* Prakash reddy is a new teacher. He introduces himself to the headmistress Nina shetty

Prakash Reddy:

“Good morning, Ms. Shetty. I’m Prakash Reddy, the new teacher. It’s a pleasure to meet you.”

Nina Shetty:

“Good morning, Mr. Reddy. Welcome to our school. We’re happy to have you on board. What subject will you be teaching?”

Prakash Reddy:

“Thank you! I’ll be teaching English Literature and Language. I’m really looking forward to helping students develop a deeper appreciation for the subject.”

Nina Shetty:

“That’s wonderful. Our students can definitely benefit from your expertise. What’s your teaching philosophy?”

Prakash Reddy:

“I believe in creating an interactive learning environment where students feel encouraged to express their ideas and engage critically with texts. I aim to inspire a love for reading and creative thinking.”

Nina Shetty:

“That sounds excellent. I’m sure you’ll make a great addition to the team. If you need any support as you settle in, don’t hesitate to ask.”

Prakash Reddy:

“Thank you, Ms. Shetty. I appreciate the warm welcome and am excited to get started.”

**Nina Shetty:**

“We’re glad to have you, Mr. Reddy. Best of luck!”

* **Two strangers meet at seminar**

Person 1:

“Hi, is this seat taken?”

Person 2:

“No, it’s free. Please, go ahead.”

Person 1:

“Thanks! I’m Alex, by the way.”

Person 2:

“Nice to meet you, Alex. I’m Priya.”

Alex:

“Good to meet you, Priya. So, what brought you to this seminar?”

Priya:

“I’m really interested in the topic they’re covering today—sustainable development. What about you?”

Alex:

“Same here. I work in environmental policy, so I thought this would be a good chance to learn more and network. How about you? Do you work in a related field?”

Priya:

“Actually, yes. I’m in urban planning, and sustainability plays a huge role in the projects I’m involved in.”

Alex:

“That’s interesting! Sounds like we have some overlapping interests. Have you attended seminars like this before?”

Priya:

“Yes, a few. I find they’re a great way to stay updated and meet people with fresh perspectives. Is this your first time?”

Alex:

“Yeah, it is. I’m hoping to learn some new strategies I can apply in my work.”

Priya:

“Well, it sounds like we’re both in the right place. Looking forward to the discussions!”

Alex:

“Definitely! Maybe we can compare notes afterward.”

Priya:

“That sounds good. Let’s see what they have in store for us!”

* **Lakshman and srinivas are good friends. They meet outside a restaurant after a month.**

**Lakshman**:

“Srinivas! It’s been a while, man. How have you been?”

**Srinivas**:

“Lakshman! I know, it’s been too long. I’ve been good, just busy with work. How about you?”

**Lakshman:**  
"Same here. Work has been hectic, but I’ve been managing. It’s great to finally catch up, though."

**Srinivas:**  
"Yeah, it feels like forever since we last met. What have you been up to lately?"

**Lakshman:**  
"Not much, just the usual. I’ve been working on a new project that’s been keeping me on my toes. How about you? Anything new?"

**Srinivas:**  
"Nothing major, just juggling a few things at work too. But I’ve been thinking we need to do this more often—grab a meal, hang out."

**Lakshman:**  
"Absolutely! Let’s not wait another month before we meet again."

**Srinivas:**  
"Agreed. Anyway, enough about work. Let’s go inside and grab some food. I’m starving!"

**Lakshman:**  
"Same here. Let’s make up for lost time with a good meal!"

**2. The phone rings in the office of edubooks publishing company**

**Receptionist** (picking up the phone):

“Good afternoon, Edubooks Publishing Company. How may I assist you today?”

**Caller**:

“Hi, this is Raj from Horizon Bookstore. I wanted to check on the status of our latest order for the new educational series.”

**Receptionist**:

“Let me check that for you. Can I have your order number, please?”

**Caller**:

“Yes, it’s 34567HB.”

**Receptionist** (after a brief pause):

“Thank you for holding. It looks like your order has been processed and is scheduled for shipment by the end of this week.”

**Caller**:

“That’s great to hear. Will I receive a tracking number once it’s shipped?”

**Receptionist**:

“Yes, you’ll receive an email with the tracking details once the shipment is on its way.”

**Caller**:

“Perfect. Thanks so much for your help!”

**Receptionist**:

“You’re welcome! If you need anything else, feel free to call. Have a great day!”

**Caller:**  
"Thanks, you too!"

(They hang up.)

3.**Sujata meets her friends in the park and tells them that her sister’s getting married**

**Sujata**:

“Hey, everyone! Guess what? My sister is getting married!”

**Friend 1 (excited):**

“Wow, that’s amazing news, Sujata! Congratulations! When’s the wedding?”

**Sujata**:

“Thank you! It’s next month. We’re all super busy with the preparations.”

Friend 2:

“That’s so exciting! Do you have your outfit planned yet?”

Sujata:

“Not yet, but I’ve been looking at some designs. I want something really special for the big day.”

Friend 1:

“Of course! It’s your sister’s wedding—you have to look stunning. How are the preparations going?”

Sujata:

“It’s chaotic, honestly. So much to do in so little time, but it’s all coming together. We’re all pitching in.”

Friend 2:

“Let us know if you need help with anything. We’d love to be part of the preparations.”

Sujata:

“Thanks, I’ll definitely keep that in mind. I’m so excited, but a little nervous too!”

