

THE OPEN UNIVERSITY OF SRI LANKA
 DEPARTMENT OF PHYSICS
 BACHELOR OF SCIENCE DEGREE PROGRAMME-2010/2011
 LEVEL 4
 COMMUNICATION SKILLS-PCU 2163
 FINAL EXAMINATION
 Duration TWO (2) HOURS

Index No.-----

09.07.2011

Time:1.30 p.m – 3.30 p.m.

Answer questions 1 and 4, and two others

Q. 1 (a) Fill in the gaps of the following passage with suitable words.

One of the most difficult and confusing aspects of the English language is its spelling system. There is often (1) discrepancy between the (2) of a word and its (3) One cannot always tell how to (4) a word by its pronunciation nor how to (5) a word by its spelling. In order to understand (6) discrepancies in the (7) spelling system, it is good (8) know something about the history (9) the language. First it (10) helpful to realise that English was originally a spoken language of people in England who could neither read nor write.

(10 marks)

b) Complete the following passage with the correct form of the verb given within each bracket.

Ever since the beginning of time man has made tools. At first they (1) (be) primitive ones of stone; later bronze (2) (use) and then men (3) (learn) to work with iron. But however much tools (4) (improve), man still had to use his hands. Nails (5) (have) to be hammered in, wood carved and stone chipped. Every table, every pair of shoes, every yard of cloth (6) (make) by humans and trained labour.

When, at the end of the 18th century, steam (7) (use) to drive machinery, it (8) (find), for instance, cotton could be spun by a machine, the need for so much labour (9) (decline).

In the present age we (10) (see) machinery beginning to perform what used to be done by the humans. We can see how this (11) (work) if we take a motor-car as an example. When they (12) (first manufacture) at the beginning of this century, each part (13) (make) separately and then assembled separately by engineers. The first step (14) (make) when the complicated process (15) (break up) into separate parts, and each part done by a machine.

(15marks)

Q.2. Your friend Neelika Jayasinghe wants to apply for the job specified in the following advertisement which appeared in the Sunday Observer of 15 May 2011. She wants you to help her to write her CV.

Neelika Jayasinghe

Lives No 13, Sirimal Uyana, Malabe
Telephone 4211383 /077 63221272
Aged 23 yrs, single
Studied Anula Vidyalaya, Nugegoda
Completed Professional English course at OUSL

3 A/L s in Economics, Business Studies, and English Language. Played basketball for school. President of the school's Interact Club.

Access Natural Water (Pvt) Ltd., is a well established and reputed company in the bottled water industry. Our growth has created opportunities to achieve greater heights in your career development.

Sales Executives

- Dynamic, young and self motivated male(s)/female(s) with the ability to work in a team environment.
- Minimum qualification GCE O/L
- Excellent public relations
- School leavers preferable
- A sound knowledge of English is an added advantage

An attractive remuneration package of salary + incentives and other fringe benefits. Please mark "Aqua Jobs" on your CV and on the top left hand corner of the envelope. Apply within seven days to, The Manager Human Resources,



ACCESS NATURAL WATER (PVT) LTD.

No: 78, Rajamal Watta Road, Battaramulla.

- Write Neelika's CV with the given information.
- Write a Cover Letter for the advertised job.

(25 marks)

Q. 3. (a) Read the following extract of a presentation and complete the slides given under with information from the passage.

'..... climatic changes in the Northern hemisphere may have resulted from three types of effects on the environment: first, volcanic activity, second, industrial pollution, and, third, transport. Let's look at these in more detail. First, volcanic eruptions. The 1991 eruption may have contributed to ozone damage causing the unusually high temperatures the world over in the following year. The second key issue is industrial contamination. Industries put out substantial quantities of noxious gases and chemicals into the atmosphere. Four important gases are released by burning fossil fuels. These are CO₂, SO₂, CO and NO₂. They contribute to "greenhouse effect" and global warming. The second main area of industrial pollution of the atmosphere is the release of ozone damaging chemicals like chlorofluorocarbons and polychlorobiphenols. These are used in refrigeration, in fire extinguishers and in some manufacturing processes. Finally, the third source of damage to the environment is transport. Car and airplane engines release greenhouse gases like CO₂.'

