

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

MODEL ANSWER**RESIT EXAM 2022/2023****Course Name:** Introduction to office Management**Track:** Unified Track**Course code:** 111 در**Time:** 1½ hours

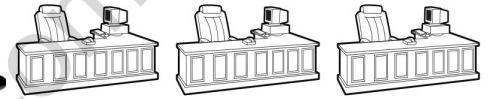
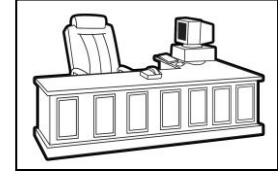
*Any logical right answer is
accepted*

QUESTION ONE:

[14 Marks]

(A) Salman and Rashid are new supervisors in ABC Company. They want to redesign the offices for their employees to manage them but they have some conditions to take in consideration. Help Salman and Rashid to choose the best type of offices for their employees in the table below:

(6 Marks)



| Cases | Types of Office |
|--|-----------------|
| 1. Salman wants the movement to be easier for the staff. | Open Office |
| 2. Rashid likes his staff to have more privacy in their offices. | Closed Office |
| 3. Rashid requires more security in staff offices. | Closed Office |
| 4. Salman likes to supervise staff easily. | Open Office |
| 5. Salman likes his employees to work as a teamwork. | Open Office |
| 6. Rashid likes to work in a quite office. | Closed Office |

(B) State whether the following obligations are related to an employee or an employer, by place a tick ✓ in the table below:

(8 Marks)

| Obligations | Employee | Employer |
|---|----------|----------|
| 1. Treat everyone the same. | | ✓ |
| 2. Be honest; do not give away the secrets. | ✓ | |
| 3. Come on time. | ✓ | |
| 4. Give minimum number of holidays required by law. | | ✓ |
| 5. Carry out all instructions properly. | ✓ | |
| 6. Pay fair salaries & allowances. | | ✓ |
| 7. Give details of employee rights. | | ✓ |
| 8. Allow emergencies leave. | | ✓ |

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ
الإدارة العامة للتعليم
بمملكة البحرين
الوزارة العامة للتعليم
بمملكة البحرين

QUESTION TWO:

[9 Marks]

Circle the correct answer. Only one answer is correct:

1. The type of office where each person sits in a separate room with his/her own access:

| | |
|--|--------------------|
| (a) Open Office | (b) Cubicle Office |
| <input type="checkbox"/> (c) Closed Office | (d) Virtual Office |

2. The level of management responsible in direct supervision of employees:

| | |
|---|-----------------------|
| (a) Top Management | (b) Middle Management |
| <input type="checkbox"/> (c) Lower Management | (d) Employees |

3. The is the first place or point of contact that visitors have with a business:

| | |
|------------------|--|
| (a) phone room | <input type="checkbox"/> (b) reception |
| (c) meeting room | (d) receptionist |

4. Special marks used to indicate that the document is ready for filing:

| | |
|-----------------|--|
| (a) Absent card | (b) Ready symbols |
| (c) Dead files | <input type="checkbox"/> (d) Release symbols |

5. If safety is not maintained in the work place, employees will experience:

| | |
|-----------------------------------|---|
| (a) High productivity | (b) low operation cost |
| (c) Lower organization reputation | <input type="checkbox"/> (d) More absenteeism |

6. Which of the following is considered as a proof of an accident happening at work during business hours:

| | |
|---|--------------------------------|
| (a) Computer report files | (b) Lists of potential hazards |
| <input type="checkbox"/> (c) Accident report form | (d) Risk assessment report |

7. The filing clerk should keep a record of persons who have borrowed files in a card called:

| | |
|-------------------|--|
| (a) Business card | <input type="checkbox"/> (b) Absent card |
| (c) Risk card | (d) Card index |

8. hazard, can be smoke and anti-insect sprays

| | |
|---------------------------------------|----------------|
| (a) Physical | (b) Electrical |
| <input type="checkbox"/> (c) Chemical | (d) Mechanical |

9. means that everyone should be treated the same way:

| | |
|----------------------------|--|
| (a) Loyalty | (b) Confidentiality |
| (c) Appropriate Appearance | <input type="checkbox"/> (d) Non-discriminatory attitude |



QUESTION THREE:**[20 Marks]**

A. State whether the following sentences are TRUE (T) or FALSE (F):

(1½ × 8 = 12 Marks)

1. () Filing means arranging of documents in common groups according to some method of classification. (T)
2. () The lower management should be aware of external factors affecting the company. (F)
3. () Public relation department is responsible for searching and recruitment of employees. (F)
4. () In central filing system, files of all departments are kept together in one filing. (T)
5. () Noise, humidity and ventilation are examples of chemical hazards. (F)
6. () The 5S principles of good housekeeping in the office is sort, set, shine, standardize and sustain. (T)
7. () The receptionist must be polite and friendly when dealing with visitors. (T)
8. () Dead files are those files that are not required anymore. (T)

