



**University of Kelaniya - Sri Lanka**  
**Centre of Distance and Continuing Education**  
**Bachelor of Commerce Degree First Examination (External)**  
**2024 – (Old Syllabus)**  
**BCOM E 1072 – English for Business Communication**

No. of questions: 04

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		
<b>Total (100%)</b>		

**1. Reading comprehension (30%)**

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

**A) An email requesting information**

**To:** Mr. Daniel Silva

**Date:** 12 March

**Subject:** Information about training workshop

Dear Mr. Silva,

I hope you are well. I am writing to ask about the digital marketing training workshop your company is organising next month.

I work as a junior marketing assistant at BrightLine Advertising, and I am very interested in improving my digital marketing skills. Could you please send me more information about the workshop schedule, registration fee, and location?

If possible, I would also like to know whether the workshop is suitable for beginners.

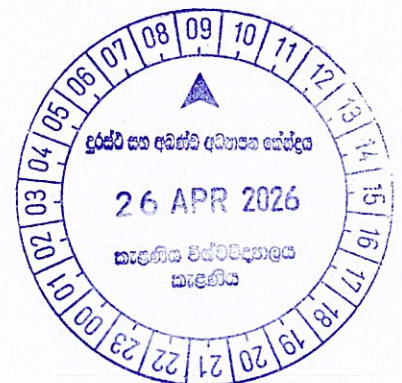
Thank you very much for your time. I look forward to hearing from you.

Best regards,  
Nadine Perera  
Marketing Assistant

**A- 1. Underline the most suitable answer.**

*(1 mark × 5 = 5 marks)*

1. Where does Nadine work?
  - a. BrightLine Advertising
  - b. Silva Marketing
  - c. Digital World Company
  - d. Training Institute
2. What is Nadine's job?
  - a. Manager
  - b. Junior marketing assistant





- c. Trainer
  - d. Sales officer
3. What is Nadine asking about?
- a. A marketing job
  - b. A training workshop
  - c. A marketing product
  - d. A meeting
4. When will the workshop take place?
- a. Next week
  - b. Next month
  - c. Tomorrow
  - d. Next year
5. What information does Nadine want?
- a. Workshop schedule, fee, and location
  - b. Hotel prices
  - c. Marketing products
  - d. Company staff list

**A- 2. Write a number (1–5) to put the events in the order they are mentioned.**

*(1 mark × 5 = 5 marks)*

- 1. Nadine asks about the workshop schedule and fee. (.....)
- 2. Nadine writes an email to Mr. Silva. (.....)
- 3. Nadine says she wants to improve her digital marketing skills. (.....)
- 4. Nadine asks if the workshop is suitable for beginners. (.....)
- 5. Nadine mentions where she works. (.....)

## B) Remote Work in Modern Companies

In the past, most employees worked in offices every day. However, in recent years many companies have started allowing employees to work from home. This system, commonly known as remote work, has become especially popular with the development of modern technology such as video conferencing and cloud-based software.

One of the main advantages of remote work is flexibility. Employees can often organize their work schedules more freely and avoid spending long hours commuting to the office. This can improve work-life balance and reduce stress. Many employees report that they are more productive when they work in a comfortable environment such as their home.

Companies also benefit from remote work. Businesses can reduce costs related to office space, electricity, and other facilities. In addition, organizations can hire talented employees from different cities or even different countries without requiring them to relocate.

However, remote work also presents several challenges. Communication can sometimes become difficult when employees are not physically present in the same place. Team members may misunderstand instructions or feel less connected to their colleagues. Some managers also worry that employees might become distracted when working at home.

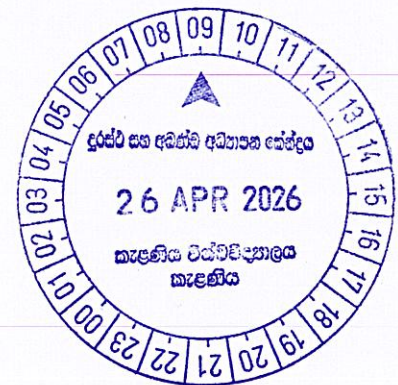
To solve these problems, many companies use digital communication tools and organize regular online meetings. By maintaining clear communication and trust, businesses can successfully manage remote teams and enjoy the benefits of flexible work arrangements.

