel,

Greetings from Sanaya Home Appliances!!!

With reference to the offer dated 8 September 2018 for the Microwave (Convection and Grill) of BangBang Company, we are pleased to place the following trial order.

No.	Product	Model	Quantity	Capacity	Unit Price (Rs.)
1.	Microwave Convection	30FRC2	01	20 Ltr	8,000
2.	Microwave Convection	30FRC2	01	30 Ltr	11,000
3.	Microwave Grill	MTBX	01	20 Ltr	9,000/-
4.	Microwave Grill	MTBX	01	30 Ltr	12,000/-
Total Landed Value (Rs)					40,000/-

TOTAL LANDED VALUE: RUPEES FORTY THOUSAND ONLY.

TERMS AND CONDITIONS

- i. The goods shall be delivered within 11 (eleven) days from the date of the receipt of the order.
- ii. 100% payment will be made after observing the customer's initial response for 06 (six) months.

- iii. The supplier shall be fully responsible for the manufacturer's warranty in addition to one-year additional warranty to be provided by you.
- iv. In addition to normal after sales service, the supplier will render technical support and service to ensure proper usage, maintenance and satisfactory performance of the items supplied.
- v. In case of delayed shipping, we reserve the right to cancel the order.
- vi. The goods shall be dispatched by Road Transport.
- vii. The supplier will be responsible for any on-road mishap.
- viii. Goods shall be checked against the delivery note immediately after delivery. If any discrepancies or damage/s are recorded, the shipment will be returned at the supplier's cost in a week.
- ix. All the disputes are under the Jurisdiction of Gujarat High Court.

We hope to have a long-term association.

Yours sincerely,

Harshal Chauhan
Proprietor

5.7.2 A Routine Order

After regular correspondence and business deals, buyer and supplier are familiar with each other and the related aspects. A routine order is the one where nothing new happens i.e. the buyer is familiar with the product as well as the terms and conditions of the deal. The letter is one more official deal between the two parties.

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Date: 16 September 2018

The Sales Manager
Global Sales and Service
Nr. Drive-in-Cinema
Nikol Road
Ahmedabad 380 024

Sub: Order for BangBang Air Conditioners

Dear Mr Patel,

Greetings from Sanaya Home Appliances!!!

You would be pleased to learn that the home appliances of BangBang are quite in demand these days. We would like to place the order for the following models of BangBang Air-Conditioners.

No.	Model Name	Specifications	Quantity	Unit Price (Rs)	Extended Value (Rs)
1.	HybridJet Inverter AC	1.5 Ton, 3 Star	05	35,100/-	1,75,500/-
2.	CycloJet Split AC	1.2 Ton, 5 Star	05	44,999/-	2,24,995/-
3.	Pure Air Inverter AC	2 Ton, 4 Star	05	50,999/-	2,54,995/-
Total Landed Value (Rs)					6,55,490/-

TOTAL LANDED VALUE: RUPEES SIX LAKH FIFTY-FIVE THOUSAND FOUR HUNDRED AND NINETY ONLY

TERMS AND CONDITIONS

- i. The goods shall be delivered within 11 (eleven) days from the date of receipt of order
- ii. A postdated cheque will be enclosed with the order towards 50% advance payment and for the remaining amount, the cheque will be given COD.
- iii. The supplier shall be fully responsible for the manufacturer's warranty in addition to one-year additional warranty to be provided by you.
- iv. In addition to normal after sales service, the supplier will render technical support and service to ensure proper usage, maintenance and satisfactory performance of the items supplied.
- v. In case of delayed shipping, we reserve the right to cancel the order.
- vi. The goods shall be dispatched by Road Transport.
- vii. The supplier will be responsible for any on-road mishap.
- viii. Goods shall be checked against the delivery note immediately after delivery. If any discrepancies or damage recorded, the shipment will be returned at supplier's cost in a week.
- ix. All the disputes are under the Jurisdiction of Gujarat High Court.

We wish to continue our relationship.

Yours sincerely,

Harshal Chauhan
Proprietor

Encl: Cheque No: 002567 dated 27 September 2018 of State Bank of India for Rs. 3,27,745

5.7.3 Postponing the Order

If the buyer is unable to receive the shipment due to some unprecedented circumstances, a request for the postponement of the order is made. It is once in a blue moon instance and should not be a regular occurrence. The reason for the postponement should be logical and convincing otherwise it can damage the credit and goodwill of the buyer.

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Date: 16 September 2018

The Sales Manager
Global Sales and Service
Nr. Drive-in-Cinema
Nikol Road
Ahmedabad 380 024

Sub: Request for Postponing the Order for BangBang Air Conditioners

Dear Mr Patel,

Greetings!!!

We are extremely sorry to state that two days ago, in a mishap, our warehouse caught fire and the same has caused a lot of damage. Repairing and restoration have been initiated but it will take at least a month for the warehouse to be in a condition for reuse.

We are sorry to request you to postpone the shipment of our order dated 16 September 2018 for BangBang Air-Conditioners by a month and a half.

We hope you understand our problem and take necessary action.

Thanks and regards.

Yours sincerely,

Harshal Chauhan
Proprietor

5.7.4 Request for a change in the order

Sometimes it may happen that after placing the order, it is realized that the wrong goods are ordered or there are errors in the specifications/quantity etc or the ordered goods are not required for some time. In such a scenario, the related change is requested by the buyer. This is of course not a good thing as it suggests the carelessness of the buyer and can affect the bonding between the supplier and the buyer.

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Date: 20 September 2018

The Sales Manager
Global Sales and Service
Nr. Drive-in-Cinema
Nikol Road
Ahmedabad 380 024

Sub: Request for Changes in the Order for BangBang Air Conditioners

Dear Mr Patel,

Greetings from Sanaya Home Appliances!!!

With reference to our telephonic talk yesterday and our letter dated 16 September 2018 regarding the order for BangBang Air Conditioners, we are sorry to share that our warehouse assistant overlooked the stock of the BangBang Air Conditioners at the warehouse. We already have enough stock of the air-conditioners we placed the order for. Instead of BangBang, we would like to place the order of Pure-N-Fresh Air-Conditioners.

We kindly request you to supply the following air-conditioners.

No.	Model Name	Specifications	Quantity	Unit Price (Rs)	Extended Value (Rs)
1.	Amalgam Inverter AC	1.5 Ton, 3 Star	05	25,100/-	1,25,500/-
2.	Cycler Split AC	1.2 Ton, 5 Star	05	38,999/-	1,94,995/-
3.	Breeze Air Inverter AC	2 Ton, 4 Star	05	45,000/-	2,25,000/-
Total Landed Value (Rs)					5,45,495

TOTAL LANDED VALUE: RUPEES FIVE LAKH FORTY-FIVE THOUSAND FOUR HUNDRED AND NINETY-FIVE ONLY

We have already sent you a cheque No: 002567 dated 16 September 2018 of State Bank of India for Rs. 3,27,745 towards 50% advance payment. Considering the changed order, we will pay the remaining amount of Rs. 2,17,750 through cheque at the time of delivery. We will abide by the other terms and conditions mutually agreed upon.

Thanks for considering our request and sorry for all the inconvenience caused to you.

With great regards.

Yours sincerely,

Harshal Chauhan
Proprietor

5.7.5 Cancellation of the order

Not everything, every time goes as per the planning. Due to some unavoidable circumstances, a buyer has to cancel the order. A buyer would cancel the order because of the problems faced by him/her or due to the violation of the terms by the supplier. The reasons for a buyer to cancel the order on account of the problems faced by him/her can be a wrongly calculated move, fire in the warehouse, the effect of any natural calamity, the effect due to the change in the government policy, unexpected decline in sales etc. Sometimes the supplier's lethargy, resulting in the late delivery of goods or the apathy for the after-sales service force the buyer to cancel the order.

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Date: 25 September 2018

The Sales Manager
Global Sales and Service
Nr. Drive-in-Cinema
Nikol Road
Ahmedabad 380 024

Sub: Cancellation of the Order for BangBang Air Conditioners

Dear Mr Patel,

Greetings from Sanaya Home Appliances!!!

It is with great regret that we confirm our telephonic instructions to cancel our order for various models of BangBang air-conditioners.

The delay in the shipment put us in a great difficulty. We had to procure our goods from other suppliers at a higher price. We kindly request you to avoid

any such unpleasant occurrence in future.

Kindly see that the post-dated cheque sent with the order is returned to us by the return post.

A better care would add value to your goodwill.

Yours sincerely,

Harshal Chauhan
Proprietor

5.8 Letters of Executing Orders

It is a formal communication about the dispatch of the goods or acceptance to provide services based on the mutual agreement. The letter should contain details mutually agreed upon regarding the rates and other terms and conditions about the product/services to be provided to the client.

Following are the types of Letters of Executing Orders:

Delay in the Execution of the Order	<ul style="list-style-type: none">• If the supplier is unable to execute the order in the agreed time-limit, the information is given to the buyer citing the reason for the delay.
Extension of Time in the Delivery of Goods	<ul style="list-style-type: none">• In case, the supplier cannot ship the goods in time, a request for the extension is made to the buyer.
Partial Execution of the Order	<ul style="list-style-type: none">• When the supplier is unable to execute the order in full, the order is executed partially.
Declining the Order	<ul style="list-style-type: none">• If the product requested by the customer is not available or the previous experience has not been positive, the order can be declined.
Offering Substitute Goods	<ul style="list-style-type: none">• When the product for which the order is received, is not available or a better quality of the product is available, substitute is suggested to the buyer by the supplier.
Cancellation of the Order	<ul style="list-style-type: none">• If the supplier does not want to /cannot execute the order, a letter is written informing the customer about the cancellation.

Exhibit 5.17 Letters of Executing Orders

5.8.1 Delay in the Execution of the Order

Like the buyer, the supplier also faces many challenges in meeting the requests of the customers. Delay on the part of the supplier can be caused by a shortage in the goods, a heavy rush of orders, some kind of mishap, transportation problem etc.

