

01) Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

I'll ask the old men to sit and wait until they are called.

Select one:

- ☐ a. I'll ask the pensioners to sit and wait until they are called.
- ☐ b. I'll ask the old man to sit and wait until the he is called.
- ☒ c. I'll ask the old folks to sit and wait until they are called.
- ☐ d. I'll ask the old woman to sit and wait until she is called.

02) Letter

My resume is enclosed with this letter so you can review my education, work experience, and achievements. I would appreciate an opportunity to talk with you or a member of the marketing team to see how my experience and skills could benefit your company.

03 November 2020

Yours Sincerely

Joseph De Silva
Joseph De Silva

Joseph De Silva
123 Main Street
Kandana

Dear Mr Smith

Applying for the Post of Marketing Officer

Thank you for your time and consideration. I look forward to speaking with you in the near future.

I have five years of experience working as a Marketing Strategist for one of our local retail clothing stores. During my time in this role, I increased the number of website page views by 120 percent and reduced the cost of customer acquisition by 20 percent. In addition, our sales increased by 50 percent during that time.

I recently read an article about United International's new approach to digital marketing in Marketing Magazine Online, and I'm writing to inquire whether you have any marketing positions open.

Director
Human Resources
United International
123 Business Rd
Wattala

Choose... 8

Choose... 2

Choose... 10

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NEW HEA

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03) Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Some scholars instructed the poetess to use her own language.

Select one:

- ☐ a. Some scholars instructed the poetess to use his/her own language.
- ☐ b. Some scholars instructed the poet to use his own language.
- ☐ c. Some scholars instructed the poetess to use own language.
- ☒ d. Some scholars instructed the poet to use the poet's own language.

04) Letter

Yours sincerely

Linda Lanarol

Linda Lanarol

Liberal Arts Department Chair

I would like to invite you to attend our upcoming Liberal Arts Department's Job Networking event. The event will be held on the afternoon of May 1, 2020. We wish to provide our graduating seniors with an opportunity to meet business leaders in the area who may be looking for new hires who hold degrees in the Liberal Arts.

Thank you

Invitation to Attend Liberal Arts Department Event

The event will be held at the Cox Student Center at the University of Colombo and will last about two to three hours. If you have an interest in attending or sending a company representative to meet with our students, please let me know at your earliest convenience and I can reserve a table for you.

