

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

**FIRST SEMESTER EXAM 2012/2013**

**COURSE NAME : Introduction To Office Management**

**TRACK : Unified**

**COURSE CODE : 111 ادر**

**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

1.	It is used to find any site in the world.
2.	To type documents like letters and reports use.....
3.	Coming and leaving on time is called.....
4.	The first contact with a business is.....
5.	The department responsible for advertising for goods is.....
6.	Filing system used for drawing and maps.
7.	Employment is the responsibility of.....department.
8.	Each department keep its own files in.....filing.

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

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

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

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



.....Office



.....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 .....

1. There is..... noise.
2. There is ..... security.
3. There is ..... communication.
4. There is ..... movement.
5. There is ..... money (cost) invested.

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

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

Dana Ahmed Hussain

Ministry of Labour

Somaya Ali Al Jaber

Khalid Cold Store

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

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

Subjects	Topics		
1.	1-1	1-2	1-3
2.	2-1	2-2	2-3
3.	3-1	3-2	3-3
4.	4-1	4-2	4-3

**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

**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** Write **two** points for the following:

1- Hazards in the office.

1-.....

2-.....

2-The duties of the receptionist.

1-.....

2-.....

3-The advantages of using technology in the office.

1-.....

2-.....

4-The qualities of the good receptionist.

1-.....

2-.....

5-The importance of filing.

1-.....

2-.....

**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:.....	First Name: .....
Position: officer	
Date of birth: .....	Phone no. 399993333.....
Home address: Manama 201	
2. Date and Time of accident:	
3. Details of Injury:	
4. Activity at the time of accident:	
5. Place of accident and Injury:	
6. Full details of the accident and injury suffered and explain how it happened	
7. What first aid treatment was given?	
8. Was the injured person taken to the hospital? If yes, where?	
9. Names and positions of witnesses:	
A. ....	
B. ....	
<b>Reported by:</b> Safety officer.	<b>Signature:</b> <i>Khalid Mohammed</i>

