[See page two.

13. Cu	r	Find the remaining volume of metal in cubic centimetres when the cylinders given in above (iii) are made. (20 marks) as duty of 14% has to be paid when a certain item is imported. The value of the item without ty is 8 000 rupees. How much is the customs duty in rupees?		All Fi	6 68வர் முற்றே] ப் பதிப்புகியைடையது] iights Reserved] டூ கூடை 8வல் மூற்றைக்கோடு / இவங்கைப் பரிட்சைத் தில் Dpen Competitive Examination for Recruitment of Sri Lanka Customs D (02) Mati Instructions to Candidates uportant: For This paper consists of 13 questions on 06 pages.	to th	write you on page	Inspector of Cust	One hour r here and indicated.	
					Before answering the paper arrange all the pages in order. Answer all questions on this paper itself. Use the space provided under each question		Checked as correct Invigilator's Initials		ıls	
i		If the vendor who imported this item marks its selling price as 10 944 rupees, what is the profit		*	to work and write the answer clearly. The time allowed is one hour.	For Examiner		Examiner's use	's use only	
į		percentage he expected to be earned?	1	11	Commence answering only after the Centre Supervisor's announcement.		Part	Question No.	Marks Awarded	
					Calculators should not be used.	H	I	1 - 10		
					* Instructions given should be strictly followed in answering this paper and marks will not be awarded for answers not in accordance with these instructions.			11		
							П	12		
(i	ii) I	If a discount of $3\frac{1}{3}$ % is given from the marked price when the item is sold for cash, how			Even if you are not attempting the paper hand it over to the Supervisor.			13	2	
	3	much is the discount in rupees?			Write the answers clearly and legibly in blue or black ink only and not in pencil.		Total			
				1	It is an offence to remove this paper from the examination hall or turn out photocopies of the same.		In Course	Final Score		
				*	Answer scripts with illegible figures,	-	In figures			
		***************************************	8		illegible handwriting, written with a pencil,	1=	In words			
					those where erasing fluid has been used and will not be marked/evaluated.	Marking Examiner				
(i	iv)	What is the vendor's profit in rupees, if he sold the item with the above discount?			ant wat not be marken revatables.		Checked by			
						_	-	*******		
		(20 marks)		1.	Simplify: $\left(3\frac{1}{4} - 2\frac{2}{5}\right) + 1\frac{7}{10}$	t I			*	
		* * *					************	*****************		
			2							
								,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
			/						1001401 0	

	- 5 -
(iii)	If the number of customers who bought only chick peas is 7, how many bought both chick peas and rice?
(iv)	How many bought only rice?
	,
(41)	How were brook at least transfer than the state of the state of
(v)	How many bought at least two of these items out of these three items?
	(20 marks)
	cross section of a solid right prism made of metal takes the shape of a right angled triangle. we sides that include the right angle are of length 8 cm and 7 cm.
	\wedge
	8 cm 11 cm
	(The volume of a solid right circular cylinder of radius r and height h is $\pi r^2 h$. Use $\frac{22}{7}$ for the value of π .)
(i)	Find the area of the cross section of the prism in square centimetres.
(ii)	If the length of the prism is 11 cm, find its volume in cubic centimetres.
(iii)	What is the maximum number of solid right circular cylinders of radius $3.5\mathrm{cm}$ and height $1.5\mathrm{cm}$ can be made with the metal obtained by heating the prism?

[See page three.

[See page six.

~=	Indexity
6.	In the given figure, ABCD and AEF are straight lines and EB44FC.
	Moreover, $B\hat{A}E = 30^{\circ}$, $B\hat{E}C = 55^{\circ}$ and $C\hat{F}E = 70^{\circ}$. Find the magnitude of each angle given below.
	(1) $B\hat{E}F$ (2) $F\hat{C}D$ (3) $A\hat{B}E$ (4) $B\hat{C}E$
集	<i>D</i>
	c
	B
	5559
	$A \stackrel{20^{\circ}}{=} V \stackrel{70^{\circ}}{=} F$
7	Of the prostation at a gridlet with 4
1.	Of the spectators at a cricket match, $\frac{4}{7}$ were seated and the rest 1 500 were standing.
	(i) How many spectators were seated?

	(ii) If the number of female spectators was 1 250, write the ratio of the female spectators to the male spectators in its simplest form.

8.	The mean of the masses of 6 children is 34 kg. The mean of the masses of another 3 children is 37 kg. Find the mean of the masses of these 9 children.
	·····

9.		the equation of the straight line that passes through the points $(0, 4)$ and $(2, -2)$ in the form $= mx + c$.

