# <u>CLASS 11TH</u> <u>QUALITY – [JOHN GALSWORTHY]</u> ENGLISH

## Q1. How long had the narrator known Gessler brothers?

The narrator had known the Gessler brother from the days of his extreme youth. It was nearly at the age of fourteen or so that the narrator was promoted to one of the Gessler Brothers.

# Q2. "He would never have tolerated in his house leather ion which he had not worked himself". This shows that the shoemaker....

This shows that the shoemaker was a self- respecting man who was proud of his ability and talent to make exquisite shoes

### Q3. Pick out the sentences in the second paragraph which show that the Gesslers were excellent shoemakers.

The following sentences are a clear evidence about Gesslers being excellent shoemakers:

- i) 'It seemed so inconceivable that what he made could ever have failed to fit'.
- ii) 'He would have never tolerated in his house leather on which he had not worked himself'.
- iii) 'The pair of pumps, so in expressibly slim. The patent leather .....making water come into one's mouth.
- iv) 'those pairs could only be made by one who saw before him the soul of boots so truly were they prototypes incarnating the very spirit of all foot- gear.

### Q4. Making shoes was a work of art for Gesslers means:

It means that the Gessler brothers considered shoemaking an art and spent hours in producing shoes that were of the highest quality and of exquisite workmanship.

# Q5. How did the narrator differentiate between the two brothers? Who was the more skilled of the two? find a sentence from the lesson to illustrate this?

According to the narrator, the younger of the Gessler brother with crinkly face and crinkly and reddish hair and beard. His eyes were grey-blue and had in them the simple gravity of high values and principles. His elder brother was so very like him but watery and paler.

"His eyes were grey blue and had in them the simple gravity of one secretly possessed of the ideal".

### Q6. Why does the narrator compare the atmosphere of the shop to that of a church?

The narrator compares the atmosphere of the shop to that of a church to highlight Sincerity and the work culture combined with utmost devotion to which Mr. Gessler was wedded as a shoemaker. His shop was the church where he served his customers without any selfish motives.

## Q7. The narrator says that the boots 'lasted terribly'. Is it a compliment or criticism'? Explain.

The narrator says that the boots 'lasted terribly'. It is a definite compliment. The narrator actually praises the quality of boots. This line clearly brings out the durability of the shoes made by Mr. Gessler.

# Q8. "..... and I would continue to rest in the wooden ......" why did the narrator have to rest in the chair? What was the incense of his trade?

The narrator had to rest in the chair because he had no choice to go to the shop as one usually goes to other shops in a mood of "please serve me and let me go" the narrator had to enter the shop as one enters a church and sit on the single wooden chair and wait for there was never anybody in the shop. The narrator is referring to the smell of leather as the incense of Mr. Gessler's trade.

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## Q9. On one occasion the shoe maker offered to take back the narrator's shoe. Why did he do so?

The narrator told Gessler that the pair of town walking boots creaked. The shoemaker said that they shouldn't have done so. He, however, offered to take them back if he could do nothing to them because he thought it to be a reflection on his professional skill.

## Q10. 'Dose big virms' are no self respect. Who said this? Who were the big firms ......

This statement was spoken by Mr. Gessler, a shoe-maker who produced excellent and exquisite shoes with devotion and diligence and the big 'virms' he was referring to were the big firms or factories which made shoe-making an industry and with whom quality and customer satisfaction mattered much less. He spoke such word to expose the self-ulterior motives of those industrialists with whom monetary profits meant more than their self-respect and customer's comfort.

# Q11. What were the changes that the narrator observed when he visited the shoemaker's shop after two years? Why had he not visited him for such a long time?

The narrator observed that outside one of the two little windows of Gessler's shop another name was painted, also that of a boot maker. The old pair of boots was huddled in the single window. Inside it was then a contracted well and even darker than ever. The narrator had not visited the shoemaker's shop for a few years owing to the fact that the shoes got made lasted more terribly than ever.

### Q12. Why did the narrator order three pairs of shoes when he wanted only two?

The narrator actually wanted only two pairs of shoes but ordered three after coming to realise that the shoe maker had lost half of his shop owing to the fact that his business was getting too different to carry on. He did it in cognizance of the shoe- makers' financial emergency.

#### Q13. Why was the narrator shocked to receive the bill for his shoes?

The narrator was shocked to receive it for the time along with the parcel of shoes which was quit unusual for Gesslers wouldn't send it till quarter day.

#### Q14. What were the reasons that led to the death of the younger of the Gessler Brothrs?

The younger of the Gessler brothers could not tackle with the pressures of his declining business and financial constraints and ultimately died of slow starvation.

## Q15. Why did the Gessler brothers lose customers even though they made the best shoes in town?

The Gessler brothers made the best shoes in the town even though lost customers. It was owing to industrialization that made people resort to prompt services rather than the quality and durability of the product. As Gesslers wouldn't compromise on quality and make shoes with devotion which naturally called for time and the seekers of prompt services stopped buying shoes from them.