

ENGLISH

CHAPTER 5: QUALITY



QUALITY

~Summary~

-by John Galsworthy

The lesson '**Quality**' written by **John Galsworthy** is about the **sad story** of the Gessler brothers who invested their lives in the art of **bootmaking**. The Gessler brother did their work with high quality and dedication. They were German immigrants who set up their business in the fashionable bystreet of London. The author had known him since his **childhood**. He was a loyal customer of Gessler.

The name Gessler Brothers was all that was written on Gessler's **signboard**. There were only a few pairs of boots on display as he did not make any ready-to-wear boots. He **designed** what the consumers wanted, and they (boots) never failed to fit. Gessler's boots were of exceptional quality. Furthermore, the Gessler brothers were confident in their **skills** and did not advertise their product.

According to the author, Gessler was the best bootmaker in London. He was always amazed by Gessler's handiwork. And, because of their (product's) **exceptional** quality, Gessler's boots lasted for an extended period. As a result, the author did not have the **opportunity** to visit Gessler's shop often. Once, the author inquired about the **difficulties** of the bootmaker's task, to which he answered with a smile that, 'it was an art'.

Another time, the author went into Gessler's shop wearing the boots he had bought from a big firm. Gessler noticed the author's boots and informed him that those were not his boots. Also, he pointed to a spot on the left boot where the author felt **uncomfortable**. He then spoke about big firms and explained to the author how those large firms **ruined** small businesses like Gessler's. The narrator felt terrible and ordered a pair of boots.

After two years, when the author visited Gessler's shop, he learnt that Gessler's elder brother was dead. Again, he ordered many pair of boots and went **abroad** after that.

When the author returned to London, he went to Gessler's shop and was **shocked** to see him looking old and worn, as if he had grown **fifteen years** in just a year. The author felt sorry for Gessler and ordered a variety of boots for him. A week after receiving Gessler's orders, the author went to Gessler's shop to thank him for his **excellent** boot design.

However, an **Englishman** attended the author instead of Gessler and told him that Gessler died of slow starvation since he never had time to eat because of his **hard work**. He also mentioned how, despite being the best bootmaker and working until the last minute, Gessler could not keep up with his competition. The story ends with a **depressing end**.

~Conclusion~

“That may be a bit flowery, as the saying is— but I know myself he was sitting over his boots day and night, to the very last you see, I used to watch him. Never gave himself time to eat; never had a penny in the house. All went in rent and leather. How he lived so long I don’t know. He regularly let his fire go out. He was a character. But he made good boots.” flowery: over-elaborate

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NCERT SOLUTIONS

Questions (Page No. 78) (Working with the text)

Answer the following questions.

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

Answer: The author was highly impressed with the work of Mr Gessler as a bootmaker. The boots made by Mr Gessler used to have an exceptional fit. They were made only on orders and had the best materials. They lasted so long.

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

Answer: The author visited the shop so infrequently because the boots made by Mr Gessler used to stay quite long.

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 about a certain pair of boots, Mr Gessler looked at the author for a while as if expecting him to take back his words. Then he said that may be the author had got them wet. He told the author to bring the boots back to him, so that he would 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 attracting customers by advertisements. They were not earning because of the quality of their work but because of the marketing. And, because of them, 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 ordered so many of them because he wanted to help the bootmaker financially.

Questions (Page No. 78-80)

(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

- a. After a very long spell of heat, the weather is _____ at last.
- b. We have no right to _____ people who do small jobs.
- c. Nitin has always _____ his uncle, who is a self-made man.
- d. The police are _____ the matter thoroughly.
- e. If you want to go out, I will _____ the children for you.
- f. I promise to _____ on your brother when I visit Lucknow next.
- g. _____ when you are crossing the main road.

Answer:

- a. After a very long spell of heat, the weather is **looking up** at last.

- b. We have no right to **look down** people who do small jobs.
- c. Nitin has always **looked up** his uncle, who is a self-made man.
- d. The police are **looking into** the matter thoroughly.
- e. If you want to go out, I will **look after** the children for you.
- f. I promise to **look in** on your brother when I visit Lucknow next.
- g. **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: Do it yourself.

Question 3: Each of the following words contains the sound 'sh' (as in shine) in the beginning or in the middle or at the end. First speak out all the words clearly. Then arrange the words in three groups in the table on page 80.

sheep trash marsh fashion

anxious shriek shore fish

portion ashes sure nation

shoe pushing polish moustache

Initial	Medial	Final

Answer:

Initial	Medial	Final
Sheep	Fashion	Trash
Shriek	Anxious	Marsh
Shore	Ashes	Fish
Sure	Nation	Polish
Shoe	Pushing	
	Moustache	

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:

(i) feature (iv) reaching (vii) riches

(ii) archery (v) nature (viii) batch

(iii) picture (vi) matches (ix) church

Questions (Page No. 80-82) (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.

He was a failure as a competitive businessman. He did not have much money to spend on the advertisements. Whatever he earned went into the raw materials and rent.

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 proficient at it. He would not let others even touch the boots until they got ready. He was a true perfectionist who believed in quality. He was losing business but still never compromised on the quality of the boots he made.

Quality is not much a concern for the big firms. They rely 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: Mr Gessler would have said the above statement like:

Id gomes and never sdobs. Does id bodder me? Not ad all. Asg my brudder please.

