



جامعة السلطان الشريف علي الإسلامية  
UNIVERSITI ISLAM SULTAN SHARIF ALI  
SULTAN SHARIF ALI ISLAMIC UNIVERSITY

**Centre for Promotion of Knowledge & Language  
Semester I, 2020/2021 Academic Session**

**Final Examination Question Paper**

**Course Code** : PG 1103  
**Course Name** : English for Business  
**Course Level** : BSc. Islamic Finance  
B. Business Management  
B. Islamic Economics  
B. Development Management  
**Time** : 2 hours

**Student ID:** \_\_\_\_\_

**NOTES:**

1. Answer **ALL** questions in section A.
2. Answer **ALL** questions in Section B.

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### Section A – Business Section

Read the questions carefully and answer ALL questions.

#### QUESTION A1 (10 marks)

##### Language Chunks

i. Match the words on the left with the ones they correspond to on the right by drawing lines.

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|----------------|--------------------|
| 1. eke         | a. the grid        |
| 2. address     | b. the pressure on |
| 3. hold        | c. awareness       |
| 4. meet        | d. out             |
| 5. close       | e. needs           |
| 6. ease        | f. potential for   |
| 7. off         | g. the website     |
| 8. raise       | h. patterns        |
| 9. consumption | i. down            |
| 10. visit      | j. the needs       |

ii. Now use the express the language chunks above to complete the sentences below. You may need to change some words.

1. Most of the multinational companies don't know how to \_\_\_\_\_ of the poor.
2. After the takeover of *Dennis Corporate*, management has decided to \_\_\_\_\_ all its European plants.
3. The Smith family barely manages to \_\_\_\_\_ a living from the father's work on the farm.

4. *Comcaid Ltd.* runs training courses for company managers to \_\_\_\_\_ their \_\_\_\_\_ in cross-cultural matters.
5. At the last minute, the Irish government stepped in with a loan of GBP 15 million to \_\_\_\_\_ the local IT industry.
6. Our market research group aims at finding distinct \_\_\_\_\_ of the age group 60+.
7. The Chinese automobile market \_\_\_\_\_ huge \_\_\_\_\_ Western producers of small cars.
8. The customer service of most mobile phone companies \_\_\_\_\_ only the basic \_\_\_\_\_ of their customers.
9. The blizzard destroyed several overhead power lines so that half of the country was \_\_\_\_\_.
10. If you want information about the publisher of this book, you can \_\_\_\_\_ their \_\_\_\_\_.

**QUESTION A2 (5 Marks)**

**Diplomatic Language in Giving Feedback**

Susan Carter is an auditor employed by the accountancy firm *Smith Holmes and Watershed*. She is currently auditing the books at *GigaCorp*. The sentences below are parts from the conversation between Susan and *GigaCorp*'s chairman John Lightfoot. Study the sentences and underline the language that Susan uses to soften her statements.

1. John, as you know, we've been reviewing your financial statements for last year and, unfortunately, there are a number of figures that don't quite add up.
2. Yes. I'm sorry to say that the figure for earnings is not supported by the other documents we've had access to.
3. But it's not quite as successful as the figures in the financial statements.
4. Well, there is the possibility that it is a deliberate misrepresentation but we can also assume that it was just an error.

5. As an external auditor, I have no choice but to insist the company restates the original financial report.
6. But the earnings figure is clearly off by at least \$5 million. I'm very concerned about that.

**QUESTION A3 (10 Marks)**

**Writing Emails**

Imagine you are a human resource manager at a company. You have just received the following email from a prospective intern. Write an appropriate reply in the space provided below. You should include suggestions on what can be done should the internship be cut short and the details of what compensation/incentives are available for interns.

From: Ahmad Azka Hassan  
To: Arinna Ali, HR manager  
Subject: Internship Sales Department

Dear Puan Arinna,

Thank you for your email. I am delighted at this opportunity of doing an internship with you. However, I'm afraid I won't be able to work for the entire six months as proposed by you since semester begins 4 January. Would it be possible to cut short my internship by one month? I was also wondering if you offer any internship compensation for my basic expenses. I'm looking forward to your answer.

Yours sincerely,

Ahmad\*Azka

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**Section B – Academic Section**

Read each question carefully and answer ALL questions.

**QUESTION B1 (5 marks)**

**Thesis Statements & Topic Sentences**

Write clear topic sentences based on each thesis statement given.

- a. Thesis statement 1: Crimes like murder, robbery and kidnapping can be reduced if the public is educated on how to protect themselves, the wrongdoers are publicly exposed and punished, and the police are given increased cooperation by the public:

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- b. Thesis statement 2: Involvement in sports activities can instil determination, discipline and the spirit of teamwork in students.

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