

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

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

النموذج الأول

**Model  
Answer**

COURSE NAME: INTRODUCTION TO OFFICE MANAGEMENT

TRACK: UNIFIED TRACKS

COURSE CODE: ١١١ ادر

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. 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.

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**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 **Labor**

📁 The **Bank** of Muscat



Labor Ministry of///

Jabber Nabeela Ali///

Hassan Noor Jassim///

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.

الإدارة العامة للموسم

**QUESTION FOUR:**

[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. He 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  
يحتسب له نصف الدرجة للترتيب.  
✓ التاريخ بدرجة.

الرد على أسئلة الامتحان

End of Exam Answers