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FREE EBOOK

ENGLISH, CAREERS AND VOCATIONAL SKILLS

Spoken English Study Book

The complete study notes, practice questions and glossary for Spoken English

INSIDE THIS BOOK

- Greetings and Introducing Yourself
- Everyday Conversations: Shop, Travel and Phone
- Pronunciation and Word Stress for Indian Learners
- Asking and Answering Questions Politely
- Office and Telephone English
- ...and 2 more chapters, practice questions and a glossary

Beginner

Learners who want to speak English with confidence

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Spoken English Study Book

Speak English with confidence in daily life and at work: greetings and introductions, everyday conversations, clear pronunciation, polite questions, office and telephone English, job interviews, group discussions and presentations, with a daily practice routine.

WHO IT IS FOR	Learners who want to speak English with confidence
LEVEL	Beginner
SUBJECT AREA	English, careers and vocational skills
WHAT IS INSIDE	7 chapters, practice questions with answers, and a glossary

HOW TO USE IT

Read one chapter at a time and try the examples as you go: on a computer, at your workbench or in your notebook. The boxes give tips, safety points and short activities. When you finish, test yourself with the practice questions and check your answers at the end. Words you may not know are explained in the glossary.



Gurukul Technicals Institute

A-10, Chief Commissioner Colony, opposite Rana Pratap Bagh, Delhi 110007
Phone 011 2721 1512 · Mobile and WhatsApp +91 97116 99511
engineergurukul@yahoo.co.in · engineergurukul.com

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Greetings and Introducing Yourself

Greetings for every time of day

Time	Formal greeting	Informal greeting
Before noon	Good morning	Hi / Hello
Noon to early evening	Good afternoon	Hi / Hello
Evening	Good evening	Hi / Hello

"Good night" is not a greeting. It means goodbye at the end of the evening or before going to sleep. When you meet someone at 8 pm, say "Good evening".

Answering "How are you?"

"How are you?" is usually a friendly greeting rather than a real question about your health. Give a short, positive answer and return the question:

- "I'm fine, thank you. And you?"
- "Very well, thanks. How about you?"
- "Not bad, thanks. How have you been?"

With friends you will also hear "How's it going?" or "What's up?", and "All good!" or "Not much" is enough as a reply.

Introducing yourself

A good self-introduction answers four questions in about thirty seconds: Who are you? Where are you from? What do you do? What are you interested in, or aiming for?

Say "My name is Priya" or "I am Priya". Avoid "Myself Priya", which is common in Indian speech but sounds incorrect to most English speakers.

Model introduction: a student

"Good morning, everyone. My name is Arjun Mehta, and I'm from Lucknow. I've just finished Class 12, and now I'm learning computer applications. In my free time I enjoy playing cricket and editing videos. I want to become a graphic designer, so I'm also working on my English. Thank you."

Model introduction: a working person

"Hello, I'm Kavita Sharma. I work as an accounts assistant at a trading company in Noida, where I prepare GST invoices and track payments. I want to speak more confidently in meetings and on calls. Nice to meet you all."

Introducing other people

- "Rohit, this is my colleague, Neha. Neha, this is Rohit, my friend from college."
- Each replies: "Nice to meet you." The answer is "Nice to meet you too."

Saying goodbye

- Formal: "It was nice meeting you." / "Have a good day."
- Informal: "See you tomorrow!" / "Take care." / "Bye!"

Tips for a good first impression

- Smile, make eye contact and speak a little more slowly than feels natural.
- Use the other person's name once: "Nice to meet you, Neha."
- In formal settings, use a title with the surname: "Good morning, Mr Gupta" or "Good afternoon, Dr Rao". "Sir" and "Ma'am" are polite on their own.
- Do not translate word by word in your head. Practise your introduction until it flows naturally.

KEY POINTS

- Greet with good morning, good afternoon or good evening; "good night" is only for leaving.
- Answer "How are you?" briefly and ask it back.
- A self-introduction covers your name, where you are from, what you do and your interests or goal.
- Say "My name is..." or "I am...", not "Myself..."
- Introduce people by name: "Rohit, this is Neha."

TRY THESE EXERCISES

1. Write your own 30-second introduction using the four questions, then say it aloud three times without reading.
2. With a partner, role-play meeting at 7 pm, introducing a third classmate and saying goodbye.
3. Record your introduction on your phone, listen to it, and note one thing to improve.

CHAPTER 2

Everyday Conversations: Shop, Travel and Phone

At a shop

Useful phrases:

- "Excuse me, do you have this shirt in a medium size?"
- "How much is this?" or "What's the price of this?"
- "Do you have anything cheaper?"
- "Can I pay by UPI?" or "Do you take cards?"
- "Could I have the bill, please?"
- "Can I exchange it if it doesn't fit?"

