

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

النموذج
الأول

MID-TERM EXAM FOR FIRST SEMESTER 2019/2020

Model
Answer

COURSE NAME: INTRODUCTION TO OFFICE MANAGEMENT
COURSE CODE: 111 ابر

TRACK: UNIFIED TRACKS
TIME: ONE HOUR

- =====
✓ Each / Mark = One mark except if it is mentioned in the question.
✓ Commit to the Model answer, with taking into account other correct logical answers.
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QUESTION ONE:

Choose the correct answer for the following questions:

[10 Marks]

1. One of the Lower Management responsibilities:
 - a) Aware of external factors affecting the business.
 - b) Direct supervision of employees.
 - c) Strategic and long-term decisions.

2. Punctuality means:
 - a) Come on time, leave on time and do your job on time.
 - b) Trying to learn new concepts and technology.
 - c) Treat everyone the same way.

3. The ability to carry out many tasks at the same time:
 - a) Communication skills.
 - b) Filing.
 - c) Multi-tasking.

4. The files that are not required anymore, are called:
 - a) Box Files
 - b) Dead Files.
 - c) Absent Files.

5. Buying goods from suppliers is the responsibility of:
 - a) Accounting department.
 - b) Purchase department.
 - c) Public Relations department.

QUESTION TWO:

Answer the following questions:

[8 Marks]

1. Compare between the followings:

Criteria	Open Plan Office	Closed Office
Privacy	<u>Less/</u>	<u>More/</u>
Noise	<u>More/</u>	<u>Less/</u>

2. Two functions of the administration department.

a) Day to day work./

b) Mail, Security, Cleaning, Reception And Telephone./

3. Two duties of the receptionist.

a) Welcome visitors./

b) answer questions, answer the telephone,./all answers page.24-25

QUESTION THREE:Arrange the following files alphabetically using Arabic classification:

[10 Marks]

📁 Dr. Ahmed Ali

📁 Mr. Amer Hasan

📁 Mrs. Mona Jaber

📁 Miss. Sameera Ali

📁 Eng. Salman Salem

Sameera Ali Miss.//

Salman Salem Eng.//

Mona Jaber Mrs.//

Amer Hasan Mr.//

Ahmed Ali Dr.//

✓ 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.

QUESTION FOUR:

[12 Marks]

Complete the "Register of Callers" from the information given below using Today's Date:

1. Mr. Husain Juma from Uneeco, came to meet Sales Manager at 10.30am and he left after one hour.
2. Ali Haji from Zain Co. arrived at 12.10pm, to see Accounting Manager and he left after 30 minutes.
3. Mrs. Fatima Mohamed from Awal Engineering arrived at 9.00am to meet Accounting Manager and she left at 9.45am.
4. Abdulla Ahmed from Falcon Co. came to see the HR Manager; he came at 11:00am and left at 11:40am.

Date	Caller's Name	Company	Time of Arrival	Seen by	Signature	Time of Departure	Remarks
Exam Date //	Fatima Mohamed/	Awal Eng./	9.00/	Acc. Manager/		9.45/	
	Husain Juma/	Uneeco/	10.30/	Sales Manager/		11.30/	
	Abdulla Ahmed/	Falcon Co./	11:00/	HR Manager		11:40/	
	Ali Haji/	Zain Co./	12.10/	Acc. Manager/		12.40/	

- ✓ الشرطة = نصف درجة
- ✓ الترتيب بدرجة ... ومراعاة المترتب في حال أن الطالب أخطأ في ترتيب واحد منهم يحسب له نصف الدرجة للترتيب.
- ✓ التاريخ بدرجة.