

00280



THE OPEN UNIVERSITY OF SRI LANKA

PROGRAMME IN PROFESSIONAL ENGLISH – LSC 2201

FINAL EXAMINATION – 2011/2012

COMMUNICATION SKILLS I - WRITING

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THE OPEN UNIVERSITY OF  
SRI LANKA

16 FEB 2013

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EXAMINATION DIVISION

Date : 16<sup>th</sup> February 2013

INDEX NO. : .....

Time : 1.30 p.m. - 4.30 p.m.

CENTRE : .....

I.D. NO. : .....

INSTRUCTIONS : ANSWER ALL QUESTIONS.

For Examiner's Use Only.

Question No:	Marks Obtained	Maximum
1	.....	20
2	.....	25
3	.....	15
4	.....	10
5	.....	<u>30</u>
Total	.....	100
	=====	=====

Signature of Examiner : .....

Name : .....

For Examiner  
use only.

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

Mobile or cellular phones are now an integral part (1) .....  
modern telecommunications. In many (2) ..... over half the  
population (3) ..... mobile phones and the  
(4) ..... is growing rapidly. At (5) ..... end of  
2009, there (6) ..... an estimated 4.6 billion (7) .....  
globally. In some parts (8) ..... the world mobile phones  
(9) ..... the only phones available.

(10) ..... use of text messages (11) ..... mobile  
phones have caused (12) ..... concern regarding the future of  
(13) ..... According to linguists test (14) .....  
cannot harm languages, because, (15) ..... "cause only a few  
ripples (16) ..... the surface of the sea of language.

There (17) ..... another aspect to (18) .....  
considered. It is called 'ringxiety'. (19) ..... mobile users are  
said to (20) ..... from ringxiety, at one time or other.

Ringxiety is the need to check your phone every few minutes to see if there  
are any missed calls or new messages that have gone unheard.

(20 marks)

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

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use only.

**2. Letter Writing**

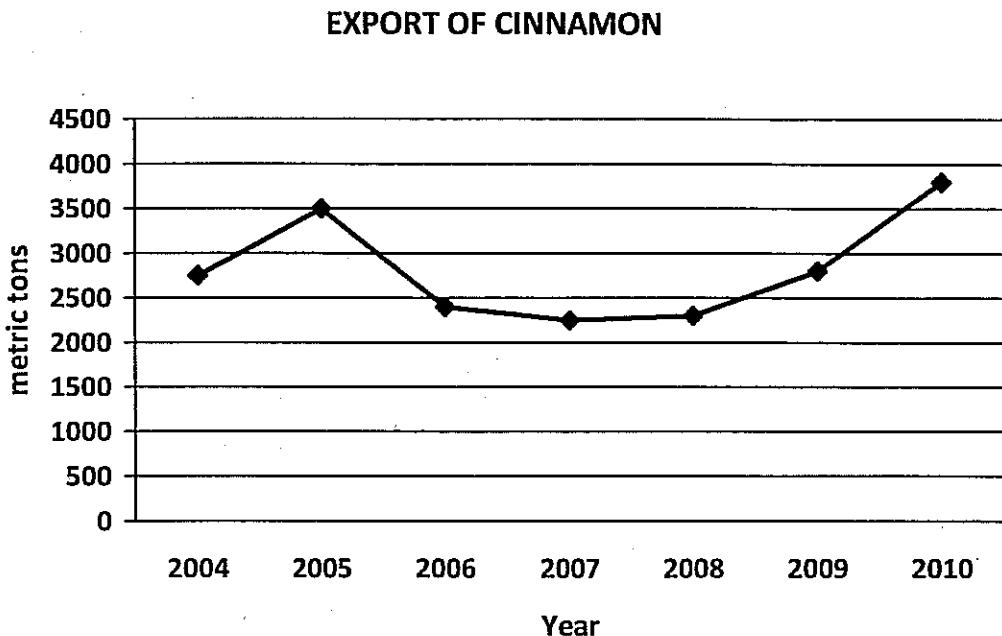
You bought a computer from a dealer in computers about six months ago. It has developed faults and you have failed to obtain satisfactory servicing as promised. Write a letter of complaint to the dealer using the following outline.

- (i) Mention two faults
- (ii) Complain about the servicing
- (iii) Request them to repair it within two days or replace it with another.
- (iv) Express urgency.
- (v) End your letter with a strong request to take action.

**(25 marks)**

3. Study the graph given below and answer the questions.  
(Your answers should be in complete sentences.)

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use only.



- (i) What does this graph indicate?

.....  
.....  
.....

(03 marks)

- (ii) Compare the highest and lowest values indicated in the graph.

.....  
.....  
.....

(03 marks)

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- (iii) Write a sentence comparing any two years in the graph. (Do not select the highest and lowest point).

.....  
.....  
.....

**(03 marks)**

- (iv) Describe the scale of exports between 2006 and 2008.

.....  
.....  
.....

**(02 marks)**

- (v) Write **two** sentences summing up the trend in exports between 2004 and 2010.

.....  
.....  
.....  
.....

**(04 marks)**

4. Complete the following sentences selecting appropriate words/phrases from those given below. Do not use the same word/phrase twice.

*although, similarly, thereafter, on the other hand,  
however, due to, compared, in spite of, as a result,  
therefore*

- (i) ..... the bad weather a large crowd attended the meeting.
- (ii) The handicrafts industry is facing problems ..... the lack of raw materials.

- (iii) Climatic conditions in the western countries are changing due to global warming; ..... eastern countries are affected too.
- (iv) The candidates were first lined up; ..... they were allocated seats.
- (v) ..... the refugees were given food and shelter they were not satisfied.
- (vi) ..... cold.it is they get up early in the morning.
- (vii) I am not good at cooking and ..... I am unable to help you.
- (viii) ..... of reckless driving he crashed into a tree.
- (ix) This job does not carry a good salary, but ..... it gives me a lot of free time.
- (x) ..... to last year the prices of some goods have increased.

**(10 marks)**

5. Write an essay on ONE of the topics given below according to the format given.

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use only.

**Either**

- (a) Female employment in the Middle East brings a great deal of foreign exchange to Sri Lanka. However many of these females and their families undergo hardships.

**Discuss the issue of female employment in the Middle East in the light of these factors.**

or

- (b) Natural disasters are occurring frequently in many countries of the world.

**Discuss how we in Sri Lanka can prepare to face the disasters that take place in this country.**

- 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 paragraph of your essay.
  - Each **main point** must have at least three supporting details.
  - Your essay will be marked for
    - (a) Organisation - (Introduction / Conclusion / Structure of body paragraphs)
    - (b) Vocabulary, language and grammar.

(30 marks)