Section A
(50 marks)

01. Select the most suitable group of words from the list (a) to (j) given below to complete the blank in dotted lines in the set of instructions (1) to (10) on “Be a Good Communicator” in the following box.

Write numbers (1) to (10) in your answer booklet, and write the letter assigned to the group of words selected by you, against the relevant number.

| (a) the client is speaking with you. | (f) towards building a rapport. |
| (b) that you are sincere and trustworthy. | (g) is to create mutual understanding. |
| (c) facial expressions, posture and gesture. | (h) and avoid confusing the client. |
| (d) do you understand? Is it clear? | (i) such as telephone numbers & addresses. |
| (e) from another staff member. | (j) always maintain a positive attitude. |

Be a Good Communicator

(1) When communicating with your clients ............... 
(2) Focus your attention and listen when ............... 
(3) Listening attentively helps tremendously ............... 
(4) Proper listening may assure the client ............... 
(5) The purpose of communication ............... 
(6) Take note of body language which includes ............... 
(7) Speak slowly and clearly ............... 
(8) Avoid asking questions such as ............... 
(9) Repeat important information ............... 
(10) When there is a difficulty, seek help ............... 

(10 marks)
02. Write a short article for a business magazine on the following topic.
Use about 60 to 75 words.

"NEED FOR AN EFFECTIVE AGENDA TO HOLD A SUCCESSFUL MEETING"

Include the following points in your article:

- A very short introduction (explain what an Agenda is).
- Three(03) things to be included when preparing an Agenda.
- Three(03) matters showing how an Agenda can make a meeting successful.

(10 marks)

03. You are the Marketing Manager of Spicy Foods Ltd. which is a small food outlet in Galle Road, Mount Lavinia. You saw the following advertisement in a newspaper and need more information to purchase six(06) bicycles for the delivery of food items to your customers in and around the suburbs of the city.

SAVE FUEL. SAVE THE ENVIRONMENT

We now introduce the ELECTRIQUE MOTORIZED BICYCLE

* Eco-Friendly
* No Smoke
* No Pollution
* Low Maintenance cost

Powered by a rechargeable battery, it effortlessly gets you to your destination quicker and easier than a normal bicycle. And if you run out of power, all you have to do is just pedal to complete the journey.

The bicycle comes with a luggage carrier and is suitable for deliveries.

Inquiries : Sales Manager, Sleek Bicycles, No.26, Seibel Avenue, Colombo 6.

Write a letter to the Sales Manager of Sleek Bicycles asking for more information. You may include the following in your letter:

- A reference to the advertisement.
- Say why you need the bicycles.
- Inquires about the bicycle (Eg: maximum speed, charging of battery)
- Inquiries about the wholesale / retail prices and discounts.
- Details about the low maintenance cost mentioned in the advertisement.
- Any other matters considered relevant by you.

(15 marks)
04. Assume that you are one of the Partners of the audit firm - **Herman Cooray and Company**.

The manager of “Way up” International College, Kaduwela Road, Malabe, a client requests your firm to conduct their annual audit.

As a partner of the audit firm, write a **memorandum** to the Senior Auditor of your firm, relating to this request.

Include the following, among other matters, considered relevant:-

- Inform of the request made by the “Way up” International College, which has been accepted by the firm.

- Suggest a date to commence the audit, and indicate the time-frame for completion.

- Advise him to select audit team members. Suggest assigning some of the audit tasks to new assistants with a view to making it a learning experience for them.

- Ask for a review of work performed by each new assistant on completion of the assignment for purposes of evaluation of their performance.

(15 marks)
Section B
(Answers to this Section should be in the English medium by all candidates)
(50 marks)

05. Select the most suitable word out of the two words given within brackets in each of the following sentences, to fill the blank in dotted lines.

Write numbers (1) to (10) in your answer booklet, and the suitable word selected by you, against the relevant number.

(1) I couldn’t find ............ (any, little) free time to read my e-mail.

(2) ............ (A lot, Some) businesses never recover their losses.

(3) The supervisor said “There should be ............ (less, least) talk and more work”.

(4) ............ (Many, Much) time and money has been spent on education.

(5) ............ (A little, Little) bit of help given could make a big difference.