Model dialogue: buying a phone cover

- **Shopkeeper:** Good evening. What can I show you?
- **Meena:** I need a cover for this phone. Do you have one in blue?
- **Shopkeeper:** Yes, here you are. It's 299 rupees.
- **Meena:** Do you have anything cheaper?
- **Shopkeeper:** This one is 199 rupees.
- **Meena:** I'll take it. Can I pay by UPI?
- **Shopkeeper:** Of course. Here's the QR code.
- **Meena:** Done. Could I have the bill, please?
- **Shopkeeper:** Here you are. Thank you, and come again!

Travelling

At a railway station or bus stand:

- "Which platform does the train to Bhopal leave from?"
- "Is this the right bus for Connaught Place?"
- "How long does it take to reach the airport?"
- "Could you tell me when we reach Sector 18?"

Asking for directions:

- "Excuse me, how do I get to the metro station?"
- "Is it within walking distance?"

Understand the answers: "Go straight", "Take the second left", "It's opposite the bank", "It's next to the petrol pump", "You can't miss it".

With an auto-rickshaw or cab driver: "Will you go to Lajpat Nagar?", "Please go by the meter.", "Please stop here."

On the phone

Phone conversations feel harder because you cannot see the other person's face or gestures.

- Starting: "Hello, this is Sanjay. Am I speaking to Mrs Rao?"
- If you cannot hear: "Sorry, the line isn't clear. Could you say that again?"
- Asking someone to wait: "Just a moment, please." or "Please hold on."
- Ending: "Thanks for your help. Bye!"

Keep a pen ready during calls and repeat important details such as times, dates and amounts: "So that's Thursday at 4 pm, right?"

Small talk

Small talk is short, friendly chat with a neighbour, a classmate or someone in a queue. Safe topics are the weather, cricket and other sports, food, festivals and films. With people you do not know well, avoid questions about salary, age, weight or religion.

- "Lovely weather today, isn't it?"
- "Did you watch the match yesterday?"
- "Are you going home for Diwali?"

Keep it light, listen to the answer and ask one follow-up question.

KEY POINTS

- Ask prices with "How much is this?" and ask for the bill with "Could I have the bill, please?"
- Ask for directions politely and listen for words such as straight, left, opposite and next to.
- On the phone, say who you are first and repeat important details back.
- Use "Sorry, could you say that again?" when you do not hear clearly.
- Keep small talk to safe topics such as the weather, sports, food and festivals.

TRY THESE EXERCISES

1. With a partner, act out the phone-cover dialogue, then change the item, the colour and the prices and act it again.
2. Draw a simple map of the streets around your home or centre and give a partner directions to three places.
3. Phone a friend or a family member and practise starting the call, asking them to repeat something and ending politely, all in English.

CHAPTER 3

Pronunciation and Word Stress for Indian Learners

Clear, not foreign

You do not need to copy a British or American accent, and an Indian accent is perfectly fine. The goal is to be understood easily the first time. A few sounds and stress patterns make the biggest difference.

Sounds to practise

Sound	Common confusion	Practise with
v (top teeth touch the lower lip) and w (rounded lips, no teeth)	"wery" for very, "vest" for west	very, west, vine, wine

Sound	Common confusion	Practise with
th in think (no voice)	said as a hard t	think, three, bath
th in this (with voice)	said as a hard d	this, mother, they
z	said as j	zero, zoo, busy
s followed by a consonant at the start of a word	an extra vowel added: "ischool", "istation"	school, station, speak

For both th sounds, put the tip of your tongue lightly between your teeth and push air out.

Silent letters

Many English words contain letters that are written but not spoken: the k in **know** and **knife**, the b in **comb** and **doubt**, the l in **walk** and **talk**, the w in **write** and **answer**, and the h in **hour** and **honest**.

Word stress

In a word of two or more syllables, one syllable is said louder, longer and a little higher. Stress in the wrong place can make a word hard to recognise.

Word	Stressed syllable
PHO-to-graph	first
pho-TO-gra-phy	second
pho-to-GRAPH-ic	third
de-VEL-op	second, not DE-vel-op
ho-TEL	second
COM-for-ta-ble	first, often said COMF-ta-ble

The same spelling can have two jobs:

- **REcord** (noun): "Keep a record." **reCORD** (verb): "Please record the meeting."
- **PREsent** (noun, a gift): "a birthday present". **preSENT** (verb, to show): "Please present your project."

- **Object** (noun) and **object** (verb, to disagree).

A useful pattern: many two-syllable words stress the first syllable as nouns and the second syllable as verbs.

The -ed ending

The past tense ending has three sounds:

- **t** after voiceless sounds such as p, k, ch and s: walked, helped, watched.
- **d** after voiced sounds: played, called, cleaned.
- **id**, an extra syllable, only after t or d: wanted, needed, started.

So "walked" has one syllable. Do not say "walk-ed".

Sentence stress and rhythm

In a sentence, stress the content words (nouns, main verbs, adjectives and adverbs) and say the small grammar words (a, the, of, to, and) quickly: "I **WANT** to **BUY** a **NEW** PHONE." This gives English its rhythm.

Small words often have weak forms: "to" sounds like "tuh" and "and" like "n", as in "bread 'n' butter". Using them makes you sound more fluent.

KEY POINTS

- The aim is clarity, not a foreign accent.
- Practise the v and w difference, both th sounds, z, and an s followed by a consonant at the start of a word.
- Learn common silent letters, as in know, comb, walk, write and hour.
- Put word stress on the right syllable; many nouns stress the first syllable and verbs the second.
- Past-tense -ed is said as t, d or id; only after t or d is it an extra syllable.

TRY THESE EXERCISES

1. Read the practice words in the sounds table aloud in front of a mirror, checking your lips and tongue for v, w and th.
2. Write ten past-tense verbs, sort them into t, d and id groups, and say each one aloud.
3. Record yourself reading a short news paragraph, then listen again and mark the stressed words in each sentence.

Asking and Answering Questions Politely

Two kinds of questions

Yes/no questions start with a helping verb: "Do you live nearby?", "Is the office open on Saturday?", "Have you finished the report?"

Wh- questions start with a question word such as what, where, when, who, which, why or how: "Where do you work?", "How long does the journey take?"

Word order: the most common mistake

In a direct question, the helping verb comes before the subject.

Incorrect	Correct
Where you are going?	Where are you going?
What you want?	What do you want?
Why he is late?	Why is he late?
When the train will come?	When will the train come?

Polite, indirect questions

To sound more polite, begin with a soft phrase. The rest of the question then takes normal statement order, and the helping verb "do" disappears.

- "Where is the station?" becomes "Could you tell me where the station **is**?"
- "What time does the bank open?" becomes "Do you know what time the bank **opens**?"
- "Is the manager free?" becomes "Could you tell me **if** the manager is free?"

Polite requests

Less polite	More polite
Give me the file.	Could you give me the file, please?
Repeat that.	Sorry, could you repeat that, please?
Close the window.	Would you mind closing the window?

Less polite	More polite
I want a glass of water.	Could I have a glass of water, please?

"Would you mind" is followed by the -ing form of the verb. To agree, say "No, not at all" or "Of course not", because you are saying that you do not mind. "May I" is a little more formal than "Can I" when you ask permission: "May I come in?"

Short answers

Answer a yes/no question with its own helping verb, then add a little information to keep the conversation going:

- "Do you speak Hindi?" "Yes, I do. I also speak Punjabi."
- "Have you eaten?" "Yes, I have, thanks."
- "Can you drive?" "No, I can't, but I'm learning."

Question tags

A question tag checks something you think is true. It uses the sentence's own helping verb, or do, does or did when the sentence has none, with the same subject as a pronoun: a negative tag after a positive sentence, and a positive tag after a negative one.

- "You are coming tomorrow, aren't you?"
- "She works at the bank, doesn't she?"
- "They haven't left, have they?"

In Indian English, "isn't it?" is often used as an all-purpose tag, as in "You are coming, isn't it?". In standard English, match the tag to the sentence: "You are coming, aren't you?"

Saying no politely

- "I'm afraid I can't make it on Friday."
- "Thank you, but I'll have to say no this time."
- "I'd love to, but I have a prior commitment."

KEY POINTS

- In a direct question, put the helping verb before the subject: "Where are you going?"
- Indirect questions such as "Could you tell me where the station is?" use statement word order.
- Could you, Would you mind and May I make requests more polite.
- Give short answers with the helping verb: "Yes, I do." / "No, I haven't."
- Match a question tag to the sentence's own verb: "You are coming, aren't you?"

TRY THESE EXERCISES

1. Rewrite five direct questions you use every day as polite indirect questions starting with "Could you tell me..." or "Do you know...".
2. With a partner, ask each other ten yes/no questions and reply only with correct short answers plus one extra detail.
3. Write tags for five sentences of your own, then read them aloud with a partner checking that each tag matches its verb.

