

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

**B.Sc. in Applied Sciences  
B.Sc. in Health Promotion  
B.Sc. in Information Technology  
Second Year – Semester I Examination – July/August 2023  
IDC 2201 - ENGLISH FOR PROFESSIONAL PURPOSES**

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

**Time: Two (02) hours**

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

**Section I – Structure, Comprehension and Professional Expression.**

**01. Match the particle verbs given in the box with their meanings given below the box by writing the particle verbs in the blank spaces. [10 marks]**

<b>a. come round</b>	<b>b. get away with</b>	<b>c. get on with</b>	<b>d. give in</b>	<b>e. keep up with</b>
<b>f. look forward to</b>	<b>g. put off</b>	<b>h. put out</b>	<b>i. run out of</b>	<b>j. turn up</b>

- 1 Admit defeat.....
- 2 Advance at the same pace.....
- 3 Arrive.....
- 4 Await eagerly .....
- 5 Become conscious again.....
- 6 Extinguish.....
- 7 Have smooth relations.....
- 8 Postpone.....
- 9 Steal and escape.....
- 10 Used up .....

**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 **PARTICLE VERBS/PARTICLES** from those given below so that it gives the same information as the first passage in more Idiomatic English. **[10 marks]**

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

**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 aren'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.”

**03. I. MATCH** the following vocabulary items 1 to 10 used in formal emails with the less formal vocabulary in the box by writing the matching less formal vocabulary items in the blanks. **[15 marks]**

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

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

II. Now FILL IN THE BLANKS of the two emails below with words from question 03.I 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



04. The following is an excerpt of an interview that a candidate called 'Amali' faced. Complete Amali's answers using THE CORRECT FROM of the verbs given in the box: Some words can be used more than once. [10 marks]

apply	communicate	develop	gain	get
lead	make	meet	study	work

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

**Amali:** 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 netball 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?

**Amali:** 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?

**Amali:** 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?

**Amali:** 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.

**Section-II – Writing**

**05.** Write a personal NOTE to one of your friends thanking him/her for typing the project proposal for you. **[05 marks]**

**06.** Write a brief DESCRIPTION of about 150 words on the theme 'Skills to Ace an Interview'.

**OR**

Assume that you are the HR Manager of CM Company. Write a MEMO requesting your employees to participate in the picnic organized by the company. Include the following details in your memo:

- Planned date, time and venue
- The number of guests they are allowed to bring
- List of activities organized for the day
- Ask the employees to confirm their participation one week in advance by filling the form available in the reception.

**[10 marks]**

**07.** You ordered five books from a book shop about two weeks back. You wanted the books to be sent by parcel post, but you have not received them yet. Write a LETTER OF COMPLAINT to the manager of the book shop.

Include:

- titles and authors of the books.
- date on which you placed the order.
- amount paid and how you paid it.
- suggest what the manager should do

Use about 150 words.

**[15 marks]**

**08.** Imagine that your dream job has been advertised and you possess the required qualifications. Prepare an attractive COVER LETTER to be sent along with your CV. (Do not write the CV).

**[15 marks]**

**09.** Read the following email sent by Harshani Welagedara, the marketing manager of a chain of pastry shops, to her branch managers; imagine that you are Brian Peiris and write a REPLY to Harshani's EMAIL confirming your participation at the meeting. Use about 75 words. **[10 marks]**

From: [harshani.welagedara@deliciousdishes.com](mailto:harshani.welagedara@deliciousdishes.com)  
 To: [siva.mohan@deliciousdishes.com](mailto:siva.mohan@deliciousdishes.com), [malki.munasinghe@deliciousdishes.com](mailto:malki.munasinghe@deliciousdishes.com),  
[brian.peiris@deliciousdishes.com](mailto:brian.peiris@deliciousdishes.com), [sarath.bandara@deliciousdishes.com](mailto:sarath.bandara@deliciousdishes.com),  
[azifa.hussein@deliciousdishes.com](mailto:azifa.hussein@deliciousdishes.com),  
[priyantha.dharmasiri@deliciousdishes.com](mailto:priyantha.dharmasiri@deliciousdishes.com)  
 Subject: Urgent Meeting on Tuesday November 9 at head office  
 Date: Fri, 06 Nov 2022 at 10.05am

Dear all,

We have to meet urgently next week due to an emergency reported in two of our outlets. Many customers have complained of food poisoning after eating short eats at our outlets in Anuradhapura and Dambulla last week. Some have been hospitalized.

As the food items for Anuradhapura, Dambulla, Sigiriya and Polonnaruwa are prepared in the main kitchens at Dambulla, I am concerned that there will be similar cases reported in the other outlets as well; worse, this might get blown out of proportion in the media.

Please be present next Tuesday, November 9, at 10.30 am at the head office to discuss what steps to take. Please bring an updated report of all food items sold at your outlets in the past two weeks.

Best

Harshani

*Harshani welagedara*

Marketing Manager, Delicious Dishes (Pvt) Ltd

-END-