



ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA

TALENT (SKILLS) CAPSTONE - JANUARY 2017

(SS1) EFFECTIVE COMMUNICATION SKILLS

- **Instructions to candidates** (Please Read Carefully):

(1) **Time allowed:** *Reading* - 15 minutes  
*Writing* - 03 hours

(2) **All questions should be answered, in the answer booklets provided.**

(3) **Answers should be in the English medium by all candidates.**

(4) 100 Marks.

28-01-2017  
Morning  
[8.45 – 12.00]

No. of Pages : 09  
No. of Questions : 08

**SECTION A**

Three (03) compulsory questions

(Total 30 marks)

**Question 01**

Select the **most suitable phrase** to fill in the blank in question No. 1.1 to 1.10. Write the **number** of the selected answer (phrase) in your answer booklet with the **number** assigned to the question.

1.1 *Amila* : What do you think about our plans for the new office?

*Rajan* : I'm sorry, I, ..... with some of it.

- (1) cannot agree more (2) think it will work  
(3) see eye to eye (4) disagree totally

1.2 *Rasika* : It's time to prohibit smoking in our office.

*Gayan* : I ..... The management should be firm on this.

- (1) cannot care less. (2) think it's not right.  
(3) agree entirely. (4) disagree with you.

1.3 *Suresh* : I wish our company would provide free lunch.

*Bimal* : Good thinking. But I ..... with that.

- (1) couldn't agree more. (2) don't think to work.  
(3) can't see your idea. (4) happen to disagree.

**1.4** *Indunil* : So , you don't like 'flexible work hours'?

*Kamani* : Exactly. As I told you .....

- |                       |                            |
|-----------------------|----------------------------|
| (1) I have no doubts. | (2) I totally disagree.    |
| (3) I just like that. | (4) there's nothing to it. |

**1.5** *Romesh* : Our boss says, "overtime work should be abolished". Do you agree with him?

*Sumudu* : Yes ..... That means lots of extra jobs could be created.

- |                        |                     |
|------------------------|---------------------|
| (1) I support that     | (2) not in any way  |
| (3) it will be drastic | (4) I'm not so sure |

**1.6** *Clerk* : There is a strong surge in the sale of our products.

*Proprietor* : Yes indeed. They have become .....

- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| (1) most popular items today?     | (2) stagnating in the market.     |
| (3) the least interesting things? | (4) more popular than any others. |

**1.7** *Clerk* : The data shows, the profits are .....

*Proprietor* : It's because of the rise in the expenses.

- |                             |                                |
|-----------------------------|--------------------------------|
| (1) just below the targets. | (2) more than last year.       |
| (3) far above last year's.  | (4) a higher growth this year. |

**1.8** *Clerk* : This chart indicates our competitor..... than us.

*Proprietor* : I have noticed that. We need to advertise more.

- |                           |                                |
|---------------------------|--------------------------------|
| (1) is growing weaker.    | (2) has a bigger market share. |
| (3) has slightly dropped. | (4) will be doing less.        |

**1.9** *Clerk* : We must explore new markets and increase our clientele?

*Proprietor* : But I notice there is no need to do so, because the increase in the number of customers is .....

- |                              |                                |
|------------------------------|--------------------------------|
| (1) much higher this year.   | (2) much lower than last year. |
| (3) not growing as expected. | (4) not at all relevant.       |

**1.10 Proprietor** : These figures relating to our profits are disappointing. We must act soon.

*Clerk* : It's because our cost of production .....

- |                             |                             |
|-----------------------------|-----------------------------|
| (1) has come down a lot     | (2) did lower very much     |
| (3) has gone up drastically | (4) increased and decreased |

(10 marks)

## Question 02

Question number **2.1** to **2.10** are based on the information given in the following text. Select the correct answers to fill in the blank in each question, out of those given from (1) to (4). **Write the number** of the selected answer in your answer booklet with the **number** assigned to the question:

### Text

Over the last decade, there has been a growing interest towards using renewable energy in both developed and developing countries realizing its sustainability, economic benefits and more importantly, its less adverse impact on the environment. Hence, the share of renewable energy to total world electricity generation has increased to 23.6 per cent in 2014 in comparison to 19.4 per cent in 2005.

Renewable energy offers multifaceted benefits from its very nature that include sustainability, climate safe future, **augmenting economic growth**, creating new jobs and enhancing human welfare. The renewables play an important role in contributing towards the transition to low-carbon growth through decarbonising the global energy mix. During the last few decades, the demand for electricity generation has boosted at a higher rate than the population growth due to improved quality of life across the globe. A large part of this increased demand was met through burning fossil fuel damaging the environment. Hence, there is a growing consensus on the threat of climate change brought on by increasing atmospheric concentrations of greenhouse gases, encouraging worldwide efforts to reduce emissions. The average Carbon-Dioxide (CO<sub>2</sub>) emission intensity of power generation through coal, fuel oil and natural gas are 960, 800 and 450 grams per kWh, respectively, while renewables ensure zero emission.

