



# English for Occupational Purposes

**Student's Book**

**University of Sri Jayewardenepura**

Faculty of Humanities and Social Sciences

Department of English Language Teaching

**NOT FOR SALE**



Department of English Language Teaching  
English for Occupational Purposes - Student's Book

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# GENG 3101.01

## English for Occupational Purposes

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Dr Sharon McCulloch, School of Humanities, Language and Global Studies,  
University of Central Lancashire, United Kingdom

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Mr. Sameera Jayawardena, Career Guidance Unit of the University of Sri  
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## Preface

*English for Occupational Purposes* is designed for the third year undergraduates of the Faculty of Humanities and Social Sciences (FHSS) of the University of Sri Jayewardenepura. The lessons in this booklet have been developed based on the new curriculum introduced by the Department of English Language Teaching (DELT) for the English for Occupational Purposes Course in consultation with Dr. Bimali Indrarathne, Department of Education, University of York, United Kingdom and Dr. Sharon McCulloch, School of Humanities, Language and Global Studies, University of Central Lancashire, United Kingdom of the University of Lancashire. In the compilation of this booklet, both local and international benchmarks: UTEL (University Test of English Language) and the Common European Framework have been incorporated.

The booklet consists of five main modules with numerous practice activities providing students sufficient exposure to use their target language in terms of office-related work. The task-based activities in this booklet require learners to practice the language being learned in meaningful settings and provide them with opportunities to use English in authentic contexts eventually. There is a teacher's guide (TG) accompanying this booklet. Importantly, this booklet is published as an e-book and is available on the official website of the University of Sri Jayewardenepura.

I would make this an opportunity to express my heartfelt gratitude to Dr. Bimali Indrarathne for her constant guidance in the process of designing the material. Without her immense support and encouragement, the compilation of this booklet would not have been a possibility. Further, the support extended by the academic and non-academic staff of the DELT are acknowledged with much gratitude. Finally, it is expected that this booklet will encourage and assist the third-year students of the FHSS to develop their English Language proficiency and build their confidence to use English effectively in their professional career.

L.Y.K. Medis

Department of English Language Teaching  
Faculty of Humanities and Social Sciences  
University of Sri Jayewardenepura  
31.01.2022



## List of Contributors

### Writer

L.Y.K Medis

### Consultants

Dr. Bimali Indrarathna

Dr. Sharon McCulloch



## MODULE 1 - INTERVIEWING

### Week 1

By the end of the lesson you will be able to:

- Understand what is included in a job advertisement.
- Analyze features of good CVs.

### Task 1 - Group work (1 hour)

**Each group will get five words. Discuss with your group members and find out the meanings of the words:**

WORD	MEANING
1.	
2.	
3.	
4.	
5.	

**Now check the meanings of the words in the Annexure. Also, look at the other words that are there.**

Read the following job advertisements and make **a list of the facts which the employers are looking for**: You can refer to the Annexure if there are unknown words.

- |    |     |
|----|-----|
| 1. | 7.  |
| 2. | 8.  |
| 3. | 9.  |
| 4. | 10. |
| 5. | 11. |
| 6. | 12. |



Compare and contrast your own qualifications with what is expected in the job advertisements and choose the job that you can apply for. Make notes in the following table. Then find someone in the class who has chosen the same job and compare your qualifications with his/hers.

Qualifications expected in the job advertisements	Your own qualifications
1.	
2.	
3.	
4.	
5.	
6.	

## VACANCY

We are a well-established Overseas Education Provider located in Mount Lavinia looking for a Student Counsellor for immediate recruitment. We are seeking for energetic, result oriented and self-motivated individuals to work as a team player who are looking forward to develop their skills and progress in their career.

### TRAINEE STUDENT COUNSELLOR

#### JOB DESCRIPTION

- Fluency in English Language with computer literacy.
- Good Communication and Interpersonal skills.
- Excellent writing skills.
- Fluency in Sinhala and Tamil is an added advantage.
- School leavers are welcome to apply.

**EMAIL YOUR CVs TO : [CAREERS.EMP@OUTLOOK.COM](mailto:CAREERS.EMP@OUTLOOK.COM)**





## Vacancies for Teachers



Steiner College is an innovative Education group that currently consists of three branches including an International School (Edexcel & Cambridge), Special needs School and a Local School following the National curriculum in English medium. We also provide a strong foundation to toddlers with Steiner Preschool.

Steiner College invites applications from individuals to fill the following vacancies;

- Preschool Teachers and Assistant Teachers
- Primary & Secondary school teachers for
  - Mathematics
  - English Language
  - Science (General Science, Chemistry, Physics, Biology)
  - Commerce (Accounts, Business studies, Economics, Commerce)
  - Humanity (Law, Psychology, Sociology, Geography, History)
  - Languages (Sinhala, French, German, Mandarin)
  - Computer Science and ICT
  - Aesthetic (Western Music, Eastern Music, Art, Dancing)
  - Sports Coordinators & Physical trainer
  - Coaches for all the team sports and Athletic
  - Special needs ( Teachers, Speech Therapists, Shadow teachers)

*Teachers are required for all branches (Edexcel, Cambridge and Sri Lankan national curriculum - English medium)*

Forward your CV to [steinervacancies@gmail.com](mailto:steinervacancies@gmail.com) and the subject must include the vacancy you are interested in.



# Excellent Opportunity for Journalists

A leading media group with international presence has vacancies for qualified and competent **Reporters, Sr. Sub Editors & Sub Editors** for its English Language Newspaper. The positions are currently Pindi/Islamabad based

## Applicants must be:

- Preferably Masters in Mass Communication, Business, Economics, IR, Political Science, English Literature and have a minimum of 2-3 years relevant experience
- Have excellent writing and editing skills
- Must be Computer literate
- Should be team players

Candidates may apply immediately

**rawalpindi.vacancy@gmail.com**

within 7 days.

We are an equal opportunity employer



Read the following CVs carefully.

## Curriculum Vitae 1

### HIMALI PERERA

No.58, Peter De Silva Avenue,  
Nugegoda. Mobile: 0779845632  
Email: [himali123@gmail.com](mailto:himali123@gmail.com)

Photo

### PERSONAL SUMMARY

A committed and capable teacher with a strong desire to build a career in the teaching profession. A passionate, self-motivated individual with excellent teaching skills.

### WORK EXPERIENCE

#### Teacher in Geography

from 22/12/2019 to date

Colombo South International School  
Kalubowila

#### Tasks Include:

- Teaching Geography for students from grade 9, 10 and 11.
- Preparing students for the National Curriculum, Cambridge and Edexcel.
- Assessing students and offering advice, criticism and encouragement.
- Preparing students for mid-term and year-end examinations, G.C.E. O/L and Ordinary Level (Cambridge & Edexcel) examinations.
- Marking assignments and examination answer scripts.