Global Sales and Service Making Lives Comfortable Nikol Road, Nr. Drive-in Cinema Ahmedabad-380024, Gujarat, India Visit us @ www.globalsalesnservice.com	
Phone: 079 – 255 521	Email: info@globalsns.in
Fax : 079 – 255 521	Skype: globalsns
27 September 2018	
Sanaya Home Appliances Shop 36-37 Ground Floor Infinity Mall Yagnik Road Rajkot 360 001	
Sub: Delay in the Execution of the Order of BangBang Washing Machines	
Dear Ms Chauhan,	
Greetings from the team Global Sales and Service!!!	
Thank you for placing an order for various models of BangBang Washing Machines and 50% advance towards the payment as well.	
However, we regret to inform you that we might not be able to deliver the goods in time due to the heavy rush of orders and the shortage of supply from the BangBang Company too.	
We have already requested the company to expedite the process of execution of our order. May we request you to accept one week delay in the execution of the order?	
Do let us know your positive reply.	
Looking forward to serving you better.	
Regards.	
Sincerely, For Global Sales and Service	
(Yash Patel) Sales Manager	

5.8.2 A Letter Requesting for an Extension of Time

When the execution of the order is likely to be delayed, the supplier, instead of losing a customer, would prefer to request for the extension of time in executing the order.

Global Sales and Service Making Lives Comfortable Nikol Road, Nr. Drive-in Cinema Ahmedabad-380024, Gujarat, India Visit us @ www.globalsalesnservice.com	
Phone: 079 – 255 521 Fax : 079 – 255 521	Email: info@globalsns.in Skype: globalsns
27 September 2018	
Sanaya Home Appliances Shop 36-37 Ground Floor Infinity Mall Yagnik Road Rajkot 360 001	
Sub: Request for the Extension of Time for the Order of BangBang Washing Machines	
Dear Ms Chauhan,	
Greetings from the team Global Sales and Service!!!	
Thanks for placing an order for various models of BangBang Washing Machines and 50% advance towards the payment as well.	
However, we regret to inform that we might not be able to deliver the goods in time due to the heavy rush or orders and the shortage of supply from the BangBang Company too.	
We have already requested the company to expedite the process of execution of our order. It is a kind request to you to extend the deadline for executing the order by a fortnight. We assure you to deliver the goods by 15 October 2018.	
Do let us have your positive reply. We are extremely sorry for all the inconvenience caused to you.	
Looking forward to serving you better.	
Regards.	
Sincerely, For Global Sales and Service	
(Yash Patel) Sales Manager	

5.8.3 Partial Execution of the Order

When it is not possible to execute the order completely, the supplier requests for the partial execution. To reward the consideration of the buyer and retain the client, the supplier may offer some extra benefit.

Global Sales and Service Making Lives Comfortable Nikol Road, Nr. Drive-in Cinema Ahmedabad-380024, Gujarat, India Visit us @ www.globalsalesnservice.com	
Phone: 079 – 255 521 Fax : 079 – 255 521	Email: info@globalsns.in Skype: globalsns
27 September 2018	
Sanaya Home Appliances Shop 36-37 Ground Floor Infinity Mall Yagnik Road Rajkot 360 001	
Sub: Request for the Partial Execution of the Order for BangBang Washing Machines	
Dear Ms Chauhan,	
Greetings from the team Global Sales and Service!!!	
Thanks for placing an order for various models of BangBang Washing Machines and 50% advance towards the payment as well.	
However, we regret to inform that we might not be able to deliver the goods in time due to the heavy rush or orders and the shortage of supply from the BangBang Company too. We have already requested the company to expedite the process of execution of our order.	
You are one of the most esteemed customers. If it is convenient to you, we can ship the goods in two parts. The first shipment of 5 Air-conditioners would reach you in a week, latest by 5 October 2018 and the remaining goods would reach you by 15 October 2018.	
In response to your thoughtfulness, we would be happy to extend the credit limit from 1 month to 3 months and the transportation charges too will be borne by us for both the shipments.	
Do let us have your positive reply.	
Looking forward to serving you better in future.	
Regards.	
Yours sincerely,	
For Global Sales and Service	
(Yash Patel) Sales Manager	

5.8.4 Declining the Order

Sometimes it is possible that the supplier is unable to execute the order because of either the extremely harsh conditions or the unpromising experience with the buyer. In such a scenario, instead of spoiling the relations, the supplier would prefer to decline the order.

Global Sales and Service Making Lives Comfortable Nikol Road, Nr. Drive-in Cinema Ahmedabad-380024, Gujarat, India Visit us @ www.globalsalesnservice.com	
Phone: 079 – 255 521	Email: info@globalsns.in
Fax : 079 – 255 521	Skype: globalsns
27 September 2018	
Sanaya Home Appliances Shop 36-37 Ground Floor Infinity Mall Yagnik Road Rajkot 360 001	
Sub: Declining the Order for BangBang Washing Machines	
Dear Ms Chauhan,	
Greetings from the team Global Sales and Service!!!	
Thanks for placing an order for various models of BangBang Washing Machines and 50% advance towards the payment via postdated cheque as well.	
However, we are facing an acute shortage of BangBang Washing Machines at the moment. On inquiring with the manufacturer, we learnt that we can have our shipment after one month only. In this situation, we would not be able to meet the deadline set by you. We kindly apologise for any inconvenience caused to you. We are returning the cheque via SPEED Courier. The tracking id is GLSNS345.	
Looking forward to having more opportunities of business with you.	
With regards.	
Yours sincerely, For Global Sales and Service	
(Yash Patel) Sales Manager	

5.8.5 Offering Substitute Goods

Many times, it so happens that the ordered goods are either not available or out of the stock or have no more the same quality that it used to offer. In such a scenario, to retain the customer, the supplier offers a substitute product and tries to convince the customer that the substitute has equal/more potential to capture the market and win the customers.

Global Sales and Service
Making Lives Comfortable
Nikol Road, Nr. Drive-in Cinema
Ahmedabad-380024, Gujarat, India
Visit us @ www.globalsalesnservice.com

Phone: 079 – 255 521	Email: info@globalsns.in
Fax : 079 – 255 521	Skype: globalsns

27 September 2018

Sanaya Home Appliances
Shop 36-37 Ground Floor
Infinity Mall
Yagnik Road
Rajkot 360 001

Sub: Offering the Substitute of BangBang Washing Machines

Dear Ms Chauhan,

Greetings from the team Global Sales and Service!!!

Thanks for placing an order for various models of BangBang Washing Machines and 50% advance towards the payment via postdated cheque as well.

However, we would like to share that under the Make in India initiatives, many start-ups have come up. One of them is Tip-Tip Company whose Washing Machines are much in demand. Compared to the other popular products, they consume less electricity and also require less water giving a good result. Moreover, the warranty period too is of four years. We would suggest you to ponder over this option. A detailed catalogue is attached to this letter for your perusal.

Do let us know your decision. Feel free to contact us for any other query or doubt.

Looking forward to having more opportunities of business with you.

With regards.

Yours sincerely,
For Global Sales and Service

(Yash Patel)
Sales Manager

Encl: A copy of the catalogue

5.8.6 Cancellation of the Order

The customer is considered the king and every possible effort is made for a cordial relationship not to lose one. Cancellation is the last resort that any supplier would go for. That too is done without much offending the feelings of the customer.

Global Sales and Service Making Lives Comfortable Nikol Road, Nr. Drive-in Cinema Ahmedabad-380024, Gujarat, India Visit us @ www.globalsalesnservice.com	
Phone: 079 – 255 521	Email: info@globalsns.in
Fax : 079 – 255 521	Skype: globalsns
27 September 2018	
Sanaya Home Appliances Shop 36-37 Ground Floor Infinity Mall Yagnik Road Rajkot 360 001	
Sub: Cancelling the order of BangBang Washing Machines	
Dear Ms Chauhan,	
Greetings from the team Global Sales and Service!!!	
Thanks for placing an order for various models of BangBang Washing Machines and 50% advance towards the payment via postdated cheque as well.	
However, we would like to share that due to the strike of transport companies, it is quite difficult to ship the goods. Hence, with a great regret, we request you treat the order of BangBang Washing Machine cancelled. Your cheque is returned via Speed Courier. The tracking id is GSNS345.	
Once the situation returns to the normalcy, we would again contact you and would like to have a new deal. We are extremely sorry for this inadvertent inconvenience caused to you.	
Looking forward to having more opportunities of business with you.	
With regards.	
Yours sincerely, For Global Sales and Service	
(Yash Patel) Sales Manager	

5.8.7 In-Text Exercise: READ and RESPOND

A. Given below are some erroneous expressions used by the writers as a part of letter writing activities. They contain linguistic, formatting as well as stylistic errors. Underline the errors, rectify them and rewrite them in a better way in the given space.

No	Erroneous Expressions	Rectified Version
1.	<p>I am FYBCom student. So for my study, I want a laptop for my personal use.</p> <p>I want to know what varieties of laptop you have and please give detail about its price, configurations. My range is 25000 to 32000 so please give me information about only those laptops. I want to my laptop's battery have long time useful. And also mention that the period of guarantee and warrantee of product. And don't forget about discount.</p>	
2.	Hopping for your favorable response. Thank you.	
3.	Your's sincerely,	
4.	<p>(Heading) B & H compony Majaraja colony Post box no. 1221, Mumbai - 400001</p>	
5.	february 26, 2012	
6.	<p>(Inside Address) the manager , INTEL company, hydrabad.</p>	
7.	Dear Mr. manager,	
8.	<p>(Complimentary close & Singature) Your faithfully Manager of B & H company.</p>	
9.	<p>ENCL: copy of order and challan number.</p>	
10.	Respected Sir:-	

5.8.8 Answers to 5.8.7 In-Text Exercise: READ and RESPOND

- A. Given below are some erroneous expressions used by the writers as a part of letter writing activities. They contain linguistic, formatting as well as stylistic errors. Underline the errors, rectify them and rewrite them in a better way in the given space.

