

Syllabus for University Exam Sem-I English (EPLS-I)

Textbook: English and Soft Skills by S P Dhanavel (Orient Blackswan)

Ch.1 Listening Skills

Ch.2 Teamwork Skills

Ch.3 Emotional Intelligence Skills

Ch.6 Problem-Solving Skills

Syllabus for College Internal Exams: Chapters 1, 2, 3

Question Paper Pattern

F.Y.B.Com (Semester: 1)

Subject: English Proficiency and Life Skills-I

Time: 1 Hour

Total Marks: 25

Q:1	Multiple choice questions: (Any 10)	10
	Story, Grammar, Vocabulary	
Q:2 (A)	Answer the following Questions: (Any 2 out of 4)	04
	Skill based questions	
Q:2 (B)	Expand the Proverb: (Any 1 out of 2)	04
	Proverbs from exercises	
Q:2 (C)	Read the following case study and answer the questions below: (Any 1 out of 2)	07
	Real life experiences, case studies	

MCQ Bank

Chapter 1 The boy who broke the bank

Sr. No.	Question	Option a	Option b	Option c	Option d	Answers
1	Who is Nathu?	a) a sweeper boy	b) manager	c) merchant	d) betel seller	a
2	Who is Sitaram?	a) betel seller	b) a washerman's son	c) barber	d) merchant	b
3	What does Sitaram tell Mrs Srivastava?	a) I can work for you	b) I can't work for you	c) I know of a sweeper boy who's looking for work.	d) None of these	c
4	How does Mrs Srivastava understand what the sweeper had said?	a) Seth Govind Ram's bank can pay its employees.	b) Seth Govind Ram's bank can't even pay its employees.	c) Seth Govind Ram's bank had no money	d) None of these	b
5	How does Mrs Bhushan interpret Mrs Srivastava's statement?	a) If they can't pay the sweeper they must be in a bad way.	b) The bank doesn't want to pay the employees.	c) The bank is succeeding.	d) The bank has no money	a
6	Why does Mr Kishore speak to Deep Chand?	a) He wants to share his problems.	b) Deepchand has borrowed some money from Mr Kishore.	c) He has deposited some money.	d) Because Deep Chand had an account in Pipalnagar Bank.	d
7	Why does the elderly gentleman rush to the general merchant's store?	a) Because he wanted to verify the rumour about the bank.	b) Because he couldn't trust anyone with his money	c) Because he was excited.	d) None of these	a
8	According to the elderly gentleman, what had Seth Govindram done?	a) Seth Govind Ram was an innocent man.	b) Seth Govind Ram had run away with all the money.	c) Seth Govind Ram's bank had no money	d) all of these	b
9	How does the rumour spread from the photographer's shop?	a) Mrs. Bhushan gossips with the other women of the town.	b) Mrs. Shrivastava spreads the rumour	c) Kamal Kishore, Deep Chand and the customers spread the rumour further in various directions.	d) No one was responsible.	c

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10	What is interesting about the beggar?	a) He appeared to be a handicap, but he stood up and ran to claim his money as soon as he heard about the bank's collapse.	b) He was not a beggar.	c) Nothing was interesting about him.	d) He was not an imposter.	a
11	How does the manager try to handle the angry customers?	a) He didn't try to placate the crowd.	b) He got furious	c) He sat peacefully in his office.	d) He tried to placate the crowd saying that the bank had enough money, but no cash at hand and asks for more time to arrange the cash.	d
12	What do people imagine about Seth Govind Ram?	a) Seth Govind Ram was a kind man.	b) Seth Govind Ram had wasted all the money after merriment.	c) He didn't want to return people's money.	d) Seth Govind Ram was a drunkard.	b
13	Who or what really breaks the bank?	a) Mrs. Bhushan	b) Rumours spread by village people about Pipalnagar bank's collapse.	c) Mrs. Bhushan and Mrs. Srivastava	d) Nathu and Sitaram	b
14	What is the name of the bank where Nathu works?	a) Pipalnagar Bank	b) Sitanagar Bank	c) Pipelnagar Bank	d) SBI	a
15	Where did a large, shady tamarind tree grow?	a) In front of the bank	b) Near the photographer's shop	c) at the end of the bazaar	d) There was no tamarind tree.	c
16	Give the name of the beggar as mentioned in "The Boy Who Broke the Bank".	a) Ganpath	b) Nathu	c) Sitaram	d) Deepchand	a
17	What is the name of the barber in the story "The Boy Who Broke the Bank"?	a) Nathu	b) Deepchand	c) Sitaraman	d) Ganpath	b
18	Who is Kamal Kishore in the story "The Boy Who Broke the Bank"?	a) betel seller	b) a washerman's son	c) Husband of Mrs Bhushan	d) Photographer	d
19	At the end of the story, who says "I wonder how it could have happened"?	a) Nathu	b) Sitaram	c) Mrs Srivastava	d) The manager	a

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20	Who had a thousand rupees in savings in the Pipalnagar Bank?	a) Ganpath, the beggar	b) Nathu, a sweeper boy	c) Deepchand	d) a washerman's son	a
21	What do people imagine about Seth Govindram in "The Boy Who Broke the Bank"?	a) He invested all the money in shares.	b) He spent all the money in self indulgence.	c) He spent all the money in buying property.	d) He spent the money in gambling.	b
	Chapter 2 Whitewashing the Fence					
1	What is the mood expressed in the opening lines of the story?	a) fresh, bright and pleasant	b) sad, gloomy, melancholic	c) surprising and pleasant	d) None of the above	a
2	How was Tom feeling on that Saturday morning?	a) fresh, bright and pleasant	b) surprising and pleasant	c) sad, gloomy, melancholic	d) excited and happy	c
3	Why was Tom feeling gloomy on Saturday morning?	a) because he was given the punishment of whitewashing the fence alone	b) because he was missing his hometown	c) because he was hungry	d) All of these	a
4	What happened when Jim started to whitewash the fence?	a) Aunt Polly was happy to see him.	b) Aunt Polly was disappointed.	c) Aunt Polly arrived there and chased him away	d) Aunt Polly wanted to help Jim.	c
5	Is Tom afraid of Aunt Polly?	a) Yes	a) No	c) Can't say	d) None of these	a
6	How does Tom succeed in getting Ben to whitewash the fence?	a) Ben was a simpleton.	b) Ben was forced to whitewash.	c) Tom pretended to enjoy whitewashing very much and convinced Ben to do his work	d) Tom was a manipulative boy.	c
7	How did Tom manage to become wealthy by the afternoon?	a) by receiving toys as gifts from other boys as the price for enjoying whitewashing	b) by receiving a huge amount of money.	c) by receiving praises	d) None of these	a
8	Which things make Tom wealthy?	a) dimes and cents	b) dollar bills	c) marbles, fire-crackers, and other toys	d) Only toys	c
9	Which things does the author differentiate in the story?	a) work and play	b) read and play	c) write and play	d) work, help and play	a

