

## UNIT VII

### I. Reading and Writing Skills

i. Dialogue Writing

ii. Letter Writing

iii. Essay Writing

iv. Reading Comprehension

### I. Situational Dialogues

#### Samples

**i. Construct a dialogue between a tourist and a native. Tourist asks for the required directions to reach his destination and the native responds appropriately and gives the directions.**

Tourist: Excuse me sir, I have been trying to find the location of Maryland Church for some time. Could you please help me out? I heard that it is one of the oldest and beautiful churches.

Native: I know the church well. It seems you are new to our place. It is a must watch. By the way how do you travel there by bus or car?

T: You are right I am new to this place. I am tourist, came here yesterday and saw some famous places. I traveled by buses the other day. Now, I have taken a taxi for this.

N: That's nice. But you came to a different location. First of all, you should go to the bus bay. Opposite to it you find Fish land hotel and you should take a narrow lane beside it.

Travel 2 km from there and you find Johnson Swimming pool there.

T: Oh! That's fine. Let me jot down the land marks on my way. Now go on.

N: When you reach Johnson Swimming pool, ask your driver to take the Silver Valley road and do not park your taxi anywhere on the road. If you do so you will be levied heavy tax.

T: Ok thank you for valuable information. How long is the church from Silver Valley road?

N: It is around 7 km from the church and you are signposted all through your journey on Silver Valley road.

T: That's fine it is very clear for me. Now I am confident to reach the church.

N: I forgot to tell you one important thing. You must carry your identity proof and few of your photographs. If there is any security check you must produce them.

T: Oh! Yes Certainly. I have them ready. I do give them if I am asked.

N: That's good. If you travel from Silver Valley for 7 km you find the A huge Maryland Church arch on your left.

T: Should I travel further from there or the church near the arch?

N: Yes. You should take left from there travel straight for a Half kilometer and you find the Huge buildings of the Maryland Church.

Hope you will reach your place with out any problem.

T: Thank you very much for taking some time to give me directions for the church.

N: No thanks, that's my pleasure.

T: Bye

N: Bye

**ii. Construct a dialogue between a librarian and a borrower. The borrower seeks information about how to open an account to borrow books. He also wants know how to locate the titles oh his interest. The librarian gives necessary information.**

Borrower: Good morning sir, I am new to this place and I have come here on transfer.

Librarian: Good morning sir. Thank you for visiting our library. How may I help you?

B: In fact, I have a habit of reading books right from my childhood. I had an account in my town's library. But I do not have access to it any more.

L: It is nice to listen that you are an avid reader of books.

B: Thank you. I heard that yours is one of the largest and oldest libraries of our state. You have a collection on a wide variety subjects.

L: You are right. Ours is the one of the best libraries. And we keep maintaining that reputation.

B: That sounds great. I would like to know how to open an account in your library.

L: If you want to open an account you need to submit one copy of photo identity proof and a refundable fee of Rs 1000/-.

B: Is that all I should submit?

L: This besides, you should also fill the membership form and get it attested by your employer.

B: That is fine. How many days will it take for this process?

L: It takes two working days. From the third day onwards you can have access to the library facilities.

B: Thank you very much for your information.

L: You are always welcome. After all I do it what is my daily routine.

B: May I know what any other special facilities provided by your library?

L: Oh sure. We also provide free internet access to our members. We charge nominal price for any print outs and photocopies.

B: It is so nice of you. How can I locate titles of my choice in the library?

L: We have a very special and simple mechanism for that. There are about 500 racks are there in the library.

B: That's a huge number.

L: Yes. Every rack is divided on the basis of its subject. Each rack is separated according to the alphabets. Each title in each rack has a unique number.

B: What can I do with this unique number?

L: If you type this unique number on any computer here. You will know its status like whether it is available or not.

B: This is simply superb. You have made the best use of the technology. You made it convenient to all.

L: Thank you for your admiration. Here is the form, fill up and submit at the earliest.

B: Thank you and I do submit it ASAP. Bye

L: Bye.