No	Erroneous Expressions	Rectified Version
1.	<p>I am FYBCom student. So for my study, I want a laptop for my personal use.</p> <p>I want to know what varieties of laptop you have and please give detail about its price, configurations. My range is 25000 to 32000 so please give me information about only those laptops. I want to my laptop's battery have long time useful. And also mention that the period of guarantee and warrantee of product. And don't forget about discount.</p>	<p>Note: This is one of the possible answers.</p> <p>I am an FYBCom student and would like to buy a laptop for my personal use.</p> <p>I would like to know about the laptops available in the range of Rs. 25,000 to 30,000/-. Along with the other details, do let me know about battery life, guarantee, warranty and discount available on the product.</p>
2.	Hopping for your favorable response. Thank you.	Hope to have your favourable response.
3.	Your's sincerely,	Yours sincerely,
4.	<p>(Heading) B & H compony Majaraja colony Post box no. 1221, Mumbai - 400001</p>	<p>B & H Company B Wing, I Floor Maharaja Industrial Estate Shivaji Road Andheri (East) Mumbai , Maharashtra 400072</p>
5.	february 26, 2012	February 26, 2012 OR 26 February 2012
6.	<p>(Inside Address) the manager , INTEL company, hydrabad.</p>	<p>The Manager INTEL Company Plot: 18 21, Inorbit Mall Road HITEC City, Hyderabad, Telangana 500081</p>
7.	Dear Mr. manager,	Dear Sir, (If writing for the first time) Dear Mr Sharma, (If you are familiar with the person)
8.	<p>(Complimentary close & Singature) Your faithfully Manager of B & H company .</p>	<p>Yours faithfully, (Saumya Chaddha) Manager</p>
9.	<p>ENCL: copy of order and challan number.</p>	Encl: Copy of the Order
10.	Respected Sir:-	Dear Sir,

5.9 Application Activities

NOTE: Before you start practising letter writing, read the details of each of the given letter carefully and identify which details are given and which are not. Fill in the data in the table based on the details given and imagine the missing details, wherever applicable.

5.9.1 With reference to an advertisement in The Industrial Times, write a letter to Nice Steel Furniture enquiring the prices and terms of sale etc. (Regular Course: March-April 2018)

Type of Letter	Letter of Inquiry
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	No data is given. Hence, every detail is imagined. Success Event Management Ltd Shop No. 32 Ruby Shopping Complex Dakor 388 225 15 October 2018
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	Only the name of the shop is given. The remaining data is imagined. Nice Steel Furniture Diamond Shopping Center G/F Shop No. 05 Tilak Road Baroda 390001 Sub: Inquiry about the Diwali Sale
Name of the Product / Service to be discussed	Steel Furniture
Details to be inquired	An advertisement in The Industrial Times Note: No details are given about the purpose of the advertisement, therefore, you need to think about a possibility. eg. The advertisement is about the Diwali Sale wherein a huge discount is offered in addition to other attractive schemes.
List of terms and conditions	Nothing is given. They are to be inquired. Prices, Discount, Credit Policy, Transportation Policy, Return Policy etc
Introductory Paragraph	With reference to the advertisement about the Diwali Sale for the varieties of Steel Furniture from 2 October to 10 October 2018 in the Industrial Times, we would like to have certain details for the business.
Middle Paragraph (Elaborate your purpose)	We are a successful event management firm. For various events we would like to inquire about the details of the items on the sale, a discount to be offered, credit policy, return policy, transportation policy and any other related matter.
Concluding Paragraph (Expect positive response)	If the terms and conditions are favourable, we plan to buy many items for our upcoming events. We wish to have a prompt and positive response.
Complimentary Close and Signature	Yours faithfully, For Success Event Management Ltd (Sid Vaishnav) Partner
The inclusion of any other optional part/s, if required	-----

5.9.2 Draft a letter on behalf of Megha Hosiery Garments, Anand to the supplier from Bombay enquiring about the price and time of delivery of cotton and hosiery nightwear for ladies, gents and children. (Regular Course: March-April 2018)

Type of Letter																
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date																
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line																
Name of the Product / Service to be discussed	<table border="1"> <tr> <td colspan="3">Cotton and hosiery night-wears for ladies, gents and children</td> </tr> <tr> <td>Ladies</td> <td>Gents</td> <td>Children</td> </tr> <tr> <td>Cotton Nightwear</td> <td>Pyjama Plain Bottoms</td> <td>Jump Suit</td> </tr> <tr> <td>Satin Nightwear</td> <td>Soft Trousers</td> <td>Shorts Set</td> </tr> <tr> <td>Pyjama Set</td> <td>Thermal Long Pants</td> <td>Pyjama Set</td> </tr> </table>	Cotton and hosiery night-wears for ladies, gents and children			Ladies	Gents	Children	Cotton Nightwear	Pyjama Plain Bottoms	Jump Suit	Satin Nightwear	Soft Trousers	Shorts Set	Pyjama Set	Thermal Long Pants	Pyjama Set
Cotton and hosiery night-wears for ladies, gents and children																
Ladies	Gents	Children														
Cotton Nightwear	Pyjama Plain Bottoms	Jump Suit														
Satin Nightwear	Soft Trousers	Shorts Set														
Pyjama Set	Thermal Long Pants	Pyjama Set														
Details to be inquired	Price and the Time Needed to Deliver the Goods															
List of terms and conditions	-----															
Introductory Paragraph																
Middle Paragraph (Elaborate your purpose)																
Concluding Paragraph (Expect positive response)																
Complimentary Close and Signature	Yours faithfully, For Megha Hosiery, (Sadhna Solanki) Partner															
The inclusion of any other optional part/s, if required	-----															

5.9.3 As the Secretary of Keep Fit Club, Surat draft a letter to a wholesale dealer in sports goods inquiring about the terms and conditions for the purchase of their goods. (External Course: March - April 2009)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	The Secretary Keep Fit Club River Front Walkway Opp Circuit House Surat 395 001 5 October 2018
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	Sports Goods Sports watches, Sports Bags, Sports Matting, Air Hockey Tables, TT Tables etc
Details to be inquired	Prices, Return, Exchange and Refund Policy, Delivery Service,
List of terms and conditions	
Introductory Paragraph	
Middle Paragraph (Elaborate your purpose)	
Concluding Paragraph (Expect positive response)	
Complimentary Close and Signature	For Keep Fit Club (Raj Sharma) Secretary
The inclusion of any other optional part/s, if required	-----

5.9.4 Mahalaxmi Stationers, Mota Bazaar, VV Nagar inquires of the Natraj Files and Stationeries, Bombay for a variety of files. Draft a letter. (External Course: April 2014)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	Natraj Files and Stationeries
Details to be inquired	Varieties of Files Clip File, Portfolio File, Laminated Box File, Stationery File, Spring File, Harmonium File, Project Report File etc
List of terms and conditions	
Introductory Paragraph	
Middle Paragraph (Elaborate your purpose)	
Concluding Paragraph (Expect positive response)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	-----

5.9.5 Megha Hosiery Mart, Station Road, Anand inquires of the Night-ware in cotton material for the upcoming summer season. Draft a letter to 'O Baby', Marine Drive Road, Bombay

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	Megha Hosiery Mart FF, 15-16, Supermarket Station Road Anand 388 001 15 October 2018
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be inquired	
List of terms and conditions	
Introductory Paragraph	Greetings!!! After a bumper sale during winter, it is time to serve our valued customers in summer too.
Middle Paragraph (Elaborate your purpose)	Kindly share us the details regarding the latest night-ware trend in cotton material for the upcoming summer season for male, female and kids.
Concluding Paragraph (Expect positive response)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	-----

5.9.6 Draft a letter of inquiry to Godrej & Company asking for information about their new office furniture. Give detailed specifications of your requirements. (External Course: April 2010)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be inquired	Information about their products
List of terms and conditions	
Introductory Paragraph	
Middle Paragraph (Elaborate your purpose)	We are in need of Computer Tables and Chairs, Executive Chairs and Tables. The detailed technical specifications of the products required by us are attached to the letter for your reference.
Concluding Paragraph (Expect positive response)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	Encl: Technical Specifications of the Furniture

5.9.7 Write a letter to Shree Ganesh Tools Ltd, giving a quotation for the supply of submersible pump sets and electrical motors. (Regular Course: March-April 2018)

Type of Letter															
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	Date: 15 October 2018														
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line															
Name of the Product / Service to be discussed															
Details to be provided	Information about their products														
List of terms and conditions															
Introductory Paragraph (Express gratitude for the inquiry and interest in your product / service)															
Middle Paragraph (Provide all the necessary details and additional information to have the order)	<p>We are pleased to quote you the following:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Item</th> <th>Description</th> <th>Quantity</th> <th>Unit Price in Rs.</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Submersible Pump Set</td> <td rowspan="2">Attached to the letter</td> <td>01</td> <td>13,500/-</td> </tr> <tr> <td>2.</td> <td>Electric Motor</td> <td>01</td> <td>2,500/-</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • The quotation is valid till 30 October 2018. • Taxes will be extra as applicable. 	No.	Item	Description	Quantity	Unit Price in Rs.	1.	Submersible Pump Set	Attached to the letter	01	13,500/-	2.	Electric Motor	01	2,500/-
No.	Item	Description	Quantity	Unit Price in Rs.											
1.	Submersible Pump Set	Attached to the letter	01	13,500/-											
2.	Electric Motor		01	2,500/-											
Concluding Paragraph (Expect positive response)	If you have any query, regarding this quotation, feel free to contact us.														
Complimentary Close and Signature															
The inclusion of any other optional part/s, if required	Encl: Description of the products														

5.9.8 You are Managing Partner of a firm dealing in soaps, shampoos and washing powder in Ahmedabad. Draft a reply to an enquirer from Anand furnishing quotations for a wide range of goods for middle-class trade. (Regular Course: March-April 2018)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	Information about their products
List of terms and conditions	<ul style="list-style-type: none"> • The quotation is valid till (date). • Taxes will be extra as applicable
Introductory Paragraph (Express gratitude for the inquiry and interest in your product / service)	Many thanks for making an inquiry with us about various Health and Personal Care Products. We are pleased to provide the details about the wide range of products available with us in this category.
Middle Paragraph (Provide all the necessary details and additional information to have the order)	
Concluding Paragraph (Expect positive response)	If you have any query, regarding this quotation, feel free to contact us.
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.9 In response to an inquiry from Kavya Sales, Gopi Road, Shimla, submit a quotation for the supply of 100 ceiling fans on behalf of Sales India Ltd, Pune. (External Course: March - April 2009)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	15 October 2018
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	Information about their products
List of terms and conditions	<ul style="list-style-type: none"> • The quotation is valid till 30 October 2018. • Taxes will be extra as applicable
Introductory Paragraph (Express gratitude for the inquiry and interest in your product / service)	Many thanks for making an inquiry with us about various ceiling fans. We are pleased to provide the details about the wide range of products available with us in this category.
Middle Paragraph (Provide all the necessary details and additional information to have the order)	
Concluding Paragraph (Expect positive response)	If you have any query, regarding this quotation, feel free to contact us.
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.10 As the Sales Manager of City Girl, Bombay, write a reply to Harish Hosiery Mart, 101 – Supermarket, Anand who has inquired about the latest summer collection in night wears in cotton and hosiery material and terms and conditions. (External Course: April 2014)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions to be included by the buyer	<ul style="list-style-type: none"> • No charges will be paid by Buyer for packing, crating, or cartage. • Supplier shall deliver the Goods in the quantities and on the date(s) specified in this Order • Buyer shall pay all properly invoiced amounts due to Supplier within fifteen (15) days • All the goods will be inspected on arrival. Unordered or Nonconforming items may be returned at Seller's risk and expense.
Introductory Paragraph (Express gratitude for the inquiry and interest in your product / service)	
Middle Paragraph (Provide all the necessary details and additional information to have the order)	
Concluding Paragraph (Expect positive response)	If you have any query, regarding this quotation, feel free to contact us.
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.11 On behalf of Kalindi Leather Works, Nagpur, write a reply to Gift Corner, Nana Bazaar, VV Nagar who has inquired about the terms and conditions on the supply of various leather articles. (External Course: April 2015)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	Kalindi Leather Works 2 Floor, Shop No. 2-5 Swayam Chambers Mount Road Nagpur 440001 Date: 05 October 2018
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for the inquiry and interest in your product / service)	
Middle Paragraph (Provide all the necessary details and additional information to have the order)	
Concluding Paragraph (Expect positive response)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.12 Patel Sales Corporation, Amdavad, has received a letter of inquiry from Smit Home Appliances, Anand. Draft a reply stating terms and conditions on which you would like to supply them air-coolers. (External Course: April 2010)

Type of Letter	Letter of Reply
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	Smit Home Appliances Nr Tower Bazar Station Road Anand 388 001
Name of the Product / Service to be discussed	Air- Coolers
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for the inquiry and interest in your product / service)	
Middle Paragraph (Provide all the necessary details and additional information to have the order)	
Concluding Paragraph (Expect positive response)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.13 Place an order for certain goods which you reserve the right to reject if delivered after more than 7 days of the date of order. State that special care should be taken in packing the goods. (Regular Course: March-April 2018)

Type of Letter	Placing an Order (No details are available, hence, everything is to be imagined.)
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	<ul style="list-style-type: none"> • Buyer may terminate this order, in whole or in part if goods are delivered after more than seven (07) days. • Proper care shall be taken by the supplier in packing the goods. • No charges will be paid by the buyer for packing, crating, or cartage.
Introductory Paragraph (Express gratitude for the compatible terms and conditions)	
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc.)	
Concluding Paragraph (Express your desire for a mutually beneficial business.)	We hope to have a mutually beneficial business.
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.14 On behalf of Shubhlaxmi, Anand, draft a letter to Rainbow Dresses, Delhi, placing an order for various dresses, chaniya-choli, kurtis, designer gowns, party wears and Indo-Western outfits. (Regular Course: March-April 2018)

Type of Letter	Placing an Order (No details are available, hence, everything is to be imagined.)					
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date						
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	Rainbow Dresses Shop No. 305 - 308 Radha-Rani Arcade Old Rajender Nagar Delhi 110060					
Name of the Product / Service to be discussed						
Details to be provided						
List of terms and conditions						
Introductory Paragraph (Express gratitude for the compatible terms and conditions)						
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc.)	We would like to place the order for the following ethnic-wears:					
	No	Item & Size	Catalogue & Pg. No.	Unit Price in Rs.	Total Quantity (1 piece per size)	Extended Value in Rs.
	1.	Chaniya-Choli (S,M,L,XL)	ECR, 10	10,000/-	04	40,000/-
	2.	Designer Gown (S, M, L)	PSF, 05	05,000/-	03	15,000/-
	3.	Indo-Western Outfit (S,M)	IWO, 11	08,000/-	02	16,000/-
	Landed Value					71,000/-

<p>Concluding Paragraph (Express your desire for a mutually beneficial business.)</p>	<p>We hope to have a mutually beneficial business.</p>
<p>Complimentary Close and Signature</p>	
<p>The inclusion of any other optional part/s, if required</p>	

5.9.15 On behalf of Khyati Fashions, CG Road, Nadiad place an order with Liza Garments, VV Nagar for a variety of summer wears. (External Course: March - April 2009)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	Khyati Fashions Nr. Raymond Showroom CG Road Nadiad 387 001 20 October 2018
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for the compatible terms and conditions)	
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc.)	
Concluding Paragraph (Express your desire for a mutually beneficial business.)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.16 As an owner of RK Industries Ltd, Ashram Road, Ahmedabad, draft a letter ordering steel tables, chairs and cupboards and plastic chairs to Nice Steel Furniture, Makarpura, Baroda. (External Course: April 2014)

Type of Letter																													
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	20 October 2018																												
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	Nice Steel Furniture Opp. Arya Arcade Makarpura Baroda 390 014 Sub: Order for Steel and Plastic Furniture																												
Name of the Product / Service to be discussed																													
Details to be provided																													
List of terms and conditions																													
Introductory Paragraph (Express gratitude for the compatible terms and conditions)	We are thankful to you for quoting favourable terms and conditions for the supply of a variety of steel and plastic furniture.																												
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc.)	We would like to place an order for the following items as per the terms and conditions agreed between us. <table border="1" data-bbox="571 1350 1299 1554"> <thead> <tr> <th>No</th> <th>Item</th> <th>Technical Description</th> <th>Unit Price in Rs.</th> <th>Total Quantity</th> <th>Extended Value in Rs.</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td></td> <td rowspan="3">Attached to the letter</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2.</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3.</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5" style="text-align: right;">Landed Value</td> <td></td> </tr> </tbody> </table>	No	Item	Technical Description	Unit Price in Rs.	Total Quantity	Extended Value in Rs.	1.		Attached to the letter				2.					3.					Landed Value					
No	Item	Technical Description	Unit Price in Rs.	Total Quantity	Extended Value in Rs.																								
1.		Attached to the letter																											
2.																													
3.																													
Landed Value																													
Concluding Paragraph (Express your desire for a mutually beneficial business.)																													
Complimentary Close and Signature																													
The inclusion of any other optional part/s, if required	Encl: 1. Technical description of the items 2. Cheque No. 002488 dated 1 November 2018 of SBI forRs.																												

5.9.17 On behalf of the owner of Shreeji Industries, Vatva, GIDC, Ahmedabad draft a letter ordering 300 meters industrial pipes to Anjney Tubes, Shanti Sadan Estate, Lal Darwaja, Ahmedabad. Emphasise on prompt delivery within 5 days of the reception of the order. (External Course: April 2015)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	Industrial Pipes
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for the compatible terms and conditions)	We are thankful to you for a positive response to our query for Industrial Pipes.
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc.)	We would like to place the order for 300 meters industrial pipe with following technical specifications: Material : Aluminium Size : 1/8 " Wall Thickness : 2 " Features : Spiral & Insulated Price Per Meter : Rs. 350 per meter Total Price : Rs. 1,05,000/- Terms and Conditions: 1. 2. 3.
Concluding Paragraph (Express your desire for a mutually beneficial business.)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	Encl: Cheque No. 002488 dated 1 November 2018 of SBI for Rs.52,500/-

5.9.18 On behalf of Oxford Garments, Anand, place an order for readymade garments with House of Pearl Garments, Mumbai. (External Course: April 2010)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for the compatible terms and conditions)	
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc. as applicable)	
Concluding Paragraph (Express your desire for a mutually beneficial business.)	With the hope to have an excellent service as usual.
Complimentary Close and Signature	Yours sincerely, For Oxford Garments, (Yash Thakkar) Partner
The inclusion of any other optional part/s, if required	

5.9.19 The Hindustan Times, Morvi, has received an order from an Engineering company for 150 table and wall electric clocks. The order did not specify colour or design. Draft a letter on behalf of the company acknowledging the order. Enclose the catalogue and ask tactfully for additional information you may need to execute the order properly. (Regular Course: March-April 2018)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	<p style="text-align: center;">Hindustan Times Keeping you on Correct Time Lati Plot 10, Morvi 363 641 Visit us @ www.hindustantimes.com Phone: 02822 312 224 Email: Fax :02822 312 321 hindustantimes@gmail.com Skype: hindustantimes</p> <p>Date: 15 October 2018</p>
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for their faith in you and for the order.)	
Middle Paragraph (Share all the necessary details about the execution as applicable.)	However, we offer a wide range of colours and designs in the Table as well as Wall Clocks. We would like to suggest you to go through the catalogue once again and specify the colour and design also along with the details regarding the quantity and place your order again to have the products as per the demand of your customers.
Concluding Paragraph (Express your desire for a better service and long-lasting relations.)	With the hope to serve you better.
Complimentary Close and Signature	Yours sincerely, For Oxford Garments, (Yash Thakkar) Partner
The inclusion of any other optional part/s, if required	

5.9.20 Acknowledge an order of 250 dozen of Ujala brand detergent cakes and washing powder, regretting that you cannot supply them since you have discontinued the production of that brand. Make an alternative offer. (Regular Course: March-April 2018)

