

**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

First Model

TRACK: UNIFIED TRACKS
TIME: ONE HOUR

QUESTION ONE:

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

[10 Marks]

A. Complete the table with the right term and definition: (5×1= 5 Marks)

Internal communication – Memo – Enclosure - Verbal communication -
Jogger Machine - External communication

No.	Term	Definition
1	<u>Verbal communication</u>	Is the message that is expressed in words (written as well as spoken communication).
2	<u>Internal communication</u>	Interaction between members of the same organization.
3	<u>Memo</u>	It is a way of written communication used within the company.
4	Communication	<u>Giving, receiving or exchanging information, opinions or ideas through written speech or visual means or any combination of the three.</u>
5	<u>Enclosure</u>	Any attachments with the letter.

B. State whether the following statement is TRUE (T) or FALSE (F): (5×1= 5 Marks)

No.	Statement	T/F
1	Effective communication will only happen if a message is sent, received and understood.	T
2	Non-verbal communication messages (such as looking, nodding, smiling) are related to behavior.	T
3	Business Letter is only used to pass information or instruction to someone within your organization.	F
4	Face-to-face is a type of written communication.	F
5	The best complementary close for Dear Mr. Ali is yours sincerely.	T

QUESTION TWO:

[10 Marks]

A. Write the name of the parts from 1 to 5 in the blank provided:

(5×1= 5 Marks)

Memo

1...**TO - Receiver /** : Amal Abdulla, the Sales Manager

2...**From-Sender/** : Personal Director.

3.....**Date/...** : 5 April 2019

4.....**Subject-topic/...** : Quotation of new computers

5
...**Message/-Body.....**

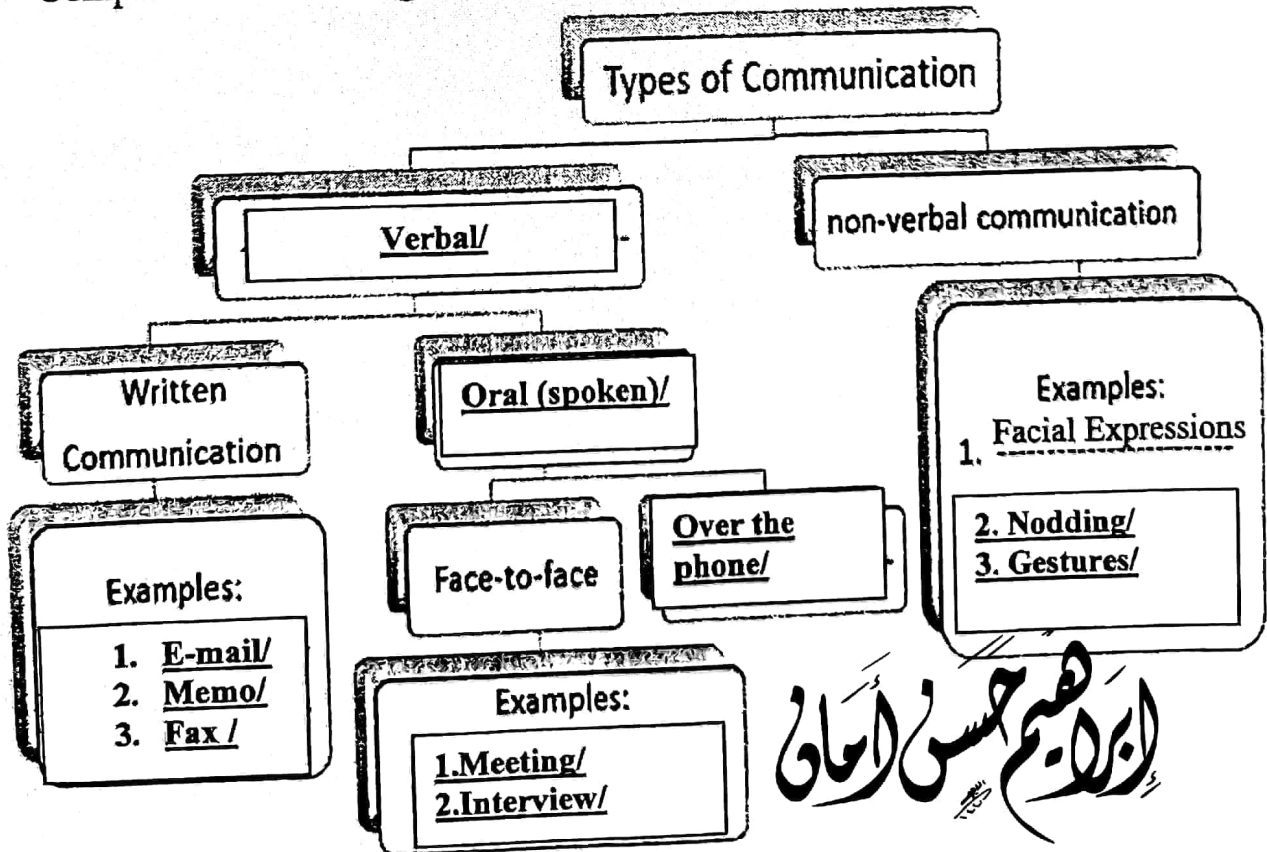
It was agreed at a recent that new computers will be received for the Sales Department in the coming week.

Please make sure to refer the quotations.

Sami

B. Complete the following chart:

(10×½= 5 Marks)



ابو عبد الله محمد حسن السامی

QUESTION THREE:

[11 Marks]

C. Answer the following questions:

(6×1= 6 Marks)

A) Sara is a new Secretary at Al Majed Company Ltd., help her in taking the right action in following cases:-

Case 1: she received a cheque from Al Hawaj Company.

Sign upon receipt, open separately, and record the remittance./

Case 2: She received a Mail with smell of almonds.

- Inform the nearest supervisor, security officer or manager. If necessary, inform the police./
- Do not handle, shake or smell the suspicious item. More in page (64) /

Case 3: Her manager asked her to prepare a business letter on Sunday next week, name any 3 parts of the letter.

- Letter head, reference, date, addressee, subject, salutation./
- Body, complimentary close, signature, name and job title, enclosure./
- Carbon copy./

B) The purpose of Communication:

(3×1= 3 Marks)

1. To inform/
2. To evaluate/
3. To instruct more in page (21)/

C) Give two examples of suspicious postal packets:

(2×1= 2 Marks)

1. Smell of Almond/
2. Wires Attached/

QUESTION FOUR:


[9 Marks]

From the details given below, complete the Remittance Book using today's date.

- ① Cash received from Batelco for BD 200.000 and their account no. is 324.
- ② Payment cash from Al Moayyed Group for \$ 150.00. Their account no. is 1234.
- ③ A cheque received from Ministry of Education for BD 600.000 and their account no. is 644.

Note: Mona is the cashier who receives the amounts.

Note: $18 \times \frac{1}{2} = 9$ Marks

Remittance Book						
Date	Sender	Type of remittance	Account No.	Amount	Currency	Signature
<u>Exam Date//</u>	<u>Batelco/</u>	<u>Cash/</u>	<u>324/</u>	<u>200/</u>	BD/	<u>Mona/</u>
<u>Exam Date</u>	<u>Ministry of education/</u>	<u>Cheque/</u>	<u>644/</u>	<u>600/</u>	BD/	<u>Mona</u>
Total				800		
<u>Exam Date</u>	<u>Al Moayyed Group /</u>	<u>Cash/</u>	<u>1234/</u>	<u>150/</u>	\$/	<u>Mona</u>
Total				150		

End of Exam