

SENIOR SECONDARY EXAMINATION

ENGLISH (302)

Time: 3 Hours

Maximum Marks: 100

Note:

- i. There are **39** questions in all divided into two parts.
- ii. All questions are compulsory.
- iii. Marks for each question are indicated against it.
- iv. Question Nos. **1 to 19** are carrying **1 mark** each. Some of them are in subparts that include MCQ, Fill in the blanks, True-False, Match the column, One-word answer type questions.
- v. Question Nos. **20, 22 to 29, 31 to 33, 35, and 37** are short answer questions carrying **2 marks each**. Answers to these questions should not exceed 30 words each.
- vi. Question Nos. **21, 30 and 34** carry **3 marks each**. Answers to these questions should not exceed 40 words.
- vii. Question Nos. **38 to 39** are carrying **4 marks each**. Answers to these questions should not exceed 100 words.
- viii. Question Nos. **36** is a long answer question carrying **5 marks**. Answers to these questions should not exceed 150-200 words.
- ix. Questions have to be attempted either from optional Module I or optional Module II in all sections.

PART A

Section A: Prescribed Texts

1. Choose the correct alternatives.

1x2= 2

- i. Who is the poet of the poem "Where the Mind Is Without Fear"?
 - A. Kamla Das
 - B. Rabindranath Tagore
 - C. Nissim Ezekiel
 - D. K. A. Abbas
- ii. What is the grandmother begging for in the poem "My Grandmother's House"?
 - A. Food
 - B. Warmth
 - C. Love
 - D. Respect

2. Answer the following questions:

1x3= 3

- i. What kind of night was it when the scorpion bit the poet's mother?
- ii. What does the phrase 'narrow domestic walls' mean?
- iii. Why does the poet call the wood 'yellow wood' in "The Road not Taken"?

3. Read the text carefully and identify the True and False sentences.

1x3= 3

Education as commonly understood by people means acquiring certain knowledge and skills in order to earn their living. But that is only one purpose of education. You may ask why? This is because humans are much more than just wage-earning machines. They are endowed with emotions and feelings which enrich their life. These emotions and feelings need to be developed so that they can develop into social beings, able to interact with fellow beings who are also members of that society of which they are a part.

- i. According to the passage, education is only to gain knowledge and skills.
- ii. The passage believes that emotions and feelings should be developed.
- iii. 'Wage-earning machine' is reference to people defined by their salaries.

4. Match the column in reference to "My Son Will not a Beggar Be":

1x4= 4

- | | |
|------------------|---|
| i. The mother | (a) thought he was evil or harmful |
| ii. The sisters | (b) cried all the time |
| iii. The father | (c) treated him like a delicate doll |
| iv. The servants | (d) had little hope that he would see again |

5. Choose the correct alternatives.

1x2= 2

- i. What words of Aunt Pramela's hurt Aradhana the most?
 - A. that she as a baby was skinny and dark
 - B. that Aradhana was an adopted child
 - C. that Sunita, her sister, had made a mistake
 - D. that Sunita should have told Aradhana the truth.
- ii. Pick out the quote that does not convey the same meaning/situation as "Failing in the examination is not the end of the world."
 - A. It will not be the end of the world if it rains on the day of wedding.
 - B. Losing your job does not have to be the end of the world.
 - C. Travelling to Antarctica is not the end of the world.
 - D. Missing your train is not the end of the world.

Section B: Non-prescribed Texts

Read the following passage carefully and answer Questions No. 6 to 7.

Have you ever failed at something so miserably that the thought of attempting to do it again was the last thing in your mind?

If your answer is yes, you should understand that you are not a robot. Unlike robots, we human beings have feelings, emotions and dreams. We are all meant to grow despite our circumstances and limitations. Flourishing and trying to make our dreams come true feels great when life goes our way. But what happens when it does not? What happens when you fail despite all your hard work? Do you stay down and accept defeat or do you get up again? If you have the tendency to persevere and keep going, then you have what experts call grit”.

Falling down or failing is one of the most agonizing, embarrassing and scary human experiences. But is also one of the most educational, empowering and essential parts of living a successful and fulfilling life. Did you know that perseverance (grit) is one of the seven qualities that has been described as the key to personal success and betterment in society? The other six are: curiosity, gratitude, optimism, self-control, social intelligence and zest. Thomas Edison is an example of grit for trying more than 1000 times to invent the light bulb. When asked why he kept going despite hundreds of failures, he merely stated that they had not been failures, they were hundreds of attempts towards creating light bulb.