Type of Letter	Offering Substitute Goods (As no details are given either about the supplier or the buyer. All the details are to be imagined.)
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for their faith in you and for the order.)	
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc. as applicable)	
Concluding Paragraph (Express your desire for a better service and long-lasting relations.)	We would suggest you to try our new product and place a trial order. Regards.
Complimentary Close and Signature	Sincerely, For Ujala Health & Personal Care Ltd (Ujala Joshi) Proprietor
The inclusion of any other optional part/s, if required	

5.9.21 You have placed an order for plastic toys with Pappu Suppliers, MG Road, Baroda. After placing the order, you realized that the order has been placed by mistake. On behalf of Kids Toys House, Dairy Road, Anand cancel the order. (External Course: March - April 2009)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	Kid Toys House 5, District Shopping Center Dairy Road Anand 380 001 20 October 2018
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	 Sub: Cancellation of the Order No. 534 dated 15 October 2018
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for their faith in you and for the order.)	With reference to our order no. 534 dated 15 October 2018 and the telephonic talk we had yesterday, we are sorry to share that we would like to cancel the stated order.
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc. as applicable)	
Concluding Paragraph (Express your desire for a better service and long-lasting relations.)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.22 Hydro Pneumatic Equipments have received a large order for industrial pipes. They need an extension of one week time for the execution of the order. Draft a letter to Anjney Tubes Ltd., Narol, Ahmedabad. (External Course: April 2014)

Type of Letter	Extension of Time in Executing an Order
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	<p style="text-align: center;">Hydro Pneumatic Equipments Equipping the Industry Sp Shed 58, GIDC Jamnagar 361 004</p> <p style="text-align: center;">Visit us @ www.hydropneumaticequipments.com</p> <p>Phone: 0288 312 224 Email: hydrope@gmail.com Fax :0288 312 321 Skype: hydrope</p> <p>15 October 2018</p>
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for their faith in you and for the order.)	
Middle Paragraph (Elaborate the purpose /provide all the necessary details required for the order.eg. Item, Description,	

Quantity, Unit Price etc. as applicable)	
Concluding Paragraph (Express your desire for a better service and long-lasting relations.)	We are extremely sorry for any inconvenience likely to be caused to you and hope you give us an opportunity to serve you. Regards.
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.23 Nice Steel Furniture, Anand has received an order for 15 steel and 15 wooden office tables and 10 office steel racks for the new office premises of Hydro Pneumatic Equipments, Vidyanagar, GIDC, Vidyanagar. Nice Steel Furniture needs some more time to execute the order. Draft a letter. (External Course: April 2015)

Type of Letter	Extension of Time in Executing the Order
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	
Name of the Product / Service to be discussed	
Details to be provided	
List of terms and conditions	
Introductory Paragraph (Express gratitude for their faith in you and for the order.)	
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc. as applicable)	Due to the nationwide strike of the transporters for more than a week, our ordered goods have not yet reached to us and as a result, we have not been able to meet the deadline of supplying you the ordered goods. May we kindly request you to extend the time of execution by a week? We assure you that we would supply you all the ordered goods by 30 October 2018 with one year extended warranty.
Concluding Paragraph (Express your desire for a better service and long-lasting relations.)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

5.9.24 An order is placed by your regular customer for goods which you do not have in ready stock. Draft a reply to the buyer offering substitute goods. (External Course: April 2010)

Type of Letter	
Details of the Sender Name of Person / Shop / Firm etc & Complete Address to be followed by a date	
Details of the Receiver Name of Person / Shop / Firm etc & Complete Address to be followed by a subject line	Sub: Offering a Substitute for Ujala Water Purifier
Name of the Product / Service to be discussed	
Details to be provided	Features of Ujala Water Purifier
List of terms and conditions	
Introductory Paragraph (Express gratitude for their faith in you and for the order.)	
Middle Paragraph (Provide all the necessary details required for the order.eg. Item, Description, Quantity, Unit Price etc. as applicable)	
Concluding Paragraph (Express your desire for a better service and long-lasting relations.)	
Complimentary Close and Signature	
The inclusion of any other optional part/s, if required	

SARDAR PATEL UNIVERSITY
F.Y.B.COM (EXTERNAL) EXAMINATION
Wednesday, 15th April
2009
3.00 p.m to 6.00 p.m
EN-101 : ENGLISH AND BUSINESS COMMUNICATION
(PAPER-I)

Maximum Marks: 100

Note: Figures to the right indicate full marks.

- Q.1 Answer the following questions. [20]
- (a) What did the servant of the rich gentleman tell Simon when he came alone the second time?
 - (b) What were the differences in her appearance and behavior that struck Pitcher that morning?
 - (c) Give a brief description of Rosemary Fell and the life she led.
- OR**
- Q.1 Answer the following questions. [20]
- (a) Give your opinion on the treatment meted out to the Johnson by their son.
 - (b) Why did Holmes wish to keep back the truth he discovered from Miss Sutherland?
 - (c) Do you think the title "The Rocking Horse Winner" is appropriate for the story? Give reasons for your answer.
- Q.2 Write short notes on: [20]
- (a) The civic condition of Malgudi before independence.
 - (b) The process of communication.
 - (c) Correctness in a business letter.
- OR**
- Q.2 Write short notes on: [20]
- (a) The character of the young man in 'The Bet'
 - (b) Write brief note on each of the following topics:
 - (1) Postscript.
 - (2) Information as an objective of communication.
- Q.3
- (a) As the secretary of Keep Fit club, Surat draft a letter to a wholesale dealer in sports goods inquiring about the terms and conditions for the purchase of their goods. [20]
 - (b) Write a short note on :
 - (i) The complimentary closure.

OR

- Q.3
- (a) In response to an inquiring from Kavya Sales, Gopi Road, Shimla submit a quotation for the supply of 100 ceiling fans on behalf of sales India Ltd. Pune. [20]
- (b) Write a short note on :
- (1) Inside address.
- Q.4 On behalf of Khyati Fashions, C.G.Road, Nadiad place an order with Liza Garments, V.V.Nagar for a variety of summer wears. [20]
- OR
- Q.4 You have placed an order for plastic toys with Pappu Suppliers, M.G.Road, Baroda. After placing the order, You realized that the order has been placed by mistake. On behalf of Kids Toys House, Dairy Road, Anand cancel the order. [20]
- Q.5
- (a) Rewrite the following sentence filling in the blanks with the appropriate tense of the verbs given in brackets. [10]
- (1) The bell _____ (go) before the principal entered the campus.
- (2) The peon _____ (smoke) when the general manager saw him.
- (3) She _____ (watch) T.V. since morning.
- (4) Terrorists _____ (attack) hotel Taj two months ago.
- (5) Children _____ ice cream. (Like)
- (6) I _____ just _____ (turn) off my computer.
- (7) I _____ (attend) the party tomorrow.
- (8) Light _____ faster than sound. (travel)
- (9) I have not seen Mrs.Shah since she _____ this town. (Leave)
- (10) See, the house _____. (Burn)
- (b) Rewrite the following sentences filling in the blanks with the appropriate modal auxiliaries to bring out the meaning give in brackets. [05]
- (1) We _____ visit this theatre, when we were in v.v.nagar. (Past habit)
- (2) You _____ tack nutritious food to keep yourself healthy. (Necessity)
- (3) He _____ climb coconut tree, when he was young. (Past ability)
- (4) We _____ help the poor. (Moral duty)
- (5) She is an efficient lawyer, so she _____ solve this case. (ability)
- (c) Do as directed. [05]
- (1) If you are ready to accept the deal, they will offer you more discount. [Use 'unless' in place of 'if']
- (2) Unless you tell him, he will not help you. [Use 'if' in place of 'unless']

- (3) If the last players had played well, they _____ the match.
[Use appropriate form of the verb 'win']
- (4) If he _____ here in time, he will be able to meet the production manager. [Use appropriate form of the verb 'come']
- (5) If I knew it, I _____ it. [use appropriate form of the verb 'do']

OR

Q.5

- (a) Rewrite the following sentences filling in the blanks with the appropriate tense of the verbs given in brackets. [10]
- (1) She _____ (wear) a new dress every day.
 - (2) I _____ (teaching) sums to him since morning.
 - (3) Listen, somebody _____ (sing)
 - (4) Abhinav Bindra _____ (win) gold medal in the last Olympic games.
 - (5) The thieves _____ (escape) the house before the owner arrived.
 - (6) My mother _____ (cook) since 9:00 am.
 - (7) The little child _____ (cry) when the father went away.
 - (8) We _____ there tomorrow. (meet)
 - (9) The new officer already _____ the project in time. (Complete)
 - (10) English is _____ all over the world. (be + spoken)
- (b) Rewrite the following sentences filling in the blanks with the appropriate modal auxiliaries to bring out the meaning given in brackets. [05]
- (1) He _____ win this election. [doubtful possibility]
 - (2) You _____ punish small children. [absence of necessity]
 - (3) We _____ drag you to the court, if you do not pay our bill soon. [threat]
 - (4) _____ I go home early today? [permission]
 - (5) You _____ see the doctor as you are seriously injured. [compulsion]
- (c) Do as directed. [05]
- (1) If you apply for the post, they will call you for an interview.
[Use 'unless' in place of 'if']
 - (2) Unless his uncle pays the fee, his admission will be cancelled.
[Use 'if' in place of 'unless']
 - (3) If you _____ me, I would have helped you.
[Use appropriate form of the verb 'ask']
 - (4) The old patient _____ if the doctor had come in time.
[Use appropriate form of the verb 'save']
 - (5) If he had come earlier, we would have visited the Taj Mahal
[begin the sentence with 'Had']

o o o o o

[01]

No. of printed pages : 03

SARDAR PATEL UNIVERSITY
F. Y. B.Com. (EXTERNAL) EXAMINATION
2010
Thursday , 25th March
11.00 a.m. to 2.00 p.m.
English and Business Communication

Total Marks : 100

Note : Figures to the right indicate full marks of the questions.

- Q.1 Answer the following questions : [20]
- (a) What were the conditions under which the young man had to spend the years of his captivity ?
 - (b) How was Paul's mother responsible for the tragic death of her son ?
 - (c) What made Rosemary change her mind about keeping Miss Smith in her house.