CHAPTER 5

Office and Telephone English

Answering a business call

A professional answer has four parts: a greeting, the organisation's name, your name and an offer to help.

"Good morning, Sharma Traders, Priya speaking. How may I help you?"

Situation	What to say
Asking who is calling	"May I ask who's calling, please?"
Putting someone on hold	"Could you hold for a moment, please? I'll just check."
Transferring a call	"I'll put you through to the accounts department."
The person is not available	"I'm sorry, Mr Verma is in a meeting. Can I take a message?"
A poor line	"Sorry, the line is breaking up. Could you repeat that?"

Situation	What to say
Closing	"Thank you for calling. Have a good day."

Taking a message

Note five things: the caller's name, their organisation, their phone number, the message and the best time to call back. Then read the details back: "Let me repeat that to make sure I have it right."

Spelling names and giving numbers

Names are easy to mishear on the phone, so use the international spelling alphabet: A for Alpha, B for Bravo, C for Charlie, D for Delta, E for Echo, and so on. "That's Kapoor: K for Kilo, A for Alpha, P for Papa, double O for Oscar, R for Romeo."

Say long numbers in small groups and use "double" for a repeated digit: invoice number 4007 is "four, double zero, seven".

Workplace phrases

- Making a request: "Could you please send me the GST invoice by today?"
- Offering help: "Shall I prepare the report?" or "Let me know if you need anything."
- Giving an update: "I've finished the data entry. I'll share the file in ten minutes."
- Apologising: "Sorry for the delay. I'll fix it right away."
- In meetings: "Could we move the meeting to 3 pm?" or "Let me sum up what we've agreed."

Indian English and international English

Some expressions are normal in Indian offices but can confuse clients and colleagues from other countries. Know both forms:

Common in India	Clear internationally
Please do the needful.	Please take the necessary action, or say exactly what you need.
I will revert by evening.	I'll reply by this evening. / I'll get back to you by this evening.
Let's prepone the meeting.	Let's bring the meeting forward.
What is your good name?	May I have your name, please?
I have a doubt.	I have a question.

Telephone manners

- Smile while you speak; listeners can hear it in your voice.
- Speak slowly and clearly, and never shout.
- Do not eat or talk to other people during a call.
- If you promise to call back, call back.

Before an important call, write down the two or three points you must cover and keep the paper in front of you.

KEY POINTS

- Answer business calls with a greeting, the organisation's name, your name and an offer to help.
- A phone message needs the caller's name, organisation, number, message and a time to call back.
- Spell names with the international alphabet (Alpha, Bravo, Charlie...) and use "double" for repeated digits.
- Prefer international forms such as "I'll get back to you" to "I will revert".
- Speak slowly, smile and keep any promise to call back.

TRY THESE EXERCISES

1. With a partner, role-play a call in which the person asked for is in a meeting, and take a complete written message.
2. Spell your full name and your city using the international spelling alphabet until you can do it without looking.
3. Rewrite five sentences from emails or messages you have seen at work or in daily life using the international forms from this lesson.

CHAPTER 6

Job Interview Practice with Model Answers

Before the interview

- Read about the company and the job.

- Prepare answers to the common questions and practise them aloud, but do not memorise them word for word.
- Carry copies of your resume and certificates in a neat folder.
- Arrive 10 to 15 minutes early, dressed neatly, with your phone switched off.

Greet the panel with a smile, sit upright, keep eye contact and listen to the whole question before you answer.

Common questions and model answers

The model answers below are for Sneha, a fresher who has completed a computer course and is applying to be an office assistant. Adapt them to your own life; never copy them.

"Tell me about yourself."

Speak for about a minute, moving from the present to the past to the future. Do not repeat your resume line by line.

"I'm Sneha Patel. I completed my B.Com. this year, and I've also done a computer course covering MS Office, accounting software and typing. In my final year I helped at my uncle's shop with billing and stock records in Excel, which I really enjoyed. I'm organised and careful with data, and I'm looking for an office assistant role where I can use these skills and keep learning."

"What are your strengths?"

Name one or two strengths and prove each with an example.

"My main strength is accuracy. At the shop I checked every bill twice, and the day's totals always matched the cash."

"What is your weakness?"

Choose a real but manageable weakness and show what you are doing about it.

"I used to hesitate when speaking in front of a group. I joined a spoken English class, and I now present a short topic every week, so I'm improving steadily."

"Why should we hire you?"

"I have the computer skills this job needs, I have handled real billing and stock work, and I learn quickly. You can rely on me to be careful with your records."

"Where do you see yourself in five years?"

