

**KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATION/CENTRAL EXAMINATION SECTION
SECONDARY EDUCATION / UNIFIED TRACKS**

FIRST SEMESTER EXAM 2017/2018 MODEL ANSWERS

COURSE NAME : INTRODUCTION TO OFFICE MANAGEMENT
COURSE CODE : 111 ادر

TRACK : UNIFIED TRACKS
TIME : 1½ Hours

- ✓ Each / mark = ½ mark except if it is mentioned in the question.
- ✓ If the question required a student opinion; any reasonable answer of student should be considerable.

QUESTION No. 1:

A. Think carefully about the following images for different departments in ABC Company, and then answer the questions that follow: [14 Marks]
(8 Marks)

Department: Accounting // <i>or Sales</i>	Department: Public Relations //	Department: Warehousing //	Department: HR – Personnel//
Function: • Receive payment from customers.// <i>اذا كان هناك الطالب اسر الادارة حاول ان المسؤول</i>	Function: • Create relationships between an organization and various public.//	Function: • Keeps record of the Stocks.//	Function: • Recruiting employees.//

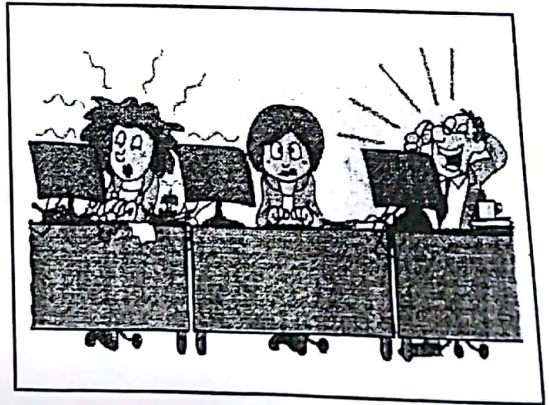
حاجة بغير (خلافه) or any answers from page 10 for functions of the departments.

B. Look at the office layout given by the picture below: (6 Marks)

- Decide its type.
- According to the pervious layout, complete the following sentences.

Office Type: Open Plan Office //

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



QUESTION No. 2:

[11 Marks]

Look at the following forms and answer the question below each form:

①

Name of Machine:
 Department: Date of Purchase:

Date of Maintenance	Actions	Maintained by	Signature

Form Name: Maintenance Register//

Purpose used for: Register the history (Maintenance) of office machines *or* record maintenance following up.//

②

File's Name:
 File's No.:

Borrowed by	Department	Date Borrowed	Date Returned

Form Name: Absent Card *or* Out Card //

Purpose used for: Showing details of the file taken out of its folder.// *Keeping track of removed files*

Kept by: Filing Clerk.//

③

Date	Caller's Name	Company	Time of Arrival	Seen by	Signature	Time of Departure	Remarks

Form Name: Register of Callers.//

Purpose used for: Security or future reference.//

Record by: Receptionist.//

④

ABC Company P.O. Box: 2147
Phone: 17448877
Manama
Kingdom of Bahrain

Date of Report:


Details of Injured Person

Name of injured:
 Position: Age:
 Phone No.: Address:

Details of the Accident

Date: Time: Place:

Ebriely describe what happened:
 Please mark the areas of injury on the figure below:



Treatment:

Was First Aid given? Yes No By:

Taken to hospital Yes No To:

Witnesses:

No.	Name	Position
1
2

Reported by:
 Position:

Form Name: Accident Report Form//

Purpose used for: Give details of an accident happened in office. *or* help person in case of insurance. *or* proof of accident happening during the office hour.//

Copy given to: Person in-charge of safety and security.// *Safety Clerk*

QUESTION No. 3:

(9 Marks)

- (a) There are a number of good and bad qualities in the below picture. Place a tick (✓) for a good receptionist qualities: (3 Marks)



- (b) Receptionist duties are not just filing in forms and documents, issuing visitors' badges and giving directions.

- If you want to become a receptionist, what will be your main responsibilities? (2 Marks)
 1. Dealing with different types of visitors.//
 2. Directing visitors to the appropriate sections. // Page 24-25
- As a receptionist, what will you do when you have no visitors? (2 Marks)
 1. Word processing.//
 2. Filing documents. // Page 25

- (c) People agree that **Technology** affects work in the office. But not all of them believe that technology has positive effects on the office work. (2 Marks)

- Do you think that technology has **bad** effects on the office work?

* الجواب في الحالتين

الطابت الأسباب

Yes, I agree.

