

Syllabus for TYBCom Sem-6 (EM / GM)

TEXTBOOK: *Aspirations : English for Careers (OB)*

Unit 1 Exploring Careers

- Creative Writing
- Translation
- Journalism
- English for Academia and other careers
- English in the Tourism Industry
- English for Science & technology

Unit 2 A. Basic preparation for Jobs

- Writing job application/Cover letter
- Writing Resumes
- Group Discussions
- Personal Interviews

B. English for the Corporate Field

- English for sales & customer services
- Telephonic sales & customer services
- Digital Sales & customer services
- Presentation Skills

Distribution of Marks for the University Examination as per NEP SOP

Q 1. MCQs from Unit 1 only (10/10)	10 Marks
Q 2. A Group Discussion or Interview from Unit 2 A (1/ 2)	05 Marks
B. Resume Writing from Unit 2 A (1/2)	05 Marks
C. Letter / Telephonic Conversation from Unit 2 B	05 Marks

OR

Presentation through PowerPoint slides on a given topic
(at least 5 slides required) from Unit 2 B

Total 25 Marks

Note: Please note that the material provided here is for guidance and reference. It does not include everything from the textbook. Please read the textbook for further information.

MCQs – Creative Writing

Sr. No.	Question	Option A	Option B	Option C	Option D	Answers
1	Creative writing has the potential to improve _____.	Communicative abilities	Critical thinking	Imaginative potential	All of the given options	D
2	A writer of graphic novels would be working with the _____ genre of creative writing.	Literary	Technical	Scientific	Commercial	A
3	Which of the following is not a constituent of creative journalistic writing?	Feature writing	Reviews	Columns	Editing	D
4	Online creative writing does not involve	Ad writing	Blogs	Vlogs	Newspaper reports	D
5	Great creative writing is the result of careful	Observation	Discussion	Speech	Formatting	A
6	Good writers are often great readers. This statement is	False	True	Partially true	Mostly false	B
7	Creative writing is _____.	A talent	A skill	Both talent and skill	Neither talent nor skill	C
8	Use of metaphors plays an important role in creative writing. The word 'metaphor' refers to	Indirect comparisons	Fine details	Definite ideas	Flowery words	A
9	Imagery is crucial to good creative writing. It refers to _____.	Creating pictures using words	Creating words using pictures	Adding images to the text	Imagining extensively	A
10	Sharing of ideas with fellow writers and getting information about trusted publishing platforms can best be achieved through _____.	Writers <i>confessionals</i>	Writing workshops	Reading classics	Debating clubs	B
11	Which of the following best defines creative writing?	Writing based on official reports	Writing that expresses thoughts, feelings, and imagination	Writing that follows strict academic structure	Writing limited to factual information	B
12	The main aim of creative writing is to _____.	Present data and statistics	Inspire and entertain readers	Analyze business trends	Follow grammatical rules strictly	B
13	Which of the following is not a form of creative writing?	Poem	Essay	Technical report	Short story	C

MCQ BANK_AEC-EPLS-V_UNIT 1_TYBCOM SEM-6

14	The language used in creative writing is generally _____	Emotional and imaginative	Mechanical and rigid	Factual and formal	Neutral and technical	A
15	Which quality is most essential for a creative writer?	Objectivity	Imagination	Technical skill only	Mathematical accuracy	B
16	Creative writing differs from other forms of writing because it focuses more on _____	Logic	Expression	Objectivity	Facts and figures	B
17	Which of the following is an example of creative writing?	Newspaper editorial	Government report	Autobiography	Research paper	C
18	The term "plot" in creative writing refers to _____	The sequence of events in a story	The background setting	The use of imagery	The theme or moral	A
19	In a short story, the climax usually occurs _____	At the beginning	After the introduction	Near the end	After the conclusion	C
20	The central idea or message of a story is called its _____	Setting	Theme	Plot	Character	B
21	Which of the following is not a type of poetry?	Sonnet	Haiku	Memoir	Ballad	C
22	A well-developed character in a story should be _____	Static and predictable	Complex and believable	Irrelevant to the plot	Symbolic only	B
23	The "setting" of a story mainly describes its _____	Characters' emotions	Time and place	Moral lesson	Author's opinion	B
24	The use of words to create pictures in the reader's mind is known as _____	Imagery	Dialogue	Narration	Description	A
25	Which type of point of view uses the pronouns I or we?	First person	Second person	Third person limited	Third person omniscient	A
26	The purpose of revision in creative writing is to _____	Add factual information	Correct spelling only	Improve clarity and expression	Change the entire story	C
27	Which of the following sentences uses a metaphor?	The classroom was a zoo.	The sun shone brightly.	The leaves moved gently.	The sky was blue.	A
28	In a poem, a group of lines forming a unit is called a _____	Verse	Paragraph	Stanza	Clause	C
29	The element that gives rhythm to poetry is _____	Rhyme scheme	Characterization	Theme	Plot	A
30	A short piece of writing that conveys personal experience or reflection is called a _____	Research paper	Short story	Reflective essay	Report	C

MCQs – Translation

Sr. No.	Question	Option A	Option B	Option C	Option D	Answers
1	Translating a public speech in Spanish into its exact written reproduction in the same language would involve _____ translation.	Inter-lingual	Intra-lingual	Creative	Bilingual	B
2	A good translation must combine _____ and _____.	Accuracy and creativity	Accuracy and correctness	Clarity and complexity	Naturalness and artificiality	A
3	Translating the internal correspondence of a business firm from Chinese into English involves _____ translation.	Literary	Software	Marketing	Commercial	D
4	Which of the following is closest in nature to literary translation?	Script translation	Technical translation	Multimedia translation	Legal translation	A
5	Live translation of oral disclosure is mostly carried out by _____.	Ambassadors	Transcriptionists	Journalists	Interpreters	D
6	Translators must excel at accurate comprehension, multilingualism, cultural sensibility and creative reproduction. This statement is _____.	False	True	Partially true	Mostly false	B
7	Original authors and translators should share a/an _____ position.	Unequal	Equal	Envious	Confidential	B
8	What is translation?	Changing ideas	Reproducing meaning from one language into another	Copying text verbatim	Altering original ideas	B
9	The word translation is derived from which Latin term?	Translatum	Translatus	Translere	Transverto	B
10	Translation mainly involves _____.	Imitation	Transformation of language	Creation of new meaning	Destruction of structure	B
11	The original language from which translation is made is called the _____.	Target language	Source language	Base language	Reference language	B
12	The language into which a text is translated is known as the _____.	Base language	Secondary language	Target language	Medium language	C
13	Which of the following is not a type of translation?	Literary translation	Scientific translation	Oral translation	Original composition	D
14	Literal translation is also known as _____.	Word-for-word translation	Sense-for-sense translation	Creative translation	Free translation	A

15	In free translation, the translator focuses more on _____.	Grammar and syntax	Style and tone	Exact wording	Dictionary meanings	B
16	Which of the following is the main objective of translation?	To change the author's purpose	To convey meaning accurately	To add personal interpretation	To modify cultural context	B
17	Which element should be maintained in literary translation?	Rhythm and emotion	Numerical data	Scientific precision	Technical terminology	A
18	Bilingualism in translation means _____.	Knowing two languages	Translating between dialects	Using phrases from one language	Writing in two scripts	A
19	Which is an example of intra-lingual translation?	English to Hindi	Old English to Modern English	Hindi to Gujarati	Sanskrit to Tamil	B
20	Translating a speech into another language orally is called _____.	Written translation	Interpreting	Editing	Proofreading	B
21	In translation, context plays a major role in understanding _____.	Grammar only	Meaning and intention	Structure only	Sentence length	B
22	Which of the following best describes a good translator?	Someone who translates quickly	One who is faithful to the sense and tone of the original	One who adds entertainment	One who omits complex parts	B
23	Equivalence in translation refers to _____.	Similar grammatical structure	Similar meaning and effect	Word-by-word similarity	Cultural similarity only	B
24	Cultural words in translation require _____.	Substitution	Omission	Adaptation	Direct copying	C
25	Which of the following is an example of technical translation?	Translating poetry	Translating a manual	Translating a story	Translating a novel	B
26	Translating literary texts mainly requires _____.	Technical vocabulary	Emotional sensitivity	Factual accuracy	Word-for-word conversion	B
27	Back translation means _____.	Translating back into the original language	Reversing grammatical order	Translating twice for clarity	Comparing two languages	A
28	The translator's fidelity refers to _____.	Faithfulness to the source text	Speed of work	Use of dictionary	Cultural adaptation	A
29	Which is the first step in translation?	Proofreading	Reading and understanding the source text	Writing the draft	Final editing	B
30	A successful translation must be _____.	Free and imaginative	Accurate, natural, and clear	Complex and literal	Short and modified	B

