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இலங்கைப் பரீட்சைத் திணைக்களம் இலங்கைப் பரீட்சைத் திணைக்களம் இலங்கைப் பரීட்சைத் திணைக்களம் இலங்கைப் பரீட்சைத் திணைக்களம் இலங்கைப் பரீட்சைத் திணைக்களம்  
Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka

අධ්‍යයන පොදු සහතික පත්‍ර (උසස් පෙළ) විභාගය, 2017 අගෝස්තු  
கல்விப் பொதுத் தராதரப் பத்திர (உயர் தர)ப் பரீட்சை, 2017 ஓகஸ்ட்  
General Certificate of Education (Adv. Level) Examination, August 2017

සාමාන්‍ය ඉංග්‍රීසි I  
பொது ஆங்கிலம் I  
General English I

13 E I

පැය තුනයි  
மூன்று மணித்தியாலம்  
Three hours

For Examiner's  
Use Only

Part	Marks
A	
B	
C	
D	
Total Paper I	

Index No. : .....

### Instructions:

- \* Answer all questions on this paper itself.
- \* Marks will be deducted for bad punctuation (Omission of full stops, capital letters, etc.) and for mistakes in basic grammar. (The supervisor will provide you with sheets for rough work.)

### Code Numbers

Marking Examiner	
Marks Checked by	1
	2
Supervised by	

### □ PART A – GRAMMAR (40 marks)

For  
examiner's  
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- I. Fill in each blank with a suitable **preposition** from the list given below. Use each preposition only **once**. There is one preposition extra. (05 marks)

in on at to from among

A travelling salesman visiting a large business office boasted (1) ..... the manager that he could pick out all the married men (2) ..... the employees. Accordingly, he stood (3) ..... the door as the employees returned (4) ..... lunch and identified all those he believed to be married. In almost every case he was right.

"How do you do it?" asked the manager.

The travelling salesman replied, "The married men wipe their feet (5) ..... the doormat; the single ones don't!"

Q. I

5
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- II. Fill in each blank with the **correct form** of the **pronoun** given in brackets. (05 marks)

During a doctor's house visit, the wife went on talking non-stop while the doctor was examining (1) ..... (she) sick husband. Finally, the doctor prescribed some sleeping pills.

"When do (2) ..... (I) give him the sleeping pills?" the wife asked.

"They are not for (3) ..... (he), they are for (4) ..... (you)!" the doctor said.

"It is (5) ..... (you) husband who needs the rest."

Q. II

5
---

- III. Fill in each blank with the **correct form** of the **verb** given in brackets. (10 marks)

Two schoolboys were arguing over something one day. Suddenly, they started (1) ..... (hit) each other. (2) ..... (see) them, a third boy came rushing towards them to stop their fight. As he (3) ..... (go) near them, he heard the first boy (4) ..... (tell) the second boy "With one hard slap I (5) ..... (take) out all your 64 teeth."

The third boy (6) ..... (shock) at what he said and asked the first boy, "What the hell (7) ..... you ..... (talk) about? Where in the world (8) ..... you ..... (find) a person with 64 teeth?"

To this the first boy replied, "I knew you (9) ..... (interfere) in our matter, that's why I (10) ..... (include) yours as well."

Q. III

10
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- IV. Fill in each blank with a suitable word from the list given in the box. Use each word only **once**. There is one word extra. (05 marks)

a several an every another either

At a circus, the strong man who performed a number of feats dipped (1) ..... sponge into a bucket of water and squeezed (2) ..... drop of water out of it. He challenged anyone to come into the ring and try to squeeze (3) ..... drop of water out of the sponge.

(4) ..... people tried but without result. Finally, a small man entered and squeezed out drop after drop.

A member of the audience recognized the man and shouted, "That is not a fair test! That man is (5) ..... income-tax collector."

For  
examiner's  
use only

Q. IV

5

- V. Construct **questions** to get the words in bold print as answers. Use the question words given in the box. There is one question word extra. (05 marks)

Where Why Who When How How many

(1) The third term will commence **on second September**.

(2) **The boy who came first in class** was given a prize by the teacher.

(3) The thief entered the house **by breaking the kitchen door**.

(4) They buy their clothes **from an exclusive shop in Kandy**.

(5) Nimal hasn't gone home yet **as he is working overtime today**.

