



DM 025 – ENGLISH, BUSINESS COMMUNICATION & SECRETARIAL PRACTICE-2019



Instructions:

- Part A is compulsory and select any Four (04) questions from Part B.
- This paper contains seven (07) questions.
- 60 Marks. (03 hours)

Part A

1. Provide short answers for the following questions.

- a. What does it mean by the term "Communication"? Give 03 examples of the importance of communication. (04 marks)

- b. Draw the sketch of the communication process. (03 marks)

- c. What are the barriers to communication? Explain how you can overcome 02 of them. (04 marks)

- d. Write 03 factors that influence good communication. (02 marks)

- e. Identify two differences between Upward communication and downward communication (02 marks)

- f. What are the objectives of communication? (02 marks)

- g. Describe the following topics.
 - (i) Formal Communication
 - (ii) Informal Communication (03 marks)

(Total marks 20)

Part B

1. The post of "Project Manager" was advertised at the Fairway Enterprises, Chatham Street, Colombo 01, on the "The Daily News" of 01 January, 2018. You want to submit your CV for the post. Write a cover letter to be sent with your application. **(20 marks)**

2. You have to introduce a Product Promotion Programme for your company and for this purpose you need to organize a workshop. Explain the steps that you have to follow when organizing a workshop. **(20 marks)**

3. Name the filing systems used in an office and describe one of them. **(20 marks)**

4. As a new comer into the office, how do you manage good relationship with your co-workers. **(20 marks)**

5. a) Discuss why presentation skills are important for the career advancement of employees **(10 marks)**
b) Explain the modern office layout and what form would you prefer if you are given the choice? **(10 marks)**

- (Total 20 marks)**

6. What are the steps you can take to build "self confidence" in work place? **(20 marks)**