MCQs – Journalism

Sr. No.	Question	Option A	Option B	Option C	Option D	Answers
1	An article supporting the protection of tigers would fall under the _____ category of journalism.	Media-based	Content-based	Environment-based	Nature-based	B
2	Which of the following is not a function of journalism?	Information	Education	Entertainment	Legislation	D
3	In-depth analysis is part of _____.	Snippets	Headlines	Leads	Features	D
4	Proofreading for newspapers demands expertise.	Literary	Software	Linguistic	Legal	C
5	The following sentence would be less preferred for a news report: 'Among the many twists and turns of fate, they finally made their mark, meeting the roaring lions along the way, and tearing them apart with bare hands.' The problem with this sentence is _____.	Conciseness	Wordiness	Directness	Rudeness	B
6	According to the 'Inverted pyramid' structure of a news article or report, the information is arranged in _____ order.	Decreasing	Increasing	Neutral	Random	A
7	Encyclopaedia Britannica defines journalism as the collection, preparation, and distribution of news and related materials. Originally, journalism primarily involved the reporting of current events in which format?	Radio broadcasts	Printed format (journals and newspapers)	Television channels	Online websites	B
8	Which of the following is famously described as one of the "pillars of democracy" and the "life-breath of human liberty"?	Advertising	Public Relations	Journalism	Literature	C
9	The fundamental human instinct that journalism is a product of is the need to:	Indulge in entertainment and leisure.	Influence global politics.	Communicate with those around, for survival and progress.	Document historical events.	C

10	Which type of journalism is characterized by in-depth, problem-solving reporting on social issues?	Feature journalism	Tabloid journalism	Investigative journalism	Advocacy journalism	C
11	An article that involves supporting particular viewpoints would be an example of which type of content-based journalism?	Tabloid	Data	Advocacy	Celebrity	C
12	Which of the following is <i>not</i> listed as a major function of journalism?	Passing new legislation (lawmaking)	Explaining /interpreting news/information	Educating the general public	Advertising goods and services	A
13	What distinguishes journalism from other forms of mass communication, such as advertising, according to the text?	The use of persuasive language.	The goal of generating profit.	Objective methods of gathering / presenting news and the discipline of verification.	The focus on human interest stories.	C
14	What is considered the "hallmark of quality journalism" and essential to its survival?	Extensive use of imagery	A strong spirit of intellectual independence without resorting to sensationalism, leading to credibility.	Writing in the first person.	The exclusive coverage of political news.	B
15	According to the text, what is one of the major roles of a journalist regarding the government and the public?	To replace government officials in decision-making.	To focus only on entertaining the public.	To convey information about government policies and keep the government informed of public needs.	To limit the exchange of views on public platforms.	C
16	The career role that involves undertaking thorough revision and correction of news articles in terms of correctness of facts, style, language, grammar, and punctuation is that of a:	Proofreader	Reporter	Feature writer	Columnist	A
17	Who heads teams of news reporters and journalists and takes a range of decisions, from inclusion/exclusion of news items to changes in content and style?	Cartoonists	Editors	Correspondents	News Presenters	B

18	For aspiring journalists in the electronic media, the high-profile job of presenting news bulletins on air and conducting interviews is known as:	News Presenter	Feature Writer	Researcher	Photojournalist	A
19	Print media journalists primarily work with:	Radio, television, and internet platforms.	Newspapers, magazines, and journals.	Press information bureaus and legal affairs departments.	Social media sites and personal blogs.	B
20	What is the core principle that requires journalistic writing to be based on facts rather than opinions, as the profession is seen as a public service?	Objectivity	Brevity	Simplicity	Credibility	A
21	Journalistic style strives for credibility , which is achieved by doing which of the following?	Stating detailed facts and figures and using direct quotes.	Using long, complex sentences.	Avoiding specific names and locations.	Writing in a highly creative, story-telling manner.	A
22	To convey information to a wide audience, journalists are expected to write in a style that is:	Highly technical with specialized jargon.	Simple and easy to understand.	Primarily conversational and informal.	Subjective and opinion-driven.	B
23	Which feature of journalistic writing suggests that sentences and paragraphs should be concise and direct, avoiding complex and wordy styles?	Objectivity	Brevity	Credibility	Clarity	B
24	News articles are generally written using which conventional structure?	The five-paragraph essay structure	The 'inverted pyramid' structure	The chronological structure	The 'circular flow' structure	B
25	The first sentence or paragraph of a news article, which contains the most important information and attempts to attract the reader, is known as the:	Lead	Tail	Synopsis	Hook and Tail	A
26	The Lead paragraph of a news story generally attempts to answer which crucial questions?	If, Maybe, Perhaps, Should, Could	Who, What, When, Where, Why	How much, How long, How many	Like, Dislike, Recommend, Share	B
27	For a news story to be considered newsworthy , what two criteria are highlighted as important?	Length and word count.	Impact and timeliness/relevance.	Writer's personal opinion and bias.	Use of creative language and anecdotes.	B

28	When writing a news article, any views or opinions about the facts should always be:	Avoided completely.	Stated as the journalist's personal view.	Attributed to named sources.	Placed only in the Tail section.	C
29	In terms of mechanics, news reports are usually written using which person and tense?	First person (I/We) and present tense.	Second person (You) and future tense.	First person (I/We) and past tense.	Third person (never I/We/You) and past tense.	D
30	The tip that suggests "A good picture is equal to ten thousand words" relates to the importance of what element in a news article?	Illustration (photographs, sketches, and images)	Revision	Conciseness	Clarity and Simplicity	A



MCQs – English for Academia and other Careers

Sr. No.	Question	Option A	Option B	Option C	Option D	Answers
1	The central focus of ESP is on	learner's inner psyche	Learner's needs	Teacher's ability	Student's previous knowledge	B
2	Which of the following is not a feature of academic writing?	Fixed format	Formal language	Short-forms	Referencing	C
3	The school textbook publication industry demands _____ writing skills.	Academic	Legal	Journalistic	Media	A
4	Which of the following refers to the linguistic style used in all kinds of legal texts and discourses?	Language of the law	Legal language	Judicial jargon	Magistrate's register	B
5	_____ is the most important feature of business English.	Long lead	Sense of purpose	Intensive research	Monetary dealings	B
6	EST writing usually follows the _____ structure.	Inverted pyramid	Normal pyramid	Time glass	Hourglass	A
7	What is the main focus of English for Specific Purposes (ESP)?	Teaching advanced English literature.	Focussing on the needs of the learner in a specific situation.	Teaching English grammar rules generally.	Preparing students for English language fluency tests.	B
8	ESP arose powerfully after the 1960s following the rise of English as a major international language in which domains?	Arts and Humanities.	Trade and commerce, science and technology.	Media and entertainment.	History and philosophy.	B
9	Unlike General English, ESP restricts itself to teaching and practising only the:	Literary devices and poetic forms.	Colloquial and slang expressions.	Vocabulary, grammar, usage, and technical features of a language in a particular setting.	Rhetorical strategies for emotional appeal.	C
10	Above all, the chief focus in an ESP course is on:	Rote memorization of grammar rules.	Practical and task-based learning.	Reading classic novels.	Debating abstract concepts.	B
11	What do ESP teachers/trainers use <i>in addition</i> to standard textbooks?	Authentic materials related to the field or profession.	General English newspapers.	Classic works of fiction.	Materials from unrelated scientific fields.	A

12	Academic writing is defined as the written use of language for the production and dissemination of:	Personal journals and diaries.	General news and current events.	Entertaining fiction stories.	Formal scholarly knowledge.	D
13	Which of the following is <i>not</i> a feature of academic writing?	It follows a fixed format (introduction, body, conclusion).	It avoids casual, colloquial, and slang expressions.	It uses the third person for objectivity.	It uses short forms like 'don't' and 'it's' to save space.	D
14	Objectivity in academic writing is maintained by avoiding personal pronouns, specifically the first and second person. Which example demonstrates this impersonal language preference?	"We drafted this report."	"The report was drafted by the researchers."	"I believe this theory is correct."	"You can clearly see the results."	B
15	What is crucial for rendering academic writing credible?	A list of references or notes at the end of the document.	Stating the author's strong personal views.	Using emotive language.	Using complex, jargon-filled sentences.	A
16	What is considered "unforgivable" in academic writing and is defined as intellectual dishonesty or theft of ideas?	Using short sentences.	Plagiarism.	Summarising and paraphrasing from various sources.	Using technical vocabulary.	B
17	One career avenue open for academic writers is working with academic publishing houses, where professionals are sought to:	Write new works of fiction.	Translate, summarise, or paraphrase academic papers into language easily understandable by the general public.	Design magazine layouts.	Manage social media campaigns for universities.	B
18	The language used in the field of law is characterized by the use of archaic (old-fashioned) and rare terminology. It also frequently uses specialized technical terminology borrowed from which two languages?	Spanish and German.	Greek and Russian.	French and Latin.	Chinese and Japanese.	C
19	The use of "strings" or a chain of similar meaning words (e.g., "amended, supplied or modified") is common in legal language, often seen in:	Oral arguments in court.	Wills and contracts.	Casual discussions among lawyers.	Marketing materials for law firms.	B

20	Why does legal language frequently repeat content words (nouns, clauses, and phrases) and rarely use pronouns like "I, We, You, He, She"?	To make the documents longer.	To simplify the reading process.	To adhere to formatting rules.	To avoid any ambiguity, misinterpretation, or confusion.	D
21	Which feature of legal language is demonstrated by expressions like "The report was drafted by the researchers" and is used to give more importance to the action than the doer?	Nominalisation	Passive voice	Archaic usage	Third person plural	B
22	Which non-lawyer profession requires the recording and creation of exact written transcripts of trials, testimonies, and other law proceedings, often facing a shortage of skilled professionals?	Paralegals	Legal Assistants	Legal Recruiters	Court reporters or stenographers	D
23	Which of the following is <i>not</i> listed as a function for which English language is used by employees in the tourism sector?	Providing directions and guiding tours.	Resolving customer complaints.	Assisting in check-in and check-out procedures.	Framing acts of law and legislation.	D
24	In the tourism sector, English acts as a lingua franca . What is the primary role of English in this context?	Promoting only one culture.	Unifying diverse peoples and cultures and facilitating business/financial transactions.	Restricting communication between countries.	Maintaining formal distance from customers.	B
25	The major careers currently open in the tourism sector that require English expertise include:	Law, medicine, and engineering.	Airlines, hotels, tours (planners, guides), and transport.	Academic research and publishing.	Legislative bodies and corporate legal affairs.	B
26	What is the primary feature of Business English ?	It is highly creative and metaphorical.	It is subjective and expresses personal emotions.	It is transactional, functional, practical, and work-oriented.	It uses long, complex sentences and archaic words.	C
27	Effective Business Communication is characterized by being brief and direct, concise and precise. This means it avoids which of the following?	Short, simple sentence structures.	Repetitiveness, clichés, slang, and long phrases/verbs.	Familiar and easy words.	Clarity and accurate facts.	B