Slide 1

Reasons for climate change	
a)
b)
c)

Slide 2

<p>a) Volcanic eruptions</p> <ul style="list-style-type: none"> • <p>b)</p> <ul style="list-style-type: none"> • Noxious gases and chemicals put out by industries E.g. • Contribute to <p>c)</p> <ul style="list-style-type: none"> •
--

b) Complete the following sentences with words/phrases from the box.

To elaborate	to conclude	put	digress	look at
turn to	tell	to recap	address	making
				move on

1. This morning I'm going to you about the effects of the global financial crisis.
2. So, I'll begin by a few observations on the events that led to the crisis.
3. After that I'll go on to the situation into the right perspective.
4. Right, now that we've talked about the possible causes for the downturn, let's to what it means for us.
5. Before I the question of foreign markets, I'd like the main points so far.
6. on the issue of production costs, let's see how this might affect us.
7. At this point, let's the short-term objectives.
8. If I may last year's figures, sales have dropped far short of expectations.
9. To a little, the whole industry is feeling the pinch of the crisis.
10. I'd like by repeating what I said at the beginning.

(25 marks)

Q. 4. Read the following passage and answer the questions.

Answers must be written in complete sentences.

Can you imagine what your working day would be like if you didn't have access to the internet? Or how about trying to arrange your social life without a mobile phone? In the fast paced 24/7 world we live and work in today, it's hard to imagine what life would be like without technologies that we have come to rely on.

Yet, only a few years ago, such things would have seemed exotic. The emergence of the (almost) paperless office, and the ability to lower costs by outsourcing, are only possible due to cheap IT. Is the revolutionary change largely over, or is there more to come? Although there are remarkable changes in the biosciences and nanotechnology, will the way we work change radically in the next decade or two?

One factor to consider when thinking about how we will work in the future is the increase in disposable income. People are spending their wealth on the latest fashions and gadgets, and engaging much more frequently with the arts and entertainment, which in turn are becoming increasingly digital.

There is a trend towards embracing technologies that pander to emotions, rather than to our more basic human needs. It is no accident that teenagers spend a lot of money on their mobile phones. They enable social engagement, which in turn fulfill an emotional need. The social habits of teenagers today will tend to determine the future of the workplace. It will be a wireless working world with people carrying more and more media about their person and an online virtual world that is part of the workplace.

Today people who are located in different countries can 'meet' via video conference. In the future one could hold a business meeting where both parties are virtual characters in an artificial reality world. Perhaps some of what is being traded will be virtual too. As these virtual meetings become more popular, it may encourage people to travel less and work more flexibly, thereby saving on unnecessary travel and carbon emissions.

Although some human activities will be replaced, there will be an increase in jobs in the care economy, where people are doing things for people, and where human emotion will be important. Technology will be used to make people more effective, but would not replace them. For example, a robotic system is unlikely to replace personal relationships in a sales department or someone with a bedside manner in a health context.

1. What is this passage about?

(2 marks)

2. Why does the writer say that 'it's hard to imagine what life would be like without the technologies we have come to rely on'?

(2 marks)

3. (i) According to paragraph 2, how have companies been able to lower costs? Give 2 examples.

- 1.
- 2.

(ii) What has made it possible for companies to lower costs?

(2 marks)

4. (i) What do you understand by 'disposable income'? Explain in your own words.

(ii) Explain the role of technology envisaged in the increase of disposable income.

(3 marks)

5. (i) Is the writer of the view that the world is moving towards using technologies that fulfill emotional needs rather than basic human needs? Answer 'yes' or 'no'.

(ii) Support your answer with a statement from the passage.

(2 marks)

6. (i) What, according to paragraph 4, will determine the future of the workplace?
(ii) Give reasons for your answer.

(3 marks)

7. (i) The current trend to hold business meetings is to use video-conference. What is the alternative the writer suggests in terms of the future office?

- (ii) How will it benefit companies? Give 2 examples.

1.
2.

(2 marks)

8. (i) What is meant by a 'care economy'?

- (ii) Why is technology not likely to replace humans in a 'care economy'?

(3 marks)

9. Explain the meanings of the following phrases as they occur in the passage.

- (i) exotic
(ii) revolutionary change
(iii) pander to human emotions
(iv) wireless working world

(4 marks)

10. What do the following words refer to in the passage?

- (i) They in paragraph 4
- (ii) them in paragraph 6

(2 marks)

Q .5. Write an essay on any one of the following topics.

