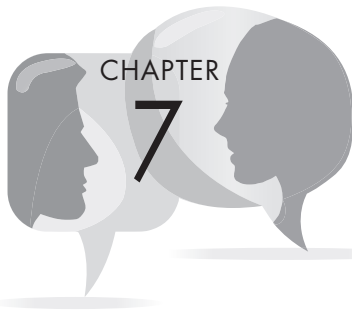


# विषय-सूची

<i>Detailed Contents (विस्तृत विषय-सूची)</i>	iv-v
<i>Preface (प्रस्तावना)</i>	vi-vii
<i>Companion DVD और Areal App के बारे में</i>	viii
<b>भाग I: My Personal World (मेरी निजी दुनिया)</b>	<b>1</b>
Your 'Can Do Goals' for Section I	2
Chapter 1 Introducing Yourself (अपना परिचय देना)	3
Chapter 2 Talking About Your Family (अपने परिवार के बारे में बात करना)	15
Chapter 3 Talking to Friends and Peers (अपने साथियों एवं मित्रों के बारे में बात करना)	25
Chapter 4 Talking About Daily Activities (दिनचर्या के बारे में बात करना)	36
<b>भाग II: My Professional World (मेरी पेशेवर दुनिया)</b>	<b>43</b>
Your 'Can Do Goals' for Section II	44
Chapter 5 Talking About Jobs (नौकरी के बारे में बात करना)	45
Chapter 6 Job Interviews (नौकरी के लिए साक्षात्कार)	53
Chapter 7 Meetings and Group Discussions (मीटिंग एवं समूह चर्चा)	67
Chapter 8 Small Talk and Networking (गपशप और मेल जोल)	81
Chapter 9 Telephoning Skills (फोन पर बातें)	91
Chapter 10 Good Manners and Etiquette (अच्छा व्यवहार एवं शिष्टाचार)	104
<b>भाग III: My Global World (मेरी वैश्विक दुनिया)</b>	<b>113</b>
Your 'Can Do Goals' for Section III	114
Chapter 11 Negotiation Skills (मोलतोल करने का कौशल)	115
Chapter 12 Holiday and Travel (छुट्टियां एवं यात्रा)	124
Chapter 13 Talking About Leisure (फुर्सत के बारे में बात करना)	133
Chapter 14 Shopping (खरीददारी)	139
Chapter 15 Talking About Food (भोजन के बारे में बात करना)	146
<i>Bonus Conversations for Practice (अभ्यास के लिए बोनस वार्तालाप)</i>	153
<i>Language for You (आप के लिए भाषा)</i>	158
<i>Vocabulary Support (शब्दावली सूची)</i>	165
<i>Answer Key (उत्तर कुंजी)</i>	169
<i>Audio Transcripts (ऑडियो प्रतिलिपी)</i>	181
<i>CEFR Levels for Listening, Speaking and Reading English</i>	
(अंग्रेजी सुनने, बोलने व पढ़ने के लिए CEFR स्तर)	216



## Meetings and Group Discussions



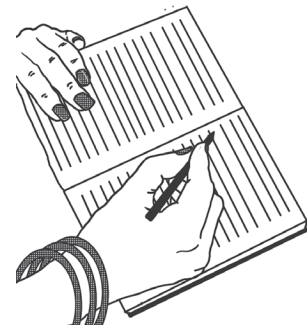
7.1 चित्र देखिए। Audio 60 में सभी व्यक्ति **meeting** (बैठक) के बारे में बात कर रहे हैं। सुनिए वे क्या कह रहे हैं। प्रत्येक चित्र के नीचे दिए गए शब्द को पूरा कीजिए।



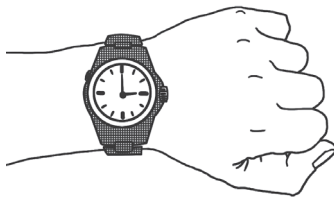
a. mi .....

Calendar						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

b. pos .....



c. age .....



d. sc .....



e. adj .....



f. ch .....