Dear Mr Botheju

Thank for your time and I hope to hear from you soon

20 January 2020

Oscar Botheju

Managing Editor

Acme Graphic & Design

123 Business Rd

Colombo 05

Linda Lanarol

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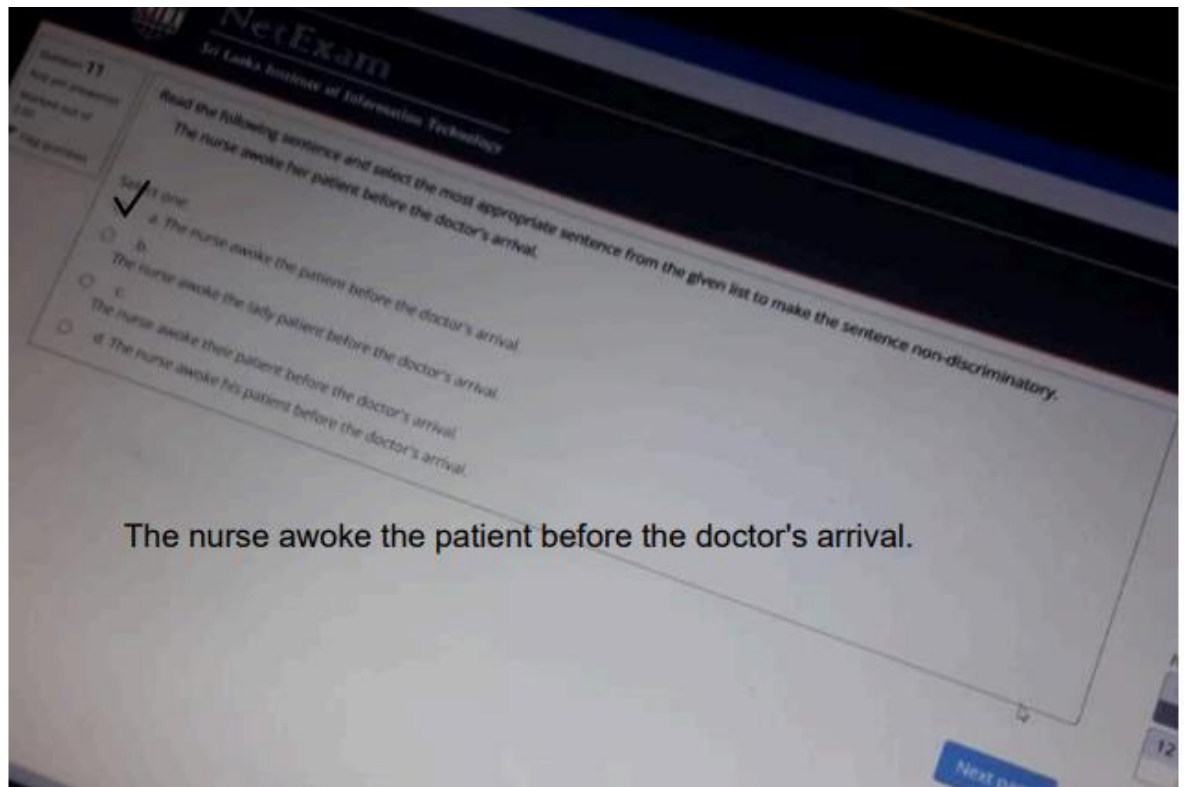
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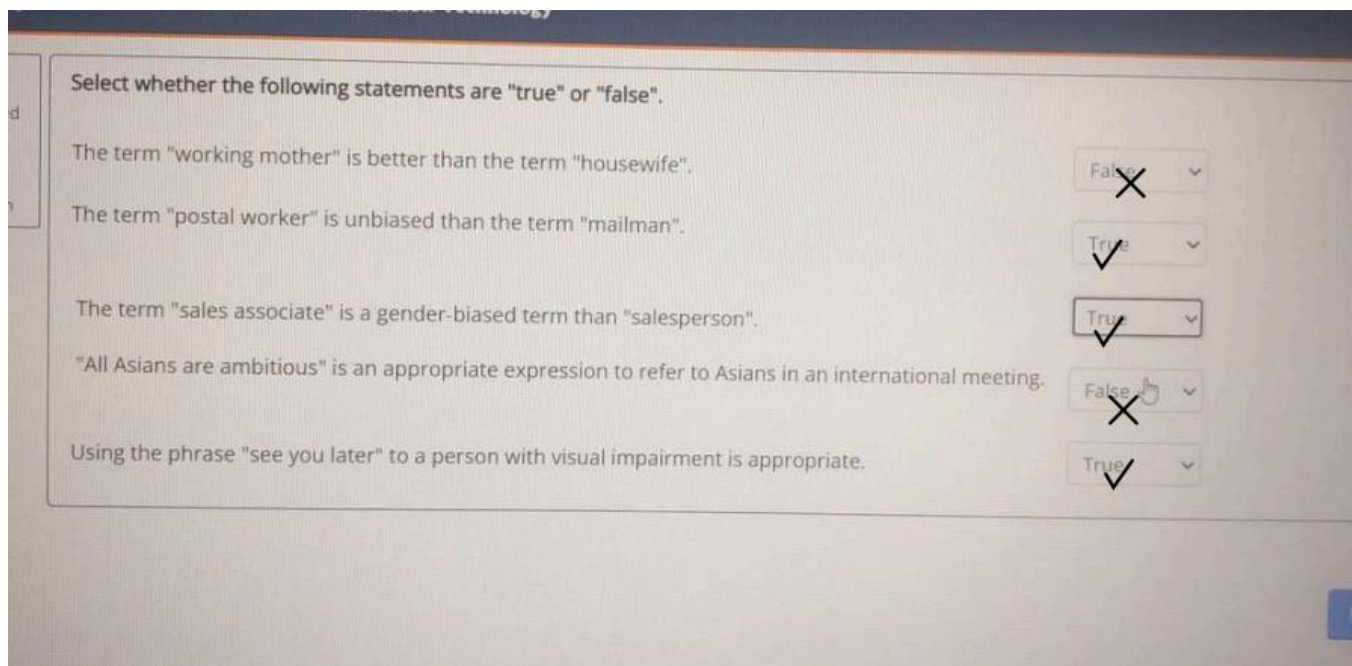
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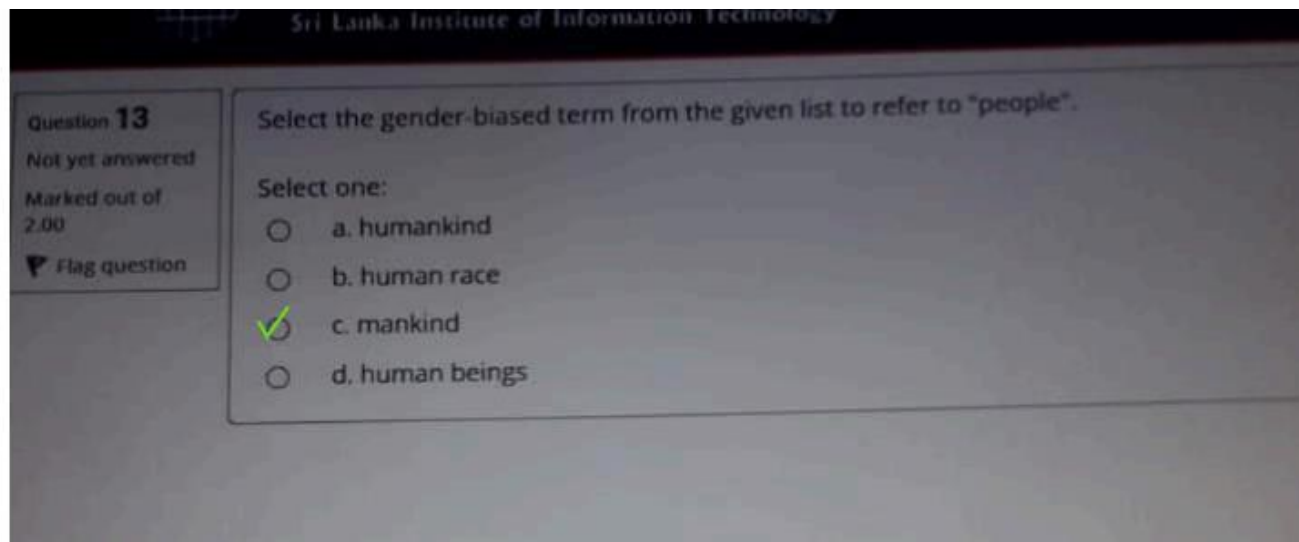
- 05) Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.



