



**Pakistan Institute
of Public Finance Accountants**

Model Solutions

Business English

**AGP | CGA | PG | PMAD | WAPDA |
Public Sectors | KPG | Sindh Govt.**

Summer Exam-2024

MODEL SOLUTIONS – DISCLAIMER

INTRODUCTION

The Model Solutions are provided to students for clear understanding of relevant subject and it helps them to prepare for their examinations in organized way.

These Model Solutions are prepared only for the guidance of students that how they should attempt the questions. The solutions are not meant for assessment criteria in the same pattern mentioned in the Model Solution. The purpose of Model Solution is only to guide the students in their future studies for appearing in examination.

The students should use these Model Solutions as a study aid. These have been prepared by the professionals on the basis of the International Standards and laws applicable at the relevant time. These solutions will not be updated with changes in laws or Standards, subsequently. The laws, standards and syllabus of the relevant time would be applicable. PIPFA is not supposed to respond to individual queries from students or any other person regarding the Model Solutions.

DISCLAIMER

The Model Solutions have been developed by the professionals, based on standards, laws, rules, regulations, theories and practices as applicable on the date of that particular examination. No subsequent change will be applicable on the past papers solutions.

Further, PIPFA is not liable in any way for an answer being solved in some other way or otherwise of the Model Solution nor would it carry out any correspondence in this regard.

PIPFA does not take responsibility for any deviation of views, opinion or solution suggested by any other person or faculty or stake holders. PIPFA assumes no responsibility for the errors or omissions in the suggested answers. Errors or omissions, if noticed, should be brought to the notice of the Executive Director for information.

If you are not the intended recipient, you are hereby notified that any dissemination, copying, distributing, commenting or printing of these solutions is strictly prohibited.



Summer Exam-2024

Business English

Note: Answers may vary; still the concept should be similar.

- Q.1.** Improving communication skills carries multiple benefits. We can effectively express ourselves and connect with others, we feel more confident and valued.
- a**

Communication skills are the key to developing friendships and to building a strong social support network. Clear and effective communication allows individuals to express their thoughts, feelings, and needs, as well as understand and respond to others. These skills impact the quality of friendships by facilitating meaningful conversations, active listening, and understanding non-verbal cues. Strategies to enhance communication skills include practicing active listening, using clear and concise language, and developing conversational skills.

Effective communication skills reduce misunderstandings and build empathy and understanding between people, both in formal and personal relationships.

A person with effective communication skills is liked by others. He may handle every situation in a more effective way: conflict handling, persuading, guiding or giving instructions, all may be done in far better way due to these skills.

- Q.1.** Positive self-esteem provides us with the courage and flexibility to take control of our lives and learn from our mistakes without the fear of rejection and non-acceptance. It encourages us to shape our lives as best as we can. A person with high level of self-esteem is comfortable with his self and is happy with what is reflected in the mirror.
- b**

On the other hand, low self-esteem causes a weakening effect that prevents individuals from realizing their full potential. A person with low self-esteem feels worthless, inept, incompetent and useless. It leads to a number of weaknesses in life.

- Q.2.** Consideration refers to the ability to think about and empathize with the needs, feelings, and perspectives of others.

When consideration is present, individuals are more likely to engage in respectful and meaningful interactions, fostering positive relationships and promoting understanding.

By considering someone else's viewpoint, we show that we care about their thoughts and feelings, which can help establish trust and mutual respect.

Considerate communication adopts the 'you' approach. It gives importance to others and refers to the benefits that are specific to the audience. The sender emphasizes the positive aspects of the message and shows optimism towards your audience.

- Q.3. Internal Dialogue** involves thinking, deliberating, investigating and analysing. Some experts are of the opinion that daydreaming and nocturnal dreaming both relate to this category.
- a**

(i) Observations and reflection also are part of this process.

- Q.3. Solo Vocal Communication** involves talking loudly to one's own-self. This may be done to elucidate thinking, to practice a message anticipated for others, or simply to let off steam,
- a**
- (ii)** e.g. talking to one's self as the subordinate complains about the superior.

- Q.3. Solo written communication** refers to written communication which is not meant for others,
- a**
- (iii)** e.g. personal diary.



Summer Exam-2024

Business English

- Q.3.**
b
1. Improved customer satisfaction
 2. Increased information sharing that in turn leads to more innovative and creative work
 3. Greater productivity with fewer mistakes
 4. Saved costs due to a more efficient communication process
 5. More influential employees who are better placed to influence, persuade and negotiate
 6. Reduction in conflict and misunderstandings
- Q.4.**
a
- (i) Oymyakon: Noun, coldest: Adjective
 - (ii) Present Perfect Tense
 - (iii) Travelers had been walking across the island.
 - (iv) Is Mariana Trench the deepest place on Earth?
 - (v) Although the manager tried his best to train his junior; yet, he could not succeed.
- OR**
- The manager tried his best to train his junior; however, he could not succeed.
- (vi) They say that it's a small world. Is it really? How much do we really know about the different cultures with all their strange traditions?
- OR**
- They say that it's a small world; is it really? How much do we really know about the different cultures with all their strange traditions?
- Q.4.**
b
- (i) Put off – to delay or postpone something
 - (ii) Run into – to meet someone unexpectedly
 - (iii) Turn up – to arrive or appear unexpectedly
 - (iv) Work out – to solve a problem or to exercise
- Q.5.**
a
- (i) Craziiness, stupidity
 - (ii) Unconscious,
 - (iii) General, standard
 - (iv) Harmful
- Q.5.**
b
- (i) **Dignity:** He managed to retain his dignity throughout the performance.
 - (ii) **Literally:** I literally crawled to the car.
 - (iii) **Tedious:** it's terribly tedious having to sit through all those long speeches.
- Q.5.**
c
- (i) Regret
 - (ii) Reliable
 - (iii) Reveal
- Q.5.**
d
- (iv) Tiny
 - (v) Condemn
 - (vi) Free
- Q.5.**
e
- (i) length
 - (ii) bud
 - (iii) trades
 - (iv) bull
- Q.6.**
a
- (i) You asked me where they lived.
 - (ii) He asked us when we were leaving.
 - (iii) She asked them how they would get there



