KINGDOM OF BAHRAIN MINISTRY OF EDUCATION

DIRECTORATE OF EXAMINATION/CENTRAL EXAMINATION SECTION

MID-TERM EXAM FOR FIRST SEMESTER 2018/2019

R FIRST SEMESTER 2018/2019 Answer النموذج الأول

COURSE NAME: INTRODUCTION TO OFFICE MANAGEMENT

TRACK: UNIFIED TRACKS

ادر COURSE CODE: ۱۱۱

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]

Model

- 1. Receiving payments from customers, is the responsibility of:
 - a) Personnel Department.
 - b) Accounting Department.
 - c) Sales Department.
 - d) Purchase Department.
- 2. A good employee should:
 - a) Give away business secrets to outsiders.
 - b) Come late to work.
 - c) Send someone else to do his job.
 - d) Take care of employer's property.
- 3. Open office is:
 - a) Less noise.
 - b) More cost.
 - c) Less Privacy.
 - d) Difficult Supervision.
- 4. Files that are not required by the organization are:
 - a) Dead File.
 - b) Purchase File.
 - c) Absent File.
 - d) Box File.
- 5. The ability to carry out many different duties is called:
 - a) Greeting.
 - b) Answering the phone.
 - c) Multi-tasking.
 - d) Dealing with visitors.
- 6. A quality that means coming on time, and leaving on time.
 - a) Confidentiality.
 - b) Punctuality.
 - c) Positive attitude to change.
 - d) Ability to work with others.



QUESTION TWO:

Answer the following questions:

[10 Marks]

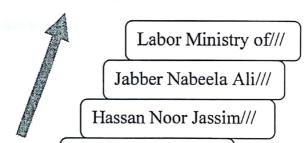
- (A) List three qualities of a good receptionist: (3 points)
 - Polite and having good interpersonal and communication skills.
 - Friendly, helpful, reliable, honest and able to work with others.
 - Enthusiastic, and having the ability to multi task.
 - Well informed, patient, tactful, having telephone etiquette.
 - Appropriate Appearance, smart, neat, well groomed.
- (B) Some of the items found in the reception area are: (4 points)
 - Visitor book, reference material, computer.
 - Telephone and fax.
 - Security items, visitor badge.
 - Various stationery.
- (C) Why do we file? (3 points)
 - For future reference. To find documents quickly and easily.
 - To keep documents clean and tidy.
 - To save documents from insects and dampness.

QUESTION THREE:

Arrange the following names alphabetically (Foreign Classification):

[6 Marks]

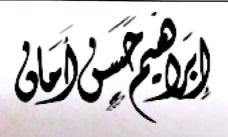
- Nabeela Ali Jabber
- Noor Jassim Hassan
- Ministry of <u>Labor</u>
- The **Bank** of Muscat



Bank of Muscat///

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

✓ مراعاة المترتب في حال أخطأ في ترتيب إحدى الملفات.



OUESTION FOUR:

Unified Tracks

[12 Marks]

Complete the "Register of Callers" from the information given below using Today's Date:

- 1. Ayman Abdulla from Tijara Com. came to see the Administration Manager. came at 11:20 am and left at 12:10 pm.
- 2. Muna Ahmed from Batelco came to see the Account Manager. She came at 9:30am and left at 10:10am.
- 3. Abdulla Jaber from Falcon Co. came to see the Purchase Manager; he came at 11:00am and left at 11:40am.
- 4. Jassim Fuad from Al Manara Co. came to see the Personnel Manager at 10:30am and left after one hour.

Date	Caller's Name	Company	Time of Arrival	Seen by	Signature	Time of Departure	Remarks
Exam date //	Muna Ahmed/	Batelco/	9:30/	Account Manager/		10:10/	
	Jassim Fuad/	AL Manara Co./	10:30/	Personnel Manager/		11:30/	
	Abdulla Jaber/	Falcon Co./	11:00/	Purchase Manager/		11:40/	
	Ayman Abdulla/	Tijara Com./	11:20/	Administration Manager/		12:10/	

الترتيب بدرجة ... ومراعاة المترتب في حال أن الطالب أخطأ في ترتيب واحد منهم

√ التاريخ بدرجة.

