



## 21. Project

### 1. Download any English Learning App and learn the language on your own.

As you try this amazing new method to learn, write down your experience in the table below.

Date	What did I enjoy?	What is difficult?	What can I do to reduce the difficulty?

### 2. Meet a person who uses UPI Apps (BHIM UPI, PayTM, Google Pay) and ask him / her how they use these apps. Ask them the following questions and note down their responses.

- What are the benefits of this app?
- How often do you use it?
- Do you feel safe using the app?
- How can we make sure we don't get cheated using this app?

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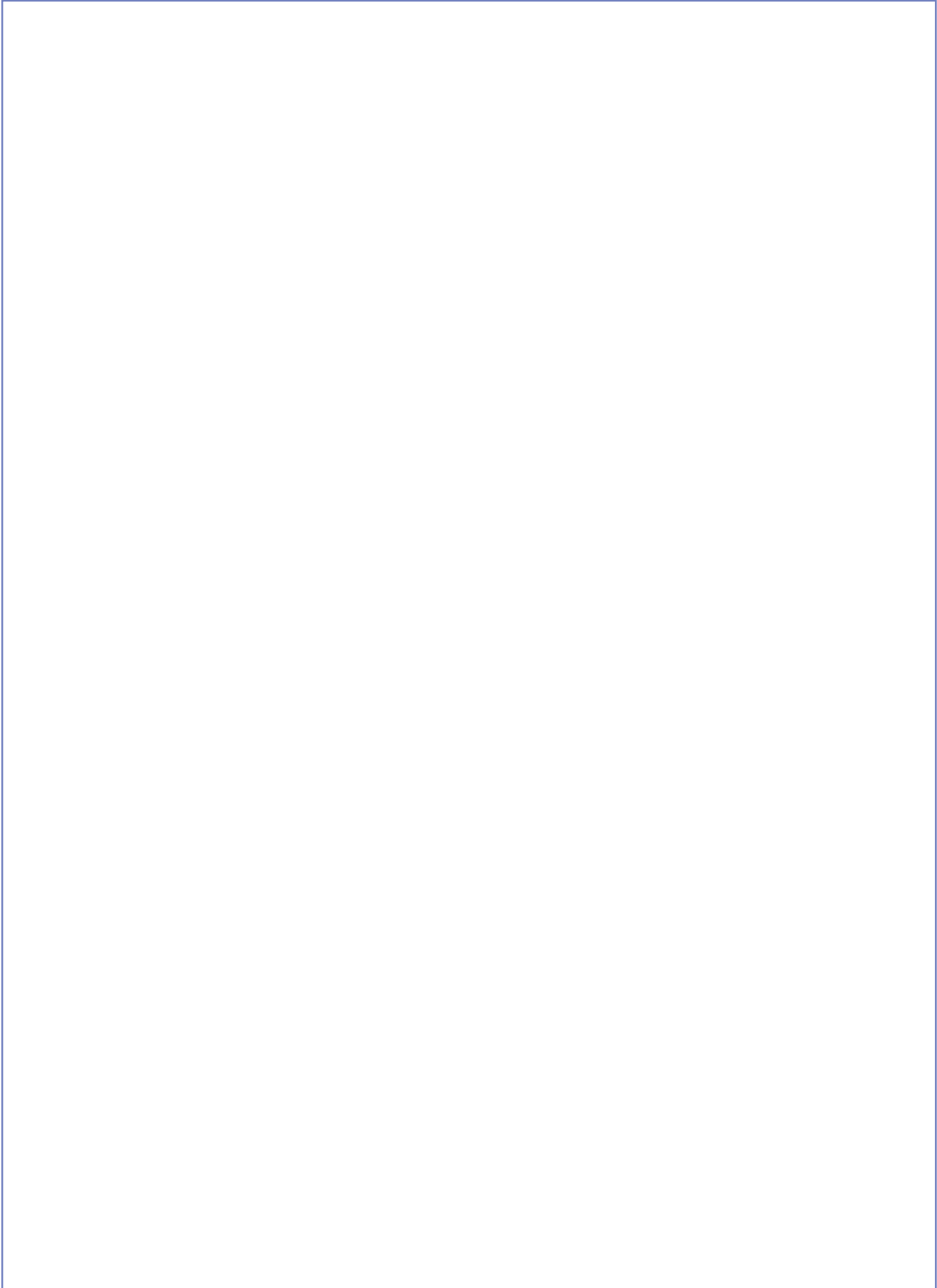


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### 3. Now, get access to a smartphone (can be your father's, mother's, family elder or elder sibling) and install a UPI App (BHIM UPI, PayTM, Google Pay) and help them understand how to use this app.

