

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

MODEL ANSWERS

RESIT EXAM 2015/2016

COURSE NAME: Introduction to Office Management

TRACK: توحيد المسارات

COURSE CODE: 111 ادر

TIME: 1½ Hour

QUESTION ONE:

(10 Marks)

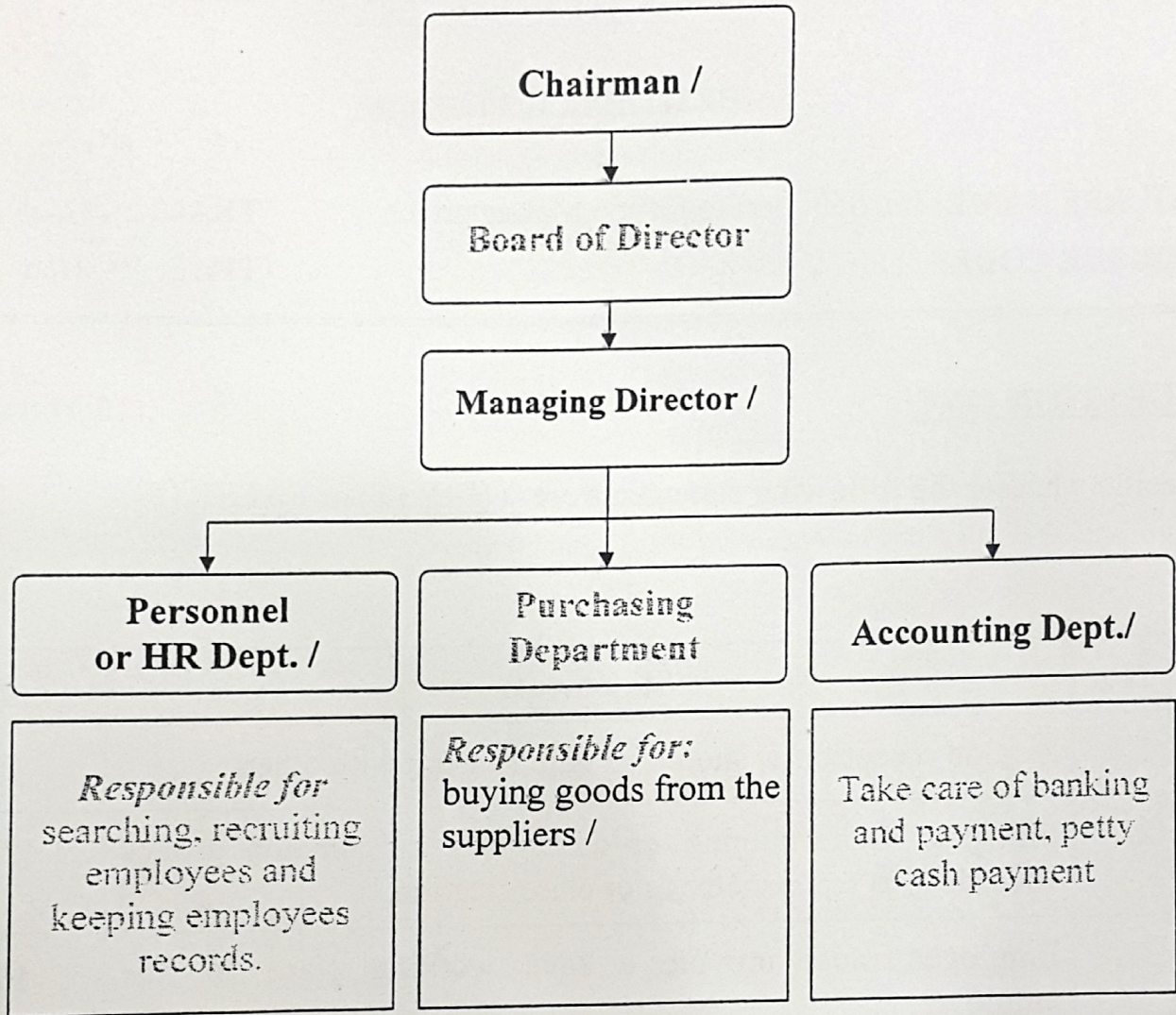
Decide whether the following statements are **TURE** (T) or **FALSE** (F):-

