



**University of Kelaniya – Sri Lanka**  
**Centre for Distance and Continuing Education**  
**Department of Commerce and Financial management**  
**Faculty of Commerce and Management Studies**  
**Bachelor of Commerce (Special) Degree Examination (External)- 2015**  
**March/April 2021**  
**English**  
**BCOM E 1080 – English for Business Communication (Old Syllabus)**

No. of questions: 05

Time: 3 hours

Student No: \_\_\_\_\_

Answer all the questions.

Question No:	Marks	
	First Examiner	Second Examiner
1		
2		
3		
4		
5		
Total (100%)		

**Reading [25 marks]**

**1) Read the following passage and answer all the questions given below it. (15 marks)**

1) SAARC, the South Asian Association for Regional Cooperation, has taken a lot of flak recently as an organisation that had not lived up to its promise of greater South Asian integration. Sometimes, it takes an emergency for countries to realise that a collective response could be a better way of addressing problems. This was most potently demonstrated by the European Union, which ordered Covid-19 vaccines for all 27 countries as a single entity. While there have been some problems with this approach, it ultimately leaves no one behind. And with Covid-19, “No one is safe until everyone is safe,” according to the WHO.

2) The SAARC region has also realised that acting together is better than trying to tackle Covid-19 alone. SAARC leaders were the first to set up a video conference to talk about taming the pandemic way back in March last year. Since then, amid travel and other restrictions, SAARC countries have continued to cooperate vis-à-vis the pandemic. SAARC has already established a COVID Fund which can be used for the Covid mitigation efforts of the eight Member States. India has donated the Oxford/Astra Zeneca Covishield vaccine manufactured at the Serum Institute of India under its Vaccine Maitri program to SAARC nations including Sri Lanka, which received 500,000 doses.

3) Sri Lanka and India have already become preferred destinations for medical tourists from other SAARC nations as well as from Mauritius and Seychelles. In fact, private hospitals in Sri Lanka already employ customer liaison executives who can speak the native languages used in the Maldives, Mauritius and Seychelles. A regional air ambulance service should be funded by the eight nations, plus Mauritius and Seychelles, for the easy transport of patients. Perhaps each country can buy and maintain one air ambulance, plus several ambulance helicopters. In the alternative, they can sub-contract companies that operate air ambulances. This way, there will be at least 10 aircraft with ambulance facilities that can get airborne at a moment’s notice.

4) A “SAARC Visa” scheme should be introduced for doctors and nurses so that they can visit any SAARC country during medical emergencies such as Covid-19. In fact, SAARC should eventually think about an EU-style visa-free movement facility for all its citizens that will truly

impart a South Asian identity and a sense of belonging to all South Asians. Sri Lanka should take this proposal to two other regional groupings of which it is a member – BIMSTEC and IORA – to effectively increase the strength and reach of the air ambulance service.

5) It is time that SAARC countries initiate a common research facility on tropical diseases as well as Non Communicable Diseases, which are increasingly prevalent in South Asia. SAARC researchers should also concentrate on developing vaccines for malaria (which has been eliminated from Sri Lanka and the Maldives), dengue, HIV, cancer and also be ready for future pandemics as scientists estimate that hundreds more coronaviruses can jump from animals to humans. SAARC countries should also have more shared facilities for genetic research and genomic sequencing. SAARC should also have an exchange programmes for doctors and nurses.

*Adapted from:* <https://www.sundayobserver.lk/2021/02/21/editorial/regional-response-covid-19-vital>

**A) Answer the following questions. (1x5= 5 marks)**

1. What is SAARC?
2. What has SAARC established to mitigate the threats posed by Covid-19 in its eight member states?
3. Why do private hospitals in Sri Lanka employ officers who can speak the native languages used in the Maldives, Mauritius and Sychelles?
4. Name two other groupings that function in the South Asian region?
5. For whom should SAARC establish exchanges programmes?

**B) Underline the most suitable option. (1x5= 5 marks)**

1. The WHO argues that,
  - a) European Union is the best regional grouping that managed Covid-19.
  - b) there is no end to the pandemic until everyone is safe.
  - c) Indo-Pakistan tensions are negative factors to mitigate Covid-19

2. Why did the SAARC leaders get highlighted in terms of managing the Covid-19 pandemic?
- a) Because they have continued to cooperate to fight the pandemic.
  - b) Because they refused to cooperate to fight the pandemic.
  - c) Because they had successfully organised the SAARC games last year.
3. How does the writer propose to establish a regional air ambulance service?
- a) WHO should donate helicopters to SAARC
  - b) The USA should donate helicopters to SAARC
  - c) Member states can buy at least one aircraft or partner with private companies.
4. What is "SAARC Visa"?
- a) A union
  - b) A trade movement
  - c) an EU-style visa-free movement facility
- 5) What can be the most appropriate title of the passage?
- a) Challenges during the Covid-19 pandemic.
  - b) The importance of the South-Asian regional cooperation during the Covid-19 pandemic.
  - c) European Union's contribution to mitigate the Covid-19 pandemic.

