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Serial No.....

Institute of Certified Management Accountants of Sri Lanka
Operational Level
October 2017 Examination

Examination Date : 28th October 2017 **Number of Pages :** 05
Examination Time: 1.30 p:m. – 4.30 p:m. **Number of Questions:** 08

Instructions to Candidates

1. Time allowed is **three (3) hours.**
2. Total: **100** Marks
3. Answer **all** questions.
4. The answers should be given in **English Language.**

<u>Subject</u>	<u>Subject Code</u>
Business English II	(BE II / SK 2- 205)

Question No.1 (15 Marks)

Write down two questions one for the (a) subject and one for the (b) object of the following statement. An example is done for you.

Example:- **The secretary returned the call.**

Answer: - a. ***What did the secretary do?***
b. ***Who returned the call?***

- (a) Manjula was selected as the best employee of the month.
- (b) The presentation lasted for two hours.
- (c) Rizan and Febri have to wait for one hour for the interview.
- (d) Johann is reading his mail on his tab.
- (e) The next petrol shed is about two kilo metres from here.
- (f) Mahishi is not very efficient but she is kind to people.
- (g) Martini is a cocktail made using gin, vermouth, and orange bitter.
- (h) The HR Manager is thinking of arranging a staff trip next week.
- (i) There's going to be a *pirith* chanting ceremony at the CMA office next week.
- (j) The new office aide is a six footer.

(10 × 1 ½ Marks = Total 15 Marks)

Question No.2 (05 Marks)

Write the numbers 1 to 10 in your answer booklet and fill the gaps in it with the correct preposition from the given list below. (*The same preposition may be used more than once*).

The US, the world's third largest country both [1]..... size and population, is a multicultural mosaic of 300 million people [2]..... mixed race and heritage. Yet, despite this ethnic and cultural diversity the US still exhibits a distinct business culture. An important aspect [3]..... US culture is the American Dream: the widespread belief that every individual can succeed and prosper financially by working hard. This idea contributes [4]..... a strong work ethic and [5] a system that is merit based. The repercussions [6] this belief in US work life are long work hours and frequent overtime, as well as a clear distinction [7] management and subordinates. In addition to a strong work ethic, American business culture is also characterized by a heavy emphasis [8] individual initiative and achievement. Personal competence, professionalism and accountability [9] individual performance are highly valued. This leads [10] a work culture where superiors are only consulted when (absolutely) needed and where most business is carried out autonomously.

to	between	on	of	in	through
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(10 × 1 Mark = Total 10 Marks)

Question No.3 (10 Marks)

For each question select suitable word from the four words given below to fill in the blanks and write its English letter (a, b, c, or d) in the booklet provided.

- (1) _____ Majority of the students at the Accountancy Department do not respond positively to the English lecturer.
(a) This (b) a (c) The (d) An [.....]
- (2) Neither Ranjith nor Suwimalee _____ where the building site is.
(a) know (b) knows (c) knowing (d) knowed [.....]
- (3) What did you say your name _____?
(a) was (b) is (c) were (d) be [.....]
- (4) The supervisor warned us that the quality of this data _____ going to be very poor.
(a) was (b) are (c) be (d) were [.....]
- (5) Amila will _____ a movie with her colleagues tonight.
(a) be watching (b) to watch (c) watching (d) watched [.....]
- (6) I asked the HR Manager to take _____ against the insubordinate officer.
(a) action (b) actions (c) acting (d) acted [.....]
- (7) There are only _____ people in the cinema. There are plenty of seats.
(a) much (b) many (c) a little (d) a few [.....]
- (8) How did Suresh _____ to know about the exam?
(a) get (b) got (c) getting (d) had got [.....]

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- (9) By this time next week, I _____ on this project for twenty days.
 (a) will work (b) will have worked (c) worked (d) have worked [.....]
- (10) Dr. Anista was _____ to the auditorium by the office aide.
 (a) drive (b) drove (c) driving (d) driven [.....]
- (10 × 1 Mark = Total 10 Marks)**

Question No.4 (10 Marks)

The words given in brackets in the following paragraph have words similar in meaning to the words in the list below. Select the most suitable word and write in your answer booklet against the number. There are two extra words.

Flexible work programs are work arrangements wherein (1) (workers) are given greater scheduling (2) (liberty) in how they fulfill the (3) (responsibilities) of their positions. The most commonplace of these programs is flextime, which gives workers far greater (4) (flexibility) in terms of the time when they begin and end work, provided they put in the (5) (entire) number of hours (6) (necessary) by the employer. Other common flexible working arrangements involve telecommuting, job-sharing, and compressed work weeks.

