

EASTERN UNIVERSITY, SRI LANKA

FIRST YEAR FIRST SEMESTER EXAMINATION IN

BACHELOR OF BUSINESS ADMINISTRATION IN HONS / BACHELOR OF COMMERCE IN HONS.

2018/2019- [FEBRUARY 2022] - [PROPER/REPEAT]

ENG-1012

Business Communication -NS

Time: Two hours

INDEX NO:

Instructions to the candidates:

01. Write your index number clearly on the space given.
02. Answer all the questions on this paper itself.
03. Do not write your answers in pencil.

For the Examiner's use only.

Question number	Maximum marks	Marks obtained
01	35	
02	30	
03	35	
Total	100	

Name of the Examiner: Mr.S.Sasitharan

Signature of the Examiner:

Section 1: Reading skills

Q1: Read the following text and answer the questions that follow:

Physiological studies have found that speaking two or more languages is a great asset to the cognitive process. The brains of bilingual people **operate** differently than single language speakers, and the differences offer several mental benefits.

Below are some cognitive advantages to learning a foreign language. Many of these attributes are only apparent in people who speak multiple languages regularly – if you haven't spoken a foreign language since your A levels, your brain might not be **reaping** these bilingual benefits. However, people who begin language study in their adult lives can still achieve the same levels of fluency as a young learner and still reap the same mental benefits, too.

Speaking a foreign language improves the functionality of your brain by challenging it to recognize, negotiate meaning, and communicate in different language systems. This skill boosts your ability to negotiate meaning in other problem-solving tasks as well.

Students who study foreign languages tend to score better on standardised tests than their monolingual peers, particularly in the categories of math, reading, and vocabulary.

Multilingual people, especially children, are skilled at **switching** between two systems of speech, writing, and structure. According to a study from the Pennsylvania State University, this “juggling” makes them good multi-taskers, because they can easily switch between different structures. In the study, participants used a driving simulator while doing separate, distracting tasks at the same time. The research found that people who spoke more than one language made fewer errors in their driving.

Several studies have been conducted on this topic, and the results are consistent. For monolingual adults, the mean age for the first signs of dementia is 71.4. For adults who speak two or more languages, the mean age for those first signs is 75.5. Studies considered factors such as education level, income level, gender, and physical health, but the results were consistent.

Educators often link the brain to a muscle, because it **functions** better with exercise. Learning a language involves memorising rules and vocabulary, which helps strengthen that mental “muscle.” This exercise improves overall memory, which means that multiple language speakers are better at remembering words or sequences. Studies show that bilinguals are better at retaining shopping lists, names, and directions.

A study from Spain's University of Pompeu Fabra revealed that multilingual people are better at observing their **surroundings**. They are more adept at focusing on relevant information and editing out the irrelevant. They're also better at spotting misleading information.

According to a study from the University of Chicago, bilinguals tend to make more rational decisions. Any language contains nuance and subtle implications in its vocabulary, and these biases subconsciously influence your judgment. Bilinguals are more confident with their choices after thinking it over in the second language and seeing whether their initial conclusions still stand up.

Learning a foreign language draws your focus to the mechanics of language: grammar, conjugation, and sentence structure. This makes you more aware of language, and the ways it can be structured and manipulated. These skills can make you a more effective communicator and a sharper editor and writer.

Language speakers also develop a better ear for listening, since they're skilled at distinguishing meaning from discreet sounds.

Source edited from: <https://www.telegraph.co.uk/education/2018/03/27/learn-foreign-language-benefits-bilingualism/>

1. Provide a suitable heading for the above text
.....
2 Marks

2. What is this article about? Use your own words to write the answer.
.....
2 Marks

3. How does the reader know that speaking two languages has its own advantages?
.....
.....
.....

4. Who is a bilingual?
.....
.....
3 Marks

5. Explain the terms multi-linguals and multi-taskers?
Multi-linguals
.....
Multi-taskers
.....
3 Marks

6. What makes the educators to connect the brain with the muscle?
.....
.....
3 Marks

7. Mention the elements of language being made in to focus by an individual who learns a foreign language?

.....
.....
.....

3 Mar

8. What do you understand by the phrase “great assets to the cognitive process” (paragraph 1, line 1). Use your own words to explain.

.....
.....

2 Mar

9. What are the two distinct advantages a language learner acquires when he/she learns a foreign language as mentioned in paragraph 9?

.....
.....

3 Mar

10. Give similar words for the following.

- a) operate :.....
- b) reaping :.....
- c) switching:.....
- d) functions:.....
- e) surroundings:

5 Mar

11. Summarise the above text in 40 words.

6 Mar

Section 2: English Language structure

Q.A: Underline the most suitable answer.

1. If Aruni reads the passage, she..... the questions.
 - a. will answer
 - b. might answer
 - c. answered
 - d. would have answered
2. If I had a mobile, I you.
 - a. shall phone
 - b. will phone
 - c. phone
 - d. phoned
3. We to the beach, if we had stayed in Batticaloa.
 - a. should go
 - b. would have gone
 - c. going
 - d. must go
4. If the management assistant prepared the report, I it with you.
 - a. will share
 - b. shared
 - c. could have shared
 - d. may be shared
5. The manager more mistakes, if he had checked the text again.
 - a. could have found
 - b. shall find
 - c. find
 - d. might have find

(2 x 5=10 Marks)

Q.B: Fill the missing phrases in the sentences by choosing among the followings.

(Machines, Difference between, higher education, terrible accident, in the circular, form of correspondence, general manager, recruitment agency, recommended candidates, parking facilities)

1. The accountant discovered that there was a the cash book and the bank balance.
2. The students were agreed to follow the regulations as it was
3. Many people use email as a formal
4. This particularhas a remarkable record for filling job vacancies.
5. The main reason for this is that they make sure that their are suitable.
6. Mr. Silva will be appointed as the of the company.
7. He's shocked, because she has seen a
8. They have improved in their office.
9. Daniel went to Australia for his
10. have become our masters instead of making them our slaves.

(1 x 10= 10 Marks)

Q. C: Choose the correct answers and underline them.

- 1) Dulanjali to phone me last night. But he didn't.
a) Supposed b) is supposed c) was supposed d) will be supposed
- 2) Mohan away two or three times a year.
a) Is going b) going c) goes d) went
- 3) a van when you were living in Colombo?
a) Had you b) were you having c) have you had d) did you have
- 4) I my shoulders while I in the garden.
a) Hurts/ working b) hurting / working c) hurt / was working d) hurting / works
- 5) At first, I didn't like my job, but..... to enjoy it now.
a) I was beginning b) I beginning c) I was began d) I am beginning

(2 x 5= 10 Marks)

Total: 30 Marks

Section 3: Writing Skills

Q.A: Write a paragraph using the following table given below:

Sri Lankan Tourism

Year	Arrivals	Growth %
2009	447,890	
2010	654,476	46%
2011	856,975	31%
2012	1,005,605	17%
2013	1,274,593	27%
2014	1,527,153	20%
2015	1,798,380	18%
2016	2,050,832	14%
2017	2,116,407	3%
2018	2,329,294	10%

Source: <https://www.ft.lk/Special-Report/What-it-takes-for-Sri-Lanka-to-achieve-5-million-tourists-by-2021/22-672321>

Words: 50-60

(15 Marks)

Lined writing area consisting of approximately 28 horizontal dotted lines for text entry.