

# HERAMB COACHING CLASSES

XII COM/ENGLISH

Duration : 1 hour

Date: 25/6/18

Marks :30

## Q.1] Read the following passage and answer the questions given below (11)

Under a deadline, his pace was frantic. He rented a one-room office on a month-to-month lease and hired his first employee, a 28-year-old manager to handle finance and administration. For advertising, he grabbed an empty box and on the back sketched the first ad for Dell Computer. A friend copied it onto paper and took it to the newspaper.

Dell still specialized in direct marketing of stripped-down IBM PCs to which he added custom features. As orders came in, Dell rushed around gathering up the right parts to assemble each order. First-month sales topped \$180,000; the second, \$265,000. Dell barely noticed when the new college year arrived. Within a year, he was selling 1000 PCs a month. To keep pace, Dell moved to larger quarters and hired more staff. Customers phoned orders, and then the staff assembled the units. Parts were ordered only as needed, keeping inventory and overheads low. Trucks picked up daily that day's production for delivery. It was very efficient – and very profitable.

Just when it seemed the sky was the limit, and sales had topped \$3 million, the manager that Dell had hired quit. But, as Dell always told himself. "Every time you have a crisis, something good comes out of it." From necessity, he learned accounting basics – experience that would prove invaluable in the years ahead.

Unlike other manufacturers, Dell gave his customers money-back guarantees. He also realized that when a computer is down, the customers wants it back up in working right away. So Dell guaranteed next-day on –site service for his products, and introduced a 24-hour-a-day phone service for customers to talk directly with computer technicians. Ninety percent of computer technical problems, according to Dell, can be solved over the phone.

### Questions :

- (1) Who was Dell's first employee ? What did he do ?
- (2) How did Dell keep pace with the growth of his company ?
- (3) How did Dell behave when his manager quit his job ?
- (4) Do you think that Dell had to work hard, or was he merely lucky?
- (5) Rewrite the following sentences in the ways instructed :
  - (i) Customers phoned orders and then the staff assembled the units.  
(Pick out the clauses.)
  - (ii) Ninety per cent of computer technical problems can be solved over the phone. (Frame a Wh-question to get the underlined words as the answer.)
  - (iii) Dell barely noticed when the new college year arrived.  
(Rewrite using the noun form of the underlined word.)
- (6) Using a prefix, form the antonyms of the given words :
  - (i) efficient (ii) profitable.

## Q.2] Read the following passage and answer the questions given below (11)

In 1945 in bay Roberts, Canada, a 12 years old boy saw something in a shop window that set his heart racing. But the price five dollars was far beyond Reuben Earle's means. Five dollars would buy almost a week's groceries for his family.

Reuben couldn't ask his father for the money. Everything mark Earle made fishing Reuben's mother, Dora, stretched like elastic to feed and cloth there five children.

Nevertheless, opened the shop's weathered door and went inside. Standing proud and straight in his flour-sack shirt and washed out trousers, he told the shopkeeper what he wanted, adding, "but I don't have the money now. Can you please hold it for me?"

"I will try," the shopkeeper smiled. "flocks around here don't usually have that kind of money to spend on things. It should keep for a while."

Reuben respectfully touched his worn cap and walked out into the May sunlight. The bay rippled in a freshening wind that ruffled his short hair. There was purpose in his looping stride. He would raise the five dollars and not tell anybody.

Hearing the sound of hammering from a side street, Reuben had an idea. He ran towards the sound and stopped at a construction site. People built their own homes in Bay Roberts, using nails purchased in burlap sacks from a local factory. Sometimes knew he could sell them back to the factory for five cents apiece.

**Questions :**

- (1) What is passage about?
- (2) What did Reuben ask the shopkeeper? What was the shopkeepers reply?
- (3) Why could not Reuben ask his father for five dollars?
- (4) How do you express your love and respect for your parents??
- (5) Rewrite the following sentences in the ways instructed:
  - (i) He opened the shop's weathered door and went inside..  
(Make it simple)
  - (ii) "I will try." (Rewrite the sentence using another modal auxiliary showing 'obligation')
  - (iii) People built their own homes in Bay Roberts. (Frame a Wh-question to get the underlined part as its answer..)
- (6) Give opposite words of:
  - (i) Respectfully
  - (ii) Usualy

**Q.3] Read the following extract and answer the questions given below : (4)**

If you do not get lowered in your own eyes  
While you raise yourself in those of others  
If you do not give in to gossips and lies  
Rather heed them not, saying, 'Who bothers?'  
You may be the person I am looking for.

If you crave not for praise when you win  
And look not for sympathy while you lose  
If cheers let not your head toss or spin  
And after a set-back you offer no excuse.  
You may be the person I am looking for

- (A) Interpretative and Inference Questions :
- (1) What should you be cautious of when raising yourself in the eyes of others ?
  - (2) How should you behave when you are the winner and when you are the loser ?
- (B) Poetic Devices :
- (3) Name and explain the figures of speech in the following :
    - (i) If you crave not for praise when you win and look not for sympathy while you lose.
- (C) Appreciation Questions :
- (4) Write the rhyming words from the given extract.

**Q.4] Read the following extract and answer the questions given below : (4)**

I ran into a stranger as he passes by  
"Oh, excuse me please," was my reply.  
He said, "Please excuse me too; wasn't even watching for you.'  
We were very polite, this stranger and I.  
We went on our way and we said good-bye.

But at home a different story is told,  
How we treat our loved ones, young and old.  
Later that day, cooking the evening meal,  
My daughter stood beside me very still.  
When I turned, I nearly knocked her down.  
"Move out of the way," I said with a frown.  
She walked away, her little heart broken.  
I didn't realize how harshly I'd spoken.

**Question:**

1. How did the poet behave towards the stranger?
2. Why do you think, was the mother rude towards her daughter?
3. 'We went on our way and we said goodbye.' Pick out the figure of speech in this line.
4. What poet the effect of the dialogue in the first stanza?