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2009 සැප්තැම්බර් විභාගය

විභාග දිනය : 12 සැප්තැම්බර් 2009
 විභාග වේලාව : ප.ව. 1.30 - ප.ව.4.30

පිටු ගණන : 05
 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 answers of a travel agent (T / A). The questions asked by a customer (Cus.), are given under it in jumbled order. Write the correct answers of the conversation, in the answer booklet.

- Telephone rings.....
 T / A : Hullo.
- (a) Cus. :
 T / A : Yes. Star line travels here!
- (b) Cus. :
 T / A : Oh yes to all countries except the moon.
- (c) Cus. :
 T / A : When do you hope to go?
- (d) Cus. :
 T / A : We can arrange one for you, but how about September, we have a set tour.
- (e) Cus. :
 T / A : Why not, it's much cheaper.
- (f) Cus. :
 T / A : It is five nights in China.
- (g) Cus. :
 T / A : Bed and breakfast in all five star hotels.
- (h) Cus. :
 T / A : Why not? It's a major attraction.
- (i) Cus. :
 T / A : It is hundred and sixty thousand per head.
- (j) Cus. :
 T / A : Please pay 10% advance.
- (k) Cus. :

1. Will that be cheaper than a special tour?
2. How long is the trip?
3. I want to know whether you have set tours to any country.
4. That'll be OK by me. How about accommodation?
5. How about August?
6. OK, Can you book me two seats?
7. Is the Great Wall included in your visits?
8. Hullo is that the travel agency.
9. I want to go on a tour to China.
10. What is the cost per passenger?

(Total 15 Marks)

Question No. 2 (10 Marks)

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

Picked up Put off Held up Let down Jump at

1. Many trainees the proposal to appoint them to their home areas.
2. The term end concert was as a result of the floods.
3. The identity card she lost was..... by one of her batch mates.
4. An unidentified gang our bus and relieved the passengers of all money and jewelry.
5. We were badly by some of the lecturers who did not cover the syllabus well.

(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:

The Newspaper production process has come a long way from the old days when the paper was written, edited, typeset, and ultimately printed in one building with the journalists working on the upper floors and the printing presses operating on the ground floor. Now a days the editor, sub editors and journalists who put the paper together are likely to find themselves in a totally different building or may be even in a different city. This is the situation, which now prevails in Sydney, Australia. The daily paper is compiled at the editorial head quarters, known as the pre press center, in the heart of the city, but printed far away in the suburbs, at the printing center. Here human beings are in the minority, as much of the work is done by automated machines controlled by computers.

Once the finished newspaper has been created for the next morning's edition, all pages are transmitted electronically from the pre press center to the printing center. The system of transmission is an update on the sophisticated page facsimile (fax) already in use on many other newspapers. An image setter at the printing center delivers the pages as film. Each page takes less than a minute to produce, although for colour pages four versions are used, one each for black, cyan, magenta and yellow. The pages are then processed into photographic negatives and the film is used to produce aluminium printing plates ready for the presses.

Answer the following questions:

- (i) How many processes were involved in the news paper production in the old days?
- (ii) Where were the editor and his staff working in Australian Newspapers located?
- (iii) What is the situation you can find in Sydney which prevails now?
- (iv) What is the name given to the editorial head quarters?
- (v) Where do you find the printing centre?
- (vi) Where are the human beings a minority?
- (vii) How does the editorial board send the edited pages to the printing centre?
- (viii) How many colours are used for a colour print? What are they?
- (ix) How long is the production time of a page?
- (x) What metal is used to produce the printing plates?

(10 × 1½ Marks = Total 15 Marks)

Question No. 4 (10 Marks)

Read the following information picked up from a travel brochure and complete the travel itinerary given below:

Sterling Travels is an established travel agency in Colombo. In addition to its foreign tours it also arranges weekend luxury excursions for local tourists to a number of interesting places in Sri Lanka.

In September it has arranged three such excursions. The first is to Anuradhapura on the 5th and 6th. Second is to Ampara on the 13th and 14th and the next is to Yala on the 20th and 21st.

The trip to Anuradhapura will cost Rs.2,500/- per person, with one night at Nuwarawewa Hotel. Special offer to Mihintale. Ampara excursion will cost Rs. 3,000/- per person and the night will be at the Inginiyagala Guest Inn. This will also cover the cost of boat trip in the Senanayaka Samudra. The cost of Yala Safari will be Rs.3,500/- including a jeep ride inside the park. Accommodation provided at the Ruhuna Jungle Safari.

For further details contact Charika on 237615.

Travel Itinerary

Dates	Place	Cost	Night out	Special feature
1.	Anuradhapura	2.	Nuwarawewa	3.
13 th & 14 th	4.	Rs.3,000/=	5.	Boat ride
6.	Yala	Rs.3,500/=	7.	8.

Contact person **9.**

Telephone **10.**

Your answers 1 to 10 should be written in the answer booklet.

(Total 10 Marks)

Section 3 – PRACTICAL GRAMMAR

Question No.5 (10 Marks)

Each of the following sentences has an error which is underlined. Write the correct sentences in your answer booklet.

- (1) Many boys did not wrote the last essay.
- (2) Hema has purchase a new dress.
- (3) Somebody are in the next room.
- (4) A flock of birds ate the rice paddy every day.
- (5) All patients in the hospital is suffering from flu'.
- (6) Two photocopy machines have been send for repairs.
- (7) Both Sena and Mala could not here the answers.
- (8) The second face of the project were now complete.
- (9) Hindi, Japanese, French, and Tamil is taught in the campus last year.
- (10) National Online Distance Education System is help educating rural students.

(Total 10 Marks)

Question No. 6 (15 Marks)

- (a) Re-write the following sentences in active speech.
- (i) Ten scholarships were granted to the first ten students of the A/L exam.
 - (ii) A new boys' hostel was opened by the minister last month.
 - (iii) The lorry that fell into a precipice was driven by a learner driver.
 - (iv) A news letter will be produced by the first year student.
 - (v) All the goods must be sold in the open market.

(5 × 2 Mark = 10 Marks)

- (b) Complete the following sentences using the correct form of the verbs given below:
An example is done for you is as follows;

Know Listen Cut Count Drive Buy

E.g. Sarath drives cars, but he does not drive lorries.

- (i) Prasad to Sinhala songs, but he does not to English songs.
- (ii) The cashier the notes, but he did not the coins.
- (iii) Visaka to speak in English, but she does not to write.
- (iv) The doctor a new car, but he did not a new house.
- (v) The men down the coconut trees but the could not the jak tree.

(5 × 2 Mark = 10 Marks)

Section 4 – WRITING SKILLS

Question No. 7 (15 Marks)

You have a friend employed in a foreign country who has requested you to join him. Write a letter to him asking for the following information.

1. Demand for jobs in the field of your choice
2. Salary and other financial benefits
3. Living cost

(Total 15 Marks)

Question No. 8 (15 Marks)

Re-write in the answer booklet, each of the following sentences in another way, beginning with the words given. Make any changes necessary but do not change the meaning.

- (a) On the day of the elections three policemen entered the office without waiting for a request to enter.
Three policemen
- (b) The thief was identified by two people, the servant of the house and a neighbour.
Two people
- (c) Many tourists, sight seers, and pilgrims came to visit the temple at the top of a hill near the sea.
The temple
- (d) On the day of the perahera many elephants were brought from many areas in the country in addition to the tusker of the Maligawa.
Not only
- (e) Seventy have applied for the new Diploma in Management that was introduced last year.
There are

(5 × 2 Mark = Total 10 Marks)
End of Question Paper
