# BUSBUS7

## NOVEMBER 2013 EXAMINATION

**DATE:** 15 NOVEMBER 2013

**TIME:** 14H00 – 17H00  
**TOTAL:** 100 MARKS  
**DURATION:** 3 HOURS  
**PASS MARK:** 40%

## BUSINESS COMMUNICATION

This examination paper consists of 4 sections:

### SECTION A:
- **CONSISTS OF:**
  1. 10 MULTIPLE-CHOICE QUESTIONS (10 MARKS)
  2. 5 TRUE OR FALSE QUESTIONS (10 MARKS)
  3. 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

**ANSWER ALL THE QUESTIONS**

### SECTION B:
- **CONSISTS OF 3 SHORT QUESTIONS**

**ANSWER ALL THE QUESTIONS (10 MARKS)**

### SECTION C:
- **CONSISTS OF 3 LONG ANSWER QUESTIONS**

**ANSWER ALL THE QUESTIONS (40 MARKS)**

### SECTION D:
- **CONSISTS OF 3 INTERPRETATIVE QUESTIONS**

**ANSWER ANY ONE OF THE QUESTIONS (20 MARKS)**

## INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
(i) MULTIPLE-CHOICE QUESTIONS

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. A phrase consists of:
   (a) two or more words functioning together as a group.
   (b) two or more words functioning independently.
   (c) a paragraph of words.
   (d) a précis of words.

2. A clause is the part of the sentence that contains a / an:
   (a) object only.
   (b) verb only.
   (c) subject only.
   (d) subject and a verb.

3. A simple sentence contains:
   (a) one clause.
   (b) two clauses.
   (c) three clauses.
   (d) four clauses.

4. Compound sentences contain:
   (a) two main clauses with different values.
   (b) two main clauses which have no value.
   (c) two main clauses of equal value.
   (d) one main clause only.

5. Complex sentences contain:
   (a) two main clauses and one subordinate clause.
   (b) one main clause and at least one subordinate clause.
   (c) two main clauses only.
   (d) two subordinate clauses only.

6. Compound-complex sentences contain:
   (a) at least two main clauses and no subordinate clauses.
   (b) at least one main clause and no subordinate clauses.
   (c) at least two main clauses and at least one subordinate clause.
   (d) no main clauses.
7. The main idea of a paragraph is called the:
   (a) subject sentence.
   (b) object sentence.
   (c) topic sentence.
   (d) paragraph sentence.

8. Which is more desirable in business writing:
   (a) abstract and subjective language usage.
   (b) abstract and objective language usage.
   (c) concrete and subjective language usage.
   (d) concrete and objective language usage.

9. A comma:
   (a) corresponds to a pause in our speech.
   (b) is used at the end of a sentence.
   (c) is not used to correspond to a pause in our speech.
   (d) is used at the start of a sentence.

10. A colon is used as a divider between:
    (a) conjunctions.
    (b) hours and minutes.
    (c) different fruits.
    (d) male and female.

(ii) TRUE OR FALSE QUESTIONS

Indicate whether the following statements are True or False. Motivate all your answers.

1. Grammar is the system that holds a language together.

2. 'The man fed the dog' is an active sentence.

3. 'The dog was fed by the man' is a passive sentence.

4. The predicate is a noun.

5. The object is a verb.
(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. call collect</td>
<td>(a) caretaker</td>
</tr>
<tr>
<td>2. janitor</td>
<td>(b) rise</td>
</tr>
<tr>
<td>3. mail</td>
<td>(c) words or phrases suitable for normal conversation but not for formal speech</td>
</tr>
<tr>
<td>4. raise</td>
<td>(d) not fixed or exact</td>
</tr>
<tr>
<td>5. realtor</td>
<td>(e) pronoun</td>
</tr>
<tr>
<td>6. undershirt</td>
<td>(f) post</td>
</tr>
<tr>
<td>7. colloquialism</td>
<td>(g) vest</td>
</tr>
<tr>
<td>8. fiction</td>
<td>(h) type of literature describing imaginary events and people</td>
</tr>
<tr>
<td>9. indeterminate</td>
<td>(i) estate agent</td>
</tr>
<tr>
<td>10. she</td>
<td>(j) reverse charges</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

