



ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA

TALENT (SKILLS) CAPSTONE - JANUARY 2019

(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.

02-02-2019  
Morning  
[8.45 – 12.00]

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

**SECTION A**

Three (03) compulsory questions

(Total 30 marks)

**Question 01**

Read through all the parts of this question before you start writing the answers. After that, select the **most suitable phrase**, out of those given to fill in each of the blanks in parts of the questions numbered **(1.1)** to **(1.10)**. Write the number of the selected answer (phrase) in your answer booklet, against the number assigned to the question.

**(1.1)** *Rasika* : Did you meet Mr. Herath last night at the conference?

*Indika* : Yes indeed! ..... talking to him.

- (1) That is a wonderful time
- (2) It could not have happened
- (3) I really enjoy it very much
- (4) It was quite an experience

**(1.2)** *Rasika* : I know how you feel. Mr. Herath is a very sensitive and a sensible man.

*Indika* : Yes. He ..... on how to start a business.

- (1) won't consider any advice.
- (2) gave me sound advice.
- (3) will pass me some advice.
- (4) advising me was strange.

**(1.3)** *Rasika* : He started as a small business owner, and later became a billionaire.

*Indika* : I have heard about it, but how on earth..... ?

- (1) does he reach that height.
- (2) is he getting that lucky.
- (3) did he become so rich.
- (4) that happened to him.

**(1.4)** *Rasika* : I think ..... and the way he treats his employees.

*Indika* : May be those are the reasons for his success.

- (1) its the intelligence
- (2) it will be the patience
- (3) it's his natural ability
- (4) it been his smartness

**(1.5)** *Rasika* : Then there was Mr. Adam. Quite the opposite.

*Indika* : He was self-centered. He .....

- (1) is advising me about business.
- (2) kept talking about himself.
- (3) is being of self-importance.
- (4) keeps me listening to him.

**(1.6)** *Rasika* : He said that he owned a castle somewhere. .... about it?

*Indika* : I think he owns more than one. He is a business tycoon.

- (1) What do you think
- (2) How have you thought
- (3) How will you believe
- (4) What could one expect

**(1.7)** *Rasika* : I have my doubts so I reserve my comments. .... visitor we met?

*Indika* : Do you mean Ms. Richards?

- (1) Which is that other
- (2) What about the other
- (3) Where was that new
- (4) When did you see that

**(1.8)** *Rasika* : Yes. She is an entrepreneur. Her business is a unique business.

*Indika* : She ..... pet care products.

- (1) began with some
- (2) had begun at
- (3) was starting within
- (4) have started with

**(1.9)** *Rasika* : All the business owners we met are focused on attaining their goals.

*Indika* : And they ..... determination. I would like to meet them again.

- (1) got a drive by a
- (2) drive by their own
- (3) will be driving
- (4) are driven by their

**(1.10)** *Rasika* : Me too. Oh! The waiter is coming. Have you decided what to order?

*Indika* : Well it is always rice and curry. Nothing .....

(1) else is good enough for me.

(2) what else is good for me.

(3) to be better for anyone.

(4) to be worried about lunch.

(10 marks)

## Question 02

Select from the following list the most suitable word / words to fill in each of the blanks numbered **(2.1)** to **(2.10)** in the short speech given below:

although	as	and	but	for instance
moreover	since	such as	this way	however

Write the numbers **(2.1)** to **(2.10)** in your answer booklet, and the word / words selected by you against the relevant number.

"I got myself appointed to the 'Apex Construction Company' recently **(2.1)** ..... a Safety Equipment Officer. The title may sound quite impressive, to you, **(2.2)** ..... it is not a very accurate description of my duties. My main job is to provide protective clothing and work gear, **(2.3)** ..... overalls, helmets, boots and so on. I estimate what the different departments will need **(2.4)** ..... place an order at the suppliers Department. In **(2.5)** ....., I make sure that the various departments have everything they want. **(2.6)** ..... stationery and machinery are also my responsibility. **(2.7)** ..... things run smoothly most of the time, mishaps occur once in a way. **(2.8)** ..... very recently it was found that one equipment ordered was malfunctioning. **(2.9)** ..... I was the officer in charge I had to face the blame. **(2.10)** ....., it was later discovered that the suppliers had made an error in dispatching the goods ordered. Fortunately nothing harmful happened to anyone."

(10 marks)

### Question 03

Convert the words given within brackets from **(3.1)** to **(3.10)** into correct form to complete the sentences in the paragraph given below. Write the numbers **(3.1)** to **(3.10)** in your answer booklet, and the correct form of the word against each number.

