



UNIVERSITY OF COLOMBO, SRI LANKA



UNIVERSITY OF COLOMBO SCHOOL OF COMPUTING

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Academic Year 2014/2015 – First Year Examination – Semester I – 2016

ENH1101 – Communication Skills

TWO (2) HOURS

To be completed by the candidate

Examination Index No: _____

Important Instructions to candidates:

1. The medium of instruction and questions is **English**.
2. If a page or a part of this question paper is not printed, please inform the supervisor immediately.
3. Note that questions appear on both sides of the paper. If a page is not printed, please inform the supervisor immediately.
4. Write your index number on each and every page of the question paper.
5. This paper has 13 pages and two parts. Part 1 consists of 30 MCQs and Part II consists of 2 structured questions.
6. MCQ questions should be answered in the MCQ answer sheet provided.
7. Answer **ALL** questions.
8. Any electronic device capable of storing and retrieving text including electronic dictionaries and mobile phones are **not allowed**.
9. **Non-Programmable/Programmable** calculators are **not allowed**.

**For Examiner's use
only**

Question No	Marks
P1	
P2 -1	
P2 -2	
Total	

PART I

From questions 1 to 5, find the sentence or phrase which is grammatically correct.

1. (a) Neither Daham or Shanthan speak English.
(b) Neither Daham or Shanthan speaks English.
(c) Neither Daham nor Shanthan speak English
(d) Neither Daham nor Shanthan speaks English.
(e) Both Daham nor Shanthan speaks English.
2. (a) The opinion of the staff and the students were negative.
(b) The opinions of the staff and the students was negative.
(c) The opinion of the staff and the students was negative.
(d) The opinions of the student was negative.
(e) The opinions of the staff was negative.
3. (a) Tom and Jerry makes a funny pair.
(b) Tom and Jerry make a funny pair.
(c) Tom and Jerry making a funny pair.
(d) Tom and Jerry do make a funny pair.
(e) Tom and Jerry creating a funny pair.
4. (a) Imran and his friends go to tuition every day.
(b) Imran and his friends does go to tuition every day.
(c) Imran and his friend goes to tuition every day.
(d) Imran and his friends are going to tuition every day.
(e) Imran and his friends is going to tuition every day.
5. (a) Every employer and employee have to make sacrifices.
(b) Every employer and employee has to make sacrifices.
(c) Every employers and employees have to make sacrifices.
(d) Every employers and employees has to make sacrifices.
(e) Each employers and employees has to make sacrifices.

6. Which of the following is **incorrect** regarding humour in a presentation or public speech?

- (a) Once a humorous statement is made, pause a little for the audience to understand it.
- (b) If your joke does not make people laugh, it is fine to carry on as if you never meant to be funny.
- (c) The joke should not be made with regard to facts such as gender, religion and race.
- (d) A humorous speech may be full of jokes that directly relates to the speech content.
- (e) It is inappropriate to have humour in a business presentation.

7. Which of the following is *correct* regarding the voice of a presenter?

- (a) It should be fast as you have to respect other people's time.
- (b) A good speaker should never use a microphone.
- (c) The voice should be loud enough to be heard by those seated at the back.
- (d) Never change the tone while doing your speech.
- (e) Vary your voice with every word you speak.

8. Which of the following is correct regarding effective listening?

- (a) It is similar to hearing.
- (b) Words are important than ideas.
- (c) The listener need not use facial expression to show that s/he is listening.
- (d) Provide feedback to the speaker.
- (e) When you get confused, ask questions immediately before the speaker finishes her/his point.

9. In effective listening, what do you mean by 'defer judgment'?
- (a) Avoiding judging the speech before the speaker completes her point.
 - (b) Making counter arguments whilst listening.
 - (c) Arguing with the speaker once the speaker finishes her speech.
 - (d) Avoid making judgments about the speaker's attire.
 - (e) Judging the speaker by her words.
10. Which of the following *need not* be done by an interviewee before he faces a job interview?
- (a) Asses the career path
 - (b) Research the respective company and the position
 - (c) Find out who the other interviewees are
 - (d) Find out what type of interview it is
 - (e) Develop a list of potential questions and answers
11. Which of the following is true regarding a telephone interview?
- (a) Dress appropriately
 - (b) Maintain eye contact with interviewers
 - (c) Smile as you speak
 - (d) Speak fast to save time
 - (e) It is not necessary to thank the interviewer as he should thank the interviewee
12. Which of the following statement is **not true** regarding a cover letter?
- (a) It should bear the recipient's address.
 - (b) If not typed on a letterhead, it should bear the sender's address.
 - (c) It should include the educational qualifications of the sender.
 - (d) It may include how you got to know about the job you are applying for.
 - (e) It should be brief.

