

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

**الطلاب**  
STUDENTS-BH

**FIRST SEMESTER EXAM 2012/2013**

**Model  
Answer**

**COURSE NAME : INTRODUCTION TO OFFICE MSNAGEMENT TRACK : UNIFIED**

**COURSE CODE : 111 ادس**

**TIME : One hour & half**

**Question No.1:..... 8 marks**

Use the following terms to fill the blanks below:

Plan filing	Reception	Personnel dept.
Search engine	Departmental	Microsoft Word
Sales dept.	Receptionist	Punctuality

<b>1. <u>Search engine</u></b>	It is used to find any site in the world.
<b>2. <u>Microsoft Word</u></b>	To type documents like letters and reports use.....
<b>3. <u>Punctuality</u></b>	Coming and leaving on time is called.....
<b>4. <u>Reception</u></b>	The first contact with a business is.....
<b>5. <u>Sales dept.</u></b>	The department responsible for advertising for goods is.....
<b>6. <u>Plan filing</u></b>	Filing system used for drawing and maps.
<b>7. <u>Personnel dept.</u></b>	Employment is the responsibility of.....department.
<b>8. <u>Departmental</u></b>	Each department keep its own files in.....filing.

**Each one mark 1 \* 8 = 8 marks**

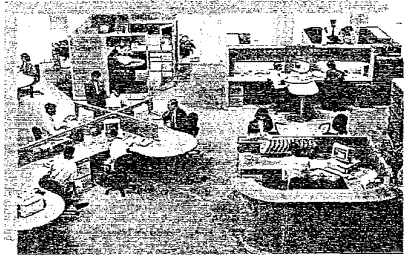
**Question No. 2:** ..... 7 marks

**A** Determine the type of maintenance in the following (Preventive **OR** Remedial):

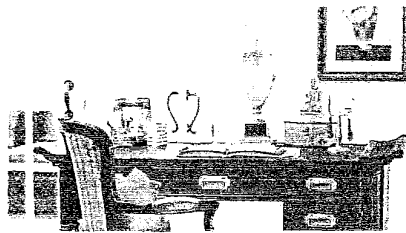
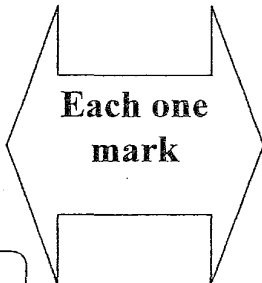
- 1(**Preventive**)It starts before the problem in the machine.
- 2(**Remedial**)It starts after the problem in the machine.
- 3(**Preventive**)It is less expensive.
- 4(**Preventive**)The life of the machine is long.
- 5(**Remedial**)The life of the machine is short.

**Each half mark ((5 \* 0.50 = 2.5 marks))**

**B** Look at the offices layout given by the pictures below and decide its type:



**An Open Plan Office**



**A closed Office**

**C** The following are the advantages/disadvantages of one of these offices. First Choose one office type (picture 1 or 2) and then complete the following sentences:

**Picture closed/opened**

- 1. There is **less /more** noise.
- 2. There is **more / less** security.
- 3. There is **less / more** communication.
- 4. There is **less / more** movement.
- 5. There is **more / less** money (cost) invested.

**Question No.3:** ..... 12 marks

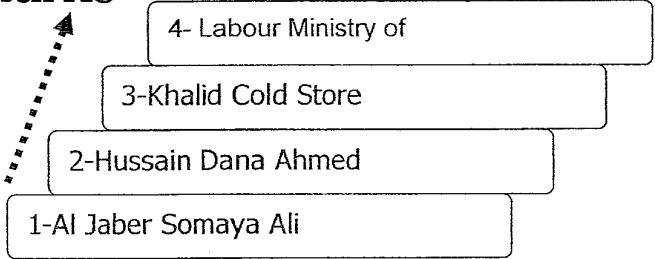
**A** Order the following names alphabetically, according to Foreign Countries:

**4 marks**

Dana Ahmed Hussain

Somaya Ali Al Jaber

Khalid Cold Store



**B** Order the following names according to the subject

**8 marks**

Subjects	Topics		
Sales	Shipping	Advertising	Promotion
Accounts	Payment	Salaries	Banking
Personnel	Leaves	Recruitment	Employment
Administration	Security	Mail	Reception

Subjects	Topics		
1.Accounts	1-1Banking	1-2Payment	1-3 Salaries.
2.Administration	2-1Mail	2-2Reception	2-3Security
3.Personnel	3-1Employment	3-2Leaves	3-3Recuritment
4.Sales	4-1Advertising	4-2Promotion	4-3Shipping

Each half mark 16 / 2 = 8 marks

**Question No. 4:** ..... 8 marks

Complete the "Register of Callers" from the information given below using today's date: (Exam date)

1. Salwa Ahmed from ABC University came to see the administration manager regarding the new master programs. He came at 10:30 am and left after half an hour.
2. Amal Jassim from Kanoo Trading came to see the personnel manager at 8:00 am and he left after 50 minutes.
3. Fatima Mohamed from SmlInternet Company, was in the company at 9:00 am. She came to see the accounts manager to get the payment cheque. She left the company after one hour and half.

