

EASTERN UNIVERSITY, SRI LANKA
EXTERNAL DEGREES
FIRST EXAMINATION IN BACHELOR OF BUSINESS
ADMINISTRATION / COMMERCE 2002/2003 (REPEAT)
JUNE / JULY 2009
CC: 112 – ENGLISH

Index No:-

Time: 03 hours

Answer all questions on this paper itself.
Write neatly and clearly.

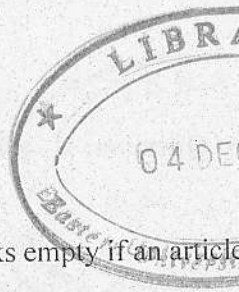
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Question Number	Maximum Marks	Marks Obtained
I	10
II	10
III	10
IV	10
V	10
VI	10
VII	10
VIII	15
IX	15
Total	<u>100</u>

Examiner's Name :

Examiner's Signature :

Date :



Question: I

Fill in the blanks with **a, an, or the** wherever necessary. Leave the blanks empty if an article is unnecessary.

E.g - I don't usually like staying at hotels, but last summer we spent a few days at **a** very nice hotel by **the** sea.

01. tennis is my favourite sport. I play once or twice week if I can, but I'm not very good player.

02. I won't be home for dinner this evening. I'm meeting some friends after work and we're going to cinema.

03. unemployment is increasing at moment and it's getting difficult for people to find work.

04. There was accident as I was going home last night. Two people were taken to hospital. I think most accidents are caused by people driving too fast.

05. Carol is economist. She used to work in investment department of Lloyds Bank. Now she works for

..... American bank in United States.

Question: II

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

[5 x 2 = 10 marks]

Question: III



Complete the following dialogue with appropriate exchanges given below

Student A : Excuse me, are you the second year student?

Student B : [01]

Student A : I'm Radhika Shivakumar from Trincomalee. What's your home town?

Student B : [02]

Student A : Well, both of us are hostellers.

Student B : [03]

Student A : I'm in the Faculty of Science.

Student B : [04]

Student A : Certainly, you must excuse me, I've got to go now. Bye.

Student B : [05]

Oh, yes. Which faculty are you?
O.K. then see you later.
I too. We can be good friends then.
That's right. By the way. May I know your name please?
I am from Jaffna.

[5 x 2 = 10 marks]

Question: VI

Read the following passage and answer the questions that follow.

Dealing with people

In business, people have to deal in person with all kinds of people. You may have to use English when talking to different people within your company who don't speak your language: these may be colleagues or co-workers, superiors or subordinates – who may work with you in your own department, in another part of the building or in another branch. And you may also have to deal in English with people from outside the organization: clients, suppliers, visitors and members of the public. Moreover, these people may be friends, acquaintances or strangers – people of your own age, or people who are younger or older than you. The relationship you have with a person determines the kind of language you use.

This relationship may even affect what you say when you meet people: for example, it is not appropriate to say 'Hi, how are you!' when meeting the Managing Director of a large company or to say 'Good morning, it's a great pleasure to meet you' when being introduced to a person you will be working closely within the same team.

Remember that people form an impression of you from the way you speak and behave not just from the way you do your work. People in different countries have different ideas of what sounds friendly, polite or sincere – and of what sounds rude or unfriendly! Good manners in your culture may be considered bad manners in another.

Remember also that your body language, gestures and expression may tell people more about you than the words you use.

1. Write two instances where you may have to use English?

.....
.....

2. Name some people with whom you may have to use English outside the organization.

.....
.....

3. What determines the kind of language you use?

.....
.....

4. Why should you behave and speak in good way?

.....
.....

5. What are the other ways you can use than words to tell people more about you?

.....
.....

[5 x 2 = 10 marks]

Question: VII

Fill in the blanks with suitable words given below.

meeting,
co-operation,
companies,
business,

work relations,
telephone,
share holders,
employees

progressive interviews,
business letters,

01. _____ are a very important part of a country's economy.
02. A good _____ manner not only makes an impression in business, but it also helps to make money.
03. In _____, planning and writing reports are important skills.
04. Over two-billion _____ are posted daily.
05. In very large firms the _____ have very little to do with the day – to – day running of the firm.
06. _____ with other people at the place of work include relationships with fellow employees, workers or colleagues.
07. In large firms, _____ join a trade union and ask the union to represent them to the management.
08. The larger the _____, the longer it may take to reach a decision.
09. _____ give the employees a chance to review the work they are doing and to set objectives for the future.
10. Diplomacy, friendliness and _____ are important in selling.

[10 x 1 = 10 marks]

Question: IX

Assume that you have a deposit of Rs. 50,000/- at the Bank of Ceylon and have maintained the account smoothly. You have now decided to apply for a credit card for your convenience.

a] Fill in the Card Application. Do not leave any blank incomplete.

Write **inapplicable** where necessary.

CARD APPLICATION

Personal Details:

- 1. Full Name:
- 2. Surname:
- 3. Address:
.....
.....
- 4. Country: 5. Country code:
- 6. Full Phone Number :
- 7. Date of Birth:
- 8. Married: Single

Primary use of card:

Business:

Personal: Financial Details:

- 1. Bank Name:
- 2. Address:
.....
- 3. Post code:
- 4. Personal current Account Number:
- 5. Other Bank Accounts:

Business Details:

- 1. Employer's Name/Name of Own Business:
.....
.....
- 2. Address:
.....
- 3. Employee Number:
- 4. Nature of Business:
- 5. Position held:
- 6. Annual income:

7. Whether Retired:

8. If self employed, give your name and address of your accountant whom we may contact regarding your income:

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

Signature:

Date: