

THE ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA
FOUNDATION EXAMINATION - JANUARY 2014
(57) BUSINESS COMMUNICATION - I

19-01-2014
Morning
[9.00 – 12.00]

Time: 03 hours

• **Instructions to candidates:**

No. of Pages :06
No. of Questions :09

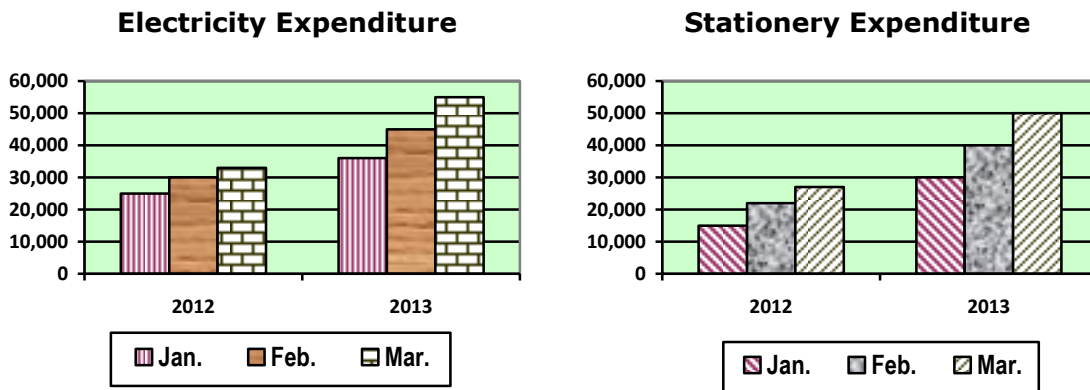
- (1) *This paper consists of two (02) Sections **A** & **B**.*
 - (2) **All questions of both Sections should be answered.**
 - (3) **Answers should be in English, the medium selected by you for the examination.**
 - (4) *To be considered for a pass in Business Communication - I, a candidate should obtain a minimum of 40% or 50% as the case may be, in each of the Sections **A** and **B** of the question paper.*
 - (5) *100 Marks.*
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Section A

(50 marks)

- 01.** (a) (i) What is "Verbal Communication"? (02 marks)
- (ii) What skills should a person develop, if he or she wants to be an "Effective Verbal Communicator"? List three(03) such skills. (03 marks)
- (b) (i) What is "Written Communication"? (02 marks)
- (ii) List three(03) advantages of written communication. (03 marks)
- (Total 10 marks)
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- 02.** (a) State four(04) points to justify that the following statement is true.
- "A meeting without an agenda is sure to be a failure"**
- (04 marks)
- (b) (i) What are the "minutes of meetings"? (02 marks)
- (ii) State four(04) things that should be included in the minutes of a meeting. (04 marks)
- (Total 10 marks)

03. You are the General Manager of **ABC Enterprises**, a company trying hard to be a success in the world of business. The Chief Accountant of your company has sent you the following bar charts showing the cost incurred on electricity and stationery. You studied the bar charts and compared the expenses for the first quarter of 2012 with those of 2013. You are not happy with what you noticed. Now you seek the assistance of your staff to cut down costs.



Write a memo to be sent to all staff members. Include the following in your memo:

- Brief description of what the bar charts indicate.
- The impact of these expenses on the profit margin of the company.
- Suggestion to cut down costs on electricity and stationery.
(mention at least two realistic and practical methods)
- Ask for support from all. (15 marks)

04. You are the Personnel Manager of the company, **Nimble Fingers (Pvt) Ltd.** As a result of a request made by the majority of employees, a survey has been carried out to gather information about "flexible work arrangements". The following is one of the questions asked in a questionnaire:

What do you prefer?

Work from 08.00 a.m. to 04.00 p.m.? OR

Work from 10.00 a.m. to 06.00 p.m.?

Write a report to the Chairman of your company explaining the following points:

- Why and how the survey was done, number of employees interviewed.
 - The data collected - the preferences of female/male and married/unmarried employees based on the responses to the questions asked.
 - Your recommendation - advantages of introducing flexible work arrangements to:
 - (a) the company
 - (b) the employees
- (15 marks)

Section B

(Answers to this Section **should be** in the English medium by all candidates)
(50 marks)

- 05.** Select the **most suitable pronouns** from the box given below and fill in the blanks in the following sentences.