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10	What 'great law of human action' did Tom discover?	a) In order to make a man or boy covet a thing, it is only necessary to make the thing difficult to attain	b) Deception is the key.	c) Always desire for more.	d) More is less.	a
11	On which day was Tom assigned to whitewash the fence?	a) Tuesday	b) Monday	c) Saturday	d) Sunday	c
12	Tom gave ____ to Jim to convince for whitewashing the fence.	a) toys	b) dimes	c) brush	d) white alley	d
13	What was Ben Rogers personating while Tom was whitewashing the fence?	a) American Queen	b) USS Cairp	c) Big Missouri, the steamer	d) None of the above	c
14	From which novel is the story "Whitewashing the Fence" taken?	a) The Adventures of Toto	b) The Adventures of Tom Cruise	c) The Adventures of Huckleberry Finna	d) The Adventures of Tom Sawyer	d
15	How many coats of whitewash did the fence have at the end of the day?	a) three	b) ten	c) two	d) one	a
16	Tom did not want the other boys to see him whitewashing because they would	a) not make fun of him	b) make fun of him	c) help him	d) play with him	b
17	How did Tom make Ben Rogers and other boys paint the fence?	a) by pretending painting to be fun	b) by giving a huge amount of money.	c) by working	d) all of these	a
18	What was the name of Tom's aunt?	a) Aunt Polly	b) Aunt Molly	c) Aunt Jolly	d) Aunt Anne	a
19	What work was assigned to Tom as a punishment by Aunt Polly?	a) whitewashing the fence	b) whitewashing the walls	c) whitewashing the ceilings	d) whitewashing the rooms	a
20	What did Billy Fisher give to Tom for the joy of whitewashing?	a) brush	b) marbles	c) a kite	d) fire-crackers	c
	Chapter 3 My Financial Career					
1	What makes the narrator feel nervous in a bank?	a) clerks	b) windows, counters	c) the sight of money	d) All of these	d

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2	How does the accountant help the narrator in the beginning?	a) he ignored the narrator	b) he fetched the manager	c) he pretended to be a manager.	d) None of these	b
3	What prevents the narrator from telling the manager his purpose clearly?	a) his nervousness	b) he was a detective.	c) he was sent by someone else	d) his intentions were not clear.	a
4	How does the manager's behaviour change when he learns that the narrator wants to open an account with 56 dollars?	a) he welcomes him warmly.	b) he becomes happy	c) he is astonished	d) he becomes unkind and loud	d
5	Why does the narrator deposit 56 dollars and then wants to withdraw 6 dollars?	a) he wants to spend some money in shopping	b) the manager has asked him for 6 dollars.	c) because he forgot to keep money for present use	d) he was a philanthropist.	c
6	How did the narrator end up withdrawing all his money?	a) he wrote 56 dollars instead of 6 dollars in the cheque by mistake	b) he was furious at the bank manager.	c) he was too anxious to visit bank in future.	d) he was confident enough to keep his money with himself.	a
7	Who benefitted from the transaction?	a) Leacock	b) Accountant	c) everyone	d) no one	d
8	What kind of story is this?	a) humorless	b) hysterical	c) humorous	d) absurd	c
9	What adjectives can you use to describe the narrator?	a) nervous and weak	b) happy and joyful	c) strong and confident	d) hopeful but nervous	a
10	What will happen to the bank if it receives many customers of this kind every day?	a) the bank will flourish with success	b) chaos	c) the bank will attract more customers.	d) None of these	b
11	After entering the bank, the author went to a counter marked _____.	a) accountant	b) manager	c) clerk	d) there was no sign.	a
12	What did the author ask the manager when he saw the manager for the first time?	a) Are you the manager?	b) Can you help me?	c) Are you available?	d) None of these	a
13	How much amount of money did the author want to withdraw from the bank?	a) 56 dollars	b) 6 dollars	c) 66 dollars	d) 16 dollars	b

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14	Who is the author of the essay "My Financial Career"?	a) Mark Twain	b) Ruskin Bond	c) Stephen Leacock	d) Stephen King	c
15	In "My Financial Career," the narrator goes to the bank to:	a) to get a job	b) to see the manager.	c) to complain	d) open a savings account	d
16	How does the narrator feel when he enters the bank?	a) happy and excited	b) sick and exhausted	c) anxious and nervous	d) gloomy and weak	c
17	What is the overall tone of "My Financial Career"?	a) suspense	b) satirical and humorous	c) seriousness	d) mystical	b
18	Why does the narrator feel that he has become a laughingstock in the bank?	a) because they knew something about him	b) because of his nervous and clumsy behaviour	c) because he forgot to bring his money	d) All of these	b
19	In the end, the narrator in "My Financial Career" decides to:	a) leave the bank and never return	b) visit the bank soon	c) to get a job	d) None of these	a
20	The narrator's visit to the bank results in	a) happy ending	b) exciting moment	c) a humorous and embarrassing incident	d) None of these	c
	Chapter 6 Problem-Solving Skills					
1	Where does William Morris work?	a) Regnier's at Knightsbridge	b) Ranieri's at Knightsbridge	c) Morris' at Knightsbridge	d) Petronski's at Knightbridge	a
2	What job does William Morris do?	a) a private detective	b) salesman at antique jewellers	c) manager at Regnier's	d) writer	b
3	What are the hobbies of William Morris?	a) to talk	b) reading books and observing people	c) observing people	d) none of these	b
4	Who are the favourite writers of William Morris?	a) Poe & Collins and Gaboriau	b) Doyle, Poe & Collins	c) Agatha, Doyle & Poe	d) Poe, Gaboriau & Doyle	a
5	Why is William Morris interested in detective fiction?	a) he is unemployed	b) favourite pastime	c) he was a writer	d) because it teaches about human nature in general	d
6	Why does William Morris observe people whenever he travels?	a) favourite pastime	b) to evaluate people	c) he was curious	d) he was a detective	b