7.2 अभी जो शब्द आपने सीखे हैं, क्या आपको उनके अर्थ पता हैं? यहां **meeting** (बैठक) से संबंधित कुछ शब्दों के अर्थ दिए गए हैं।

- adjourn: इस सोच के साथ किसी मीटिंग को बीच में ही रोक देना कि बाद में ये फिर शुरू की जाएगी।
- agenda: मीटिंग में चर्चा होने वाली चीजों की सूची।
- chair: मीटिंग में होने वाली चर्चा का नेतृत्व करना।
- informal meeting: अनौपचारिक एवं चिंतामुक्त मीटिंग जिसमें आमतौर पर औपचारिक मीटिंग में होने वाली तैयारी जैसे-नियत समय, एजेंडा या कार्यविवरण का ध्यान रखा जाना, आदि नहीं होती।
- minutes (of a meeting): मीटिंग में होने वाली चर्चा को रिकॉर्ड करना, आमतौर पर मीटिंग खत्म होने के बाद ये लोगों को भेजे जाते हैं।

- f. participants: लोग जो मीटिंग में हिस्सा लेते हैं।  
 g. postpone: कुछ अगली तारीख के लिए टाल देना।  
 h. schedule: तय समय जिसमें कुछ करना हो।

## मीटिंग का आयोजन करना

मीटिंग करने में सबसे बड़ी चुनौती उसका नेतृत्व या संचालन (chairing या moderating) करना होता है। विज्ञापन योजना (advertising plans) में किसी को मीटिंग का संचालन करते हुए सुनिए।



### 7.3 Video 3 देखिए और जांच-सूची में दी गई चीजों को चिन्हित कीजिए।

- Thanks *participants* for attending the meeting. ☒
- She starts the meeting on time. ☒
- She stops people from moving away from their point. ☐
- She has a clear *agenda* in mind. ☐
- She is able to summarize the points. ☐
- She introduces the speakers. ☐
- She takes one point at a time. ☐
- The meeting is *informal*. ☐
- She stops interruptions. ☐
- She has to *adjourn* the meeting because people do not agree with each other. ☐
- She decides to change the *schedule* of the meeting and *postpone* it. ☐
- You can see someone recording the *minutes* of the meeting. ☐

### 7.4 अभिव्यक्तियों से उनके अर्थों का सही मिलान कीजिए।

#### अभिव्यक्ति

- Should we start the meeting?
- Can I ask Rati to talk about....
- I'm sorry but don't you think...
- We're pressed for time...could you...?
- Sorry...I don't think I can allow...
- I'm not sure we can...
- So, to sum up...
- Okay...now let's....

#### अर्थ

- disagreeing politely (विनम्रता से असहमत होना)
- summarizing (सार निकालना)
- politely announcing the start of a meeting (विनम्रता से मीटिंग की शुरुआत करने की घोषणा करना)
- moving to a new point (नये बिन्दु पर जाना)
- reminding participants about the agenda (सहभागियों को एजेंडा याद दिलाना)
- introducing the speaker and the topic (वक्ता एवं विषय से परिचित करवाना)
- stopping interruptions (रुकावटों का निषेध करना)
- bringing the discussion back on track (चर्चा को वापस ट्रैक पर लाना)



## समूह चर्चा

Meeting जो आपने अभी देखी वो group discussion GD (समूहचर्चा) से भिन्न है। GD में सहभागियों का समूह रुचि का कोई विषय या कार्य चुनता है और फिर उस पर चर्चा होती है। GD में समूह का कोई अगुआ नहीं होता और सभी लोग उक्त विषय पर बोल सकते हैं। हालांकि नौकरी के लिए साक्षात्कार के दौरान GD में एक moderator (मध्यस्थ) होता है जो चुपचाप सभी सहभागियों का मूल्यांकन करता है। वह जांचता है कि कैसे सभी सहभागी अपना तर्क रख रहे हैं और समूह/टीम में बातचीत कर रहे हैं। GD के लिए यहां पर एक विषय दिया गया है, तथा उसके साथ-साथ कुछ चरण दिए हुए हैं जिनका पालन करते हुए हम GD में हिस्सा लेते हैं।

*Online (digital) learning will soon replace traditional colleges. Discuss.*

यह महत्वपूर्ण है कि हम पहले GD के विषय को अच्छी तरह समझ लें। फिर आवश्यक है कि हम इसके बारे में कुछ मिनट के लिए सोचें और बहस के लिए अपना मन बनाएं। हमें यह भी तय करना पड़ेगा कि हम निर्धारित विषय के पक्ष में बोलना चाहते हैं या विपक्ष में।

GD में निम्नलिखित कार्य होते हैं:

