

KINGDOM OF BAHRAIN  
MINISTRY OF EDUCATION

DIRECTORATE OF EXAMINATION / EXAMINATION SECTION

**MODEL ANSWERS**

**SECOND SEMESTER EXAM 2018/2019**

COURSE NAME : COMMUNICATION SKILLS

TRACK : UNIFIED TRACKS

COURSE CODE : 213 <sup>ادر</sup>

TIME : 1½ Hours

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

**QUESTION ONE:**

[10 Marks]

A. Read the information given carefully, and then answer the questions below: (1 × 5 = 5 Marks)

Sales were below target at the ABC Retail Store. The Sales Manager (Mrs. Amal Ali) was very concerned about this. She decided to write to every member of staff, to warn them of the problem of falling sales and how jobs were now at risk. In the letter she asked for ideas on how to increase sales. Staff were asked to confirm that they had received the letter and tell her if they had any good ideas.

1) Who is the sender of information in above case? Sales Manager/ (Mrs. Amal Ali).

2) What is meant by downward communication? (Use an example from the case above)

When information passed from Top Management to employees. /

Pass information from Sales Manager (Mrs. Amal Ali) to staff. *Amal → Staff*

3) What is the communication channel being used? Letter/ or memo. *(E-mail)*

4) Who is the receiver of the message? Staff/

5) Did the communication involve feedback?  Yes /  No

B. State whether the following statement is TRUE (T) or FALSE (F):




(1 × 5 = 5 Marks)

| No. | Statements   | T/F |
|-----|--|-----|
| 1   | Non-verbal communication messages (such as looking, nodding, smiling) are related to behavior. | T   |
| 2   | You can use phone when subject is highly confidential.   | F   |
| 3   | Formal meetings were planned, structured, usually conducted at specific time.                  | T   |
| 4   | Mail wrongly addressed to your company should reposted.  | T   |
| 5   | Additional papers come with the letter is called Carbon Copy.                                  | F   |

**QUESTION TWO:**

[8 Marks]

- (A) Suggest suitable methods of communication (Media/Channel) for each of the below cases: (1 × 3 = 3 Marks)

| Cases  | Method of Communication (Media) |
|--|---------------------------------|
| 1.  <p>A business wants to inform a customer that an order will be delayed because an item is out of stock.</p>                       | Telephone call/                 |
| 2.  <p>A member of staff has to be informed that they have been promoted to a senior position and will be entitled to higher pay.</p> | Letter/<br>E-mail<br>memo       |
| 3.  <p>An employee needs permission from supervisor to finish work 15 minutes early to take her son for a hospital appointment.</p>  | Face-to-face/<br>telephone call |

- (B) Fill a telephone message sheet using the following information:

(½ × 10 = 5 Marks)

Before her manager (Mr. Rashid Yousif) arrived to the office, the secretary (Ms. Alia Jabber) received today at 8:30 a.m. a call from Mr. Fahad Ebrahim (from Andalus Company, Tel. No. 17777222). He wanted to inform the manager that yesterday evening he received the goods sent to his showroom (German Lights) in a good condition.

|   |   |  |   |
|---|---|--|---|
| For Mr. Rashid Yousif/  |   | <b>Urgent</b> <input type="checkbox"/>   |   |
| Date Exam Date /  |   | Time 8:30 a.m./                          |   |
| <b>While You Were Out</b>   |   |  |   |
| Mr. Fahad Ebrahim/  |   |  |   |
| Of Andalus Company/   |   |  |   |
| Phone 17777222/   |   |  |   |
| AREA CODE   |   | NUMBER                                   |   |
| EXTENSION   |   |  |   |
| Telephoned <input checked="" type="checkbox"/>  | Please call <input 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"/> |  |   |
| Message Yesterday evening he received the goods sent to his showroom (German Lights) in a good condition.// |   |  |   |
| Signed Ms. Alia Jabber/   |   | <i>Secretary</i>                         |   |

**QUESTION THREE:**

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

1. Money received with letter must be entered in:

- (a) Register of outgoing mail. (b) Register of incoming mail.  
(c) Circulation list. (d) Remittance book.

2. Occurs when information passed from employees to Top Management:

- (a) Upward communication. (b) Downward communication.  
(c) Horizontal communication. (d) Cross channel communication.