**C) Summarise the third paragraph using your own words. Use about 30 words. (1x5=5 marks)**


2) Read the following advertisement and answer all the questions given below. (10 marks)

## Vacancy

### PROJECT MANAGEMENT SPECIALIST

The United States Agency for International Development (USAID) in Colombo seeks suitable candidates for the position a Project Management Specialist. The job holder serves as a Project Management Specialist for the Office of Economic Growth (OEG) in USAID/Sri Lanka and Maldives. As a Project Management Specialist, the job holder will serve as Agreement Officer Representative (AOR)/ Contracts Officer Representative (COR)/ Activity Manager (AM) for Mission-based/Washington-based projects and is responsible for all the major responsibilities associated with those positions. The OEG portfolio currently consists of projects in the following sectors: private sector development, public financial management, trade facilitation, business enabling environment, energy efficiency, climate change adaptation, and vocational training. The job holder also gathers market information, provides guidance in the preparation of statements of work, concept papers and evaluates bids for major projects, unsolicited proposals and programmes. The job holder is expected to coordinate economic growth activities with other U.S. Government Agencies, donor counterparts, and the Mission's Office of Governance and Vulnerable Populations. S/he reports to the Director of the Office of Economic Growth.

Remuneration for this position will be between Rs. 4,017.389/- to Rs. 6,649.174/- per annum (plus allowances of as per the Mission Compensation Plan.)

Please visit our website <http://www.usaid.gov/sri-lanka/careers> for detailed information on the vacancy announcement and on how to submit your individual application packet.

All applications must be submitted via email to [hrcolombo@usaid.gov](mailto:hrcolombo@usaid.gov). Before you continue with application process, please carefully read the instructions available on our website.

Your application should reach us on or before March 07, 2021 at 05.30 p.m. Sri Lanka time. Please note, only shortlisted candidates will be contacted.

*Adapted from:* <http://www.observerjobs.lk/jd28058/project-management-specialist>

1. Who has posted this advertisement? (1 mark)

.....

2. Where will the job applicant work if he/she is selected? (1 mark)

.....

3. Name 2 sectors in which the current projects are available. (2 marks)

.....

4. Name two parties with whom job holder will coordinate economic growth activities. (2 marks)

.....

5. What will be the annual income of the job holder? (2 marks)

.....

6. What is the website an applicant should visit to get more details? (1 mark)

.....

7. What is the deadline for submitting applications? (1 mark)

.....

**3) Grammar**

**[30 marks]**

**A) Construct appropriate *wh* questions for the each of the underlined responses given below. (5x1=5 marks)**

1. Sri Lanka's new Ambassador to the USA assumed duties in Washington D.C.

2. The new course will start next April.

3. They refused to pay bonus because of the Covid-19 pandemic.

4. A Project Manager earns Rs. 400,000 a month.

5. Their new showroom is located in Wattala.

**B) Underline the most suitable form of the verb to complete the sentences. (1x10= 10 marks)**

1. The tourism industry never \_\_\_\_\_ (recovered/recovering/will recover) after the first wave of Coronavirus.
2. Mr. Saman \_\_\_\_\_ (visited/ will visit/visiting) the new factory tomorrow.
3. Ramesh will get the job if he \_\_\_\_\_ (performs/will perform/ has performed) well in the interview.
4. They \_\_\_\_\_ (are finishing/ finished/ have finished) painting the wall. It is still wet.
5. Advertising in the early 20<sup>th</sup> Century \_\_\_\_\_ (was/is/will be) very simple.
6. Modern technology \_\_\_\_\_ (will help/ helps/ helped) people to stay connected.
7. The receptionist \_\_\_\_\_ (was talking/has talked/ is talking) to a customer. She will have a word with you in a minute.
8. The security officer \_\_\_\_\_ (checking/ was checking/ will be checking) the bags, when a passenger fainted.
9. They \_\_\_\_\_ (will finish/ finish/ have finished) the assignment next week.
10. Online banking \_\_\_\_\_ (is/was/will be) the most popular banking method nowadays.

