

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

**MID-TERM EXAM FOR SECOND SEMESTER 2018/2019**

**Model  
Answer**

COURSE NAME: COMMUNICATION SKILLS

COURSE CODE: ٢١٣ ادر

المفوض، الثاني

TRACK: UNIFIED TRACKS

TIME: ONE HOUR

✓ Commit to the Model answer, with taking into account other correct logical answers.

**QUESTION ONE:**

[10 Marks]

**A-Circle the correct answer:**

(5 × 1 = 5 Marks)

1- Giving, receiving or exchanging information, opinions or ideas through written, speech or visual means or any combination of the three is known as:

A- Verbal communication

B- Non-verbal communication

C- Communication

D- Communication network

2- Are examples of written communication (verbal) except:

A- Fax

B- Report

C- Memo

D- Nodding

3- Anything that prevents understanding of the messages is known as:

A- Barriers

B- Letter

C- Channel

D- Sender

4- The date on a letter should be written as:

A- 01-01-2019

B- 01 January 2019

C- 2019-01-01

D- 01-Jan-2019

5- Sara the secretary received a mail not for the company, what action should she take?

A- Repost unopened

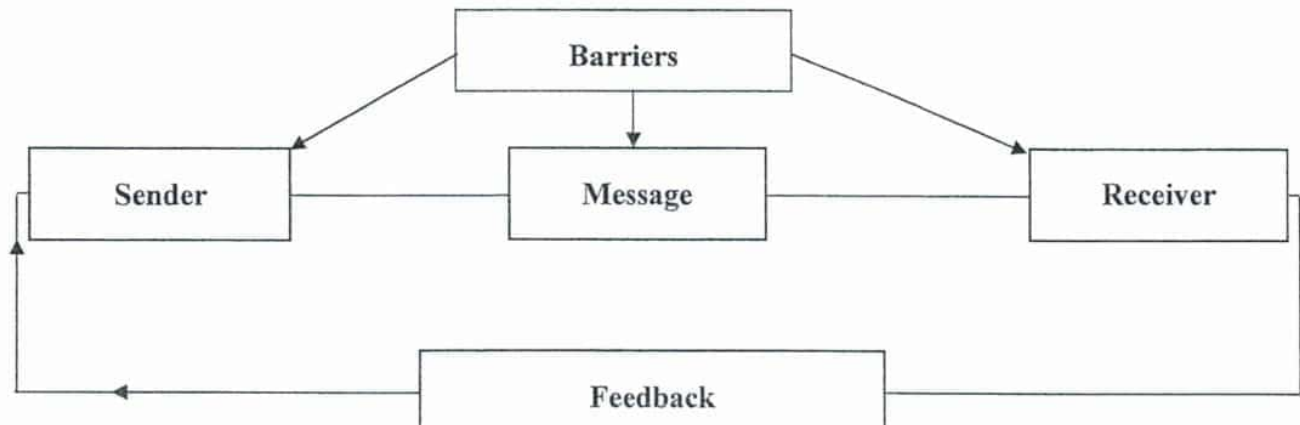
B- Record remittance

C- Open and deliver immediately

D- Deliver unopened

**B- Complete the model of communication:**

(5 × 1 = 5 Marks)



**QUESTION TWO:**

[11 Marks]

Read the following document and then answer the questions given below: (11 × 1 = 11 Marks)

1 →

TARADA TRADING  
P.O.BOX 2213  
MANAMA – KINGDOM OF BAHRAIN  
TEL: 17234909 FAX: 17234901

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Ref.TT/11/B2  
12 April, 2019

2 →

PANDA BOUTIQUE  
P.O.BOX 332  
Muharraq – Kingdom of Bahrain

Dear Madam:

**INQUIRING TEXTILES**

We wish to purchase textiles and tailoring equipment's for the boutique. The specification for our requirement are as follows:

- Textiles :150x100
- Threads: 100x10

Yours \_\_\_\_\_ ?

3 →



Mariam Ali  
Purchase Department

1-What type of written communication is the above format known as? **Business Letter**/2-What is the subject of the document? **Inquiring Textiles**/3-The above document should close as **Yours Faithfully**/4- What does part number 1 represent ? **Letter head**/5-Who is the sender of this document? **Mariam Ali**/6-Who will receive this document? **Panda Boutique**/7-What are the required goods? **Textiles, Threads**/8-Does the document have an enclosure?  YES  NO/9-What does Ref. represent? **Reference**/10-What does part number 2 represent? **Addressee-Receiver's Address**/11-What does part number 3 represent? **Signature**/

**QUESTION THREE:**

[10 Marks]

Answer the following questions:

A) Compare between Business Letter &amp; Memo:

(6 × 1 = 6 Marks)

Aspects	Business Letter	Memo
Usage	<u>Outside/</u>	<u>Inside/</u>
Length	<u>Long/</u>	<u>Brief/</u>
Letterhead	<u>Need/</u>	<u>No need/</u>

B) List two parts of Memo:

(2 × 1 = 2 Marks)

1. Date – sender – receiver /
2. Subject – body of the memo – carbon copy /

C) Give any two examples of suspicious postal packets:

(2 × 1 = 2 Marks)

1. Wires Attached/
2. Having a smell od almond - Too much postage/

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**QUESTION FOUR:**

[9 Marks]

From the details given below, complete the Remittance Book for date 15 March 2019:

- ① A cheque of \$560 from Al-Anwar Discount Centre, and their Acc. No. is AC/104.
- ② A payment received from Al-Zamel Co. for BD730 and their No. ZC/245.
- ③ Cash received from RAM Clinic for \$650 & their Acc. No. is RC/818.

*Note:* Fatima Ahmed is the cashier who receives the amounts.

**Note:** 18 × 0.5 = 9 Marks

<b>Remittance Book</b>						
Date	Sender	Type of remittance	Account No.	Amount	Currency	Signature
<u>15</u> <u>March,</u> <u>2019//</u>	<u>Al Anwar</u> <u>discount</u> <u>center/</u>	<u>Cheque/</u>	<u>AC/104/</u>	<u>560/</u> 00	\$/	<u>Fatima/</u>
<u>15</u> <u>March,</u> <u>2019</u>	<u>RAM Clinic/</u>	<u>Cash/</u>	<u>RC/818/</u>	<u>650/</u> 00	\$/	<u>Fatima</u>
<b>Total</b>				1210 00		
<u>15</u> <u>March,</u> <u>2019</u>	<u>Al Zamel</u> <u>Co/</u>	<u>Cash/</u>	<u>ZC/245/</u>	<u>730/</u> 00	BD/	<u>Fatima</u>
<b>Total</b>				730 00		

**End of Exam**