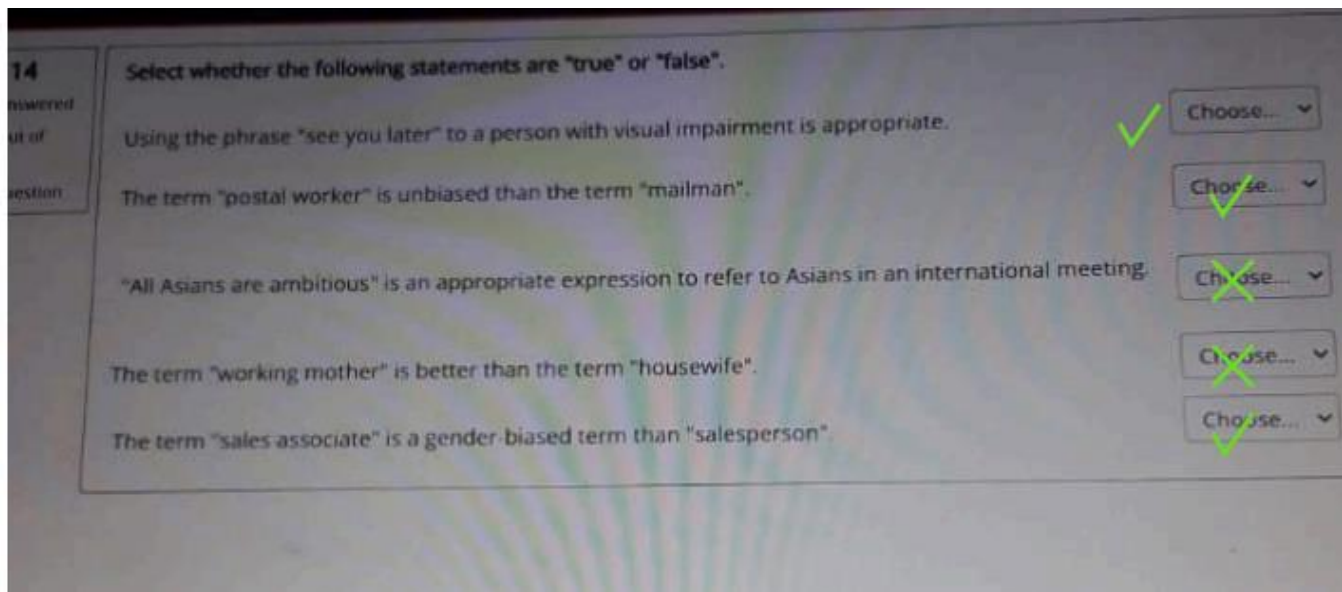
06) Select whether the following statements are "True" or "false".



07) Select the gender biased term from the given list to refer to "people".



08) Select whether the following statements are "True" or "false".



09) Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Information Technology seems like a correct answer

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1. _____ **Resolving** an Issue Concerning the Internet Connection

I have been a satisfied customer of yours for over a year, but recently my connection has become 2. _____ **intermittent**

Even when it is working, it is so slow that it is unusable. I have actually 3. _____ **informed** your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4. _____ **request** that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5. _____ **Furthermore**, since I have not received the advertised service for two-and-a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills. I hope we can resolve this situation promptly.

- 10) Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Each student is responsible for his study loan.

Select one:

- ☐ a. Each student is responsible for her study loan.
- ☒ b. Each student is responsible for the study loan.
- ☐ c. Each student is responsible for woman's study loan.
- ☐ d. Each student is responsible for the boy's study loan.

- 11) Read the following sentence and select the inappropriate / discriminatory sentence from the given list.

- 12) Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

An employee should be well prepared when he attends business meetings.

Select one:

- ☐ a. An employee should be well prepared when she attends business meetings.
- ☐ b. An employee should be well prepared when they attend business meetings.
- ☐ c. Employees should be well prepared when he attends business meetings.
- ☒ d. Employees should be well prepared when they attend business meetings.

- 13) The passage has six sections numbered 1-6 which section contains the following information?
Select the correct number in the boxes given against each statement

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

answer is (a)

Select one:

- ☒ a. The scholar will be presenting her research reports to the council tomorrow.
- ☐ b. The scholars will be presenting their research reports to the council tomorrow.
- ☒ c. The scholar will be presenting the research reports to the council tomorrow.
- ☐ d. The scholars will be presenting several research reports to the council tomorrow.

