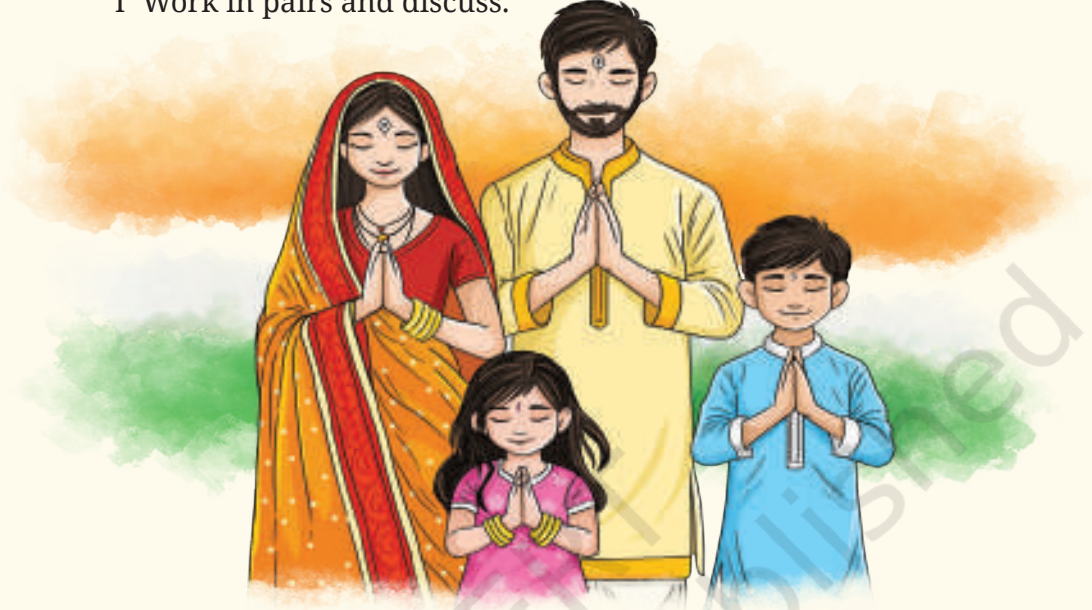


## SAY THE RIGHT THING

Let us do these activities before we read.

I Work in pairs and discuss.



### अतिथिदेवो भव

1. What does 'Athithi Devo Bhava' mean?
2. Why is it important to be polite to guests?

II Choose the statements that display polite behaviour when you have guests at home.

1. Offer the guests a glass of water.
2. Enquire about the well-being of the guests.
3. Ask the guests when they would leave.
4. Comment critically about the habits of guests.
5. Accompany the guests to the door when they leave.

III Sometimes you find that a few friends in class are rude while disagreeing with each other on certain issues. Work in groups. How would you deal with such a situation? Share at least three ways in which you can do this.





## Let us read

This is a humorous play in which a mother advises her daughter to say the right thing at the right time. However, when guests arrive, the daughter **hilariously** forgets her mother's guidance.

Read the play to find out how she commits **blunders** and **embarrasses** the guests as well as her mother.

### Characters

- MARY SHAW : a young girl  
 MRS. SHAW : Mary's mother  
 MRS. HARDING : the wife of Mr. Harding, a wealthy man  
 MRS. LEE : Mr. Harding's married sister

**hilariously:** in a very funny way

**blunders:** careless mistakes

**embarrasses:** makes (the guests) uncomfortable



### Scene I

MRS. SHAW: The room looks cleaner now. Put that coat away in your bedroom. This room isn't the place for coats.



Mrs. Harding and Mrs. Lee will soon be here, and they don't want to see that.

MARY : You're always telling me to put things away.

MRS. SHAW: Yes, I am. You leave your clothes all over the house.

MARY : I'm not a child!

MRS. SHAW: No, you're not. So please keep your clothes in your own room.

MARY : Why are those two women coming here? Who's Mrs. Harding?

MRS. SHAW: She's the wife of a wealthy man, Mr. Harding. He has just bought a big house in Lanfield. They lived in London before. She's coming to have a talk. I met her in a shop and asked her to come.

MARY : Oh, I've seen her children. They often come along the road. Who's Mrs. Lee?

MRS. SHAW: She's Mr. Harding's sister. She has been staying with them for a while.

MARY : What are you going to talk about?