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7	What is the problem that William Morris faces in his workplace?	a) an antique necklace was stolen	b) an antique toe-ring was stolen	c) an antique ring was stolen	d) All of these	c
8	How does William's reading help him in solving the problem at the store?	a) he calls for help	b) he calls the police to investigate.	c) he keenly observed the girl and used his common sense	d) None of these	c
9	How does William work closely with Miss Susskind and Mr Reigner to solve the problem?	a) he made a sign to Miss Susskind when the ring was missing and also asked her to inform Mr Regnier about it	b) he was too proud to ask for help	c) he calls the police	d) None of these	a
10	The ring had _____.	a) gold platings	b) diamonds and rubies in floral motif	c) an emerald stone	d) diamonds and sapphire stones	b
11	Who is the author of the story "The look-out man"?	a) Ruskin Bond	b) Mark Twain	c) Nicolas Bentley	d) William Morris	c
12	What is the name of the narrator of the story "The look-out man"?	a) Nicolas Bentley	b) Leacock Stephen	c) Miss Susskind	d) William Morris	d
13	Where did William Morris live?	a) Edinburgh	b) Woldingham in Surrey	c) Knightsbridge	d) None of these	b
14	Who was the owner of the antique jewellery shop where William Morris worked?	a) Mr Regnier	b) Mr Morris	c) Ms Susskind	d) Nicolas Bentley	a
15	Whom did William Morris signal when the ring disappeared from the tray?	a) Mr Regnier	b) The American guy	c) Miss Susskind	d) himself	c
16	What did the girl in the story the lookout man bring into repair?	a) an imitated jewellery	b) an antique ring	c) some quirky jewellerys	d) cheap bracelet	d
17	What did William Morris notice when the girl took off her glove?	a) a split seam in the forefinger of the right glove	b) no wedding ring	c) nails carelessly varnished	d) All of these	d
18	When did William Morris realize that the girl was a thief?	a) when Morris stooped to pick up the tissue paper	b) he was aware of the situation	c) he was searching for the lost ring	d) when Mr Regnier was checking the American	a

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19	What did William Morris significantly notice about the American customer?	a) No significant observation was made	b) he was a cool man with a great taste.	c) he had stopped chewing gum while they were searching for the missing ring	d) he was chewing gum till the end.	c
20	How would you describe William Morris as a person?	a) meticulous and observant	b) slow but a good observer	c) bookworm	d) All of these	a

	Grammar and Vocabulary Questions					
1	Choose the noun form of the word 'urgent'.	a) urgency	b) urgentful	c) urgently	d) urgency	a
2	Choose the noun form of the word 'maintain'.	a) maintening	b) maintaincy	c) maintainity	d) maintenance	d
3	Choose the noun form of the word 'build'.	a) buildship	b) builder	c) building	d) builds	b
4	Choose the noun form of the word 'astonish'.	a) astonishment	b) astnoished	c) astonishes	d) astonify	a
5	Choose the noun form of the word 'travel'.	a) traveled	b) traveller	c) travelise	d) travelist	b
6	Which of these is not a noun?	a) impdeiment	b) payment	c) employer	d) listen	d
7	Which of these is a noun?	a) speculation	b) farsightedness	c) arrival	d) All of these	d
8	Choose the noun form of 'employ'.	a) employee	b) employer	c) employment	d) All of these	d
9	Identify the noun form of 'speculate'.	a) speculation	b) speculative	c) speculates	d) None of these	a
10	Which of these is not a noun?	a) beggar	b) sweeper	c) vendor	d) appear	d
11	Did you _____ to what the expert said in his lecture? (Choose the appropriate word to fill the blank.)	a) hear	b) speak	c) listen	d) talk	c
12	Choose the adjective form of 'nature'.	a) natureful	b) naturing	c) natural	d) natures	c
13	Mitesh is the _____ of all the boys in the class. (Choose the suitable form of adjective to fill the blank.)	a) cleverest	b) cleverer	c) cleverful	d) clever	a

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14	Choose the adjective form of 'silence'.	a) silencer	b) silentful	c) silent	d) silentship	c
15	Choose the adjective form of 'anger'.	a) angry	b) angerful	c) angers	d) angering	a
16	Choose the adjective form of 'afford'.	a) affording	b) affordable	c) afforder	d) affordful	b
17	Which of these is not an adjective?	a) peaceful	b) hopeless	c) silent	d) anger	d
18	Which of these is an adjective?	a) meaningless	b) destructive	c) heavy	d) All of these	d
19	Which of these is not an adjective?	a) comfortable	b) hopeless	c) joy	d) peaceful	c
20	Add a suffix to make adjective form of the word 'purpose'.	a) purposes	b) purposeful	c) purposement	d) purposeness	b
21	Which of these is the adverb form of 'hard'?	a) harder	b) hardly	c) hardship	d) harden	b
22	Which of these is the adverb form of 'nervous'?	a) nervousful	b) nervously	c) nervousness	d) None of these	b
23	He <u>hardly</u> goes to play football. (Replace the underlined adverb)	a) rarely	b) always	c) never	d) regularly	a
24	He walked fast because he missed the bus. (Identify the adverb)	a) walked	b) fast	c) because	d) bus	b
25	Which of these is not an adverb?	a) walk	b) hardly	c) fortunately	d) nervously	a
26	Which of these is an adverb?	a) leisurely	b) certainly	c) happily	d) All of these	d
27	Which of these is an adverb?	a) seldom	b) quite	c) already	d) All of these	d
28	What is the adverb form of the word 'cold'?	a) colder	b) coldly	c) coldest	d) None of these	b
29	Which of these is not an adverb?	a) shyly	b) fearfully	c) fair	d) fairly	c
30	Which of these is an adverb?	a) very	b) payment	c) silent	d) None of these	a
31	Rajat was a genius ___ painting. (Fill the blank with appropriate preposition)	a) on	b) for	c) from	d) at	d
32	As a child ___ six, he drew an amazing picture. (Fill the blank with appropriate preposition)	a) at	b) in	c) of	d) from	c

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33	He left ___ New York with a flowing necktie and a small capital. (Fill the blank with appropriate preposition)	a) for	b) of	c) after	d) above	a
34	Joe Larrabee came _____ the West.	a) over	b) from	c) at	d) before	b
35	Which of these is a preposition?	a) but	b) somehow	c) with	d) and	c
36	Which of these is not a preposition?	a) for	b) although	c) until	d) about	b
37	Which of these is a preposition?	a) at	b) in	c) for	d) All of these	d
38	The thief, however, <u>escaped</u> . (Replace the underlined word with relevant phrasal verb.)	a) ran away	b) sat down	c) stood up	d) picked up	a
39	Which of these phrasal verbs means 'to search'?	a) get rid of	b) make up	c) look for	d) part with	c
40	What is the meaning of the phrasal verb 'stoop down'?	a) to bend the top half of the body forward and down	b) to pass something to the authority	c) to separate from	d) to step backwards	a

SHORT QUESTION ANSWERS

CHAPTER: 1 LISTENING SKILLS- *THE BOY WHO BROKE THE BANK*

1. How is listening different from hearing?

Hearing is when your ears detect sounds, like when you hear a car passing by. Listening is when you pay attention to those sounds and try to understand what they mean, like when you listen to someone talking and understand their words. So, hearing is just hearing the noise, but listening is when you think about and understand the noise. Listening needs more focus and thinking than just hearing.

