

This Question Paper consists of 39 questions and 16 printed pages.

Roll No.

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Code No. **69/MAY/4**

Set

A

ENGLISH
(302)

Day and Date of Examination

Signature of Invigilators 1.

2.

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.
2. Please check the Question Paper to verify that the total pages and total number of questions contained in the Question Paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. Making any identification mark in the Answer-Book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
4. Write your Question Paper Code No. 69/MAY/4, Set

A

 on the Answer-Book.

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) Q. 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) Q. Nos. **20, 22** to **29, 31, 32, 33, 35** and **37** are short answer questions carrying *2* marks each. Answers to these questions should not exceed *30* words each.
(vi) Q. Nos. **21, 30** and **34** are carrying *3* marks. Answers to these questions should not exceed *40* words.
(vii) Q. Nos. **38** and **39** are carrying *4* marks each. Answers to these questions should not exceed *100* words.
(viii) Q. No. **36** is a long answer question carrying *5* marks. Answer to this question should not exceed *150-200* words.
(ix) Questions have to be attempted *either* from Optional Module I *or* Optional Module II in all sections.

- (1) Answers of all questions are to be given in the Answer-Book given to you.
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PART-A

Section-A

(Prescribed Texts)

- 1.** Choose the correct alternatives : 1×2=2
- (a) What do the villagers do when they find out about the mother's predicament?
- (A) They leave her alone
(B) They come to help her with superstitions and rituals
(C) They call a doctor immediately
(D) They laugh at her



(b) What quality does the poet desire for the world in the poem?

(A) Silence

(B) Fearlessness

(C) Wealth

(D) Ambition

2. Answer the following questions :

1×3=3

(a) What does the grandmother's house symbolize in the poem?

(b) What do the two roads symbolize in the poem?

(c) What does the phrase "chasing after the broken dreams" imply in the poem, *Where the Mind is Without Fear*?

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

1×3=3

The ultimate goal of all drug abuse treatment is to enable the patient to achieve lasting abstinence but the immediate goals are to reduce drug use, improve the patient's ability to function and minimize the medical and social curse of drug abuse. There are several types of drug abuse treatment programmes. Short-term methods last less than six months and residential therapy, medication therapy and drug-free outpatient therapy. Longer-term treatment may include, for example, Methadone maintenance outpatient treatment for opiate addicts and residential therapeutic communication treatment.

(a) The final purpose of drug abuse treatment is to enable patients to give up drugs forever.

(b) The passage believes that drug abuse treatment is effective.

(c) Drug abuse is accepted in society.

4. Match the columns with reference to *If I Were You* :

1×4=4

(i) Gerrard

(a) Criminal plans to steal his identity

(ii) Intruder

(b) The protagonist who uses wit

(iii) Climax of the play

(c) Gerrard's cottage

(iv) Setting of the play

(d) Locked in a cupboard



5. Choose the correct alternatives :

1×2=2

(a) What does the father want for his son?

- (A) A life of wealth
- (B) A life of independence
- (C) A life of luxury
- (D) A life of hardship

(b) What happens to Baldeo in the tunnel?

- (A) He discovers treasure
- (B) He is attacked by the tiger
- (C) He saves Tembu
- (D) He escapes unscathed

Section-B

(Non-Prescribed Texts)

Read the following passage carefully and answer Question Nos. **6** and **7** :

In the heart of the bustling city, there was a small park known as Greenfield Park. It served as a tranquil escape for the inhabitants amid the urban chaos. Every morning, joggers could be seen running along the winding paths, while children played joyfully on the swings. The park was also home to many beautiful trees, which provided shade on sunny days.

One of the favourite spots in the park was the pond, where ducks floated lazily and families often fed them breadcrumbs. As seasons changed, the park transformed; during autumn, the leaves turned vibrant shades of orange and red, creating a picturesque scene.

Despite its beauty, Greenfield Park faced challenges. Occasionally, litter would accumulate, and the city officials had to organize community clean-up days. Local volunteers took pride in maintaining the park, believing it was essential for the community's well-being.

The story of Greenfield Park is a reminder of how green spaces enrich urban life, offering a place for relaxation, recreation, and connection. As cities continue to grow, preserving such parks becomes increasingly important for future generations.



6. Complete the following sentences :

1×3=3

- (a) Greenfield Park serves as a _____ escape for city inhabitants.
- (b) In autumn, the leaves turn vibrant shades of _____ and red.
- (c) Local volunteers pride themselves in _____ the park.

7. Choose the correct alternatives :

1×3=3

- (a) Greenfield Park is located in a _____ area.
 - (A) rural
 - (B) suburban
 - (C) bustling
 - (D) remote
- (b) The pond in the park is home to _____.
 - (A) fish
 - (B) turtles
 - (C) ducks
 - (D) frogs
- (c) What does the community organize to deal with litter in the park?
 - (A) Art fairs
 - (B) Music concerts
 - (C) Clean-up days
 - (D) Sporting events

8. Read the following passage and identify the True and False sentences :

1×6=6

Mount Everest, the highest peak in the world, stands tall at 8848 meters (29029 feet) above sea level. Located in the Himalayas, on the border between Nepal and the Tibet Autonomous Region of China, it attracts thousands of climbers each year. While many climbers aspire to reach the summit, the journey to the top is fraught with challenges. The extreme altitude presents serious health risks, including altitude sickness, which can be life-threatening.

The first successful ascent of Mount Everest was achieved in 1953 by Sir Edmund Hillary of New Zealand and Tenzing Norgay, a Sherpa of Nepal. Their achievement marked a historic moment in mountaineering and opened the door for future expeditions. Since then, the popularity of climbing Everest has increased, leading to a boom in tourism. However, this has also resulted in environmental concerns, as waste accumulates on the mountain.

Climbers must prepare extensively and hire experienced guides, often from local Sherpa communities, who possess invaluable knowledge of the



mountain. Despite the risks, including avalanches and unpredictable weather, the allure of standing at the 'Roof of the World' continues to draw adventurers from around the globe. Efforts to promote responsible tourism and minimize impact on the environment are vital to preserving the integrity of Mount Everest for future climbers.

- (a) Mount Everest is located entirely in Nepal.
- (b) Sir Edmund Hillary and Tenzing Norgay were the first to successfully climb Mount Everest.
- (c) Climbing Everest poses no significant health risks.
- (d) The number of climbers attempting to reach the summit has decreased over the years.
- (e) Local Sherpa guides are often hired for climbing expeditions.
- (f) Environmental concerns have arisen due to increased tourism on Mount Everest.

Section-C (Grammar)

9. Fill in the blanks with the appropriate form of verbs : 1×3=3

- (a) He is capable of ____ (solve) complex mathematical problems.
- (b) While I ____ (walk) through the mall, I saw an old friend.
- (c) She always ____ (forget) to bring her books to class.

10. Choose the correct alternatives : 1×4=4

- (a) In the sentence, "It is important to respect the rules", 'to respect' is a/an
 - (A) gerund (B) infinitive
 - (C) finite verb (D) participle
- (b) Which of the following sentences contains a non-finite verb?
 - (A) She loves **swimming** in the ocean.
 - (B) He **plays** football every weekend.
 - (C) They **are** going to the market.
 - (D) We **watched** the sunset yesterday.



