

2.5

QUESTION ONE:

Choose the correct answer from the followings, only one answer is correct.

1. Positive attitude to change means:
 - a) Coming on time, leaving on time and doing work on time.
 - b) Trying to learn the new concepts and technology.
 - c) Treat everyone the same way.

2. One of the Top Management responsibilities is to:
 - a) Make long term decisions.
 - b) Do every day work.
 - c) Make Short term decisions.

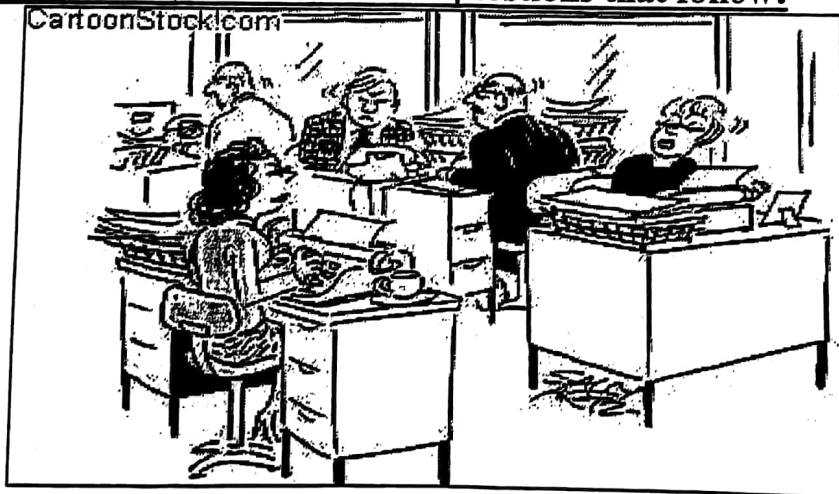
3. department is responsible for transporting goods, checking, and keeping a record of stock.
 - a) Purchase department.
 - b) Warehousing department.
 - c) Accounting department.

4. The main responsibility of a receptionist is to:
 - a) Clean desks, chairs and carpets.
 - b) Make tea and coffee.
 - c) Welcome visitors and answer the phone.

5. The filing clerk should keep a record of persons who have borrowed files in a card called:
 - a) Business Card
 - b) Card Index
 - c) Absent Card

QUESTION TWO:

1. Look at the picture, and answer the questions that follow:



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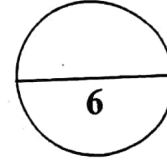
2.5

A) The above picture is a picture of office.

B) Choose the right answer:

| | office | |
|----------|--------------|------|
| Privacy | More | Less |
| Security | Less | More |
| Noise | More | Less |

2. Answer the following questions:



A) Two of the employer obligations are:

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B) Documents are filed for many reasons, such as: (only 2)

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C) Qualities of a good receptionist: (only 2)

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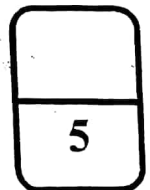
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QUESTION THREE:

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

- Moh'd Ali, the electrical engineer from Future Company arrived to meet the Admin. Manager at 9:30 a.m. and he left after one hour.



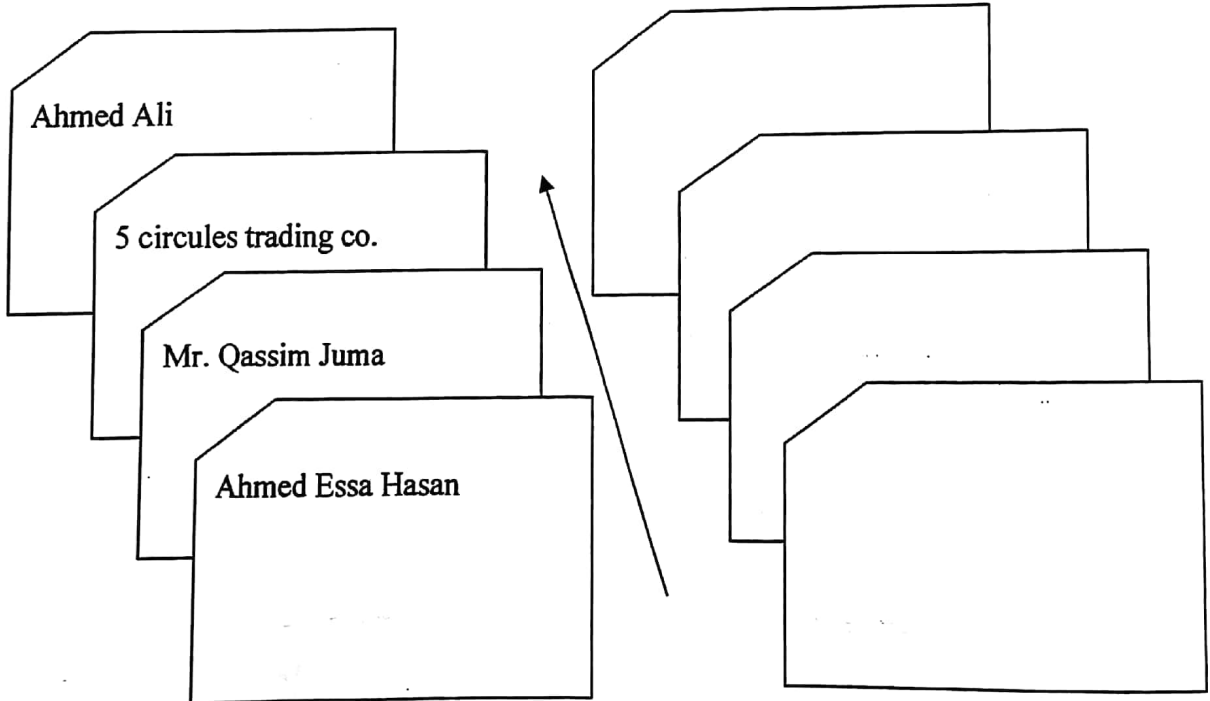
- At 8:00 a.m.; Lamyia Ali, from Audit Company came to meet the Accounting Manager (she left after 20 minutes).
- Sami Khalil, from Takaful Insurance Co. arrived at 10:00 a.m. to meet the General Manager, and he left at 11:30 a.m.

| Register of Callers | | | | | | | |
|---------------------|--------------|---------|-----------------|---------|-----------|-------------------|---------|
| Date | Visitor Name | Company | Time of Arrival | Seen by | Signature | Time of Departure | Remarks |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

QUESTION FOUR:

After studying the different methods of classification, you are required to file the following files using the Alphabetical Method in Arabian Countries:

4



"End of Exam Question"

Good Luck