



NEERAJ®

ENGLISH AT THE WORKPLACE

B.E.G.L.A.-136

**Chapter Wise Reference Book
Including Many Solved Sample Papers**

Based on

C.B.C.S. (Choice Based Credit System) Syllabus of

I.G.N.O.U.

& Various Central, State & Other Open Universities

By: Harish Arora



**NEERAJ
PUBLICATIONS**

(Publishers of Educational Books)

Retail Sales Office:

1507, First Floor, Nai Sarak, Delhi - 6 | Mob.: 8510009872, 8510009878

E-mail : info@neerajbooks.com Website : www.neerajbooks.com

MRP ₹ 280/-

Published by:



NEERAJ PUBLICATIONS

(Publishers of Educational Books)

Retail Sales Office: 1507, First Floor, Nai Sarak, Delhi - 6 | Mob.: 8510009872, 8510009878

E-mail : info@neerajbooks.com Website : www.neerajbooks.com

© Copyright Reserved with the Publishers only.

Reprint Edition with Updation of Sample Question Paper Only

Typesetting by: Competent Computers, Printed at: Novelty Printing Press

Disclaimer/T&C

1. For the best & up-to-date study & results, please prefer the recommended textbooks/study material only.
2. This book is just a Guide Book/Reference Book published by NEERAJ PUBLICATIONS based on the suggested syllabus by a particular Board/University.
3. These books are prepared by the author for the help, guidance and reference of the student to get an idea of how he/she can study easily in a short time duration. Content matter & Sample answers given in this Book may be Seen as the Guide/Reference Material only. Neither the publisher nor the author or seller will be responsible for any damage or loss due to any mistake, error or discrepancy as we do not claim the Accuracy of these Solutions/Answers. Any Omission or Error is highly regretted though every care has been taken while preparing, printing, composing and proofreading of these Books. As all the Composing, Printing, Publishing and ProofReading, etc., are done by Human only and chances of Human Error could not be denied. Any mistake, error or discrepancy noted may be brought to the publishers notice which shall be taken care of in the next edition and thereafter as a good gesture by our company he/she would be provided the rectified Book free of cost. Please consult your Teacher/Tutor or refer to the prescribed & recommended study material of the university/board/institute/ Govt. of India Publication or notification if you have any doubts or confusions regarding any information, data, concept, results, etc. before you appear in the exam or Prepare your Assignments before submitting to the University/Board/Institute.
4. In case of any dispute whatsoever the maximum anybody can claim against NEERAJ PUBLICATIONS is just for the price of the Book.
5. The number of questions in NEERAJ study materials are indicative of general scope and design of the question paper.
6. Any type of ONLINE Sale/Resale of "NEERAJ BOOKS" published by "NEERAJ PUBLICATIONS" in Printed Book format (Hard Copy), Soft Copy, E-book on any Website, Web Portals, any Social Media Platforms – Youtube, Facebook, Twitter, Instagram, Telegram, LinkedIn etc. and also on any Online Shopping Sites, like – Amazon, Flipkart, eBay, Snapdeal, Meesho, Kindle, etc., is strictly not permitted without prior written permission from NEERAJ PUBLICATIONS. Any such online sale activity of any NEERAJ BOOK in Printed Book format (Hard Copy), Soft Copy, E-book format by an Individual, Company, Dealer, Bookseller, Book Trader or Distributor will be termed as ILLEGAL SALE of NEERAJ BOOKS and will invite legal action against the offenders.
7. The User agrees Not to reproduce, duplicate, copy, sell, resell or exploit for any commercial purposes, any portion of these Books without the written permission of the publisher. This book or part thereof cannot be translated or reproduced in any form (except for review or criticism) without the written permission of the publishers.
8. All material prewritten or custom written is intended for the sole purpose of research and exemplary purposes only. We encourage you to use our material as a research and study aid only. Plagiarism is a crime, and we condone such behaviour. Please use our material responsibly.
9. All matters, terms & disputes are subject to Delhi Jurisdiction only.