10.		son who took a loan of 12000 rupees at a simple interest rate, settled the loan in 6 months ying 12900 rupees.
	(i)	What is the annual simple interest rate charged?
	(ii)	If this loan amount is taken for two years at the above annual simple interest rate, what is the total interest that has to be paid at the end of the two years?
		$(04\times10=40 \text{ marks})$
		Part II
11.	bough	nation gathered on the customers who came to a certain store on a certain day and the items at by them are shown in the given Venn diagram. According to the information, 85 of them at rice, 30 bought chick peas and 48 bought milk powder.
		customers who bought rice customers who bought milk powder
		customers who bought chick peas
	(i)	If the number of customers who bought both rice and milk powder is 30, how many bought rice or milk powder?
	(ii)	The number of customers who bought all these three types of items is 12. The number of customers who bought both milk powder and chick peas is 15. How many bought only milk powder?

 -8-	
	127
	125
	±
3	
* *	
	. 4
2	8
(25 marks)	

සියලුම හිමිකම් ඇවිට්රව්]	Test	Marks Awarded				
டுழுப் பதிப்பரிமையடையது]	1					
All Rights Reserved]	2					
	3					
ලී ලංකා විභාග දෙපාර්තුවේන්තුව / இலங்கைப் பரீட்சைத் திணைக்களம் / Department of	4					
Examinations, Sri Lanka	5					
Open Competitive Examination for Recruitment to the Posts of	6					
DESCRIPTION OF THE PROPERTY OF	Total					
Inspector of Customs, Grade II of	Marking	100				
Sri Lanka Customs Department – 2017 (2018)	Examiner:					
	Checked by:					
(03) English Language	(0.1	• 30				
	One no	our & 30 minutes				
Answer all the questions on this paper itself.	ex No					
The state of the s	LA I (UI IIII)	***************************************				
Test 1						
 Read the following text and do the activities that follow. 						
Total die londing folk tale do not territoria.						
Communicating with someone who is angry, is one of the most difficult	challenges a	Customs Inspector				
can face. The challenge of someone pounding their fist, shouting at y	ou or makin	e unfair demands.				
200 00 000 000 000 00 000 00 000 000 00		5 411411				
forces you to respond as a disciplined, controlled and effective commu	micator.					
When you are not face to face with hostility the natural human respon-	e is to react	in kind however.				
When you are put face to face with hostility, the natural human response is to react in kind; however,						
in most situations, this is not an effective strategy. The key to breaking the cycle is to establish a						
mutual understanding. By finding a common ground, you can resolve the conflict and begin to build						
communication step by step.						
communication step by step.						
In order to be an effective communicator, you need to shift the excha	nge from the	e emotional to the				
rational. When faced with a situation where an angry and demanding individual or group has a list of						
complaints, you need to communicate both with an understanding of the		and a willingness				
to collaborate to address them. The four simple steps to 'defuse the	omb' are;					
v i vi v i v i v i v i v i v i v i v i						
Inquire: Being a focused listener calls for inquiring about the other per	son's issues	and concerns. The				
goal is to not interrupt and to encourage them with eye contact and I	nead nods.					
r at my	1 to 1 m					
Empathize: This means to connect with somebody on their emotional	level. To r	elate to them you				
must first say, "I (appreciate, understand or share) your (frustration,	doubt or con	icern)." Then, you				
must commiserate by saying how in the past you too have felt simila	rlv.					
, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						
Ask permission: Asking whether or not an angry person would like to	hear some re	elevant information				
puts them in control, and thereby decreases their tension. Permission	uestions com	municate that you				
		700				
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	17					
becomes This puts them in a more retional state where you can togethe	r havin to re	anles the cityotion				

It is important to realize that this model does not always move in a simple and linear fashion. You may often find yourself in a situation when some residual anger surfaces just when you thought the problem had been solved. You may have to recycle through the model again or spend a longer time on individual steps. For example, an angry individual may take a long time to vent his or her initial anger. Remembering that anger is essentially fear turned inside out, you must let them express it all

before you can move to a more rational platform of cooperation.

* * *

[See page two.

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.	e e
	(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?	
	(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.	
			9
	(v)	In the text, writer gives his personal definition of anger. Write it.	4.
		(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)	

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 officerIs	Were those bottles purchased in the duty-free shop, or?
Lady :	11,
Customs officer:	I see. Are you bringing any gifts for anybody in Sii Lanka?
Lady :	12
Customs officer:	Any other valuable items-jewellery, laptop?
Lady :	13
Customs officer:	$\mbox{OK}.$ Thank you, madam. Would you let me have a look in there Is the laptop going back to India with you?
Lady :	14
Customs 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 or	a the following topic. Use about 200 words.
- ······· was about of	a do toloring topic. Osc about 200 Hotus.
The Drug Menac	e in Sri Lanka.

	g 2000000000000000000000000000000000000

[See page three.

[See page eight.