28	In order to save both time and money, Business English makes primary use of which simple grammatical structure?	Complex future tenses.	One simple tense throughout the document.	Extensive use of the passive voice.	Subordinate and co-ordinate clauses.	B
29	The linguistic features of EST include the frequent use of specialised scientific and technology vocabulary, often with which origins?	Russian and Arabic roots.	Greek and Latin roots.	French and Italian roots.	Indian and Chinese roots.	B
30	EST writing generally follows which non-linear structural pattern for its organization?	Inverted pyramid.	Normal pyramid.	Time glass.	Hourglass structure.	D

Group Discussion

1. Will a day come when the world would rid itself of all divisions of castes, religions and races and a person will be considered as just a human being without any artificial labels to identify him/her?

Evaluator: Good morning, everyone. Our topic today is whether the world will ever rid itself of labels like caste, religion, and race to see people purely as human beings.

Aarav: While it's a beautiful vision, we need to look at whether human nature and social structures even allow for such a "label-free" world.

Sanya: I'd like to jump in. I believe that day *must* come for our survival. If you look at history, we have moved from small tribal warfare to global cooperation. As we face global threats like climate change, the realization that we are one species is becoming a biological necessity, not just a moral one.

Ishita: I agree with Sanya. The digital age is a huge catalyst. On the internet, your avatar, your code, or your gaming skills matter more than your caste or race. We are seeing a "Digital Cosmopolitanism." As we move toward a more interconnected world, the "artificiality" of these labels becomes more apparent because we interact with people based on shared interests rather than shared origins.

Kabir: I have to disagree slightly with Ishita. While technology connects us, it also creates "filter bubbles." Algorithms often push people back into identity-based groups. In the Indian context, even on matrimonial or networking sites, caste filters haven't disappeared. The labels aren't dying; they are evolving.

Meera: That's a valid point, Kabir. Religion and caste aren't just "labels" for many; they are sources of community and identity. Can we really call them "artificial"? For many, they provide a sense of belonging and a moral framework. If we remove these, won't people feel lost in a nameless void?

Rohan: But Meera, the problem isn't the *identity*; it's the *hierarchy*. The prompt asks if we can rid ourselves of "divisions." Legislation like the Indian Constitution or Civil Rights acts worldwide try to neutralize these labels in the eyes of the law. I think a day will come when these labels exist as personal history, but they will lose their power to determine a person's socio-economic destiny.

Aarav: Let's look at the science. Humans are wired for "in-group" and "out-group" dynamics. If we erase race and religion today, tomorrow we might divide ourselves by "Genetic IQ," "Wealth Tiers," or even "Mars-colonists vs. Earth-dwellers."

Sanya: That's a cynical view, Aarav. Education is the key. As literacy and scientific temper grow, the irrationality of judging someone by their birth becomes clear. Look at our own generation—inter-caste and inter-religious friendships and marriages are at an all-time high compared to our grandparents' time.

Kabir: So, we are looking at a trade-off. We might never be "label-free," but we might become "label-neutral."

Rohan: Exactly. The goal isn't to erase our ancestors' history, but to ensure that "humanity" is the primary identity, and everything else is secondary.

Evaluator: Okay, the time is over now. Someone may please conclude the discussion.

Aarav: To conclude, the group seems to agree that while a total erasure of labels is unlikely due to human psychology and the need for belonging, a future where these labels no longer cause *division* or *discrimination* is a goal we are slowly but surely moving toward through education, law, and global exposure.

2. As an extreme sense of individualism and materialism has become the core aspect of life these days, any sort of human relationship is relegated to the background.

Evaluator: Good morning, everyone. Your topic for today's group discussion is: 'As an extreme sense of individualism and materialism has become the core aspect of life these days, any sort of human relationship is relegated to the background.' You have 10 minutes to discuss this. You may begin.

Ananya: I'd like to initiate the discussion. In today's hyper-competitive world, especially for students like us, the 'Self' has become the center of the universe. We are taught that our net worth is our self-worth. When we view life through a materialistic lens, people often become 'utilities' rather than 'entities.' We network to get jobs, not to make friends.

Ishan: I agree with Ananya, but let's look at the 'why.' The rise of the gig economy and urban migration has forced us into individualism. In a city like Bangalore or Mumbai, you are often alone, fighting for survival. Naturally, your career and your bank balance take priority because they provide security that relationships sometimes cannot.

Priya: But Ishan, isn't that security an illusion? We are seeing a massive spike in loneliness and mental health issues among Indian youth. We might have the latest iPhone and a high-paying job, but if we have no one to share a meal with, that materialism has failed us. We are trading 'Vitamin Connection' for 'Value of Assets.'

Rahul: I'd like to offer a counter-perspective. Is it really 'extreme individualism,' or is it just 'self-awareness'? Earlier, people stayed in toxic relationships or suffocating joint families just for the sake of 'society.' Today, we prioritize our peace. Materialism, to an extent, is just the pursuit of a better quality of life.

Simran: That's a fair point, Rahul, but there's a thin line between self-care and selfishness. Look at how we interact now. Even when we are sitting together in a cafe, everyone is on their phone, scrolling through social media—which is a tool of both individualism (personal branding) and materialism (targeted ads). We are 'connected' to the world but 'disconnected' from the person sitting across from us.

Ananya: Exactly. The 'Transactional Nature' of relationships is the real issue. We see this in modern dating and even in family dynamics. Everything is about "What am I getting out of this?" rather than "What can I give?"

Ishan: However, we shouldn't be too cynical. The same individualism allows us to form 'chosen families.' We are moving away from forced biological ties toward relationships based on shared values. So, while traditional structures are in the background, new, more authentic human connections might be moving to the foreground.

Priya: But those 'chosen families' also require time and sacrifice—two things a materialistic lifestyle doesn't permit. If you work 14 hours a day to afford a luxury lifestyle, you have zero hours left for human empathy.

Evaluator: All right. The time is over now. Someone may please summarise the discussion.

Simran: To conclude, while individualism fosters personal growth and materialism drives the economy, we are currently at a tipping point. We are realizing that "Standard of Living" is not the same as "Quality of Life." The consensus of the group seems to be that while we cannot abandon our personal goals, we must consciously re-prioritize human connections to avoid a social recession.

3. The dream of every Indian – Vikasit Bharat

Evaluator: "Good morning, everyone. Your topic for today's group discussion is: 'The dream of every Indian - Vikasit Bharat 2047.' You are expected to discuss the pillars, challenges, and the role of the youth in achieving this vision of a developed India. You have 10 minutes. You may begin."

Aryan: I'd like to initiate the discussion. *Vikasit Bharat 2047* isn't just a slogan; it's a blueprint for a USD 30 trillion economy. For India to transition from a 'developing' to a 'developed' status, our primary engine must be world-class infrastructure. Projects like PM Gati Shakti and the expansion of the highway network are the physical foundations upon which this dream will be built.

Sneha: Building on Aryan's point, we cannot be a developed nation if half of our population is left behind. The pillar of *Nari Shakti* or Women-led Development is crucial. We need to move beyond just 'empowering' women to ensuring they are at the forefront of the workforce, especially in STEM and leadership roles. Currently, our Female Labour Force Participation Rate (FLFPR) needs a significant boost to reach developed-nation standards.

Kartik: While infrastructure and gender parity are vital, I believe technology will be the ultimate 'force multiplier.' India has already stunned the world with the Digital Public Infrastructure (DPI) like UPI. By 2047, the dream is to bridge the 'Digital Divide' entirely. We aren't just looking at urban smart cities but at 'Smart Villages' where a farmer in a remote corner has the same digital access as a software engineer in Bangalore.

Mehak: That's a great point about technology, Kartik. However, we must ensure that our development is 'Green.' A developed India cannot afford to follow the high-carbon path that Western nations took. Our dream for 2047 includes achieving Net Zero and becoming a global hub for Green Hydrogen. Economic wealth shouldn't come at the cost of our air and water quality.

Rishi: I agree with all of you, but the weight of this dream rests on the *Amrit Peedhi*—the youth. We are the world's youngest nation with a median age of around 28. But a demographic dividend can easily become a demographic disaster if we don't fix our 'Skill-Employability Paradox.' The National Education Policy (NEP) 2020 is a step in the right direction, but by 2047, our education system must produce 'creators' and 'innovators' rather than just 'degree holders.'

Aryan: Rishi, you're right. The transition from a service-led economy to a manufacturing and innovation-led one is key. We need to increase our R&D spending, which is currently below 1% of GDP, to foster a culture of 'Discovery-led Growth.'

