Business Communication - I

(57) Test Paper Type - I

2015-01-18

[9.00 – 12.00]

Paper A

(50 marks)

01. (a) "External Communication" vs "Internal Communication"

(4 marks)

(b) "Horizontal Communication" vs "advantages"

(2 marks)

02. Min X Trading

(a) "The importance of Minutes of Meetings"

(5 - 75 marks)

(b) "Use the Telephone to Win Customers"

(5 marks)
03. Cool Beverages (Pvt) Ltd.

Mr. C. K. Thirumurugan
Managing Director

Address: (011) 2777790
Date: 14.01.2015

Dear Sir/Madam,

We are pleased to inform you about our company, Cool Beverages (Pvt) Ltd., and the terms and conditions of our delivery procedure.

The minimum order level is Rs. 15,000. The delivery procedure is as follows:

- Items must be ordered in quantities of Rs. 15,000 or more (minimum order level).
- The delivery procedure is as follows:

  • Items must be ordered in quantities of Rs. 15,000 or more (minimum order level).
  • The delivery procedure is as follows:

04. Green Roofing (Pvt) Ltd.

Mr. P. K. Velusamy
Managing Director

Address: (011) 2777790
Date: 14.01.2015

Dear Sir/Madam,

We are pleased to inform you about our company, Green Roofing (Pvt) Ltd., and the terms and conditions of our delivery procedure.

The minimum order level is Rs. 15,000. The delivery procedure is as follows:

- Items must be ordered in quantities of Rs. 15,000 or more (minimum order level).
- The delivery procedure is as follows:

  • Items must be ordered in quantities of Rs. 15,000 or more (minimum order level).
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Section B
(Answers to this Section should be in the English medium by all candidates)
(50 marks)

05. Select the correct article from the two articles given within brackets to complete the following sentences.

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

(1) Today I received .......... (the, an) letter of appointment that I was expecting.
(2) You must take .......... (a, an) active part in this conference.
(3) I have been called for .......... (a, an) interview on the 15th of February.
(4) (The, An) .......... meeting of union leaders always takes place in May.
(5) There is .......... (the, an) accountant in every business entity.
(6) Our company’s products have .......... (the, a) high demand due to their high quality.
(7) (A, An) .......... computer is a very useful machine for all of us today.
(8) I wouldn’t mind paying (the, a) .......... little more for this type of good work.
(9) The food supplies department has decided to withdraw (the, an) .......... permit granted to the whole-sale dealers.
(10) The applicant has (a, an) .......... appropriate level of competence to handle the accounts.

(10 marks)

06. Complete the following paragraph using the most suitable verb form from those given within brackets.

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

When Sandun (1) .......... (was, were) young he wanted to be a teacher, but now he (2) .......... (is, am) a businessman. There (3) .......... (were, are) many people working for him in his chain of shops at present. He (4) .......... (is, was) planning to open a shop in the Maldives soon. He (5) .......... (has been, will be) recruiting salesmen from Sri Lanka next month. They (6) .......... (are, were) to be trained here. He (7) .......... (has, have) to spend a lot of capital, but soon he (8) .......... (will be, shall be) reaping good profits. He (9) .......... (is, was) still a young man, but he (10) .......... (has been, will be) a multi-millionaire in a few years.

(10 marks)
07. Select the most suitable preposition from the two prepositions given within brackets and fill in the blanks in the dialogue given below.

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

Sanath : Hello Rasika. Where are you?

Rasika : Well, I’m (1) ……… (on, in) my way to your new office. Sanath, Please tell me how to go there.

Sanath : O.K, let me give you the directions now.

Drive straight (2) ……… (forwards, along) Galle road. When you come (3) ……… (for, to) the junction (4) ……… (at, into) Dehiwela, take the right turn. Pass the row (5) ……… (off, of) shops and the pharmacy.

(6) ……… (Between, Under) the pharmacy and the nursery school you will see the School Avenue. Keep on driving (7) ……… (until, when) you see our two storied office building. You won’t miss it. It is the only building (8) ……… (with, from) grey coloured walls. Our private car park is (9) ……… (to, behind) the building. Anyway, I’ll come (10) ……… (in, out) to meet you.

Rasika : Thank you Sanath. See you soon! (10 marks)

08. Select the most suitable option [(a), (b) or (c)] to complete the sentences in indirect speech, given below.

Write numbers (1) to (10) in your answer booklet and the option selected by you [(a) (b) or (c)] against the relevant number.

Follow the following Example:

<table>
<thead>
<tr>
<th>Direct Speech:</th>
<th>Kamal said, “ I have been waiting for hours”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indirect Speech:</td>
<td>Kamal told me that he ……… waiting for hours.</td>
</tr>
<tr>
<td>Answer:</td>
<td>(b)</td>
</tr>
</tbody>
</table>

(1) Kumudini : “Where do you live”
   Rasikala : Kumudini asked me where I ………… .
   (a) live  (b) am living  (c) lived

(2) Ranjith : “I built my house in 1970”
   Kamal : Ranjith told me that he ………… his house in 1970.
   (a) was built  (b) build  (c) built
(3) Sampath : “I have lost my purse.”
Lalith : Sampath said that he .......... his purse.
   (a) had lost   (b) was losing   (c) lose

(4) The teacher : “What do you want to be?”
Ramya : The teacher asked me what I ........... to be.
   (a) wants      (b) wanted      (c) have wanted

(5) Sarath : “I will be in Jaffna next Saturday”
Raju : Sarath said that he .......... in Jaffna on Saturday.
   (a) could be   (b) would be   (c) should be

(6) The receptionist said, “There is a message from the Manager.”
Amila : The receptionist said that there ........... a message from the Manager.
   (a) was      (b) has been     (c) is been

(7) The CEO said, “Most of the employees are promoted”
Manager : The CEO said that most of the employees ........... promoted.
   (a) were      (b) will be     (c) could be

(8) Nirmala : “I have been working as an accounting technician for 5 years”
Hiruni : Nirmala said that she ........... working as an accounting technician for 5 years.
   (a) is being   (b) had been   (c) was been

(9) Indika : “I cannot complete the report today”
Anne : Indika said that she ........... complete the report that day.
   (a) won't      (b) could not    (c) would not

(10) Mrs. Dias : “I never eat sweets”
Mrs. Alles : Mrs. Dias said that she ........... sweets.
   (a) never eat   (b) has not eaten  (c) never ate

(10 marks)
09. **Match** the sentences in (A) with the groups of words in (B) to form five(05) meaningful sentences. **Write the five(05) sentences** in your answer booklet.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Switch off the computer</td>
<td>but, pursue only those that catch your heart.</td>
</tr>
<tr>
<td>(2) The auditing will begin next week</td>
<td>because the business is giving profits.</td>
</tr>
<tr>
<td>(3) They are planning to build a factory</td>
<td>after you complete your work.</td>
</tr>
<tr>
<td>(4) The cheque will be signed by the boss</td>
<td>therefore the balance sheet must be ready.</td>
</tr>
<tr>
<td>(5) In life many things may catch your eyes</td>
<td>before it is sent to the client.</td>
</tr>
</tbody>
</table>

(10 marks)