



**THE ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA**  
**FOUNDATION EXAMINATION - JANUARY 2012**

**(57) BUSINESS COMMUNICATION - I**

22-01-2012  
 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.*

**Section A**  
 (50 marks)

**01.** Select the most suitable word from the list of words given in the table below to fill the blanks in the following sentences. Write numbers (1) to (10) in your answer booklet and write the word selected by you against the relevant number.

horizontal	communication	disciplinary	persuasion	information
upward	skill	education	motivate	downward

- (1) ..... is a means by which different persons are linked together in a group to attain a common goal.
- (2) Communication between persons of the same status is known as ..... communication.
- (3) Inducing a person to do or to act in a positive way is called .....
- (4) The manager tries to ..... the employees to give their best to the organization.
- (5) Information relating to types of neglect of work and indiscipline by employees help managers to make necessary changes in the ..... procedures.
- (6) ..... communication generally provides information to the subordinates regarding vital information in an organization.
- (7) All types of ..... takes place by means of communication.
- (8) Communication ..... is essential for success in every job.
- (9) Exchange of reliable ..... relating to working conditions between the company management and union leaders help to maintain healthy relations between them.
- (10) ..... communication is a means for the supervising staff to exchange ideas with the subordinates and provide a feedback to superiors.

(10 marks)

02. Write a short description on the following topic. Use 50 to 75 words.

**“Electronic Mail (E-mail) in Business Correspondence”**

Include the following:

- A very short introduction (say what an electronic mail is).
- Four (04) advantages of using e-mail when doing a business.
- Four (04) things to remember when sending an e-mail. (10 marks)

03. You are the Marketing Manager of **Sun & Rain Enterprises**. You received the following letter of complaint from one of your customers.

**Mahendras Ltd.,**  
No. 24, Main Street,  
Kalutara.  
10.12.2011

Mr. George Perera,  
Marketing Manager,  
**Sun & Rain Enterprises,**  
Kandawela Road,  
Ratmalana.

Dear Sir,

**Re. Order LU 3210 - 2,000 Ladies Umbrellas**

We received the items requested in our order LU 3210 from you on 05<sup>th</sup> December 2011. When we checked the packages, we discovered that you have sent us 2,000 ladies raincoats instead of 2,000 ladies umbrellas we ordered. We have repacked the rain coats and they await collection by you.

As you know we have been doing business with Sun & Rain Enterprises for several years and this is the first time that we have had to make a complaint.

Now we are in an embarrassing situation being unable to satisfy our customers and it also means a loss of business and confidence.

We would be very grateful if you could replace the raincoats with 2,000 ladies umbrellas as soon as possible.

We look forward to hearing from you.

Thank you,  
Yours faithfully,  
**R.W. Lakshman,**  
Purchasing Manager.

Read the letter and write a very courteous reply including the following:

- Acknowledge receipt of the letter.
- Express a sincere apology.
- Explain how the error had occurred.
- Say - what you will do to make amends (mention two things you would do)
- Give - proposed date, time for dispatch of correct order & collection of wrong items.

An assurance of a better service in the future should be given.

(15 marks)

04. You are the Production Manager of **Rhino Steel Industries**. Your business is confined to the manufacture of steel chairs, cupboards and tables. The company now owns another larger factory in Negombo.

You have explored the possibility of creating an export market in India, Maldives and Bangladesh. There are many businessmen from these countries who are willing to enter into partnership if you are able to supply office furniture, cabinets and lockers. You have found that with a few extra machines and the same work force, these items can be manufactured with high quality standards. The buyers request low cost, durability and an attractive finish.

Write a report of 150 - 175 words to your Finance Director requesting for funds to import the necessary machinery. Mention the benefits, your company will reap once this project is launched.

(15 marks)

## Section B

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

05. Select the most suitable pronoun to fill in the blanks in the following sentences from those given in the box below. Write numbers (1) to (10) in your answer booklet and the correct pronoun selected by you against the relevant number.

him	them	we	they	us
it	you	I	she	he

- (1) There were two waiters at the canteen but ..... were both very slow.
- (2) We are from Sri Lanka. So ..... are Sri Lankans.
- (3) Working with Mr. David is easy as ..... is a kind man.
- (4) Mother nature gives us everything ..... has and we forget to be grateful.
- (5) Their office is quite small but ..... is very comfortable.
- (6) “ ..... wish I had listened to my teachers” said, Saliya.
- (7) I was the last to leave, so my boss said “lock the doors when ..... leave”.
- (8) As we tried to go into the building, a guard ordered ..... to stop.
- (9) My brother found a job and I advised ..... to save some money.
- (10) When my friends come home I always give ..... a warm welcome.