Write numbers (1) to (10) in your answer booklet, and write the correct pronoun selected by you, against the relevant number.

it	their	she	ours	him	mine	he	us	her	you	its	they
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- (1) My friends promised that would help me with the new business venture.
- (2) Ms. Wijeratne is the new Office Assistant. Everyone says work is excellent.
- (3) Let me have your driving license, please. drove through the traffic lights just now, when the lights were red.
- (4) He opened his briefcase to get the diary, but realized was missing.
- (5) The students will hand in projects at the end of the year.
- (6) Our fax machine is in good working order, but the fax machines in the head office are better than
- (7) This company is developing faster than global competitors.
- (8) I have decided to leave. The decision is and I am free to do as I wish.
- (9) My mother was my best teacher. taught me about unconditional love.
- (10) We got into the train when the train was about to leave, but all of found comfortable seats. (10 marks)

- 06.** Complete the following sentences selecting the **correct verb** out of the two verbs given within brackets.

Write numbers (1) to (10) in your answer booklet, and write the correct verb, selected against the relevant number.

- (1) What's he doing? Is he (repairs / repairing) the computer?
- (2) When I left the office at 7 o'clock yesterday, it (is raining / was raining) hard.
- (3) She usually (eats / eat) lunch at the office canteen.
- (4) My secretary started typing the report half an hour ago and now he (has finished / had finished) typing it.

- (5) When I joined the company it (had been running / has been running) at a loss for several years.
- (6) Up to yesterday I had written three letters, now I have written five letters and by tomorrow I (will have written / have written) ten letters.
- (7) Large quantities of cinnamon (are exported / is exported) from Sri Lanka every year.
- (8) Usually book-keeping (was taught, is taught) in Accountancy.
- (9) At the moment he (has been questioned / is being questioned) by the tax officer.
- (10) If I were you, I (would apply / will apply) for the job. (10 marks)

07. Words of the answers to each of the following 10 questions given within brackets are not in the proper order.

You are required to re-arrange those in the **correct meaningful order**, as shown in the example, and write in your answer booklet from (1) to (10).

Example:

Question:	How many members are there in your family? <i>(family / my / members / four / in / are / there)</i>
Answer:	There are four members in my family.

- (1) How many levels are there in the AAT examination?
(AAT / there / levels / examination / are / three / in / the)
- (2) Why was the tax on imported items increased?
(exports / government / to / wants / because / encourage / the)
- (3) What is your ambition?
(become / ambition / to / is / an / my / accountant)
- (4) How old are you?
(old / years / am / I / twenty)
- (5) What is the staple food in Sri Lanka?
(and / is / it / curry / rice)
- (6) Why is it important to have computer knowledge?
(computerized / because / is / it / everything / now / is)

- (7) What is your favourite game?
(*cricket / favourite / is / game / my*)
- (8) When did AAT reach its Silver Jubilee?
(*reached / 2013 / its / silver jubilee / AAT / in / year / the*)
- (9) Do you like to listen to good music?
(*it / oh, yes / love / I*)
- (10) Why should you learn the English Language?
(*language / English / because / is / an / international*) (10 marks)

08. Select the **appropriate articles** (a / an / the) out of those given within brackets to fill in the blank in each of the following sentences.

Write numbers (1) to (10) in your answer booklet, and the selected article, against the relevant number.

- (1) Every two years (*a / an*) election is due to be held by the Association.
- (2) Improving the quality of life of the people is (*an / the*) responsibility of the state.
- (3) The residents staged (*a / an*) protest over pollution of drinking water.
- (4) Engaging in telephone conversations while walking on the road has caused many (*a / an*) accident.
- (5) Global warming is identified as (*an / the*) cause for many natural disasters.
- (6) President Mandela is definitely (*a / an*) outstanding world leader of this century.
- (7) Sachin Tendulkar of India received (*a / the*) highest honour as a cricketer.
- (8) AAT Sri Lanka is (*a / an*) Educational Institute for accounting students.
- (9) Discipline should be made (*a / the*) most important aspect of Education.
- (10) The lecturer received (*a / an*) token of appreciation from the students.

(10 marks)

- 09.** Given below are ten(10) pairs of sentences. Use the given linking word/s and join each pair of sentences to form a single (one) sentence. Study the example given. You may have to remove words from some of the sentences.

Write the ten(10) completed sentences in your answer booklet.

Example:

Question:	We knocked on the door. There was no answer. (but)
Answer:	We knocked on the door, <u>but</u> there was no answer.

- (1) Darani admired my computer. The computer was a gift from my parents. (which)
- (2) The story was not true. Everyone believed it. (even though)
- (3) Susantha works in the Accounts Department. He is getting a promotion. (who)
- (4) Sumudu speaks French. Sumudu speaks Hindi. (and)
- (5) You can go home early. You can stay and watch a movie. (or)
- (6) This is my friend Tarun. He was the best speaker at yesterday's debate. (who)
- (7) The lecturer said something. It made the students laugh. (which)
- (8) The letter took a long time. It arrived in the end. (nevertheless)
- (9) She rides a bicycle. She saves money on travelling. (so that)
- (10) When Lal's car needed repairs he called his friend Raj. Raj's brother is a mechanic. (whose)

(10 marks)