- a) Is recycling the solution for solid waste management?
- b) Problems of urbanization
- c) Eco-tourism for preserving the environment
- d) Good listening skills – a must in management

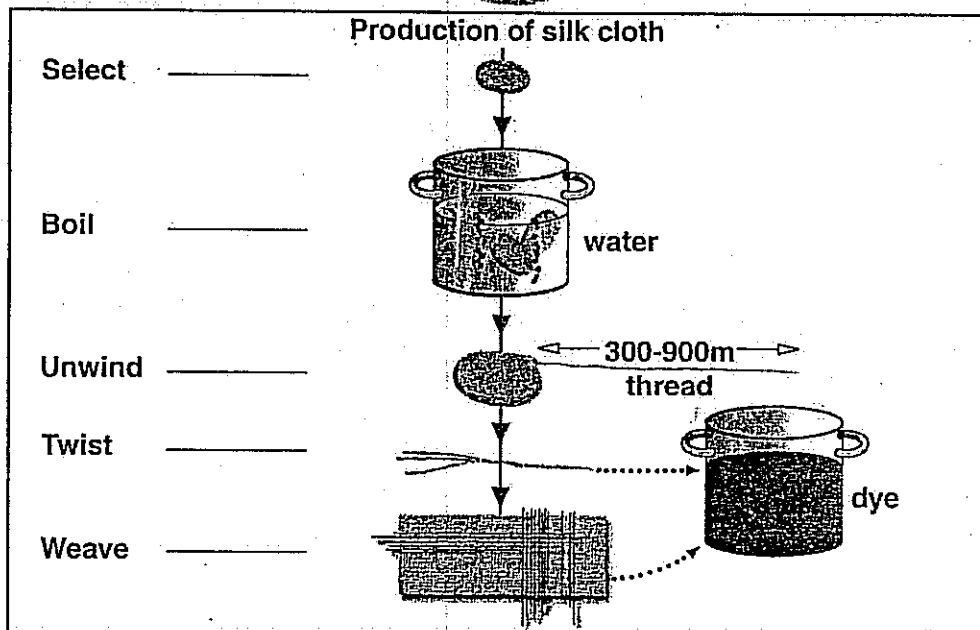
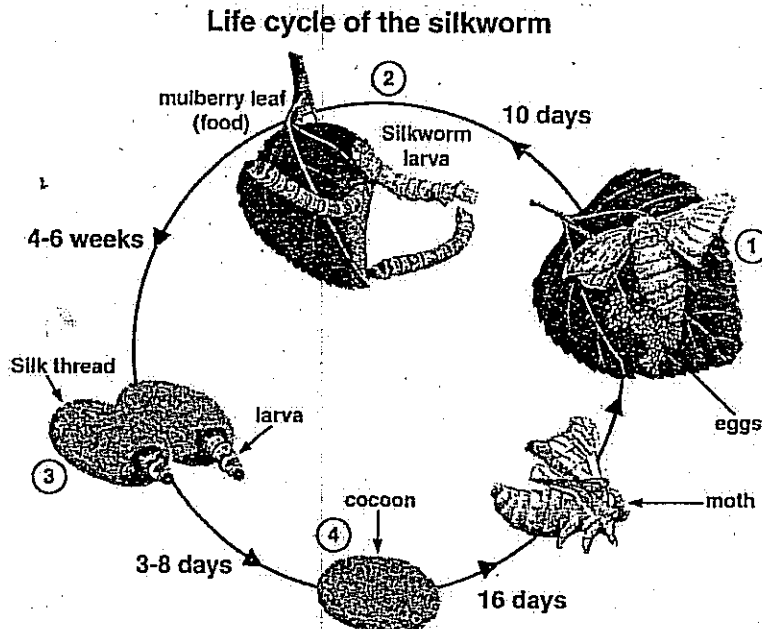
Your essay should

- consist of 4 – 6 paragraphs
- have an introduction and a conclusion
- contain a topic sentence which should be underlined

(25 marks)

Q. 6. The following diagrams show the life cycle of the silkworm and the stages in the production of silk cloth.

Write a report on how silk cloth is produced using information from the two diagrams.
Write at least 150 words.



(25 marks)