#### 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

TRACK: UNIFIED TRACKS
TIME: ONE HOUR

ادر COURSE CODE: اادر اا

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.

### **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:

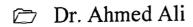
Criteria	Open Plan Office	Closed Office			
Privacy	<u>Less/</u>	More/			
Noise	More/	<u>Less/</u>			

- 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

## **OUESTION THREE:**

Arrange the following files alphabetically using Arabic classification:

[10 Marks]

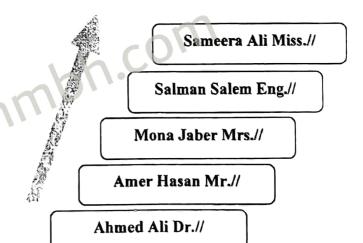


Mr. Amer Hasan

Mrs. Mona Jaber

Miss. Sameera Ali

Eng. Salman Salem



✓ 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 الملقات.

## **QUESTION FOUR:**

[12 Marks]

# Complete the "Register of Callers" from the information given below using <u>Today's</u> <u>Date</u>:

- 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 Agrival	Seen by	Signature	Time of Departure	Remarks
Date //	Fatima	Awal Eng./	9.00/	Acc.		9.45/	
	Mohamed/			Manager/			
	Husain Juma/	Uneeco/	10.30/	Sales		11.30/	
Oat			400	Manager/			
E .	Abdulla	Falcon Co./	11:00/	HR		11:40/	
Exam	Ahmed/			Manager			
ш	Ali Haji/	Zain Co./	12.10/	Acc.		12.40/	
		1/1		Manager/			

√ الشرطة = نصف درجة

الترتیب بدرجة ... ومراعاة المترتب في حال أن الطالب أخطأ في ترتیب واحد متهم
 یحتسب له نصف الدرجة للترتیب.

التاريخ بدرجة.