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

## MID-TERM EXAM FOR FIRST SEMESTER 2018/2019

Model

(Second Model)

COURSE NAME: INTRODUCTION to OFFICE MANAGEMENT ادر ۱۱۱ :COURSE CODE

TRACK: UNIFIED TRACKS

TIME: ONE HOUR

Each / Mark =  $\frac{1}{2}$  mark except if it is mentioned in the question.

✓ Commit to the Model answer, with taking into account other correct logical answers.

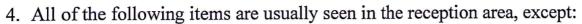
# **QUESTION ONE:** Choose the correct answer for the following questions:

[12 Marks]

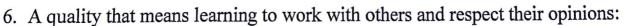
1. Searching, recruiting employees and keeping employees records, are the responsibilities of:

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.



- 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.



- a) Confidentiality.
- b) Good Appearance.
- c) Loyalty.
- d) Ability to work with others.



### **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.

### **QUESTION THREE:**



[10 Marks]

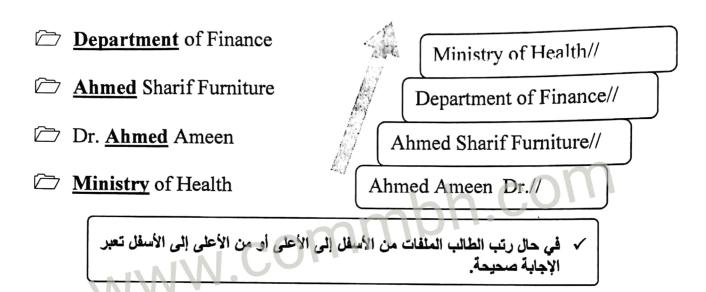
Compare between Open and Closed Office.

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

### **OUESTION FOUR:**

[12 Marks]

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



## (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.

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

 √ الترتیب بدرجة ... ومراعاة المترتب في حال أن الطالب أخطأ في ترتیب واحد من البنود یحتسب له نصف الدرجة للترتیب.

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