#### Teacher in History (Part Time)

from 01/04/2016 to 23/12/2018 Rotary International School Nugegoda

#### Tasks Included:

- Teaching History for students from grade 6, 7 and 8.
- Organizing subject-related group activities.
- Marking examination answer scripts.

### Professional Qualifications:

Successfully completed six months training program conducted by Vocational Training Centre, Narahenpita in 2019.



## ACADEMIC QUALIFICATIONS

**B.A. Geography (Special) Degree**, University of Sri Jayewardenepura, Sri Lanka, 2019

**Diploma in English**, American College of Higher Education, Sri Lanka, 2016-2018

**G.C.E. Advanced Level**, Anula Vidyalaya, Nugegoda, Sri Lanka, 2015

**G.C.E. Ordinary Level**, Anula Vidyalaya, Nugegoda, Sri Lanka, 2012

## ACHIEVEMENTS

- Won a district rank at the G.C.E. Advanced Level examination in Colombo district.
- Won a gold medal for swimming at the National Youth Games in 2014.

## EXTRA-CURRICULAR ACTIVITIES

- Held the post of Deputy Head Prefect, Anula Vidyalaya, Nugegoda in 2013.
- Became a member of the school debating team from 2012-2014.
- Organized an 'Art Exhibition' in 2013

I do hereby certify and declare that the above-stated information are true and accurate to the best of my knowledge.

Date: 07/02/2021

Signature



## Curriculum Vitae 2

amilavitana@gmail.com

0719653467

43, Sumanapura, Welipillawa, Dedigamuwa

Photo

### Personal Details

Full Name : Vithanage Amila Nadeesh Vithana

Date of Birth : 07-09-1993

Civil Status : Single

Gender : Male

NIC No : 93467582V

### Career Objective

To enhance my working capacities, professional skills and to serve my organization in best possible way with sheer determination and commitment.

### Academic Qualifications

**B.A. Sociology (Special) Degree**, University of Sri Jayewardenepura, 2019

**G.C.E. Advanced Level Examination - 2015 (Arts Stream)**

School: Dedigamuwa Central College

Index No: 23456781

Results: 3 A's

District Rank: 132 Island Rank: 678

**G.C.E. Ordinary Level Examination - 2012**

School: Dedigamuwa Central College

Index No: 456783

Results: 9 A's

Having good communication skills in English and Sinhala. Knowledge in MS Office packages



## Professional Qualifications

A Higher National Diploma in ICT at NIBM from 2017-2018

## Work Experience

Worked as a trainee teacher in Sociology (Part-time), Gateway International, Colombo, 2017-2018

## Projects & Researches

Conducted a project in poverty reduction in Wellawatta. Rural area development project in Pareigama.

Group research regarding Tea Export Industry in Sri Lanka.

## Extra- Curricular Activities

Junior Prefect from 2011-2012

Being a member of the General Knowledge Club of Dedigamuwa Central College  
I was a member of the Gavel Club, University of Sri Jayewardenepura.

Successfully completed one month training program on “Developing Leadership Qualities & Positive Thinking” held by Ministry of Higher Education in 2017.

## Non-Related Referees

Mr. Richard  
PereraPrincipal

Gateway International  
SchoolColombo 05

Tel: 0716784532

E-mail: [richard@gatewayinternational.com](mailto:richard@gatewayinternational.com)

I do hereby certify that above facts and particulars are true and correct to the best of my knowledge and also I would carry out the duties entrusted to me to the best of my ability and to your entire satisfaction.

22/07/2021

Signature



## CURRICULUM VITAE 3

Charitha Darshani Weerasinghe  
No 23, De Silva Avenue, Kiribathgoda  
Tel: 0714326890  
E-mail: charitha93@yahoo.com

**Photo**

### Personal Summary:

I'm a person who is capable of teaching students very well. I have a desire to improve my career as a good teacher in Economics.

### Academic Qualifications:

**B.A. Economics (Special) Degree**, University of Sri Jayewardenepura, 2019

**G.C.E. Advanced Level**, Vihara Maha Devi Vidyalaya, Kiribathgoda, 2015

**G.C.E. Ordinary Level**, Vihara Maha Devi Vidyalaya, Kiribathgoda, 2012

Successfully completed a training program in **“Leadership & Personality Development”** at the Youth Centre, Maharagama, from 2016-2017

Participated in a series of workshops conducted by Ministry of Finance on **“Implementing different strategies to overcome the economic crisis of the country”** in 2018.

### Work Experience:

Part-time Assistant Teacher in Economics, Leeds International School, Colombo 05, from 2017-2018



## **Language & IT Literacy:**

Completed a Diploma in English, University of Sri Jayewardenepura, 2018-2019

Completed a Diploma in Information Technology, NIBM, 2016-2017

## **Extra-Curricular Activities:**

Became a member of the school debating team, 2013-2015

Holding responsibilities as the president of the school literary society, 2012-2013

Achievement in National Youth Games, 2011

I do hereby certify and declare that the above-stated information are true and accurate to the best of my knowledge.

Date: 07/03/2021

Signature





## **Task 2 - Group work (2 hours)**

- 1) Look at 'Curriculum Vitae 1'. Write down the verbs which describe the work experience of the particular applicant?
- 2) There are some mistakes in the CVs. Find them out and re-write correctly.
- 3) Make a list of verbs that are used to present 'Extra-Curricular Activities'. You may look at all three CVs.
- 4) Study carefully the three CVs given above. According to you, which CV is better? Why?
- 5) Look at the job advertisements given above. All the three CVs are prepared for the job advertisement "Vacancies for Teachers - STEINER COLLEGE". Now in your groups, select the most suitable CV for the given job advertisement. Justify the reasons for your selection.
- 6) Observe the personal summaries given in the CVs. How do they start? Underline the adjectives.
- 7) Make a list of other adjectives that you can use to describe your skills and attributes.
- 8) Choose a job advertisement for which you would like to apply. Prepare a Curriculum Vitae.



## Week 2

By the end of the lesson you will be able to:

- understand how to draft a covering letter for a job that you are hoping to apply for.

### **Task 1 - Group work (1 hour)**

- Get together with your group members and arrange the parts of the covering letter given to your group in the correct order.
- Now in the letter you have arranged, underline the following parts.
  - *Introduction of the letter*
  - *Descriptions of qualifications/achievements*
  - *Skills*
  - *Words & phrases which show politeness*
  - *Conclusion of the letter*
  - *Sender's address*
  - *Receiver's address*
  - *Date*
  - *Salutation*
  - *Title*
- Find out the following features present in the covering letter that you have arranged.
  - *How did the applicant get to know about the vacancy?*
  - *When was it advertised?*
  - *What is the name of the applicant?*
  - *What is the name of the company?*
  - *Write down the sentences the applicant has used to introduce herself?*
  - *Mention the sentences the applicant has used to emphasize her skills.*
- Now draft a covering letter for the curriculum vitae that you have prepared in the previous lesson.



