



Association of Accounting Technicians of Sri Lanka

**Talent (Skills) Capstone
Examination January 2017**

**Questions and Suggested Answers
Subject No : SS1**

**EFFECTIVE COMMUNICATION SKILLS
(ECS)**

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THE ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA
EDUCATION AND TRAINING DIVISION

Talent (Skills) Capstone - Examination January 2017
(SS1) Effective Communication Skills

SUGGESTED ANSWERS

SECTION – A

Three (03) compulsory questions
(Total 30 marks)

Suggested Answers to Question One:

- 1.1 – (4)
- 1.2 – (3)
- 1.3 – (1)
- 1.4 – (2)
- 1.5 – (1)
- 1.6 – (4)
- 1.7 – (1)
- 1.8 – (2)
- 1.9 – (1)
- 1.10 – (3)

(10 marks)

Suggested Answers to Question Two:

- 2.1 – (2)
- 2.2 – (4)
- 2.3 – (4)
- 2.4 – (3)
- 2.5 – (1)
- 2.6 – (2)
- 2.7 – (1)
- 2.8 – (3)
- 2.9 – (3)
- 2.10 – (1)

(10 marks)

Suggested Answer to Question Three:

To : All Department Managers – IFT (Pvt.) Ltd.
From : General Manager
Date : 10 March 2017
Subject : Maintaining Cleanliness of office premises

I have noticed on several occasions that the cleanliness and the tidiness of the office premises has drastically gone down lately. The waste paper baskets are always overflowing and empty water bottles are scattered everywhere. This certainly is an unpleasant sight to any person visiting the office including the local and foreign clients. To improve cleanliness and tidiness of the office premises the following directives should to be implemented immediately:

- All Department Managers are responsible for maintaining the respective premises clean.
- A janitor will be allocated to each department to maintain cleanliness of the premises.
- A cleaning schedule has to be displayed in all the departments and it is to be checked by the respective Department Head every day before the end of the day.
- The Maintenance Manager has to personally be responsible for the keeping the office premises clean.
- All Department Managers should take measures to penalize staff members who throw any litter in a careless manner violating instructions.

The above directives should be implemented immediately to maintain the office premises of IFT (Pvt.) Ltd. pleasant for everyone.



Dineth Salgado

General Manager

(10 marks)

End of Section A

**Three (03) compulsory questions
(Total 40 marks)**

Suggested Answers to Question Four:

(A)

- (4.1) – health
- (4.2) – body
- (4.3) – quality
- (4.4) – employers
- (4.5) – amounts
- (4.6) – employees
- (4.7) – Japan
- (4.8) – singing
- (4.9) – motivate
- (4.10) – loyalty

(10 marks)

(B)

The chart depicts the investments and savings as a percentage of the GDP.

The vertical axis indicates the percentage while the horizontal axis indicates the years from the year 2011 to 2015.

In the year 2011 gross investments were 33.4 of the GDP while the gross domestic savings were 20.2 percent of the GDP. By the year 2012 gross investments increased to 39.1 percent while the gross domestic savings also indicated an increase to 27.2 percent. Over the next three years from 2013 to 2015 both the gross investments and gross domestic savings declined steadily and by the year 2015 gross investments were 30.1 percent while the gross domestic savings were 22.6 percent of the GDP.

Taken as a whole it could be summarized that the year 2012 recorded the highest percentage of the gross domestic investments and the gross domestic savings as a percentage of the GDP.

(10 marks)

(Total 20 marks)

Suggested Answers to Question Five:

(A)

- (1.) among
- (2.) in
- (3.) of
- (4.) Out of
- (5.) In spite of
- (6.) except for
- (7.) during
- (8.) in front of
- (9.) According to
- (10.) for

(05 marks)

(B)

First the photocopier was switched on and the machine was allowed to warm up. After that the flap was opened and the documents were placed upside down. Next the paper size was selected and the flap was closed. After that the paper tray was checked for the photocopying paper, and the number of copies was selected from the counter. Finally the big green button was pressed.

(05 marks)

(Total 10 marks)

Suggested Answers to Question Six:

Leeway (Pvt) Ltd.

The company was established in 1995 as a joint venture between Leeway Pvt. Ltd. UK and the Barnes Brothers of Sri Lanka. From the beginning the company used the name “Leeway” for brand value that the name would be carried all over the world. Over the last 22 years the company has been one of the main baby care and infant health products manufacturers. The annual turnover of the company is around 1.5 billion LKR, with the potential to develop this to 3 billion over the next five to eight years. To achieve this the company expects to locally produce some of the imported products with the lead of exporting them to the countries in the region like Maldives, India and other SAARC countries.

