

SYBCOM Sem – 4
English Proficiency and Life Skills – 4
(English & Gujarati Medium)
Multiple Choice Questions

1. What prompted the receptionist to waive the consultation fee for the narrator?

- a. The narrator's financial situation
- b. The narrator being from the same village as the receptionist
- c. The narrator speaking the same language as the receptionist
- d. The narrator's foreign accent

Answer: b

2. What made the narrator feel alienated during her first day at school in Uganda?

- a. The large classroom size
- b. The unfamiliar language and cultural differences
- c. The strict uniform policy
- d. The lack of modern facilities in the school

Answer: b

3. Why did the narrator initially cry during her first day of school?

- a. She missed her parents
- b. She was ridiculed for asking about a fridge in the classroom
- c. She was punished for being late
- d. She felt overwhelmed by the new environment

Answer: b

4. What did the narrator learn to do after moving to Uganda?

- a. Speak fluent Luganda
- b. Play traditional Ugandan games like kwepena
- c. Cook Australian dishes with local ingredients
- d. Negotiate with foreign diplomats

Answer: b

5. How did the narrator plan to avoid revealing her language barrier to the receptionist?

- a. By pretending to understand and nodding appropriately
- b. By speaking in a foreign accent
- c. By avoiding any conversation
- d. By switching to English immediately

Answer: a

6. What historical figure is mentioned in the story, highlighting Uganda's political past?

- a. Idi Amin
- b. Nelson Mandela
- c. Julius Nyerere
- d. Jomo Kenyatta

Answer: a

7. What motivated the narrator's family to return to Uganda?

- a. The promise of a better education system
- b. The end of Idi Amin's regime and restored peace
- c. An opportunity to start a business
- d. A desire to reconnect with extended family

Answer: b

8. How did the narrator's classmates perceive her at first?

- a. They were curious and asked her many questions
- b. They were indifferent and ignored her
- c. They were supportive and welcoming
- d. They ridiculed her for being different

Answer: d

9. What does the narrator hope to achieve by submitting her medical forms?

- a. Admission into a prestigious Ugandan university
- b. A job offer from an international organization
- c. A visa to pursue a master's degree in Australia
- d. Approval to teach in a foreign country

Answer: c

10. What surprised the narrator about the classroom environment in Uganda?

- a. The use of advanced teaching tools
- b. The absence of a teacher's desk and cupboards
- c. The colorful and decorated walls
- d. The presence of computers on every desk

Answer: b

11. What did Mr. Muhangazima do when the narrator couldn't find a place for her bag?

- a. Told her to leave it on the floor
- b. Found a hook for her bag
- c. Gave her his own bag's hook
- d. Asked another student to help her

Answer: b

12. How did Daisy react when the narrator sat next to her?

- a. She welcomed the narrator warmly.
- b. She moved further away.
- c. She introduced the narrator to her friends.
- d. She offered to help with math.

Answer: b

13. What was the narrator's perception of her first Ugandan school uniform?

- a. Comfortable and stylish
- b. Too formal and outdated
- c. Similar to Australian school uniforms
- d. Unsuitable for hot weather

Answer: b

14. What question did the narrator ask on her first day that caused laughter?

- a. "Where is the teacher's desk?"
- b. "Where is the fridge?"
- c. "When is break time?"
- d. "Can I have a snack?"

Answer: b

15. How did the narrator's Australian classroom differ from her Ugandan classroom?

- a. It had fewer students and modern facilities.
- b. It was larger and more spacious.
- c. It lacked basic amenities.
- d. It followed strict rules and discipline.

Answer: a

16. Why did the narrator feel isolated in her early days at the Ugandan school?

- a. She didn't have any friends.
- b. She couldn't understand her classmates' language.
- c. The teachers ignored her.
- d. Her accent made communication difficult.

Answer: b

17. What subject did the narrator struggle with during her first day?

- a. Mathematics
- b. English
- c. Social sciences
- d. Physical education

Answer: c

18. Why did the narrator's classmates laugh at her during the social sciences lesson?

- a. She mispronounced a word.
- b. She gave an incorrect answer about the world's shape.
- c. She asked too many questions.
- d. She didn't know who Muntu and Sera were.

Answer: b

19. How did the narrator cope with beatings in school over time?

- a. By avoiding trouble
- b. By wearing extra layers of clothing
- c. By excelling in academics
- d. By complaining to her parents

Answer: b

20. Why did the narrator's family leave Australia?

- a. They were homesick.
- b. President Amin was no longer in power.
- c. They missed Ugandan food and culture.
- d. The children wanted to experience life in Uganda.

Answer: b

21. How did the narrator's friends initially misunderstand her background?

- a. They thought she was from America.
- b. They believed she was wealthy.
- c. They assumed she couldn't speak English.
- d. They thought she had met famous people.

Answer: a

22. What role did the headmaster play in the narrator's school assignment?

- a. He selected her class based on her favourite colour.
- b. He introduced her to the teachers.
- c. He personally toured her around the school.
- d. He assigned her a mentor.

Answer: a

23. What did the receptionist assume about the narrator?

- a. She was from a foreign country.
- b. She understood the local language.
- c. She was a student.
- d. She was a government official.

Answer: b

24. How did the narrator view the language barrier in her life?

- a. As a minor inconvenience
- b. As a significant barrier to social integration
- c. As a humorous aspect of her identity
- d. As a tool to avoid responsibilities

Answer: b

25. What did the narrator think about the ongoing riots in the city?

- a. They were unnecessary and disruptive.
- b. They were a form of necessary protest.
- c. They were entertaining.
- d. They were a sign of progress.

Answer: a

26. Why did the narrator go to the clinic?

- a. To get a medical check-up for her job
- b. To submit forms for a visa application
- c. To visit a family member
- d. To get treatment for a minor injury

Answer: b

27. What lesson did the narrator learn about identity?

- a. It's primarily shaped by education.
- b. Language plays a crucial role in social acceptance.
- c. Nationality determines one's character.
- d. Identity is fixed and cannot change.

Answer: b

28. Why does Ali visit the post office every day?

- a. To deliver letters
- b. To meet his friends
- c. To wait for a letter from his daughter
- d. To work as a postman

Answer: c

29. How long had Ali been waiting for a letter from his daughter?

- a. Three years
- b. Five years
- c. Seven years
- d. Ten years

Answer: b

30. What is the significance of the post office in Ali's life?

- a. It was a place to socialize.
- b. It was a place of pilgrimage.
- c. It was his workplace.
- d. It was a place of entertainment.

Answer: b

31. Why did Ali stop hunting?

- a. He grew too old for it.
- b. He realized the pain of separation.
- c. He had no one to hunt with.
- d. He moved to the city.

Answer: b

32. How did the postmen treat Ali?

- a. They were respectful.
- b. They ignored him.
- c. They mocked and ridiculed him.
- d. They assisted him in finding his letter.

Answer: c

33. What is Ali's relationship with his daughter, Miriam?

- a. They were estranged.
- b. She was his only child, and he deeply loved her.
- c. They frequently communicated through letters.
- d. She lived with him.

Answer: b

34. What did Ali offer the clerk to ensure Miriam's letter would reach him?

- a. A gold watch
- b. Five golden guineas
- c. A hunting rifle
- d. A precious stone

Answer: b

35. How did the postmaster initially view Ali?

- a. With empathy
- b. As a nuisance
- c. As a wise man
- d. With admiration

Answer: b

36. What caused the postmaster to empathize with Ali?

- a. He learned about Ali's past.
- b. His own daughter became ill, and he awaited news from her.
- c. He received a letter from Ali.
- d. He saw Ali's grave.

Answer: b

37. What was the postmaster's reaction upon receiving Miriam's letter for Ali?

- a. He eagerly delivered it to Ali.
- b. He ignored it.
- c. He felt a pang of guilt and remorse.
- d. He dismissed it as unimportant.