<https://www.thehindu.com/sci-tech/technology/gadgets/A-step-by-step-guide-on-how-to-use-BHIM-app/article16977338.ece>

<https://in.video.search.yahoo.com/yhs/search?fr=yhs-trp-001&hsimp=yhs-001&hspart=trp&p=how+to+install+BHIM#id=5&vid=a133f87d48b8a22ded0191bf3abea9b4&action=click>



## A. Answer Key for English Literacy

Answers for activities in the lessons are given here. Some activities do not have a right or wrong answer and are more to do with the trainees' ability to use language fluently and confidently. Hence, answers for such activities are not given in this section. It is left to the discretion of the instructor to facilitate fluency and assess the trainee based on the confident responses given.

### 1. I Can & I Will

2. Spoken- b,c,f,g,i,k,l,o,      Written- d,e,h,j,m,n

### 2. Word Building

- b. nut   c. needle   d. tester   e. plumber   f. electrician   g. mason   h. carpenter   i. tailor   j. beautician  
k. fitter   l. nurse
- b. library   c. Central avenue   d. Second street   e. Drugstore   f. Store / bank / police station & main street  
g. Restaurant / movie theater & central avenue   h. Bank/police station & Main street  
i. School & train station   j. Hospital / Church
- extinguish, climb, clean, pull, cut, push
- cutting, welding, plumbing, connecting, install
- a. blue/ small   b. round/brown/smooth   c. many/shiny   d. many/rough
- Open, dirty, pretty, interested (no wrong answer as far as they describe the image)
- a. he   b. you   c. it   d. she   e. we   f. it   g. she   h. you
- They, They, it, He, it, his, She
- Naming word, Action word, pronoun, Describing word
- Naming word – container, nitrogen, energy, liquids, vapour  
Action word – fill, dropped, develop, heating, drew  
Pronoun – it, we, us, he, they  
Describing word – cylindrical, dry, pungent, tight, soft

### 3. Naming Words

2. Answers given are only indicative. It can include a lot more.

Place	Names of things				
<b>Home</b>	fan	tubelight	refrigerator	table	cupboard
<b>Classroom</b>	benches	blackboard	duster	Chalk piece	door
<b>Library</b>	Books	shelves	Chair	newspaper	notebook
<b>Bus stand</b>	Timekeeper room	bus	shops	luggage	restrooms
<b>Grocery</b>	Frozen food	pulses	Dry fruits	cereals	biscuits
<b>Mobile shop</b>	Mobile phones	SIM cards	Chargers	Headphones	Memory Cards
<b>Cinema theatre</b>	Screen	Speakers	Air Conditioning	Popcorn	Projector

3. Answers given are only indicative. It can include a lot more.

Letters	Names	Places	Things	Animals	Birds
<b>H</b>	Hyder Ali	Hyderabad	Hammer	Hyena	Humming bird
<b>M</b>	Modi	Mumbai	Mango	Monkey	Macaw
<b>S</b>	Steve	Srinagar	Screwdriver	Snake	Stork
<b>P</b>	Peter	Punjab	Puncher	Panther	Parrot

<b>R</b>	Rahul	Rajasthan	Ring	Rabbit	Raven
<b>K</b>	Karan	Kolkata	Kite	Kangaroo	Kingfisher
<b>L</b>	Lokesh	Ludhiana	Lock	Lion	Lovebird
<b>B</b>	Bruce	Bengaluru	Bolt	Bull	Brown Pelican
<b>W</b>	Wade	Wayanad	Wrench	Walrus	Woodpecker
<b>C</b>	Clint	Chennai	Cracker	Cat	Cuckoo
<b>E</b>	Emily	Ernakulam	Ember	eel	eagle

5.

criekeocor	rice cooker	utctre	cutter
fecofetreilf	coffee filter	eplere	peeler
ximie	mixie	lceris	slicer
crmioveva	microwave	rngidre	grinder
frgreietroar	refrigerator	ndutonicitvoes	induction stove
ednbelr	blender	taewruprifeir	water purifier
uiejcr	juicer	msteare	steamer
tirokamer	roti maker	leectircetlkte	electric kettle

6. a. cutting plier b. screw driver c. spanner d. tester e. torch

7. b. unit of weight / to beat c. a band on a finger / something circular in shape d. correct / direction opposite of left e. a genre of music / a stone f. to have gotten up / a flower g. a season / coiled metal h. flat piece of wood / to get into a vehicle, plane or ship i. gentle / offer of money j. to grow tired / a part of a wheel k. in good health / a source for water in the ground

