

**PRESCRIBED BY THE UNIVERSITY OF DELHI FOR THE  
B.A. PROGRAMME I YEAR STREAM B COURSE IN ENGLISH**



Picture 1

<http://en.wikipedia.org/wiki/File:Corporate%28Film%29.jpg>

Accessed on 11-02-11 at 12:45 pm.

**ENGLISH  
AT  
THE  
WORKPLACE I**



Picture 2

[http://farm4.static.flickr.com/3116/2796220406\\_886f5e0b6d.jpg](http://farm4.static.flickr.com/3116/2796220406_886f5e0b6d.jpg)

Accessed on 11-02-11 at 12:50 pm.

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**ENGLISH AT THE WORKPLACE**  
**(For the B.A. Programme I Yr Stream B Course in English )**

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What Have You Learnt?

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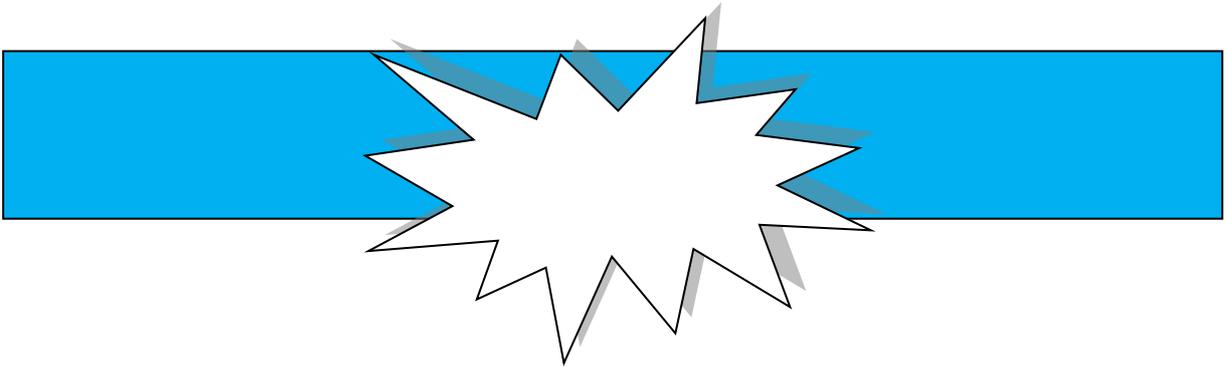
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What Have You Learnt?

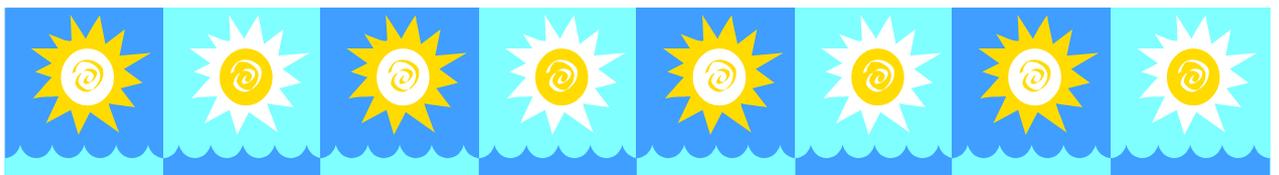


## INTRODUCTION

Learning a language involves the capacity to acquire reading, writing, listening and speaking skills. This is an activity that requires on-going practice to ensure that the learner: becomes proficient enough to understand the nuances of words and their usage in different contexts and situations; gains mastery over the language; and, develops the confidence to use it with ease. This course and the in-built activities in it have been designed to facilitate this process. The primary aim is one of initiating thinking and the capacity to read with understanding when the texts in question are tables, advertisements, pie-charts, bar graphs, maps or even train/airline timetables.

This has been done with the knowledge that the learner is an adult and has mastery over at least one language. The challenge lay in organizing this e-material in such a way that the language resources already available to the learner were optimally used. The exercises - tests and activities - have been arranged in order of difficulty - lower, medium and higher.

By building up the learners' listening, speaking, reading, writing, grammar and vocabulary skills, the tests aim at building up the learners' confidence and proficiency in the English language.



Lesson 8



### HIGHLIGHTS OF THE LESSON:

- Pre-Listening Activity
- Listen to an Announcement 8.1
- Listen to a Customer Care Recorded Voice 8.2
- Listen and Comprehend 8.3
- Listen to each Word attentively 8.4
- Listen and Choose from the options 8.5
- What Have You Learnt?

