

This Question Paper consists of **26** questions [Section-A (**16**) + Section-B (**5 + 5**)] and **12** printed pages.

Roll No.

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Code No. **63/OSS/1**

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. **63/OSS/1**, Set-

A

 on the Answer-Book.



ENGLISH

(302)

Time : 3 Hours]

[Maximum Marks : 100

-
- Note :**
- (i) This Question Paper consists of **two** Sections, viz., 'A' and 'B'.
 - (ii) **All** the questions from Section 'A' are **compulsory**.
 - (iii) Section 'B' has **two** options. Candidates are required to attempt questions from **one option** only.
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-

SECTION - A

1 Read the extract below and answer the questions that follow :

(a) Tembu, who was twelve, did not always sleep with his father at the station, for he had also to help in the home, where his mother and small sister were usually alone. They lived in a small tribal village on the outskirts of the forest, about three miles from the station. Their small rice fields did not provide them with more than a bare living and Baldeo considered himself lucky to have got the job of Khalasi at this small way side signal stop.

- (i) Why could not Tembu sleep with his father at the station ? **1**
- (ii) Where did Baldeo's family live ? **1**
- (iii) Why did Baldeo consider himself lucky ? **1**
- (iv) Pick out the words from the extracts which are similar in meaning **1**
to the following expressions :
 - A group of people, living together, sharing the same language
 - Something which is uncovered

OR



In Chennai at the Centre for Wind Energy Technology, research is done to check out various wind sites where wind energy can be tapped. And, wind turbines of various sizes are checked to see if they are delivering what they promised to do. Wind energy is also abundant in many parts of India from Gujarat, Andhra Pradesh and Kerala to the hilly regions in Maharashtra.

- (i) Where is the research being done to check out various wind sites ? 1
 - (ii) Why are wind turbines of various sizes checked ? 1
 - (iii) Mention any one of the states in the extract where wind energy is abundant. 1
 - (iv) Pick out the words from the extracts which are similar in meaning to the following expressions. 1
 - The process of solving problems and finding facts
 - Available in large quantity
- (b) At last he heard of Dr. R M Halder, principal of Dadar, School for the Blind in Bombay. My father wrote to him asking for advice. Dr. Halder showed unusual interest in my case, and promised to take special care and personal responsibility for me if I were sent to his school.
- (Note : My father = Ved's father)
- (i) What did Ved's father hear about ? 1
 - (ii) Why did Ved's father write a letter to Dr. Halder ? 1
 - (iii) What promise did Dr. Halder assure to Ved's father ? 1
 - (iv) Pick out the words from the extracts which are similar in meaning to the following expressions : 1
 - Unable to see
 - Not commonly occurring

OR

Coming alongside, Dr. Benson stopped and invited the man to ride. The man got in, "Are you going far" asked the doctor. "I'm going all the way to Detroit" said the man, a rather thin man with small black eyes filled with tears from the wind, "Could you give me a Cigarette?"

- (i) Why did Dr. Benson stop alongside ? 1
- (ii) Where was the man going ? 1
- (iii) What did the man ask Dr. Benson to give ? 1
- (iv) Pick out the words from the extracts which are similar in meaning to the following expressions : 1
 - At the same time
 - To a certain extent



2 Answer any THREE of the following questions in about 30-40 words each. 3×2=6

- (a) What did Gavaskar like to do whenever he went to his uncle's house ?
(My First Steps)
- (b) How did Ved's mother try to test him ? (My son will not a beggar Be)
- (c) What did the Intruder plan to do as Vincent Charles Gerrard ?
(If I were you)
- (d) What duty did Baldeo do at the station ? (The Tiger in the Tunnel)

3 Read the extract and answer the questions that follow :

There is a house now far away where once

I received love.....That women died,

The house withdrew into silence, snakes moved

Among books, I was then too young

To read, and my blood turned cold like the moon

How often I think of going (My Grandmother's House)

(i) How did the house look after the death of the grandmother ? 1

(ii) Why was the poet not able to read the books ? 2

(iii) What did the poet feel whenever he thinks of going to his house ? 2

OR

Where the mind is without fear

and the head is held high

Where knowledge is free

Where the world has not been broken

up into fragments by narrow domestic walls; (Where the mind is without fear)

(i) What is meant by "mind is without fear" ? 1

(ii) What did the poet pray for his countrymen ? 2

(iii) What does the poet mean "by narrow domestic walls;"? 2

4 Answer the following in about 60 words 6

How did Gavaskar behave during 'matches' played in his childhood days ?

(My First Steps)

OR

What changes did Nehru want among the people of India ?

(India-Her past and Future)



5 Read the passage below and answer the questions that follow :

Papaya is a healthy fruit with a list of properties that is long and exhaustive. You can munch on it as a salad, have it cooked or boiled or just drink it up as milkshake or juices. Papaya has many virtues that can contribute to our good health. The most important of these virtues is the protein-digesting enzyme it has. The enzyme is similar to pepsin in its digestive action and is said to be so powerful that it can digest 200 times its own weight in protein. It assists the body in assimilating the maximum nutritional value from food to provide energy and body building materials. Papain in raw papaya makes up for the deficiency of gastric juice and fights excess of unhealthy mucus in the stomach and intestinal irritation. The ripe fruit, if eaten regularly corrects habitual constipation, bleeding piles and chronic diarrhoea. The juice of the papaya seeds also assists in the above-mentioned ailments.

