

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

Bachelor of Arts (General) Degree Third Examination (External) – 2023
January/February 2026

Career Based English
 (New Syllabus)

CBEN 38233 - English for Professional Purposes

Answer all questions.

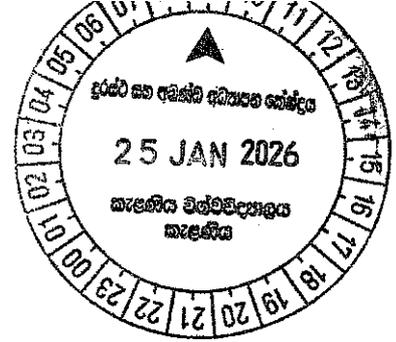
No. of questions : 04

Total marks : 80%

Time : 03 Hours

Index No :

Question No	Marks	
	Examiner 01	Examiner 02
01		
02		
03		
04		
Total (80%)		



Part 01- Reading comprehension (20%)

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

A) Letter: Request for Product Catalogue

To: Customer Relations Manager, Metro Office Supplies

Address: 45, Crescent Towers, New City

Date: 12 August 2025

Dear Sir/Madam,

I am writing to request a detailed catalogue of your latest office furniture products for the upcoming year. Our company, Silverline Architects, is currently planning to refurbish our workspace, and we are exploring reliable suppliers who offer high-quality office desks, ergonomic chairs, and conference room furniture.

I recently learned about your company through a colleague who recommended your products for their durability and modern design. To help us evaluate your range, I would be grateful if you could provide the following information:

- A complete catalogue with product specifications
- Price lists for bulk purchases
- Warranty periods and after-sales services
- Delivery options available for large orders

Please email or post the catalogue at your earliest convenience, as we hope to finalize our procurement plan soon. Thank you for your kind assistance.

Yours faithfully,

R.S. Perera

Procurement Assistant

Silverline Architects

A-1) Underline the most suitable answer.

(1 mark × 5 = 5 marks)

1. Who is the sender of the letter?
 - a) Metro Office Supplies
 - b) R.S. Perera
 - c) Customer Relations Manager
 - d) Silverline Architects
2. Why is the sender writing the letter?
 - a) To place an order immediately



- b) To request a product catalogue and details
 - c) To complain about faulty furniture
 - d) To schedule an office renovation
3. How did the sender hear about the company?
- a) Through a newspaper advertisement
 - b) From a colleague's recommendation
 - c) During a trade exhibition
 - d) Through a television commercial
4. What type of products is the sender interested in?
- a) Computer software
 - b) Home appliances
 - c) Office furniture
 - d) Kitchen equipment
5. What does the sender request at the end of the letter?
- a) A refund
 - b) A job vacancy list
 - c) The product catalogue
 - d) An appointment for a meeting

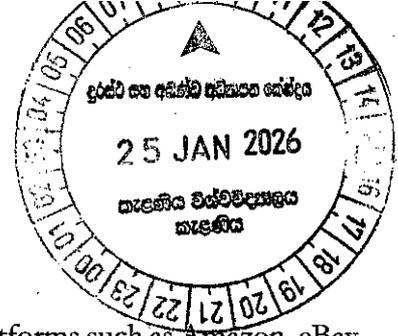
A-2) Write a number (1-5) to put the events in order. (1 mark × 5 = 5 marks)

- 1. The sender asks for the catalogue and additional information. (.....)
- 2. The sender introduces the purpose of writing. (.....)
- 3. The sender explains how they learned about the company. (.....)
- 4. The sender mentions the office refurbishment plan. (.....)
- 5. The sender requests that the catalogue be sent soon. (.....)

B) The Rise of E-Commerce in Modern Business

Over the past several years, e-commerce has undergone rapid changes, transforming the way businesses sell products and interact with customers. With the expansion of online platforms, secure payment systems, and reliable delivery services, many companies now operate digital stores in addition to their physical shops. Customers can browse products, compare prices, and make purchases from the comfort of their homes.

The growth of e-commerce accelerated during the COVID-19 pandemic, when lockdowns and safety concerns limited in-person shopping. Businesses of all sizes—from small, local shops to large



multinational companies—turned to online sales to stay operational. Platforms such as Amazon, eBay, and Shopify became essential tools for reaching consumers and managing orders.

E-commerce offers several advantages. For companies, it reduces the need for large retail spaces and allows them to reach customers globally. For shoppers, online shopping is convenient and often more affordable, as discounts and promotional codes are frequently available. Many customers also appreciate features such as home delivery, product reviews, and 24-hour access to online stores.

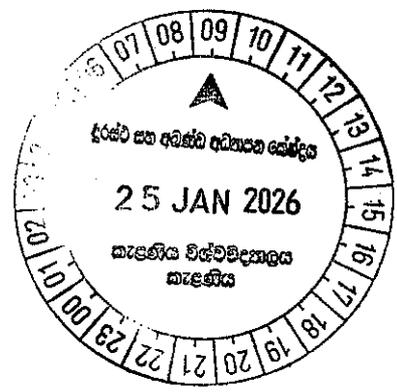
However, e-commerce also has challenges. Delivery delays, online scams, and product quality issues are common concerns among customers. Businesses must invest in cybersecurity to protect customer data and build trust. Additionally, small shops sometimes struggle to compete with large online retailers that offer lower prices and faster delivery.

Despite these concerns, experts believe that e-commerce will continue to grow. Many businesses are planning to strengthen their digital presence and adopt hybrid models that combine both physical and online sales to meet customer expectations.

