

**BUSINESS ENGLISH – STAGE-1****SECTION – 'A'****Q.2 (a) Do as directed:**(i) *Did you ever go to Europe? (Change into present perfect)***Answer Have you ever been to Europe?**(ii) *We never had any monkeys in the garden. (Change into present perfect)***Answer We have never had any monkeys in the garden.**(iii) *Ali will finish the work in a fortnight. (Change the voice)***Answer The work will be finished by Ali in a fortnight.**(iv) *All her cousins laughed at her. (Change the voice)***Answer She was laughed at by all her cousins.**(v) *The policeman said to us, "where are you going?" (Change the speech)***Answer The policeman enquired where we were going.**(vi) *She asked to me, "what are you doing?" (Change the speech)***Answer She asked me what I was doing.****(b) Choose the word which is opposite in meaning to the word given in bold face.****(ANSWERS IN BOLD FACE)**(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

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**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.**

**(ANSWERS IN BOLD FACE)**

- (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
- (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.**

**(The words in bold face are wrongly spelled. Please find the correct words below this paragraph)**

As my **forteen** year old daughter **delevered** 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 **disapoinment** about **shopping**. 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 **iluminat**e her face but all you got was "I don't like this one little bit – I'm too old for "Barbie" **traksuits**". Some of the disappointments are the reactions of your nearest and **deerest** to your purchase but others are to do **expearence** itself.

**(CORRECT WORDS)**

(Fourteen, delivered, disappointed, trekked, disappointment, shopping, bargain, sparkle, illuminate, tracksuits, dearest, experience)

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

**(ANSWERS IN BOLD FACE)**

- (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

**BUSINESS ENGLISH – STAGE-1**

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

- (i) **Not see eye to eye:** meaning : To disagree  
Sentence : The mother-in-law could never see eye to eye with her daughter-in-law
- (ii) **End up in smoke:** meaning : Come to nothing  
Sentence : The whole show ended up in smoke because of torrential rain.
- (iii) **Rome was not built in a day:** meaning : It takes time and effort to create something  
Sentence : The civilization takes centuries to develop and mature. Don't forget Rome was not built in a day.
- (iv) **As the crow flies:** meaning : In a straight line  
Sentence : The university was hardly three miles away from my house as the crow flies.
- (v) **Master one's weaknesses:** meaning : Manage to control one's weaknesses  
Sentence : You must try to master your weaknesses.

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

- (i) **Arc**      The thin arc of the moon illuminated the night.  
**Ark**      The ark almost foundered in the water.
- (ii) **Pray**     He prays for humankind's well being.  
**Prey**     The tiger preys on smaller, weaker animals.
- (iii) **Rack**     I have no need for a gun rack.  
**Wrack**     The storm brought to the town wrack and ruin.
- (iv) **Stair**     The third stair from the top always creaks.  
**Stare**     Don't stare at others.

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**BUSINESS ENGLISH – STAGE-1****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 has 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:

**(ANSWERS IN BOLD FACE)**

- i) According to the passage, good communication is:

- |                       |              |
|-----------------------|--------------|
| a) Monologue          | b) Hearing   |
| c) <b>Interactive</b> | d) Nonverbal |

- ii) Listening skills are most essential for :

- |                              |                            |
|------------------------------|----------------------------|
| a) Written communication     | b) Technical communication |
| c) <b>Oral communication</b> | d) None of the above       |

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- 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:**

- (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

**Answer Each student will be writing a distinct essay. Examiners must assess them on the basis of the following:**

- Structure
- Adequate development
- Unity
- Organization and coherence
- Language, tone, formal style, punctuation

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**BUSINESS ENGLISH – STAGE-1**

- 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 62 instead of 65. 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.

**Answer** For this question, all the examinees will be giving distinct answer. A business letter must be arranged in a sequence that will make the parts meaningful. Every letter therefore should carry the following format;

- Letter head: The company's printed name and address
- Date:
- Inside address:
- Salutation:
- Subject line:
- Body / message
- Complimentary closing
- Company name with signature
- Writer's identification

- (b)** Imagine that you are the General Manager HR of "Arabian Enterprises" and wish 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 program like date, time, pool side location, number of guests and selection of menu etc.

