

الرقم السري

مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات / قسم الامتحانات المركزية

امتحان منتصف الفصل الأول للتعليم الثانوي

للعام الدراسي 2019/2018م

((المسار : توحيد المسارات))

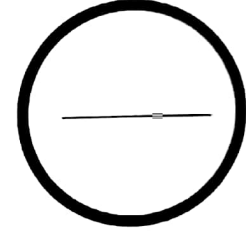
(النموذج الأول)

الزمن : ساعة واحدة

المقرر : ادر 111 إدارة مكتبية

الدرجة المعطاة بالأرقام والحروف:

| السؤال | الدرجة بالأرقام | الدرجة بالحروف | إمضاء المصححين |
|---------|-----------------|----------------|----------------|
| الأول | | | |
| الثاني | | | |
| الثالث | | | |
| الرابع | | | |
| الخامس | | | |
| السادس | | | |
| السابع | | | |
| الثامن | | | |
| التاسع | | | |
| العاشر | | | |
| المجموع | | | |



جمعه :

راجع الجمع :

توقيع المراجع :

بطاقة بيانات



مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات / قسم الامتحانات المركزية

امتحان منتصف الفصل الأول للتعليم الثانوي للعام الدراسي 2019/2018م

(النموذج الأول)

اسم الطالب : _____ رقمه الأكاديمي : _____

المقرر : ادر 111 إدارة مكتبية / توحيد المسارات (رقم الجلوس) : _____

اسم المدرسة : _____ التاريخ : / / توقيع الملاحظ : _____

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

MID-TERM EXAM FOR FIRST SEMESTER 2018/2019

النموذج الأول

COURSE NAME: INTRODUCTION to OFFICE MANAGEMENT
COURSE CODE: 111 ادر

TRACK: UNIFIED TRACKS
TIME: ONE HOUR

QUESTION ONE:

[12 Marks]

Choose the correct answer for the following questions:

1. Receiving payments from customers, is the responsibility of:
 - a) Personnel Department.
 - b) Accounting Department.
 - c) Sales Department.
 - d) Purchase Department.
2. A good employee should:
 - a) Give away business secrets to outsiders.
 - b) Come late to work.
 - c) Send someone else to do his job.
 - d) Take care of employer's property.
3. Open office is:
 - a) Less noise.
 - b) More cost.
 - c) Less Privacy.
 - d) Difficult Supervision.
4. Files that are not required by the organization are:
 - a) Dead File.
 - b) Purchase File.
 - c) Absent File.
 - d) Box File.
5. The ability to carry out many different duties is called:
 - a) Greeting.
 - b) Answering the phone.
 - c) Multi-tasking.
 - d) Dealing with visitors.
6. A quality that means coming on time, and leaving on time.
 - a) Confidentiality.
 - b) Punctuality.
 - c) Positive attitude to change.
 - d) Ability to work with others.

QUESTION TWO:**Answer the following questions:**

(A) List three qualities of a good receptionist: (3 points)

1. _____

2. _____

3. _____

(B) Some of the items found in the reception area are: (4 points)

1. _____

2. _____

3. _____

4. _____

(C) Why do we file? (3 points)

1. _____

2. _____

3. _____

QUESTION THREE:

Arrange the following names alphabetically (Foreign Classification):

[6 Marks]

📁 Nabeela Ali Jabber

📁 Noor Jassim Hassan

📁 Ministry of Labor

📁 The Bank of Muscat

Four empty rectangular boxes stacked vertically, intended for the student to write the names in alphabetical order.

QUESTION FOUR:

[12 Marks]

Complete the "Register of Callers" from the information given below using Today's Date:

1. Ayman Abdulla from Tijara Com. came to see the Administration Manager. He came at 11:20 am and left at 12:10 pm.
2. Muna Ahmed from Batelco came to see the Account Manager. She came at 9:30am and left at 10:10am.
3. Abdulla Jaber from Falcon Co. came to see the Purchase Manager; he came at 11:00am and left at 11:40am.
4. Jassim Fuad from Al Manara Co. came to see the Personnel Manager at 10:30am and left after one hour.

