



Association of Accounting Technicians of Sri Lanka

Talent Subject - July 2021 Examination

Suggested Answers

(310) BUSINESS COMMUNICATION (BC)

Association of Accounting Technicians of Sri Lanka

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Talent Subject - Examination - July 2021

(310) BUSINESS COMMUNICATION

SUGGESTED ANSWERS

(Total 25 Marks)

SECTION - A

Suggested Answers to Question One:

(A)

Chapter 1 – Conversational Skills

- 1.1 (2) Have to deliver a flawless speech
- 1.2 (1) My topic is the one suggested
- 1.3 (3) to win the hearts of our
- 1.4 (4) I'm at a loss to understand
- 1.5 (1) Isn't it all about gestures
- 1.6 (4) during sales interactions and
- 1.7 (1) what is important and useful for
- 1.8 (2) the best medicine for trouble
- 1.9 (2) very complex subject
- 1.10 (3) about 'reading unspoken signals'

(10 marks)

(B)

Chapter 1 – Conversational Skills

- | | |
|--------------------------|-------------------|
| 1.11 we should/ we must | 1.16 you disagree |
| 1.12 is a | 1.17 I agree |
| 1.13 sell like hot cakes | 1.18 with me |
| 1.14 disagree with | 1.19 as possible |
| 1.15 do you | 1.20 to me |

(15 marks)
(Total 25 marks)

End of Section A

Suggested Answers to Question Two:

Chapter 2 – Academic Reading Skills

- 2.1 agricultural produce
- 2.2 tea
- 2.3 foreign exchange earner
- 2.4 spices
- 2.5 highest
- 2.6 decreasing
- 2.7 less than
- 2.8 slightly more than
- 2.9 fruits
- 2.10 moderately

(10 marks)

Suggested Answers to Question Three:

Chapter 2 – Academic Reading Skills

- 3.1 (1) Millions of jobs have been lost
(2) A significant decrease in (domestic & international) travel
(02 marks)
- 3.2 By 2024, when much of the world’s population would have been vaccinated.
(01 mark)
- 3.3 Travelling within the country as soon as the lock down ended /
People fled to various destinations in the country once the lock down ended.
(02 marks)
- 3.4 Repatriation (back to home countries), medical travel and family bereavements
(02 marks)
- 3.5 They have a reason to be optimistic this time – vaccination.
(02 marks)
- 3.6 “catastrophic moral failure”
(01 mark)

(Total 10 marks)

Suggested Answers to Question Four:

Chapter 3 – Business Writing Skills

Sample E-mail

From: CEO/ Chief Executive Officer
To: Manager, Supplies Division
Date: November 12, 2021/ 12 November 2021
Subject: Increase in the Usage of Fuel

It has come to my attention/ I have observed that there has been an unexpected increase in the usage of fuel for the transportation of goods from the warehouse in Biyagama, during the month of October. It is an increase of 50% of the regular amount of Rs. 75,000 allocated in the monthly budget.

I would like to know the reason for this significant increase and kindly request you to carry out an investigation and submit a report at your earliest.

I would appreciate your immediate attention in this regard.

CEO

(10 marks)

Suggested Answers to Question Five:

Chapter 2 – Academic Reading Skills

The table presents the significant information related to the revenue, expenditure and profit of the company for the years 2020 and 2021.

In 2020 and 2021, the highest revenue was recorded from medical equipment, which further shows an increase of about Rs.1.3 million in the latter year. Leisure, on the other hand, has recorded the lowest income in both years with the lowest in 2021. It should be noted that plantations has almost doubled its income in 2021 to about Rs.2.3 million whereas power and energy has dropped from Rs.30,917,000 to Rs. 22,823,000.

The total revenue of the company shows a decline of about Rs. 700,000, at Rs. 87,927,000 in the year 2021. Similarly, the cost of sales has also dropped in 2021 and thus resulting in the gross profit of the company in that year being higher than that of the previous.

There is an increase of the total expenses in 2021 to that of 2020 which allows only a little variation in the operating profit of the two years at less than Rs. 100,000.

(10 marks)

Suggested Answers to Question Six:

Chapter 3 – Business Writing Skills

Sample E-mail

From: silva@abx.lk
To: perera@fsc.lk
Subject: Request for Service

Dear Mr. Perera

I'm Nipuni Fernando, the General Manager for ABX Ltd. which is an upcoming wholesale dealer for office furniture in Kandy. We are planning to redesign our official website and we are keen to obtain your services as the most renowned service provider in the field.

Although we have launched our website three years ago, we have not been able to attract many visitors/clients through it. The layout does not seem to be very interesting or user – friendly. Further, the links provided in the website do not seem to function properly.

Since we are planning to expand our business, an appealing website is crucial to us. Therefore, we are interested in obtaining your services to redesign the website.

I would appreciate an appointment with you to further explain our requirements. Please contact me via email/ xxx –XXXXXXX.

We look forward to doing business with you.

Thank You

Regards/Sincerely
Nipuni Silva
General Manager

(10 marks)

End of Section B

Suggested Answers to Question Seven:**(A)*****Chapter 5 – Business Presentation Skills***

Hello everyone! (Good evening to you all)

Today we are gathered here for a special, may be a little, sad reason. Our dearest colleague Mr. Saman De Silva is resigning from our company to go to Australia for a new placement.

He has been with us for more than 10 years and during this time the contribution he has made towards the growth of the business is invaluable. He has always been efficient; he has never missed a deadline and was willing to take calculated risks where necessary. His loyalty to this company was very well proved when he declined a very lucrative job offer he got from one of our competitors, at a time we were struggling with continuous losses in the market.

Saman has not only being a colleague to many of us, he has been a true friend who always had time to listen and talk to us. He was full of energy and fun to be with.

Dear Saman, we will all miss you, as our colleague and friend.

Although you leaving us is a great loss, we are very proud of you and congratulate you. We are sure that you will continue to succeed no matter what the future holds.

All the best to you!

Thank you.

(15 Marks)

(B)

Chapter 6 – Job Interview Skills

Sample Answer

No 15,
U.A. Perera Mawatha
Rajagiriya

November 12, 2021

Human Resource Manager
Asterick (Pvt) Ltd.
234, Galle Road
Dehiwela

Dear Sir/ Madam,

For the Post of Project Manager

With reference to your advertisement on your website, I am writing to express my interest in the post of Project Manager in your company.

I have honed my skills in project management working with both private and public sector organizations and I excel at forecasting project revenue and managing daily operations to meet the goal. Further, I have excellent time management and relationship skills. I have received a solid foundation in higher education which further contributes to the competency in my profession. I have attached my resume for your perusal.

I believe that the skills and the experienced I have gained through ten years in the field will make me an excellent candidate for the post.

Thanking you in advance, I look forward to an opportunity to face an interview.

Yours sincerely

.....

Vishwa De Soyza

(10 Marks)

(Total 25 Marks)

End of Section C

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