



**University of Kelaniya – Sri Lanka**  
**Centre for Distance and Continuing Education**

**Bachelor of Arts (General) Degree Third Examination (External) – 2021**

**September 2024**

**Faculty of Humanities**

**English (New/Old Syllabus)**

**English Skills for Employment - ENGL E3025**

**Answer any four (04) questions**

**No. of questions : 06**

**Time : Three Hours**

1. Imagine you are the manager of a company and write a **memo** to your staff informing them about two new staff members who have joined the company.
2. Your company is organizing a seminar series on the use of Artificial Intelligence (AI) in the workplace. Draft an **official letter** inviting other companies in your area to participate in this seminar series.
3. Imagine you are an eligible applicant for the following job advertisement and write a suitable **cover letter** to apply for the job.

**Assistant Manager – XYZ Institute**

- XYZ Institute is looking for an Assistant Manager who can liaise between managers, customers and employees.

**Job responsibilities:**

- Manage daily aspects of the department and its staff to ensure projects are completed, and customer needs are met
- Support managers in planning and implementing strategies
- Resolving customer complaints
- Submit performance reports
- Organize and conduct training programmes for staff members
- Assist with the recruitment process

**Qualifications and Experience:**

- A Business management degree and/or a professional qualification in business management from a reputed institute and/or an MBA
- Minimum 02 years' experience in a similar job role
- Advanced English skills: excellent writing and verbal communication skills

- Fluency in written and spoken Sinhala or Tamil
  - Strong leadership and initiative
  - Proactive and highly organized, with good time management
4. Your company has announced a vacancy in the Human Resources Department. As the designated contact person for inquiries, draft a **telephone conversation** consisting of no more than ten exchanges between you and a caller seeking more information about the position.
  5. Imagine you are the Leader of the IT (Information Technology) team in your office. Prepare an agenda for the weekly team meeting. The **agenda** should specifically include discussions on team members' duties and the progress of upcoming projects.
  6. Write short notes on the following topics:
    - A. **Professional etiquette** in the workplace
    - B. The components of a good **Curriculum Vitae**