

**MODEL  
ANSWER**

**KINGDOM OF BAHRAIN  
MINISTRY OF EDUCATION  
INTERNAL EXAMS SECTION**

**SECONDARY EDUCATION  
FIRST SEMESTER EXAM 2023/2024**

**Course Name:** Introduction to office Management

**Track:** Unified Track

**Course Code:** 111 در

**Time:** 1½ hours

*Any logical right answer is  
accepted*

**QUESTION ONE:**

[15 Marks]

A- Write down the department that best describes the sentences below:

(6 Marks)

- 1- ( Administration Department ) Is responsible for day to day running of the business.
- 2- ( Warehousing Department ) Is responsible for keeping records of stocks.
- 3- ( HR / Personnel Department ) Is responsible for searching, recruiting, and keeping employee records.
- 4- ( Accounting Department ) Takes care of banking and petty cash payments.
- 5- ( Sales Department ) Sells goods to customers and handles the advertising and promotion of goods/products.
- 6- ( Purchase Department ) Responsible for buying goods from the suppliers.

B-Complete the “Register of Callers” from the information given below using Today’s Date:

(18 × ½= 9 Marks)

1. Mrs. Mariam Ali from ABC Company, came to meet Sales Manager at 11:30 am and she left after one hour.
2. Mr. Salman Khalifa from Taylous Engineering arrived at 10:00 am to meet General Manager and he left at 10:30 am.
3. Suad Faisal from Delmon Co. came to see the HR Manager at 9:15 am and left at 9:45 am.

**REGISTER OF CALLERS**

Date	Caller's Nsame	Company	Time of Arrival	Seen by	Time of Departure
Exam Date/	Suad Faisal/	Delmon Co./	9:15/	HR Manager/	9:45/
	Salman Khalifa/	Taylous Eng./	10:00/	General Manager/	10:30/
	Mariam Ali/	ABC Co./	11:30/	Sales Manager/	12:30/

Time order //

**QUESTION TWO:**

[12 Marks]

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

(8 Marks)

1. ( ) In an open plan office, the privacy is more, and the noise is less. ( F )
2. ( ) Visitors without appointment are mainly persons looking for employment and customers who have some problem. ( T )
3. ( ) The 5S principles of good housekeeping in the office is sort, set, shine, standardize and sustain. ( T )
4. ( ) Public relations department is responsible for creating and maintaining relationships between an organization and various public groups. ( T )
5. ( ) The lower management is aware of external factors affecting the company. ( F )
6. ( ) Box files best suits the documents that need to be stored for short time. ( T )
7. ( ) When dealing with difficult visitors, the receptionist must ignore him/her. ( F )
8. ( ) When there are too many filing places, it is advised to centralize filing of records of common interest in one location. ( T )

B. Look at the pictures below and state the quality of employee under each picture: (4 Marks)



Punctuality



Confidentiality



Ability to work with others



Positive attitude to change

لا إله إلا الله  
محمد رسول الله

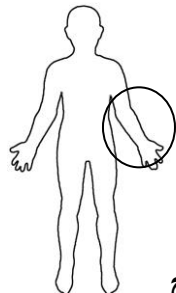
**QUESTION THREE:**

[15 Marks]

Complete the following accident report using the information below:

On 12<sup>th</sup> October 2023, at 12:00 pm, Abdulla Moh'd, a receptionist, aged 28 years old from the Administration Department was carrying out some files to the office. He tripped and fell in the corridor of the filing section and his arm got dislocated. The filing clerk, Mr. Jassim Yousif saw him and took him to the first aid room. First aid treatment was given by putting his arm in a sling. Abdulla was then taken to Salmaniya Medical complex for further treatment. He was taken home and was given two days off.

