



University of Kelaniya - Sri Lanka

Centre of Distance and Continuing Education

Bachelor of Commerce Degree First Examination (External) – 2019

BCOM E 1072 – English for Business Communication

No of questions: 05

Total marks: 100%

Time : 3 hours

Index No:

Answer all questions on this paper.

Question No.	Marks	
	Examiner 01	Examiner 02
01		
02		
03		
04		
05		
Total (100%)		

1. Reading comprehension (30%)

Read the two reading passages given below and answer the questions that follow each passage.

Part 01

Reading text: Professional profile summaries

Maria

I am an architect with 20 years' experience of designing and developing spaces. I am a partner in the award-winning STG Architects Ltd, which is famous for its work on the Galroy Building in London. I enjoy working with people from all over the world and have international experience of working in Italy, Greece, Thailand, Australia and Brazil. I have a Master of Science from Sheffield University and a BA in Architecture from Hull University. I also speak Italian and Thai. When I am not working, I spend my time hiking, skiing and diving.

Emily

I am an experienced sales manager with 12 years' experience of developing customer service teams. I am skilled in negotiation, team motivation and building successful sales teams. After ten years of working in sales and customer service at Halo Bank, I am now the sales office manager of a team of 120 at Southern General Plastics Ltd. I have an MBA from Stanford University and a degree in Business Studies from Cornell University. I am creative and hardworking and enjoy working with others.

Source:<https://learnenglish.britishcouncil.org/sites/podcasts/files/LearnEnglish-Reading-A2-Professional-profile-summaries.pdf>

A) Are the sentences about Maria or Emily? (2 marks × 5 – 10 marks)

1. She manages a large team of people
2. She is a partner of a company
3. She has worked in many different countries
4. Her last job was in a bank
5. She speaks two other languages

Part 02

Mindfulness at work

Have you ever missed important information in a meeting because you were thinking about something else? Or eaten your lunch at your desk without even noticing what it tasted like? If this sounds familiar,

you're not alone. Research has shown that 47 per cent of the time, people are thinking about something other than what they're doing. People's minds wander, whether they are trying to read important emails, speaking to clients, updating the sales figures, or talking to colleagues. Interestingly, it was also found that people were less happy when their minds were wandering than when they were not. Being mindful and paying attention to the present can not only improve our focus, but it can also help us reduce stress, improve relationships and allow us to feel more connected with the present moment.

But what exactly is mindfulness?

According to Psychology Today, mindfulness is a state of active, open attention to the present. When one is mindful, one observes one's feelings and thoughts from a distance without judging them as good or bad. Being mindful means living in the moment and actually experiencing what life has to offer. There are different ways that we can train our minds to do this. One easy and effective way is through meditation and mindfulness exercises.

So, how can we learn to be more mindful at work?

1. Make time for short mindfulness exercises.

You might not have time to sit down to do long mindfulness meditations every day, but you can take a moment to focus on your breathing and become conscious of your senses. In *A Monk's Guide to Happiness*, Gelong Thubten recommends practicing micro moments of mindfulness. One way to do this is by sitting with a good posture and becoming aware of the sounds you can hear. Through exercises such as this one, you can learn to focus your attention and train yourself to become more mindful.

2. Be aware of what you're doing.

Mindfulness is about being present and consciously experiencing every moment. When you're talking to your colleagues, pay attention to their body language, their intonation and what they're really saying. When you're sitting at your desk, be aware of the sensation of contact between your body and the chair. If you find your mind wandering from what you're doing, notice those thoughts and bring your attention back to the present.

3. Make a list of things you are grateful for.

In our busy day-to-day lives, it's easy to only focus on things that have gone wrong and be negative about the people and the things around us. By making a list of things we're thankful for, we can have a more balanced view of our reality. Being mindful of the things that are going well can also help improve our motivation, creativity and productivity.

4. Avoid multitasking.

Do you sometimes try to reply to emails while attending a meeting? Or look through your work chats while having your lunch? Doing multiple things at a time might make you feel more productive, but it often means you are not concentrating fully on any of the things you are trying to do. This makes you inefficient, more likely to make mistakes and worse at ignoring things that are not important. It can also make you unhappier as you lose connection with the present moment. So the next time you

find yourself shifting your attention between multiple things, allow yourself a moment to decide what you really need to focus on and try to give that your full attention.

The more we practice doing these four things regularly, the more we can train ourselves to be more mindful at work and the more we see its benefits. So, bring your mind back from whatever you're thinking about and turn your attention to the here and now.

Source:<https://learnenglish.britishcouncil.org/sites/podcasts/files/LearnEnglish-Business-magazine-Mindfulnessatwork.pdf>

B) Underline the best answer. (2 marks × 6 – 12 marks)

1. Having a wandering mind ...

- a. is common.
- b. has no negative side effects.
- c. can't be helped.
- d. makes people happier.

