



UNIVERSITY OF COLOMBO, SRI LANKA

UNIVERSITY OF COLOMBO SCHOOL OF COMPUTING

DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY (EXTERNAL)

Academic Year 2020 – 1st Year Examination – Semester 2

EN2106 – Communication Skills
Multiple Choice Question Paper

(ONE HOUR)

Important Instructions :

- The duration of the paper is **1 (one) hour**.
- The medium of instruction and questions is English.
- The paper has **25 questions** and **7 pages**.
- All questions are of the **MCQ** (Multiple Choice Questions) type.
- All questions should be answered.
- Each question will have 5 (five) choices with **one or more** correct answers.
- All questions will carry **equal** marks.
- There will be a penalty for incorrect responses to discourage guessing.
- The mark given for a question will vary from 0 (*All the incorrect choices are marked & no correct choices are marked*) to +1 (*All the correct choices are marked & no incorrect choices are marked*).
- Answers should be marked on the special answer sheet provided.
- Note that questions appear on both sides of the paper.
If a page is not printed, please inform the supervisor immediately.
- Mark the correct choices on the question paper first and then transfer them to the given answer sheet which will be machine marked. **Please completely read and follow the instructions given on the other side of the answer sheet before you shade your correct choices.**
- Calculators are **not** allowed.
- *All Rights Reserved.*

1) Which of the following statement/s is/are correct regarding typing?

- (a) 30-35 words per minute is a good typing speed.
- (b) You may use the thumb of your left hand to type spaces.
- (c) Typed letters are unique and they provide an indication regarding your personality.
- (d) Typing has cognitive benefits over handwriting.
- (e) We are more likely to remember what we type than what we write.

2) Select the sentence/s with correct capitalization

- (a) We visited the ellora caves last year.
- (b) Last year, the president was the chief guest of our school prize giving.
- (c) When the music played, President Rajapakse stood up for the national anthem.
- (d) There were pandas, cheetahs, bengal tigers and a few other new arrivals at the zoo.
- (e) We can have lots of fun with snow during Winter.

3) Select the sentence/s with correct punctuation.

- (a) Well, I don't think its possible.
- (b) However Alex did not like his idea.
- (c) He said that "it would be fine!"
- (d) The sign said, 'Head towards the North'.
- (e) "I hope you will come," he said.

4) Which of the following is the most appropriate conjunction that fills the blank in the text given below:

Sunil and Saman stopped their argument _____ their father came home.

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| (a) when | (b) eventhough | (c) as well as |
| (d) thereby | (e) eventually | |

5) Which of the following is the most appropriate connective that fills the blank in the text given below?

Jack is my best friend. _____, he didn't favour me at the interview.

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|---------------|-----------------------|----------------|
| (a) Meanwhile | (b) Moreover | (c) Eventhough |
| (d) However | (e) On the other hand | |

6) Which of the following correctly converts the given sentence into passive voice?

The dog was chasing the cat .

- (a) The cat was being chased by the dog.
- (b) The cat was chased by the dog.
- (c) The cat was been chased by the dog.
- (d) The cat has beenchasing the dog.
- (e) The cat is being chased by the dog.

7) Which of the following correctly converts the given sentence into active voice?

Was the song sung by Kumari?

- (a) Was it Kumari who sang the song?
- (b) Kumari sang the song?
- (c) Is the song sung by Kumari?
- (d) Did Kumari sang the song?
- (e) Did Kumari sing the song?

8) Which of the following is/are correct regarding the purpose of writing?

- (a) It is important to understand the audience's needs once you finish writing.
- (b) The audience will influence the purpose of writing.
- (c) The purpose will influence the audience.
- (d) The purpose of your essay has nothing to do with why you are writing the essay.
- (e) Writers target their purpose as well as their readers.

9) The purpose of writing *should not* be to...

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| (a) review | (b) analyze | (c) inform |
| (d) threaten | (e) instruct | |

10) A CV will *not* include...

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| (a) Personal profile | (b) Receptient's address | (c) Contact information of sender/ applicant |
| (d) Educational qualifications | (e) Work experience | |

11) Which of the following is correct regarding listening?

- (a) It is different from hearing.
- (b) Listen for words, not concepts/ ideas.
- (c) Show the speaker that you are listening.
- (d) Do not interrupt with counter arguments.
- (e) Ask questions to clarify certain points.

12) Given below is a part of a speech by a speaker who was invited to ABC Company.