	(1) very similar (2) very dissimilar (3) very attractive (4) very old	
7.	He owns a surprisingly roomy car.	
	(1) less spacious (2) spacious (3) comfortable (4) attractive	
8.	The cows are allowed to roam freely on this land.	e e
	(1) enter (2) find food (3) enjoy (4) wander	
0	Our journey soon became tedious.	
2.	(1) interesting (2) pleasurable (3) boring (4) regrettable	
10	m	
IU.	The autopsy on the child revealed that she had been poisoned. (1) death (2) investigation (3) post—mortem (4) report	_
	(10 marks)	
	Test 5	_
•	Given below is a conversation between a Customs Officer and a lady. Fill in the gaps in the conversation	,
	by selecting most appropriate utterance in each blank from those given in the box. Write the appropriate	
	utterance in each blank. Use one utterance only once. There is one extra utterance.	l
	The	
	Utterances 1. Well, the wine is a present, but that's all.	
	2. No. I don't use them.	
	3. No	
	4. Yes, of course. It's my working tool.	
	5. To you live in Sri Lanka?	21
	6. No. I have never brought.	
	7. For 5 days	1
	8. Just two bottles of red wine.	
	9. Yes, that's all.	
	10. Yes, at New Delhi Airport.	
	11. Do you have a camera?	
	12. No, just my personal things.	ı
	13. Yes. I do.	
	14. No, I'm traveling alone.	
	15. I'm here on business.	
	Customs officer: Would you mind putting your baggage on here, please madam? Where are you travelling from?	u
	Lady : From New Delhi.	
	Customs officer: New Delhi. Are you a resident in India, or 1	
	Lady · 2	1

Customs officer: Can I see your passport please? OK. Thank you. How long are you staying in Sri Lanka?

: 3.

Lady

_									
)	Open Competitive Examination for Recruitment to the Posts of laspector of Customs, Grade II of Sri Luoka Customs Department - 2017 (2018) (03) English Language	-3-	Index No :						
	all is	Test 2		_					
		1636 2							
•	Summarize the following text in your ow words you have used at the end of you		words. Indicate the exact nur	mber of					
	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 pate		5 (5)						
	compelling the United States to re-exa		0 00	ity of a					
	global economy. This push may indeed	result in more global ed	conomic cooperation.						
	3								

		1	1						

[See page seven.

[See page four.

This sounds easy enough to do but there are quite a few of those little gremlins that get in the way

of (1) (efficient/effective/effectual/professional) communication.

	timinates four responde to the request, would job	s oe dote to say this attended and help in the					
	office"? would be very different if the (2)	(demand / request / memo / message) was					
	given by a sender you liked and wanted to impress	than it would be if the same message was given					
	by a sender you (3) (disliked/hated	d/detested/disapproved). The communication from					
	the sender you want to make a good (4)						
	would have got the desired result, you would have						
	a bad (5) (feeling / attitude / inclin	ation / dislike) towards would be doing the work					
	himself.						
	Timing: Moreover, teenagers are experts (6)	(in/at/about/on) timing! Don't you just					
	know the right time to ask your father for some r	noney you need? Even if your communication is					
	clear, simple, accurate, relevant and complete, you k	A U.S. SAME INC. MONISTER NUMBER DESIGNATION INC.					
	you ask when the receiver (your father) is in a bad	The state of the s					
	/mood), has just come home from a hectic day, ha						
	THE RESERVE OF THE RE						
	Tone: The "Oh, go away" that you laughingly say to						
	a very different message to the "Oh, go away" that						
	irritating/vexing/disturbing) little brother when he a	sks if he could borrow fifty rupees. Same message					
	but very different tones that convey very different i	meanings!					
	Purpose: Communication is done usually to remind,	reprimand, persuade, request, encourage or inform					
			-				
	Your reaction to any message would depend (9)						
	receiver, to do.						
	MERCHANIST OF THE STATE OF THE						
	Capability: It is equally important for the receiver to understand the message, given in the right tone, at the right time for the right purpose, but useless if the desired result is beyond his/her capabilities.						
	at the right time for the right purpose, but useless						
	*	(10 marks)	ک				
	Test 4						
•	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.						
ī.	He detests state sector employment.						
1.	(1) approves (2) is fond of (3) to	pathes (4) demands					
	(1) approves (2) is folio of (3) it	James (4) demands					
2,	The entire discussion revolved around a most poin	í.					
	(1) an unrelated issue (2) at	n important point					
	12	non-controversial issue					
		7					
3.	The bare bones of the conversation had been the						
		ne main point					
	(3) the naked truth (4) is	relevant facts					

(4) negotiated

(3) estimated

(4) identified

(3) started discussions

(1) divided

5. The land was parcelled out into small slots.

(2) donated

[See page five.