Papaya juice, used as a cosmetic, removes freckles or brown spots due to exposure to sunlight and makes the skin smooth and delicate. A paste of papaya seeds is applied in skin diseases like those caused by ringworm. The black seeds of the papaya are highly beneficial in the treatment of cirrhosis of the liver caused by alcoholism, malnutrition, etc. A tablespoonful of its juice, combined with a hint of fresh lime juice, should be consumed once or twice daily for a month.

- | | |
|--|---|
| (i) Mention some of the properties that papaya fruit has. | 2 |
| (ii) How is raw papaya useful to us ? | 2 |
| (iii) What benefit do we get if we consume ripe papaya regularly ? | 2 |
| (iv) Why do we use the black seeds of papaya ? | 2 |

6 Read the passage and answer the questions that follow :

Climate change will have serious implications as numerous adverse impacts are expected in terms of access to clean water, food and ecosystem resources. By 2020, it is feared that in some African countries yields from rain-fed agriculture could be reduced by up to 50%. Climate change is also likely to lead to some irreversible impacts on biodiversity. However, it is within the reach of human society to meet these threats. We have to adapt to climate change. It requires investment in storm protection and water supply infrastructures as well as community health services. Bringing changes in lifestyle is an important part of mitigation measures. Greater cooperative efforts are required by both developed and developing nations to stop emission of



greenhouse gases. The youth of today have a huge responsibility towards creating a bright future and they obviously have a stake in it. They must pursue knowledge by which economic progress can take place without changing the environment.

- (i) What are the serious implications caused by climate change ? 2
- (ii) What is feared to happen in some of south African countries by 2020 ? 1
- (iii) What does climate change likely to lead ? 1
- (iv) Mention some of the areas where we need to adapt to climate change. 2
- (v) What huge responsibility do the youth of today have ? 2

7 Read the passage below and complete the statements that follow :

As civilisation proceeds in the direction of technology, it passes the point of supplying all the basic essentials of life-food, shelter, clothes and warmth. Then we are faced with a choice between using technology to provide and fulfil needs which have hitherto been regarded as unnecessary or, on the other hand, using technology to reduce the number of hours of work which a man must do in order to earn a given standard of living. In other words, we either raise our standard of living above that necessary for comfort and happiness or we leave it at this level and work shorter hours. I shall take it as axiomatic that mankind has, by that time, choose the latter alternative. Men will be working shorter and shorter hours in their paid employment. It follows that the housewife will also expect to be able to have more leisure in her life without lowering her standard of living. It also follows that human domestic servants will have completely ceased to exist. Yet the great majority of the housewives will wish to be relieved completely from the routine operations of the home such as scrubbing the floors or the bath or the cooker or washing the clothes or washing up, or dusting or sweeping, or making beds.

- (i) As civilisation proceeds in the direction of _____ (a) _____, 1
it passes the point of supplying all the basic essentials of life-food, shelter, clothes, and _____ (b) _____.
- (ii) I shall take it as _____ (c) _____ that mankind has, by that time, 1
choose the latter _____ (d) _____.
- (iii) Men will be _____ (e) _____ shorter and shorter hours in their 1
paid _____ (f) _____.
- (iv) It also follows that human _____ (g) _____ servants will have 1
completely _____ (h) _____ to exist.



- 8 Read the passage below and make summary in about 100 words :

5

The hopping kangaroo is a familiar sight in every snapshot relating to Australia. Member of the kangaroo family can be as small as a rat or as big as a man. Kangaroos are found mainly in Australia, Tasmania and New Guinea. Kangaroos which are big-footed marsupials that evolved in Australia use their short front legs like arms. The man-sized kangaroos of Australia are capable of speeding up to 88 km/hr for short distances, their means of locomotion being their powerful hind legs, which carry them over the ground in jumps of 9 in or more at a time.

Weighing around 70 kg they have an average lifespan of around six to eight years and a maximum lifetime of 20 years. When bothered by predators kangaroos often head for the water, standing submerged to the chest, and attempting to drown the attacker by holding him under water. Another defensive technique is to get their back to a tree and kick their adversary with their clawed hind feet, sometimes with sufficient force to kill a man. Normally shy animals, they alert other kangaroos to danger by beating on the ground with their hind feet. This loud alarm signal carries over a long distance.

The tail is important for kangaroos. It holds them in balance and supports them when they sit or fight against other kangaroos. The kangaroo uses its short legs as arms. With them, it scratches itself, cleans its fur and holds branches when it eats leaves. Kangaroos are marsupials and the females carry newborns in a pouch in front of their abdomens. The babies are born small and climb up into the safety of the pouch. Therefore, the next 225 days or so, they eat, sleep, and grow. Once they reach full development, they leave the pouch. A young kangaroo that leaves the pouch is called a “Joey”. To keep from getting too hot the kangaroos take naps in the afternoon and do most of their gazing at night. But the best stay-cool secret of these creatures is the spit bath! Kangaroos drool and lick saliva all over their faces and bodies to cool down.