Follow the example at **(3.0)** below:

Accounting and Auditing are both specialized fields, yet there is **(3.0) speculation** (*speculate*) that Auditing is wider than Accounting as it needs a thorough **(3.1)** ..... (*understand*) of various acts, knowledge of accounting standards and auditing standards as well as **(3.2)** ..... (*communicate*) skills .

Apart from that **(3.3)** ..... (*confidential*), integrity, objectivity, technical competence and independence are the basic **(3.4)** ..... (*require*) that are to be maintained during the **(3.5)** ..... (*perform*) of the audit procedure. The reports submitted by the auditor are helpful for the **(3.6)** ..... (*use*) of the financial statements like creditors, shareholders, **(3.7)** ..... (*invest*), suppliers, debtors, and the government etc. for rational **(3.8)** ..... (*decide*) making.

Accounting **(3.9)** ..... (*obvious*) is not less nor is it simple. It also requires a complete knowledge of principles, conventions and assumptions as well as the Companies Act and tax laws. Hence it certainly is **(3.10)** ..... (*equal*) important and essential.

(10 marks)

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End of Section A

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## **SECTION B**

Three (03) compulsory questions

(Total 40 marks)

### **Question 04**

Read the following text about “Buying a Business”. There are blank spaces from **(4.0)** to **(4.5)**. Select the appropriate sentence from **(B)** to **(F)** below to fill in each of the blank **(4.1)** to **(4.5)**. Write the numbers **(4.1)** to **(4.5)** in your answer booklet with the capital letter of the sentence against each relevant number.

Follow the example at **(4.0)** below:

#### **BUYING A BUSINESS**

Recently a friend of mine , Ravi has been considering buying a road side restaurant.

**(4.0)** .....**A**..... Last week the owner, Mr. Silva said that he wanted to sell the business. Ravi was excited about the prospect and asked questions about the operation.

**(4.1)** ..... . Some of these individuals are residing in the area. The current owner, Mr. Silva could not give any details on the daily running expenses. **(4.2)** .....

Most of the people pay with cash and a very few by credit card. **(4.3)** ..... . Sometimes the waiters collect the money and pocket their share before giving Mr. Silva the remainder. **(4.4)** ..... . Mr. Silva said that he had some major renovations planned but was vague on what these would be, their cost and when they might start.

Mr. Silva believes that his presence in the restaurant attracts customers. He is the first to arrive and the last to leave every day. **(4.5)** ..... . Mr. Silva says he has a business plan, but won't let Ravi see it until an agreement to buy the business has been signed.

**(A) For the last five years, he has been having his breakfast there.**

**(B)** He just said “The business is very profitable”.

**(C)** Not all of these amounts have been entered in the books.

**(D)** About 130 people come to the restaurant to have their breakfast.

**(E)** As a result he knows all the customers personally and persuades them to bring their friends along.

**(F)** Ravi has mentioned that the place is becoming a bit run down

(02 marks each, 10 marks)

## Question 05

Read the following text. **Select words from the text** to fill in the blanks marked (a) and (b) in parts of the questions numbered **(5.1)** to **(5.5)**. Write the numbers **(5.1)** to **(5.5)** in your answer booklet, with the question number and the words selected by you to fill in the blanks in each question.

(Use only **one word** for each blank. **(5.0)** is done for you as an **example**)

### TEXT

The term Human Resource Management (HRM) can have a number of different meanings. At its simplest, HRM simply denotes any approach to employment management. This covers all the aspects related to dealing with people in the work place. It also includes the tasks of recruiting, monitoring, supervising, paying and disciplining them. Since no firm, not even the most sophisticated internet-based enterprise, operates without the input of its employees, HRM is a crucial function in all business entities. Indeed, staff wages and associated remunerations are typically one of the largest single-cost items for most small firms, so it makes sense to manage this resource as effectively as possible.