Answer: c

38. Who was Lakshmi Das?

- a. A postman
- b. A clerk at the post office
- c. Ali's friend
- d. The postmaster's assistant

Answer: b

39. What did Ali request Lakshmi Das to do with Miriam's letter?

- a. Deliver it to him personally
- b. Forward it to his grave
- c. Return it to Miriam
- d. Keep it safe for him

Answer: b

40. How did Ali view the world after his daughter left?

- a. A place of joy and love
- b. A world of loneliness and separation
- c. A land of endless opportunities
- d. A beautiful place to explore

Answer: b

41. How did the postmaster change after understanding Ali's feelings?

- a. He became more patient and compassionate.
- b. He quit his job.
- c. He continued treating people indifferently.
- d. He apologized to Ali.

Answer: a

42. What did the postmaster do with Miriam's letter at the end?

- a. Delivered it to Ali himself
- b. Left it in the post office
- c. Placed it on Ali's grave
- d. Sent it back to Miriam

Answer: c

43. What time did Ali arrive at the post office every day?

- a. At dawn
- b. At noon
- c. At sunset
- d. At midnight

Answer: a

44. How did Ali react when the postmaster rebuked him?

- a. He argued back.
- b. He calmly requested the postmaster to note Miriam's name.
- c. He stopped visiting the post office.
- d. He filed a complaint against the postmaster.

Answer: b

45. How does the author describe the postmaster's face?

- a. Cheerful and lively
- b. Inexpressive and sad
- c. Stern and authoritative
- d. Kind and welcoming

Answer: b

46. What made the postmaster realize his mistake?

- a. His clerk pointed it out.
- b. He received no letters himself.
- c. He felt the same anxiety waiting for news of his daughter.
- d. He discovered Ali's sacrifices.

Answer: c

47. Why did the clerk accept Ali's guineas?

- a. Out of pity
- b. Because Ali insisted
- c. To ensure Miriam's letter would be forwarded
- d. As payment for a favor

Answer: c

48. How did the postmaster feel after Ali's death?

- a. Relieved
- b. Guilty and remorseful
- c. Indifferent
- d. Angry

Answer: b

49. Why does the postmaster decide to deliver the letter to Ali himself?

- a. To show respect for Ali's perseverance
- b. To fulfill his duty
- c. To ease his own guilt
- d. To meet Miriam

Answer: c

50. What did the postmaster and Lakshmi Das do with Miriam's letter?

- a. Sent it back to her
- b. Delivered it to Ali's home
- c. Placed it on Ali's grave
- d. Filed it in the post office records

Answer: c

51. What did Ali's love for his daughter teach him about life?

- a. That life is a journey of self-discovery
- b. That love and separation are inseparable
- c. That happiness comes from wealth
- d. That success requires sacrifice

Answer: b

52. How did the story describe Ali's transformation in later life?

- a. From a skilled hunter to a devoted father
- b. From a rich man to a poor wanderer
- c. From a quiet man to a talkative elder
- d. From a cheerful person to a depressed individual

Answer: a

53. Why did the villagers think Ali had gone mad?

- a. He talked to himself.
- b. He stopped hunting and started visiting the post office daily.
- c. He gave away his wealth.
- d. He lived alone in the forest.

Answer: b

54. What was the narrator's destination during her first trip to the USA in 1979?

- a. San Francisco
- b. Boston
- c. Miami
- d. New York

Answer: b

55. Why was the narrator tired upon reaching the USA?

- a. The flight was delayed
- b. She had a long layover in Paris
- c. The immigration process was lengthy
- d. She had to carry heavy luggage

Answer: b

56. What question did the immigration officer first ask the narrator?

- a. "How much money do you have?"
- b. "Why have you come to the United States?"
- c. "Where is your husband?"
- d. "Do you have a visa?"

Answer: b

57. How long was the narrator's visa stamped for during her first visit?

- a. Three months
- b. Six months
- c. Eight months
- d. One year

Answer: a

58. What traditional attire was the narrator wearing?

- a. Salwar kameez
- b. Lehenga
- c. Sari
- d. Kurta

Answer: c

59. What did the officer mistakenly believe about India?

- a. It was near Japan or in Africa.
- b. It was a democratic country.
- c. It had modern cities like Tokyo.
- d. It was technologically advanced.

Answer: a

60. How did the officer describe the bindi?

- a. As a cultural mark
- b. As a caste mark
- c. As a religious requirement
- d. As a fashion statement

Answer: b

61. What stereotype did the officers mention about India?

- a. Indians speak fluent French.
- b. Indians are all wealthy businessmen.
- c. Indians burn widows and play with snakes.
- d. India has the best education system.

Answer: c

62. How did the narrator respond to the officers' stereotypes?

- a. She ignored them.
- b. She corrected their misconceptions patiently.
- c. She became defensive.
- d. She laughed at their ignorance.

Answer: b

63. What did the customs officer ask the narrator to identify?

- a. Her personal belongings
- b. Her passport and visa
- c. The masalas she brought
- d. Her return ticket

Answer: c

64. What was the narrator's emotional state after leaving customs?

- a. Excited
- b. Dejected
- c. Angry
- d. Relieved

Answer: b

65. What did the narrator take pride in regarding India's history?

- a. Its modern economy
- b. Its five-thousand-year-old civilization
- c. Its global trade relations
- d. Its vast deserts and wildlife

Answer: b

66. Which ancient civilization's practices are still continued in India, according to the narrator?

- a. Egyptian
- b. Indus Valley
- c. Roman
- d. Mayan

Answer: b

67. What perception of India upset the narrator?

- a. India was a land of poverty and snake charmers.
- b. India was highly industrialized.
- c. India had poor educational institutions.
- d. Indians could not communicate in English.

Answer: a

68. What industry brought significant changes to Bangalore?

- a. Manufacturing
- b. Software
- c. Agriculture
- d. Tourism

Answer: b

69. What does the term "Bangalored" refer to?

- a. A new software company
- b. A synonym for outsourcing
- c. A cultural dance from Bangalore
- d. A traditional Indian dish

Answer: b

70. In 2009, where did the narrator travel to deliver a talk?

- a. London
- b. Bogota, Colombia
- c. Miami, USA
- d. Toronto, Canada

Answer: b

71. What was the topic of the narrator's talk in Bogota?

- a. Indian culture
- b. Lessons in life
- c. Software development
- d. Cross-cultural communication

Answer: b

72. How did the visa officer in 2009 differ from the one in 1979?

- a. He was more cheerful and relaxed.
- b. He was stricter and more formal.
- c. He asked irrelevant questions.
- d. He avoided small talk.

Answer: a

73. What compliment did the 2009 visa officer give to the narrator?

- a. Her accent was clear.
- b. Her sari was beautiful.
- c. Her knowledge was impressive.
- d. Her English was fluent.

Answer: b

74. How did the 2009 officer describe Bangalore?

- a. A rural town
- b. A software hub
- c. A tourist destination
- d. A crowded city

Answer: b

75. What quality of the narrator is highlighted throughout the narrative?

- a. Her resilience and patience
- b. Her wealth and influence
- c. Her reluctance to travel
- d. Her love for Western culture

Answer: a

76. What shift in perception of India does the story illustrate?

- a. From a backward land to a software hub
- b. From a monarchy to a republic
- c. From a traditional society to a modern one
- d. From a poor nation to a wealthy empire

Answer: a

77. What season was beginning when the narrator landed in Boston?

- a. Winter
- b. Spring
- c. Summer
- d. Autumn

Answer: c

78. What did the narrator find surprising at Logan Airport?

- a. The long immigration queues
- b. The snow on the ground
- c. The warm welcome from the officers
- d. The lack of public transportation

Answer: b

79. How did the narrator feel about the immigration process in 1979?

- a. It was quick and efficient.
- b. It was filled with stereotypes and misconceptions.
- c. It was highly professional.
- d. It was welcoming and friendly.

