

**KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATIONS / EXAMINATION SECTION**

RESIT EXAM 2018/2019

Model Answers

COURSE NAME: Introduction to Office Management

TRACK: توحيد المبارات

COURSE CODE: 111 ادس

TIME: 1½ Hours

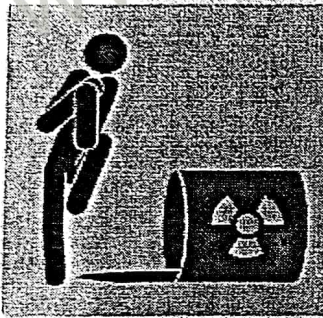
- ✓ Each / mark = ½ mark.
- ✓ Any logical right answer is accepted.

QUESTION ONE:

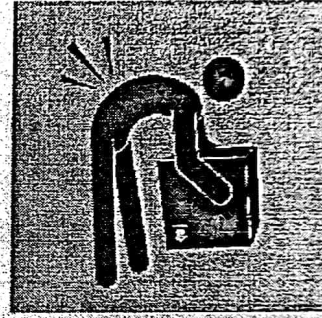
[6 Marks]

The following pictures show examples of hazards that can be in any office. Choose the right hazard that describes the pictures below:

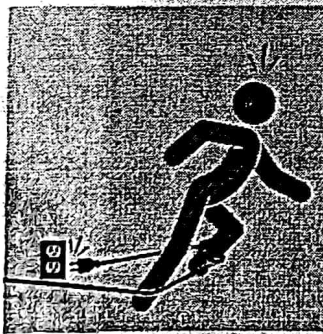
Mechanical - Slippery Floor - Lifting heavy items – Electrical -
Standing on swivel chairs – Chemical



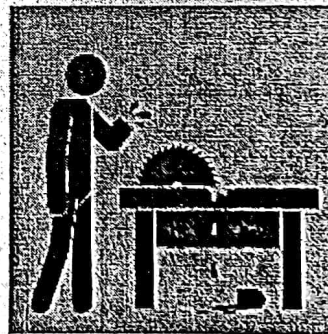
Hazards Type: Chemical//



Hazards Type: Lifting heavy items//



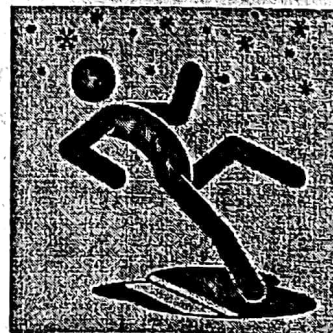
Hazards Type: Electrical//



Hazards Type: Mechanical//



Hazards Type: standing on swivel chairs//



Hazards Type: Slippery Floor//

QUESTION TWO:

Choose the correct answer for each of the following questions:-

1. The responsibility of Warehousing Department is:
 (a) Keeps stocks of goods. (b) Recruiting employees.
 (c) Purchase goods from suppliers. (d) Sells goods to customer.
2. Some files are not required anymore, such files are called:
 (a) Absent Files. (b) Dead Files.
 (c) Box File. (d) Electronic Files.
3. Customers receive their payments from the department of:
 (a) Sales. (b) Personnel.
 (c) Public Relations. (d) Accounts.
4. hazard, can be smoke and anti-insect sprays:
 (a) Physical. (b) Electrical.
 (c) Chemical. (d) Mechanical.
5. Good employees are those who:
 (a) Have negative attitude to change. (b) Discriminate between customers.
 (c) Work as a team. (d) Are careless about other safety.
6. To be safe while reaching higher shelves in office, you must stand on:
 (a) Two wheel chair. (b) The table.
 (c) Your friend shoulder. (d) A stepladder.
7. The main responsibility of a is to welcome visitors and answer their question:
 (a) Training officer. (b) Receptionist.
 (c) Cashiers. (d) General Manager.
8. To prevent backache, you advise office staff to:
 (a) Sit on adjustable chairs. (b) Sit on wooden chair.
 (c) Wear hard hats. (d) Wear nice clothes.
9. The first point of contact that visitors have with a business:
 (a) Mail Room. (b) Reception.
 (c) Clerk Office Room. (d) Sales Clerk Office.
10. This kind of maintenance is based on regular check-up (daily or weekly):
 (a) Remedial Maintenance. (b) Electrical Hazards.
 (c) Preventive Maintenance. (d) Maintenance Register.