13. Which of the following statement is **not true** regarding a CV?

- (a) It may include a photograph of the applicant.
- (b) It should contain the recipient's address.
- (c) It should include the educational qualifications of the applicant.
- (d) It should include contact details of the referees.
- (e) A printed CV is usually preferred over a handwritten one.

Read the following passage and find the correct answer from the questions given below.

Avalanche!

Most people know that an avalanche is a large mass of snow that detaches from a mountainside and rushes down the slope, often at a very high speed. However, not everyone realizes that there are many different kinds of avalanches, with various causes and effects. Avalanches are categorized based on whether the snow is wet or dry, and whether or not it is compacted. The four most common types are: dry snow, wet snow, wet slab, and dry slab.

The least dangerous type is a dry snow avalanche, which is made up of powdery snow. A dry snow avalanche most often occurs on steeper slopes during a snowstorm when the temperatures are below freezing. Despite the fact that they can reach speeds of up to 225 miles per hour, these avalanches tend to be small, and their snow is loose, not compacted, so they are less dangerous. Yet even a dry snow avalanche can cause harm under the right conditions.

A wet snow avalanche differs from a dry snow avalanche in that it consists of loose, partially melted snow and water. Wet snow avalanches generally occur during the springtime when temperatures are consistently above freezing and there is an abundance of both sunshine and rainfall. The warmer temperatures and the sun melt the outer layers of snow. The increased springtime rainfall saturates the snow with water, weakening the cohesive layers beneath the surface. The combination of these factors results in unstable conditions. Wet snow avalanches are the least common type of avalanche, and they are much slower than dry snow avalanches, typically traveling at speeds of only 10-20 miles per hour.

Like a wet snow avalanche, a wet slab avalanche most often occurs during the spring, due to melting snow and increased rainfall. The additional moisture weakens the bonds between the water molecules of the snow. Daytime melting and nighttime refreezing of the ice and snow create ideal conditions for a wet slab avalanche. This type of avalanche is the slowest, generally traveling at a speed of no more than 10 miles per hour. But

because the snow is compacted, not loose, a wet slab avalanche is still quite dangerous even at this slow speed.

The last type, a dry slab avalanche, is the most dangerous of all. It occurs when substantial snowfall accumulates over a layer of existing snow in a very short period of time. The stress caused by the weight of the newly fallen snow can make the compacted layer underneath break away. This creates a dry slab avalanche, which travels at speeds of 60-80 miles per hour. Dry slab avalanches account for roughly 90% of all avalanche-related casualties annually.

Millions of avalanches happen around the world each year, the vast majority of which occur naturally. However, nearly all of the avalanches that result in fatalities are triggered by either the victim or someone in the victim's party. Each year, approximately 150 people become casualties of an avalanche. Sadly, most of these avalanche accidents are preventable. The first step in preventing avalanche related fatalities is to be better informed about the various types of avalanches and the conditions under which they occur.

Source:

"Avalanches." Environment Insights, Web, 18 Jun. 2012.

14. The main purpose of this passage is to

- (a) communicate the dangers of avalanches
- (b) show how preventable an avalanche can be
- (c) describe the four basic types of avalanches
- (d) define what an avalanche is
- (e) discuss what snow is made of

15. In paragraph 2 the author writes, "Yet even a dry snow avalanche can cause harm under the right conditions." The purpose of this statement is to

- (a) contradict a previous idea
- (b) support a later point
- (c) qualify an earlier statement
- (d) introduce a larger idea
- (e) make himself popular

16. As used in paragraph 3, which is the best synonym for saturates?

- (a)soaks
- (b)damages
- (c) covers
- (d)dehydrates
- (e)ruins

17. According to the passage, the main causes of wet snow and wet slab avalanches are

- (a)melting snow and increased rainfall
- (b)decreased rainfall and warmer temperatures
- (c) warmer temperatures and longer days
- (d)shorter nights and melting snow
- (e)long summer nights

18. As used in paragraph 4, which is the best antonym (word opposite in meaning) for ideal?

- (a)predictable
- (b)flawed
- (c) unstable
- (d)suitable
- (e)perfect

19. Based on information in the passage, which of the following statements is true?

- (a)Because it can travel at very high speeds, the dry snow avalanche is the most dangerous type.
- (b)All avalanches, whether they are traveling at 10 miles per hour or 225 miles per hour, can be very dangerous.
- (c) The speed at which an avalanche travels shares a direct correlation with the degree of danger it poses.
- (d)Most casualties occur from wet slab avalanches.
- (e)Avalanches occur only in the night.