- अपनी राय बताना
- किसी राय के समर्थन के लिए कारण देना
- राय लेना
- समझौते की कोशिश करना
- विनम्रता से असहमत होना
- सहमत होना
- विनम्रता से टोकना
- रुकावट को झूठ साबित करना
- रुकावटों को संभालना
- सहभागियों के संकेतों पर गौर करना



**7.5** देखते हैं जया कैसे GD में हिस्सा लेती है। **Video 4** देखिए और बातचीत को पढ़िए।



**JAYA:** Good morning, friends! I think we have an interesting topic for our group discussion today. 'Digital learning will soon replace traditional colleges!' *What do you all think?*

**FAISAL:** *I think it is true because it is such an obvious thing, isn't it?*

**VIDUR:** Why is it obvious? I think the opposite could also be true...

**FAISAL:** *Let me finish making my points first, please...*

**JAYA:** I think, we need to set some rules here first! *Maybe we could all take turns to voice our opinions first. Then we can take up each other's points and argue our case. Does that sound good?*

**RENEE:** *I think that is a good idea.*

**JAYA:** Thanks! So Faisal, as you were saying...

**FAISAL:** *Yes, I feel that the Internet will solve most of our problems of access to good colleges and good teaching as one will be able to find good teaching resources online.*

**AMALA:** *I don't think that's true. One can get to a good college without a problem. Getting Internet connectivity is a problem instead!*

**JAYA:** *There you are.* There are always two sides to any issue. I feel that no matter how good online teaching is, the teacher makes a classroom come alive. Teachers motivate us to learn more and learn better.

**SAMEER:** But what if the teacher is not good?

**JAYA:** *That might be true, but I'm not sure* that calls for replacing the teacher with computers and phones. It calls for getting the teacher trained. What do you think, Purav?

**PURAV:** *I think that we need* to look at a mix of both online learning and regular college teaching to get the best. There is a word for it... I am forgetting it!

**RENEE:** Blended learning.

**PURAV:** Yes, yes, that's the word! Blended! I think if we can get learning resources from a teacher and also from online material, we'll be able to learn better and overcome the difficulties that some of you spoke of earlier.

**ANGANA:** Especially since we have a serious problem of internet connectivity and availability of computers in many places. We have power cuts, poor bandwidth and very little work done on online learning materials.

**AMALA:** But we are talking of the time to come. It is not as though this will be the case from next year. Hopefully things would have improved by then!

**VIDUR:** That is not the point! We are looking at different possibilities. To start with, let us see what the more advanced countries have been doing.

**SAMEER:** Has it been tested anywhere? Is there any research available?

**VIDUR:** Exactly! We need not **reinvent the wheel**<sup>76</sup> as they say. We should take our cue from what other countries with better facilities have been doing about it.

**ANGANA:** *Well, I think even there,* of the little bit I know, it is a mix of both, with the larger portion of the learning still being done in the classrooms.

**FAISAL:** But what about the many online courses that are advertised? They claim to be completely online with very little contact with teachers.

**ANGANA:** True, but have you taken any of them?

**FAISAL:** No.

**ANGANA:** Why?

**FAISAL:** Because I can attend a regular college!

**JAYA:** Exactly! We value that more than learning digitally. Moreover, a lot of digital learning happens with teachers.

**FAISAL:** Yes, that's true. But, not all digital learning is online. You don't need round-the-clock connectivity to teach through technology.

76 reinvent the wheel – ऐसा कुछ बनाने में समय खर्च करना जो पहले से ही मौजूद है



**SAMEER:** Even then, I find it difficult to believe that the traditional college will stop existing and everything I learn will have to be done with technology.

**RENEE:** Yes, it gives me a strange feeling too. Next we might say that there will be no traditional **family bonding**<sup>77</sup> anymore. We can rely on online family bonding in the future.

**FAISAL:** But is it not happening already? My uncle who is settled abroad calls up my grandmother online and bonds with her on festivals.

**JAYA:** But does that make your grandmother happy? Does she think it's good enough?

**FAISAL:** Well, no. She keeps asking him when he will fly down to meet her and all of us. She becomes very emotional.

**JAYA:** So, we seem to have an answer now. Digital learning is second best to physical classrooms with real teachers. Technology can't ever replace the real-time contact between a teacher and a student or between a mother and child.

**FAISAL:** I suppose you do have a point, but... ””

**7.6** इटेलिक्स में दी गई अभिव्यक्तियां जो कुछ हद तक भाषा-कार्य की पूर्ति करती हैं, हमने उनका ज़िक्र आगे **GD conversation** में किया है। क्या आप इनका मिलान कर सकते हैं? नीचे अभिव्यक्ति और उससे सम्बंधित कार्य लिखिए। इसका एक उदाहरण भी है।

- a. *Let me finish making my points first, please...* – रुकावट का निषेध
- b. ....
- c. ....
- d. ....
- e. ....
- f. ....
- g. ....
- h. ....
- i. ....
- j. ....

## व्याकरण

[Phrasal verbs (वाक्यांशयुक्त क्रिया)]

अक्सर किसी प्रस्तावित एजेंडे (proposed agenda) पर सहमति बनाने के लिए मीटिंग होती है। अगले भाग में एजेंडे पर हमने चर्चा की है। जब हम लोगों की आपस में सहमति बनाने की बात करते हैं तब हम कुछ phrasal verbs का इस्तेमाल करते हैं। Phrasal verb कुछ निश्चित भाव हैं जिनका अर्थ अभिव्यक्ति में अलग और जब वो अकेला शब्द होता है तब अलग होता है।

उदाहरण के तौर पर sleep over something का मतलब होता है किसी चीज़ पर कुछ समय तक विचार करना और इसका यह मतलब बिलकुल नहीं होता कि कोई कैसे सोता है।

<sup>77</sup> family bonding – वह समय जो परिवार के सदस्य एक-दूसरे के साथ बिताते हैं और एक-दूसरे के साथ मिलजुलकर कुछ करते हैं

7.7 यहां कुछ **phrasal verbs** हैं जो सहमति और असहमति से तालुक रखते हैं। जो सहमति दर्शाते हैं उन पर सही का निशान (✓) और जो असहमति दर्शाते हैं उन पर ग़लत का निशान (✗) लगाइए।

bring over to	go with	win over	come round	bring around
frown on	sided with	disagree with	quarrel over	fall in with
settled on	agree upon	debate on	bring over	believe in

7.8 सही विकल्प ढूंढकर रिक्त स्थानों को भरिए।

- I think we need to ..... (fall in with/agree upon) the management's point of view.
- We're here to ..... (debate on/believe in) the new pricing policy.
- There's no need to ..... (frown on/believe in) what the youngsters say. They're not always wrong.
- I think the management has ..... (brought over/settled on) a new PR agency. We need to change how we do business.
- We'll entrust Harish to ..... (agree upon/bring over) the unhappy employees to our new wage policy. That's going to be an action point of this meeting.
- I don't really mean to ..... (believe in/disagree with) what you say.
- In the last meeting we were able to get the managing director to ..... (disagree with/come around to) our demands.
- Do you think you can ..... (bring round/bring over) your team to our point of view?
- I really ..... (believe in/agree with) this project and the committee can trust me to do well.
- I'll ..... (win over/go with) Deepshikha on this one.
- Our agenda is to find **policies**<sup>78</sup> to ..... (win over/go with) the unhappy employees.

## मीटिंग का एजेंडा

सभी मीटिंग और समूह चर्चा का एक एजेंडा होना चाहिए। एजेंडे की घोषणा शुरुआत में हो जानी चाहिए। एजेंडा, उन विषयों की या चीज़ों की सूची होती है जिन पर मीटिंग में चर्चा होने वाली है।

मीटिंग का एजेंडा बताने के लिए और परिचित करवाने के लिए जो शब्दावली होती है, वो है:

- We're here today to hear about the plans for ...
- Our objective is to discuss different ideas ...

<sup>78</sup> policies – कंपनी द्वारा अमल की जाने वाली योजनाएं, इत्यादि।



- What we want to do today is to reach a decision ...
- We're going to discuss...
- We're here to talk about...
- This meeting is about....
- The agenda for this meeting is...
- There are...items on the meeting agenda.
- I'm sure we've all seen the agenda...

## मीटिंग एवं समूह चर्चा में रुकावटें

Group discussion या meeting में रुकावटें आने वाली हैं। जहाँ कि पहला वक्ता एजेंडे के किसी बिंदु पर चर्चा करने की कोशिश करेगा वहीं अन्य सहभागी रुकावट डालने की कोशिश करेंगे। वक्ताओं को मीटिंग में रोकने के कारणों की सूची नीचे दी गई है। सूची में हर कार्य के लिए सांकेतिक शब्दावली भी शामिल है।

### स्पष्टीकरण मांगना

- I'm sorry, but I'm not sure I understand what you're saying.
- Could you explain your point a little more?
- Er, what exactly do you mean?
- Could you say a little more about this?

