

Question Paper Design

Subject: English
Marks : 100

Class : Senior Secondary
Duration – 3 hours

Notes



1. Weightage by Objectives

Objective	Core Section A	Optional Section B	Total	% of the Total Marks
Knowledge	23	5	28	28%
Comprehension	41	4	45	45%
Expression	21	6	27	27%
	85 marks	15 marks	100 marks	

2. Weightage by type of Questions

Type	Core Section A	Optional Section B		Estimated Time a candidate is Expected to take	
		B1	B2	Core Module	Optional Module
Long Answer Questions	$5 \times 3 = 15$		$6 \times 1 = 6$	30 mins	
	$6 \times 1 = 6$		$4 \times 1 = 4$	10 mins	
Short Answer Questions	$4 \times 1 = 4$			40 mins	30 mins
	$2 \times 13 = 26$			15 mins	
Very Short Answer Questions	$1 \times 34 = 34$	$\frac{1}{2} \times 4 = 2$	$1 \times 5 = 5$	35 mins	
		$1 \times 13 = 13$			
	85 marks	15 marks	15 marks	160 minutes	
	52 Questions 85 marks	17 Questions B1 15 marks	8 Questions B2 15 marks	20 minutes for reading and revision Total 180 minutes	

3. Weightage by Content

S. No.	Units/Sub-unit	Marks
1.	Prescribed Texts (Prose + Poetry)	25
2.	Non Prescribed Text	25
3.	Grammar	15
4.	Functional Writing Skills	20
5.	Optional Modules	15
	Total	100 marks



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Sample Question Paper English (Senior Secondary)

Time : 3 hours

Maximum Marks: 100

General Instructions:

1. This paper has been divided into Two sections namely, 'A' and 'B'
 - 1.1 Section 'A' is compulsory for all the students. It carries 85 marks and contains questions based on the prescribed text (Prose and Poetry) and also questions for Comprehension of unseen passages, Functional Writing Skills and Grammar.
2. Section 'B' has a choice according to the Options – B1 English for Receptionists and B2 English for Office Use. It carries 15 marks. Questions on only **one** option have to be attempted.

Section – A

1. Read the extracts given below and answer the questions that follow:

(4 marks)

 - (a) To endeavour to understand and describe the India of today would be the task of a brave man. To describe tomorrow's India would verge on rashness. What is India? That is a question which has come back again and again to my mind. The early beginnings of our history filled me with wonder. It was the past of a virile and vigorous race with a questing spirit and an urge for free inquiry, and even in its earliest known period giving evidence of a mature and tolerant civilization. Accepting life and its joys and burdens, it was ever searching for the ultimate and the universal.
 - (i) What according to the Speaker would be the task of a brave man? (1)
 - (ii) What is it that has come back again and again to the speaker's mind? (1)
 - (iii) What impact did the early history of India have on the speaker's mind? (1)
 - (iv) Pick out only two expressions from the extract that describe the early civilization of India (1)



Notes

Or

The end of the short-lived age of fuels like oil and coal is already in sight; soon – in one or two centuries at the most – we will have wasted all the world’s resources of oil and coal. This no longer means disaster, for atomic energy can take their place to save our civilization from dying through lack of power. We are thus moving into a brighter and cleaner age, as the smoke of millions of fires and furnaces and automobiles ceases to darken the sky. But for that very reason, it may also be a colder age.

- (i) Why has the age of fuels like oil and coal been referred to as a short lived age? (1)
 - (ii) What would save our civilization from dying through lack of power? (1)
 - (iii) What would make the future age, a brighter and a cleaner age? (1)
 - (iv) What changes in the weather are expected in the age referred to as ‘a brighter and a cleaner age’? (1)
- (b) Read the following extracts and answer the questions that follow : (4 marks)

“Aradhana”, my mother said quietly, “we love you, my child, and believe me we will always love you. You are my child. For almost eighteen years I have cared for you. I have laughed with you and I have cried for you. I have given you eighteen years of my life. Don’t you think that counts more than being carried nine months inside my womb? Tell me, dear”.