## Week 3

By the end of the lesson you will be able to:

- practice interview skills

### Task 1- (10 minutes)

**Watch both videos given below.**

“Interview Mistakes: Right and Wrong?”

<https://www.youtube.com/watch?v=C21nLYzAJl0>

“7 biggest interview mistakes! (How to avoid them)”

<https://www.youtube.com/watch?v=Ch9mkrXT9Mo>

### Task 2 - (10 minutes) - Pair work

**Discuss the similarities and differences you see in both videos and present them to the class.**

### Task 3 - (10 minutes)

**Now complete the following grid on what an interviewee should do and shouldn't do at the interview.**

Interviewee should do	Interviewee shouldn't do

### Task 4 - Group work (15 minutes)

- Imagine that you are going to face an interview for the job you applied for.  
Brainstorm the possible questions and answers with your group members.

### Task 5 - Preparation for the Job Fair (1 hour & 15 minutes)



## **Week 4**

By the end of the lesson you will be able to:

practice interview skills.

### **Task 1 - Job Fair (1 hour & 30 minutes)**

#### **Task 2 - Group work (30 minutes)**

- In your groups, think of the problems you encountered while conducting and facing the interviews.
- Categorize them under these sections:
- Vocabulary/grammar structures/questions/interpersonal skills etc.
- Present your findings to the class.
- Discuss with your peers and try to find solutions to the problems.



## Module 2 - Written Correspondence

### Week 5

By the end of the lesson you will be able to:

- differentiate formal and informal letters.
- use appropriate register in writing letters, personal notes and notices.
- draft a formal letter.

### Task 1 - Group work (30 minutes)

Read carefully the four letters given below.

#### Letter 1

16, Rajatha Avenue

Narahenpita

6th September 2021

Dear Maya

Thank you very much for your last letter. It was great to hear from you after so many months. You seem to be having a nice time in France.

Thanks a lot for the photographs. I absolutely love the photo of yours standing in front of the Eiffel Tower. France looks stunning. Someday, I will definitely go there.

There's nothing much happening here. I am busy with my work and kids.

By the way, are you coming home soon? If you are, let me know the dates so we can meet and have a nice time.

Hope to see you soon

Aradhana



## Letter 2

16, Arthurs Road

Colombo 3

13th June 2022

Manager

Heralds Agency

Colombo 4

Dear Sir

### **Opening a new branch in Kadawatha.**

We are glad to announce the grand opening of a new branch of our company in Kadawatha, on 5th July 2022.

As a respected client, we are extremely delighted to inform you that this branch is also fully capable of providing you with the best service. It offers various solutions to your problems and anything that you would ask for. We are dedicated to providing you with the best service that you deserve.

We would be very happy to have you as our guest in our branch and encourage you to find more of our products.

Looking forward to your visit to our new branch.

Thank you

Yours truly

.....

Human Resource Manager

Richards Company



### Letter 3

22/1, Railway Avenue  
Nugegoda  
08/06/2020

Human Resource Manager  
MAS Holdings  
Biyagama

Dear Sir,

**Letter of proof for the sick leave.**

Please accept this letter as documentation of my absence from 2nd May till 6th May, 2020 due to sickness. I have included my doctor's note detailing his recommendation for hospital treatment due to complications from the flu. I have also enclosed the hospital discharge instructions.

If I can provide any additional information, please let me know.

Thank you for your understanding.

Yours faithfully

.....

(S.M. Swarnathilaka)



**Now compare and contrast the letters given above and fill in the following grid.**

	<b>Letter 1</b>	<b>Letter 2</b>	<b>Letter 3</b>
<b>Type of the letter (formal/informal)</b>			
<b>Words and phrases used  (Use of language in the letters)</b>			
<b>Content  (The information included in the letter)</b>			

### **Task 2 (15 minutes)**

**Write down where we usually include these words and phrases in a formal or an informal letter.**

Ex: “Thank you very much for your last letter.” “It was great to hear from you...”

(Introduction)

“There’s not much happening here.” (Body)

“Hope to see you soon.” (Concluding line)

### **Task 3 - Group work (10 minutes)**

Read carefully the following documents given below.

- ☐ A Personal Thank You Note
- ☐ A Letter of Appreciation
- ☐ A Notice





## **Personal Thank You Note**

**12/07/2020**

**Dear Suvini,**

**Thank you for all the assistance you have provided me during my final year project at the university.**

**I appreciate the information and advice you have given, as well as the connections you have shared with me. Your expertise and help have been invaluable during this process.**

**Again, thank you so much. I sincerely appreciate your generosity and kindness.**

**Best Regards**

**Anupama**



## Letter of Appreciation

No 15, Raymond Avenue

Colombo

05 09/06/2020

Dear Ms. Githma Premakumara,

### **Appreciating for donating blood.**

We hereby want to extend our appreciation to you for donating blood at our camp held in Colombo and helping us to accomplish our ambition. “Save Lives” is a leading organization in the field of social services and welfare of people. We rely on the help of volunteers like you for all our initiatives & campaigns. Without your kind support we will not be able to achieve our motto.

Our basic aim is to help infants and young orphaned children in urgent need of blood. We cordially thank you for your worthy action and we consider such people to be a part of our family. Being humans, realizing the importance of life and making it able to be a cause of saving lives of thousands of people is an exemplary act for all the others.

We really want to show gratitude to you for your support and in future we hope to get helped by you.

Your support can be a life for one nation builder.

With Warm Regards

.....

Director

“Save Lives” Foundation



# NOTICE

## Hatton National Bank PLC 51<sup>st</sup> Annual General Meeting

At a meeting of the Board of Directors of Hatton National Bank PLC held on 23<sup>rd</sup> April 2020, it was decided that the 51<sup>st</sup> Annual General Meeting of Hatton National Bank PLC (PQ 82) would be held on **Friday, 29<sup>th</sup> May 2020, at the Auditorium on Level 22, "HNB Towers" at No. 479, T B Jayah Mawatha, Colombo 10, at 10.00 a.m.**

Further details in this regard would be included in a supplementary notice to be sent to the shareholders in due course.

By order of the Board of Directors

K A L Thushari Ranaweera (Mrs)  
Company Secretary  
Hatton National Bank PLC



Fitch Rating: AA-(lka) Hatton National Bank is a Licensed Commercial Bank supervised by the Central Bank of Sri Lanka.  
Hatton National Bank PLC - PQ 82



#### **Task 4 - Group work (10 minutes)**

**Discuss with your friends and make a list of similarities and differences that you can see in all the documents.**

#### **Task 5 - Group work (10 minutes)**

**Discuss with your group members and make a list of all polite words and phrases used in all three documents.**

- |    |     |
|----|-----|
| 1) | 6)  |
| 2) | 7)  |
| 3) | 8)  |
| 4) | 9)  |
| 5) | 10) |

#### **Task 6 (45 minutes)**

**Look at the following letter written informally. Underline the informal words/phrases. Find synonyms which are formal.**

Dear Aunt Sita,

I hope this finds you and your family well, and I'm sorry I haven't been in touch recently. I'm writing now to let you know about my new job.