Sneha: Also, let's not forget the 'Annadata' (Farmers). A developed India must have a modern agricultural sector where farming is a profitable, tech-driven profession. Ensuring zero poverty and food security for 1.6 billion people by 2047 is a monumental part of this dream.

Evaluator: Thank you everyone. Your time for discussion is over now. Someone may please conclude.

Rishi: "To conclude our discussion, we have agreed that *Vikasit Bharat 2047* is a multi-dimensional goal. It requires the synchronization of economic growth, technological innovation, and social inclusivity. While challenges like the digital divide and climate change exist, the group consensus is that with the right focus on education and 'Nari Shakti,' India is well-poised to reclaim its position as a global 'Vishwa Guru' by its centenary year. The dream is achievable, provided every citizen transitions from being a passive observer to an active architect of change."

4. Start-ups in India: The engine of a new economy

Evaluator: "Good morning, everyone. Your topic for today's group discussion is: 'Start-ups in India: The engine of a new economy.' You should discuss India's position as a global hub, the transition from metros to smaller towns, and the sustainability of the current model. You have 10 minutes. You may begin."

Aman: I'd like to open the discussion by stating that India has officially crossed the milestone of **2,00,000 DPIIT-recognised startups** as of 2026. We are firmly the world's third-largest ecosystem. It's no longer just about 'copycat' models from the West; Indian startups are now solving uniquely Indian problems at a global scale.

Bhavna: Adding to Aman's point, the most exciting trend is the "democratization" of entrepreneurship. Nearly **50% of our recognized startups** now emerge from Tier-II and Tier-III cities like Jaipur, Indore, and Surat. The "startup" is no longer a Bengaluru or Mumbai exclusive. This is vital for the *Viksit Bharat* vision because it creates local employment and prevents brain drain to metros.

Chaitanya: While the scale is impressive, we must look at the quality of growth. After the funding winter of 2023-24, we've seen a shift in 2025-26 toward **profitability over vanity metrics**. We now have over **125 unicorns** in India, but the celebration today isn't about hitting a billion-dollar valuation; it's about reaching "PBT" or Profit Before Tax. Investors are becoming much more disciplined.

Deepa: I agree with Chaitanya. The "E-commerce and Fintech" era has matured, and 2026 is becoming the breakout year for **Deep-Tech and Climate-Tech**. With the *IndiaAI Mission* and the push for semiconductors, startups are moving into high-IP (Intellectual Property) areas. We are seeing indigenous AI models and green-hydrogen solutions that are truly "Made in India for the World."

Eshwar: That's a positive outlook, Deepa, but we must address the structural challenges. Despite the growth, our **R&D spending is still below 1% of GDP**. Also, there is a significant "funding gap" for women-led startups. While 48% of startups have at least one woman director, the actual capital flowing to them is still disproportionately low. We need more than just recognition; we need equitable capital.

Aman: Eshwar makes a valid point. However, the Government's *Fund of Funds* and the *Seed Fund Scheme* have mobilized over Rs 27,000 crore to bridge that gap. The GeM (Government e-Marketplace) has also opened up Rs 51,000 crore worth of orders to startups, allowing them to compete with big corporations.

Bhavna: To wrap up my thoughts, I think the next phase for Indian startups is going to be **Agri-Tech**. With 60% of our population dependent on agriculture, a startup that improves crop yield or supply chain efficiency has a bigger social impact than another food-delivery app.

Evaluator: Thank you everyone. Who will conclude the discussion now?

Chaitanya: "To conclude, our group agrees that the Indian startup ecosystem has transitioned from a 'startup boom' to 'startup maturity.' While we have achieved massive scale and become a global leader in numbers, the focus is now rightly shifting toward deep-tech, sustainability, and profitability. While challenges like low R&D investment and the gender funding gap remain, the decentralized growth across 'Bharat' ensures that our startup story is inclusive and resilient. India is no longer just a market; it is a laboratory for global innovation."

Interviews

1. **Imagine that you are being interviewed for the post of a sales executive and that you are asked to talk about your strengths and weaknesses as a person. Write down what you will say in a short paragraph of six sentences.**

"I believe my greatest strength is my **resilience**, which allows me to stay motivated and positive even after facing multiple rejections, a common scenario in sales. Additionally, I possess **strong communication skills** that help me build trust and rapport with diverse customers very quickly. On the professional front, one weakness I've identified is that I sometimes struggle with **delegating tasks** because I want every detail to be perfect. However, I am actively working on this by using task-management tools to trust my team while still maintaining high standards. I am also highly **result-oriented**, which ensures that I consistently meet or exceed my monthly sales targets. Ultimately, my ability to **adapt to different personality types** makes me an effective salesperson who can represent your brand with confidence."

2. **You have applied for a bank loan to study abroad and have been asked to attend an interview. Think of five questions that you could be asked and write them down along with your possible responses.**

Characters in the conversation: Mr. Sharma (the Bank Manager) and Rahul (the Student)

Mr. Sharma: Good morning, Rahul. Please have a seat. I see you've applied for an education loan of Rs30 lakhs for your Master's in the US. Let's start with the basics—why did you choose this specific university and country?

Rahul: Good morning, Sir. I've chosen the University of Texas because it is top-ranked for Data Science. Their curriculum includes practical lab work that is very rare in other colleges, and the US currently offers the best global exposure for tech students.

Mr. Sharma: I see. The total cost is quite high, though. Can you break down the expenses and tell me exactly how much you are asking from us?

Rahul: Yes, Sir. The total cost, including tuition and stay, is about Rs 40 lakhs. I am requesting a loan of Rs 30 lakhs. My family is covering the remaining Rs 10 lakhs from our personal savings to show our commitment.

Mr. Sharma: That's a fair split. Now, tell me about your repayment plan. What are your career goals after you finish the degree?

Rahul: After my degree, I plan to work in the US for two to three years under the OPT program. This will help me earn in dollars and pay off a large part of the loan quickly. Long-term, I want to return to India to work in our growing tech sector.

Mr. Sharma: Understood. Since you won't be earning while studying, who is your co-applicant, and what is their financial status?

Rahul: My father is the co-applicant, Sir. He is a Senior Manager in a private firm with 15 years of stable service. I have brought his salary slips and the last three years of ITR for you to verify.

Mr. Sharma: Okay. One last question—the job market can be unpredictable. What is your plan if you don't get a high-paying job immediately after graduation?

Rahul: I've chosen a field with very high demand, Sir. However, if there is a delay, we have the one-year moratorium period. My father is prepared to cover the interest payments during that time, and I plan to work as a Teaching Assistant on campus to manage my own pocket money.

3. Imagine that you are being interviewed for the post of a marketing executive. Draft the interview conversation conducted by 2 interviewers.

In this scenario, we have two interviewers: **Ms. Kapoor** (Marketing Head) and **Mr. Das** (HR Manager). The candidate is **Aryan**, a final-year college student.

Mr. Das (HR): Good morning, Aryan. Please, take a seat. I'm Das from HR, and this is Ms. Kapoor, our Marketing Head. How are you doing today?

Aryan: Good morning, Sir. Good morning, Ma'am. I'm doing great, thank you. I'm very excited to be here.

Ms. Kapoor (Marketing): Glad to hear that! Let's dive right in. Aryan, marketing is more than just social media. Why did you choose this career path?

Aryan: Ma'am, I've always been fascinated by why people choose certain brands over others. During my college fests, I realized I have a knack for storytelling and convincing people. I enjoy the challenge of understanding a customer's need and showing them how a product fits their life.

Mr. Das (HR): That's a good start. But marketing often involves long hours and tight deadlines. Can you give us an example of how you've handled pressure in the past?

Aryan: Certainly, Sir. Last year, I was the head of the sponsorship team for our college festival. Two weeks before the event, our main sponsor backed out. I had to stay back late every day with my team to find new leads. We eventually secured three smaller sponsors that covered the gap, and the event was a success.

Ms. Kapoor (Marketing): Interesting. Now, if I gave you a brand new, eco-friendly water bottle to market to college students, what would your first step be?

Aryan: My first step would be to identify the "pain point." Most students are tired of plastic waste but want something that looks cool and is easy to carry. I would focus my campaign on "Sustainability meets Style," using Instagram reels and student influencers to show the bottle as a trendy accessory, not just a utility item.

Mr. Das (HR): You seem to have the creative side down. But what about the numbers? Are you comfortable with data and reports?

Aryan: Yes, Sir. I've taken a certification in Google Analytics and basic Excel. I understand that marketing isn't just about a great ad; it's about tracking how many people clicked it and how many actually bought the product. I like using data to see what worked and what didn't.

Ms. Kapoor (Marketing): Great. Last question from me—where do you see yourself in five years?

Aryan: In five years, I hope to have mastered the transition from a Marketing Executive to a Brand Manager. I want to be someone who can lead a team and create campaigns that aren't just seen in India, but are recognized globally.

Mr. Das (HR): Thank you, Aryan. That's all from us. We will get back to you by the end of the week.

Aryan: Thank you, Sir. Thank you, Ma'am. I look forward to hearing from you.

4. Write a detailed note on preparing for a job interview.

Preparing for a job interview can feel overwhelming, but if you break it down into three stages—**Before, During, and After**—it becomes much easier to manage.

1. Before the Interview (The Research Phase)

Preparation is 50% of the battle. You cannot walk into an interview without knowing who you are talking to.

