



Association of Accounting Technicians of Sri Lanka

July 2015 Examination

**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

Examination - July 2015
(SS1) Effective Communication Skills

SUGGESTED ANSWERS

SECTION – A

Three (03) compulsory questions to be answered.

Suggested Answers to Question One:

Only the option number is expected as the answer at the examination.

- | | | | |
|------|----------|---|--------------------------|
| 1.1 | option 2 | – | not to spend |
| 1.2 | option 1 | – | because it doesn't need |
| 1.3 | option 3 | – | which has become |
| 1.4 | option 3 | – | life began |
| 1.5 | option 4 | – | had not reported to work |
| 1.6 | option 2 | – | doesn't turn |
| 1.7 | option 4 | – | the management for its |
| 1.8 | option 2 | – | wants |
| 1.9 | option 3 | – | what the future holds |
| 1.10 | option 2 | – | Had they worked |
| 1.11 | option 1 | – | the project was |
| 1.12 | option 4 | – | tastier than that |
| 1.13 | option 3 | – | out of which the largest |
| 1.14 | option 4 | – | as much |
| 1.15 | option 3 | – | carried out |

Suggested Answers to Question Two:

- (1.) is sent
- (2.) was found
- (3.) rushed
- (4.) living / to live
- (5.) rode
- (6.) took

-
- (7.) could
 - (8.) did
 - (9.) tired
 - (10.) would
 - (11.) resting
 - (12.) stopped
 - (13.) did
 - (14.) was established
 - (15.) ended

Suggested Answers to Question Three:

- (1.) writing
- (2.) reached
- (3.) are settled
- (4.) saw
- (5.) has been
- (6.) been playing
- (7.) building
- (8.) drive
- (9.) love
- (10.) are having

End of Section A

Three (03) compulsory questions to be answered.

Suggested Answers to Question Four:

Only the number of the selected answer is expected as the answer at the examination.

- | | | | |
|------|------------|---|--|
| 4.1 | Option (4) | - | good for health |
| 4.2 | Option (2) | - | less water |
| 4.3 | Option (1) | - | do not get consideration |
| 4.4 | Option (2) | - | the lubrication of joints |
| 4.5 | Option (1) | - | food |
| 4.6 | Option (3) | - | ideal fluid source |
| 4.7 | Option (4) | - | coffee |
| 4.8 | Option (4) | - | both answers in (2.) and (3.) |
| 4.9 | Option (3) | - | Ice cold water is more satisfying than other beverages |
| 4.10 | Option (2) | - | A busy life |

Suggested Answers to Question Five:

(1.)

Y : Wish you all the best & all the success / Goodluck!

YF : Thank you very much. / Thank you.

(2.)

Y : Hope your mother is getting well / How is your mother ? / How is the condition of your mother ?

YF : She is better now / She is getting better / There is no improvement.

(3.)

Y : Hi, I'm Ravin. Welcome to the class.

NS : Thank you. I'm Dineth. Nice to meet you.

(4.)

Y : Good morning Sir, sorry for being late I had to attend another urgent meeting.

YB : That's alright. Make sure that you're punctual next time.

(5.)

Y : Did you see my Accountancy book?

YS : Sorry I didn't. / If I find it, I'll let you know. / Did you leave it in the class ?

Suggested Answers to Question Six:

Good morning Mr. Chairman, members in the Head Table, ladies & gentlemen!

I have been entrusted with the pleasant task of introducing the guest speaker at this conference. So, it is my pleasure to carry out that responsibility without taking much time.

Our guest speaker today Dr Wijaya Godakumbura is someone who does not need any special introduction, because he is someone who is well known both here in Sri Lanka and internationally.

Talking about his professional background, Dr Godakumbura is a Surgeon by profession, but his popularity mostly comes as an innovator & a humanitarian.

Dr. Godakumbura is the inventor of the “Sudeepa”, which is a safe, inexpensive kerosene lamp. This lamp is a preventive measure from burns from Kerosene lamps, which has proven to be beneficial for millions of people specially in Sri Lanka and other Asian countries, who still use kerosene lamps.