Get books by Post & Pay Cash on Delivery :

If you want to Buy NEERAJ BOOKS by post then please order your complete requirement at our Website www.neerajbooks.com where you can select your Required NEERAJ BOOKS after seeing the Details of the Course, Subject, Printed Price & the Cover-pages (Title) of NEERAJ BOOKS.

While placing your Order at our Website www.neerajbooks.com You may also avail the “Special Discount Schemes” being offered at our Official website www.neerajbooks.com.

No need to pay in advance as you may pay “Cash on Delivery” (All The Payment including the Price of the Book & the Postal Charges, etc.) are to be Paid to the Delivery Person at the time when You take the Delivery of the Books & they shall Pass the Value of the Goods to us. We usually dispatch the books Nearly within 2-3 days after we receive your order and it takes Nearly 3-4 days in the postal service to reach your Destination (In total it take nearly 6-7 days).

Content

ENGLISH AT THE WORKPLACE

Question Paper–June-2023 (Solved)	1-4
Question Paper–December-2022 (Solved)	1-2
Question Paper–Exam Held in March-2022 (Solved)	1-3
Sample Question Paper–1 (Solved)	1-2
Sample Question Paper–2 (Solved)	1-2

<i>S.No.</i>	<i>Chapterwise Reference Book</i>	<i>Page</i>
1.	Profiling Oneself for the Job	1
2.	Searching for a Job	9
3.	Responding to Job Advertisements	17
4.	Preparing for the Job	27
5.	Using Body Language Effectively	37
6.	Portfolio Making	44
7.	Writing Your Curriculum Vitae (CV)	53
8.	Preparing to Face An Interview	61
9.	Etiquette, Cultural Awareness and Gender Perceptions	74
10.	Understanding Customers	81

<i>S.No.</i>	<i>Chapterwise Reference Book</i>	<i>Page</i>
11.	Essentials of Customer Service	90
12.	Work Ethics	104
13.	Participating in Discussions	113
14.	Making Presentations	120
15.	Writing Business Letters	128
16.	Writing Business E-mails	140



**Sample Preview
of the
Solved
Sample Question
Papers**

Published by:



**NEERAJ
PUBLICATIONS**

www.neerajbooks.com

QUESTION PAPER

June – 2023

(Solved)

ENGLISH AT THE WORKPLACE

B.E.G.L.A.-136

Time: 3 Hours]

[Maximum Marks: 100

Note: Attempt all the questions. All questions carry equal marks.

Q. 1. Fill in the blanks with the most appropriate words:

(i) I have been in this job from so long that I feel my career is more or less..... (progressive, static)

(ii) It is interesting to.....the possibilities of different career options. (explore, accept)

(iii) It is advisable to take help from.....to find a job. (consultants, offices)

(iv) Sometimes in theworld today jobs are not advertised. (consultant, competitive)

(v) Jobs are advertised in thesections of the newspapers. (matrimonial, recruitment)

(vi) A brilliant idea which occurs suddenly is..... (Brainwave, Brainstorm)

(vii) A phrase meaning 'knowing what the ultimate aim is' (Goal awareness, Goal)

(viii) A phrase reforming to 'a meeting to discuss lots of ideas and collectively choosing the best one' (Brainwave, Brainstorming session)

(ix) Remembering something afterwards is (Recall, Memory)

(x) Something that obstructs progress is (Roadblock, Road ahead)

Ans. (i) static, (ii) explore, (iii) consultants, (iv) competitive, (v) recruitment, (vi) brainstorm, (vii) goal awareness, (viii) brainstorming session, (ix) recall, (x) roadblock.

Q. 2. Make sentences using the following words:

(a) Contemporary

Ans. I went to update my living room with something contemporary.

(b) Digital

Ans. Education has taken new height in this digital world.

(c) Assess

Ans. He will easily get assess to all your information.

(d) Transmit

Ans. Parents should not transmit fear to their children.

(e) Convey

Ans. I will convey your message to boss.

Q. 3. (a) Rewrite the following sentences changing them from the active voice to passive voice:

(i) She has mastered the subject of science.

Ans. The subject of Science was mastered by her.

(ii) She opened the window.

Ans. The window was opened by her.

(iii) I did not scold him.

