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

**SECOND SEMESTER EXAM 2016/2017**

**COURSE NAME:** Communication Skills

**TRACK:** Unified Track

**COURSE CODE:** 213 ادر

**TIME:** 1½ Hour

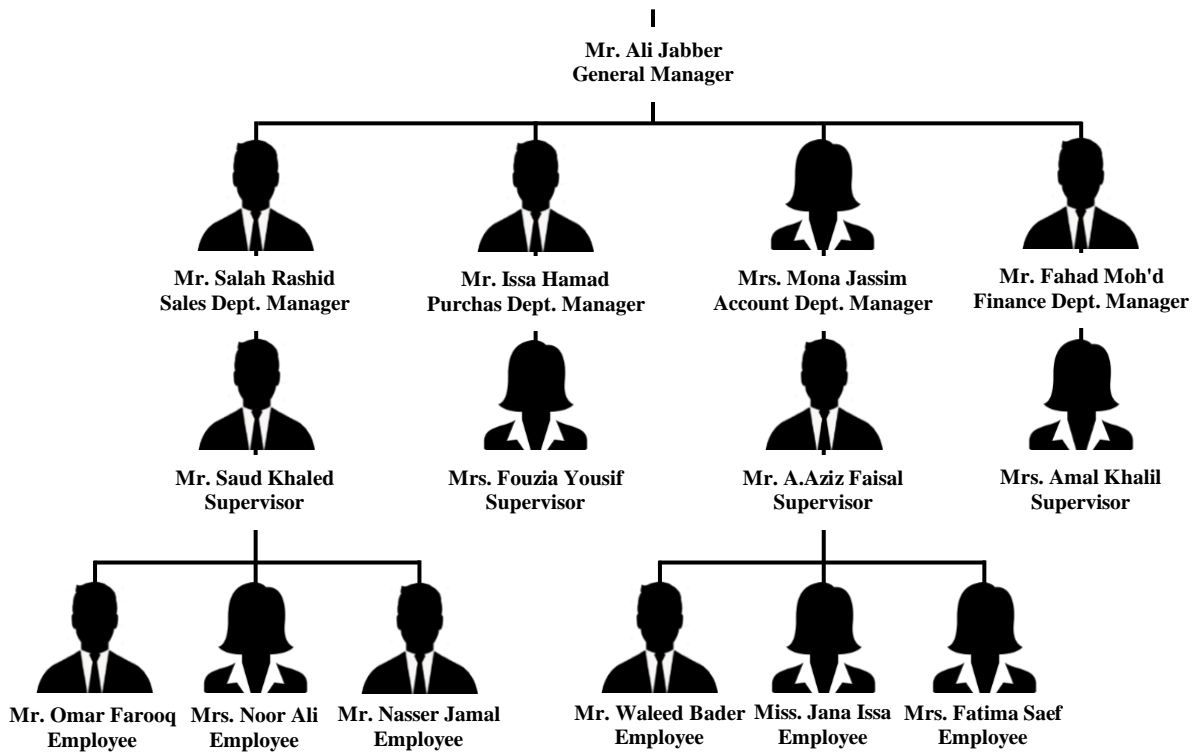
**QUESTION ONE:**

**[10 Marks]**

Place a ✓ tick in box, which you think best describes each of the communications channel or media:

| Communication Channel   | Oral | Written | Non-verbal |
|---|------|---------|------------|
| 1. Sending letter to place an order.                              |      |         |            |
| 2. Annual meeting of shareholders.                                |      |         |            |
| 3. Facial Expressions.  |      |         |            |
| 4. Job interview.   |      |         |            |
| 5. Good employee appearance.                                      |      |         |            |
| 6. Problem solving reports.                                       |      |         |            |
| 7. An employee always arrives on time.                            |      |         |            |
| 8. Presentation about safety at work.                             |      |         |            |
| 9. Sending an e-mail to employee for attending a meeting.         |      |         |            |
| 10. Negotiations for the purchase of a new device to the factory. |      |         |            |



**QUESTION TWO:****[7 Marks]**

An organization is a composite of many individuals working together towards its growth. They are constantly interacting with each other and with people outside the organization. Study the above organization chart of **Al Amal Company**, and complete the following table with appropriate terms of communication networks in this company:

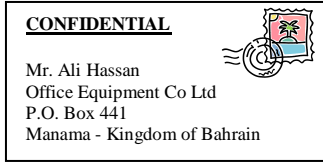
| Actions  | Communication Network |
|--|-----------------------|
| 1. A meeting between Mr. Saud Khaled and Mr. A.Aziz Faisal to discuss the annual journal.                                  |                       |
| 2. Mr. Omar Farooq sent a sales report to his supervisor Mr. Saud Khaled.  |                       |
| 3. In the staff break Mrs. Amal Khalil and Mrs. Mona Jassim chatting about fashions while eating in the company cafeteria. |                       |
| 4. Interaction between members of the same organization.   |                       |
| 5. Mr. Issa Hamad sent a letter to Aradous Company about the monthly meeting.  |                       |
| 6. The General Manager Mr. Ali Jabber sent an e-mail about new job procedures to Mrs. Fouzia Yousif.                       |                       |
| 7. Mr. Nasser Jamal in Sales Department sent invoices to Mrs. Fatima Saef in Account Department.                           |                       |

**QUESTION THREE:****[11 Marks]**

**A. Miss Zain Ali work as a new secretary for the “Office Equipment Co. Ltd”. She received some documents and matters from her Manager Mr. Ali Hassan. Help her in taking the right action for the following cases?**

**CASE 1:**

She received a letter marked as “Confidential”.

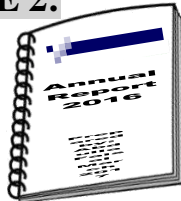


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**CASE 2:**

She got a report that should be seen by a number of employee.

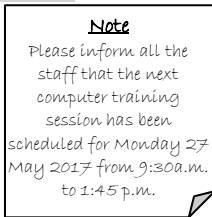


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**CASE 3:**

Mr. Ali Hassan wrote her a note to inform all account department employees that the next computer training session has been scheduled .....



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**CASE 4:**

She received a cheque from ACB Company.



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**B. From the information given below, fill in the Register of Outgoing Mail.**

- 1) on 12/3/2017 a letter sent to Manhal Co. it is about a new contract with them. Ref. is BS74.
- 2) on 15/3/2017 a letter sent to Batelco regarding new telephone lines in the company. The reference is KF524. And list of departments attached.
- 3) on 11/3/2017 sent letter to Al Ahli Bank about company cheque books. Ref. is TN517.

| <b>Register of Outgoing Mail</b> |      |      |         |         |        |
|----------------------------------|------|------|---------|---------|--------|
| S. No.                           | Date | Ref. | Send To | Subject | Remark |
|                                  |      |      |         |         |        |
|                                  |      |      |         |         |        |
|                                  |      |      |         |         |        |

**QUESTION FOUR:**

**[9 Marks]**

**Fill in the telephone message below from the conversation held on Sunday 12<sup>th</sup> May 2017 at 10:45 am.**

**Telephonist** : Good morning, Al Zamil Stationerie

**Caller** : Good morning, may I talk to you Sales Manager Mr. Saleh Rashid.

**Telephonist** : I am sorry to inform you that M Rashid is currently at a staff meetir and he asked me to take messages for him.

**Caller** : Oh yes, but this is rather urgen please pass to him that Mr. Khal Ahmed from Ministry of Educatic called to enquire about urgen supplies of 100 reams of A4 papers to earliest tomorrow morning.

**Telephonist** : Yes sir, of course but I shall need your direct number for immediate contact.

**Caller** : Yes, it is 17253522 – ext. 303 and please let him call me back for confirmation. Thank you for your co-operation.

**Telephonist** : (Marwa Moh'd) Thank you sir.



**Important Message**

To / For : .....

Date : ..... Time: ..... A.M /P.M

M .....

Of / From : .....

Phone No: .....

|   |  |
|---|--|
| Telephoned <input type="checkbox"/>         | Please call <input type="checkbox"/>     |
| Called to see you <input type="checkbox"/>  | Will call again <input type="checkbox"/> |
| Returned your call <input type="checkbox"/> | Urgent <input type="checkbox"/>          |

**Message**

.....

.....

.....

Signature:

**QUESTION FIVE:**

**[13 Marks]**

**Read the following passage carefully and then answer the questions given below:**



*“Every business, whether it has 2 employees or 2,000, has meetings as a regular part of getting things done. Although employees can communicate with one another in an organization in many ways, business meetings can be incredibly effective and efficient”.*

**(a) What is Quorum?**

.....  
 .....

**(b) List two purposes of attending a meeting.**

1. ....
2. ....

**(c) List two duties of the Chair.**

1. ....
2. ....

**(d) Compare between the agenda and the minutes of the meeting according to the following:**

| Points of Difference         | Agenda | Minutes |
|------------------------------|--------|---------|
| Definition                   |        |         |
| Prepared by                  |        |         |
| Send before or after meeting |        |         |
| Length (brief or in details) |        |         |

**End of Exam**