



Association of Accounting Technicians of Sri Lanka

Talent Subject - January 2021 Examination

Suggested Answers

(310) BUSINESS COMMUNICATION (BC)

Association of Accounting Technicians of Sri Lanka
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(310) BUSINESS COMMUNICATION

SUGGESTED ANSWERS

(Total 25 Marks)

SECTION - A

Suggested Answers to Question One:

(A)

Chapter 1 - Conversational Skills

1.1 (2) I am sure you totally agree with me.

1.2 (3) We have to go through it and

1.3 (4) I am aware that you do not like music much.

1.4 (2) not like the noisy pop songs of a band.

1.5 (1) That's not always true my dear.

1.6 (3) Do you expect me to say "okay" for everything.

1.7 (2) Can I add something here?

1.8 (4) It's a fantastic idea.

1.9 (1) what a famous person said.

1.10 (1) must get the opinion of others.

(10 Marks)

(B)

Chapter 4 - Functional Grammar

1.11 to

1.19 of

1.12 with

1.20 beyond

1.13 At

1.21 by

1.14 in

1.22 out

1.15 thereby

1.23 During

1.16 for

1.24 abroad

1.17 on

1.25 without

1.18 through

(15 Marks)

(Total 25 Marks)

End of Section A

Suggested Answers to Question Two:

Chapter 1 – Conversational Skills

(a)

- 2.1 would you like to/ do you want to
- 2.2 starts in / begins in / commences in
- 2.3 ends in
- 2.4 have to pay
- 2.5 skills if I join
- 2.6 to join the/ to follow the

(b)

- 2.7 without a seat
- 2.8 put it on
- 2.9 on the / on this
- 2.10 it, you will

(10 Marks)

Suggested Answers to Question Three:

Chapter 2 – Academic Reading Skills

- 3.1 Traditional low technology products (garments & tea) (01 Mark)
- 3.2 Because the foreign exchange from the exports to the West is not sufficient and other programmes like GSP and GSP+ programmes are short-lived and will not be available for an upper middle income economy. (02 Marks)
- 3.3 Services exports (02 Marks)
- 3.4 The West accounts for more than 50% of the Sri Lankan exports and it is supported by the preferential access (01 Mark)
- 3.5 Sri Lanka needs to form strategic economic partnerships with other countries, especially in Asia region (02 Marks)
- 3.6 Vietnam could reduce the tariffs on Vietnamese exports through FTAs, thereby paving way for the expansion of its exports sector as well as its economy. (02 Marks)

(10 Marks)

(10 Marks)

Suggested Answers to Question Four:

Chapter 3 – Business Writing Skills

Sample Letter

No. 24, Temple Road
Moratuwa
25.03.2021

Ms. Vinita Jayasuriya
Principal
Central College
Moratuwa

Dear Ms. Jayasuriya

To Obtain a Letter of Reference

I am Shenali Fernando, a past pupil of Central College, Moratuwa. I am from Moratuwa itself and after my Advanced Level examination, I followed a course at AAT Sri Lanka. Since I have finished my course, I wish to apply for a trainee audit clerk position at ABC (Pvt) Ltd., situated at No.34, Samagi Mawatha, Pelawatte. I would like to mention you as one of my referees, so it would be great if you could provide a letter of reference.

I attended Central College, Moratuwa for 13 years and was an outstanding pupil during my school time. I was a school prefect, president girl guide, and the captain of school netball team from 2014 to 2016. I led our team to two consecutive all-island championships. I was also the president of the Commerce Society and organised the Commerce Day in 2017.

I was able to obtain 9As for my Ordinary Level examination and passed the Advanced Level with 2 As and a B in Commerce stream.

Herewith I have attached testimonies of character from the chief incumbent of Saddhatissa Maha Vihara, Rev. Sri Kusaladhamma Thero and our Gramasevaka for your reference.

If you need any further information I could call over for any details for the letter and you can contact me on 0774562876 or shenali.fernando@gmail.com.

Your time and consideration in this regard is highly appreciated.

Thank you for your kind consideration.

