



University of Kelaniya – Sri Lanka

External Examinations Branch

Faculty of Commerce and Management

Bachelor of Business Management (General) Degree First Examination – (External) 2009
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BMGT E 1070/ BMG 104 - English for Business Communication

No. of Questions: 06

Time: 03 Hours

Answer all the questions on this paper.

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

1. The John Keells Group (win, wins) nine awards at the Presidential Awards for Travel and Tourism.
2. Certificates of the Informatics Academy (are accepted, is accepted) the world over.
3. Most of my friends (work, works) in the private sector.
4. Fifty percent of the water in Dubai (come, comes) from desalination plants.
5. The Japanese (have, has) always believed in motivating themselves with numerical targets.
6. These days, the cohort of people who are at ease with both the Western and Sri Lankan ways of doing business (are, is) on the rise.
7. Capital gains from the sale of subsidiaries and a stronger focus on debt recovery in 2009 (have, has) enabled Seylan Merchant Bank to end the year on a positive note.
8. The scandal involving Satyam Computer Services (are, is) due to falsified accounts.
9. Three hundred companies representing different sectors (are, is) gathering in Sri Lanka.
10. Police (have, has) arrested a gang of four who broke into a house.

2. Use suitable prepositions to fill in the gaps. Underline the correct preposition.
(20 marks)

1. Twenty years ago only scientists and people (in, of, on) the government knew (on, about, for) the internet.
2. Amason.com was one (at, in, of) the first companies to try to sell products (on, in, at) the Internet.
3. He drove (about, on, across) the country (for, to, at) Point Pedro.
4. At the Amazon .com site, people can search (for, to, in) a book (of, about, for) any subject.
5. (In, Of, On) a few years, Amazon.com had 10 million customers and sold 18 million different items (on, in, over) categories including books, CDs, and electronics.
6. Customers are afraid (of, in, to) online crime, and they will stop shopping (in, on, at) the Internet.
7. Do you think that Internet shopping is going (to, for, in) get bigger and more important (on, in, over) every country?
8. The stores (of, over, on) the future will probably be different (in, from, for) stores today.
9. In future, people will work alone (in, at, on) home and they will want (to, in, for) go out and shop in stores.
10. Everyone (of, in, with) the world is going (for, to, from) use the Internet everyday.

(3) Complete these requests. Write the letter of the correct ending in the blank.
(10 marks)

- | | |
|--------------------------------------|--|
| 1. I would appreciate it if you..... | (A) for you to send the fax now? |
| 2. Would it be possible | (B) if you are free tomorrow evening. |
| 3. Would you mind | (C) of postponing the meeting? |
| 4. I wonder.... | (D) can arrange a meeting for me with your boss. |
| 5. Is there any possibility | (E) if I sit next to you? |

(4) Read the passage and answer the questions.

(15 marks)

If one thing in this world could be said that is always true, it would be that things will never remain the same. Change is a fact of life- in both our private and our work lives. At the work site, we must be aware that changes will occur. The change might be slight, such as getting a new boss. Or it might be a major endeavor, such as an organization installing a computer system for the first time – automating many of the manual operations. But change rarely comes easily for everyone: in some cases, it is resisted. For example, imagine the fear that many secretaries experience when confronted by an office computerization in the organization, especially the secretary who has had twenty-five years' experience. Going from a typewriter to a computer could be traumatic and, accordingly, that change could be resisted. How do you overcome this resistance? There are few ways, but probably the two greatest would be to inform the secretary that the computer was designed to make her job more efficient; it was not designed to take over her job. The fear associated with a possible threat to job security could negate any advantage that might build up by automating an office because this fear might show itself through decreased morale.

To reduce the fear associated with change, training is important. Once the secretary has been given time to learn how to use the new equipment, and to experience how efficient it is and how it makes her job easier, the fear of change can be reduced.

1. What is a universal truth about the world?

.....
.....

2. Give two examples of change that may happen at a work place?

.....
.....

3. Why is change 'resisted'?

.....
.....

4. What can be done to reduce fear associated with change?

.....
.....

5. Explain the meanings of the following words using your own words.

(a) Resist-

(b) Traumatic-

(c) Morale-

(5) These sentences contain errors. Correct the errors and rewrite them.
(20 marks)

1. Sugath and I are graduates of the same badge.
2. I need to speaking to the Dean of the Faculty before Monday.
3. Do your mother mind if I smoke here?
4. The Mr. Godagedara is our new CEO.
5. Is the library opened during study holidays?
6. Have you ever cheat on a test?
7. Both is your pens.
8. What does she means by gender equality?
9. The family are the natural fundamental group unit of society.
10. These figure's are found at Abayagiriya temple in Anuradhapura.

(6) Write a letter to the Service Manager of an air conditioning machine company complaining about the poor quality of after sales service.
(15 marks)