

MODEL ANSWERS FOR FIRST SEMESTER EXAM 2016/2017

COURSE NAME: Introduction to Office Management

TRACK: توحيد المسارات

COURSE CODE: 111 ادر

TIME: 1½ Hour

QUESTION ONE:

10

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

10

- Some files are not required any more, such files are called:
 - Electric files.
 - Absent files.
 - Alphabetical files.
 - Dead files.
- To prevent backache, you advise office staff to:
 - Sit on wooden chair.
 - Sit on adjustable chairs.
 - Wear hard hats.
 - Wear nice clothes.
- The responsibility of warehousing department is:
 - Recruiting employees.
 - Sells goods to customer.
 - Keeps stocks of goods.
 - Purchase goods from suppliers.
- All of the following is example of indexes methods except:
 - Card Index.
 - Page Index.
 - Rotary Index.
 - Box File.
- This filing system is used for drawings, maps, plans and other documents which cannot be folded:
 - Lateral Filing.
 - Plan Filing.
 - Microfilm Filing.
 - Clips File.

6. The regular check-up on daily or weekly basis to detect small problems and report them to the technician or the supplier for correction, is type of:

- a. Preventive Maintenance. b. Remedial Maintenance.
c. Maintenance Register. d. Electrical Hazards.



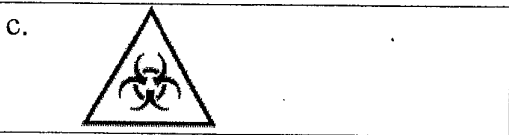

7. Keep all machines and equipment in good condition is an example of:

- a. Sort. b. Sustain.
c. Set. d. Safety.





8. Is a form which give the details of an accident shortly after it has happens:

- a. Maintenance Register. b. Risk Assessment Report.
c. Accident Report Form. d. Application Form.

9. Which of the following safety signs warns of Biological Waste:

- a.  b. 
c.  d. 

10. Which of the following safety signs warns of wear safety glasses:

- a.  b. 
c.  d. 

QUESTION TWO:

9

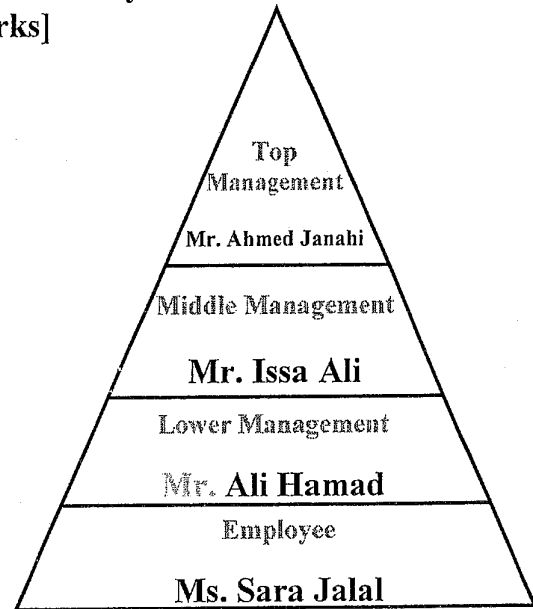
9

a) Compare between two types of maintenance in the table below:- [3 Marks]

Criteria	Preventive Maintenance	Remedial Maintenance
Time (Before/after the problem)	Before	After
Life of the Machine	Long	Short
Cost	Less	High

b) The following persons are working in ARADUOS Company, read the information given carefully and decide where you will locate them in the level of administration Model:- [4 Marks]

- Mr. Ali Hamad has the authority to direct supervision of employees.
- Ms. Sara Jalal has to carrying out task directed by her supervisor.
- Mr. Ahmed Janahi has knowledge of management tools and skills.
- Mr. Issa Ali is specialized in understanding of certain managerial task.



c) Choose the right quality that describes the sentences below: [2 Marks]

- | | |
|-----------------------------|-----------------------------|
| Punctuality | Appropriate appearance |
| Confidentiality | Ability to work with others |
| Positive attitude to change | Loyalty |

- Appropriate appearance:** Dress properly.
- Punctuality:** Coming on time and leaving on time.
- Ability to work with others:** Doing the job in teams.
- Confidentiality:** Information of the company should be kept away from outsiders.