2. Why is it important to listen?

Listening is important because it helps you understand what people are saying and what is happening around you. When you listen carefully, you can learn new things, solve problems, and have better relationships with others. It shows that you care about what someone is saying, and it can prevent misunderstandings. So, listening is an important skill for communication and getting along with others.

3. Do you often find it difficult to listen properly? How can you overcome this difficulty?

Yes. It can be hard to listen properly because of distractions or not paying attention. To overcome this difficulty, one can try to focus on the speaker, remove distractions, and practice active listening by asking questions and showing interest in what they are saying.

4. Why is it important to listen to our customer and clients?

Listening to our customers and clients is important because it helps us understand what they want and need. When we listen, we can improve our products or services to make them better and more helpful. It also shows that we care about their opinions and can build trust and better relationships. So, listening to customers and clients helps us provide better solutions and keep them happy.

5. How does listening help in developing good relations with people?

Listening is like a key to building good relationships with people. When we listen to others, it shows that we value and respect their thoughts and feelings. It makes them feel heard and understood, which makes them like us more. Listening also helps us avoid misunderstandings and conflicts because we can better understand what others want or need. So, by listening, we create a stronger bond with people and make our relationships happier and more positive.

6. How is it listening and understanding from another person's point of view important for a manager?

Listening and understanding from another person's point of view is very important for a manager. It helps the manager make better decisions and solve problems because they have more information and different perspectives. It also makes employees feel valued and heard, which can boost their morale and productivity. When a manager listens to their team, it builds trust and teamwork, making the workplace a happier and more efficient environment. So, for a manager, listening and understanding from other's viewpoint is a key skill for success.

7. It is important to listen to every employee in the organization, including those at the bottom of the hierarchy. Why?

It is important to listen to every employee because everyone's view matters. People at different levels of the organization have unique insights and ideas that can help improve the company. When employees feel heard, they are more likely to be engaged and motivated. This leads to better teamwork and productivity. Plus, it creates a positive and inclusive workplace where everyone feels valued, regardless of their position. This makes it a better and more successful organization overall.

CHAPTER: 2 TEAMWORK SKILLS-*WHITEWASHING THE FENCE*

1. What is a team?

A team is a group of people who work together to achieve a common goal or complete a task. Each person in the team has a specific job to do, and they help each other to get things done. Teamwork is when everyone cooperates and uses their skills to make the group successful.

2. What are the skills required to work in a team?

To work in a team, you need skills like talking and listening to your team members, helping each other, and fixing problems together. It is important to be good with time, share ideas, and be friendly. Teamwork works best when everyone works together and is nice to each other.

3. How will you develop team skills in yourself?

Developing team skills is like learning how to be a good teammate and work well with others one can do this by:

- 1) Listening: Pay attention when others talk and try to understand what they are saying.
- 2) Sharing: Share your ideas and also listen to others' ideas.
- 3) Helping: Offer help when someone needs it, and ask for help when you need it too.
- 4) Being friendly: Treat your team members with kindness and respect.

5) Practice: Join group activities or sports where you work together with others.

4. If you want to carry out an operation against a competitor in business, how will you achieve unity and team spirit within your group and in your company?

By focusing on clear goals, communication, and teamwork, you can help your group and company work together effectively. This can strengthen unity and team spirit. It also makes you more competitive in the business world.

- a) **Set clear goals:** Make sure everyone understands the common goal of the operation and how it benefits the company. This builds unity.
- b) **Communication:** Encourage open and honest communication within your team. Listen to everyone's ideas and concerns, and address them.
- c) **Teamwork:** Promote collaboration and teamwork. Emphasize that everyone's contributions are valuable. Encourage a supportive and positive work environment.

5. How do individual habits help or hinder work in teams?

Individual habits can either help or hinder teamwork. Good habits like being punctual, listening to others, and being responsible can contribute positively to team success. On the other hand, bad habits like being late, not listening, or not doing assigned tasks can disrupt teamwork and make it harder for the team to accomplish its tasks. So, individual habits play a big role in how well a team works together.

6. How will you handle a situation when a team member does not report for work?

If a team member does not report for work, I would first try to find out why he/she is absent. It is important to communicate with the person to understand if there is a valid reason, like sickness or an emergency. If it is a recurring issue, I would discuss it with the team to find a solution, like assigning backup responsibilities or adjusting schedules to ensure the work still gets done. And finally take action, if necessary.

7. At higher levels of management, decision making is always a matter of life and death for a company. Discuss.

At higher levels of management in a company, decision-making is important because it can greatly impact the company's success or failure. The decisions made by top managers can determine whether the company thrives or faces serious challenges. These decisions can affect the livelihoods of employees, the company's financial stability, and its reputation. So, thoughtful decision-making is vital to a company's well-being.

8. When a team is divided on certain issues, how will you bring about unity among the team members?

When a team is divided on certain issues, I would first listen to each team member's perspective to understand their viewpoints. Then, I would encourage open and respectful discussions to find common ground and solutions. By emphasizing our shared goals and working together, we can bridge differences and bring unity to the team.

CHAPTER: 3 EMOTIONAL INTELLIGENCE SKILLS-MY FINANCIAL CAREER

1. What does emotion mean?

Emotion refers to the way we feel and experience different states of mind. It involves our feelings, such as happiness, sadness, anger, fear, and love. Emotions are a natural and essential part of being

human, influencing our thoughts, actions, and decisions. They often arise in response to various situations, events, or interactions, and they can vary in intensity and duration.

2. What does intelligence mean?

Intelligence means being smart and having the ability to learn, think, and solve problems. It's about being able to understand things, make good decisions, and learn from experience. Intelligence comes in different forms, like book smarts, street smarts, and creative thinking, and everyone has their own unique way of being intelligent.

3. What do you understand by emotional intelligence?

Emotional intelligence means being good at understanding and managing your own feelings and the feelings of others. It's about being aware of your emotions, like being happy or sad, and also understanding why you feel that way. Emotional intelligence helps you communicate better, have good relationships, and make wise decisions by using your feelings in a positive way.