Ans. He didn't get scolded by me.

(iv) The cops caught the thief.

Ans. The thief was caught by the cops.

(v) They redesigned the building.

Ans. The building was redesigned by them.

(b) Fill in the blanks as indicated:

(i) Simply(place) an advertisement in a popular daily will fetch us many candidates.

(Use gerund of 'place')

(ii) The skill of(read) in English is essential for an office boy's job here.

(Use gerund of 'read')

(iii) This is a(well-pay) job. Everyone wants it. (Use appropriate participle of 'well-pay')

(iv) Please show me a few samples of a(cover) letter.

(Use appropriate participle of 'cover')

(v) If I went to bed now,

(Use main/if clause)

(vi) What would you do if.....

(Use main/if clause)

(vii) She gave me this ring. She.....very upset if I lost it. (Use correct form of 'be')

(viii) The litmus paper turns red if we(dip) it in acid. (Use correct form of 'dip')

(ix) Webe hasty incoming to conclusions about people. (Use appropriate modal)

(x) I will have completed my taskMonday. (Choose the appropriate till/by)

Ans. (i) placed, (ii) reading, (iii) well-paid, (iv) cover, (v) I will get up early, (vi) I will say no, (vii) will become, (viii) dips, (ix) could, (x) by.

Q. 4. Write short notes on the following:

(a) Characteristics of work ethics

Ans. Ref.: See Chapter-12, Page No. 104, 'Reading Comprehension: Characteristics of Work Ethics'.

(b) Stages of presentation

Ans. Ref.: See Chapter-14, Page No. 120, 'Introduction'.

Q. 5. Prepare a brief CV (Curriculum Vitae) for a job that you wish to join. Organize your points under various headings like educational qualifications, professional qualifications, etc.

Ans. Ref.: See Chapter-7, Page No. 57, Q. No. 1.

Q. 6. Prepare a job application letter in response to an advertisement for the post of a sales manger in corporate firm.

Ans. 25-Industrial Estate,
Gurgaon-11,
Haryana
12th March 200...
General Manager,
Prime Publishers Ltd.,
16 Sector-20 Gurgaon-11

Subject: Application for the Post of Sales Manager

Sir,

Reference your advertisement for the above-mentioned post, I have attached my detailed resume. I think it will suit you must appropriately and on my behalf I will try my utmost best to satisfy my superiors with my work and conduct. I am available for an interview at a date convenient to you.

Yours Faithfully

Raman/Priya

Encl.: Bio-data and relevant photocopies.

RESUME

Name : Raman
Father's Name : Sh. Amit K. Gupta
Address : 25, Industrial Estate,
Gurgaon-11, Haryana.
Contact Number : 22xxx68
Date of Birth & Age : 6th January 1989, Age: 35 years.

Educational Qualifications : B.Com, M.B.A
(i) Secondary from Haryana Board, Rewari in 1999 with 86% marks.

(ii) Senior Secondary from C.B.S.E. in 2005 with Commerce securing distinction marks.

(iii) B.Com (Hons) from Haryana University in 2007 with 70% marks.

(iv) M.B.A from Delhi University in 2009

Hobbies : Reading and Playing Lawn Tennis

Language Known : Hindi, English and French

Extra Activities : (a) Captain of N.S.S. Team

(b) Captain of Lawn Tennis, D.U

Experience : Working as Sr. Executive with M/s. Aman Publishing House, Darya Ganj, New Delhi since July 2007.

Marital Status : Unmarried

References : • Dr. Raman Gupta, Sales Director, Big Job, South Extension, New Delhi:

• Sh. Rajiv Sharma, General Manager, Ind. Estate, Govt. of Haryana, Fari-dabad.

Q. 7. You are planning to appear for an interview for the position of Business Development Executive in a reported marketing firm. Write out ten questions you expect to be asked and your answers to these questions.

Ans. 1. Why do you want to work with us?

Ans. During my 12th-grade vacations, I assisted my uncle at his stationary shop. That's the time I realised I loved sales. Evaluating sales figures at the end of the day was always the most exciting and thrilling part of the day. Your company has an awesome line of products that keeps the customer's needs at the centre.

