



**RAJARATA UNIVERSITY OF SRI LANKA**  
**FACULTY OF APPLIED SCIENCES**

B.Sc. (General) Degree in Applied Sciences

B.Sc. (General) Degree in Health Promotion

B.Sc. (General) Degree in Information & Communication Technology

Second Year - Semester II Examination – October/November 2017

**IDC 2201 - PROFESSIONAL ENGLISH**

**INDEX No:** \_\_\_\_\_

**Time: Three (03) hours**

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**Answer all questions: Answer Section-I on this paper itself; to answer Section-II, use the book provided.**

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**SectionI – Structure, Comprehension and Professional Expression.**

**01.** Each of the following sentences has four underlined words. The four underlined words are marked A, B, C and D. Identify the one underlined word that must be changed in order to make the sentence more acceptable, and tick [ ✓ ] it: **[05 Marks]**

1. They gave me a form and told me to fill in it.

A      B                          C      D

2. I look forward to meet you next week.

A      B      C      D

3. I hope you will contact me for your convenience.

A      B      C      D

4. Would you mind send us a brochure of your new product?

A      B      C      D

5. We did send the cheque, but it must have being lost in the post.

A      B      C      D

02. Read the following passage, which gives information on how to use the telephone in DIYADAHARA Hotel. Then, read the next passage and fill in the blanks in it using phrasal verbs/phrasal verb particles from those given below so that it gives the same information as the first passage in more Idiomatic English. [10 marks]

### Diyadahara Hotel-Information: How to use the telephone

"When you want to make a telephone call to someone, lift the receiver and press 0. Ask the operator to connect you to the number you want. He may tell you to wait for a short time. If you are not connected immediately, call the operator again and ask him to try the number again. When he connects you to your number, press 1. If your call is disconnected while you are speaking, replace the receiver and wait before trying again. You will find a phone directory in your desk in case you need to check a number."

"When you want to ring someone (1)....., (2)..... the receiver and press 0. Ask the operator to put you (3)..... to the number you want. He may tell you to (4)..... If you don't (5)..... immediately, call the operator (6)..... and ask him to try the number again. When he (7)..... you through to your number, press 1. If you are (8)..... while you are speaking, (9) ..... and wait before trying again. You will find a phone directory in your desk in case you need to (10)..... a number."

[back, cut off, get put through, hang up, hold on, look up, pick up, puts, through, up]

03. Underline the best option to complete this history of Coca Cola in the best way.

[10 Marks]

(The person invented Coca Cola, Coca Cola was invented, Coca Cola has been invented) in May 1886 by the American John Styth Pemberton. In that first year (100 litres of the drink were sold, 100 litres of the drink been sold, they sold 100 litres of the drink). (He shipped it, It was shipped, It shipped) in bright red wooden barrels. The colour red (is associated, was associated, has been associated) with Coca Cola ever since.

The company (is been bought, was bought, has been bought) by an Atlanta entrepreneur in 1891. Within four years, Coca Cola (has been drunk, was drunk, was being drunk) daily in every state of the USA.

Today, the name 'Coca Cola' (is spoken, is being spoken, has spoken) in over 80 different languages. Coca Cola (recognizes, is recognized, was recognized) to be the world's leading brand. It (can buy, can be bought, can to be bought) in more than 195 countries. As you read this, Coca Cola (is being drunk, is drunk, has been drunk) by 8,000 people!

04. The following is an excerpt of an interview that a candidate called 'Anjelo' faced.  
Complete Anjelo's answers using the correct form of the verbs given in the box:

[10 marks]

apply	communicate	develop	gain	get (can be used twice)
lead	make	meet	study	work

**Interviewer:** can you tell us something about yourself?

**Anjelo:** Well, I'm motivated and I put a lot of effort into everything I do, whether I'm (e.g.) studying at university, at work or even when I'm playing sport. During my last year at university I was captain of the basketball team. I had to organize matches and motivate the players. As captain it was essential that I was able to (1) ..... effectively and get along with everybody in the team ... and for the first time in years our team managed to reach the regional final. We didn't win, unfortunately, but (2) ..... the team to the final was a big achievement for me.