The seventh goal of Sustainable Development Goals (SDGs) of United Nations (UN) emphasizes the development of renewable energy while ensuring economic growth imperative to decarbonised economies across the globe. Enhancement of the share of renewable energy will significantly reduce CO<sub>2</sub> emissions, thereby, slowing the rise in global temperatures preventing catastrophic climate change.

Source: Central Bank Annual Report Sri Lanka (2015)

**2.1** This text is all about .....

- (1) use of renewable energy in Sri Lanka.
- (2) benefits of using renewable energy.
- (3) Carbon dioxide emissions in the world.
- (4) methods of using sustainable energy.

**2.2** Interest in renewable energy began .....

- (1) in very recent history
- (2) about two decades ago
- (3) twenty years ago
- (4) about ten years ago

**2.3** Renewable energy is considered to be important because of its uses .....

- (1) to the economy
- (2) of sustainability
- (3) to the environment
- (4) mentioned in (1), (2) and (3)

**2.4** The demand for more electricity led to the .....

- (1) creation of new jobs
- (2) quality of life in Sri Lanka
- (3) burning of fossil fuel
- (4) transition to low carbon growth

**2.5** According to the text, there is an effort to ..... in the whole world wide.

- (1) reduce carbon dioxide emissions
- (2) produce more electricity
- (3) increase atmospheric green gases
- (4) carbonizing the environment

**2.6** Electricity generation through renewable energy sources .....

- (1) is not popular in developing countries
- (2) has increased within nine years
- (3) is an idea of developed countries
- (4) has an adverse effect on the earth

**2.7** ..... is the best title for this text.

- (1) Benefits of Renewable Energy
- (2) Effects of Electricity Generation
- (3) Improved Quality of Life
- (4) Population Growth Across the world

**2.8** **Augmenting economic growth** in paragraph two means, to .....

- (1) bring about a downward trend
- (2) stagnate with no recovery
- (3) improve or raise the quality
- (4) decreasing the status

2.9 Slowing the rise in global temperature will be ensured by .....

- |                              |                             |
|------------------------------|-----------------------------|
| (1) The United Nations goals | (2) the climate change      |
| (3) renewable energy sources | (4) carbon dioxide emission |

2.10 ..... is brought on by atmospheric concentrations of greenhouse gases.

- |                    |                         |            |
|--------------------|-------------------------|------------|
| (1) Climate change | (2) A safe future       |            |
| (3) Human welfare  | (4) A clean environment | (10 marks) |

### Question 03

You are the General Manager of **IFT (Pvt) Ltd.** You notice that your office premises almost always are not clean and tidy. Overflowing wastepaper baskets and used water bottles left on the floor is a displeasing sight.

**Write** a Memo to all Managers of Departments drawing their attention to this fact. Explain why it is necessary to keep the place clean. Include a set of five(05) instructions on how to keep the place clean in the Memo. (10 marks)

End of Section A

### SECTION B

Three (03) compulsory questions

(Total 40 marks)

### Question 04

(A) *The following is a part of a lecture. Read it and complete the short notes given below, filling the ten blanks in the note. Write the numbers (4.1) to (4.10) in your answer booklet and the correct answer against each number:*

*“Today, let’s give some time to think about health in the workplace. As you all know it has become an important subject in the field of business.*

*Physical health affects the mind and the mind affects physical health. A sound mind in a sound body is a pre-requisite for high efficiency and good quality work in the office, factory, or field, There is no doubt it leads to a sense of achievement and fulfillment.*

*Our health of course is important not only to us, but also to our families and even to our employers. No wonder then that employers everywhere have a stake in the health and fitness of their employees and are willing to spend considerable amounts of money towards this purpose. Japanese companies particularly excel in this and the more successful among them start the day with a body building session and even singing the company song designed to promote loyalty and motivate the workforce. The physical exercises are an important factor contributing to high productivity and quality.”*

### Short Notes

Physical (4.1) ..... and mental health go hand in hand. A healthy mind in a healthy (4.2) ..... makes a person quite efficient and lead to good (4.3) ..... work.