**C) Rewrite the following sentences making them more positive. (1x5= 5 marks)**

1. The farmers will not sell their products to the government.

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2. There are negatives effects of online education.

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3. One half of the class has not submitted the report on time.

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4. The employees will not work at the weekend.

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5. Do not arrive late to office.

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**D) Underline the most appropriate option. (1x10 marks)**

1. I will see you \_\_\_\_\_ 5 p.m. near the office.  
a) for                                  b) at                                  c) by                                  d) in
2. She was planning to participate \_\_\_\_\_ a leadership programme.  
a) for                                  b) on                                  c) by                                  d) in
3. The supervisor wants to have a word \_\_\_\_\_ the employee.  
a) with                                  b) at                                  c) by                                  d) in
4. The USA was not ready to provide global leadership \_\_\_\_\_ a time the world's worst pandemic continues.  
a) for                                  b) at                                  c) by                                  d) in
5. They will have a feedback session \_\_\_\_\_ Friday.  
a) for                                  b) on                                  c) by                                  d) in
6. The institute was more than two kilometres \_\_\_\_\_ their home.  
a) for                                  b) at                                  c) from                                  d) in
7. \_\_\_\_\_ the April vacation, he has completed his diploma.  
a) During                                  b) At                                  c) On                                  d) Of
8. The idea \_\_\_\_\_ starting a new business of his lifelong dream.  
a) for                                  b) at                                  c) by                                  d) of
9. The new report is \_\_\_\_\_ the desk of the Human Resource Manager.  
a) for                                  b) at                                  c) on                                  d) in
10. They will start the next certificate course \_\_\_\_\_ April.  
a) for                                  b) at                                  c) by                                  d) in

**4) Vocabulary [25 marks]**

**A) Select 5 words from the box given below and construct a meaningful sentence for each word. Use the given verbs in any tense but do not change the form of the words given. (2x5= 10 marks )**



<i>profit</i>	<i>management</i>	<i>funds</i>	<i>business</i>	<i>competitor</i>
<i>launch</i>	<i>Strategy</i>	<i>knowledge</i>	<i>technology</i>	<i>attitude</i>
<i>discussion</i>	<i>meeting</i>	<i>Plan</i>	<i>consumer</i>	<i>market</i>

1. \_\_\_\_\_.
2. \_\_\_\_\_.
3. \_\_\_\_\_.
4. \_\_\_\_\_.
5. \_\_\_\_\_.

**B) Select the most suitable option that best expresses the meaning of the phrasal verbs in bold type. (1x5= 5 marks )**

1. The invitees are expected to **dress up** for the occasion.
  - a) to wear formally
  - b) to wear a dress
  - c) to wear make-up
  
2. The Russian tourists **checked in** two hours before the take-off.
  - a) arrived at the airport
  - b) checked the time
  - c) showed the airport
  
3. The student was **looking up** for a new word.
  - a) making
  - b) searching for
  - c) identifying
  
4. The athlete never **gave in** the race. He managed to finish it somehow.
  - a) stopped doing something
  - b) played
  - c) reported
  
5. The thief **broke into** the house.
  - a) entered a place legally
  - b) broke the house
  - c) entered a place illegally

**C) Samal is at an interview. Mr. Nalaka is the interviewer. Given below is a conversation between Samal and Mr. Nalaka. Complete the conversation by writing appropriate responses and questions. (2x5= 10 marks)**

Mr. Nalaka: Can you write in English fluently?

1. Samal: \_\_\_\_\_

Mr. Nalaka: How can you prove that you have good English writing Skills?

2. Samal: \_\_\_\_\_

Mr. Nalaka: Have you done diplomas or courses in English?

3. Samal: \_\_\_\_\_

Mr. Nalaka: What are the other languages you can speak and write?

4. Samal: \_\_\_\_\_

Mr. Nalaka: Ok, great. You can speak Tamil?

5. Samal: \_\_\_\_\_

Mr. Nalaka: Why do you want to work with us?

6. Samal: \_\_\_\_\_

Mr. Nalaka: If I hire you, how long will you work for this company?

7. Samal: \_\_\_\_\_

Mr. Nalaka: Great! That means you want to work for us long.

8. Samal: \_\_\_\_\_

Mr. Nalaka: OK, great. What is the salary you expect from us?

9. Samal: \_\_\_\_\_

Mr. Nalaka: Great! Do you have any questions to ask me?