Somatotropin, which helps tissue to revive. The level of this hormone rises while we are asleep. Lack of sleep, however, can affect the immune system, disturb the thinking process, cause depression, promote **anxiety**, and irritability.

3. Researchers in San Diego **deprived** a group of men of sleep during the early hours of the morning on just one day. They found that levels of their bodies' natural defences against viral infections had fallen significantly when measured the following morning.

"Sleep is essential for our physical and emotional well-being" says Professor William Regelson of Virginia University. "Lack of sleep can seriously **affect** the functioning of the immune system, and sufferers become open to infection".

4. Many people experience different sleeping problems. Some have problems getting to sleep, others with staying asleep until the morning. There is a popular belief that sleep is one long event. But, research shows that, in an average night, there are five stages of sleep and four cycles, during which the **sequence** of stages is repeated. In the first light phase, the heart rate and blood pressure go down and the muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, usually reached after an hour, sleep is so deep that, if awoken, the sleeper would be confused and disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. In the fifth stage, the Rapid Eye Movement (REM) stage, the heartbeat quickly gets back to normal levels. Brain activity speeds up, and the eyes move constantly beneath closed lids as if the sleeper is looking at something. During this stage, the body is almost paralysed. This REM phase is also the time when we dream.

5. Sleeping patterns change with age, which is why many people over 60 develop insomnia, a sleeping disorder. One theory for the age-related change is that it is due to hormonal changes. It is estimated that roughly one in three people suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is another factor that affects sleep, with one survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.

The passage has six sections numbered 1-6. Which section contains the following information?
Select the correct number in the boxes given against each statement

Lifestyle changes which can help overcome sleep-related problems	6	Choose...
How much sleep do we need to stay healthy?	1	4 5 1 6 3
Factors that cause sleep disorders	5	Choose...
The necessity of sleep for humans.	2	4
The stages of sleep.	4	

14) Read the following passage and answer the questions given below.

Identify appropriate antonyms (a word of opposite meaning) for the following

seriously affect the functioning of the body.

4. Many people experience different sleeping problems. Some have problems in the morning. There is a popular belief that sleep is one long event. But, research shows that sleep is made up of five and four cycles, during which the sequence of stages is repeated. In the first light stage, the muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, if the sleeper is awakened, the sleeper would be confused and disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. When the person awakens, the heartbeat quickly gets back to normal levels. Brain activity speeds up, and the person may be looking at something. During this stage, the body is almost paralysed. This REM stage is the most important.

5. Sleeping patterns change with age, which is why many people over 60 do not sleep as well as they used to. A related change is that it is due to hormonal changes. It is estimated that roughly 10% of the population has sleep problems. Causes can be anything from pregnancy and stress to alcohol and heart disease. A survey showing that ex-smokers got to sleep in 18 minutes rather than their previous 30 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological techniques aimed at getting rid of pre-sleep worries and anxieties. There is also sleep regulation, which is strictly regulating the time people go to bed and when they get up. Medication can also be used to help with sleep problems.

Identify appropriate antonyms (a word of opposite meaning) for the following

(untouched, permit, forbid, suffer, calmness, confusion)

1. anxiety -
2. enable -
3. affected -
4. deprive -
5. sequence -

15) Read the following passage and answer the questions given below.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.

The dreams occur during the REM stage. ✓ True

Medication is suggested by doctors to improve the quality of sleep. true ~~False~~

Dreaming and sleep-walking occur at similar stages of sleep. ✓ True

The muscles relax during the second stage of sleep. ✓ False

According to the passage, consumption of alcohol can disrupt sleep. ✓ True

There is a popular belief that sleep is one long occurrence. ✓ True

Healthy individuals who take less than three hours of sleep are commonly found. ✓ False

Sleep is essential only for physical well-being. ✓ False

Studies of Surrey University emphasize that sleep deprivation can seriously affect the immunity of individuals. False

Lack of sleep can disrupt the thinking process. true ~~False~~

[Next page](#)

16) What would be the most appropriate, gender-neutral word to refer to a fireman?

What would be the most appropriate, gender-neutral word to refer to a fireman?

Select one:

☒ a. firefighter

☐ b. fire folks

☐ c. fire males

☐ d. fire gentlemen

17) Read the following sentence and select the inappropriate / discriminatory sentence from the given list.

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- ☐ a. Students who lose too much sleep may have trouble focusing during the exams.
- ☒ b. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- ☐ c. A student who loses too much sleep may have trouble focusing during one's exams.
- ☐ d. A student who loses too much sleep may have trouble focusing during the exams.

18) What would be an example of nondiscriminatory language to use when referring to a deaf worker?

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- ☐ a. The deaf gentleman who is in the corner of the ...
- ☒ b. A person who has a hearing impairment.
- ☐ c. Avoid any mention of the person's disability
- ☐ d. A person who has a vision impairment.

107). Read the following sentence and select the inappropriate/discriminatory sentence from the give list.