MRS. SHAW: I don't know. All kinds of things. One day you'll have to go to some of these houses yourself and talk to the people there.

MARY : I can talk now. I've been able to talk for a long time.

MRS. SHAW: Yes, that's true. You always talk too much. But does anyone want to hear the things that you say?

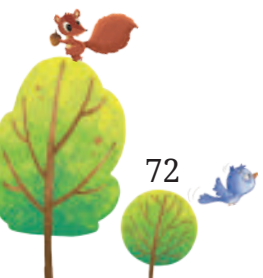
MARY : I can talk very well when I like. I'll stay with you today and talk to them when they come.

MRS. SHAW: Oh, I don't think so. You can go out for a walk. It will be better if you do that.

MARY : Why?

MRS. SHAW: If you stay with me, you may not say the right thing.

MARY : I know the right things to say: "Good afternoon", "How are you?" and things like that. Let me stay today. I can do it very well. I'll show you. Anyone can talk.



MRS. SHAW: You may stay if you like. But take care. I want to know Mrs. Harding well. I want her to ask me to go to their house. There isn't much to do here in Lanfield, and I want to know some more people. I want some more friends here. So take care when you say anything.

MARY : Tell me what to say.

MRS. SHAW: I can't tell you everything, but you'll always be right if you're kind to people. Say things that will please them. Then they'll like you. Laugh a lot, and try to make them laugh too. And if everyone stops talking, say something to make them talk again. They don't want to sit here and look at the floor without speaking. Think of something to say.

MARY : I can do that. There's always something to say. Must I do anything else?

MRS. SHAW: When they are ready to leave, don't jump out of your chair and look gladly at the door. You must look sorry when they want to leave.

MARY : What shall I do when they want to go?

MRS. SHAW: Ask them to stay a little while longer. Just say, "Must you go? Can't you stay?" or something like that. You like them and you want them to stay, and you must let them understand that.

MARY : That's not very hard, is it? I'll remember that. "Must you go? Can't you stay? Must you go? Can't you stay?"

MRS. SHAW: That's right. Now take your coat to your room and change into a clean dress. You must look nice when they come. And if everyone stops talking, say something kind to make them talk again. And don't say anything that will make them angry.

MARY : I will remember. I've often done harder things than this.





