**English and Communication Skills**

**Model Paper**

**Section A (10 marks)**

You are a Software Engineer working at EXPO company. You could not attend work for a week continuously due to a personal concern. Your Manager is concerned about your absenteeism. Write a formal conversation that took place between you and your Manager explaining the situation by providing reasons to justify your leave.

**Section B (35 marks)**

1. Write Topic Sentences for the following titles: (1x5= 5 marks)

1. Artificial Intelligence
2. Internet of Things (IOT)
3. Cyber Security
4. Robot Technology
5. Social Networking

2. Choose **TWO** of the topics above and develop cluster maps for each topic. (5x2=10 marks)

3. Write **TWO** methodical paragraphs based on the cluster maps and the topic sentences developed. Keep in mind that your paragraph MUST have supporting details, and a concluding sentence as well. (10x2=20 marks)

**Section C (20x2= 40 marks)**

**Select TWO questions and write the answers.**

1. Your company has employed an outside organization, Elegant Flora PVT Ltd for decorations of the Annual awards ceremony which is scheduled to take place next month. However, their service so far has been unsatisfactory; for example, they did not attend the relevant meetings that were held to discuss the organizing of the event. Therefore, the management of your company has now decided to take the service of another organization. And now you as the chief organizer of the event are required to write a letter to the Elegant Flora PVT Ltd to inform them that the contract with them for the decorations of the event has been terminated.

Write the letter to the Director, Elegant Flora PVT Ltd.

Keep in mind,

* That you have to make sure the message is clear.
* That you don’t hurt their feelings.
* That you give a reason for your actions.

1. You are the Senior Engineer of a company. You need to write a memo to the HR Manager requesting for a workshop on “time management” for the staff of your department. Write the **memo** including all necessary details (the objective, number of participants, convenient time, period, etc.).

1. Imagine you are the President of the Innovators’ Club at the Faculty of Computing. Innovators’ Club is planning for a guest lecture conducted by a renowned and inspiring personality in the corporate sector. You may choose a Sri Lankan professional in the field of Information Technology. Write an email to this personality inviting him/her to conduct a guest lecture at NSBM Green University. Mention all the necessary details (objective, target audience, theme, etc.)

**Section D (15 marks)**

**Select ONE question and write the answer.**

1. The meeting Chairperson must play an active role in order to ensure that the meeting is effective and efficient. Discuss.
2. Non-verbal communication plays a significant role in communication. Discuss.
3. Discuss in detail the barriers to communication with examples.