



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

**Bachelor of Arts (General) Degree Third Examination (External) – 2022**  
**July 2025**

**Faculty of Humanities**

**Career Based English**  
(New Syllabus)

**English for Professional Purposes - CBEN 38233**

**Answer all the questions**

**No of questions: 04**

**Total marks: 80%**

**Time: 3 hours**

**Index No: .....**

**Answer all questions.**

Question No.	Marks	
	Examiner 01	Examiner 02
01		
02		
03		
04		
<b>Total (80%)</b>		

**Part 01- Reading comprehension (20%)**

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

**A) Email: Request for Information about a Training Program**

**To:** Training Department, Apex Business Solutions

**Date:** 20 March

**Subject:** Inquiry About Upcoming Leadership Training Programs

Dear Sir/Madam,

I hope this message finds you well. I am requesting information regarding your upcoming leadership development training programs for mid-level managers.

I recently came across your company's website and was particularly interested in the Advanced Leadership Skills Program mentioned in the Training Calendar for April and May 2025. I would greatly appreciate it if you could provide the following details:

- Exact dates and venues of the program sessions
- Registration fees and payment methods
- Whether the program offers certification upon completion
- Available accommodation options for out-of-town participants

Could you kindly email me a brochure or any other relevant documents at your earliest convenience? I look forward to your prompt response so that our management team can consider enrolling.

Thank you very much for your assistance.

Best regards,  
Natalie Brooks  
HR Officer  
Green Tree Textiles Ltd.

**A-1) Underline the most suitable answer. (1 mark × 5 = 5 marks)**

1. Who is the sender of the email?
  - a) Apex Business Solutions
  - b) Natalie Brooks
  - c) Training Department
  - d) Green Tree Textiles Ltd.

2. What is the purpose of the email?
  - a) To book a conference room
  - b) To apply for a job
  - c) To request details about a training program
  - d) To offer a business partnership
3. When is the leadership training program scheduled?
  - a) March 2025
  - b) April and May 2025
  - c) June 2025
  - d) December 2025
4. Which training program is Natalie interested in?
  - a) Management Skills Seminar
  - b) Advanced Leadership Skills Program
  - c) Business Communication Workshop
  - d) Human Resource Conference
5. What does Natalie ask for at the end of the email?
  - a) A job application form
  - b) A brochure and additional documents
  - c) A hotel booking confirmation
  - d) An invoice for payment

**A-2) Write a number (1–5) to put the events in order. (1 mark × 5 = 5 marks)**

1. Natalie asks for the training program's dates, fees, and other details. (.....)
2. She mentions finding the program details on the company's website. (.....)
3. Natalie introduces herself and her reason for writing. (.....)
4. She requests a brochure and related documents. (.....)
5. She hopes for a quick reply to discuss enrollment with her team. (.....)

**B) The Growth of Remote Work and Virtual Meetings**

In the last decade, remote work has transformed the modern workplace. With the advancement of digital technology and faster internet connections, many companies around the world have introduced flexible work arrangements, allowing employees to work from locations outside the traditional office. This could be from home, a shared workspace, a café, or even while travelling.

The popularity of remote work increased significantly during the COVID-19 pandemic, as health guidelines and travel restrictions forced businesses to find alternative ways to operate. As a result, virtual meetings became a vital part of daily professional life. Platforms like Zoom, Microsoft Teams, and Google Meet enabled companies to hold meetings, interviews, training sessions, and conferences online, connecting employees, clients, and business partners across different cities and countries.

There are several advantages to remote work for both employers and employees. For companies, it reduces office space and utility costs, and provides the opportunity to hire talented individuals from different geographical locations. Employees benefit by saving commuting time and having more control over their work environment, which can improve job satisfaction and overall productivity. Some studies have shown that people working remotely often experience a better work-life balance, leading to higher motivation and better mental health.

However, remote work is not without challenges. Poor internet connections, software problems, and a lack of face-to-face interaction can sometimes affect the quality of communication and teamwork. Some employees may also find it difficult to separate work and personal life when working from home. Additionally, without proper management, remote workers might feel isolated or disconnected from their team.

Despite these difficulties, many businesses have announced plans to continue offering remote work or hybrid work options (a mix of office and remote work) in the future. Virtual meetings are expected to remain a regular part of professional communication, as they save time and travel costs, and allow companies to work more efficiently in a global environment.