"I'd like to grow into a senior office or accounts role and take on more responsibility as I learn."

"Do you have any questions for us?"

Always ask one, such as "What would a typical day in this role look like?" or "What training do new staff receive?"

The STAR method

For "Tell me about a time when..." questions, answer in four steps:

1. **Situation:** where and when it happened.
2. **Task:** what you had to do.
3. **Action:** what you did yourself.
4. **Result:** what happened, ideally something you can measure.

Be honest. If you do not know something, say "I haven't worked with that yet, but I'm keen to learn it." Never invent experience.

KEY POINTS

- Prepare and practise answers aloud, but do not memorise them word for word.
- Answer "Tell me about yourself" in about a minute: present, past, future.
- Prove every strength with a short example.
- Give a real but manageable weakness and show how you are improving.
- Use the STAR method (Situation, Task, Action, Result) for questions about past experiences.

TRY THESE EXERCISES

1. Write your own answers to the six common questions, then practise them aloud with a timer until each takes one minute or less.
2. Hold a mock interview with a partner, swapping the roles of interviewer and candidate, and give each other one piece of feedback.
3. Prepare one STAR story from your studies, a job or a family responsibility, and tell it in under two minutes.

Group Discussions, Presentations and Daily Confidence Practice

Group discussions

In a group discussion (GD), a small group discusses a given topic for a fixed time while evaluators watch. Companies and colleges use GDs to see how candidates think and work with others. Evaluators look for clear ideas, good listening, politeness and the ability to move the discussion forward, not for the person who speaks the most or the loudest.

Purpose	Useful phrases
Starting	"I'd like to begin by saying..." / "Let's first be clear about what we mean by..."
Agreeing	"I agree with Rahul, and I'd like to add that..."
Disagreeing politely	"I see your point, but I look at it differently."
Entering the discussion	"If I may add a point here..."
Bringing in a quiet member	"Ananya, what do you think?"
Summing up	"To sum up, we agree that... but we differ on..."

- Support each point with a fact or an example.
- Listen, and refer to other speakers by name.
- Do not shout, interrupt repeatedly or criticise people personally.
- Do not stay silent throughout: two or three well-made points are far better than none.

Short presentations

A two- to five-minute talk needs a simple structure:

- 1. Opening:** greet the audience, introduce the topic and say what you will cover. "Today I'll talk about three ways to save electricity at home."
- 2. Body:** three main points, each with an example.
- 3. Closing:** sum up and thank the audience. "To sum up... Thank you. I'm happy to take questions."

Signposting phrases guide your listeners: "First...", "Moving on to my second point...", "For example...", "Finally...".

Write only keywords on your notes, look at different people in the room, pause instead of saying "umm", and speak more slowly than you would in conversation.

A daily confidence routine

Confidence comes from regular practice, not from waiting until your English is perfect. This fifteen-minute routine fits into any day:

Minutes	Activity
3	Read a short news paragraph aloud, slowly and clearly.
3	Shadowing: play a short English clip and repeat each sentence straight after the speaker.
3	Mirror talk: speak for a minute on a simple topic, such as your city or your favourite food.
3	Record yourself, listen, and note one mistake to fix tomorrow.
3	Write five new words or phrases in a notebook and use each in a sentence.

Also think in English during daily tasks ("Now I'm getting on the metro"), find a speaking partner, and use English in class whenever you can.

Mistakes are part of learning. Most listeners care about your message far more than perfect grammar.

KEY POINTS

- In a GD, evaluators value clear points, listening and politeness more than speaking time.
- Use polite phrases to agree, disagree, enter the discussion and sum up.
- Structure a short talk as opening, three main points and closing, with signposting phrases.
- Speak from keywords, look at your audience and pause instead of saying "umm".
- A daily routine of reading aloud, shadowing, mirror talk and self-recording builds confidence.

TRY THESE EXERCISES

1. Hold a ten-minute group discussion with classmates on "Should mobile phones be allowed in schools?", with one person noting the phrases each speaker uses.
2. Prepare and give a three-minute presentation on a topic you know well, using an opening, three points and a closing.
3. Follow the fifteen-minute confidence routine every day for a week and write one line each day about what improved.

CHECK YOURSELF

Practice questions

Choose the best answer for each question. The answers, with a short explanation, are in the next chapter.