Yours respectfully

.....
Shenali Fernando

(10 Marks)

Suggested Answers to Question Five:

Chapter 2 – Academic Reading Skills

5.1	data	5.6	children’s books
5.2	profit obtained	5.7	forty percent
5.3	study guides	5.8	lowest
5.4	highest	5.9	steadily increased
5.5	Sinhala novels	5.10	dropped slightly

(10 Marks)

Suggested Answers to Question Six:

Chapter 3 – Business Writing Skills

Sample E-mail

To : suranga@gmail.com
From : nihal@gmail.com
Subject : Lunch at Kelum’s New Restaurant

Dear Suranga,

How have you been? I hope everything’s alright and you are keeping safe. Kelum called yesterday and said he opened the restaurant recently. He wanted me to check out the place and have lunch over there. He asked to accompany you along so I thought of writing to you.

His restaurant is Camelot Beach and it’s in Negombo close to the beach. It’s quite simple to find the way. Once you reach Negombo city, drive along the Temple road and go straight on to the Adnives road crossing the Colombo-Puttalam highway. Drive straight passing the Heritance Negombo and you will find Camelot Beach on your left.

I’m planning to go there this Sunday, 28th March. I think it’s a good chance to catch up with friends. What do you say? I’m sure you will join us. Let me know.

Best Wishes
Nihal

(10 Marks)

(Total 50 Marks)

End of Section B

Suggested Answers to Question Seven:

(A)

Chapter 5 – Business Presentation Skills

Sample Speech

Good morning to everyone here at Hightech Private Limited. I have been asked to present you all on a timely topic – “Benefits of Working from Home” or more formally, telecommuting or teleworking.

Even though this is a new development for us, in most other countries it is common for people to work from home because of advances in working from home. This phrase became popular rather recently in our country after the Covid 19 pandemic. People have different views about this practice but I’m going to talk about a few benefits here.

Starting off, one advantage of working from home is the freedom it provides. Home workers can organise their work around their home life as they can stop or start work as they please, and thus if, for example, they have children, they can easily arrange to take them and pick them up from school. They can also undertake any other tasks that they need to do during the day, such as doing the laundry or shopping, and then finish work later. Overall then, employees have more control over their lives.

Further, it is more comfortable for many. Employees can save a great deal of time and money since they do not have to travel so often, which means people will have more time for work and for themselves. Less travelling will also help reduce traffic congestion and pollutants to our environment. Besides, working at home does not mean staying inside all day long, people can choose to work in their garden or backyard, wherever makes them feel convenient to work.

Moreover, employees are less stressed since they get to decide when to work and when to rest. These things will help increase work performance and benefit the companies.

Thus, it is clear that working from home helps us slowdown in this rat race we are running every day. This does not mean it does not have any downsides to it. But today I wanted to highlight the positive aspect of it. I believe that we have been given a chance to sit back and think about how we can balance both our professional and personal lives.

Thank you for listening.

(15 Marks)

(B)

Chapter 6 – Job Interview Skills

Sample Answers

(1) What is your greatest strength?

I have a solid work ethic. When I'm working on a project, I don't just want to meet deadlines. Rather, I prefer to complete the project well ahead of schedule. Last year, I was awarded a bonus for completing my three most recent reports one week ahead of time. I am known for being a good team leader with a talent for getting on well with my colleagues thanks to my communication skills. And I always work on time. Punctuality is something I greatly value and, in my experience, it's evident that a lot of things like the chaotic traffic congestion will be set straight if everybody worked on time.

(2) Tell me an achievement you are proud of.

I'm proud of the fact that I was promoted the fastest in the organization's short history. When I took this position, I set the goal for promotion within twelve months. I was able to achieve that within six months. As you can see, I set lofty goals for myself and am sure to create milestones and check-ins with managers to ensure I'm hitting the targets along the way to achieve those goals.

(3) Describe a difficult situation you faced and the way you handled it.

In my recent job as a department head, there was a new employee who submitted incomplete reports. Even though they were asked multiple times to include all the required information, the reports continued to lack all the data and had to be redone. This delayed work for others as well.

I wondered if the new employee was getting clear information, so I created a sample report showing all the required data. I also asked other supervisors to review this with their reports and to post a chart of when the reports were due. As a result, the quality of everyone's reports improved, not just those of the new employee. I learned that it's really important to listen and to clearly communicate expectations to get the desired results.

(10 Marks)

(Total 25 Marks)

End of Section C

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