(c) In the sentence, "Jogging every morning keeps me healthy", 'Jogging' is a/an

- (A) gerund (B) participle
(C) finite verb (D) infinitive

(d) In the sentence, "I enjoy reading books on history", 'reading' is a/an

- (A) gerund (B) participle
(C) finite verb (D) infinitive

11. Fill in the blanks with appropriate words to make 'Wh' questions : $1 \times 2 = 2$

(a) _____ are you planning to visit during your vacation?

I'm planning to go to Mumbai.

(b) _____ can help you with your math problem?

Only Mr. Sharma!

Section-D

(Functional Writing Skills)

12. Choose the correct alternatives : $1 \times 4 = 4$

(a) Which of the following is appropriate for the closing of a formal email?

- (A) Cheers (B) Regards
(C) Take care (D) Love

(b) When writing a report, what should be included in the introduction?

- (A) Personal opinions (B) A summary of the findings
(C) A detailed analysis (D) The purpose of the report

(c) Which phrase is best for making a request in a formal letter?

- (A) Can you? (B) I'd like you to...
(C) Please consider... (D) You need to...



(d) What is the primary purpose of writing a cover letter?

- (A) To list all previous jobs
- (B) To introduce oneself and express interest
- (C) To summarize academic achievements
- (D) To describe personal hobbies

13. Read the statements and identify them as True or False : 1×4=4

- (a) Emails should never use a salutation.
- (b) The introduction of a report should state its purpose clearly.
- (c) Contractions (like 'can't' or 'won't') are encouraged in formal writing.
- (d) In a resume, it is acceptable to include personal hobbies.

14. Answer the following questions in one or two word(s) : 1×2=2

- (a) What type of letter often seeks information or clarification?
- (b) What term describes a list of a person's qualifications and experiences?

Section-E

OPTION—I

(English for Receptionists)

Read the questions carefully and choose the suitable answer :

15. What is an essential skill for a receptionist? 1

- (A) Advanced technical skills
- (B) Excellent communication skills
- (C) Artistic ability
- (D) Selling expertise

16. What information should be gathered from visitors when they arrive? 1

- (A) Their personal history
- (B) Their name and whom they are visiting
- (C) Their financial status
- (D) Their hobbies



17. A customer complains, "Your service is terrible". How should a receptionist respond? 1
- (A) I apologize for the inconvenience
 - (B) Well, too bad
 - (C) That's not a big deal
 - (D) You should talk to someone else
18. Put the following steps in order when a visitor arrives at the reception desk. 1
- (A) Ask for the visitor's name
 - (B) Notify the person the visitor is meeting
 - (C) Welcome the visitor
 - (D) Check the appointment schedule
19. What is a common error to avoid when calling out numbers on the phone? 1
- (A) Speaking too slowly
 - (B) Articulating numbers clearly
 - (C) Rushing through numbers
 - (D) Speaking too loudly

OPTION—II

(**ESP for Office Use**)

Read the questions carefully and choose the suitable answer :

15. If a colleague greets you with "Hey, how's it going?" in the break room and you reply, "Yeah great, thanks bro", what type of relationship does this indicate? 1
- (A) Formal
 - (B) Informal
 - (C) Neutral
 - (D) None of these
16. People usually use short forms when sending emails. Select the correct match. 1
- (A) ASAP — As slow as possible
 - (B) TBD — To be determined
 - (C) KPI — Key performance index
 - (D) CC — Confirmation copy

17. During the interview, what should you do when you receive a question? 1
- (A) Answer immediately without thinking
 - (B) Take a moment to think before responding
 - (C) Ignore the question
 - (D) Say "Sorry I don't know"
18. You have to write an email to Shivraj Travels asking them to book your air tickets for Mumbai and back. How should you conclude your email to Shivraj Travels? Select the appropriate points from the following options. 1
- (A) Thanks, and good luck!
 - (B) I look forward to your prompt response.
 - (C) See you soon!
 - (D) Thanking you in anticipation.
19. You have to introduce yourself in a meeting. Which expression will you use? Choose the correct response. 1
- (A) Hello, my name is Raj Mehta
 - (B) Hi! I am Raj Mehta
 - (C) Good morning. Myself Raj Mehta
 - (D) Good morning, I am Raj Mehta

PART-B

Section-A

(Prescribed Texts)

20. Answer any *one* of the following questions : 2
- (a) What does Tagore mean by "the head is held high" in the poem, *Where the Mind is Without Fear* ?
 - (b) How does the poet depict the mother's character in the poem, *Night of the Scorpion* ?



21. Answer any *one* of the following questions : 3
- (a) What emotions does the speaker express regarding her grandmother in the poem? Provide examples.
- (b) What is the central theme of *The Road Not Taken*, and how is it conveyed through the poem?
22. Describe the relationship between Tembu and his father, Baldeo. 2
23. What is the Intruder's plan, and why does it fail? 2

OR

How does Gerrard use his creativity to escape the situation with the Intruder?

24. What is the significance of the title, *I Must Know the Truth*? 2

Section-B

(Non-Prescribed Texts)

Read the following passage carefully and answer Question Nos. **25** to **27** :

The advent of technology has significantly transformed communication in the modern world. Gone are the days when people relied primarily on letters and face-to-face interactions to convey messages. With the rise of the internet and mobile devices, communication has become instantaneous and accessible from almost anywhere in the world.

Social media platforms, messaging apps, and video conferencing tools have redefined the way we connect with others. These technologies enable individuals to share ideas, collaborate on projects, and maintain relationships across distances. Moreover, they have provided a voice to those who may have been marginalized in traditional communication settings.

However, while technology has enhanced connectivity, it has also brought about challenges. Issues such as cyberbullying, misinformation, and a decline in face-to-face interactions are notable drawbacks. Additionally, the overreliance on digital communication can lead to misunderstandings and weakened interpersonal relationships.

To harness the benefits of technology while mitigating its downsides, it is essential for users to develop digital literacy skills. Understanding how to communicate effectively in the digital realm, while also recognizing the value of in-person interactions, is crucial in navigating the complexities of modern communication.

25. How has technology changed the way we communicate, according to the passage? 2

26. What are some of the benefits of modern communication technologies mentioned in the passage? 2

OR

What challenges are associated with the rise of technology in communication?

27. Why is digital literacy emphasized in the context of modern communication? 2

Read the given passage carefully and answer Question Nos. **28** to **30** :

Wildlife conservation is crucial for maintaining the biodiversity of our planet. It involves protecting various species and their habitats to ensure their survival. Every species has a unique role in its ecosystem, and the loss of any one species can lead to unforeseen consequences. For instance, predators maintain the balance of herbivore populations, preventing overgrazing and allowing vegetation to thrive.

Moreover, wildlife contributes significantly to human welfare. Many medicines are derived from plants and animals, and the natural world provides essential resources such as food, water, and raw materials. As human populations grow, the pressure on wildlife intensifies, resulting in habitat destruction and poaching. To combat these challenges, effective conservation strategies must be implemented, including the establishment of protected areas, wildlife reserves, and legal enforcement against poaching.

Public awareness and education about wildlife conservation play a fundamental role in fostering appreciation for nature. By understanding the importance of each species and the delicate interconnections within ecosystems, communities can work towards more sustainable practices. Ultimately, the goal of wildlife conservation is to establish a harmonious relationship between humanity and the natural world, ensuring a vibrant planet for future generations.

28. Why is wildlife conservation important for biodiversity? 2

OR

How do predators contribute to ecological balance?