### राय देना

- Well, I think we should ....
- Well, my view is ...
- Umm...why don't we...
- What about...
- I believe we should...
- If I may add...

### और विवरण मांगना

- Could I come in here...
- Could you tell us about ....
- Do we know any more about ... ?

### चर्चा का रुख बदलना

- Wait a moment, can we talk about... ?



- Perhaps we should discuss ...
- We might also want to talk about...

#### असहमत होना

- But isn't it true that ... ?
- Actually, I don't think that's right ...
- I'm not sure I can agree with...
- That might not be true...
- If I may interrupt...

#### सामान्य त्रुटि:

We all must meet to solve the problem. ✖

We must all meet to solve the problem. ✓



7.9 निम्नलिखित बातचीत को पढ़िए और सुनिए। क्या आपको यहां रुकावट के लिए भाषा के उदाहरण मिलते हैं? उन शब्दों को रेखांकित कीजिए जो रुकावट दर्शाते हैं।



**RUKMI:** Andrew could you please talk us through the new **deal**<sup>79</sup> with AFCCO?

**ANDREW:** Yes, thank you. AFCCO apart from offering traditional advertising services also takes care of social media advertising.

**RUKMI:** I'm sorry, but, there are a lot of agencies doing that, aren't there?

**ANDREW:** I'm sure there are many, but this is a one-stop company for all kinds of **publicity**<sup>80</sup> needs – from media advertisements, public displays to public relations with the government and the media.

**RUKMI:** One moment! Can we start by looking at costs?

**ANDREW:** Sure. We're going to save 8 per cent on budget but gain more publicity. Last year we were paying close to 60 lakhs for advertising with negligible presence on any media apart from print and television...

**RUKMI:** Yes, but are we going to get new business?

**PALLAVI:** And, if I may add, are we sure we checked the best players in the market?

**ANDREW:** I'd like to speak about new business opportunities first. Yes, Rukmi, we will reach out to people on the move by adding social media advertisements. Most social media is on the phone and most people have little time for TV...

**GANESHAN:** I'm not sure I agree. What about **homemakers**<sup>81</sup>? They shop online all the time and they need us. They also watch a lot of TV, don't they?

**RUKMI:** Yes, you're right Ganeshan, but I think Andrew isn't ruling out TV advertisements. He's not moving ad funds to a new media. He's talking about adding to ad space....

**ANDREW:** Precisely. ””

79 deal – खरीदने, बेचने या काम पर सहमति

80 publicity – किसी विज्ञापन में जानकारी देना जिससे लोगों को उसके बारे में पता चल सके

81 homemakers – व्यक्ति जो घर की और परिवार की देखभाल करता/करती है



7.10 अब नीचे दी गई सूची में से अभिव्यक्तियों का चुनाव कर के बातचीत को पूरा कीजिए। कुछ अभिव्यक्तियां एक से ज्यादा बार इस्तेमाल की जा सकती हैं। **Audio 62** सुनिए और देखिए कि आप सही हैं या नहीं।

interrupting minute come point should back finish hold on interrupt



**RAJAN:** This meeting is about discussing the success of our product training sessions.

**ASHWIN:** *Excuse me for.....*, but don't you think the Sales Director should have been called in?

**RAJAN:** Er...he was invited for this meeting, but he said he was terribly busy with the year-end reports and could not join us. So, as I said we have trained people about products but customer complaints reveal there is very little training recall amongst our sales colleagues.

**ASHWIN:** *Just a.....* How can we be so sure? I mean how can we so confidently link poor customer satisfaction to poor recall about products?

**RAJAN:** *Could you please.....till I finish?* As I was just saying, our review has shown that whenever there is a client call about product **upgrade**<sup>82</sup> or **maintenance**<sup>83</sup> our sales colleagues always direct those calls to the engineers and developers.

**SAMAIRA:** *Sorry to.....*, but may I ask what percentage of total complaints reflects this trend?

**RAJAN:** Well, almost 70 per cent!

**SWATHI:** *If I can just.....in here*, Rajan. I was responsible for doing the monitoring. And over a period of four weeks, we monitored on average 25 per cent of customer calls and 10 per cent of emails.

