



**SRM VALLIAMMAI ENGINEERING COLLEGE**  
**(An Autonomous Institution)**  
**Department of English**



## LABORATORY MANUAL AND OBSERVATION

### 1919002 Professional Communication

V & VI SEMESTERS

2024-2025

Version - 4

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**HoD/English**

# **LABORATORY MANUAL AND OBSERVATION**

## **Professional Communication**

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**1919002**

**PROFESSIONAL COMMUNICATION**

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OBJECTIVES: The course aims to:

- Enhance the Employability and Career Skills of students
- Orient the students towards grooming as a professional
- Make them employable Graduates
- Develop their confidence and help them attend interviews successfully.

#### UNIT I

Introduction to Soft Skills-- Hard skills & soft skills - employability and career Skills—Grooming as a professional with values—Time Management—General awareness of Current Affairs

#### UNIT II

Self-Introduction-organizing the material - Introducing oneself to the audience – introducing the topic – answering questions – individual presentation practice— presenting the visuals effectively – 5 minute presentations

#### UNIT III

Introduction to Group Discussion— Participating in group discussions – understanding group dynamics - brainstorming the topic – questioning and clarifying –GD strategies- activities to improve GD skills

#### UNIT IV

Interview etiquette – dress code – body language – attending job interviews– telephone/skype interview -one to one interview &panel interview – FAQs related to job interviews

#### UNIT V

Recognizing differences between groups and teams - managing time- managing stress- networking professionally- respecting social protocols- understanding career management- developing a long- term career plan- making career changes.

**TOTAL : 30 PERIODS**

OUTCOMES: At the end of the course learners will be able to:

- Make effective presentations
- Participate confidently in Group Discussions.

- Attend job interviews and be successful in them.
- Develop adequate Soft Skills required for the workplace

#### Recommended Software

1. Globarena
2. Win

#### English

#### REFERENCE

S:

1. Butterfield, Jeff Soft Skills for Everyone. Cengage Learning: New Delhi, 2015
2. Interact English Lab Manual for Undergraduate Students,. OrientBalckSwan: Hyderabad, 2016.
3. E. Suresh Kumar et al. Communication for Professional Success. Orient Blackswan: Hyderabad, 2015
4. Raman, Meenakshi and Sangeeta Sharma. Professional Communication. Oxford University Press: Oxford, 2014
5. S. Hariharanetal. Soft Skills. MJP Publishers: Chennai, 2010.

# **Presentation Skills**

The nature of a presentation is purposeful, interactive, formal and audience oriented. It is a participative two-way communication process characterized by the formal and structured presentation of a message using visual aids.

The basic elements of an effective presentation are

- Plan
- Prepare
- Practice
- Perform

## **Planning for the Presentation**

- Presentation is conveying information in a limited time.
- The purpose of the presentation must be defined. It should be to inform, to persuade or to demonstrate.
- Audience analysis includes identifying audience characteristics, analyzing audience needs, expectations and identifying factors for getting and maintaining audience attention.
- The occasion on which the presentation is to be made should be analyzed in order to understand the nature of the event or communicative situation. The venue, the event, the duration must be analyzed to make the presentation effective.

## **Preparing for the Presentation**

- The central idea or the essence of the message must be decided.
- The main ideas for the presentation and the logical division of the central idea must be prepared.
- Relevant supporting information related to the presentation must be gathered.
- After the collection of materials, the message has to be organized and structured.
- The three parts of the presentation is an introduction, a body and a conclusion.
- Get the audience attention with a starting statement, an anecdote, an interesting question, a relevant quotation or a humorous reference.
- Introduction to the topic and drawing the attention to the impact of topic will motivate the audience.
- The body of the presentation has to follow any one of the following
  - Sequential
  - General to specific
  - Specific to general
  - More important to less important
  - Less important to more important.

- Categorical
- Problem and solution
- Contrast and comparison

❖ The conclusion must summarize, reemphasize, focus on the goal, motivate and provide a closure.

### **Rehearsing the presentation**

- Rehearsing is an opportunity to review and revise the presentation. The presentation should be planned in advance so that there is sufficient time between rehearsal and the actual presentation.
- Rehearse before a known audience, friends or family. Their responses and suggestions will help to improve the presentation.
- The speed of delivery should be noted during the rehearsal.

The three basic methods of delivery during the rehearsal are

- Memorizing method
  - Reading method
  - Outlining method
- The Memorizing method is often used by the beginners who have stage fear. The disadvantage of this method is that it would not sound spontaneous and may not be able to involve the audience.
  - The Reading method can be used while presenting a technical paper. The method helps to control nervousness and archive statistical data correctly.
  - The outlining method is the most effective method. The presenter can prepare notes that would be relevant to the topic. The notes will help the speaker to get the proper sequence of the presentation. The notes should be written in a clear and comfortable style. The key notes will enable the speaker to become familiar with the content of the presentation. The notes are meant to be used only during the rehearsal and not during the presentation.

### **The Presentation**

- Start with confidence, plan the opening of the speech.
- Be organized and make the objective clear.
- Stay relaxed, focus on the message rather than the audience.
- Concentrate on your body language; maintain eye contact with the audience.
- Use appropriate visual aids to create maximum effect.
- Pay equal attention to all details.
- Give an effective conclusion to the presentation.