“As many of you may already believe, exercises won’t help many of us to reduce our body weight...”

This is what a few of the staff thought as they heard this statement.

Navin: Crazy guy, doesn’t know what he’s talking about!

Suraj: What nonsense!

Fatima: “Wow, that’s perfect English! Pronunciation is wonderful!

Savithri: Hmm..wonder why he says so!

Dave: What? Why is that?

Who is/ are the active listener/s?

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|--------------|-----------|------------|
| (a) Navin | (b) Suraj | (c) Fatima |
| (d) Savithri | (e) Dave | |

13) Which of the following statements is/are *inappropriate* in small talk?

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| (a) Oh, that’s a beautiful saree you’re wearing! |
| (b) You said you sat for the BIT Semester I exam, what were your grades? |
| (c) Nice to meet someone working at Soft Solutions, how much do they pay you? |
| (d) Hi, did you watch the reality show yesterday night? |
| (e) You seem to have quite a few gray hairs now, better use a hair dye! |

14) Which of the following is/are correct regarding telecommunication skills?

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| (a) The receptionist is the ‘face’ or rather the ‘voice’ of the company. |
| (b) Effective telecommunication does not increase customer service. |
| (c) If you need time to answer the call, briskly put the customer on hold. |
| (d) If the customer has called the wrong department, immediately ask him to call the correct department as you cannot be wasting your time. |
| (e) The receptionist should be capable of controlling conversations smoothly. |

15) Which of the following is/are *not* (an) interview type/s?

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|---------------------|--------------------------------|-------------------------|
| (a) Case interview | (b) Behaviour based interview | (c) Telephone interview |
| (d) Quick interview | (e) Video conference interview | |

16) Which of the following is the most attention grabbing opening for a speech on, “Caring for animals”?

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| (a) Dear ladies and gentlemen, let us be kind to all living beings on earth! |
| (b) Caring for innocent animals is a good practice. |
| (c) Good morning, my topic for the day is, “Caring for animals”. |
| (d) The kindness one shows an animal may not change the world, but it will change the world for that one animal! |
| (e) There are lots of animals in this world. They are of various types and colour. All of them need to be treated well! |

17) Which of the following is/are essential in making an effective presentation?

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| (a) props | (b) facial expressions | (c) well built figure |
| (d) short pause after a main point | (e) a one minute pause after each sentence | |

Given below is a part of a world-famous public speech made by Martin Luther King Jr., on 28th August, 1963 , in Washington, D.C.

Read the speech and answer questions from 18 – 24. These questions have only *one* correct response.

1. And as we walk, we must make the pledge that we shall always march ahead. We cannot turn back. There are those who are asking the devotees of civil rights, “When will you be satisfied?” We can never be satisfied as long as the Negro is the victim of the unspeakable horrors of police brutality. We can never be satisfied as long as our bodies, heavy with the fatigue of travel, cannot gain lodging in the motels of the highways and the hotels of the cities. We cannot be satisfied as long as the Negro’s basic mobility is from a smaller ghetto to a larger one. We can never be satisfied as long as our children are stripped of their selfhood and robbed of their dignity by signs stating for whites only. We cannot be satisfied as long as a Negro in Mississippi cannot vote and a Negro in New York believes he has nothing for which to vote. No, no, we are not satisfied and we will not be satisfied until justice rolls down like waters and righteousness like a mighty stream.
2. I am not unmindful that some of you have come here out of great trials and tribulations. Some of you have come fresh from narrow jail cells. Some of you have come from areas where your quest for freedom left you battered by the storms of persecution and staggered by the winds of police brutality. You have been the veterans of creative suffering. Continue to work with the faith that unearned suffering is redemptive. Go back to Mississippi , go back to Alabama, go back to South Carolina, go back to Georgia, go back to Louisiana, go back to the slums and ghettos of our northern cities , knowing that somehow this situation can and will be changed. Let us not wallow in the valley of despair.
3. I say to you today, my friends, so even though we face the difficulties of today and tomorrow , I still have a dream. It is a dream deeply rooted in the American dream.
4. I have a dream that one day this nation will rise up and live out the true meaning of its creed : “We hold these truths to be self-evident, that all men are created equal.”
5. I have a dream that one day on the red hills of Georgia , the sons of former slaves and the sons of former slave owners will be able to sit down together at the table of brotherhood.
6. I have a dream that one day even the state of Mississippi, a state sweltering with the heat of injustice , sweltering with the heat of oppression, will be transformed into an oasis of freedom and justice.
7. I have a dream that my four little children will one day live in a nation where they will not be judged by the color of their skin but by the content of their character. I have a dream today.
8. I have a dream that one day down in Alabama, with its vicious racists, with its governor having his lips dripping with the words of “interposition” and “nullification”, one day right there in Alabama little black boys and black girls will be able to join hands with little white boys and white girls as sisters and brothers. I have a dream today.
9. I have a dream that one day every valley shall be exalted, every hill and mountain shall be made low, the rough places will be made plain, and the crooked places will be made straight , and the glory of the Lord shall be revealed, and all flesh shall see it together.
10. This is our hope. This is the faith that I go back to the South with. With this faith we will be able to hew out of the mountain of despair a stone of hope. With this faith we will be able to transform the jangling discords of our nation into a beautiful symphony of brotherhood. With this faith we will be able to work together, to pray together, to struggle together, to go to jail together, to stand up for freedom together , knowing that we will be free one day.