6. Complete the following sentences.

3x1= 3

- i. _____ was created after many attempts.
- ii. The reason why you are not a robot is because _____.
- iii. Thomas Edison is an example of _____.

7. Choose the correct alternatives.

3x1= 3

- i. Which of the following is relevant for the title of the passage?
 - A. Dreams Always Come True
 - B. Humans Vs Robots
 - C. Falling Down and Getting Up
 - D. Failure and Grit Go Hand in Hand
- ii. What do you understand from the line “Falling down or failing is one of the most agonizing, embarrassing and scary human experiences?”
 - A. Falling down makes us angry
 - B. Failure can deeply affect our emotions
 - C. Stay positive and be optimistic
 - D. Self-control is empowering
- iii. What is the tone of the following context? “Falling down or failing is one of the most.....educational, empowering and essential parts of living a successful and fulfilling life?”
 - A. Humorous
 - B. Optimistic
 - C. Horrifying
 - D. Solemn

8. Read the following passage and Identify the True and False sentences. 6x1=6

Individuals together form a society. Any form of substance abuse does not affect the individual alone but adversely affects his family, friends and thereby the society as well. Children of parents addicted to drugs are neglected and abused. This leaves a deep emotional scar in them and leads to disorder like anxiety, phobia, under-confidence, and depression. Youth involved in drug abuse mostly indulge in unlawful activities such as theft, violence and road rage which has negative effects on the society they grow up in. They cannot positively contribute to the development of the society. Drug abuse is prevalent across all sections of the society. The rich are mainly involved in use of drugs such as marijuana, heroin and other substances which are expensive. They do it mainly to get a feeling of 'high'. The street children are addicted to smoking, drinking illicit liquor, and in the smelling of gum, paints, and fuel. It is found that the smelling of these toxicants help them to overcome hunger pangs.

- i. Substance abuse does not affect the individual.
- ii. Children usually neglected and abused by their parents are prone to drug addiction.
- iii. Youth involved in drug abuse usually does indulge in theft.
- iv. Drug substance is very cheap.
- v. Neglected children grow up as confident individual.
- vi. Youth involved in drug abuse are involved in noble deeds and acts of compassion.

Section C: Grammar

9. Fill in the blanks with the appropriate form of verbs. 3x1= 3

- i. She _____ (finish) her homework before dinner every day.
- ii. My family _____ (live) in Bhopal for five years now..
- iii. Yesterday, I _____ (go) to the store to buy some groceries.

10. Choose the correct alternatives: 4x1= 4

- i. In the sentence "The cat, sitting on the window sill, watched the birds," 'sitting' is a:
 - A. gerund
 - B. participle
 - C. finite verb
 - D. infinitive
- ii. Which of the following sentences contains a non-finite verb?
 - A. I am going to the store.
 - B. She has been cooking all day.
 - C. Running is a good exercise.
 - D. They will finish the project soon.
- iii. 'To swim' in the sentence "She taught him to swim" functions as a _____.
 - A. gerund
 - B. participle

- C. finite verb
- D. infinitive

- iv. In the sentence "I hate doing the dishes," the non-finite verb is a(n) _____.
- A. gerund
 - B. participle
 - C. finite verb
 - D. infinitive

11. Fill in the blanks with appropriate 'Wh-' questions.

1x2= 2

- i. _____ is your new job?
It's interesting. I enjoy it.
- ii. _____ did the party end?
It ended before 8 pm.

Section D: Functional Writing Skills

12. Choose the correct alternatives:

4x1= 4

- i. Which step involves wrapping up the summary with a recap of the author's main argument or purpose?
- A. Conclude
 - B. Support
 - C. Begin writing
 - D. Continue as needed
- ii. Which part of the letter contains the writer's address and date?
- A. Opening
 - B. Body
 - C. Salutation
 - D. None of these
- iii. Which of the following is NOT a characteristic of effective notes?
- A. Clarity
 - B. Lengthiness
 - C. Organization
 - D. Conciseness
- iv. Which is the correct order of the steps to writing a summary?
- A. main topic, length, begin writing, continue as needed, support, conclude
 - B. begin writing, main topic, length, continue as needed, support, conclude
 - C. length, main topic, begin writing, support, continue as needed, conclude
 - D. length, begin writing, main topic, support, continue as needed, conclude

13. Read the statements carefully and identify them as True or False.

1x4= 4

- i. Direct quotes are frequently used in summaries.