# PRESENTATION TOPICS

Power of media.

Erosion of higher values.

Innovations and life.

My dreams are high but no jobs

Social media is our new friend.

Why are men proud of themselves?

Why I don't want to be a millionaire.

The most profitable mistake of your life.

A true story that ain't true in the end.

...Dreams – The idea and concept.

The funniest incident of your life.

The gender I associate with God – Man or Woman.

Youth and their power.

## **GROUP DISCUSSION**

Group discussion (GD) is an interactive oral process. The exchange of ideas, thoughts, and feelings take place through oral communication. Each member of the group listens to the other members as well as expresses his or her views orally. He or she has to use clear language, persuasive style, and has to use voice and gesture effectively.

GD is a group process, that is, it involves both persons as well as person-to-group interactions. Every group member has to develop goal-oriented or group oriented interaction. Effective interactions in discussion should lead to the unification of the activities of the individuals as a work team, and of other participants, unity of the group, and the overall objectives of the discussion.

### **Importance of Group Discussion Skills**

The importance of GD has increased in recent times due to its increasing role as an effective tool in (a) problem solving, (b) decision making, and (c) personality assessment.

GD is also used as a technique for the personality assessment of candidates for job selection or admission to the professional courses. Groups of six to eight members are formed, and are given a topic to discuss within a limited time generally 30 to 40 minutes). The members of the selection committee closely evaluate the different skills reflected by the candidates and those who reflect leadership qualities and emerge as natural group leaders are normally shortlisted for personal interviews.

### **Characteristics of successful group discussion**

- Agreement on Group Goals
- Goal Oriented Interaction
- Agreement on procedures
- Cooperative and friendly atmosphere
- Use of Communication Techniques
- Equitable Distribution of Participation
- Shared Leadership

### **Group discussion strategies**

As group discussion is a systematic and purposeful oral process characterized by the formal and structured exchange of views on a particular topic, issue, problem, or situation, it should be well planned and well conducted. Seven strategies have been described here for participating in group discussions.



## **Getting the GD Started**

As mentioned before, there is generally no elected or formal leader in a GD. So, there is no one to get the GD started.

In the absence of a designated leader to initiate the proceedings of the discussion, the group is likely to waste time in cross talks, low-key conversations, cross-consultations, asides, and so on. The confusion may last until someone in the group takes an assertive position and restores the chaos into order. It could be you.

In order to get the GD started, the assertive, natural leader will have to remind the group of its goal and request them to start the discussion without wasting time.

Once the GD has been successfully initiated, the leader should propose the procedures to be followed during the discussion. The procedures may include time management, order of speaking, length and nature of individual contributions, and nature of group interactions. It is very important to follow a plan that includes time for every individual speaker as well as for the exchange of views, suggestions, and solutions. All members of the group should be in agreement on these pertinent items. While trying to get the GD started, the leader should attempt to create an atmosphere in which all members feel free to participate.

## **Contributing Systematically**

The success of a group discussion depends on systematic contribution by each member of the group. In order to make systematic contributions to the group deliberations, all the group members should understand the process of reflective thinking.

When a participant makes a contribution, he /she should ensure that his/her contribution

- Relates to what has previously been said by other members.
- Focuses on the theme of the discussion,
- Deals with the specific point under consideration,
- Is directed towards the overall objective of the GD, and
- Is as per the requirement of the particular stage of discussion.

## **Creating a Friendly Cooperative Atmosphere**

Creating an atmosphere conducive to positive discussion is the responsibility of each member of the group. A friendly, cooperative atmosphere encourages effective and positive deliberations that lead to successful conclusion. Members of a group discussion should attempt to create a conducive and friendly atmosphere.

## **Moving the Discussion Along**

A GD without a leader may drift without a proper direction. A leader should ensure that the GD moves along the right direction so that it is able to complete the task within the fixed time limit. He/she

should make sure that every member of the group gets some time to present his/her views. The purpose of a GD is to exchange views, and not to hear just one person.

### **Promoting Optimal Participation**

As the success of a GD largely depends on the involvement of each member of the group, the leader should promote optimal participation. With patience, restraint, and proper motivation, he/she can inspire even the shy and reluctant members to express their views on the given subject. It will not only reflect his/her leadership qualities but also lead the discussion to a successful conclusion.

### **Handling Conflict**

One important aspect of participating in any group discussion is dealing with conflict. As a group always tends to be heterogeneous, conflict is natural in any group activity. Do not be a silent spectator when two or more people are in conflict. Although conflict resolution is a complex art, a leader needs to remember just a few simple tips in order to handle the conflict during a GD.

### **Effecting Closure**

In the absence of a designed leader to close the discussion formally, the group is likely to continue until the examiner announces that the time is over. Every member has to see that the GD ends with positive conclusions within the give time limit.

When a person concludes he/she should

- Summarize the progress
- Put forward the common points of agreement.
- Indicate the differences that need to be resolved.

## Group Discussion Topics

Is there a lack of work-life balance?

Importance of netiquette in the digital age.

World in the Post Covid times.

Business ethics in today's market and future.

Indians need more job creators than job seekers.

UN plays an important role in global peace keeping.

Indian citizens deserve social security.

Consumerism and middle class

Fame is a double edged sword.

Print media vs Digital media.

Do video games cause bad behaviour in children?

