

# QUALITY

## **[Working with the text]**

### **Question 1. What was the author's opinion about Mr Gessler as a bootmaker?**

**Answer:** The author seems highly impressed with the work of Mr Gessler. The boots made by Mr Gessler fits exceptionally well. They made only on orders and with best materials. They lasted long too.

### **Question 2. Why did the author visit the shop so infrequently?**

**Answer:** Because the boots made by Mr Gessler used to stay quite long. So the author no need to visit his shop frequently.

### **Question 3. What was the effect on Mr Gessler of the author's remark about a certain pair of boots?**

**Answer:** On hearing the author's remark on certain pair of boots, Mr Gessler looked at the author for a while as he was expecting him to take back his words. Then he said that may be the author had got them wet. He asked the author to bring those boots back to him, so that he will either repair or adjust the price of boots in the bills.

### **Question 4. What was Mr Gessler's complaint against "big firms"?**

**Answer:** Mr Gessler complained that the big firms were making money through marketing to attract customers through advertisements. They were not earning because of the quality of their work but because of the marketing only. And, because of this, small shops had to suffer loss of customers.

### **Question 5. Why did the author order so many pairs of boots? Did he really need them?**

**Answer:** No, the author did not really need so many pairs of boots. He wanted to help the bootmaker financially so he ordered so many of boots.

## [Working with language]

**Question 1. Study the following phrases and their meanings. Use them appropriately to complete the sentences that follow.**

look after: take care of

look down on: disapprove or regard as inferior

look in (on someone): make a short visit

look into: investigate

look out: be careful

look up: improve

look up to: admire

- (i) After a very long spell of heat, the weather is \_\_\_\_\_ at last.  
(ii) We have no right to \_\_\_\_\_ people who do small jobs.  
(iii) Nitin has always \_\_\_\_\_ his uncle, who is a self-made man.  
(iv) The police are \_\_\_\_\_ the matter thoroughly.  
(v) If you want to go out, I will \_\_\_\_\_ the children for you.  
(vi) I promise to \_\_\_\_\_ on your brother when I visit Lucknow next.  
(vi) \_\_\_\_\_ when you are crossing the main road.

**Answer:**

- (i) After a very long spell of heat, the weather is **looking up** at last.  
(ii) We have no right to **look down** people who do small jobs.  
(iii) Nitin has always **looked up** his uncle, who is a self-made man.  
(iv) The police are **looking into** the matter thoroughly.  
(v) If you want to go out, I will **look after** the children for you.  
(vi) I promise to **look in** on your brother when I visit Lucknow next.  
(vi) **Look out** when you are crossing the main road.

**Question 2: Read the following sets of words loudly and clearly.**

cot — coat

cost — coast

tossed — toast

got — goat

rot — rote

blot — bloat

knot — note

**Answer:** (To be done by student)

**Question 4: In each of the following words 'ch' represents the same consonant sound as in 'chair'. The words on the left have this sound initially. Those on the right have it finally. Speak each word clearly.**

choose	bench
child	march
cheese	peach
chair	wretch
charming	research

Underline the letters representing this sound in each of the following words.

(i) Feature	(iv) reaching	(vii) riches
(ii) Archery	(v) nature	(viii) batch
(iii) Picture	(vi) matches	(ix) church

**Answer:**

(iv) Fea <u>t</u> ure	(iv) rea <u>ch</u> ing	(vii) ri <u>ch</u> es
(v) Ar <u>ch</u> ery	(v) na <u>t</u> ure	(viii) ba <u>t</u> ch
(vi) Pic <u>t</u> ure	(vi) ma <u>t</u> ches	(ix) <u>ch</u> ur <u>ch</u>

## **[Speaking]**

**Question 1. Do you think Mr Gessler was a failure as a bootmaker or as a competitive businessman?**

**Answer:** Mr Gessler was an amazing bootmaker. His customers were highly satisfied with the quality of boots he made. But he was a failure as a competitive businessman because he did not have much money to spend on the advertisements.

**Question 2. What is the significance of the title? To whom or to what does it refer?**

**Answer:** The title "Quality" refers to the great quality of boots made by Mr Gessler. He was a great at it when it comes to quality. He was losing business but still never compromised on the quality of the boots he made. But for the big firms quality is never been a concern. They only focus on their advertisements to attract customers.

**Question 3 • Notice the way Mr Gessler speaks English. His English is influenced by his mother tongue. He speaks English with an accent.**

• When Mr Gessler speaks, p,t,k, sound like b,d,g. Can you say these words as Mr Gessler would say them?

It comes and never stops. Does it bother me? Not at all. Ask my brother, please.

**Answer:** (Student should try this)