



Association of Accounting Technicians of Sri Lanka

**Talent (Skills) Capstone
July 2019 Examination**

**Questions and Suggested Answers
(SS1)**

**EFFECTIVE COMMUNICATION SKILLS
(ECS)**

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THE ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA

EDUCATION AND TRAINING DIVISION

July 2019 Examination

(SS1) Effective Communication Skills

SUGGESTED ANSWERS

**Three (03) Compulsory Objective Test Questions
(30 Marks)**

SECTION - A

Suggested Answers to Question 01:

Chapter 01- Speaking Skills

| Question No. | Answer |
|---------------------|---------------|
| 1.1 | (3) |
| 1.2 | (4) |
| 1.3 | (1) |
| 1.4 | (1) |
| 1.5 | (4) |
| 1.6 | (1) |
| 1.7 | (2) |
| 1.8 | (4) |
| 1.9 | (2) |
| 1.10 | (3) |

(10 marks)

Suggested Answers to Question 02:

Chapter 02-Understanding a text

| | |
|-----|--------------|
| 2.1 | For instance |
| 2.2 | Besides |
| 2.3 | also |
| 2.4 | which |
| 2.5 | and |
| 2.6 | when |

- 2.7 However
2.8 As a result
2.9 According to
2.10 or

(10 marks)

Suggested Answers to Question 03:

Chapter 04-Business Writing

**Coopers(Pvt) Ltd
333,Mainstreet,Colombo 11
Reputed Dealers in Machinery and Equipment**

Tel :011-2546090
Fax:011-2908658

e- mail :Cooperspvt@gmail.com

Website :www.cooperpvt.lk

To special Ads.Daily News

From : A.P.Perera

Subject : Special invitation to clients/stakeholders
Urgent Copy

Date:7th June 2019

No of Pages -1

Invitation to all clients and Stakeholders of Cooper (Pvt) Ltd

The management of Cooper (Pvt) Ltd cordially invites its valued customers and stakeholders to the ceremonial launching its latest product” Mitra”, the first solar powered three wheeler into the Sri Lankan market on July 10th 2019 from 10.00 a.m. to 3.00 p.m. at hotel Zerendib, Akasa Road, Colombo 03.This product has been designed to protect the environment from pollution with expert choice.

The programme for the day will include a presentation covering technical aspects of the product, including its social/economic benefits. Entertainment will be provided by a reputed music band. Lunch will be served.

Your participation would be much appreciated.Please contact Chula for information & reservations on Telephone 011-2528987.

End of Section A

Suggested Answers to Question 04:

Chapter 02-Understanding a text

- | | | |
|-------|------------------|----------------|
| (4.1) | (a) independent | (b) craving |
| (4.2) | (a) desire/dream | (b) attractive |
| (4.3) | (a) second | (b) factor |
| (4.4) | (a) follow | (b) dream |
| (4.5) | (a) energies | (b) enthusiasm |

(02 marks each, Total 10 marks)

Suggested Answers to Question 05:

Chapter 03-Grammar

A model answer

Person who impressed me most

The person who impressed me most is a sports personality. The sport that attracts me most is cricket. It is Lasith Malinga who gives me the impression as the most interesting and honest sportsman playing the game as a gentleman adding value to that sport and the country he represents.

Lasith hails from a respectable village family from the South and has been selected for the sport upon discovery of his talent by veterans in that field. He gained recognition both at national and international level due to consistent excellent performance. He has become very popular in India due to his outstanding performance in the IPL programme.

Lasith has received education to manage his affairs. Lasith faced certain difficulties because he was bold enough to be critical of certain actions of those in authority in the game. It is important that financial and other self-interests and political interference disrupt some sports activities in our country and this person who had to face difficulties.

Having the cricket world cup in 1996 in Sri Lanka, acquired world recognition, which indeed contributed to the community and the country became that attracted tourism bring in economic benefits as well. In this context, Lasith Malinga is a legend worthy of appreciation by true Sri Lankans.