29. What challenges does wildlife face due to growing human populations? 2



30. Find a word similar in meaning from the passage : 1×3=3
- (a) Becomes more serious
 - (b) Full of life and energy
 - (c) Animals that eat only plants

Section-C
(Grammar)

31. Fill in the blanks using the passive form of the verbs given in the brackets : 1×2=2
- (a) The cookies _____ (bake) by my grandmother and _____ (eat) hungrily.

OR

- (b) The plants _____ (cultivate) by the local farmers and _____ (use) to sustain the community.
32. Change the following into indirect speech : 1×2=2
- (a) She asked me, "Are you coming to the party?"
 - (b) He said, "I have seen that movie before."
33. Join the following sentences using the connectors given against each pair : 1×2=2
- (a) The man is a teacher.
We met him at the airport last week. (whom)
 - (b) You do not hurry.
You will miss the train. (if)

Section-D
(Functional Writing Skills)

34. Answer any *one* of the following questions : 3
- (a) Make a summary of the following passage :
- The ocean is a vast and magnificent expanse of water that covers more than 70% of the Earth's surface. It plays a crucial role in regulating the planet's climate, influencing weather patterns, and supporting diverse ecosystems. Home to countless species of fish, mammals, and vegetation, the ocean is a treasure trove of biodiversity. The colourful coral reefs, for instance, are some of the most vibrant ecosystems on the planet, providing habitat and sustenance for numerous marine organisms.

However, the ocean faces significant threats due to human activities. Pollution, overfishing, and climate change are wreaking havoc on marine life. Plastics and chemicals released into the sea endanger aquatic ecosystems and accumulate in the food chain, posing health risks to both marine creatures and humans. Coral reefs are particularly vulnerable; rising sea temperatures lead to coral bleaching, threatening their survival.

Despite these challenges, many organizations are working diligently to conserve oceanic habitats. Initiatives focused on reducing waste, creating marine protected areas, and promoting sustainable fishing practices aim to safeguard the ocean's health. By recognizing the ocean's importance and taking action, we can ensure that future generations inherit a vibrant and thriving marine environment.

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

Globalization has significantly affected cultures around the world, leading to both positive and negative consequences. On one hand, it has facilitated cultural exchange, allowing people to learn about and appreciate diverse traditions, languages, and lifestyles. This sharing can promote understanding and tolerance among different societies. For example, international festivals and culinary exchanges have introduced people to various cuisines, art forms, and cultural practices, enriching local cultures.

On the other hand, globalization poses threats to cultural identity and heritage. Many indigenous cultures and languages are increasingly at risk of extinction as dominant global cultures, particularly Western culture, spread. This phenomenon often leads to the homogenization of cultures, where unique traditions and practices are marginalized. Local businesses may struggle to compete with large multinational corporations, which can further erode local cultures and identities.

Moreover, social media and technology have played a crucial role in cultural globalization. While they enable the dissemination of cultural products across borders, they also amplify the effects of dominant cultures over local practices. As a result, individuals may find themselves more connected globally but disconnected from their own cultural roots.

Overall, the effects of globalization on culture are complex, involving both opportunities for interaction and serious challenges to cultural diversity.



35. Describe your experience of celebrating the festival of Diwali with your grandparents in your native village. 2
36. Attempt any *one* of the following questions : 5
- (a) You are Lakshmi, a resident of Silver Oaks, Mumbai. You are deeply concerned over the plastic waste thrown everywhere. Write a letter to the Editor of a leading newspaper drawing his urgent attention towards plastic pollution.
- (b) You purchased a laptop from Hem Electronics last week and are facing several issues with its working. Write a complaint letter to the dealer on the malfunctioning of the laptop.

Section-E

OPTION-I

(English for Receptionists)

37. Answer any *one* of the following questions : 2
- (a) What is the importance of using professional language when communicating with clients?
- (b) List two key skills that a receptionist should have for effective communication.
38. Answer any *one* of the following questions : 4
- (a) You receive a call from a customer who is unhappy because their recent service was not delivered as promised. They express frustration and demand a solution. Outline the procedure you would follow to effectively address the customer's complaint. Include all relevant steps and information.
- (b) Role-play a conversation between you (the receptionist) and the director, who is requesting arrangements for his upcoming visit to meet with employees. Include all relevant details such as date, time, location, and any specific requirements.
39. Shri Raj Mehta called to schedule an appointment with the Senior Manager, Shri Suresh Sharma but he was not in the office at the time. Write a message for the receptionist to leave for the Senior Manager regarding the appointment request. Mention all relevant information like date and time for appointment. 4



OPTION—II
(ESP for Office Use)

- 37.** Answer any *one* of the following questions : 2
- (a) What are the key components of a professional email?
 - (b) Mention the stages involved in the process of writing a report in a business organization.
- 38.** Answer any *one* of the following questions : 4
- (a) You have to apply for a job in a reputed company. Draft a format of the resume you will write to apply for the post.
 - (b) You are required to prepare a detailed report on a fire incident that occurred in the staff room of your office due to an overheated microwave. Include specifics such as the date, time, location, cause, actions taken, damages, and recommendations for future prevention.
- 39.** Write an email to a client to inform them about the cancellation of their reservation for the annual business conference of your company. The email should apologize for the inconvenience and mention that new dates will be provided soon. Include specific details such as the original reservation date, the event type, and the company name. You are the PRO of Atishi Electricals. 4

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Code No. **69/MAY/4**

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ENGLISH
(302)

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ENGLISH (302)

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[Maximum Marks : 100

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 - (vii) Q. Nos. **37** and **38** are carrying 4 marks each. Answers to these questions should not exceed 100 words.
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PART-A

Section-A

(Prescribed Texts)

1. Read the text carefully and identify the True and False sentences : 1×3=3

The ultimate goal of all drug abuse treatment is to enable the patient to achieve lasting abstinence but the immediate goals are to reduce drug use, improve the patient's ability to function and minimize the medical and social curse of drug abuse. There are several types of drug abuse treatment programmes. Short-term methods last less than six months and residential therapy, medication therapy and drug-free outpatient therapy. Longer-term



treatment may include, for example, Methadone maintenance outpatient treatment for opiate addicts and residential therapeutic communication treatment.

- (a) The final purpose of drug abuse treatment is to enable patients to give up drugs forever.
- (b) The passage believes that drug abuse treatment is effective.
- (c) Drug abuse is accepted in society.

2. Match the columns with reference to *If I Were You* : 1×4=4

- | | |
|--------------------------|--|
| (i) Gerrard | (a) Criminal plans to steal his identity |
| (ii) Intruder | (b) The protagonist who uses wit |
| (iii) Climax of the play | (c) Gerrard's cottage |
| (iv) Setting of the play | (d) Locked in a cupboard |

3. Answer the following questions : 1×3=3

- (a) What emotions does the speaker express about her grandmother? (*My Grandmother's House*)
- (b) How does the narrator feel about the road he chooses in *The Road Not Taken*?
- (c) What does the poet wish for in relation to knowledge in the poem, *Where the Mind is Without Fear*?

4. Choose the correct alternatives : 1×2=2

- (a) What does the father want for his son?
 - (A) A life of wealth
 - (B) A life of independence
 - (C) A life of luxury
 - (D) A life of hardship



(b) What happens to Baldeo in the tunnel?

- (A) He discovers treasure
- (B) He is attacked by the tiger
- (C) He saves Tembu
- (D) He escapes unscathed

5. Choose the correct alternatives :

1×2=2

(a) What do the villagers do when they find out about the mother's predicament?

