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Examinations, Sri Lanka					
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Open Competitive Examination for Recruitment to the Posts of	10 TO				
Inspector of Customs, Grade II of	Total				
Sri Lanka Customs Department - 2017 (2018)	Marking Examiner:				
	Checked by :				
(03) English Language	One ha	ur & 30 minutes			
	One no	ur & 30 minutes			
Answer all the questions on this paper itself.	x No				
Test 1 • Read the following text and do the activities that follow.	IR.				
Table and innovating form and the meaning and an arrangement					
Communicating with someone who is angry, is one of the most difficult of	hallenges a	Customs Inspector			
can face. The challenge of someone pounding their fist, shouting at yo	u or making	g unfair demands,			
forces you to respond as a disciplined, controlled and effective commun	nicator.				
When you are put face to face with hostility, the natural human response in most situations, this is not an effective strategy. The key to breaking					
mutual understanding. By finding a common ground, you can resolve the conflict and begin to build					
communication step by step.					
In order to be an effective communicator, you need to shift the exchar	In order to be an effective communicator, you need to shift the exchange from the emotional to the				
rational. When faced with a situation where an angry and demanding in	-				
complaints, you need to communicate both with an understanding of their grievances and a willingness					
		and a winnightess			
to collaborate to address them. The four simple steps to 'defuse the bomb' are;					
Inquire: Being a focused listener calls for inquiring about the other personal	on's issues :	and concerns. The			
goal is to not interrupt and to encourage them with eye contact and head nods.					
Empathize: This means to connect with somebody on their emotional level. To relate to them you					
must first say, "I (appreciate, understand or share) your (frustration, doubt or concern)." Then, you					
must commiserate by saying how in the past you too have felt similar	ly.				
Ask permission: Asking whether or not an angry person would like to	haar come re	levent information			
puts them in control, and thereby decreases their tension. Permission qu	lestions com	municate that you			
are a reasonable person doing your best to reach an understanding.					
Explain and offer choices: It is soothing for the upset individual to have	a choice of	solutions explained			
to them. The more solution options you offer for a course of action, the					
becomes. This puts them in a more rational state where you can together	17				
occomes. This puts them in a more rational state where you can together	begin to re-	solve the situation.			
It is important to realize that this model does not always move in a	simple and I	inear fashion. You			
may often find yourself in a situation when some residual anger surface	ces just whe	n you thought the			
problem had been solved. You may have to recycle through the model	again or sp	end a longer time			
on individual steps. For example, an angry individual may take a long					
anger. Remembering that anger is essentially fear turned inside out, you	u must let t	nem express it all			
before you can move to a more rational platform of cooperation.					

* * *

[See page two.

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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?	20 20 20 20 20 20 20 20 20 20 20 20 20 2
	(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'?	
		2	
	(iv)	What does the writer mean that the model he proposes does not move on a 'linear fashion'? Briefly explain using your own words.	
	(v)	In the text, writer gives his personal definition of anger. Write it.	
		(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	1

	Customs o	THEEL.	And what's the purpose of your visit, madam?	Į.
	Lady	1	4	l
	Customs o	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 o	officer:	Is this all your baggage?	
	Lady		6	
	Customs o	fficer:	Is anybody else traveling with you, madam?	
	Lady	:	7	
	Customs o	fficer:	OK then. What type of goods have you got; cigarettes, cigars?	
	Lady	:	8	
	Customs o	fficer:	Nothing else at all in the tobacco line?	
	Lady	:	9	
	Customs o	fficer:	Any drinks at all? Spirits? Liquors? Wine?	
	Lady	:	10	
	Customs o	fficerIs	Were those bottles purchased in the duty-free shop, or?	
	Lady	:	11	
	Customs o	fficer:	I see. Are you bringing any gifts for anybody in Sii Lanka?	
	Lady	:	12	
	Customs o	fficer:	Any other valuable items-jewellery, laptop?	
	Lady	:	13	
	Customs o	fficer :	$\mbox{OK}.$ Thank you, madam. Would you let me have a look in there Is the laptop going back to India with you?	
	Lady	:	14	
	Customs o	fficer:	15	
	Lady		No, I don't.	
	Customs o	fficer:	That's fine. Thank you very much. Have a pleasant stay! (15 marks)	
			Test 6	I -
•	Write an e	essay on	the following topic. Use about 200 words.	
	The Drug	Menac	e in Sri Lanka.	
			,	

[See page eight.