Summer Exam-2024

Business English

Q.6. Correlative conjunctions always appear in pairs which are used to link phrases, words or clauses in a sentence.

b

Common correlative conjunctions are given below: (any 3 may be written)

- (i) **Both/and:** Both my grandfather and my uncle were killed in an accident in a steel works.
- (ii) **Either/or:** I could either have a mango or a pear.
- (iii) **Neither/nor:** He had neither mangoes nor pears to sell.
- (iv) **Not only/but also:** Not only is it cold but it is also raining.
- (v) **Rather/than:** I would rather go out today than stay at home.
- (vi) **Whether/or:** It is your decision whether you study tonight or not.

Q.7.

- (i) **Collateral:** An asset that secures a loan or other debt that a lender can take if you don't repay the money you borrow. For example, if you get a house loan, the bank's collateral is typically your house.
- (ii) **Creditworthy:** An individual or organization, financially sound enough to justify the extension of credit.
- (iii) **Overdraft:** An overdraft occurs when you don't have enough money in your account to cover a transaction, but the bank pays the transaction anyway.
- (iv) **Grace period:** The number of days you have to pay your bill in full before finance charges start. Without this period, you may have to pay interest from the date you use your card or when the purchase is posted to your account.
- (v) **Health savings account:** An account at a bank, insurance company, or other financial institution that lets you set aside pre-tax money, sometimes directly from your paycheck, to pay for eligible medical expenses.
- (vi) **Mutual fund:** A company that pools money from many investors and invests the money in securities such as stocks, bonds, and short-term debt. The combined holdings of the mutual fund are known as its portfolio. Investors buy shares in mutual funds. Each share represents an investor's part ownership in the fund and the income it generates.

Q.8. Minutes are a formal record of the facts of a meeting. The purpose / reasons why they are prepared are: (any 3 may be enumerated in the answer)

a

1. to form the basis of discussion at the next meeting;
 2. to inform those who could not attend what was discussed;
 3. as a reminder to those present what was discussed; and
 4. to remind everyone of the action points that were agreed – by whom and by when.
- Or
5. accurate and timely meeting minutes are essential tools for ensuring effective communication and collaboration within any organization.
 6. They provide a clear record of what happened, help hold people accountable, and facilitate the smooth implementation of decisions.



Summer Exam-2024 Business English

Q.8. Any 5 of the following may be written:

b

- (i) A draft should be written or typed in double space on both sides of the paper. A sufficiently wide margin should be left for corrections and additions.
- (ii) All drafts should bear the relevant diary number or file number and the subject.
- (iii) A draft should show clearly the enclosures which are to accompany the fair copy.
- (iv) If copies of enclosures referred to in the draft are available and are not to be typed, the fact should be clearly stated in the margin of the draft for the guidance of the typist.
- (v) When it is known that the office to which the letter or memorandum is to be sent will require extra copies, the number of copies likely to be required should be indicated on the draft.
- (vi) The officer over whose signature the communication is to issue should initial and date the draft in token of his approval. His designation should invariably be indicated on the draft.
- (vii) A clean carbon copy of the letter issued should be placed on the file. This should be referenced immediately before any other action is taken on the file.
- (viii) The appropriate priority marking i.e., "Residence", "Immediate" or "Priority" should be indicated on the draft.

Q.9. The answers may resemble the sample notification given below:

<p style="text-align: center;">GOVERNMENT OF PAKISTAN MINISTRY OF HOUSING & WORKS</p> <p style="text-align: right;">Islamabad, the 24th April, 2024</p> <p style="text-align: center;"><u>NOTIFICATION</u></p> <p>No'F'2 (L)/ 2002-Eo.</p> <p>With the approval of Competent Authority i.e. Secretary (H&W), Mr. Aliyan Sufi, Deputy Director (Estate), Estate office, Islamabad is hereby transferred and posted as Deputy Director, Estate office Lahore with immediate effect and until further orders.</p> <p>Signature Section Officer</p>
--

Q.10.

The Sad Demise of President Geingob of Namibia

The Government and the people of Pakistan are deeply saddened at the passing of President Hage G. Geingob of Namibia.

President Geingob was a visionary statesman, a leading icon of the liberation struggle of Namibia and the chief architect of the Constitution of Namibia.

President Geingob will always be remembered for his services to the Namibian nation and his distinguished legacy as a leader of the Global South.

Our heartfelt condolences to President Geingob's family and the people of Namibia.

Islamabad

04 February 2024