You remember that I was working for that construction company a few miles outside the city? Well, I just got so fed up with it - I was working really long hours and, to be honest, the pay wasn't great. So basically I applied for a job at a new international company that was looking for admin staff for a new branch in the city centre.

I was a bit nervous in the interview, but in the end I got a job as one of the senior administrators. I am so happy! The pay is better, the working conditions are great and I don't have to drive to work anymore.

Anyway, I have to stop now because my sister is staying with me and has brought my baby nephew to meet me. She sends you lots of love and is asking when we can all meet up. Soon, I hope.

With love,

Teshani



**Now imagine you write a letter to one of your teachers including the information given above. Redraft the letter with formal register. Omit unnecessary information if any.**

### **Homework**

**Write a thanking letter using the following situation.**

You have rented a building from Mr. Perera. During COVID - 19 he hadn't taken the rent. Write a letter to thank him for the help.

### **Week 6**

By the end of the lesson you will be able to:

- identify the difference between letters of requests and complaints.
- draft the letters of requests and complaints.
- gather information and write a report.



### **Task 1 - Group work (30 minutes)**

**Read the following situations carefully and choose one situation.**

- You have bought a new mobile phone but when you got it home you found it had some problems. You returned the phone and spoke to the company representative a week ago, but the phone has still not been repaired. Make a complaint about it.
- You have planned to study a distance course online from an international university. Write a letter to the university officer requesting information about the course.
- The trees in the place where you live are being cut down. The land will be used for construction. You don't agree with that decision. Complain about the problem to the Municipal Council in your area.
- You are working in a company. You need to take a leave for a short period of time. Request a leave from your boss.
- You had ordered a meal from a restaurant, but you were very unhappy because the food was not up to the quality you had expected. Also, the delivery had been very late. So make a complaint to the Customer Service.
- You have applied for a bank loan. Make a request to the Bank Manager to arrange it as soon as possible since you need it for an urgent business purpose.

### **Task 2 (30 minutes)**



**Read the letters given below.**

**Letter 1**

National Institute of Engineering Studies  
Colombo 5  
17/8/2022

Managing Director  
New Tech Company  
Colombo 6

Dear Sir,

**Request for sponsorship of 'Tech Event'**

We write to request you to be a sponsor at the annual tech event "Mind Trick" of our National Institute of Engineering Studies in Colombo. The event is planned to be held from 2nd September to 7th September 2022.

"Mind Trick" is one of the most popular tech events in the country where more than 2000 people participate every day to display their creations, projects and ideas. This is the 4th "Mind Trick" event.

If you agree to be our sponsor, we assure you that your company will get mentioned in all major displays and ads of the event, in the media and in the venue. The representatives of your company are warmly welcome to attend the event and encourage the participants.

Looking forward to hearing from you.

Yours truly

.....

Pasindu Perera

President  
Students' Association



## Letter 2

57/2, Arthurs Avenue ,  
Kirulapona  
22/08/2020

Manager - Customer Care  
Rio Grande Hotel,  
Sigiriya

Dear Sir,

### **Complaining about the poor customer service.**

I have been a loyal customer of your hotel and have always appreciated the excellent customer service you offer. Yet a recent unpleasant experience at your hotel has shaken my belief in your ability to provide a friendly respectable customer care all the time.

I stayed in room number 305 in Rio Grande from 12th July 2020 till 15th July 2020. Throughout my stay I was served mediocre food. The room service was quite bad and inefficient; they rarely changed bed sheets and the towels. The worst part was, I had an extremely noisy neighbour who took great pleasure in entertaining visitors till 3AM. I complained several times but that didn't improve the situation until the third day of my stay.

I am making this complaint mainly to encourage you to improve your customer service as any customer should not undergo such an inconvenience after paying a great amount of money to spend a vacation peacefully. If this is the kind of service that loyal customers receive, I can imagine how worse it can be with other customers.

I hope you will take necessary immediate actions to improve the standards of the customer service in Rio Grande Hotel.

Yours faithfully

.....

(M.I.S. De Silva)





### Letter 3

20, Railway Avenue

Nugegoda

17/07/2020

Human Resource Manager

HSFS Bank

Colombo 06

Dear Sir,

#### **Request for job transfer.**

I have been working in HSFS Bank for last four and half years as Relationship Manager at Wellawatte branch. The purpose of this letter is to request a job transfer to Galle branch.

I have truly enjoyed working at Wellawatte branch for all these years. I had lots of opportunities to build up my career and I believe that my services have been beneficial to the company as well.

But now I will soon be getting married on 17th August 2020 and my spouse wishes to settle down in Galle as his business is established there and there is no possibility for him to relocate to Colombo. Therefore, I am interested in relocating to the Galle branch of our bank.

Your concern in this regard is highly appreciated.

Thank You

Yours faithfully

.....

(I. A. Kodikara)



Now complete the following grid.

	Letter 1	Letter 2	Letter 3
Type of the letter (request/ complaint)			
Content of the letter (What is the letter about?)			
Words and phrases which show the type of the letter			

Compare these letters with the letter you drafted in Task 1. See the problems in your letter and redraft it.

### Task 3 (10 minutes)

Observe the list of words/phrases given below and choose the words and phrases which are used to write the sections of a report given in the grid. Write more examples on your own.

The aim of this report is to... according to... to illustrate...

To examine due to.... as a result...

Consequently...

To investigate this study focuses on to argue to discover

In the first case... to analyze to present

initially

Secondly.. in conclusion... this report discusses.... this report examines....

Subsequently this chapter begins..... as mentioned/stated....

To demonstrate similarly... however.... although....

To summarize alternatively..... in contrast....

forinstance....

Our findings suggest that..... this section

of the report describes.... to evaluate..



This section reviews...                      use of passive voice                      this section  
presents ....

It was also found that.....it seems clear that.....                      a questionnaire was  
distributed.....

This report is a summary of a survey conducted..... to express the  
opinions.....

90 people were randomly selected as the sample.....                      it is recommended  
that.....

	<b>Common words &amp; phrases used</b>	<b>Language structure/ tenses/1st or 3rd person</b>
Summary		
Introduction		
Body		
Discussion		
Conclusion		



#### **Task 4 (30 minutes)**

**Read the following report carefully.**

#### **Report on smoking**

##### **Introduction**

This report is a summary of a survey conducted in order to investigate the extent of smoking by employees in a company's main office and its branches. The survey was conducted by the main staff welfare committee after the Human Resources Department received several complaints from staff. In order to obtain information, a questionnaire was distributed to all staff and a percentage was interviewed at random. The people who had complained about smoking, as well as 10 of the company's non-smokers were interviewed. 96 people returned completed questionnaires and many of the comments made by respondents were checked in the interviews conducted afterwards.