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The two candidate	es are much of a much (2) very dissimilar		(4) very old	
(1) very similar	(2) very dissimilar	(5) very authorive	(4) 101) 012	
He owns a surprisi	ngly roomy car.			
(1) less spacious	(2) spacious	(3) comfortable	(4) attractive	l
	- I amount Koole and	are tood		1
(1) enter	ved to roam freely on (2) find food	(3) enjoy	(4) wander	
(1) once	(2) III 1000	(5) oligoj	(1)	
Our journey soon				1
(1) interesting	(2) pleasurable	(3) boring	(4) regrettable	
The autopsy on th	e child revealed that sh	e had been poisoned		
(1) death	(2) investigation	(3) post-mortem	(4) report	.
				(10 marks)
		Test 5		
	onversation between a Cu			
	ppropriate utterance in ea			the appropriate
utterance in each	blank. Use one utterance	e only once. There is	one extra utterance.	
Utterances				
	to in a measure but that'	la all		
	ne is a present, but that'	S 201.		
2. No, I don't	ise them.			
3. No				1
	se. It's my working tool.			is a
5. do you live	in Sri Lanka?	2		
6. No. I have n	ever brought.			
7. For 5 days				
8. Just two bott	tles of red wine.	10		
9. Yes, that's al	II.			
10. Yes, at New	Delhi Airport.			
11. Do you have	a camera?			
12. No, just my				
13. Yes, I do.				
14. No, I'm trav	reling alone			
15. I'm here on				
15. I'm nete on	ousniess.			
Customs officer:	Would you mind puttir travelling from?	ng your baggage on	here, please madam	Where are you
Lady :	From New Delhi.			
Customs officer :	New Delhi. Are you a	resident in India, or	1	
	2			
	Can I see your passpo		nk von How long a	e you staying in
Castolia Officer .	Sri Lanka?	A. picuse: OK. Illai	m you from folig at	o you staying iii

Lady

4	Department - 2017 (2018) (03) English Language	- 3 -	Index No :)_	3		
		Test 2					
•	Summarize the following text in your own words. Use about 175 words. Indicate the exact number of words you have used at the end of your summary.						
	A patent is an exclusive right to use an invention for a certain period of time, which is given to an inventor as compensation for disclosure of an invention. Although it would be beneficial for the world economy to have uniform patent laws, each country has its own laws designed to protect domestic inventions and safeguard technology. Despite widespread variation, patent laws generally fall under one of two principles: the first-to-file and first-to-invent. The first-to-file principle awards a patent to the person or institution that applies for a patent first while the first-to-invent principle grants the patent to the person or institution that was first to invent and can prove it. Most countries have adopted the first-to-file system. However, the United States maintains a first-to-invent system, despite obvious shortcomings. A result of countries employing different patent law principles is inconsistent of patent ownership.						
	Patent ownership is not recognized globally. On the contrary, ownership may change depending on the country. It is not uncommon for an invention to have two patent owners-one in the United States and one in the rest of the world. This unclear ownership often has economic consequences. If a company is interested in using a patented invention, it may be unable to receive permission from both patent owners, which in turn may prevent manufacture of a particular product. Even if permission is received from both owners, pay royalties to both may be quite costly. In this case, if the invention is useful enough, a company may proceed and pass on the added cost to consumers. International economic tension has also been increasing as a result of differing policies. Many foreign individuals and companies believe that they are at a serious disadvantage in the United States with regard to patent ownership because of the logistical difficulties in establishing first-to-invent status. Further, failure of the United States to recognize patent ownership in other countries is in violation of the Paris Conventions on Industrial Properties, which requires all member nations to treat all patents equally. The conflict surrounding patents has promoted the World Intellectual Properties Organization (WIPO) to lobby for universality in patent laws. WIPO maintains that the first necessary step involves						
	compelling the United States to re-exa global economy. This push may indeed		101 11				
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1		***************************************	y				

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			***************************************	***************************************	(20 marks)	<u> </u>	
			Test 3				
•	 Complete the following text by underlining the most appropriate word from those given within brackets. 					4 9 8	
	For communicatio	n to work and get the	response or reaction t	hat you want, the reco	eiver must understand		
				ole, the message shou			
	Accurate, Comple						
				f those little gremlins			
	of (1) (efficient/effective/effectual/professional) communication.						

	Attitude: Your response to the request, "would you be able to say this afternoon and help in the office"? would be very different if the (2)	
	Timing: Moreover, teenagers are experts (6)	
	Purpose: Communication is done usually to remind, reprimand, persuade, request, encourage or inform. Your reaction to any message would depend (9)	
•	In each of the following questions, underline the word/phrase which is closest in meaning to the word/phrase bold typed in the given sentence.	
1.	He detests state sector employment. (1) approves (2) is fond of (3) loathes (4) demands	
2.	The entire discussion revolved around a moot point . (1) an unrelated issue (2) an important point (3) a controversial issue (4) a non-controversial issue	
3.	The bare bones of the conversation had been the weakness of the Management. (1) the detailed analysis (2) the main point (3) the naked truth (4) irrelevant facts	
4.	The company has locked horns with the unions over proposed salary scheme. (1) get involved in a disagreement (2) agreed completely (3) started discussions (4) negotiated	
5.	The land was parcelled out into small slots. (1) divided (2) donated (3) estimated (4) identified	

[See page five.

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