- (A) They leave her alone
- (B) They come to help her with superstitions and rituals
- (C) They call a doctor immediately
- (D) They laugh at her

(b) What quality does the poet desire for the world in the poem?

- (A) Silence
- (B) Fearlessness
- (C) Wealth
- (D) Ambition

Section-B

(Non-Prescribed Texts)

6. Read the following passage and identify the True and False sentences :

1×6=6

Healthy eating habits are crucial for maintaining overall well-being and preventing chronic diseases. A balanced diet includes a variety of foods from all food groups—fruits, vegetables, whole grains, lean proteins, and healthy fats. Incorporating a rainbow of fruits and vegetables can ensure that you get a wide range of vitamins and minerals. Aim to fill half your plate with these colourful foods during meals. Whole grains, such as brown rice, quinoa, and whole wheat bread, should replace refined grains, as they contain more fibre and nutrients.

Portion control is also an essential aspect of healthy eating. Understanding the appropriate serving sizes can help manage calorie intake. Eating mindfully, or paying attention to your hunger cues and enjoying your food without distractions, can enhance your eating experience. Staying hydrated by drinking plenty of water is vital, as sometimes thirst can be mistaken for hunger.



Limiting added sugars and salt is another important principle of healthy eating. Reducing the consumption of processed foods can help achieve this goal. Planning meals ahead of time and preparing healthy snacks can also support better dietary choices. By adopting these habits, individuals can foster a healthier lifestyle and contribute to their long-term health.

- (a) A balanced diet includes foods from only one food group.
- (b) Incorporating a variety of colourful fruits and vegetables can help provide essential nutrients.
- (c) Whole grains are less nutritious than refined grains.
- (d) Portion control is important for managing calorie intake.
- (e) Drinking water is not necessary if you don't feel thirsty.
- (f) Planning meals in advance can contribute to healthier eating choice.

Read the following passage carefully and answer Question Nos. **7** and **8** :

In the heart of the bustling city, there was a small park known as Greenfield Park. It served as a tranquil escape for the inhabitants amid the urban chaos. Every morning, joggers could be seen running along the winding paths, while children played joyfully on the swings. The park was also home to many beautiful trees, which provided shade on sunny days.

One of the favourite spots in the park was the pond, where ducks floated lazily and families often fed them breadcrumbs. As seasons changed, the park transformed; during autumn, the leaves turned vibrant shades of orange and red, creating a picturesque scene.

Despite its beauty, Greenfield Park faced challenges. Occasionally, litter would accumulate, and the city officials had to organize community clean-up days. Local volunteers took pride in maintaining the park, believing it was essential for the community's well-being.

The story of Greenfield Park is a reminder of how green spaces enrich urban life, offering a place for relaxation, recreation, and connection. As cities continue to grow, preserving such parks becomes increasingly important for future generations.

7. Complete the following sentences :

1×3=3

- (a) Greenfield Park serves as a ____ escape for city inhabitants.
- (b) In autumn, the leaves turn vibrant shades of ____ and red.
- (c) Local volunteers pride themselves in ____ the park.



8. Choose the correct alternatives :

1×3=3

- (a) Greenfield Park is located in a ____ area.
(A) rural (B) suburban
(C) bustling (D) remote
- (b) The pond in the park is home to ____.
(A) fish (B) turtles
(C) ducks (D) frogs
- (c) What does the community organize to deal with litter in the park?
(A) Art fairs (B) Music concerts
(C) Clean-up days (D) Sporting events

Section-C
(Grammar)

9. Choose the correct alternatives :

1×4=4

- (a) In the sentence, "It is important to respect the rules", 'to respect' is a/an
(A) gerund (B) infinitive
(C) finite verb (D) participle
- (b) Which of the following sentences contains a non-finite verb?
(A) She loves **swimming** in the ocean.
(B) He **plays** football every weekend.
(C) They **are** going to the market.
(D) We **watched** the sunset yesterday.
- (c) In the sentence, "Jogging every morning keeps me healthy", 'Jogging' is a/an
(A) gerund (B) participle
(C) finite verb (D) infinitive



(d) In the sentence, "I enjoy reading books on history", 'reading' is a/an

- (A) gerund (B) participle
(C) finite verb (D) infinitive

10. Fill in the blanks with appropriate words to make 'Wh' questions : $1 \times 2 = 2$

(a) _____ do you like to eat for breakfast?

Poha and milk

(b) _____ did she move to that city?

Due to her father's transfer

11. Fill in the blanks with the appropriate form of verbs : $1 \times 3 = 3$

(a) He is capable of _____ (solve) complex mathematical problems.

(b) While I _____ (walk) through the mall, I saw an old friend.

(c) She always _____ (forget) to bring her books to class.

Section-D

(Functional Writing Skills)

12. Answer the following questions in one or two word(s) : $1 \times 2 = 2$

(a) What type of letter often seeks information or clarification?

(b) What term describes a list of a person's qualifications and experiences?

13. Choose the correct alternatives : $1 \times 4 = 4$

(a) What is essential for clarity in functional writing?

- (A) Using complex vocabulary
(B) Writing in a passive voice
(C) Organizing information logically
(D) Including numerous anecdotes



- (b) In which scenario would you use a memo?
- (A) To write a personal diary entry
 - (B) To inform employees about a company policy
 - (C) To create a marketing brochure
 - (D) To conduct a persuasive speech
- (c) When writing an email for a job application, which of the following is most important?
- (A) Using informal language
 - (B) Providing a detailed personal history
 - (C) Including a clear subject line and professional tone
 - (D) Writing in a playful style
- (d) What should be avoided in functional writing to ensure professionalism?
- (A) Clear headings
 - (B) Colloquial language
 - (C) Bullet points
 - (D) Active voice

14. Read the statements and identify them as True or False : 1×4=4

- (a) Emails should never use a salutation.
- (b) The introduction of a report should state its purpose clearly.
- (c) Contractions (like 'can't' or 'won't') are encouraged in formal writing.
- (d) In a resume, it is acceptable to include personal hobbies.

Section-E

OPTION—I

(English for Receptionists)

Read the questions carefully and choose the suitable answer :

- 15.** What is an important aspect of managing appointments? 1
- (A) Ignoring requests
 - (B) Double-booking times
 - (C) Keeping an organized schedule
 - (D) Randomly assigning dates



16. What is an essential skill for a receptionist? 1
(A) Advanced technical skills
(B) Excellent communication skills
(C) Artistic ability
(D) Selling expertise
17. Put the following steps in order when a visitor arrives at the reception desk. 1
(A) Ask for the visitor's name
(B) Notify the person the visitor is meeting
(C) Welcome the visitor
(D) Check the appointment schedule
18. What is a common error to avoid when calling out numbers on the phone? 1
(A) Speaking too slowly (B) Articulating numbers clearly
(C) Rushing through numbers (D) Speaking too loudly
19. What information should be gathered from visitors when they arrive? 1
(A) Their personal history
(B) Their name and whom they are visiting
(C) Their financial status
(D) Their hobbies

OPTION—II

(ESP for Office Use)

Read the questions carefully and choose the suitable answer :

15. Which document is typically used to summarize a meeting's outcomes? 1
(A) A report (B) An agenda
(C) Meeting minutes (D) A project proposal



