

EASTERN UNIVERSITY OF SRI LANKA
EXTERNAL STUDIES
FIRST EXAMINATION IN BACHELOR OF BUSINESS ADMINISTRATION /
COMMERCE – 2000/2001 [REPEAT]

CC: 112 – ENGLISH

Index No:

Time:03 hours

Answer all questions on this paper itself.

For Examiner's use only:

Question Number	Marks Obtained	Maximum Marks
01	10
02	15
03	10
04	10
05	10
06	10
07	10
08	15
09	10
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Total	_____	<u>100</u>

Examination's Name :

Examiner's Signature :

Date :

Q. 01. Join the two halves of these sentences so that they make good sense. Write the correct letter in the brackets.

- | | | | |
|-----|----------------------------------|---|---|
| 1. | Please reply as soon as possible | [|] |
| 2. | Please reply at once | [|] |
| 3. | We cannot confirm the order | [|] |
| 4. | I shall be able to confirm this | [|] |
| 5. | Please check my in-tray | [|] |
| 6. | I usually telephone | [|] |
| 7. | I often choose to write | [|] |
| 8. | I never sign a letter | [|] |
| 9. | You can start a side business | [|] |
| 10. | Work hard for your firm | [|] |

- a. then you can get a good name.
- b. if you want to manage house expenses.
- c. before I have read it through.
- d. although a phone call is quicker.
- e. in order to save time.
- f. while I am away at the conference.
- g. when I have consulted our works manager.
- h. until we have checked our stock position.
- i. so that we can order the supplies we need.
- j. because we do not have sufficient stocks.

[10 x 1 = 10]

Q. 02. Fill in the blanks with the suitable words selecting from the list given below.

1. _____ class is cheaper than business or club.
2. You can _____ a car at the airport.
3. You can _____ to a connecting flight without reclaiming your luggage.
4. He has _____ his trip to the USA till next month.
5. What is the best _____ to the city center?
6. An American asks for the check, a British person asks for the _____.
7. The _____ is cheaper than choosing dishes from the menu.
8. After the main course you can have a _____.
9. I'm attending a _____ in Geneva next month.

10. Can you get a _____ to help us with this Japanese document, please?
11. Our visitor doesn't speak English, so we'll need an _____.
12. How many _____ will there be altogether at the congress?
13. What time do you have to _____ for your flight?
14. The annual _____ is held in a different city each year.
15. A charter flight is less expensive than a _____.

1. scheduled flight	2. convention	3. check in	4. delegates
5. interpreter	6. translator	7. conference	8. dessert
9. set meal	10. bill	11. route	12. postponed
13. transfer	14. hire	15. economy	

[15 x 1 = 15]

Q. 03. Fit these conjunctions into the gaps. You can use a conjunction more than once.

if, in case, unless, until, when

1. We are unable to supply the goods _____ we receive payment in advance.
2. A spare axle is provided _____ one is damaged during routine use.
3. The machine should not be modified _____ a service engineer is present.
4. The filter should be changed _____ the unit has been in operation for two months.
5. The red light will come on _____ the machine overheats.
6. The machine should not be touched _____ it has cooled down.
7. There's a first aid box _____ someone hurts themselves.
8. The red light will not go out _____ the green switch has been pressed.
9. He cannot confirm the order _____ he has checked the stock position.
10. You can get a good name _____ you work hard.

[10 x 1 = 10]

Q. 04. Fill the gaps in these sentences with a suitable verb or noun-preposition selecting from the list given below.

1. He was _____ a gold watch when he retired.
2. We've been _____ them over this since January.
3. We expect to _____ a large _____ this deal.
4. We may have to _____ them to agree to our demands.
5. We have just _____ a new computer system _____ one of the major suppliers.
6. Unfortunately, there is a _____ technical information about these new processes.
7. What _____ our customers are completely satisfied with our product?
8. I _____ having to pay a handling charge to the freight forwarders.
9. Their firm has just _____ Apollo International.
10. Will you please _____ us _____ any change to the shipping date?