- (i) Why did the mother feel the need of answering Aradhana about her love for her (Aradhana)? (1)
- (ii) What makes the reader conclude that Aradhana was her adopted child? Pickup the lines concerned. (1)
- (iii) What does mother mean when he says, “ I have laughed with you and I have cried for you”? (1)
- (iv) Which word in this extract means ‘of great significance’? (1)

Or

It was good that I lost my sight when I did, because having no memories of seeing there was nothing to look back to, nothing to miss. I went blind in November, 1937. At that time we were living in Gujrat, in the province of Punjab in northern India. After my sickness we moved to Lahore, a few miles away, but the number of relatives who come to sympathise made my father ask for another transfer, this time to Karnal, where we had neither friends nor relatives. There we got a cottage on the canal bank built in very



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peaceful and quiet surroundings.

- (i) Which sentence tells us that the author was not born blind? (1)
- (ii) When and where did it happen? (1)
- (iii) Why was his father eager for a transfer? (1)
- (iv) Which word in the passage mean the same as “expressing a feeling of concern”? (1)

2. Answer the following questions in about 30-40 words each. (Any three)

2 x 3 = 6 marks

- (i) Why did the tiger attack Baldeo fatally? (*Tiger in the Tunnel*)
- (ii) Why did the Intruder in the play ‘If I were you want to assume Gerrard’s identity?’
- (iii) What did Ved Mehta’s father do to get his son’s blindness cured? Give reason if you agree with his approach? (*My son will not a beggar be*)
- (iv) Why does Sunil Gavaskar give credit to his uncle Madhav Mantri for his success in life as a cricketer? (*My First Steps*)

3. Answer the following question in about 60 words. (6 marks)

- (a) Describe the circumstances in which Dr. Benson and Evans met. Why did they part with each other abruptly and unceremoniously? (*A Case of Suspicion*)

Or

- (b) Rahul in his letter to his father appreciate the education imparted during his grandparents time and is critical of modern education. Why does he do so? Do you agree with Rahul? Why?

4. Read the following extract and answer the questions that follow:

(5 marks)

- (a) There is a house now far away where once
I received love.... That woman 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
There, to peer through blind eyes of windows or
Just listen to the frozen air



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- (i) Who does the phrase 'that woman' refer to? What happened after her death? (2)
- (ii) How did the poet feel when she visited that house? Why did she want to go back to the house? (2)
- (iii) After reading the extract, what do you infer about the poet? Express in one sentence. (1)

Or

- (b) What is this life if full of care
We have no time to stand and stare?

No time to stand beneath the boughs
And stare as long as sheep or cows.

No time to see when woods we pass
Where squirrels hide their nuts in grass

No time to turn at beauty's glance
And watch her feet, how they can dance.

- (i) What does the poet want to convey when he says, 'no time to stand and stare'? (2)
- (ii) What is the central idea of the above extract? (2)
- (iii) In the line, 'to turn at beauty's glance' what does the word 'beauty' refer to, a beautiful girl or beauties of nature or both? (1)
5. Read the passage and answer the following questions: (8 marks)

The Flag Code of India, 2002, lays down guidelines that should be followed by the general public and educational institutions while displaying the Indian National Flag.

Here are a few points that need to be kept in mind:

- Whenever the flag is displayed, it should be distinctly placed. A damaged flag should not be displayed.
- The flag should not be used as a badge or in any other manner for decoration.
- Flags made of paper may be waved by public on important national, cultural and sports events. Such flags should not be thrown on the ground after the event. They should be destroyed as a whole in private.



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- When a flag is displayed in the open, it should, as far as possible, be flown from sunrise to sunset, irrespective of weather conditions.
- In schools and colleges, those present should ideally be in the attention position and should salute the National Flag for a brief period while it is unfurled. This should be followed by the National Anthem.
- No other flag should be placed higher than or by the side of the National Flag.
- The length to height (width) ratio of the National Flag should be 3:2.
 - (i) What is the length to height (width) ratio of the National Flag? What is the guidelines for displaying it in the open? (2)
 - (ii) What is the guideline for the audience when the National Flag is unfurled during functions organized in schools and colleges? What is the appropriate time for the National Anthem in such functions? (2)
 - (iii) What are the guidelines regarding the National Flags made of paper? (2)
 - (iv) (a) Pick out the word from the passage which mean the same as... 'very untidy'. (1)
 - (b) Which word in the passage is opposite in meaning to 'public'. (1)

6. Read the passage and answer the questions that follow: **(8 marks)**

Individuals together form a society. Any form of substance abuse does not affect the individual alone but adversely affects his family, friends and thereby the society as well. Children of parents addicted to drugs are neglected and abused. This leaves a deep emotional scar in them and leads to disorder like anxiety, phobia, under-confidence, and depression.