- 9 Fill in the blanks in the following sentences with prepositions :

4

The man went ____ (a) ____ the doctor’s clinic at St. Street. Dr. John put stethoscope ____ (b) ____ his chest and diagnosed thoroughly. He said that the man is suffering ____ (c) ____ viral fever. The doctor prescribed medicines ____ (d) ____ five days.



- 10** Combine the following pairs of sentences using connectors given against each pair : **4**
- (a) (i) I have a friend. (who)
(ii) She lives in London.
- (b) (i) This is the place. (where)
(ii) I lost my purse yesterday.
- (c) (i) My friend came to my house. (while)
(ii) I was sleeping.
- (d) (i) I returned from the school. (when)
(ii) The school was over.
- 11** Fill in the blanks with correct form of the verb. **3**
- (a) The girl _____ to the college everyday. (goes, is going)
(b) He _____ to the city yesterday. (was, had been)
(c) Children _____ books in their bags. (carries, carry)
- 12** Report the following conversation in indirect speech : **4**
- The man : Where are you going ?
The girl : I am going to Kashmir on trip.
The man : Are you going alone ?
The girl : No, I am going with my father.
The man : I wish you a happy journey.
- 13** Write a paragraph of about 100 words on any one of the topics given below. **5**
- (a) Swachh Bharat Abhiyan
(b) Use of mobiles
(c) Securing 1st rank in the last board Exam.
- 14** Write a letter to the Water supply board complaining about irregular supply of water in your locality. **5**



- 15** The following passage has seven mistakes of spellings and other grammatical inaccuracies. Spot the errors and provide correct forms as shown below. **6**
One is done for you to serve as an example.

Mars has sesons like the Earth. In fact, the seasons change in Mars, their seems to be chenges on its sarface. The dark aereas get stronger in the spring and sammer and the colour changes from bluish green to yallow.

Sl. No	Error	Correct form
1	sesons	seasons
2		
3		
4		
5		
6		
7		

- 16** Read the following passage carefully. Make notes in points only, using appropriate headings and sub-headings. Also use recognisable abbreviations. **4**

Satellite TV, providing entertainment 24 hours a day, is leading to an increase in health problems among children. There is an alarming increase in the cases of sleep disturbances in children caused by excessive television viewing. The increased amount of television viewing is associated with many types of sleep problems, including difficulty in getting to and staying asleep. The amount of television viewed also had an effect on whether the child became sleepy even during the daytime, affecting his normal daytime functioning.

Contrary to popular belief that cartoons are harmless, they contain violent portrayals that make children aggressive. Children are very innocent and cannot tell the difference between cartoon violence and real-life violence. The children who watch the violent shows, even 'just funny' cartoons, were more likely to hit out at their playmates, argue, disobey class rules and leave tasks unfinished more often than those who watched the non-violent programmes. Televised violence affects its viewer in three ways; inducing aggressive attitudes, desensitization to violence and fear of being victimised by violence.



SECTION - B

- Note :** (i) Attempt any **one** of the two option.
(ii) Attempt **all** the questions from the **same** option.

OPTION - I

(E.S.P. for Receptionists)

- 17 Mention any four items which should be kept on Receptionist desk. 2
- 18 What should a receptionist always remember ? 2
- 19 What is a message form ? 1
- 20 Write a short note on the following : 6
- (a) Register of callers
 - (b) Reservation voucher
 - (c) Internal telephone directory
- 21 Write the message you would like to leave for a manager based on the following telephonic conversation. 4
- Amith : Is it Lake view Deluxe Hotel ?
- Receptionist : Yes sir, what can I do for you ?
- Amith : Could I speak to the manager ?
- Receptionist : I am sorry, he is not in the hotel.



Amith : I want to book the party hall on 19th Oct., 2019.
At the same, ask him to arrange dinner for 150 guests.

Receptionist : Yes, surely. Please give your contact details.

Amith : My name is Amith and my contact number is 95XXXXXX88.

Receptionist : Thank you sir, have a nice day.

Write the message in the printed form used in your office.

Message Form	
(i) To :	_____
(ii) From :	_____ (iii) Time : _____
(iv) Date :	_____
(v) Message :	_____ _____
(vi) Contact No. :	_____
(vii) Taken by :	_____



OPTION - II
(E.S.P. for Office Use)

- 17** Write an e-mail addressed to Jagadesh Travels asking them to cancel your air tickets to Kolkata. **2**
- 18** What is a memo ? **1**
- 19** How do you prepare yourself before appearing for a face to face interview ? **6**
- 20** Write a letter of enquiry for the delay in sending printed note books to Bhatia International School, Mumbai. You are the second divisional assistant of the school. **4**
Address the letter to R K Printers, Navi Mumbai.
- 21** Read the following greetings and state if they are formal or informal. **2**
- (a) I hope this letter finds you in good health.
 - (b) Good Morning, how are you ?
 - (c) You are the person I was looking for.
 - (d) What a pleasant surprise !
-



This Question Paper consists of **26** questions [Section-A (**16**) + Section-B (**5 + 5**)] and **12** printed pages.

Roll No.