- ii. It's important to include personal information such as your date of birth and marital status on your CV.
- iii. Paraphrasing is a key skill in summary writing.
- iv. Case histories are only used during the initial assessment and are not updated thereafter.

14. Answer the following questions in one or two word(s):

1x2= 2

- i. While writing articles, where should the writer mention his/her name?
- ii. 'Expression of thanks' is written in which type of writing?

Section E: Option I (English for Receptionists)

Read the questions carefully and choose the suitable answer:

15. What a receptionist DOES NOT need from the following list to do her job efficiently: 1

- I. A telephone directory
 - II. A hobby diary
 - III. An index book of telephone numbers frequently used
 - IV. Names and addresses of hotels nearby
- A. Only I
 - B. Only II
 - C. II and IV
 - D. None of the above

16. What are the two prime requirements of a receptionist's job? 1

- A. Courtesy and diplomacy
- B. Good manners and smile
- C. Courtesy and good manners
- D. Smile and diplomacy

17. The underlined expression used in this conversation is not appropriate on the phone. Choose the correct response from the options given. 1

Receptionist: Good morning. Shimla Studios.

Rakesh: Here is Rakesh from Manali.

Rakesh: What do you want?

- A. Hi, I was waiting for your phone.
- B. Nice to know. How are you?
- C. Why have you called, Rakesh?
- D. What can I do for you, Mr. Rakesh?

18. Arrange the steps of a telephonic conversation: 1

- I. Offers help
- II. Obtain caller's identity
- III. Greets and gives identity
- IV. Acknowledge the call

V. Takes down a message

- A. I, II, III, IV, V
- B. V, IV, III, II, I
- C. III, I, II, IV, V
- D. III, V, II, IV, I

19. Choose the general rule for calling out telephone numbers. **1**

- A. Numbers should be grouped in three digits, giving a slight pause between each pair.
- B. When you give or ask for a telephone number, never repeat it to confirm if you have the right number.
- C. Within the pairs refer to numbers in digits. Eg: 32 is; three two not thirty-two 5642 is five six/pause/four two.
- D. When the same number/figure occurs in a pair between two pauses, say it two times.

Section E: Option II (ESP For Office Use)

Read the questions carefully and choose suitable answers.

15. Study and practice the short exchanges/ dialogues given below. Identify the relationship. **1**

X: Good morning, Sir!

Y: Good morning, Harish! Didn't see you in the office yesterday. Is everything all right?

X: Yes, sir, thank you. I had to take leave because a friend had come from Chennai.

- A. Formal
- B. Informal
- C. Neutral
- D. None of the above

16. People usually use short forms when sending e-mails. Select the correct match. **1**

- A. HSIK - How Should I Know?
- B. BBL - Be Black Later
- C. FYI - For Your Insight
- D. IOW - In Other World

17. Select which of the following statements are TRUE or FALSE. **1**

- i) To prepare for an interview, we must buy new clothes.
- ii) Knowing about the organisation is a mark of a serious candidate.
- iii) You should aim to get a job that gives you high pay.

- A. All options are TRUE
- B. All options are FALSE
- C. Only option (i) is TRUE
- D. Only option (ii) is TRUE

18. You have to write an email to Raj Travels, asking them to cancel your air tickets to Bangalore and the hotel accommodation they had booked for you. You will inform about the changed date in near future. Select the appropriate points from the following. **1**

- A. Cancel reservations, will decide upon new dates, regret the inconvenience caused
- B. Postpone reservations, will inform about new dates, regret inconvenience caused
- C. Cancel reservations will inform about new dates, regret the inconvenience caused
- D. Cancel reservations, will inform about new dates, requested to return the booking amount

19. You have gone to see a senior colleague who has been admitted to a hospital. Which expression will you use? Select the correct response. **1**

- A. Good morning. In good shape, are you?
- B. Good morning, sir, how're you feeling now?
- C. Hi! How's life?
- D. Hey! how are you, old boy?

PART B

Section A: Prescribed Texts

20. Answer any ONE of the following questions: **2x1=2**

- i. How does the poet describe the 'heaven of freedom'?
- ii. Why did the peasants say the name of God a hundred times?

21. Answer any ONE of the following questions: **3x1=3**

- i. Despite undergoing extreme suffering, what did the mother say at the end? What does it reveal about her?
- ii. How does the imagery of the house withdrawing into silence and snakes moving among books contribute to the overall mood and tone of the poem?