(10 marks)

06. Select the grammatically correct verb form out of the two given within brackets in the following sentences. Write numbers (1) to (10) in your answer booklet and write the correct verb form selected by you against the relevant number.

- (1) I (am / was) walking to office when he met me.
- (2) The manager has just (gone / going) to the bank.
- (3) Auditing (has become / is become) an important function in the working of a company.
- (4) He (work / works) at ‘Clerk & Gabel’ audit firm as a team leader.
- (5) All companies more or less (follows / follow) the same accounting principles.
- (6) A partnership (are owned / is owned) by a number of individuals.
- (7) They (had / have) completed their duties for today.
- (8) I am very tired this morning as I (have / had) only five hours of sleep last night.
- (9) Consumers (were / are) increasingly concerned about their health now.
- (10) My parents always (remind / reminds) me to drive carefully.

(10 marks)

07. Select the most suitable answer to fill in the blanks in the following sentences out of (a), (b) or (c). Write numbers (1) to (10) in your answer booklet and the answer selected by you against the relevant number.

- (1) "It's very cold in here. Please switch off ..... air conditioner".  
(a) a (b) the (c) no article is needed.
- (2) If our company is to survive we must accept ..... offer for a merger.  
(a) an (b) a (c) no article is needed.
- (3) It is Nimal's job to find as many ..... customers as possible.  
(a) an (b) the (c) no article is needed.
- (4) Our products will compete with similar products in ..... United States.  
(a) an (b) the (c) no article is needed.
- (5) Mr. Lal Gamage has written ..... interesting book on auditing.  
(a) a (b) an (c) no article is needed.
- (6) Foreign investments in Sri Lanka are monitored by ..... commission.  
(a) a (b) an (c) the
- (7) The more we invest on ..... advertising the more we gain on sales.  
(a) an (b) a (c) no article is needed.
- (8) Taking care of employees is ..... responsibility of the management.  
(a) a (b) an (c) no article is needed.
- (9) Does he work for the private sector or for ..... government?  
(a) an (b) the (c) a
- (10) We decided to meet on ..... weekend to make plans for the trip.  
(a) a (b) an (c) no article is needed.

(10 marks)

08. Select the most suitable phrasal verb to fill in the blanks in the following sentences from those given in the box below. Write numbers (1) to (10) in your answer booklet and write the phrasal verb selected by you against the relevant number.

look back	hold on	dealing with	call off	figure out
carried out	came across	closed down	back ups	carry on

- (1) They decided to ..... the meeting due to bad weather.
  - (2) I'm sure we will all ..... on this holiday with great pleasure.
  - (3) When the factory ..... hundreds of employees lost their jobs.
  - (4) It is recommended to keep ..... of all files in a secure location.
  - (5) The research was ..... by a team of American scientists.
  - (6) We cannot ..... with the new project if you refuse to co-operate.
  - (7) I ..... several articles on business communication while surfing the internet.
  - (8) The receptionist said, "Please ..... I'll put you through to Mr. Ranaweera".
  - (9) We'll have to ..... a way to deliver the goods faster.
  - (10) Our Manager is very good at ..... difficult customers. (10 marks)
09. Read the following questions and answers. The words in the answers are not in the correct order. Rearrange the words and make the answers meaningful. Write the answers in your answer booklet. Follow the example given.

<p><b>Example:- Question :</b> How often do you go home?  <b>Answer :</b> I .....  <i>(home / usually / once / a week / go)</i>  <u>I usually go home once a week.</u></p>
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- (1) Question : What's the course you are following right now?  
 Answer : .....  
 (following / in Accountancy / course / I am / intermediate / the)
  - (2) Question : How much do you have to pay for the course?  
 Answer : .....  
 (have / for / course / pay / I / to / the / Rs.5,000/-)
  - (3) Question : When is your examination?  
 Answer : .....  
 (examination / on the / of / 3<sup>rd</sup> / my / is / June)
  - (4) Question : Are you confident in passing the examination?  
 Answer : .....  
 (I / worked / have / hard / I am / confident / so)
  - (5) Question : What are your plans for the future?  
 Answer : .....  
 (be / to / accounting / I / want / an / technician)
- (10 marks)