

EXAMINER'S REPORT**TALENT SUBJECT - JANUARY 2026****(310) BUSINESS COMMUNICATION**

Business Communication – January 2026 paper comprising three Sections as **Section A**, **Section B** and **Section C**, had 7 compulsory questions to test candidates' English language proficiency in various contexts in relation to business environment. Basically, English grammar, reading comprehension, paragraph writing, analytical writing, letter writing and vocabulary had been tested.

According to the observations and the comments of marking examiners, the paper was at the relevant standard and in January 2026 this time performance of the candidates was at a moderate level.

Section A

One compulsory Question with three parts (allotted 25 marks)

Question No. 01**Part A**

This section was designed to assess candidates' ability to select appropriate phrases to ensure coherence, consistency, and logical flow within a dialogue. Candidates were expected to verify that the selected expressions aligned with the intended message and maintained conversational continuity. Many candidates understood the text and almost all the candidates attempted this question and scored average marks.

Suggestions for improvement:

Read the full context: Candidates should read the entire dialogue before attempting to fill in any blanks. Understanding the overall tone and purpose of the conversation is crucial for selecting the correct response.

Practice with different contexts: Practicing with dialogues across different business contexts—such as meetings, negotiations, and formal emails—can help candidates become familiar with common phrases and professional.

Develop vocabulary: Focus on expanding vocabulary related to business, partnerships, and financial terms.

Part B

This question aimed to evaluate candidates' competence in English communication within various business contexts and their ability to analyze and interpret data presented in a table and use correct business terminology to describe it. Candidates were required to fill ten blanks by selecting the most suitable phrases from the given options by referring to the data table.

A considerable number of candidates had performed well, and almost all candidates had attempted the question. Only a few candidates had obtained low scores in this section.

Suggestions for Improvement:

Develop stronger proficiency in conversational English used in business settings.

Engage with a variety of business texts, including newspapers and magazines.

Practice dialogue-based exercises to enhance contextual language use.

Part C

This question had assessed candidates' grammatical proficiency, particularly their understanding and application of relative clauses. Candidates were required to select the correct phrase with the relative clause from the given options to complete the sentence.

All the candidates had attempted to answer this part. An average number of candidates performed satisfactorily, while some were confused in selecting the appropriate answer.

Suggestions for Improvement:

Understand relative clauses and their usage by improving grammatical knowledge.

Improve vocabulary to answer this type of question successfully.

Section B

Five compulsory Questions (allotted 50 marks)

Question No. 02

This question was prepared to test mainly the comprehension ability of candidates. In addition, their vocabulary level and their ability to grasp questions and express answers were tested through this question. Further, it was noted that candidates' awareness of current trends in the business environment was assessed.

When it was analysed, it could be seen that all the candidates had attempted this question and performed moderately, but some had mixed up the answers without understanding the questions properly, and a considerable number of answers consisted of directly copied chunks.

Suggestions for improvement:

The candidates should read the given passage and questions carefully before answering. They should also avoid using copied chunks as answers. Reading must be done to improve the ability to understand the English language and, additionally, to enhance vocabulary. It is highly recommended that candidates read business-related passages regularly.

Question No. 03

This question evaluated candidates' proficiency in business-related vocabulary, **especially the use of cohesive devices**. Although all candidates attempted the question, it was found to be challenging for many, as an average number of candidates obtained below-average marks, while other candidates performed well on this question.

Suggestions for Improvement:

Read the complete passage carefully to understand the context before answering.

Engage regularly with business reading materials such as newspapers, magazines, journals, and reports to understand how cohesive devices are used in sentences to connect ideas.

Practice cloze-type exercises to strengthen contextual understanding.

Improve vocabulary through business glossaries and dictionaries.

Question No. 04

This question assessed candidates' ability to interpret a data table and present it as a speech, assuming the role of the financial controller of a company. It was designed to test practical analytical skills, presentation skills, and effective communication in English at a high proficiency level.

All candidates attempted this question. While a considerable number performed well, some wrote their presentations poorly, without properly analyzing the income statement data. Candidates submitted a mix of lengthy and brief answers.

Suggestions for Improvement:

Candidates should study the data in the income statement carefully and analyze it logically before starting to write, keeping the audience in mind.

Use of technical vocabulary and precise word choice is essential in a professional-level presentation.

