

الزمن : ساعة ونصف

المقرر : أدر ١١١ إدارة مكتبية

الدرجة المعطاة بالأرقام والحروف:

السؤال	الدرجة بالأرقام	الدرجة بالحروف	إمضاء المصحح
الأول			
الثاني			
الثالث			
الرابع			
الخامس			
السادس			
السابع			
الثامن			
التاسع			
العاشر			
المجموع			



جمعه :

راجع الجمع :

توقيع المراجع :



بطاقة بيانات

مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات / قسم الامتحانات

الرقم السري

امتحان الدور الثاني للتعليم الثانوي للعام الدراسي ٢٠١٦/٢٠١٧م

اسم الطالب : \_\_\_\_\_ رقمه الأكاديمي : \_\_\_\_\_

المقرر : أدر ١١١ إدارة مكتبية ( توحيد المسارات ) رقم الجلوس : \_\_\_\_\_

اسم المدرسة : \_\_\_\_\_ التاريخ : / / توقيع الملاحظ : \_\_\_\_\_

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

**RESIT EXAM 2016/2017**

**COURSE NAME:** Introduction to Office Management

**TRACK:** توحيد المسارات

**COURSE CODE:** 111 ادر

**TIME:** 1½ Hour

**QUESTION ONE:**

**Match the sentences in Group 1 with the suitable in Group 2:**

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Group 1	Group 2
1. The employee should try to learn the new concepts and technology.	A. Reception Area
2. The first point of contact that visitors have with the business.	B. Office
3. Each department will keep its own files.	C. Dead File
4. Responsible for buying goods from the suppliers.	D. Sustain
5. Un-insulated wires connected to a photocopying.	E. HR Department
6. Receptionist's equipment..	F. Central filing
7. Files are not required any more.	G. Visitors book
8. Arranging of documents in common groups according to some method of classification.	H. Electrical hazards
9. Responsible for searching, recruiting employees and keeping employee records.	I. Positive attitude to change
10. Keep all machines and equipment in good condition.	J. Departmental filing
	K. Filing
	L. Purchase Department

**Write your answer in the following table:**

1	2	3	4	5	6	7	8	9	10

**QUESTION TWO:**

**A. Complete the table using the following Criteria: [4 Marks]**

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<b>CLOSED OFFICE</b>	<b>Criteria</b>
	..... noise
	..... security
	..... teamwork
	..... supervision

**B. Answer the following question: [4 Marks]**

<b>Receptionist's Duties</b>	•
	•
	•
<b>Employer Obligations</b>	•
	•
	•
<b>Example of Indexing</b>	•
	•

**C. Place a tick ✓ in the table, which you think best describes the skills and duties according to the levels of administration: [5 Marks]**

No.	Skills/Duties	Top Management	Middle Management	Lower Management	Employees
1.	Direct supervision of employees.				
2.	Task oriented.				
3.	Aware of external factors.				
4.	Specialized in certain managerial task.				
5.	Carry decisions made by supervisory.				
6.	Knowledge of management tools and skills.				
7.	Carry out decision made by top management.				
8.	Make short-term decisions.				
9.	Make strategic decisions.				
10.	Ensure that decisions are carried out.				

**QUESTION THREE:**

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**Fill in the Register of Callers for these visitors using Today's Date:**

- 1) Eman Ali, the Human Resources Manager from Delmon Gas Company arrived to meet the Administration Manager at 11:30 am and she left after 20 minutes.
- 2) Sameer Hassan, the Sale Manager of Enjaz Company, arrived to see the Accounting Manager at 9:15 and he left after one hour and half.
- 3) At 8:45am Ebrahim Hassan, the Purchase Manager of Alameen Trading Company came to meet the Purchase Manager, and he left at 9:30am.
- 4) Kamal Essa, the Project Engineer of Unicorp Company arrived at 10:35am to meet the General Manager; his departure was after 30 minutes.

<b>Register of Callers</b>							
<b>Date</b>	<b>Visitor Name</b>	<b>Company</b>	<b>Time of Arrival</b>	<b>Seen by</b>	<b>Signature</b>	<b>Time of Departure</b>	<b>Remarks</b>

**QUESTION FOUR:**

**The Sales File No. 311 has taken several times during December 2016, as follows:-**

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- ☞ On 15 December, the file taken by Mr. Talal Ali Sales Manager. He returned it on 17 December.
- ☞ On 6 December, it taken by Mrs. Mariam Moh'd Personnel Manager. She returned it on the same day.
- ☞ On 12 December, the receptionist Ms. Jumna Ahmed took the file. It returned after two days.
- ☞ 20 December, the Finance Manager Mr. Rashid Ebrahim took the file. It returned after 3 days.

**Using the above information fill in the ABSENT CARD given below.**

## ABSENT CARD

**File:** .....

**File No.:** .....

Date Taken	Taken By	Department	Date Returned

**QUESTION FIVE:**

Read the following Accident Report Form and then answer questions given below:

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ARADUOS Company  
P.O. Box: 765  
Manama  
Kingdom of Bahrain

**ACCIDENT REPORT FORM**

Date of Report: 11 Oct 2016

**Details of Injured Person:**

Name of injured: Amal Jassim Ahmed

Position: Secretary

Date of Birth: 6/08/1988

Phone No.: 17889944

Address: Villa: 21, Road 23, Riffa

**Details of the Accident:**

Date of Accident: 8 Oct 2016

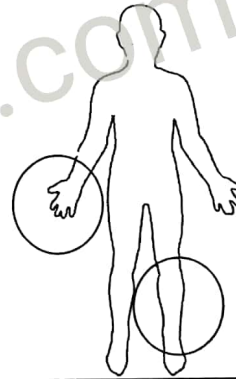
Time of Accident: 9:30 a.m.

Place of Accident: Reception Area

Briefly describe what happened:

She accidentally walked into a filing cabinet drawer, which she left opened.

Please mark the area(s) of injury on the figure below:



Was First Aid Given?  Yes  No

If yes, give brief details:

A bandage to the wound.

Was the injured person taken to the hospital?  Yes  No

If yes, where? To Salmaniya Medical Centre

Name & positions of witnesses:

Khaled Jamal – Training Officer

Reported by: Abbas Ali

Position: Nurse

**1. Who was the person injured?**

.....

**2. What was the date of the accident?**

.....

**3. What was the injured person doing?**

.....

.....

**4. How old is the injured person?**

.....

**5. What are the injured places in her body?**

.....

**6. Was the injured person taken to the hospital? If yes, where?**

.....

**7. What was the first aid given to her?**

.....

**8. What is the position of the witness Mr. Khaled Jamal?**

.....

**9. Who wrote the Accident Report Form?**

.....

**End of Exam**