Answer: b

80. Why did the 1979 officer question the narrator about her knowledge of English?

- a. He thought English was not spoken in India.
- b. He wanted to test her fluency.
- c. He was curious about her education.
- d. He admired her accent.

Answer: a

81. What did the customs officer think about the masalas brought by the narrator?

- a. They were illegal items.
- b. They might carry diseases.
- c. They were valuable goods.
- d. They were typical Indian food.

Answer: b

82. What helped change the global perception of India?

- a. The development of its agriculture sector
- b. The rise of its software industry
- c. The modernization of its military
- d. The spread of Bollywood films

Answer: b

83. What did the narrator identify as India's contribution to science?

- a. Quantum mechanics
- b. Astrophysics
- c. Advanced robotics
- d. Space exploration

Answer: b

84. How did the narrator describe India's ancient literature?

- a. It focused only on mythology.
- b. It included poetry, prose, and drama.
- c. It was influenced by Western cultures.
- d. It lacked diversity in content.

Answer: b

85. What was the narrator's purpose for visiting the USA in 2009?

- a. To meet her family
- b. To deliver a talk
- c. To attend a cultural event
- d. To pursue a business deal

Answer: b

86. What difference did the narrator observe between her 1979 and 2009 trips?

- a. The attitudes of the immigration officers
- b. The duration of her stay
- c. The climate of the USA
- d. The availability of direct flights

Answer: a

87. Why did the narrator bring masalas from India?

- a. They were unavailable in the USA.
- b. They were gifts for her husband.
- c. She wanted to sell them.
- d. She planned to open a restaurant.

Answer: a

88. How does the 2009 officer's knowledge of Bangalore reflect changing perceptions?

- a. Increased global awareness about India
- b. Lack of understanding of Indian culture
- c. Continued stereotypes about India
- d. A focus on India's rural life

Answer: a

89. How did the narrator describe the younger generation in India?

- a. Confident, tech-savvy, and hardworking
- b. Overly dependent on technology
- c. Struggling to maintain cultural values
- d. Focused on agricultural development

Answer: a

90. What was the significance of the narrator's visit to Bogota?

- a. It demonstrated India's growing global influence.
- b. It highlighted her success as a businesswoman.
- c. It was her first international trip.
- d. It marked the end of her career.

Answer: a

91. What was the primary occupation of Ilyás and his wife when they started their life together?

- a) Farming
- b) Herding cattle and sheep
- c) Selling goods
- d) Running a store

Answer: b) Herding cattle and sheep

92. What fermented drink did Ilyás's family prepare from mare's milk?

- a) Sherbet
- b) Kumiss
- c) Butter
- d) Cheese

Answer: b) Kumiss

93. How many children did Ilyás and his wife have?

- a) One
- b) Two
- c) Three
- d) Four

Answer: c) Three

94. What happened to Ilyás's eldest son?

- a) He moved to another country
- b) He died in a brawl
- c) He became a successful businessman
- d) He got married and stayed with Ilyás

Answer: b) He died in a brawl

95. How did Ilyás's wealth start to decline?

- a) He gave it away to charity
- b) Diseases killed his sheep
- c) He sold everything to move abroad
- d) He spent it on extravagant luxuries

Answer: b) Diseases killed his sheep

96. Who eventually took Ilyás and his wife into their home?

- a) Their youngest son
- b) Their daughter
- c) Their neighbor Muhammad Shah
- d) A wealthy businessman

Answer: c) Their neighbor Muhammad Shah

97. What did Muhammad Shah ask Ilyás and his wife to do in exchange for shelter?

- a) Manage his business
- b) Work in his melon garden and tend to his animals
- c) Build a house for themselves
- d) Pay him a monthly rent

Answer: b) Work in his melon garden and tend to his animals

98. What impressed Muhammad Shah about Ilyás and his wife as workers?

- a) Their strength despite their age
- b) Their managerial skills and dedication
- c) Their ability to handle finances
- d) Their experience in trade

Answer: b) Their managerial skills and dedication

99. What was the name of the movable dwelling used by Muhammad Shah?

- a) Caravan
- b) Tent
- c) Kibitka
- d) Cottage

Answer: c) Kibitka

100. Why did the guest ask to speak with Ilyás?

- a) To inquire about his past wealth and current life
- b) To hire him for another job
- c) To ask about his children
- d) To learn about kumiss preparation

Answer: a) To inquire about his past wealth and current life

101. What was the reaction of Ilyás when the guest asked him about his past and present life?

- a) He became upset
- b) He smiled and suggested the guest ask his wife
- c) He refused to answer
- d) He left the room

Answer: b) He smiled and suggested the guest ask his wife

102. According to Sham-Shemagi, when did she and her husband find true happiness?

- a) When they became wealthy
- b) When they had nothing left and lived as laborers
- c) When their children were young
- d) When they traveled to new places

Answer: b) When they had nothing left and lived as laborers

103. What did Sham-Shemagi cite as a major source of stress during their wealthier days?

- a) Financial losses
- b) Managing laborers and entertaining guests
- c) Losing cattle to diseases
- d) Disputes with neighbors

Answer: b) Managing laborers and entertaining guests

104. What was the main reason for the disagreements between Ilyás and his wife during their wealthy days?

- a) Financial decisions
- b) Workload distribution
- c) Different opinions on managing their property
- d) Children's upbringing

Answer: c) Different opinions on managing their property

105. Who supported Ilyás's explanation about their newfound happiness with a reference to Holy Writ?

- a) Muhammad Shah
- b) The Mullah
- c) The guest
- d) Sham-Shemagi

Answer: b) The Mullah

106. What was a major realization for Ilyás and Sham-Shemagi after losing their wealth?

- a) They enjoyed more free time
- b) They had better health
- c) They found peace and happiness without material possessions
- d) They felt respected by others

Answer: c) They found peace and happiness without material possessions

107. What did Sham-Shemagi emphasize as a benefit of their new lifestyle?

- a) Better food and clothing
- b) Time to think of their souls and pray
- c) Stronger community support
- d) Physical strength

Answer: b) Time to think of their souls and pray

108. What type of guest typically visited Ilyás during his wealthy days?

- a) Relatives
- b) Wealthy people and people of position
- c) His neighbors
- d) Farmers and laborers

Answer: b) Wealthy people and people of position

109. How did Ilyás and Sham-Shemagi treat visitors during their wealthy days?

- a) They offered them simple meals
- b) They killed sheep or mares to feed them lavishly
- c) They ignored them
- d) They sent them to neighboring houses

Answer: b) They killed sheep or mares to feed them lavishly

110. How did Ilyás's second son behave after getting married?

- a) He helped his father grow wealthier
- b) He became obedient
- c) He stopped obeying his father and caused disputes
- d) He moved away permanently

Answer: c) He stopped obeying his father and caused disputes

111. What event contributed significantly to Ilyás losing his wealth?

- a) A fire destroyed his property
- b) His best herd of horses was captured by the Kirghiz
- c) He lost money in a business deal
- d) His children demanded their inheritance

Answer: b) His best herd of horses was captured by the Kirghiz

112. How did Muhammad Shah feel about having Ilyás and his wife as laborers?

- a) He felt indifferent
- b) He pitied them but found their work beneficial
- c) He regretted offering them shelter
- d) He treated them unfairly

Answer: b) He pitied them but found their work beneficial

113. What was the main topic of conversation when the guests learned about Ilyás's past?

- a) The unpredictability of fortune
- b) Ways to manage wealth
- c) The importance of family ties
- d) Strategies for becoming wealthy

Answer: a) The unpredictability of fortune

114. What did Ilyás and his wife do to adapt to their new life as laborers?

- a) Complained about their situation
- b) Worked as much as their strength allowed
- c) Looked for other employment opportunities
- d) Moved to a different village

