

KINGDOM OF BAHRAIN  
MINISTRY OF EDUCATION  
INTERNAL EXAMS SECTION

MODEL  
ANSWERS

RESIT EXAM 2023/2024

Course Name: Introduction to office Management

Track: Unified Track

Course Code: 111 ادر

Time: 1½ hours

Any logical right answer is  
accepted

**QUESTION ONE:**

[14 Marks]

a) Order the following file names according to the subject:

(1 × 8 = 8 Marks)

Subject			
School	Bank	Hospital	Car
File Name			
Europe Cars	Salmaniya Medical Complex	National Bank of Bahrain	Ibn Khaldoon School

Subject Order		
S.No	Subject	File Name
1	Bank/	National Bank of Bahrain/
2	Car/	Europe Cars/
3	Hospital/	Salmaniya Medical Complex/
4	School/	Ibn Khaldoon School/

b) Complete the Absent Card from the information below:

(½ × 12 = 6 Marks)

Client File (No.558) was taken several times in November 2023 as follows:

Date taken	Department	Date Returned
22 <sup>nd</sup> November	Sales	26 <sup>th</sup> November
19 <sup>th</sup> November	Warehousing	Same day
2 <sup>nd</sup> November	Accounts	5 <sup>th</sup> November

**Note:** Information should be written according to dates of taking the file out.

ABSENT CARD		
File Name: <u>Client File/</u>	File No: <u>558/</u>	
Date Taken	Taken By	Date Returned
2 <sup>nd</sup> November/	Accounts/	5 <sup>th</sup> November/
19 <sup>th</sup> November /	Warehousing/	19 <sup>th</sup> November/
22 <sup>nd</sup> November /	Sales/	26 <sup>th</sup> November/

Date order /

الإدارة العامة للتعليم  
بالمملكة العربية السعودية

**QUESTION TWO:**

[13 Marks]

A. Complete the "Register of Callers" form the information given below using Today's Date:

(18 × ½ = 9 Marks)

1. Khalifa Salman from AlSalam Bank came to see the General Manager at 1:00 pm and left at 2:00 pm.
2. Mr. Yousif Ali from GCC Company, came to meet Accounting Manager at 8:30 am and he left after one hour.
3. Mrs. Mona Ebrahim from BIBF arrived at 9:00 am to meet HR Manager and she left at 9:45 am.

<b>REGISTER OF CALLERS</b>					
Date	Caller's Nsame	Company	Time of Arrival	Seen by	Time of Deaparture
Exam Date/	Yousif Ali/	GCC Co./	8:30/	ACC Manager/	9:30/
	Mona Ebrahim/	BIBF/	9:00/	HR Manager/	9:45/
	Khalifa Salman/	AlSalam Bank/	1:00/	General Manager/	2:00/

Time order //

B. A receptionist should have certain qualities and should be able to carry out different duties. Note down any two of the receptionist qualities and the duties she performs.

(4 marks)

**Receptionist Qualities:**

1. Polite and having good interpersonal and communicative skills.
2. Friendly, helpful, reliable, honest, and able to work with others. page 22-23

**Receptionist Duties:**

1. Dealing with different types of visitors.
2. Directing visitors to appropriate sections. page 24-25

**QUESTION THREE:**

[16 Marks]

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

(9 Marks)

1. ( ) To impress visitors, reception area should include seating area and background music. ( T )
2. ( ) Files that are not required anymore are called dead files. ( T )
3. ( ) Page index is a small box or cabinet drawer where cards can stand upright in the box. ( F )
4. ( ) One of the main skills of a receptionist is to have good knowledge of the departments and where people are located in a business. ( T )
5. ( ) The organization might suffer from low productivity and quality of production when safety is not maintained in the workplace. ( T )
6. ( ) The purpose of an office is to find and recruit employees and keep their records. ( F )
7. ( ) It is more difficult to move people in an open plan office. ( F )
8. ( ) The accident report should include the details of the injured person. ( T )
9. ( ) Carry out tasks directed by the lower manager is the duty of employee. ( T )

B. Fill in the blank with the correct answer from the options given below:

(7 Marks)

[Middle management – central filing - file covers – receptionist -  
standardised – multitask - clerk]

