KINGDOM OF BAHRAIN MINISTRY OF EDUCATION **DIRECTORATE OF EXAMINATIONS EXAMINATION SECTION**



FIRST SEMESTER EXAM 2015/2016

COURSE NAME	Introduction	to Office	Management
-------------	--------------	-----------	------------

توحيد المسارات: TRACK

ادر 111 :COURSE CODE: الدر

TIME: 1½ Hour

QUESTION ONE:

(10 Marks)

Choose the correct answer for the following question:-

- 1. All the following sections are in the Administration Department except:
 - a) Security

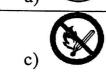
b) Marketing //

c) Reception

d) Mail Room

2. Which of the following Safety Sign warns of No Open Flams:-









Which of the following Safety Signs you do not see in Salmaniya Medical Complex:









- 4. One of *Employer's* obligation is:
 - a) Pay Fair Salaries //
- b) Attend in Person

c) Be Competent

- d) Arrive on time
- The department that responsible for transporting goods and keeping a record of stock is:
 - a) Administration Dept.
- b) Finance Dept.

c) Sales Dept.

d) Warehousing Dept. //

6.	Some files are <i>not required</i> any more a) Absent Files	e, such files are called: b) Electronic Files			
	a) Hobelt Hies	b) Electionic Thes			
	c) Dead Files /	d) Business Files			
7.	A good example for Search Engine is	s:			
	a) Fire Fox	b) Yahoo			
	c) Google	d) Answers a, b & c /			
8.	Which of the following is considered as a proof of an accident happening at				
	work during business hours:				
	a) Computer Report Files	b) Application Form			
	c) Accident Report Form /	d) Risk Assessment Report			
9.	The filing clerk should keep a record	of persons who have borrowed files in:			
	a) Business Card	b) Absent Card /			
	c) Risk Card	d) Card Index			
	,	-,			
10	Paople mainly visit on affine				
10.	People mainly visit an office to:				
	a) meet a member of staff /	b) have a rest			
	c) Be greeted with a smile	d) Answers a & c			

QUESTION TWO:

Complete the following information relating to the reception area, which reflects the image of the business:
(9 Marks)

 Equipment's needed in the reception area 	 Desk(s) / - Seating area for visitors Filing cabinets / Chair / - T.V. (OR any equipment suits the reception area) (Page 21)
Receptionist's Qualities	 Polite / - friendly – honest – able to work with others Helpful/ - (Page 22 – 23) Reliable /
* Receptionist's Duties	 Dealing with visitors / Directing visitors / Business phone call / (page 24 – 25)

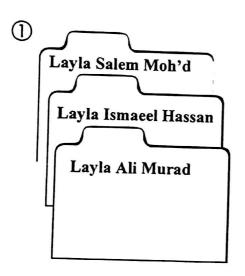
QUESTION THREE:

(8 Marks)

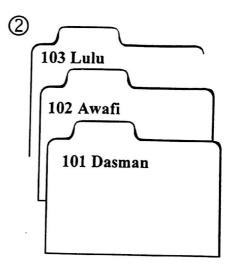
It is necessary for the organization to organize the information and to store it in files in away where can be used whenever it is required.

a) Choose the suitable Method of Classification listed below, for each of the following groups of files:-(4 Marks)

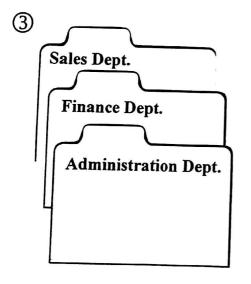
Geographical Method - Numeric Method -Alphabetical Method - Subject Method



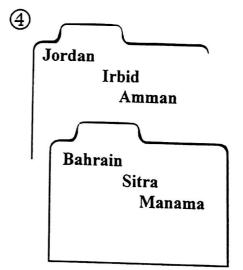
... Alphabetical Method //....



..... Numeric Method //.....



...... Subject Method //.....

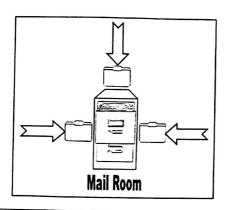


... Geographical Method //....

Commbh.com

b) Files may be organized in two different ways in the organization. From the pictures given below, state which pictures describe "Departmental Filing" and which is "Central Filing", with brief description of them:-

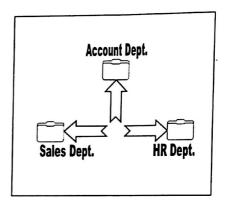
(4 Marks)





All files of all departments are kept in one place. //

- Needs less staff & equipment's.
- More effective supervision.
- Effective and efficient followup and absent files systems can be organized.
- Standardize system of filing.



Departmental Filing //

Each department will keep its own files. //

- Need more space.
- There is a duplication of documents.
- Easier to handle.

QUESTION FOUR:

(10 Marks)

Use the following information to fill the Maintenance Register given:-

On 11th June 2015, Future Company bought (Xerox Photocopy) for Finance Department, the check-up has been made in order to the following dates:

- * 1st September 2015, changed the cartridge by Ali Nasser.
- ★ 22nd August 2015, changed the broken drawer of paper by Reyad Khalil.
- ★ 8th October 2015, changed a small damage part by Ali Nasser.
- * 18th September 2015, replaced the cleaning cartridge by Reyad Khalil.

MAINTENANCE REGISTER

Machine Type: Xerox Photocopy.// Date Purchased: 11th June 2015 //

Department: Finance Department ...//

Date of Maintenance	Action/Recommendation	Maintenance by	Signature
22 August	changed the broken	Reyad Khalil /	
2015 /	drawer of paper /		
1 September	changed the cartridge /	Ali Nasser /	
2015 /			
18 September	replaced the cleaning	Reyad Khalil /	
2015 /	cartridge /		
8 October	changed a small damage	Ali Nasser /	
2015 /	part /		

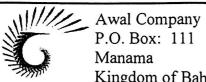
1/2 * 18 = 9 Marks +1 for Dates Order

QUESTION FIVE:

Salman Abdulla aged 38, a telephonist at Awal Company. On 11th July 2015 at 10:30 a.m., he fell down from swivel-chair because he stand on it to organize the files in reception area. His head was injured and his arm was broken. Receptionist Mr. Ahmed Hassan, who was with him at the time of the accident, took him to the first aid room in the company. Nurse Ali Abass gave the necessary first aid to him; he cleaned his head and applied a dressing. After that, Salman was taken to King Hamad University Hospital for further treatment.

After 4 days of the accident, the Administration Manager Mr. Rashid Khalid asked the Nurse Ali Abass to write an Accident Report Form.

Complete the given Accident Report Form by using the above information.



Kingdom of Bahrain ACCIDENT REPORT FORM					
Date of Report:15 July, 2015//.					
Details of Injured Person: Name of injured: Salman Abdulla // Position: telephonist // Phone No.: 17123456	Date of Birth: 20/1/1977 Address: Villa: 1, Road 22, Manama 11				
Details of the Accident: Date of Accident:11 th July 2015.// Place of Accident: reception area //	Time of Accident:10:30 a.m. //				
Briefly describe what happened: Salman fell down from swivel-chair	Please mark the area(s) of injury on the figure below:				
because he stand on it to organize the files					
	EN STATE OF THE ST				
Was First Aid Given? ☑ Yes / □ No If yes, give brief details:					
cleaned his head and applied a dressing//					
Was the injured person taken to the hospital? ☑ Yes / □ No If yes, where? King Hamad University Hospital//					
Reported by: Ali Abass// Position: Nurse					

©©© Good Luck ©©© End of Answer