

**SOUTH EASTERN UNIVERSITY OF SRI LANKA**  
**FIRST YEAR EXAMINATIONS IN BUSINESS ADMINISTRATION AND**  
**COMMERCE (EXTERNAL) – 2006 / 2007**

**Held in May 2007**

**BBA / COM 11 – BASIC ENGLISH**

**Answer all questions. Use separate sheets where necessary.**

**Index No:.....**

**Time: 03 Hours**

**1) Rearrange the words to form questions.**

1. how – is – journey – long – the?

\_\_\_\_\_

2. boots – cost – do – how – much – these?

\_\_\_\_\_

3. classical – how – like – many – music - people?

\_\_\_\_\_

4. far – from – how – is – London – Paris?

\_\_\_\_\_

5. did - how - James – many – postcards – receive?

\_\_\_\_\_

(5 marks)

**2) Use the appropriate form of the verb within brackets**

Anna ..... (love) animals. Many birds and squirrels .....  
( be + feed) by Anna everyday. One morning she ..... (find) a sick bird  
under a tree. She ..... (carry) it carefully to her house. The bird  
..... (be + take) to a vet by Anna's father. After that, it  
..... (be + look after) by the whole family. It ..... (be +  
encourage) to fly again by Anna. One day, it ..... (fly) back to the tree. Its  
happy chirps ..... ( be + hear) by Anna everyday. Sometimes it  
..... (join) the other birds around Anna.

(10 marks)

**3) Fill in the blanks with suitable words in the box.**

arrived	ate	because	but	clumsily	early
energetic	fear	fast	hurried	late	locked
love	midnight	noon	playful	recovering	serious suffering
tired					

- 1 Her skin is good ..... she takes care of it.
- 2 He had to leave .....because he had a meeting.
- 3 They.....up all the food because it was delicious.
- 4 She feels .....because she bathed in the cool spring.
- 5 I was sleepy because it was past .....
- 6 We are happy because she is .....from her illness.
- 7 Many animals .....the cheetah because it is fast and fierce.
- 8 Rose walks very ..... because she plays netball.
- 9 Young animals are fun to watch because they are .....
- 10 She .....home because she wanted to tell her mother the good news.

(5 marks)

**4.) Fill in the blanks in the following sentences using “who, whom, whose or which”.**

- a. Do you know the gentleman ..... is talking with the lady?
- b. The watch .....I gave you was presented to me by a friend in London.
- c. Mary ..... I introduced last week met with an accident on her way to office.
- d. The picture ..... is hanging on the wall costs Rs. 800/= and I wish to buy and present it to Shanthi ..... I love very much.
- e. The child ..... photo has been displayed on the notice board is missing for two days.
- f. It was C.W.W. Kannangara ..... introduced the free education in Sri Lanka.
- g. Susan and Meera ..... are studying in the first year are sisters.
- h. There was an argument between two groups of students ..... was settled by the students' Counselor.
- i. A friend of mine ..... I trusted very much betrayed me and left me in the lurch.

(10 marks)

5) Read the passage and answer the questions below.

### **The best shopping street in the world**

A recent survey has shown that the busiest shopping street in the world is not in London, New York, or Paris, but in Warsaw, Poland. It's called Nowy Swiat which means *New World*. An incredible 14,000 Poles walk down this main street every hour. It is a wonderful place to shop. The sidewalks are very wide. There are statues, palaces, attractive townhouses, exclusive cafes, and stylish restaurants. The buildings aren't too tall. They look old, but in fact the whole city was rebuilt after World War II.

There aren't any billboards or neon lights. There isn't any loud music, and there aren't many tourists. People think that Polish stores have nothing to sell, so nobody goes shopping here. The world doesn't know about this paradise for shoppers—yet.

It is now possible to buy almost everything in Warsaw. There are a lot of stores from the West, but the interesting thing is that Polish manufacturers are now producing high quality goods. They are good because they are not mass produced for world consumption. Nowy Swiat has a lot of small stores, specialty stores, chic stores. It doesn't have the huge department stores that sell the same things everywhere.

If you want an exquisite handmade suit, Nowy Swiat is the place to go. It isn't cheap. You will pay up to \$2,000. For beautiful French baby clothes, go to *Petit Bateau*. You will pay \$75 for a pair of baby blue jeans. A dress for a baby girl is about \$150. At *Desa*, a famous antique store, a desk costs \$8,000, and a nineteenth century Russian icon is \$300.

Not everything is expensive. At a store called *Pantera* you can buy leather goods—handbags, purses, coats, and belts. *Cepelia* specializes in folk art. There are also bookstores and record stores. And there are a lot of small boutiques that sell men's and women's clothes that aren't too expensive.

If you're tired, stop at *Cafe Blikle*. This is a fashionable place to meet. You'll find a lively atmosphere and a lot of well-known Poles. The frozen yogurt and ice cream are both excellent, and its famous doughnuts are delicious. It is possible to travel the world and find the same things for sale in every country. But Warsaw is different because its stores are unique—and they're on Nowy Swiat.

