



**Association of Accounting Technicians of Sri Lanka**

**January 2020 Examination  
Talent (skills) capstone**

**Suggested Answers  
Subject No : SS1**

**EFFECTIVE COMMUNICATION SKILLS  
(ECS)**

**Association of Accounting Technicians of Sri Lanka**  
No. 540, Ven. Muruththettuve Ananda Nahimi Mawatha,  
Marahenpita, Colombo 05.

Tel : 011-2-559 669

**THE ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA**  
EDUCATION AND TRAINING DIVISION

**Talent (Skills) Capstone-January 2020**  
**(SS1) Effective Communication Skills**

**SUGGESTED ANSWERS**

Three (03) Compulsory Questions  
(Total 40 marks)

**SECTION – A**

*Suggested Answers to Question One:*

- 1.1 – (1)
- 1.2 – (2)
- 1.3 – (3)
- 1.4 – (1)
- 1.5 – (3)
- 1.6 – (2)
- 1.7 – (4)
- 1.8 – (3)
- 1.9 – (4)
- 1.10 – (1)



*(10 marks)*

*Suggested Answers to Question Two:*

**Chapter 02 - Understanding a Text**

- (2.1) function
- (2.2) selling
- (2.3) unstoppable
- (2.4) adaptability
- (2.5) publicize
- (2.6) competence
- (2.7) projects
- (2.8) inventiveness
- (2.9) subdivision
- (2.10) average

*(10 marks)*

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

|                                      |
|--------------------------------------|
| <b>Chapter 04 - Business Writing</b> |
|--------------------------------------|

**To** : All staff AB LTD -Accounting Department  
**From** : Chief Technician  
**Date** : 17th February, 2020  
**Subject** : Replacement of old photocopier with a new machine and Installation of new copier

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This is to bring to your notice that the photocopier now operating in the Accounts Division will be replaced with a new machine on 20th February 2020 (day after tomorrow) since old photocopier is inadequate for meeting our needs. Sometimes it fails to print clear copies and jamming of papers involves a considerable wastage cost. The new one would solve many of the problems you have reported and commented on frequently.

You are requested to get any urgent work done tomorrow using copier before it is removed to install the new one.

Since the new copier is equipped with advanced technology, a special training and demonstration relating to its operation will be arranged after installation for your convenience.

***(10 marks)***

***End of Section A***

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

**Chapter 04 - Business Writing**

The bar chart provided displays a graphical presentation of information relating to number of tourist arrival in Sri Lanka for the period starting from August 2018 to July 2019.

Around 200,000 tourist arrivals are recorded in August 2018 with a drop nearly 50,000 in each of the subsequent two months, September and October 2018. An upward trend closing up on 250,000 arrivals are observed during the next five months, November 2018 to March 2019. The reason for the increase may probably the attraction of warmer climates by tourists during the winter season in many foreign countries.

There is a sudden sharp drop to close upon 50,000 arrivals each in May and June 2019. This can be attributed to the Easter Sunday terrorist attack in churches and hotels in Sri Lanka causing a devastating effect on the tourism industry of the country.

A slow recovery is however observed with 100,000 arrivals in July 2019 giving us hope that the tourist industry will revive in the near future.

*(15 marks)*

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

**Chapter 04 - Business Writing**

**Specimen Answer**

I welcome you all to this brief presentation.

Dear colleagues, I am sure all of you are aware of the reason and the purpose of this meeting. If that goes deep into you, our effort in this exercise would be almost achieved. So, let me first of all with begin stressing on the theme “Use Less: Save More”.

You may perhaps be unaware that electricity consumption by our organization has been increasing at an alarming rate recently. Let me just represent for example the figures for the past three months.

| <b>April</b>  | <b>May</b>    | <b>June</b>     |
|---------------|---------------|-----------------|
| Rs. 805,500/= | Rs. 910,800/= | Rs. 1,252,000/= |

It will increase gradually unless we address this issue seriously and adopt measures to curtail consumption of electricity. Our expenses will close up on our income, thereby adversely affecting our projects. This will in turn affect the salaries and other benefits of the staff.

Let us therefore be conscious. Remember to switch off light and other appliances when not necessary and when leaving the place of work. Let us draw curtain and make use of natural light whenever possible. Keep doors and windows shut when air-conditioners are on.

I hope you got the message. Let us together re-build the profitability of our organization.

