

مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات - قسم الامتحانات

MODEL ANSWERS

امتحان منتصف الفصل الدراسي الأول للتعليم الثانوي للعام الدراسي 2016/2017م

المسار: توحيد المسارات

اسم المقرر: Introduction to Office Management

الزمن: ساعة واحدة

النموذج الأول

رمز المقرر: ادر 111

QUESTION ONE:**(5*0.5= 2.5)****Choose the correct answer from the followings, only one answer is correct.**

- 1) It takes care of mail, security, cleaning, reception and telephoning :
 - Sale Department
 - **Administration Department**
 - Accounting Department
- 2) The main responsibility of the receptionist is:
 - Maintaining appointments dairy
 - Filling documents
 - **Welcome the visitors and answer their questions**
- 3) Used to show details of the file taken out of its folder:
 - Card index
 - **Absent card**
 - Visitor card
- 4) It refer to not sharing the secrets and other company information with competitors or anyone outside of your company :
 - Punctuality
 - Loyalty
 - **Confidentiality**
- 5) The files of this system are more readily available and it is more suitable for confidential files:
 - Central filing
 - Electric filing
 - **Departmental filing**

Question Two:

A. Answer the following questions: (2 points for each)

(6*0.5=3)

1. The obligations of the employees towards the employer

- Attend in person
- Be competent

2. The business skills of a good receptionist

- Good knowledge of the departments
- A list of staff and their job title

3. Marks used for filing documents

- RAS
- F

Commbh.com

B. Compare between open and closed offices based on the given criteria:

(8*0.5=4)

Criteria	Closed Office	Open Plan Office
Cost	High	Cheap
Teamwork	Less	More
Communication	Less	More
Privacy	More	Less

QUESTION THREE:

(الترتيب = 5.5) (20*0.25=5+0.5)

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

- 1) Adel Ali, the Accounting Manager of Al-ahlia Insurance Company came to see the General Manager at 11:25am and he left after an hour.
- 2) Abdulla Moh'd, from Awal Plastic Company, arrived to meet the Sale Manager at 9:15am and he left after 15 minutes.
- 3) At 10:40am; Adnan Yasser, the Administration Manager of Masqat Bank came to meet the Director Manager, he left at 11:05am.
- 4) Sadiq Ahmed, Sales man from Gulf Company arrived at 8:00am to meet the Purchase Manager; he left after 40 minutes.

Register Of Callers							
Date	Visitor Name	Company	Time of Arrival	Seen by	Signature	Time of Departure	Remarks
Exam Date	Sadiq Ahmed	Gulf Company	Purchase Manager	8:00am		8:40am	
	Abdulla Moh'd	Awal Plastic Company	Sale Manager	9:15am		9:30am	
	Adnan Yasser	Masqat Bank	Director Manager	10:40am		11:05am	
	Adel Ali	Al-ahlia Insurance Company	General Manager	11:25am		12:25pm	

QUESTION FOUR:

(5 marks)

After studying the different methods of classification, you are required to order the following files names alphabetically (using Foreign Classification):

1. Ali Nasser Fahad
2. Ministry of Defense
3. Fahad
4. Zaidoon Supermarket
5. Fatima Noor Khalil



"End of Exam Aswers"

Good Luck