Q. V

5

- VI. Complete the following sentences by putting the words in brackets in the correct order. (05 marks)

(1) It is .....  
(to welcome / our association / a privilege / on behalf of / you)

(2) A pencil .....  
(carefully glued together / two pieces of wood / is made / which / of / have been)

(3) This report .....  
(aspects / covers / of / group's performance / several important / the)

(4) Emotions .....  
(from happiness / cover / of feelings / to jealousy / a wide range / and hatred / and sadness)

(5) English represents .....  
(a Western language / power, authority and elitism / the impact of / which / in the non-Western world / a symbol of / has rapidly become)

Q. VI

5

VII. Combine the following pairs of sentences using a suitable **conjunction** from those given in brackets. (05 marks)

For  
examiner's  
use only

- (1) You get up early. You will not be able to catch the train. (if, unless, so that)  
.....
- (2) We can start the function. The chief-guest arrives. (as long as, because, as soon as)  
.....
- (3) Rajah was rude to the teacher. The teacher did not punish him. (although, before, while)  
.....
- (4) Tomorrow is a holiday. We are going on a trip to Sigiriya. (when, after, since)  
.....
- (5) You will succeed in this venture. You are willing to work with commitment.  
(before, provided, unless)  
.....

Q. VII

5

PART - A

40

**PART B - COMPREHENSION (20 marks)**

I. Of the options given below each sentence in bold print, **underline** the one that best expresses its meaning. (05 marks)

- (1) **It never occurred to me that I had taken a wrong decision.**  
 (i) The decision that I took was wrong and I knew it.  
 (ii) I did not know that the decision I had taken was wrong.  
 (iii) When I took wrong decisions, it always occurred to me.  
 (iv) It never occurred to me that I always took wrong decisions.
- (2) **It was Ravi who rescued the drowning child while the others looked on.**  
 (i) The child was drowned.  
 (ii) Ravi and the others saved the child.  
 (iii) Ravi saved the child.  
 (iv) The others saved the child.
- (3) **No sooner had the bus arrived than the students got in.**  
 (i) The students were inside the bus when it arrived.  
 (ii) The bus arrived soon and the students got in.  
 (iii) The students were waiting for the bus to get in.  
 (iv) As soon as the bus arrived, the students got into it.
- (4) **It was because of the Manager's negligence that Piyumi did not get paid in time.**  
 (i) Piyumi did not get paid in time because of her own carelessness.  
 (ii) Piyumi did not get paid in time due to the carelessness of the Manager.  
 (iii) The Manager did not pay Piyumi in time because Piyumi was careless.  
 (iv) Piyumi was paid in time despite the carelessness of the Manager.
- (5) **Warshani took one set of the copies of her certificates for the interview, in case she was asked to provide them.**  
 (i) Warshani was asked to provide a set of the copies of her certificates at the interview.  
 (ii) Though Warshani took one set of her certificates to the interview, she was not asked to show them.  
 (iii) Warshani was ready to provide copies of her certificates at the interview if asked.  
 (iv) Warshani went for the interview in order to provide copies of her certificates.

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Q. I

5

II. Read the following advertisement and do the activities that follow.

(05 marks)

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examiner's  
use only

### 'Save Wetlands for Tomorrow' – Arts Campaign for Children

Wetlands are important habitats for birds and other wildlife. With the aim to create awareness on the need to protect wetlands, the Field Ornithology Group's "FOG-Children" is organizing an Arts Campaign at Thalawathugoda Biodiversity Study Park on September 20, 2017 from 8.00 a.m. – 11.00 a.m.

After a brief bird watching session, the students will be guided by wildlife art experts on how to draw birds and other elements of nature. All the participants will be given a certificate of participation and a gift pack. The creations will be exhibited at an exhibition on a later day that will be conducted along with the World Wetlands Day theme.

Drawing materials will be provided for all and the event is free. However, only a limited number of children will be accommodated, so please get registered before September 5<sup>th</sup>, providing the following information to the co-ordinator – "FOG-Children" on 0719865433 or by sending an e-mail request to [nirmala.rupasinghe@gmail.com](mailto:nirmala.rupasinghe@gmail.com)

- |                    |           |             |                   |
|--------------------|-----------|-------------|-------------------|
| 1. Name            | 2. Age    | 3. School   | 4. Name of parent |
| 5. Contact details | 6. E-mail | 7. Tel. No. |                   |

- Items 1, 2, 5 and 7 are mandatory while others are optional.