Answer: b) Worked as much as their strength allowed

115. How did Muhammad Shah describe Ilyás's past life to his guests?

- a) As a lesson on humility
- b) As a tale of great misfortune
- c) As an example of wealth and fame
- d) As a warning against greed

Answer: c) As an example of wealth and fame

116. What was the initial reaction of the guests to Sham-Shemagi's statement about happiness?

- a) They laughed in disbelief
- b) They applauded her wisdom
- c) They ignored her completely
- d) They felt pity for her

Answer: a) They laughed in disbelief

117. What did Sham-Shemagi identify as one of the main causes of their unhappiness when they were wealthy?

- a) Constant fear of losing their possessions
- b) Lack of good health
- c) Isolation from the community
- d) Poor relations with their children

Answer: a) Constant fear of losing their possessions

118. How did the Mullah react to Ilyás's words about happiness?

- a) He disagreed with Ilyás
- b) He supported Ilyás's wisdom by referring to Holy Writ
- c) He stayed silent throughout the conversation
- d) He left the room in anger

Answer: b) He supported Ilyás's wisdom by referring to Holy Writ

119. What lesson did Ilyás and Sham-Shemagi learn after losing everything?

- a) Wealth does not guarantee happiness
- b) Hard work always pays off
- c) Family is the key to happiness
- d) Success comes from proper planning

Answer: a) Wealth does not guarantee happiness

120. What does the term "kibitka" refer to in the story?

- a) A special dish prepared by Ilyás's wife
- b) A movable dwelling used by the Bashkirs
- c) A traditional Bashkir prayer
- d) A type of animal owned by Ilyás

Answer: b) A movable dwelling used by the Bashkirs

121. Where did Ilyás live?

- a) Moscow
- b) St. Petersburg
- c) Ufa
- d) Kazan

Answer: c) Ufa

122. How many horses did Ilyás own at the peak of his wealth?

- a) 100
- b) 200
- c) 50
- d) 500

Answer: b) 200

123. How many years did Ilyás and his wife spend seeking happiness?

- a) 10 years
- b) 25 years
- c) 50 years
- d) 5 years

Answer: c) 50 years

124. How did the rich life of Ilyás affect his children?

- a) They became humble
- b) They became spoiled
- c) They followed their father's footsteps
- d) They left the country

Answer: b) They became spoiled

125. What was the only property left with Ilyás at the end?

- a) A large house
- b) A herd of sheep
- c) Only his clothes, a cup, and a fur cloak
- d) Some gold coins

Answer: c) Only his clothes, a cup, and a fur cloak

Phrasal Verbs

Chapter: 1 Self-Esteem Skills			
Sr. No.	Phrasal Verbs	Meanings	Sentences
1.	Pull off	to succeed in doing something difficult or unexpected	I am sure you will pull off the competition despite your injury.
2.	Pull away	to move away backwards	Ajay pulled away and began to move in the other direction.
3.	Push off	to go away	The teacher told the student to push off.
4.	Look down on	to think of someone as inferior	Ravi thinks that his friends look down on him because he doesn't have a job.
5.	Laugh at	to think of someone as stupid	Please don't laugh at him as he is very sensitive.
6.	Figure out	to finally understand	We need to figure out how to solve this problem.
7.	Break into	to suddenly begin something	As the Prime Minister arrived on the stage, the crowd broke into a loud applause.
8.	Stand up	to prove to be true, to support	Women are now aware of their rights and are ready to stand up for each other.
9.	Burst out	to suddenly say something	'I don't believe it!' he burst out angrily.
10.	Spark off	activate, initiate	A film you have watched can spark off a new idea.
Chapter: 3 Customer Relations Skills			
1.	Ring out	sound loudly and clearly	When his voice rings out, it is loud and clear.
2.	Read out	read something loudly	The teacher asked the student to read out the passage.
3.	Call out	ask someone to come	As my father was seriously ill, we had to call out a doctor.
4.	Accustom to	make familiar with	The tourists had to accustom themselves to hot weather.
5.	Go off	leave a place	Ritesh went off to get some ice-cream.
6.	Get up	stand after sitting, kneeling, to rise	The referee asked both the players to get up.
7.	Come out	Appear	Arijit's new song will come out next week.
8.	Snatch at	try to take hold of abruptly	He snatched at the steering wheel, but I pushed him away.
9.	Find out	get information	Can you find out what time the meeting starts?
10.	Break in	Interrupt	Please don't break in when he is telling us the story

Chapter: 5 Cross-Cultural Communication Skills

1.	Ask for	request that somebody does something	My brother always asks for my help when he is in trouble.
2.	Hand over	pass on something to another person	Mr. Patel handed over the charge of the office to his colleague.
3.	Call on	visit someone	The foreign delegates will call on the Prime Minister during G20 summit.
4.	Look at	See	Look at the beautiful rainbow in the sky!
5.	Give back	return something	We all need to give back what nature gives us selflessly.
6.	Wave at	raise your hand to say hello or goodbye	The family members waved at the soldier for the last time.
7.	Point out	Identify	The detective soon pointed out the culprit with a little investigation.
8.	Wake up	become alert and ready	The bank officials need to wake up before it is too late to prevent cyber frauds.
9.	Go back	return to a place	We realized that we had taken the wrong road and had to go back.
10.	Set up	Form	The society members set up a committee to celebrate the festivals

Chapter: 10 Holistic and Visionary Skills

1.	Marry off	find a wife or a husband for one's son or daughter	The rich businessman married off his son with a poor but intelligent girl.
2.	Look after	take care of	We must look after our parents and elders.
3.	Break out	start suddenly	The pandemic of Covid-19 broke out in 2019.
4.	Dwindle away	become gradually smaller	His bank balance soon dwindled away as he spent a lot on gambling.
5.	Send in	hand in	The candidates were informed to send in their applications in a week.
6.	Pass by	go past	We passed by a historical building on our way to the railway station.
7.	Make up	to be composed of	This furniture is made up of the best quality wood.
8.	Part with	give away or get rid of something	The kids were not ready to part with their toys and sweets.
9.	Put down	keep something on the floor	The terrorists were instructed by the soldiers to put down their guns.
10.	Spring up	appear quickly	A squirrel sprang up when I was trying to pluck a mango from the tree.

Idioms

Chapter: 1 Self-Esteem Skills			
Sr.No.	Idioms	Meanings	Sentences
1.	The best of both worlds	enjoy the benefits of two different opportunities at the same time	Amar works in a city and lives in a village, so he gets the best of both worlds.
2.	See eye to eye	agree with someone	Though they work as a team, they often don't see eye to eye on many issues.
3.	Once in a blue moon	an event that happens rarely	He is quite busy, so he goes to the cinema only once in a blue moon.
4.	Cost an arm and a leg	is very expensive	I would love to buy an Audi car, but it costs an arm and a leg.
5.	Piece of cake	is very easy	If you prepare well, the job interview will be a piece of cake for you.
6.	Kill two birds with one stone	solve two problems at once	She chats with her friends while cooking and that is how she kills two birds with one stone.
7.	Add insult to injury	make a situation worse	The workers were forced to work longer hours, and to add insult to injury, the company decided not to give pay raise.
8.	Let the cat out of the bag	accidentally reveal a secret	I was trying to keep the party a secret, but my brother let the cat out of the bag.
9.	Hit the nail on the head	describe exactly what is causing a situation or problem	The coach hit the nail on the head when he said that the players lacked enthusiasm and cooperation.
10.	A hot potato	an issue which many people are talking about and is very disputed	The debate about climate change has become a hot potato these days.
Chapter: 3 Customer Relations Skills			
1.	Pull wool over one's eyes	to deceive someone	He often pulls wool over his father's eyes to hide his poor results.
2.	Sit on the fence	someone who does not want to choose or make a decision	The government sits on the fence when elections are near.
3.	Take with a grain of salt	to not take what someone says too seriously	You have to take his words with a grain of salt because he is a bluff master.
4.	Whole nine yards	everything; all of it	The mother of the sick child was ready to sacrifice whole nine yards to save her child.
5.	Bite off more than you can chew	to take on a task that is too much for you to handle	By accepting two part-time jobs, he is surely biting off more than he can chew.