2. What are the three most important skills for a Business Development Executive?

Ans. The three most important skills for a Business Development Executive are:

SOLVED QUESTION PAPER (JUNE-2023) / 3

- Communication skills for productively communicating with the clients, internal teams
- Negotiation skills for convincing and influencing the clients to buy the product (or service)
- Strategic planning skills to improvise current strategy if necessary and predicting future bottle-neck scenarios

3. What are the three most important skills for a business development executive?

Ans. According to me, success can only be measured based on what short or long-term goals my leaders are setting and if I am able to meet them through my strategies. I always strive to perform my best and deliver beyond expectations. If I talk about my personal success, it would depend upon how well I am able to use my skills to benefit the company and how much I am getting to learn and evolve.

4. Have your strategies ever failed? How did you handle that situation?

Ans. Once in my initial years, my sales strategies didn't work out, and I consider that as one of my biggest failures because it taught me so much. That situation made me see the flaws in my strategy building. It made me realise where I was going wrong and what I needed to improve. Therefore, moving forward, I rectified my mistakes, and since then, my numbers have increased significantly.

5. What would you do to retain an old customer?

Ans. The first and foremost motto of client retention is keeping them happy. Therefore, to ensure long-term retention, I will ensure taking constant feedback from our clients. If they inform me of something that they are unhappy about, then I will plan to fix those issues. If ever a situation arises where a loyal customer decides to switch, then also I will first try to find what made the client unhappy. I will promise to rectify the situation and ensure that such situations won't happen again. I will also offer discounts on our products and services and prioritise delivering the best.

6. Which departments would you keep close association with as a Business Development Executive?

Ans. As a Business Development Executive, my main job would be to come up with sales plans that would bring business to the company. And to come up with effective sales plans, I need to keep myself updated

with all the products and services. Therefore, the best teams to keep close association with would include the Products and the Sales teams. I would keep in regular touch with them and work with them to come up with strong strategies that would help drive the company's business.

7. How do you handle differences with your colleagues?

Ans. I have had differences with my team members before. But I know how important varied points of view are. If I was in such a situation today, I would respect my colleague's opinion and make it a point to discuss both our views so that our ideas could be combined beneficially for the project we are working on.

8. In your opinion, is selling the product more important, or is the client more important?

Ans. Although both are equally important, I feel connecting with the client is more important. Building a trustworthy and meaningful relationship with the client will go a long way. It is because even if the client does not buy from me if he trusts me, he will refer me and my products to people in his circle who may ultimately end up buying the products.

9. How do you build rapport with customers?

Ans. Each client is different and has different needs. So, I initially research their company and background to understand their business requirements better and then approach them with a personalised email or conversation that lets them know that their time is valued.

10. How do you identify and solve the unique demands of clients?

Ans. First of all, I will maintain effective communication with the clients to keep myself updated with their changing business needs and what they are expecting us to do. If a situation arises where there is a gap between their demands and what our products and services offer, then I will consult with the product team to come up with some alternative solutions and then present them to the client. This will also help us keep our products updated and stay up to date with market trends.

8. Write an outline of a presentation on the following topic:

“Creation of Gender Awareness at the workplace.”

Ans. Below is the outline of a Presentation on “Creation of Gender Awareness at the workplace”.

Here are some steps you can take to promote gender equality in the workplace:

1. Increase hiring diversity: Review your job descriptions and assess whether your job requirements could be altered to broaden the pool of applicants. For example, if a position currently requires 15 years of experience, consider if 10 years of experience would be sufficient. You can also evaluate whether other types of experiences or education could qualify applicants for senior-level positions. It's also a good idea to think carefully about the language you use in your job postings. For example, certain words like "assertive" and "dominant" may attract more men than women. If you have a hiring panel, make sure that it's gender diverse.

2. Review equal pay laws: Review the federal equal pay law, and then review state laws. Many laws state that employers are required to provide equal pay for equal work, which includes the same skills, responsibilities, working conditions and effort. You can note any areas of improvement needed in your business regarding equal pay for equal work, and develop a policy relating to equal pay in your code of conduct.