8. b. bat– a small mammal/a wooden equipment used to play cricket

c. bright– smart/presence of light

d. circular– in the shape of a circle/ a notice

e. current– in the present moment/ electricity

f. express– to say or show one's feeling/fast

g. fair– lighter in complexion/honest

h. kind– type of / being considerate and helpful

i. lie– not true/ stay flat on ground

j. match– suit something / a game

k. mean– being unkind / average

9. umbrella, children, raincoats, bags, water, cat, postbox, car, book, cap, tree, leaves, drain, boots, windows, door, road, pavement, puddles

4. Naming Words - Singular and Plural

5.

N	E	N	K	W	T	M	F	M	T	N	C
N	O	U	E	E	Y	A	Q	N	S	O	D
O	G	I	N	T	C	X	E	D	P	I	E
W	V	G	T	T	S	M	P	X	M	S	V
G	A	E	O	U	P	A	G	K	A	N	I
M	D	R	R	I	A	Y	F	I	L	E	C
V	Y	X	U	A	S	C	Y	Q	C	P	S
R	Y	Q	B	Z	L	A	E	G	I	S	S
W	E	R	O	L	L	L	L	R	T	U	R
T	I	U	C	R	I	C	S	P	P	S	B
U	G	X	K	B	L	N	C	P	K	D	Y
C	O	M	P	O	N	E	N	T	J	R	I

6. singular, plural

7. clutches, bananas, classes, machines, teams, brushes, roses, apparatuses

5. Action Words

1. weld, repair, plant, dance, service, stitch, teach, sow, flow, drive, fly, build, jog, fall, burn, lift, calculate, play, install, skate

H	L	J	W	C	F	G	H	W	I	A	U	I	T	R
K	U	B	L	I	O	L	K	F	H	F	M	I	L	B
O	A	E	X	U	N	N	E	R	W	U	E	U	I	I
D	R	I	L	L	G	L	N	V	O	S	A	J	T	D
P	O	S	I	T	I	O	N	E	E	W	S	C	U	T
S	A	K	H	N	P	C	G	E	C	L	U	E	N	L
E	I	B	A	G	O	T	P	L	J	T	R	A	E	C
W	X	E	M	R	N	I	O	J	Q	O	E	F	D	A
F	L	W	R	U	S	E	T	A	B	N	I	W	S	T
C	I	E	P	A	L	V	C	L	Y	L	K	Z	L	J
D	C	T	S	K	J	P	E	X	E	O	Q	Q	I	F
T	R	K	E	A	B	K	R	O	Y	Z	P	G	D	P
L	J	U	Q	S	V	R	E	D	R	L	N	A	E	F
E	C	R	E	I	P	R	M	E	T	I	E	L	E	Q
P	J	C	A	K	O	B	T	K	A	J	F	M	X	S

2.

3. a. operates b. gave c. is d. has e. appreciated f. delivered g. drove h. barked  
i. found j. is k. is l. worked

4. fix, connect, stitch, remove, repair, paint, hit, cut, smoothen, sharpen, walk, build, install, fasten, mix  
(Answers given are only indicative. It can include a lot more.)

5. a. is b. help c. is d. assists e. do f. looks g. are h. are i. has j. is

6. a. repair b. install c. are d. work e. is f. cuts g. apply h. recruits i. erects j. is k. are  
l. is m. blows n. grows o. complained

7. a. asked b. repaired c. fixed d. follow e. are f. is g. wear h. are i. ensure j. try

8. comes, looks, likes, asks, tells, asks, shows, are, are, requests, asks, informs, is, gives, asks, gives.

## 6. Action Words – Tenses

- loaded, came, fitted, soldered, kept, hunted, cut
1. inspect 2. spoke 3. connected 4. shut 5. hit 6. supplied 7. insulated 8. apply 9. gave 10. Made
- a. I am installing Windows 10 in my Laptop. b. Jothi is installing an app in her mobile.  
c. They are installing antivirus in all the computers. d. I was installing new software in my laptop yesterday.  
e. They were installing firefox in the office systems.
- He is twisting the old bulb in the anticlockwise direction.  
He is removing the bulb from the socket.  
He is pushing the new bulb gently into the socket.  
He is turning the bulb in the clockwise direction.  
He is switching the power on.  
He is disposing the old bulb.
- He was twisting the old bulb in the anticlockwise direction.  
He was removing the bulb from the socket.  
He was pushing the new bulb gently into the socket.  
He was turning the bulb in the clockwise direction.  
He was switching the power on.  
He was disposing the old bulb.

