

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

**SECOND RESIT EXAM 2022/2023**

**MODEL  
ANSWERS**

**COURSE NAME:** Introduction to Office Management

**TRACK:** Unified Track

**COURSE CODE:** 111 ادر

Any logical right answer is  
accepted

**TIME:** 1 ½ Hours

**QUESTION ONE:**

[12 Marks]

State whether the following sentences are True (T) or False (F):

1. ( ) E-Mail is a short of Extra Mail. ( F )
2. ( ) Employee must provide a save working place for the employer. ( F )
3. ( ) Accounting Department is responsible for buying goods from the suppliers. ( F )
4. ( ) Regular callers without appointment are postmen and delivery men from other firms. ( T )
5. ( ) In central filing system, files of all departments are kept together in one filing. ( T )
6. ( ) Noise, humidity and ventilation are examples of chemical hazards. (F)
7. ( ) Special mark or releasing symbol are used to show that a document is ready for filing. ( T )
8. ( ) The receptionist must be polite and friendly when dealing with visitors. ( T )
9. ( ) Rotary index is a small box where cards stand upright in the box and are arranged alphabetically. ( F )
10. ( ) Smokes can be classified as Chemical Hazards. ( T )
11. ( ) Good employees are those who work as a team. ( T )
12. ( ) It is more diffeicult to move people in an Open Plan Offic. ( F )

الإمام حسن البنا

**QUESTION TWO:**

[12 Marks]

Use the following information to fill the Register of Callers for the 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) Salman 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) Abdulla Ahmed, Sales man from Gulf Company arrived at 8:00am to meet the Purchase Manager; he left after 40 minutes.

<b>REGISTER OF CALLERS</b>					
Date	Visitor Name	Company	Time of Arrival	Seen by	Time of Departure
Exam Date//	Abdulla Ahmed/	Gulf Company/	8:00am/	Purchase Manager/	8:40am/
	Salman Moh'd/	Awal Plastic Company/	9:15am/	Sale Manager/	9:30am/
	Adnan Yasser/	Masqat Bank/	10:40am/	Director Manager/	11:05am/
	Adel Ali/	Al-ahlia Insurance Company/	11:25am/	General Manager/	12:25pm/

Time order //

الإمام حسن البنا

**QUESTION THREE:**

[12 Marks]

- A. Order the following account names Alphabetically (using Arabic Classification) and Numerically:  
(/ × 1 = 8 Marks)

Account Name	Account Number
21 Century Beauty Saloon	7203
Zain Company	8107
Dr. Ali Nooh	72100
Ministry of Finance	7028

Alphabetical Order	
Ali Nooh Dr./	72100
Ministry of Finance /	7028
Twenty one Century Beauty/	7203
Zain Company/	8107

Numerical Order	
7028/	Ministry of Finance
7203/	21 Century Beauty Saloon
8107/	Zain Company
72100/	Dr. Ali Nooh





- B. From the following information, choose the suitable meaning for the Safety Signs given below:  
(4 Marks)

No Open Flames

Caution Wet Floor

Radiation Area

Wear Safety Boots

 <p>Wear Safety Boots</p>	 <p>Radiation Area</p>
 <p>No Open Flames</p>	 <p>Caution Wet Floor</p>

**QUESTION FOUR:**

[12 Marks]

The BUDGET 2023 FILE No. 578, has been taken several times during March 2023 as follows:

- 1) March 6<sup>th</sup>, it was taken by Noora Khaled from Accounting Department, she returned it on September 8<sup>th</sup>.
- 2) On 2<sup>nd</sup> March, the file taken by Nasser Hassan from Sales Department, he returns it on 5<sup>th</sup> September.
- 3) On 27<sup>th</sup> March, the file taken by Jabber Fahad from Purchase Department, he returns it on the same day.
- 4) On 13<sup>th</sup> March, the Ameena Faisal from Administration Department took the file and returns it on 21<sup>st</sup> September.

**By using the above information, fill in the ABSENT CARD given below:**

<b>ABSENT CARD</b>			
<b>FILE NAME:</b> Budget 2023 File//		<b>FILE NO:</b> 578//	
<b>DATE TAKEN</b>	<b>TAKEN BY</b>	<b>DEPARTMENT</b>	<b>DATE RETURN</b>
2 <sup>nd</sup> March /	Nasser Hassan /	Sales Department /	5 <sup>th</sup> September/
6 <sup>th</sup> March /	Noora Khaled/	Accounting Dept./	8 <sup>th</sup> September/
13 <sup>th</sup> March /	Ameena Faisal /	Administration Department /	21 <sup>st</sup> September /
27 <sup>th</sup> March /	Jabber Fahad /	Purchase Department/	27 <sup>th</sup> September /

(/ × ½)

ترتيب التاريخ بدرجتين

لورد هيم حسن اعوان

**QUESTION FIVE:**

[12 Marks]

- A. Place a tick ✓ in the table, which you think best describes the skills and duties according to the levels of administration: (6 Marks)

Skills/Duties	Top Management	Middle Management	Lower Management	Employees
1. Take short-term decisions.			✓	
2. Aware of external factors.	✓			
3. Task oriented.				✓
4. Specialized in certain managerial task.		✓		
5. Carry decisions made by lower management.				✓
6. Direct supervision of employees.			✓	

- B. Fill in the blanks with correct answer from the words given in the box below: (6 Marks)

Office	Sustain	Accident report form
Dead files	Multitask	Mechanical

- Amal cut her finger when she used the cutting paper machine. This is an example of **Mechanical** Hazards.
- Dead files** are files that are not required any more.
- A good receptionist should be enthusiastic and having the ability to **multitask**.
- Office** is a room or other area where information is received, processed, filed and made available when required.
- Keep all machines and equipment in good condition is an example of **sustain**.
- Accident report form** is a form which give the details of an accident shortly after it has happens.

السلامة  
عبد الرحمن  
السلامة