3. Begin a pay audit: Consider conducting a pay audit to see if your male and female employees are paid comparably. This may help you identify if you offer equal employment opportunities. You can seek help from an HR professional or outside source, or you can do it yourself using a spreadsheet.

4. Consider updating your training: Review your training on gender discrimination and inequality. Check your current training programs to see if they're informative and detailed enough to make an impact. Another option is to make gender inequality training mandatory once a year. This way, the information is at the forefront of your employees' minds and can be more easily reflected in their actions.

5. Revise pay secrecy policies: Pay secrecy policies may lead to discrepancies with the gender pay gap and

may be illegal. The more employees discuss salary information, the more aware they can become of gender inequalities in the workplace. Consider publishing salary data. Recording and sharing salary information with employees can help assure your workforce that everyone is being paid fairly and ensuring gender pay equality is a priority. Some companies publish pay brackets outlining the salary and general requirements for each position.

6. Promote work-life balance: Parents might struggle to reach career goals because of the challenges of working while raising a family. To relieve stress for working parents, some companies offer parental leave for mothers and fathers. Workplace flexibility is also something many people look for when evaluating whether they want to work for a company. This option is especially appealing for parents who need flexibility to balance a career and raising children.

7. Create an open-minded atmosphere: Promote a culture where employees know they're appreciated based on their talent and performance. Get to know team members on a personal level, regardless of their gender or background. This can deepen your appreciation for differences and promote a welcoming, inclusive work environment.

8. Provide mentorship for everyone: An experienced mentor can be invaluable for helping employees navigate their careers. Consider implementing a mentorship program. While pairing employees of the same gender can be useful, companies should also consider pairing employees with a senior manager of the opposite gender.

9. Keep accurate documentation: Document each employee's qualifications, pay, position, education and work experience. There are many times when an employee may deserve to be paid more, however, employers are responsible for making these distinctions based on concrete evidence.



Sample Preview of The Chapter

Published by:

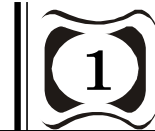


**NEERAJ
PUBLICATIONS**

www.neerajbooks.com

ENGLISH AT THE WORKPLACE

Profiling Oneself for the Job



INTRODUCTION

It is very important to get prepared for achieving at the workplace. Among the different requirements for being ready to face for the job, one must be able to speak and write about oneself. Further, he should be able to confidently introduce himself and deal with a large number of unknown persons besides getting ready for venturing into new areas for successfully adjusting to the new job and its challenges. Getting the right type of work or employment is extremely crucial for a youngster in order to pursue a good career as well as earn livelihood. After completing formal education, generally people develop confusions relating to the available job opportunities and their future life. Different persons may look for jobs fulfilling different objectives. While one may look for a job by which he can achieve his long term goals such as job security, job satisfaction, etc. while some others may look for an opportunity which has the highest present salary. Above all, preparation is always better and once we are ready from our side, it becomes easier to find out a suitable work.

CHAPTER AT A GLANCE

READING COMPREHENSION: A PROFILE

You must have heard of William (Bill) H. Gates, Chairman of Microsoft Corporation, who is among the world's richest people. Read his profile and answer the questions that follow.

William (Bill) H. Gates is the principal founder of Microsoft Corporation, the worldwide leader in software, services and solutions, that help people and businesses realize their full potential. Microsoft had revenues of US\$ 39.79 billion for the fiscal year ending June 2005, and employs more than 61,000 people in 102 countries and regions.

On June 15, 2006, Microsoft announced that effective July 2008 Gates will move out of a day-to-day role in the company and spend more time on his global health and education work at the Bill and Melinda Gates Foundation. After July 2008, Gates served as Microsoft's Chairman till February 2014. Subsequently, he took on the post of Technology Advisor to support the newly appointed CEO Satya Nadella.

Born on Oct. 28, 1955, Gates grew up in Seattle with his two sisters. Their father, William H. Gates II, is a Seattle attorney. Their late mother, Mary Gates, was a school teacher, University of Washington Regent, and Chairwoman of United Way International.