B-1) Underline the most suitable answer.

(1 mark × 5 = 5 marks)

1. What helped the growth of e-commerce during the COVID-19 pandemic?
 - a) Increased travel opportunities
 - b) Lockdowns and limits on in-person shopping
 - c) Free products offered by companies
 - d) Fewer delivery services
2. Which of the following is an e-commerce platform mentioned in the passage?
 - a) LinkedIn
 - b) Shopify
 - c) Netflix
 - d) Zoom
3. What is one advantage of e-commerce for customers?
 - a) Higher transportation costs
 - b) Limited shopping hours
 - c) Home delivery and access to product reviews
 - d) Fewer product choices
4. What is one challenge faced by businesses in e-commerce?
 - a) Too many customers visiting physical stores
 - b) The need for strong cybersecurity measures
 - c) Lack of online payment options
 - d) Excessive product returns



5. What do many businesses plan to do in the future?
- a) Stop using online platforms
 - b) Remove all physical stores
 - c) Strengthen their digital presence and use hybrid models
 - d) Sell only to local customers

B-2) Are these statements true or false?

(1 mark × 5 = 5 marks)

- 1. E-commerce allows companies to reach customers around the world. (.....)
- 2. Online shopping became less popular during the pandemic. (.....)
- 3. Some customers worry about scams and delivery delays when shopping online. (.....)
- 4. Small businesses always find it easy to compete with large online retailers. (.....)
- 5. Experts expect e-commerce to continue growing in the future. (.....)

Part 02- Grammar (20%)

A) Choose the correct option to complete each sentence.

(2 marks × 10 = 20 marks)

1. The company _____ a new branch in Singapore next year.
- a) opens
 - b) opened
 - c) is opening
 - d) has opened
2. I have not received any updates _____ last week.
- a) since
 - b) for
 - c) from
 - d) by
3. The training session was cancelled _____ the speaker was unable to attend.
- a) so
 - b) but
 - c) because
 - d) although



4. Please call me when the shipment _____ at the warehouse.
- a) arrived
 - b) arrives
 - c) arriving
 - d) will arrive
5. Our office is located _____ the third floor of the West Tower.
- a) by
 - b) at
 - c) in
 - d) on
6. We continued the meeting _____ the power outage.
- a) despite
 - b) because
 - c) unless
 - d) until
7. The finance department _____ the annual report already.
- a) finishes
 - b) finished
 - c) has finished
 - d) was finishing
8. The conference will take place _____ 15th September.
- a) at
 - b) in
 - c) on
 - d) for
9. He worked overtime, _____ he wanted to complete the project early.
- a) although



- b) because
- c) unless
- d) if

10. We need to finalize the sales proposal _____ the end of this week.

- a) at
- b) by
- c) on
- d) from

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)

apologize	updates	delay	schedule	progress
notify	meeting	regarding	completion	team

To: Mr. Kamal Perera
ABC Marketing Solutions
20 November 2025

Subject: Project Delivery Update

Dear Mr. Perera,

I am writing to 1..... you 2..... the current status of the website redesign project. Unfortunately, there will be a slight 3..... in the delivery due to unforeseen technical issues.

Our 4..... is working diligently to resolve the problems and ensure that the project is completed as soon as possible. We will provide regular 5..... on the project's 6..... until full 7.....

Kindly 8..... your availability for a brief 9..... next week so we can discuss any adjustments or additional requirements. We sincerely 10..... for any inconvenience this may cause and greatly value your patience and understanding.



Thank you for your continued support and cooperation.

Yours sincerely,

A. Fernando

Project Manager

XYZ Digital Solutions

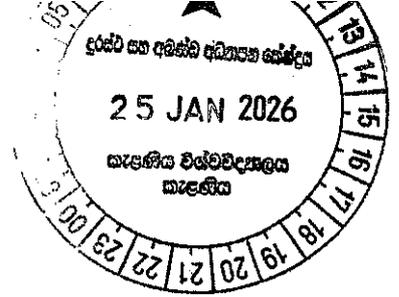
B) Choose the best word to complete each sentence.

(1 mark × 10 = 10 marks)

1. The company plans to _____ its services to international markets next year.
a. expand b. reduce c. ignore
2. Please _____ your seat before the seminar begins.
a. abandon b. occupy c. confuse
3. We are pleased to _____ that your application has been shortlisted.
a. announce b. hide c. cancel
4. The finance team will _____ the budget proposal tomorrow.
a. review b. waste c. abandon
5. Kindly _____ us if you face any issues accessing the portal.
a. deny b. refuse c. notify
6. The board reached a final _____ after two hours of discussion.
a. dispute b. decision c. mistake
7. All staff members are requested to _____ the safety guidelines.
a. follow b. ignore c. interrupt
8. The new system is expected to _____ our work efficiency.
a. improve b. damage c. decrease
9. We apologize for the _____ in responding to your enquiry.
a. success b. delay c. permission
10. The team leader will _____ the project details during the briefing.
a. explain b. forget c. confuse

Part 04- Writing (20%)

You are the **Operations Supervisor** at SunTech Logistics. Due to several recent delays in order deliveries, you need to write an email to your team **informing them about new procedures** that will be implemented starting next week. Explain the reasons for these changes, such as increasing customer complaints and the need to improve service efficiency. Clearly outline the new steps the



team must follow (e.g., updated tracking methods, earlier dispatch times, or stricter quality checks). Encourage the team to follow the new procedures carefully and reassure them that proper training and support will be provided.

Word Limit: 150–200 words