Source: <https://learnenglish.britishcouncil.org/free-resources/business/magazine/working-remote-team>

### B- 1. Underline the most suitable answer.

(2 marks × 5 = 10 marks)

1. Remote work became more common because of
  - a. government regulations
  - b. modern technology
  - c. transportation problems
  - d. office expansion
2. One advantage for employees working remotely is
  - a. higher salaries
  - b. shorter meetings





- c. flexible schedules
  - d. more supervision
3. Companies benefit from remote work because
- a. employees work fewer hours
  - b. they can reduce office costs
  - c. workers travel more
  - d. customers visit offices more often
4. One challenge of remote work is
- a. employees cannot use computers
  - b. communication problems between team members
  - c. companies cannot hire new workers
  - d. workers must relocate to another city
5. Companies try to solve communication problems by
- a. reducing the number of employees
  - b. organizing online meetings
  - c. closing their offices
  - d. increasing office hours

**B-2. Are these statements True or False?**

*(2 marks × 5 = 10 marks)*

- 1. In the past, most employees worked from home. (.....)
- 2. Remote work can improve work–life balance. (.....)
- 3. Companies must move their offices to other countries to hire workers. (.....)
- 4. Some managers worry about employees becoming distracted at home. (.....)

5. Digital communication tools help companies manage remote teams. (.....)

**2. Grammar (20%)**

**A) Write appropriate questions for the responses given below.**

*(1 mark × 10 = 10 marks)*

1. ....

Yes, the meeting was postponed until tomorrow.

2. ....

The marketing team prepared the presentation.

3. ....

No, the manager has not approved the proposal yet.

4. ....

Yes, we are discussing the new project today.

5. ....

The training session will start at 9 a.m.

6. ....

The HR department organized the workshop.

7. ....

Yes, the client has already signed the contract.

8. ....

She usually responds to emails very quickly.

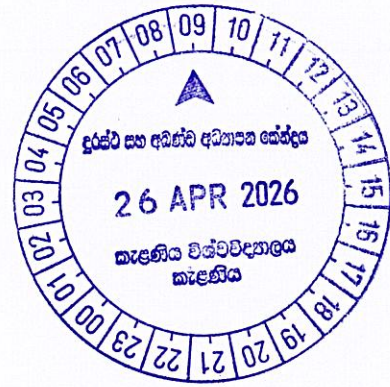
9. ....

I spoke to the supplier about the delivery delay.



10. ....

We finished the report yesterday.



**B) Put the words and phrases in order to make sentences.**

*(2 marks × 5 = 10 marks)*

1. years / experience / have / I / of / three / marketing / in

.....

2. daily / communicating / clients / my / involves / job / with

.....

3. strong / have / skills / I / communication

.....

4. in / specialize / customer / service / I

.....

5. reports / preparing / responsible / for / monthly / I / am

.....

**3. Vocabulary (30%)**

**Write the correct form of the word in brackets.**

*(2 marks × 10 = 20 marks)*

1. The company is looking for ..... employees with strong technical skills.

(qualify)

2. The manager gave clear ..... to the team before the project began.

(instruct)

3. The company made a large ..... in new technology.

(invest)

4. We must carefully ..... the risks before making a business decision.  
(consider)
5. The project was completed with great .....  
(efficient)
6. The team showed strong ..... during the meeting.  
(leader)
7. The company plans to ..... its products to new international markets.  
(introduction)
8. The new policy will improve workplace .....  
(safe)
9. The company hired a ..... designer to create their website.  
(create)
10. His ..... helped the company solve several problems.  
(decide)

**B) Select the most suitable word for each blank from the box and complete the email.**

*(1 mark × 10 = 10 marks)*

request | additional | matter | appreciate | review | available |  
convenient | response | provide | discuss

**Dear Ms. Fernando,**

I am writing to 1..... your assistance regarding a small issue with the recent sales report.

I would greatly 2..... it if you could 3..... the attached document and let me know if any corrections are required.



There are a few points that I would like to 4..... with you before the final version is submitted to management.

Please let me know a 5..... time for us to meet and go through the report together. I will be 6..... throughout the afternoon if you wish to discuss this 7..... today.

Thank you in advance for your support, and I look forward to your 8.....

Please feel free to contact me if you require any 9..... information that I can 10.....

Best regards,  
Nimal Perera  
Sales Executive

**4. Writing (20 marks)**

You are the manager of ABC Company. Write an email to your team informing them about a new training programme that will be introduced next month to improve employees' professional skills. Explain the purpose of the training and encourage participation.

**Word limit:** 150–200 words.