## II. Letter Writing

Letter writing is one of the important tools of written correspondence. A good letter is of something that carries the writer's/sender's presence. There are two important kinds of letters. They are business and personal letters.

A business letter is formal and is written to communicate with an official or a business firms. It is different from personal letters in many ways like language, style, format and purpose. Information presented in a business letter should be straight, lucid and precise.

The purpose or the reason of the letter must be mentioned in the opening paragraph. Give complete details in clear terms in the body. State clearly the expected action in the closing paragraphs.

There are six important parts for a business letters. They are as follows:

**1. The Heading:** It consists of the sender's address and the date on the last line. Generally there should be a one line gap for the address and date. There is no need to write the return address if letterhead of the company is used for this purpose.

**2. The Receiver's Address:** Write receiver's address clearly and completely.

There is a general rule that one line should be skipped between date and address line.

**3. Salutation:** It deals with how one addresses the receiver of the letter. In a business letter it has to be formal. It starts with the word "Dear" and often includes the person's last name.

**4. The Body:** The body carries important details in detail. The language used should be lucid and courteous. For each paragraph, one line should be skipped.

Also skip a line between the greeting and the body. Skip a line between the body and the close.

**5. The Complimentary Close:** This brief expression usually ends with a comma.

**6. The Signature Line:** Skip two lines and write your name and just above the signature should be done. Women may indicate how they wish to be addressed by placing Miss, Mrs., Ms. or similar title in parentheses before their name.

### Business Letter Styles

The following are some of the formats of the business letters. There are three accepted styles. They are

1. Modified Block Style
2. Semi Block Style
3. Block Style

Of the three, the third one (Block Style) has been widely used in the modern day communication. In block style, punctuation marks like commas and full stops are omitted in many places. Comma should be given after salutation and leave taking lines.

**Modified Block Style**

Sender's add.

\_\_\_\_\_  
\_\_\_\_\_

Date :

Inside add.

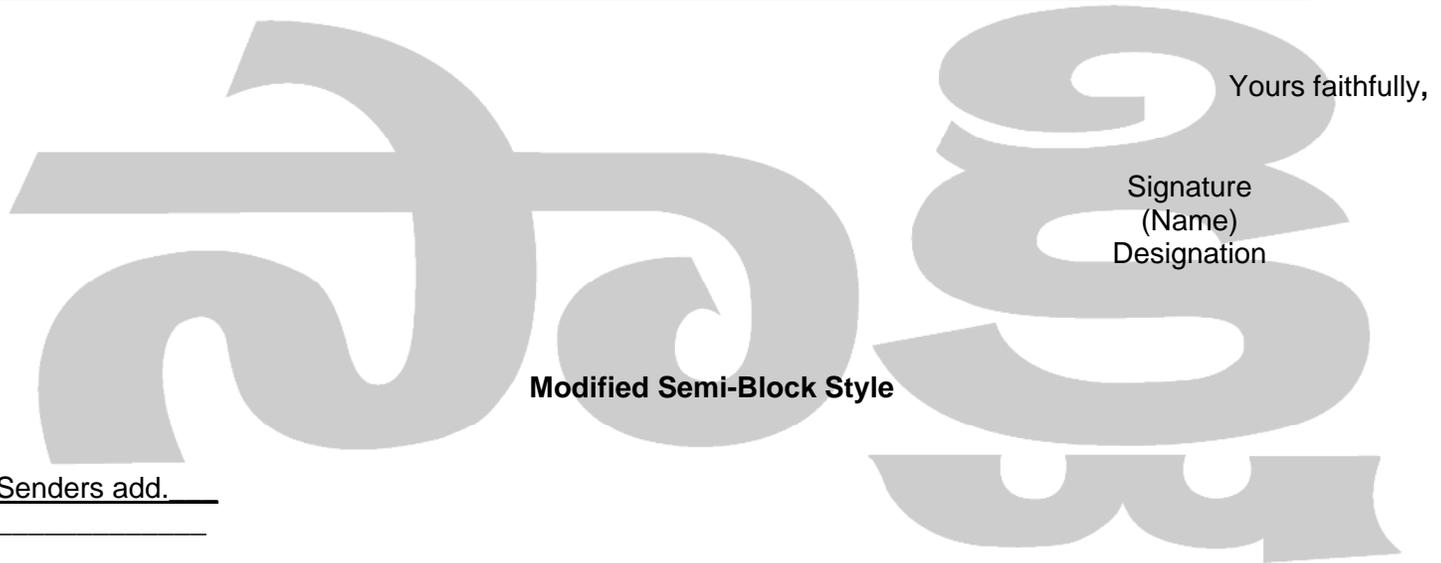
\_\_\_\_\_  
\_\_\_\_\_

Salutation,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Yours faithfully,

Signature  
(Name)  
Designation



Senders add.

\_\_\_\_\_  
\_\_\_\_\_

Date :

Inside add.

\_\_\_\_\_  
\_\_\_\_\_

Salutation,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complimentary close,

Signature  
(Name)  
Designation

### Block Style

Senders add.

\_\_\_\_\_  
\_\_\_\_\_

Date :

Inside add.

\_\_\_\_\_  
\_\_\_\_\_

Salutation,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complimentary close,

Signature  
(Name)  
Designation

### Model Business Letters (Block Style)

#### 1. Write a letter to a business firm dealing in furniture requesting for a catalogue.

CWC Software Company  
401, Sampson Towers  
Madapur  
Hyderabad-75

April 12, 2011

The Managing Director  
The Furniture World  
Nampally  
Hyderabad

Sir,

Sub: Request for a detailed catalogue of furniture.

This is to bring your notice that we have just seen the advertisement given by your esteemed company in today's Hindu. We are impressed by the beautifully carved and cushioned chairs, sofas with rich leather and all other office essential office furniture.

We wish to furnish our new branch with elegant and quality wooden furniture. This besides we would like to show us some latest samples of conference tables and American chairs.

We therefore request you to send us a copy of latest catalogue of furniture with pictures and prices as soon as possible.

We are enclosing a self-addressed stamped envelope for your catalogue.

Awaiting your early response.

Thanking you sir,

Yours faithfully

(Mr.T.Rakesh Goel)  
The Account Officer  
CWC Software Company.

**2. Write a letter of complaint to the Greater Hyderabad Municipal Commissioner of Domalguda, R.T.C.X Roads, Hyderabad, A.P., complaining about the battered roads and potholes and lack of healthy and hygiene conditions in the area.**

302, Silver Jubilee Heights  
Domalguda  
Hyderabad

April 12, 2011

The Commissioner  
Hyderabad Municipality  
Domalguda  
Hyderabad

Sir,

Sub: Request to take an early action on the battered roads and potholes in Domalguda.

I feel sorry to bring you notice that the bad condition of the roads and lack of hygiene throughout the Domalguda area, especially the entire area of RTC X Roads to NTR Grounds and the surrounding areas.

The road is dusty filled with building materials. Fruits, vegetables and fish are sold on the roads. There are many pits on the middle of the road. This besides, there are many two and four wheelers are being parked on the roads. It adds to the traffic woes during peak hours. These things become hindrances for a smooth and relaxed travel.

Cleanliness is conspicuous by its absence in this area. There are no dustbins anywhere on the road. Garbage, rotten vegetables, fruits and other waste material are scattered here and there on the road. To add fuel to the fire, commuters are panicked by the presence of the stray dogs everywhere.

The drainage canals are blocked and the drain water comes on to the road remains in the same place for days together without being attended. The whole area is stinking and giving out foul smell. Fly and mosquitoes are spreading all over the place. This may lead to the diseases.

Hence, I sincerely request you to look into the problem and take an immediate action and provide a healthy and hygienic condition in this area.