10. Samal: \_\_\_\_\_

Mr. Nalaka: Thanks a lot. I will get back to you soon.

Samal: Thank you very much sir!

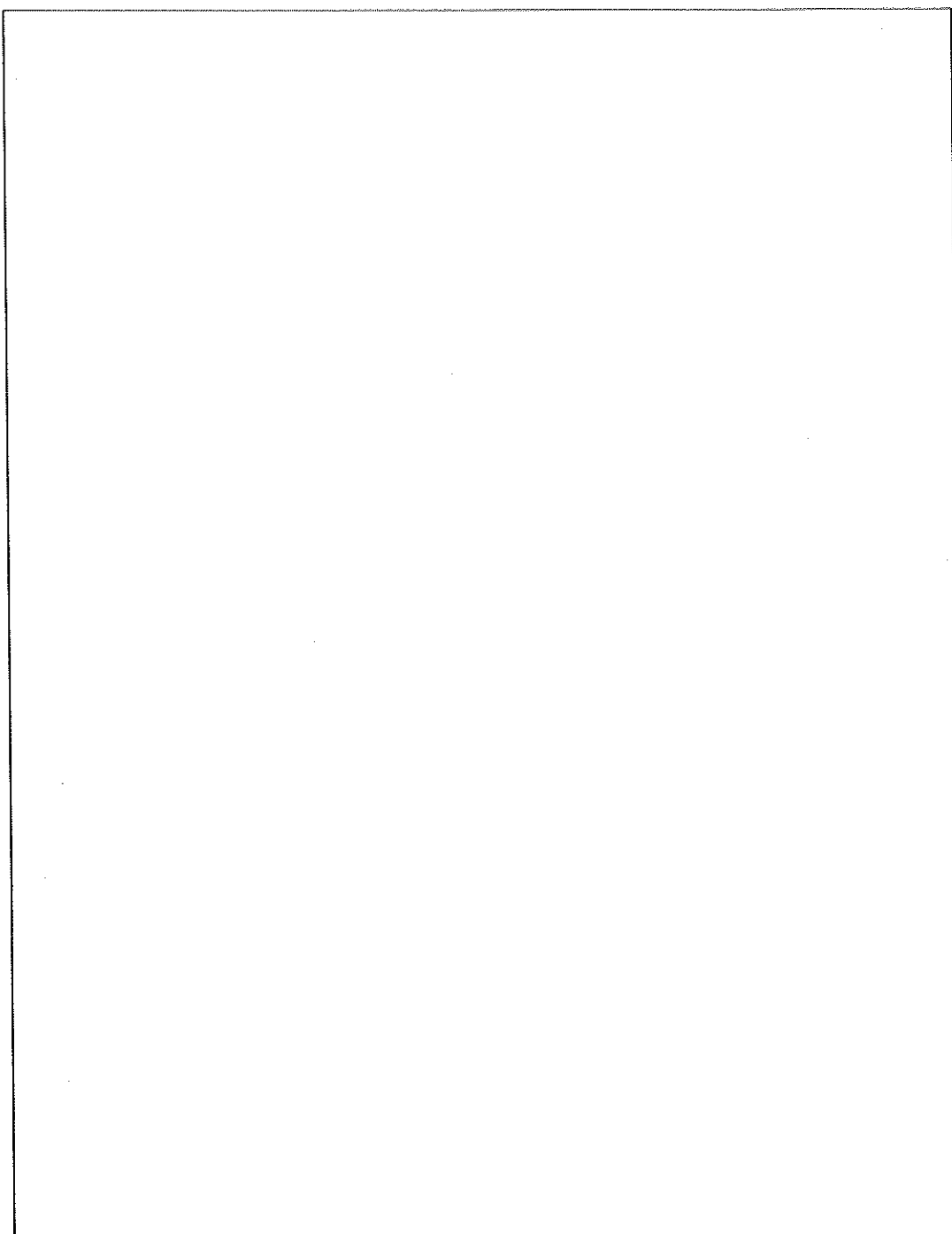
5) Writing

[20 marks]

**A) You have deposited a cheque in your bank account two weeks ago. However, it has not realised yet, and you urgently need money to pay course fee for a diploma. You have called the customer service to report the problem, but the transaction is still pending. Write a letter of complaint to the Bank Manager explaining your issue. Include the following:**

- mention the cheque is a valid, legal cheque**
- mention you have properly deposited the cheque and given your bank details**
- mention the date and time you have deposited the cheque**
- explain you urgently need money**

**(use approximately 300-350 words)**



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