**Interviewer:** What did you learn during your time at university?

**Anjelo:** Oh, lots of things. My Economics degree was very practical, and there were many elements of the degree that could be (3) ..... to the business world. I had a number of challenging assignments, which often had to be completed within a short period of time. This helped me to (4) ..... my prioritizing skills and ability to (5) ..... to tight deadlines.

**Interviewer:** What kinds of things do you worry about?

**Anjelo:** I worry about normal things, the same as everybody else, I think. I worry about (6) ..... deadlines and (7) ..... everything done on time. I used to worry about data on my computer quite a bit. Now I back up all my data on an external hard drive, so that everything is protected. This way I've got one less thing to worry about.

**Interviewer:** Would you say you're an ambitious person?

**Anjelo:** Yes, I would say that I'm ambitious. I'm very keen to (8) ..... a job with a company such as yours where I can (9) ..... full use of my degree and professional experience. I am a dedicated worker and would hope to (10) ..... internal promotion based on my performance at work.

05. a) Match the following vocabulary items 1 to 10 used in formal emails with the less formal vocabulary in the box and write the matching less formal vocabulary items in the blanks. [15 marks]

- |             |              |                          |             |           |
|-------------|--------------|--------------------------|-------------|-----------|
| ● to answer | ● to ask     | ● to get in touch (with) | ● help      | ● to need |
| ● ok        | ● to put off | ● to be sorry            | ● to set up | ● to tell |

- |              |         |               |         |
|--------------|---------|---------------|---------|
| 1 convenient | = _____ | 6 to contact  | = _____ |
| 2 assistance | = _____ | 7 to postpone | = _____ |
| 3 to inform  | = _____ | 8 to arrange  | = _____ |
| 4 to reply   | = _____ | 9 to enquire  | = _____ |
| 5 to regret  | = _____ | 10 to require | = _____ |

b) Now complete the two emails below with words from a) above. Be careful of the (formal/informal) register. One example has been done in each email.

Email No. 01

 From: s.gunathilaka@rajarataleisure.lk       To: n.perera@adidas.lk

Subject: Enquiry regarding golf products

Dear Mr. Perera,

I am writing to 1 enquire about your range of less exclusive products. Our company has diversified recently and, in addition to the professional equipment we have previously purchased, we now 2 \_\_\_\_\_ products for the hobby golfer.

Could we 3 \_\_\_\_\_ a meeting to see one of your sales reps who can 4 \_\_\_\_\_ us about your products? The week of 19 December would be 5 \_\_\_\_\_ for us.

As I will be out of the office from 2 to 6 December, please 6 \_\_\_\_\_ my assistant, Nishi Ekanayaka, directly.

Best regards,

Simon Gunathilaka

Email No. 02



**From:** t.rajapaksha@adidas.lk



**To:** n.ekanayaka@rajarataleisure.lk

**Subject:** Delivery delay

Hi Nishi,

Just a quick note to say we are very 7 sorry for the delivery delay. I'm afraid we'll have to  
8 \_\_\_\_\_ the delivery date for 10 days because of the truck drivers' strike.

When exactly do you 9 \_\_\_\_\_ the goods? If it's very urgent I'll  
10 \_\_\_\_\_ the manager of the forwarders whether we can  
11 \_\_\_\_\_ a special delivery somehow.

I'll 12 \_\_\_\_\_ asap, but please let me know the latest date for the goods.

Despite this, have a nice day!

Rgds,

Tharu

**06.** Read the following Curriculum Vitae and answer the questions given below.

**[10 Marks]**

### **James Sharp**

123, Anystreet, Anytown AT1 0BB

Tel: 020 8123456, james@anyaddress.co.uk

### **Professional Profile**

A seasoned, highly motivated senior executive with a successful track record in international operations and project management. Recognized for exceptional problem solving and motivational skills as well as the ability to **negotiate, deal and close successfully across cultural barriers**. Extensive experience in management consulting in diverse industries, ranging from unit construction and milling/drilling operations to industrial equipment procurement, sales and distribution. **Bilingual with extensive international experience**, including Africa, the Middle East, South Asia and Western Europe.