Honest and poor or dishonest and rich – your choice.

Privatization v/s nationalization .

Advertisements are a waste of resources.

Women are better managers than men.

Advertising is all glitter and no gold.

Influence of Social Media

Social Responsibilities of IT Companies

Education in India compared to foreign nations.

Privatization in education is good or bad

Increasing number of Engineering Colleges is a boon to society Rules are meant to be broken.

## Soft skills

Soft skills is a sociological term relating to a person's "EQ" (Emotional Intelligence Quotient), the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people. Soft skills complement hard skills (part of a person's IQ), which are the occupational requirements of a job and many other activities.

Soft skills are personal attributes that enhance an individual's interactions, job performance and career prospects. Unlike hard skills, which are about a person's skill set and ability to perform a certain type of task or activity, soft skills relate to a person's ability to interact effectively with coworkers and customers and are broadly applicable both in and outside the workplace.

### Time Management

Time management is the act or process of planning and exercising conscious control over the amount of time spent on specific activities, especially to increase effectiveness, efficiency or productivity. Time management may be aided by a range of skills, tools, and techniques used to manage time when accomplishing specific tasks, projects and goals complying with a due date. This set encompasses a wide scope of activities, and these include planning, allocating, setting goals, delegation, analysis of time spent, monitoring, organizing, scheduling, and prioritizing. Initially, time management referred to just business or work activities, but eventually the term broadened to include personal activities as well. A time management system is a designed combination of processes, tools, techniques, and methods.

Usually time management is a necessity in any project development as it determines the project completion, time and scope.

### Stress Management

Stress management refers to a wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress, especially chronic stress, usually for the purpose of improving everyday functioning.

In this context, the term 'stress' refers only to a stress with significant negative consequences, or distress in the terminology advocated by Hans Selye, rather than what he calls **eustress**, a stress whose consequences are helpful or otherwise positive.

Stress produces numerous symptoms which vary according to persons, situations, and severity. These can include physical health decline as well as depression. The process of stress management is named one of the keys to a happy and successful life in modern society. Although life provides numerous demands that can prove difficult to handle, stress management provides a number of ways to manage anxiety and maintain overall well-being.

Despite stress often being thought of as a subjective experience, levels of stress are readily measurable using various physiological tests, similar to those used in polygraphs.

There are several models of stress management, each with distinctive explanations of mechanisms for controlling stress. Much more research is necessary to provide a better understanding of which mechanisms actually operate and are effective in practice.

## **Problem solving**

The term problem solving is used in many disciplines, sometimes with different perspectives, and often with different terminologies. For instance, it is a mental process in psychology and a computerized process in computer science. Problems can also be classified into two different types (ill-defined and well-defined) from which appropriate solutions are to be made. Ill-defined problems are those that do not have clear goals or solution paths, while well-defined problems have specific goals and clearly defined solution paths.

In psychology, problem solving refers to a state of desire for reaching a definite 'goal' from a present condition that either is not directly moving towards the goal, is far from it, or needs more complex logic for finding a missing description of conditions or steps towards the goal. In psychology, problem solving is the concluding part of a larger process that also includes problem finding and problem shaping.

Considering the most complex of all intellectual functions, problem solving has been defined as a higher-order cognitive process that requires the modulation and control of more routine or fundamental skills. Problem solving has two major domains: mathematical problem solving and personal problem solving where, in the second, some difficulty or barrier is encountered. Further problem solving occurs when moving from a given state to a desired goal state is needed for either living organisms or an artificial intelligence system.

The nature of human problem solving processes and methods has been studied by psychologists over the past hundred years. Methods of studying problem solving include introspection, behaviorism, simulation, and experiment.

## **Assertiveness**

Assertiveness is a particular mode of communication. Dorland's Medical Dictionary defines assertiveness as a form of behaviour characterized by a confident declaration or affirmation of a statement without need of proof; this affirms the person's rights or point of view without either aggressively threatening the rights of another (assuming a position of dominance) or submissively permitting another to ignore or deny one's rights or point of view.

As a communication style and strategy, assertiveness is thus distinguished from both aggression and passivity. How people deal with personal boundaries, their own and those of other people, helps to distinguish between these three concepts. Passive communicators do not defend their own personal boundaries and thus allow aggressive people to abuse or manipulate them through fear. Passive communicators are also typically not likely to risk trying to influence anyone else. Aggressive people do not respect the personal boundaries of others and thus are liable to harm others while trying to influence them. A person communicates assertively by overcoming the fear of speaking his or her mind or trying to influence others, but doing so in a way that respects the personal boundaries of others. Assertive people are also willing to defend themselves against aggressive people.

## Interview Skills

The Interview is an opportunity where you can describe your experiences and skills and can get an idea of what is happening with the company. During an interview, an employer's goal is to gather additional information about you that is not provided in your Resume and cover letter. They will attempt to find out what motivates you, how well you communicate and your attitude. The interview is a two-way process. You evaluate the employer while he/she evaluates you.

### Sell Yourself

Though you may cringe at the thought, you need to sell yourself during the interview. You have a product (yourself) to offer this organization, and you must make sure that the interviewer understands what you have to offer. If you sit back and dutifully await the interviewer's questions, you may never have the opportunity to mention your best skills and qualities.