Gates attended a public elementary school and the private Lakeside School. There, he discovered his interest in software and began programming computers at the young age of 13. In 1973, Gates entered Harvard University as a freshman. While at Harvard, Gates developed a version of the programming language BASIC for the first microcomputer – the MITS Altair. In his junior year, Gates left Harvard to devote his energies to Microsoft, a company he had begun in 1975 with his childhood friend Paul Allen. Guided by a belief that the computer would be a valuable tool on every office desktop and in every home, they began developing software for personal computers. Gates' foresight and his vision for personal computing have been central to the success of Microsoft and the software industry.

Under Gates' leadership, Microsoft's mission has been to continually advance and improve software technology, and to make it easier, more cost-effective and more enjoyable for people to use computers. The company is committed to a long-term view, reflected in its investment of approximately \$6.2 billion on research and development in the 2005 fiscal year.

2 / NEERAJ : ENGLISH AT THE WORKPLACE

In 1999, Gates wrote *Business @ the Speed of Thought*, a book that shows how computer technology can solve business problems in fundamentally new ways. The book was published in 25 languages and is available in more than 60 countries. *Business @ the Speed of Thought* has received wide critical acclaim, and was listed on the best-seller lists of the *New York Times*, *USA Today*, *the Wall Street Journal* and *Amazon.com*. Gates' previous book, *The Road Ahead*, published in 1995, held the No. 1 spot on the *New York Times*' bestseller list for seven weeks.

Gates has donated the proceeds of the book to non-profit organizations that support **Profiling Oneself for the Job** the use of technology in education and skills development.

In addition to this love of computers and software, Gates founded Corbis, which is developing one of the world's largest resources of visual information – a comprehensive digital archive of art and photography from public and private collections around the globe. Philanthropy is also important to Gates. He and his wife, Melinda, have endowed a foundation with more than \$28.8 billion (as of January 2005) to support philanthropic initiatives in the areas of global health and learning, with the hope that in the 21st century, advances in these critical areas will be available for all people.

Gates was married on Jan. 1, 1994, to Melinda French Gates. They have three children. Gates is an avid reader, and enjoys playing golf and bridge. (from the Internet last updated June 2006)

ACTIVITY - 1

Q. 1. Who is William (Bill) Gates?

Ans. William (Bill) Gates is the principle founder and Chairman of Microsoft Corporation and he is among the world's richest people.

Q. 2. What is Microsoft Corporation?

Ans. Microsoft Corporation is the world leader in software, services and solutions to help individuals/businesses in achieving their full potential. The company employs more than 61000 people in more than 100 countries of the world and had revenues of US\$ 39.79 billion during the year 2005.

Q. 3. Why did Gates start Microsoft Corporation?

Ans. Bill Gates started Microsoft Corporation in the year 1975 with his childhood friend Paul Allen. They believed that computer would become an extremely valuable tool present on the desktop of every office as

well as in every home and they started developing software for personal computers. The foresightedness of Gates for personal computing has been crucial to the success of his company and the entire computer software industry.

Q. 4. What is the Mission of Microsoft?

Ans. Under the able leadership of Bill Gates, the mission of Microsoft Corporation was to continually advance and improve software technology, and to make it easier, more cost effective and enjoyable for people to use the computer. It has a long-term view which is shown by its investment of approximately \$6.2 billion on research and development during 2005.

Q. 5. Besides being interested in computers, what are the two other things Gates is known for?

Ans. Besides being interested in computers, Bill Gates founded a company named Corbis to develop one of the world's largest resources of visual information including digital art and photography from public/private collections from the world. Besides these, Bill Gates is a great philanthropist. He and his wife, Melinda, have endowed a foundation with more than \$28.8 billion to support philanthropic initiatives in the areas of global health and learning.

Q. 6. What are the things Gates likes to do in his leisure time?

Ans. Bill Gates has a keen interest in reading. He also enjoys playing golf and bridge in his leisure time.

Q. 7. Complete the following sentences.

- (i) Bill Gates was born.....
- (ii) He started showing interest in.....when.....

(iii) Gates went to Harvard University and while studying at Harvard, Gates.....