4. What is emotional quotient? How is it different from intelligence quotient?

Emotional quotient, or EQ, is a measure of a person's emotional intelligence. It helps us understand how well someone can recognize and manage their own emotions and the emotions of others. On the other hand, intelligence quotient, or IQ, measures a person's cognitive abilities, like problem-solving, logical thinking, and learning new information. So, while IQ focuses on cognitive skills, EQ focuses on emotional skills, like empathy and understanding feelings, making them different but both important for our overall well-being and success.

5. Hurting a customer, means hurting your business and career. Discuss.

Hurting a customer, like being rude or providing bad service, can harm your business and career. Customers buy your products or use your services, and they can tell others about their bad experiences. This can give your business a bad reputation, and people might not want to buy from you or use your services anymore. So, being kind and helpful to customers is essential for a successful business and a good career. Happy customers can always bring in more business and opportunities.

6. How will you deal with difficult customers or clients?

One can deal with difficult customers or clients by showing empathy. One needs to remain calm during the whole conversation. One should listen carefully to understand the views of such customers. One should speak softly and give them time to talk. Finally one can assess their needs and seek a solution.

CHAPTER: 6 PROBLEM SOLVING SKILLS –THE LOOK-OUT MAN

1. What qualities should one possess in order to solve problems?

To solve problems, it is helpful to have a few important qualities. First, one should be patient and not give up easily. Second, being a good listener and paying attention to details can help him/her understand the problem better. Third, being creative and thinking of different solutions can be really useful. Finally, practice makes perfect, so keep trying and learning from the mistakes.

2. What are some of the steps involved in problem solving?

Problem-solving has some steps. First, you need to understand the problem. Ask questions and gather information to know what is going on. Next, think of different ways to solve it. Pick the best idea and

make a plan. Then, try out your plan, and see if it works. If it doesn't, don't worry; just try a different way. Keep going until you fix the problem.

3. What are the characteristics of an effective solution?

An effective solution should do a few important things. It should solve the problem completely, not just partially. It should be practical and doable, so you can actually use it. Also, it should be efficient, meaning it doesn't waste a lot of time or resources. Lastly, a good solution often considers the future and tries to prevent the problem from happening again.

4. In the course of your life as an employee, you may find that something goes missing from your custody. You are responsible for what has been lost. What will you do in such a situation?

If something goes missing while I'm at work and it was in my care, I would take responsibility for it. First, I would try to remember where I last had it and look around to see if I can find it. If I couldn't find it, I would report it to my supervisor or manager right away, explaining what happened. I would be honest and cooperative and work with my employer to solve the problem. Being responsible and transparent is the right thing to do in such a situation.

5. How does attending workshops and seminars help in solving problems?

Attending workshops and seminars helps in problem-solving by keeping you informed about the latest developments in your field of work. When you have up-to-date knowledge and skills, you are better equipped to find solutions to new challenges and address problems more effectively. These events also provide opportunities to learn from experts and share experiences with others, which can inspire fresh ideas and approaches to solving problems.

6. How is reading literature relevant to your industry?

Reading literature can be relevant to many industries as it enhances critical thinking, creativity, and communication skills. In various professions, including business and marketing, reading literature can help professionals better understand human behaviour, culture, and the art of storytelling. Additionally, literature often explores complex social and ethical issues that can be applied to decision-making and problem-solving in different industries. It also fosters a broader perspective and empathy in professionals.

7. How do observation skills help in problem solving?

Observation skills are essential for problem-solving because they allow us to gather information by carefully watching and paying attention to details. When we observe, we notice patterns, behaviours, and clues that can help us understand a problem better. These skills help us identify the root causes of an issue, assess the situation accurately. They help us to come up with effective solutions and new ideas. It can also lead to innovative problem-solving approaches.

PROVERBS from Chapter 1 LISTENING SKILLS

1. Listening is the beginning of understanding... Wisdom is the reward of a lifetime of listening.

Listening is the foundation of truly understanding others. When we listen carefully, we not only hear the words but also grasp the feelings and ideas behind them. This deepens our relationships and helps us make better decisions. Over time, the habit of listening allows us to gather knowledge and experiences from others.

This collection of wisdom grows with age, enriching our lives. In essence, the more we listen, the more we learn, and the wiser we become. Wisdom, therefore, is the reward we earn for a lifetime dedicated to truly listening.

2. Listening requires more intelligence than speaking.

The proverb "Listening requires more intelligence than speaking" means that paying attention and understanding what others say can be more challenging and important than talking. When you listen, you use your brain to process and make sense of information. It shows respect for the person speaking and can lead to better conversations and relationships.

Speaking is important too, but if you only talk and don't listen, you might miss important information or make mistakes. Listening helps you learn, solve problems, and connect with others. It's like having a key to unlock knowledge and understanding. So, being a good listener is a smart and valuable skill that shows your intelligence and helps you in many aspects of life.

3. To listen well is as powerful a means of influence as to talk well, and is as essential to all true conversation.

Listening well is just as important as speaking well when it comes to influencing others. In a good conversation, listening plays a crucial role because it shows respect and understanding. When you listen carefully, you connect with the other person, making them feel valued and heard.

This can be more powerful than simply expressing your own thoughts because it builds trust and encourages open communication. Listening allows you to understand different perspectives, respond thoughtfully. It also allows one to create a more meaningful and balanced exchange, making it an essential skill in any conversation.

4. Talk becomes an argument when one person stops listening.

A conversation turns into an argument when one person stops listening because it shifts from a mutual exchange of ideas to a battle of words. When someone isn't listening, they're not trying to understand the other person's point of view. Instead, they're focused on getting their own point across or proving they're right.

This lack of listening leads to frustration, as the other person feels unheard and misunderstood. As a result, the discussion escalates into an argument, where the goal becomes winning rather than reaching a shared understanding.

5. Listening looks easy, but it is not simple. Every head is a world.

Listening seems easy, but it's actually quite complex. When we listen to someone, we're not just hearing words; we're trying to understand their thoughts, feelings, and perspectives. Each person has their own unique experiences, beliefs, and ways of thinking, which makes their "world" different from ours.

To truly listen, we need to step into their world, set aside our own assumptions, and really focus on what they're saying. This takes patience, effort, and an open mind, making listening a skill that requires practice and attention.

6. Who speaks sows; who listens reaps.

The proverb "Who speaks sows; who listens reaps" means that when you talk and share your thoughts or ideas, you are planting seeds, like a farmer sowing seeds in a field. However, it's not

enough to just speak; you also need someone to listen and understand what you're saying. The person who listens carefully and learns from your words is like the one who reaps a harvest, just like a farmer harvesting crops from the seeds they planted.