- **Know the Company:** Spend at least an hour on the company's website. Understand what products they sell, who their CEO is, and check their recent news.
- **Analyze the Job Description (JD):** Read the JD carefully. If they ask for "Teamwork" and "Python," think of examples from your college projects where you demonstrated these.
- **Prepare the "Big Three" Questions:**
 1. *Tell me about yourself:* (Focus on your education, skills, and goals).
 2. *What are your strengths and weaknesses?* (Be honest but professional).
 3. *Why do you want to join us?* (Connect your goals to the company's mission).
- **Dress Code:** In India, "Formals" are the gold standard. For men, this means a light-coloured shirt, dark trousers, and polished leather shoes. For women, a formal shirt with trousers or a neat Indian suit (Salwar Kameez) is appropriate.

2. During the Interview (The Performance Phase)

This is where you build rapport and show your confidence.

- **Punctuality:** For an offline interview, reach 30 minutes early. For a virtual (Zoom/Teams) interview, login 5 minutes early to check your mic and camera.
- **Body Language:** Sit straight, keep a gentle smile, and maintain eye contact. In India, a firm handshake (if offered) or a polite "Namaste/Good Morning" works well.
- **The STAR Technique:** When asked about a past challenge, answer using the **STAR** method:
 - **Situation:** Set the scene.
 - **Task:** What was the goal?

- **Action:** What did *you* do?
- **Result:** What was the positive outcome?
- **Ask Questions:** At the end, when the interviewer asks, "Do you have any questions for us?", never say "No." Ask about the company culture or what a typical day in this role looks like.

3. After the Interview (The Follow-up Phase)

Most students forget this step, but it makes you stand out.

- **Self-Reflection:** Immediately after leaving, write down the questions you struggled with so you can improve for next time.
- **Thank You Note:** Send a short, professional email within 24 hours.

"Dear [Interviewer Name], Thank you for the opportunity today. I enjoyed learning about the [Role Name] position and am excited about the possibility of joining your team."

Resume Writing

1. Draft a Resume for a Leading cardiac surgeon

RESUME

Dr. Bhavesh Chauhan

Senior Consultant Cardiac & Cardiothoracic Surgeon
Surat, Gujarat, India

Professional Summary

Dr. Bhavesh Chauhan is a highly respected and experienced Cardiac and Cardiothoracic Surgeon based in Surat, India. With years of dedicated clinical practice, he is known for his expertise in managing complex cardiac conditions through advanced surgical techniques. His approach combines clinical precision, ethical medical practice, and compassionate patient care, making him one of the trusted names in cardiac surgery in the region.

Core Specializations

- * Coronary Artery Bypass Grafting (CABG)
- * Valve Repair and Valve Replacement Surgeries
- * Beating Heart (Off-Pump) Cardiac Surgery
- * Minimally Invasive Cardiac Procedures
- * Congenital Heart Disease Surgery
- * Aortic Aneurysm and Aortic Dissection Surgery
- * Emergency and High-Risk Cardiac Surgeries
- * Comprehensive Pre-operative and Post-operative Cardiac Care

Professional Experience

Senior Consultant – Cardiac & Cardiothoracic Surgery

Dr. Bhavesh Chauhan has been actively involved in providing advanced cardiac surgical care, performing a wide spectrum of routine to complex heart surgeries. He has extensive experience in handling critical cases and emergency interventions with a strong focus on patient safety and long-term outcomes.

His professional role includes:

- * Performing complex open-heart surgeries with consistent clinical success
- * Leading multidisciplinary cardiac care teams
- * Ensuring adherence to international standards of cardiac surgical practice
- * Guiding and mentoring junior doctors and surgical trainees

Educational Qualifications

- * M.Ch. (Cardiothoracic & Vascular Surgery)
- * M.S. (General Surgery)
- * M.B.B.S.

Dr. Bhavesh Chauhan has completed his medical education and advanced surgical training from reputed medical institutions, acquiring strong academic and practical foundations in cardiac surgery.

Advanced Training & Professional Development

- * Advanced training in modern cardiac surgical techniques
- * Specialized exposure to minimally invasive and beating-heart surgeries
- * Regular participation in national and international cardiac surgery workshops, conferences, and continued medical education (CME) programs

Research, Academics & Publications

- * Contributor to academic discussions and clinical research in cardiac surgery
- * Participation in national-level medical conferences and scientific forums
- * Keen interest in evidence-based medicine and outcome-oriented cardiac care

Professional Memberships

- * National Medical Commission (NMC), India
- * Indian Association of Cardiothoracic & Vascular Surgeons (IACTS)
- * Indian Medical Association (IMA)

Awards & Recognition

Dr. Bhavesh Chauhan has earned recognition for his dedication to cardiac healthcare, surgical excellence, and commitment to improving patient outcomes.

Clinical Philosophy

Dr. Bhavesh Chauhan believes in delivering safe, precise, and compassionate cardiac care, with a focus on long-term heart health and improved quality of life for patients.

Languages Known

- * English
- * Hindi
- * Gujarati

Personal & Professional Details

- * Nationality: Indian
- * Practice Location: Surat, Gujarat, India
- * Medical Registration: Registered with National Medical Commission (India)

2. Draft a Resume for a CEO of an engineering company

RESUME

Mr. Rajesh Kumar Mehta

Chief Executive Officer (CEO)

Star Engineering & Infrastructure Company
Mumbai, Maharashtra, India

Professional Summary

Dynamic and results-driven **Chief Executive Officer** with over **25 years of leadership experience** in the Indian engineering and manufacturing sector. Proven expertise in driving large-scale engineering projects, operational excellence, strategic growth, and business transformation. Adept at aligning technology, talent, and processes to deliver sustainable profitability and long-term stakeholder value.

Core Competencies

- Strategic Leadership & Corporate Governance
- Engineering Project Management
- Infrastructure & Industrial Development
- Business Expansion & Market Penetration
- Operational Excellence & Cost Optimization
- Mergers, Acquisitions & Joint Ventures
- Digital Transformation & Industry 4.0
- Stakeholder & Government Relations

Professional Experience

Chief Executive Officer (CEO)

ABC Engineering & Infrastructure Ltd., India

2016 – Present

- Leading a diversified engineering company with operations across power, EPC, manufacturing, and infrastructure sectors
- Successfully executed large-scale national and international engineering projects
- Spearheaded organizational restructuring resulting in improved efficiency and profitability
- Strengthened corporate governance, compliance, and ESG practices
- Built strong relationships with clients, investors, government bodies, and global partners

Managing Director / Executive Director

ABC Engineering & Infrastructure Ltd., India

2010 – 2016

- Oversaw end-to-end business operations including engineering, procurement, construction, and finance
- Played a key role in expanding the company's project portfolio and geographic footprint
- Introduced modern project management systems and quality benchmarks
- Mentored senior leadership teams and strengthened succession planning

Senior Vice President – Operations

XYZ Engineering Pvt. Ltd., India

2002 – 2010

- Managed multi-location engineering plants and project execution teams
- Led capacity expansion and process optimization initiatives
- Improved delivery timelines and reduced operational costs

Educational Qualifications

- **MBA (Operations & Strategy)** – Indian Institute of Management (IIM), India
- **B.Tech. (Mechanical Engineering)** – National Institute of Technology (NIT), India

Professional Certifications & Training

- Certified Project Management Professional (PMP)
- Executive Leadership Program – Harvard Business School (Executive Education)
- Corporate Governance & Risk Management Certification

Board Memberships & Affiliations

- Member, Confederation of Indian Industry (CII)
- Member, Federation of Indian Chambers of Commerce & Industry (FICCI)
- Board Member, Industry Advisory Council

Key Achievements

- Led the company to achieve consistent double-digit revenue growth
- Successfully completed high-value EPC and infrastructure projects
- Recognized for excellence in leadership and business innovation
- Played a pivotal role in adopting sustainable and green engineering practices

Awards & Recognition

- “CEO of the Year” – Engineering & Infrastructure Sector
- Excellence in Leadership Award by Industry Associations

Leadership Philosophy

“Building strong engineering enterprises through innovation, integrity, and people-centric leadership.”

Languages Known

- English
- Hindi

Personal Details

- Nationality: Indian
- Location: Mumbai, India

3. Draft a Resume for a Media personality

RESUME

Ms. Ananya Verma

Media Personality | Television Anchor | Journalist | Digital Content Creator

Mumbai, Maharashtra, India

Professional Profile

Accomplished **media personality** with over **12 years of experience** across television broadcasting, print journalism, digital media, and public engagement. Known for strong on-screen presence, articulate communication, and credible storytelling. Adept at hosting live shows, conducting high-profile interviews, moderating discussions, and creating impactful multimedia content.

