



SLIATE

SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL EDUCATION

(Established in the Ministry of Higher Education, vide in Act No. 29 of 1995)

Higher National Diploma in English

Second Year, Second Semester Examination-2016

EN2119- Intermediate Business English I (PT/FT) - New

Instructions for Candidates:

Answer any five (5) questions

All questions carry equal marks.

Duration : 03 hours

No. of questions : 06

No. of pages : 03

Question 01

- I. Mention five techniques that you need to focus in writing an effective email message. (5 marks)
- II. Name 03 essential components and 02 optional components in writing business letters. (5 marks)
- III. You are the Key note Speaker for a seminar organized by the Students' Association of ATI Dehiwala. Write an email to the organizers of the workshop asking for information regarding the following areas. (10 marks)
 - Number of participants
 - Availability of technological devices
 - Venue
 - Expected time duration of the speech

Question 02

- I. Mention four differences in between a memo and a business letter (8 marks)
- II. The annual general meeting of Merchants' (pvt) Limited was held recently with the participation of the General Managers and a few important policy decisions were made at the meeting. As one of the General Managers, write a memorandum to all your executive managers asking them to attend a special meeting to get informed about these policy decisions. Include the following points: (12 marks)
 - Date time and venue of the meeting
 - Participants
 - Purpose

Question 3

- I. Mention the three letter formats used in writing business letters. (3 marks)
- II. Mention five different types of business letters (5marks)
- III. You ordered a cake for your Birthday from D Bakers Pvt Limited ten days before the Birthday party and made the full payment. You have requested Bake house to deliver the cake by 4.30 pm but the staff didn't deliver it on time and you had to

wait until 8.30 pm to receive the cake. The telephone line of the bakery was not reachable and your birthday party was ruined as you could not cut the cake on time. Write a letter to the manager complaining about the inconvenience caused.

(12 marks)

Question 4

- I. Write 5 advices to be given to a foreign visitor who is going to visit Sri Lanka for the first time for a business purpose (5 marks)
- II. Assume yourself as the secretary of Expomart Company. A Canadian business partner has visited your company for a short duration. You are hoping to take him out for a meal at a famous restaurant. Write the telephone conversation between you and the restaurant telephone operator about reserving a table for the meal. Include the following details. (15 marks)
 - Time of arrival
 - Details regarding different kinds of cuisines available
 - Your guest's preference
 - Prices
 - Number of participants

Question 5

- I. Your organization recruits new employees to the company. Write five things you should inform them about the company. (5 marks)
- II. what is meant by "Bad news letters". Explain in your own words with examples. (3 marks)
- III. Mr. Shanka, a sales executive of ABC Pvt Limited is expecting to meet Mr. Nalaka Gamage, a regular client of his business. He comes to the hotel and waits for an hour but Mr. Nalaka didn't arrive. Mr. Nalaka's phone is also out of a service area. Mr. Shanka has an important appointment with another client in some other part of the town. Imagine you are Mr. Shanka and write a message (note) to Mr. Nalaka explaining the problem and suggesting another meeting (15 marks)

Question 06.

Study the following advertisement and answer the questions.

NAWALOKA HOSPITALS PLC

VACANCY

Nawaloka Hospitals with its vision "The hospital of tomorrow whilst maintaining leadership and excellence in the health care industry" offers an opportunity for a highly motivated and ambitious individual to become its HR Assistant in Human Resource Department.

HUMAN RESOURCES -ASSISTANT

Job Profile:

- Possesses a certificate course on Human Resource Management from a recognized institute.
- Having at least 02 years experience in Human Resource & Administration in a similar capacity
- Excellent command in English language & Computer Literacy
- Ability in Sinhala typing will be an added advantage

The successful candidate will be provided with a competitive remuneration package par with the industry standards.

Please apply with detailed CV, contact telephone numbers, address, e-mail and the names and addresses of two non-related referees within 7 days of this advertisement to the address below or e-mail us to vacancy@nawaloka.com

- I. Mention 3 qualifications required for the post of Human Resource – Assistant in the advertisement. (3 marks)
- II. Can a candidate with an excellent communication skill in French apply for this post? Explain (2 marks)
- III. Imagine you are interested in applying for this post. Write a covering letter along with your CV to be sent to The HR manager, Nawaloka group, Colombo 10. (15 marks)