- 16.** If a colleague greets you with “Hey, how’s it going?” in the break room and you reply, “Yeah great, thanks bro”, what type of relationship does this indicate? 1
- (A) Formal (B) Informal
(C) Neutral (D) None of these
- 17.** You have to write an email to Shivraj Travels asking them to book your air tickets for Mumbai and back. How should you conclude your email to Shivraj Travels? Select the appropriate points from the following options. 1
- (A) Thanks, and good luck!
(B) I look forward to your prompt response.
(C) See you soon!
(D) Thanking you in anticipation.
- 18.** You have to introduce yourself in a meeting. Which expression will you use? Choose the correct response. 1
- (A) Hello, my name is Raj Mehta
(B) Hi! I am Raj Mehta
(C) Good morning. Myself Raj Mehta
(D) Good morning, I am Raj Mehta
- 19.** People usually use short forms when sending emails. Select the correct match. 1
- (A) ASAP — As slow as possible
(B) TBD — To be determined
(C) KPI — Key performance index
(D) CC — Confirmation copy



PART-B

Section-A

(Prescribed Texts)

- 20.** Answer any *one* of the following questions : 3
- (a) What emotions does the speaker express regarding her grandmother in the poem? Provide examples.
- (b) What is the central theme of *The Road Not Taken*, and how is it conveyed through the poem?

- 21.** What is the Intruder's plan, and why does it fail? 2

OR

How does Gerrard use his creativity to escape the situation with the Intruder?

- 22.** What is the significance of the title, *I Must Know the Truth*? 2

- 23.** Answer any *one* of the following questions : 2

- (a) What is the central theme of the poem, *Where the Mind is Without Fear*?
- (b) How does the mother react to the scorpion sting in the poem, *Night of the Scorpion*?

- 24.** Describe the relationship between Tembu and his father, Baldeo. 2

Section-B

(Non-Prescribed Texts)

Read the following passage carefully and answer Question Nos. **25** to **27** :

The advent of technology has significantly transformed communication in the modern world. Gone are the days when people relied primarily on letters and face-to-face interactions to convey messages. With the rise of the internet and mobile devices, communication has become instantaneous and accessible from almost anywhere in the world.

Social media platforms, messaging apps, and video conferencing tools have redefined the way we connect with others. These technologies enable individuals to share ideas, collaborate on projects, and maintain relationships across distances. Moreover, they have provided a voice to those who may have been marginalized in traditional communication settings.



However, while technology has enhanced connectivity, it has also brought about challenges. Issues such as cyberbullying, misinformation, and a decline in face-to-face interactions are notable drawbacks. Additionally, the overreliance on digital communication can lead to misunderstandings and weakened interpersonal relationships.

To harness the benefits of technology while mitigating its downsides, it is essential for users to develop digital literacy skills. Understanding how to communicate effectively in the digital realm, while also recognizing the value of in-person interactions, is crucial in navigating the complexities of modern communication.

- 25.** Why is digital literacy emphasized in the context of modern communication? 2
- 26.** How has technology changed the way we communicate, according to the passage? 2
- 27.** What are some of the benefits of modern communication technologies mentioned in the passage? 2

OR

What challenges are associated with the rise of technology in communication?

Read the given passage carefully and answer Question Nos. **28** to **30** :

Wildlife conservation is crucial for maintaining the biodiversity of our planet. It involves protecting various species and their habitats to ensure their survival. Every species has a unique role in its ecosystem, and the loss of any one species can lead to unforeseen consequences. For instance, predators maintain the balance of herbivore populations, preventing overgrazing and allowing vegetation to thrive.

Moreover, wildlife contributes significantly to human welfare. Many medicines are derived from plants and animals, and the natural world provides essential resources such as food, water, and raw materials. As human populations grow, the pressure on wildlife intensifies, resulting in habitat destruction and poaching. To combat these challenges, effective conservation strategies must be implemented, including the establishment of protected areas, wildlife reserves, and legal enforcement against poaching.



Public awareness and education about wildlife conservation play a fundamental role in fostering appreciation for nature. By understanding the importance of each species and the delicate interconnections within ecosystems, communities can work towards more sustainable practices. Ultimately, the goal of wildlife conservation is to establish a harmonious relationship between humanity and the natural world, ensuring a vibrant planet for future generations.

28. Find a word similar in meaning from the passage : 1×3=3

- (a) Becomes more serious
- (b) Full of life and energy
- (c) Animals that eat only plants

29. Why is wildlife conservation important for biodiversity? 2

OR

How do predators contribute to ecological balance?

30. What challenges does wildlife face due to growing human populations? 2

Section-C

(Grammar)

31. Join the following sentences using the connectors given against each pair : 1×2=2

- (a) The man is a teacher.
We met him at the airport last week. (whom)
- (b) You do not hurry.
You will miss the train. (if)

32. Fill in the blanks using the passive form of the verbs given in the brackets : 1×2=2

- (a) The cookies ____ (bake) by my grandmother and ____ (eat) hungrily.

OR

- (b) The plants ____ (cultivate) by the local farmers and ____ (use) to sustain the community.

33. Change the following into indirect speech : 1×2=2

- (a) My father said to me, "Why have you not finished your work?"
- (b) He said to his friends, "Who has eaten my burger?"



Section-D
(Functional Writing Skills)

34. Answer any *one* of the following questions :

5

- (a) You are Chandu, a resident of Green Orchid, Mumbai. You are deeply concerned about the increasing traffic congestion on main street in your locality during peak hours. Write a letter to the Editor of a leading newspaper drawing his urgent attention towards this menace.
- (b) You purchased a pair of bluetooth headphones from Pro Electronics last week and are facing several issues with its working. Write a complaint letter to the dealer on the malfunctioning of the headphone.

35. Answer any *one* of the following questions :

3

- (a) Make a summary of the following passage :

The ocean is a vast and magnificent expanse of water that covers more than 70% of the Earth's surface. It plays a crucial role in regulating the planet's climate, influencing weather patterns, and supporting diverse ecosystems. Home to countless species of fish, mammals, and vegetation, the ocean is a treasure trove of biodiversity. The colourful coral reefs, for instance, are some of the most vibrant ecosystems on the planet, providing habitat and sustenance for numerous marine organisms.

However, the ocean faces significant threats due to human activities. Pollution, overfishing, and climate change are wreaking havoc on marine life. Plastics and chemicals released into the sea endanger aquatic ecosystems and accumulate in the food chain, posing health risks to both marine creatures and humans. Coral reefs are particularly vulnerable; rising sea temperatures lead to coral bleaching, threatening their survival.

Despite these challenges, many organizations are working diligently to conserve oceanic habitats. Initiatives focused on reducing waste, creating marine protected areas, and promoting sustainable fishing practices aim to safeguard the ocean's health. By recognizing the ocean's importance and taking action, we can ensure that future generations inherit a vibrant and thriving marine environment.

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



Globalization has significantly affected cultures around the world, leading to both positive and negative consequences. On one hand, it has facilitated cultural exchange, allowing people to learn about and appreciate diverse traditions, languages, and lifestyles. This sharing can promote understanding and tolerance among different societies. For example, international festivals and culinary exchanges have introduced people to various cuisines, art forms, and cultural practices, enriching local cultures.

On the other hand, globalization poses threats to cultural identity and heritage. Many indigenous cultures and languages are increasingly at risk of extinction as dominant global cultures, particularly Western culture, spread. This phenomenon often leads to the homogenization of cultures, where unique traditions and practices are marginalized. Local businesses may struggle to compete with large multinational corporations, which can further erode local cultures and identities.