## 8. Describing Words

- a. reflective jacket b. wet floor c. sharp tools d. safety signs e. electrical shock
- a. He put the small plug in the socket. b. He is tightening the screw with a small screwdriver.  
c. The round rings are on the pink cloth. d. The plumber has fixed the blue pumps.  
e. Wires of many colours are seen in the picture. f. The young man was walking on the broken pavement.
- The man in the picture is wearing a yellow reflective jacket.  
He is wearing green shoes.  
His hands are protected with green gloves.  
His head is protected from injury with a hard hat.  
He is wearing a yellow reflective jacket.  
His safety shoes are red in colour.  
His ears are protected with the help of ear protection equipment.  
His hands are protected with gloves.  
He is wearing nose mask for nose protection.  
He eyes are protected by the goggles he wears.  
The hard hat protects his head from injury.
- bright x dark cold x hot correct x incorrect right x wrong clean x dirty slow x fast wet x dry  
before x after hard x soft healthy x sick loud x quiet curly x straight new x old young x old  
open x shut smooth x prickly sweet x sour.

## 9. Describing Objects, Surroundings and Processes

2. a. is made, used  
b. three, square, round, used, third, for, used, made.
3. Fill in the columns with the details of the given objects.(Answers given are only indicative. It can include a lot more.)

Object	Shape	Size	Colour	Material	Use
Doughnut	round	small	brown	maida	snack
TV	rectangle	various	black screen	silicon	watch programs
Mud pot	round	both big or small	brown	clay	store water, cook
Bed	rectangle	big	brown	wood or metal	sleeping
Water bottle	cylindrical	small	various	plastic metal	carry water
Tool box	cuboid	small	different colours	plastic, metal fibre	store tools
Speed square	triangle	small	no colour	plastic	draw lines
water heater	cylindrical	big	different colours	ceramic	heat water
Hammer	cylindrical	small	metallic	iron and wood	hit nails
Washing machine	cuboid	big	metallic	plastic, metal	wash clothes
Microwave oven	cuboid	big	white/black	metal, glass	cook
Induction stove	square	medium	black	metal, glass	cook
Needle	cylindrical	small	metallic	metal	sew
bobbin	cylindrical	small	metallic	metal	wind thread

4. Trainees can frame suitable sentences using the above words and other linking words.
5. an electrician/service mechanic, airport/warehouse, consists, many, airport, There are, bank, There, is, warehouse, near
6. Trainees can complete the sentences with suitable items using the picture.
7. Trainees can frame suitable sentences using the given picture clues and other linking words.
8. female moth, eggs, larva, Next the caterpillars come out, mulberry, the caterpillars, cocoon, the caterpillar, pupa, finally.
9. First, take a blending jar or a juice jar. Then, put the apple slices into the jar. Next, add some ice cubes and sugar. After that, pour boiled chilled milk into it. Finally, close the lid and blend it well for 2-3 minutes. Now, pour it into serving glasses.

## 10. Pronouns

2. I know her.  
I know him.  
Vimal sold it.  
It is on her face.  
Kishore has it.  
Treat others the way you want to be treated.  
They are all one family.  
They / We work together happily.  
They had a teacher. He was Mr. Karim.

3. a. This is a spanner.    b. These are spanners.    c. This is a screwdriver.    d. These are screwdrivers.
4. I know Ramesh. Ramesh knows me.  
We know Ramesh. Ramesh knows us.  
You know Ramesh. Ramesh knows you.  
He knows Ramesh. Ramesh knows him.  
She knows Ramesh. Ramesh knows her.  
They know Ramesh. Ramesh knows them.
5. a. Yes, it is his.    b. They are theirs.    c. No, it isn't theirs.    d. They are ours.    e. Yes, it is his.
6. b. his.    c. mine.    d. my    e. mine    f. mine    g. theirs    h. yours    i. his
7. they, They, They, They, It, them, She, She, She, She, It, She, She her, her