**E.g.:** **(5.0)** According to the text, HRM has several (a) different (b) meanings.

**(5.1)** The simplest explanation for HRM is, "It is all about (a) ..... (b) ....." .

**(5.2)** HRM always starts with the process of (a) ..... and it is followed by the second important task of (b) ..... .

**(5.3)** A business enterprise cannot operate if it doesn't have the (a) ..... of its (b) ..... .

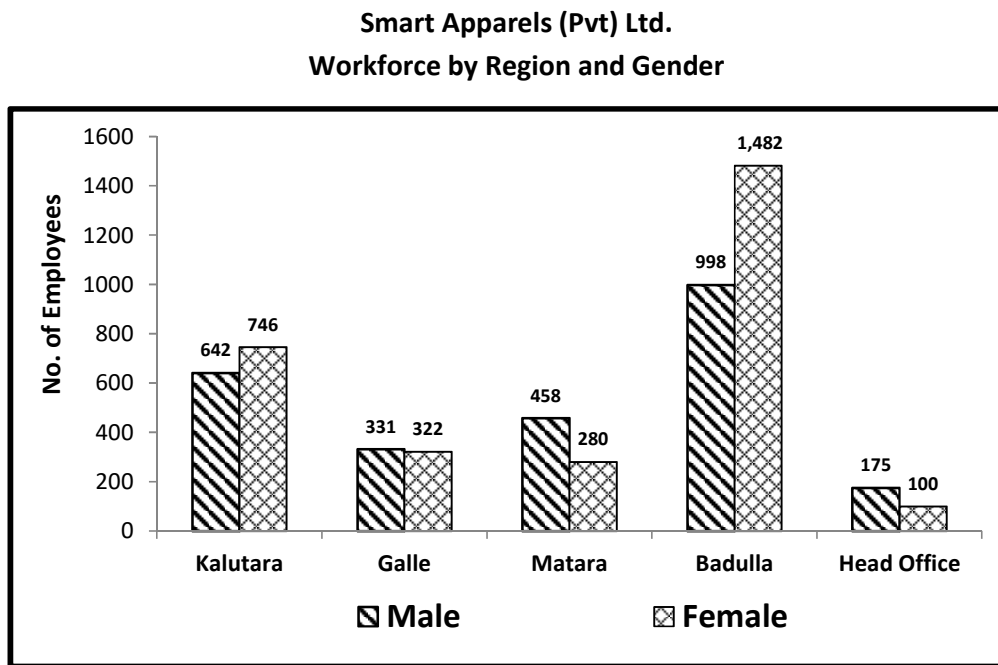
**(5.4)** Staff wages and (a) ..... are regarded as one of the largest (b) ..... items for most small firms.

**(5.5)** The two words used to describe the importance of the work done by HRM are (a) ..... (b) ..... .

(02 marks each, 10 marks)

## Question 06

(A) Study the bar chart given below:



**Write** a description based on the information provided in the bar chart.

*(Use about 100 words.)*

(10 marks)

(B) Your company's head office is located at No. 99, Quarry Road, Galle, will be moved very soon to a new location. As the General Manager of the company you have to inform all your clients about this relocation. Write a notice to be published in a newspaper.

Include following in the notice:

- reasons for the relocation.
- new address, date of moving.
- all contact information with telephone numbers.
- give some landmarks to help for finding the location.
- request clients to call for further clarifications if necessary.
- express hope to work with them successfully at the new premises.

*(Write your notice using imaginary facts. Use about 100 words)*

(10 marks)

(Total 20 marks)

End of Section B

## SECTION C

Two (02) compulsory questions

(30 marks)

### Question 07

You work as the manager of a busy supermarket. Many employees tend to take their time off during the peak hours when the customers flock to the place to do their purchasing. An insufficient number of employees has a negative effect on the supermarket.

You need to present to the management, a possible solution to this problem. You may select the more suitable one out of the two options given below or you may present any other solution of your own:

- (1) Motivate employees to be more responsible.
- (2) Hire temporary employees to cover absentees.

Write an e-mail to the Managing Director, describe the situation, explain why it happens and present your solution to overcome the problem.

*(Use about 150 words.)*

(15 marks)

### Question 08

You are the Finance Director of **Sampath & Lal Designs (Pvt) Ltd.** The Income Statement of the company for the year ended 31<sup>st</sup> March 2018 and 31<sup>st</sup> March 2017 are given below:

#### Sampath & Lal Designs (Pvt) Ltd.

##### Income Statement

*(Rs. '000)*

For the year ended	31 <sup>st</sup> March 2018	31 <sup>st</sup> March 2017
Sales	328,000	175,000
Cost of sales	(260,000)	(130,000)
<b>Gross Profit</b>	<b>68,000</b>	<b>45,000</b>
<b>Other Income:</b>		
Investment income	350	1,000
Profit on Disposal of Machinery	400	-
<b>Expenses:</b>		
Distribution expenses	(16,000)	(8,000)
Administration expenses	(22,000)	(21,000)
Finance expenses	(1,500)	(1,300)
<b>Profit Before Tax</b>	<b>29,250</b>	<b>15,700</b>
Less: Taxation	(1,800)	(1,200)
<b>Profit After Tax</b>	<b>27,450</b>	<b>14,500</b>

Write a description about this Income Statement to be presented to the Board of Directors.

*(Use about 150 words.)*

(15 marks)

End of Section C