- | | |
|------------------------------|------------------|
| 1. placed an order for, with | 6. lack of |
| 2. put pressure on | 7. proportion of |
| 3. make, profit on | 8. object to |
| 4. negotiating with | 9. merged with |
| 5. presented with | 10. notify, of |

[10 x 1 = 10]

Q. 05. Decide what question prompted the given replies below and write in the blanks.

1. How _____?
Lost my job? I suppose I'd feel very upset.
2. How _____?
Promoted? Oh, I'd certainly be very pleased.
3. What _____?
Work in America? I'd try to improve my English as quickly as possible.
4. Where _____?
A lot of money? I'd go on a world cruise, I think.
5. What _____?
My own company? I'd pay everyone fairly and treat them as equals.

Replies

1. would you do if you owned your own company?
2. would you go if you won a lot of money?
3. would you do if you were going to America to work?
4. would you feel if you were promoted?
5. would you feel if you lost your job?

[5 x 2 = 10]

Q. 6. Underline the correct alternatives in these sentences.

1. [Eat / Eating / To eat] the local food and [drink / drinking / to drink] the local wine made me feel ill the next morning.
2. We were very annoyed [find out / finding out / to find out] that customs formalities took so long.
3. I'm afraid I didn't remember [post / posting / to post] the letter.
4. I try [avoid / avoiding / to avoid going] abroad during the summer.
5. On the way to my hosts house I stopped [buy / buying / to buy] some flowers.
6. After a long day, I was looking forward to [have / having/ to have] a drink, a shower and a rest.
7. If you go to live in another country it can take a long time [get / getting / to get] used to the way of life.

8. Have you managed [get / getting / to get] me a seat on tomorrow's flight?
9. We intend to [claim / claimed] for the additional expenses we have incurred.
10. As [explained / explain] in our catalogue, this program carries a 3 – month guarantee.

[10 x 1 = 10]

Q.07. Fill these gaps with suitable words, using -ing or to - from the list given below.

1. We'll delay _____ until we hear the weather forecast.
2. It's essential _____ a visa if you intend _____ the USA.
3. Would you like _____ the evening with my family and me ?
4. It wasn't easy _____ an interpreter who spoke both Chinese and Japanese.
5. He was talking to me about _____ Japan next spring.
6. _____ is not allowed in public building in this country.
7. There's disco in the hotel. The music started _____ at 11.00 p.m. and it stopped me _____ till 3.00 a.m.
8. I tried _____ a shower, but there was no hot water.
9. We agreed _____ in the hotel lobby at 8.00 o'clock.
10. Thank you very much, It was very kind of you _____ me.

- to invite
- to have
- smoking
- to find
- to get, to visit

- to meet
- playing, getting to sleep
- going to
- to spend
- leaving

[10 x 1 = 10]

Q.08. Read the following passage and answer the questions.

In business, planning and writing reports, making summaries and taking notes are important skills which may be expected of everyone. We tend only to write reports when we are asked to, usually by our boss or superior. Many people afraid of writing reports. There is no good reason for this. It's often simply a question of stopping and thinking about what it is you have to do and then doing it. And it is a question of practice.

It is important to remember that there are several types of report. They can be long, short, formal or informal and they can be spoken or writing as: conversations, letters, memos, special forms, separate documents of several pages.

Reports can serve various purposes. There are reports informing and providing background information to help someone make up their mind about something and there are reports which in themselves make recommendations or indicate a course of action.

There are many things you should do before you even think about "writing" or drafting the report. You should first prepare or assemble your material and then plan how you are going to write the report. The preparation and writing of a report falls into four stages: assembling the material, planning the report, drafting the report, editing the report.

Any report – on the page – has three main "parts" which must include four [sometimes five or even six] essential elements.

Introduction - terms of reference or objective, procedure.

Body of the report – findings

Final section – conclusion
Recommendations if asked for
Appendices

This structure should be evident in evening report. In some cases you may need to have elements such as appendices, etc. at the end. For students of Business English the three main parts can have these heading: Introduction, facts, conclusions.

1. What are the important skills in business?

- a. _____
- b. _____
- c. _____
- d. _____

2. What many people are afraid of?

3. How many types of report are there to remember?]

4. How can they be?

- a. _____
- b. _____
- c. _____ or _____

5. How can they be spoken or written?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

6. What are the four stages in preparation and writing of a report?

- a. _____
- b. _____
- c. _____
- d. _____

7. What are the three main parts?

- a. _____
- b. _____
- c. _____

8. What are the three main parts of Business English for students?

- a. _____
- b. _____
- c. _____

[24 x ½ = 12]

9. Why writing reports are important?

[3 marks]