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SET

B

ENGLISH (302)

Day and Date of Examination _____

Signature of Invigilators 1. _____

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ENGLISH

(302)

Time : 3 Hours]

[Maximum Marks : 100

-
- Note :**
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 - (ii) **All** the questions from Section 'A' are **compulsory**.
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-

SECTION - A

- 1 Read the passage below and make summary in about 100 words : 5

Once an iron merchant, called Krishnan, had to leave his home and go to a distant city on some important business. He would be away for more than six months. In his godown, he had about a ton of iron bars. It was a great problem to know what to do with them. He could not keep them locked up in the godown, for then he would not only have to pay a large rent, but also the wages of a watchman for six long months. Moreover, when he returned prices might have fallen and he would then have to sell the bars at a very great loss. Obviously, the best thing to do was to sell them before he went away, but though he tried hard to find a customer, no one seemed to want to buy them. One of his friends, called Gopal, was also a dealer in iron. He also had a godown where he kept his raw iron for sale as and when he found customers. His godown was very large and he could easily keep Krishnan's bars in one corner. He told Krishnan that he could safely leave the iron in his godown and go on his journey. It would all be there when he came back.

Krishnan decided to do this. He thanked his friend Gopal for his kindness, sent him the iron, and left the town with a light heart.



- 2 Fill in the blanks in the following sentences with prepositions : 4

The man went _____ (a) _____ the doctor's clinic at St. Street. Dr. John put stethoscope _____ (b) _____ his chest and diagnosed thoroughly. He said that the man is suffering _____ (c) _____ viral fever. The doctor prescribed medicines _____ (d) _____ five days.

- 3 Combine the following pairs of sentences using connectors given against each pair : 4

(a) (i) I have a friend. (who)

(ii) She lives in London.

(b) (i) This is the place. (where)

(ii) I lost my purse yesterday.

(c) (i) My friend came to my house. (while)

(ii) I was sleeping.

(d) (i) I returned from the school. (when)

(ii) The school was over.

- 4 Fill in the blanks in the following sentences with appropriate passive form of the verbs given in brackets : 3

In the year 2011, Cricket world cup (a) _____ (hold) in India. Eight teams (b) _____ (qualify) for the group stage matches. Tickets for all the matches (c) _____ (sell) out in advance.



- 5 Report the following conversation in indirect speech : 4

The man : Where are you going ?

The girl : I am going to Kashmir on trip.

The man : Are you going alone ?

The girl : No, I am going with my father.

The man : I wish you a happy journey.

- 6 Write a paragraph of about 100 words on any one of the topics given below. 5

(a) 25th wedding anniversary (Silver jubilee) of my parents.

(b) Yoga is essential in life.

(c) Role of electronic media.

- 7 Write a letter to your father about your new paying guest (PG). Write in detail about the new atmosphere, roommates and other facilities provided. 5

- 8 The following passage has seven mistakes of spellings and other grammatical inaccuracies. Spot the errors and provide correct forms as shown below. 6

One is done for you to serve as an example.

Exercise is beneficial in reducing anxiety and improving sleep. So you must biuld a habit of regular exercisise. Brisk walking, swimming, jogging, aerobiics are effective in keeping the heart helthy. Whenever possible, you should walk or circlee to cover short distances.

Sl. No.	Error	Correct form
1	anxity	anxiety
2		
3		
4		
5		
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- 9 Read the following passage carefully. Make notes in points only, using appropriate headings and sub-headings. Also use recognisable abbreviations. 4

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(a) Tembu, who was twelve, did not always sleep with his father at the station, for he had also to help in the home, where his mother and small sister were usually alone. They lived in a small tribal village on the outskirts of the forest, about three miles from the station. Their small rice fields did not provide them with more than a bare living and Baldeo considered himself lucky to have got the job of Khalasi at this small way side signal stop.

- (i) Why could not Tembu sleep with his father at the station ? 1
- (ii) Where did Baldeo's family live ? 1
- (iii) Why did Baldeo consider himself lucky ? 1
- (iv) Pick out the words from the extracts which are similar in meaning to the following expressions : 1
 - A group of people, living together, sharing the same language
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- (b) At last he heard of Dr. R M Halder, principal of Dadar, School for the Blind in Bombay. My father wrote to him asking for advice. Dr. Halder showed unusual interest in my case, and promised to take special care and personal responsibility for me if I were sent to his school.
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11 Answer any THREE of the following questions in about 30-40 words each. **3×2=6**

- (a) What did Gavaskar like to do whenever he went to his uncle's house ?
(My First Steps)
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To read, and my blood turned cold like the moon

How often I think of going (My Grandmother's House)

- (i) How did the house look after the death of the grandmother ? **1**
- (ii) Why was the poet not able to read the books ? **2**
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OR

Where the mind is without fear

and the head is held high

Where knowledge is free

Where the world has not been broken

up into fragments by narrow domestic walls; (Where the mind is without fear)

- (i) What is meant by "mind is without fear" ? **1**
- (ii) What did the poet pray for his countrymen ? **2**
- (iii) What does the poet mean "by narrow domestic walls;"? **2**



13 Answer the following in about 60 words

6

How did Gavaskar behave during 'matches' played in his childhood days ?
(My First Steps)