(iv) In 1975, Gates started.....

(v) In 1999 he wrote.....The book tells the reader.....

(vi) In 1994, Gates marriedand they have.....

Ans. (i) on 28th October, 1955.

(ii) software and began programming computers, he was only 13 years.

(iii) in 1973 as a freshman, developed a version of programming language BASIC for the first micro-computer.

(iv) a company named Microsoft.

(v) a book named *Business @ the speed of thought*, how computer technology can solve business problems in new ways.

(vi) Melinda on 1 January, 1994, three children.

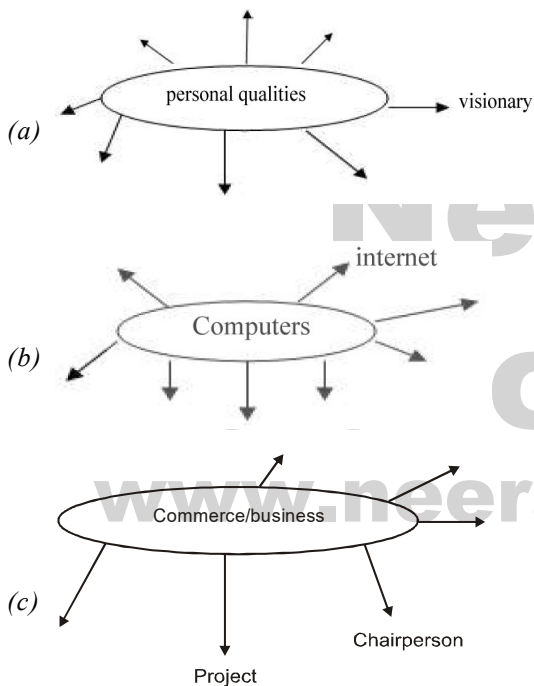
VOCABULARY : PERSONAL, SOCIAL AND PROFESSIONAL QUALITIES

Talking about people, the business world and computers

ACTIVITY - 2

Q. 1. Look at the following jumbled words which are taken from the profile of Bill Gates. Put them in their appropriate webs. Add more words of your own.

Leadership, revenue, software programming, internet, access, visionary, BASIC, fiscal year, philanthropic, chairperson, organization, foresight, cost effective, personal computer, language, Microsoft, global company



Ans. The above words can be grouped together under headings: Personal attributes, Computer related terms and Commercial/business terms.

Attributes of a person: Leadership, visionary, philanthropic, foresight, energies, belief,

Computer related terms: Software programming, Internet access, BASIC, personal computer, Language, Microsoft, software solutions, Desktop,

Commercial/Business terms: Revenue, Fiscal Year, Chairperson, Organization, cost effective, Global Company, Technology advisor, Mission, Research and Development.

Q. 2. In order to be successful at the workplace you need personal, social and professional qualities. You will find words related to these qualities in the box given below. Put the words in their appropriate lists. You will find that some words fit into more than one list.

team leader	motivator	leadership
soft spoken	open minded	conflict resolution
disciplined	receptive to new ideas	ability to empathize
friendly	helpful	approachable
hardworking	persuasive	dedicated
creative	firm	able to meet deadlines
punctual	role model	inspiring others

Ans. Personal Qualities: Soft spoken, Disciplined, Helpful, Hard working, Dedicated, etc.

Social Qualities: Open minded, Ability to empathize, friendly, Persuasive, Role Model, etc.

Professional Qualities: Motivator, Leadership, Team Leader, Conflict resolution, receptive to new ideas, Approachable, Creative, Firm, Able to meet deadlines, Punctual, Inspiring Others, etc.

Q. 3. (a) From the list above, say which three qualities from each list are important at the workplace.

Ans. The following qualities from the three lists are very important at the work place:

Personal Qualities: Disciplined, Hard working, Dedicated, etc.

Social Qualities: Ability to empathize, Persuasive, Role Model, etc.

Professional Qualities: Leadership, Conflict resolution, Creative, etc.

(b) Why are they important according to you?

Ans. (i) The personal qualities of being disciplined, hard working and dedicated are important because, by having these, you can make others to follow you and give their best to the organization.