Thanking you sir,

Yours faithfully

(Md. Yakub Pasha)  
Resident of Domalguda  
Hyderabad

## Personal Letters

Personal Letters are generally addressed to family members, friends, and close relatives. The style used in this is casual and the language is generally informal. There are five important parts in personal letters. They are as follows

- 1. The Heading:** It contains the sender's address. It is followed by the date with a gap of one line.
- 2. The Welcome line:** It is also called the salutation line. It can be in formal (dear uncle and aunt) or informal (Hi John, warm greetings or Hey guys) depending on the relationship between the sender and receiver.
- 3. The Body:** It is the heart of the letter. It contains the principal message and all those ideas which are important. Each time a paragraph is changed, one line space should be given.
- 4. The Courteous Close:** It is one line complimentary closing. It also implies the letter is finished. It ends in a comma. It is followed by signature line for which two to three line spaces should be provided.
- 5. The signature:** Name of the sender and designation should be mentioned in this column. The handwritten signature should be done between this line and below the close. There is no need o signature if the letter is in informal style.

### Common Model of a Personal Letter:

Sender's add.

\_\_\_\_\_

\_\_\_\_\_

Date : \_\_\_\_\_

The Greeting line,  
( \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

BODY

The Complimentary Close.

Yours lovingly,

Signature  
(Name)  
Designation

### Punctuation Marks in Personal Letter Writing

Use commas after the **salutation / greeting** and **complimentary closing**

#### Samples of Salutation:

1. Dear Mom / Dad / Friend / Uncle John,
2. My dearest Mary / Friend

#### Samples of Complimentary Closing:

1. Sincerely, (formal)
2. Yours faithfully, (formal)
2. Truly yours, (formal)
3. Yours ever, (informal)

### Model Personal Letters

1. Write a letter to your friend explaining the celebrations of UN Day in your college premises.

B.N.R Engg. College  
Bahadurpura  
Hyderabad

Oct 25, 2010

Dear Surender,

It is ages since we had communication. I can blame both us for our silence. We have had hectic schedule in our colleges as exams are around the corner for us. However, just break the ice, as it were, I am giving here a brief account of the United Nations celebrations in our college.

The UN Day was celebrated with great enthusiasm and passion on the 24<sup>th</sup> October as an occasion. It is for thanks giving and rededication to the principles of the UN Charter. The function began at 6 pm with a lightening lamp by the chief guest. It is followed by an auspicious invocation by our classmate Ranganad Shastry. Then the chief guest, the collector of our district, Dr. D.R. Khorana, enlightened everyone with his inspiring words. He spoke about the importance of universal peace and tolerance. He explained the role of the educated youth and their responsibility towards society. He stressed on unity, freedom and independence which are indispensable for every individual. He concluded with a pledge which everyone of us took to serve the society in every possible way. All in all, it was interesting and informative one.

Next, we spent our time enjoying cultural programmes like skits and dances which are focused on unity, peace and universal tolerance.

I think I have told you everything about the celebrations. Do keep in touch and convey my regards to your parents.

Your loving friend

Charan Raj

**2. Write a letter to your friend to congratulate him on his winning a prize in state level elocution competition.**

401, Butterfly Hills  
S.M. Nagar  
Hyderabad

April 12, 2011

Dear Vinay,

All of us in the college take great pleasure in extending you our warm cudos for securing the first prize in state level elocution competition. We know well that your hard work for the last six moths for this contest. With this you have proved that one's hard work never goes in vain.

We are all happy for you and inspired by your efforts.

With warm regards,

Yours truly

M. Karan.

### III. Essay Writing

- An essay is a long piece of composition on a theme or subject.
- Essays are different types depending on whether they describe, narrate, inform or argue to convince the reader about a particular point.
- Every essay should possess basic things like Unity of theme. It means one must have vision or clarity on what one aims to present.
- Ideas emerged in the essay must be arranged according to their significance. For instance there should be priority when ordering points.
- Every essay has three important aspects; the beginning which introduces the subject to its readers. The middle, which presents the core or important ideas. The end which gives a bird eye view of the entire essay.
- It should be remembered that each paragraph in an essay should deal with an independent idea.
- There should be a logical connection among sentences in a paragraph and there should also be link from one to another paragraph.
- Simple language and words should be used in an essay.
- All essays, as a rule, are written in formal tone. Hence, one is expected to write complete sentences and there should not be colloquial expressions and slants in sentences.