OR

What changes did Nehru want among the people of India ?
(India-Her past and Future)

14 Read the passage below and answer the questions that follow :

Papaya is a healthy fruit with a list of properties that is long and exhaustive. You can munch on it as a salad, have it cooked or boiled or just drink it up as milkshake or juices. Papaya has many virtues that can contribute to our good health. The most important of these virtues is the protein-digesting enzyme it has. The enzyme is similar to pepsin in its digestive action and is said to be so powerful that it can digest 200 times its own weight in protein. It assists the body in assimilating the maximum nutritional value from food to provide energy and body building materials. Papain in raw papaya makes up for the deficiency of gastric juice and fights excess of unhealthy mucus in the stomach and intestinal irritation. The ripe fruit, if eaten regularly corrects habitual constipation, bleeding piles and chronic diarrhoea. The juice of the papaya seeds also assists in the above-mentioned ailments.

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- | | |
|--|----------|
| (i) Mention some of the properties that papaya fruit has. | 2 |
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| (iv) Why do we use the black seeds of papaya ? | 2 |



15 Read the passage and answer the questions that follow :

Climate change will have serious implications as numerous adverse impacts are expected in terms of access to clean water, food and ecosystem resources. By 2020, it is feared that in some African countries yields from rain-fed agriculture could be reduced by up to 50%. Climate change is also likely to lead to some irreversible impacts on biodiversity. However, it is within the reach of human society to meet these threats. We have to adapt to climate change. It requires investment in storm protection and water supply infrastructures as well as community health services. Bringing changes in lifestyle is an important part of mitigation measures. Greater cooperative efforts are required by both developed and developing nations to stop emission of greenhouse gases. The youth of today have a huge responsibility towards creating a bright future and they obviously have a stake in it. They must pursue knowledge by which economic progress can take place without changing the environment.

- (i) What are the serious implications caused by climate change ? 2
- (ii) What is feared to happen in some of south African countries by 2020 ? 1
- (iii) What does climate change likely to lead ? 1
- (iv) Mention some of the areas where we need to adapt to climate change. 2
- (v) What huge responsibility do the youth of today have ? 2

16 Read the passage below and complete the statements that follow :

As civilisation proceeds in the direction of technology, it passes the point of supplying all the basic essentials of life-food, shelter, clothes and warmth. Then we are faced with a choice between using technology to provide and fulfil needs which have hitherto been regarded as unnecessary or, on the other hand, using technology to reduce the number of hours of work which a man must do in order to earn a given standard of living. In other words, we either raise our standard of living above that necessary for comfort and happiness or we leave it at this level and work shorter hours. I shall take it as axiomatic that



mankind has, by that time, choose the latter alternative. Men will be working shorter and shorter hours in their paid employment. It follows that the housewife will also expect to be able to have more leisure in her life without lowering her standard of living. It also follows that human domestic servants will have completely ceased to exist. Yet the great majority of the housewives will wish to be relieved completely from the routine operations of the home such as scrubbing the floors or the bath or the cooker or washing the clothes or washing up, or dusting or sweeping, or making beds.

- (i) As civilisation proceeds in the direction of _____ (a) _____, 1
it passes the point of supplying all the basic essentials of life-food, shelter, clothes, and _____ (b) _____.
- (ii) I shall take it as _____ (c) _____ that mankind has, by that time, 1
choose the latter _____ (d) _____.
- (iii) Men will be _____ (e) _____ shorter and shorter hours in their 1
paid _____ (f) _____.
- (iv) It also follows that human _____ (g) _____ servants will have 1
completely _____ (h) _____ to exist.

SECTION - B

- Note :** (i) Attempt any **one** of the two option.
(ii) Attempt **all** the questions from the **same** option.

OPTION - I

(E.S.P. for Receptionists)

- 17 Write the message you would like to leave for a manager based on the 4
following telephonic conversation.

Amith : Is it Lake view Deluxe Hotel ?

Receptionist : Yes sir, what can I do for you ?

Amith : Could I speak to the manager ?



Receptionist : I am sorry, he is not in the hotel.

Amith : I want to book the party hall on 19th Oct., 2019.
At the same, ask him to arrange dinner for 150 guests.

Receptionist : Yes, surely. Please give your contact details.

Amith : My name is Amith and my contact number is 95XXXXXX88.

Receptionist : Thank you sir, have a nice day.

Write the message in the printed form used in your office.

Message Form	
(i) To : _____	
(ii) From : _____	(iii) Time : _____
(iv) Date : _____	
(v) Message : _____ _____	
(vi) Contact No. : _____	
(vii) Taken by : _____	

- | | |
|---|----------|
| 18 Write a short note on the following : | 6 |
| <p>(a) Register of callers</p> <p>(b) Reservation voucher</p> <p>(c) Internal telephone directory</p> | |
| 19 Mention any four items which should be kept on Receptionist desk. | 2 |
| 20 What should a receptionist always remember ? | 2 |
| 21 What is a message form ? | 1 |



OPTION - II

(E.S.P. for Office Use)

- 17** Read the following greetings and state if they are formal or informal. **2**
- (a) I hope this letter finds you in good health.
- (b) Good Morning, how are you ?
- (c) You are the person I was looking for.
- (d) What a pleasant surprise !
- 18** Write a letter of enquiry for the delay in sending printed note books to **4**
Bhatia International School, Mumbai. You are the second divisional assistant
of the school.
- Address the letter to R K Printers, Navi Mumbai.
- 19** Write an e-mail addressed to Jagadesh Travels asking them to cancel your **2**
air tickets to Kolkata.
- 20** What is a memo ? **1**
- 21** How do you prepare yourself before appearing for a face to face interview ? **6**
-



This Question Paper consists of **26** questions [Section-A (**16**) + Section-B (**5** + **5**)] and **12** printed pages.