So, it emphasizes the importance of not only expressing yourself but also paying attention when others talk. Listening can lead to gaining knowledge, understanding different perspectives, and building stronger relationships. It's a reminder that communication is a two-way process, where both speaking and listening play vital roles in the exchange of ideas and information, benefiting both the speaker and the listener.

7. Eat what is cooked; listen to what is said.

The phrase "Eat what is cooked; listen to what is said" means to accept what is given or offered without complaint. In life, we don't always get exactly what we want, whether it's food, advice, or situations.

This saying encourages us to appreciate and make the best of what we have, rather than focusing on what we might prefer. It also suggests that we should listen to others with an open mind, even if we don't fully agree, because every experience or piece of advice has value. This mindset helps us live more peacefully and with gratitude.

8. Listen a hundred times; ponder a thousand times; speak once.

This saying emphasizes the importance of careful consideration before speaking. It advises listening attentively and reflecting deeply before expressing your thoughts. By "listening a hundred times," it suggests gathering as much information as possible.

"Pondering a thousand times" encourages thorough thinking and understanding of the information. Finally, "speak once" means that after all the listening and thinking, you should speak only when you are confident and clear in your words. This approach ensures that what you say is well-informed, thoughtful, and meaningful, reducing the chance of misunderstandings or errors.

9. From listening comes wisdom and from speaking, repentance.

The saying "From listening comes wisdom, and from speaking, repentance" means that when we take the time to listen, we gain valuable knowledge and understanding. Listening allows us to learn from others, think deeply, and make informed decisions.

On the other hand, speaking without thinking can lead to mistakes or regrets. We might say things we don't mean or that cause harm. So, it's often wiser to listen more and speak less, as this approach helps us grow wiser and avoid the regret that can come from careless words.

10. The wise man has long ears and a short tongue.

The saying "The wise man has long ears and a short tongue" means that a wise person listens more than they speak. Having "long ears" symbolizes being attentive and open to hearing others, while a "short tongue" represents speaking less, choosing words carefully, and avoiding unnecessary or harmful talk.

By listening more and speaking less, a wise person gains knowledge, understands situations better, and builds stronger relationships. It reminds us that wisdom often comes from observing and understanding rather than always voicing our own opinions.

PROVERBS from Chapter 2 TEAMWORK SKILLS**1. United we stand, divided we fall.**

The proverb "United we stand, divided we fall" means that when people come together and work as a team, they are strong and can overcome challenges. But if they fight or don't work together, they become weak and can fail.

Imagine a group of friends playing a tug-of-war game. When they all pull the rope together, they can win the game because their strength combines. But if some friends let go or pull in different directions, they will lose because they are not united. Similarly, when families, communities, or countries work together and support each other, they can achieve great things. But if they argue or don't cooperate, they can face difficulties and even fail in their goals.

2. Two heads are better than one.

The saying "Two heads are better than one" means that working together with someone else can lead to better results than working alone. When two people collaborate, they can share ideas, solve problems together, and come up with creative solutions that they might not think of individually.

Each person brings their own skills and knowledge, which can help improve the overall outcome. By combining efforts, they can overcome challenges more effectively and make better decisions. In essence, teamwork often leads to more successful and efficient results than going solo.

3. Many hands make light work.

The saying "Many hands make light work" means that when people work together on a task, it becomes easier and faster to complete. If a job is too big or difficult for one person, having more people help can make the job feel lighter and less overwhelming.

For example, if a group of friends is cleaning up a park, each person doing a small part makes the whole task quicker and more manageable. By sharing the work, everyone contributes, and the effort needed from each person is reduced, leading to a faster and more efficient result.

4. Many hands can shatter stout walls.

The saying "Many hands can shatter stout walls" means that when people work together, they can overcome even the toughest challenges. Imagine a big, strong wall that seems impossible to break down. But if many people join forces and work together, they can push through or break down that wall much more easily than if they were working alone.

This idea highlights the power of teamwork and cooperation. It suggests that collective effort and unity can achieve great things, turning seemingly impossible tasks into achievable goals.

5. Gnats, in great numbers, can beat an elephant.

The proverb "Gnats, in great numbers, can beat an elephant" means that even something small and seemingly insignificant can overcome something much larger and stronger when there are enough of them working together. It highlights the power of unity and collective effort.

A single gnat might be too weak to make a difference, but a large group of them can cause real trouble, even for a powerful elephant. This teaches us that small or weak individuals, when united and determined, can achieve big things or tackle large challenges that would be impossible alone. It's a reminder that strength doesn't always come from size but from working together.

6. Sticks in a bundle are unbreakable.

The saying "Sticks in a bundle are unbreakable" means that when people work together, they are much stronger and harder to break than when they are alone. Just like a bundle of sticks is tough and hard to snap because they support each other, people who join forces can face challenges more effectively.

If everyone stands together, they can overcome difficulties that might be impossible to tackle alone. This idea emphasizes the importance of teamwork and unity, showing that cooperation and mutual support make individuals stronger and more resilient.

7. Every spark adds to the fire.

Every small effort contributes to a bigger goal, just like how every spark adds to a growing fire. Even the smallest actions or ideas, when combined, can lead to significant results. It's a reminder that no effort is too small or insignificant. Each step you take, no matter how minor it seems, brings you closer to your ultimate objective.

Over time, these small contributions build up, creating momentum and progress. Just as a fire grows stronger with each spark, your goals become more achievable with every effort you put in.

8. A monk cannot shave his own head.

The proverb "A monk can't shave his own head" highlights the importance of collaboration and interdependence in achieving personal and collective goals. Just as a monk needs assistance to maintain his appearance, individuals in any team or organization rely on each other's unique skills and perspectives to overcome challenges and reach their objectives.

This proverb underscores the value of teamwork, where each member's strengths complement the others, fostering an environment of mutual support and shared responsibility. By recognizing that no one can do everything alone, teams can cultivate a culture of cooperation, trust, and effective communication, ultimately driving success through collective effort and synergy.

9. A single tree cannot make a forest.

The saying "A single tree cannot make a forest" means that one person alone cannot achieve something as significant as what a group can accomplish together. Just as a single tree stands alone and doesn't create the rich, diverse environment of a forest, one person working alone may lack the strength, support, and variety of ideas needed for greater success.

Collaboration and teamwork are essential because different people bring unique skills and perspectives, just like different trees contribute to the ecosystem of a forest, creating something much bigger and stronger than any single tree could on its own.

10. When a husband and wife agree with each other, they can dry up the ocean with buckets.

When a husband and wife are united and work together, they can achieve incredible things, even tasks that seem impossible. The phrase "dry up the ocean with buckets" symbolizes how, with teamwork and mutual understanding, they can overcome any challenge, no matter how big.

Their combined strength and determination make them a powerful force, capable of achieving what might seem unimaginable on their own. This saying highlights the importance of harmony and cooperation in a relationship, showing that together, they can tackle anything that comes their way.

PROVERBS from Chapter 3 EMOTIONAL INTELLIGENCE

1. Be civil to all; serviceable to many; familiar with few; friend to one; enemy to none.

The proverb starts by saying that we should be polite and kind to everyone we meet. We can help and be useful to many people in our lives. But we shouldn't get too close or familiar with too many, just a few close friends, because it's important to have deep and meaningful connections.

The saying suggests having one special friend, a best friend, someone you can trust and rely on. But it also emphasizes that we should try not to have enemies. Instead of making enemies, it's better to resolve conflicts peacefully and avoid hurting others. In simple words, it teaches us to be nice to everyone, help when we can, have a few close friends we can trust, and try not to make enemies by being kind and understanding.

2. Do unto others as you would wish to be done unto you.

The saying "Do unto others as you would wish to be done unto you" means treating people the way you would like to be treated. If you want others to be kind, honest, and respectful to you, you should act that way towards them.

This idea encourages empathy and understanding, helping you to put yourself in someone else's shoes. It's about recognizing that everyone deserves to be treated well, just as you do. By following this principle, you help create a positive environment where mutual respect and kindness are the norm.

3. Faults are thick when love is thin.

The proverb "Faults are thick when love is thin" means that when people don't love or care for each other very much, they tend to notice and focus on each other's mistakes and flaws more. It's like a magnifying glass that makes small problems seem big.

When we truly love someone, we are more forgiving and understanding of their imperfections. We see the good in them and don't get bothered by the little things that might annoy us if we didn't care as much. But when love is not strong, even small faults can become a big deal, and people might constantly criticize and find fault with each other.

4. People who live in glass house should not throw stones.

The saying "People who live in glass houses should not throw stones" means that if you are vulnerable to criticism or have your own faults, you shouldn't criticize others. Imagine living in a house made entirely of glass—if you throw stones, your own home could easily shatter. Similarly, if you point out others' mistakes while ignoring your own, it could backfire on you.

The phrase encourages people to be mindful of their own flaws before judging or criticizing someone else. It's a reminder to focus on improving yourself rather than pointing out the faults of others.

5. If you know what hurts yourself, you know what hurts others.

When you understand what causes you pain or discomfort, you can better empathize with others because similar things might hurt them too. For instance, if harsh criticism makes you feel bad, you

can assume it might have the same effect on others. This awareness helps you treat people with more kindness and consideration, as you can relate to their feelings.

Recognizing your own vulnerabilities allows you to be more mindful of your actions and words, leading to more positive and respectful interactions. By understanding your own pain, you become more compassionate and sensitive to others' emotions.

6. A soft answer turns away anger.

When someone is angry or upset, responding with a calm and gentle tone can help diffuse the situation. Instead of arguing or raising your voice, speaking softly shows understanding and respect. This approach can prevent the conflict from escalating and may even soothe the other person's emotions.

A soft answer demonstrates that you're not looking for a fight but rather trying to resolve the issue peacefully. By keeping your response calm, you create an atmosphere where both parties can discuss the problem more reasonably and find a solution without further anger.

7. Hate destroys the one who hates more than the one who is hated.

Hate is a powerful and negative emotion that harms the person who feels it more than the person it's directed toward. When you hold onto hate, it consumes your thoughts and energy, making it hard to find peace or happiness.

This constant negativity can lead to stress, anxiety, and even physical health problems. Meanwhile, the person you hate might not even be affected or may not care. In the end, the hate you carry only hurts you, trapping you in a cycle of anger and bitterness that takes away from your own well-being.

8. Anger is a bad adviser.

Anger is like a bad guide that can lead you astray. When you're angry, it's easy to make decisions that you might regret later. Your emotions can cloud your judgment, making it hard to see things clearly. Instead of thinking things through, you might act impulsively, say hurtful things, or make choices that aren't in your best interest.

Just like a bad adviser gives poor advice, anger can push you to do things that don't help the situation and might even make it worse. It's better to calm down and think before acting.

9. Where there is a will, there is a way.

The phrase "Where there is a will, there is a way" means that if someone is determined to achieve something, they will find a way to do it, no matter how difficult it might seem. It highlights the power of strong will and determination in overcoming obstacles.

When you truly want to reach a goal, you'll keep pushing forward, find solutions to problems, and won't give up easily. Even if the path is tough or unclear, your commitment and perseverance can help you find a way to succeed. The key is to keep believing and keep trying.

10. Good people think about the feelings of their animals.

The proverb "Good people think about the feelings of their animals" means that kind and considerate people care about how their animals feel. They are aware that animals also have emotions and can feel happy, sad, scared, or stressed. Instead of treating them just as pets or property, good people make sure their animals are comfortable, well-fed, and loved.

They understand that animals depend on humans for care, so they try to be gentle and patient, paying attention to their animal's needs and emotions just as they would for other humans. By thinking about the feelings of their animals, good people build a strong bond of trust and affection with them, which makes both the humans and the animals happier.

PROVERBS from Chapter 6 PROBLEM-SOLVING SKILLS

1. Every cloud has a silver lining.

The proverb "Every cloud has a silver lining" means that even in difficult or dark times, there is often something positive or hopeful to be found. Just like how clouds can block the sun but still have a shiny edge, problems or challenges in life can lead to opportunities or better things.

When we face tough situations, it's easy to feel sad or discouraged. But if we look closely, we might discover valuable lessons, new friendships, or chances to grow stronger. For example, failing a test can make us study harder and do better next time. Losing a job might lead to finding a more fulfilling career.

2. God helps those who help themselves.

The proverb "God helps those who help themselves" means that if we want assistance or blessings in our lives, we should first make an effort and take action on our own. It suggests that we shouldn't just sit around and wait for miracles to happen; we should work hard and do our part.

Imagine you have a garden, and you want it to grow beautiful flowers. If you plant the seeds, water them, and take care of them, they are more likely to bloom. Similarly, when we put in effort and try our best in life, we become more prepared to receive help or blessings from a higher power or from others.

3. There is no use crying over spilt milk.

The saying "There is no use crying over spilt milk" means that once something has happened and cannot be changed, it's pointless to be upset about it. For example, if you accidentally knock over a glass of milk, crying about it won't help; it's better to clean up the mess and move on.