This event is organized by the "FOG-Children" which is celebrating its 40<sup>th</sup> anniversary. 'Asian BirdLife Partner Fair' along with 25 International Bird Organizations will feature birds of their countries at this event.

Visit [www.birdfair2017.wordpress.com](http://www.birdfair2017.wordpress.com) for more details.

(1) Write **True** or **False** beside each sentence in the space provided.

- |   |         |
|---|---------|
| (i) The advertisement is about an arts competition for children.  | (.....) |
| (ii) The main purpose of the programme is to make children aware of the importance of birds and wildlife. | (.....) |
| (iii) Interested children can provide the required information by telephoning or sending an e-mail.       | (.....) |

(2) **Underline** the most appropriate response in each of the following.

- |  |                                  |
|--|----------------------------------|
| (a) Who has organized the arts campaign?   |                                  |
| (i) International Bird Organization  | (ii) Asian BirdLife Partner Fair |
| (iii) FOG-Children   | (iv) BirdLife Partner Fair       |
| (b) Which of the following is <b>not</b> true?                                     |                                  |
| (i) "FOG-Children" belongs to Field Ornithology Group.                             |                                  |
| (ii) The bird watching session will be followed by a session on how to draw birds. |                                  |
| (iii) Providing the name of the school is compulsory for registration.             |                                  |
| (iv) More than 20 International Bird Organizations will be present at this event.  |                                  |

Q. II

5

III. Read the following poem and do the activities that follow.

(05 marks)

### A Broken Family Tree

I am one of many  
Small branches of a broken tree  
Always looking to the ones above  
For guidance, strength and security.  
One little branch trying  
To keep the others from breaking away  
Who will fall?  
And who will stay?  
Now I stand alone  
Looking at the earth through the rain  
And I see the broken branches I knew  
Scattered about me in pain.  
There are **those** who have taken an axe  
To the root of our very foundation  
And who have passed **this destruction**

[See page five

Down to every new generation.  
 If I could take that axe  
 I would toss it deep into the sea  
 Never to return again  
 To harm the generations that follow me.  
 I am one of many  
 But alone I will go  
 And plant the new seeds  
 Where a beautiful tree will grow.

(Lori McBride)

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 use only

(1) Write **True** or **False** in the space provided.

- (a) The narrator of the poem is a branch of a growing tree. - (.....)  
 (b) The narrator is determined to plant a tree even without the help of others. - (.....)

(2) **Underline** the most appropriate response in each of the following.

- (a) To which of the following does the pronoun '**those**' in line 13 refer?  
 (i) small branches (ii) trees in the jungle  
 (iii) people who cut trees (iv) roots of a tree  
 (b) To which of the options does the following phrase in bold print refer?  
 '**this destruction**'  
 (i) cutting down trees (ii) seeing the broken branches  
 (iii) harming the new generation (iv) throwing the axe into the sea

(3) Write **one** word from the poem which means the same as the following.

- (i) thrown here and there - .....

Q. III

5

IV Read the following passage and do the activities that follow.

(05 marks)

If you are a student and are restless and nervous about the examinations, you will probably be overcome with anxiety and fear. You find it almost impossible to concentrate, worrying that you might forget whatever you have studied so far.

Fear of exams is the biggest enemy of students. Under its stress, some even fall physically ill. The word 'examination fever' has been coined in this context. Even students who have put in long hours of study become nervous at the time of exams. Experts advise not to lose heart, as students can definitely gain control of the situation. To get out of the fear psychosis, students have to ask themselves what they would gain by feeling afraid. For, fear brings sickness. But by being bold and brave, even an average student can do reasonably well in exams. But if a student shelters fear, it will deprive his mind and body of strength. The only result can be this: You will 'forget' all that you have studied while writing the exam. It is this fear that makes you write confused answers. Root out the fear complex lurking in your mind by combining self-confidence with disciplined study; have faith in your own strength and faith in your studies. The strong conviction that you would write the exams well, with a calm mind, is self-confidence.

If you can develop this, fear vanishes and enthusiasm springs up in its place.