Moreover, social media and technology have played a crucial role in cultural globalization. While they enable the dissemination of cultural products across borders, they also amplify the effects of dominant cultures over local practices. As a result, individuals may find themselves more connected globally but disconnected from their own cultural roots.

Overall, the effects of globalization on culture are complex, involving both opportunities for interaction and serious challenges to cultural diversity.

- 36.** Describe your experience of celebrating the festival of Diwali with your grandparents in your native village.

2

Section-E

OPTION-I

(English for Receptionists)

- 37.** Answer any *one* of the following questions :

4

- (a) You receive a call from a customer who is unhappy because their recent service was not delivered as promised. They express frustration and demand a solution. Outline the procedure you would follow to effectively address the customer's complaint. Include all relevant steps and information.



(b) Role-play a conversation between you (the receptionist) and the director, who is requesting arrangements for his upcoming visit to meet with employees. Include all relevant details such as date, time, location, and any specific requirements.

38. Shri Raj Mehta called to schedule an appointment with the Senior Manager, Shri Suresh Sharma but he was not in the office at the time. Write a message for the receptionist to leave for the Senior Manager regarding the appointment request. Mention all relevant information like date and time for appointment. 4

39. Answer any *one* of the following questions : 2

(a) What is the importance of using professional language when communicating with clients?

(b) List two key skills that a receptionist should have for effective communication.

OPTION—II

(ESP for Office Use)

37. Answer any *one* of the following questions : 4

(a) You have to apply for a job in a reputed company. Draft a format of the resume you will write to apply for the post.

(b) You are required to prepare a detailed report on a fire incident that occurred in the staff room of your office due to an overheated microwave. Include specifics such as the date, time, location, cause, actions taken, damages, and recommendations for future prevention.

38. Write an email to a client to inform them about the cancellation of their reservation for the annual business conference of your company. The email should apologize for the inconvenience and mention that new dates will be provided soon. Include specific details such as the original reservation date, the event type, and the company name. You are the PRO of Atishi Electricals. 4

39. Answer any *one* of the following questions : 2

(a) What are the key components of a professional email?

(b) Mention the stages involved in the process of writing a report in a business organization.

★ ★ ★



This Question Paper consists of 39 questions and 16 printed pages.

Roll No.

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Code No. **69/MAY/4**

Set

C

ENGLISH
(302)

Day and Date of Examination

Signature of Invigilators 1.

2.

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.
2. Please check the Question Paper to verify that the total pages and total number of questions contained in the Question Paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. Making any identification mark in the Answer-Book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
4. Write your Question Paper Code No. 69/MAY/4, Set

C

 on the Answer-Book.

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) Q. 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) Q. Nos. **20** to **23**, **25** to **28**, **30** to **34** and **38** are short answer questions carrying 2 marks each. Answers to these questions should not exceed 30 words each.
(vi) Q. Nos. **24**, **29** and **36** are carrying 3 marks. Answers to these questions should not exceed 40 words.
(vii) Q. Nos. **37** and **39** are carrying 4 marks each. Answers to these questions should not exceed 100 words.
(viii) Q. No. **35** is a long answer question carrying 5 marks. Answer to this question should not exceed 150-200 words.
(ix) Questions have to be attempted *either* from Optional Module I *or* Optional Module II in all sections.

- (1) Answers of all questions are to be given in the Answer-Book given to you.
(2) 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 2:15 p.m. From 2:15 p.m. to 2:30 p.m., the students will read the question paper only and will not write any answer on the Answer-Book during this period.

PART-A

Section-A

(Prescribed Texts)

1. Choose the correct alternatives :

1×2=2

- (a) What does the father want for his son?
- (A) A life of wealth
 - (B) A life of independence
 - (C) A life of luxury
 - (D) A life of hardship



(b) What happens to Baldeo in the tunnel?

- (A) He discovers treasure
- (B) He is attacked by the tiger
- (C) He saves Tembu
- (D) He escapes unscathed

2. Match the columns with reference to *If I Were You* :

1×4=4

- | | |
|--------------------------|--|
| (i) Gerrard | (a) Criminal plans to steal his identity |
| (ii) Intruder | (b) The protagonist who uses wit |
| (iii) Climax of the play | (c) Gerrard's cottage |
| (iv) Setting of the play | (d) Locked in a cupboard |

3. Answer the following questions :

1×3=3

- (a) What does the grandmother's house symbolize in the poem?
- (b) What do the two roads symbolize in the poem?
- (c) What does the phrase "chasing after the broken dreams" imply in the poem, *Where the Mind is Without Fear*?

4. Choose the correct alternatives :

1×2=2

- (a) What is the overall message of the poem, *Night of the Scorpion*?
 - (A) Suffering should be avoided at all costs
 - (B) Suffering often brings wisdom and strength
 - (C) Resilience is a sign of weakness
 - (D) Physical pain leads to despair
- (b) What is the main theme of the poem, *Where the Mind is Without Fear*?
 - (A) The importance of wealth
 - (B) The desire for freedom and liberty
 - (C) The beauty of nature
 - (D) The importance of education



5. Read the text carefully and identify the True and False sentences : 1×3=3

Drug addiction is a treatable disorder. Through treatment that is tailored to individual needs, patients can leave their condition and live normal, productive lives. Like people with diabetes or heart disease, people in treatment of addiction learn behavioural changes and often take medications as part of their treatment regimen.

- (a) Drug addiction cannot be treated.
- (b) Drug addict patients must leave their normal life to live a productive life.
- (c) All drug addicts get the same medicine for treatment.

Section-B

(Non-Prescribed Texts)

Read the following passage carefully and answer Question Nos. 6 and 7 :

In the heart of the bustling city, there was a small park known as Greenfield Park. It served as a tranquil escape for the inhabitants amid the urban chaos. Every morning, joggers could be seen running along the winding paths, while children played joyfully on the swings. The park was also home to many beautiful trees, which provided shade on sunny days.

One of the favourite spots in the park was the pond, where ducks floated lazily and families often fed them breadcrumbs. As seasons changed, the park transformed; during autumn, the leaves turned vibrant shades of orange and red, creating a picturesque scene.

Despite its beauty, Greenfield Park faced challenges. Occasionally, litter would accumulate, and the city officials had to organize community clean-up days. Local volunteers took pride in maintaining the park, believing it was essential for the community's well-being.

The story of Greenfield Park is a reminder of how green spaces enrich urban life, offering a place for relaxation, recreation, and connection. As cities continue to grow, preserving such parks becomes increasingly important for future generations.

6. Choose the correct alternatives : 1×3=3

- (a) Greenfield Park is located in a _____ area.
 - (A) rural
 - (B) suburban
 - (C) bustling
 - (D) remote



- (b) The pond in the park is home to ____.
- (A) fish (B) turtles
(C) ducks (D) frogs
- (c) What does the community organize to deal with litter in the park?
- (A) Art fairs (B) Music concerts
(C) Clean-up days (D) Sporting events

7. Complete the following sentences :

1×3=3

- (a) Greenfield Park serves as a ____ escape for city inhabitants.
- (b) In autumn, the leaves turn vibrant shades of ____ and red.
- (c) Local volunteers pride themselves in ____ the park.

