



**UNIVERSITY OF RUHUNA**  
**FACULTY OF MANAGEMENT AND FINANCE**

**Bachelor of Business Administration Degree Programme 2000 Level Semester I**  
**End Examination (Repeat/Old syllabus)**

**December 2021**

**BBA 2101 – Business English II**

**Duration : Three hours**

**Registration Number: .....**

**The Question Paper contains 07 questions.**

**Answer all questions on the paper itself. DO NOT use additional paper (other than rough papers).**

For Examiner's Use Only			
Question No.	Maximum Marks	Marks Obtained	
		Examiner 01	Examiner 02
1	10		
2	10		
3	10		
4	10		
5	10		
6	10		
7	10		
Total Marks	70		

### Question 01

Complete the following sentences using the appropriate form of the word given. (10 marks)

1. Money is one of the most important \_\_\_\_\_ in the human history.
  - i) invention
  - ii) inventing
  - iii) invent
  - iv) inventions
  
2. I believe that my \_\_\_\_\_ was due to my thorough work.
  - i) successfully
  - ii) success
  - iii) successful
  - iv) succeed
  
3. She is \_\_\_\_\_ in her new job.
  - i) interests
  - ii) interesting
  - iii) interested
  - iv) interestingly
  
4. Although assignments are sometimes \_\_\_\_\_, I always complete them on time.
  - i) stressed
  - ii) stressfully
  - iii) stressing
  - iv) stressful
  
5. I have worked for six months in a \_\_\_\_\_ office as a receptionist.
  - i) recruiting
  - ii) recruitment
  - iii) recruited
  - iv) recruit

6. Undergraduates should develop both verbal and written \_\_\_\_\_ skills.
- i) communication
  - ii) communicating
  - iii) community
  - iv) communicate
7. All the team members appreciated my friendly manner and \_\_\_\_\_ work.
- i) efficiency
  - ii) efficient
  - iii) efficiently
  - iv) inefficient
8. It is important to \_\_\_\_\_ in lectures in order to catch the significant facts.
- i) concentration
  - ii) concentrating
  - iii) concentrates
  - iv) concentrate
9. The \_\_\_\_\_ of the team leader was negative towards our opinion.
- i) reaction
  - ii) reacting
  - iii) react
  - iv) reactions
10. Project \_\_\_\_\_ are planning to proceed with a good database.
- i) management
  - ii) manager
  - iii) managing
  - iv) managers

### Question 02

Fill in the blanks with the most suitable form of the verb given in brackets. (10 marks)

1. The distributor called while the receptionist ..... (speak) to the manager.
2. The union ..... (agree) on Tuesday to return to work.
3. How long .....you ..... (work) in sales?
4. The bank usually ..... (close) at 03.00 p.m., but today it is open till 04.00 p.m.
5. The minister failed ..... (persuade) the workers on strike to have a meeting.
6. This advertisement ..... (not/ encourage) people to buy the product.
7. Employees ..... (be) the strongest asset of a company.
8. The firm ..... currently ..... (consider) several acquisitions.
9. By the time the meeting starts, I ..... (finish) my report.
10. There ..... (seem) to be a problem with your application.

### Question 03

Fill in the blanks with the most suitable word from those given in the brackets. (10 marks)

(restriction, up to, amount, pointless, per, lost, revealed, agenda, fostering, discussion)

#### Meetings

Since 2000, the 1. .... of time that we spend meetings has increased by an estimated 10% 2. ....year. An average meeting lasts 30 to 60 minutes, and we attend 3. ....10 meetings a week.

A recent study in the USA 4. ....that workers spend an average of two hours a week in 5. .... meetings. Two hours per person per week has been estimated at \$400 billion per year of 6. .... productivity.

However, meetings are also important for connecting colleagues, sharing ideas and for 7. .... innovation and creativity.

Some tips to make meetings more productive include having an 8. .... and sharing it before the meeting. Limit the 9. .... time, take notes, and define clear action points to be followed afterwards.

Some companies have limited meetings to just one day per week. With this 10. ...., employees report that many issues are resolved without waiting until the next meeting day.

(Extracted from: <https://lingua.com/businessenglish>)

**Question 04**

**The following is a dialogue between a Sales Assistant and a customer. Complete the dialogue suitably. (10 marks)**

Sales Assistant: Good morning! LRK Company, Colombo. How can I help you?

Customer: 1. ....  
.....  
.....