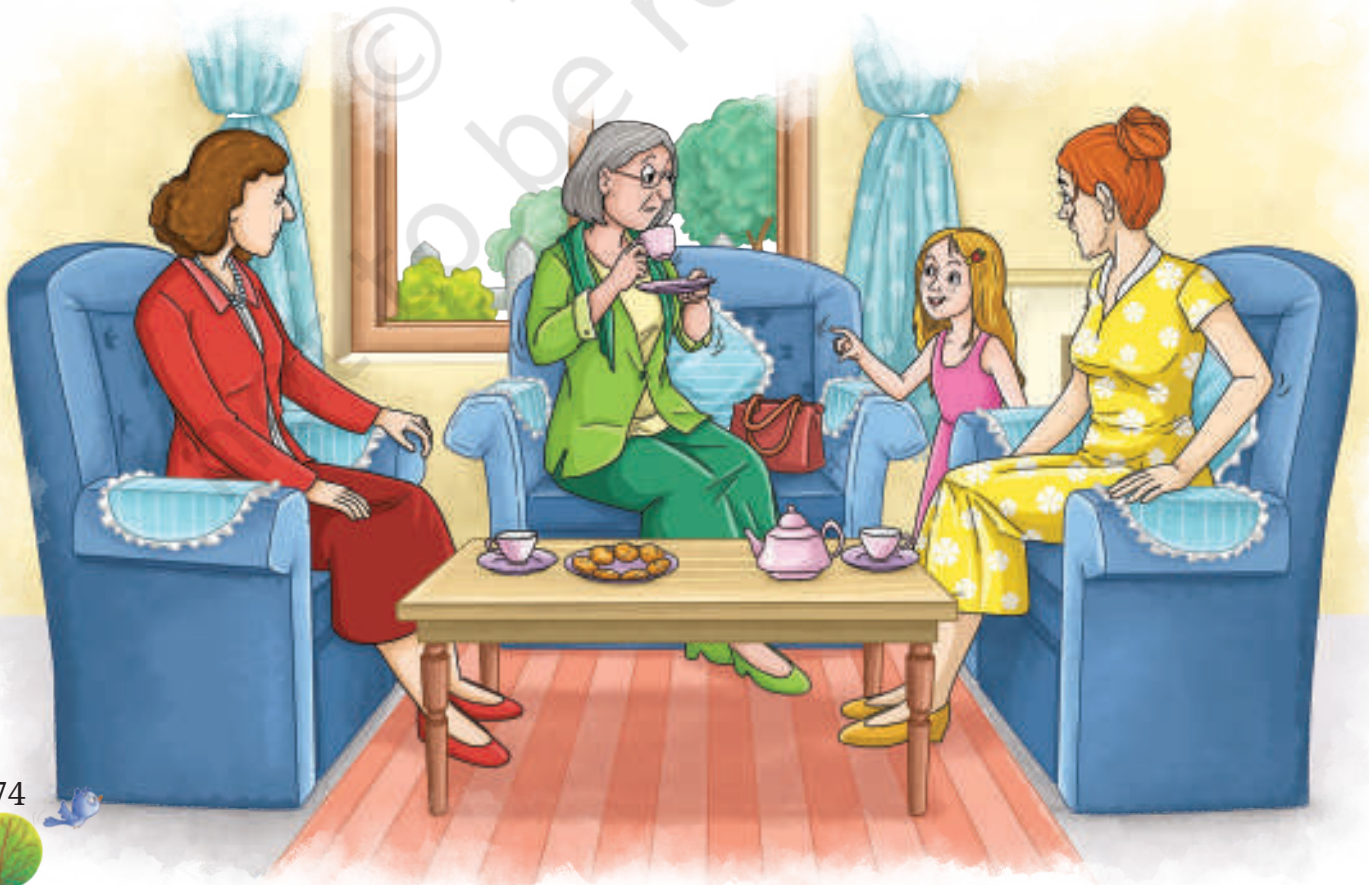
## Let us discuss

- I Complete the table given below based on Scene I of the play. An example has been done for you. Share your answers with your classmates and the teacher.

Speaker	Words of the Speaker	Reason
Mrs. Shaw	The room looks cleaner now. Put that coat away in your bedroom.	To instruct Mary to keep the room tidy
Mary	You're always telling me to put things away.	
	I'm not a child!	
Mrs. Shaw		To highlight the importance of being kind as a way to ensure Mary says the appropriate things when guests arrive

- II Do you think Mary will be able to follow her mother's advice successfully when Mrs. Harding and Mrs. Lee visit? Why or why not?

## Scene II



MRS. SHAW : So you like Lanfield, Mrs. Harding! I'm very glad.

MRS. HARDING : Yes, we like it very much. It's not the same as London, but there are some very nice people here, and we've found a good house. (*No one says anything more, and Mrs. Shaw looks at Mary.*)

MARY : What beautiful children you have, Mrs. Harding! I've often seen them walking along the road.

MRS. HARDING : Oh, I haven't any children.

MARY : Oh, yes, you have! I've seen them: a little boy and a little girl.

MRS. HARDING : (*not very pleased*) I have no children; believe me.

MARY : Oh!

MRS. SHAW : (*quietly*) They must be someone else's children. Have you met Mr. Best? He's a nice man. He lives near you.

MARY : Oh, Mr. Best! He lives here and he works in London. He goes all the way to London by train every morning, and then he comes all the way back by train every night. He lives in trains! (*she laughs*) What kind of life is that? Why do people do things like that? They do not know how to live. And he reads two newspapers in the train every day. He never reads a book. But he's only a banker, and bankers can't think.

MRS. LEE : My brother's a banker. He goes to London by train every morning and comes back every night. He reads two newspapers in the train in the morning, and another every night.

MARY : Oh, I'm sorry. I didn't know.

MRS. SHAW : Bankers always have to read a lot of newspapers. Do you know Mrs. Best? She's a nice woman. I like her.

MARY : But have you seen her clothes? She goes out in a blue dress with a red coat over it. (*she laughs*)



MRS. HARDING : I have a blue dress, and I often put on my red coat at the same time.

MRS. SHAW : (*quickly*) I like blue dresses and red coats. (*No one says anything.*)

MARY : I saw Mrs. Cotter this afternoon. I met her in the street. No one sees her in the morning because she always stays in bed then. And she's always asking the doctor to go to see her. I can't understand women who stay in bed in the morning. And why must she always ask for the doctor? I've never been to a doctor in my life.