##### **Findings:**

In the company as a whole 24% of employees are smokers. 10% of these employees smoke more than 20 cigarettes a day, mostly while working. Of the remaining 76%, there were 10% light smokers. 40% say they are disturbed by the smell of smoke in their working areas and 36% were of the opinion that non-smoking policy should be implemented throughout the company though they do not specifically say that they are disturbed and 12% of employees say that they are not disturbed at all by smoking. The final 12% of people were reluctant to express a direct view.

It was also found that the following comments were made by the office workers who were working in enclosed environments. The irritation level of those employees were very high that 90% of them were of the opinion that smoking in the work place should be prohibited and they also reported that they have experienced verbal arguments and very bad disputes leading to physical fights in several unpleasant occasions. There were 4 pregnant women at the time of the survey and they were of the opinion that strict legal action should be taken against the smokers and if they repeat the acts thus breaking company rules, the culprits should be terminated with immediate effect.

There were also employees who expressed their ideas for smokers though they are not heavy smokers in the sample. The significant point brought by them was that just as non-smokers have a right to live in a smoke free working environment the smokers should have their own rights to smoke without violating the rights of other people.



### **Conclusions:**

It seems clear that this company does need a policy on smoking because a high proportion of employees are dissatisfied with the present situation. Further, it is evident that most of the people have a negative attitude towards smoking. Therefore, non-smoking policy seems to be a sensible measure that the company should take immediately as a top level decision. However, the company cannot run its usual day to day activities without the support of the smoking employees. Usually all night shifts are led by those hard smokers and their contribution to the production is commendable. Therefore, separate smoking areas should be established within the company premises and that will solve many practical problems while making strong rules for the operation of such places.

### **Recommendations:**

Non-smoking policy should be implemented in the working environment and the policy should specifically define the measures that can be taken against those who break the rules and regulations specified in the policy document. The company should establish three new smoking areas within the premises with suitable facilities such as buying cigarettes etc. for smokers to smoke. Workers should remain in their respective working environment in all working hours and if they need to go out to smoke, special permission should be taken from the immediate supervisor or the head of the department and such make up breaks should not exceed 10 minutes.

### **Source:**

Business English, (2018), Lalith Ananda, Sarath Ananda, Nishantha Kariyawasam,  
Thusitha Printers & Publishers.

**Now answer the questions given below based on the “Report on smoking”.**

- 1) What is this report about?
- 2) Explain the findings of this survey in your own words?
- 3) What is the tense used in the report? Why do you think the writer has used that tense?
- 4) Summarize the conclusions of the report?
- 5) What are the recommendations given in the report about smoking in the work place?



### **Task 5 - (Group work) - 20 minutes**

**Read carefully the following information about a community service project and a field visit. Then fill in the grid.**

#### **A Community Service Project**

- A group of fifty third-year students in the Faculty of Humanities & Social Sciences, University of Sri Jayewardenepura have successfully completed a community service project in an underprivileged school in Monaragala District.
- Date: 12th November 2019 & 13th November 2019
- Venue: Sumangala Maha Vidyalaya, Monaragala
- Activities included:
  - Painted the two school buildings & furniture.
  - Donated books to the school library.
  - Organized & conducted interactive games to develop students' confidence and teamwork.
  - Organized a short-drama competition for the children.
  - Conducted activities to develop students' creativity.
- Financial support: fund-raising within university premises.
- Administrative support: Dean/Faculty of Humanities & Social Sciences
- Principal/Sumangala Maha Vidyalaya, Monaragala
- Objective: To develop university undergraduates' soft skills by engaging them in voluntary service to the community.



## **A Field Visit to a Rehabilitation Center in Galle**

- Third year students in the Department of Psychology visited a rehabilitation center in Galle.
- Date: 22nd December 2019
- Time: from 8.30am-5.00pm
- Activities included:
  - Held discussions with young drug addicts who were being rehabilitated in the center.
  - Observed the tasks in which they are currently engaged to rehabilitate themselves.
  - Discussed with the authorities of the rehabilitation center.
  - Found out the programs implemented for the young drug addicts to make them socialize as efficient successful people.
  - Observed the health practices within the center.
  - Participated in a seminar conducted by the Director of the Rehabilitation center.
- Objectives: To understand grievous social issues related to drug addiction.

To get a better knowledge about the services rendered by these centers in rehabilitating young drug addicts.

To make a comprehensive report as the final assessment of the course.



<b>Main sections of the report</b>	<b>A Community Service Project</b>	<b>A field visit</b>
<b>1) Title</b>		
<b>2) Summary</b>		
<b>3) Introduction</b>		
<b>4) Body</b>		
<b>5) Discussion</b>		
<b>6) Conclusion</b>		
<b>7) Recommendations</b>		
<b>8) Appendices</b>		

## Homework

Write a report choosing **one project** given in Task 5. Use the given format for thereport.





## MODULE 3- CUSTOMER CARE

### Week 7

By the end of the lesson you will be able to:

- ask and answer the questions to provide information to clients.
- learn words and phrases used in communicating with customers.
- understand the language of good and bad customer service.

### Task 1 - Group work (45 minutes)

Watch the videos given below.

- Talking to Customers in English - Sales English. English Business Conversations

<https://www.youtube.com/watch?v=GC2lN85nxKs>

- 8 ways to complain in English

<https://www.youtube.com/watch?v=S8aXVz799Dc>

**In your groups, think and design a set of questions/answers and words & expressions that we generally use in customer service.**

Questions	Answers	Words & Expressions used in Customer Service
Ex: Good Morning. How may I help you?	Good Morning. I'm looking for red colour hand bags.	Come. I'll take you there.



## Task 2 (15 minutes)

Watch this video on “Good vs. Bad Customer Service”

[https://www.youtube.com/watch?v=O0FXRPn7A\\_4](https://www.youtube.com/watch?v=O0FXRPn7A_4)

Complete the following chart to identify the features of good and bad customer service. Use your own ideas as well.

Good Customer Service	Bad Customer Service

## Task 3 (1 hour) - In-Class Act

Preparation for the act.

- Imagine yourselves as customers and employees who work in various companies.
- Create different places in the classroom. Ex: Bank, Mobitel or Dialogue Outlet, Library, Telecom, Airport, Hotel, Shopping Complex, Singer or Abans showroom etc.
- Now get prepared to act out according to different situations occurred between customers and employees in the above-mentioned places.
- One group of students can visit these places as customers and get their work done. The customers can communicate with the employees and sort out their issues, purchase items, make payments etc.
- Also, the employees of the companies need to prepare feedback forms to be distributed among the customers in order to get their feedback about the customer service.



### Task 4 (1 hour)

Present the in-class act which you got prepared with your friends.

## Week 8

By the end of the lesson you will be able to:

- use English in different situations related to customer care.
- prepare notices aiming at customers.

### Task 1 (30 minutes)

Read the notices given below.


#### Notice 1

# Important Notice

Cyber criminals are active to get the advantage of the current pandemic situation by using fake Facebook pages, fake email IDs, fake SMS ports etc. to obtain confidential information such as User IDs, Passwords and OTPs (One Time Password sent via SMS).