**SAMAIRA:** To be honest, I'm not sure that's a reliable sample size.

**RAJAN:** *You may have a.....there* and it is something that we have thought about. But it's the standard random sample size we've used before. So, the HR and the senior management team thinks we need to give incentives to colleagues who can **resolve**<sup>84</sup> product complaints without sending those to the product teams. That's going to be 3 per cent of...

**ASHWIN:** Hang on a minute! This might be very unfair to the junior sales team.

**SWATHI:** *I think you.....let him.....!*

**RAJAN:** Ashwin, *let me.....to that later!* As I was just saying...

**ASHWIN:** I'm sorry, I don't think we can even announce this without the sales director and HR Head attending the meeting.

**RAJAN:** *May I just.....!* This is just an initial meeting! ””

82 product upgrade – चीज़ को सुधारना

83 maintenance – किसी चीज़ की नियमित देखभाल और सुधार करके उसे अच्छी अवस्था में रखना

84 resolve – समस्या सुलझाना

## 7.11 सही विकल्प चुनकर रिक्त स्थानों को भरिए।

- A different way to say 'sorry to interrupt, can I ask', is: .....  
(Sorry to butt in, but may I just ask/Excuse me for interrupting but)
- When another person asks someone to stop interrupting and let the speaker continue, they can say: ..... (You may have a point there/I think you should let her finish)
- A very impolite way to interrupt somebody, is: ..... (Sorry to butt in, but/Just a moment)
- A direct way to rebut an interruption is: ..... (As I was just saying.../Do you mind if I finish?)
- A way to tell somebody who is interrupting that they have a valid point is: .....  
..... (I think you have a point there/Can I come back to your point later?)
- A polite way of adding to someone's point in a meeting is .....  
(Just a minute.../May I just come in here?)



## 7.12 इस बातचीत को पढ़िए और सुनिए। इटेलिक्स में दिए गए शब्द स्पष्टीकरण देने और मांगने के लिए इस्तेमाल किए गए हैं।



**ADITYA:** So, I think we need to formalize the new credit policy.

**PRAKASH:** Aditya, going back to what you just said about the credit policy being customer friendly, *could you please elaborate<sup>85</sup> on that?*

**ADITYA:** Well, we want to introduce new incentives for customers who pay on time and control supply to those who don't.

**PRAKASH:** So, *correct me if I'm wrong, but do you mean we will probably lose some business?*

**ADITYA:** Not exactly. Well, people who anyway pay us within six months can be encouraged to pay us within three months. This means we will be able to pay our **creditors<sup>86</sup>** quickly and save on interest. We'll also close bad businesses. So, while sales might go down, operational costs will also reduce making it a healthier business.

**PRAKASH:** Right, I get you.

**SHOBHA:** Aditya, *I'm sorry, could you go over that again?* I need to understand the projected savings.

**ADITYA:** No problem Shobha. Typically, we pay 35 lakhs in interests every year. We're looking at bringing that down to 15 lakhs.

**JULIE:** *Sorry, I must have misunderstood what you said.* Do you mean that we will save almost half of our outgo of **money<sup>87</sup>** every year? But, what about incentive payments to our customers? Would we not factor that in?

85 elaborate – जो हम कह रहे हैं उसमें और विवरण जोड़ना

86 creditors – वह कंपनी या व्यक्ति जो हमें उधार सामान या पैसा देता है

87 outgo of money – किसी चीज़ पर खर्च की गई धनराशि



**ADITYA:** Yes, you have a point here. Er...if we adjust incentives, the savings are going to be around three lakhs. But, we'll also stop bad businesses so we're going to have a better idea of how well we've performed.

**JULIE:** I'm not sure I understand the math. What do you mean by 'bad businesses'?

**ADITYA:** Okay. I'll try and get this across. Bad businesses are businesses which show income which we do not collect. These are unpaid bills. If we stop supplying to people who don't pay us or pay very late, we're going to save on freight, taxes, **auditing**<sup>88</sup> **hassles**<sup>89</sup>, legal fees for sending notices and on producing stuff which never fetch us any money. That's a lot of money! ””



**7.13 अब नीचे दिए गये बॉक्स में से सही विकल्प चुनकर रिक्त स्थानों को भरिए। Audio 64 को सुनिए और देखिए आप सही हैं, या नहीं।**

go sure mean explain elaborate example understand really wrong

**Apurv:** So, you ..... to say we could save costs by reducing pay?

**Sayani:** Not ..... We can save on incentive payouts to people who don't bring in direct business. We could bring a part of their incentives to their regular pay and then stop sales incentives.

