

الرقم السري

مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات / قسم الامتحانات المركزية

امتحان منتصف الفصل الثاني للتعليم الثانوي

للعام الدراسي 2018/2017م

(المسار : توحيد المسارات)

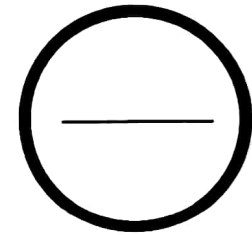
((النموذج الثاني))

الزمن : ساعة واحدة

المقرر: ادر 213 مهارات الاتصال

الدرجة المعطاة بالأرقام والحروف:

السؤال	الدرجة بالأرقام	الدرجة بالحروف	إمضاء المصححين
الأول			
الثاني			
الثالث			
الرابع			
الخامس			
السادس			
السابع			
الثامن			
التاسع			
العاشر			
المجموع			



جمعه : -----

راجع الجمع : -----

توقيع المراجع : -----

بطاقة بيانات



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إدارة الامتحانات / قسم الامتحانات المركزية

الرقم السري

امتحان منتصف الفصل الثاني للتعليم الثانوي للعام الدراسي 2018/2017م

اسم الطالب : _____ رقمه الأكاديمي : _____

المقرر: ادر 213 مهارات الاتصال (النموذج الثاني) رقم الجلوس : _____

اسم المدرسة : _____ التاريخ : _____ / / توقيع الملاحظ : _____

QUESTION ONE:

[8 Marks]

Choose the correct answer only one answer is correct:

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

1. The date on a letter should be written as:
 - a) 01-01-2018
 - b) 01-Jan-2018
 - c) 2018-01-01
 - d) 1 January 2018
2. All of the following are examples of verbal communication except:
 - a) Business letter.
 - b) Report.
 - c) Smiling.
 - d) Memo.
3. Salutation in a business letter is:
 - a) The way you greet a person.
 - b) The way you close the letter.
 - c) The way you write a letter.
 - d) The way you copy the letter.
4. Memo is method of:
 - a) Writing on the board.
 - b) Communicating within office.
 - c) Communicating on computer.
 - d) Communicating outside office.
5. E-mail means:
 - a) Extra mail.
 - b) Educational mail.
 - c) Electronic mail.
 - d) Very important mail.
6. The purposes of Communication are:
 - a) To inform.
 - b) To instruct.
 - c) To evaluate.
 - d) All answers are correct.
7. It is a book used to record the money received by mail:
 - a) Remittance Book.
 - b) Outgoing Mail Register.
 - c) Incoming Mail Register.
 - d) Circulation List.
8. Used to weigh non-standard letters and parcels:
 - a) Franking Machine.
 - b) The Addressing Printer.
 - c) Jogger Machine.
 - d) Weight Scale.

[11 Marks]

QUESTION TWO:

(A) Choose the appropriate category of mail for the action required given in the table below:

Mail not for the Company – Urgent – General -
Confidential – Registered Mail

No.	Category of Mail	Action required
1-		Open separately & deliver immediately.
2-		Sign upon receipt, open and record the remittance.
3-		Open following the rules of the company.
4-		Repost unopened.
5-		Deliver unopened to the person concerned.

(B) State whether the following sentences are true (T) or false (F) :

1. () In improving communication skills, we must ignore listening skills.
2. () Face-to-face is a type of written communication.
3. () The best complementary close for Dear Mr. Ali is yours sincerely.
4. () Downward communication is the transmitted information from employee to top management.
5. () Additional papers come with the letter called enclosures.
6. () Large companies use the franking machine to print stamp value.

QUESTION THREE:

[10 Marks]

Read the following LETTER and then answer the questions given below:

	Al Jabber Trading P. O. Box 2216 Manama – Kingdom of Bahrain	Fax: 17255266
Tel: 17255261		
Ref. AT/12/B6 Manama Furniture P.O. Box 231 Manama – Kingdom of Bahrain		26 November 2017
Dear Sir:		
<u>INQUIRING FURNITURE</u>		
We wish to purchase office desks and chairs for our Isa Town office. The specification for our requirement are as follows:		
<ul style="list-style-type: none"> • Tables: 150x80 • Chairs: Swivel with adjustable height and backrest 		
Yours ----?-----		
		3
Khalil Mubark Purchase Department		

1. What is the subject of the letter?
2. The above letter should close as Yours
3. What does part number 1 represent?
4. Who will receive this letter?
5. Who is the sender of this letter?
6. What does Ref. represent?
7. What are the required goods?
8. Does this letter have any enclosures? YES NO
9. What does part number 2 represent?
10. What does part number 3 represent?

QUESTION FOUR:

[11 Marks]

You are working as a receptionist in Al Hilal Services Company. Please distribute the letters on the register of Incoming Mail, and order by date received.

- 1) on 16 February 2018, received letter from NBB for the Account Dept. The subject is Company Statement; the Ref. is MK/22512 and statement attached.
- 2) on 12 February 2018, received letter from Mr. Nasser Isa for the Sales Manager. The subject is Sales Promotions; the Ref. is JL/24788.
- 3) on 21 February 2018, received letter from Jawad Cold Store for the Account Dept. The subject is the Products Price, the Ref. is BP/99410 and the price list attached.

Register of Incoming Mail

S. no.	Date	Name of sender	Ref.	Date of letter	Subject	Delivered to	Remarks
1							
2							
3							

إبراهيم حسن العاني

End of Exam