Select one:

- ☒ a. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- ☐ b. A student who loses too much sleep may have trouble focusing during the exams.
- ☐ c. Students who lose too much sleep may have trouble focusing during the exams.
- ☐ d. A student who loses too much sleep may have trouble focusing during one's exams.

108). Read the following sentence and select the most appropriate form the given list to make the sentence non – discriminatory.

The nurse awoke her patient before the doctor's arrival

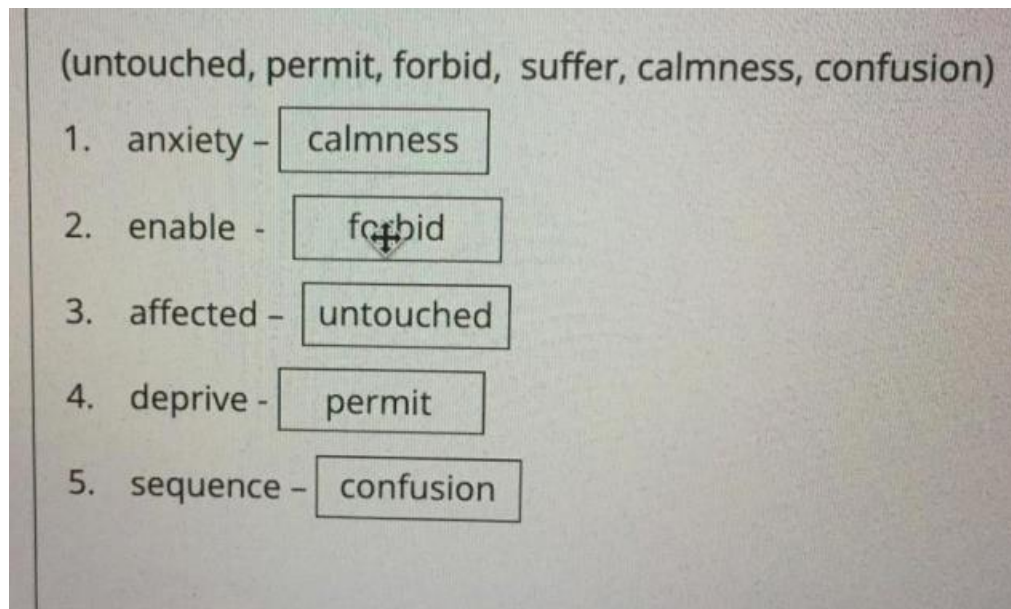
The nurse awoke her patient before the doctor's arrival.

Select one:

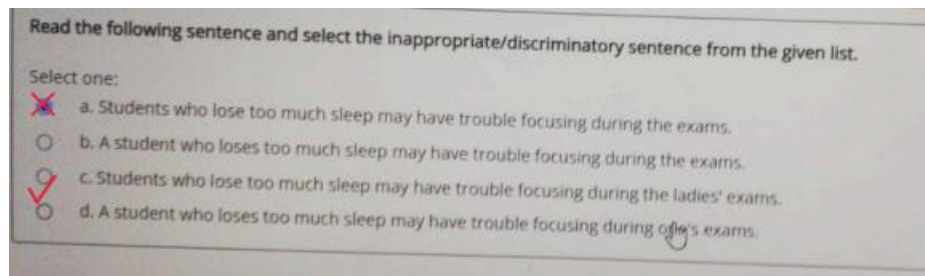
- ☐ a. The nurse awoke the lady patient before the doctor's arrival.
- ☐ b. The nurse awoke his patient before the doctor's arrival.
- ☒ c. The nurse awoke the patient before the doctor's arrival.
- ☐ d. The nurse awoke their patient before the doctor's arrival.

109). Read the following passage and identify whether the following statements are true or false.

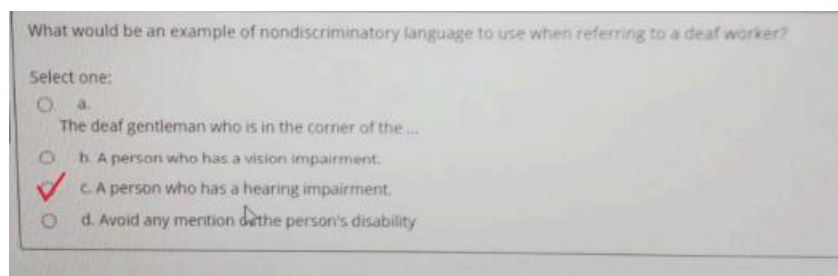
According to the passage, consumption of alcohol can disrupt sleep.	True
Sleep is essential only for physical well-being.	False
There is a popular belief that sleep is one long occurrence.	True
Healthy individuals who take less than three hours of sleep are commonly found.	False
The muscles relax during the second stage of sleep.	False
Dreaming and sleep-walking occur at similar stages of sleep.	False
Lack of sleep can disrupt the thinking process.	True
Medication is suggested by doctors to improve the quality of sleep.	False
Studies of Surrey University emphasize that sleep deprivation can seriously affect the immunity of individuals.	True
The dreams occur during the REM stage.	True



110). Read the following sentence and select the inappropriate/discriminatory sentence from the given list.