OR

- Q.1 Answer the following questions : [20]
- (a) What was the cause of Miss Sutherland's anxiety ? How did she wish Holmes to help her ?
 - (b) What was it made the lady look unsecretarial ?
 - (c) What were the three truths which Michael learnt ?

- Q.2 Write short notes on : [20]
- (a) The statue of Sir Fredrick Lawley
 - (b) The attributes of communication
 - (c) Importance of feed back in communication

OR

- Q.2 Write short notes on : [20]
- (a) Benjy
 - (b) Concept of communication
 - (c) Motivation as an objective of communication

- Q.3(a) Draft a letter of inquiry to Godrej and company asking for information about their new office furniture. Give detailed specifications of your requirements. [20]
- (b) The salutation

OR

- Q.3(a) Patel Sales Corporation, Amdavad, have received a letter of inquiry from Smit Home Appliances, Anand. Draft a reply stating terms and conditions on which you would like to supply them air-coolers. [20]
- (b) The body of a business letter

- Q.4 On behalf of Oxford Garments, Anand place on order for ready-made garments with House of Pearl Garments, Mumbai. [20]

OR

- Q.4 An order is placed by your regular customer for goods which you do not have in ready stock. Draft a reply to the buyers offering substitute goods. [20]

Q.5(a) Rewrite the following sentences filling in the blanks with the appropriate forms of the verbs given in brackets : [10]

1. She (pluck) all the flowers from this garden yesterday.
2. I (write) this letter now.
3. He (read) for the 5 hours everyday.
4. When I saw them. They (prepare) for exam.
5. The children (finish) their paintings before the teacher came.
6. An honest man always (speak) the truth.
7. Mr. Shah already (lodge) a complaint against him.
8. I a new house next year. (buy)
9. They met with an accident when they (cross) the road.
10. He the cheque last year. (receive)

(b) Rewrite the following sentences filling in the blank with appropriate model auxiliaries to bring out the meaning given in brackets. [05]

1. We save water. (moral obligation)
2. Mr. Parikh play cricket nicely when he was young. (past ability)
3. You see the doctor at once. (compulsion)
4. He come here. (possibility)
5. You enter the college premises without permission. (prohibition)

(c) Do as directed : [05]

1. If you take the baby out, it will stop crying. (use 'unless' in place of 'if')
2. Unless you switch on the machine will not work. (use 'if' in place of 'unless')
3. If they had come in time, we would have visited the theatre. (begin the sentence with 'Had')
4. If you informed us about the accident, we the place. (use correct form of the verb 'reach')
5. If I were the Minister (complete the sentence)

OR

Q.5(a) Rewrite the following sentences filling in the blanks with the appropriate forms of the verbs given in brackets. [10]

1. He in the field for five hours everyday. (work)
2. Look, she a beautiful sketch. (draw)
3. I already (complete) my work.
4. When I saw him, he the road. (cross)
5. She a laptop last year. (buy)
6. They a new car next month (purchase)
7. Paresh Rawal the role of Sardar Patel a few years ago. (play)
8. Man (propose) and God (dispose).
9. My grandmother the temple last Saturday. (visit)
10. They this issue since morning. (discuss)

(b) Rewrite the following sentences filling in the blanks with the appropriate modal auxiliaries to bring out the meaning given in brackets. [05]

1. we go to watch the match ? (suggestion)
2. You drive fast. (absence of necessity)
3. I punish you. (threat)
4. He help you. (possibility)
5. You lift this heavy bag. (ability)

(c) Do as directed [05]

1. If you are ready to pay higher fees, they will confirm your admission. (use 'unless' in place of if)
2. If she had come earlier, we would have gone there. (begin the sentence with 'Had')
3. Unless, you write the correct answer, they will not accept it. (use 'if' in place of unless)
4. If Mr. Shah had asked for my consent, I it immediately. (use the correct tense of the verb 'give')
5. If he had informed in time I would meet him. (correct the sentence)



SARDAR PATEL UNIVERSITY
F. Y. B.Com.(EXTERNAL) EXAMINATION
2011
Saturday, 2nd April
11.00 a.m. to 2.00 p.m.
EN 101 : ENGLISH AND BUSINESS COMMUNICATION

Total Marks:100

- Q.1 Answer the following questions:** [20]
- (a) Give your opinion on the treatment meted out to the Johnsons by their son.
 - (b) What were the true truths which Michael learnt ?
 - (c) What happens at the end of the story 'The Romance of a Busy Broker'?
- OR**
- Q.1 Answer the following questions :** [20]
- (a) How did Paul's mother use the five thousand pounds that Paul had won ?
 - (b) Why did the young man renounce his rights over the money which could have been rightfully his ?
 - (c) Give the gist of the American lady's conversation with her companions.
- Q.2 Write short notes on :** [20]
- (a) Rosemary
 - (b) The process of communication
 - (c) Information as an objective of communication
- OR**
- Q.2 Write short notes on :** [20]
- (a) Simon
 - (b) Concept of communication
 - (c) Attributes of communication
- Q.3 (a) Draft a letter of inquiry on behalf of Patel Sales' Anand to Hitachi Home Appliances, Pune for a variety of home appliances.** [15]
- (b) Write a short note on the following :** [05]
The Inside address
- OR**
- Q.3 (a) Ishita Corporation, Ahmedabad have received a letter of inquiry from Zenith Computers, Petlad. Draft a reply stating terms and conditions on which you would like to supply them Laptops.** [15]
- (b) Write a short notes on :** [05]
The Complimentary close

Q.4 On behalf of Krishna Suppliers, Anand place an order for moulded furniture with Blow Plast Company Ltd., Surat. [20]

OR

Q.4 The Sales Manager of Joyce Sales Corporation, New Market Kolkatta-1, has received an order for a variety of leather brief cases from Anand Store, Station Road, Petlad to be delivered within fifteen days. Write a letter on behalf of the Sales Manager of Joyce Sales, requesting extension of the delivery date and explaining the reason. [20]

Q.5 (a) Fill in the blanks with the appropriate forms of the verbs given in brackets: [10]

- (1) She ___ the final decision yesterday. (take)
- (2) See, the little child _____. (walk)
- (3) They___ (laugh) when he entered the hall .
- (4) Children ___ sweet. (love)
- (5) We _____ not ___ the answer yet. (receive)
- (6) They ___ here next week. (come)
- (7) This train ___ Anand at 5.00 a.m. everyday.(leave)
- (8) They ___ the match last year. (lose)
- (9) Mita ___ tea for you now. (prepare)
- (10) He said that he ___ the film twice. (see)

(b) Rewrite the following filling in the blanks with appropriate model auxiliaries to bring out the meaning given in brackets. [05]

- (1) ___ I take this books ? (Permission)
- (2) Even a child ___ do it. (ability)
- (3) You ___ to control your anger. (necessity)
- (4) We ___ request our senior citizens.(moral obligation)
- (5) How ___ you speak like this ? (challenge)

(c) Do as directed: [05]

- (1) They will forgive you if you accept your fault. (use 'unless' in place of 'if')
- (2) Unless you are ready, don't accept the offer. (use 'if' in place of unless)
- (3) If you went there, he will meet you. (correct the sentence)
- (4) If I were the leader..... (complete the sentence)
- (5) If you had asked me, I ___ you. (use correct form of the verb 'help')

OR

Q.5 Fill in the blanks using appropriate forms of the verbs given in brackets. [10]

- (1) Man ___ mortal. (be)
- (2) The youngman ___ now. (dance)
- (3) She ___ the magazines last year. (send)
- (4) I ___ never ___ to Chennai. (have + be)

- (5) I ___ him next week. (meet)
- (6) She ___ a blunt reply yesterday. (give)
- (7) Mr. Joshi ___ for you since morning. (wait)
- (8) Knowledge ___ but wisdom listens. (speak)
- (9) They ___ the match when he came in. (watch)
- (10) English ___ all over the world. (be + speak)

(b) Rewrite the following sentences filling in the blanks with appropriate modal auxiliaries to bring out the meaning given in brackets. [05]

- (1) They ___ come here. (possibility)
- (2) She ___ it when she was young. (past ability)
- (3) You ___ carry heavy bags. (absence of necessity)
- (4) He ___ punish you. (threat)
- (5) ___ God bless you. (wish)

(c) Do as directed :

[05]

- (1) If you are in time, they will allow you to enter the office.
(use 'unless' in place of 'if')
- (2) Unless you send a cheque, they will not send the goods.
- (3) If the chief guest had accepted the offer..... (complete the sentence)
- (4) If I were you, I ___ not do it. (use appropriate form of "will")
- (5) If he comes I had helped him. (correct the sentence)

(4)

No. of Printed Pages: 4

SARDAR PATEL UNIVERSITY

F.Y.B COM (EXTERNAL) EXAMINATION 2014

06/03/2014(Thursday) 10.30 AM TO 01.30 PM

EN-101 ENGLISH&BUSINESS COMMUNICATION-1

TOTAL MARKS-100

Q-1 Answer the following questions:

(20)

- (1) Why was Matrena angry with Simon for bringing home the stranger? Why did her heart soften for the stranger later?
- (2) Why do you think Pitcher looked surprised when his employer entered the office with his lady secretary?
- (3) Give a brief description of Rosemary fell and the life she led.
- (4) Who was Benjy? Give a brief description of him.

OR

Q-1 Answer the following questions:

(20)

- (1) What was the cause of Miss Sutherland's anxiety? How did she wish Holmes to help her?
- (2) How was Paul's mother responsible for the tragic death of her son?
- (3) What were the conditions under which the young man had to spend the years of his captivity?
- (4) Give a description of the Valley in your own words.

Q-2 Write short notes on:

(20)

- (1) Attributes of communication.
- (2) Feedback in Communication Process.
- (3) The end of 'Lawley Road'.

OR

Q-2 Write short notes on: (20)

- (1) Concept and definitions of Communication.
- (2) Encoding and Decoding in Communication Process.
- (3) 'Advice' as an objective of Communication.