MRS. HARDING : I stay in bed in the morning myself.

MRS. LEE : I often go to the doctor.

MARY : Oh, I'm sorry. (*No one speaks.*)

MRS. SHAW : Do you know Mrs. Grantley? She's one of my best friends.

MARY : But she's so talkative! Talkative women aren't very interesting, are they?

MRS. LEE : My mother's a very talkative woman.

MARY : Oh, I'm sorry. I didn't know. (*No one says anything.*)

MARY : (*looking out of the window*): Oh, there's that dog again! It always looks very dirty. I don't like dogs, do you? Who wants a dog? That dog's always near our house. Why do people keep dogs? Who wants a dog? Why doesn't its owner keep it clean? Have you seen it?

MRS. HARDING : (*looking out of the window*) Yes, I've seen it. That's Towzer. It's our dog.





- MARY : (*with a red face*) Oh, I didn't know! (*No one speaks.*)
- MARY : (*still looking out of the window*) There's Mr. Pomeroy on his horse. He's always talking about horses. He rides a horse every day, and practises shooting. Why must he do that? What have they done to Mr. Pomeroy? Why do some men like horses more than they like people? It's hard to understand men.
- MRS. LEE : My brother practises shooting when he has the time, and he rides his horse when he can. He sold his house in London and bought a house here because he wanted to ride and practise shooting.
- MRS. HARDING : (*looking at Mrs. Lee*) It's getting a little late. We must go now, Mrs. Shaw. It has been very nice to have a little talk. (*She looks at Mary.*)
- MRS. LEE : Very nice. (*She looks at Mary.*)
- MRS. SHAW : It was very good of you to come to see us. Please stay a little longer.
- MARY : (*unable to say the right thing even now*) Oh, must you stay? Can't you go?

G.C. THORNLEY

### Let us discuss

I Rectify the **false** statements given below from Scene II of the play. An example has been done for you. Share your answers with your classmates and the teacher.

- Mrs. Harding states that they do not like London as it is not the same as Lanfield.  
Rectification: Mrs. Harding states that they like Lanfield very much even though it is not the same as London.
- Mrs. Harding was pleased to know that Mary was familiar with her children.
- Mrs. Shaw shared that she liked Mrs. Best as she read a lot of newspapers.
- Mrs. Harding and Mrs. Shaw agree that wearing a blue dress with a red coat is unfashionable.
- Mary shares that she finds the dog outside the window cute.







## Let us think and reflect

I Read the extracts given below and answer the questions that follow.

1. **MARY** : What are you going to talk about?

**MRS. SHAW**: I don't know. All kinds of things. One day you'll have to go to some of these houses yourself and talk to the people there.

**MARY** : I can talk now. I've been able to talk for a long time.

**MRS. SHAW**: Yes, that's true. You always talk too much. But does anyone want to hear the things that you say?

**MARY** : I can talk very well when I like. I'll stay with you today and talk to them when they come.

**MRS. SHAW**: Oh, I don't think so. You can go out for a walk. It will be better if you do that.

(i) What does Mrs. Shaw imply when she says, "One day you'll have to go to some of these houses yourself and talk to the people there"?

- A. She believes Mary should start learning about hosting guests then.
- B. She thinks Mary is ready to visit these houses independently.
- C. She wants Mary to develop social skills for the future.
- D. She hopes Mary will avoid these social interactions entirely.

(ii) Complete the following sentence with the **correct** option from the brackets.

Mrs. Shaw and Mary are discussing how to \_\_\_\_\_.  
(have a polite conversation/ get to know people better)

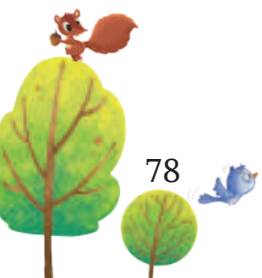
(iii) Why did Mary insist on staying with her mother when the guests arrived?

(iv) Match the following character traits to the characters in the extract:

- A. eager                      B. inexperienced                      C. cautious

Mary

Mrs. Shaw



2. MARY : *I saw Mrs. Cotter this afternoon. I met her in the street. No one sees her in the morning because she always stays in bed then. And she's always asking the doctor to go to see her. I can't understand women who stay in bed in the morning. And why must she always ask for the doctor? I've never been to a doctor in my life.*

MRS. HARDING : *I stay in bed in the morning myself.*

- (i) Complete the following sentence suitably.

