



1. Write TRUE or FALSE in the space provided based on the information in the text.

- (i) Well-trained communication skills help a Customs Inspector get out of a tensioned situation successfully. ....
- (ii) In most situations, when put face to face with hostility, one should react in kind. ....
- (iii) It is more important to show an understanding of your partners' grievances than to try to solve them. ....
- (iv) Empathy means relating to the others' problems. ....
- (v) Asking for permission helps to increase your partner's sense of being in control of the situation. ....
- (vi) It is important to let the other party relieve their tension before you go on with your transaction. ....

(06 marks)

2. Write answers to the following questions.

- (i) The writer indicates four simple steps: 'Inquire', 'Empathize', 'Ask permission' and 'Explain and Offer choices'. In which of these steps does the writer recommend to communicate personal experience of the communicator with the person who is angry?  
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- (ii) What does the bold typed word 'this' in the second paragraph mean?  
.....
- (iii) What does the writer mean in his expression 'defuse the bomb'?  
.....
- (iv) What does the writer mean that the model he proposes does not move on a 'linear fashion'? Briefly explain using your own words.  
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.....
- (v) In the text, writer gives his personal definition of anger. Write it.  
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(10 marks)

3. Write a word, selecting from the passage, which means the same as each of the following:

- (i) speak to show somebody sympathy when they are upset .....
- (ii) a situation in which people are involved in a serious disagreement .....
- (iii) remaining at the end of a process .....
- (iv) something that you think is unfair and that your protest about .....

(04 marks)

[See page three.

Customs officer : And what's the purpose of your visit, madam?  
 Lady : 4. ....  
 Customs officer : I see. Well then, you understand that you've come into the Green Channel, which means you have nothing to declare?  
 Lady : 5. ....  
 Customs officer : Is this all your baggage?  
 Lady : 6. ....  
 Customs officer : Is anybody else traveling with you, madam?  
 Lady : 7. ....  
 Customs officer : OK then. What type of goods have you got; cigarettes, cigars...?  
 Lady : 8. ....  
 Customs officer : Nothing else at all in the tobacco line?  
 Lady : 9. ....  
 Customs officer : Any drinks at all? Spirits? Liquors? Wine?  
 Lady : 10. ....  
 Customs officer : Were those bottles purchased in the duty-free shop, or ...?  
 Lady : 11. ....  
 Customs officer : I see. Are you bringing any gifts for anybody in Sri Lanka?  
 Lady : 12. ....  
 Customs officer : Any other valuable items-jewellery, laptop?  
 Lady : 13. ....  
 Customs officer : OK. Thank you, madam. Would you let me have a look in there ... Is the laptop going back to India with you?  
 Lady : 14. ....  
 Customs officer : 15. ....  
 Lady : No, I don't.  
 Customs officer : That's fine. Thank you very much. Have a pleasant stay!

(15 marks)

Test 6

● Write an essay on the following topic. Use about 200 words.

The Drug Menace in Sri Lanka.

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[See page eight.