*Note: Isa Ahmed was the safety officer who prepared the report after two days of the accident.*

<b>ACCIDENT REPORT FORM</b>	
<b>Details of Injured Person</b>	
<b>1</b>	
Name of injured: <b>Abdulla Moh'd/</b>	
Position: <b>Receptionist/</b>	Date of Birth: <b>15/3/1995</b>
Phone No.: <b>17876540</b>	Address: <b>Villa: 78, Road 332, Manama 987</b>
<b>Details of the Accident</b>	
<b>2</b>	
Date of Accident: <b>12-10-2023/</b>	Time of Accident: <b>12:00pm/</b>
Place of Accident: <b>corridor of the filing section/</b>	
Briefly describe what happened:	Please mark the area(s) of injury on the figure below:
<b>He was carrying out some files to the office. He tripped and fell in the corridor of the filing section and his arm got dislocated. /</b>	 <p style="text-align: right;"><b>الإسلام هيم حسن الوان</b></p> <p style="text-align: right;"><b>/اي يد يعتبر صحيح</b></p>
Was First Aid Given? <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No	
If yes, give brief details:	
<b>First aid treatment was given by putting his arm in a sling./</b>	
Was the injured person taken to the hospital? <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No	
If yes, where? <b>To Salmaniya Medical complex for further treatment. /</b>	
<b>Details of Accident Witnesses</b>	
<b>3</b>	
Name: <b>Jassim Yousif / or filing clerk</b>	
<b>Employers Use Only</b>	
<b>4</b>	
Reported by: <b>Isa Ahmed/</b>	Date of Report: <b>14-10-2023/</b>
Position: <b>Safety Officer /</b>	<b>يوم قبل أو يوم بعد تعتبر الاجابة صحيحة</b>

**QUESTION FOUR:**

[9 Marks]

Earlier this morning, Mr. Ali Nasser the manager of ABC Company left some documents at the desk of Mrs. Sara Mohammed, the receptionist. However, she started to sort the papers to decide which document is supposed to be filed and highlighted the missing files by placing an absent card in the colored folder to show that the file is removed from its place. In addition, Mr. Ali stamped on several papers with mark "File" and left a cross line "\ " on the face of the other documents. Moreover, Sara started searching for the marks and her eye fell on the symbols and started to file the documents. After completing, she took the files of the previous two weeks to the manager based on his request.

After reading the case study, answer the following questions:

1. What are the marks "File" and "\ " called?

Special marks/ or Release symbols

2. What does the mark "\ " indicate?

- a) Rubber stamp reading the word file
- b) A line drawn across on the face of document
- c) Person's initials

3. \_\_\_\_\_ is used to show details of file taken out of its folder.

- a) Absent card
- b) Business card
- c) Visitor card

4. Why did the manager ask for the files of the previous two weeks?

For reference / OR future reference

5. Filing is important because it helps to:

- a) Find documents quickly and easily
- b) Keep documents clean and tidy
- c) Both A and B are correct

6. Arrange the following files alphabetically using Arabic classifications:

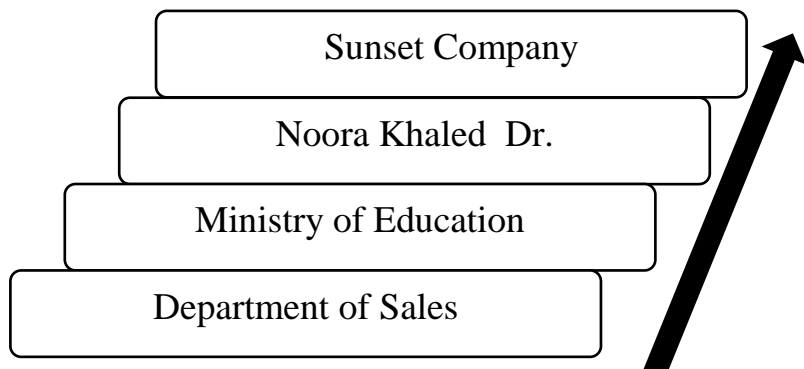
(4 Marks)

Department of Sales

Sunset Company

Dr. Noora Khaled

Ministry of Education



**QUESTION FIVE:**

[9 Marks]

- a) Place a tick (✓) in the table below stating whether the following obligations are related to an employee or employer: (5 Marks)

Obligation	Employer	Employee
1- Paying fair salaries and allowances.	✓	
2- Carry out all instructions properly.		✓
3- Give details of employee rights.	✓	
4- Be competent.		✓
5- Have good communication skills.		✓

- b) Write two points for the following: (4 Marks)

1. Dealing with difficult visitors.

1. Be diplomatic and try to solve the problem.
2. Accept visitor's problem as a challenge. OR Make positive impression on the visitor.

2. Examples of regular callers without appointment.

1. Postmen
2. Delivery men from others firms.

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End of Answers