## 11. Introduction to Punctuation

- capital letter, period/fullstop, question mark, comma
- b, c, d, i, j
- Do you know what happened in the meeting yesterday? All the workers were called for a meeting. The chief engineer Ramesh convened the meeting. He spoke about the safety measures that have to be taken in the factory. The employees gave their suggestions to improve safety in the company. The chief engineer stated the problems, analysed them, heard employee's suggestions and gave recommendations. He also distributed goggles, masks, gloves and shoes to the workers. Will you come for the next meeting? It is on August 29, 2019.
- a-.    b-.    c-.    d-?    e-?    f-.    g-?    h-?    i-?    j-.
- a-?    b-.    c-.    d-?    e-.    f-?    g-?    h-?    i-.    j-?
- a-.    b-?    c-.    d-?    e-?    f-.    g-?    h-?    i-.    j-.
- a. I bought apples, mangoes, and grapes from the shop.  
b. The box is full of nuts, bolts, screws and nails.  
c. She has pens, papers, manuals and a few tools.  
d. The job got over on June 16, 2019.  
e. Welders, plumbers, fitters and engineers were called for a meeting.  
f. The company will work on 6th, 7th, 11th and 12th of this month.  
g. The exam is on December 7, 2019.  
h. There are ten days left for the conference.  
i. Keep away from acids, gas, cylinders and fire.  
j. They are offering training on embroidery skills.
- b. When is it safe to remove or replace fuse?  
c. What is the use of a micrometer?  
d. What will happen when kerosene comes into contact with fire?  
e. The company has opened its branch offices in Mumbai, Kolkata, Bangalore and Shimla.  
f. Remove fuse grips while working on dead circuits.  
g. Turn an adjustable wrench toward the movable jaw.  
h. Don't you have shoes to wear in the workshop?  
i. The training was conducted on February 24, 2019 in Delhi.  
j. The chest has cutting pliers, screwdrivers, drilling machine, hammer and nails in it.



## 12. Kinds of Sentences-Introduction

3. b. Imperative    c. Interrogative    d. Interrogative    e. Exclamatory
4. a. wrong, Imperative    b. wrong, Interrogative    c. correct    d. wrong, Declarative    e. wrong, Imperative
5. a. Imperative    b. Interrogative    c. Declarative    d. Declarative    e. Imperative    f. Interrogative    g. Declarative  
h. Imperative    i. Exclamatory    j. Interrogative
6. a. Use only correct capacity fuses in the circuit.  
b. We don't know how to manage our machines.  
c. What kind of a machine is this?  
d. Is it important to know how to switch off a circuit?  
e. Make sure all plugs are correctly wired.
7. a. Where    b. How    c. What    d. Why    e. Which

## 13. Practice in Framing Sentences

1. a. I speak English.  
b. We received the parcel.  
c. Welder uses welding gun.  
d. I love homemade food.  
e. I finished the work.
2. a. Peter worked in BHEL as supervisor.  
b. We wish you happy new year.  
c. The Principal gave the medal.  
d. They want money immediately.  
e. I met Sam at the theatre yesterday.

Naming word	Action Word (Verb)	additional information	
Peter		in BHEL	as supervisor
We		you	a happy new year
They		money immediately	
I Sam		at the theatre	yesterday




3. Call him.  
Try it.  
Be quiet.  
Watch out.  
Standup straight.  
Don't move.  
Be careful, don't trip.  
Somebody answer the phone.  
Don't drive after drinking.  
Cut the onions into small pieces.
4. Trainees can frame as many sentences as possible.
5. Trainees can frame as many sentences as possible.

## 15. Greetings and Self-Introduction

1.

Expressions	Formal / informal	Used to greet ...	Response
Hi, how are you?	Informal	Friends	Hi, am good.
Good morning.	Formal	Boss, elders, teachers	Good morning
Hello!	Informal	Friends	Hi/hello
How have you been?	Informal	Friends	good
How are things?	Formal	Colleagues	good
How do you do?	Formal / Informal	Friends / Colleagues	good

2.

		
Hi, how's life?		✓
How are you?	✓	✓
Good evening, Jerry.	✓	
Hey, come and join us.		✓
I am Satish from Ranchi.	✓	
Hello, this is Janaki from Nagpur.	✓	
Hey, it's long time since we met.		✓
My name is Ranjith.	✓	

## 16. Asking and Responding to Questions

1. b. Q c. R d. Q e. Q f. R g. Q h. Q i. R j. R k. R

2.

Responses	✓ / X
Yes, he is.	✓
No, we are not.	X
Not possible.	X
She hasn't come.	X
I won't.	X
You can.	✓
I don't know.	X
Yes, I am.	✓
No, he is not a fitter.	X
Never.	X
Good!	✓
None.	X
Of course.	✓
Sure.	✓
She hasn't.	X

4.

