

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

FIRST SEMESTER EXAM 2018/2019

Model Answers

COURSE NAME: Introduction to Office Management

TRACK: توحيد المسارات

COURSE CODE: 111 ادر

TIME: 1½ Hours

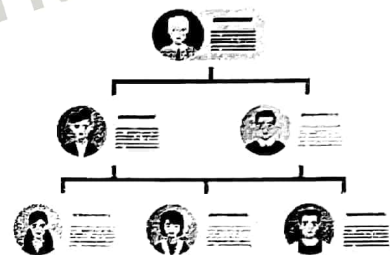
- ✓ Each / mark = ½ mark.
✓ Any logical right answer is accepted.

QUESTION ONE:

[6 Marks]

Read the following paragraph and answer the questions given below:-

Al Tijara Ltd. is a highly reputed company. Different individuals in this company, who are bound together in a hierarchy of relationships, perform different functions. Every individual in the hierarchy is responsible for successful completion of a particular task. *Mr. Tariq* is responsible for strategic decisions of a long-term nature. He got the extensive knowledge of management tools and skills and aware of external factors affecting the business as well. *Mr. Khalid* ensures that decisions made by top management is carry out, and he specialized in certain managerial task.



Mrs. Marwa ensures that decisions and plans taken by *Mr. Tariq* and *Mr. Khalid* are carried out. She takes a short-term nature decisions, and she is responsible of supervision of employees.

At what levels of management are *Mr. Tariq*, *Mr. Khalid* and *Mrs. Marwa* working in Al Tijara Ltd. Justify your answer. (give one reason only)

الإجابة: **الإدارة العليا**

a) **Mr. Tariq:**

Level of Management: Top Management.//

Justification:

He is responsible for strategic decisions of a long-term nature. //

He got the extensive knowledge of management tools and

skills and aware of external factors affecting the business as well.

b) **Mr. Khalid:**

Level of Management: Middle Management.//

Justification:

He ensures that decisions made by top management is

carry out,// and specialized in certain managerial task.

c) **Mrs. Marwa:**

Level of Management: Lower Management.//

Justification:

Ensure that decisions and plans taken by *Mr. Tariq* and

Mr. Khalid are carried out. // She take a short-term nature

decisions and responsible of supervision of employees.

QUESTION TWO:

[9 Marks]

Choose the correct answer for each of the following questions:-

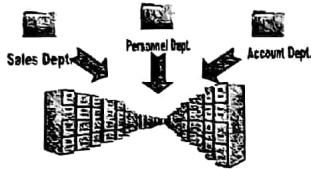
1. The responsibility of Personnel Department is:
(a) Keeps stocks of goods. (b) Recruiting employees.
(c) Purchase goods from suppliers. (d) Sells goods to customer.
2. This kind of maintenance is based on regular check-up (daily or weekly):
 (a) Preventive Maintenance. (b) Remedial Maintenance.
(c) Electrical Hazards. (d) Maintenance Register.
3. Mariam always wants to work in team, this quality known as:
(a) Punctuality. (b) Loyalty.
 (c) Ability to work with others. (d) Confidentiality.
4. The department that, responsible for transporting goods and keeping a record of stock is:
 (a) Warehousing Department. (b) Purchase Department.
(c) Administration Department. (d) Sales Department.
5. One of Employer's obligation is:
(a) Attend in person. (b) Arrive on time.
(c) Be competent. (d) Pay Fair Salaries.
6. People mainly visit an office to:
(a) Be greeted with a smile. (b) Read newspaper.
 (c) Meet a member of staff. (d) Answers a & b.
7. Maintain a healthy working environment is an example of:
(a) Sustain. (b) Standardized.
(c) Safety as an additional rule. (d) Set.
8. Un-insulated wires can be classified as:
(a) Physical Hazards. (b) Mechanical Hazards.
 (c) Electrical Hazards. (d) Chemical Hazards.
9. All the following sections are in the Administration Department except:
(a) Security. (b) Mail Room.
(c) Reception. (d) Marketing.

QUESTION THREE:

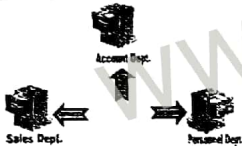
[15 Marks]

Read the following text carefully. It can help you in answering questions given below:

"An important function of the office is filing and finding information which may be held on paper, disk, CD, or film and to insure the quick and reliable access to it. Documents must be filed accurately so they can be retrieved instantly. A failure to retrieve information when it is required will have serious repercussions for all sections of an organization. In large organizations, filing may be organized centrally or departmentally, according to a certain method of classification and using several filing system."

Central Filing

- * All files are kept and controlled together in one room.
- * More effective supervision.
- * Effective and efficient follow-up and absent file systems can be organized.
- * Accommodation and equipment are economically used.
- * A standardized system of filing can establish throughout the organization.

