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KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION

MODEL ANSWERS

DIRECTORATE OF EXAMINATIONS / EXAMINATION SECTION
FIRST SEMESTER EXAM 2014/2015

COURSE NAME: Introduction to Office Management

TRACK: توحيد المسارات

COURSE CODE: 111 أدر

TIME: 1½ Hours

QUESTION ONE:

Choose the correct answer for each of the following questions:

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- 1- The health and safety regulations in Bahrain are based on international regulations. An employer should provide:
- A safe and healthy working environment.
 - Safe equipment without maintenance.
 - New office furniture.
 - Advertisement about the organization.
- 2- An Open Plan Office means:
- All employees sit in a partially enclosed workspace, separated from neighboring workspace by partitions.
 - Two employees sit in one office.
 - All employees sit close by using their own workstations, without separation panels.
 - Each person sits in a separate room has her/his own room with its own access.
- 3- The reception area should include many items to impress visitors such as:
- Various stationery.
 - Seating area for visitors.
 - Photocopy machine.
 - Fax machine.
- 4- Some files are not required any more and should be removed from the current filing system. Such files are called:
- Absent files.
 - Departmental filing.
 - Central filing.
 - Dead files.
- 5- To prevent backache, you advise office staff to:
- Sit on adjustable chairs.
 - Sit on wooden chair.
 - Wear hard hats.
 - Wear nice clothes.

QUESTION TWO:

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(A) It is necessary for the organization to organize the information and to store it in files in a way where it can be used whenever it is required. Choose from the following filing system and methods of classification to match the definitions in the table below:

Geographical Method – Plan Filing – Numeric Method - Lateral Filing – Vertical Filing – Subject Method.

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No.	Definitions	Filing System/ Methods of Classification
1.	Files are arranged by allotting each file a number.	<u>Numeric Method</u> /
2.	Documents are placed into files that are arranged one behind the other.	<u>Vertical Filing</u> /
3.	The system is used for drawings, maps, plans and other documents which cannot be folded.	<u>Plan Filing</u> /
4.	Documents are filed under subject headings which are filed in alphabetical order.	<u>Subject Method</u> /
5.	All files relating to a country or town should be grouped together and placed in a file carrying the name of the country or town.	<u>Geographical Method</u> /
6.	Files are stored or kept side by side either on shelves or suspended in pockets with title stripes.	<u>Lateral Filing</u> /

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(B) As a receptionist, how can you deal with the following visitors:

No.	Visitors	How to deal with the visitors
1.	Salman has an appointment to see the manager at 9 am, but he arrives at 11 am.	<u>Try to let him see the manager or give another appointment.</u> /
2.	Sara complained about the goods she received from the company are all damaged.	<u>Try to solve the problem with Sales Dept. or send her to them.</u> /
3.	Mariam enquired vacancies for jobs.	<u>Try to solve the problem with HR Dept. or send her to them.</u> /
4.	Fatima has an appointment at 8 am but she is unable to come because of another meeting at the same time.	<u>Give another appointment.</u> /

QUESTION THREE:

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Use the following information to fill the Maintenance Register below:

On 1st September 2014, Future Company bought 5 photocopier for Sales Department, the check-up has been made in order to the following dates:

5 November, 2014 changed the drawer of paper in the machine by Reyad Hassan.

7 December, 2014 changed the memory of machine by Rashid Ali.

5 October, 2014 changed a small damage part by Yousif Hakeem.

6 September, 2014 changed the ink by Khalil Nabeel.

Maintenance Register

Name of Machine: Photocopier Date Purchased: 1 September, 2014

Department: Sales Department

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Date of Maintenance	Action / Recommendation	Maintained by	Signature
<u>6 September, 2014</u>	<u>Changed the ink</u>	<u>Khalil Nabeel</u>	Khalil Nabeel
<u>5 October, 2014</u>	<u>Changed a small damage part</u>	<u>Yousif Hakeem</u>	Yousif Hakeem
<u>5 November, 2014</u>	<u>Changed the drawer of paper</u>	<u>Reyad Hassan</u>	Reyad Hassan
<u>7 December, 2014</u>	<u>Changed the memory</u>	<u>Rashid Ali</u>	Rashid Ali

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QUESTION FOUR:**(A) Complete the following:**

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1. Advantages of using technology in work are:

- Speed / accuracy / saving in time and human efforts.
- Better appearance for documents / provide more workspaces.
- More teamwork and communication / resource efficient
- Saving cost.