| Date | Caller's Name | Company | Time of Arrival | Seen by | Signature | Time of Departure | Remarks |
|------|---------------|---------|-----------------|---------|-----------|-------------------|---------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

End of Exam

امتحان منتصف الفصل الأول للتعليم الثانوي

للعام الدراسي ٢٠١٨/٢٠١٩م

((المسار : توحيد المسارات))

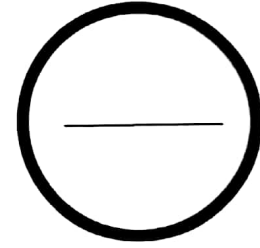
(النموذج الثاني)

الزمن : ساعة واحدة

المقرر : ادر ١١١ إدارة مكتبية

الدرجة المعطاة بالأرقام والحروف:

| السؤال | الدرجة بالأرقام | الدرجة بالحروف | إمضاء المصححين |
|---------|-----------------|----------------|----------------|
| الأول | | | |
| الثاني | | | |
| الثالث | | | |
| الرابع | | | |
| الخامس | | | |
| السادس | | | |
| السابع | | | |
| الثامن | | | |
| التاسع | | | |
| العاشر | | | |
| المجموع | | | |



جمعه :

راجع الجمع :

توقيع المراجع :



بطاقة بيانات

مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات / قسم الامتحانات المركزية

الرقم السري

امتحان منتصف الفصل الأول للتعليم الثانوي للعام الدراسي ٢٠١٨/٢٠١٩م

(النموذج الثاني)

اسم الطالب : _____ رقمه الأكاديمي : _____

المقرر : ادر ١١١ إدارة مكتبية (توحيد المسارات) رقم الجلوس : _____

اسم المدرسة : _____ التاريخ : / / توقيع الملاحظ : _____

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

MID-TERM EXAM FOR FIRST SEMESTER 2018/2019

(Second Model)

COURSE NAME: INTRODUCTION TO OFFICE MANAGEMENT
COURSE CODE: 111 ادر

TRACK: UNIFIED TRACKS
TIME: ONE HOUR

=====

QUESTION ONE: Choose the correct answer for the following questions: [12 Marks]

1. Searching, recruiting employees and keeping employees records, are the responsibilities of:
 - a) Personnel Department.
 - b) Accounting Department.
 - c) Sales Department.
 - d) Purchase Department.

2. All of the followings are qualities of a good receptionist, except:
 - a) Polite
 - b) Friendly
 - c) Rude
 - d) Patient.

3. The chairman of the company is:
 - a) Top Management.
 - b) Middle Management.
 - c) Lower Management.
 - d) Employees.

4. All of the following items are usually seen in the reception area, except:
 - a) Computer.
 - b) Telephone
 - c) Bed.
 - d) Filing Cabinet.

5. Each department will keep its own files:
 - a) Central Filing.
 - b) Numeric Filing.
 - c) Departmental Filing.
 - d) Vertical Filing.

6. A quality that means learning to work with others and respect their opinions:
 - a) Confidentiality.
 - b) Good Appearance.
 - c) Loyalty.
 - d) Ability to work with others.

QUESTION TWO:**[6 Marks]****Answer the following questions:**

(A) List two obligations of Employers:

1. _____
2. _____

(B) A receptionist should be able to carry out many different duties, some of these duties are:

1. _____
2. _____

(C) How can a receptionist deal with a visitor with complaints?

1. _____
2. _____

QUESTION THREE:**[10 Marks]****Compare between Open and Closed Office.**

| Criteria | Closed Office | Open Office |
|-------------|---------------|-------------|
| Privacy | | |
| Cost | | |
| Noise | | |
| Security | | |
| Supervision | | |

QUESTION FOUR:

[12 Marks]

(A) Arrange the following names alphabetically (using Arabic Classification):(4 marks)

Department of Finance

Ahmed Sharif Furniture

Dr. Ahmed Ameen

Ministry of Health

| |
|--|
| |
| |
| |
| |

(B) Fill in the ABSENT CARD for the Payroll File no.130:**(8 Marks)**

- On May 14 , the file was taken by Personnel Manager, he returned it on the next day.
- On May 6 , it was taken by Account Manager, she returned it on May 7.
- On May 22, it was taken by the Admin. Manager, he returned it after 3 days.
- On 8 May, HR Manager took the file. He returned it on the same day.