Core Strengths & Skills

- Television & Live Show Anchoring
- News Presentation & Reporting
- Interviewing Public Figures & Celebrities
- Script Writing & Storytelling
- Digital Media & Social Media Engagement
- Public Speaking & Event Hosting
- Content Strategy & Brand Collaboration
- Voice Modulation & On-Camera Confidence

Professional Experience

Senior News Anchor & Host

National News Network, India

2018 – Present

- Anchoring prime-time news and current affairs programs
- Conducting exclusive interviews with political leaders, industry experts, and social influencers
- Hosting live debates and special coverage during elections, major events, and breaking news
- Collaborating with editorial teams to ensure accuracy and impactful presentation

Media Correspondent & Reporter

Leading Media House, India

2012 – 2018

- Covered national, social, and cultural stories across multiple platforms
- Produced investigative and feature reports with high viewer engagement
- Reported live from the field during major events and public movements
- Contributed articles and opinion pieces to print and digital editions

Digital Media Creator & Influencer

2016 – Present

- Created original video and written content on social, lifestyle, and public-interest topics
- Built a strong online presence with a growing audience base
- Collaborated with brands, NGOs, and campaigns for awareness initiatives

Educational Qualifications

- Master's Degree in Journalism & Mass Communication
- Bachelor's Degree in Arts (English / Media Studies)

Awards & Recognition

- Best News Anchor Award – Media Excellence Forum
- Recognized for impactful journalism and responsible reporting
- Featured among emerging media influencers

Events & Public Engagements

- Host and moderator at national conferences, award ceremonies, and corporate events
- Guest speaker at universities and media workshops
- Panelist on media ethics and digital journalism forums

Languages Known

- English
- Hindi

Personal Attributes

- Confident and composed under live broadcast pressure
- Ethical, credible, and audience-focused
- Strong interpersonal and networking skills

Personal Details

- Nationality: Indian
 - Location: Mumbai, India
-

4. Draft a Resume for a Computer Programmer**RESUME****Ujwal Khanna**

H.No. 10-10-111/1

Flat No 22, Azad Apartments

Mobile: 98250xxxxx

Barkatpura, Hyderabad

Email: ujwal@yahoo.co.in

Career Objective

To pursue a challenging career in IT in a reputed organisation which provides me with opportunities to grow professionally and personally.

Academic Profile

Name of the Degree	Year of Passing	Percentage of Marks	Name of the Institute
MCA	2020	4.15 (CGPA)	Seema Institute of Technology, Hyderabad
Intermediate	2015	93%	Rana Junior College, Hyderabad
SSC	2013	91%	Bharat High School, Guntur

Experience

Working as a computer programmer in WinTech, Secundarabad, from June 2020 to date.

Personal Profile

Date of birth: 11 September 1998

Languages Known: Telugu, Hindi and English

Hobbies and Interests: Surfing the Net, gardening, listening to classical music

References

- Mr D. Ramanathan
Director, WinTech India Private Limited, Hyderabad
- Dr David Klong
Principal, Seema Institute of Technology, Hyderabad

5. Draft a Resume for a School Teacher

RESUME

SANJEEV KUMAR SHARMA

103, Raj Flats, Adajan, Surat

Email: sanjeevsharma@yahoo.com

Mobile: 97201xxxxx

CAREER OBJECTIVE

To teach effectively & efficiently in Senior Secondary School by motivating & creating interest in the students with the help of innovative teaching techniques and modern teaching aids.

EDUCATION

- Master of Science: Mathematics – 1995 – Doaba College, Jalandhar (Guru Nanak Dev University, Amritsar-India)
- Master of Science: Computers – 2002, Maharishi Dayanand University, Rohtak (India)
- Post Graduate Diploma: Computers – 1999, Kurukshetra University (India)
- Bachelor of Education: Mathematics, Punjabi – 1997, D.A.V. College of Education, Hoshiarpur (Punjab University, Chandigarh)
- Bachelor of Arts: Mathematics, Economics, Physical Education – 1992, G.G.D.S.D. College, Haryana (Punjab University, Chandigarh)
- Senior Secondary: Mathematics, Economics, Physical Education – 1989, G.G.D.S.D. College, Haryana (Punjab School of Education, Mohali)

PROFESSIONAL ACHIEVEMENTS

- Excellent performance as per school evaluation reports at all teaching levels including (PSEB, CBSE) Board Classes.
- Successfully taught Mathematics successfully for many years maintaining high success rate of students.
- Popular acceptability equally amongst students and colleagues.

PERSONAL STRENGTHS

- Ability to creatively develop and apply personalized teaching techniques in accordance with the needs of the students and emphasize on what is being learnt rather than what is being taught.
- Set up class room environment for students to interact, explore ideas, feel comfortable to question, problem solve and learn effectively.
- Collaborate with colleagues to organize joint work and share teaching resources.
- Make myself easily approachable to students to resolve problems, handle emotions and build confidence of the students on equal opportunity basis.
- Communication and interpersonal skills for interaction with students and colleagues.
- Inculcating in students a love for library and use of Mathematics laboratory.

EXPERIENCE

- Mathematics Master – D.A.V. Sr. Sec. School, Arya Samaj Road, Hoshiarpur (Punjab)
 - From 13 January, 1998 to Till Date
- Mathematics Teacher – Guru Nanak Model School, Bulhowal (Hoshiarpur)
 - From 15 July, 1997 to 31 December, 1997.
 - From 29 July, 1995 to 28 July 1996.

OTHER INTERESTS

- Traveling to new places.
- NET (Internet) Surfing.
- Chatting on NET (Internet).
- Listening to old Hindi, Punjabi and English Pop Songs.
- Books Reading.
- Programming in C, C++ , Visual Basic

PERSONAL DETAILS

Date of Birth : 18 October, 1970
Sex : Male
Marital Status : Married

REFERENCES

1. Dr Avinash Pradhan
HOD, Dept. of Statistics,
Maharishi Dayanand University, Rohtak
 2. Dr Ramesh Tripathi
Principal, Guru Nanak Model School, Bulhowal
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Letter Writing

1. Sales letter for a new Smart Home Device

XYZ Electronics Pvt. Ltd.
Noida, UP

22 January 2026

Subject: Experience Smarter Living with the New SmartHome Pro X

Dear Valued Customer,

We are delighted to introduce the **SmartHome Pro X**, a next-generation electronic solution designed to make your everyday life smarter, safer, and more convenient.

In today's fast-paced world, technology should work seamlessly for you. The **SmartHome Pro X** combines advanced features with an intuitive design to deliver superior performance and reliability. Whether you are managing your home, office, or personal space, this device adapts effortlessly to your needs.

Why Choose SmartHome Pro X?

- **Advanced Technology:** Powered by the latest smart automation system
- **Energy Efficient:** Helps reduce power consumption and operating costs
- **User-Friendly Interface:** Easy setup and simple controls via mobile app
- **Reliable & Durable:** Built with high-quality components for long-term use
- **Enhanced Security:** Real-time alerts and remote monitoring features

As a valued customer, we are offering you an **exclusive introductory discount for a limited period**. This is the perfect opportunity to upgrade your lifestyle with a product trusted for performance and innovation.

- To place your order or request a demo, contact us at [99251xxxx]**
- Visit us online at www.smarttech.com**

Upgrade to smarter technology today and experience the difference with **SmartHome Pro X**.

Warm regards,
Sales & Marketing Team
XYZ Electronics Pvt. Ltd.
[99250xxxx]

2. Sales letter for a mobile phone

Nova Mobiles India Pvt. Ltd.
Mumbai

22 January 2026

Subject: Create Smarter Connections with Nova X5 Smartphone

Dear Customer,

Greetings from Nova Mobiles India Pvt. Ltd.

We are excited to present the all-new Nova X5 Smartphone, a perfect blend of cutting-edge technology, elegant design, and powerful performance. Designed for today's fast-moving lifestyle, the Nova X5 delivers an exceptional mobile experience at an attractive price point.

Key Highlights of Nova X5:

- * Powerful processor for smooth multitasking
- * High-resolution camera for stunning photos and videos
- * Long-lasting battery with fast charging support
- * Sleek, lightweight, and premium design
- * Advanced security with fingerprint and face unlock

Whether you are a professional, student, or tech enthusiast, the Nova X5 is crafted to meet your everyday communication and entertainment needs with reliability and style.

To celebrate the launch, we are offering a special introductory discount for a limited period. Visit our nearest authorized store or contact us today to experience the future of smart mobility.

- Phone: 98250xxxxx
- Website: www.novaphone.com

Upgrade your smartphone experience with Nova X5 – Smart. Stylish. Powerful.

Thanking you,

Yours sincerely,
Sales & Marketing Team
Nova Mobiles India Pvt. Ltd.
[Company Address]

3. Response to a complaint regarding error in account statement

EbonyCash Limited
123 Dell Street
Pune 23

14 July 2021

Our response to your complaint

Ref: Your letter dated 12 July 2021

Dear Mr Ajay Sinha,

Thank you for informing us about the issue regarding your credit file. We have investigated the matter and our findings are stated below.

Background

You have written to us because you believe we have registered 'default' or 'repossession' labels on your credit file.

Your Credit File Details

We have checked your payment history from January 2021 to June 2021 and found that each payment has been made on time. Further, your final payment of Rs 50000 (fifty thousand only) is clearly reflected, thereby settling your account early.

Current Status

We can confirm that we have entered all your payments, including the final settlement, as 'paid on time', and have not registered 'default' or 'repossession' labels on your credit file.

We hope that this addresses your complaint. We could not get you on the phone, though we tried calling you twice on 13 July 2021. We would be happy to discuss this with you over the phone, at a mutually convenient time. You will find our number in the letterhead.

Yours sincerely,
Dilip Kumar
(Manager, Accounts)

P.S.: We are offering a twenty percent discount to customers till the end of July 2021! Call us now to avail this offer!

4. Response to a complaint regarding poor customer service

**Docomo Communications
Mumbai, India**

21 January 2026

Subject: Response to Your Complaint Regarding Customer Service

Dear Sir/Madam,

Thank you for bringing your concerns to our attention. We sincerely regret the inconvenience and dissatisfaction you experienced due to the poor customer service provided.

Please accept our apologies for not meeting the standards of service that we strive to maintain. Your feedback is extremely valuable to us, and we take such matters very seriously. We have reviewed your complaint and have shared it with the concerned department to ensure that appropriate corrective measures are taken.