Departmental Filing

- * All departmental files are kept in the department, and are therefore, more readily available.
- * The type of filing system is most suitable for the correspondence with which the department deals.
- * It is more suitable for confidential files.
- * The filing system isn't so large and therefore is easier to handle.

- a) What is an office? State one important function of the office?
An office is the mind of any organization as professional or clerical duties are carried out in it.// - where duties carried out (done) in it.
One main function of an office is filing - or finding of information. //
- b) Why documents are filed in an office?
 1. For future reference. // - to save them from insects and dampness.
 2. To find documents quickly and easily. // - to keep it clean & tidy.
- c) How can information organize in large company?
 • Departmental Filing.//
 • Central Filing.//
- d) Decide which you do prefer Central Filing or Departmental Filing? Why? (give two points only)
I prefer Central Filing or Departmental Filing for the following reasons: //
Any answers is correct and the points of justification depend on
what the student choose. (the answers is from paragraphs above) ////
- e) List two methods of classification used in connection with filing.
 1. Alphabetical Method.// -geographical 2. Numerical Method. // - subject
- f) How can you make sure that documents are ready for filing?
I will look for the release symbols.//- or any one of release symbols (RAS - F - File - /).
- g) List 3 items of filing stationery and office equipment that can be seen in a modern office.
 1. Box files.//
 2. Clip files.//
 3. Hanging files.// - computer report files.

QUESTION FOUR:

[10 Marks]

Fill in the **Maintenance Register** from the following information given below:

The Fax Machine, which is in the Reception Area, was purchased in 15 January 2018. The supplier (Al Moayyed) agreed to maintain the machine on a monthly basis starting from 18 February 2018 and it has maintained as follows:

- ✘ 18 April 2018, a regular service was made by Ayoub Yasser.
- ✘ 18 May 2018, changing the fax cartridge by Salman Ali.
- ✘ 18 February 2018, fixing the pad number by Salman Ali.
- ✘ 18 March 2018, adding new fax softalk by Ayoub Yasser.

MAINTENANCE REGISTER

Machine Type: Fax // **Date Purchased:** 15th Jan 2018//

Department: Administration Department //

Date of Maintenance	Action/Recommendation	Maintenance by	Signature
18 Feb 2018/	fixing the pad number/	Salman Ali/	
18 March 2018/	adding new fax softalk/	Ayoub Yasser/	
18 April 2018/	a regular service was made/	Ayoub Yasser/	
18 May 2018/	changing the fax cartridge/	Salman Ali/	

✓ + 1 for Dates Order.



ابراهيم حسن اسامى

QUESTION FIVE:

[10 Marks]

Read the following case and then complete the **Accident Report Form**:-

During the break of the weekly meeting of departments' Manager, on 15 Oct 2018 at 10:35 a.m., while sitting in the corridor next to the conference room, Mr. Hamad Saleh, the Sales Manager, was burned by the cup of coffee he was holding. His hand was deeply burned. Mr. Bader, the Accounts Manager and Mrs. Abrar, the HR Manager, were with him. They took him to the first aid room. First aid treatment was done for him by applying some MEBO cream on his hand. Then, Mr. Hamad was taken to Bahrain National Hospital. After that, they picked him to his home in Riffa.

Note: Ebtisam Ahmed is the Safety Officer who wrote the report after two days of the accident.

ACCIDENT REPORT FORM**Details of person who had the accident:**

1

Name of injured: Mr. Hamad Saleh/

Position: Sales Manager/

Phone No.: 17123456

Date of Birth: 12.5.1980

Address: Villa: 54, Road 871, Riffa 554

Details of the Accident:

2

Date of Accident: 15 Oct 2018 /

Time of Accident: 10:35 a.m./

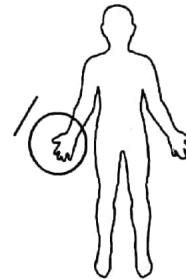
Place of Accident: corridor/ next to the conference room

Briefly describe what happened:

Burned by the cup of coffee he was holding.// His hand was deeply burned.

ابراهيم حسن السمان

Please mark the area(s) of injury on the figure below:

Was First Aid Given? Yes / No

If yes, give brief details:

applying some MEBO cream on his hand.//

Was the injured person taken to the hospital? Yes / No

If yes, where? Bahrain National Hospital/

Details of accident witnesses:

3

Name: Mr. Bader/

Positions: Accounts Manager /

Name: Mrs. Abrar /

Positions: HR Manager /

Employers use only:

4

Reported by: Ebtisam Ahmed/

Position: Safety Officer/

Date of Report: 17 Oct 2018 /

End of Answers

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