**Apurv:** I'm not ..... I ..... your point.

**Sayani:** Let me ..... If I pay 10 people 5 per cent of their salaries as sales bonus, I can take three of them out. Instead, I could increase their salary by three per cent, and then from the next year stop sales incentives.

**Apurv:** If I'm not ....., you're going to give those three people an additional raise of three per cent each?

**Sayani:** Yes.

**Chetan:** Sorry Apurv, but could you ..... on the point about saving long term costs again? Could you give an .....?

**Apurv:** Sure. If employee X was to get 50,000 rupees as incentive on an average, I'd increase her salary by 30,000 and next year all I'll have to do is to increment that by 10 per cent annually. So, in three years, I'd pay her less than 50,000 rupees which could have been her first year incentive.

**Chetan:** Makes sense. I'd like you to ..... how this will impact employee relations.

**Apurv:** Ah, we're working on that... .

## मीटिंग समाप्त करना

मीटिंग समाप्त करने और मीटिंग पूरी करने में अंतर है। इसके आवश्यक पहलू और शब्दावली की सूची यहां है।

<sup>88</sup> auditing – किसी कंपनी के वित्तीय कागज़ों की औपचारिक जाँच

<sup>89</sup> hassles – स्थितियाँ जिनसे समस्याएं पैदा होती हैं

**सार निकालना**

- Before we close today's meeting, let me just summarize the main points.
- Let us quickly go over today's main points.
- To sum up, ....
- In brief,...
- Shall I go over the main points?

**समापन करना**

- Right, it looks as though we've covered the main items.
- If there are no other comments, I'd like to wrap up this meeting.
- Let's bring this to a close for today.
- Is there any other matter we need to talk about?

**अगली मीटिंग के schedule (समय सारिणी) पर चर्चा करना**

- Can we set the date for the next meeting, please?
- So, the next meeting will be on .....(day), the .....(date) of..... (month) at....
- Let's next meet on ... (day), the ... (date) of.. (month) at ... What about the second Monday next month? How does that sound?

**मीटिंग खत्म करना**

- The meeting is finished, we'll see each other next ...
- The meeting is closed.
- I declare the meeting closed.
- I think we can call off the meeting now.
- Does everyone agree we've discussed the agenda properly?
- So, to conclude, we've agreed on the following action points...

**7.14 अब इन वाक्यांशों का सही मिलान कीजिए।**

- |                                       |   |
|---------------------------------------|---|
| a. Can we please                      | i. agreed on the following action points. |
| b. I think we can call                | ii. let us summarize the main points.     |
| c. So, to conclude, we've             | iii. we can wrap up this meeting.         |
| d. If there's nothing else to discuss | iv. set the date for the next meeting?    |
| e. Before we close today's meeting    | v. off the meeting now.                   |

**उच्चारण****स्वर में गिरावट या नरम लहजा**

बोलते समय स्वर के उतार-चढ़ाव को intonation कहते हैं। अंग्रेजी में ज्यादातर सकारात्मक वाक्यों में falling intonation (स्वर में गिरावट या नरम लहजा) होता है। खरे सवाल और खासतौर से yes/no वाले प्रश्नों में rising intonation (स्वर में चढ़ाव)



होता है। हालांकि जब प्रश्न हम सिर्फ़ असर डालने या अपनी बात पर ज़ोर डालने के लिए पूछते हैं, उसमें rising intonation नहीं होता।