QUESTION THREE:

[15 Marks]

(A) Fill in the **Maintenance Register** from the following information given below:
(10 Marks)

On 15th July 2018, ARADUS Company bought Photocopy for Finance Department, the check-up has been in order to the following dates:

✘ 25 October 2018, changed the broken drawer of paper tray by Ali Jassim.

✘ 18 November 2018, changed a small damage part by Isa Khalid.

✘ 6 September 2018, replaced the cleaning cartridge by Isa Khalid.

✘ 21 August 2018, a regular service was made by Ali Jassim.

MAINTENANCE REGISTER			
Machine Type:	Photocopy//	Date Purchased:	15 th July 2018//
Department:	Finance Department//		
Date of Maintenance	Action/Recommendation	Maintenance by	Signature
21 Aug 2018/	a regular service/	Ali Jassim /	
6 Sept 2018/	replaced the cleaning cartridge/	Isa Khalid/	
25 Oct 2018/	changed the broken drawer of paper tray /	Ali Jassim/	
18 Nov 2018/	changed a small damage part /	Isa Khalid/	
✓ + 1 for Dates Order.			

(B) There are two types of maintenance: Preventive and Remedial. Read the following sentences then decide the suitable type for each one:
(5 Marks)

No.	Situation	Type of Maintenance
1.	It is less expensive.	Preventive //
2.	The life of machine is short.	Remedial //
3.	It starts before the problem in the machine.	Preventive //
4.	It starts after the machine get the problem.	Remedial //
5.	The life of the machine is long.	Preventive //

QUESTION FOUR:

[9 Marks]

Read the following paragraph and answer the questions given below:-

OPEN OR NOT OPEN PLAN

Open Plan Office began to replace closed offices in the 1960s. The early designs emphasized efficient workflow and communications.

In fact Open Plan Office uses space more efficiently, encourages and mentality of shared facilities and prevents a bunker mentality developing among staff resistant to change.

Open Plan tends to be more associated with flat management structures, and more flexible working practices.

A survey found that 84% of workers would prefer to work in Closed rather than Open Plan Office. They want their own space, private and personalized.

a) When did the trend to move toward the Open Plan Office begin?

In the 1960s //

b) What did the early Open Plan designs emphasize?

Efficient workflow and communications.//

c) Why do most office workers prefer to work in closed offices?

Because they want their own space, private and personalized.//

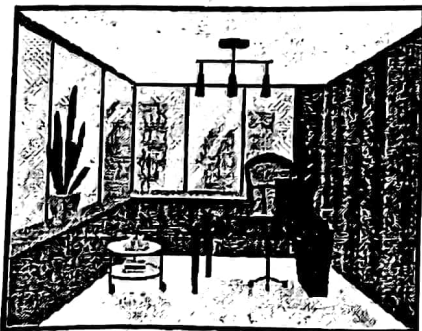
d) If you asked to work in either a Closed Office or an Open Plan Office, what will you choose? Why? (give two points for you justification)

I prefer Closed Office Open Plan Office for the following reasons: //

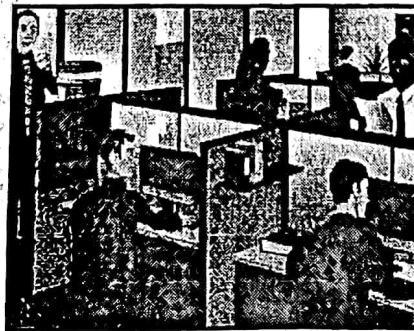
Any answers is correct and the points of justification depend on

what the student choose. (the answers is from paragraph) ////

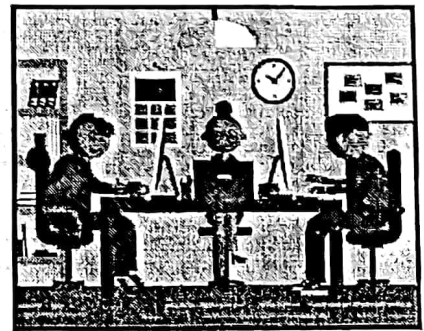
e) Write the name of the office design shown in the pictures below:



Closed Office //



Cubicle Office//

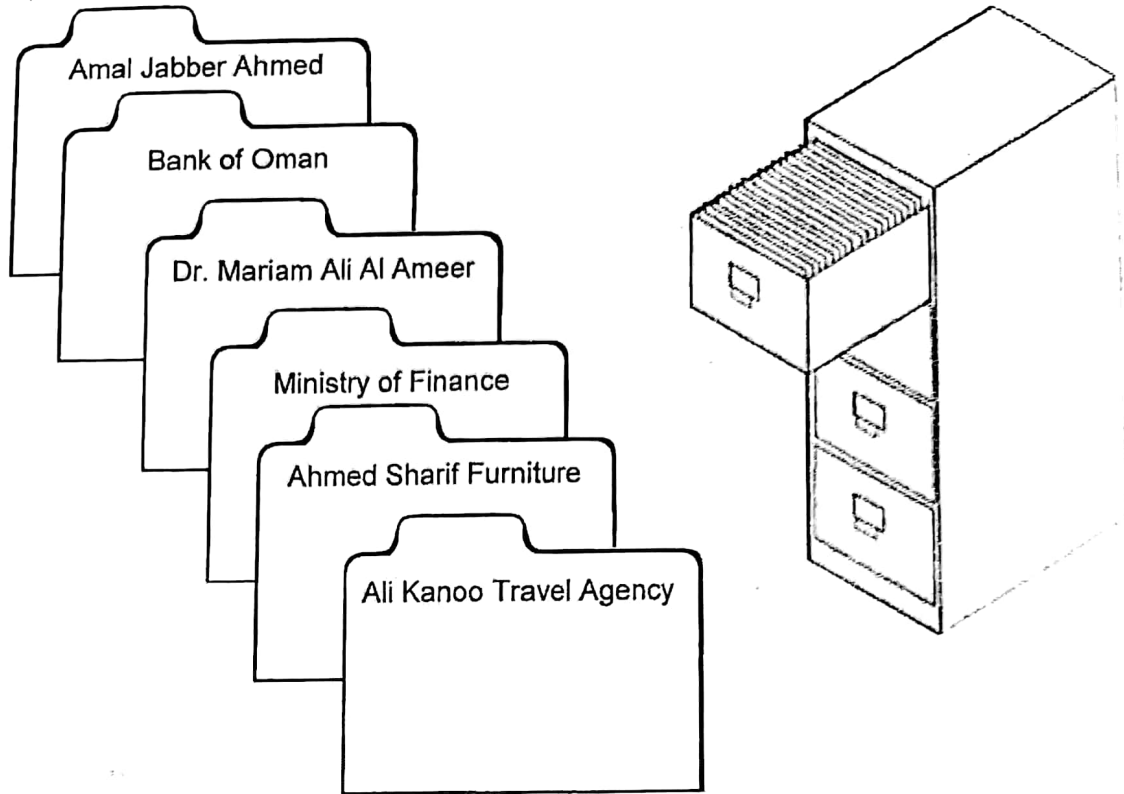


Open Plan Office//

QUESTION FIVE:

[10 Marks]

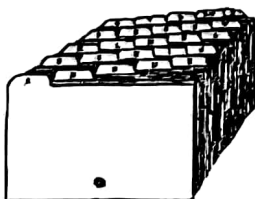
(A) Arrange the following file names in Alphabetical Order by using both rules (Arabic and Foreign Rules):- (6 Marks)



No.	Arabic Alphabetical Order	Foreign Alphabetical Order
1.	Ahmed Sharif Furniture/	Ahmed Amal Jabber /
2.	Ali Kanoo Travel Agency/	Al Ameer Mariam Ali Dr./
3.	Amal Jabber Ahmed/	Bank of Oman/
4.	Bank of Oman/	Finance Ministry of /
5.	Mariam Ali Al Ameer Dr./	Kanoo Ali Travel Agency/
6.	Ministry of Finance/	Sharif Ahmed Furniture/

(B) Match the following types of indexes and files to the following pictures. (4 Marks)

Page index	Box File	Card index	Rotary index
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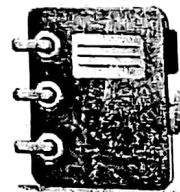
Card index



Rotary index



Box File



Page index

End of Answers