UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

NOV-DEC SERIES

PROGRAMME

CLIS, CBMS

PAPER NAME

ADVANCED BUSINESS ENGLISH

PAPER CODE

CLIS214, CBMS212

YEAR II, SEMESTER I

2½ HOURS

MONDAY, 2ND DECEMBER, 2019

INSTRUCTIONS TO CANDIDATES

1. *This paper consists of **two** sections **A** and **B**.*
2. *Section **A** is compulsory and carries **20** marks.*
3. *Section **B** consists of **six** questions. Answer only **four** questions from this section.*
4. *All questions carry equal marks.*
5. *All answers to each question should begin on a fresh page.*
6. ***Do not** write on the question paper.*
7. *All answers and rough work should be done in the official answer booklet provided.*
8. *Read other instructions on the answer booklet.*

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SECTION A – (20 MARKS)

Answer all questions in this section.

Question One

Read the passage below and answer the questions that follow.

Many people do not consciously think about the persons with whom they are interacting. They translate their view of the world from their own perceptions and assume that others are working from the same view. There is no way managers can cope with so many individual perspectives so they might as well rely on their own judgement.

How we perceive others and ourselves is at the root of our actions and intentions. Reality is the key to understanding behaviour. Knowledge of the perceptual process and being aware of its complexities can help develop insight about ourselves and may help in interacting with others. The words we use, the way we look and the body language we display communicate our view of the world. The importance of perception and communication in guiding our behaviour needs to be understood for effective relationships with others.

Questions;

(i) Suggest a suitable tittle for the passage. (03 marks)

(ii) What helps to develop insights of ourselves and interactions? (02 marks)

(iii) What **three** elements displayed in the passage communicate our view of the world? (03 marks)

(iv) Identify **two** key words in the passage. (02 marks)

(v) Why do some people assume that others are working from the same view? (02 marks)

(vi) Why are managers relying on their own judgement? (02 marks)

(vii) What is the meaning of the following words as used in the passage?

(a) Judgement (02 marks)

(b) Interaction (02 marks)

(c) Perceived (02 marks)

SECTION B – (80 MARKS)

Answer only four questions from this section.

Question Two

(a) Use the following words in sentences to differentiate the meaning.

(i) Lead (01 mark)

(ii) Lid (01 mark)

(iii) Lose (01 mark)

(iv) Loose (01 mark)

(v) Seat (01 mark)

(vi) Sit (01 mark)

(vii) Site (01 mark)

(viii) Sight (01 mark)

(ix) Advise (01 mark)

(x) Advice (01 mark)

(b) Rewrite the following sentences as instructed in brackets.

(i) John did not attend the meeting. Ann did not attend the meeting. (Use: Neither...nor...) (02 marks)

(ii) Jim works tirelessly. The supervisor does not appreciate his work. (Use: In spite....) (02 marks)

(iii) She continued walking. It was raining. (Use: Despite....) (02 marks)

(iv) Sarah reached at school. The examination began. (Use: No sooner had....) (02 marks)

(v) The Head of Department is sick. The Head of Department cannot work. (Use: ...too.....to) (02 marks)

Question Three

Write a composition of 300 – 400 words on the topic; LIBRARY AND INFORMATION SCIENCE AS A COURSE SHOULD BE ABOLISHED. Write in support or against the topic. (20 marks)

Question Four

Complete the sentences below using the correct form of the verbs in brackets.

(a) The song was ..... (sing) by the new group. (02 marks)

(b) He ..... (beat) the stubborn dog yesterday. (02 marks)

(c) Kim ..... (go) to the theatre every evening. (02 marks)

(d) My shirt has been stolen. I had ..... (hang) it on the line. (02 marks)

(e) "Where is the thief?" He has ..... (run) away. (02 marks)

(f) He ..... (is) expelled for abusing the principal. (02 marks)

(g) No sooner had he ..... (go) out than they started laughing. (02 marks)

(h) It has just stopped raining. It ..... (rain) since morning. (02 marks)

(i) He has been ..... (forbid) from going there. (02 marks)

(j) He ..... (teach) at that school before he retired. (02 marks)

Question Five

Tepo a Communications Assistant at CYBER LINKS LTD was tasked to address the company's new employees about the company policies. Unfortunately when he stood up to do so, he was seen shivering and sweating and he ended up not saying a single word.

(a) Explain **five** causes of the situation above. (10 marks)

(b) Describe **five** ways in which Tepo can overcome this embarrassment next time. (10 marks)

Question Six

(a) (i) Define a **report** as used in Business English. (02 marks)

(ii) Differentiate between **routine reports** and **investigational reports**. (04 marks)

(b) The manager KAKU General Hardware is saddened by the increasing loss of property through theft. As the Assistant Manager, you have been requested to investigate the causes and the following were the discoveries;

- No security lights
- Lack of security personnel
- Poor locking system
- No perimeter wall

Basing on only **two** of the above findings, write a report to the manager giving **two** recommendations. (Use letter format) (14 marks)

Question Seven

(a) Complete the sentences below with the correct form of the word in brackets.

(i) He made a very interesting ..... (conclude). (02 marks)

(ii) The student was asked to reduce the ..... (long) of the story. (02 marks)

(iii) The Guild Minister was asked to be ..... (example). (02 marks)

(iv) Our lecturer ..... (advice) us before he leaves the lecture room. (02 marks)

(v) He asked for the ..... (durable) of the television set. (02 marks)

(b) Complete the sentences below supplying the correct prepositions in the blank spaces.

(i) The lecturer is not responsible ..... the students' poor performance. (02 marks)

(ii) The laboratory technician was accused ..... vandalising the computers. (02 marks)

(iii) He complained ..... the noise made the previous night. (02 marks)

(iv) Suzan is not good ..... communication. (02 marks)

(v) He said he was not used ..... going out at night. (02 marks)

Question Eight

(a) Explain **five** reasons of using ICT in a business organisation. (10 marks)

(b) Describe **five** challenges faced in integrating ICT in business organisations. (10 marks)

END