Roll No.

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Code No. **63/OSS/1**

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. **63/OSS/1**, Set-

C

 on the Answer-Book.



ENGLISH

(302)

Time : 3 Hours]

[Maximum Marks : 100

-
- Note :**
- (i) This Question Paper consists of **two** Sections, viz., 'A' and 'B'.
 - (ii) **All** the questions from Section 'A' are **compulsory**.
 - (iii) Section 'B' has **two** options. Candidates are required to attempt questions from **one option** only.
 - (iv) Marks are indicated against each question.
-

SECTION - A

- 1** Read the following passage carefully. Make notes in points only, using appropriate headings and sub-headings. Also use recognisable abbreviations. **4**
- Satellite TV, providing entertainment 24 hours a day, is leading to an increase in health problems among children. There is an alarming increase in the cases of sleep disturbances in children caused by excessive television viewing. The increased amount of television viewing is associated with many types of sleep problems, including difficulty in getting to and staying asleep. The amount of television viewed also had an effect on whether the child became sleepy even during the daytime, affecting his normal daytime functioning.
- Contrary to popular belief that cartoons are harmless, they contain violent portrayals that make children aggressive. Children are very innocent and cannot tell the difference between cartoon violence and real-life violence. The children who watch the violent shows, even 'just funny' cartoons, were more likely to hit out at their playmates, argue, disobey class rules and leave tasks unfinished more often than those who watched the non-violent programmes. Televised violence affects its viewer in three ways; inducing aggressive attitudes, desensitization to violence and fear of being victimised by violence.



- 2 The following passage has seven mistakes of spellings and other grammatical inaccuracies. Spot the errors and provide correct forms as shown below. 6
One is done for you to serve as an example.

Many spiecies of birds migraete in winter to a warmmer climate, but it is puzling as to exactly how they find their way! Many birds follow coastlines and are able to reicognise landmarks, for they have good eyesight. scientists believe that some birds such as pigeons, gulls and the Manx shearwater use the sun or the stars as a compas on long trips.

Sl.No.	Error	Correct form
1	spiecies	species
2		
3		
4		
5		
6		
7		

- 3 Write a letter to the Commissioner of your city corporation complaining about irregular collection of garbage in your area. 5
- 4 Write a paragraph of about 100 words on any one of the topics given below. 5
- (a) Securing Gold medal in state level sports competition.
- (b) Air pollution.
- (c) Uses of computer.
- 5 Report the following conversation in indirect speech : 4
- The man : Where are you going ?
- The girl : I am going to Kashmir on trip.
- The man : Are you going alone ?
- The girl : No, I am going with my father.
- The man : I wish you a happy journey.



- 6 Fill in the blanks with correct form of the verb. 3
- (a) The girl _____ to the college everyday. (goes, is going)
(b) He _____ to the city yesterday. (was, had been)
(c) Children _____ books in their bags. (carries, carry)
- 7 Combine the following pairs of sentences using connectors given against each pair : 4
- (a) (i) I have a large building in the city.
(ii) My friend runs a school. (where)
(b) (i) I have a sister.
(ii) She is a volunteer in an NGO. (who)
(c) (i) He did the work.
(ii) Ram had arrived. (as soon as)
(d) (i) He was awarded a scholarship.
(ii) He was in class 10. (when)
- 8 Fill in the blanks in the following sentences with prepositions : 4
- The man went _____ (a) _____ the doctor's clinic at St. Street. Dr. John put stethoscope _____ (b) _____ his chest and diagnosed thoroughly. He said that the man is suffering _____ (c) _____ viral fever. The doctor prescribed medicines _____ (d) _____ five days.
- 9 Read the passage below and make summary in about 100 words : 5
- Many animals are able to communicate with each other very well but none of them can talk as we do. That is, no animals use words.
- Birds cry out and make sounds that other birds understand. Smells, movements, and sounds are used for communication by animals, through which they express joy or anger or fear.
- Human speech is a very complicated process, which no animal can perform. One reason is that in a very special way we use a whole series of organs to produce the sounds we want to make when we utter words. The way our vocal



cords are made to vibrate, the way the throat, mouth and nasal cavities are adjusted, the way the lips, teeth, the lower jaw, tongue and palate are moved – just to make vowel and consonant sound, is something animals can't do. They can't produce a whole series of words to make a sentence. And there is another, perhaps more important reason why animals can't talk. Words are only labels for objects, actions, feelings, expressions and ideas. For example, the word 'bird' is a label for a living, flying object. Other words describe its colour, shape, flying and singing. Still other words would be used to tell what the speaker thinks or feels about the bird or its actions.