Answer the following questions:

22. Why was Baldeo's job dangerous? **2**

23. i. 'She danced for one person only'. Who was this person? Why did she dance only for her? **2**

OR

ii. Why did Aradhana think that she was not beautiful?

24. What is the 'surprise of the life' that the train driver received? **2**

Section B: Non-prescribed Texts

Read the given passage carefully and answer Question No. 35 to 37:

Naval architects never claim that a ship is unsinkable, but the sinking of the passenger-and-car ferry Estonia in the Baltic surely should never have happened. It was well designed and carefully maintained. It carried the proper number of lifeboats. It had been thoroughly inspected on the day of its fatal voyage. Yet hours later, the Estonia rolled over

and sank in a cold, stormy night. It went down so quickly that most of those on board, caught in their dark, flooding cabins, had no chance to save themselves: Of those who managed to scramble overboard, only 139 survived. The rest died of hypothermia before the rescuers could pluck them from the cold sea. The final death toll amounted to 912 souls. However, there were an unpleasant number of questions about why the Estonia sank and why so many survivors were men in their prime, while most of the dead were women, children, and the elderly.

25. Why was the sinking of Estonia surprising? **2**

26. i. What was the primary cause of death for those who managed to get off the sinking ship but did not survive? **2**

OR

ii. Despite having the proper number of lifeboats, why did many passengers not survive the sinking of the Estonia?

27. What's so unpleasant about the last fact mentioned in the passage? **2**

Read the given passage carefully and answer Question No. 38 to 40:

Dolphins are regarded as the friendliest creatures in the sea and stories of them helping drowning sailors have been common since Roman times. The more we learn about dolphins, the more we realise that their society is more complex than people previously imagined. They look after other dolphins when they are ill, care for pregnant mothers and protect the weakest in the community, as we do. Some scientists have suggested that dolphins have a language but it is much more probable that they communicate with each other without needing words. Could any of these mammals be more intelligent than man? Certainly, the most common argument in favour of man's superiority over them that we can kill them more easily than they can kill us is the least satisfactory. On the contrary, the more we discover about these remarkable creatures, the less we appear superior when we destroy them.

28. i. Mention two things that are similar to humans in the dolphin community. **2**

OR

ii. According to the scientists, what is the medium of communication among the dolphins?

29. How do dolphins assist humans according to historical stories? **2**

30. Find a word similar in meaning from the passage: **1x3=3**

- i) safeguard:
- ii) dominance:
- iii) extraordinary:

Section C: Grammar

31. Fill in the blanks using the passive form of the verbs given in brackets. **2x1= 2**

- i. Wind energy _____ (derive) through a process where wind _____ (use) to generate mechanical power or electricity.

OR

- ii. Since recorded history, wind power _____ (use) to move ships, grind grain and pump water. There is evidence that wind energy _____ (use) to propel boats along the Nile as early as 5,000 B.C.

32. Change the following questions into indirect speech: 1x2= 2

- i. She said, "Did you see my sister yesterday?"
ii. My teacher said, "What is your father doing these days?"

33. Join the following sentences using the connectors given against each pair. 1x2= 2

- i. I have bought a dictionary from the Book Fair.
It has been published by Oxford University Press for Indian students exclusively. (which)
ii. Aarush will not accompany us on our tour to Australia.
He is very busy preparing for entrance examinations. (because)

Section D: Functional Writing Skill

34. Answer any ONE of the following questions: 3x1=3

- i. Make a summary of the following passage.

Most of the people who appear most often in history books are great conquerors and generals. Strangely enough, the people who really helped civilization forward are often never mentioned at all. We do not know who made the first boat or calculated the length of the year, but we know all about our killers and destroyers. We raise statues of them simply because they fought bravely. But even animals fight, so do savages. To fight is not to be civilised. Moreover, there are other ways of settling quarrels among men or nations. So really civilised people have been those who brought peace and happiness to mankind. They have been prophets, saints, doctors, inventors and discoverers. They have been truly great since instead of inflicting pain and hardships upon humanity they have healed their wounds. Instead of killing, they are really civilised and deserve our attention and respect.

- ii. Make notes from the following passage in points only, using appropriate headings and sub-headings. Also, use at least two recognizable abbreviations.

