

Eastern University Sri Lanka  
English Language Teaching Unit

First Year - First Semester Examination in Business Administration / Commerce - 2010/2011  
[March 2012] - Proper / Repeat

ENG: 1013 - Business Communication

Index No: .....

Time: 03 hours

Answer all questions on this paper itself.  
Write neatly and clearly.

Examiner's use only.

Question Number	Maximum Marks	Marks Obtained
Q1	05	.....
Q2	10	.....
Q3	10	.....
Q4	10	.....
Q5	15	.....
Q6	15	.....
Q7	15	.....
Q8	20	.....
	.....	.....
<b>Total</b>	.....	.....

Examiner's Name : .....

Examiner's Signature : .....

e : .....

Q1

Read the following newspaper advertisement. Underline the mistakes in the capitalization and rewrite them correctly. There are 5 mistakes.

Go to india in april and find excitement, history and beauty. India travels pvt. ltd., with years of experience, is preparing its next tour. See religious sites, deserts, rural villages and modern cities. See where the ancestors of millions of plantation workers all around the world came from. Special group rates and discounts from the regular fare. Sign up now. Only a few places left.

1.	2.	3.	4.	5.
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(5 x 1) = 5

Q2

Study the following sentence patterns and make similar sentences.

1. Bees are insects.  
.....  
.....
2. Bees are not lazy.  
.....  
.....
3. Bees buzz when they are excited.  
.....  
.....
4. Do bees make honey?  
.....  
.....
5. Bees give us honey.  
.....  
.....

Q3.

Fill in the blanks with the suitable form of the verb given in brackets

I (1). (be) ..... here to welcome you to this talk on "Wonder of Asia." Our speaker is an able scholar and politician who (2). (have) ..... many qualifications. He (3). (get) ..... his first degree from the University of Peradeniya and then he (4). (go) ..... to Cambridge where he (5). (do) ..... his Master's and PhD. Now he (6). (teach) ..... at the University of Kelaniya. He (7). (write) ..... many books and articles, some of which (8). (win) ..... awards. Next year he (9). (travel) ..... to Japan where he (10) (be) ..... a Visiting Professor.

(10 x 1 = 10)

Q4

Fill in the missing word in the letter given below.

11, Anderson Road,  
Dehiwala.  
March 9, 2012

The Manager,  
Ceylan Bank,  
Dehiwala.

Dear Sir / Madam,

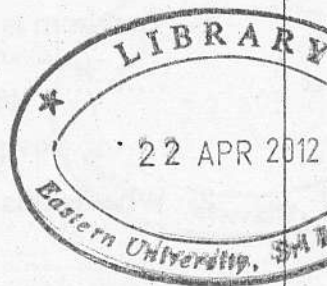
Account No. 178856 A -(1).....of Address

I am writing (2) .....notify you of a change of address for the above account in my name.

I have moved to my (3) .....address mentioned above (4) .....my old address 277, Beach Road, Dehiwala. I would be thankful (5) .....you would make necessary changes in your records. Thank you.

Yours truly,

T.Perera  
(MRS. T. PERERA)



(5 x 2 = 10)

Q5.

Read the following letter. Then answer the questions given below.

Dear Sir,

I wish to complain about the holiday I recently took with your company at Hotel Sunrise in Passikudah.

This hotel sounded very attractive in the brochure; it had a swimming pool, tennis courts, two bars, a shopping arcade and a restaurant. It was also described as being situated near the sea.

Imagine our disappointment when my family and I arrived to find that the hotel was only partly built. There was no sign of the swimming pool, tennis courts and the bars, and it was a good three miles from the sea.

We complained to the receptionist and other hotel staff, but no one was prepared to take us seriously. We demanded to see the manager. After a long argument he agreed that we had grounds to feel annoyed. He made us an offer which, in the circumstances, we accepted in compensation for our disappointment.

I feel we were deceived in booking our holiday at the Hotel Sunrise and I expect your company to repay me at least half the cost of the holiday. Otherwise I shall consider legal action.

Yours truly,

1. To whom is this letter written?

.....  
.....

2. What is this letter about?

.....  
.....

3. What was the attitude of the hotel staff?

.....  
.....

4. What was the feeling of the writer?

.....  
.....

5. What does the writer want?

.....  
.....

6.

The following parts of a business letter are not in order. Re-arrange them in a cohesive order by writing the relevant number in the boxes given along side.

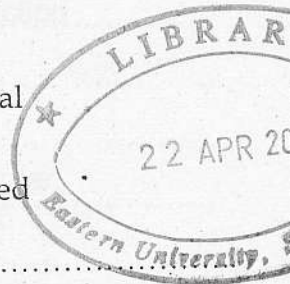
Please, in your own interests, send us your payment in full, in the enclosed reply-paid envelop, immediately.	
We regret that, from today, credit facilities on all your other outstanding accounts are withdrawn. These accounts, therefore, are also due for immediate	
As you know, we have already asked you to settle the overdue account detailed at the foot of this letter.	
Your failure to do so has cost you the cash discount and is adversely affecting future supplies.	
In view of our previous good business relationship, we are reluctant to pass your accounts to a debt collection agency but such is the policy of our company. Thus, unless immediate payment is received you will unfortunately leave us no alternative.	

(5 x 3 = 15)

Q7.

Re-arrange the phrases in the following jumbled sentences and make meaningful sentences.

- meeting held / at 1400 hours on / Minutes of the Liaison Committee / Friday 10 May, 2010 / in Committee Room A
- apology / J.Smith / was received / from / an
- was confirmed that / it / had been received / final planning approval
- could not be met / said that / the Production Manager / this date
- that / should visit / it / SEEDO PLC / the Sales Manager / was agreed



1.....

2.....

3.....

4.....

5.....

Q8.

Write a description of your friend. Use 100 words.

• Include his / her - physical appearance, status, habits, personal qualities.

A series of horizontal dotted lines for writing.