Q-3 (A) Write short note on: (05)

The inside address

(B) Mahalaxmi Stationers, Mota Bazaar, V V Nagar inquires of The Natraj Files & Stationaries, Bombay, for a varieties offiles. Draft a letter. (15)

OR

Q-3 (A) Write short note on: (05)

'Courtesy' in Business Letter

(B) As a sales manager of City Girl, Bombay, write a reply to harish hosiery Mart, 101- Super Market, Anand who has inquired about the latest summer collection in night wears in cotton & hosiery material and terms of business. (15)

Q-4 As an owner of RK Industries Ltd, Ashram Road, Ahmedabad, draft a letter ordering steel tables, chairs & cupboards & plastic chairs to Nice Steel Furniture, Makapura, baroda. (20)

OR

Q-4 Hydro Pneumatic Equipments have received a large order for industrial pipes. They need extention of one week time for the execution of the order. Draft a letter to Anjney Tubes Ltd., Narol, Ahmedabad. (20)

Q-5 (A) Fill in the blanks with the right form of the verbs given in brackets. (10)

- (1) In India it ----- during the months of June, July and August. (Rain)
- (2) Right now Rahil ----- in Singapore because his company has sent him there. (Work)
- (3) They ----- a meeting inside. (Have, has, had)
- (4) Mr George ----- to church on every Sunday. (Go)
- (5) The singers were singing the last song when the stage ----- . (Collapse)
- (6) Either the student or the teachers ----- giving the right information. (Be)

- 2 -

- (7) My father ----- me with my home work. (Help)
- (8) I ----- in Hyderabad from 1944 to 1997. (Live)
- (9) The baby bird is opening out its wing. I ----- it will fly. (Think)
- (10) She ----- come to school tomorrow. (Shall, will)

(B) Fill in the blanks with the appropriate modals given in brackets. (05)

- (1) Mr. Dubey spilled tea on his shirt. He ----- change clothes before dinner. (Should, must, will)
- (2) Every one ----- pay attention to local politics. (Should, will, can)
- (3) You can't open a can without a can opener, ----- you? (Will, shall, can)
- (4) You ----- tell him about his error. (Have to, have to, will)
- (5) ----- you please take these letters to the post office before noon? (Could, may, should)

(C) Do as directed: (05)

- (1) If I ----- from Italy, I could speak Italian. (Was, were, are)
- (2) If my room were larger, I ----- put a sofa in it. (would, should, could)
- (3) She can lend you money if you explain your need properly. (Use 'provided')
- (4) Work hard or you will fail in the exam. (Use 'unless')
- (5) If I ----- a new bike, I would buy one. (Need)

OR

Q-5 (A) Fill in the blanks with the appropriate forms of verbs given in the brackets: (10)

- (1) My father ----- the news paper every morning. (Read)
- (2) All rivers ----- towards the ocean. (Flow)
- (3) I ----- the plants today because the gardner is unwell. (Water)
- (4) The teacher ----- us maths when the principal called her to the office. (Teach)
- (5) Maya ----- to Bangalore next week. (Go)
- (6) He ----- interesting photographs. (Take)
- (7) Neither Rinku nor her friends ----- able to give the answer. (Be)

(8) One of our teachers ----- accompanied us to the book fair. (Have)

(9) It ----- going to be very hot this summer. (Be)

(10) I ----- a scholarship from my university for higher studies in 1995. (Get)

(B) Fill in the blanks with the appropriate modals. The moods are given in brackets. (05)

(1) A Zebra ----- stretch its neck to reach the tops of trees. (Inability)

(2) A year ago I ----- speak English, but now I can. (Past inability)

(3) Dark clouds are gathering in the sky. It ----- rain soon. (Possibility)

(4) ----- you help me lift it? (polite question)

(5) One cow ----- produce as much as 3860 kgs of milk in a year. (Ability)

(C) Do as directed (05)

(1) If I were hungry, I ----- eat a Big Mac. (Should, would, could)

(2) If her partner had performed well, she might have wo the competition. (Begin with 'Had')

(3) If you are prepared to leave early, I shall arrange for a vehicle. (Use 'unless' in place of 'if')

(4) If I ----- a new bike last year, I would have bought one. (Need)

(5) If you ----- long walks every day, you would feel better. (Take)

-*-

(A4)

No. of Printed Pages: 3

SARDAR PATEL UNIVERSITY

F Y B COM (EXTERNAL) 2015

SATURDAY 28/02/2015

Marks: 100 Time: 10.30 AM to 01.30 PM

EN- 101 English & Business Communication-1

Q-1 ANSWER THE FOLLOWING QUESTIONS.

(20)

- (1) What were the three truths which Michael learnt?
- (2) What was it that made the Lady look unsecretarial?
- (3) Why was the girl startled when Rosemary invited her to tea at her house?
- (4) The Johnsons were also responsible for their own fate. Do you agree with this statement? Give reasons for your answer.

OR

Q-1 ANSWER THE FOLLOWING QUESTIONS.

(20)

- (1) Describe the woman who visited Sherlock Homes.
- (2) The Rocking Horse played a symbolic role in the story. Say how?
- (3) Give a brief account of the years spent by the young man in solitary confinement.
- (4) What does the author mean when he writes that the highway would not move for a long time?

Q-2 Write Short Notes on

(20)

- (1) Encoding and Decoding in Communication Process.
- (2) 'Warning' as an objective of Communication.
- (3) "Simon" in What Men Live By.

OR

Q-2 Write Short Notes on

(20)

- (1) 'Feedback' – Discuss its importance in Communication Cycle.
- (2) 'Education' as an objective of Communication.
- (3) The end of 'The Bet' by Anton Chekov.

Q-3

(A) Write Short Note on: The Inside Address (05)

(B) Megha Hosiery Mart, Station Road, Anand inquires of the Night ware in cotton material for up coming summer season. Draft a letter to 'O Baby', Marine Drive Road, Bombay. (15)

OR

Q-3

(A) Write Short Note on: The Complimentary close (05)

(B) On behalf of Kalindi Leather Works, Nagpur, write a reply to Gift Corner, Nana Bazar, V. V. Nagar who has inquired about the terms and conditions on the supply of various leather articles. (15)

Q-4 On behalf of the owner of Shreeji Industries, Vatva GIDC, Ahmedabad draft a letter ordering 300 metres industrial pipes to Anjney Tubes, Shanti Sadan Estate, Lal Darwaja, Ahmedabad. Emphasise on prompt delivery within 5 days of reception of order. (20)

OR

Q-4 Nice Steel Furnitures, Anand have received order for 15 steel and 15 wooden office table and 10 office steel racks for the new office premises of Hydro Pneumatic Equipments, V V Nagar GIDC V V N. Nice Steel Furniture's needs some more time to execute the order. Draft a letter. (20)

Q-5 (A) Fill in the blanks with the right form of the verbs given in brackets. (10)

- (1) Water ----- at 100c. (boil)
- (2) _____ you sitting in the chair comfortably? (to be)
- (3) We ----- an hour for you yesterday. (wait)
- (4) I ----- not -----, so I missed what he said. (listen)
- (5) I ----- him on TV several times. (watch)
- (6) He ----- here in this office since 1998. (work)
- (7) I ----- tired. I had been digging all day. (to be)
- (8) Shall I ----- your coat for you? (get)
- (9) Sit down and fasten your seat belt. We ----- in a few minutes. (takeoff)
- (10) By the middle of the 21st century we ----- space station. (build)

(B) Fill in the blanks with the appropriate modals given in brackets. (05)

- (1) _____ I use your phone? (can, shall, should)
- (2) you ----- be quiet. (may, should, can)
- (3) You ----- do as you are told. (would, dare, should)
- (4) You ----- leave early. (have to, need to, may)
- (5) I looked up but ----- see anything. (needn't, couldn't, shouldn't)

(C) Do as directed (05)

- (1) If he doesn't hurry, the plane will have ----- by the time he gets to the airport. (leave)
- (2) If I were the principal of this college----- (complete the sentence.)
- (3) If you ----- by train, you 'd get there earlier. (go)
- (4) Work hard or you will not clear the exams. (use unless)
- (5) If John ----- eaten so much birthday cake, he wouldn't have been sick. (haven't, hadn't, hasn't)

OR

Q-5 (A) Fill in the blank with the right form of the verbs given in brackets. (10)

- (1) Summer ----- spring. (follow)
- (2) I am ----- to a record now. (listen)
- (3) He ----- TV all evening. (watch)
- (4) We ----- because we were enjoying ourselves. (stay)
- (5) I ----- 20 cards so far. (receive)
- (6) I ----- all day. (type)
- (7) She never ----- a book until she was 25. (read)
- (8) I have cooked a lovely meal which I ----- in a couple of minutes. (serve)
- (9) They ----- that gate before I ----- there. (get)
- (10) When I got home, I found that Kanu ----- his room. (paint)

(B) Fill in the blanks with the appropriate modals that indicate the moods given in brackets. (05)

- (1) He ----- know the answer. (very uncertain)
- (2) It ----- rain soon. (prediction)
- (3) You ----- wait for me. (no obligation)
- (4) I ----- type twenty-five words a minute. (ability)
- (5) You ----- leave now if you want to. (permission)

(C) Do as directed (05)

- (1) If he were the chief minister----- (complete the sentence)
- (2) If she ----- the work early, she will go home (finish)
- (3) If you ----- longer legs, you would be able to run faster. (have, has, had)
- (4) I can finish your work if you take proper rest. (use provided)
- (5) If I had a spare ticket, I ----- take you to the concert. (may, would, will)



[A-48]

SEAT No. _____

No. of Printed Pages : 03

Page 1 of 3

SARDAR PATEL UNIVERSITY
F Y BCOM (External) EXAMINATION
(Old Course)
2019
Friday, 5 April
02:00 PM to 05:00 PM
EN-101 English & Business Communication-I

NOTE: Figures to the right indicate full marks to the questions concerned.

