



KINGDOM OF BAHRAIN  
MINISTRY OF EDUCATION

DIRECTORATE OF EXAMINATION / EXAMINATION SECTION

**MODEL ANSWERS**

**RESIT EXAM 2018/2019**

COURSE NAME : COMMUNICATION SKILLS

TRACK : UNIFIED TRACKS

COURSE CODE : 213 ادر

TIME : 1½ Hours

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

**QUESTION ONE:**

[½ × 14 = 7 Marks]

The following is a summary of a telephone call took place today at 08:15 a.m. between Miss Mariam Ahmed (Secretary) and Mrs. Amal Jabber from ABC Company.

“Mrs. Amal Jabber left a message for Mr. Fahad Isa manager of Accounting Department informing him that the cheque No. 8547 sent to her yesterday for the goods received, were found badly damaged and some were of the wrong size. She is very angry about this and wants Mr. Fahad to call her back immediately when he comes on the number 17234555 extension 453”.

Fill a telephone message sheet using the above information.

For Mr. Fahad Isa/		<b>Urgent</b> <input checked="" type="checkbox"/>	
Date Exam Date /	Time 08:15 a.m./		
<b>While You Were Out</b>			
Mrs. Amal Jabber/			
Of ABC Company/			
Phone	17234555/	453/	
	AREA CODE	NUMBER	EXTENSION
Telephoned <input checked="" type="checkbox"/>	Please call <input checked="" type="checkbox"/>		
Came to see you <input type="checkbox"/>	Returned your call <input type="checkbox"/>		
Will call again <input type="checkbox"/>	Wants to see you <input type="checkbox"/>		
<b>Message</b>			
the cheque No. 8547 sent to her yesterday /			
for the goods received, were found badly/			
damaged and some were of the wrong size./			
Signed Mariam Ahmed/			

**QUESTION TWO:**

Read the following documents then answer the questions given below:

## Memorandum

**TO** : Sales Manager  
**FROM** : Distribution Manager  
**DATE** : 29 April 2019  
**CC** : General Manager  
**SUBJECT** : .....??.....

The problem of damaged goods reaching our Newtown branch has been solved. It was discovered that the boxes were being loaded onto the truck without any rope attaching them.

I have met with the loading supervisor to tell him that this must not happen again.

1) Who is the sender?

Distribution Manager/

2) Who is the receiver?

Sales Manager/

3) When was it written?

29 April 2019/

4) Write a proper subject for the above Memorandum.

Delivery of damaged goods - Damaged Goods./

5) Who will receive a copy from the Memorandum?

General Manager/

6) Is the document used to pass information inside or outside the company?

Inside the company/

7) Compare between the letter and the memorandum according to the following:

Points of Difference	Letter	Memo
Envelopes	Yes/	No/
Signature	Yes/	No/
Parts	Long/	Short/
Complimentary Close	Yes/	No/

**QUESTION THREE:**

Circle the correct answer for each of the following questions, (only one answer is correct):-

1. A letter starting with Dear Mr. Abdulla Ahmed, should be closed with:  
 (a) Yours sincerely.  (b) Yours faithfully.  
 (c) Best wishes.  (d) Best regards.
2. As a secretary, you should keep your manager's telephone message in:  
 (a) Memory.  (b) Notice.  
 (c) Phone Message Sheet.  (d) Minutes.
3. Agenda of a meeting contains all of the following, except:  
 (a) Matter arising from previous meeting.  (b) Apologies for the absence.  
 (c) Subjects to be discussed in the meeting.  (d) Proposals.
4. The following are example of non-verbal communication except:  
 (a) Business Letter.  (b) Gestures.  
 (c) Nodding.  (d) Facial Expressions.
5. All the following are forms to call someone for a meeting, except:  
 (a) Written notice.  (b) Shaking hands.  
 (c) Door to door handbills.  (d) Broadcasting.
6. After sending the message, the sender becomes a receiver and the receiver becomes a sender through the process of .....:  
 (a) Message.  (b) Barriers.  
 (c) Channel.  (d) Feedback.
7. Meeting must start precisely on time, and participants must:  
 (a) Arrive the meeting on time.  (b) Not pay attention.  
 (c) Disturb the chair.  (d) Go to the work on time.
8. Occurs when information passed from Top Management to employees:  
 (a) Upward communication.  (b) Downward communication.  
 (c) Horizontal communication.  (d) Cross channel communication.



**QUESTION FOUR:**

Fill in the Incoming Mail Register using the details given below:

- A letter delivered to Purchase Department dated on 18 April 2019 from Lulu Hyper Market requesting company to send the last price list of the products. The letter received on 20 April 2019. Its Ref. is MM563.
- A letter received on 10 April 2019 from Awalco for Sales Manager. It was about Sales Promotion. The letter dated on 7 April 2019. Its Ref. is DW247. A catalog attached.
- On 19/4/2019, a letter received for Human Resources Manager. It received from BIBF regarding the Accountant Training. Its dated on 15 April 2019. Reference BI522.
- On 14 April 2019, a letter received from NBB regarding Company Statement. The letter dated on 4 April 2019. Ref. is EF257 and you delivered it to the Accounts Departments. A Statement attached with letter.

**INCOMING MAIL REGISTER**

S. No.	Date	Sender	Ref.	Date of letter	Subject	Sent to	Remarks
1	10/4/2019	Awalco	DW247	7/4/2019	Sales Promotion	Sales Manager	catalog attached
2	14/4/2019	NBB	EF257	4/4/2019	Company Statement	Accounts Departments	Statement attached
3	19/4/2019	BIBF	BI522	15/4/2019	Accountant Training	Human Resources Manager	
4	20/4/2019	Lulu Hyper Market	MM563	18/4/2019	price list of the products	Purchase Department	

Each cell by  $\frac{1}{2}$  and Date order by one.

**QUESTION FIVE:**

Using the following information, prepare the notice and agenda of the meeting:

The General Manager of Aradous Company is planning the second meeting of Board of Directors to be hold on 26<sup>th</sup> March 2019, at 3:30 p.m. in the registered office of the company. The secretary (Mrs. Sara Rashid) wrote the following points: apologies, minutes of the last meeting, matters arising from the last meeting, financial irregularities of company accountants, confirmation of auditor's appointment, any other business and date and time of the next meeting.

*Note:* Use today's date.

**Notice of Meeting and Agenda**

The second meeting of **Board of Director/** will be held on **26<sup>th</sup> March 2019/**, at **3:30 p.m./** in the registered office of the **company./**

The agenda will be as follows:

1. Apologies for the absence.
2. Minutes of the last meeting./
3. Matters arising from the last meeting./
4. Financial irregularities of company accountants./
5. Confirmation of auditor's appointment./
6. Any other business.
7. Date and time of the next meeting./

Sara Rashid//  
Secretary //

Date: Exam's date/