



**University of Kelaniya – Sri Lanka**

Centre for Distance and Continuing Education

Faculty of Commerce and Management Studies

Bachelor of Business Management (General) Degree First Year Examination (External)-2015

September/October 2020

**BMGT E1070/1075 - English for Business Communication**

**No. of questions: 05**

**Time: 03 hours**

**Student No.:** .....

**Answer all the questions on this paper.**

Question No.	MARKS	
	First Examiner	Second Examiner
I		
II		
III		
IV		
V		
TOTAL (100%)		

**01. Read the passage and answer all the questions given below. Paragraphs are numbered.**

**(20 marks)**

1) Sanjeewa Dissanayake is a graphic designer with a well-known publishing company. He has lived in South London since he was five, and for the last three years he has been working from home. He prefers working from home because he can spend more time with his family and have a better work-life balance. Sanjeewa is one of the examples of those who prefer to work from home called teleworking. According to a study done by the International Labour Organisation, the expansion of teleworking is likely to **accelerate** in the years to come.

2) What are the reasons for the rise in the trend of teleworking? Technology has been a key factor. Fast broadband connections have provided people with a quick way of receiving and sending data from home. People can now do most of the work at home that they did previously in an office. Other reasons for the increase of teleworking are that it lowers costs for companies and homeworkers tend to be more productive and take fewer sick days than the office workers.

3) In recent years, a large number of companies have been offering employees more flexible ways of working. British Telecom was one of the pioneers of teleworking. In fact, it has been offering a telework scheme since 1986, which has paved the way for others. It says that teleworking saves any company an average of £6,000 per person, annually.

4) Teleworking brings many benefits to employers and employees. Office space is costly, so if a company can reduce its workstations, it may be able to move to a smaller site. Teleworking employees will no longer be travelling daily to work, which is time consuming and stressful. They can plan their own work schedule and develop good time management skills.

5) There are, however, disadvantages of teleworking. For some people, the office provides a break from the family. For others this provides an opportunity to meet people. There are many jobs too in which people have to work closely in teams and brainstorm ideas. Teleworking is not suitable for that kind of activity. It is also not suitable for people who have been recently married and do not have separate space to work.

*Adapted from: <https://ru4.ilovetranslation.com/-lu36cZuFH6=d/>*

i. What is Sanjeewa Dissanayake? (2 marks)

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ii. Where has Sanjeewa lived since he was a child? (2 marks)

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iii. Write two reasons for the rise in the trend of teleworking? (2 marks)

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iv. In which year did British Telecom begin Teleworking? (2 marks)

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v. Does teleworking help a company save money? (2 marks)

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vi. Write three benefits for employees from teleworking? (3 marks)

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vii. Write three advantages of teleworking in an office. (3 marks)

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viii. Select and underline the most suitable word that is similar in meaning in the highlighted words in the above passage. (4 marks)

- |                 |                                     |                                      |                                     |
|-----------------|-------------------------------------|--------------------------------------|-------------------------------------|
| a. well-known - | <input type="text" value="fresh"/>  | <input type="text" value="dark"/>    | <input type="text" value="famous"/> |
| b. suitable -   | <input type="text" value="better"/> | <input type="text" value="fitting"/> | <input type="text" value="ugly"/>   |
| c. average-     | <input type="text" value="mean"/>   | <input type="text" value="high"/>    | <input type="text" value="short"/>  |
| d. accelerate-  | <input type="text" value="boost"/>  | <input type="text" value="show"/>    | <input type="text" value="look"/>   |

**02. Read the following passage and underline the most suitable answer from the choices given. Paragraphs are numbered. (10 marks)**

1) When Coronavirus prompted companies to remove thousands of employees, some chief executives decided to show solidarity by forgoing some of their pay. But it turns out that their sacrifice was minimal. A survey of some 3,000 public companies shows that the cuts — which, so far, have come in the form of salary reductions — were tiny compared with their total pay last year.

2) Only a small percentage of the companies cut salaries for their senior executives at all, which is surprising given that the pandemic has crushed profits and sales for many companies, forcing large amounts of employees losing their jobs, according to an analysis by CGLytics, a compensation analysis firm.

3) This compensation analysis offers another example of how Coronavirus has affected the working and middle classes while mostly **sparing** the people at the very top of the economic hierarchy. Of course, this analysis is incomplete because the year is not over. In the coming months, corporate boards could decide to significantly reduce the bonuses and stock options they hand out to top executives for 2020. That would represent a big break from recent years when boards, which are primarily made up of corporate executives and investors, approved ever higher pay packages.

4) CGLytics surveyed the companies in the Russell 3000 index, which comprises most of the publicly traded businesses in the United States and found that 419 companies had disclosed details of salary cuts. Only about 10 percent of those companies cut salaries by more than 25 percent of

the executive's 2019 total "realized" compensation, a figure that CGLytics came up with by adding up all the money and stock each boss received last year.

5) The price of many stocks fell sharply this spring when the pandemic took hold. But stocks can recover over time, and many have improved since March.

