



Sri Lanka Institute of Information Technology

**B.Sc. Special Honours Degree
in
Information Technology**

**Final Examination
Year 1, Semester 1 (2017)**

IT1040 – Communication Skills

Duration: 3 Hours

May-June 2017

Instructions to Candidates:

- ◆ This paper contains **eight** pages including the cover page.
- ◆ This paper contains **four** main questions.
- ◆ Answer all questions.
- ◆ Total marks for this paper is 100 which contribute to 50% of the final grade.

Q1	Q2	Q3	Q4	Total
50	10	10	30	100

Question 1**(Total = 50 Marks)**

Read the following passage and answer the questions.

Long-Haul Flights Get Longer

Long-haul flights have just got longer, with a non-stop flight from Singapore to New York now in operation. But 18 hours in the air creates its own challenges. A lot of preparation goes into the ultra-long haul flight. The aircraft is specifically designed for the journey with more space and extensive entertainment services. The flight crew are also specially trained.

The seasoned traveller is also more aware of the health risks associated with a flight that covers as much as 16,600-kilometers (10,310-miles) in distance. Exposure to lower oxygen levels for up to 18, maybe 20, hours is abnormal for the human body. With deep vein thrombosis (DVT) the problem really starts occurring after 12 hours (in-flight). This could lead to an increase in heart attacks.

Doctors believe prevention is better than cure when it comes to in-flight health. Passengers on ultra-long range flights need to be provided with flight socks and, if necessary, tablets for thinning the blood. It is not just the health and vitality of the passenger that is at stake on a flight of this length, but also that of the flight crew. "They give us training on fatigue management and how to adjust to the local time in New York and to exercise, as well as take care our diet and eat lightly in-flight," says Linda Wu, a stewardess on Singapore Airlines.

However, passengers are trading in health concerns for convenience. An extra- long flight means passengers do not need to break up their journey and change planes. "They like to board once, de-plane once. It is saving time," says James Williams from Singapore Airlines.

"From Los Angeles to Singapore, passengers are saving two and a half hours. And to New York passengers are saving up to four hours in flying time." Thai Airways is also launching a non-stop service to New York from Bangkok next June to compete with Singapore Airlines. It is planning a similar service to Chicago. Cathay Pacific, Continental, Qantas and Emirates Airlines also offer flights that are more than 14 hours in duration. However, there is still a question of whether longer non-stop flights will become popular. "They will certainly have a role in the future of aviation, there is no doubt about it. People will prefer to fly non-stop if it is available," says Chris Johnson, an airline analyst. "But we are reaching the limits. These markets are at the very margin of aviation. Most airlines still fly in the eight to 12-hour sector. This is still where the biggest volume in traffic is." Chris believes that geography will determine the demand for the ultra-long-haul flight and that worldwide appeal for this type of flight is unlikely. "Asia is where the demand is for the ultra-long-haul flight. They are connecting Asian cities to the U.S. East Coast, which is the potential market," he explains. "The routes that connect most places that European business travellers go, do not need a capacity and stamina to fly 18-hours -- this is the same for U.S. carriers."

Part A**(02x 05= 10 marks)****Underline the most suitable answer**

- 1) Why are longer flights potentially harmful to passengers and crew?
 - a) Because there isn't as much oxygen in the air.
 - b) People will get bored
 - c) long periods of inactivity will damage their bones
- 2) What are flight socks?
 - a) special socks to keep the plane free of harmful bacteria
 - b) one of the preventive measures planned by airlines
 - c) socks that stop your blood getting too thin
- 3) Which of the following methods of countering the health problems caused by long flights is NOT mentioned?
 - a) advice the crew on fatigue management
 - b) advice on food consumption during a flight
 - c) advice on drinking alcohol
- 4) What are the advantages of longer flights?
 - a) passengers are exposed to lesser oxygen levels
 - b) passengers save time
 - c) passengers get a good break between flights
- 5) Where is the market for longer flights expected to develop?
 - a) between Europe and America
 - b) between Asia and America
 - c) between Asia and Europe