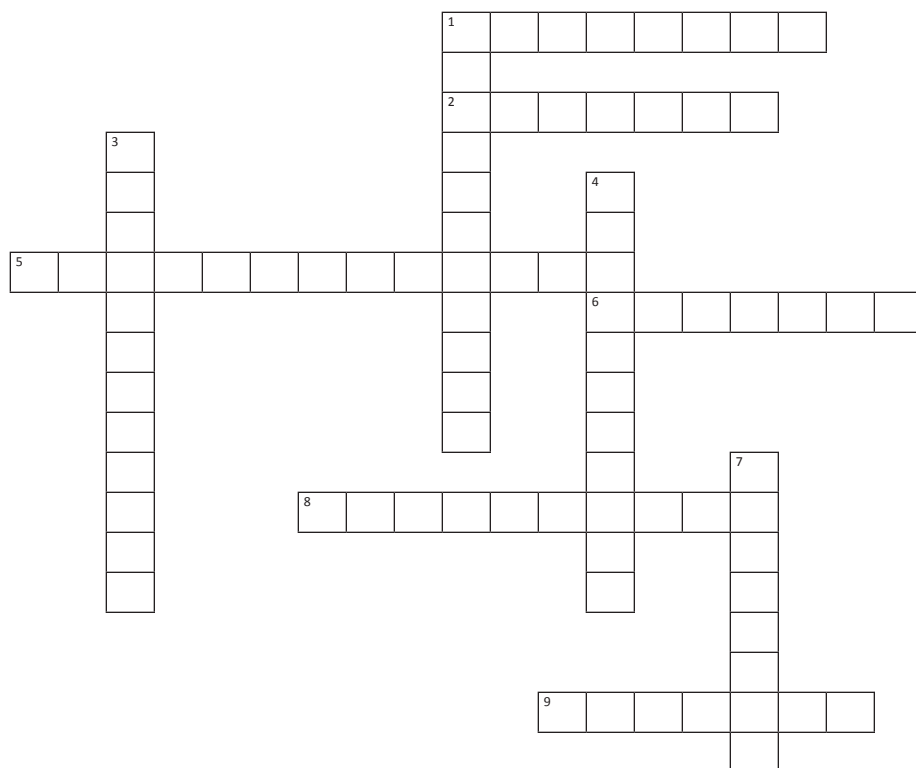


### 7.15 Audio 65 सुनिए और falling intonation वाले वाक्यों को चिन्हित कीजिए।

- I think that's a good idea.
- But what about the many online courses that are advertised?
- Does that satisfy them?
- Does your grandmother feel that is good enough?
- Because I can attend a regular college!

## गतिविधि

### 7.16 क्रॉसवर्ड पूरा कीजिए।



#### Across (बाएं से दाएं)

- decided time for something to take place (किसी चीज़ के होने का निर्धारित समय)
- record of discussions in a meeting; it is usually sent out after the meeting is over (मीटिंग में चर्चा का रिकॉर्ड, आमतौर पर मीटिंग के बाद इसे भेजा जाता है)
- acts of stopping somebody from speaking, to add opinion, disagreeing, etc. (किसी को बोलने से रोकना, अपनी राय देना, असहमत होना, इत्यादि)

6. to stop a meeting half-way (चल रही मीटिंग को बीच में रोकना)
8. bringing the meeting/discussion to an end (मीटिंग या चर्चा को समाप्ति पर लाना)
9. list of things to be discussed in a meeting (मीटिंग के दौरान चर्चा होने वाली चीजों/मुद्दों की सूची)

#### **Down (ऊपर से नीचे)**

1. giving a statement of the main points of the meeting (मीटिंग के मुख्य बिन्दुओं पर वक्तव्य देना)
3. people who are taking part in the meeting/discussion (लोग जो मीटिंग/चर्चा में हिस्सा ले रहे हैं)
4. having a different opinion from a speaker in a meeting/discussion (मीटिंग/चर्चा में एक वक्ता से भिन्न राय रखना)
7. having the same opinion as a speaker in the meeting/discussion (मीटिंग/चर्चा में एक वक्ता की राय से सहमत होना)

**7.17** आपने अभी क्रॉस्वर्ड में जो शब्द लिखे, क्या आप उनका अर्थ जानते हैं? क्या आप इन्हें अपने शब्दों में लिख सकते हैं?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



Meetings एवं GDs औपचारिक स्थितियां हैं जिनमें हिस्सा लेने वालों से एक तरह के स्पष्ट, स्थापित व्यवहार की उम्मीद की जाती है। इसमें हमसे आशा की जाती है कि हम अपने सबसे अच्छे व्यवहार और कपड़ों का प्रदर्शन करेंगे। हमें संयमित एवं शिष्ट व्यवहार करना होगा। यदि हम किसी ऐसी बहस में पड़ गए जिसमें हमारे विचार अलग हों तो भी हमें संयम एवं स्वनियंत्रण दिखाना होगा और आराम एवं शांति से बात करनी होगी। हमसे उम्मीद की जाती है कि हम पूरी तैयारी करें ताकि अपनी जानकारी की बदौलत आत्मविश्वास के साथ बात कर सकें। ऐसी स्थिति में हम से यह उम्मीद नहीं की जाती है कि हम ऊंची आवाज़ में बात करें या दादागिरी करें। क्या आप सहमत हैं?