### Listening

If you don't listen well during the interview, you are telling the interviewer that you may not listen well to your co workers and managers.

- Don't be afraid of silence during the interview - it's better to think about a question for a few moments, rather than jumping in with an answer that's off-target or long and rambling.
- If the question seems ambiguous or you need more clarification, ask the interviewer to elaborate or restate the question. (But don't use this as a ruse to gain more time.)
- Don't display defensiveness when a tough question has you stumped.

### Set Yourself Apart From the Competition

- Your interviewer may be bored to tears from interviewing a series of cookie-cutter candidates who speak in the same generalities about their qualifications: "I'm a diligent worker, I'm a team player, I'm a quick learner."
- This doesn't mean that you shouldn't use those terms in describing yourself. But you should be able to describe, in detail, previous situations in which you *demonstrated* those qualities.

### Keep Them Engaged

You can apply the same principles that work in public speaking - vary the tone and tempo of your voice; take your nervous energy and translate that into enthusiasm; maintain eye contact with the interviewer. Where appropriate, ask questions that will provide information about the job and the interviewer.

- Try to match the interviewer's energy level. People like to hire others like themselves.

## Preparatory Steps

Plan to arrive at least fifteen minutes before the interview. That will help reduce your stress level, and you will ensure that traffic or other delays don't make you late.

Bring a pen and notebook with you.

Greet your interviewer by name, with a firm handshake and a smile. Until your interviewer tells you otherwise, use the more formal "Mr. (Smith)" or "Ms. (Johnson)."

- Wait for the interviewer to sit down or invite you to sit down before seating yourself.
- Do not smoke or chew gum.
- Sit comfortably, maintain good body posture.
- Maintain good eye contact.
- Listen carefully to what the interviewer is saying. Take a few seconds to think about a difficult question before responding. Responding quickly may convey that you're impulsive and don't take time to think about your decisions.
- Don't make up answers to questions you don't know. Your interviewer will conclude that you will do the same thing in the work place.
- Enthusiasm is vital! Demonstrate your interest in the job and in the company.
- Close the interview on a positive note: indicate that the job looks like a good fit and you feel you can make a contribution to the organization; ask about any needed follow-up and when you can expect to hear from the company; and thank the interviewer for his or her time.
- Be sure you have the interviewer's business card or at least the proper spelling of their name, their title and their address and phone number.

## Letter of Application

From

XYZ

No.13, Rani Apartments

Sixth lane

Besant Nagar

Chennai-73.

To

Human Resources Department

India Auto Limited

10, New Street

Bharath Nagar

Chennai.

Sir,

Sub: Application for the post of Deputy Manager with reference to the advertisement in “The Hindu” dated 29.07.011.

I wish to apply for the post of Deputy Manager, Design and Development in your esteemed automobile industry.

I am a Mechanical Engineering graduate from ABC Engineering College. I have been working in a small concern as Design Engineer in the R & D Department for the past three years. Totally I have 12 years of experience. I have good managerial skills. I also possess excellent communication and inter – personal skills. I am enclosing my resume for your perusal.

Expecting your intimation letter for an interview.

Thanking you

Yours faithfully,  
(xyz)



Name  
Address

Phone  
E-mail

### **Career Objective**

To excel with recognition in a result oriented Organization where acquired skills and education will be utilized towards continuous growth and advancement with win-win relationship.

### **Academic Profile**

- B.E [Electrical and Electronics Engineering ] Valliammai Engineering College with [72.57%] in [May 2010]
- Higher Secondary passed in First class, [82.41%] Lamech Higher Secondary School in [March 2006]
- SSLC passed in First class, [69.45%] Koil Pillai Memorial Higher Secondary School in [April 2004]

### **IT SKILL SET**

Languages : C,C++ and Basic of Java  
Operating Systems : Win 9x/2000/xp  
Application Software : Microsoft Office  
Others : Adobe Photoshop, Proteus and SCADA

### **Electrical Skill Set**

PLC, SCADA, VFD & HMI

### **Academic Project**

**“Intelligent Real-time Power line Load balancing and Monitoring System”**

It is concerned with the design and fabrications of a hardware, which will minimize the problem of over loading of the phases by automatic reallocation of the loads to the healthy phase which can be monitoring through the LCD display.

### **Mini Project**

#### **Mini Project on “Automated Car Parking System Using PLC”**

In order to reduce the parking area, it has been done in floor manner. This also reduces the man power and problems in parking. It uses sensors and limit switches for the entry of the car and the uplift of the car is done by piston connected to a compressor. The programs are loaded in PLC. The entry and exit of the car is viewed using the counter.

### **Additional Achievements**

- Secured First rank in 11<sup>th</sup> standard Physics and Computer.
- Participated in the National Level Symposium and received prizes.
- Won many prizes in Kabadi, volley ball and Kho-kho at school level.
- Organized various school events and college events.

### **Industrial Visits**

- Neyveli Lignite Corporations
- BHEL
- Sriperumbathur Power Grid Corporation

### **Personal Information**

Father’s name :Mr.XXX  
Date of Birth : DD-MM-YEAR  
Sex :Male / Female  
Nationality : Indian  
Mother Tongue : Tamil  
Languages Known : English and Tamil

### **DECLARATION**

I hereby declare that the above information given about me is true to my knowledge.