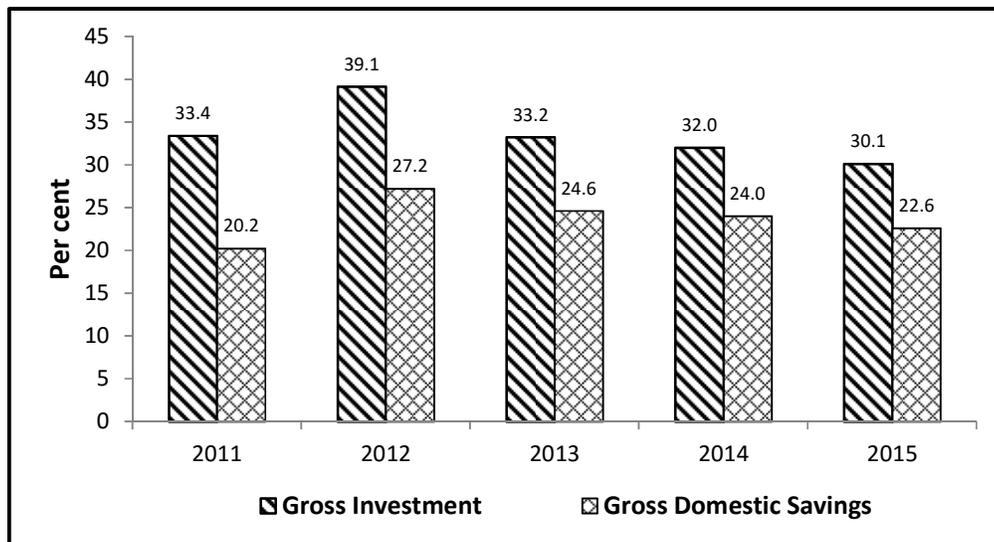
Good health gives benefits not only for families, but also for (4.4) ..... and this is why many companies invest large (4.5) ..... of money to improve the health of their (4.6) .....

For example, in (4.7) ..... some companies begin the day with exercises and (4.8) ..... the company song which helps to (4.9) ..... the work force. It aids in promoting (4.10) ..... too.

(10 marks)

(B) Study the bar chart given below:

**Savings and Investment**  
(as a percentage of GDP)



**Write** a description about the above chart.

*(Use about 100 words)*

(10 marks)

(Total 20 marks)

## Question 05

- (A) Fill in the blanks in the following sentences with the most suitable preposition or prepositional phrase out of those given below:

in spite of	during	for	in	of
among	out of	in front of	according to	except for

- (1) The manager has to divide the work load evenly ..... all the workers.
- (2) We are committed ..... retaining our status as market leader .
- (3) Our company is the world's leading supplier ..... tea.
- (4) ..... all the employees in the line of production, Sarath is the best.
- (5) ..... the heavy traffic, I managed to reach office at 9.00 a.m.
- (6) They all seemed cordial ..... the secretary.
- (7) This is an issue that came up ..... the early stages of our launch.
- (8) Our car park is ..... our head office.
- (9) ..... the requirements you should be competent in English.
- (10) We have spent the last two months searching ..... a systems analyst.

(05 marks)

- (B) The following is a set of instructions on how to make a photocopy. Imagine that you followed the steps and made photocopies one day. Write a paragraph reporting what you did.

**Use the passive voice:**

Study the example given:

*Example: First the photocopier was switched on and the machine was allowed to warm up.*

**How to make a photocopy:**

- First switch on the photocopier and allow the machine to warm up.
- Then open the flap and place the original document upside down.
- Select the paper size and close the flap
- Check the paper tray for photocopying paper.
- From the counter select the number of copies.
- Finally press the big green button on the machine.

(05 marks)

(Total 10 marks)

### Question 06

As the General Manager of **Leeway (Pvt) Ltd.**, it is your responsibility to present a business plan to several potential funding agents. **Write** an outline of the plan before your presentation. Use about 200 words.

The plan should contain the following:

- information about your company.
- a short description about your product or service, how you will make and sell it.
- resources you already have.
- resources you will need (machinery, equipment, etc.).
- marketing (intended customers, competitors etc.)

(10 marks)

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*End of Section B*

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## SECTION C

Two (02) compulsory questions

(30 marks)

### Question 07

You are the Financial Controller of a company. The travel expenses of your company keep escalating and it has become a heavy burden. **Write** a descriptive paragraph explaining this situation, steps that should be taken (for example 'carpooling, using public transport) and request to consider minimizing expenses on transport. Give imaginary statistical information to support your view points.

(15 marks)

### Question 08

**(A)** You read an advertisement in a newspaper calling for applications for the post of Trainee Auditor at Deshath Audit firm, Melvin Place, Colombo 3. **Write** a short covering letter to be sent to the Human Resources Manager. Mention that you have enclosed a CV giving all relevant information. Say why you are keen on joining the firm and how much you can contribute towards the success of the firm.

(05 marks)

- (B) Imagine that you are Sunimal De Silva, Factory Manager of Sturdy Ways Manufacturers. You have received the following fax message. **Write** a reply. Give the necessary information asked for.

Daily Deals  
3, Flower Road,  
Galle.

Tel. (091) 2243214 Fax: (091) 2243786

**FAX MESSAGE**

To : Sunimal De Silva  
From : Rizvi Mohamad (General Manager)  
Date : 02.01.2017

Request for information:

We received your fax dated 30.12.2016. We need some clarification regarding the drawbacks you have mentioned. What are the items that are not ready yet? When can you deliver them? We need the executive chairs within two weeks and is it possible for you to deliver all the items of furniture the same day or do we have to make an arrangement for transportation? Your prices have changed from the original. May I know the reasons? Please reply soon.

(10 marks)  
(Total 15 marks)

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*End of Section C*

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