Candidates are encouraged to read business articles, company annual reports, and analytical reports to improve their data presentation skills.

Candidates should also pay attention to the length of their answers to ensure clarity and conciseness.

Question No. 05

This question evaluated candidates' formal letter-writing skills, specifically their ability to draft a letter of appreciation based on a provided outline and guidelines. Most candidates met the required standard and performed at a satisfactory level. However, some responses contained grammatical errors, and a few did not adhere to formal letter-writing conventions.

Suggestions for Improvement:

Read and understand the question thoroughly before writing.

Follow the provided guidelines carefully.

Maintain a polite and professional tone throughout the letter.

Present the issue clearly and concisely.

Question No. 06

This question assessed candidates' ability to write a concise and focused short essay on one of the following themes: "The skills I should develop for the job of my desire," "Why do companies need the services of auditors?" or "An entrepreneur I admire." Almost all candidates attempted the question, and their performance was satisfactory, with points arranged in a clear and orderly structure, including an introduction, body, and conclusion. However, in this question, it was noted that the length of paragraphs was often not properly considered, and some responses contained poor grammar.

Suggestions for Improvement:

To perform well in this type of question, candidates are advised to plan their paragraphs carefully before writing. A clear structure, comprising a concise introduction, a logically developed body, and a coherent conclusion, ensures clarity and coherence. Careful attention to grammar, spelling, and sentence linking is essential to produce polished and professional writing.

Candidates should engage with model essays and practice on similar topics to enhance vocabulary, develop varied sentence structures, and build confidence. In addition, practicing creative writing through extensive reading can help generate ideas and strengthen language skills. Ideas should be organized logically to convey arguments effectively when composing a paragraph on a specific topic..

Section C

One compulsory Question (allotted 25 marks)

Question No. 07

Part (A)

This question required candidates to write only the body of a covering letter in response to a job advertisement, based on the provided guidelines. Many candidates attempted the question, and the majority performed well, demonstrating effective use of vocabulary and sentence structures.

However, some candidates did not fully understand the question. They wrote CVs instead of the covering letter. By ignoring the provided guidelines, a few candidates included irrelevant points in their letters. Some responses lacked a proper professional closing, which is a significant shortcoming in a job covering letter. Additionally, the required length for this question was not met in certain answers.

Suggestions for Improvement:

Candidates should carefully read the question before answering and follow the provided guidelines to produce a well-structured response. They should aim to use precise and effective vocabulary to achieve a professional tone in the letter. Additionally, including an appropriate professional closing is essential in a covering letter.

Part (B)

This question assessed candidates' ability to prepare a speech for the presentation of a new product to a prestigious group of clients. The question appeared to be somewhat challenging for most candidates, despite their efforts. Consequently, many responses were not well-developed.

The main issue observed was that candidates struggled to integrate key points, such as the qualities of the new product, its target market, and its benefits to both humanity and the environment. Additionally, although it was necessary to use a creative and persuasive language tone, many candidates failed to do so, with only a few demonstrating this effectively. Furthermore, the required length was not met in several answers.

Suggestions for Improvement:

Candidates should fully understand the requirements of the question and identify the key points that must be included in their answer. Since this is a speech presentation, appropriate greetings and a proper closing should be included. When organizing the content, the presentation of facts should be logical, and the language should be persuasive, incorporating effective and relevant technical vocabulary. Additionally, the length of the answer should be sufficient to allow candidates to achieve full marks.

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COMMON SUGGESTIONS FOR IMPROVEMENTS:

- (1)** Pay attention on spelling and punctuation marks when answering.
- (2)** Ensure answers are relevant and clearly linked to the question numbers.
- (3)** Pay attention on grammatical accuracy, appropriateness to the questions.
- (4)** Follow the given instructions thoroughly and read the questions understandably.
- (5)** Pay attention on clarity and should write relevant question numbers correctly.
- (6)** Use reading techniques like scanning, skimming and inferring when attempting to answer questions related to reading.
- (7)** Pay attention on required length of answers.
- (8)** Improve good range of vocabulary.
- (9)** Clear and legible hand writing.
- (10)** Manage time to answer the paper.
- (11)** Pay attention to the given guidelines.
- (12)** Practice more exercises include in the Self-study Text.

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