(1) Write **True** or **False** beside each sentence in the space provided.

- (a) The nervousness at the examinations makes students worry that they might not be able to remember what was studied. (.....)  
 (b) The students who study long hours can always face examinations well. (.....)

(2) Which of the following best explains the **meaning** of the **underlined sentence** in the second paragraph? Underline the answer.

- (i) Experts believe that the situation is becoming more serious for students.  
 (ii) Experts advise students that they need not worry because they can overcome this situation.  
 (iii) Experts advise the students to control the situation on their own.  
 (iv) If students can obtain advice from experts, it can definitely control the situation.

(3) Write **one** word from the passage which means the same as the following.

- (a) prevent somebody from having something - .....  
 (b) extending far down from the top to bottom - .....

Q. IV

5

PART - B

20

[See page six

☐ PART C - SUMMARISING (10 marks)

- I. Write a **summary** of each of the following two texts. Do **not** use more than **fifty (50)** words for each summary. If you **exceed the word limit** marks will be **deducted**. Write only **one** word in each cage. (05 + 05 = 10 marks)

- (1) A hobby is an amusement or interesting pursuit which a person follows during his leisure or free time. A hobby, therefore, provides diversion from one's main business. What is a hobby to one man may be business for another. For example, to one man, photography may be a profession while to another, it may be a hobby.

Having a hobby that we enjoy brings us joy and enriches our lives. It gives us something fun to do during our leisure time and affords us the opportunity to learn new skills. The best way to cultivate a new hobby is to try something new. The world is full of wonderful, exciting activities that we can explore and adopt as our own. Of course, all of us are unique and, therefore, our interests and hobbies vary. But once we find a hobby that we truly enjoy and are passionate about, we become hooked. It becomes part of our lives and captivates us in a very personal way.


Q. I (1)

C -

L -

5

- (2) As children we must respect our elders at all times. Do not make your parents sad because they are the ones who looked after you when you were small. They sacrificed all their needs to provide our needs and to give us a better future.

Elders are not only your parents; they also mean your teachers, grandparents, brothers, sisters or even any others who you meet on the road, who are elder to you. You must always respect your elders by helping them cross the road, giving them a seat in the bus, sharing your food with them if they are hungry or reading out letters, stories, religious books etc. In any condition, you must never raise your voice against them or argue which will hurt them. You must always talk and greet your elders in a kind and friendly manner which will make their hearts happy. Respecting elders will get you their blessings, which is important for us to have a good future.


Q. I (2)

C -

L -

5

PART - C

10

[See page seven]

☐ PART D - WRITING (30 marks)

- I. Imagine that you became the first in the island according to the A/L results of this year. Immediately after you came to know this, you thought of writing a letter to a friend of yours, expressing how you felt and saying who and what helped you to obtain this result. Write this letter. Use about 125-150 words. Do not exceed this word limit. (15 marks)

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Q. I

C -

L -

15

II. Imagine that you see the following advertisement in a local newspaper.

**International Leadership Training Programme  
Free of Charge!**

Applications are invited from those who appeared for the A/L examination in 2017 for our next International Leadership Training Programme to be held in December this year. The programme will be free of charge. Only twenty candidates will be selected from the island.

Write to us, saying why we should select you.

(Do **not** send us your CV or copies of certificates.)

International Leadership Training Institute  
Pahan Street  
Colombo 08

Write a suitable letter, applying for the Training Programme. Use about **125 - 150** words. Do **not** exceed this word limit. (15 marks)

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examiner's  
use only

Q. II

F -

C -

L -

O -

15

PART - D

30



ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව  
 இலங்கைப் பரீட்சைத் திணைக்களம் இலங்கைப் பரීட்சைத் திணைக்களம் இலங்கைப் பரීட்சைத் திணைக்களம் இலங்கைப் பரීட்சைத் திணைக்களம் இலங்கைப் பரීட்சைத் திணைக்களம்  
 Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka  
 අධ්‍යයන පොදු සහතික පත්‍ර (උසස් පෙළ) විභාග, 2017 අගෝස්තු  
 கல்விப் பொதுத் தராதரப் பத்திர (உயர் தர)ப் பரீட்சை, 2017 ஆகஸ்ட்  
 General Certificate of Education (Adv. Level) Examination, August 2017

සාමාන්‍ය ඉංග්‍රීසි II  
 பொது ஆங்கிலம் II  
 General English II

13 E II

පැය දෙකයි හිතවතුනි  
 இரண்டரை மணித்தியாலம்  
 Two and a half hours

## For Examiner's Use Only

Part	Marks
A	
B	
C	
D	
Total Paper II	
Paper I	
Total Paper I & II	

## Final Marks

In Numbers	
In Letters	

Index No. : .....