Place: **Chennai**

Signature

Date:

Name

## Worksheet - 1

### Reading Comprehension

In cobra country a mongoose was born one day who didn't want to fight cobras or anything else. The word spread from mongoose to mongoose that there was a mongoose who didn't want to fight cobras. If he didn't want to fight anything else, it was his own business, but it was the duty of every mongoose to kill cobras or be killed by cobras.

"Why? "asked the peace like mongoose, and the word went round that the strange new mongoose was not only pro-cobra and anti-mongoose but intellectually curious and against the ideals and traditions of Mongoosism. "He is crazy, "cried the young's mongoose's father. "He's sick, "said his mother. "He is a coward, "shouted his brothers. "He's a mongo sexual, "whispered his sisters.

Strangers who had never laid eyes on the peace like mongoose remembered that they had seen him crawling on his stomach, or trying cobra hoods, or plotting the violent overthrow of Mongoodia. "I am trying to use reason and intelligence, "said the strange new mongoose. "Reason is six-sevenths of treason," said one of his neighbours. "Intelligence is what the enemy uses," said another.

Finally the rumour spread that the mongoose had venom in his sting, like a cobra, and he was tried, convicted by a show of paws, and condemned to banishment.

#### **Moral:**

Ashes to ashes, and clay to clay,  
if the enemy doesn't get you your own folks may.

#### **Choose the correct option for the given questions**

1. Cobras and mongooses are animals who
  - a) get along well with each other
  - b) live peacefully side by side
  - c) wage war against each other
2. The word "spread" suggests that:
  - a) no mongoose was interested in the event.
  - b) the news was kept secret
  - c) they all told each other the news.
3. A coward is a person
  - a) who can easily control his fear
  - b) who likes to fight
  - c) who is not courageous
4. "had never laid eyes" means
  - a) hadn't seen him before.
  - b) had already seen him.
  - c) had been watching him for a long time.

5. Strangers remembered him although:
  - a) they had never laid eyes on him
  - b) they had actually seen him
  - c) they thought they'd never met him
  
6. If this particular mongoose had been seen crawling on his stomach it might mean that:
  - a) he was like a snake and had no legs.
  - b) it was his only way of moving.
  - c) he was trying to imitate cobras.
  
7. "Plotting the overthrow" suggests:
  - a) Conspiring against the existing government.
  - b) Agreeing with the present leaders' policy.
  - c) accepting the present state of affairs
  
8. Mongoodia is meant to be
  - a) a political party
  - b) a country
  - c) a synonym of Mongoosism
  
9. Reason is six-sevenths of treason implies that:
  - a) By using reason the peace like mongoose is very close to being a traitor to his own folks.
  - b) The neighbour was only interested in how the words sounded.
  - c) You can always create new words by adding a letter.
  
10. "Convict" and "condemn" belong to the vocabulary of
  - a) Religion
  - b) Politics
  - c) Justice
  
11. To declare the accused mongoose guilty, the jury voted by
  - a) putting up their hands.
  - b) telling the judge.
  - c) clapping their hands.
  
12. In this text, "own folks" contrasts with
  - a) Ashes
  - b) enemy
  - c) clay
  
13. What does NOT belong to the ideals and traditions of Mongoosism
  - a) killing cobras.
  - b) using reason and intelligence.
  - c) being intellectually curious.
  
14. The story and its moral:
  - a) are purely fictional and have no symbolical meaning.
  - b) are meant to reflect the relationships between human beings.
  - c) can only apply to the world of cobras and mongooses.

15. In this text, reason and intelligence are related to:

- a) family relationships.
- b) the idea of justice.
- c) revolution

### Cloze Test

I \_\_\_\_\_ the first flat we lived in \_\_\_\_\_ our marriage very well. I was not \_\_\_\_\_ much, and Radha was \_\_\_\_\_ a student, so our weekly income was very small, and we simply \_\_\_\_\_ to find a cheap flat about. Looking over lots of places, we \_\_\_\_\_ found one that we could \_\_\_\_\_ and it was not too uncomfortable. There was a big sitting room and a tiny kitchen, just big \_\_\_\_\_ for one \_\_\_\_\_ to get \_\_\_\_\_.

- 1. (a) Recollect      (b) Remember      (c) Forget      (d) Decorate      (e) Furnish
- 2. (a) Before      (b) During      (c) In      (d) After      (e) For
- 3. (a) Obtaining      (b) Earning      (c) Paying      (d) Gaining      (e) Collecting
- 4. (a) Just      (b) Hardly      (c) Firmly      (d) Fast      (e) Chiefly
- 5. (a) Have      (b) Had      (c) Will have      (d) Have had      (e) Would have
- 6. (a) Would      (b) Have      (c) Will      (d) Had      (e) Could
- 7. (a) Sell      (b) Rent out      (c) Give away      (d) Afford      (e) Use
- 8. (a) About      (b) Adequate      (c) Efficient      (d) Afford      (e) Enough
- 9. (a) Group      (b) Family      (c) Personal      (d) Get-together      (e) Party
- 10. (a) About      (b) By      (c) Along      (d) Down      (e) In

### Vocabulary Building

**I match the following qualities with the word**

Match each statement with the proper term:

- 1. knowing how to keep a secret      a. sense of humour
- 2. just being there when it's necessary      b. confidentiality
- 3. adapting oneself to the situation at hand      c. computer skills
- 4. having a strong belief in one's own capacities      d. organizational skills
- 5. ability to work together effectively with many

different sorts of people

e. availability

6. efficient in setting up events, arranging meetings

and solving practical problems

f. self-confidence

7. on the look-out for new developments, keen to

master new skills

g. flexibility

8. appreciates a good joke, shares a laugh with

colleagues

h. teamwork

9. masters at least one word processing program;

spreadsheets and databases have little secrets

for him/her

i. loyalty

10. will defend his/her boss and/or company, no

matter what happens

j. eagerness to learn

### Choose the correct word to be used

1. Do you have this shirt in a bigger \_\_\_\_\_?
  - a) Area
  - b) size
2. Why is this item so much more \_\_\_\_\_ than the other one?
  - a) Expensive
  - b) cost
3. Can you \_\_\_\_\_ that I will receive the item by next Friday?
  - a) warrantee
  - b) guarantee
4. Is the item \_\_\_\_\_ in any way?
  - a) damaging
  - b) damaged
5. I'll have to \_\_\_\_\_ (= check) that.
  - a) verify
  - b) prove
6. I'll \_\_\_\_\_ (= contact you) by the end of the day.
  - a) get you back
  - b) get back to you
7. Unfortunately, that item is \_\_\_\_\_.
  - a) sold-out
  - b) outsold
8. Do you only accept payment \_\_\_\_\_ PayPal?
  - a) through

- b) in  
9. I feel a litte uneasy about \_\_\_\_\_ my credit card information.  
a) donating  
b) sharing  
10. I'm sorry for not \_\_\_\_\_. I was very busy.  
a) Talking  
b) responding

### **Common Errors in English**

#### **Correct the sentences given**

1. There is a rise of temperature today.
2. I am afraid about dogs.
3. The car crashed with a bus.
4. Fill the glass by water.
5. The car collided into a bus.
6. I am confident in my success.
7. I am complaining about a headache.
8. I cannot agree with your idea.
9. He died from cancer.
10. I am looking forward to get a good job.

## Worksheet 2

### Reading Comprehension

Horse owners who plan to breed one or more mares should have a working knowledge of heredity and know how to care for breeding animals and foals. The number of mares bred that actually conceive varies from about 40 to 85 percent, with the average running less than 50 percent. Some mares that do conceive fail to produce living foals. This means that, on average, two mares are kept a whole year to produce one foal and even then, some foals are disappointments from the standpoint of quality.

By careful selection, breeders throughout history have developed various kinds of horses with a wide variety of characteristics to suit many different needs. The Great Horse of the Middle Ages, for example, was bred for size and strength to carry a heavily armoured knight. The massive horses of such breeds are often called "cold blooded." The Arabs bred lithe desert horses that were small and swift. These animals are often referred to as "hot blooded." Cross-breeding of hot-blooded and cold-blooded horses for certain characteristics produced breeds ranging from riding horses to draft horses.

The Thoroughbred is considered by many to be the highpoint of elegance and fine selective breeding. Many persons mistakenly apply the name Thoroughbred to any purebred horse. But a Thoroughbred is a distinct breed of running horses that traces its ancestry through the male line directly back to three Eastern stallions: the Byerly Turk, the Darley Arabian, and the Godolphin Barb. For convenience the breeds of horses are often divided into three major groups: (1) ponies, (2) heavy, or draft horses, and (3) light horses.

#### **Choose the correct option for the given questions**

1. Which of the following is not an example of an Eastern stallion?
  - a) Byerly Turk
  - b) Darley Arabian
  - c) Thoroughbred
  - d) Godolphin Barb
2. Which of the following was NOT a characteristic of the Great Horse of the Middle Ages?
  - a) Large size
  - b) Swiftness
  - c) Strength
  - d) "Cold-bloodedness"
3. It can be inferred from the passage that cold-blooded and hot-blooded horses were cross-bred for what reason?
  - a) Such cross-breeding was a safer means of reproduction.
  - b) Cross-bred horses were preferred by Arabs.
  - c) By cross-breeding, horses with desirable mixed characteristics could be produced.
  - d) Cross-breeding produced Thoroughbred horses.
4. In line 11, "lithe" most nearly means
  - a) graceful.
  - b) clumsy.



- c) Massive.
- d) Bulky.
- 5. Which of the following is NOT one of the major divisions of horse breeds?
  - a) Draft horses
  - b) Ponies
  - c) Foals
  - d) Light horses
- 6. According to the passage, which of the following horses is considered to be the finest purebred?
  - a) Darley Arabian
  - b) Thoroughbred
  - c) Godolphin Barb
  - d) Byerly Turk
- 7. To conceive is to
  - a) become sick.
  - b) Become pregnant.
  - c) Die.
  - d) be born.
- 8. A foal is a
  - a) male horse.
  - b) Female horse.
  - c) Old horse.
  - d) Baby horse.
- 9. The average amount of mares bred which actually conceive is less than what percent?
  - a) 40
  - b) 85
  - c) 50
  - d) 75
- 10. A mare is a
  - a) male horse.
  - b) Baby horse.
  - c) Female horse.
  - d) Old horse.