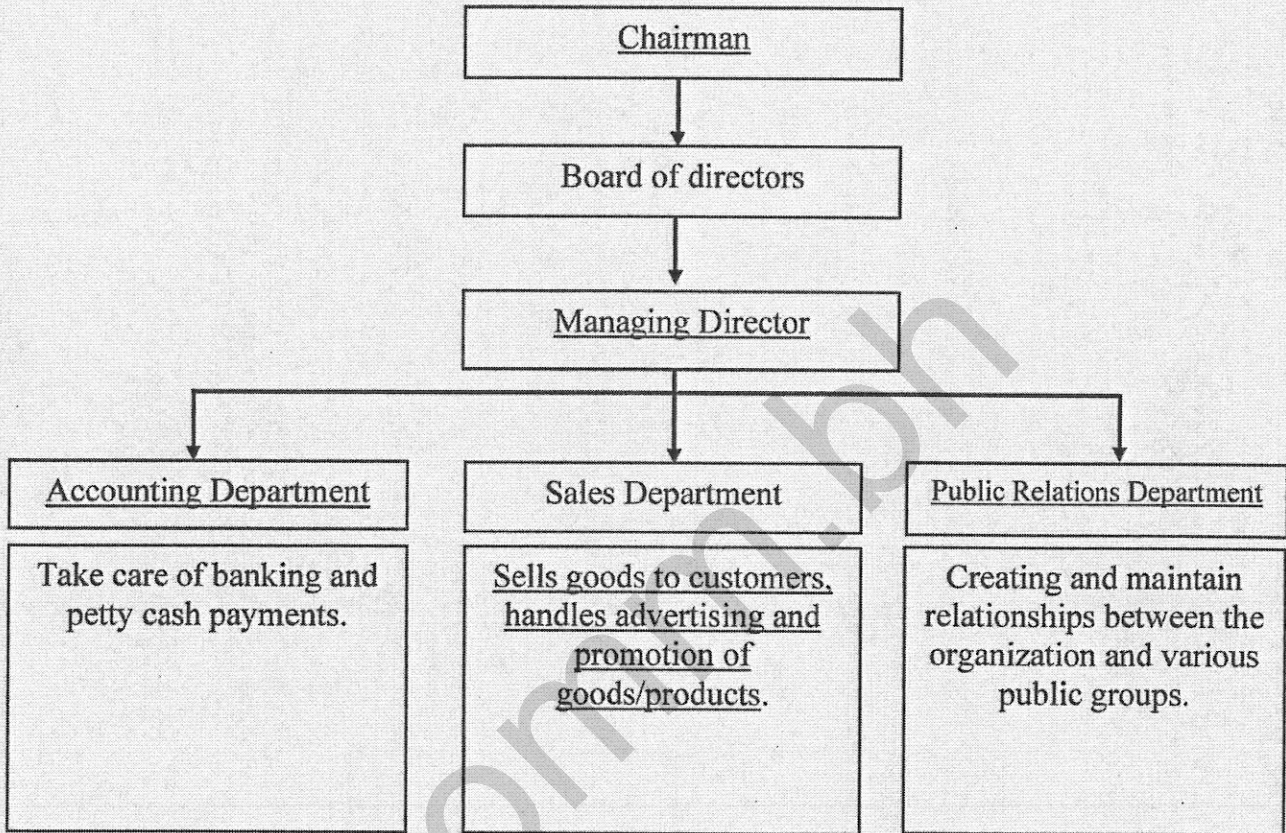
- a) The absent card is filled by the filing clerk.
- b) Hanging files are also known as file covers.
- c) Middle management carry out decisions made by top management.
- d) A good receptionist should be enthusiastic and having the ability to multitask.
- e) Maintain a healthy working environment is an example of standardised.
- f) The main responsibility of a receptionist is to welcome visitors and answer their question.
- g) When all files of all departments are kept and controlled together in one filing it is called central filing.

**QUESTION FOUR:**

[9 Marks]

a) Complete the organizational chart given below:

(5 Marks)



ابو نعیم حسن اسی

b) Write down below two advantages and two disadvantages of Closed Office:

(4 Marks)

**Advantages of closed office:**

1. More privacy
2. More security - Less noise

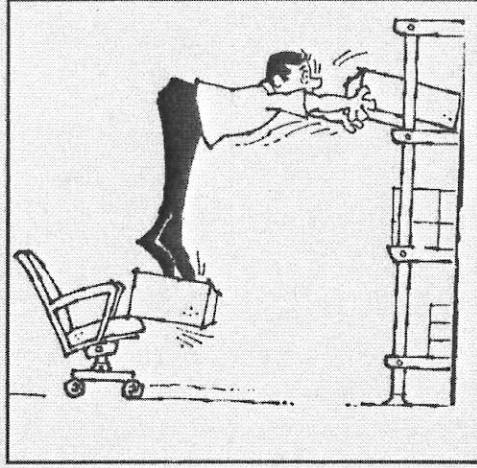
**Disadvantages of Closed Office:**

1. Less communication - Less teamwork
2. Difficult supervision - High cost - Difficult movement

**QUESTION FIVE:**

[8 Marks]

Look at the picture then answer the following questions:



1. Is safety important in the workplace?  Yes /  No
2. Who is responsible for the staff safety in the workplace?  Employer /  Employee
3. In the picture above, the office hazards is:  
Standing on especially swivel chairs to reach high shelves./
4. Why safety is necessary in the workplace? (one reason only)  
Protection of self and others./ page 78
5. Un-insulated wires connected to a photocopying machine is:
 

(a) Physical hazard	<input type="checkbox"/> (b) Electrical hazard
(c) Mechanical hazard	<input type="checkbox"/> (d) Chemical hazard
6. To be safe while trying to reach high shelves in the office, you should stand on:
 

(a) Two wheel chairs	<input type="checkbox"/> (b) An opened drawer
(c) Friend	<input type="checkbox"/> (d) Stepladder
7. Which of the following is considered as a proof of an accident happening at work during business hours?
 

(a) Computer report files	<input type="checkbox"/> (b) Lists of potential hazards
<input type="checkbox"/> (c) Accident report form	<input type="checkbox"/> (d) Risk assessment report
8. \_\_\_\_\_ hazard, can be smoke and anti-insect sprays:
 

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

End of Answers