We assure you that necessary steps are being implemented to prevent the recurrence of such issues in the future. Our team is also undergoing additional training to enhance service quality and customer interaction.

We truly value your association with us and hope to restore your confidence in our services. Should you require any further assistance or wish to discuss the matter in detail, please feel free to contact us at any time.

Thank you for your patience and understanding.

Yours sincerely,
Customer Service Manager
XYZ Company Ltd.

[Phone Number]

[Email ID]

Telephonic Conversations

1. Draft a telephonic conversation between a customer (who is dissatisfied with a laptop) and a customer service executive (who is trying to find a solution for the customer's complaint)

Customer Service Executive (CSE): Good morning, customer support. This is Riya speaking. How may I assist you today?

Customer: Good morning. I'm calling to complain about the laptop I purchased last month. I'm very dissatisfied with its performance.

CSE: I'm really sorry to hear that, sir. I understand how frustrating this must be. Could you please tell me the specific issue you are facing?

Customer: The laptop keeps overheating and shuts down automatically. I use it for work, and this problem is affecting my productivity.

CSE: I sincerely apologize for the inconvenience caused. May I know the model number and purchase date so I can check the details?

Customer: Yes, it's the ProTech X14 model, purchased on 10th December.

CSE: Thank you for the information. Please allow me a moment to check your warranty status. (Pause)

Sir, your laptop is under warranty. We can arrange a free service inspection for you.

Customer: I already visited the service centre once, but the issue wasn't resolved. That's why I'm upset.

CSE: I completely understand your concern, and I'm sorry for the earlier experience. In this case, I will escalate the matter to our senior technical team. We can either arrange a doorstep service visit or, if required, a replacement as per company policy.

Customer: That sounds better. I would prefer a doorstep service since I can't travel again.

CSE: Certainly, sir. I will schedule a technician visit within the next 48 hours. You will receive a confirmation message shortly.

Customer: Alright. I hope this issue gets resolved this time.

CSE: We assure you that we will do our best to resolve the problem permanently. Thank you for your patience and awareness. Is there anything else I can help you with?

Customer: No, that will be all.

CSE: Thank you for calling customer support. Have a nice day.

2. Draft a telephonic conversation between a female customer (who is dissatisfied with a washing machine) and a customer service executive (who is trying to find a solution for the female customer's complaint)

Customer Service Executive (CSE): Good afternoon, customer care. This is Rajan speaking. How may I help you?

Mrs Amita: Good afternoon. I am calling to complain about my washing machine. I am quite dissatisfied with its performance.

Rajan: I'm sorry to hear that, ma'am. Please accept our apologies for the inconvenience caused. Could you please explain the problem you are facing?

Mrs Amita: The washing machine is making a loud noise and does not rinse clothes properly. I bought it only two months ago.

Rajan: I understand your concern, ma'am. May I know the model number and date of purchase so I can check the details?

Mrs Amita: Yes, it is the CleanWash Pro 7.2 model, purchased on 15th November.

Rajan: Thank you for the information. Please allow me a moment to check your warranty status. (Pause)

Ma'am, your washing machine is under warranty. We can arrange a free service visit at your home.

Mrs Amita: That would be helpful. I cannot carry the machine to the service center.

Rajan: Certainly, ma'am. We provide doorstep service. I will schedule a technician visit within the next 24 to 48 hours.

Mrs Amita: Alright. I hope the problem gets resolved permanently this time.

Rajan: We assure you, ma'am, that our technician will thoroughly inspect the machine and fix the issue. If the problem persists, we will consider a replacement as per company policy.

Mrs Amita: Thank you for your support.

Rajan: You're welcome, ma'am. Thank you for contacting customer care. Have a pleasant day.

3. Draft a telephonic conversation between a female customer (who is unhappy with a hair dryer) and a customer service executive (who is trying to find a solution for the female customer's complaint)

Customer Service Executive (CSE): Good morning, customer care. This is Rahul speaking. How may I assist you?

Female Customer: Good morning. I'm calling to complain about the hair dryer I recently purchased. I'm not satisfied with it.

CSE: I'm sorry to hear that, ma'am. Please accept our apologies for the inconvenience. Could you please explain the issue?

Female Customer: The hair dryer overheats within a few minutes and stops working. I'm worried it might be unsafe to use.

CSE: I understand your concern, ma'am, and thank you for informing us. May I know the model number and purchase date?

Female Customer: Yes, it's the StyleDry 1200 model. I bought it about three weeks ago.

CSE: Thank you for the details. Please allow me a moment to check the warranty status. (Pause)

Ma'am, your product is under warranty. We can arrange a replacement or a free repair, as per your preference.

Female Customer: I would prefer a replacement, as this issue occurred very quickly.

CSE: Certainly, ma'am. I will register a replacement request right away. Our delivery partner will contact you within the next 3 to 5 working days.

Female Customer: That sounds good. Thank you for your help.

CSE: You're welcome, ma'am. We apologize once again for the inconvenience caused. Thank you for calling customer support. Have a nice day.

4. Draft a telephonic conversation between a customer (who has complained about the rude behaviour of a sales person in an electronics showroom) and a customer service executive (who is trying to find a solution for the customer's complaint)

Customer Service Executive (CSE): Good afternoon, customer care. This is Neha speaking. How may I assist you today?

Customer: Good afternoon. I am calling to complain about the rude behaviour of one of your salespersons at your electronics showroom.

CSE: I'm very sorry to hear that, sir. Please accept our sincere apologies for the unpleasant experience. Could you please explain what happened?

Customer: Yesterday, I visited your showroom to inquire about a smart TV. The salesperson was very rude and impatient. He did not answer my questions properly and behaved disrespectfully.

CSE: I truly regret that you had such an experience. This is certainly not the level of service we aim to provide. May I know the showroom location and, if possible, the name or description of the salesperson?

Customer: It was at your City Centre showroom. I don't know his name, but he was at the TV section in the evening.

CSE: Thank you for sharing the details, sir. I will immediately register your complaint and forward it to the showroom manager for necessary action.

Customer: I hope this issue is taken seriously. Such behaviour discourages customers.

CSE: You are absolutely right, sir, and we appreciate your feedback. We assure you that the matter will be investigated and appropriate corrective steps will be taken. We will also ensure staff members receive additional training in customer service.

Customer: Alright. I appreciate your response.

CSE: Thank you for bringing this to our attention. We value you as our customer and hope to serve you better in the future. Is there anything else I can assist you with?

Customer: No, that will be all.

CSE: Thank you for calling customer care. Have a good day.

Presentation Skills

1. Prepare a presentation including 8-10 slides and script for each slide on the topic “Soft Skills”

Slide 1

Soft Skills

The Key to Personal & Professional Success

Presentation by: XYZ
Udhna College, Surat
Date

Script: “Good morning everyone. Today, I am going to talk about an extremely important topic—**Soft Skills**. In this presentation, we will understand what soft skills are, why they matter, and how they contribute to personal growth and professional success. These skills play a vital role in shaping our behaviour, attitude, and interaction with others.”

Slide 2

Presentation Overview

- Meaning of Soft Skills
- Types of Soft Skills
- Communication & Interpersonal Skills
- Leadership & Decision-Making
- Importance of Soft Skills
- Key Takeaways

Script: “Let me give you a brief overview of today’s presentation. We will begin by understanding the meaning of soft skills, followed by their different types. We will then focus on communication, interpersonal skills, and leadership. Finally, we will discuss the importance of soft skills and conclude with key takeaways.”

Slide 3

Introduction to Soft Skills

Slide Content:

- What are Soft Skills?
- Importance in personal and professional life
- Complement to technical (hard) skills

Script

“Soft skills refer to personal attributes and interpersonal abilities that help individuals communicate effectively, work well with others, and manage their behaviour in different situations. Unlike technical skills, soft skills focus on how we interact with people. In today’s competitive world, soft skills are as important as academic knowledge or technical expertise.”

Slide 4

Types of Soft Skills

- Communication Skills
- Interpersonal Skills
- Leadership Skills
- Time Management
- Problem-Solving Skills
- Emotional Intelligence

Script:

“Soft skills can be broadly classified into different categories. Communication skills help us express ideas clearly. Interpersonal skills allow us to build relationships. Leadership skills enable us to guide others. Time management helps us work efficiently, while problem-solving and emotional intelligence help us handle challenges and emotions effectively.”

Slide 5

Communication Skills

- Verbal communication
- Non-verbal communication
- Listening skills
- Written communication

Script:

“Communication is one of the most essential soft skills. Verbal communication includes how we speak and present ideas. Non-verbal communication includes body language and facial expressions. Listening is equally important because good communication is incomplete without understanding others. Written communication plays a key role in emails, reports, and messages.”

Slide 6

Interpersonal & Teamwork Skills

- Cooperation and collaboration
- Respect for diversity
- Conflict management
- Building trust

Script:

“Interpersonal skills help us work effectively with others. In academic and professional settings, teamwork is unavoidable. Cooperation, mutual respect, and understanding different perspectives are essential. Good interpersonal skills also help in managing conflicts calmly and building trust within teams.”

Slide 7

Leadership and Decision-Making Skills

- Taking initiative
- Motivating others
- Responsibility and accountability
- Effective decision-making

Script:

“Leadership is not limited to managers or supervisors. Anyone can demonstrate leadership by taking initiative and responsibility. Good leaders motivate others, guide teams toward goals, and make timely and thoughtful decisions. Leadership skills help individuals stand out in both academic and professional environments.”