**B-1) Underline the most suitable answer.**

**(1 marks × 5 = 5 marks)**

1. What is the main reason for the increase in remote work during the COVID-19 pandemic?
  - a) Employees wanted to travel more.
  - b) Health guidelines and restrictions made office work difficult.
  - c) Office buildings were too expensive to maintain.
  - d) Companies wanted to avoid paying overtime.
2. Which of these is NOT mentioned as a virtual meeting platform?
  - a) Zoom
  - b) Microsoft Teams
  - c) Google Meet
  - d) Facebook Messenger
3. What is the benefit of remote work for employees?
  - a) Longer working hours
  - b) Saving commuting time and a better work-life balance
  - c) Increased electricity bills at home
  - d) More frequent business trips

4. What is one challenge of working remotely?
  - a) Lack of professional skills
  - b) Poor internet connections and technical problems
  - c) Too many office meetings
  - d) Limited access to modern devices
5. What future plans have many businesses announced?
  - a) To stop using virtual meetings permanently
  - b) To continue offering remote or hybrid work options
  - c) To make all employees return to the office full-time
  - d) To ban online communication tools

**B-2) Are these statements true or false?**

**(1 marks × 5 = 5 marks)**

1. Remote work has become less popular over the last ten years. (.....)
2. The COVID-19 pandemic helped increase the use of virtual meetings. (.....)
3. Remote work allows companies to hire people from different locations. (.....)
4. A disadvantage of working remotely is feeling disconnected from the team. (.....)
5. Most companies plan to stop offering remote work in the future. (.....)

**Part 02- Grammar (20%)**

**A) Choose the correct option to complete each sentence.**

**(2 marks × 10 = 20 marks)**

1. The new policy \_\_\_\_\_ into effect next Monday.
  - a) comes
  - b) came
  - c) coming
  - d) has come
2. I have been working on this report \_\_\_\_\_ three hours now.
  - a) since
  - b) for
  - c) by
  - d) at
3. The meeting was postponed \_\_\_\_\_ the heavy rain.
  - a) although
  - b) because of

- c) despite  
d) unless
4. She will send you the documents as soon as she \_\_\_\_\_ back to the office.  
a) gets  
b) got  
c) getting  
d) will get
5. The manager usually arrives at the office \_\_\_\_\_ 8:30 a.m.  
a) at  
b) in  
c) on  
d) by
6. I stayed late at work yesterday \_\_\_\_\_ I had to finish an urgent task.  
a) so  
b) because  
c) although  
d) if
7. They \_\_\_\_\_ several international projects this year.  
a) open  
b) opened  
c) have opened  
d) will open
8. The CEO has been away \_\_\_\_\_ Monday.  
a) for  
b) since  
c) from  
d) at
9. The team worked hard on the presentation, \_\_\_\_\_ they managed to impress the client.  
a) because  
b) but  
c) so  
d) although
10. We need to submit the final report \_\_\_\_\_ Friday afternoon.  
a) by  
b) in  
c) on  
d) at

**Part 03- Vocabulary (20%)**

**A) Select the most suitable word for each blank from the box and complete the letter.**  
**(1 mark × 10 = 10 marks)**

opportunity / confirm / sincerely / application / recommend / purpose / appointment /  
appreciate / grateful / attend

**Mr. Dinesh Silva**  
Human Resources Manager  
ABC Holdings Pvt Ltd  
Colombo 03

**10 June 2025**

Dear Mr. Silva,

I am writing to you regarding my recent ..... for the position of Senior Administrative Officer at your esteemed organization. The ..... of this letter is to formally thank you for considering my application and to express my interest in progressing to the next stage of the recruitment process.

I would greatly ..... it if you could kindly ..... whether an interview has been scheduled for me. If selected, I assure you of my full commitment to attend the ..... on the date and time provided.

I am truly ..... for the ..... to be considered for this role and am confident that my skills and experience align well with your requirements. I would also like to take this opportunity to ..... myself for any future opportunities within your organization.

Thank you once again for your time and consideration. I look forward to ..... your positive response.

Yours .....,

Nishadi Perera

**B) Choose the best word to complete each sentence.** **(1 mark × 10 = 10 marks)**

1. I am writing to \_\_\_\_\_ you about the upcoming meeting schedule.

- a. notify      b. inform      c. explain

2. Please \_\_\_\_\_ the attached document for your review.  
a. examine    b. destroy    c. forget
3. We would like to \_\_\_\_\_ your attendance at the conference next month.  
a. confirm    b. cancel    c. doubt
4. Due to unforeseen circumstances, the deadline has been \_\_\_\_\_ to next Friday.  
a. postponed    b. advanced    c. ignored
5. Could you please \_\_\_\_\_ the report by Tuesday?  
a. submit    b. delay    c. reject
6. We appreciate your \_\_\_\_\_ cooperation during this project.  
a. continuous    b. reluctant    c. occasional
7. The manager asked me to \_\_\_\_\_ the client's concerns immediately.  
a. address    b. avoid    c. delay
8. This email is to \_\_\_\_\_ you of the new company policies.  
a. remind    b. inform    c. confuse
9. Please let me know if you require any further \_\_\_\_\_ regarding the contract.  
a. clarification    b. complication    c. confusion
10. We look forward to \_\_\_\_\_ your feedback on the proposal.  
a. receiving    b. ignoring    c. denying

**Part 04- Writing (20%)**

You are the project manager of the IT department at your company. Write an email to your team appreciating their hard work in successfully launching a new software system. Mention the benefits this system will bring to the company and thank the team for their teamwork and commitment. Encourage them to continue delivering excellent results in upcoming projects.

**Word Limit:** 150–200 words.