Areas of Impact

New Business Development	International Law	Recruitment/ Training
International Conflict Resolution	Worldwide Corporate Security	
Global Emergency Planning	International Public Relations	
Operations and Project Management	Risk Assessment	

Career Highlights

- ★ Successfully providing diplomatic, risk management and crisis resolution services to a broad range of blue chip companies, ambassadors, heads of state, cabinet ministers and senior government officials, UK and foreign.
- ★ Successfully negotiated on behalf of OCL oil, with an East African Government to resolve a cross-cultural crisis and avoid closure of a £1 billion distribution facility.
- ★ Developed and implemented logistics and training programmes involving several thousand UK and foreign personnel and a £40 million annual budget. Effectively achieved all objectives with a budget saving of 12%.
- ★ Directed Smith & Jones Trucks Ltd, and Haulage International in the successful negotiation of more than £15 million capital equipment sales to a West African government.
- ★ Conducted numerous feasibility studies and risk assessments, both political and economic forecasts, for a variety of projects including gold, platinum and diamond mining, nuclear energy development, port, railroad and packaging facilities.

Employment History**International Affairs Consultant**

Professional Services provided to: Whitway International, Vella Properties International, OCL Oil, OACH petroleum, Haulage International, Smith & Jones Trucks Ltd, Flight Airlines, Technology Co Ltd, MSC International Ltd, National Telecommunications Co Ltd, OX Technologies.

**National Security Agency**

Near East and Africa Referent ...Chief of Station ...Chief of Operations ...Chief of Branch, Counterterrorism ...Deputy/ Chief of Station.

Education

**Doctorate, International Law**, University of London

**Master of Art, History**, University of the South

**Bachelor of Arts, History**, New College, Oxbridge

A. List 03 adjectives that the candidate uses to describe himself.....

.....

B. What is the highest educational qualification that the candidate possesses?

.....

C. Write the names of 04 firms to whom the candidate has provided professional services as International Affairs Consultant?

.....

D. Mention 01 career highlight for each of the following areas of activity of the candidate:

I. New Business Development.....

.....

.....

II. Recruitment/Training.....

.....

.....

III. International Conflict Resolution.....

.....

.....

### Section-II – Writing

07. Second year students of the Faculty of Applied Sciences had decided to hold the 15<sup>th</sup> meeting of their Action Plan Committee on the 10<sup>th</sup> of October at 5.00p.m. in the New Hall to discuss certain requirements of the students, such as:

- To get down a coach to train the students taking part in TT tournaments.
- To request for a workshop on IT skills
- To request for a workshop on Presentation skills.

As the secretary to the committee,

- I. Prepare the **AGENDA** for the meeting.
- II. Imagine that you conducted the meeting as scheduled and prepare the **MINUTES** to be read out at the 16<sup>th</sup> Committee meeting.

Use about 200-250 words

[15 marks]

08. Imagine that you are an executive working at SDB (Pvt) Ltd, No. 25, Main Street, Galle, and you want to reserve separate rooms for you and three other executives at Rock view Hotel, Peradeniya Road, Kandy for the nights of November 15<sup>th</sup> and 16<sup>th</sup>. Write a **FORMAL LETTER** to the Manager, Reservation Department inquiring about the checkout time and the room-rate. In your letter, mention that the list of names and addresses of the four executives is enclosed. Use about 150 words

[10 marks]

09. As the Production manager of IMF Garments, write a **MEMO** to the subordinate staff in your department to inform them about the decision taken by the Management to pay a monthly incentive payment to those who achieve the target at the end of every month. Use about 150 words

### OR

Imagine that you are the Secretary of the Marvels' Entertainment Club of the Faculty of Applied Sciences, Rajarata University of Sri Lanka. The Dean of the faculty has asked you to submit a short report on the **Faculty Trip 2017**, giving the following information:

- how you organized it
- participation of the students
- places where you visited
- difficulties you encountered during the trip

Write your **REPORT** in 150 - 200 words in an appropriate style.

[10 marks]

10. As the Human Resource Manager of Sirilak Enterprises, prepare a suitable **VACANCY ADVERTISEMENT** for a Personal Assistant to be published in the classified column of a local newspaper.

[05 marks]

END