In the new plan a complete range of family food items and morning cereal items will be introduced. The company will also locally produce items mentioned below which are now imported and sold in the country:

- Baby diapers
- Baby formula
- Vitamin supplements

-
- Soap items
 - Baby cream
 - Baby hair oil
 - Cereal for baby
 - Family morning cereals

To produce these company expects to invest about LKR 500 million for the factory and machinery. A location for the factory has been identified and the training plan has been drawn by the HR division of the company.

All the machinery will have to be imported and the cost is estimated at LKR 350 million.

Marketing will be outsourced to one the leading advertising firms after competitive bidding and later this is to be taken over by Marketing Division of Leeway (Pvt) Ltd. of Sri Lanka.

(10 marks)



End of Section B

**Two (02) compulsory questions
(Total 30 marks)**

Suggested Answers to Question Seven:

Suggested descriptive paragraph

At the last Management Committee Meeting held on the 10 March 2017, it was highlighted that the travelling expenses of the company had gone up by 25% over the last three months. This is a significant increase when considered in relation to total expenses of the company. Immediate action has to be taken to reduce this to maintain the profitability of the organization. At the moment each Senior Manager has been allocated a personal car and this will have to be re-considered. The company has hired a Transport Consultant and he has already come up with some immediate measures to curb costs by way of restructuring some of the processes. Some of the suggestions given by the Consultant are matters like: carpooling and promoting the use of convenient public transport methods such as office transport system. At present the total cost stands at LKR 15 million, and this figure seems to be on the increase with growing inflation. So it will be necessary to bring this figure down to LKR 8 million to sustain the profitability of the organization. Once the full report of the consultant is received, it will be discussed at the Management Committee Meeting and the recommendations acceptable will be implemented in full to reduce the transport cost of the organization.

Financial Controller

(15 marks)

Suggested Answers to Question Eight:

(A) Suggested Covering Letter

No. 12, 2nd Lane,
Ratmalana.

10 March 2017

HUman Resources Manager
Deshath Audit Firm
Melvin PLace
Colombo 03

Dear Sir / Madam,

Application for the post of Trainee Auditor

With reference to the advertisement which appeared in the Sunday Observer of 08 March 2017, I wish to forward my application for the post of Trainee Auditor in your organization.

I possess a Degree in Accountancy from the Business School of AAT Sri Lanka, and I have completed one year as an Audit Trainee in Otis & Carman Associates at which I had exposure to a lot of experience in auditing carried out by the firm. With the knowledge acquired through my degree and the experience as trainee for one year, I am fully confident that I am capable of taking up the duties and responsibilities as a trainee Auditor in your esteemed organization and fulfill all the duties and responsibilities expected of me.

I have attached herewith my full CV for your perusal. I look forward to a favourable response.

Yours faithfully,

Danesh Samantha Perera

(05 marks)

(B) Suggested reply to Fax Message

ABC Office Furnitures

No. 45, Sea Street

Colombo 07

Te. (011) 2678578 Fax : (011) 234587

FAX MESSAGE

To : Mr. Rizvi Mohammad, General Manager

From : Sunimal De Silva, Factory Manager

Date : 03.01.2017

Subject : Clarifications on the Purchase Order for furniture

We received your Fax dated 02.01.2017 and trust the following details would clarify matters.

The cushion fabric ordered for your furniture was not available with the supplier and that is the main reason causing the delay. This will cause at least two weeks delay in supplying the five sofa sets you have ordered. The Executive chairs will be delivered on time by our own transport. The change of price is mainly because we had to import the fabric from China, as you specifically require that material. We have added only the additional importation cost which has caused the slight increase in prices, which is beyond our control.

(10 marks)

(Total 15 marks)

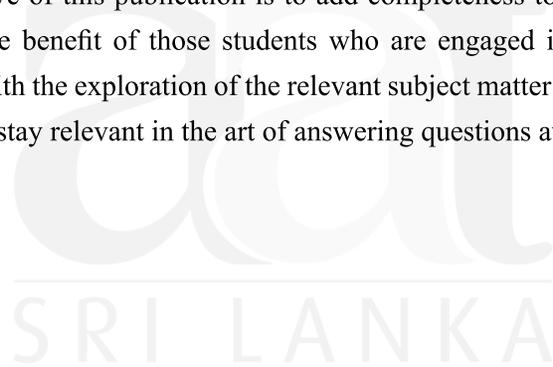
End of Section C

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These should be understood as Suggested Answers to question set at AAT Examinations and should not be construed as the “Only” answers, or, for that matter even as “Model Answers”.

The fundamental objective of this publication is to add completeness to its series of study texts, designs especially for the benefit of those students who are engaged in self-studies. These are intended to assist them with the exploration of the relevant subject matter and further enhance their understanding as well as stay relevant in the art of answering questions at examination level.



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