Slide 8

Importance of Soft Skills

- Career growth and employability
- Workplace harmony
- Personal development
- Adaptability and confidence

Script:

“Soft skills play a crucial role in career success. Employers today look for candidates who can communicate well, work in teams, and adapt to change. Soft skills improve workplace relationships, boost confidence, and support overall personal growth. They help individuals handle pressure and adapt to new situations effectively.”

Slide 9

Conclusion & Key Takeaways

- Soft skills are life skills
- Can be learned and improved
- Essential for success in all fields

Script:

“To conclude, soft skills are essential life skills that influence our success in every area of life. The good news is that soft skills can be developed through practice, self-awareness, and experience. By improving our soft skills, we become better students, professionals, and human beings.”

Slide 10

Thank you!

Questions & Discussion

- Thank you for your attention
- Any questions or comments?

Script: “Thank you for your time and attention. I hope this presentation has helped you understand the importance of soft skills in our daily and professional lives. I would now be happy to answer any questions or hear your thoughts.”

2. Prepare a presentation including 8-10 slides and script for each slide on the topic “Effective Presentation Skills”

Slide 1

Effective Presentation Skills

Presented by
Ms. Seema Patel
Communication Skills Expert

Hello everyone. Good morning! Welcome to the Academy of Excellence. Thank you for giving me the opportunity to talk to you today. Before I begin, I'd like to tell you something about myself. I am Seema Patel and I am a Communication Skills expert.

As you know, the topic of my presentation today is Effective Presentation Skills. My presentation will take about 15 minutes or so. We'll have a question-and-answer session after that. You don't need to take notes. I'll give you a copy of handouts with all the points we discuss today. Let's get started then.

Slide 2

Effective Presentation Skills – Outline/Preview

- Defining Purpose
- Analyzing Audience and Locale (Venue)
- Organizing Contents
- Preparing outline
- Understanding Nuances of Delivery
- Understanding Kinesics and Paralinguistics
- Using Appropriate Visual Aids/Equipments

I've divided the presentation into 7 points. I'll first talk about defining purpose. Then I'll discuss how to analyze the audience and locale. The third point will be organizing contents. The next point would be preparing outline. The fifth point will be understanding nuances of delivery. It will be followed by understanding kinesics and paralinguistics. The last point will be using appropriate visual aids.

Slide 3

Defining Purpose

- How can presentation help?
- Ask a question to get the answer
- Think of presentation in terms of exploration

Okay then. I'll begin with the first point, that is, defining purpose. One needs to think over about the purpose of a presentation: How can it help the audience? Who will benefit from it? Whether it will inform, inspire, motivate, persuade or convince the audience to think or act on some idea?

Slide 4

Analyzing Audience and Locale

- Unique physical environment
- Know the physical setting
- Check the equipment and projection
- Lighting, Seating, Acoustics
- Be familiar and comfortable with locale

Secondly, we need to analyze the audience and locale. It means one should know about the venue and setting. A presenter needs to check the equipment and projection along with the lighting and seating arrangement. The acoustics of the room or hall need to be checked too. This analysis is necessary because one needs to be familiar and comfortable with locale to be confident while making the presentation.

Slide 5

Organizing contents of Presentation

Introduction

- Catch the attention
- Give the topic, purpose and preview
- Provide smooth transition to the main points

Main body

- Bridge / Link your points
- Internal preview and Internal summary

Conclusion

- Convincing
- Thanking the audience

The next important thing is organizing the contents of the presentation. It should be divided into an introduction, main body and a conclusion. The introduction should catch attention, offer a purpose and preview of the topic, and provide smooth transition to the main points. The main body should explain each point, bridge various points and provide internal summary. The conclusion should be convincing. After the feedback/question-answer session at the end, one should not forget to thank the audience.

Slide 6

Preparing an outline

- Make the outline basis of your presentation
- Be flexible to adjust according to audience response
- Can be words, phrases or sentences

Let us now discuss how to prepare an outline. The outline should offer a basis of your presentation. You must be flexible to adjust according to audience response. The outline need not be long complete sentences. It can be words, phrases or short sentences.

Slide 7

Modes of Presentation

- Extemporaneous or Impromptu
- Reading from manuscript/notes
- Memorization

The next point is modes of presentation. A presentation can be made extemporaneous or impromptu, that is unprepared or unrehearsed. A presentation can be made by reading from manuscript, or even by memorization. But presentation by memorization can sometimes land you in trouble.

Slide 8

Nonverbal communication

- Kinesics – personal appearance, posture, gesture, facial expression, eye contact
- Proxemics – intimate, personal, social, public zones
- Paralinguistic features – voice, articulation, pronunciation, pauses
- Chronemics – punctuality, timing of messages, meeting deadlines, managing time, cultural variations

Further, there are other aspects like nonverbal communication which also play a significant role in a presentation. Nonverbal communication includes kinesics, proxemics, paralinguistic features and chronemics.

Kinesics includes personal appearance, posture, gesture, facial expressions and eye contact with the audience. Proxemics is the awareness of various zones like intimate, personal, social and public.

Paralinguistic features include voice, articulation, pronunciation and pauses.

Whereas chronemics involves punctuality, timing of messages, meeting deadlines, managing time and cultural variations.

Slide 9

Visual Aids

- Over Head transparencies
- PowerPoint presentations
- Blackboard or whiteboard
- Flip Charts
- Posters, maps, samples, models, products

Finally, one needs to use appropriate visual aids to support his or her ideas, thoughts and opinions. Visual aids include over head projectors and transparencies, PowerPoint presentations, blackboard, whiteboard, or flip charts. One can even display posters, maps, samples, models or real products.

Slide 10

Any Questions?

Thank you!

I would like to conclude by saying that one needs to answer questions like why, what, whom, when, where, and how before making a presentation. In other words, a presenter needs to be aware about the purpose, venue, audience, style and manner, content, and modes of presentation. A person must be careful about one's thoughts, speech, action and body language along with the content while making a presentation to make it effective and impressive. Now, if there are any questions, I shall be pleased to answer them.

Thank you all for your kind attention.

-
- 3. Think of a product you want to promote in the market. It could be a detergent, an electronic item or a health drink. Prepare a presentation consisting of five charts or slides and make it in class.**

Slide-1

**Promotion of a new laptop – ALPHA
Phillips – innovation and you**

Website: www.phillips.com
Email: customers@phillips.com

Presented by Jatin Panchal
Sales Manager

Good morning everyone! I am happy to welcome you all here today. I feel privileged to stand before you and present the details of our product. Let me introduce myself. I am Jatin Panchal from the sales department here.

As you know, the purpose of my presentation today is the promotion of our latest laptop – Alpha. My presentation will take around 20 minutes. We'll have a question-and-answer session after that. Please feel free to interrupt if you have a question. Shall we begin?

I've divided the presentation into 5 points. I'll first talk about our company and brand name. Then I'll discuss the features of the new laptop. The third point will be its efficiency. The next point would be maintenance and warrantee. The last point would be the pricing and availability.

Slide-2

Outline

- Company and Brand
- Features of Laptop
- Efficiency
- Maintenance and Warrantee
- Price and Availability

Okay then. I'll begin by the first point, and that is Company and Brand. Phillips is an experienced electronics company that has earned its reputation as a leading electronics manufacturer. We offer various electronic products from computers to laptops, music systems to televisions. Our products are not only highly durable and qualitative, but they are loaded with latest technology and features. What's interesting is that they are available at affordable prices.

Slide-3

Company and Brand

- Phillips Company – a reputed name in electronics
- Trusted brand name
- Various electronic products
- Durable and highly advanced products
- Latest technology and features
- Affordable prices

Secondly, we shall have a look at the features of the new Alpha laptop. It comes with an excellent quality with attractive design and five different colours. It is 15 mm thick and weighs just 1.2 kg. It is powered by a eighth generation Intel Core i9 processor, coupled with 2 GB RAM and 256 GB SSD.

Slide-4

Features

- Quality
- Design
- Colours
- Size
- RAM
- Memory
- Weight

The next important thing is the efficiency of this laptop. It also allows users sync their phone contacts, messages, gallery, notes, and other data. It is quite compatible with all kinds of soft-wares. It is significantly quick and claims a 9 hour battery life. It can charge 50 percent in just 30 minutes.

Slide-5

Efficiency

- Compatibility
- Speed
- Capacity
- Battery

Let us now consider the maintenance and warrantee of this product. The company offers durable products along with 2 years free maintenance along with 1 year warrantee on all accessories. In addition, users will get a 2 years warrantee on hard disc.

Slide-6

Maintenance and Warrantee

- Durable
- 1 year warrantee on all accessories
- 2 years maintenance free
- 2 years warrantee on hard disc

The next point is the price and availability of the product. The price of Alpha laptop is Rs 20000 which is lowest in its class. It is quite affordable. The company has also declared a cash discount of 2 % initially. Alpha laptops will be available at all leading electronics stores including Croma and Reliance Digital. Easy monthly installment schemes have also been announced.

Slide-7

Price

- Economic
- Affordable
- Cash discount

Availability

- Available at all leading electronics stores
- Easy monthly installments scheme

I'd like to conclude by saying that Alpha laptops will create a great demand in the market. Let us get ready to meet the upcoming demands of the customers.

Slide-8

**Questions?
Thank you all!**

Thank you all for your kind attention. If there are any questions, I'll be pleased to answer them.