1. You meet a colleague at 8 pm. Which greeting is correct?

- | | |
|-------------------|-----------------|
| a) Good night | b) Good evening |
| c) Good afternoon | d) Good noon |

2. Which is the correct way to begin a self-introduction?

- | | |
|------------------------------|------------------------------------|
| a) "My name is Priya Singh." | b) "Myself Priya Singh." |
| c) "Me Priya Singh name." | d) "I am having name Priya Singh." |

3. A colleague asks, "How are you?" Which reply is most natural?

- | | |
|---|------------------------------------|
| a) "I am having good health condition." | b) "I'm fine, thank you. And you?" |
| c) "Yes, I am." | d) "Same to you." |

4. When is "Good night" used?

- | | |
|---|--|
| a) When meeting someone in the evening | b) When answering the phone after 6 pm |
| c) When greeting a teacher in the morning | d) When leaving at night or going to bed |

5. You are introduced to a new colleague. What is a suitable reply?

- | | |
|------------------------|---------------------------|
| a) "Good night, sir." | b) "What is your salary?" |
| c) "Nice to meet you." | d) "Myself fine." |

6. Which question correctly asks the price of an item in a shop?

- a) "How much is this?"
- b) "How many is this?"
- c) "What is this cost much?"
- d) "How much this is costing?"

7. Someone giving directions says, "Take the second left." What should you do?

- a) Turn left at the very first turning
- b) Go back and turn at the second shop reach
- c) Turn left at the second turning
- d) Turn left twice and go round in a circle

8. Which is a polite way to ask an auto-rickshaw driver to use the meter?

- a) "Meter, meter!"
- b) "You will use meter or not?"
- c) "Use meter now only."
- d) "Please go by the meter."

9. The phone line is unclear and you missed what the caller said. What should you say?

- a) "Sorry, could you say that again?"
- b) "What? Speak properly, I can't listen you."
- c) "Repeat."
- d) "Why are you not speaking clearly?"

10. Which topic is generally safe for small talk with someone you have just met?

- a) Their salary
- b) Their weight
- c) Their religion
- d) The weather

11. In which word is the letter k silent?

- a) Kite
- b) Bake
- c) Know
- d) Kind

12. Which syllable is stressed in "photography"?

- a) The first: PHO-to-gra-phy
- b) The second: pho-TO-gra-phy
- c) The third: pho-to-GRA-phy
- d) The last: pho-to-gra-PHY

13. How is the -ed ending pronounced in "wanted"?

- a) As a t sound, with no extra syllable
- b) As a d sound, with no extra syllable
- c) It is silent
- d) As an extra syllable, "id"

14. How many syllables does the word "walked" have?

- a) One
- b) Two
- c) Three
- d) Four

- 15. In "Please record the meeting", which syllable of "record" is stressed?**
- a) The first: RE-cord
 - b) The second: re-CORD
 - c) Both syllables equally
 - d) Neither syllable
- 16. Which words usually carry the stress in a normal English sentence?**
- a) Grammar words such as a, the, of and to
 - b) Only the first and the last word
 - c) Every word, all with exactly equal weight
 - d) Content words such as nouns and main verbs
- 17. Which question is correct?**
- a) "Where you are going?"
 - b) "Where are you going?"
 - c) "Where you going are?"
 - d) "Where going you are?"
- 18. Which is the correct polite form of "Where is the station?"**
- a) "Could you tell me where the station is?"
 - b) "Could you tell me where is the station?"
 - c) "Could you tell me where the station is it?"
 - d) "Could you tell me where does the station is?"
- 19. Someone asks, "Would you mind closing the window?" How do you agree to do it?**
- a) "Yes, I mind."
 - b) "No, not at all."
 - c) "Yes, I would mind."
 - d) "I am minding it."
- 20. Choose the correct question tag: "You are coming tomorrow, ___?"**
- a) isn't it
 - b) aren't they
 - c) aren't you
 - d) don't you
- 21. Which is the best short answer to "Do you speak Hindi?"**
- a) "Yes, I speak."
 - b) "Yes, I do."
 - c) "Yes, I am."
 - d) "Yes, I does."
- 22. Which sentence declines an invitation politely?**
- a) "No, I won't come. I have better things to do."
 - b) "Not possible for me. Ask someone else."
 - c) "I'd love to, but I have a prior commitment."
 - d) "Why should I come to your party anyway?"

23. Which is the most professional way to answer an office phone?

- a) "Good morning, Sharma Traders, Priya speaking. How may I help you?"
- b) "Hello, who is this and what do you want?"
- c) "Yes, tell me."
- d) "Yes? Speak fast, I am busy."

24. In the international spelling alphabet, which word stands for the letter P?

- a) Peter
- b) Pune
- c) Paris
- d) Papa

25. Which sentence is the clear international equivalent of "I will revert by evening"?

- a) "I will revert back to you by evening itself."
- b) "I'll get back to you by this evening."
- c) "I will return the evening."
- d) "I will turn back by evening."

