

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

FIRST SEMESTER EXAM 2019/2020

MODEL  
ANSWERS

COURSE NAME: Introduction to Office Management

TRACK: توحيد المسارات

COURSE CODE: 111 ادر

*Any logical right answer is  
accepted.*

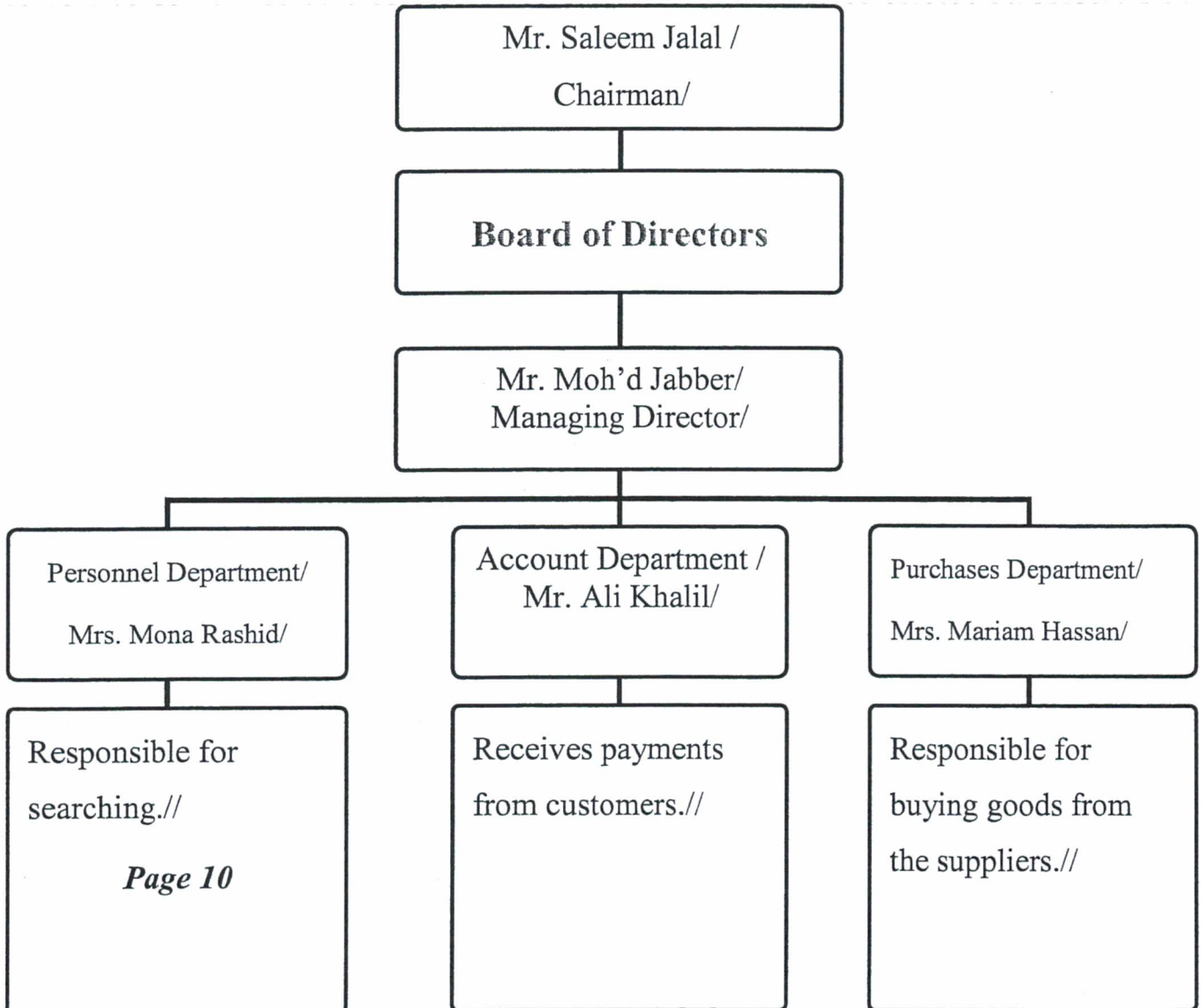
TIME: 1½ Hours

**QUESTION ONE:**

[½ × 16 = 8 Marks]

Complete the organization chart of CBD Company, and then write the main responsibility for each department (only one responsibility is required):

- The Chairman is Mr. Saleem Jalal.
- Managing Director is Mr. Moh'd Jabber.
- Account Department is managed by Mr. Ali Khalil.
- Mrs. Mona Rashid manages Personnel Department.
- Purchases Department is managed by Mrs. Mariam Hassan.



**QUESTION TWO:**

[1 × 8 = 8 Marks]

Circle the correct answer. Only one answer is correct:-

1. Smokes can be classified as:

- a. Electrical Hazards.  
c. Physical Hazards.

- b. Mechanical Hazards.  
d. Chemical Hazards.

2. Sara always wants to work in team, this quality known as:

- a. Loyalty.  
c. Confidentiality.

- b. Ability to work with others.  
d. Punctuality.

3. To prevent backache, you advise office staff to:

- a. Wear hard hats.  
c. Sit on adjustable chairs.

- b. Wear nice clothes.  
d. Sit on wooden chair.

4. Maintain a healthy working environment is an example of:

- a. Standardized.  
c. Sustain.

