



**Association of Accounting Technicians of Sri Lanka**

**Talent Subject - July 2023 Examination**

**Suggested Answers**

**(310) BUSINESS COMMUNICATION (BC)**

**Association of Accounting Technicians of Sri Lanka**  
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THE ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA

**Talent Subject - Examination - July 2023**

**(310) BUSINESS COMMUNICATION**

**SUGGESTED ANSWERS**

(Total 25 Marks)

**SECTION - A**

*Suggested Answers to Question One:*

(A)

*Chapter 01 - Conversational Skills*

1.1 (3)

1.2. (2)

1.3 (3)

1.4. (4)

1.5. (1)

1.6. (2)

1.7. (2)

1.8. (3)

1.9 (4)

1.10. (3)



*(10 marks)*

(B)

*Chapter 01 - Conversational Skills*

(a) (1.11). by bus or by train

(1.12) the easiest way

(1.13) get off at

(1.14) with a wooden gate

- (b) (1.15) My car broke down  
(1.16) about your project  
(1.17) why you weren't there
- (c) ( 1.18 ) I would like to  
( 1.19 ) made of leather  
( 1.20 ) collection of footwear

(c)

**Chapter 04 – Functional Grammar**

- (1.21) between  
(1.22) in  
(1.23) to  
(1.24) amid  
(1.25) of



**( 05 marks)**

**(Total 50 Marks)**

**End of Section A**

***Suggested Answers to Question Two:***

***Chapter 02 – Reading Skills***

- 2.1 False
- 2.2 False
- 2.3 True
- 2.4 True

***(04 marks)***

2.5 Employees can improve their own selves and stay ahead of others by enhancing one's own value and appreciating one's capabilities.

2.6 However, it is excessive hours of work that may reduce one's worth as it may lead to errors and negligence.

2.7 Maintain work-life balance and help rejuvenate their mind and soul for better productive work.

***(06 marks)***  
***(Total 10 marks)***

***Suggested Answers to Question Three:***

***Chapter 4 – Functional Grammar***

- 3.1 since
- 3.2 moreover
- 3.3 while
- 3.4 and
- 3.5 whenever
- 3.6 but
- 3.7 such as
- 3.8 even though
- 3.9 until
- 3.10 in conclusion

***(10 Marks)***

## ***Suggested Answers to Question Four:***

### **Chapter 03 – Business Writing Skills**

**From : eazystore.lk**

**To : ashanperera@gmail.com**

**Subject : Response to customer complaint and rectification**

**Date: 26<sup>th</sup> August 2023**

Dear Sir/Madam,

Thank you for raising your concerns, and while we thank you for bringing these concerns to our attention, we would like to sincerely apologize for the inconvenience you encountered and regret it.

As per the issue of insufficient stationeries, we have updated our stock system and increased the supply of stationeries. I assure that when you visit the super market again you will notice the improvements.

Secondly, for the problem of inadequate carts for loading, we have placed additional carts and advised workers to assist in locating so that all customers can conveniently shop.

Thirdly, to rectify an unacceptable situation of poor customer service, we strongly advised our workers on their behaviour and conducted customer service trainings for our staff by a professional.

Finally, with regard to the cashier's inefficiency, we understand your frustration and we value our customers' time so we have taken steps to allocate our most efficient cashier during peak hours.

Thank you once again for taking the issue for my attention so that I could take remedial action.

Best regards,  
D.M Fernando  
Manager,  
Eazy Store

**(10 Marks)**

### ***Suggested Answers to Question Five:***

#### ***Chapter 02 – Academic Reading Skills***

This bar chart presents information about the Imports of Sri Lanka from January 2022 to December 2022 in USDs.

The highest imports were recorded in the month of January valued at \$ 2,241 million. The lowest imports expenditure was recorded in the month of June valued at \$ 1,226.5 million.

Import expenditure was in a decreasing trend from the months January to July after which in August it increased again by 15.5% in comparison to previous month of July. But it reduced again by 13.6% in September compared to Import expenditure in August. While in the month of October it picked up again and was stagnant in the months of November and December.

Overall, imports were in a decreasing trend where there was 36.4% reduction in imports when comparing from months January to December 2022.

The total imports expenditure for the year 2022 was \$ 18,543.8 million.

The bar chart is a depiction of irregularities in Sri Lankan imports.

**(10 Marks)**

### ***Suggested Answers to Question Six:***

#### ***Chapter 04 – Functional Grammar***

6.1 that

6.2 who

6.3 where

6.4 which

6.5 whose

6.6. where

6.7 whom

6.8 that

6.9 then

6.10 which

**(10 Marks)**  
**(Total 50 Marks)**

***End of Section B***

***Suggested Answers to Question Seven:***

(A)

***Chapter 06 – Job Interview Skills***

To :

Human Resources Manager

Pharma Lanka

Dear Sir,

I came across the notice displayed outside your company building and was interested in applying to your job opening.

I would like to work at Pharma Lanka as it is a prestigious company in Sri Lanka leading the pharmaceutical industry. Further, the experience and knowledge that I can gain from your company is immense.

I am literate in English and Sinhala languages and possess computer skills as I passed with a distinction in the Ordinary Level Information Technology subject and possess Microsoft Package application knowledge.

I am part of an array of extracurricular activities. I was a member of the Leo Club in Kelaniya engaging in youth-led charity activities. I have also joined the Colombo Speechcraft Program to develop my public speaking skills. Furthermore, I am an avid video game player where I take part in virtual competitions.

As an enthusiastic school leaver, I would like to submit my application for review for a suitable opening in your company and request an interview at your convenience.

I really enjoy new challenges and I am a very fast learner with good problem solving skills.

Yours Sincerely,

Pathum Fernando

**(10 Marks)**

(B)

**Chapter 05 – Business Presentation Skills**

**What effect will these new products have on the environment?**

Bamboo is a sustainable and eco-friendly alternative to plastic. Do you know at least 14 million tons of plastic end up in the ocean every year? These novel bamboo-based products we are introducing will help the environment immensely by reducing the negative impact of single use plastic and plastic usage. I hope this would clear your doubts.

**Why are you planning to market these products only in Sri Lanka?**

Our plan is to start off with the Sri Lankan market first as we would like to see if target customers will shift to bamboo considering its price aspect. If the new bamboo-based products perform well we will consider marketing them outside Sri Lanka, not necessarily only in Sri Lanka but that would be included in the long-term planning pipeline. I hope I answered your question.

**How are you going to obtain a continuous supply of raw materials?**

We have purchased several commercial bamboo plantations to ensure continuous supply of raw materials. Commercial bamboo plantations are key for us to maximize bamboo culms, to produce a mix of bamboo culms and shoots and to maximize biomass production. Also, we have identified potential bamboo plantations to be bought if high demand arises. I hope I made myself clear. If you have any more questions please ask.

**(15 Marks)**  
**(Total 25 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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