26. Which set of details should a written phone message include?

- a) Only the caller's first name and nothing more
- b) Only the time of the call and the caller's first name
- c) The caller's age, address and family details
- d) Name, organisation, number, message, call-back time

27. What does "Let's prepone the meeting" mean in international English?

- a) "Let's bring the meeting forward."
- b) "Let's move the meeting to a later date."
- c) "Let's cancel the meeting."
- d) "Let's make the meeting longer."

28. What is a good way to structure an answer to "Tell me about yourself"?

- a) Read out every line of your resume in order
- b) Describe your family members' jobs in detail
- c) About a minute: present, then past, then future
- d) Give a one-word answer and wait for the next question

29. What does STAR stand for in interview answers?

- a) Situation, Task, Action, Result
- b) Skill, Training, Ability, Reward
- c) Start, Talk, Answer, Repeat
- d) Strength, Target, Attitude, Response

30. What is the best way to answer "What is your weakness?"

- a) Say confidently that you have no weaknesses at all
- b) Name a serious weakness and say nothing more about it
- c) A real, manageable weakness and how you are fixing it
- d) Quickly change the subject back to your strengths

- 31. The interviewer asks, "Do you have any questions for us?" What is the best response?**
- a) "No, nothing, you have explained everything already."
 - b) "How many holidays and leaves will I get every year?"
 - c) "When can I leave today?"
 - d) "What would a typical day in this role look like?"
- 32. Which is a polite way to disagree in a group discussion?**
- a) "I see your point, but I look at it differently."
 - b) "You are totally wrong, and everyone here knows it."
 - c) "That is a stupid idea."
 - d) "Stop talking, let me speak."
- 33. In a group discussion, what do evaluators usually value most?**
- a) Speaking for longer than anyone else
 - b) Speaking louder than the others
 - c) Clear points, listening and teamwork
 - d) Never agreeing with any other speaker
- 34. What is "shadowing" as a speaking practice?**
- a) Following the teacher closely around the classroom
 - b) Repeating each sentence right after a recording
 - c) Reading a book silently to yourself in a quiet room
 - d) Copying a speech by hand without ever saying it aloud
- 35. What are signposting phrases in a presentation?**
- a) Notes written on a board beside the speaker
 - b) Questions that the audience asks at the very end
 - c) Pictures shown on the slides
 - d) Phrases like "Moving on to..." that guide listeners

ANSWER KEY

Answers

1. **(b) Good evening.** "Good evening" is the greeting for the evening; "Good night" is said only when leaving or going to bed.
2. **(a) "My name is Priya Singh."** "My name is..." or "I am..." is correct; "Myself..." is a common error in Indian speech.

3. (b) **"I'm fine, thank you. And you?".** "How are you?" is a friendly greeting, so a short positive answer that returns the question is natural.
4. (d) **When leaving at night or going to bed.** "Good night" is a way of saying goodbye at night, not a greeting.
5. (c) **"Nice to meet you."** "Nice to meet you" is the standard polite reply when you are introduced to someone.
6. (a) **"How much is this?".** "How much is this?" is the standard way to ask a price; the others are ungrammatical.
7. (c) **Turn left at the second turning.** "Take the second left" means pass the first turning on the left and take the next one.
8. (d) **"Please go by the meter."** "Please go by the meter" is a clear, polite request; the other options sound rude or ungrammatical.
9. (a) **"Sorry, could you say that again?".** Apologising and asking with "Could you..." is polite and clearly explains the problem.
10. (d) **The weather.** The weather is a neutral, friendly topic; questions about salary, weight or religion can feel personal.
11. (c) **Know.** In "know" the k is written but not spoken; it is pronounced in kite, bake and kind.
12. (b) **The second: pho-TO-gra-phy.** "Photography" is stressed on the second syllable, unlike "PHOtograph", which is stressed on the first.
13. (d) **As an extra syllable, "id".** After a t or d sound, the -ed ending adds an extra syllable, "id": want-id.
14. (a) **One.** "Walked" is said as one syllable ending in a t sound; "walk-ed" is a common mistake.
15. (b) **The second: re-CORD.** Used as a verb, "record" is stressed on the second syllable; the noun "REcord" is stressed on the first.
16. (d) **Content words such as nouns and main verbs.** Content words carry the meaning and are stressed, while small grammar words are said quickly.
17. (b) **"Where are you going?".** In a direct question the helping verb "are" comes before the subject "you".
18. (a) **"Could you tell me where the station is?".** In an indirect question the words after the question word follow statement order: "where the station is".
19. (b) **"No, not at all."** "Would you mind...?" asks whether you object, so "No, not at all" means you are happy to do it.
20. (c) **aren't you.** The sentence is positive and its subject and helping verb are "you are", so the tag is the negative "aren't you".
21. (b) **"Yes, I do."** Short answers repeat the helping verb of the question, which here is "do".
22. (c) **"I'd love to, but I have a prior commitment."** It shows appreciation and gives a reason, which makes the refusal polite.
23. (a) **"Good morning, Sharma Traders, Priya speaking. How may I help you?".** A professional answer gives a greeting, the organisation's name, your name and an offer to help.

