



## **NATIONAL SCHOOL OF BUSINESS MANAGEMENT**

**BSc in Management Information Systems (Special) (NSBM)– 21.1**

**BSc (Honours) in Software Engineering (NSBM)– 21.1**

**BSc (Honours) in Computer Networks (NSBM)– 21.1**

**BSc (Honours) in Computer Science (NSBM)– 21.1**

**BSc (Honours) Software Engineering (PU)– 21.1**

**BSc (Honours) Computer Networks (PU)– 21.1**

**BSc (Honours) Computer Science (PU)– 21.1**

**BSc (Honours) Computer Security (PU)– 21.1**

**Bachelor of Information Technology (NBIT): major in Web and Mobile Application Development (VU)– 21.1**

**Year 01 Semester 01 Examination**

**18<sup>th</sup> October 2021**

**EL101.1- English for Communication Skills**

### **Instructions to Candidates**

- 1) **Section A is compulsory. Answer any 04 questions from Section B. (You must answer 5 questions in total)**
- 2) **Time allocated for the examination is three and half (03 ½ ) hours (Including downloading and uploading time) . (Note: No email submissions are accepted under any condition.)**
- 3) Weightage of Examination: 50% out of final grade
- 4) Download the paper, provide answers to the selected questions in a word document.
- 5) Please upload the document with answers (Answer Script) to the submission link before the submission link expires
- 6) Answer script should be uploaded in PDF Format
- 7) Under any circumstances E-mail submissions would not be taken into consideration for marking. Incomplete attempt would be counted as a MISSED ATTEMPT.
- 8) The Naming convention of the answer script – Module Code\_Subject name\_Index No
- 9) You must adhere to the online examination guidelines when submitting the answer script to N-Learn.
- 10) Your answers will be subjected to Turnitin similarity check, hence, direct copying and pasting from internet sources, friend's answers etc. will be penalized.

## **Section A**

**Complete the below-mentioned dialogue by providing appropriate responses. (20 marks)**

Ashan Perera is facing a job interview for the post of Software Engineer at a private company in Sri Lanka. He graduated in 2016 and since then, he had been searching for a satisfying job. Imagine yourself as Ashan (Interviewee -A), and respond to the questions posed by the interviewer.

**A: Interviewee (Ashan Perera)**

**B: Interviewer**

**B:** Come in.

**A:**

**B:** Good morning. Be seated, please.

**A:**

**B:** What's your name?

**A:**

**B:** What's your father's name?

**A:**

**B:** Oh, your father is a doctor! But you chose to be an engineer. Why?

**A:**

**B:** Doing a job is serving the humanity. How do you think this profession that you are being interviewed for, serves the public?

**A:**

**B:** You have graduated in 2016. This is 2021. What have you been doing since then?

**A:**

**B:** May I know, what do you mean by proper job?

**A:**

**B:** So, why didn't you join the government sector?

**A:**

**B:** Mr. Perera your CV shows that you have been a very brilliant student throughout your academic career. You have won many distinctions and have visited a number of countries. Haven't you thought about migrating to a developed country?

**A:**

**B:** Oh, is that the only reason? You have no conditions regarding the salary?

**A:**

**B:** Alright Mr. Perera. I think you are the man we are looking for. And one more thing, what is the best way to reach you? Via email or via phone?

**A:**

**B:** Okay. If there's anything urgent, I'll use the fastest mode to contact you. Please keep in touch. We'll inform you within this week. Good luck.

**A:**

## Section B

Answer any 04 from the questions provided below. (20 x 4 = 80 marks)

### Question 01

You are the IT Manager of ABC (Pvt.) Ltd., a sales-oriented company. The income for the year 2019 shows a tremendous increase and the profits have reached the targets. It is your duty to congratulate your team on their performance. Write a memo to all IT staff, including the following.

- why you are writing the memo
- briefly mention how pleased the management is
- express your appreciation for their hard work
- wishes to continue the good work

### Question 02

You are the Managing Director of AXF Pvt Ltd, a software developing firm. Staff members of your organization have applied for personal loans, but it is not possible to grant their request. You have to cancel their applications due to several reasons. Send a memorandum to all staff members. Include the following in the memo.

- say you have received the applications
- the reason the company cannot give the loan
- express regret in your inability to help them
- hope for better conditions next year

### Question 03

You are the Senior IT Engineer of AX Organization and your organization is introducing a new biometric fingerprint reader to mark the attendance. The new fingerprint machines will be placed at the entrance of the company. Write a memo to all staff, informing them about this fingerprint machines. Instruct them to mark attendance hereafter by using the fingerprint machine instead of signing. They have to place the fingerprint when reporting to work in the morning, and when leaving the office in the evening.

#### **Question 04**

You work as the Coordinator at a university. The university students are not allowed to use the main library for a certain period of time. You must inform them about this. Prepare an e-mail to be sent to all students. Include the following in the e-mail.

- what the notice is about
- briefly explain the reason for closing the library
- how long it will be closed
- suggest: borrow books early

#### **Question 05**

Write an e-mail to a website designing company, requesting them to design an attractive and user-friendly web site for your newly set up business. Briefly explain what you expect in an ideal company website.

#### **Question 06**

The contractor that you have hired for a company project has not met the expectations of the client. Write a letter of claim to the contractor displaying your disappointment, with suggestions for improvement and/or options for terminating the contract with a refund or requesting the contractor to bear the cost of extra work.

#### **Question 07**

You are the President of Inventors' Club at the university. You are organizing an exhibition at the university premises to showcase novel inventions and innovations of the undergraduates. Write a letter to a potential sponsor requesting a sponsorship to support the event. Include the following.

- the name of the event
- the objective of the event
- the reasons for selecting the receiver's company as a sponsor
- the benefits that the sponsor receives

-----End of Paper-----