Mary could spot Mrs. Cotter in the street because \_\_\_\_\_.

- (ii) What does Mary's comment about Mrs. Cotter staying in bed and calling the doctor suggest about her understanding?
- She is worried about why Mrs. Cotter stays in bed all morning.
  - She is unable to understand why people need medical help.
  - She thinks Mrs. Cotter is scared and lonely for staying in bed.
  - She believes Mrs. Cotter is right to rest and take care of herself.

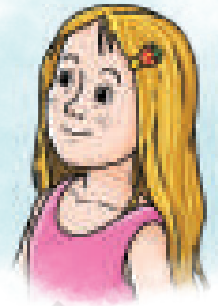
- (iii) How can we say that Mary enjoyed good health?

- (iv) Identify whether the following statement is **true** or **false**.

Mary might have unintentionally offended Mrs. Harding.

## II Answer the following questions.

- What does Mary's comment about Mr. Best's routine and profession reveal about her viewpoint on bankers and their way of life?
- What can we infer about Mary's understanding of polite conversation based on her interactions with the guests?
- What do you think the repeated stage direction 'no one speaks' indicates about the atmosphere in the room when Mary speaks?
- How does Mary's attitude towards the guests change throughout the play?
- What do Mrs. Harding's and Mrs. Lee's responses to Mary's blunders during their visit reveal about their characters?
- In what way does the play show the importance of knowing how to engage in polite conversation?





## Let us learn

I Study the following words taken from the text.

*humorous, hilariously, coming, beautiful*

The given words are made by adding word endings like -ous, -ly, -ing, and -ful to the root words humour, hilarious, come, and beauty. Such word endings are called **suffixes**.

- *humour* + *-ous*
- *hilarious* + *-ly*
- *come* + *-ing*
- *beauty* + *-ful*

### Note

the spelling variant when the word ends in 'e' as in 'come' and 'y' as in 'beauty'.

Now, divide the following words from the text as root words and suffixes. Check your answer with the teacher.

gladly      banker      guidance      quietly      walking

1. Study the words in Column 1. Match the suffixes in Column 2 with their meanings or purpose in Column 3. Write a few examples for each in Column 4. Share your answers with the teacher.

Column 1	Column 2	Column 3	Column 4
Biology	(i) -logy	A. change to adverb	Sociology
tolerance	(ii) -ance	B. change to plural	
stopped	(iii) -ed	C. a study of	
backward	(iv) -ward	D. change to superlative	
courageous	(v) -ous	E. change to past tense	
quietly	(vi) -ly	F. change to a noun	
toughest	(vii) -est	G. in a certain direction	
tomatoes	(viii) -es	H. change to adjective	

2. Fill in the blanks using words given in the brackets by adding suitable suffixes.

To communicate (i) \_\_\_\_\_ (effective), choose your words and topics (ii) \_\_\_\_\_ (wise). Avoid (iii) \_\_\_\_\_ (discuss) things you don't know much about or that could upset someone. Remember to be (iv) \_\_\_\_\_ (respect) towards others, including yourself, and express your (v) \_\_\_\_\_ (appreciate). Finally, always be (vi) \_\_\_\_\_ (response) by replying promptly to communicate.

II Read the highlighted words in the following sentences from the text.

- *But does anyone want to hear the things that you **say**?*
- *I can't **tell** you everything.*

Select the correct answer.

Is there a difference in the meanings of 'say' and 'tell'? (Yes/ No)

- *'Say' focuses on the message and does not always require a listener.*
- *'Tell' focuses on who receives the message and always needs a listener.*

1. Fill in the blanks with suitable words from the sets of words given in the box below. Make changes in the verb forms (tense), if necessary.