The following points are to be remembered to construct a good essay.

1. Mention the topic
2. Note down all those relevant ideas
3. Discard unnecessary points
4. Select important ideas
5. Prioritize and order ideas according to their significance
6. Develop it into a complete essay

### Sample Essays

**A FREE AND THINKING PEOPLE**

By

**Edith Hamilton**

**i. Write an essay on the book you love most.**

I love among flowers the Rose, among rivers, the Ganges, and among books, the Ramayana. To me it is an unfailling source of delight and comfort. I give my leisure hours up to it and it will take my mind off all the worries and troubles. It is mental tonic, this wonderful, inspiring and enlightening epic. There is not a page in it but after reading one will emerge with great courage, stronger will and purer mind.

The Ramayana is interesting as a story. The love of Rama for Sita, of Hanuman for Rama, of Laxmana for Rama is ideal and ever lasting. The political philosophy illustrated by Rama in his relations to Sugreeva, Vibishana and Vali magnificent. The epic is also along hymn to duty. It embodies the duty of a man to his wife, of a son to his father, of a younger brother to his elder brother, of a servant to his master and of friends to each other. Rama goes into a voluntary exile at a mere hint of his father. Hanuman lives to please his master. His devotion to his master is absolute. The Ramayana contains a galaxy of noble characters that elevate our mind with their selflessness, devotion to duty and pursuit of the good. In reading the epic we go back to live with our ancient forbears and listen to their voices like the sea.

The Ramayana is our rich heritage. It is more than a story. It is great literature. Its smiles are spontaneous and striking. Its diction is ornate. Its rhythm flows softly and sweetly like the Ganges. The epic is part of our mythology which is an integral part of our religion. In it Hindu mythology and Hindu religion are interwoven.

The Ramayana expounds to me, as no other book does my dharma. It tell me that karma (desire) and krodha (anger) are the chief causes of sin and that unless we defined our heart against these foes and keep them out, we can not escape sin. In what pleasant manner does the Ramayana covey this gospel! It instructs as it delights, and its charm is irresistible.

**ii. Write an essay on an Exhibition or Fair you have recently visited.**

A huge exhibition was held in out town, Madras, last year; and my friends and I went to see it one evening.

Our first impression on entering the grounds was that the whole thing looked like a fairyland. The vast space was decorated in magnificent, bright and gay colours and lit up with countless lights. Men and

women in their best holiday clothes were moving from one end to another, admiring the beauty of all kinds of stalls set up. These stalls were like small shops and they had for show or for sale such goods as cloth, both ordinary and fancy, household furniture, various types of machinery, musical instruments and numerous articles for daily use, all showing labels 'Made in India'.

While the stalls made a very interesting sight, what attracted us most was the children's corner in the exhibition which was crowded with boys and girls. All types of amusements could be seen here, such as, a merry go-round, the giant wheel with tumbling boxes, wooden horses, dodge cars, a railway train and other things. In each of these, children and some grown-ups even, were seated and were having the most thrilling and exciting time. I too had my share of fun with my friends and returned home after enjoying a most delightful evening.

### **SAMPLE READING COMPREHENSIONS**

#### **i. Read the following passage and answer the given questions.**

Being stupid, and having no imagination, animals often behave far more sensibly than men. Efficiently and by instinct they do the right, appropriate thing at the right moment – eat when they are hungry, look for water when they feel thirsty, make love in the mating season, rest or play when they have leisure.

Men are intelligent and imaginative: they look backwards and ahead. They invent ingenious explanation or observe phenomena; they devise elaborate and roundabout means for the achievement of remote ends. Their intelligence which has made them the masters of the world often causes them to act like imbeciles. No animal, for example, is clever and imaginative enough to suppose that an eclipse is the work of a serpent devouring the sun. That is the sort of explanation that could occur only to the human mind. Only a human being would dream of making ritual gestures, in the hope of influencing, for his own benefit, outside the world. While the animal, obedient to its instinct, goes quietly about its business, man being endowed with reason and imagination, wastes half his time and energy in doing things that are completely idiotic. In time, it is sure; experience teaches him that magic formulas and ceremonial gestures do not give him what he wants. But until experience taught him and he takes a surprisingly long time to learn, man's behaviour is in many respects far sillier than that of the animal.