| ABSENT CARD | | |
|------------------------|-----------------|----------------------|
| FILE NAME:----- | | FILE NO:----- |
| DATE TAKEN | TAKEN BY | DATE RETURN |
| | | |
| | | |
| | | |
| | | |

End of Exam

مملكة البحرين
وزارة التربية والتعليم
إدارة الامتحانات – قسم الامتحانات

امتحان منتصف الفصل الدراسي الأول للتعليم الثانوي للعام الدراسي 2016/2017م

اسم المقرر: Introduction to Office Management
رمز المقرر: ادر 111
المسار: توحيد المسارات
الزمن: ساعة واحدة
النموذج الثاني

| | |
|-----------------|--|
| اسم الطالب | |
| الرقم الأكاديمي | |
| التوقيع | |

| رقم السؤال | الدرجة النهائية | درجة الطالب | الدرجة بالأحرف |
|------------|-----------------|-------------|----------------|
| الأول | 2.5 | | توقيع المصحح |
| الثاني | 7 | | |
| الثالث | 6.5 | | |
| الرابع | 4 | | |
| المجموع | 20 | | |

| | |
|-------------------|--|
| توقيع مراجع الجمع | |
| الملاحظات إن وجدت | |

| | |
|--------------------|--|
| توقيع المعلم الأول | |
| الملاحظات إن وجدت | |

| | |
|--------------------|--|
| توقيع مدقق الدرجات | |
| الملاحظات إن وجدت | |

QUESTION ONE:

Choose the correct answer from the followings, only one answer is correct.

| |
|-----|
| |
| 2.5 |

- 1) Carry out tasks directed by the lower manager is the duty of:
 - Top management
 - Middle management
 - Employee

- 2) The ability to carry out many different duties is called:
 - Reliable
 - Multi-tasking
 - Having good communication skills

- 3) Non-discriminatory attitude means:
 - Coming on time, leaving on time
 - Treat everyone the same way
 - Work with others and respect their opinion

- 4) The arranging of documents in common groups according to some methods of classification is called:
 - Filtering
 - Releasing
 - Filing

- 5) Manager from another company is an example of:
 - Visitor with appointment
 - Regular visitor
 - Visitor without appointment

QUESTION TWO:

A. Compare between open offices and closed offices in the terms mentioned in the following table:

| |
|---|
| |
| 7 |

| Criteria | Open offices | Close offices |
|-------------|--------------|---------------|
| Movement | | |
| Noise | | |
| Supervision | | |
| Security | | |

B. Complete the following table (2 points for each questions):

| | |
|-----------------------------------|---|
| Quality of a good receptionist | • |
| | • |
| Receptionist specialist equipment | • |
| | • |
| Reasons for filing documents | • |
| | • |

QUESTION THREE:

Use the following information to fill the Register of Callers for the visitors using Today's Date:

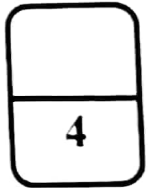
6.5

- 1) Ali Nasser, the General Manager from Al-Noor Construction Company met the Administration manager at 10:45am and left after half an hour.
- 2) Maha Ahmed, the Chief Executive Officer of Atwar Company, arrived to see the Sales Manager at 8:30am and she left after 45 minutes.
- 3) At 9:00am; Ahmed Fawzi, the Auditor of Habib Company came to meet the Accounting Manager, he left at 9:35am.
- 4) Jassim Bader, Project Engineer of AltakafI Company arrived at 10:35am to meet the General Manager; his departure was after 20 minutes.

| Register of Callers | | | | | | | |
|---------------------|--------------|---------|-----------------|---------|-----------|-------------------|---------|
| Date | Visitor name | Company | Time of Arrival | Seen by | Signature | Time of Departure | Remarks |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

QUESTION FOUR:

Order the following account names Alphabetically (using Arabic classification) and Numerically:



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

↑

| Alphabetical Order | |
|--------------------|--|
| | |
| | |
| | |
| | |

↑

| Numerical Order | |
|-----------------|--|
| | |
| | |
| | |
| | |

"End of Exam Question"

Good Luck