- fetch : go somewhere to get something and bring it back
- bring : take something with you to the place you are going
- see : something that we view, whether or not we pay attention
- look : focus your eyes in a certain direction by paying attention
- live : permanent place of residence
- stay : temporary presence in a location as a guest or visitor
- study : spend time learning something as part of formal education
- learn : gain knowledge or skill through study or experience
- speak : express thoughts or ideas aloud, often in formal situations
- talk : engage in informal conversation with someone
- hear : perceive sounds unintentionally through the ears
- listen : pay attention to sounds or speech intentionally



- (i) I \_\_\_\_\_ at the photo, but I didn't \_\_\_\_\_ anyone familiar.
- (ii) I'd better go and \_\_\_\_\_ my mother from the station, and then \_\_\_\_\_ her home.
- (iii) I need to \_\_\_\_\_ for my mathematics exam this weekend, so I hope to \_\_\_\_\_ new concepts along the way.
- (iv) I can \_\_\_\_\_ the music from my neighbour's house, but I need to \_\_\_\_\_ to it carefully to understand the lyrics.
- (v) "Could I \_\_\_\_\_ to Mrs. Kalpana, who is going to \_\_\_\_\_ to us about gardening," said Ritu.
- (vi) I \_\_\_\_\_ in a small town, but I often \_\_\_\_\_ with my relatives in the city.

III Read the following sentences from the text and underline the verbs.

- *They lived in London before.*
- *I met her in a shop and asked her to come.*

As you know, the verbs you have underlined are in simple past tense. (actions that happened in the past or distant past)

Read the following sentence from the text and underline the verb.

*She has been staying with them for a while.*

The verb you have underlined is in **present perfect continuous** tense.

We use **present perfect continuous** (has/have + been + verb + -ing) to indicate:

The duration of an action that started in the past and continues up to the present moment.

- Mrs. Shaw **has been preparing** the room since the morning for Mrs. Harding and Mrs. Lee's visit.

An action that was ongoing in the recent past, with its results evident now. The focus is on the ongoing activity rather than its completion.

- Mrs. Shaw **has been cleaning** the room since the morning. (The room looks spotless now.)
- The students **have been practising** a play about the story. (They are rehearsed and ready.)

1. Fill in the blanks using the verbs given in brackets in present continuous or present perfect continuous tense.

The students (i) \_\_\_\_\_ (organise) a play and setting up the stage. They (ii) \_\_\_\_\_ (prepare) for weeks to make everything perfect. The performers (iii) \_\_\_\_\_ (rehearse) every day, and their excitement (iv) \_\_\_\_\_ (grow). The sound in-charge (v) \_\_\_\_\_ (test) the microphones to check the sound quality. Everyone (vi) \_\_\_\_\_ (work) hard, and now the place (vii) \_\_\_\_\_ (buzz) with energy and excitement.

- IV Read the explanation about the kinds of sentences given in the table below.

Kinds of Sentences	Function	Punctuation	Examples from the text
Declarative sentences	to state or convey information	end with a full stop (.)	<i>There's always something to say.</i>
Interrogative sentences	to ask questions	end with a question mark (?)	<i>What shall I do when they want to go?</i>
Exclamatory sentences	to express strong feelings or emotions	end with an exclamatory mark (!)	<i>What beautiful children you have, Mrs. Harding!</i>
Imperative sentences	to give order, command or request	end with a full stop (.)	<i>Put that coat away in your bedroom.</i>

1. Identify the kinds of sentences and punctuate them appropriately.

- (i) the meeting starts at 10.00 a.m. in the conference room
- (ii) what an exciting adventure it was
- (iii) how did you solve the problem so quickly
- (iv) what is the weather forecast today
- (v) how beautiful is the rainbow
- (vi) clean up your room before dinner
- (vii) the children are planning a surprise party for their mom
- (viii) turn off the music



## Let us listen



I Mrs. Shaw wanted Mary to learn to say the right thing. You will listen to a conversation between a mother and her son about basic manners. As you listen, fill in the blanks given below by selecting the correct option. (Transcript for the teacher on pg. 89 )

1. How did the son behave in the grocery queue?

- (i) strangely                      (ii) impatiently                      (iii) politely



2. The mother finally refers to her son as a \_\_\_\_\_.

- (i) polite young man      (ii) responsible son      (iii) grateful person

II You will once again listen to the conversation. As you listen, select four **true** statements from 1– 7 given below.

1. The mother uses the grocery store incident as an opportunity to teach her son about patience and fairness.
2. The son recognises the value of apologising and understands that it shows he notices others.
3. The son is gradually learning the importance of polite words and actions from his mother's guidance.
4. The mother discourages her son from speaking softly in public, suggesting that people should adjust to his voice level.
5. The son feels that covering his mouth when coughing is only important when he's at home.
6. The son receives all advice readily while understanding its importance.
7. The mother uses praise to support the polite behaviours she wants her son to continue practising.