Date	Caller's name	Company	Time in	Time out	Seen by	Signature	Remarks
Exam date	Amal Jassim	Kanoo Trading	8:00	8:50	personnel manager	AJ	
	Fatima Mohamed	SmlInternet	9:00	10:30	accounts manager	FM	to get the payment cheque
	Salwa Ahmed	ABC University	10:30	11:00	administration manager	SA	regarding the new master programs

Each tick half mark 16 \* .5 = 8 marks

**Question No. 5:**..... 7.5 marks

**A** Match the situation in group **A** with the appropriate action from group **B**:

<u>Group A</u>	<u>Group B</u>
1. More documents to be filed, but less space needed.	A. Send an e-mail.
2. Nada works on project that needs more teamwork and communication with others.	B. Offer her some refreshment/magazine and check with manager if he can see
3. Maryam has a meeting on 10 am and she came at 9:45.	C. Place an absent card.
4. Aisha asked by her manager to send a message to all employees in the company.	D. Use microfilm system.
5. Amal removed a file from the filing system.	E. Use open plan office layout.

1	2	3	4	5
<b>D</b>	<b>E</b>	<b>B</b>	<b>A</b>	<b>C</b>

**Each half mark 5 .5 = 2.5 marks**

**B** Write two points for the following:  $5 * 2 = 10 / .5 = 5$  marks

1-Hazards in the office.

- Slippery or poorly maintained floor.
- Using faulty or overcharged electrical equipment.
- Standing on especially swivel chairs or any other furniture rather than -ladder to reach high shelves.
- Lifting heavy items without bending properly.
- Frayed carpets or broken floors.
- Removing safety guards on machines.
- Obstacles in gangways or blocked passages.

2-The duties of the receptionist.

- Dealing with different types of visitors
- Directing visitors to the appropriate sections
- Maintaining reception register
- Maintaining appointments dairy
- Making business phone calls
- Word processing
- Operating a telephone switchboard
- Filing documents
- Distributing incoming mail to departments and other staff
- Dealing with outgoing mail
- Give basic First Aid

### 3- The advantages of using technology in the office.

1. Speed
2. Accuracy
3. Saving in time and human efforts
4. Better appearance for documents
5. Provide more workspaces
6. More teamwork and communication
7. Resource efficient
8. Saving cost.

### 4-The qualities of the good receptionist.

- Polite and having good interpersonal and communicative skills.
- Friendly, helpful, reliable, honest and able to work with others.
  - Enthusiastic and having the ability to multitask.
  - Well informed about her/his firm's products, layout and staff.
  - Patient, tactful and having good telephone etiquette.

- Appropriate appearance

### 5-The importance of filing.

- for future Reference.
- to find Documents quickly and easily.
- to keep the documents clean and tidy.
- to save them from insects and dampness.

**Question No. 6:** ..... 7.5 marks

Complete the accident report form using the following information:

Yesterday, at 1:00 p.m., Adel Haji, an officer, aged 33, from administration department was carrying files to the filing section. He tripped and felt down in the corridor of the filing section. His arm was dislocated. The filing clerk, Yousif Hassan saw him and took him to the first aid room. The nurse put his arm in a sling and took him to Bahrain Specialized Hospital. The doctor gave him sick leave for 2 days. Then the nurse picked him to his home in Manama 210.

<b>1. Injured Person</b>	
Surname: Haji	First Name Adel:
Position officer	Phone no39993333.
Date of birth: 1980	Home address: Manama 210
2. Date and Time of accident: <b>day before exam date 1:00 pm</b>	
3. Details of Injury: <b>his arm was dislocated</b>	
4. Activity at the time of accident: <b>carrying files to the filing section</b>	
5. Place of accident and Injury: <b>corridor of filing section</b>	
6. Full details of the accident and injury suffered and explain how it happen was carrying files to the filing section. He tripped and felt down in the corridor of the filing section. His arm was dislocated.	
7. What first aid treatment was given? <b>put his arm in a sling.</b>	
8. Was the injured person taken to the hospital? If yes, where? <b>Yes, Bahrain Specialist Hospital</b>	
9. Names and positions of witnesses: <b>A. Yousif Hassan, filing clerk</b>	
Reported by: Safety officer.	Signature: <i>Khalid Mohammed</i>

**End of Exam**