111). What would be an example of nondiscriminatory language to use when referring to a deaf worker?



112). Read the following sentence and select the most appropriate form the given list to make the sentence non – discriminatory.

Some scholars instructed the poetess to use her own language

Some scholars instructed the poetess to use her own language.

Select one:

- ☐ a. Some scholars instructed the poetess to use his/her own language.
- ☐ b. Some scholars instructed the poet to use his own language.
- ☒ c. Some scholars instructed the poet to use the poet's own language.
- ☐ d. Some scholars instructed the poetess to use own language.

113). Read the following sentence and select the inappropriate/discriminatory sentence form the given list.

Select one:

- ☒ a. The scholar will be presenting her research reports to the council tomorrow.
- ☐ b. The scholars will be presenting their research reports to the council tomorrow.
- ☐ c. The scholars will be presenting several research reports to the council tomorrow.
- ☐ d. The scholar will be presenting the research reports to the council tomorrow.

114). Read the following sentence and select the inappropriate/discriminatory sentence form the given list.

Select one:

- ☒ a. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- ☐ b. A student who loses too much sleep may have trouble focusing during the exams.
- ☐ c. Students who lose too much sleep may have trouble focusing during the exams.
- ☐ d. A student who loses too much sleep may have trouble focusing during one's exams.

115). Select the suitable answer from the suggested answers in the boxes to complete the following formal letter.

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1. an Issue Concerning the Internet Connection

I have been a satisfied customer of yours for over a year, but recently my connection has become 2. . Even when it is working, it is so slow that it is unusable. I have actually 3. your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4. that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5. , since I have not received the advertised service for two-and-a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills. I hope we can resolve this situation promptly.

116). Select whether the following statements are true or false.

The term "working mother" is better than the term "housewife".

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.

Using the phrase "see you later" to a person with visual impairment is appropriate.

The term "sales associate" is a gender-biased term than "salesperson".

The term "postal worker" is unbiased than the term "mailman".

117). Read the following sentence and select the most appropriate form from the given list to make the sentence non-discriminatory.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

I'll ask the old men to sit and wait until they are called.

Select one:

- ☒ a. I'll ask the old folks to sit and wait until they are called.
- ☐ b. I'll ask the old man to sit and wait until he is called.
- ☐ c. I'll ask the old woman to sit and wait until she is called.
- ☐ d. I'll ask the pensioners to sit and wait until they are called.

118). Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1. _____ **Resolving** an Issue Concerning the Internet Connection.

I have been a satisfied customer of yours for over a year, but recently my connection has become 2. _____ **intermittent**.

Even when it is working, it is so slow that it is unusable. I have actually 3. _____ **informed** your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4. _____ **request** that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5. _____ **Furthermore**, since I have not received the advertised service for two-and-a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills.

I hope we can resolve this situation promptly.

119). What would be an example of nondiscriminatory language to use when referring to a deaf worker?

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- ☒ a. A person who has a hearing impairment.
- ☐ b. A person who has a vision impairment.
- ☐ c. The deaf gentleman who is in the corner of the ...
- ☐ d. Avoid any mention of the person's disability

120). Select whether the following statements are true and false.

Select whether the following statements are "true" or "false".

The term "sales associate" is a gender-biased term than "salesperson". **False**

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting. **True**

The term "postal worker" is unbiased than the term "mailman". **True**

Using the phrase "see you later" to a person with visual impairment is appropriate. **False**

The term "working mother" is better than the term "housewife". **True**

121). Select the gender – biased term from the given list to refer to people.

Select the gender-biased term from the given list to refer to "people".

Select one:

- ☐ a. humankind
- ☐ b. human beings
- ☒ c. mankind
- ☐ d. human race

122). Read the following sentence and select the most appropriate sentence from the given list to make the sentence nondiscriminatory.

An employee should be well prepared when he attends business meeting.

An employee should be well prepared when he attends business meetings.

Select one:

- ☐ a. Employees should be well prepared when he attends business meetings.
- ☐ b. An employee should be well prepared when they attend business meetings.
- ☐ c. An employee should be well prepared when she attends business meetings.
- ☒ d. Employees should be well prepared when they attend business meetings.

123). My resume is encoded with this letter.

My resume is enclosed with this letter so you can review my education, work experience, and achievements. I would appreciate an opportunity to talk with you or a member of the marketing team to see how my experience and skills could benefit your company.

Dear Mr Smith

03 November 2020

Thank you for your time and consideration. I look forward to speaking with you in the near future.

Applying for the Post of Marketing Officer

Director
Human Resources
United International
123 Business Rd
Wattala

I have five years of experience working as a Marketing Strategist for one of our local retail clothing stores. During my time in this role, I increased the number of website page views by 120 percent and reduced the cost of customer acquisition by 20 percent. In addition, our sales increased by 50 percent during that time.

Yours Sincerely

Joseph De Silva
Joseph De Silva

Joseph De Silva
123 Main Street
Kandana

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124). What would be the most appropriate, gender-neutral word to refer to a fireman?

