

INSTITUTE OF COST AND MANAGEMENT ACCOUNTANTS OF PAKISTAN



Summer (May) 2011 Examinations

Tuesday, the 24th May 2011

BUSINESS ENGLISH – (S-104)
STAGE- 1

Time Allowed – 2 Hours 45 Minutes

Maximum Marks – 55

Roll No.:

- (i) Attempt ALL questions.
- (ii) Answers must be neat, relevant and brief.
- (iii) In marking the question paper, the examiners take into account clarity of exposition, logic of arguments, presentation and language.
- (iv) Read the instructions printed inside the top cover of answer script CAREFULLY before attempting the paper.
- (v) DO NOT write your Name, Reg. No. or Roll No. anywhere inside the answer script.
- (vi) There will also be a presentation of 25 marks on one of the given topics.
- (vii) Question No.1 – “Multiple Choice Question” printed separately, is an integral part of this question paper.
- (viii) **Question Paper must be returned to the invigilator before leaving the examination hall.**

MARKS

SECTION – “A”

Q.2 (a) *Do as directed:*

3

- (i) *Did you ever go to Europe? (Change into present perfect)*
- (ii) We never had any monkeys in the garden. **(Change into present perfect)**
- (iii) Ali will finish the work in a fortnight. **(Change the voice)**
- (iv) All her cousins laughed at her. **(Change the voice)**
- (v) The policeman said to us, “where are you going?” **(Change the speech)**
- (vi) She asked to me, “what are you doing?” **(Change the speech)**

(b) *Choose the word which is opposite in meaning to the word given in bold face.*

2

(i) **Uniform**

- (a) Equal (b) Opposite (c) Varied (d) Different

(ii) **Heady**

- (a) Mild (b) Old (c) Healthy (d) Wise

(iii) **Gigantic**

- (a) Huge (b) Small (c) Dangerous (d) Fantastic

(iv) **Bestow**

- (a) Keep (b) Hide (c) Praise (d) Stop

Q.3 (a) *In each of the given sentences, select the word pair out of the four alternatives which can fill the blank well in the same sequence.*

3

- (i) A hobby is an activity of interest _____ for pleasure. It helps to break the monotony and tedium of our _____ routine.
 - (a) developed, interesting (c) regularised, cultivated
 - (b) pursued, humdrum (d) arranged, pursued

PTO

- (ii) The _____ terrorist was finally _____ by the police.
 (a) famous, apprehended (c) crafty, admonished
 (b) notorious, nabbed (d) renowned, caught
- (iii) Unless the authorities adopt the principle _____, the strategies cannot become _____.
 (a) whole-heartedly, successful (c) mechanically, obsolete
 (b) fully, defunct (d) legitimately, noteworthy
- (iv) Trying to _____ a team without a good and simple _____ system is like trying to drive a car without a steering wheel.
 (a) form, working (c) organise, empowering
 (b) lead, exploratory (d) run, guidance
- (v) The Chief Minister _____ the House that _____ action would be taken against all those found involved in corruption.
 (a) instructed, preventive (c) assured, stringent
 (b) called, strict (d) informed, constructive
- (vi) The police feel that the _____ shown by the judges to first offenders unfortunately _____ many youngsters to commit more and more crimes.
 (a) harshness, leads (c) leniency, prevents
 (b) mercy, prohibits (d) clemency, encourages

(b) The following passage contains spelling mistakes. Pick out the words with spelling mistakes and write them correctly. 3

As my fourteen year old daughter delivered this crushing blow I could not help but feel disappointed. What did it matter to her that I had treked all over a hypermarket in order to buy that perfect gift for her? And this has to be the greatest disapointment about shoping. It's when you return home with what you thought was a bargane purchase which was sure to delight your child – you had been waiting to see her eyes sparkel and a smile illuminate her face but all you got was "I don't like this one little bit – I'm too old for "Barbie" traksuits". Some are the reactions of your nearest and deerest to your purchase but others are to do expereince itself.

(c) Look at the options given below and write the correct answer in each space. 3

- (i) It's a pity the lake wasn't frozen yesterday.
 Yes, it is, If it _____ frozen, we could have gone skating.
 (a) had been (b) was (c) would be (d) would have been
- (ii) Haven't you got enough money for a holiday?
 Oh yes, I've got some saved up _____ I suddenly need it.
 (a) if (b) in case (c) that (d) unless
- (iii) What are you going to do next year?
 I wish I _____ the answer to that question.
 (a) knew (b) know (c) could know (d) would know
- (iv) These figures are too complicated to work out in your head.
 Yes, if _____ we had a calculator.
 (a) better (b) only (c) really (d) that

- (v) What are you doing later this afternoon?
Oh, _____ the game finishes, I'll go home, I expect.
(a) if (b) in case (c) unless (d) when

- (vi) Do you think I should take the job?
You shouldn't do anything _____ you think it's the right thing to do.
(a) if (b) in case (c) unless (d) when

