



SABARAGAMUWA UNIVERSITY OF SRI LANKA  
FACULTY OF APPLIED SCIENCES

DEPARTMENT OF COMPUTING & INFORMATION SYSTEMS  
B.Sc. DEGREE PROGRAMME IN SOFTWARE ENGINEERING

YEAR I SEMESTER I EXAMINATION SEP/OCT 2022

Communication Skills I - SE1108

---

Time allowed Three (03) Hours

---

**INSTRUCTIONS TO CANDIDATES:**

This paper consists of 04 questions. Answer ALL questions.

The marks given in brackets are indicative of the weight given to each part of the question.

Write your Index No. clearly in all places where appropriate.

Write clearly in English and use blue or black ink.

Scientific calculators are NOT ALLOWED in this examination.

No clarifications will be provided on the given questions.

Strike a line through all unused pages in the answer booklet/sheets.

Cross out all scratch paper and hand in at the time of collection.

- 1) Imagine that you are working as a Software Engineer in AlphaBeta Pvt Ltd. Mr. Anuradha, the Project Manager of your team, requested you to draft an email to the client regarding the ticket raised.
- a) Differentiate between Carbon Copy and Blind Carbon Copy. (20 marks)
- b) Briefly explain what are the aspects you will consider while sending the mail. List and explain **eight (08)** points with examples
- Note: There will be no marks for the content of the mail. This question intends to check the proficiency in mailing (80 marks)
- 2) Imagine that you are a final year student of Department of Computing and Information System. You have been requested by Professor B.T.G.S. Kumara to conduct 3 hour workshop on Microsoft Word for G.C.E. O/L Students of Asoka Vidyalaya Kandy.
- a) List **ten (10)** features of Microsoft Word you will consider for conducting the seminar (20 marks)
- b) Briefly explain **four (04)** features mentioned above
- Note: You may use the functionality, shortcuts and how to use the feature while you are writing the answer. (80 marks)
- 3) As a Sri Lankan Ambassador for the United Nations-sponsored "*World Summit on the Information Society 2023*", Ms. Upeksha suggested your name for a 30-minute presentation on **Trending Technologies in Software Development**.
- a) Briefly explain **ten (10)** aspects you need to consider while making the presentation slides. (50 marks)
- b) Briefly explain **ten (10)** aspects you need to consider when delivering the presentation (50 marks)
- 4) Write short notes on the following topics. You are free to select **five (05)** out of eight (08) topics:
- Importance of Communication in Business
  - Significance of Non-verbal Communication
  - Listening as an Important Skill in Work Place
  - Importance of Business Letters
  - Formal and Informal Communication Network
  - Common Barriers to the Listening Process
  - Barriers to Communication
  - Verbal Communication
- (100 marks)