Sales Assistant: If I heard you correctly madam you wish to complain about an air fryer you bought from us.

Customer: 2. ....  
.....  
.....

Sales Assistant: I see. 3. ....  
.....  
.....

Customer: Yes. I bought it last Friday, the 3<sup>rd</sup> of December. The model is AFR5436 and the brand is Phillipsons.

Sales Assistant: Thank you. What is the problem with the product madam?

Customer: 4. ....  
.....  
.....

Sales Assistant: Oh, I see. That is something that we do take care of. If you give me a location or an address, I can send our maintenance team to help you.

Customer: 5. ....  
.....  
.....

Sales Assistant: Noted madam. I will send the maintenance team as soon as possible. They will call you when they reach the location. Thank you for calling!

Customer: 6. ....  
.....  
.....

**Question 05**

**Read the following passage and answer the questions given below. (10 marks)**

**Mega farms to transform dairy industry**

With the changing investment climate in the post-Covid world, the Government has taken steps to increase milk production with an ambitious investment project to transform the local dairy industry into a large-scale business enterprise. The Agriculture Ministry has to spend an additional Rs. 1,000 million on its projects this year.

Director General, Department of Animal Production and Health, Dr. K.A.C. Hemali A. Kothalawala, said yesterday that the main parameters of the project include adjusting investment and production measures to construct dairy mega-farms and scaling up smallholder dairy farms, and turning them into small and medium enterprises.

She said this in response to a question from the Sunday Observer about the implications of Finance Minister Basil Rajapaksa's statement that milk powder imports will be reduced and that the public sector will focus heavily on boosting the dairy industry as the Government's green agriculture policy remains unchanged.

"Six investors have already begun setting up large-scale dairy farms around the country, and the Ministry of Agriculture is playing an important role in helping these investments. All six investors are local businessmen," she said. "To demonstrate the practicality of investments in the dairy cattle business," she said, "the Government has made preparations to support the import of high yielding cows from Australia." "Private investors imported around 130 highly productive cattle from Australia recently, and they are expected to import about 15,000 cows with the assistance of the Government," she said. "The process of replacing pedigree cattle with the best of the gene pool will be increased under this initiative to assure qualitative improvements in dairy cow breeding to produce highly productive herds," she said. The Department of Animal Production

and Health will provide assistance to the investors and the small dairy holders to maintain the health of their cattle. It will provide them with advice, regulatory and animal quarantine services, she said.

“Thousands of small dairy farmers will benefit from this program as they will be transformed into small and medium entrepreneurs. Of the 250,000 dairy farmers, 7,000 will become small and medium entrepreneurs in the first year, under the project,” she said.

The project will enable about 3,000 farmers to produce more than 100 litres per day (per farmer), she said. “For this we will need quality pasture.”

The mega dairy farms will mainly be in the Kandy and the Nuwara Eliya districts and also in the North Eastern and North Western areas.

*(Extracted from: <http://www.sundayobserver.lk/2021/12/12/news>)*

1. Why is the government taken steps to increase the milk production in the country?

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

2. According to the Director General of the Department of Animal Production and Health, what is included in the limits/ framework of the project?

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

3. How does the government plan to show the practicality of investing in the dairy industry?

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

4. How will the government provide assistance to the investors and the small dairy holders to maintain the health of their animals?

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

5. Where is the government going to implement the plan of establishing mega farms?

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







## Question 07

Read the following advertisement and write a CV to match the job vacancy. (10 marks)

# FINANCE EXECUTIVE



**Biswin Consulting (Pvt) Ltd** is consulting firm that involves in business consulting, accounting tax advisory, Financial and operational restructuring, internal auditing, ERP implementation and other various consulting services. We help the client to grow their business faster.

**We seek suitable candidates to fill the immediate vacancies for the above post.**

Your job role is to work towards our client in accounting, assisting on tax matters, preparation of payroll, and analyzing financial statements and involve in Monthly Financial Reviews. You have to work independently.

### Requirements

- Part qualification of in **CIMA, ACCA, CMA, HNDA, CA**
- Minimum **two years of experience** in an Audit firm
- **Fluent in English (Writing and speaking)**
- **Ability to prepare financial statement and knowledge on tax matters**

**Attractive Remuneration based on experience**

Send your CV to [info@biswin.lk](mailto:info@biswin.lk) within 14 days.

**Contact:** +94713181813 **Branch office:** No 311, Moratuwa Rd, Suwarapola, **Piliyandala**