3. In using telephone, your voice should be:

- (a) Impersonal. (b) Unclear.  
(c) Natural. (d) Boring.

4. Anything that prevents understanding of the messages is known as:

- (a) Channel. (b) Barrier.  
(c) Message. (d) Feedback.

5. Memo represent the ..... In the communication process :

- (a) Barrier. (b) Communication Channel.  
(c) Sender. (d) Receiver.

6. The final item for discussion in a formal meeting is known as:

- (a) Proposals. (b) Matter arising from the last meeting.  
(c) Any other business (AOB). (d) Apologies for the absence.

7. The following are purposes of communication except:

- (a) To inform others. (b) To ignore others.  
(c) To evaluate others. (d) To instruct other.




8. ENC. in business letter is an abbreviation which stands for:

- (a) Enclosures. (b) Carbon Copy.  
(c) Complimentary Close. (d) Letter Head.

**QUESTION FOUR:**

[1 × 16 = 16 Marks]

Record the business letter in the following registers of Mail given below:

|   |  |
|---|--|
|                            | <b>ARADOUS Company</b><br>P.O Box 547 – Phone: (00973) 555222<br>Manama – Kingdom of Bahrain |
| Ref. AM44/TR52  | Date 28 April 2019   |
| Mr. Abdulla Khalil<br>Sales Manager<br>P.O. Box 658<br>Manama<br>Kingdom of Bahrain                         |  |
| Dear Mr. Abdulla:   |  |
| <b>Subject: <u>Payments</u></b>   |  |
| Please find enclosed a cheque for BD 160.000 (Account No. 1654) for the work carried out in reception area. |  |
| Thank you for your co-operation.  |  |
| Yours sincerely,  |  |
|                           |           |
| Hamad Moh'd<br>Chief Buyer  |  |
| ENC. Cheque   |  |

**Register of Outgoing Mail**

| Date               | Reference      | Sent to                                     | Subject       | Remarks |
|--------------------|----------------|---|---------------|---------|
| 28 April 2019<br>/ | AM44/TR52<br>/ | Mr. Abdulla Khalil<br>of Sales Manager<br>/ | Payments<br>/ | *****   |

**Register of Incoming Mail**

| Todays' Date   | Sender  | Reference      | Date of letter        | Subject       | Delivered to                                       | Remarks     |
|----------------|---|----------------|-----------------------|---------------|--|-------------|
| Exam Date<br>/ | Hamad Moh'd<br>Chief Buyer<br>of Aradous Co.<br>/ | AM44/TR52<br>/ | 28 April<br>2019<br>/ | Payments<br>/ | Mr. Abdulla<br>Khalil<br>Sales<br>of Manager/<br>/ | Cheque<br>/ |

**Remittance Book**

| Todays' Date   | Sender  | Type of Remittance | Account No. | Amount       | Signature |
|----------------|---|--------------------|-------------|--------------|-----------|
| Exam Date<br>/ | Hamad Moh'd<br>Chief Buyer<br>of Aradous Co.<br>/ | Cheque<br>/        | 1654<br>/   | 160.000<br>/ | *****     |

**QUESTION FIVE:**

[1 × 8 = 8 Marks]

**Notice of Meeting**Date: 21<sup>st</sup> January 2019

The second meeting of Aradous Company Board of Directors for the year 2019/2020 will take place in the company main branch, president conference room on Monday 11<sup>th</sup> February 2019 at 4:00 p.m. Items to be included on the agenda should be sent to the secretary to arrive no later than 5:00 p.m. on Wednesday 30<sup>th</sup> January 2019.

Sameera Ahmed  
Secretary

Enc: Minutes of meeting of 11<sup>th</sup> December 2018.

Answer the following questions by referring to the above notice:

1) Who is the sender of the above notice?

Sameera Ahmed, /Secretary/  
of

2) Who are the meeting's participants?

Board of Directors/ (Aradous Company)

3) When the above notice was sent?

21<sup>st</sup> January 2019/

4) What is the above notice about?

Second meeting of Aradous Company/ Board of Directors

5) Is there any enclosure attached with the notice? If any mention it?

Yes/, Minutes of meeting of 11<sup>th</sup> December 2018./

6) When and where the meeting was planned to be conducted?

Place: Company main branch/, president conference room. (Conference Room)  
Date: 11<sup>th</sup> February 2019/.

- END OF ANSWERS -