(15 marks)

Suggested Answers to Question 06:

Chapter 04-Business Writing

Dear Kasun

Thank you Kasun for the confidence placed in me to help you with an analysis of your business performance for the year 2017/2018.

I am sure you are aware of the status of your business as a sole proprietorship in which the whole responsibility for success rests on your careful management and follow up of all its activities. It is therefore important to identify what are the items on which you have to lie very watchful so that, your profits may not get adversely affected.

It is observed that your net profit has increased by Rs.19,500/- from the last year which records a 13.7% growth, as against the gross profit increase of Rs.15,000/- which is 3.26%. Therefore we can conclude that the business is growing and not declining.

It is evident that sales returns have increased by Rs.10,000/- from the last year. This Problem has to be analyzed closely in order to ascertain the reasons. Is it due to quality of goods not meeting the requirements of customers or due to errors or omissions by the sales staff? It would be necessary to rectify the position by encouraging contractual measures.

The expenses appear to be under control. It is gratifying to note that office expenses have got reduced by 15,000/- than the previous year. The increase of Rs.10,000/- for salaries appears to be reasonable.

It is recommended to strengthen and carefully follow-up internal controls operating in the business in all respects. Since new rules and regulations are often introduced in the sports, cricket and tennis, it is recommended that “sports shop” is acquired with such developments to remain relevant in the trade.

(15 marks)

End of Section B

Two (02) compulsory questions
(Total 30 marks)

SECTION - C

Suggested Answers to Question 07:

(A)

Chapter 04-Business Writing

A model answer

The given Bar Chart depicts the unemployment rates in percentages of 10 districts the selected in a jumble order from the Republic of Sri Lanka. The source of the information whether it is from the government department of Census and Statistics or Central Bank Annual Report is not indicated.

The highest rate of 7.5% is recorded in the Matale District whereas the lowest of 2.5% is recorded in the Polonnaruwa district. Matara ditrict records the second highest rate of 6.3%.The next highest unemployment rate is in Galle and Kandy. Unemployment rate in Kurunegala is equal to that of Kalutara, but less than the rate in all other disricts except Polonnaruwa and Colombo.

The districts that show an unemployment rate of more than 6% are Matale and Matara. Ditricts that show an unemployment rate that is less than 3% are Colombo and Polonnaruwa.

(10 marks)

(B)

Chapter 02-Understanding a text

- 7.1 brick and motor style
- 7.2 Fintechs-future driven by technology
Telcos-telecommunication companies
- 7.3 delivery of banking products are likely to happen more efficiently and effectively.
- 7.4 **it**-technology **They**-Fintechs and telcos
- 7.5 The fast pace of change in fintechs and telcos has made the business models of banks more challenging and competitive.
- 7.6 Navigate through a strong regulatory framework in line with risks involved.
- 7.7 (1) answers=solutions
(2) chances= opportunities

(10 marks)

Suggested Answers to Question 08:

Chapter 04-Business Writing

A Model Answer

“Divya Wimana”

Kelaniya

30th July 2019

Human Resources Manager

Underground Trading (Pvt) Ltd

Major Road

Colombo 11

Dear Sir/Madam,

Post of a Creative Writer/Analyst

This is with reference to your advertisement published in the Sunday Observer of 24th June calling for applications for the above post.

I am enclosing my CV including information relating to the referees and copies of certificates.

My close links and association with intelligence groups will certainly give me an edge above others to perform well in your esteemed company.

I look forward to a fruitful employment assignment and assure you pride of position in the field with my innovative thinking and contribution.

Thank you

Yours faithfully

.....

(Signature)

Angeline Perera

(10 marks)

End of Section C

Notice:

These answers compiled and issued by the Education and Training Division of AAT Sri Lanka constitute part and parcel of study material for AAT students.

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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