Part B**Vocabulary****(01x 15= 15 marks)**

Find word (s)/ phrases similar in meaning for the words given below from the reading passage

1. Extra.....
2. A wide range.....
3. Experienced.....
4. Related

5. Rise.....
6. In danger.....
7. Exhaustion.....
8. Exchanging.....
9. Disrupt.....
10. Disembark.....
11. A large number.....
12. Universal.....
13. Doubtful.....
14. Promising.....
15. Endurance.....

Part C**(03X 5= 15 marks)**

Write the meaning of the following extracts in your words.

1. *But 18 hours in the air creates its own challenges.*

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2. *Doctors believe prevention is better than cure when it comes to in-flight health.*

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3. *However, passengers are trading in health concerns for convenience.*

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4. *But we are reaching the limits. These markets are at the very margin of aviation.*

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5. *Chris believes that geography will determine the demand for the ultra-long-haul flight.*

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Part D

Answer the following questions.

(10 marks)

1. What is the responsibility of the management of an Airline with regard to their flight crew?

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2. What are the potential health hazards associated with ultra-long flights?

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3. What is your opinion regarding ultra-long flights? Do you think they should be encouraged? Give reasons for your answer.

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Question 2**(Total = 10 Marks)**

Rewrite the following sentences to make them more formal and non-discriminatory.

1. We should use polite language when we are writing to others.
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2. A student should always footnote her source material when she is writing a report, to avoid plagiarism.
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3. A student should submit his identity card at the gate.
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.....
4. From the beginning of time, mankind used horses in one way or another.
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5. The chairman received an e-mail rudely criticizing his employees.
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(02x05=10 marks)**Question 3****(Total = 10 Marks)**

3.1 Use the following information and compile a business letter including a suitable subject and other relevant elements of a business letter. **(05 marks)**

To : Carol Mac, 12, Green Street, London
 From : David Burns, 32, Maple Crescent, Sydney
 Date : 12.05.2017
 Details : Thank the recipient for her previous letter and express your inability to participate in a workshop in Stockholm which the recipient has suggested. Request information on future workshops.

3.2 Identify the specific elements of the following jumbled business letter and arrange all its elements by adding numbers from 1 -10 in the correct order. (0.5x 10 = 5 marks)

1. Thank you
Sincerely (.....)
2. With reference to your letter dated 26 March, I want to confirm the Order No. ABCD/34/09-10 placed by our purchasing department. The order was given on 3 March, 2010. (.....)
3. 12 May 2009 (.....)
4. As far as the payment is concerned, I would appreciate if you could send me the account details where the payment has to be made. As per the invoice, we are entitled to a cash discount of 2% if the payment is done within 30 days from the date of invoice. (.....)
5. Dear Mr Johansson (.....)
6. Leslie Parker
31 Bloomington Street (.....)
London
SK45 BX123
7. For your reference I am also sending the purchase order details as an attachment. This shall help you in determining the amount which needs to be deposited in the account. Please contact me, if you have any query. (.....)
8. *Leslie Parker* (.....)
Leslie Parker
9. Confirmation of the Order No ABCD/34/09-10 (.....)
10. Carry Johansson (.....)
12 Hamilton Street
Brighton
FH26KX

Question 4**(Total = 30 Marks)**

Write an essay on any **ONE** of the following topics. Limit your essay to **250** words.

1. Is having siblings an advantage or a disadvantage?

Give suitable reasons to support your choice.

2. "English is essential for professional growth"

To what extent do you agree or disagree with this opinion?

3. Does attending university assure a job?

Give your opinion.

4. After a few agonizing minutes of indecision I decided to abandon the car and take a taxi. But even the taxi took ages to get there because there was a terrible traffic jam.....

Complete this story.

~ End of the Question Paper ~