Q.4 (a) Give the correct meaning of following idiomatic expressions and then use them in your own composed sentences: **5**

- | | |
|-----------------------------------|------------------------|
| (i) Not see eye to eye | (ii) End up in smoke |
| (iii) Rome was not built in a day | (iv) As the crow flies |
| (v) Master one's weaknesses | |

(b) Differentiate following homophones by making a sentence of each: **4**

- | | | | |
|---------|-----------|------------|------------|
| (i) Arc | (ii) Pray | (iii) Rack | (iv) Stair |
| Ark | Prey | Wrack | Stare |

SECTION – "B"

Q.5 Research has shown that the human mind can process words at the rate of about 500 words per minute, whereas a speaker speaks at the rate of about 150 words a minute. The difference between the two, at 350, is quite large. So a speaker must make every effort to retain the attention of the audience, and the listener should also be careful not to let his mind wander. Good communication calls for good listening skills. A good speaker must necessarily be a good listener.

Listening starts with hearing but goes beyond. Hearing, in other words, is necessary but is not a sufficient condition for listening. Listening involves hearing with attention. Listening is a process that calls for concentration. While listening, one should also be observant. In other words, listening has to do with the ears, as well as with the eyes and the mind. Listening is to be understood as the total process that involves hearing with attention, being observant and making interpretations. Listening skills are particularly relevant in oral communication, as well as non-verbal communication, audio-visual communication and other types of non-written communication. Good communication is essentially an interactive process. It calls for participation and involvement. It is quite often a dialogue rather than a monologue. It is necessary to be interested and also show or make it abundantly clear that one is interested in knowing what the other person has to say. The listener can and should help the speaker in establishing a wavelength through which communication traverses smoothly.

Good listening is an art that can be cultivated. It relates to skills that can be developed. One need not be born a good listener. A good listener is generally interested in what the speaker has to convey. A good listener knows the art of getting much more than what the speaker is trying to convey. He knows how to prompt, prod, persuade but not to cut or interrupt what the other persons have to say. At times, the speaker may or may not be coherent, articulate and well organised in his thoughts and expressions. He may have it in his mind and yet he may fail to marshal the right words while communicating his thoughts. Nevertheless, a good listener puts him at ease, helps him articulate and facilitates him to get across the message that he wants to convey. For listening to be effective, it is also necessary that barriers to listening are removed. Such barriers can be both physical and psychological. Physical barriers generally relate to hindrances to proper hearing, whereas psychological barriers are more fundamental and relate to the interpretation and evaluation of the speaker and the message.

Required:

- i) According to the passage, good communication is:**
- | | |
|----------------|--------------|
| a) Monologue | b) Hearing |
| c) Interactive | d) Nonverbal |

6

PTO

- ii) **Listening skills are most essential for :**
 a) Written communication b) Technical communication
 c) Oral communication d) None of the above
- iii) **Which of the following is true with regard to listening skills as per the passage?**
 a) Listening is an art and cannot be developed.
 b) Most people are born listeners.
 c) Listening is an art and a science.
 d) Listening skills can be cultivated and developed.
- iv) **The meaning of the word “marshal” as used in the passage denotes:**
 a) An officer of the highest rank b) To arrange in order
 c) Control or conduct events d) Think clearly
- v) **How does a listener get much more than what the speaker is trying to convey?**
 a) By prompting, prodding and persuading b) Through timely interruption
 c) Thought attentiveness and concentration d) Establishing a wavelength
- vi) **Which of the following is the same as “traverse” as used in the passage?**
 a) Reach b) Move back and forth
 c) Path d) goes

Q.6 Write an essay of about 250 words on any one of the following topics: 8

- (a) Grandparents – blessing of God (b) Natural disasters
 (c) Travel as a part of education (d) The cyber revolution
 (e) Pleasures and disappointments of friendship

Q.7 (a) Assume that you have been working as Manager Production in “ABC Pharmaceuticals” for a long time. Write a letter to the Director Human Resources stating that you have planned to take early retirement and want to know what your monthly combined pension and social security payments would be if you take retirement at the age of 58 instead of 60. You also would like to know other benefits/facilities offered by the company after retirement and the notice period the company needs if you plan to take early retirement. 6

(b) Imagine that you are the General Manager HR of “Arabian Enterprises” and want to arrange a golden jubilee dinner for your officers. Write to the manager of a 5-Star hotel, inquiring about the charges and other facilities and giving him the schedule of your event like date, time, pool side location, number of guests and selection of menu etc. 6

Q.8 An unfortunate incident occurred during the school outing when an argument arose between students and the owner of a stall selling drinks by the wayside. You, as a senior student were present over there, have been asked to give the Principal a clear picture of what happened. 6
 You should write a report having a title, the date and your signature. You must cover all the following questions:

- How did the argument arise?
- Who was involved?
- Why did a student refuse payment?
- What complaint was made to the teacher?
- How was the argument finally settled?

THE END