**Answer** For this question, all the examinees will be giving distinct answer. A business letter must be arranged in a sequence that will make the parts meaningful. Every letter therefore should carry the following format;

- Letter head: The company's printed name and address
- Date:
- Inside address:
- Salutation:
- Subject line:
- Body / message
- Complimentary closing
- Company name with signature
- Writer's identification

**(SAMPLE LETTER ON NEXT PAGE)**

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Answer  
(b)

**SAMPLE LETTER****ARABIAN ENTERPRISES**

ABC Street, 4<sup>th</sup> Commercial Area, Karachi

Phone No.: 021-350146746  
Email: myexam@icmap.com

Fax No.: 021-35416584  
Website: www.icmap.com.pk

Date: May 25, 2011

Ref. # May-2011/Exam/06/05/11

The Event Manager  
Hotel XYZ,  
Karachi.

**Sub.: Information about charges and facilities available**

Dear Sir,

We have planned to host a golden jubilee dinner for our officers. We would appreciate to receive information on following points:

- (a) Item-wise rates of available standard food (Pakistani + Chinese)
- (b) Whether special items can also be served on discounted rates?
- (c) Whether pool side location will be available on proposed date?
- (d) How large a screen would be appropriate for a room of 1600 net square meter size with capacity to accommodate . . . . . participants?
- (e) What will be other terms and conditions?

A prompt response will be highly appreciated. Any other information which you consider relevant would be welcomed. The time/date we are looking at is first Sunday of June this year.

Yours sincerely,

\_\_\_\_\_  
(XYZ)  
**General Manager (H.R)**

**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.

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?



**BUSINESS ENGLISH – STAGE-1**

**Answer** For this question also examinees will be giving distinct responses which may or may not be based on the factual information. They may assume details or they may use the actual information. Examiners will be required to assess the answers on the criteria that whether the examinees are providing relevant information under each head and whether or not professional formal usage of English in a real world organizational written communication is effectively demonstrated.

Examinees must choose strong words that will help them create effective sentences and coherent paragraphs throughout the introduction, body, and close of their reports.

The report must be accurate, complete, balanced, clear and logical and documented properly.

**(SAMPLE REPORT)****Report on incident at Salman's Vegetarian Corner:**

**Date:** June 23, 2011

**To:** The Principal,  
ABC College,  
Karachi

**From:** XYZ Student of XII-A

**Subject:** Incident during school outing.

On Saturday the 24th of May, our school organised an outing to the village in conjunction with a campaign to promote awareness among young Pakistanis about our shared heritage. There were fifty students in the group who came from various classes in the school. Three teachers namely, Mr. Yawer Hasan, Miss Navina Khan, and Miss Lubna H.G were in charge of students. The outing started at 8 a.m., and ended at 5 p.m., the same day.

When lunch time approached, the teachers suggested that the students eat at a nearby fast-food restaurant. However, as I was feeling hungry for rice and being a vegetarian on top of that, I asked Mr. Yawer for permission to eat at a vegetarian stall next to the restaurant. Seeing that the stall was fairly clean, the teachers allowed me to do so. Three boys, namely, Burhan Shaikh of Secondary 3-B, Ather Gulab of Secondary 1-A and Luqman Meo of Secondary 1-D decided to do the same and were permitted to do so too.

At the stall, we ordered our food. Burhan Shaikh also ordered some soft drinks from another stall in the corner. Halfway through the meal however, Burhan discovered a fly in his drink. He pointed it out to the rest of us. We could see the fly still struggling. Apparently, it had just fallen into the drink.

Before I could tell Burhan this, he had already summoned the stall owner, pointed at the fly and said that he would not pay for the drink. The stall owner became upset and raised his voice. Mr. Yawer came out at that moment, from the fast-food restaurant, and hurried to us.

We explained to him what had happened. Mr. Yawer believed that the fly had fallen in after the drink was served. Burhan Shaikh then apologised to the stall owner and paid for his drink. With that the matter was settled.

XYZ Student

THE END