6.	Scratch someone's back	to help someone out with the assumption that they will return the favour in the future	If you do the laundry I'll do the cooking – you scratch my back and I'll scratch yours.
7.	A short fuse	have a quick temper	He has a short fuse and that will land him some day in trouble.
8.	A taste of your own medicine	bad treatment deservedly received for treating other people badly	He will realize the pain only when you give him a taste of his own medicine.
9.	Butterflies in my stomach	to be nervous	Anand had butterflies in his stomach when he appeared for his first job interview.
10.	Hit the books	to study	He was in danger of failing, so he hit the books in advance.

Chapter: 5 Cross-Cultural Communication Skills

1.	In the fast lane	living a life filled with excitement	He always lived his life in the fast lane, and he ended up dying at a very young age.
2.	Lose your marbles	to go crazy	The old man has lost his marbles because of the strange, unfortunate incidents in his life.
3.	Plain as day	very clear	These instructions are plain as day, so you shouldn't have any questions.
4.	In the nick of time	just in time	The doctor arrived in the nick of time and the patient's life was saved.
5.	Play second fiddle	to be less important than someone or something else	She wants to be the boss, not play second fiddle to somebody else.
6.	Step up your game	to start performing better	He really needs to step up his game if he wants to stay in the team.
7.	Straight from the horse's mouth	hear something directly from the person involved	Our class test has been postponed and I have heard it straight from the horse's mouth.
8.	Take it easy	Relax	I told my friend to take it easy and stop worrying about everything.
9.	Tip of the iceberg	the small easily visible part of a larger problem	The problems that you see here now are just the tip of the iceberg. There are numerous disasters waiting to happen.
10.	Up a creek without a paddle	in an unlucky / bad situation with no help	I have no savings, so if I get fired from my job, I'll be up the creek without a paddle.

Chapter: 10 Holistic and Visionary Skills

1.	Band-aid solution	a temporary solution to a problem	Tax credits given to students are merely a band-aid solution to the rising cost of getting an education.
2.	Dress up to the nines	wear one's best clothes	Harsh went out dressed up to the nines to the party.
3.	Foot the bill	pay up the bill	Who's going to foot the bill for the damage?

4.	Give someone the cold shoulder	ignore or reject someone	I thought we were friends, but the last time I saw him he gave me the cold shoulder.
5.	Horse sense	common sense	The parents and children of this country have a certain amount of horse sense.
6.	Know one's onions	be skilled and informed	If you ever need someone to fix your computer, ask Param, he really knows his onions!
7.	Long face	look sad	After losing a game of chess, he came to me with a long face.
8.	Pink slip	job termination letter	After all those years of hard work, they just handed him a pink slip and it was over.
9.	Neck and neck	a very close race	The two boys ran toward the finish line neck and neck.
10.	Once bitten twice shy	learning from a bad experience	She certainly won't marry again – once bitten, twice shy.

Answer the following questions briefly

1.	What do you understand by self- esteem?
	Self-esteem refers to an individual's overall evaluation and perception of his own worth, value and competence. It influences confidence, resilience (flexibility) and behaviour.
2.	Why do you think some people feel superior to others?
	Some people may feel superior to others due to a combination of psychological factors such as insecurity, a need for validation, comparison and a desire to establish dominance.
3.	Why do you think some people feel inferior to others?
	Feelings of inferiority can arise from a variety of factors, such as comparison with others, past failures, negative experiences, societal pressures, unfavourable self-perceptions, a tendency to focus on weaknesses and low self-esteem.
4.	What do you consider to be the right approach to understanding the worth of an individual?
	The right approach to understand an individual's worth, we have to recognize the inherent value and dignity of every person, embrace empathy, active listening and a non-judgmental attitude.
5.	Why is good self-esteem important for personal growth and finding employment?
	Good self-esteem is crucial for personal growth as it provides the confidence and resilience (flexibility) needed to take on challenges, enhances an ability to present skills, promotes a positive mindset and pursue new opportunities.
6	Does language unite or divide people in the workplace?
	Language in the workplace can serve both unifying and dividing roles. Effective communication fosters collaboration and shared understanding, thereby uniting individuals. However, language barriers can lead to misunderstandings, hinder productivity and create cultural or linguistic silos. (separated groups)
7	Can the inappropriate use of language affect human relations in the workplace?

	The inappropriate use of language can significantly impact human relations in the workplace as it can create a hostile (unfriendly) environment, weaken trust, damage relationships, lead to misunderstandings and hinder teamwork.
8	Will having language and communication policies at the workplace improve the effectiveness of its employees?
	Language and communication policies at the workplace definitely establish consistent communication standards, reduce misunderstanding and enhance collaboration among team members.
9	What kind of role do you think self-esteem plays in the workplace?
	Self-esteem plays a crucial role in the workplace as it directly impacts an individual's confidence, motivation, interpersonal relationships, effective communication and overall performance.
10	Why is it important to recognize the impact self-esteem has on how people function in an organization?
	It is essential to recognize the impact of self-esteem on how people function in an organization because it directly influences employee morale, job satisfaction and overall well-being. A workforce with strong self-esteem tends to be more proactive, resilient in the phase of adversity and capable of driving innovation and collaboration.
11	Can employee self-esteem hinder or help an organization?
	Low self-esteem of an employee can hinder the organization by leading to reduced confidence, decreased productivity and limited willingness to take on responsibilities. Conversely, healthy self-esteem of an employee can benefit the organization by fostering proactive engagement, effective communication and a positive work environment.
12	Who is a customer?
	A customer is an individual, organization or entity that purchases goods, services or products from a business or supplier. Customers engage in transactions with the intent of obtaining value or satisfying a need and their interactions contribute to a business revenue and growth.
13	What does customer expect from any service?
	A customer expects consistent and high-quality services, reliability, responsive communication, effective problem-solving, transparent information and personalized experiences.
14	Why is the customer very important for any business?
	Customers are paramount (important) for any business because they are the primary source of revenue, business growth and their feedback provide insights into service strengths and weaknesses.
15	How do you treat a customer who may not always be doing business with or bringing profit to an organization?
	Every customer should be treated with respect, professionalism and a positive attitude, regardless of their immediate contribution to the business. Building goodwill and maintaining strong relationships can lead to future opportunities, referrals and a positive brand reputation.
16	Why cannot any company afford to disregard its customers for any reason whatsoever?
	Any company cannot afford to disregard its customers because customers are the lifeblood of any business. Customers drive revenue, provide valuable feedback, and determine a company's success. In today's competitive market, a dissatisfied customer can easily share their negative experiences that potentially harms the company's image.