## Code Numbers

Marking Examiner	
Marks Checked by	1
	2
Supervised by	

\* Answer all questions on this paper itself.

\* Marks will be deducted for bad punctuation (Omission of full stops, capital letters, etc.) and for mistakes in basic grammar. (The supervisor will provide you with sheets for rough work.)

## PART A – VOCABULARY (25 marks)

## I. Underline the correct word ending selecting from those given in brackets. (05 marks)

- A: Did you read about the accident (1) involv..... (ed, es, ing) two teenagers last night?  
 B: Yes, I did. The sports car they were driving crashed into a tree. Both of them died on the spot. It was such a (2) trag..... (edy, ic, ical). They were so young.  
 A: Yes, it was. I think the government should raise the age for driving.  
 B: Do you think that would help?  
 A: (3) Cert..... (ain, ainty, ainly). If the age limit were raised to 21, I feel there would be fewer accidents. This is because young adults at that age are generally more mature and (4) responsib..... (le, ility, ly). As a result, they are sensible enough not to show off their sporty cars by driving recklessly at breakneck speeds. Furthermore, I don't think they would take (5) unnecess..... (ity, arily, ary) risks.  
 Hopefully, they would value their lives and the lives of others as well.  
 B: I guess you're right.

For examiner's use only

Q. I

5

## II. Among those meanings given at the end of the text, underline the meaning which is most appropriate to the context in which the word in bold print appears in the text. (10 marks)

An unemployed man applies for the **position** of a janitor at Microsoft. He is interviewed by the HR Chief and the HR Chief tells him, "Congratulations, you got the job!" and he asks the man for his e-mail address to send him the employment package. The man is **distraught**. He has no choice but to tell the HR Chief that he has no computer and therefore no e-mail. The HR Chief tells him that if he has no e-mail address, he **virtually** doesn't exist and therefore cannot hold a job.

The man leaves in a **desperate** mood. He is down to his last \$ 10 with no job in sight. He sees a supermarket and decides to buy a 10 pound box of strawberries. He starts out making door to door calls selling those strawberries by the pound. Within 2 hours he manages to double his **capital**. He repeats the deal three times more and goes home with \$ 60 in his pockets. He realizes that he can survive this way. He starts every day earlier and goes home later tripling or **quadrupling** his money day by day.

Before long, he buys a wheelbarrow so that he can buy and sell more strawberries. After a while he is able to buy a truck and **eventually** he becomes the owner of a **fleet** of delivery trucks with several employees working for him. He adds other produces to his deliveries.

Five years go by. The man is now the owner of one of the largest food chains in the United States. He decides to buy some life insurance and he calls an agent and selects a good policy. The agent asks him for his e-mail address to send him a confirmation of his policy. The man tells the agent that he doesn't have an e-mail address. "That is **incredible**," says the agent. "You have no e-mail but you built this **empire**! Can you imagine where you would be if you had an e-mail address?"

The man thinks briefly and says, "I would be a toilet cleaner at Microsoft!"

- (1) position – A. career B. profession C. post D. situation
- (2) distraught – A. very angry B. very nervous C. very upset D. very frightened
- (3) virtually – A. almost B. certainly C. totally D. on the whole
- (4) desperate – A. unhappy B. dangerous C. without hope D. without income
- (5) capital – A. borrowed money B. cash in hand  
C. upper case D. main town
- (6) quadrupling – A. quartering B. multiplying  
C. multiplying four times D. totalling
- (7) eventually – A. at last as a result B. gradually  
C. in no time D. very rapidly
- (8) fleet – A. very fast B. a large number of  
C. a small number of D. very expensive
- (9) incredible – A. highly believable B. surprising  
C. unbelievable D. not true
- (10) empire – A. countries ruled by an emperor B. dream come true  
C. a number of independent nations D. a large prosperous business establishment

- III. Select any **five** words from the list given below and use each of them in a meaningful sentence. You may use the verbs in any tense. You may use the plural form of the nouns. But do **not** change the form of the other words. (05 marks)

**decision, horrible, recommend, fluently, perform,**  
**impression, economy, consider, unfortunately, grateful**

- (1) .....
- (2) .....
- (3) .....
- (4) .....
- (5) .....