### ANTICIPATED LEARNING OUTCOMES:

- Listening to a weather report, an announcement, to a customer care recorded voice, etc needs careful attention.
- To listen to a recorded interview or an audio file one needs to follow each word carefully to understand the conversation better.
- Any communication is a two-way process and requires an active listening participant, as well.
- It is a good idea to consult a dictionary to understand the meaning of difficult words.

## LISTENING II

**TOTAL TIME: 65 MINS**

### PRE-LISTENING ACTIVITY

Time: 10  
mins

Here's a recorded version of a weather forecast on the radio. Listen carefully to it and attempt the exercise based on it.



Picture 37

<http://enterprise.msgupshup.com/apps/devDashboard/images/weather.gif>

Accessed on 18/02/2011 at 2:14 pm.

[Click here](#) for the audio file (Audio File-Ex 8.0)  
Transcript of the weather report and forecast

Now we have the weather report for the day. The maximum temperature yesterday was 32°C and the minimum temperature yesterday was 25°C. The maximum temperature today will be 36°C and the minimum temperature today will be 28°C. The sunrise would be at 5:36am and the sunset, at 7:19pm. You can expect a generally cloudy sky with one or two spells of rain or thundershowers. Some areas might get heavy rain accompanied by a squall. The maximum relative humidity on Sunday was 87% and the minimum was 55%.

**Note:** "the day" refers to "today" in the weather forecast.

After hearing the recorded file, think whether the following questions are **True** or **False**.

1. The minimum temperature for the day is 8°C less than the maximum temperature for the day. T/F
2. The sunrise would be at 6:00 am. T/F
3. The day will be hot and humid. T/F
4. There might be light, occasional showers in some areas. T/F
5. The maximum relative humidity on Sunday was 87%. T/F

Here are the answers for this pre-listening activity. Match your answers with the results given below.

1. **True**. The maximum temperature today will be 36°C and the minimum temperature today will be 28°C. So the difference between them is 8°C.
2. **False**. As mentioned in the passage the sunrise would be at 5:36am
3. **False**. The reporter states that one "can expect a generally cloudy sky with one or two spells of rain or thundershowers. Some areas might get heavy rain accompanied by a squall."
4. **True**. As quoted in the report, "one or two spells of rain" hint at "light, occasional showers".
5. **True**. As stated in the report, "the maximum relative humidity on Sunday was 87% and the minimum was 55%."

## LISTENING TO AN ANNOUNCEMENT (8.1)

Time: 10  
mins

In the audio recording given below listen very carefully to the announcement being made at an airport and answer the questions based on it. The transcript of the announcement has been included below for further clarification.

### Exercise 8.1

This is an important announcement for Flight No. SIN408. Passengers travelling by this flight to Singapore from Indira Gandhi International Airport, New Delhi are kindly requested to start moving towards the departure lounge. The aeroplane will take off from the runway within exactly fifteen minutes from now. Thank you.

[Click here for the audio file](#) (Audio File-Ex 8.1)

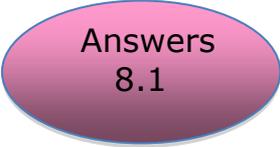
After listening to the audio clip of the announcement given above, answer some of these questions.

Qs 1. The Flight number is \_\_\_\_\_ and is leaving for \_\_\_\_\_.

Qs 2. The flight is leaving from \_\_\_\_\_.

Qs 3. The passengers are requested to move towards the \_\_\_\_\_.

Qs 4. The flight leaves in exactly \_\_\_\_\_ from the time of announcement.



Answers  
8.1

Ans 1. SIN408, Singapore.

Ans 2. Indra Gandhi International Airport, New Delhi.

Ans 3. Departure lounge

Ans 4. Fifteen minutes

**LISTEN TO A CUSTOMER CARE  
RECORDED VOICE (8.2)**

Time: 10  
mins

You must have often experienced going through the procedure of listening to a long list of instructions when you call up a Customer Care Service Number. Often the set of instructions given can make one lose one's concentration. So by that criterion can this method of giving instructions be considered effective? Go through the audio clip and follow it carefully. Then attempt the exercise based on it given below. The transcript has been given below, but avoid referring to it for the answers since this is a test of your listening skills and not your reading skills.