For human beings, therefore, the use of words means the use of labels or symbols, and then organizing them in a certain way to communicate something. This requires a degree of intelligence and logical thinking that no animals have. So, they can't talk the way people do.

10 Read the passage below and complete the statements that follow :

As civilisation proceeds in the direction of technology, it passes the point of supplying all the basic essentials of life-food, shelter, clothes and warmth. Then we are faced with a choice between using technology to provide and fulfil needs which have hitherto been regarded as unnecessary or, on the other hand, using technology to reduce the number of hours of work which a man must do in order to earn a given standard of living. In other words, we either raise our standard of living above that necessary for comfort and happiness or we leave it at this level and work shorter hours. I shall take it as axiomatic that mankind has, by that time, choose the latter alternative. Men will be working shorter and shorter hours in their paid employment. It follows that the housewife will also expect to be able to have more leisure in her life without lowering her standard of living. It also follows that human domestic servants will have completely ceased to exist. Yet the great majority of the housewives will wish to be relieved completely from the routine operations of the home such as scrubbing the floors or the bath or the cooker or washing the clothes or washing up, or dusting or sweeping, or making beds.

- | | |
|--|---|
| (i) As civilisation proceeds in the direction of _____ (a) _____, | 1 |
| it passes the point of supplying all the basic essentials of life-food, shelter, clothes, and _____ (b) _____. | |
| (ii) I shall take it as _____ (c) _____ that mankind has, by that time, | 1 |
| choose the latter _____ (d) _____. | |
| (iii) Men will be _____ (e) _____ shorter and shorter hours in their | 1 |
| paid _____ (f) _____. | |
| (iv) It also follows that human _____ (g) _____ servants will have | 1 |
| completely _____ (h) _____ to exist. | |



11 Read the passage and answer the questions that follow :

Climate change will have serious implications as numerous adverse impacts are expected in terms of access to clean water, food and ecosystem resources. By 2020, it is feared that in some African countries yields from rain-fed agriculture could be reduced by up to 50%. Climate change is also likely to lead to some irreversible impacts on biodiversity. However, it is within the reach of human society to meet these threats. We have to adapt to climate change. It requires investment in storm protection and water supply infrastructures as well as community health services. Bringing changes in lifestyle is an important part of mitigation measures. Greater cooperative efforts are required by both developed and developing nations to stop emission of greenhouse gases. The youth of today have a huge responsibility towards creating a bright future and they obviously have a stake in it. They must pursue knowledge by which economic progress can take place without changing the environment.

- | | |
|--|---|
| (i) What are the serious implications caused by climate change ? | 2 |
| (ii) What is feared to happen in some of south African countries by 2020 ? | 1 |
| (iii) What does climate change likely to lead ? | 1 |
| (iv) Mention some of the areas where we need to adapt to climate change. | 2 |
| (v) What huge responsibility do the youth of today have ? | 2 |

12 Read the passage below and answer the questions that follow :

Papaya is a healthy fruit with a list of properties that is long and exhaustive. You can munch on it as a salad, have it cooked or boiled or just drink it up as milkshake or juices. Papaya has many virtues that can contribute to our good health. The most important of these virtues is the protein-digesting enzyme it has. The enzyme is similar to pepsin in its digestive action and is said to be so powerful that it can digest 200 times its own weight in protein. It assists the body in assimilating the maximum nutritional value from food to provide energy and body building materials. Papain in raw papaya makes up for the deficiency of gastric juice and fights excess of unhealthy mucus in the stomach and intestinal irritation. The ripe fruit, if eaten regularly corrects habitual constipation, bleeding piles and chronic diarrhoea. The juice of the papaya seeds also assists in the above-mentioned ailments.



Papaya juice, used as a cosmetic, removes freckles or brown spots due to exposure to sunlight and makes the skin smooth and delicate. A paste of papaya seeds is applied in skin diseases like those caused by ringworm. The black seeds of the papaya are highly beneficial in the treatment of cirrhosis of the liver caused by alcoholism, malnutrition, etc. A tablespoonful of its juice, combined with a hint of fresh lime juice, should be consumed once or twice daily for a month.

- (i) Mention some of the properties that papaya fruit has. 2
- (ii) How is raw papaya useful to us ? 2
- (iii) What benefit do we get if we consume ripe papaya regularly ? 2
- (iv) Why do we use the black seeds of papaya ? 2

13 Answer the following in about 60 words **6**

How did Gavaskar behave during 'matches' played in his childhood days ?
(My First Steps)

OR

What changes did Nehru want among the people of India ?
(India-Her past and Future)

14 Read the extract and answer the questions that follow :

There is a house now far away where once
I received love.....That women died,
The house withdrew into silence, snakes moved
Among books, I was then too young
To read, and my blood turned cold like the moon
How often I think of going (My Grandmother's House)

- (i) How did the house look after the death of the grandmother ? 1
- (ii) Why was the poet not able to read the books ? 2
- (iii) What did the poet feel whenever he thinks of going to his house ? 2

OR



Where the mind is without fear
 and the head is held high
 Where knowledge is free
 Where the world has not been broken
 up into fragments by narrow domestic walls; (Where the mind is without fear)