Provide two functions of the dash. [2]

QUESTION 2

Does the abbreviation for Doctor have a full stop at the end? Explain your answer. [2]

QUESTION 3

(a) i. Rewrite the following sentence in the active voice:
    'The manager was annoyed by his behaviour.' (1)

 ii. Do we use passive or active voice more? Explain why. (2)

(b) To change from active to passive voice you need to take three specific actions. Identify these actions. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
(a) List five characteristics of objective language. (5)
(b) List five characteristics of subjective language. (5) [10]

QUESTION 2
In table format list the differences between formal and informal writing styles. [10]

QUESTION 3
(a) i. Provide the singular form of:
   - these
   - wagons
   - lice
   - feet
   - companies
   (5)

   ii. Provide the plural form of:
   - price
   - library
   - lioness
   - water
   - lady
   (5)

(b) Each of the words in the first column belongs to one of the word classes (parts of speech) in the second column. Match the words to their correct word class. Do this in table format.

<table>
<thead>
<tr>
<th>Word</th>
<th>Word class</th>
</tr>
</thead>
<tbody>
<tr>
<td>economics</td>
<td>interjection</td>
</tr>
<tr>
<td>she</td>
<td>adjective</td>
</tr>
<tr>
<td>wealthy</td>
<td>adverb</td>
</tr>
<tr>
<td>invest</td>
<td>article</td>
</tr>
<tr>
<td>above</td>
<td>conjunction</td>
</tr>
<tr>
<td>but</td>
<td>noun</td>
</tr>
<tr>
<td>the</td>
<td>preposition</td>
</tr>
<tr>
<td>around</td>
<td>pronoun</td>
</tr>
<tr>
<td>oh!</td>
<td>verb</td>
</tr>
<tr>
<td>taste</td>
<td>verb</td>
</tr>
</tbody>
</table>

(10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Correct the underlined words in the following sentences to show your understanding of the English Language:

i. He has many friends of the opposite gender.
ii. Please find the dog and put him out.
iii. Actress is the female gender of actor.
iv. I is the person you are looking for.
v. He work for the company.
vi. They has the right answer.
vii. He are very happy.
viii. Yesterday, I run to the field.
ix. I understands the question.
x. The persons are rude.

(b) Choose one word from the second column to suit the word in the first column. Do this in table format.

<table>
<thead>
<tr>
<th>Word</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>man</td>
<td>concrete noun</td>
</tr>
<tr>
<td>music</td>
<td>proper noun</td>
</tr>
<tr>
<td>John</td>
<td>collective noun</td>
</tr>
<tr>
<td>freedom</td>
<td>uncountable noun</td>
</tr>
<tr>
<td>crowd</td>
<td>regular plural</td>
</tr>
<tr>
<td>many dogs</td>
<td>generic noun</td>
</tr>
<tr>
<td>much love</td>
<td>irregular noun</td>
</tr>
<tr>
<td>matches</td>
<td>countable noun</td>
</tr>
<tr>
<td>children</td>
<td>abstract noun</td>
</tr>
<tr>
<td>vehicle</td>
<td>common noun</td>
</tr>
</tbody>
</table>

OR
QUESTION 2

Complete the table below to show your interpretation of the English Language:

<table>
<thead>
<tr>
<th>Base form</th>
<th>-s form</th>
<th>Past tense</th>
<th>Present Participle</th>
<th>Past participle</th>
</tr>
</thead>
<tbody>
<tr>
<td>blow</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choose</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eat</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>hit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>lie</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[5 × 4 = 20]

OR

QUESTION 3

(a) i. Fill in the correct form of the verb 'be'.

You can _____ happy.
His name _____ John.
As a child she _____ sickly.
The players _____ running.
You are not _____ helpful. (5)

ii. Discuss defences and filters as a communication barrier. (5)

(b) You are the manager of a diverse team of fifteen people. There are some communication barriers in the team and that leads to conflict. You have to inform your team of ways of preventing these barriers from forming. Provide them with at least ten ideas. (10) [20]

[20]

Section A: 30 marks  
Section B: 10 marks  
Section C: 40 marks  
Section D: 20 marks  
TOTAL: 100 MARKS