B. Re-arrange the following files below according to its order and methods of classification:

(½ × 16 = 8 Marks)

| Arabic Method | Numeric Method |
|----------------------------|-------------------------------|
| 2 Amal Jabber Ahmed | 4 21449 Nabeela Ali Jabber |
| 4 Ministry of Health | 2 21421 Amal Jameel Ahmed |
| 1 Ahmed Sharif Furniture | 3 21441 Lulwa Ebrahim Jamal |
| 3 Department of Finance | 1 21335 Noora A. Kareem Moh'd |
| Geographical Method | Subject Method |
| 1 Manama | 4 Insurances |
| 3 Sitra | 3 Hospitals |
| 2 Muharraq | 2 Health Clubs |
| 4 West Riffa | 1 Banks |

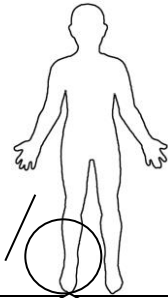
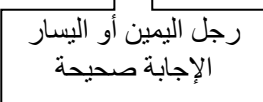
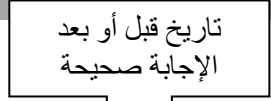
QUESTION FOUR:

[½ × 18 = 9 Marks]

Complete the Accident Report Form using the information given below:

On Sunday, 16th October 2022 at 12:45 p.m. Mr. Isa Ali (Mail Room Clerk), was trying to move a personal computer to his office but he slipped down in the corridor leading to Sales Department. The computer fell down on his left feet finger. His colleagues Mr. Rashid Salah and Mr. Faisal Ahmed brought a wheel chair to help and they took him to First Aid Room. The first aid treatment done for Mr. Isa by applying some ice on his feet. Then, Mr. Isa was taken to Salmaniya Medical Complex, and the doctor gave him vulturine injection to ease the pain, and two weeks sick leave.

Note: Mrs. Sara Hamad is the Safety Officer, who wrote the report after three days of the accident.

| ACCIDENT REPORT FORM | |
|---|---|
| Details of Injured Person 1 | |
| Name of injured: <i>Isa Ali /</i> | Date of Birth: 27/1/1983 |
| Position: <i>Mail Room Clerk/</i> | Address: Villa: 1, Road 22, Manama 11 |
| Phone No.: 17115556 | |
| Details of the Accident 2 | |
| Date of Accident: <i>16 Oct 2022/</i> | Time of Accident: <i>12:45 pm/</i> |
| Place of Accident: <i>Corridor/</i> | |
| Briefly describe what happened: <i>He was trying to move personal computer to his office, but he slipped down in the corridor leading to Sales Department. The computer fell down on his left feet finger.//</i> | Please mark the area(s) of injury on the figure below:  |
| Was First Aid Given? <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No If yes, give brief details: <i>Applying some ice on his feet./</i> |  |
| Was the injured person taken to the hospital? <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No If yes, where? <i>Salmaniya Medical Complex/</i> | |
| Details of Accident Witnesses 3 | |
| Name: Rashid Salah / |  |
| Name: Faisal Ahmed/ | |
| Employers Use Only 4 | |
| Reported by: <i>Mrs. Sara Hamad/</i> | Date of Report: <i>19th October 2022//</i> |
| Position: <i>Safety Officer/</i> | |

الإدارة العامة للمحكمة

QUESTION FIVE:**[8 Marks]**

Read the case study below and answer the following questions:

On Sunday morning, Mr. Ahmed visited NASS Company to meet the General Manager. When he first entered, his eye fell on the reception area and headed towards it asking for help from the person standing with a friendly face at the front desk. Miss Rana Sanad, the receptionist greeted him with a smile. She asked for his name and the reason behind his visit. Then she called the General Manager to check if it is possible for him to meet Mr. Ahmed since he did not have an appointment. Accordingly, she registered his name in the visitor book and handed over to him the visitor badge. She then directed him to a waiting area until the person concerned meets him. Mr. Ahmed was impressed with the seating area, the well-decorated furniture, the satisfying illumination, and the background music. Meanwhile, Miss Rana provided him a refreshment. In the meantime, the receptionist was able to multitask, she was filing important documents, operating telephone switchboard, and arranging the equipment's on the desk. Few minutes later, she guided Mr. Ahmed to the General Manager office.

1- What is the job of Miss Rana Sanad?

Receptionist/

2- What is the area that Miss Rana works in?

Reception area/

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3- Does the visitor have an appointment?

No/, he did not have an appointment.

4- After dealing with the visitor, Miss Rana was performing several duties since there was no other visitor. (Mention any 2 of these duties)

1. Filing important documents./

2. Operating telephone switchboard./ **OR** Arranging the equipment's on the desk

5- What is the reason behind issuing the visitor badge to Mr. Ahmed?

For security / **OR** for future reference

6- What equipment you need in the area that Miss Rana works in? (Mention only two)

1. Computer /

2. Telephone or Fax/

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End of Answers