Cyber criminals may use digital channels requesting you to divulge confidential information pretending to be the Bank or any other fake entity.

Please refrain from divulging such confidential information and note that Commercial Bank **Will Not** request any confidential information at any time.

 **COMMERCIAL BANK**



## Notice 2

### If you develop symptoms

- Wash your hands thoroughly and wear a mask. (Make other family members follow the same)
- Follow same steps given for self / home quarantine

If you have returned from a foreign country or had close contact with an infected person within the last 14 days, be vigilant about symptoms.

### - Immediately -

- Contact and inform: Medical officer of Health (MOH), the Regional Epidemiologist (RE) or the Public Health Inspector (PHI) of your area.
- Call the following number to get an ambulance to the closest Government hospital or designated hospital.

### Suwaseriya Ambulance Service - 1990

- Never use public transport to go to the hospital
- Don't go to public places
- Continue following steps given under home quarantine section including wearing a face mask.
- Give correct information on your travel history and close contacts to the doctor

Follow update of instructions given by the Government and the Ministry of Health



### For further information

Suwaseriya 24 hour hotline 1999 117  
Special operation control room, disaster control unit  
National Operation Center for Prevention of COVID19



For more information  
www.buraweb.lk

**Protect our Motherland  
Defeat Corona**

COVID19 is a rapidly spreading viral respiratory infection.

- Avoid close contact maintain at least 1-meter distance
- Avoid crowded places
- Wash hands frequently with soap
- Self-quarantine according to instructions

Your dedication is critical to prevent the spread!

Health Promotion Bureau  
Ministry of Health

## Notice 3

# YOU CALL, WE DELIVER.

Get groceries within 5km from  
selected Cargills FoodCity outlets.

Orders can be made from  
**8am to 2pm only**

Delivery will be done  
**within 24 hours**

\*Delivery times may vary based on the number  
of orders received

**Minimum value of Rs. 2000 per order**





#### Notice 4



Now complete the grid given below taking examples from the notices given above.

Notice	Notice 1	Notice 2	Notice 3	Notice 4
<b>Key words</b>				
<b>Target group</b>				
<b>Message conveyed</b>				



## Task 2

**Observe the four notices again. Make a list of imperatives used in the notices.(05 minutes)**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

**Name some of the adjectives used in the notices which directly link with the central message of the notice. (05 minutes)**

- |    |     |
|----|-----|
| 1. | 6.  |
| 2. | 7.  |
| 3. | 8.  |
| 4. | 9.  |
| 5. | 10. |

**Think of a real-life situation in which you need to write a notice to your customers. Prepare a suitable notice aiming your customers.**

**(20 minutes)**



## Week 9

By the end of the lesson you will be able to:

- prepare a leaflet/brochure.

### Task 1 - Group work (1 hour)

**Read the leaflets and brochures given to your group. Find out the adjectives, phrases and slogans used there. Present your findings to the class.**

<b>Name of the leaflet or the brochure</b>				
<b>Created by</b>				
<b>Adjectives used</b>				
<b>Important phrases</b>				
<b>Attractive slogans</b>				
<b>Purpose</b>				





## **Task 2 - Group work (1 hour)**

**Imagine that your group represents a certain company, prepares some leaflets or brochures to promote that company, expand its customer base and also to provide information to the customers about your services. Create attractive leaflets or brochures and present them to the class.**

## **Week 10**

By the end of the lesson you will be able to:

- prepare audio/video advertisements.

## **Task 1 (1 hour)**

**Watch the following TV commercials for various products.**

Pizza Hut Celebrates 25 Years in Sri Lanka!

<https://www.youtube.com/watch?v=at6l8RwIrnk>

Sunlight Care | Washing Powder

<https://www.youtube.com/watch?v=2VRLzjjCptU>

Sugar Bites 30 sec TV Ad - English

<https://www.youtube.com/watch?v=TzPS6ELoZ1I>

**Notice how language is used in each advertisement.**





<b>Features</b>	<b>Pizza Hut Celebrates 25 Years in Sri Lanka</b>	<b>Sunlight Care-Washing Powder</b>	<b>Sugar Bites 30 sec TV Ad-English</b>
<b>Adjectives used</b>			
<b>Attractive &amp; creative phrases/ slogans which draw customers attention</b>			
<b>Purpose of the advertisement</b>			

### **Task 2 - Preparation for a video commercial (1 hour)**

**Discuss with your group members and get prepared to design a creative and an attractive video commercial to introduce an innovative product or a service to your customers.**



## Module 4 - Office Communication

### Week 11

By the end of the lesson you will be able to;

- identify and send different types of e-mails.
- read and understand a memo.
- write a memo clearly.

### Task 1 - Group work (45 minutes)

**Read the following e-mails carefully.**

#### E-mail 1

To: chathuri123@gmail.com

Subject: Asking for missed lecture notes

Hi Chathuri,

Hope you are well. I couldn't attend the lectures last week because I suffered from a terrible headache. I missed some important lectures and I heard that there will be an assignment as well. I will be at the university on Monday. Can you please bring all your notes? I will photocopy them soon and return them safely to you.

Thanks

Best Regards

Mayuri



## **E-mail 2**

To: coordinatornibm@gmail.com

Subject: Requesting information about a diploma course in Computer Science

Dear Sir/Madam,

I am Sewmini Perera, an undergraduate in the University of Sri Jayewardenepura.

I am interested in following a diploma course in Computer Science at NIBM.

I wish to get some details about the course such as duration of the course, course fees, payment methods and mode of delivery of lectures.

Please be kind enough to send me the above details regarding the diploma course in Computer Science.

Thank you

Regards

Sewmini Perera



### E-mail 3

To: senevirathna34@gmail.com

Subject: Requesting to change the dates of the individual PowerPoint Presentation.

Dear Sir,

I am Kaumadi Rathnayaka, a third-year student in the Faculty of Humanities and Social Sciences. We were asked to do our final individual PPT presentation on 5th August 2022.

However, I am following a Human Resource Management course conducted by the Faculty of Management Studies in our university and my final written examination will also be on the same day.

I kindly request you to change the date of my presentation so that I will be able to sit for my final examination of the Human Resource Management course. I have attached the time table and the exam admission letter herewith for your reference.