He’s the winner of Rolex award for enterprise in 1998 and the BBC World Challenge award. He also won the famous Lindberg Foundation grant for his innovative creations..

So let me cordially invite Dr. Wijaya Godakumbura to the podium & I hope that you will be enlightened on various aspects by his presentation which you are eagerly waiting for. Thank you.

End of Section B

One (01) compulsory question to be answered.

Suggested Answers to Question Seven:

Three (03) sample letters for (a), (b) and (c) are given. Only one letter is expected as the answer to this question.

(01)

No. 24, Digana Rd.
Kandy

27 Aug. 2015

Hon. Chief Minister,
Central Province
Office of the Chief Minister
No. 15 Upper Lake Rd.
Kandy

Hon. Sir,



CONSTRUCTION OF KANDY COLOMBO HIGHWAY

The construction of the Kandy Colombo highway has been scheduled to commence on the 05th of September 2015. The residents of the area where the highway will be constructed have been notified about the inconveniences that may be caused due to the construction. Other legal procedures have also been carried out accordingly. Even though development is essential to a country, I should inform you about some of the grave problems that people will face due to this construction.

The area where I live Digana is very important in so many aspects. It is a high bio diversity area which has even been recognized by the International Union for Conservation. Due to the construction of the highway the environment will be adversely affected. On the other hand, the area is also home for one of the unique traditional arts and craft in Sri Lanka. Most of the people are engaged in wood carving for generations which they sell mainly to foreign tourists earning a lot of foreign exchange to the country. Due to the construction of the highway their livelihood will get affected badly and they will not be able to engage in their day-to-day activities. Another important fact to be highlighted is about the street vendors. A large number of people of the area are engaged in selling fruits and vegetable which they have collected from the local farmers. They do the selling by the road and earn income for their

families. A large number of people are dependent on this business as source of their income, and the all this people will have to give this up due to the construction of the highway.

I humbly request you to consider all the hardships that people will face due to the construction of the highway and request your attention and seek viable solutions to these issues.

Thanking you

Yours respectfully,

Bandara Ekanayake

President - Welfare Society, Digana.

(02)

27 Aug. 2015

Ms. Aruni Dissanayake

No. 15, Diyawadana Rd.

Kotte

Dear Madam,

COMPLAINT REGARDING THE AFTER SALE SERVICES PROVIDED

This is to acknowledge receipt of your letter dated 24 Aug. 2015. First of all we express our regret for the inconvenience caused to you.

Our company has a crew of only 5 after sales maintenance staff and they work on the roster provided by the company which is prepared according to the requests made by customers for after sales services. You had lodged the complaint on the 19 Aug. 2015 and we were able to provide the service within two days. In the service letter we have provided to you, it is clearly mentioned that after sales service will be provided within two days of the inquiry made.

We will always value you as a customer and promise to provide the services at the earliest possible in future.

Thanking you

Yours faithfully

Dinesh Perera

Public Relations Officer

(3)

27 Aug. 2015

Director Education Special Services
Ministry of Education
Sethsiripaya
Baththaramulla

Dear Sir,

Education programme for children with special needs

Our organization 'Sith Savi' is a non-governmental non-profit organization which helps and provides care to children with special needs. The organization is government approved and has been registered in the Ministry of Social Welfare under Act. 451 of the government of Sri Lanka, and has been operating for the last fifteen years.

Sith Savi has scheduled to conduct a series of educational programme in Mulathivu and Killinochchi areas to provide educational help for children with special needs. Under the programme it has been planned to establish a special school to provide long term education for the children and this will be funded by the Noraid, an INGO which is a Norwegian organization.

We would highly appreciate if you can approve this programme and provide us some guidance and help in making our effort successful and effective. We are willing meet you to discuss the matter personally. We eagerly await your positive response on the matter.

Thanking you

Yours faithfully,

Jagath Withana
Director Programmes