Marks: 100

- Q-1 Attempt the following: 20
- 1 Who was Simon? What was his profession?
 - 2 Why do you think Pitcher looked surprised when his employer entered the office with his lady secretary?
 - 3 Who was Benjy? Give a brief description of him.
 - 4 Give a brief description of Rosemary Fell and the life she led.
- OR
- Q-1 Attempt the following: 20
- 1 What were the three truths which Michael learnt?
 - 2 What were the possessions that the Johnsons had?
 - 3 Describe the civic condition of Malgudi before Independence.
 - 4 Describe the woman who visited Sherlock Holmes.
- Q-2(A) What is Communication? Explain its concept and attributes with suitable examples. 10
- (B) Writes short notes on 'Order' and 'Warning' as objectives of communication. 10
- OR
- Q-2(A) Explain the Process of Communication with a suitable diagram. 10
- (B) Write short notes on 'Information' and 'Motivation' as objectives of communication. 10
- Q-3(A) Fill in the blanks with appropriate forms of the verbs given in brackets. 10
- 1 I am tired. I _____ (go) to bed now.
 - 2 Prithvi usually _____ (play) basketball every Sunday.
 - 3 Naran _____ (study) English language for three years now.
 - 4 The plane _____ (arrive) at 3:30pm tomorrow.
 - 5 Have you _____ (write) the letter?
 - 6 It was warm, so I _____ (take) off my coat.
 - 7 The moon _____ (go) round the earth.
 - 8 Swara _____ (wait) for me when I arrived.
 - 9 Ratan _____ just _____ his lunch. (finish)
 - 10 Krishna is away on holiday. He _____ (go) to Mumbai.
- Q-3(B) Rewrite the following sentences with the appropriate modal auxiliaries. 05
- 1 _____ you speak any foreign language? (can, may)
 - 2 When we went into the house, we _____ smell something burning. (can, could)
 - 3 I believe nurses _____ have higher salaries. (should, may)
 - 4 He is very ill. You _____ call a doctor now. (can, must)
 - 5 _____ I borrow your pen, please? (may, must)

(P.T.O)

(4)

- Q-3(C) Fill in the blanks with appropriate verb forms. 05
- 1 If the weather _____, we will go for a walk. (clear)
 - 2 If you _____ fast, you would be an Olympic Champion. (run)
 - 3 If we had gone by car, we _____ time. (save)
 - 4 If they finish their work, they will go out. (Use unless)
 - 5 If Vishal _____ the facts, he would tell us what to do. (know)
- OR
- Q-3(A) Change the Voice of the following sentences and rewrite them. 10
- 1 Punit drives a car.
 - 2 Anu has taken her notes.
 - 3 They were not shopping for clothes.
 - 4 Had she made a picnic plan?
 - 5 Bhavini sings a song.
 - 6 Chetna has posted the birthday card.
 - 7 They were watching a cricket match.
 - 8 The manager granted me the permission.
 - 9 Do you speak English?
 - 10 Was she beating the child?
- Q-3(B) Rewrite the following sentences with the appropriate modal auxiliaries. 05
- 1 _____ I use your car? (may, would)
 - 2 Though she spoke in very low voice I _____ understand what she said. (could, may)
 - 3 You have been travelling all day. You _____ be tired. (must, can)
 - 4 We _____ not leave the office before five o' clock. (should, may)
 - 5 I _____ get up early tomorrow as I have a train to catch. (have to, can)
- Q-3(C) Fill in the blanks with appropriate verb forms. 05
- 1 If the weather _____ fine tomorrow, they will go for picnic. (to be)
 - 2 If I was qualified, I _____ for the job. (apply)
 - 3 If Hetul _____ so much cake, he wouldn't have been sick. (eat)
 - 4 If Ravi had any sense, he _____ a second-hand car. (not+buy)
 - 5 If the patient had received medical aid in time, he would have been saved. (Rewrite the sentence using Had instead of If)
- Q-4(A) Write short notes on: 10
1. Heading in a business letter
 2. Salutation in a business letter
- (B) Gandhi and Sons, Surat, want to inquire about the prices of a variety of sports goods with Pal Sports Stores, Mumbai. Draft a letter of inquiry on behalf of Gandhi and Sons. 10

OR

②

[A-49]

SEAT No. _____

No. of Printed Pages : 03

Page 1 of 3

SARDAR PATEL UNIVERSITY
F Y BCOM (External) EXAMINATION
(New Course)
2019

Friday, 05 April

02:00 PM to 05:00 PM

(UBE1ACOM01) English & Business Communication-I

NOTE: Figures to the right indicate full marks to the questions concerned.

Marks: 100

- Q-1 Attempt the following: 20
- 1 Why did Mr Tulliver wish to give his son a good education?
 - 2 Compare Tom Tulliver and Philip Wakem as school boys.
 - 3 What happened on that morning of a dark cold November day?
 - 4 Describe the end of Tom and Maggie.
- OR
- Q-1 Attempt the following: 20
- 1 Why did Mr Tulliver send Tom to school at Mr Stelling's?
 - 2 Why did Maggie run away to the gipsies?
 - 3 Describe Mr Tulliver's ruined condition.
 - 4 Describe the fight between Mr Tulliver and Mr Wakem.
- Q-2(A) Write a paragraph on: My favourite game 10
- (B) Fill in the blanks with the most suitable word given in brackets. 05
1. I went to the _____ with my friends yesterday. (fare, fair)
 2. My friend lives on the first _____ of this building. (storey, story)
 3. A government _____ came to our college yesterday. (officious, official)
 4. Are you a member of the students' _____? (council, counsel)
 5. I _____ a new watch for rupees 500. (bought, brought)
- (C) Fill in the blanks with appropriate forms of the verbs given in brackets. 05
- 1 Nisha _____ not _____ her book yet. (return)
 - 2 We _____ for shopping tomorrow. (go)
 - 3 The bell _____ when she was cooking. (ring)
 - 4 Tilak _____ a new grammar book yesterday. (buy)
 - 5 An apple a day _____ a doctor away. (keep)
- OR
- Q-2(A) Write a paragraph on: Importance of English language in the 21st century 10
- (B) Rewrite the following sentences with the appropriate modal auxiliaries. 05
- 1 He _____ cook Chinese dishes. (may, can)
 - 2 Reena _____ come in time to the class. (could, should)
 - 3 It _____ rain today. (ought, may)
 - 4 She _____ respect her parents. (must, need)
 - 5 How _____ you read my personal letters! (could, dare)

(P.T.O)

①

- (C) Do as directed. 05
- 1 If he doesn't hurry, the plane _____ (leave) by the time he gets to the airport.
 - 2 If she _____ (finish) the work early, she will go home.
 - 3 If they had come earlier, they would have got the project. (Begin with Had)
 - 4 If they finish their work, they will go out. (Use unless)
 - 5 If I _____ from France, I could speak French. (were, are, was)
- Q-3(A) Explain the Concept and Characteristics of Communication in detail. 10
- B) Write short notes on: 10
1. Information as an objective of communication
 2. Heading in a business letter
- OR
- Q-3(A) Discuss the Process of Communication with the help of a suitable diagram. 10
- (B) Write short notes on: 10
1. Correctness in a business letter
 2. The Body of a business letter
- Q-4(A) On behalf of Smart Stores, V V Nagar, draft a letter of inquiry to Rainbow Pens, Ahmadabad asking for prices and particulars of SUPER ball pens. 10
- (B) The Sales Director, Relax Furniture Company, Vadodara has received an inquiry from SUN Chair House, Bharuch for installing and supplying 500 push-back chairs in a theatre at Vadodara. Submit a quotation on behalf of Relax Furniture Company. 10
- OR
- Q-4(A) As the Purchase Manager of Messrs. Adarsh Associates, Hyderabad, dealing in plastic items, write a letter to Prithvi & Sons Ltd., inquiring about the prices, terms and conditions on which the company supplies the items. 10
- (B) Pooja Sun Glasses, Mumbai, have received an inquiry letter from New Generation Sun Glasses. Draft a reply from Pooja Sun Glasses stating terms and conditions on which the company would like to supply them sun glasses. Enclose catalogue and latest price list with the reply.
- Q-5(A) Radhe Sports House, Vidyanagar had placed an order with General Sports Store, Ahmedabad for 25 dozens 'Sachin' cricket bats for the local cricket tournament. In spite of their specific instructions to supply the goods within the stipulated period, they have not received the goods in time. Write a letter from Radhe Sports House cancelling the order. 10
- (B) Jyot Water Care, Vadodara, have received a large order for JYOT water filters from Apolo Water House, Veraval. They are not in a position to execute the full order and can execute the order partially. Draft the letter on behalf of Jyot Water Care, Vadodara informing the customer about the partial execution of the order. 10

OR

(2)

- Q-5(A) On behalf of Cool Sun Glasses, Somnath place an order for a variety of 'TRENDY' sun glasses with Murphy Sun Glass House, Banglore stating that goods will not be accepted if they are not delivered in given time limit. 10
- (B) Patel Trading Company, Vadodra have received an order for air coolers and table fans from Super Fans, V V Nagar. They are not in a position to supply the goods in the time suggested. Write a reply on behalf of the Patel Trading Company asking for 10 more days to deliver the goods. 10



3

For further reading

- Developing Communication Skills by Krishna Mohan and Meera Banerji – Macmillan
- Effective Business Communication by Asha Kaul – Prentice Hall – Economy Edition
- Principles and practice of Business Communication by Rhoda Doctor and Aspi Doctor–Sheth Publishers Ltd.
- Business Communication by Urmila Rai and S M Rai – Himalaya Publishing House
- Essentials of Business Communication by Rajendra Pal and J.S. Korlahalli – Sultan Chand & Sons
- A Practical English Grammar by Thomson and Martinet
- Practical English Usage – Michael Swan - Amazon.co.uk
- Oxford Practice Grammar by John Eastwood – OUP
- Practical English Usage, Michael Swan, OUP. 1995
- Remedial English Grammar, F.T. Wood, Macmillan. 2007
- Communication Skills, Sanjay Kumar and Pushp Lata, Oxford University Press. 2011
- Practical Techniques to Develop Communication Skills by Popat & Kotadia – Pothi Prakasan
- Communication Skills by Popat & Kotadia – Pearson