(6) Only a very ............ (few, fewer) students read books as a hobby.

(7) There are ............ (much, more) vehicles on the roads today than 5 years ago.

(8) There is very ............ (little, few) hope of winning the match.

(9) Last year the ............ (less, least) amount of rainfall was recorded in the hill country.

(10) These days ............ (most, much) people purchase goods through the internet.

(10 marks)

06. Select the grammatically correct verb form to fill the blank in dotted lines in each of the following sentences, from those given in the box below.

Write numbers (1) to (10) in your answer booklet, and write the correct verb form selected by you, against the relevant number.

<table>
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<th>is</th>
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(1) There ............ many people waiting at the counter when I went.

(2) Duties of an accountant ............ challenging.

(3) At present she ............ all her typing with a manual typewriter.

(4) Fluency in English ............ essential for higher studies.

(5) We ............ no time now to complete the progress report.

(6) Mr. Perera ............ the chairman of our company two years ago.

(7) I ............ all the work assigned to me and left office early.

(8) Whatever we ............ we should do it well.

(9) An auditor usually ............ to check different accounting systems.

(10) They ............ a hard time cleaning the office yesterday.

(10 marks)
07. **Select the most suitable preposition** from those given in the box below to fill the blank in dotted lines in each of the following sentences, (01) to (10).

Write numbers (1) to (10) in your answer booklet, and write the correct preposition selected by you, against the relevant number.

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<tr>
<th>above</th>
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<th>for</th>
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(1) This year our profits increased ........ Rupees two million.
(2) They went ........ a hard period to reach their goals.
(3) Tell the new recruits that acting ........ company rules is an offence.
(4) You need a certificate ........ an Accounting Institute for this job.
(5) There is competition ........ brokers for the sale of shares in the open market.
(6) I couldn’t reach office ........ 9 o’clock due to heavy traffic.
(7) You should follow the instructions given ........ .
(8) We are studying ........ the final examination now.
(9) Please do not disturb him ........ he is busy.
(10) The auditor is entitled ........ his remuneration. (10 marks)

08. **Select the most suitable linking word** out of the word / two words given within brackets to fill the blank in dotted lines in each of the following sentences.

Write numbers (1) to (10) in your answer booklet, and the word / two words selected by you, against the relevant number.

(1) I couldn’t complete the report ........ (because, due to) a file got misplaced.
(2) The workers went on strike .......... (unless, but) they gave it up later.
(3) He often sends us letters .......... (eventhough, as) a phone call is sufficient.
(4) Please reply as soon as possible .......... (until, so that) we can order the goods in time.
(5) Lal told me to check and attend to letters in his in-tray .......... (what, while) he is away in India.
(6) The chairman wants to know .......... (whether, but) you could see him tomorrow.
(7) I am sending you herewith my CV .......... (and, that) the certificates as requested.
(8) My boss wants me to be in charge .......... (until, yet) the new Director takes over.
(9) Mr. Dias will confirm the order .......... (that, when) he meets the Sales Manager.
(10) Water is our life blood .......... (besides, therefore) we should not pollute rivers and reservoirs. (10 marks)
09. Select the most suitable meaning for the idiomatic phrases highlighted in each of the following sentences, out of the 4 options (a) to (d) provided. Write numbers (1) to (5) in your answer booklet, and the option [(a), (b), (c) or (d)] selected by you, against the relevant number.

(1) He **got the sack** as he continued to be absent without leave even after several warnings.
(a) was warned.   (b) was dismissed.
(c) was blamed.    (d) was transferred.

(2) The management decided **to wind up** the activity owing to heavy losses incurred repeatedly.
(a) down grade. (b) upgrade. (c) close down. (d) improve.

(3) She had not been successful at interviews for jobs, and therefore, she is beginning to **lose heart**.
(a) be hopeful.   (b) be discouraged.
(c) be angry.    (d) be happy.

(4) I explained the programme **in a nutshell** to save time for the next activity.
(a) at length.   (b) at leisure. (c) in short. (d) in detail.

(5) Being the owner of several companies, Mr. Gunadasa is **well off**.
(a) rich.   (b) poor.   (c) sick.   (d) lazy.

(10 marks)