This advice encourages focusing on what can be done now rather than dwelling on past mistakes. It's a reminder to accept what's happened, learn from it, and focus on finding solutions or making the best of the situation moving forward.

4. Where there is a will there is a way.

The saying "Where there is a will, there is a way" means that if you have a strong desire or determination to achieve something, you'll find a way to make it happen, no matter how difficult it might seem. It suggests that when you are truly committed and willing to put in the effort, obstacles can be overcome.

For example, if someone wants to learn a new skill, they will find time and resources to practice and improve, even if it requires overcoming challenges. The key is having the motivation and persistence to keep going until you succeed.

5. Necessity is the mother of invention.

The saying "Necessity is the mother of invention" means that when people face problems or challenges they need to solve, they often come up with new ideas and solutions. For example, when

people needed a way to communicate over long distances, they invented the telephone. Or when there was a need to store food for longer periods, they developed refrigeration.

Basically, when there's a real need, people get creative and invent new things to meet that need. This shows how urgent problems can drive innovation and lead to important discoveries and improvements.

6. The squeaky wheel gets the grease.

"The squeaky wheel gets the grease" means that the person who complains or makes the most noise is the one who usually gets attention or help. Imagine a bike with a noisy, rusty wheel. If you keep hearing it squeak, you're more likely to fix it right away because it's annoying.

Similarly, in life or work, if you speak up about a problem or need, people are more likely to notice and address it. The saying emphasizes that being proactive and vocal can help you get what you need or solve a problem faster.

7. When you see an arrow that is not going to miss you, throw out your chest and meet it head on.

When you face a challenge or problem that you can't avoid, be brave and confront it directly. Instead of running away or hiding, stand tall and face it with confidence. It's like seeing an arrow heading straight for you—don't back down or shrink away. Instead, put on a brave front and tackle the issue head-on.

By doing this, you show courage and determination, and you're more likely to overcome the challenge successfully. Meeting problems head-on can turn them into opportunities for growth and success.

8. There are no cakes without work.

The saying "There are no cakes without work" means that you can't get something sweet or rewarding without putting in effort first. Just like you can't have a delicious cake without baking it, you can't achieve your goals or enjoy the benefits of hard work without actually working hard.

It reminds us that success requires effort and that good things in life often come from the time and energy we invest. So, if you want to enjoy the results, you need to be willing to put in the necessary work to make them happen.

DETAILED QUESTION ANSWERS

Q.1. In a paragraph of 150 words write about an instance when somebody did not listen to you and its consequence or when you did not listen well and its consequence.

Once when I tried to help a friend by giving him some advice, he didn't listen. My friend, Rajesh, was about to buy a used car. I knew a lot about cars and told Rajesh to check the car's history and take it to a mechanic before buying it. I explained that this would help avoid any hidden problems.

However, Rajesh was in a hurry and didn't think it was necessary. He ignored my advice and bought the car the next day without any checks. A week later, the car broke down in the middle of the road. It turned out that the car had serious engine issues that were very expensive to fix. If Rajesh had listened to my advice, he could have avoided this situation and saved a lot of money.

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This experience shows that not listening to advice, especially when someone has more knowledge, can lead to negative consequences. Rajesh's choice to ignore my suggestion resulted in a lot of stress and financial loss. It's a reminder that sometimes, taking the time to listen can prevent big problems in our lives.

Q.2. You may have watched games or been part of organising functions and special events held. Choose any one event and write about how teams, groups, and committees contribute to the success of the programme.

Let's consider a school's annual sports day as an example. Organizing such an event requires the effort of many teams, groups, and committees, all working together to make it a success.

First, there's the planning committee, which decides the date, time, and schedule of events. They ensure everything runs smoothly from start to finish. Then, there's the logistics team, responsible for setting up the sports ground, arranging equipment, and making sure there's enough seating for everyone. They also take care of things like sound systems and decorations.

The sports teams themselves, made up of students, practice for weeks to perform their best on the big day. Their dedication and teamwork are what make the competitions exciting and enjoyable for everyone.

Teachers and volunteers create another group that manages the event on the day itself. They guide participants, ensure safety, and help keep the event on track. The publicity committee spreads the word about the event, ensuring that parents, students, and the community are informed and can attend.

When all these groups and teams work together, the sports day becomes a well-organized and successful event that everyone enjoys. Each team's contribution, no matter how small, plays a vital role in making the event a memorable experience.

Q.3. You may have encountered people like the narrator in a shop or other commercial establishment. Write about the troublesome behaviour of one such person and how it could affect the clientele of the establishment.

Imagine a restaurant where most customers come to enjoy a peaceful meal. One day, a troublesome customer walks in. This person is loud, rude to the staff, and impatient. From the moment they sit down, they start complaining – about the menu, the seating, and even the background music. When the waiter comes to take their order, the customer is dismissive and makes unreasonable demands, like asking for dishes not on the menu.

When the food arrives, they loudly criticize it, claiming it's not cooked to their liking, even though it's exactly what they ordered. Their behaviour makes the staff nervous and disrupts the calm atmosphere. Other customers, who came to have a relaxing meal, feel uncomfortable and distracted by the loud complaints and rude remarks.

If this kind of behaviour continues, it can affect the restaurant's reputation. Regular customers might decide not to return because the atmosphere is no longer pleasant. Potential new customers might hear about the negative experience and choose another place to dine. Over time, this can lead to a decrease in clientele, affecting the restaurant's business. It shows how one troublesome customer can impact the entire dining experience for others and harm the establishment's success.

Q.4. You may have known or heard about an attempted theft in jewellery showroom. Write a paragraph in about 150 words on how the stolen jewellery was recovered.

Once upon a time, at a bustling jewellery showroom, an attempted theft shocked everyone. During the robbery, the thieves tried to steal valuable jewellery but were soon caught in the act. The quick-thinking

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police officers sprang into action to solve the case. They began by interviewing witnesses who had been present in the showroom. The officers asked detailed questions about what the witnesses had seen or heard, gathering as much information as possible. They listened carefully to every account to piece together a clear picture of the event.

Next, the police scrutinized the security camera footage from the showroom. The cameras had recorded everything, and the officers spent hours analyzing the footage to identify any suspicious activity or recognizable features of the thieves. Despite the challenges, their hard work paid off when they discovered a hidden clue – a fingerprint left behind by one of the robbers.

Using this crucial piece of evidence, the police were able to trace the fingerprint to a suspect. They followed leads and eventually tracked down the thief. When they arrested the suspect, they found the stolen jewellery cleverly concealed in a secret location. Thanks to the diligent and resourceful efforts of the police officers, the stolen jewellery was returned to the showroom, and justice was served.