Thank you

Yours faithfully

Kaumadi Rathnayaka

**Now complete the chart given below by taking examples of the three emails given above.**

<b>E-mail</b>	<b>Type of the e-mail (formal/semi-formal/ casual)</b>	<b>Language (words &amp; phrases) used in the e-mail to figure out its category</b>	<b>Message delivered through the e-mail</b>
<b>E-mail 1</b>			



<b>E-mail 2</b>			
<b>E-mail 3</b>			

### **Task 2 - Group work (15 minutes)**

**Go back to ‘Module 2 - Written Correspondence’. Compare the features of formal letters and emails. What similarities and differences do you see there?**

### **Task 3 - Individual work (15 minutes)**

**Send an e-mail by choosing one situation given below.**

- 1) You are the Human Resource Manager of your company. Write an e-mail to your staff about scheduling a very urgent meeting to discuss the issue of providing transport to the staff from 20th August 2020 to 24th August 2020 due to an unavoidable reason. (Word limit 50-60)
- 2) Your boss asked you to make a report on monthly sales in the company. You have completed 50% of the report but you couldn't complete the report due to some issues you came across. Write an e-mail to your boss explaining the situation. E-mail him what you have done but request more time to complete the entire report. (Word limit 50-60)
- 3) In this year, your teammates should organize the annual year-end party. Your team has a good plan on how it should happen. Send an e-mail to all the colleagues in your office and other branches; explain how you have planned to organize it and also request their suggestions. (Word limit 50-60)

### **What is a memorandum?**

**A memorandum (memo)** is one of the most used methods of office communication in the business world. A memo is generally used to **serve as a reminder**, to **disseminate information** and to **give some instructions**, to **highlight an event** or to **keep an official record of anything**.



### Task 4 - (15 minutes)

**Given below are parts of a memorandum. Discuss with your friends and rearrange them. Then write down the completed memorandum in the box given below.**

**Subject: Compulsory Training on the New Software**

Date: 25th August 2020

CC: Ms. M. J. Peiris, HR Department

From: Mr. Perera, Head of Accounts

Thank you

As you all are quite aware, we have recently adopted new accounting software at the company. The decision was taken to improve our accounting procedure and make it more time and cost effective. A training seminar will be held on 30th August 2020 from 9.00am to 4.00pm to familiarize the staff with the new software. This is done to enable the staff to utilize this software effectively for future accounting purposes. All employees of the department are required to attend.

To: All Employees of the Accounting Department

# MEMORANDUM



### Task 5 - Group work (30 minutes)

**Given below are some sentences taken from sample memos. But they are written in long sentences. Underline the unnecessary words/phrases, shorten the sentences and summarize the main idea of each paragraph.**

Ex:

“It has come to my attention that many of our staff members in the office have been spending much time on the Google home page micro games. This memo is a reminder to use your work hours for work and not to play games by wasting the office time and it will add an unnecessary cost to the company. Of course, we don't want you to view our organization as a place with extremely strict disciplines. I encourage a fun and competitive environment, and I recognize that we certainly won't be profitable if you are unhappy or dissatisfied with your jobs. This is just a reminder to be careful with your use of company time.”

**It has come to my attention that many of our staff members have been spending much time on Google micro games and it wastes time and adds an unnecessary cost to the company. This memo is a reminder to use your work hours for work. We don't follow strict disciplines in our organization. Also, I encourage an enjoyable competitive environment in the office premises. I recognize that we won't be profitable if you are dissatisfied with your jobs. Therefore, this is a reminder to be careful with your use of company time.**

- 1) “This memo is written to congratulate your team for the presentation you have made in front of our customers on our new product line. This presentation was exceptional and it could really draw the customers' attention on our new products. Your team's enthusiasm, sales strategy and product knowledge were impressive and remarkable. Thank you for your outstanding work and dedication. My sincere congratulations to all of you.”

.....

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.....

- 2) “I’m writing to inform you that, over the next few weeks, our main kitchen area in the ground floor will be under construction as we thought of re-modeling it. So, please use the kitchen in the second floor during these weeks. As our company continues to grow, we feel it necessary to provide more communal dining space and we are grateful to our facilities team for their hard work in making that happen. If you have questions or concerns regarding the re-model, you can access the full report [here](#). In the meantime, we are sorry for the inconvenience. Thank you for your cooperation.”

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....





## Homework

### Write a memo to the situations given below.

As the manager of your company, write a memo to your staff members informing about a workshop on “Effective Management Strategies”. This will be a two-day residential workshop. Accommodation will be provided and their participation in this workshop is compulsory. In your memo, explain its importance to improve the skills of the staff in order to increase the productivity of the company.

- ☐ Write a memo to your colleagues, inviting them to join a fund-raising program as a financial assistance to the charity service project which your company has planned to organize. (In your memo, describe what you hope to do at the fund- raising event, date, venue etc. Also, give your colleagues some information about the charity service project)

## Week 12

By the end of the lesson you will be able to:

- identify and learn telephone etiquette.
- take down minutes for documentation purposes.
- express your opinions and appreciate others at a meeting.

### Task 1 (30 minutes)

**Watch the following video on “Must-Know Telephone Phrases [Successful English on the Telephone] and tick the appropriate cages in the grid.**

[https://www.youtube.com/watch?v=vPgNhHkH\\_f4](https://www.youtube.com/watch?v=vPgNhHkH_f4)



Phrases used:	Formal telephone conversations	Casual telephone conversations
Hello. This is Joseph in the Administration Division. How may I help you?	✓	
Could you connect me to the Human Resources Department?		
Sorry to interrupt but before you continue, can I clarify what you said?		
Would you mind holding for a moment while I get that information for you?		
Hi! This is Paul calling from the Finance Department. Is Laura available?		
I'm going to put you on hold for a sec?		
I didn't catch that. Could you say that one more time?		
It was great to chat and I'll talk to you again soon.		
Hey this is Anna. I just wanted to call to confirm the meeting for next week.		
I'm afraid she's away the moment. Can I take the message for her?		
Thank you so much for calling. If you have any other questions, please don't hesitate to let me know.		

### Task 2 - Pair work (15 minutes)

**Practice telephone conversations with your friends on following situations.**

- You are not feeling well. You want to make a doctor's appointment. Call the receptionist at the hospital to make the appointment.
- You are interested in joining NIBM to follow an ICT diploma which they have recently advertised. Call the institution to get more information about the course.
- You wish to go on a trip with your friends and you need to make hotel



reservation. Call the reception to reserve your accommodation.

- You have an appointment tomorrow with your dentist at 8.00am. Call his office and try to reschedule your appointment to next week. You are free on Thursday and Friday, next week in the early morning.

### **Task 3 (15 minutes)**

**Watch the video given below on how to take down minutes at a meeting. Discuss with your group members and make a list of facts we should include when we take down minutes at a meeting.**

How to Record Minutes of Meeting

<https://www.youtube.com/watch?v=QToMCbIgT7E>



## Minutes of the meeting

**Venue:**

**Agenda: (Items which will be discussed at the meeting)**

**Names of the attendees:**

**Names of the absentees:**

**Items discussed:**

**Decisions made:**

**Date of the next meeting:**

**Closure of the meeting:**

### Task 4 (15 minutes)

**Listen carefully to the following meeting and practice taking minutes.**

Business English: Participating in meetings 2.