Source: <https://kinginstitute.stanford.edu/king-papers/documents/i-have-dream-address-delivered-march-washington-jobs-and-freedom>

18) According to the first paragraph, why can't the speaker be satisfied? Find the most appropriate response.

- (a) because there are Negroes in America
- (b) because the Negro cannot stay in hotels
- (c) because Negroes are discriminated
- (d) because Negro children get robbed
- (e) because of the Whites

19) In paragraph 2, what does the speaker mean by, "I am not unmindful"?

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| (a) I'm forgetful | (b) I'm out of my mind | (c) I'm aware |
| (d) I'm not conscious | (e) I'm not absent minded | |

20) In paragraph 6, what does the speaker mean by, "sweltering with the heat of oppression"?

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| (a) burning with anger and hatred | (b) suffocating with flames of fury | (c) suffering due to high temperature |
| (d) sweating with fatigue and heat | (e) suffering due to ill treatment | |

21) The phrase, "I have a dream..", is repeated in many paragraphs. How does this affect the speech ?

- (a) It has a negative effect towards the end of the speech as the audience gets tired of the speaker's "dreams".
- (b) Could be a mistake, repetition should be always avoided in public speeches.
- (c) It makes the audience visualize each "dream".
- (d) "Dream", is an attractive word that can be used in public speeches, hence, the speaker would have used it to attract the audience.
- (e) It adds such an effect where the phrase as well as the key point/s of the speech is remembered by many.

22) Which of the following summarizes paragraph 5?

- (a) I dream that one day that the Blacks and the White would eat at the same table.
- (b) I dream that one day the sons of the slaves and the sons of the slave owners would sit at the same table.
- (c) I dream that one day, in Georgia, the Black people and the White would live like brothers and sisters.
- (d) I dream that one day at least the slaves and their owners be friends.
- (e) I dream that one day the slave owners would drop slavery.

23) Which of the following summarizes paragraph 8?

- (a) I dream that one day, Alabama, with its racist governer, would turn into a state where children of all cours could play.
- (b) I have a dream that one day in Alabama, with its ruthless racists, with its governor who always speaks the words, “interposition” and “nullification”, one day right there in Alabama little black children will be able to join hands with little white children as sisters and brothers. I have a dream today.
- (c) I dream that one day, Alabama’s racists would become better men and women.
- (d) One day, Alabama would be a place of peace and unity.
- (e) I dream that one day in the state of Alabama where there are heartless racists, the children of Black people and the White would live in unity.

24) Which of the following properly paraphrases paragraph 7?

- (a) I have a dream that my four children will live in a country where people would not decide whether they are good or bad by their colour but by their actions.
- (b) I dream that my four little children would live in a nation where they will not be judged by their colour but by their character.
- (c) I dream that my four little children will one day live in place where they would only be judged by the content of their character.
- (d) I have a dream that my four children will live in a place where people would not decide whether they are good or bad by their colour but by their origin.
- (e) I have a dream that my four little children will live in a nation where others would not decide whether they are slaves or not by their colour but by their origin.

25) Which of the following is/are *incorrect* regarding summarizing and paraphrasing?

- (a) Plagiarism is not allowed.
- (b) Use synonyms only in paraphrasing.
- (c) Proper referencing to the source material should be made.
- (d) A paraphrase is shorter than its summarized version.
- (e) We use paraphrasing if our readers need to know only the overall picture of the description in the text.