#### **Questions:**

1. What is the tone or mood of the author of the passage?
2. What do you mean by "Imbeciles"?
3. What is a ritual and why do men observe rituals?
4. Which factor helps the animals do the right thing at the right time though they are lack of sensibility and imagination?
5. How did men emerge themselves as the superiors of the world?

6. What did men do with their reason and imagination?
7. Provide any two examples to support that the animals are guided by instincts?
8. What word in the given passage is the synonym of the word 'darkness'?
9. What word in the given passage is the synonym of the word 'clever'?
10. The author of the passage opines that men...
  - a. to behave like animals
  - b. to get rid of their faculty of imagination
  - c. not to depend on their intelligence
  - d. to be more practical
  - e. not to waste their time and energy.
11. The word 'Devouring' in the passage implies....

- a. destroying
- b. confronting
- c. consuming
- d. extinguishing
- e. biting

11. While men are guided by their intelligence, animals are led by their \_\_\_\_\_?

### i. Answers

1. The mood or tone of the author reflects his pain and sorrow.
2. Imbecile is of someone who has subnormal intelligence. For instance, to have a mental age of three years to a seven year boy or girl.
3. A ritual is any customary observance or practice to conduct religious ceremonies. Men observe rituals to influence the world for their own benefit.
4. Instinct helps the animals do the right thing at the right time though they are lack of sensibility and imagination.
5. Men became superiors of the world by exercising their intelligence.
6. With all their reason and imagination men act like mentally retarded people believing in ritual ceremonies and magic formulas.
7. a. The fact that they eat when they are hungry. b. They look for water when they feel thirsty
8. eclipse
9. ingenious
10. d
11. c

**ii. Read the following passage and answer the given questions.**

If a practical end must be assigned to a university course, I say that it is training of good members of the society. University training is the great ordinary means to a great but ordinary end. It aims raising the intellectual tone of the society, at cultivating the public mind at purifying the national taste, at supplying the true principles to popular enthusiasm and fixed aims to popular aspiration, at giving enlargement and sobriety to the ideas of the age, at facilitating the exercise of the political power and refining the intercourse of private life.

It is education which gives a man a clear conscious view of his own opinions and judgments, a truth in developing them, an eloquence in expressing them, and a force in urging them. It prepares him to fill any post with credit, and to master any subject with facility. It shows him how to accommodate himself to others, how to throw himself into others state of mind, how to bring before them his own, how to influence them, how to come to an understanding with them, how to bear them. He is at home in any society, he has common ground with every class; he knows when to speak and when to be silent. He is able to converse, he is able to listen.

1. According to the passage what is practical end to university course?
2. What word in the given passage is the synonym of the word 'ambition'?
3. How does university course enable one to bear with others?
4. What is the value of university training course to society? What is its value to the nation?
5. What word in the given passage is the antonym of the word 'frivolous'?
6. What do you mean by the word 'eloquence'?
7. What do you mean by the statement 'he knows when to speak and when to be silent'?
8. According to the passage what are the things provided by education?
9. What is the tone of the author in the given passage?
10. What word in the given passage is the antonym of the word 'unconscious'?

**ii. Answers:**

1. To train and build good manners and attitude in the people living in society. (Or) To train good members in society.
2. Aspiration
3. It imparts ethics, manners and moral values through education. It will help university students help and to bear with one another.
4. There is value for university course in the society. It nurtures ethics and enriches intellectuality of the people living in the society. At national level, it purifies the minds of people who rule the society and it refines the politics.
5. Sobriety
6. Art of speaking / Speaking effectively.

7. It is education which teaches social skills. It enriches the people's conscious levels and makes them when to speak with others and when to remain silent in varied situations.
8. It is education which gives a man a clear conscious view of his own opinions and judgments, a truth in developing them, an eloquence in expressing them, and a force in urging them.
9. The tone of the author is positive and encouraging.
10. Conscious.

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