[Click here for the audio file](#) (Audio file-Ex 8.2)



Picture 38

<http://telephoneart.com/animate/telephone654.gif>

Accessed on 04/04/2011 at 7:16 pm.

Welcome to Idea Customer Care. For information in English dial 1 and for information in Hindi dial 2. Please click on the sub-menu any time after the beep. [Click here](#)

For pre-paid connection press 1 and for post-paid connection press 2.

In pre-paid connection for recharge press 1, for balance enquiry press 2 and to talk to our phone banking officer press 5.

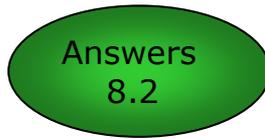
In post-paid connection for recharge options and balance enquiry press 3 and for assistance press 4.

Thank you for calling up Idea Customer Care. We hope that you got the assistance for your required information.

**Exercise 8.2**

Check whether the following statements are true and false.

1. For post-paid connection press 1 after the beep.
2. For information in English dial 1.
3. To talk to a phone-banking officer in the pre-paid connection category press 4.
4. To talk to someone for assistance in the post-paid connection category press 5.
5. For balance enquiry and recharge options in post-paid connection category press 3.
6. For balance enquiry in pre-paid connection category press 5.



Answers  
8.2

1. False, press 2.
2. True.
3. False, press 5.
4. False, press 4.
5. True.
6. False, press 2.

LISTEN AND COMPREHEND  
(8.3)

Time: 15  
mins

This is an audio re-enactment of parts of an interview with the Indologist Viktoria Lyssenko of the Institute of Philosophy, Russian Academy of Sciences, by interviewer Aditi Bhaduri on the subject of Indology that was published in *The Times of India*.

Listen carefully to this audio file once without rewinding and answer whether the inferences drawn from it are correct or incorrect. Simply put a tick mark or a cross in the box given at the end of the sentence.

[Click here for the audio file](#) (Audio File-Ex 8.3)

Aditi: What is the state of Indic studies in Russia today?

Lyssenko: Currently certain branches of Indology, which were earlier under strict ideological control-like religion and philosophy-are flourishing. Sanskrit and courses on various branches of Indian philosophical traditions are taught at the Institute of Philosophy, Russian Academy of Sciences. Last year, the first specialised encyclopedia of Indian philosophy, prepared by Russian Indologists, was published and the State Commission declared it the best book of the year 2009. We actively participate with colleagues from the Indian Council for Philosophical Research.

Aditi: What made you study Indian philosophy?

Lyssenko: As a girl I read an extract from the Upanishads. It left such a deep impression on me that when I, as a student of philosophy in Moscow State University, had to choose a language from among Spanish, Arabic and Sanskrit, I chose Sanskrit. For years I engaged in the study of the Vaisheshika school of thought. Buddhism came later when I was asked to write an article on the study of Buddhism in Russia, and I gradually immersed myself in Buddhism.

Aditi: What are the current trends you see in Indian philosophical studies?

Lyssenko: I have always found the enquiry into the nature of consciousness the strongest element of Indian philosophical thought. This can enrich modern research in the cognitive sciences. However, what concerns me is the estrangement between the study of traditional Indian philosophical schools and the study of Buddhism. True, Buddhism for long disappeared from the Indian scene, but the fundamental of its philosophy was formulated as part of Indian philosophical thought and its traditional polemics and constant exchange of ideas between different schools.

This deep familial link of Buddhism with the Indian philosophical soil that engendered it is being missed by both Buddhist and Hindu philosophy studies.[...] In my opinion, the important aspect missing is the mutual enrichment of both traditions, their constructive impact on each other.

Source: The Times of India, New Delhi. 19<sup>th</sup> July, 2010. p.14.



Picture 39

<http://www.business-genie.net/perfecting-your-resume/>

Accessed on 18/02/2011 at 2:34 pm.

### Exercise 8.3

Based on the above interview here's a simple test to ascertain how effectively you have listened. See for yourself! Put a tick mark or a cross in the box given at the end of each inference

1. Branches of indology like religion and philosophy have developed over a period of time.
2. Upanishads encourage a learner to take up Sanskrit as a language.
3. Buddhism is not practised in Russia.
4. Indian philosophical thought interrogates the nature of consciousness.
5. The fundamentals of Buddhist philosophy were formulated as part of Indian philosophical thought.
6. Buddhist and Indian philosophical studies complement each other.

