



UNIVERSITY OF RUHUNA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration Degree Programme 1000 Level Semester I
Examination (August/September 2020)

Academic Year 2019/2020

BBA 11053 – Business English

Duration : Three hours

The Question Paper contains 07 questions.

Answer all the questions on this paper itself.

Index No:.....

For Examiner's Use Only			
Question No.	Maximum Marks	Marks Obtained	
		Examiner 01	Examiner 02
1	10		
2	5		
3	10		
4	10		
5	10		
6	10		
7	15		
Total Marks	70		

Question 01

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

1. The Central Bank of Sri Lanka (surpass) the milestone of Rs. 100 billion loans on 18th August 2020.
2. Local institutes already (adapt) to the newest technology available in order to survive.
3. The world currently (try) to survive a great crisis.
4. The government has decided to (discontinue) most non-essential imports.
5. The board of directors (commence) work from the 1st of December.
6. By the end of December 2020, students of the Faculty of Management (receive) the results of this examination.
7. Sri Lanka has been able to control COVID-19, because the citizens (follow) the rules well, to this day.
8. The president (be) very keen about the introduction of new courses to university undergraduates.
9. The High Commission of India (hold) an online sitar concert on 27th November.
10. The construction of the faculty building (start), before the university closed in March.

Question 02

Fill in the blanks with the suitable form of the verb given. (5 marks)

1. If universities (not/switch) to online teaching during quarantine, students would have suffered a lot.
2. If a candidate faces the job interview well, the management (recruit) her/him.
3. If the President of the USA had listened to the WHO, the situation in the country (not/be) as serious.
4. Bhutan (need) funds, if they start more environment conservation projects.
5. If you (be) the Prime Minister, what would you do to help the poor?

Question 03

Complete the following dialogue with suitable utterances. (10 marks)

Milinda Senarath: Hello, this is Milinda Senarath from Wezy PLC. calling. May I speak to the Manager?

Rumali Perera: Hello Mr. Senarath, this is the Manager, Rumali Perera.

Milinda Senarath:.....
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.....

Rumali Perera: Certainly. How many desks were you interested in ordering for purchase?

Milinda Senarath: Quite a lot. Do you have many available in the stores?

Rumali Perera:
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.....

Milinda Senarath: Well then. I'd like 80 units by the end of the month. Could I get an estimate before I place an order?

Rumali Perera: Sure. I'll have it for you by this evening.

Milinda Senarath:
.....
.....

Rumali Perera: Estimates include merchandise, and shipping, packaging, taxes, and insurance.

Milinda Senarath: Great! Thank you for your help.

Rumali Perera:
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.....

Milinda Senarath: Yes, that would be great! My email is milinda@wezyplc.com.

Rumali Perera:
.....
.....

Milinda Senarath: Thank you again for your help.

Question 04

Read the sentences below, and correct them if necessary. (10 marks)

1. The students always complain about their home works.

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2. The panel of judges were very happy about the dance performance.

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3. The climate is becoming more warmer by the day.

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4. My father said that he can helped me to finish my project.

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5. The girls were gone to the conference last month.

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6. Dulmin, Fatima and I am very happy about our results.

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7. Jewellery is very costly these days because of the economic crisis.

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8. Undergraduates work very hardly to pass their examinations.

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9. Mrs. Perera was the richest lady in our hometown, but she is also very stingy.

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10. Do you have sister?

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Question 05

Banking

Banks are financial institutions that provide customers with a variety of valuable services, including the ability to wire money to a person or company, the ability to store money in a checking or savings account, the ability to collect interest on investments, the ability to receive loans, and much more.

Banks are most commonly used by customers who wish to store their money and access it as needed, with a debit card (a card that's simply attached to the funds in one's account), or checks (individually numbered paper slips that can be used to designate a transfer of funds). Checking and savings accounts are the primary means of storing money in a bank; a checking account is designed to house money that will be spent, while a savings account is designed to house money that will be saved. Banks usually pay a small amount of interest, or a payment in the form of a percentage of a customer's deposited balance, to customers. This is their way of showing support for clients who entrust them with their money.

These funds are then used by banks, along with their credit, to perform other functions and offer additional services. For example, many customers use banks to secure home mortgages, or multiyear loans through which ownership (or equity) of a home is achieved. Customers demonstrate that they're able to pay a mortgage back (usually by providing proof of income and investments, in addition to a down payment, or a lump sum paid up front), and select a time period for this mortgage; short mortgage payment periods require larger monthly payments, but customers are charged less interest, while longer mortgage payment periods require smaller monthly payments, but customers are charged more interest.

Lastly, many banking customers request a personal loan. Personal loans are loans issued and approved by financial experts that are designed to be used by customers for specific purposes. For example, one may secure a personal loan for a business plan or an automobile. Personal loans, like home mortgages, are issued based upon a customer's ability to pay the borrowed sum back; banks also charge a small amount of interest, meaning in this case a percentage of the borrowed money extra, besides its core balance.

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

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

1. According to the passage what are the main ways to store money in a bank?

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2. What are the additional services provided by banks?

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3. What is a down payment?

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4. What qualifications should customer possess to secure a personal loan?

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5. How do banks show support to their customers?

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Question 06

You are interested in following an ICT course conducted by the Faculty of Technology, University of Ruhuna. The advertisement they have published contains all information, except payment details. Write an email to the Assistant Registrar of the faculty, inquiring about the payment details. Follow the official email format and include all necessary details. (100 words)

(10 marks)

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Blank lined paper with horizontal ruling lines.

