

Lesson 1 Hello Folks!

It is very important to introduce yourself because it shows your ability to meet new people confidently. It make others feel more comfortable and allows you to make a good first impression.

Introducing yourself is a part of everyday need. So in the first chapter you need to introduce yourself.

Fill in your personal details in the given page.

1
UPSTART

Hello Folks!

Hello Folks !
I would like to introduce myself.

I am a _____ and my name is _____.

My friends call me _____ . (nickname)

My father is a _____ (profession)
and his name is Mr _____.

My mother's name is Mrs _____
and she works at _____.

I have _____ brothers and _____ sisters.
Their names are _____

My favourite subject is _____.

I like the following :

- (i) Sweet _____
- (ii) Vegetable _____
- (iii) Fruit _____
- (iv) Colour _____
- (v) Food _____
- (vi) Place to visit _____
- (vii) Film _____
- (viii) Cartoon _____

I dislike : _____

In future, I want to become _____.

My father's contact number is _____.

Paste Your Photo Here

Draw your favourite fruit here.

5 UPST

Lesson 2: Phone Etiquettes



A telephone/mobile phone is a means of communication. It is a medium to exchange a thought or idea within two people.

The two important points of telephonic communication is listening and speaking.

Etiquette is a formal rule of politeness. It is very important to learn how to receive a phone call properly.

While talking on telephone/cell phone, we follow some norms. These are called phone etiquettes.

1. On receiving a call, greet the caller properly (use words like ' hii', 'good morning' or 'good evening').
2. Do not shout over phone. Speak just loud enough to be heard.
3. Be polite, even if you are in a sad mood. Do not eat while listening.
4. Be attentive. Do not get involved in other work while attending phone (you might miss something important).
5. Never interrupt while other person is speaking.
6. Do not put the caller on hold for a long time. You may ask him to call later on.
7. When the person called is not at home, note down the message and let the caller be the one to end the call first.
8. Say farewell words like 'good bye', 'bye' or 'good night' at the end of conversation.
9. Place up the receiver gently on the completion of communication.

10. Facts Funda

STD: Subscriber Trunk Dialling

Refers to communication between individuals located at different parts of the country through trunk calling facility by dialing respective STD codes.

ISD: International Subscriber Dialling

It provides the facility to dial any international number from any part of the country without any mediator or operator required for call connection.

2 UPSTART

Phone Etiquettes

While talking on telephone/cell phone, we follow some norms. These are called phone etiquettes.

 <p>On receiving a call, greet the caller pleasantly.</p>	 <p>Do not shout over phone. Speak just loud enough to be heard.</p>	 <p>Be polite, even if you are in a sad mood. Do not eat while listening.</p>
 <p>Be attentive. Do not get involved in other work while attending phone.</p>	 <p>Never interrupt while the other person is speaking.</p>	 <p>Do not put the caller on hold for long time. You may ask him to call later on.</p>
 <p>Take notes. Let the caller be the one to end the call first.</p>	 <p>Say farewell words 'good bye', 'bye' or 'good night', etc. at the end of conversation.</p>	 <p>Place up the receiver gently on the completion of communication.</p>

Factz Funda STD : Subscriber Trunk Dialling
ISD : International Subscriber Dialling

UPSTART G.K. 4 6

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Lesson 3: Shopping in a Mall



We all visit malls some or the other day. Sometimes we just go to have fun at the game zones or go to watch a movie. But more over we visit a mall to shop for the things we need. Basically in every mall there is a supermarket store.

A supermarket is a large grocery store where you will find variety of items. It is a self-service store where the items are displayed in large open shelves. So, you have to help yourself to choose the items of your need and purchase them accordingly.

While visiting a supermarket or a mall you have to behave like responsible children.

Some of the do's and don'ts are given below:

1. Never block aisles. (Aisles is a narrow passage between two rows).
2. Do not scatter goods. Do not touch or pick goods which you do not need.
3. Do not try to be away from your parents.
4. Put unwanted goods back where they belong to.
5. Take the receipt of your payment from the billing counter.
6. Put back the basket or the shopping cart to its place after use.

Facts Funda

One very important thing which needs to be checked while purchasing any item, is its date of packaging. Every item has its different date of packaging. So we should always check that.

While purchasing any product you should also check the MRP (maximum retail price). We should not pay any amount above the MRP.



In this image you can see that the MRP of the product is Rs. 10 and date of packaging is 26th February 2020. Now to check that if the product is good to be used, we need to check that until when the product can be used. So here it is mentioned that it is best before 4 months from packaging. That means, you can use the product till 26th June 2020.

3

UPSTART

Shopping in a Mall

A shopping mall or supermarket is a large grocery store where you will find variety of items. It is a self-service store where the items are displayed in large open shelves. The visitors select the required items, put into carts or baskets and then go to the billing counter with goods. They pay bill amount, collect goods and leave.



While visiting a supermarket, behave like a responsible child. Some of the dos and don'ts are given below :



Never block aisles.



Do not scatter goods.
Do not touch or pick goods
which you do not need.



Do not try to be away
from your parents.



Put unwanted goods back
where they belong to.



Take the receipt of your
payment from the
billing counter.



Put back the basket or
the shopping cart to
its place after use.

Factz Funda

While purchasing goods, please check the maximum retail price (MRP) and date of packing (PKD). In no case the rate of items will be more than MRP