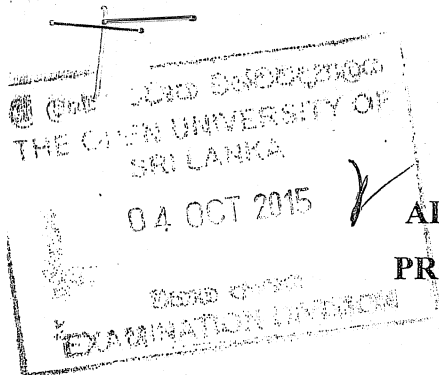


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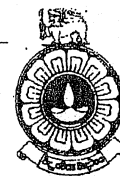


THE OPEN UNIVERSITY OF SRI LANKA

ADVANCED CERTIFICATE IN ENGLISH FOR BUSINESS &
PROFESSIONAL COMMUNICATION – STAGE 2 – (LSC 2212)

FINAL EXAMINATION – 2014/2015

COMMUNICATION SKILLS I – WRITING SKILLS

Date : 04th October 2015

Time : 9.30 a.m. - 11.30 a.m.

INDEX NO. :

CENTRE :

I.D. NO. :

INSTRUCTIONS : ANSWER ALL QUESTIONS.

For Examiner's Use Only.

Question No:	Marks Obtained	Maximum
1	15
2	20
3	10
4	30
Total	=====	75

Percentage %

Signature of Examiner :

Name :

1. Fill in the blanks in the following passage using suitable words. DO NOT USE MORE THAN ONE WORD IN EACH BLANK.

Time management applies to everyone, and helps (1)..... to make life a success. Time management really means (2)..... managing of one's activities during (3)..... given period of time.

There (4) no doubt that sleep takes (5) considerable amount of your day's (6)..... . If you sleep for eight (7)..... a day one third of (8) time is spent in sleep. (9)..... rest of your time has (10)..... be divided between your career (11)..... day to day routine work.

For effective time (12) your should set for goals for (13)..... . From your goals work out (14) is most important and what (15)..... least important. Then plan out how you will allocate your time.

(15 marks)

For Exa
use only.

Marks will be deducted for untidy handwriting, incorrect spelling and punctuation, and errors in grammar.

For Examiner's use only.

2. LETTER-WRITING

You bought a photocopier for your company from a leading supplier about 6 months ago. The guarantee period for the machine was one year. Now it has developed faults.

Write a suitable letter of complaint to the Manager of the supplying company. (You may use names and addresses of your choice).

Your letter should contain the following:

- (a) Details of two faults
- (b) Request replacement or quick repair
- (c) Express urgency
- (d) End your letter with a strong request to take action

(20 marks)

3. Complete the following sentences using words/phrases from the list given below.

because, however, although, similarly, therefore,
whenever, in spite of, while, due to, for example

- (i) several candidates were interviewed, no one was selected.
- (ii) the delay in obtaining materials, the building was constructed on time.
- (iii) In ancient times, money was not available; trade was carried on through the system of barter.
- (iv) Smoking is harmful to health; it can cause heart ailments.
- (v) Mobile phones have many uses; there are some drawbacks too.
- (vi) Some foreigners enjoy visiting the beach resorts of Sri Lanka others prefer the historical sites.
- (vii) Tea planters are given incentives by the government, spice producers too should be encouraged.
- (viii) The runners rested for a while they were tired.
- (ix) there is a sale at a leading store people rush there to shop.
- (x) the loud noise made by the audience, we could not hear the speaker's words.

(10 marks)

For Examiner
use only.

4. Write an essay on ONE of the following topics.

- (a) The drug menace is one of the important problems facing Sri Lanka.

How can the problem of drugs be overcome. Discuss

- (b) Ethnic or racial harmony is important for the development of Sri Lanka.

How can racial harmony be achieved. Discuss.

- (c) In the modern world travel has become quicker and easier.

"It is said that travel broadens the mind". Discuss this statement in the light of your experience.

- Your essay should consist of 5 paragraphs.

Introduction - Paragraph 1

Body - Paragraph 2

Paragraph 3

Paragraph 4

Conclusion - Paragraph 5

- Underline the main point in each of the body paragraphs.

- Each main point must have at least three supporting details.

- Your essay will be marked for

- (a) Organisation - (Introduction / Conclusion / Structure of the body paragraphs)

- (b) Vocabulary, language and grammar.

(30 marks)