



CS1- Business Communication I

August 2020

Examiner's comments

All questions are compulsory

Section 1; Reading

Total marks 50

All reading questions (i.e. 1,2,3,4,5,6) were multiple choice and scoring and marking were both easy. The candidates had to select the correct answer from the probable answers given in the paper.

Question 01 – Filling in the blanks in the given text with the correct form of the word given within brackets. It is a question to test vocabulary and grammar. Most of the given words (ex. Verifying, Ethically, Auditor, Accountant, Auditing) are familiar to accounting students.

Question 02 – Selecting the relevant topic for each of the five short paragraphs. This is a multiple-choice question. The contents of the paragraphs are all relevant to accounting students.

Question 03 – The given passage is on the topic of problem solving. Many grammatical forms including verb forms, prepositions, comparatives and superlatives and tense forms are tested here. The candidates have to select the most suitable word or phrase given in the paper.

Question 04 – It is an extract from a memorandum. The candidates should select the most suitable group of words to complete the five gaps in the passage. The question is simple and easy as they are familiar with writing memos.

Question 05 – A short essay on 'Motivation – a useful tool'. Candidates select the most suitable word/phrase and fill in the ten blank spaces.

Question 06 – Candidates have to read intensively the given passage and select the correct answer from the probable answers given in the paper. It is a topical passage dealing with the labour shortage in Sri Lanka.

Section – II Writing

Total marks 50

Question 07 – Writing a Notice

The notice is sent by the secretary to the Board of Directors of the company. All the guidelines have been provided. Most candidates have scored good marks.

Question 08 – Writing a Memo

The General Manager of the company is addressing the memo to all sales staff congratulating and appreciating their good performance. This is a vital question for students of this level. The format and guidelines have been provided and many candidates have directly copied the given information.

Question 09 – Writing an E-mail

A complaint regarding a book purchase. The necessary guidelines have been given. Writing e-mails is an important item for these students. Most have scored good marks.

Question 10 – Paragraph Writing

Limited number of words and no guidelines. This is the only unguided question in the paper. There were very interesting topics where the candidates have a wide choice in selecting the topic. But the marks are not satisfactory. Marks are allocated in accordance with the marking bands. Candidates scored on the content while language and organization carried low / zero marks.

The questions were all of good standard and appropriate for the students of this level. There were no ambiguities in the question paper. An average candidate could have easily scored the pass mark. As usual grammar, vocabulary and spelling errors were evident in almost every sentence in the writing tasks. Basic grammar like simple tenses, forms, prepositions, spellings, and punctuation were not followed. I feel that this weakness is due to the fact that they have very little exposure to intensive reading and writing. The new and quick methods of communication do not encourage reading and writing.

This time the candidates have done the exam very well as the percentage of passes stands at 81% while failures are only about 19%.