2. Mindfulness can help you ...

- a. become more intelligent.
- b. do several things at once.
- c. get physically fit.
- d. improve your social relationships.

3. Mindfulness is ...

- a. another word for meditation.
- b. paying attention to the present.
- c. a kind of positive thinking.
- d. getting better at deciding if things are good or bad.

4. The author recommends becoming more mindful by ...

- a. paying attention to your breath and senses.
- b. dedicating an hour a day to meditation.
- c. trying to think nothing at all for very short moments.
- d. sitting in a comfortable chair.

5. Multitasking is ...

- a. good for productivity but bad for your mental health.
- b. useful but only for short amounts of time.
- c. fine for people who have a certain type of brain.
- d. bad for productivity, concentration and happiness.

6. The author finishes the article by encouraging the reader to ...

- a. take a deep breath and notice how they feel.
- b. start turning their dreams into reality.
- c. try to accept that uncertainty is part of life.
- d. focus their attention on the present moment.

C) Complete the sentences with words from the box given below. (2 marks × 4 – 8 marks)

Unhappier	attention	Minds	Productivity
Conscious	Multitasking	Grateful	Benefits

1. In our busy modern lives, it is common for our to wander, even when we're doing something important.
2. We often try to do several things at once, but research shows that makes us less productive and more stressed.
3. Mindfulness is paying to the present moment.
4. Being mindful helps us become more of what we're doing and the people around us.

5. Writing lists of what we are thankful or for helps us to achieve a more balanced view of reality.
6. When we improve motivation and concentration, we also find that we improve
7. When we multitask or get distracted, we're likely to feel
8. The more we practice mindfulness, the more we see its

2. Grammar (25%)

A) Write down the correct preposition from the choices given within the brackets and complete the sentences. (1/2 marks × 10 = 5 marks)

1. She learned Russian _____ the age of 45. (at/in)
2. The book was written _____ Mark Twain. (On/by)
3. I'll show you the picture _____ the palace. (from/of)
4. We can only get to the camp _____ foot. (in/by)
5. He reminds me _____ our old history teacher. (of/to)
6. What are you talking _____ ? (at/about)
7. I'd like to speak _____ the manager please. (to/from)
8. I don't usually feel tired _____ the morning. (on/in)
9. You'll have to wait. He'll be with you _____ a minute. (by/in)
10. Philip waited _____ her at the movie theatre. (to/for)

B) Fill in the blanks using the given adverbs and adjectives. (1/2 marks × 10 = 5 marks)

1. Maneesha is a Student. She does her homework
(careful/carefully)
2. Our new washing machine is very It works very
..... (silent/silently)

3. Alice is really a girl. She always behaves (rude/rudely)

4. This man buys clothes from this shop He is a customer. (Regular/regularly)

5. Buddhika really walks He is a walker. (quick/quickly)

C. Write the appropriate WH question for the response given below. (1 mark × 5 – 5 marks)

1.....

She is going to the supermarket.

2.....

I didn't do my homework, because I was sick.

3.....

Yes, I like to eat pizza.

4.....

I am making a kite.

5.....

The meeting is at 3 p.m.

C. Write down the most suitable form of the verb given within brackets to complete the sentences. (1 mark × 10 – 10 marks)

1. We (read) a business magazine at the moment.
2. The manager (ask) you to come to her office after the lunch hour.
3. I (forget) to (send) the email yesterday.
4. We were by the manager's reply (surprise)
5. Many (oppose) the idea during the meeting.
6. you ever (meet) Rangana? She (work) in the finance department.
7. They (work) on some urgent cases right now.
8. They (reply) to my email yet.

3. Error correction (15%)

Each of the sentences given below contains an error. Circle the error and rewrite the sentence, correcting the error. (3 marks × 5 – 15 marks)

1. They did not came up with any arguments.
.....
2. I excepted the offer from the UK Team.
.....
3. She doesn't want to recruiting anyone to the team
.....
4. The team was ashamed of there failure.

.....
5. You are always blame me.
.....

4.Dialogues (10%)

Complete the given dialogue. (2 marks × 5 – 10 marks)

Nimega: Hi Alex! Did you attend yesterday's meeting?

Alex: Hi Nimega! Yes, I did.

Nimega:

.....

Alex:

.....

Nimega:

.....

Alex:

.....

Nimega:

.....

5.Letter writing (20%)

You see this announcement in an English-language magazine.

Scholarships

Every year, two scholarships are offered to candidates from overseas who can show how our one-year course in English and American studies would help their careers. Scholarships cover fees, accommodation and food, but not transport or personal spending money.

To apply, write an email explaining why you think you deserve a scholarship.

Write your **email** in 150-200 words in an appropriate style.

