

EASTERN UNIVERSITY , SRI LANKA
FACULTY OF COMMERCE AND MANAGEMENT
FIRST YEAR / FIRST SEMESTER EXAMINATION IN
BUSINESS ADMINISTRATION / COMMERCE 2002/2003 & 2002/2003(A)
[JUNE/JULY'03].

ENG 1013 : ENGLISH FOR COMMUNICATION
COC 1013: BUSINESS COMMUNICATION.

Index No :

Time :02 Hours

Answer all questions on this paper itself.

For Examiner's use only.

<u>Question Number</u>	<u>Marks Obtained</u>	<u>Maximum Marks</u>
01	10
02	10
03	10
04	10
05	10
06	10
07	10
08	15
09	15

Total

100

Examiner's Name :

Examiner's Signature :

Date :



01. Fill in the blanks with a, an or the.

My elder brother is (1) Engineer. He works in a Private firm. He works at the Head Office of (2) private firm for two weeks and then he visits (3) firm outlets. He does (4) important job and earns (5) very good salary. The firm manager has now moved into (6) air - conditioned room. It is (7) very beautiful room. (8) room has a round table, five chairs and (9) almirah. But others still have (10) same old things in the rooms.

(1x10=10 marks)

02. Write down the questions that lead to each of these answers underlined.

i. I'd like to visit the Firm Manager when he is in the office.

.....
.....

ii. We'll be staying at the Blue Oceanic Hotel in Negombo till day after tomorrow evening.

.....
.....

iii. I had a very good business.

.....
.....

iv. The manager has never been here before.

.....
.....

v. Mr. Business recommended the product to me.

.....
.....

(2x 5=10 marks)

03. Write down the questions you'd ask to find out the missing (-----) information.

(e.g) Sun rises (-----). Where does the Sun rise?

(1) Students should not waste time in the morning because -----
.....

(2) My Dean advised me to ----- before the examination .
.....

(3) -----, told us that to concentrate on studies always.
.....

(4) They printed -----, thousand copies of the report.
.....

(5) My ----- told me that I should get in touch with you.
.....

(2x5=10 marks)



04. Write a suitable "question tag" to complete each sentence.

- (1) They don't normally pay their account late,?
- (2) We can send the catalogues by post,?
- (3) She isn't in the office today,?
- (4) You must confirm this by sending a fax,?
- (5) We shouldn't interrupt the meeting,?

(2X5=10 marks)

05. Fill in the blanks with the correct form of the verbs given in the brackets.

- (1) All the students are busy, they
for heir semester examination. (prepare)
- (2) The Annual General meeting of the students' Association
..... last month. (hold)
- (3)is a good exercise for all, young and old. (walk)
- (4) The power cut if the rain does not
come early this year. (reinforce)
- (5) If my friend had got another three marks, he
University. (enter)

(2x5=10 marks)

Select suitable prefix / suffix to the words given in the brackets and complete the sentences.

.....sive,wise, multi....., re.....,al.

- (1) Every University in our country is expected to conduct career guidance programmes and training. (vocation)

- (2) I have received many complaints about the new building, I should the next building. (design)

- (3) The Dialog GSM is a communicative organisation. (national)

- (4) Turn the key to open the iron safe. (clock)

- (5) The modern era hand phones are very handy and very (style)

(2x5=10 marks)

Match A and B and write the correct letter in the space provided.

A

- (1) Please reply as soon as possible (.....)
- (2) We cannot confirm the order (.....)
- (3) I shall be able to confirm this (.....)
- (4) We usually telephone (.....)
- (5) My boss never sign a letter (.....)

B

- (a) in order to send the messages quickly.
- (b) before he has read it through.
- (c) until we have consulted our producers.
- (d) because we do not have enough books.
- (e) after I have checked the files.

(2 x 5=10 marks)

Read the following passage and answer the questions given below.

Firms are a very important part of the economy of a country. They are responsible for producing goods and services. Businesses use materials and change them in some way to produce goods or a service. Businesses come in every shape and size. While the vast majority of the world's businesses are small, large firms often dominate the economy in many countries.

Large businesses offer very much more than small ones in a wide variety of ways. In many countries, there are both private and nationalized firms belonging to the government. A small private firm may have just one owner but a very large firm has thousands of shareholders.

In very large firms, the owners have very little to do with the day-to-day running of the firm. This is left to the management. Very large companies may be organized into several large departments, or sometimes divisions. The organizational structure of the companies is very hierarchical with the board of directors at the top and various departmental heads reporting to them. Often the only time the shareholders can influence the board is at the yearly shareholders' meeting.

Some firms may only produce one product or service. Others may produce many different products. In fact they may seem to be like a collection of businesses inside one company. The bigger the business becomes the further it may expand geographically. Many large firms have manufacturing plants and trading locations in several different countries, spread around the world.

1] Indicate whether the following statements are true (T) or false (F) according to the passage.

a) As majority of the World's companies are small, they dominate the economy of many countries.

b) Nationalised companies are the property of the Government

c) Private companies do not have shareholders.

d) Shareholders in large firms participate in the day-to-day running of the firm.

e) Department heads of a firm report to the Board of Directors.

2] Answer the following questions in your own words.

a) What plays the major role in a country's economy?
.....

b) Who is the general organizational structure of a large firm?
.....

c) When can the shareholders of a company influence the board?
.....

d) What seems to be like a "collection of businesses"?

.....

e) How will you define "Multinational Companies"?

.....

3] Find words from the given list below to match the meanings.

[Write down the word in the space provided].

eg: the large number or amount – majority

[collection , shareholder, dominate, hierarchy, important]

a) having or likely to have great effect

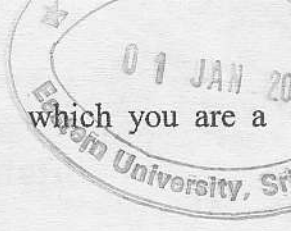
b) to have or exercise control or power (over)

c) an owner of shares in a business

d) arranged according to ranks in an organization

e) a set of things of the same type

(15 marks)



Write a letter to your friend about the University in which you are a student. [150 words].

Note: Write neatly and clearly.

A series of horizontal dotted lines provided for writing the letter.