Supporters of flexible work programs hail them as important (7) (acknowledgment) of the difficulties that many employees have in balancing their family obligations and their work duties, and they note that such programs can make a (8) (business) more attractive to prospective employees. Critics (9) (challenge), however, that while flexible employment initiatives do (10) (try) to redress some long-time inequities in the work life-family life balance, ill-considered plans can have a deleterious impact on a company.

attempt	leeway	complete	contend	company	flexible
recognition	obligations	required	fashionable	freedom	employees

(10 × 1 Mark = Total 10 Marks)

Question No.5 (10 Marks)

- (a) Form complex sentences using the flowing groups of simple sentences. Add subordinating conjunctions and rearrange the order of the sentences when necessary. Write the answer in your answer booklet.

Example: The class could not decide what to do. They asked the teacher's advice.

Answer: Because the class could not decide what to do, they sought the teacher's advice.

- (i) The lawyer read the section so rapidly. The staff could not understand him.
- (ii) I started going to class regularly. I performed poorly on the weekly quizzes.
- (iii) Manjuli had a ten-page paper to write. Manjuli went to the movies with friends.
- (iv) John Steinbeck became a famous writer. John Steinbeck was previously a maintenance man.

(4 × 1 Mark = 04 Marks)

- (b) The following sentences are not in order. Write the English letter (a, b, c...) in your answer booklet **in the correct order** to produce well organized paragraphs.
- (i) In the past five years over 3,000 bank branches have closed in Britain.
 - (ii) This is partly because of the introduction of new technology in the last ten years.
 - (iii) The way we use banks is currently changing.
 - (iv) At the same time banks are being reorganized in ways that affect both customers and staff.
 - (v) The personal computer and the internet, for instance, allow customers to view their accounts at home and perform operations such as moving money between accounts.
 - (vi) The banks have discovered that staffing call centres is cheaper than running a branch network.

(6 × 1 Mark = 06 Marks)
(Total 10 Marks)

Question No.6 (10 Marks)

Select a word from the given list to fill each blank in the passage below. Prepare a numbered list from 1 to 5 in the answer booklet and use it to state the word you have selected for each number. There are two extra words.

I am writing this (1) _____ because I couldn't get anywhere by talking to the manager of your store. Apparently, she never heard of the old saying, "The customer is always (2) _____."

It all started in May when I returned the DooDad Plus to your "customer service" (3) _____ because it was missing a part. This guy in (4) _____ service was not exactly the sharpest knife in the drawer, but he spent about half an hour tapping on his (5) _____ and eventually told me that the missing part should arrive from the warehouse in three to five days.

computer	sample	department	apartment
customer	letter	right	

(5 × 2 Marks = Total 10 Marks)

Question No .7 (20 Marks)

Read the following passage and answer the questions that follow in your answer booklet.

Trade was the mainstay of the urban economy in the Middle East, as caravans negotiated the surrounding desert, restricted only by access to water and by mountain ranges. This has been so since ancient times, partly due to the geology of the area, which is mostly limestone and sandstone, with few deposits of metallic ore and other useful materials ancient demands for obsidian (a black volcanic rock useful for making mirrors and tools) led to trade with Armenia to the north, while jade for cutting tools was brought from Turkistan, and the precious stone lapis lazuli was imported from Afghanistan. One can trace such expeditions back to ancient Sumeria, the earliest known Middle Eastern civilization.

Reliance on trade had several important consequences. Production was generally in the hands of skilled individual artisans doing piecework under the tutelage of a master who was also the shop owner. In these shops differences of rank were blurred as artisans and masters labored side by side in the same modest establishment, were usually members of the same guild and religious sect, lived in the same neighborhoods, and often had assumed (or real) kinship relationships. The worker was bound to the master by a mutual contract that either one could repudiate, and the relationship was conceptualized as one of partnership.

This mode of craft production favored the growth of self-governing and ideologically egalitarian craft guilds everywhere in the Middle Eastern city. These were essentially professional associations that provided for the mutual aid and protection of their members, and allowed for the maintenance of professional standards. The growth of independent guilds was furthered by the fact that surplus was not a result of domestic craft production but resulted primarily from international trading; the government left working people to govern themselves, much as shepherds of tribal confederacies were left alone by their leaders.

(Adopted from TOEFL reading passages)

Answer the following questions.

- (a) What does Middle East's urban economy depend on?
 - (b) What features of the dessert did the caravans have to negotiate?
 - (c) What is obsidian used for?
 - (d) Name two countries with which the ancient Middle Eastern people engaged in trade.
 - (e) What is the earliest known civilization in the Middle East?
 - (f) Who trained the artisans in the production process?
 - (g) State two unique features of master-artisan relations in ancient Middle Eastern shops.
 - (h) How was the contract between the worker and the master conceptualized?
 - (i) State two benefits offered by the guild system in ancient Middle East.
 - (j) What feature further promoted the development of independent guild systems?
- (10 × 2 Marks = Total 20 Marks)**

Question No .8 (20 Marks)

Write a composition of **300** words on **one** of the following topics on your answer booklet:

- (a) Advertisements focus too much on perfect body shapes.
- (b) 21st century education and technology.
- (c) The closure of private educational institutions will widen inequality in society.

(Total 20 Marks)
End of Question Paper