No.	Statements	T or F
1.	A good receptionist should be able to work with others.	T/
2.	Filing is the arranging of documents in common groups according to some methods of classification.	T/
3.	Employee must provide a save working place for the employer.	F/
4.	Middle Management duties is to direct supervision of employees.	F/
5.	Closed Office is more private and secure than an Open Plan Office.	T/
6.	E-mail is a short of Extra Mail.	F/
7.	When the receptionist faces a problem, he/she is expected to ignore it and continue his/her work.	F/
8.	Dead Files are those files that are not required anymore.	T/
9.	Good employees are those who work as a team.	T/
10.	Accounting Department is responsible for buying goods from the suppliers.	F/

QUESTION TWO:

(8 Marks)

a) Complete the Organization Chart given below:- (5 Marks)



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b) Different types of visitors are coming to your company, as a receptionist how can you deal with the following visitors: (3 Marks)

Type of Visitor	How to Deal with the Visitor
⌚ A visitor who has no appointment	Take another appointment or call manager /
⌚ A visitor arrives earlier than expected	Call the person who wanted / or offer refreshment for him
⌚ A visitor arrives later than expected	Take another appointment or call manager /

QUESTION THREE:

(12 Marks)

a) The Invoice File No. 301 have been taken several times during July 2015, as follows:-

- ☞ On 15 July, the file taken by Mr. Hassan Ali HR Manager. He returned it on 20 July.
- ☞ On 6 July, it taken by Mr. Faisal Jalal an Account Manager. He returned it on the same day.
- ☞ On 10 July, Receptionist Ms. Amal Khalil took the file. It was returned after two days.

Using the above information fill in the ABSENT CARD given below. (8 Marks)

ABSENT CARD			
File: Invoice File /.....		File No.: ... No. 301 /...	
Date Taken	Taken By	Department	Date Returned
6 July /	Mr. Faisal Jalal /	Account Department /	6 Sept /
10 July /	Ms. Amal Khalil /	Administration Department /	12 July /
15 July /	Mr. Hassan Ali /	HR Department /	20 July /

$\frac{1}{2} * 14 = 7$ Marks
+1 for Dates Order

b) Choose from the following **FILING SYSTEM** to match the picture given below:- (4 Marks)

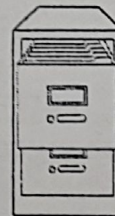
Lateral Filing – Microfilm Filing – Plan Filing – Vertical Filing

①



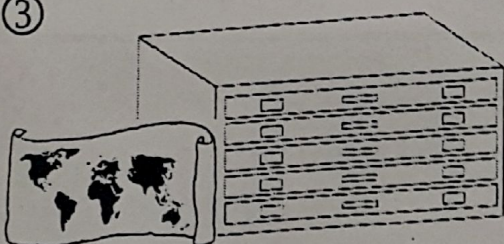
..... Lateral Filing /.....

②



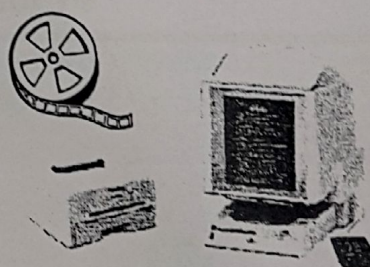
..... Vertical Filing /.....

③



..... Plan Filing /.....

④



..... Microfilm Filing /.....

QUESTION FOUR:

Use the following information to fill the **Maintenance Register** given:-

10

On 12 August 2015, Awal Company bought Photocopy for *Accounting Department*, the check-up has been made in order to the following dates:

- ✘ 11 October 2015, changed the broken drawer of paper by Ahmed Salman.
- ✘ 21 September 2015, changed the cartridge by Nasser Moh'd.
- ✘ 18 November 2015, changed a small damage part by Ahmed Salman.
- ✘ 12 September 2015, replaced the cleaning cartridge by Nasser Moh'd.

MAINTENANCE REGISTER

Machine Type:Photocopy //... **Date Purchased:** ...12 Aug 2015//..