20. Based on information in the passage, it can be inferred that wet slab avalanches and dry slab avalanches are the only two types that

- (a) consist of compacted snow
- (b) travel at higher speeds
- (c) occur at unexpected times of the year
- (d) result from below freezing temperatures
- (e) make us curious

21. According to the passage, the avalanche capable of reaching the highest speed is the

- (a) dry snow avalanche
- (b) wet snow avalanche
- (c) wet slab avalanche
- (d) dry slab avalanche
- (e) non of the above

22. The main purpose of the final paragraph is to

- (a) state the precise number of avalanche related casualties that happen each year
- (b) describe how avalanches typically are triggered
- (c) illustrate how tragic it can be to lose a friend in an avalanche related incident
- (d) suggest a way in which readers can help prevent avalanche related accidents
- (e) entertain the reader

23. Which of the following is a synonym of *fatalities* (last paragraph)?

- (a) fate
- (b) incident
- (c) situation
- (d) tension
- (e) disaster

24. Which of the following **is incorrect** regarding facing an interview?

- (a) Come early
- (b) Be open and honest
- (c) Do not sit until you are asked to
- (d) Smile
- (e) Do not sit when you are asked to

25. Which of the following is the least suitable statement to attract your audience during the opening of your speech on, 'Friendship'?

- (a) Good Morning! Let me speak a few words on friendship.
- (b) Have you ever been a good friend to someone?
- (c) "No friendship is an accident," said O. Henry.
- (d) Hellen Keller once said, "I would rather walk with a friend in the dark than alone in the light."
- (e) "A friend in need is a friend indeed!" is a popular statement known to almost all of us.

26. Which of the following is correct regarding body language during a public speech?

- (a) Keep your arms crossed in front
- (b) It's alright to sit on the floor if it is an appropriate gesture for your speech
- (c) Dramatize your body language
- (d) Make a movement of limbs during each word you speak.
- (e) Stand in one place throughout your speech

27. Which of the following is **incorrect** regarding making presentations/ public speaking?

- (a) Time is the least important thing the presenter should worry about.
- (b) The presenter should practice before s/he delivers the presentation.
- (c) A public speaker needs to study his/her audience before delivering the speech.
- (d) A presenter of a presentation may use less body language compared to a public speaker.
- (e) A speaker should speak in an audible tone.

28. Which of the following is **incorrect** regarding vocal variety during a public speech?

- (a) should be natural
- (b) may vary in volume
- (c) may vary in pitch
- (d) should be constantly loud
- (e) should always be audible

29. Which of the following statements is inappropriate in small talk?

- (a) You look absolutely fashionable in those shoes!
- (b) Hi, I saw you dance really well.
- (c) Did you watch news yesterday?
- (d) This food is very tasty, isn't it?
- (e) Hey this is a nice office. How much do they pay you?

30. Which of the following statements is appropriate in small talk?

- (a) Hi, so..you have been married for some time now...do you have children?
- (b) By the way, how old are you?
- (c) Hi, you look very handsome....but why don't you shave-off that beard?
- (d) Hey, it's too sunny here isn't it? Shall we find some shade?
- (e) Hello...I think I have met you after ages! You have really put on haven't you?

[60 Marks]

PART II

1. Summarize the following Text.

A woman sword-fighter in Sri Lanka

By AMAL HEWAVISSENTHI, 2011

The surprising capabilities of certain women who rub shoulders with men have deservedly won praise and reputation. One such woman with exceptional fighting abilities was "Edanuwawe Disapathini" a brave woman who lived in Kegalle during the 17th century. Eventhough her life was swept by a blanket of obscurity, she was indeed mark of great dignity and unquestionable pride for Sri Lankan womankind.

The most striking aspect of her fighting was her stunning capacity to continue a sword fight flying a few feet up in the air. The popular legend explains that she always managed to leave her opponent out gunned in whatever form of fighting. Thus, she appeared before the Kandyan king and declared, with masculine spirit, that she was the daughter of *Edanduwawe Panikki Rala* and that she could challenge any member from *Sudaliye* party to a sword fight. Driven to blush scarlet at a challenge by a woman, the leadership of *Sudaliye* party arranged everything for a duel and played their trump card by employing their most skillful fighter.

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[20 Marks]

2. Paraphrase the following text.

Computer-induced medical problems

From Wikipedia, the free encyclopedia, 2016

In today's world using computers is a necessity for the majority of people but not many people actually consider the medical consequences that working with computers can cause, such as damaged eyesight, bad posture, arthritis in fingers and computer stress injuries that can be caused by sitting in one position for a prolonged period of time. The above problems are more commonly associated with old age but due to many factors such as poor component design, proximity of the user to the screen and an excess of consecutive working hours mean that the above problems can feature in both young and old computer users. This is an extremely important issue as computers become more important in every corner of employment the medical effects caused by them will elevate unless sufficient research is performed and time is dedicated into eliminating and reducing these problems as much as possible.

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[20 Marks]