*Adapted from: <https://www.nytimes.com/2020/07/29/business/economy/ceo-pay-pandemic-layoffs.html?auth=link-dismiss-google> | tap*

I. The main idea of the passage is:

- a) The effects of Coronavirus on executive and non-executive employees
- b) The potential growth of the tourism industry
- c) The sacrifices of the executives to save the employees' jobs
- d) Both employees and executives received a salary hike and bonus

II. Who were least affected by the pandemic?

- a) The employees
- b) The tourists
- c) The executives
- d) The working and middle class

III. The meaning of the word **sparing** is:

- a) putting
- b) discharging
- c) bringing
- d) saving

IV. Even though the executives and board members assured the workers and investors that everyone had to equally tolerate the losses, \_\_\_\_\_

- a) the executives equally shared the profits
- b) the executives did not cut their own salaries
- c) the executives were unaware of the pandemic
- d) the executives gave employees bonus

V. Due to Coronavirus, the stock market \_\_\_\_\_?

- a) fell sharply in March
- b) was rarely affected
- c) fell and is expected to recover
- d) recovered by March

**03. Grammar**

**a) Underline the most suitable form of the verb to complete the sentences. (20 marks)**

1. I \_\_\_\_\_ (had/have/has) to write a report yesterday.
2. Rizvi \_\_\_\_\_ (was/were/ has been) learning German for 13 years. Now he is very fluent in German.
3. The salesperson \_\_\_\_\_ (persuades/persuaded/persuade) his customers to buy insurance from him every day.
4. The committee members \_\_\_\_\_ (has to/have to/had to) take a decision of the employees who are performing badly.
5. At the moment, Malki \_\_\_\_\_ (prepares/is preparing/will prepare) a report on the project.
6. The President \_\_\_\_\_ (will address/has addressed/ addressed) the meeting soon.
7. The Human Resource Department \_\_\_\_\_ (will issue/has issued/issues) a magazine every June and August.
8. A customer \_\_\_\_\_ (lodged/was lodging/has lodged) complaint when the sales assistant cut the phone line.
9. Please \_\_\_\_\_ (open/ let's open/opens) the window Noel! It is too hot here.
10. The business owner \_\_\_\_\_ (will ask/is asking/asked) his employees to be more efficient last week.

**b). Change these sentences from direct speech to indirect speech. (5 marks)**

1. Kumar said, "I saw Mohan walking past the Faculty Office last Monday."

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2. The policeman told the taxi driver, "You did not stop your car when I signaled you to do so."

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3. The receptionist asked Anura, "Do you want to open a new bank account?"

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4. Thumindu said, "I'll give you my notes if you can return them next week."

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5. Sameera asked Lihini, "Will you attend the webinar on 'The Global Economy after Covid-19'?"

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**c). Fill in the blanks of the passage by underlining the suitable preposition. (10 marks)**

Alfred Nobel, the famous Swedish chemist, was born i) \_\_\_\_ (in/at/on) a family where research and experimentation was almost second nature. His father tested the theories of explosives ii) \_ \_ (from/out/in) a laboratory set up in their house. He was iii) \_\_\_\_ (in/on/out) of work, and he failed to apply his inventive spirit to establishing a prosperous endeavour. He founded the Nobel Prize, just two weeks before his death, because he preferred not be remembered as an inventor of potentially deadly material-dynamite. So, he left some of his money iv) \_\_\_\_ (over/to/at) reward individuals who made substantial and valuable contribution to certain areas of science, and to the good of humanity. The Nobel Prizes are rewarded annually in six different fields: physics, chemistry, physiology, medicine, literature and economics. Nobel has set up a fund of v) \_\_\_\_ (to/over/in) nine million dollars and from its interest every year on December 10, the anniversary of Nobel's death, prizes of about \$40,000 are awarded to important inventions and discoveries.

**d). Use the words given below to complete the sentences. Use plural forms and past tense if necessary. (10 marks)**

<i>busier</i>	<i>adequate</i>	<i>published</i>	<i>trend</i>	<i>drop</i>
<i>attract</i>	<i>entrepreneurs</i>	<i>located</i>	<i>excited</i>	<i>surprised</i>

1. Getting \_\_\_\_\_ sleep or rest helps people perform well in their jobs.
2. Mr. Nathan has \_\_\_\_\_ several books on global financial crises.
3. Big and famous companies always \_\_\_\_\_ the mass audience through their advertisements.
4. People who are creative, cooperative and have good financial and business skills can thrive as \_\_\_\_\_.
5. He was very \_\_\_\_\_ when he was recruited by the company.
6. Online shopping is the new \_\_\_\_\_ in many developed countries.
7. People are \_\_\_\_\_ now than they were 20 years ago.
8. Please \_\_\_\_\_ me off near the bus stop!
9. Their newest branch is \_\_\_\_\_ in Kadawatha.
10. Thamali was \_\_\_\_\_ when Thiloka showed up at her birthday party unexpectedly.

**04. Error Correction: Identify the errors in the following sentences, underline them, and rewrite the accurate sentences. There is only ONE error in each sentence. (5 marks)**

1. Everyone are excited to get their results after a period of three months.  
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 .....
2. Jeewaka drove the car fastly, and he did not see the child walking across the pedestrian crossing.  
 .....  
 .....
3. I and my brother is going to take the test together.  
 .....  
 .....
4. The government does not encourage international business, because the countrys' economy is slowing down.  
 .....  
 .....
5. I were talking to a few friends loudly when the guest speaker started his lecture, and the organizing committee severely criticized me.  
 .....  
 .....

**05. Write a formal letter according to the details given below. Use ONLY the box provided to write the answer. (20 marks)**

The Faculty of Commerce and Management Studies, University of Kelaniya has decided to host a webinar (web seminar) on online banking for 1<sup>st</sup> year external students in their faculty. Write a letter to the Dean, Faculty of Commerce and Management Studies, University of Kelaniya expressing your intention of joining the programme and requesting the following information in about 200 words.

- the method of registration (whether the webinar is free of charge or not)
- the method of participation (Zoom, Whatsapp, Facebook Live etc.)
- date and time
- the resource person/s
- the themes that the resource person/s will discuss in the webinar
- the way you expect the information to be communicated (over the phone/via email/by post)