No, I don't agree. /

بالاجابة Give three reasons for your answer.

1. Speed./
2. Accuracy./
3. Saving time and efforts. / Page 63 (or any reasonable answer even if it is YES)

QUESTION No. 4:

[6 Marks]

The receptionist has a number of files, invoice, letters, and catalogues. Help her to order:

- ☐ the files by **subject**,
- ☐ the invoices in **numerical order**,
- ☐ the letters in **alphabetical** (Arabic Classification), and
- ☐ the catalogues in **geographical order**.



1. An invoice No. 2341 from Al Dana Trading Company.
2. A letter from Zajel Travel Agency.
3. A catalogue from Shams Computer Services, Bahrain, Sitra.
4. Recruitment (file), from (primary guide) Administration under Employee Affairs.
5. An invoice No. 2542 from Oriental Press.
6. A letter from Bahrain Training Institute.
7. A catalogue from British Bank, United Kingdom, London.
8. A letter from Aradus Company.
9. An invoice No. 2541 from Al Abraj Company.
10. A letter from Bahrain Travel Agency.
11. Applications Form (file), from (primary guide) Administration under Employee Affairs.
12. An invoice No. 2241 from OPP Company.
13. A catalogue from Awal Furniture, Bahrain, Manama.

Files	
Name	
Administration/	(Primary Guide)
Employee Affairs /	(Secondary Guide)
Applications Form/	
Recruitment/	

Each / = ¼

(خطا مرتب) *
لأبج الطابع

Invoices	
Number	Company
2241/	Opp Company/
2341/	Al Dana Trading Company/
2541/	Al Abraj Company/
2542/	Oriental Press/

↓ A
↓ Z

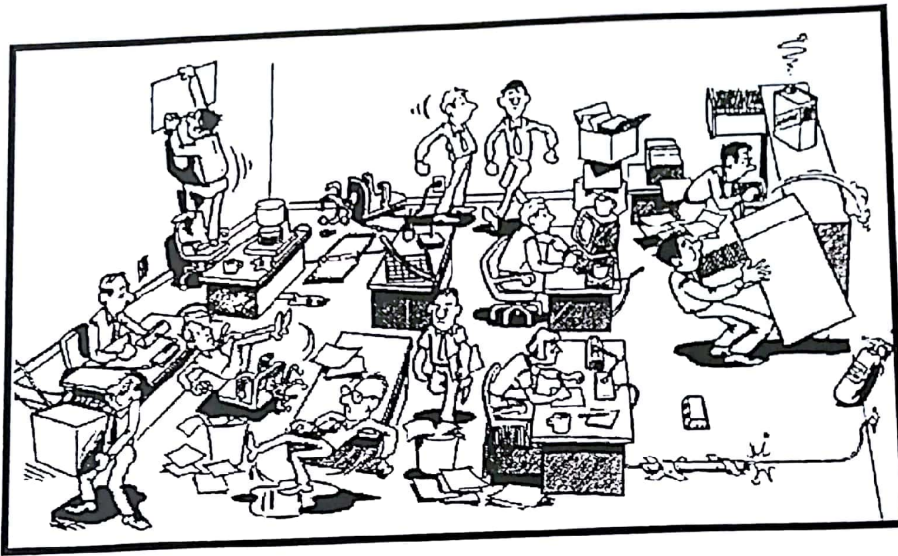
↑ Z
↑ A

سجدة

Letters	
Name	
Aradus Company/	
Bahrain Training Institute/	
Bahrain Travel Agency/	
Zajel Travel Agency/	

Catalogues		
Country	City	Company
Bahrain/	Manama/	Awal Furniture/
	Sitra/	Shams Computer Services/
United Kingdom/	London /	British Bank/

The office should be a safe place to work and everyone working in an office is responsible for the safety of others.



A. Write (3) hazards you can find in the above picture: (3 Marks)

1. Standing on the swivel chair. – lifting heavy items.//
2. Opening drawer. – un-insulated wires.//
3. Slippery or poorly maintained floor.// (or any reasonable answer)

B. Place a tick (✓) on what sign you may find in the above office: (5 Marks)


 //

 //





 //



 //



 //


c. As an employee, is safety necessary for you? Yes // No (2 Marks)

- If safety is maintained in the work place, as an employee what you will experience?

1. Less health problems. – Less stress. – More loyalty. - Less labour turnover. /
2. More satisfaction. - More productivity – Less absenteeism./

- END OF ANSWERS -