<https://www.youtube.com/watch?v=2fA836LFytg>



### Task 5 (15 minutes)

**Choose phrases which express opinions and appreciations from the box given below and write them under the correct column.**

I want to thank you publicly	We appreciate your innovative thinking.
I'm afraid I have to disagree with you.....	I believe that.....
Your commitment to this project is excellent.	I would suggest that.....
Your dedication has inspired others.	Thank you for sharing your vision.
In my opinion.....	As far as I am concerned.....
You have a winner's attitude.	In my experience.....
I'm afraid I have to disagree with you.....	Personally I think.....
Your attention on everything puts you at the top.	
Your concern on this task is very much appreciated.	

Phrases to express opinions	Phrases to express appreciations

### Task 6 - Group work (30 minutes)

**Your group will get two situations on expressing your opinions and appreciating others. Act out a role play with your friends according to those situations.**



## Week 13

By the end of the lesson you will be able to:

- make conference calls via Zoom or MS Teams.

### **Task 1 (1 hour) - Preparing the agenda for the class meeting.**

- Prepare an agenda for a class meeting. (Make a list of topics to be discussed at the meeting)
- Divide roles of the President, Secretary, Vice-Secretary, Treasurer and other members.
- The secretary must send the link to all the students to join the meeting online.
- Discuss with your peers in the class and make preparations to conduct a class meeting through a conference call via Zoom or MS Teams.

### **Task 2 (1 hour) - Class Meeting**

- The secretary should commence the meeting.
- You can discuss various issues in general, express your opinions, make decisions, agree/disagree with the points, appreciate others and their work etc. at the meeting.
- The vice-secretary and two other members should take down the minutes of the meeting and finally e-mail the minutes to all members of the class.



## MODULE 5 - PRESENTATIONS

### Week 14

By the end of the lesson you will be able to:

- analyze the content of different types of presentations.

### Task 1 - Group Discussion (45 minutes)

**Read the following scenarios and identify the purpose, content of the presentation and different registers of language. Complete the grid given below.**

#### Situation 1

- Your boss asked you to make a presentation on a new product which your company hopes to introduce to the market. You should deliver this presentation to a group of customers.

#### Situation 2

- You are the Divisional Secretary in Polonnaruwa Divisional Secretariat. The villagers in your division constantly face a major issue of human-elephant conflict. You have spoken about this problem with the Department of Wildlife Conservation and have taken some decisions. Deliver a presentation to the Minister of Wildlife Conservation explaining the problem in detail, decisions you have taken to solve the problem and also include villagers' suggestions as well.

#### Situation 3

- You are a counselor in the public health sector. You have to deliver a presentation to the people in your area to make them aware of the importance of creating a peaceful environment at home for the development of child psychology.

#### Situation 4

- You work in the Criminal Investigation Bureau. Deliver a presentation to a group of young people at the National Youth Club on the impact of drug addiction to the rapid increase rate of young criminals in the country.



### Situation 5

- You are the Manager of your company. Deliver a presentation to a group of newly recruited staff members, introducing the structure of the company, work norms, achievements, targets etc.

### Situation 6

- You are a lecturer in..... Conduct a lecture to your students via Power Point Presentations.

Situation	Purpose of the presentation	Content of the presentation	Different registers of language (formal/figurative language)
Situation 1	Ex:  Introducing a new product to the market.  Hoping to receive customers' attention.	Ex:  The name of the product, its usage and durability.  Benefits which the customers can gain by purchasing the product.	Ex:  Figurative language  Use of adjectives to describe the object.  Use of attractive words & phrases.
Situation 2			
Situation 3			
Situation 4			
Situation 5			
Situation 6			





### **Task 2 - (1/2 hour)**

**Watch the video given below and make a list of tips to conduct an effective presentation.**

06 tips to give 'Amazing & Great presentations at work - Improve your presentation Skills

<https://www.youtube.com/watch?v=muesLt3BP9c>

### **Task 3 - (45 minutes) - Preparation for the Individual Power Point Presentations**

**Go back to the six situations given in task 1. Read them again carefully and choose one situation from the list.**

**Next, start planning and drafting your presentation.**

## **Week 15**

By the end of the lesson you will be able to:

- deliver presentations confidently.

### **Task 1 - Individual Presentations (2 hours)**

**Deliver your individual presentations as Power Point Presentations or via Zoom, MS Teams etc.**

**(Use any mode of presentation you prefer)**

Given below are the positive and negative aspects of presentations. Observe your peers' presentations and check whether they have these qualities in their presentations.



Positive aspects	Negative aspects
The presenter maintains eye contact with the audience. He/she maintains a good posture.	The presenter doesn't keep eye-contact with the audience. The presenter ignores the audience.
The presentation is simple but precise.	The presentation is too long and very complex.
The presentation is very creative and interesting.	The presentation is mundane and not attractive.
The presenter explains the content very clearly.	The presenter only reads from the slides.
The presenter is very enthusiastic and the presentation is audible.	The presenter presents in a soft tone. The presentation isn't quite audible.



## ANNEXURE

### Vocabulary

**Highly developed** - well-improved with advanced features

**Analytical** - examining something in detail in order to discover more about it.

**Problem solving**- the process of finding solutions to problems.

**Requirements**- qualifications that a person must have or need to have when applying for something.

**Prior**- occurring before something else happens

**Experience**- the process of getting knowledge or skills by engaging in something.

**Fluency**- the ability to speak or write a language very well.

**Excellent communication**- good and effective communication skills

**Competencies**- important skills that are needed for a job

**Key talents**- important skills

**Well-established**- having a recognized position

**Energetic**- having a good physical and mental strength/fit to work

**Minimum**- the smallest amount/ the lowest amount

**Innovative**- using new methods or ideas

**Track record**- all the achievements or failures that someone has had in the past.

**Literacy**- the ability to read and write

**Expectations**- hopes or desires

**Independent**- not influenced or controlled by anybody or anything

**Responsible**- to have a sense of duty towards somebody or something



**Negotiable-** to be able to discuss or change something in order to reach an agreement.

**Remuneration-** payment for work or services

**Interpersonal-** connected with relationships among people

**Capacity** - someone's ability to do a particular thing

**Preferably-** gives priority

**Prestigious-** respect and admiration given to someone or something mainly because of a reputation for high quality, success or social influence.

**Versatile-** able to do many different things or to adjust to new conditions.

**Professional-** related to work that needs special training or education

**Academic-** related to education (school/college/university education)

**Self-motivated-** able and willing to work without being told what to do

**Potential-** someone's ability to develop, achieve or succeed

**Candidate-** a person who is competing to get a job or elected position

**Employer-** a person or organization that employs people

**Employee-** someone who is paid to work for someone else

**Well-equipped-** having necessary skills and qualifications for a job

**Loyalty-** the quality of being loyal to a particular company

**Resolution-** the act of solving or ending a problem or difficulty

**Attributes-** the qualities or characteristics of somebody or something.

**Essential-** necessary or needed

**Work ethics-** the way that someone feels about the importance of work, usually the belief that it is important to work hard

**Proven-** shown to be true

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