Youth involved in drug abuse mostly indulge in unlawful activities such as theft, violence and road rage which has negative effects on the society they grow up in. They cannot positively contribute to the development of the society.

Drug abuse is prevalent across all sections of the society. The rich are mainly involved in use of drugs such as marijuana, heroin and other substances which are expensive. They do it mainly to get a feeling of 'high'. The street children are addicted to smoking, drinking illicit liquor, and in the smelling of gum, paints, and fuel. It is found that the smelling of these toxicants help them to overcome hunger pangs.



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- (i) Pick out two instances from the passage that highlight the sufferings of children whose parents are addicted to drugs. (2)
 - (ii) How does addiction to drugs affect youth adversely? (2)
 - (iii) Complete the following statements
 - (a) The rich are addicted to drugs like They do so to.....
 - (b) The poor are addicted to It helps them to.....

(1+1)
 - (iv) Write the words in the passage which mean:
 - (a) The same as ‘something that exists or occurs to a great extent’.
 - (b) The opposite of ‘Confidence’.

(1+1)
7. Read the passage and complete the table given below: (4 marks)

An HIV infected person (medically known as an HIV positive person) is one who has the HIV virus in his body. Such a person remains infected and is infective for the rest of his/her life. However, he/she will appear to be perfectly normal and healthy for many years. HIV infected person does not have AIDS. But when an HIV positive person’s T Lymphocyte count falls to 200 or less, he/she starts developing symptoms. AIDS is only the end stage of HIV infection.

There is no cure or vaccine for the AIDS so far. A few weeks after the virus enters the body, some people have flu-like symptoms such as fever, body ache and headache. These symptoms disappear after a while and there is a long phase of 3 to 12 years when it goes undiagnosed. After that, when the immune system starts failing AIDS sets in. The early symptoms are fatigue, unexplained loss of weight in a very short time, chronic diarrhoea, prolonged fever, cough, night sweats.

Insert sterilized equipment when you go in for any invasive procedure. Always use disposable needles whenever you have to take an injection. The blood that you get during blood transfusion should be screened for AIDS.

Traits of HIV positive person	Symptoms of Infection	Early Symptoms of AIDS	Precautions to be taken
(a)	(a)	(a)	(a)
(b)		(b)	(b)
		(c)	



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8. Make a summary of the following passage in about 100 words.

(5 marks)

Puzzling over crosswords and Sudoku games may keep mental illness at bay, a recent study shows. Maintaining an agile mind can help ward off a host of conditions, ranging from depression to schizophrenia.

Scientists believe the mental manipulation needed to solve Sudoku puzzles nourishes the mind, leaving it better placed to cope with mental illness.

The study also showed that those with the highest IQs tended to suffer from milder forms of mental illness than their less intelligent counterparts. The research from University of Cambridge scientists, adds to growing evidence of the importance of exercising brains as well as bodies.

Other studies have shown lawyers, doctors and others with mentally demanding jobs have a lower risk of developing Alzheimer's, as do fans of crosswords and other puzzles, such as Sudoku.

'It has been known for some time that intelligence can protect you against dementia and the consequences of head injury' said a university spokesman.

"They have demonstrated that the symptoms of schizophrenia are less severe and the ability to function in daily living is better for those with a higher IQ."

It is thought that the most intelligent either have a greater number of nerve connections in their brains, or the nerve connections they have are more efficient, raising their ability to cope with any psychiatric problems.

9. Fill in the blanks in the following sentences with appropriate passive form of the verbs given in brackets. **(3 marks)**

Last Saturday on the occasion of the school's annual prize distribution function prizes (a) _____ (*give*) by the Chief Guest. Ten plants (b) _____ (*plant*) by the Chief Guest. On this occasion all the prize winners (c) _____ (*award*) special prizes by the Chief Guest. A special prize was given to the best student of the year.

10. Fill in the blanks in the following sentences with appropriate form of the verbs given in brackets. **(4 marks)**

My Father (a) _____ (*give*) up smoking after his retirement. He (b) _____ (*go*) for a morning walk regularly. He (c) _____ (*start*) this activity before he (d) _____ (*retire*).