- 24. (d) Papa.** The international spelling alphabet uses Papa for P, just as it uses Alpha for A and Bravo for B.
- 25. (b) "I'll get back to you by this evening."** In international English "revert" means "return to an earlier state", so "get back to you" or "reply" is clearer.
- 26. (d) Name, organisation, number, message, call-back time.** These five details let the person call back and act on the message without confusion.
- 27. (a) "Let's bring the meeting forward."** "Prepone" is Indian English for moving something to an earlier time; elsewhere people say "bring forward".
- 28. (c) About a minute: present, then past, then future.** A short answer that covers what you do now, what you have done and what you want next keeps the interviewer interested.
- 29. (a) Situation, Task, Action, Result.** The STAR method answers questions about past experience in four steps: Situation, Task, Action and Result.
- 30. (c) A real, manageable weakness and how you are fixing it.** An honest, manageable weakness plus a plan to improve shows self-awareness and effort.
- 31. (d) "What would a typical day in this role look like?"** Asking a sensible question about the role shows interest; saying "nothing" can suggest you are not curious.
- 32. (a) "I see your point, but I look at it differently."** It acknowledges the other speaker before giving a different view, which keeps the discussion respectful.
- 33. (c) Clear points, listening and teamwork.** GDs assess thinking and teamwork, so quality and politeness matter more than volume or speaking time.
- 34. (b) Repeating each sentence right after a recording.** Shadowing means listening to a speaker and repeating their words immediately, which trains rhythm and pronunciation.
- 35. (d) Phrases like "Moving on to..." that guide listeners.** Signposting phrases tell listeners where the talk is going, so they can follow its structure.

WORD LIST

Glossary

Accent

The way a person pronounces words, often showing the region or language they come from.

Body language

The messages you send through posture, gestures, facial expressions and eye contact.

Consonant

A speech sound made by partly or fully blocking the air, such as the sounds of p, t or s.

Content word

A word that carries the main meaning, such as a noun, main verb or adjective, and is usually stressed.

Eye contact

Looking at the person you are speaking to, which shows attention and confidence.

Filler

A sound or word such as "umm" or "like" used while thinking, best replaced by a short pause.

Fluency

The ability to speak smoothly at a natural speed without long pauses.

Formal language

Polite, careful wording used with seniors, customers and in official situations.

Function word

A small grammar word such as "a", "the", "of" or "to", usually said quickly and without stress.

Group discussion

A conversation among a small group on a given topic, often used to assess candidates.

Indirect question

A softer question that begins with a phrase such as "Could you tell me" and uses statement word order.

Informal language

Relaxed, everyday wording used with friends and family.

Intonation

The rise and fall of the voice while speaking.

Modal verb

A helping verb such as can, could, may, would or should that adds meanings such as ability, permission or politeness.

Pronunciation

The way in which a word or a sound is spoken.

Question tag

A short question such as "aren't you?" added to the end of a statement to check or confirm it.

Shadowing

A practice method in which you repeat a recorded speaker's words immediately after hearing them.

Signposting

Words and phrases, such as "Firstly" or "To sum up", that tell listeners where a talk is going.

Small talk

Light, friendly conversation on safe topics such as the weather, food or festivals.

STAR method

A way to answer interview questions about past experience using Situation, Task, Action and Result.

Syllable

A unit of a word that contains one vowel sound, such as each of the two parts of "hotel".

Vowel

A speech sound made with the mouth open and the air flowing freely, such as the sound of a in "cat".

Weak form

The short, unstressed way of saying a small word, such as "tuh" for "to".

Word stress

Saying one syllable of a word louder, longer and higher than the others.



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CONTACT

Head office: A-10, Chief Commissioner Colony, opposite Rana Pratap Bagh, Delhi 110007

Phone: 011 2721 1512 · **Mobile and WhatsApp:** +91 97116 99511

Email: engineergurukul@yahoo.co.in

Website: engineergurukul.com · **Instagram:** [@science_projects_club](https://www.instagram.com/science_projects_club)

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