## Let us speak

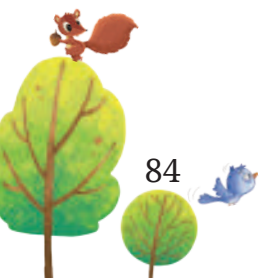
As you know

- **Intonation** is the rise and fall of the pitch of tone while speaking.

Let us learn about sentence stress.

- **Sentence** stress is laying emphasis on certain word(s) in a sentence.

→ The emphasis on particular words helps to convey the meaning and importance of the sentence.



→ **Content words** like book, run, beautiful, quickly, etc., are mostly stressed instead of **function words** like she, in, is, etc., in a sentence.

I Speak the given declarative sentence aloud.

*I saw **Mrs. Cotter** this afternoon.*

- Use falling intonation towards end of the sentence as declarative sentences usually have falling intonation.
- Stress the words 'Mrs. Cotter'.

Remember, stress does not mean to say the word louder than others. It means to say a word with more emphasis than others.

II Speak the following declarative sentences with falling intonation and stress the highlighted words.

1. **The room looks cleaner now.**
2. **You always talk too much.**
3. **You leave your clothes all over the house.**

III Work in pairs and speak the following sentences 1–5 aloud, as Mary. Apply stress and falling intonation. Match each of the sentences to the meaning they convey in (i)–(v).

### Sentences

1. I didn't hurt anyone today.
2. I **didn't** hurt anyone today.
3. I didn't **hurt** anyone today.
4. I didn't hurt **anyone** today.
5. I didn't hurt anyone **today**.

### Meaning conveyed

- (i) I might have done other things but did not hurt anyone.
- (ii) I might cause hurt usually, but not anyone on this day.
- (iii) The action of hurting anyone did not occur.
- (iv) I, specifically, did not hurt anyone, possibly implying someone else might have.
- (v) I may have spoken a lot many things but not a single person was hurt.





- IV Now, speak the given declarative sentence with rising intonation towards the end of sentence and stress the highlighted words.

*I saw **Mrs. Cotter** this afternoon.*

The rising intonation makes it sound like a question. It asks whether I was the person who actually saw Mrs. Cotter: Did I see Mrs. Cotter this afternoon?

### Remember

The way we use stress and intonation in a sentence can change the meaning of what we wish to say if we are not careful.



### Let us write

Rewrite the play 'Say the Right Thing' as a short story, focusing on Mary's interactions with her mother and the guests.

- Ensure the story captures the main events, character emotions, and humorous moments effectively.
- Use paragraphs to organise your story and include descriptive language to bring the characters and events to life.

You may refer to the following hints:

- Begin with an introduction: describe Mary and Mrs. Shaw, their relationship and the setting of the story.
- Explain Mrs. Shaw's instructions to Mary before the guests arrive and Mary's confidence in handling the situation.
- Narrate the events when Mrs. Harding and Mrs. Lee visit, highlighting Mary's remarks and the guests' reactions.
- Include key moments of humour and awkwardness to maintain the tone of the play.
- Conclude by commenting on how the visit ended and Mary's impact on the situation.

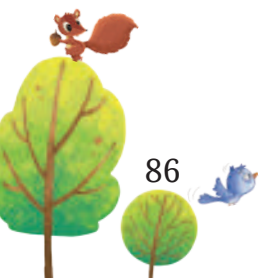


### Let us explore

- I Work in groups. Enact your favourite part of the play.

Points to remember:

- Allot a specific role to each member in the group.  
For example: director, narrator, and characters



- Include the actions and expressions as indicated in brackets in the play.

II Find out how people greet guests who visit their homes in different languages. Share it with your classmates and the teacher.

III 'Vasudhaiva Kuṭumbakam' (वसुधैव कुटुम्बकम्) is a Sanskrit phrase which means the world is one family. *Vasudha* (वसुधा) means Earth; *eva* (एव) translates to 'is thus' and *Kuṭumbakam* (कुटुम्बकम्) means 'family'. The phrase originates from ancient Indian texts like the *Maha Upanishad* and the *Hitopadesha*.

This saying highlights the interconnectedness of all people, suggesting that humanity is part of a single global family. It encourages unity, cooperation, and treating others with kindness and empathy, regardless of differences in nationality, race, or religion. The message is often used to promote global peace and mutual understanding among diverse cultures and nations. 'Vasudhaiva Kutumbakam' was chosen as the theme for the G20 Summit which captured the essence of global unity, common bonds, and shared aspirations for a better future.