- IV. **Underline** the most appropriate word from those given in brackets. (05 marks)

- (1) My uncle is a (large, highly, popularly) talented singer.
- (2) She could not sit the exam due to unavoidable (circumstances, conditions, surroundings).
- (3) The (audience, spectators, participants) of the seminar were happy with the presentation.
- (4) He (spoke, sang, worked) precisely to the point.
- (5) The government is trying to put an end to the (accident, fast food, drug) menace to save our youth from ruin.

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Q. II

10

Q. III

5

Q. IV

5

PART - A

25

☐ PART B – DIALOGUES (25 marks)

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I. How do you respond in each of the following situations? Write only **one** sentence or question for each, beginning with the word/s given. (05 marks)

(1) A/L results were released yesterday. You meet one of your classmates today. Ask him/her the results.

"What .....?"

(2) Your group is busy doing a project. How would you suggest to your group members to go to canteen to have a cup of tea?

"Shall .....?"

(3) You borrowed your friend's science book. Your little brother has scribbled on it. What would you say to your friend?

"I ....."

(4) A passenger in your bus begins to smoke inside the bus. You do not like it. What would you say?

"Would .....?"

(5) You are the announcer in the morning assembly today. Some items have already been presented. Introduce the next item.

"The next item ....."

Q. I

5

II. Complete the missing parts of the following dialogue between a caller and a receptionist. Do **not** use **more than two** sentences or questions in each blank. (05 marks)

Receptionist : Jaffna Medical Centre. (1) .....

Caller : I need to make an appointment with Dr. Majid.

Receptionist : OK. Sir (2) .....

Caller : I'm Manoj Silva.

Receptionist : Right. Sir now, may I know when you want to see the doctor?

Caller : Well, (3) .....

Receptionist : Hmm. I'm sorry, Doctor Majid is off tomorrow. (4) .....

Caller : Oh, no, I cannot wait until Wednesday. I was really hoping to get an appointment tomorrow in case I need some antibiotics. May be I'll have to go to hospital instead.

Receptionist : Sir, (5) .....

Caller : I am in my office now, in Jaffna.

Receptionist : Actually, we had a cancellation for 2.00 p.m. today, mmm.... if you can get away from the office....

Caller : Well, it's almost 1.00 p.m. already. I think I can come if I leave right now.

Receptionist : No hurry, we're running a bit behind schedule, so you can probably come around 2.30 p.m.

Q. II

5

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III. You are going to send a parcel to a friend of yours in Thailand. You are speaking to the officer at the post office. Use the given guidelines and complete the missing parts of the dialogue between the two of you. (05 marks)

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Officer : "(1) .....?"  
.....?  
(He begins the conversation by asking an appropriate question.)

You : "(2) .....?"  
....."  
(You say what you want.)

Officer : Give me the parcel, please. OK, let me see how much it weighs. mmm... It's about 750 g.

You : "(3) .....?"  
(You ask an appropriate question.)

Officer : Two hundred rupees. Yes, two hundred rupees if you send it by normal post.

You : "(4) .....?"  
(You ask an appropriate question.)

Officer : It'll take about six days. Anyway, if you send it express, it will get there tomorrow. But then you'll have to pay an extra amount of seventy rupees.

You : Well, my friend wants this parcel immediately. So, (5) .....  
.....  
(You complete the utterance appropriately.)

Officer : OK. Then give me two hundred and seventy rupees, please.

You : Here it is.

IV. Imagine that you placed an order for a washing machine and a refrigerator. (Order No. WR 1187). The manufacturing company assured you that the items would be delivered before 30<sup>th</sup> June. But you have not received them so far. Now you are speaking to the Sales Manager of this company. **Write out** the telephone conversation that takes place between the Sales Manager and you. Each one should speak at least **five** times. (10 marks)

Q. III

5

Q. IV

F -

C -

L -

10

PART - B

25