### Cloze Test

Bill is a\_(1)\_young man. Three years ago, when he finished middle school, he found\_(2)\_work in a shop. Usually he works until nine o'clock in the evening. When he\_(3) home, he always feels very \_\_\_(4)\_. After a quick supper he goes to bed and falls asleep. So he never makes any noise. His grandfather is very satisfied with him. One day, he went back from work a little earlier\_(5)\_he met Mary, one of his classmates. They (6)\_very happy. Bill asked Mary to his house, the girl agreed. He brought her some fruit and drinks. They talked about their school, their teachers, their classmates and their future. They talked for a long time. "Have a look at your watch, please," said the girl. "what's the time now?" "Sorry, there is\_(7)\_my watch," said Bill. "Where is\_(8)?" "I\_(9)\_\_\_it at home." Bill thought for a moment and found a way. He began to stamp his foot on the floor. The sound woke his grandfather up. The old man shouted \_\_\_(10)\_. "It's twelve o'clock at night, Bill, what are you still jumping upstairs?"

1. twenty-year-old                      twenty-years-old                      twenty-years old                      twenty years old

2. a	an	the	–
3. gets	arrives at	reaches to	arrives in
4. happy	tired	thirsty	hungry
5. On his way to home	In his way home	On his way home	By his way home
6. were both	both were	all were	were all
7. wrong something with	something wrong with	wrong something to	anything wrong with
8. you	your	yours	yourself
9. forgot	brought	putted	left
10. upstairs	in upstairs	downstairs	in downstairs

## Vocabulary Building

### Choose the right answer

- A ridge on the surface of the sea. Also what you might do when you see somebody you know or say goodbye.  
a. wave      b. sediment      c. ocean      d. coral
- A water sport that involves riding waves with a board.  
a. surfing      b. flotsam      c. dolphin      d. sediment
- Hard covering of marine snails and other mollusks.  
a. seashell      b. marine      c. sediment      d. surfing
- Describes anything to do with the sea.  
a. buoy      b. wave      c. marine      d. flotsam
- Rock-like substance produced by tiny animals. Often forms reefs.  
a. flotsam      b. coral      c. sediment      d. seashell
- Fine material at the bottom of a liquid, for example mud on the sea floor.  
a. surfing      b. coral      c. ocean      d. sediment
- A vast body of water.  
a. coral      b. ocean      c. flotsam      d. sediment
- Floating debris.

a. flotsam      b. wave      c. buoy d. dolphin

9. An intelligent aquatic mammal that is often friendly to humans.

a. sediment      b. dolphin      c. surfing      d. flotsam

10. A float anchored in water, often as a warning to boats

a. Ocean      b. Flotsam      c. Buoy      d. Sediment

11. The pipe in my kitchen is\_\_\_\_\_.

a. running      b. leaking

12. I got in an accident and\_\_\_\_\_my bumper.

a. bruised      b. dented

13. My phone battery\_\_\_\_\_.

a. died      b. ended

14. I fell and\_\_\_\_\_my arm.

a. dented      b. bruised

15. I spilled some wine and\_\_\_\_\_the tablecloth.

a. broke      b. stained

16. Our washing machine\_\_\_\_\_.

a. broke down      b. came off

17. I\_\_\_\_\_a tooth while I was eating dinner .

a. chipped      b. banged

18. We\_\_\_\_\_gas on the way to work.

a. ran out of      b. ended up

19. I forgot my keys so now I'm\_\_\_\_\_of my apartment.

a. stuck out      b. locked out

20. I\_\_\_\_\_my head on the kitchen cupboard.

a. bumped      b. collided

## Common Errors in English

### Correct the following sentences

1. He entered into my room.
2. We discussed about the problem.
3. India and Pakistan entered an agreement.
4. Despite of the rain, we went out.
5. Inspite him being a gentleman, he behaves rudely sometimes.
6. Write with ink
7. Sit under the shade of a tree
8. She is good in mathematics
9. Send on my address
10. I like to go in train

### Worksheet 3

#### Reading Comprehension

Frank Tower, have you ever heard of him? He is the questionable figure who supposedly survived three doomed ships in the 1900's. Some consider him one of the luckiest men alive. He was touted to be a middle-aged fireman in the engine room. Some considered him an ordinary, hardworking person, but he had the ability to avoid dying in some of the most horrendous ocean liner accidents ever recorded.

He was said to have once been a crew member on the *Titanic* at the time that the ship hit the iceberg. Two years later, he was working on the *Empress of Ireland* when she collided with the *Storstad*. Over one thousand people died in that disaster. He was then employed in May of 1915 on the *Lusitania* when it was hit by a U-20 torpedo. He apparently lived through that without a scratch as well. If you are beginning to doubt this man's existence, you are probably not too far from the truth. No records have been found ever listing a man by Frank Towers working on any of the three ships.

The legend of Frank Towers seems to be another case of an urban folk tale, humanity's desire to see triumph over a tragic situation. Fact or fiction, Frank Towers is one of the multiple characters that help color the history books.

#### Choose the correct option for the given questions

1. According to the article, the *Lusitania* is a?

- A. Airplane
- B. Torpedo Boat
- C. Ship
- D. Train

2. In this statement from the article, "He was touted to be a middle-aged fireman in the engine room." Touted means?

- A. Publicized
- B. Demeaned
- C. Set-up
- D. Sighted

3. This passage sheds doubt on

- A. The fact that three ships sank.
- B. The thought that America was at war with other countries.
- C. Frank Towers causing the ships to sink.

