

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

**MID-TERM EXAM FOR FIRST SEMESTER 2018/2019**  
(Second Model)

**Model  
Answer**

COURSE NAME: INTRODUCTION to OFFICE MANAGEMENT  
COURSE CODE: ١١١ ادر

TRACK: UNIFIED TRACKS  
TIME: ONE HOUR

- === ✓ Each / Mark = ½ mark except if it is mentioned in the question.  
✓ Commit to the Model answer, with taking into account other correct logical answers. ===

**QUESTION ONE: Choose the correct answer for the following questions:** [12 Marks]

1. Searching, recruiting employees and keeping employees records, are the responsibilities of:
  - a) Personnel Department.
  - b) Accounting Department.
  - c) Sales Department.
  - d) Purchase Department.
2. All of the followings are qualities of a good receptionist, except:
  - a) Polite.
  - b) Friendly.
  - c) Rude.
  - d) Patient.
3. The chairman of the company is:
  - e) Top Management.
  - f) Middle Management.
  - g) Lower Management.
  - h) Employees.
4. All of the following items are usually seen in the reception area, except:
  - a) Computer.
  - b) Telephone.
  - c) Bed.
  - d) Filing Cabinet.
5. Each department will keep its own files:
  - a) Central Filing.
  - b) Numeric Filing.
  - c) Departmental Filing.
  - d) Vertical Filing.
6. A quality that means learning to work with others and respect their opinions:
  - a) Confidentiality.
  - b) Good Appearance.
  - c) Loyalty.
  - d) Ability to work with others.

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**QUESTION TWO:****Answer the following questions:****[6 Marks]****(A) List two obligations of Employers:**

- Provide clean and tidy workplace, Pay fair salaries, and give rights to employees.//
- Treat all employees with respect. Give min. number of holidays.//
- Allow leaves for emergency and family matters.

**(B) A receptionist should be able to carry out many different duties, some of these duties are:**

- Dealing with visitors, answer the telephone.//
- Typing, filing, dealing with mail.//
- Give first aid.
- Maintain reception register.

**(C) How can a receptionist deal with a visitor with complaints?**

- Listen, note down the complaints.//
- Give an apology.//
- Pass the complaint to the relevant person.

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**QUESTION THREE:****[10 Marks]****Compare between Open and Closed Office.**

Criteria	Closed Office	Open Office
Privacy	More//	Less//
Cost	More//	Less//
Noise	Less//	More//
Security	More//	Less//
Supervision	Less//	More//

[12 Marks]

**QUESTION FOUR:****(A) Arrange the following names alphabetically (using Arabic Classification):(4 marks)**

☞ Department of Finance

☞ Ahmed Sharif Furniture

☞ Dr. Ahmed Ameen

☞ Ministry of Health

Ministry of Health//

Department of Finance//

Ahmed Sharif Furniture//

Ahmed Ameen Dr.//

✓ في حال رتب الطالب الملفات من الأسفل إلى الأعلى أو من الأعلى إلى الأسفل تعبر الإجابة صحيحة.

**(B) Fill in the ABSENT CARD for the Payroll File no.130:****(8 Marks)**

1. On May 14 , the file was taken by Personnel Manager, he returned it on the next day.
2. On May 6 , it was taken by Account Manager, she returned it on May 7.
3. On May 22, it was taken by the Admin. Manager, he returned it after 3 days.
4. On 8 May, HR Manager took the file. He returned it on the same day.

<b>ABSENT CARD</b>		
<b>FILE NAME:</b> Payroll File/	<b>FILE NO:</b> 130/	
<b>DATE TAKEN</b>	<b>TAKEN BY</b>	<b>DATE RETURN</b>
May 6/	Accounting Manager/	May 7/
May 8/	HR Manager/	May 8/
May 14/	Personnel Manager/	May 15/
May 22/	Admin. Manager/	May 26/

✓ الترتيب بدرجة ... ومراعاة المترتب في حال أن الطالب أخطأ في ترتيب واحد من البنود يحتسب له نصف الدرجة للترتيب.

✓ إذا ذكر التاريخ يوم قبل أو يوم بعد التاريخ المذكور صحيح بالنسبة للبند الثالث في البيانات والأخير في الجدول.