Some 200 million people, or 5 percent of the global population age 15-64, have used illicit drugs at least once in the last 12 months. Among this population are people from almost every country on earth. More people are involved in the production and trafficking of illicit drugs and still more are touched by the devastating social and economic costs of this problem. Partially a consequence of its pervasiveness and partially a consequence of the illicit and hidden nature of the problem, reliable analysis and statistics on the production, trafficking and use of illicit drugs are rare.

The World Drug Report 2006 endeavours to fill this gap. It provides one of the most comprehensive overviews of illicit drug trends at the international level. In addition, it

presents a special thematic chapter on cannabis, by far the most widely produced, trafficked and used drug in the world. The analysis of trends, some going back 10 years or more, is presented in Volume 1. Detailed statistics are presented in Volume 2. Taken together, these volumes provide the most up-to-date view of today's illicit drug situation.

The United Nations Office on Drugs and Crime is in the process of further enhancing the World Drug Report.

35. Describe your experience at a family gathering in your grandmother's village. 2

36. Attempt any ONE of the following questions. 5x1=5

i. You are Kushal living at 3U, Symphony Serenity, Kolkata. The continuous leaking of drain pipes in your colony is causing diseases and health complications for the residents. Write a letter to the Editor of a daily newspaper regarding the same.

ii. You are Anju, a student of Fly High International School, New Delhi. Write a letter to the principal of the school complaining to him about the poor quality of food served in the school canteen.

Section E: Option I (English for Receptionists)

37. Answer any ONE of the following questions: 2x1=2

- i. As a receptionist, while greeting, why is 'Hello' not used?
- ii. What are the likely problems faced while taking messages over the phone?

38. Answer any ONE of the following questions. 4x1=4

i. Operator at Kashish Home Appliances receives a call from an irate customer. She had recently bought a food processor and she is very upset that it is defective and no other mentioned number is responding. Since your regional office does not deal with customer complaints, guide her about the due procedure for redressal. Provide relevant information and assistance about the same.

ii. The Personnel Manager wants you to find out all necessary details and make arrangements so that he will be able to reach Delhi from Kolkata by 25th Oct. 2023, 10:30 a.m. for a labour Union Meeting. Prepare the conversation.

39. Mr. David Horsburgh has an appointment with Mr. Mehta, the Advertising Agent, at Pratibha Arts at 3:30 p.m. Mr. Horsburgh rings up to cancel the appointment. Mr. Mehta is not at his desk. You are the Receptionist at Pratibha Arts. Write out a Message for Mr. Mehta.

4

Section E: Option II (ESP For Office Use)

37. Answer any ONE of the following questions: 2x1=2

- i. What are reports? What information do they provide in business organisations?
- ii. What are the common things to be avoided while writing a report?

38. Answer any ONE of the following questions.

4x1=4

i. You are Sales Executive of Raja Shoes, Hissar, deputed to conduct a survey of the shoe market in Bhiwani to open a showroom of the prestigious products of your company, Paeron ki Sajavat, 'easy walk and cushion under your feet'. Write your report to be submitted to the Sales Manager stating that Bhiwani market might be a suitable market for the purpose. Give necessary reasons.

ii. Mr Param Veer works as an assistant Director in a firm in Jaipur. He has been asked to visit the firm's Bhopal office and submit a report on how that office is functioning there. Write out a tour report to be submitted by Mr. Param Veer to Mr. Kailash Singh, the Joint Director.

39. Write an e-mail addressed to Mr. Sarin SK, the auditor General of the state coming to your company for audit. He wants information about your company's area of operation and business. You re PRO of your company, Swaran Garments, Dwarka, Delhi.

Mr. Sarin's e-mail ID: sarinsk@rediffmail.com

Your e-mail ID: swarang@hotmail.com

4

MARKING SCHEME

Q. No.	Marking Scheme	Marks
PART A		
1.	i. B. Rabindranath Tagore ii. C. Love	2
2.	i. dark and rainy ii. ideas that are petty and narrow-minded iii. because the leaves are yellow	3
3.	i. False ii. True iii. True	3
4.	i. (b) cried all the time ii. (c) treated him like a delicate doll iii. (d) had little hope that he would see again iv. (a) thought he was evil or harmful	4
5.	i. A. that she as a baby was skinny and dark ii. C. Travelling to Antarctica is not the end of the world	2
6.	i. light bulb ii. we have emotion iii. Perseverance or grit	3
7.	i. D. Failure and Grit Go Hand in Hand ii. B. Failure can deeply affect our emotions iii. B. Optimistic	3
8.	i. False ii. True iii. True iv. False v. False vi. False	6
9.	i. finishes ii. has been living iii. went	3
10.	i. B. participle	4

