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

FIRST SEMESTER EXAM 2013/2014

MODEL ANSWERS

COURSE NAME: Introduction to Office Management

TRACK: توحيد المسارات

COURSE CODE: أدر ١١١

TIME: 1½ Hours

QUESTION ONE:

Choose the correct answer for each of the following questions:

1- The Responsibility of warehousing department is:

- Recruiting employees
- Sells goods to customer
- **Keeps stocks of goods**
- Purchase goods from suppliers

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2- The Cubical Office means:

- Each person sits in a separate room has her/his own room with its own access.
- **It is a partially enclosed workspace, separated from neighboring workspaces by partitions.**
- All employees sit close by using their own work station.
- Two employees sit in one office.

3- Keep all machines and equipment in good condition is an example of:

- Sort
- **Sustain**
- Set
- Safety

4- Lateral Filing means:

- Documents are placed into files that are arranged one behind the other.
- **Files are stored or kept side by side either shelves or suspended in pockets with title strips.**
- Documents are placed into files that are arranged one behind the other.
- Drawings, maps, plans and other documents are best stored flat.

5- The main responsibility of a ----- is to welcome visitors and answer their question:

- Cashier
- General Manager
- **Receptionist**
- Accounting clerk

QUESTION TWO:

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Match the sentences in column (A) with the suitable in column (B):

Column A	
1.	Preventive maintenance.
2.	Plan filing.
3.	Non-discriminatory attitude.
4.	Multi-tasking.
5.	Remedial maintenance.

Column B	
(a)	Everyone should be treated the same way.
(b)	Regular check-up on daily or weekly basis to detect small problem.
(c)	The ability to carry out many different duties.
(d)	Used for drawing, maps, and other document.
(e)	Starts after the machine has stopped working and a fault is found

Use the following table for your answers

Column A	1	2	3	4	5
Column B	e	c	a	d	b

/ / / / /

QUESTION THREE:

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Complete the following tables:

(A) Type of offices:

$8 \times \frac{1}{2}$ (4)

Office Type	Advantages	Disadvantages
Open office	1. Easy supervision of staff. /	1. No privacy. /
	2. Faster inter-personal communication – Teamwork /	2. Very little security office being open. /
Closed office	1. More security. /	1. Difficult to supervise each person. /
	2. Less noise /	2. Costlier lighting and air conditioning. /

(B) Level of Administration:

Level Of Administration	Example (<u>Give example from your School</u>)
1. Top Management /	Principle /
2. Middle Management /	Assistant principle /
3. Lower Management (Supervisory Staff) /	Senior teacher /
4. Employees /	Teachers /

$8 \times \frac{1}{2}$ (4)

QUESTION FOUR:

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Arrange the following files names in alphabetical order used both rules (Arabic and Foreign rules):

Files names

Eman Ahmed Salim
Amal Abdulla
9000 Boutique
Ahmed and Ali Company
Zara Company
Department of Finance
Amal
Ministry of Education
Dr.Ghada Ahmed

(18 × ½)

<u>Arabic Rules</u>	<u>Foreign Rules</u>
Ahmed and Ali Company /	Abdulla Amal /
Amal /	Ahmed and Ali company /
Amal Abdulla /	Ahmed Ghada Dr. /
Education Ministry of /	Amal /
Eman Ahmed Salim /	Education Ministry of /
Finance Department of /	Finance Department of /
Ghada Ahmed Dr. /	Nine thousands Boutique /
Nine Thousands Boutique /	Salim Eman Ahmed /
Zara company /	Zara company /

QUESTION FIVE:

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

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On 1st March 2013, Al-Hayat Company bought 5 photocopier for Human Resources Department, the check-up has been made in **weekly basis** in order to the following dates:

- 3 May 2013 changed the ink by Ahmed Amar
 6 April 2013 repaired the machine by Hassan Khalid
 5 June 2013 changed the memory of machine by Ashraf Hassan
 14 April 2013 changed the tape of machine by Hisham Rashid

(26 × 1/2)

Maintenance RegisterName of Machine: **Photocopier**Date Purchased: **1 March, 2013**Department: **Human Resources**

Date of Maintenance	Action / Recommendation	Maintained by	Signature
6 April 2013	Repaired the machine	Hassan Khalid	Hassan Khalid
14 April 2013	changed the tape of machine	Hisham Rashid	Hisham Rashid
3 May 2013	Changed the ink	Ahmed Amar	Ahmed Amar
5 June 2013	Changed the memory	Ashraf Hassan	Ashraf Hassan

QUESTION SIX:

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Use the following information to complete the **Accident Report Form** below:

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Mohammed Ahmed aged 35, a receptionist at Bahrain Company. On 15th April 2013 at 12p.m, he fell down the stairs while he was organizing the files in the reception area. His head was injured and his arm was broken. He was taken to the first aid room in the company by assistant manager Mr.Ali Adnan, who was with him at the time of the accident. His arm was put in a sling to ease the pain but it was decided to take him to Al-Amal Medical Centre for an X-ray.

(20x $\frac{1}{2}$)

ACCIDENT REPORT FORM	
1. Injured Person's:	
Surname: <u>Ahmed</u> /	First Name: <u>Mohammed</u> /
Position: <u>Receptionist</u> /	Date of Birth: <u>1979</u> /
Phone no: 33894990	Home Address: 39, Road 1405, Hidd 114
2. Date and Time of accident:	
<u>On 15 April 2012 at 12p.m</u>	
3. Details of Injury:	
<u>His head was injured and his arm was broken</u>	
4. Activity at the time of accident:	
<u>Organizing the reception files</u> //	
5. Place of accident and injury:	
<u>Reception area</u> /	
6. Full details of the accident & injury suffered and explain how it happened.	
/ <u>He was organizing the reception files</u>	
/ <u>He fell down the stairs.</u>	
/ <u>His head was injured and his arm was broken.</u>	
7. What first Aid treatment was given?	
<u>His arm was put in a sling to ease the pain.</u> //	
8. Was the injured person taken to the hospital? If yes, where?	
/ <u>Yes, Al-Amal Medical Centre</u> /	
9. Name & positions of witnesses:	
<u>Mr.Ali Adnan – Assistant Manager</u>	
Reported by: Safety Officer	Signature: Salman Hassan

End of Answers