17	How are employees supposed to spend their time in office?
	Employees are supposed to spend their time in the office by focusing on tasks and activities that contribute to their job responsibilities and the overall goals of the company. Effective time management, communication and alignment with company objectives are key to utilizing their time productively in the office.
18	How do organisations make it possible for employees to want to do their jobs well?
	Organizations motivate employees to excel by offering clear expectations, recognition, professional growth and a supportive culture. When employees feel valued, empowered and have opportunities for development, they are more likely to be motivated to perform their jobs effectively.
19	Why do employees sometimes forget the very purpose for which they are employed?
	Employees can occasionally forget their job's purpose due to factors like routine tasks, lack of engagement, or unclear expectations. This can happen when the initial enthusiasm wanes or when employees feel disconnected from the broader organizational goals.
20	What could be some of the reasons for employees to not be considerate of their customers?
	Employees might not be considerate of customers due to factors such as inadequate training, low job satisfaction, lack of proper incentives, poor workplace culture and a disconnect between company values and employee behaviour. Additionally, high workload, stress, and personal issues can also impact employees' ability to prioritize customer needs.
21	What do customers feel about indifferent and careless employees?
	Customers typically feel frustrated, disappointed, and undervalued when encountering indifferent and careless employees. Such interactions can lead to a negative perception of the company, decreased trust in its services, and a potential loss of business due to poor customer service experiences.
22	Why do you think it is important for a customer to feel good about an employee they interact with?
	It's important for a customer to feel good about an employee they interact with because positive interactions create a sense of trust, satisfaction, and loyalty. When customers feel valued, respected, and well-served by employees, they are more likely to develop a favourable perception of the company, recommend its services to others and provide repeat business.
23	How do you think employees and customers can build good relationships between themselves?
	Employees and customers can build good relationships by promoting open communication, active listening and empathy. Employees should strive to understand customers' needs, provide prompt assistance and go the extra mile to solve problems.
24	How do you think organizations benefit from good relationship between employees and customers?
	Organizations benefit from such relationships as they lead to increase customer's loyalty, positive word-of-mouth marketing and higher customer retention rates. Satisfied customers continue doing business with the company, provide valuable feedback and even become advocates, ultimately contributing to improved brand reputation and financial success.

25	How would you describe the concept of culture?
	Culture refers to the collective set of beliefs, values, behaviours, traditions and norms shared by a group of people within a particular society, community, or organization. It encompasses the way individuals interact, communicate and perceive the world around them.
26	What are some of the ritual, events, practice and values you associate with your own culture?
	Some common rituals, events, practices and values associated with Indian culture: Rituals might include lighting oil lamps during Diwali, a major festival symbolizing the triumph of light over darkness. Events like traditional weddings often involve elaborate ceremonies that highlights cultural richness and family bonds. Core values often encompass respect for elders, strong family ties, hospitality. Yoga and meditation practices have deep cultural roots.
27	Are you familiar with any other culture? What are some of the values, practice or events you associate with them?
	Yes, I'm familiar with Sikh culture. Some values of it include the belief in equality and social justice, which are demonstrated through practices like Langar (community kitchen) where people of all backgrounds eat together as equals. An important practice is the recitation of the Guru Granth Sahib in Gurdwaras (Sikh temples). The major event of Vaisakhi is celebrated to mark the foundation of the Khalsa, involving processions, prayers and community service.
28	What do you think is the role of culture in cross-cultural communication?
	Culture plays a pivotal role in cross-cultural communication as it shapes individuals' perceptions, values, communication styles, and behaviours. Understanding and respecting the cultural nuances and differences in communication norms, gestures and etiquette is essential for effective cross-cultural communication and building successful relationships across diverse cultures.
29	Why do you think cross-cultural communication is important?
	Cross-cultural communication is crucial because it promotes global collaboration, reduces conflicts arising from cultural differences and enhances mutual understanding, fostering cooperation and harmony in an increasingly interconnected global society. It helps bridge cultural gaps, promotes diversity and inclusion.
30	Why do you think we need to be comfortable with multicultural milieus (setting, environment) today?
	Being comfortable with multicultural milieus is essential today's globalized world because it promotes tolerance, empathy and a broader perspective, fostering a more inclusive and harmonious society. Additionally, multicultural competence enhances one's ability to navigate diverse workplaces and global relationships effectively.
31	Why do companies create a work culture for themselves?
	Companies create a work culture to establish a cohesive and productive environment that aligns with their values and objectives, attracting and retaining talent who share their vision. A positive work culture can also boost employee morale, engagement and performance, ultimately contributing to the company's success.
32	Why do companies conduct induction or orientation programmes for new recruits regularly?
	Companies conduct such programs to ensure that new employees are introduced to the company's policies, procedures and culture, helping them integrate quickly and effectively into their roles. These programmes provide an opportunity to build a sense of belonging and set expectations, ultimately enhancing employee satisfaction and retention.

33	Why do companies organise cross-culture awareness training programmes for their employee periodically?
	Companies organize cross-culture awareness training programs to foster understanding, respect and effective communication among a diverse workforce, reducing misunderstandings and conflicts. These programs help to create a more inclusive and harmonious workplace, which can lead to improved collaboration, innovation and productivity.
34	How do companies attempt to understand the culture in which they conduct their business operations?
	Companies attempt to understand the culture through market research and by engaging with consultants. They may establish cross-cultural training programs and adapt their business strategies, products and services.
35	What are cross-cultural communication skills?
	Cross-cultural communication skills refer to the ability to effectively interact and convey information between individuals from different cultural backgrounds while respecting and understanding their cultural differences.
36	What are some common challenges in cross-cultural communication?
	In cross-cultural communication, some common challenges are language barriers, nonverbal communication differences, varying communication styles, differing perceptions of time and cultural taboos (restrictions) or norms.
37	What are holistic skills, and why are they important in today's workplace?
	Holistic skills contain a broad range of abilities that integrate different aspects of knowledge, including critical thinking, creativity, empathy and adaptability. They are crucial in the modern workplace as they enable individuals to understand complex systems, collaborate effectively and navigate diverse challenges with a comprehensive approach.
38	How do you think a person who has recently got a job feels about himself and the world?
	A person who has recently obtained a job likely feels a sense of accomplishment, validation and increased self-worth. He may also feel optimistic about his future prospects and more connected to the world around him, as he has found a place within it where he can contribute and succeed.
39	How do you think a person who has just retired from a job thinks of himself and the world?
	A person who has just retired from a job may experience a mix of emotions, including relief, freedom and perhaps a sense of nostalgia or loss. He may reassess his identity and purpose outside of the work context, leading to a shift in perspective on himself and the world, potentially focusing more on personal fulfilment, leisure and new opportunities.
40	How do you think a person who has lost a job feels about the job, the company and the world?
	A person who has lost a job may feel a range of emotions, including disappointment, frustration and possibly betrayal, especially if he felt a strong connection to the company. He might observe the job market and the world as uncertain but with time and support, he may also find new opportunities for growth.
41	How will a person who has had to dismiss an employee think about himself, his job and the world?
	A person who has had to dismiss an employee may experience feelings of responsibility, guilt and a sense of duty towards the company and its remaining employees. He may reassess his leadership style and decisions, potentially feeling the weight of his role in shaping the work environment. This experience could lead

to a deeper understanding of the complexities of management and interpersonal dynamics within the workplace and the broader world.
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Narration of Skills

In a paragraph of 150 words, write about a person who has either a superiority complex or inferiority complex and explain how this false understanding of one's worth is unhealthy for the individual and the organization.

Ans. Tisha, an employee at a prestigious company, suffered from a debilitating superiority complex. She consistently belittled (underestimate) her colleagues, disregard their input during meetings and often praise her achievements as unparalleled. Her exaggerated sense of self-worth led to strained relationships within the organization. Her colleagues felt demoralized and disengaged, affecting teamwork and overall productivity. Moreover, Tisha's inability to accept feedback hindered her personal growth, as she saw no room for improvement.

On the other hand, Hitesh, another colleague, struggled with an inferiority complex. He constantly undermined his own abilities, doubting his worth within the company. His self-doubt made him hesitant to voice his ideas, even when they were innovative and valuable. This not only hindered his career progression but also deprived the organization of potentially game-changing contributions.

Both Tisha's superiority complex and Hitesh's inferiority complex are unhealthy for themselves and the organization. These extremes distort one's perception of reality, preventing them from recognizing their true strengths and weaknesses. This lack of self-awareness hinders personal and professional development, stunts innovation, and disrupts team dynamics. A balanced and realistic understanding of one's worth is crucial for individual growth and the overall success of any organization, as it fosters collaboration, open communication and a healthy work environment where each member can contribute their best.