8. Read the following passage and identify the True and False sentences :

1×6=6

Mount Everest, the highest peak in the world, stands tall at 8848 meters (29029 feet) above sea level. Located in the Himalayas, on the border between Nepal and the Tibet Autonomous Region of China, it attracts thousands of climbers each year. While many climbers aspire to reach the summit, the journey to the top is fraught with challenges. The extreme altitude presents serious health risks, including altitude sickness, which can be life-threatening.

The first successful ascent of Mount Everest was achieved in 1953 by Sir Edmund Hillary of New Zealand and Tenzing Norgay, a Sherpa of Nepal. Their achievement marked a historic moment in mountaineering and opened the door for future expeditions. Since then, the popularity of climbing Everest has increased, leading to a boom in tourism. However, this has also resulted in environmental concerns, as waste accumulates on the mountain.

Climbers must prepare extensively and hire experienced guides, often from local Sherpa communities, who possess invaluable knowledge of the mountain. Despite the risks, including avalanches and unpredictable weather, the allure of standing at the 'Roof of the World' continues to draw adventurers from around the globe. Efforts to promote responsible tourism and minimize impact on the environment are vital to preserving the integrity of Mount Everest for future climbers.

- (a) Mount Everest is located entirely in Nepal.
- (b) Sir Edmund Hillary and Tenzing Norgay were the first to successfully climb Mount Everest.



- (c) Climbing Everest poses no significant health risks.
- (d) The number of climbers attempting to reach the summit has decreased over the years.
- (e) Local Sherpa guides are often hired for climbing expeditions.
- (f) Environmental concerns have arisen due to increased tourism on Mount Everest.

Section-C
(Grammar)

9. Choose the correct alternatives :

1×4=4

- (a) In the sentence, "It is important to respect the rules", 'to respect' is a/an
 - (A) gerund
 - (B) infinitive
 - (C) finite verb
 - (D) participle
- (b) Which of the following sentences contains a non-finite verb?
 - (A) She loves **swimming** in the ocean.
 - (B) He **plays** football every weekend.
 - (C) They **are** going to the market.
 - (D) We **watched** the sunset yesterday.
- (c) In the sentence, "Jogging every morning keeps me healthy", 'Jogging' is a/an
 - (A) gerund
 - (B) participle
 - (C) finite verb
 - (D) infinitive
- (d) In the sentence, "I enjoy reading books on history", 'reading' is a/an
 - (A) gerund
 - (B) participle
 - (C) finite verb
 - (D) infinitive



10. Fill in the blanks with appropriate words to make 'Wh' questions : 1×2=2

(a) _____ is the main character in the story?

A young man named Hari

(b) _____ is the theme of the poem?

Self-respect and fortitude

11. Fill in the blanks with the appropriate form of verbs : 1×3=3

(a) He is capable of _____ (solve) complex mathematical problems.

(b) While I _____ (walk) through the mall, I saw an old friend.

(c) She always _____ (forget) to bring her books to class.

Section-D

(Functional Writing Skills)

12. Answer the following questions in one or two word(s) : 1×2=2

(a) What is the formal greeting in a letter called?

(b) What is the main purpose of a resume?

13. Choose the correct alternatives : 1×4=4

(a) Which of the following is appropriate for the closing of a formal email?

(A) Cheers

(B) Regards

(C) Take care

(D) Love

(b) When writing a report, what should be included in the introduction?

(A) Personal opinions

(B) A summary of the findings

(C) A detailed analysis

(D) The purpose of the report

(c) Which phrase is best for making a request in a formal letter?

(A) Can you?

(B) I'd like you to...

(C) Please consider...

(D) You need to...



- (d) What is the primary purpose of writing a cover letter?
- (A) To list all previous jobs
 - (B) To introduce oneself and express interest
 - (C) To summarize academic achievements
 - (D) To describe personal hobbies

14. Read the statements and identify them as True or False : 1×4=4

- (a) Emails should never use a salutation.
- (b) The introduction of a report should state its purpose clearly.
- (c) Contractions (like 'can't' or 'won't') are encouraged in formal writing.
- (d) In a resume, it is acceptable to include personal hobbies.

Section-E

OPTION—I

(English for Receptionists)

Read the questions carefully and choose the suitable answer :

- 15.** A customer complains, "Your service is terrible". How should a receptionist respond? 1
- (A) I apologize for the inconvenience
 - (B) Well, too bad
 - (C) That's not a big deal
 - (D) You should talk to someone else
- 16.** What is an essential skill for a receptionist? 1
- (A) Advanced technical skills
 - (B) Excellent communication skills
 - (C) Artistic ability
 - (D) Selling expertise



17. What is a common error to avoid when calling out numbers on the phone? 1
(A) Speaking too slowly (B) Articulating numbers clearly
(C) Rushing through numbers (D) Speaking too loudly
18. Put the following steps in order when a visitor arrives at the reception desk. 1
(A) Ask for the visitor's name
(B) Notify the person the visitor is meeting
(C) Welcome the visitor
(D) Check the appointment schedule
19. What information should be gathered from visitors when they arrive? 1
(A) Their personal history
(B) Their name and whom they are visiting
(C) Their financial status
(D) Their hobbies

OPTION—II

(ESP for Office Use)

Read the questions carefully and choose the suitable answer :

15. What type of communication would you likely use when discussing project details with a peer? 1
(A) Formal (B) Informal
(C) Neutral (D) Casual
16. If a colleague greets you with "Hey, how's it going?" in the break room and you reply, "Yeah great, thanks bro", what type of relationship does this indicate? 1
(A) Formal (B) Informal
(C) Neutral (D) None of these



- 17.** You have to introduce yourself in a meeting. Which expression will you use? Choose the correct response. 1
- (A) Hello, my name is Raj Mehta
- (B) Hi! I am Raj Mehta
- (C) Good morning. Myself Raj Mehta
- (D) Good morning, I am Raj Mehta
- 18.** You have to write an email to Shivraj Travels asking them to book your air tickets for Mumbai and back. How should you conclude your email to Shivraj Travels? Select the appropriate points from the following options. 1
- (A) Thanks, and good luck!
- (B) I look forward to your prompt response.
- (C) See you soon!
- (D) Thanking you in anticipation.
- 19.** People usually use short forms when sending emails. Select the correct match. 1
- (A) ASAP — As slow as possible
- (B) TBD — To be determined
- (C) KPI — Key performance index
- (D) CC — Confirmation copy

PART-B

Section-A

(Prescribed Texts)

- 20.** How does Gerrard convince the Intruder that he is also a criminal? 2

OR

At the end of the play, what happens to the Intruder?

- 21.** Describe the relationship between Tembu and his father, Baldeo. 2



- 22.** What is the significance of the title, *I Must Know the Truth*? 2
- 23.** Answer any *one* of the following questions : 2
- (a) What does Tagore mean by “the head is held high” in the poem, *Where the Mind is Without Fear*?
 - (b) How does the poet depict the mother’s character in the poem, *Night of the Scorpion*?
- 24.** Answer any *one* of the following questions : 3
- (a) What emotions does the speaker express regarding her grandmother in the poem? Provide examples.
 - (b) What is the central theme of *The Road Not Taken*, and how is it conveyed through the poem?

Section-B

(Non-Prescribed Texts)

Read the given passage carefully and answer Question Nos. **25** to **27** :

Geography is the study of the Earth’s landscapes, environments, and the relationships between people and their environments. It examines both the physical aspects of the planet, such as mountains, rivers, and climate, as well as human aspects, such as cultures, economies, and urban development. Geographers use various tools and methods, including maps, statistical analyses, and geographic information systems (GIS), to analyze spatial patterns and processes.

