

EL101.1- English for Communication Skills
Model Paper
22.1

Section A

Complete the below-mentioned dialogue by providing appropriate responses. (20 marks)

Dilan Perera is facing a job interview for the post of Software Engineer at a private company in Sri Lanka. He graduated in 2018 and since then, he had been searching for a satisfying job. Imagine yourself as Dilan (Interviewee -A), and respond to the questions posed by the interviewer.

A: Interviewee (Ashan Perera)

B: Interviewer

B: Come in.

A:

B: Good morning. Be seated, please.

A:

B: What's your name?

A:

B: Tell me a little about yourself.

A:

B: How did you learn about this job opening?

A:

B: You have graduated in 2018. This is 2022. What have you been doing since then?

A:

B: Out of all the candidates, why should we hire you?

A:

B: Tell me about the last time a co-worker or customer got angry with you. What happened?

A:

B: Describe your dream job.

A:

B: Mr. Perera your CV shows that you have been a very brilliant student throughout your academic career. You have won many distinctions and have visited a number of countries. Haven't you thought about migrating to a developed country?

A:

B: Oh, is that the only reason? You have no conditions regarding the salary?

A:

B: Alright Mr. Perera. I think you are the man we are looking for. And one more thing, what is the best way to reach you? Via email or via phone?

A:

B: Okay. If there's anything urgent, I'll use the fastest mode to contact you. Please keep in touch. We'll inform you within this week. Good luck.

A:

Section B

Answer **any 04** from the questions provided below. (20 x 4 = 80 marks)

Question 01

You are the IT Manager of your company. Your division has come up with a new application that can be sold to be used for domestic household security purposes. You have a plan to promote this application through an advertising campaign that includes television and paper advertisements. Write a memo to the General Manager of your company to get permission for this task. why you are writing the memo

- Mention all the necessary details about the planned advertising campaign
- Mention the significance of advertising in promoting products

Question 02

Your company purchased 10 printers two months ago. However, within few weeks 4 printers were out of order. As the General Manager of the company, write a letter of complaint to the supplier mentioning that you want to return the printers. Request the company to take necessary actions either by refunding money or by replacing the order with another set of brand new printers. say you have received the applications

Question 03

You are the Senior IT Engineer of AX Organization and your organization is introducing a new biometric fingerprint reader to mark the attendance. The new fingerprint machines will be placed at the entrance of the company. Write a memo to all staff, informing them about this fingerprint machines. Instruct them to mark attendance hereafter by using the fingerprint machine instead of signing. They have to place the fingerprint when reporting to work in the morning, and when leaving the office in the evening.

Question 04

As the Senior IT manager, you have been asked to relaunch the company website with a newer outlook. Write an email to the website designing company named as “We-Design” explain the requirement. what the notice is about

- Mention the objective of relaunching the website.
- Mention the changes that you wish to be done to the existing website.
- Mention the areas that you wish to be highlighted in the website.

Question 05

You work as the IT Lecturer at a university. The university students are not allowed to use the IT labs in the faculty for a period of two weeks, due to renovations. You must inform them about this. Prepare an e-mail to be sent to all students. Include the following in the e-mail.

- what the email is about
- briefly explain the reason for closing the IT Labs in the faculty
- how long it will be closed
- suggest: finish the lab related work early

Question 06

The contractor that you have hired for a company project has not met the expectations of the client. Write a letter of claim to the contractor displaying your disappointment, with suggestions for improvement and/or options for terminating the contract with a refund or requesting the contractor to bear the cost of extra work.

Question 07

You are the President of Inventors’ Club at the university. You are organizing an exhibition at the university premises to showcase novel inventions and innovations of the undergraduates. Write a letter to a potential sponsor requesting a sponsorship to support the event. Include the following.

- The name of the event
- The objective of the event
- The reasons for selecting the receiver’s company as a sponsor
- The benefits that the sponsor receives

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