(ii) Social qualities of being able to empathize, persuasive and role model, enable you to occupy the position of a sympathetic colleague whom others can easily emulate.

(iii) Professional qualities of leadership, conflict resolution and creativity are extremely important from the point of view of the organization where the output/ revenue generation depends on the role played by the leader who has creativity as an inherent quality and can understand and resolve organizational/personal conflicts of co-workers in an amicable manner in order

4 / NEERAJ : ENGLISH AT THE WORKPLACE

to enable them to give out their best towards organizational goals.

LISTENING: TALKING ABOUT ONESELF

Tape Script

Hi! I'm Sania Mirza from Hyderabad, India. I was born on November 15th, 1986.

I am a tennis player and my dream is to win the Wimbledon Singles Championship one day.

I was introduced to tennis at the age of six but my coach refused to allow me to play when he saw me. When he saw my game, he was quite amazed!

I have reached the position at which I am today only because of my hard work and dedication, and the support of all my family members.

When I decide to do something, I leave no stone unturned to get success in it.

In February 2005, I became the first ever Indian woman to win a WTA title, by winning the AP Tourism Hyderabad Open, defeating ninth seeded Alona Bondarenko in the final.

Often, I sit back and reflect on my strengths and weaknesses. By doing so I am able to think of the strategies to overcome my weak areas.

I became the first female Indian to be seeded in a Grand Slam Event at the 2006 Australian Open.

In partnership with Martina Hingis we became one of the greatest doubles teams in women's tennis and won 14 titles in 16 months including three Grand Slam titles – Australian Open, Wimbledon and US Open and 41 matches from 2015 to 2016.

Besides playing tennis, I enjoy good music and love to read books in my spare time. I love non-vegetarian food and don't mind having it 24x7.

One of the little known secrets of my life is that I always wanted to be an interior designer!

Today, I think, dream and live only tennis. I am proud to lend my face and voice to many welfare projects and enjoy being a brand ambassador.

ACTIVITY - 3

Listen to World Tennis player from Hyderabad, India – Sania Mirza talk about herself. Listen again then answer the questions.

Q. 1. Who is Sania Mirza?

Ans. Ms. Sania Mirza is a very famous Indian Tennis player.

Q. 2. What are some of her achievements?

Ans. In February 2005, she became the first ever Indian woman to win a WTA title in 2005. She was the

first female Indian to be seeded in a Grand Slam Event at the 2006 Australian Open. In partnership with Martina Hingis she won 14 titles in 16 months including three Grand Slam titles Australian Open, Wimbledon and US Open and 41 matches from 2015 to 2016.

Q. 3. What are three qualities of Sania that impress you?

Ans. Sania Mirza has impressed us greatly and she has reached this position by her hard work and dedication. She does not leave any stone unturned which shows how determined she is.

Q. 4. What are Sania's interests and hobbies?

Ans. Although she always wanted to be an interior designer but now Sania dreams, thinks and lives only Tennis. Besides this, she loves music, reading and eating good food. She loves to eat non-vegetarian food.

Q. 5. Complete the following sentences:

(a) Sania's Coach allowed her to play when.....

.....
(b) She became the first woman to win a WTA title at the age of.....

(c) The secret of her success is.....

(d) If she had not become a tennis player she would.....

(e) Sania's dream is to win.....

Ans. (a) he saw her game and he was quite amazed.

(b) 18.

(c) her dedication, hardwork and determination.

(d) have become an interior designer.

(e) Wimbledon Singles Title one day.

SPEAKING: GIVING A SELF PROFILE

We have to give information as per the following points:

1. Full name, age, date of birth, etc.
2. Something about educational background – (schooling/college, etc).
3. What you wish to do in life.
4. Talk about a special achievement and how you managed to get success.
5. Describe some of your personality traits/ qualities.
6. Describe your hobbies/interests in life and any secret wish or desire.

GRAMMAR: WH-QUESTIONS

At the work place, we may be required to ask questions for getting proper information about the people, their qualifications and interests, etc. Similarly, we must know to answer question about self, our department, our work, etc. Questions can be asked