In a paragraph of 150 words, write about an employee who did not treat his/her customer well on account of the latter's old age. The workplace may be any context, not necessarily government offices.

Ans. In a bustling tech start-up environment, where innovation and efficiency were highly prized, there was an employee named Rakesh who had a reputation for her exceptional customer service skills. However, one particular incident shed light on an aspect of Rakesh's behaviour that raised concerns. It involved an elderly customer named Mr. Shah, who, in his late 70s, had recently purchased a new smartphone and sought assistance in setting it up. When he approached Rakesh for help, his initial demeanour was noticeably different from his usual warm and patient self. He seemed impatient and somewhat dismissive, possibly assuming that Mr. Shah might struggle with technology due to his age.

As the interaction progressed, Mr. Shah became visibly flustered, feeling embarrassed and belittled by Rakesh's condescending tone. The incident left a lasting impact on both Mr. Shah, who felt disheartened and hesitant to seek further assistance, and the workplace's reputation for exemplary customer service.

This incident served as a reminder that age should never be a determining factor in how employees treat their customers. It highlighted the importance of empathy and respectful communication, regardless of a customer's age or background, to ensure that everyone receives the assistance and support they deserve. In the aftermath of this incident, the company initiated sensitivity training programs to remind employees, including Rakesh, of the significance of

treating all customers with patience, respect, and empathy, regardless of their age or technological proficiency

In a paragraph of about 150 words, write about a businessperson or anyone who travelled to other countries and had both positive and negative experiences at the Immigration counters in airports.

Ans. Rajesh, an Indian entrepreneur with a flourishing international business, frequently travelled to countries around the world. His experiences at immigration counters in various airports were a mixed bag of both positive and negative encounters, shedding light on the diverse attitudes of immigration officers.

On a positive note, Rajesh vividly remembered his arrival at Singapore's Changi Airport. The immigration officer welcomed him with a warm smile and efficient processing, making him feel valued as a traveller. This positive experience left a lasting impression and contributed to his favourable perception of Singapore as a business-friendly destination.

However, not all encounters were as pleasant. On one occasion, while transiting through a European airport, Rajesh encountered an immigration officer who exhibited blatant racial profiling. Despite possessing all the required documentation and a valid visa, he was subjected to excessive questioning and unnecessary delays simply because of his Indian nationality. This negative experience left him feeling humiliated and unwelcome in that particular country, casting a shadow on his perception of European travel.

In contrast, Rajesh also had a memorable experience in the United Arab Emirates, where he frequently conducted business. The immigration officers at Dubai International Airport consistently provided a seamless and courteous experience. They efficiently processed his entry, reflecting the country's reputation for hospitality and ease of doing business, which greatly facilitated his international ventures.

These varied experiences at immigration counters underscored the significant impact immigration officers can have on travellers' perceptions of a country. Positive encounters not only create a welcoming atmosphere but also contribute to a favourable image for business and tourism. Conversely, negative experiences can deter travellers, leaving them with lasting impressions of discrimination or inefficiency. Rajesh's encounters serve as a reminder of the importance of professionalism, fairness, and courtesy in the role of immigration officers, as their interactions can significantly influence a country's reputation and its ability to attract international visitors and business ventures

In a paragraph of 150 words write about how your mother and father try to balance their lives and responsibilities with their own dreams and wishes. Ask them what would really make them happy and why they think so.

Ans. My parents, like many, represent the delicate art of balancing life's responsibilities with personal dreams and aspirations. Both working professionals with demanding jobs, they have always managed to create a harmonious symmetry(balance). My mother, a dedicated educator, handles the demands of her teaching career with a profound passion for art. Despite the time constraints, she carves out moments to paint, finding comfort and self-expression in her artistic endeavours. My father, a committed engineer, leads project deadlines and meetings while nurturing his love for travel.

Curious about their true sources of happiness, I asked them what would make them happiest. My mother expressed that seeing her students flourish and ignite a love for learning brings her supreme joy. On the other hand, my father shared that exploring new destinations and cultures with the family is his ultimate happiness.

In their pursuit of balance, my parents also acknowledge the importance of mutual support. They have become each other's pillars, encouraging the pursuit of individual dreams while sharing the responsibilities of daily life. Their commitment to open communication and compromise has created a supportive environment where both their personal aspirations and familial (household)

duties coexist. Their example has instilled in me the value of pursuing personal fulfilment alongside professional success and reinforces the understanding that happiness is often woven into the fabric of meaningful connections and shared experiences.

Proverbs

1.	“The strength of a person is in his intelligence and his tongue.”, explain the idea in the context of self-esteem skills. (Word limit :75)
	The true strength of a person does not come from physical power but from intelligence and the ability to speak wisely. An intelligent mind helps one think critically, solve problems and make sound decisions, while effective and respectful speech reflects confidence and self-control. When a person communicates thoughtfully, it increases their self-image and earns the trust and respect of others. Intelligence guides actions and speech express one’s inner strength. Together, they form the foundation of self-esteem that helps individuals handle challenges with grace, maintain dignity and leave a positive impression through their wisdom and words.
2.	Explain the proverb, “The more languages you know, the more you are human.”, in the context of self-esteem skills. (Word limit :75)
	The proverb “The more languages you know, the more you are human” highlights that learning languages deepens understanding, empathy and connection with others. In the context of self-esteem skills, knowing multiple languages builds confidence, cultural awareness and communication ability. It allows individuals to express themselves effectively and appreciate diverse perspectives. This broadens one’s identity and sense of belonging in the world. As people learn new languages, they grow intellectually and emotionally, which strengthens self-worth and fosters respect for themselves and others, enriching their human experience.
3.	“As long as a language lives, the people will not perish.”, explain the idea in the context of self-esteem skills. (Word limit :75)
	The proverb “As long as a language lives, the people will not perish” means that language is the soul of a community and a symbol of its identity. In the context of self-esteem skills, it highlights that valuing one’s language builds pride, confidence and a strong sense of belonging. When people preserve and use their mother tongue, they keep their culture, traditions and wisdom alive. Respecting one’s language nurtures dignity and self-respect, helping individuals feel rooted and confident in who they are, ensuring the survival of their spirit and heritage.
4.	Explain the proverb, “Love understands all languages.”, in the context of self-esteem skills. (Word limit :75)
	The proverb “Love understands all languages” means that genuine love and kindness go beyond words and cultural boundaries. In the context of self-esteem skills, it teaches that empathy, care and positive emotions can connect people more deeply than speech. When individuals express love and compassion, they gain inner satisfaction and confidence. Love helps overcome differences and fosters mutual respect and acceptance. A person who loves and is loved feels valued and secure, which strengthens self-esteem and promotes harmony in relationships and within oneself.