- (i) What is meant by “mind is without fear” ? 1
- (ii) What did the poet pray for his countrymen ? 2
- (iii) What does the poet mean “by narrow domestic walls;”? 2

15 Answer any THREE of the following questions in about 30-40 words each. **3×2=6**

- (a) What did Gavaskar like to do whenever he went to his uncle’s house ?
 (My First Steps)
- (b) How did Ved’s mother try to test him ? (My son will not a beggar Be)
- (c) What did the Intruder plan to do as Vincent Charles Gerrard ?
 (If I were you)
- (d) What duty did Baldeo do at the station ? (The Tiger in the Tunnel)

16 Read the extract below and answer the questions that follow :

(a) Tembu, who was twelve, did not always sleep with his father at the station, for he had also to help in the home, where his mother and small sister were usually alone. They lived in a small tribal village on the outskirts of the forest, about three miles from the station. Their small rice fields did not provide them with more than a bare living and Baldeo considered himself lucky to have got the job of Khalasi at this small way side signal stop.

- (i) Why could not Tembu sleep with his father at the station ? 1
- (ii) Where did Baldeo’s family live ? 1
- (iii) Why did Baldeo consider himself lucky ? 1
- (iv) Pick out the words from the extracts which are similar in meaning to the following expressions : 1
 - A group of people, living together, sharing the same language
 - Something which is uncovered

OR



In Chennai at the Centre for Wind Energy Technology, research is done to check out various wind sites where wind energy can be tapped. And, wind turbines of various sizes are checked to see if they are delivering what they promised to do. Wind energy is also abundant in many parts of India from Gujarat, Andhra Pradesh and Kerala to the hilly regions in Maharashtra.

- (i) Where is the research being done to check out various wind sites ? 1
 - (ii) Why are wind turbines of various sizes checked ? 1
 - (iii) Mention any one of the states in the extract where wind energy is abundant. 1
 - (iv) Pick out the words from the extracts which are similar in meaning to the following expressions. 1
 - The process of solving problems and finding facts
 - Available in large quantity
- (b) At last he heard of Dr. R M Halder, principal of Dadar, School for the Blind in Bombay. My father wrote to him asking for advice. Dr. Halder showed unusual interest in my case, and promised to take special care and personal responsibility for me if I were sent to his school.
- (Note : My father = Ved's father)
- (i) What did Ved's father hear about ? 1
 - (ii) Why did Ved's father write a letter to Dr. Halder ? 1
 - (iii) What promise did Dr. Halder assure to Ved's father ? 1
 - (iv) Pick out the words from the extracts which are similar in meaning to the following expressions : 1
 - Unable to see
 - Not commonly occurring

OR

Coming alongside, Dr. Benson stopped and invited the man to ride. The man got in, "Are you going far" asked the doctor. "I'm going all the way to Detroit" said the man, a rather thin man with small black eyes filled with tears from the wind, "Could you give me a Cigarette?"

- (i) Why did Dr. Benson stop alongside ? 1
- (ii) Where was the man going ? 1
- (iii) What did the man ask Dr. Benson to give ? 1
- (iv) Pick out the words from the extracts which are similar in meaning to the following expressions : 1
 - At the same time
 - To a certain extent



SECTION - B

- Note :**
- (i) Attempt any **one** of the two option.
 - (ii) Attempt **all** the questions from the **same** option.

OPTION - I

(E.S.P. for Receptionists)

- 17 Write the message you would like to leave for a manager based on the following telephonic conversation. 4

Amith : Is it Lake view Deluxe Hotel ?
Receptionist : Yes sir, what can I do for you ?
Amith : Could I speak to the manager ?
Receptionist : I am sorry, he is not in the hotel.
Amith : I want to book the party hall on 19th Oct., 2019.
At the same, ask him to arrange dinner for 150 guests.
Receptionist : Yes, surely. Please give your contact details.
Amith : My name is Amith and my contact number is 95XXXXXX88.
Receptionist : Thank you sir, have a nice day.

Write the message in the printed form used in your office.

Message Form

(i) To : _____
(ii) From : _____ (iii) Time : _____
(iv) Date : _____
(v) Message : _____

(vi) Contact No. : _____
(vii) Taken by : _____



- 18** Write a short note on the following : **6**
- (a) Register of callers
 - (b) Reservation voucher
 - (c) Internal telephone directory
- 19** What should a receptionist always remember ? **2**
- 20** What is a message form ? **1**
- 21** Mention any four items which should be kept on Receptionist desk. **2**



OPTION - II

- 17 Read the following greetings and state if they are formal or informal. 2
- (a) I hope this letter finds you in good health.
- (b) Good Morning, how are you ?
- (c) You are the person I was looking for.
- (d) What a pleasant surprise !
- 18 Write a letter of enquiry for the delay in sending printed note books to Bhatia International School, Mumbai. You are the second divisional assistant of the school. 4
- Address the letter to R K Printers, Navi Mumbai.
- 19 What is a memo ? 1
- 20 How do you prepare yourself before appearing for a face to face interview ? 6
- 21 Write an e-mail addressed to Jagadesh Travels asking them to cancel your air tickets to Kolkata. 2
-