- b. Sort.  
d. Safety as an additional rule.

5. One of Employer's obligation is:

- a. Be competent.  
c. Arrive on time.

- b. Pay fair salaries.  
d. Attend in person.

6. The department that responsible for transporting goods and keeping a record of stock is:

- a. Sales Department.  
c. Administration Department.

- b. Warehousing Department.  
d. HR Department.

7. People mainly visit an office to:

- a. Be greeted with a smile.  
c. Drinking Coffee.

- b. Have a rest.  
d. Meet a member of staff.

8. Which of the following Safety Sign warns of No Smoking:



**QUESTION THREE:**

[½ × 26 = 13 Marks]

The following table contains information about the staff in ABC Company. Arrange the files of these staff according to following filing methods:

No.	Name	Staff No.	Nationality	Department
1.	Zinab Jassim Hassan	2341	Bahraini	Sales Dept.
2.	Fahad Rashid Moh'd	2366	Kuwaiti	Account Dept.
3.	Mona Ali Ahmed	2231	Egyptian	Sales Dept.
4.	Jamal Ali Essa	2333	Bahraini	Purchase Dept.

A. Alphabetical Method (according to *Arabian Countries – use Staff Name only*):

بأبجديات  
العربية

Zinab Jassim Hassan/
Mona Ali Ahmed/
Jamal Ali Essa/
Fahad Rashid Moh'd/

A  
Z

B. Numeric Method (use *Name and Staff No.*):



Fahad Rashid Moh'd/	2266/
Zinab Jassim Hassan/	2341/
Jamal Ali Essa/	2333/
Mona Ali Ahmed/	2231/

1  
9

C. Geographical Method (by using *Staff Nationality and Name*):



Kuwait /	Fahad Rashid Moh'd/
Egypt/	Mona Ali Ahmed/
	Zinab Jassim Hassan/
Bahrain/	Jamal Ali Essa/



D. Subject Method (by using *Staff Department and Name*):



	Zinab Jassim Hassan/
Sales Dept./	Mona Ali Ahmed/
Purchase Dept./	Jamal Ali Essa/
Account Dept./	Fahad Rashid Moh'd/



**QUESTION FOUR:**

[13 Marks]

(A) Fill in the **Maintenance Register** from the following information given below:

(½ × 16 = 8 Marks)

The Xerox Photocopy Machine, which is in the Account Department, was purchased in 14 February 2019. The supplier (Al Moayyed) agreed to maintain the machine on a monthly basis starting from 26 March 2019 and it has maintained as follows:

- ✘ 26 September 2019, a regular service was made by Jabber Ali.
- ✘ 26 March 2019, changed the cartridge by Juma Abbas.
- ✘ 26 August 2019, changed a small damaged part by Jabber Ali.
- ✘ 26 July 2019, replaced the cleaning cartridge by Juma Abbas.

<b>MAINTENANCE REGISTER</b>			
<b>Machine Type:</b>	Xerox Photocopy/	<b>Date Purchased:</b>	14 . 2 . 2019/
<b>Department:</b>	Account Department/		
Date of Maintenance	Action/Recommendation	Maintenance by	Signature
26 March 2019/	changed the cartridge /	Juma Abbas/	
26 July 2019/	replaced the cleaning cartridge/	Juma Abbas/	
26 Aug 2019/	changed a small damaged part/	Jabber Ali/	
26 Sep 2019/	a regular service/	Jabber Ali/	
<b>+ ½ mark for dates order./</b>			

(B) Decide whether the following statements are TRUE (T) or FALSE (F): (1 × 5 = 5 Marks)

- 1) Direct supervision of employees is the duty of the middle management. ( F )
- 2) Dead files are those files that are not required anymore. ( T )
- 3) Some organization spend a considerable amount of money on their reception area, to impress visitors. ( T )
- 4) Humidity classified as a chemical hazard. ( F )
- 5) Positive attitudes to change means an employee is open minded and ready to try and learn new technology. ( T )

**QUESTION FIVE:**

[1 × 8 = 8 Marks]

**Health and safety in the workplace**

Being safe at work is important. It is a responsibility shared by both the employer and the employee.

For employers, one of the fundamental principles of workplace health and safety is risk assessment, which identifies all the hazards and potential for harm whilst working. Employers must provide information and training on risk at work and on safe working practices. Employees must comply with safety requirements at work and take all reasonable precautions to keep safe.



Read the above article, and then answer the questions below:



1. Why safety is so necessary in the workplace?

Because it saves the business from loss of time and money. /  
 (any points from page 78)

2. Who is responsible for your safety in the office/workplace?

Employer./ or shared by both employer and employee.  
 أو منة الشركة إذا ذكر Employee معاً

3. The above picture show some examples of hazards that could be in any workplace. Write 2 examples of hazard that could be found in the workplace.

- Lifting heavy items./
  - Standing on swivel chairs./
- إذا تم كسبه الا فطارها السجوة  
 • كسبه لك الدرجة

4. If safety not maintained in a workplace, both the employees and organization will experience problems. Give example of such problems.

Employee	Organization
<i>Will experience</i>	
• Health problems. Less loyalty./	• High operation costs./

5. If an accident happed in workplace during business hours, the responsible person should write a report to consider as a proof of an accident.

a) What is this form?

Accident Report form./

b) To whom should you give a copy of this form?

Person in-charge of safety and security./

**End of Answers**

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