1. What is the best summary of the article?
2. Why does the author say Nowy Swiat is the best shopping street in the world?
3. How do we know that Nowy Swiat is the most popular shopping street?
4. Why don't a lot of foreign people go to Nowy Swiat?
5. What's good about *Cafe Blikle*?

(10 marks)

6) Read the passage and answer the questions below.

**How not to behave badly abroad**

Travelling to all corners of the world gets easier and easier. We live in a global village, but how well do we know and understand each other? Here is a simple test. Imagine you have arranged a meeting at four o'clock. What time should you expect your foreign business colleagues to arrive? If they're German, they'll be bang on time. If they're American, they'll probably be 15 minutes early. If they're British, they'll be 15 minutes late, and you should allow up to an hour for the Italians.

When the European Community began to increase in size, several guidebooks appeared giving advice on international etiquette. At first many people thought this was a joke, especially the British, who seemed to assume that the widespread understanding of their language meant a corresponding understanding of English customs. Very soon they had to change their ideas, as they realized that they had a lot to learn about how to behave with their foreign business friends.

**For example:**

- The British are happy to have a business lunch and discuss business matters with a drink during the meal; the Japanese prefer not to work while eating. Lunch is a time to relax and get to know one so another, and they rarely drink at lunchtime.
- The Germans like to talk business *before* dinner: the French like to eat first and talk afterwards. They have to be well fed and watered before they discuss anything.
- Taking off your jacket and rolling up your sleeves is a sign of getting down to work in Britain and Holland, but in Germany people regard it as taking it easy.
- American executives sometimes signal their feelings of ease and importance in their offices by putting their feet on the desk whilst on the telephone. In Japan, people would be shocked. Showing the soles of your feet is the height of bad manners. It is a social insult only exceeded by blowing your nose in public.

The Japanese have perhaps the strictest rules of social and so business behaviour. Seniority is very important, and a younger man should never be sent to complete a business deal with an older Japanese man. The Japanese business card almost needs a rulebook of its own. You must exchange business cards immediately on meeting because it is so essential to establish everyone's status and position.

When it is handed to a person in a superior position, it must be given and received with both hands, and you must take time to read it carefully, and not just put it in your pocket! Also the bow is a very important part of greeting someone. You should not expect the Japanese to shake hands. Bowing the head is a mark of respect and the first bow of the day should be lower than when you meet thereafter. The Americans sometimes find it, difficult to accept the more formal *Japanese* manners. They prefer to be casual and more informal, as illustrated by the universal 'Have a nice day!' American waiters have a one-word imperative 'Enjoy!' The British, of course, are cool and reserved. The great topic of conversation between strangers in Britain is the weather— unemotional and impersonal. In America, the main topic between strangers is the search to find a geographical link. 'Oh, really? You live in Ohio? I had an uncle who once worked there.'

***'When in Rome, do as the Romans do.'***

**Here are some final tips for travellers.**

- In France you shouldn't sit down in a cafe until you've shaken hands with everyone you know.
- In Afghanistan you should spend at least five minutes saying hello.
- In Pakistan you mustn't wink. It is offensive.
- In the Middle East you must never use the left hand for greeting, eating, drinking, or smoking. Also, you should take care not to admire anything in your hosts' home. They will feel that they have to give it to you.
- In Russia you must match your hosts drink for drink or they will think you are unfriendly.
- In Thailand you should clasp your hands together and lower your head and your eyes when you greet someone.
- In America you should eat your hamburger with both hands and as quickly as possible. You shouldn't try to have a conversation until it is eaten.

**Answer the questions.**

1. Which nationalities are the most and least punctual?
2. Why did the British think that everyone understood their customs?
3. Which nationalities do *not* like to eat and do business at the same time?
4. An American friend of yours is going to work in Japan. Give some advice about how he/she should and shouldn't behave.
5. Imagine you are at a party in (a) England (b) America. How could you begin a conversation with a stranger? Continue the conversations with your partner.
6. Which nationalities have rules of behaviour about hands? What are the rules?

(20 marks)

**Writing**

- 07) You want to leave your office urgently, but your boss is not in the office to get permission. Write a note to him explaining the situation and request for a short leave. Use around 50 words.
- 08) You work as a Coordinator-Relief works in the NGO 'SWEAR.' Write a paragraph describing your routine (from the time you get ready to go to work until you reach home after work). Use around 15 sentences.

(5 marks)

(10 marks)

3. You have been working as an accountant in a DS office and would like to get a post as an accountant at a private firm, Office Equip, 22 Dallas Road, Colombo. Write a letter to the Managing Director of Office Equip describing your present post and stating the reasons for seeking the new appointment. Use around 150 words.

(10 marks)

4. You work as a Business Promotion Officer at 'World Ed', an organization which gets placements for Sri Lankan students in overseas colleges. A student, who has just passed A/L, meets you at your office to find the possibilities of higher studies in Malaysia. Write the conversation that might take place between the visitor and you. (Use around 30 utterances- each one should have spoken 15 times).

(15 marks)

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