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2010 මාර්තු විභාගය

විභාග දිනය : 13 මාර්තු 2009
විභාග වේලාව : ප.ව. 1.30 - ප.ව.4.30

පිටු ගණන : 04
ප්‍රශ්න ගණන : 08

Instructions to Candidates

1. Time allowed is **three (3) hours**.
2. Answer **all** questions.
3. The answers should be given in the **English** Language only and written in the **Answer Booklet**.

<u>Subject</u>	<u>Subject Code</u>
Business Communication I - English Language	(BC I / 514)

Section 1 – SPEECH SKILLS

Question No. 1 (15 Marks)

Given below are the questions of a customer (Cus.). The answers of the salesman (S.M.) are given under it in jumbled order. Write the correct answers and write the conversation, in the answer booklet.

- (a) Cus. : Do you sell all types of electrical appliances?
S.M. :
- (b) Cus. : I want a table fan. Do you have any?
S.M. :
- (c) Cus. : What is the best brand you have?
S.M. :
- (d) Cus. : Don't you have local brands?
S.M. :
- (e) Cus. : Can I have a look at that?
S.M. :
- (f) Cus. : How much is the Japanese fan?
S.M. :
- (g) Cus. : Anything special in the Japanese fan?
S.M. :
- (h) Cus. : Aren't there any English makes?
S.M. :
- (i) Cus. : Is there a guarantee period for that?
S.M. :
- (j) Cus. : OK, give me that. You can give me a discount. Can't you?
S.M. :

1. It's Rs.3,000/-. It has many extras.
2. It has one year warranty.
3. We have Sony that is Japanese, KDC that is Indian and Chinese also.
4. It has four speeds and a timer.
5. Yes we have any type.
6. I'll give you a 5% less.
7. Sorry its not available ex-stock.
8. Why not we have DCL. That is a good fan.
9. Oh yes, we have three brands.
10. We have Philips, that is English.

(1 ½ Marks × 10 = Total 15 Marks)

Question No. 2 (10 Marks)

Write the sentences in the answer booklet the most suitable phrase, from those given in the list.

On the way home

Within a short distance

After office hours

During peak hour

According to instructions

- (a) When you work you can claim overtime.
- (b) Mr. Suraweera fell off his motor cycle of traffic.
- (c) Many ladies do marketing
- (d) they had accept the appointment within a week.
- (e) The bus met with an accident of the terminus.

(5 × 2 Marks = Total 10 Marks)

Section 2 – READING AND COMPREHENSION

Question No. 3 (15 Marks)

Read the following passage and answer the questions given below:

In Model Town there are branch offices of 16 banks, more than 25 registered business establishments, four insurance companies and a branch office of an International Banking Corporation. The telephone service has been recently expanded by the installation of a new digital system and hence businesses will have no difficulty in obtaining telephone connections. Model Town has infrastructure facilities to meet all travel requirements. The international airport is within 19 kilometers from the city centre. The train service has both intercity and local express trains. Express buses run from the coach station to any part of the country. Model Town Business Information Bureau located in the centre of the city, offers a range of services to match the needs of businesses. Advice and guidance on locations, recruitment and marketing is available in addition to highly qualified and experienced translators and interpreters. The centre is the largest and best equipped in the country. Around 30 international trade fairs are held at its premises annually. For visitors to the Model Town there is a wide selection of hotels as well as numerous restaurants and facilities.

Answer the following questions:

- (a) Altogether, how many business establishments are found in Model Town?
- (b) What has made it possible to get telephone lines quickly?
- (c) List the facilities available to develop the tourist industry.
- (d) List the services available at the Business Information Bureau.
- (e) Where are the International Trade Fairs held?

(5 × 3 Marks = Total 15 Marks)

Section 3 – PRACTICAL GRAMMAR

Question No.4 (10 Marks)

Each of the following sentences has an error. Write the corrected sentences in your answer booklet.

- (a) A meeting were held yesterday to elect members to the working committee.
- (b) A friend of mine met with an accident while he cross the road.
- (c) The sick child was looked after by her mother everyday.
- (d) My sister did not have a job earlier, but now she found employment in a bank.
- (e) Why is you always finding fault with me?
- (f) A train arrived at the station every day bringing mail.
- (g) April is hot and too is August.
- (h) The thief that escaped caught by the police.
- (i) She sat among her father and mother.
- (j) Daily Mail is a best newspaper than the Evening Post.

(10 × 1 Mark = Total 10 Marks)

Question No. 5 (10 Marks)

- (a) Re-write the following sentences changing active to passive and passive to active speech.
 - (i) Liquor can be sold in shops only with a permit.
 - (ii) A heavy roller was used to crush metal.
 - (iii) The Electricity Board prepares the customer's bills every month.
 - (iv) The fisherman caught a big fish using a hook and line.
 - (v) The inaugural speech was delivered by the Prime Minister.

(5 × 1 Mark = 5 Marks)

- (b) Re-write the following sentences using adverbial phrases of similar meaning instead of the underlined adjectives.

An example is done for you is as follows:

They have a new house.

They have a newly built house.

- (i) The salesman had a successful tour.
- (ii) The business had a remarkable income during the festival season.
- (iii) He is a very skillful worker.
- (iv) The patient was given careful attention in the emergency ward.
- (v) The facilities provided for the visitors were poor.

(5 × 1 Mark = 5 Marks)

(Total 10 Marks)

Question No.6 (10 Marks)

Change the expressions of the speaker to reported speech:

- (a) Ruwan said “Jagath I have won a lottery ticket”.
- (b) My mother said “Son, lunch will be ready in ten minutes”.
- (c) The boss asked Thilak “Why are you late today?”
- (d) The salesman showed an umbrella and asked my sister “Is this yours?”

(5 × 2 Marks = Total 10 Marks)

Section 4 – WRITING SKILLS

Question No. 7 (15 Marks)

A camera you purchased recently from QR agency is not working properly. Its guarantee period has eight moiré months. Write a letter to the QR agency explaining the fault, attaching copies of the guarantee certificate and requesting them to attend to it soon since you have to use it as a function.

(Total 15 Marks)

Question No. 8 (15 Marks)

Write an essay on one of the following topics:

- (a) New trends in banking.
- (b) Advantages of advertising.
- (c) Super Market Shopping.

(Total 15 Marks)

End of Question Paper
