



University of Kelaniya - Sri Lanka
Centre for Open and Distance Learning



Faculty of Commerce and Management Studies

Bachelor of Business Management (General) Degree

Year I Examination (External) – 2008

Index No.

BMGT E 1070/ BMGT 13070/ BMG 104 – English for Business Communication

No of questions – 07

Time: 03 Hours

Answer all the questions on this paper

(01) Choose the correct verb form from the choice given within brackets. Underline the correct answer. (20 marks)

1. The control of inflation (is / are) becoming increasingly elusive .
2. Theories and statistical calculations (is / are) of no avail in the practical task of controlling prices.
3. The Swimming Club as well as The Golf Club and Cricket Club (is hosting / are hosting) a dinner to raise funds.
4. Either Anuranga or Jazeema (has taken / have taken) the key from here.
5. In this gathering, most of the people (is / are) from Asia.
6. Most of the equipment for the project (was / were) imported from China.
7. All the managers of the company (is listed / are listed) for the training programme.
8. The Board of Directors (is meeting / are meeting) to decide on company salaries.
9. A few of my friends (goes / go) home after work by train.
10. I (have / has) three years of experience working in a bank.

(02) Use suitable prepositions to fill the gaps. Underline the correct preposition. (10 marks)

1. Rajaratnam was moved (on, in, by) the sad story of the poor stranger.
2. Exercise regularly and participate (on, at, in) pleasurable activities if you want to be healthy.
3. People spend too much time worrying (about, for, in) the future.
4. Make it a habit to look (in, for, through) the good in life rather than the bad.
5. He refused (to, for, in) accept a reward I offered him.

6. Sri Lanka Insurance showcased the grandest motor show (at, of, to) the year.
7. Anita is interested (of, at, in) learning about clay art.
8. Sumathi explained (to, in, for) her sister about what happened the other day.
9. I am happy (at, for, in) you.
10. I opened the letter (without, within, for) any hope.

(03) Complete these requests. Write the letter of the correct ending in the blank.

(10 marks)

1. I would appreciate it if you (A) if it would be possible to discuss this over the phone.
2. Would it be possible? (B) opening the window
3. Would you mind? (C) your help.
4. I would appreciate? (D) to fax the letter now
5. I was wondering (E) could send this today.

(04) Read the passage and answer the questions. (15 marks)

Most small businesses depend on part-time employees, largely because they cost less in wages and benefits than most full-time employees and still provide talent and flexibility. The current economic situation may make part-time employees more valuable than ever; but at the same they present unique challenges to managers.

Some part-time employees are as dedicated as their full-time colleagues, while others simply show up to work and have little sense of commitment. Both types require special attention.

Consider part-time employees when making changes that affect people both inside and outside the workplace. Keeping the part-time schedule close at hand where it is visible daily can prevent part-time employees from being overlooked. Also be sure to include them in developing departmental goals and to send them a copy of memos and e-mails.

Opportunities for substantive feedback could also be expanded. For example, if part-time employees are not included in formal performance evaluations at least once a year, making the practice more inclusive could make them feel more like they are a part of the workplace and that their performance matters.

Part-time employees can also be included in professional development activities, including benefits such as support for college classes or attendance at relevant workshops. More inexpensive and creative options are available as well, such as holding in-house workshops and sessions to focus on professional and personal interests.

(From : The Sunday Times, 2nd November 2008)

Questions :

1. Why do small businesses depend on part-time employees?

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2. Write one problem that you may encounter with part-time workers according to the passage.

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3. How do you prevent part-time employees from being overlooked ?

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4. How can you make part-time employees feel like their performance matters ?

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5. Write two activities mentioned in the passage that can be conducted at a workplace for professional development.

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(05) Which of these statements do you agree with? Explain your reasons using one or two sentences. (15 marks)

(i) use polite language at all times.

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(ii) allow you to take telephone calls from the office phone connection.

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(iii) consult all the staff members before taking any decision.

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(iv) do his/her own photocopying.

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(v) be available at all times to give staff advice and support.

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(06) Write a letter of complaint to the Sales Manager of a company about the delay of delivering an order of 20 computers. (Limit your answer to 125 words) (15 marks)

- (07) Write a memo in the box below, informing the staff about the new security measures at work. Inform them that they need to show the National Identity Card at the entrance along with the Company Identity Card when they report to work. They need to show the contents of their bags to the security process is completed. Also, whenever they leave on field work, they need to inform the reception as well as the security at the gate. (15 marks)