- D. Urban folk tales are not always based on real people.
4. The title of this article could be
- A. "Frank Towers, a Man of Mystery"
  - B. "Surviving the Impossible"
  - C. "The Legend of Frank Towers Debunked"
  - D. "How to Survive Doomed Ships"
5. According to this passage, which of the following phrases best captures the intent of the article?
- A. A stitch in time saves nine.
  - B. Don't believe everything you read.
  - C. Seeing is believing.
  - D. There are many layers of an onion.
6. The article states that urban folk tales are created because
- A. They are fun to hear.
  - B. Humanity likes to see someone triumph over tragedy
  - C. They trick people into believing lies.
  - D. People do not remember details clearly.

### Cloze Test

\_\_\_(1)\_\_\_ was Jimmy's birthday, and he was five years old. He got a lot of birthday presents \_\_\_(2)\_\_\_ his family. One of them was a drum. Of course Jimmy liked the drum very much. He always made a terrible \_\_\_(3)\_\_\_ with it, but his mother didn't \_\_\_(4)\_\_\_ . His father didn't, \_\_\_(5)\_\_\_ . Because he was working in his office during the day, and when he got home in the evening, Jimmy was already in bed. But Mrs. Johnson, their \_\_\_(6)\_\_\_ , didn't like to hear the sound of the drum all day long. One morning a few days \_\_\_(7)\_\_\_ , she went to Jimmy's house \_\_\_(8)\_\_\_ a knife. Jimmy was hitting the drum. "Hello, Jimmy," she said to the boy with a smile. "There is \_\_\_(9)\_\_\_ very interesting inside your drum. Do you want to see it? Here's a knife. Cut the drum \_\_\_(10)\_\_\_ and let's find it." 1 - It That This Today 2 - of for from with 3 - voice shout answer noise 4 - like notice talk understand 5 - too either also still 6 - grandmother aunt neighbour teacher 7 - -before ago after soon 8 - by with in for 9 - by with in for 10 - anything something nothing everything

1 - It	That	This	Today
2 - of	for	from	with
3 - voice	shout	answer	noise
4 - like	notice	talk	understand
5 - too	either	also	still
6 - grandmother	aunt	neighbour	teacher
7 - -before	ago	after	soon
8 - by	with	in	for
9 - by	with	in	for
10 - anything	something	nothing	everything

### Vocabulary Building

#### Choose the right answer

- After you had your interview, it's a good idea to \_\_\_\_\_ (= to get in touch by saying thank you, asking about their decision, etc.) with the employer.
  - follow up
  - follow through
- A good way to follow up is by sending a \_\_\_\_\_ note.
  - Thanks
  - thank you
- The interviewers were impressed with Jim's positive \_\_\_\_\_.
  - Attitude
  - Aptitude
- P1: How's the dress code at your company? Is it formal? P2: No, it's \_\_\_\_\_.
  - caustic
  - casual
- When the interviewer concludes the interview, offer a firm handshake and make eye \_\_\_\_\_.
  - Contact
  - Connection

6. I looked at your resume and noticed that you have some \_\_\_\_\_ in your employment history.
  - a. missing time
  - b. gaps
7. P1: I got a \_\_\_\_\_ from Google. P2: Really? Did you accept it?
  - a. job proposal
  - b. job offer
8. What's another word for a "job search"?
  - a. job mission
  - b. job hunt
9. Don't forget to look through the \_\_\_\_\_ in your newspaper.
  - a. job listings
  - b. job articles
10. P1: What are some of the \_\_\_\_\_ your company provides? P2: Let's see... A free dental plan, three weeks paid vacation, etc.,
  - a. Benefit
  - b. Benefits
11. Unemployment \_\_\_\_\_ = money that is paid by the government to people who do not have a job.
  - a. Benefits
  - b. Money
12. Did you quit or were you \_\_\_\_\_?
  - a. Hired
  - b. Fired
13. My friend tried to commit unemployment \_\_\_\_\_, but he was caught.
  - a. Scam
  - b. Fraud
14. I \_\_\_\_\_ for unemployment benefits last week.
  - a. Filed
  - b. Tried
15. My benefits are automatically \_\_\_\_\_ into my account every week.
  - a. Deposited
  - b. Given
16. People who receive benefits have to fill out a weekly \_\_\_\_\_.
  - a. Request
  - b. Claim
17. I didn't receive my check this week. It must have gotten \_\_\_\_\_.
  - a. lost in the mail
  - b. lost in mail
18. An \_\_\_\_\_ occurs when you receive (or pay) more money than you are legally entitled to.
  - a. Underpayment
  - b. Overpayment



19. You have to report all your \_\_\_\_\_ on your weekly claim.
- a. Wage
  - b. Wages
20. In legal terms, the "person making a claim" is the \_\_\_\_\_.
- a. Claimant
  - b. claimer

### **Common Errors in English**

#### **Correct the following sentences**

1. The birds build nest on the trees
2. Congratulate him for his success
3. She is fond to talk
4. I complained to the doctor about my stomachache
5. Marry was married John
6. I have visited Niagara Falls last weekend.
7. The woman which works here is from Japan.
8. She's married with a dentist.
9. She was boring in the class.
10. I must to call him immediately.