11. Combine the following pairs of sentences using the connectors given against each pair. **(4 marks)**



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- (a) (i) I have bought a dictionary from the Book Fair.
 (ii) It has been published by Oxford University Press for Indian students exclusively. (*which*)
- (b) (i) Aarush will not accompany us on tour to Australia.
 (ii) He is very busy preparing for entrance examinations. (*because*)
- (c) (i) I got a call from my father.
 (ii) I started for Bhopal to attend to my ailing mother. (*as soon as*)
- (d) (i) Our tour to Kochi has been postponed
 (ii) Our class teacher informed us last evening. (*that*)
12. Read the following dialogue between two friends. Complete the passage given below based on the dialogue as reported by Ravi. **(4 marks)**
- Sonia : Are you coming to visit the International Book fair? It is going to be fun.
- Noori : I'm afraid I cannot. My mother is quite unwell.
- Ravi told me that Sonia asked Noori _____
- Noori told her _____
13. Write a paragraph of about 100 words any one of the following topics: **(5 marks)**
- (a) How I celebrated my grandmother's/grandfather's 80th birthday.
 (b) Big cities have housing problem and problem of heavy traffic.
 (c) When I was refused admission in a regular school.
14. You had placed an order with M/s. Swastik Electronics, Madhu Vihar, Delhi – 110 092 for supply of a Washing Machine to be delivered at your new house at Dwarka (Sector 10, House No. 173B). But the delivery has not yet been made. Write a letter to the Manager Sales complaining about non-receipt of the machine and inconvenience being experience. You are Rohit Ahuja. **(5marks)**
15. The following passage has seven (7) mistakes of spelling, use of inappropriate words, incorrect grammar. **(6 marks)**
- Spot the errors and write the correct forms as shown below. One is done for you to serve as an example.



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Alexander is famous for having treated women with respect. The clearest example of his regard for women take place when he defeated a persian forces. The Persian King has to fled for his life. He departed in such a haste that the royal family was left behind. This included even the queen.

1 × 6 = 6 marks

Error	Correct form
1. e.g. treeted	1. treated
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.

16. Read the following passage carefully. Make notes in points only, using appropriate headings and sub-headings. Also use at least two recognizable abbreviations. **(4 marks)**

Some 200 million people, or 5 percent of the global population age 15-64, have used illicit drugs at least once in the last 12 months. Among this population are people from almost every country on earth. More people are involved in the production and trafficking of illicit drugs and still more are touched by the devastating social and economic costs of this problem. Partially a consequence of its pervasiveness and partially a consequence of the illicit and hidden nature of the problem, reliable analysis and statistics on the production, trafficking and use of illicit drugs are rare.

The World Drug Report 2006 endeavours to fill this gap. It provides one of the most comprehensive overviews of illicit drug trends at the international level. In addition, it presents a special thematic chapter on cannabis, by far the most widely produced, trafficked and used drug in the world. The analysis of trends, some going back 10 years or more, is presented in Volume 1. Detailed statistics are presented in Volume 2. Taken together, these volumes provide the most up-to-date view of today's illicit drug situation.

The United Nations Office on Drugs and Crime is in the process of further enhancing the World Drug Report.



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Section –B

Option I (English For Receptionists)

17. Read the following conversation and write a message accordingly.(4 marks)

1. Caller : Is it 67934600?
2. Receptionist : Good Morning, yes it is Packers and Movers Ltd. May I know who is calling?
3. Caller : This is R.K. Dhawan, Sr. Sales Manager of Dwarkesh Sugar Mills, Dwarkesh Nagar. Could I talk to Mr. S. Singh, your Sales Supervisor.
4. Receptionist : Sorry Mr. Dhawan. Mr. Singh is not in today and tomorrow too.
Could I take the message, if you don't mind.
5. Caller : Thank you. It is in connection with the supply of 20,000 empty sugar bags already ordered last month. I want to know the status of the order. We are in dire need of the urgent supply. Could he talk to me on my cell phone 9813796701. It is urgent.
6. Receptionist : I can understand. I'll convey the message at the earliest. Sorry for the inconvenience.
7. Caller : Thank you, thank you indeed.