QUESTION THREE:

a) Order the following account names ALPHABETICALLY (using Arabic classification): [4 Marks]

Account Name
Amani Ali
The Women Health Center
Amani
Department of Finance
Mrs. Huda Ahmed
Amani Ahmed
United Union Insurance
Major. Mohammed Salem

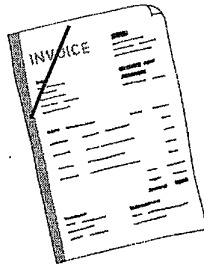
8
8

↑

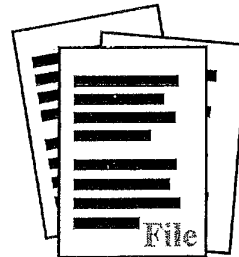
Alphabetical Order
Women Health Center
United Union Insurance
Mohammed Salem Major.
Huda Ahmed Mrs.
Finance Department of
Amani Ali
Amani Ahmed
Amani

b) Your Manager Mr. Rashid Ali Saeed have given you four documents for filing as shown below, there are four special marks or “release symbols” that he used to indicated that documents are ready for filing. Mark the following documents with 4 types of release symbols: [4 Marks]

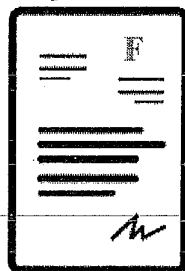
a.



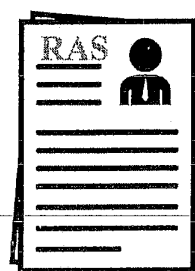
b.



c.



d.



QUESTION FOUR:

Use the following information to fill the Maintenance Register below:-

10

10

On 24 March 2016, ARADOUS Company bought Xerox Photocopy for Human Resources Department, the check-up has been made to the following dates:

- ✘ 14 August 2016, changed the cartridge by Abbas Ali.
- ✘ 15 July 2016, changed the broken drawer of paper by Talal Jamal.
- ✘ 21 September 2016, replaced the cleaning cartridge by Abbas Ali.
- ✘ 12 September 2016, changed a small damage part by Talal Jamal.

MAINTENANCE REGISTER

Machine Type: Xerox Photocopy// **Date Purchased:** 24 March 2016//

Department: Human Resources Department//

Date of Maintenance	Action/Recommendation	Maintenance by	Signature
15 July 2016/	changed the broken drawer of paper/	Talal Jamal/	
14 August 2016/	changed the cartridge/	Abbas Ali/	
12 September 2016/	changed a small damage part/	Talal Jamal/	
21 September 2016/	replaced the cleaning cartridge/	Abbas Ali/	

$\frac{1}{2} \times 18 = 9$ Marks
+1 for Dates Order

QUESTION FIVE:

13

13

- A. If safety is not maintained in an office, both the employees and organization will experience problems. Give examples of such problems. [8 Marks]

EMPLOYEES	ORGANIZATION
Will experience	
<ul style="list-style-type: none"> • Health problems. / less loyalty. 	<ul style="list-style-type: none"> • High medical expense. / Its reputation and market share will go down.
<ul style="list-style-type: none"> • Fatigue. / labor turnover. 	<ul style="list-style-type: none"> • High operation costs.
<ul style="list-style-type: none"> • Stress. / more absenteeism. 	<ul style="list-style-type: none"> • Low productivity & quality of production.
<ul style="list-style-type: none"> • Dissatisfaction. / less productivity. 	<ul style="list-style-type: none"> • More accidents will occur.

- B. Place a tick ✓ in the table, which you think best describes one of hazards classification in the office: [5 Marks]

No	Hazards in the Office	Physical Hazards	Electrical Hazards	Mechanical Hazards	Chemical Hazards
1	Employee catted his finger.			✓	
2	A lot of humidity in Ali's office.	✓			
3	The employee smoking in the reception area.				✓
4	Employees trapped in the elevator.			✓	
5	There is a lot of noise in the office.	✓			
6	Un-insulated wires connected to a photocopying machine.		✓		
7	There is bad lighting in Ahmed's office.	✓			
8	The clean man sprayed an anti-insect in the offices.				✓
9	Overcharged electrical equipment.		✓		
10	Improper temperature in the offices.	✓			

End of Answers