

CA



THE INSTITUTE OF
CHARTERED ACCOUNTANTS
OF SRI LANKA

SUGGESTED SOLUTIONS

CS1- Business Communication I

July 2022

SECTION I - READING

Question 01

(i) company	(ii) Accounting	(iii) financial	(iv) provided	(v) difficult
(vi) pressure	(vii) responsibilities	(viii) writing	(ix) interest	(x) markets

(10 marks)

Question 2

(i) b	(ii) c	(iii) d	(iv) d	(v) c
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(5 marks)

Question 3

(i) therefore	(ii) before	(iii) while	(iv) Finally	(v) but
(vi) so	(vii) and	(viii) even though	(ix) furthermore	(x) such as

(10 marks)

Question 4

(i) to play	(ii) in uplifting	(iii) mentioned	(iv) achieving	(v) launched
(vi) agreed	(vii) were	(viii) raising	(ix) become	(x) aims to assist

(10marks)

Question 5

(i) E	(ii) C	(iii) D	(iv) B	(v) A
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(5 Marks)

Question 6

- (i) a (1mark)
- (ii) c (1mark)
- (iii) a (1mark)

Possible answers

- (iv) exclusive special offers
freebies (2 marks)
- thoughtful rewards (2 marks)
- (v) Don't pass them around from one staff member to another (2 marks)
- (vi) Customer service really means - respecting customers and caring for their welfare (2marks)
- (vii) (a) exclusive (b) reasonable (1mark)

(10 marks)

Section II - Writing

Question 7

Writing a notice

An example

(Any date)

Neesha

I am not surprised that you are surprised. Ha, ha ha . You are right. I did well at the institute, but I got fed up doing the same type of work over and over again. It was so monotonous and in addition there were no promotions or any motivation to continue. I am planning to work for my uncle who owns a farm in Teal Forest. Uncle Siri needs me to help with the accounts. I would like you to visit the farm and suggest ways to improve the current state of this 'Thirty Five Acre Farm'.

Thank you
Any name

(10maks)

Question 8

Writing an e -mail

An example

To : sura245@gmail.com
From : Any email address
Date : Any appropriate date
Subject : Promotion/ Congratulations(any suitable subject)

I felt extremely happy when our friend Kasun told me about your promotion when I met him yesterday. It really is great news. After working hard for more than five years you deserve to go up in the ladder of success. I know how much you contributed to your organization, working for long hours with patience, honesty and dedication. I know you perform your duties precisely so that no one could complain.

At last you have been recognized. This calls for a get-together to celebrate. Congratulations and all best wishes!!!

(10 marks)

Question 9

Writing a memo

An Example

From : Any name
To : The Manager
Date : Any appropriate date
Subject: Shortcomings in the supermarket

I regret to inform you that my observations indicate that our supermarket is not been managed properly. I have noticed many times that many of the employees do not report to work on time and they frequently neglect their responsibilities and duties such as cleaning the floors and arranging the shelves. Very often the entrance to the supermarket looks dirty and depressing with garbage thrown everywhere.

These shortcomings cause a lot of damage to the smooth running of the supermarket. As the shelves are not arranged in the proper way customers find it frustrating. Consequently our supermarket will not attract customers and they will find other places to do their shopping. If profits decline it will affect all the employees including you.

Please take immediate action to remedy this situation.

Any name

(15marks)

Question 10

Writing a paragraph

(15marks)

(Total marks: 100)

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