*(15 marks)*

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

|                             |
|-----------------------------|
| <b>Chapter 03 - Grammar</b> |
|-----------------------------|

- (6.1) of
- (6.2) within
- (6.3) from
- (6.4) for
- (6.5) up
- (6.6) to
- (6.7) by
- (6.8) in
- (6.9) with
- (6.10) on

***(10 marks)***



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***End of Section B***

Three (02) Compulsory Questions  
(Total 30 marks)

**SECTION – C**

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

**Chapter 04 - Business Writing**

**Content of the CV**

- Personal and Contact Details
- Education
- Professional Qualifications
- Work Experience
- Referees

**N.P Fernando**

**6/2A, Kandy Road, Kadawatha**

**0714287542 / 0112935638**

**PERSONAL PROFILE**

Date of Birth : June 23, 1997  
Age : 20 years  
Gender : Female  
Religion : Roman Catholic  
Civil Status : Single  
Nationality : Sri Lankan  
School Attended : XY College, Kadawatha

**EDUCATIONAL QUALIFICATIONS**

- G.C.E. O/L exam with 9 A passes and 1 B pass
- Passed G.C.E.A/L exam with 3 A passes
- Completed The English Course at AAT Business School
- Completed Higher National Diploma in Business Management at BCM University

**PROFESSIONAL QUALIFICATIONS**

Completed AA1 Examination of Association of Accounting Technicians of Sri Lanka

**WORK EXPERIENCE**

1 Year experience in ABC Audit Associate as an Audit Trainee

**OTHER SKILLS**

- Secretary of the Commerce Society
- Participated in the events at school sports meet.
- Completed I – X Western Music exams at Institute of Western Music & Speech

**REFEREES****Mr. D.M.K.K.Dissanayake**

Director-Finance,  
BMP (Pvt) Ltd,  
BNY Road,  
Kadawatha.  
0716677212

**Ms.A.M Jayasinghe**

Senior Partner,  
ABC Audit Associate  
No: 489/A/1, KY Road,  
Colombo  
0718447582

**DECLARATION**

I do hereby certify that the information given is true and accurate to the best of my knowledge.

.....

**Date**

.....

**Signature**

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**Covering Letter**

N.P Fernando  
50A, Alakamanda,  
Namunukula.  
20th February 2020

The Personal Manager,  
Bear Well Tea Plantations,  
Bandarawela.

Dear Sir,

**Application for the Post of Accountant**

With reference to your advertisement in the Sunday Observer last week, I wish to apply for the above post.

I am sending here with my CV and copies of my educational and professional qualification. I am keen on working in your reputed Plantation in Bandarawela. I am proficient in all the three languages; Sinhala, Tamil and English as well as in handling computerized Accounting Packages.

I would love the chance to further discuss the position and what skills I'd bring to the job and looking forward to hear from you soon.

Thanking you,  
Yours faithfully,  
**N.P Fernando**

*(15 marks)*



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***Suggested Answers to Question Eight:***

|                                      |
|--------------------------------------|
| <b>Chapter 04 - Business Writing</b> |
|--------------------------------------|

From : accountant@pharma.lk  
To : ananya@yahoo.com  
CC : playableC pharma.lk  
Subject : Outstanding Payment-Hotel Ananya  
Date : 25th February 2020

Dear Sir,

Thank you for your email. Let me first of all offer our apologies for the delay in payment. In order to sort out certain internal issue several changes in staff arrangement of our organization has resulted in misplacement invoices etc. and we regret we have not been able to trace the relevant voucher. We would therefore request you to provide us with a copy of an invoice to enable us to make prompt payment. Once again, my sincere apologies for the delay and awaiting the copy of invoice.

Thank you,  
Yours faithfully,  
V.Arunachalam  
Chief Accountant

*(15 marks)*

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***End of Section C***

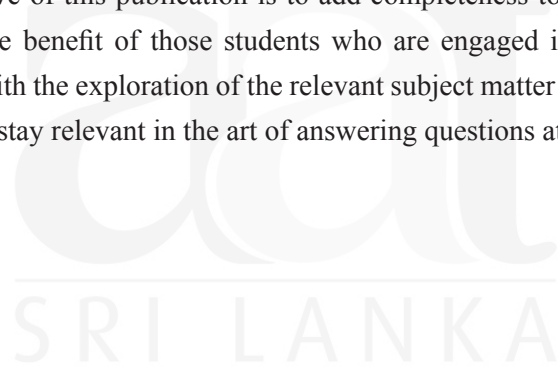
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***Notice :***

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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