	ii. C. Running is a good exercise. iii. D. infinitive iv. A. gerund	
11.	i. How ii. When	2
12.	i. A. Conclude ii. A. opening iii. B. Lengthiness iv. C. length, main topic, begin writing, support, continue as needed, conclude	4
13.	i. False ii. False iii. True iv. False	4
14.	i. after the title ii. article writing	2
	Option I (English for Receptionists)	
15.	B. Only II	1
16.	C. Courtesy and good manners	1
17.	D. What can I do for you, Mr. Rakesh?	1
18.	C. III, I, II, IV, V	1
19.	C. Within the pairs refer to numbers in digits. Eg: 32 is; three two not thirty-two 5642 is five six/pause/four two.	1
	Option II (ESP For Office Use)	
15.	C. Neutral	1
16.	A. HSIK - How Should I Know?	1
17.	D. Only option (ii) is TRUE	1
18.	C. Cancel reservations will inform about new dates, regret the inconvenience caused	1
19.	B. Good morning, sir, how're you feeling now?	1
PART B		

20.	<p>i. Where the head is held high, knowledge is free, people are open-minded and rational</p> <p>OR</p> <p>ii. To invoke God's help, paralyse the evil one/spirit</p>	2
21.	<p>i. The mother felt thankful that the scorpion stung her and not her children-reveals her concern for her children.</p> <p>OR</p> <p>ii. The imagery creates a sense of abandonment and decay, suggesting the loss and emptiness the speaker feels after the death of the woman who once lived there.</p>	3
22.	Because of the very real possibility of encountering the man-eater tiger.	2
23.	<p>i. her mother because Aradhana realised the kind of love that had been given to her by her mother</p> <p>OR</p> <p>ii. because she was not fair-skinned, unlike her sister</p>	2
24.	i. while examining the head-lamps, saw the tiger dead, cut in half	2
25.	It was well designed and carefully maintained, carried the proper number of lifeboats, had been thoroughly inspected on the day of its fatal voyage.	2
26.	<p>i. The primary cause of death was hypothermia before rescuers could pluck them from the cold sea.</p> <p>OR</p> <p>ii. because the ship sank quickly, and they were caught in their dark, flooding cabins</p>	2
27.	So many survivors were men in their prime, while most of the dead were women, children and the elderly.	2
28.	<p>i. They look after other dolphins when they are ill, care for pregnant mothers and protect the weakest in the community.</p> <p>OR</p> <p>ii. Scientists have suggested that dolphins have a language but it is much more probable that they communicate with each other without needing words.</p>	2
29.	Historical stories suggest that dolphins have helped drowning sailors.	2
30.	<p>i) protect</p> <p>ii) superiority</p>	3

	iii) remarkable	
31.	i. is derived, is used OR ii. was used, was used	2
32.	i. She asked him/her if he had seen his/her sister the previous day. ii. My teacher asked what my father was doing those days.	2
33.	i. I have bought a dictionary from the Book Fair which has been published by Oxford University Press for Indian students exclusively. ii. Aarush will not accompany us on tour to Australia because he is very busy preparing for entrance examinations.	2
34.	Individual answer i. Summary writing: Content – 1 mark, Expression – 2 marks (Accuracy, fluency, coherence, and organisation of matter) ii. Note making: Headings and sub-headings-1, Notes in points-1, Abbreviations-1	3
35.	Individual answer Content – 1 mark, Expression – 1 mark (Accuracy, fluency, coherence, and organization of matter)	2
36.	Individual answer Format- 1 mark, Content – 2 marks, Expression – 2 marks (Accuracy, fluency, coherence, and organization of matter)	5
	Option I (English for Receptionists)	
37.	i. because it gives no exact information, wastes time and money OR ii. Disturbing noises in the background, callers providing long and difficult answers	2
38.	individual answer	4
39.	individual answer	4
	ESP For Office Use	
37.	i. Reports are a form of written communication. In business organisation reports provide information regarding progress, implementation of plans and programmes. These are sent to senior officers.	2

	<p style="text-align: center;">OR</p> <p>ii. Things to be avoided while writing a report are (any 2) —</p> <ul style="list-style-type: none"> a. personal feelings should not interfere while writing a report b. analysis should not be based on a single piece of evidence c. report should not be generalised without proper and logical evidence d. one should not jump to conclusion 	
38.	individual answer	4
39.	individual answer	4