Are you safe?	Yes, I am.
Are you an engineer?	Yes, I am./No, I am not.
Can you check the fuse?	No, I can't./Yes, I can.
Do you know how to use a Vernier Caliper?	No, I don't./Yes, I know.
Can you measure the height of an object?	Yes, I can./No, I can't.
Does your friend know swimming?	No, he doesn't. Yes, he knows.
Did you read the newspaper?	No, he didn't. Yes, he read.
Can you ride bikes?	Yes, I can./No, I can't.
Did you pay the examination fee?	Yes, I paid./No, I didn't.
Will you attend the training in your institute?	Yes, I will./No, I won't.
Have you finished?	Yes, I have./No, I haven't.

5. b. Who is the plumber?

c. When is the training?

d. Where is the training?

e. How many spanners do you need?

f. What do you want?

g. Why do you want the cutting plier now?

6. A. a. By Walk. b. Blue. c. Excellent! d. Bus broken down. e. In 2021. f. It's on the first floor.

B. a. He is a fitter. b. It wasn't. c. No, never. d. None. e. Not sure. f. Mumbai.

9. A: Hi! How are you?

B: I'm fine. How about you?

A: Is it raining?

B: Yes, it is.

A: Then, take the umbrella.

A: Do you want to read the manual?

B: Yes, I want to.

A: Can you fix the pipe?

B: Yes, I can.

A: Where is your ITI?

B: My ITI is near the park.

A: When does your class start?

B: It starts at 09:00 a.m.

A: Do you have the lunch break?

B: Yes, it is from 01:00 p.m. to 02:00 p.m.

## 17. Sharing Information with Others

All answers are open and fluency and use of appropriate words may be noted by the instructors.

## 19. Formal and Informal Communication

1. a. iii b. iii c. ii d. iii e. ii,iii

2. **Formal** – Thank you, sir!; With reference to your mail ...; I wish to bring to your kind notice ...; You are requested to complete the given assignment by Monday.; I look forward to ...; Let me congratulate you on ...

**Informal** – What’s up?; Listen, I wanted to tell you something.; No Problem.; Guess what?

## 20. Speak and Share Information about the Workplace

1. b. Desktop publisher-DTP center c. Plumber-Buildings/Plumbing unit d. Fitter- Machine Workshop  
e. Customer representative-front office

2. Cut or drill holes in walls or floors to accommodate the passage of pipes. And also measure, cut, thread and assemble new pipe, placing the assembled pipe in hangers or other supports.

difficult

A customer representative

Definitely

A customer representative has to interact with customers in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.

Is it that difficult?

people with different cultural backgrounds.

different

various

2,3,4,5,6,7,8,9 – Trainees can frame appropriate sentences and speak or write as directed in the activity.

2.

A	B
What do you see in the first picture?	I think in the first picture, friends walk off because they are unhappy or have disagreed on something.
Don't you think it's a negative attitude?	Definitely! We should avoid such behaviours in discussions.
What do you see in the second picture?	The second one is positive. The lady listens carefully to the speaker.
How do you say that she's listening?	She maintains a good eye contact. It is an essential skill required in discussions.
Correct, but if you don't listen...?	You may lose the track of discussion. You will not be able to speak sensibly.
Exactly! What about the next picture?	The third one looks like an argument. Their body language seems to be aggressive.
Won't impolite behaviour affect discussions?	Yes, it will. They should sort out their differences to have a healthy discussion.

## 21. Discussions on Current Happenings

3. The details about MUDRA loan are given for reference.

4. Trainees can frame appropriate sentences and speak and write as directed in the activity. Details given in the tabular column on hydraulics and pneumatics may be used.

5. Trainees can frame appropriate sentences and role play as directed in the activity.

6. Using the information given in the activity, trainees can engage in discussion.

7. Using the information given in the activity, trainees can engage in discussion.

8. Using the information given in the activity, trainees can engage in discussion.

## 22. Telephone Skills

1. telephone, caller, receiver, telephone
2. dial, disconnect, on hold, engaged
- 3.

Sl. No.	Greeting	Identifying Self	Purpose of Call
a.	Hello!	My name is Ramesh.	I would like to speak to Anju, please.
b.	Good afternoon!	This is Shanthy.	May I speak to Arti?
c.	Hi!	I'm Ajith.	Is Anu at home?
d.	Hello!	My name is Rajesh and I'm calling from HSBC.	I would like to speak to Mr. Chetan from the marketing division.
e.	Good morning!	I am calling from Harsha Trading Company.	Could you connect me to your accountant?
f.	Good evening!	Rakesh Sharma here.	I would like to speak to Ms. Rekha.

4. Good Morning, Sir.

I'm X calling from Room 34.