(8)

2. Receptionist's duties are:

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- Welcome visitors / answer their questions / answer the telephone
- Dealing with different types of visitors/filing documents
- Directing visitors to the appropriate sections
- Maintaining reception register / appointments diary

3. Qualities or ethics and Obligations of employees:

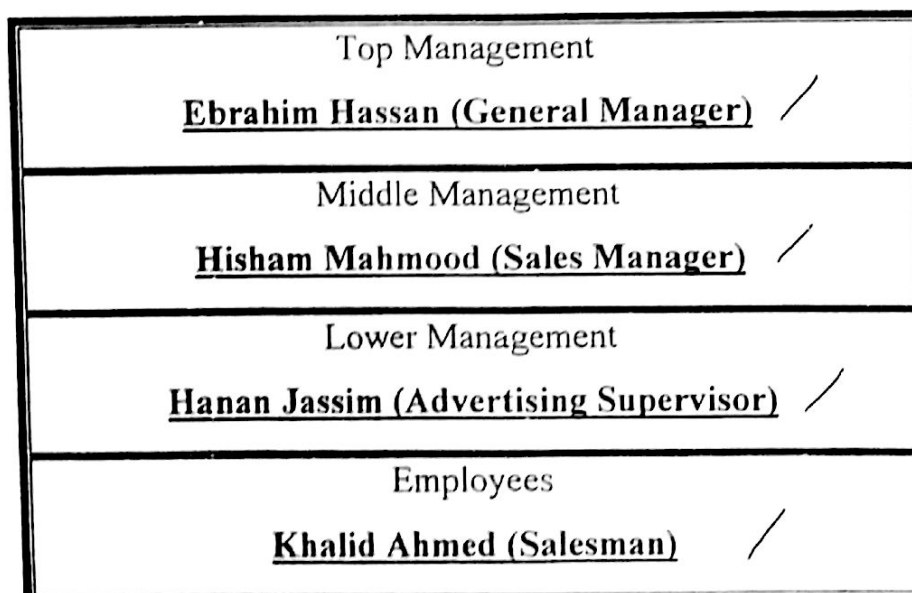
(Page 11 – 14)

No.	Qualities or ethics	Obligations
1.	Punctuality – Loyalty – confidentiality	Attend in person – competent
2.	Non-discriminatory attitude – Positive attitude to change – Appropriate appearance – Ability to work with others -	Take good care of employer's property – arrive on time – work safety – be honest – have good communication skills

(B) Arrange the following positions in the provided diagram for Levels of Administration:

Khalid Ahmed (Salesman) – Ebrahim Hassan (General Manager) – Hisham Mahmood (Sales Manager) – Hanan Jassim (Advertising Supervisor).

(4)



QUESTION FIVE:

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

Osama Hassan aged 45, a messenger at Bank of Bahrain and Kuwait Health Centre. On 21st November 2014 at 9 a.m, he slipped down the stairs while he was leaving the Family Clinics Area. He grazed his back quite badly, dislocated his thumb whilst trying to save himself. He was taken to the doctor room in the centre by assistant nurse Mrs. Afaf Yaqoob, who was with him at the time of the accident. The doctor decided to take an X-ray for his arm and back, then take rest at home for 5 days.

ACCIDENT REPORT FORM**1. Injured Person's:**Surname: Hassan /First Name: Osama /Position: Messenger /Date of Birth: 1969 /Phone no: 12345678Home Address: 111 – Road 55 – block 205**2. Date and Time of accident:**21st November 2014 at 9 a.m /**3. Details of Injury:**He grazed his back quite badly, dislocated his thumb /**4. Activity at the time of accident:**Coming down the stairs to leave the Family Clinics Area /**5. Place of accident and injury:**Family Clinics Area /**6. Full details of the accident & injury suffered and explain how it happened.**He slipped down the stairs while he was leaving the Family Clinics Area.He grazed his back quite badly, dislocated his thumb whilst trying to save himself.**7. What first Aid treatment was given?**He was taken to the doctor room / take an X-ray /**8. Was the injured person taken to the hospital? If yes, where?**Yes – same health centre (Bank of Bahrain and Kuwait Health Centre) /**9. Name & positions of witnesses:**Assistant nurse Mrs. Afaf Yaqoob /

Reported by: Safety Officer

Signature: Bader Habib

End of Answers