What would be the most appropriate, gender-neutral word to refer to a fireman?

Select one:

☐ a. fire males

☐ b. fire gentlemen

☒ c. firefighter

☐ d. fire folks

125). Select the gender biased term from the given list to refer to people

Select the gender-biased term from the given list to refer to "people".

Select one:

- ☐ a. human race
- ☐ b. humankind
- ☐ c. human beings
- ☒ d. mankind

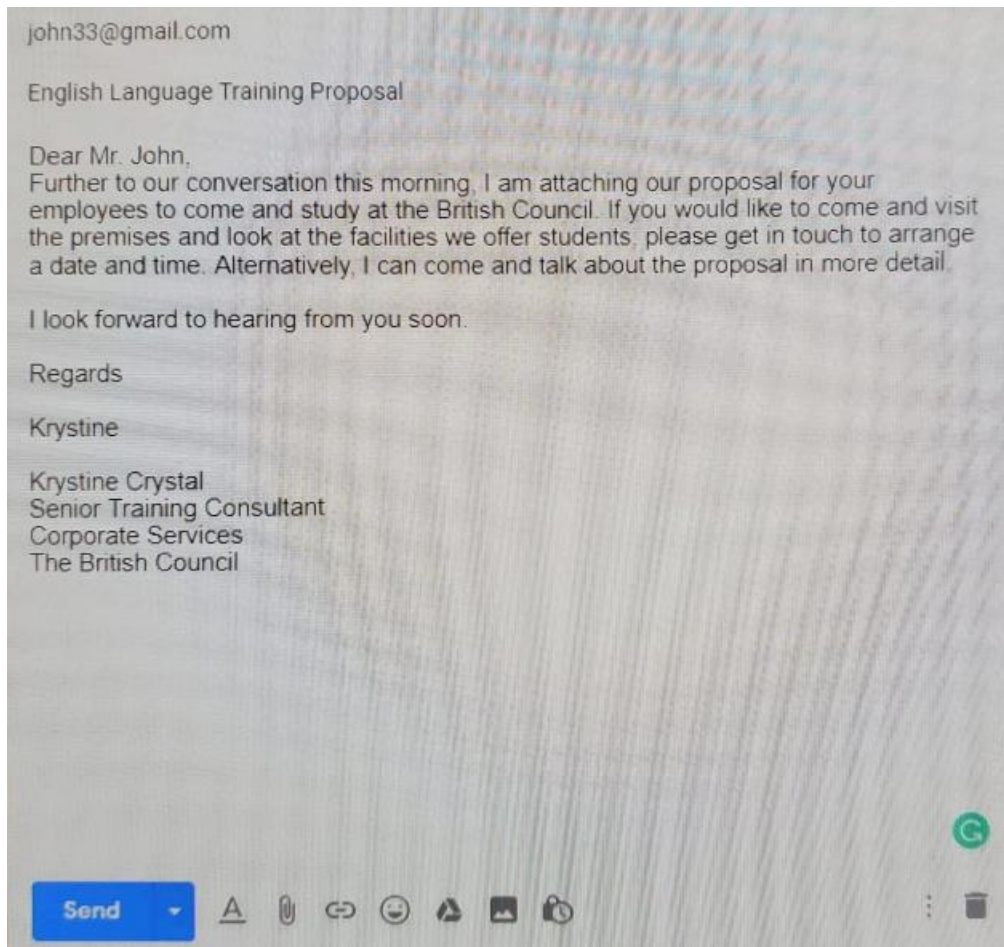
126). The passage has six sections numbered 1-6, which section contains the following information?

Select the correct number in the boxes given against each statement.

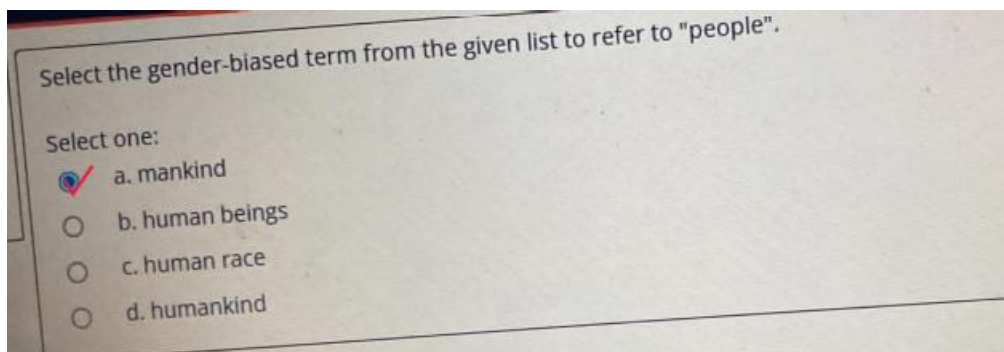
The passage has six sections numbered 1-6. Which section contains the following information?
Select the correct number in the boxes given against each statement

The stages of sleep.	4
Factors that cause sleep disorders	5
Lifestyle changes which can help overcome sleep-related problems	6
How much sleep do we need to stay healthy?	1
The necessity of sleep for humans.	3

127). Email writing



128). Select the gender biased term from the given list to refer to people.



129). Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- ☒ a. A student who loses too much sleep may have trouble focusing during the exams.
- ☐ b. A student who loses too much sleep may have trouble focusing during one's exams.
- ☐ c. Students who lose too much sleep may have trouble focusing during the exams.
- ☐ d. Students who lose too much sleep may have trouble focusing during the ladies' exams.

130). What would be the most appropriate gender-neutral word to refer to a fireman?

What would be the most appropriate, gender-neutral word to refer to a fireman?

Select one:

- ☒ a. firefighter
- ☐ b. fire folks
- ☐ c. fire males
- ☐ d. fire gentlemen

131). Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1 _____ Resolving _____ an Issue Concerning the Internet Connection

I have been a satisfied customer of yours for over a year, but recently my connection has become 2 _____, intermittent. Even when it is working, it is so slow that it is unusable. I have actually 3 _____ informed your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4 _____ request that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5 _____ However, since I have not received the advertised service for two and a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills. I hope we can resolve this situation promptly.

132). Read the following sentence and select the most appropriate form the given list to make the sentence non – discriminatory.

I'll ask the old men to sit and wait until they are called.

Read the following sentence and select the most appropriate sentence from the discriminatory.

I'll ask the old men to sit and wait until they are called.

Select one:

- ☒ a. I'll ask the old folks to sit and wait until they are called.
- ☐ b. I'll ask the old woman to sit and wait until she is called.
- ☒ c. I'll ask the pensioners to sit and wait until they are called.
- ☐ d. I'll ask the old man to sit and wait until the he is called.

133). The passage has six sections numbered 1 – 6. Which section contains the following information?

Select the correct number in the boxes given against each statement

The passage has six sections numbered 1-6. Which section contains the following information?
Select the correct number in the boxes given against each statement

The stages of sleep.	4
How much sleep do we need to stay healthy?	1
The necessity of sleep for humans.	3
Factors that cause sleep disorders	5
Lifestyle changes which can help overcome sleep-related problems	6

134). Select whether the following statements are true or false.

Select whether the following statements are "true" or "false".

The term "working mother" is better than the term "housewife".	True ▼
Using the phrase "see you later" to a person with visual impairment is appropriate.	False ▼
The term "postal worker" is unbiased than the term "mailman".	True ▼
The term "sales associate" is a gender-biased term than "salesperson".	False ▼
"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.	True ▼

135). Select the gender biased term from the given list to refer to people.

Select the gender-biased term from the given list to refer to "people".

Select one:

- ☐ a. humankind
- ☐ b. human beings
- ☒ c. mankind
- ☐ d. human race

136). What would be the most appropriate, gender-neutral word to refer to a fireman?

What would be the most appropriate, gender-neutral word to refer to a fireman?

Select one:

- ☐ a. fire folks
- ☐ b. fire gentlemen
- ☒ c. firefighter
- ☐ d. fire males

137). What would be an example of nondiscriminatory language to use when referring to a deaf worker?

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- ☒ a. A person who has a hearing impairment.
- ☐ b. The deaf gentleman who is in the corner of the ...
- ☐ c. A person who has a vision impairment.
- ☐ d. Avoid any mention of the person's disability

138). Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Each student is responsible for his study loan.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Each student is responsible for his study loan.

Select one:

- ☐ a. Each student is responsible for her study loan.
- ☐ b. Each student is responsible for the boy's study loan.
- ☒ c. Each student is responsible for the study loan.
- ☐ d. Each student is responsible for woman's study loan.

139). Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- ☐ a. Students who lose too much sleep may have trouble focusing during the exams.
- ☒ b. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- ☐ c. A student who loses too much sleep may have trouble focusing during one's exams.
- ☐ d. A student who loses too much sleep may have trouble focusing during the exams.

140). Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

An employee should be well prepared when he attends business meetings.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

An employee should be well prepared when he attends business meetings.

Select one:

- ☐ a. Employees should be well prepared when he attends business meetings.
- ☐ b. An employee should be well prepared when she attends business meetings.
- ☐ c. An employee should be well prepared when they attend business meetings.
- ☒ d. Employees should be well prepared when they attend business meetings.

141). Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- ☒ a. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- ☐ b. A student who loses too much sleep may have trouble focusing during the exams.
- ☐ c. Students who lose too much sleep may have trouble focusing during the exams.
- ☐ d. A student who loses too much sleep may have trouble focusing during one's exams.

142). Select the most suitable answer from the suggested answer in the boxes to complete the following formal letter.

Set Lanka Institute of Information Technology

on 15
answered
out of
Question

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1. _____ Resolving _____ an Issue Concerning the Internet Connection

I have been a satisfied customer of yours for over a year, but recently my connection has become 2. _____ intermittent _____

Even when it is working, it is so slow that it is unusable. I have actually 3. _____ informed _____ your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4. _____ request _____ that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5. _____ However _____, since I have not received the advertised service for two-and-a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills. I hope we can resolve this situation promptly.

7/10