Friend 1:

“It’ll be an amazing day, don’t worry. We can’t wait to hear all about it!”

**4. Making a complaint**

A customer buys a smartphone that stops working properly after a few days.

Customer (in-store or on a call):

“Hello, I’d like to make a complaint about the smartphone I bought here last week. It’s already giving me issues.”

Customer Service Representative:

“I’m sorry to hear that. Could you explain what seems to be the problem?”

Customer:

“The phone keeps freezing and restarting on its own. I’ve tried rebooting it and even did a factory reset, but the problem is still there.”

Representative:

“I understand how frustrating that must be. Do you have your receipt or order number with you so I can check the details?”

Representative (after reviewing the order):

“Thank you for that information. Since your phone is still within the return period, we can offer a replacement or a full refund. Which option would you prefer?”

Customer:

“I’d like a replacement, please.”

Representative:

“Absolutely, we’ll get that sorted. We’ll replace your phone at no cost, and you can pick it up from the store, or we can arrange delivery. What works best for you?”

Customer:

“Delivery would be great, thanks.”

Representative:

“Got it. You should receive the replacement within 3-5 business days. I’m really sorry for the inconvenience and appreciate your patience.”

Customer:

“Thank you for resolving this quickly. I hope the new one doesn’t have the same issue.”

Representative:

“We’ll make sure it doesn’t. If you have any further concerns, don’t hesitate to reach out.”

Customer:

“Thanks again. Have a good day!”

**5. Making a request**

***Suma ask her friend to deposit a Cheque for her***

Suma:

“Hey, Priya! Do you have a minute?”

Priya:

“Of course, Suma. What’s up?”

Suma:

“I was wondering if you could do me a favor. I need to deposit a cheque, but I’m swamped with work and won’t be able to make it to the bank today.”

Priya:

“Sure, I can help. Do you have the cheque with you?”

Suma:

“Yeah, here it is. I’ve filled out the deposit slip too. The bank is just around the corner from your place, so I thought it’d be easy for you.”

Priya:

“No problem at all. I’ll drop by the bank this afternoon.”

Suma:

“Thank you so much, Priya! I really appreciate it.”

Priya:

“Anytime, Suma. I’ll let you know once it’s done.”

Suma:

“Thanks again!

6**. Asking information**

***A student ask a information about how to improve English from a teacher***

Student:

“Good afternoon, Sir. Could I ask you something about improving my English?”

Teacher:

“Good afternoon. Of course, what would you like to know?”

Student:

“I feel like my English isn’t as strong as it could be, especially when it comes to speaking and writing. What can I do to improve?”

Teacher:

“That’s a good question. First, I’d suggest reading more—books, newspapers, or even online articles. Reading regularly will help you build your vocabulary and understand sentence structure.”

Student:

“That makes sense. What about speaking? I find it hard to express myself clearly in conversations.”

Teacher:

“To improve your speaking, try practicing with a friend or joining a group where you can speak in English regularly. You can also record yourself and listen back to identify areas for improvement. Watching English movies or shows with subtitles can help too.”

Student:

“I’ll definitely try that. And for writing?”

Teacher:

“With writing, try keeping a journal or writing short essays on topics that interest you. Focus on grammar and clarity. You can also ask someone to review your work and give feedback.”

Student:

“Thank you, Sir. I’ll start working on these tips.”

Teacher:

“You’re welcome. Remember, improvement takes time and practice. Don’t hesitate to ask if you need more guidance.”

Student:

“I will. Thanks again!”

Interview for job

Interviewer:

“Good morning, and thank you for coming in today. Could you start by telling me a little about yourself?”

Candidate:

“Good morning, and thank you for the opportunity. My name is Priya Sharma, and I have a degree in Business Administration. I’ve worked in marketing for the past three years, where I gained experience in campaign management, digital marketing, and client relations.”

Interviewer:

“That’s great to hear. Can you tell me more about your experience managing marketing campaigns?”

Candidate:

“Of course. In my previous role, I led several campaigns from concept to execution, including a recent social media campaign that increased engagement by 25%. I worked closely with the creative and analytics teams to ensure we met our goals on time and within budget

Interviewer:

“Impressive! How do you handle tight deadlines or pressure in such projects?”

Candidate:

“I prioritize tasks based on their urgency and importance, breaking them down into manageable steps. When pressure builds up, I stay focused on the end goal, communicate clearly with my team, and ensure that we’re all aligned.”

Interviewer:

“That’s a solid approach. Why are you interested in working with our company?”

Candidate:

“I’ve admired your company’s innovative approach to marketing and customer engagement. I’m particularly drawn to the collaborative environment here and believe I can contribute to and grow within your team, especially with my passion for creative marketing solutions.”

Interviewer:

“Sounds like you would be a great fit. Do you have any questions for me?”

Candidate:

“Yes, I’d like to know more about the team I would be working with and how success is typically measured in this role.”

Interviewer:

“You’d be working with a dynamic team of marketers and designers. Success is measured by key performance indicators, including campaign performance, client satisfaction, and overall return on investment.”

Candidate:

“That sounds exciting! I’m looking forward to the possibility of contributing to your team.”

Interviewer:

“Thank you, Priya. We’ll be in touch soon to let you know about the next steps.”

Candidate:

“Thank you! I appreciate your time and consideration.”