I'm calling to report about the leaking tap in my room.

Can you please come and fix it immediately because water is being wasted?

Thank you, Sir.

See you soon.

5. Good afternoon, Sir.

I'm X calling from the ITI Workshop.

There's no power in our building here for the past 30 minutes.

Can you please check the problem because all the other buildings here have power?

Thank you, Sir.

See you soon.

6. Hello, Sir.

I'm X calling from AB Construction at Guindy site.

I'm calling to request you to erect scaffolds for working at heights here.

Can you please come and install the scaffolds by tomorrow?

Thank you, Sir.

See you soon.

7. Hello, Sir.

I'm X calling from AB Garment unit. Is this Quick Cargos?

Is ..... ready?

Can you please transport them to the client by this evening?

Thank you, Sir.

See you soon.

8. The statements 4,7,8,9,12 are correct.

9. Correct statements are

Dos for Caller	Always	Sometimes	Never
Give your name	✓		
Give a greeting	✓		
Give your telephone number		✓	
Say why you are calling	✓		
Give your address		✓	
Give the name of your company	✓		
Explain your relationship to the person you are calling		✓	

10. Answer with 'Hello'.

Answer with your number.

Answer with your name.

Answer with the name of your company.

Answer with the name of your department.

### 23 Telephone Skills – Role Plays

1. a. Would you mind speaking louder?  
 b. I am, sorry. He/She is not available now.  
 c. Just a moment please. Let me get ready to take notes.  
 d. Could you please tell me your name and where you are calling from?  
 e. Could you repeat what you just said, please?  
 f. Would you like to leave a message?  
 g. I am afraid that the person you want is in a meeting now.
2. a. The person is on another call. - I'm afraid he/ she is busy at the moment.  
 b. The person is on leave.- I'm sorry he/ she is not available.  
 c. The person is busy at the moment. - I'm afraid he/ she is busy at the moment.  
 d. The person is not in his seat. -I'm afraid he/ she is away/ not in at the moment/ in a meeting.  
 e. The person is in a meeting and will be free at 4 -I'm afraid he/ she is away/ not in at the moment/ in a meeting.  
 f. The person is available.- I'll put you through. Hold the line, please.
3. hold, May, hold, who, calling, louder, transfer, section
7. Hello, this is Seema. - I'm calling from ICF. Good morning ma'm. - Is this PT industries? Check the company name.- Repeat the company name. Yes, you are right - May I speak to Ms. Durgadevi Introduce yourself and ask for someone.-Respond and check B's name. Of course, It's Ms. Durgadevi you want to speak to, right?-Yes, please tell her I'm Seema from ICF - Clarify who you are.Ask B to wait. Please wait while I connect her.
8. Good Morning, HR Industries. - Good morning, I'm Sandeep from JK Manufacturers. - How can I help you sir? I want to speak to Mr. Venkat please. - I'm sorry. He is unavailable at the moment as he is in a meeting till 12. May I note a message? Case 1: Thank you. Can you please note it down? Case 2: That's okay. I will call later. Case 1: Sure, let me take it down Case 2: Thank you.

## 24. Let's Read

1. a. N b. N c. N d. N e. N f. A g. – h. N i. N j. N k. N l. A m. N n. N o. N p. N
2. b. Box c. French d. carpenter e. cycle f. start g. paper h. shirt i. bank j. engine k. forklift  
l. ball m. bake n. cookery o. book
3. a. empty b. fast c. order d. warning bell e. warning f. walker g. safe h. attractive  
i. building for storing goods j. path
4. a. true b. false c. no d. blue e. no f. green and yellow
5. a. iii b. i c. ii d. i e. iii f. i
6. A. a. proper b. sharp c. yes d. no e. unsafe f. true  
B. a. manually b. yes c. danger d. unsafe e. good f. do not  
C. a. no b. no c. yes d. no e. no f. yes
7. a. There is fire in the factory. Entry is restricted.  
b. He played football regularly. He won the match.  
c. The pipe was repaired. Water problem is solved.  
d. She reads books and visits places. She is knowledgeable.  
e. The instructor started to talk. The trainees listened.  
  
a. The surveyor measured the land. Plotting of land was done.  
b. The small object has to be measured. She brought the micrometer.  
c. The car broke down. The Mechanic arrived.  
d. The steel gate is broken. The welder is called.  
e. He used the file on metals. The surface became smooth.
8. First, then, next