Department:Accounting Dept. //.....

Date of Maintenance	Action/Recommendation	Maintenance by	Signature
12 Sept /	replaced the cleaning cartridge /	Nasser Moh'd /	
21 Sept /	changed the cartridge /	Nasser Moh'd /	
11 Oct /	changed the broken drawer of paper /	Ahmed Salman /	
18 Nov /	changed a small damage part /	Ahmed Salman /	

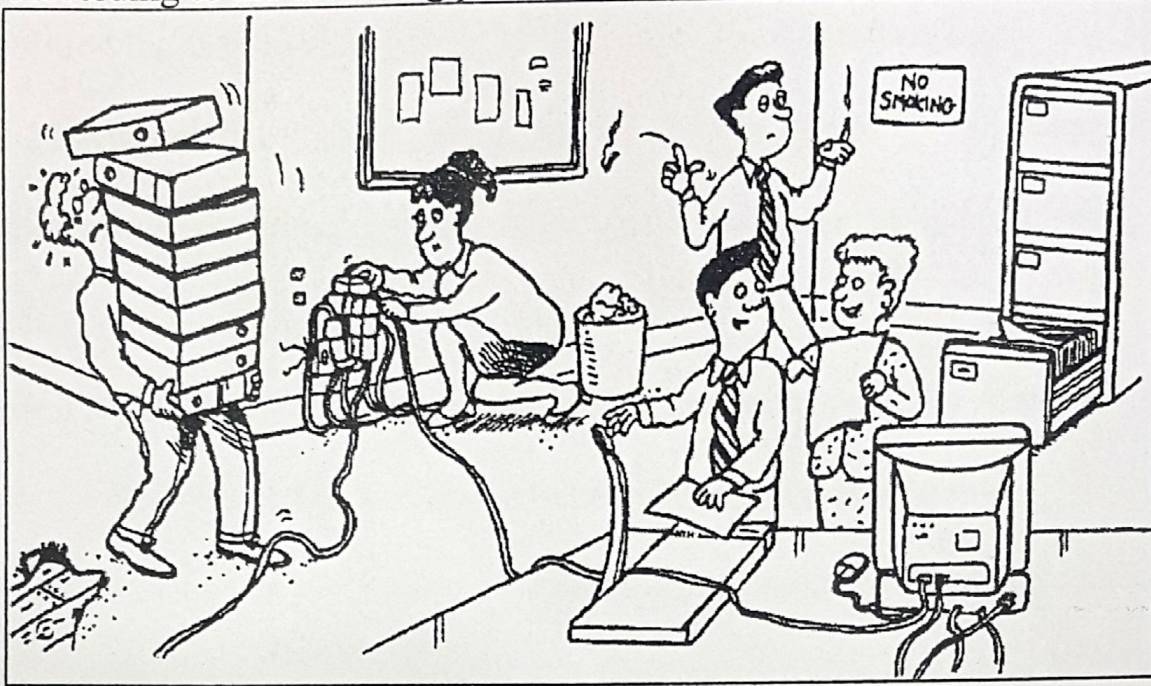
$\frac{1}{2} * 18 = 9$ Marks

+1 for Dates Order

QUESTION FIVE:

(10 Marks)

a) According to the following picture, find out **SIX HAZARDS** in their office:-



- ① Poorly maintained floor /
- ② Torn carpets / talking while using cutter/
- ③ Lifting heavy items /
- ④ Open drawer /
- ⑤ - using faulty / or overcharged electrical equipment /
- ⑥ throw the cigar in dustpan / Smoking while not allowed /

b) Fill in the **Risk Assessment Report** given below using the following information: (4 Marks)

Jabber Ali was in office fixing the faulty of connection of his computer, he had an electric shock, and his hand slightly burned. First Aid was given to him by his assistant Isa Moh'd.

RISK ASSESSMENT REPORT

Identified Hazard	Person(s) at Risk	Degree of Risk (high, medium, low)	Proposed Action
Electric Shock /	Jabber Ali /	Medium /	Ordered repairs of faulty Connection of wires /

☺☺☺ Good Luck ☺☺☺
End of Answers