## TRANSCRIPTS

### ANIMALS, BIRDS, AND DR. DOLITTLE



**Let us listen** (refer to page 55)

I You will listen to an announcement. As you listen, state whether the following statement is **true** or **false**.

Greetings and attention everyone!

We are excited to announce the opening of Dr. John Dolittle's new clinic in the town of Woodstock. The clinic is located at 12, Rose Lane. It will be open Monday to Friday from 9 a.m. to 5 p.m. Special timings for birds are on Saturdays from 11 a.m. to 2 p.m. Dr. Dolittle is renowned for his ability to communicate with animals and shall ensure that they receive the best care possible. All animals are welcome, from horses and cows to pets and wild animals. For the best veterinary care, visit Dr. John Dolittle's new clinic in Woodstock.

Thank you.

II You will listen to the announcement again. As you listen, complete the details given below with one or two exact words you hear.

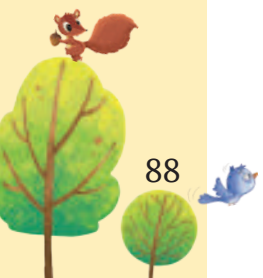
### A FUNNY MAN



**Let us listen** (refer to page 65)

I You will listen to a girl narrate a personal incident. As you listen, select the picture related to the narration.

Hello. This is quite a funny incident. One day, I was so preoccupied with preparing for my presentation. After a long day of studying at a friend's place, I finally came home. Exhausted, I removed my shoes at the door and headed straight to the kitchen for some



lunch. I served myself *dal-chawal* and ate it, still thinking about all the topics I needed to cover.

Once I finished my lunch, I got up to put my shoes away in my room and placed my plate in the kitchen. However, being so preoccupied, I ended up doing the opposite! I walked to my room with my plate in hand and left it on my desk. Then, I took my shoes and placed them in the kitchen!

As I stood there, confused, I realised what I had done. I couldn't help but laugh at myself. I shook my head, recovered my shoes from the kitchen and kept the plate in the kitchen.

- II You will once again listen to the girl narrate a personal incident. As you listen, arrange the events in order of occurrence.

### SAY THE RIGHT THING



**Let us listen** (refer to page 84)

- I Mrs. Shaw wanted Mary to learn to say the right thing. You will listen to a conversation between a mother and a son about basic manners. As you listen, fill in the blanks given below by selecting the correct option.

**MOTHER** : Why were you getting impatient in the grocery store?

**SON** : Was I really? I just didn't like waiting so long.

**MOTHER** : I know waiting can be boring, but remember, we always stand in queues and wait for our turn. It's fair for everyone, right?

**SON** : Hmm, I guess. Even if it takes a lot of time?

**MOTHER** : Well, that's when we practise patience. And when it's our turn, what do we say to the shopkeeper?

**SON** : We say, 'Thank you'. And 'Please' if we ask for something, right?

**MOTHER** : Yes! Those are polite words. Why do you think they're important?





- SON** : Maybe because they make people feel respected?
- MOTHER** : Exactly! It shows gratitude and kindness. And what about yesterday when you bumped into that lady with the blue sari?
- SON** : Oh, I said sorry right away. You always tell me it's important to apologise.
- MOTHER** : That's true. Why do you think it's important to apologise?
- SON** : Um... so people know I didn't mean to do it and that I care?
- MOTHER** : Yes, it shows you're responsible. And how about when we're in places like the library? What kind of voice should we use?
- SON** : Oh, I know this! We speak softly so we don't bother others.
- MOTHER** : Right again! It's called using an 'inside voice'.
- SON** : I know. I also know that we should cover our mouth when we yawn, sneeze or cough in a gathering or a public place.
- MOTHER** : Absolutely! You're getting really good at remembering these things. And when we talk at home or school, what should we do when someone else is speaking?
- SON** : We wait for our turn. It's not well-mannered to interrupt.
- MOTHER** : You've got it, Rohan. You're becoming a really polite young man.
- SON** : Thanks, Ma. So, do you think I'll be ready to handle the grocery queue next time?
- MOTHER** : Certainly! And maybe we can get some ice cream as a reward if you do it well.
- SON** : Deal! And... thank you!

II You will once again listen to the conversation. As you listen, select four **true** statements from 1–7 given below.