## Answers 8.3

1.

True, since in the interview it is stated clearly that "currently certain branches of Indology, which were earlier under strict ideological control-like religion and philosophy-are flourishing". This implies that they existed earlier and despite strict ideological control they have survived till present times. They are currently flourishing-i.e.,have developed since then.

2.

True, Lyssenko states that as a girl she had read an extract from the Upanishads and she states that it left such a deep impression on her that when she was a student of philosophy in Moscow State University and had to choose a language from among Spanish, Arabic and Sanskrit, she chose Sanskrit.

3.

True. It is clearly stated that for years Lyssenko engaged in the study of the Vaisheshika school of thought and Buddhism came later when she was asked to write an article on the study of Buddhism in Russia. Buddhism as a subject of study was in the Russian Institute.

4.

True. Lyssenko states that she had found the enquiry into the nature of consciousness the strongest element of Indian philosophical thought.

5.

True. Lyssenko further says that though Buddhism for long had disappeared from the Indian scene, the fundamentals of its philosophy were formulated as a part of Indian philosophical thought.

6.

True. It is noted by Lyssenko that Buddhism for long disappeared from the Indian scene, but the fundamentals of its philosophy were formulated as a part of Indian philosophical which in course of time impacted one another. It is obvious that the two studies have the potential to complement each other.

LISTEN TO EACH WORD  
ATTENTIVELY (8.4)

Time: 10  
mins

Exercise  
8.4

Listen to the audio recording in the previous section and fill in the blanks given below. This is a test to show how attentive you are to what is spoken. For better self-assessment do not listen to the file recording more than once.

1. As a girl I read an extract from the \_\_\_\_\_.
2. As a student of philosophy in Moscow State University, I had to choose a language from among Spanish, \_\_\_\_\_ and Sanskrit, I chose \_\_\_\_\_.
3. I gradually immersed myself in \_\_\_\_\_.
4. An enquiry into the nature of consciousness can enrich modern research in the \_\_\_\_\_.
5. What concerns me is the estrangement between the study of traditional Indian philosophical schools and the study of \_\_\_\_\_.
6. In my opinion, the important aspect missing is the \_\_\_\_\_ enrichment of both traditions, their \_\_\_\_\_ impact on each other.

Answers  
8.4

1. Upanishads. Lyssenko states that as a girl she read an extract from the Upanishads
2. Arabic, Sanskrit. She further goes on to say that as a student of philosophy in Moscow State University, she had to choose a language from among Spanish, Arabic and Sanskrit and that she chose Sanskrit.
3. Buddhism. Lyssenko says that for years she engaged in the study of the Vaisheshika school of thought and that Buddhism came later when she was asked to write an article on the study of Buddhism in Russia, and she gradually immersed herself in Buddhism.
4. cognitive sciences. Lyssenko believes that the enquiry into the nature of consciousness is the strongest element of Indian philosophical thought and that this can enrich modern research in the cognitive sciences.
5. Buddhism. She states that what concerns her is the estrangement between the study of traditional Indian philosophical schools and the study of Buddhism.
6. mutual, constructive. She also says that in regard with Buddhism and Indian philosophy, the important aspect missing is the mutual enrichment of both traditions, their constructive impact on each other.

If I listen to each word carefully, I will understand the talk better.



Picture 40

<http://www.basic-counseling-skills.com/active-listening.html>

Accessed on 18/02/2011 at 2:38 pm.

LISTEN AND CHOOSE FROM  
THE OPTIONS (8.5)

Time: 10  
mins

Listen to the recorded passage and choose the correct option from the list of options given with each question.

[Click here for the audio file](#) (Audio File-Ex 8.5)

Transcript of the audio file is given below

### **IDEALISM AND NATION BUILDING**

***Let the large educated middle class not leave nation building to the state alone***

**Angela Koreth**

I Quote P. Tandava Krishnan (Open Page, August 28): 'India is perhaps the only country where the rich enjoy the benefits of socialism while the poor are fully exposed to the **vagaries** of capitalism.' After 38 years of teaching in a Delhi University women's college I am firmly convinced of the truth of his statement.

