

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

SECOND SEMESTER EXAM 2021/2022

**MODEL
ANSWERS**

COURSE NAME: Communication Skills

TRACK: Unified Track

COURSE CODE: ٢١٣ ادر

TIME: 1½ Hour

QUESTION ONE:

[10 Marks]

State whether the following sentences are true or false:

1. () Formal meetings are planned, structured, and usually conducted at specific times. ✓
2. () One of the conditions in validity of the meeting is the availability of both the chairperson and the quorum. ✓
3. () In improving communication skills, we must ignore the listening skills. ✗
4. () Telephone etiquette dictates that the person who calls is the one who should end the conversation. ✓
5. () A business letter is only used to pass information or instructions to someone within your organization. ✗
6. () The presentation and the interview are methods of face-to-face communication. ✓
7. () The main purpose of a job description is to show clearly what is expected from an employer. ✗
8. () The telephonist job is to answer all the telephone calls and transfer them to extensions requested by the callers. ✓
9. () The format of a report is usually determined by the audience, information and purpose. ✓
10. () Any image that is used to communicate an idea is known as nonverbal communication. ✗

8. A letter represents the in the communication process:
- a. Barrier. b. Channel.
c. Sender. d. Receiver.
9. are written records of the proceeding and resolutions taking place in a meeting.
- a. Minutes. b. Notices.
c. Reports. d. Enclosures.
10. Fatima is a manager who is out of town on a business trip. She needs to get some measurements to a member of her staff rather quickly so a presentation can be updated. She chooses to send the information via an e-mail. This is an example of
- a. Written communication. b. Nonverbal communication.
c. Visual communication. d. Oral communication.

QUESTION THREE:**[20 Marks]**

Q1: Define the term “communication”.

2 marks

Communication is the transfer of a messages from a sender to a receiver, who understands the message.

Q2: Write two disadvantages of oral communication?

4 marks

- 1. A record of message may not be kept.**
- 2. Some people may not listen.**

Q3: Give Reasons: Upward communication is helpful.

4 marks

- 1. helps managers to understand the views and needs of subordinates.**
- 2. may alert managers to problems.**
- 3. makes staff feel valued and appreciated.**
- 4. provides managers with information to help them make decisions.**

Q4: Write two types of informal meetings.

4 marks

1. **Staff meetings**
2. **Departmental meetings**

Q5: There is barrier in the problem below. Mention the barrier and how you can overcome this barrier.

The message is too long and contains too many details, which prevent the main points to be understood.

4 marks

Barrier: Information overload

And methods to overcome the barrier is Avoid information overload. The message should be clear and brief.

Q6: Define the term “Quorum”.

2 marks

Quorum is the required minimum number of members needed to have a meeting.

End of Answers