5.	<p>“The eyes have one language everywhere.”, explain the idea in the context of self-esteem skills. (Word limit :75)</p>
	<p>The proverb “The eyes have one language everywhere” means that emotions and truth can be expressed through the eyes without the need for words. In the context of self-esteem skills, it shows that confidence, honesty and inner peace naturally reflect in one’s eyes. When a person has self-respect and a positive self-image, it shines through their expressions. The eyes reveal sincerity, compassion, and strength that connect people beyond language or culture. Thus, genuine self-esteem radiates silently through the eyes, communicating one’s true feelings and inner confidence to the world.</p>
6.	<p>Explain the proverb, “A man without a smiling face must not open a shop.”, in the context of customer relations skills. (Word limit :75)</p>
	<p>The proverb “A man without a smiling face must not open a shop” means that friendliness and a pleasant attitude are essential in dealing with customers. In the context of customer relations skills, it emphasizes the importance of warmth, courtesy and positive communication. A smile creates comfort, trust and satisfaction, encouraging customers to return. Good customer service is built on empathy and respect, which begin with a friendly approach. A cheerful attitude not only attracts customers but also reflects professionalism and helps build lasting relationships in any business.</p>
7.	<p>“A customer is the most important visitor on our premises.”, explain the idea in the context of customer relations skills. (Word limit :75)</p>
	<p>The proverb “A customer is the most important visitor on our premises” highlights the central role of customers in any business. In the context of customer relations skills, it reminds us that customers are not dependent on us—we are dependent on them. They are the purpose of our work, not an interruption. Good customer relations involve respect, patience and genuine care for customer needs. By treating customers with importance and providing quality service, we build trust, satisfaction and long-term loyalty, which are essential for any organization’s success.</p>
8.	<p>Explain the proverb, “Treat others the way you want to be treated.”, in the context of customer relations skills. (Word limit :75)</p>
	<p>The proverb “Treat others the way you want to be treated” emphasizes empathy and respect in human interactions. In the context of customer relations skills, it means that service providers should treat customers with the same kindness, honesty and care they expect for themselves. Understanding a customer’s feelings and needs helps build trust and satisfaction. When customers feel valued and respected, they are more likely to return and recommend the service. Thus, practicing empathy and courtesy creates a positive experience for both the customer and the organization.</p>
9.	<p>“To keep a customer demands as much skill as to win one.”, explain the idea in the context of customer relations skills. (Word limit :75)</p>
	<p>The proverb “To keep a customer demands as much skill as to win one” highlights the importance of maintaining good relationships after attracting customers. In the context of customer relations skills, it means that gaining a customer is only the beginning; retaining them requires consistent quality, communication and care. Satisfying their needs, resolving issues quickly and showing appreciation build trust and loyalty. Skilled customer service ensures long-term relationships, repeat business and a positive reputation. Thus, keeping a customer is an ongoing process that requires dedication and professionalism.</p>

10.	Explain the proverb, “Kind words can be short and easy to speak, but their echoes are truly endless.”, in the context of customer relations skills. (Word limit :75)
	The proverb “Kind words can be short and easy to speak, but their echoes are truly endless” emphasizes the lasting impact of kindness in communication. In the context of customer relations skills, it means that polite and positive words can leave a strong and lasting impression on customers. A friendly tone and respectful language make customers feel valued and respected. Such kindness not only improves satisfaction but also encourages loyalty and positive word-of-mouth. Even small gestures of courtesy can create lasting goodwill and strengthen customer relationships.
11.	“The stranger sees only what he knows.”, explain the idea in the context of cross-cultural communication skills. (Word limit :75)
	The proverb “The stranger sees only what he knows” suggests that people understand new experiences through the lens of their own culture and knowledge. In the context of cross-cultural communication skills, it means that individuals often interpret others’ behavior based on their own cultural background. Misunderstandings may occur if one fails to appreciate different customs or values. Therefore, developing awareness, openness and respect for other cultures helps in better understanding and communication. Cross-cultural sensitivity promotes harmony, cooperation and effective interaction in a diverse environment.
12.	Explain the proverb, “He who uses words well is at home everywhere.”, in the context of cross-cultural communication skills. (Word limit :75)
	The proverb “He who uses words well is at home everywhere” emphasizes the importance of effective communication. In the context of cross-cultural communication skills, it means that a person who speaks thoughtfully, clearly and respectfully can connect with people from any culture. Good use of language helps overcome barriers, avoid misunderstandings and create mutual respect. When one communicates with sensitivity and adaptability, one can feel comfortable and accepted in any environment. Thus, skillful and considerate speech is the key to global understanding and harmony.
13.	“Whatever is written on the face is always seen.”, explain the idea in the context of cross-cultural communication skills. (Word limit :75)
	The proverb “Whatever is written on the face is always seen” highlights the power of facial expressions in communication. In the context of cross-cultural communication skills, it means that emotions such as happiness, anger or respect are often visible on one’s face and can be understood across cultures. Even when language differs, expressions communicate sincerity and attitude. Therefore, maintaining a pleasant and respectful expression helps build trust and understanding. Being aware of non-verbal cues is essential for effective cross-cultural interaction and positive relationships.
14.	Explain the proverb, “Custom and law are sisters.”, in the context of cross-cultural communication skills. (Word limit :75)
	The proverb “Custom and law are sisters” means that both customs and laws guide human behavior and maintain social order. In the context of cross-cultural communication skills, it highlights that customs, like laws, differ from one culture to another and must be respected. Understanding a society’s traditions and social rules helps avoid offense and promotes harmony. When we recognize that customs hold as much importance as legal rules, we communicate with greater sensitivity and respect.

	This awareness strengthens relationships and fosters mutual understanding across cultures.
15.	“A bad compromise is better than a good lawsuit.”, explain the idea in the context of cross-cultural communication skills. (Word limit :75)
	The proverb “A bad compromise is better than a good lawsuit” emphasizes the value of understanding and cooperation over conflict. In the context of cross-cultural communication skills, it means that resolving differences through dialogue and compromise is wiser than engaging in disputes. When people from different cultures communicate, misunderstandings may occur, but patience and flexibility can restore harmony. Choosing peace and mutual respect over argument builds trust and lasting relationships. Thus, effective cross-cultural communication values cooperation more than winning a disagreement.
16.	Explain the proverb, “Where there is life, there is hope.”, in the context of holistic and visionary skills. (Word limit :75)
	The proverb “Where there is life, there is hope” conveys the idea that as long as one is alive, there is always a chance for improvement and success. In the context of holistic and visionary skills, it reminds us to stay positive and forward-looking even in difficult times. A visionary person sees possibilities where others see problems and believes in continuous growth. This hopeful attitude inspires creativity, resilience and progress. Thus, life itself is a sign of hope, motivating us to keep striving toward our goals.
17.	“Only three things in life are certain: birth, death and change.”, explain the idea in the context of holistic and visionary skills. (Word limit :75)
	The statement highlights that while birth and death define life’s boundaries, change shapes everything in between. Holistic and visionary skills enable individuals to understand change as a natural and continuous process affecting personal, social, and professional life. A holistic approach helps one see connections between past, present, and future, while visionary thinking prepares one to anticipate change and adapt creatively. Embracing change with foresight builds resilience, innovation, and sustainable growth in an ever-evolving world.
18.	Explain the proverb, “Life is half spent before one knows what life is.”, in the context of holistic and visionary skills. (Word limit :75)
	The proverb “Life is half spent before one knows what life is” means that people often realize the true purpose and value of life only after much of it has passed. In the context of holistic and visionary skills, it emphasizes the need for self-awareness, reflection and foresight. A visionary person understands life’s deeper meaning early and sets clear goals with purpose. Holistic understanding helps one balance mind, body and spirit which lead to a meaningful and well-directed life before time slips away in mere routine living.
19.	“Wisdom in the man, patience in the wife, brings peace to the house and a happy life.”, explain the idea in the context of holistic and visionary skills. (Word limit :75)
	The proverb emphasizes balance, understanding, and shared responsibility in family life. In the context of holistic and visionary skills, wisdom represents thoughtful decision-making and long-term vision, while patience reflects emotional intelligence and resilience. Together, these qualities create harmony by respecting different perspectives and managing challenges calmly. A holistic mindset values cooperation and empathy and visionary skills help foresee consequences and maintain stability, leading to peace at home and a fulfilling, well-guided life.

20.	Explain the proverb, “The secret of life is not to do what you like, but to like what you do.”, in the context of holistic and visionary skills. (Word limit :75)
	The proverb stresses adaptability and positive engagement with one’s responsibilities. In the context of holistic and visionary skills, it encourages aligning mindset with purpose rather than chasing momentary preferences. A holistic outlook helps individuals find meaning in every role they perform, while visionary skills enable them to see long-term value and growth in present work. By cultivating interest, commitment, and foresight, individuals achieve satisfaction, resilience, and sustainable success in both personal and professional life.