I had students, many of whom had had expensive schooling for 13 years or more, paying a monthly school and bus fee of over a thousand rupees. They were then paying for their university education, a monthly **pittance** of Rs 18 or so as tuition fee, and a similar amount for a bus pass. They informed me that many of them were getting pocket money of Rs 500-1000 a month. I **strove** to make them realise that we, the educated upper middle class who could afford to pay more, were in fact looting public money by granting to ourselves such heavy **subsidies** in the name of social justice. A heavily subsidised university education for the needy is absolutely necessary. But need this be extended to those who have demonstrated their financial capacity for 13 years, through the expensive schooling that their parents were able to afford?

The dual schooling policy effectively screens out the very people who most need social justice **meted out** to them in the form of subsidies and reservation. Once they have dropped out/or are unable to compete, to talk of social justice and reservation at the university level reeks of hypocrisy.

Source: English at the Workplace. eds, Mukti Sanyal, Sudesh Sawhney, Shormishtha Panja and Pramodini Varma. 2006. Rpt. Delhi: Macmillan India Ltd, 2008.p. 39.

Exercise  
8.5

1. India is perhaps the only country where the rich enjoy the benefits of
  - (a) capitalism
  - (b) communism
  - (c) socialism
  - (d) democracy
  
2. The poor are fully exposed to the vagaries of
  - (a) socialism
  - (b) capitalism
  - (c) autocracy
  - (d) communalism
  
3. Many of the writer's students had expensive schooling for
  - (a) 11 yrs
  - (b) 12 yrs
  - (c) 13 yrs
  - (d) 14 yrs
  
4. The amount the students paid for the tuition fee and the bus pass was \_\_\_\_ to what most of them were getting as pocket money.
  - (a) not equal
  - (b) equal
  - (c) high
  - (d) none of the above
  
5. In the name of social justice, those who can afford to pay are actually \_\_\_\_ by demanding subsidies
  - (a) doing the right thing
  - (b) earning a good salary
  - (c) looting public money
  - (d) depriving the poor
  
6. A heavily subsidised university education for the needy is
  - (a) not necessary
  - (b) expensive for the state
  - (c) a luxury
  - (d) absolutely necessary
  
7. The dual schooling process effectively screens out the very people who most need \_\_\_\_\_ meted out to them
  - (a) social justice
  - (b) equality
  - (c) subsidies
  - (d) reservation

## Answers 8.5

1. (c) It is stated in the article by P. Tandava Krishnan that, "India is perhaps the only country where the rich enjoy the benefits of socialism while the poor are fully exposed to the vagaries of capitalism".
2. (b) It is stated in the article by P. Tandava Krishnan that, "India is perhaps the only country where the rich enjoy the benefits of socialism while the poor are fully exposed to the vagaries of capitalism".
3. (c) Angela Koreth says that she had students, many of whom had had expensive schooling for 13 years or more, paying a monthly school and bus fee of over a thousand rupees.
4. (b) She further states that these students were then paying for their university education a monthly pittance of Rs 18 or so as tuition fee, and a similar amount for a bus pass. So, clearly the amount for tuition fee and for the bus pass is equal.
5. (c) Angela states that her students informed her that many of them were getting pocket money of Rs 500-1000 a month. In that case they can afford to pay much more for university education and were actually looting public money by demanding subsidies.
6. (d) It is clearly stated that a heavily subsidised university education for the needy is absolutely necessary.
7. (a) In the last paragraph under the title *Hypocrisy*, Angela states that, the dual schooling policy effectively screens out the very people who most need social justice meted out to them in the form of subsidies and reservation.

## WHAT HAVE YOU LEARNT?

- We may have to listen to different forms of speech such as listening to an announcement, to a weather report, to a recorded customer care voice over the phone, to a recorded interview or to a passage.
- It is essential for us to listen carefully and attentively to ensure clarity of communication since any communication is a two-way process and requires an active participant, as well.
- While listening we may come across difficult words. So it is a good idea to refer to a glossary at the end of the lesson(s) or to a dictionary.

## Links for Images

Picture 37

<http://enterprise.smsgupshup.com/apps/devDashboard/images/weather.gif>

Picture 38(gif image)

<http://telephoneart.com/animate/telephone654.gif>

Picture39

<http://healthyinfluence.com/wordpress/wp-content/uploads/2009/07/job-interview-cartoon.gif>

Picture 40

<http://www.basic-counseling-skills.com/images/foto-active-listening.jpg>