Telephone Message Form

To: _____
From: _____ Time: _____ Date: _____
Phone No. _____
Message: _____
Taken by: _____



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18. What are the four steps that a receptionist has to go through on receipt of a call? $(\frac{1}{2} \times 4 = 2 \text{ marks})$
19. (i) What is the purpose of maintaining a Register for callers?
 (ii) What two important pieces of information are needed in the register for callers for future reference of the visitors? $(1 \times 2 = 2 \text{ marks})$
20. How will you repeat the following telephone number to the caller? Indicate pauses by using a stroke (/) before every pause.
- (i) 344010
 (ii) 9810337609 $(\frac{1}{2} \times 2 = 1 \text{ mark})$
21. Write responses to the following questions of the occupant of a hotel. **(6 marks)**

1. I want to talk to your manager.

(a) _____

2. Why have you not sent my breakfast to my room?

(b) _____

3. When will you get my T.V. set repaired? Don't you think you have delayed it too long?

(c) _____

(d) _____

4. Why haven't you got my bill ready yet?

(e) _____

5. There is no hot water in the taps. What should I do now?

(f) _____

Option – II

ESP For Office Use

17. Write an e-mail message to the Hotel Lake View, Udaipur to cancel your room booking for 26th December. **(1 mark)**
18. What do the following signals sent by a speaker mean? $(1 \times 2) = 2 \text{ marks}$
- (a) Shall we get started?
 (b) Don't you think we should call it a day?



19. Read the given memo and find out what is missing in it. (1 x 2) = **2marks**

From - The M.D.
To - The I/c Security

It has been observed that the stores are not locked properly. This results into thefts.

Strict measures will be taken against violators of Instruction.

20. You had ordered for the supply of certain sports item for a Boys school with M/s Bharat Sports Ltd. Delhi. But the supplier is not in a position to supply the goods as per your terms and conditions and has asked for extension of deadline for supply.

Write a letter to the supplier in response to the request made. You want to cancel your order. You are Manager Sales/Purchase, Govind Sports Emporium. **(4 marks)**

21. You were appointed by the M.D. of your company Raghav Leather Shoes, Ludhiana to survey and report about possibility of starting a new showroom of your ladies leather shoes in Sonapat. Write a report addressed to the MD of your Company about your findings. You feel it will not be viable to start a show room.

Write the details of your survey and reasons for the conclusion you have drawn. You are R.K. Kapoor, GM Sales. **(6 marks)**

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Marking Scheme Section – A

Q. No.	EXPECTED VALUE POINTS FOR EACH STEP	Distribution of Marks	Total Marks
SECTION—A			
1. (a)	(i) To try to understand and describe the India of today (ii) The question of reality of India (iii) Filled his mind with wonder and awe (iv) - mature and tolerant civilization - Civilization ever searching for the ultimate and the universal truth <p style="text-align: center;">Or</p> (i) Soon oil and coal will be exhausted (ii) Atomic energy (iii) Absence of smoke from fire, furnaces and automobiles (iv) Colder weather.	1 1 1 $\frac{1}{2} + \frac{1}{2}$ 1 1 1 1	4
1(b)	(i) Aradhana was upset at the news that she was an adopted child. (ii) Mother said, 'I have given you eighteen years of my life. Don't you think that counts more than being carried nine months inside my womb? (iii) That she had shared happy and sad moments with Aradhana. (iv) Counts <p style="text-align: center;">Or</p> (i) Because having no memories of seeing there was nothing to look back to, nothing to miss (ii) November 1937, Gujrat (iii) Too many relatives came to sympathise with them. (iv) "sympathise"	1 1 1 1 1 1 1 1	4
2.	(i) It was hurt when Baldeo hit him in self-defence. It was a threat to both but the tiger felt insecure. The attack had enraged him. He took it as a challenge. (ii) To avoid police arrest as he was wanted in certain crimes. Gerrard was a respectable man. No one would ever doubt the intruder, if he lived as Gerrard. (iii) - He (Father) forbade his wife to contact the hakims and use for surmas. - He read a lot of literature on blindness - He corresponded with prominent educational authorities for their advice. - He contacted Dr. Halder, the Principal of Dadar School for the Blind in Mumbai. (Any two) (iv) Madhav Mantri inspired Sunil to first deserve and then demand. Thus he fixed his target for working very hard to earn the distinction. He was made to realise that there was no short cut to success.	2 2 1+1 2	6