Question 4. Speak to five adults in your neighbourhood. Ask them the following questions (in any language they are comfortable in). Then come back and share your findings with the class.

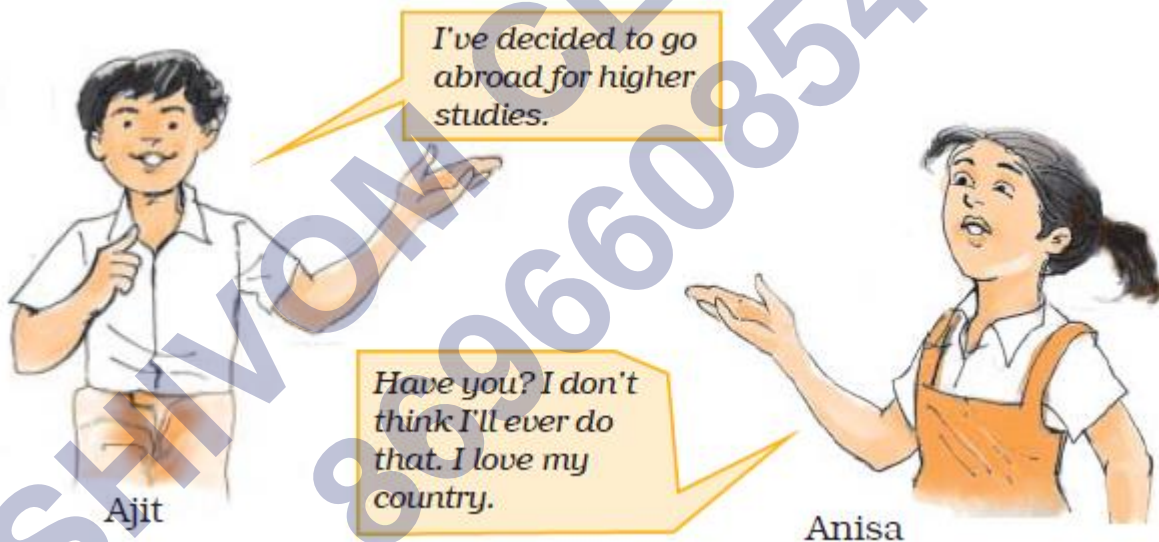
- a. Do they buy their provisions packed in plastic packets at a big store, or loose, from a smaller store near their house?
- b. Where do they buy their footwear? Do they buy branded footwear, or footwear made locally? What reasons do they have for their preference?

- c. Do they buy ready-made clothes, or buy cloth and get their clothes stitched by a tailor? Which do they think is better?

Answer:

- a. They buy their provisions packed loose from a smaller store near their house.
- b. They buy footwear made locally. They prefer the local ones because the branded ones are too expensive, and they don't like to spend too much on regular footwear.
- c. They buy both- the ready-made as well as the ones that are stitched by a tailor. If they want any customized stitch, then they prefer the one that is stitched by tailor.

Question 5. Look at the picture.



Let pairs of students talk to each other about leaving the country. One student repeats Ajit's statement. The other gives a reason for not agreeing with Ajit. The sentence openings given below should be used.

- If I leave this country, I'll miss...
- There are some things which you can get only here, for example...
- There are some special days I'll miss, particularly...

- Most of all I'll miss...because...
- I think it's impossible for me to leave my country because...
- How can you leave your own country except when...?
- Depends on one's intention. I can't leave for good because...
- Maybe for a couple of years...

Answer:

Ajit: I've decided to go abroad for higher studies.

Anisa: Have you? I don't think I'll ever do that. I love my country.

- If I leave this country, I'll miss my friends with whom I've played and spent so much time.
- There are some things which you can get only here, for example snacks that are particularly prepared here, our traditions, festivals, etc.
- There are some special days I'll miss, particularly festivals like Holi, Deepawali, etc.
- Most of all I'll miss my younger brother because we spent almost the entire day together.
- I think it's impossible for me to leave my country because I can't go away from my family and friends, and I can't go so far from them.
- How can you leave your own country except when there is truly no way you can stay here?
- Depends on one's situation. I can't leave for good because I can't even wonder how I will survive so far from my close ones.
- Maybe for a couple of years I can stay this far from home.

Questions (Page No. 82) (Writing)

Question 1. Based on the following points write a story.

- Your aunt has gone to her mother's house.
- Your uncle does his cooking.
- He is absent-minded.
- He puts vegetables on the stove.
- He begins to clean his bicycle outside.
- The neighbour calls out saying something is burning.
- Your uncle rushes to the kitchen.
- To save vegetables, he puts some oil on them.
- Unfortunately, it's machine oil, not cooking oil.
- What do you think happens to the vegetables?

Begin like this:

Last month my aunt decided to visit her parents...

Answer:

Last month my aunt decided to visit her parents. My uncle was alone at home and so he used to cook for himself. He was a little absent-minded. Once it so happened that he put vegetables on the stove and went outside to clean his bicycle. After some time, the neighbour called him out saying that something was burning. Uncle rushed inside. To save the vegetables, he put some oil on them. Unfortunately, it was machine oil and not cooking oil. The vegetables were not fit to be eaten now. Uncle had to throw it all away.