## 26. Writing Simple Sentences

1. She gave the book. He gave an apple. She eats an apple. They are coming.  
(Answers given are only indicative. It can include a lot more.)
2. Gita is painting a plant. Guru is eating biscuit. Sheela is lifting the chair. Deepak is listening to a song. Mac is crawling on the floor. Rita is sleeping on the bed. Mukesh is singing a song.  
(Answers given are only indicative. It can include a lot more.)
3. Gita was painting a plant. Guru was eating biscuit. Sheela was lifting the chair. Deepak was listening to a song. Mac was crawling on the floor. Rita was sleeping on the bed. Mukesh was singing a song.  
(Answers given are only indicative. It can include a lot more.)
4. There are screws next to the nut. There is a screwdriver above the bradawl. There is a wrench next to the screws. The bradawl is between the nails and the handsaw.  
(Answers given are only indicative. It can include a lot more.)
5. The pair of scissors has a blue handle. The bucket contains yellow paint. The colour of the tin is grey. The pencil is colourful. There is a white towel.  
(Answers given are only indicative. It can include a lot more.)
6. What is the colour of the pair of scissors' handle? What is the colour of the paint in the tin?  
(Answers given are only indicative. It can include a lot more.)
7. Come to help me tomorrow. Write this sentence in 30 seconds. Walk fast to catch the train. Close the door now. Can you say the name of this place please.  
(Answers given are only indicative. It can include a lot more.)

8. a. Rearrange
- b. The dogs run very fast.
- c. She came late to class.
- d. The lorry driver was caught.
- e. The children were playing with ball.
- f. The aircraft is taking off.
- g. The police were searching for the thief.
- h. The woman was speaking to the Principal.
- i. Many butterflies are flying in the garden.
- j. The old man was reading the newspaper.

## 27. Speaking

1. My name is Shankar.

My name is spelt as S-H-A-N-K-A-R.

I am from Delhi.

My contact number is 99999 99999.

My house is situated near the government school.

Yes, I shall come.

(Answers given are only indicative. It can include a lot more.)

2. How do you get to work? – Normally I drive.

How long is the drive? – About 40 minutes.

Do I need to wear a tie? – You're supposed to, but not everyone does.

Why are you late? – I got struck in the traffic.

Where is your car? – It's been repaired.

3. Expressing Opinion: In my opinion, To my mind, I think, I am sorry to say

Agreeing: I completely agree, You are right

Disagreeing: I totally disagree, I don't agree

4. a. I finish my homework. I brush my teeth.

b. I try to do well in studies, in maintaining good relationships, in helping others.

c. I take others' pieces of advice seriously. I seriously take medicines when I am sick.

d. I do not fear to face the crowd. It is so difficult to stay awake in the class.

e. I volunteer to lead the team. I take chance to meet new people.

f. I go early to stations to catch the bus. I go early to exam halls.

(Answers given are only indicative. It can include a lot more.)



5. a. I hate walking long distances.
- b. I am worried about my mother who is sick.
- c. I hope to be a better trainee next year.
- d. The last time I helped my friend was during the Annual exam.
- e. My parents don't allow me to waste money.
- f. Last year I promised to visit my cousin at her home and then I forgot.
- g. Reading books is the best thing I do now which I wasn't doing before.
- h. My parents ask me to help them in shopping.

(Answers given are only indicative. It can include a lot more.)

6. Discuss the following

I seriously believe that the reason for Rahul's absence is because he is sick. I remember him feeling so weak yesterday during football game. I hope he has been taken to the hospital for treatment. I pray that he will be back soon to the college.

(Answers given are only indicative. It can include a lot more.)

## 28. Listening

1. d
2. 1-c 2-a 3-c
3. a. F b. F c. F d. F e. T f. T g. T h. T i. T j. T k. T l. T m. T
4. a. F b. F c. T d. F e. T f. F g. T h. T i. T

## 29. Productive Use of Skills

1. a. Lalpur b. IGNOU c. Rs. 4025 d. Rs. 25 e. State Bank of India f. 30.09.2016
2. a. 239658 b. 30. Apr 2013 c. Mr. Ramesh Sharma d. HDFC Bank e. JP Nagar f. 30 Apr 2013 g. 126985
3. a. wood b. pulping c. pulp d. pulp, paper
4. Meaningful sentences may be written/given based on the infographic given in the activity.
5. Meaningful sentences conveying the process of the production of tea may be written using the two infographics in the activity.
6. Using the infographic and expressions trainees may engage in expressing their views.
7. Using the clues given, trainees may engage in giving tips on interviews.
8. Introduce your company to Mr. Ramesh using expressions you have learnt so far.



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