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3.	<p>(a) (i) Dr. Benson was traveling at the dead of night to attend his patient. Evans stood on the road shivering and all alone at that moment. Evans wanted a lift. Dr. Benson out of human consideration offered him a ride.</p> <p>(ii) Dr. Benson felt Evans had picked his pocket and had stolen his watch. In utter angry mood he asked Evans to get down.</p> <p style="text-align: center;">Or</p> <p>(b) Old education system focused on application of knowledge. It stressed on living and experiencing. Modern education is not practical. It focuses on amassing information, facts: very little on application. It honours the person who scores the highest and creativity is brushed aside. Yes because literacy and education should help the child to develop confidence and gut feelings that he can be right.</p>	<p>2</p> <p>2+2=4 (Exp.)</p> <p>2+2+2 (=4 Exp.)</p>	6
4.	<p>(i) The poets grandmother.</p> <p>(ii) It became a desolate and silent house with snakes moving about among books</p> <p>(iii) She felt extremely sad and depressed - She wanted to relive the past moments/she felt nostalgic/ wanted to feel the stillness of the house.</p> <p>(iv) She was missing her grandmother whom she loved very much/the poet is very sensitive and cannot think of life with out her grandmother.</p> <p style="text-align: center;">Or</p> <p>(b) (i) we are too engrossed with our lives to enjoy nature around us.</p> <p>(ii) we do not know how to enjoy leisure</p> <p>(iii) the word 'beauty' may refer to 'beauties of nature' or 'a beautiful woman'</p>	<p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>2</p> <p>2</p> <p>1</p>	5
5.	<p>(i) 3:2. - should be flown from sunrise to sunset</p> <p>(ii) The audience should be in the 'attention' position and salute the national flag. - The national anthem follows the unfurling of the flag</p> <p>(iii) Not to be thrown on the ground after the event - should be destroyed as a whole in private.</p> <p>(iv) Dishevelled, private.</p>	<p>1+1</p> <p>1+1</p> <p>1+1</p> <p>1+1</p>	8
6.	<p>(i) are neglected and abused - develop personality disorders like anxiety, phobia, lack of confidence and depression.</p> <p>(ii) indulge in unlawful activities like theft, violence and road rage - Cannot make any contribution to the development of society.</p> <p>(iii) (a) marijuana, heroin; get a feeling of 'high'</p> <p>(b) smoking, drinking illicit liquor, smelling of gum, paints and fuel (any two); overcome hunger pangs</p>	<p>1+1</p> <p>1+1</p> <p>½+½</p> <p>½+½</p>	



13.	Unity of thought/relevance to the topic/theme Coherence in arrangement of sentences in an orderly and logical way Language/grammatically correct expressions	1 2 2	5														
14.	Format of letter Thematic content Expression <i>N.B. – Marks for the format are to be awarded only if the letter is completed.</i>	2 2 1	5														
15.	<table border="0"> <tr> <td>Error</td> <td>Correct Form</td> </tr> <tr> <td>take</td> <td>took</td> </tr> <tr> <td>a</td> <td>the</td> </tr> <tr> <td>persian</td> <td>Persian</td> </tr> <tr> <td>has</td> <td>had</td> </tr> <tr> <td>fled</td> <td>flee</td> </tr> <tr> <td>bihind</td> <td>behind</td> </tr> </table>	Error	Correct Form	take	took	a	the	persian	Persian	has	had	fled	flee	bihind	behind	1×6	6
Error	Correct Form																
take	took																
a	the																
persian	Persian																
has	had																
fled	flee																
bihind	behind																
16.	Heading and sub headings Notes in Points Abbreviations	1 2 1	5														
SECTION—B B1 - ESP Receptionist																	
17.	(a) to Mrs. Singh/Sales supervisor (b) from Mr. Dhawan of Dwarkesh Sugar (c) Message - order for supply of empty sugar bags still pending - wants to know the status of the supply - wants Mr. Singh to contact him (d) Taken by - Receptionist (e) Date and Time	$\frac{1}{2}$ $\frac{1}{2}+\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$	4														
18.	The four steps are: 1. Greets 2. Discloses self identity and offers help 3. Enquires about the caller's identity and telephone number 4. Asks for message if the person to be contacted is not available and notes it down <p style="text-align: center;">Or</p> Contacts the person concerned in the office to tell about the caller and connects the two	$\frac{1}{2} \times 4$	2														
19.	To maintain relevant information about the visitors/callers for future reference. Personal Identity: 1. Name 2. Nationality 3. Passport No. – if a foreigner	1															

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