One important concept in geography is the idea of regions. A region is an area that is defined by certain characteristics, which can be physical, such as the Amazon Rainforest, or cultural, such as the Middle East. Understanding regions helps geographers to organize the world into manageable parts and to study the similarities and differences between them.

Another key focus of geography is human-environment interaction. This involves looking at how human activities impact the natural world, such as deforestation, urbanization, and climate change, and how environmental factors can influence human behaviour and culture.

- 25.** What does human-environment interaction in geography focus on? 2
- 26.** What does geography study? 2

27. What are some physical aspects that geographers examine?

2

OR

What is the significance of the concept of regions in geography?

Read the given passage carefully and answer Question Nos. **28** to **30** :

Wildlife conservation is crucial for maintaining the biodiversity of our planet. It involves protecting various species and their habitats to ensure their survival. Every species has a unique role in its ecosystem, and the loss of any one species can lead to unforeseen consequences. For instance, predators maintain the balance of herbivore populations, preventing overgrazing and allowing vegetation to thrive.

Moreover, wildlife contributes significantly to human welfare. Many medicines are derived from plants and animals, and the natural world provides essential resources such as food, water, and raw materials. As human populations grow, the pressure on wildlife intensifies, resulting in habitat destruction and poaching. To combat these challenges, effective conservation strategies must be implemented, including the establishment of protected areas, wildlife reserves, and legal enforcement against poaching.

Public awareness and education about wildlife conservation play a fundamental role in fostering appreciation for nature. By understanding the importance of each species and the delicate interconnections within ecosystems, communities can work towards more sustainable practices. Ultimately, the goal of wildlife conservation is to establish a harmonious relationship between humanity and the natural world, ensuring a vibrant planet for future generations.

28. What challenges does wildlife face due to growing human populations?

2

29. Find a word similar in meaning from the passage :

1×3=3

- (a) Becomes more serious
- (b) Full of life and energy
- (c) Animals that eat only plants

30. Why is wildlife conservation important for biodiversity?

2

OR

How do predators contribute to ecological balance?



Section-C
(Grammar)

- 31.** Join the following sentences using the connectors given against each pair : 1×2=2
- (a) She loves to read.
She loves to write. (and)
- (b) It rains tomorrow.
We will cancel the picnic. (if)
- 32.** Change the following into indirect speech : 1×2=2
- (a) She asked me, "Are you coming to the party?"
(b) He said, "I have seen that movie before."
- 33.** Fill in the blanks using the passive form of the verbs given in the brackets : 1×2=2
- (a) The cookies _____ (bake) by my grandmother and _____ (eat) hungrily.
- OR**
- (b) The plants _____ (cultivate) by the local farmers and _____ (use) to sustain the community.

Section-D
(Functional Writing Skills)

- 34.** Describe your experience of celebrating the festival of Diwali with your grandparents in your native village. 2
- 35.** Attempt any *one* of the following questions : 5
- (a) You are Lakshmi, a resident of Silver Oaks, Mumbai. You are deeply concerned over the plastic waste thrown everywhere. Write a letter to the Editor of a leading newspaper drawing his urgent attention towards plastic pollution.
- (b) You purchased a laptop from Hem Electronics last week and are facing several issues with its working. Write a complaint letter to the dealer on the malfunctioning of the laptop.



36. Answer any *one* of the following questions :

3

(a) Make a summary of the following passage :

The concept of biodiversity refers to the variety of life found on the Earth, encompassing the different species of plants, animals, and microorganisms, as well as the genetic diversity within these species and the ecosystems they form. Biodiversity is crucial for maintaining the balance of ecosystems, which in turn supports human life by providing essential services such as food, clean water, and breathable air. Healthy ecosystems also play a significant role in regulating climate and mitigating natural disasters.

However, biodiversity is under threat due to numerous factors, primarily caused by human activities. Habitat destruction, pollution, climate change, overexploitation of resources, and the introduction of invasive species are some of the major contributors to the decline in biodiversity. As species become extinct and ecosystems degrade, the services they provide to humanity are diminished, leading to negative impacts on food security, health, and economic stability.

Conservation efforts are vital to protect and restore biodiversity. These efforts can include the establishment of protected areas, sustainable resource management, and policies aimed at reducing pollution and greenhouse gas emissions. Public awareness and involvement are also essential in promoting biodiversity conservation. By understanding the importance of biodiversity and taking action to preserve it, we can ensure a healthier planet for future generations.

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

Commerce refers to the activity of buying and selling, especially on a large scale. It plays a vital role in the economy of any country by facilitating trade, creating jobs, and generating revenue. Commerce encompasses various forms, including wholesale and retail trade, e-commerce (electronic commerce), and international trade.

In recent years, e-commerce has gained significant traction due to advancements in technology and changes in consumer behaviour. Online shopping platforms, such as Amazon and eBay, have transformed the way consumers purchase goods and services. The shift has also led to the emergence of direct-to-consumer (DTC) brands, enhancing competition in the marketplace. Additionally,



international trade (IT) has become increasingly important in a globalized economy. Countries exchange goods and services, fostering economic growth and political relationships. Organizations such as the World Trade Organization (WTO) work to regulate and facilitate international trade, aiming to reduce trade barriers and promote fair competition.

Commercial activities also face challenges, including regulatory compliance, trade restrictions, and fluctuating market demands. Businesses must adapt to these challenges by implementing strategic planning and utilizing technology for inventory and supply chain management.

In conclusion, commerce is a dynamic field that significantly impacts economies. As technology continues to evolve, businesses must stay innovative and responsive to market trends to thrive in a competitive environment.

Section-E

OPTION-I

(English for Receptionists)

- 37.** Shri Raj Mehta called to schedule an appointment with the Senior Manager, Shri Suresh Sharma but he was not in the office at the time. Write a message for the receptionist to leave for the Senior Manager regarding the appointment request. Mention all relevant information like date and time for appointment. 4
- 38.** Answer any *one* of the following questions : 2
- (a) A client asks you to schedule a meeting, but you already have an appointment at that time. How do you handle it?
- (b) What is a common mistake to avoid when calling out numbers on the phone?
- 39.** Answer any *one* of the following questions : 4
- (a) You receive a call from a customer who is unhappy because their recent service was not delivered as promised. They express frustration and demand a solution. Outline the procedure you would follow to effectively address the customer's complaint. Include all relevant steps and information.



- (b) Role-play a conversation between you (the receptionist) and the director, who is requesting arrangements for his upcoming visit to meet with employees. Include all relevant details such as date, time, location, and any specific requirements.

OPTION—II

(ESP for Office Use)

- 37.** Write an email to a client to inform them about the cancellation of their reservation for the annual business conference of your company. The email should apologize for the inconvenience and mention that new dates will be provided soon. Include specific details such as the original reservation date, the event type, and the company name. You are the PRO of Atishi Electricals. 4
- 38.** Answer any *one* of the following questions : 2
- (a) During the interview, what type of body language should you maintain and why?
- (b) What are the key components of a professional email?
- 39.** Answer any *one* of the following questions : 4
- (a) You have to apply for a job in a reputed company. Draft a format of the resume you will write to apply for the post.
- (b) You are required to prepare a detailed report on a fire incident that occurred in the staff room of your office due to an overheated microwave. Include specifics such as the date, time, location, cause, actions taken, damages, and recommendations for future prevention.

★ ★ ★