

مملكة البحرين
وزارة التربية والتعليم
إدارة الامتحانات - قسم الامتحانات

امتحان منتصف الفصل الدراسي الأول للتعليم الثانوي للعام الدراسي 2016/2017م

المسار: توحيد المسارات

اسم المقرر: Introduction to Office Management

الزمن: ساعة واحدة

النموذج الأول

رمز المقرر: ادر 111

اسم الطالب	
الرقم الأكاديمي	
التوقيع	



رقم السؤال	الدرجة النهائية	درجة الطالب	توقيع المصحح
الأول	2.5		
الثاني	7		
الثالث	5.5		
الرابع	5		
المجموع	20		

توقيع مراجع الجمع	
الملاحظات إن وجدت	

توقيع المعلم الأول	
الملاحظات إن وجدت	

توقيع مدقق الدرجات	
الملاحظات إن وجدت	

QUESTION ONE:

2.5

Choose the correct answer from the followings, only one answer is correct.

- 1) It takes care of mail, security, cleaning, reception and telephoning :
 - Sale Department
 - Administration Department
 - Accounting Department
- 2) The main responsibility of the receptionist is:
 - Maintaining appointments dairy
 - Filling documents
 - Welcome the visitors and answer their questions
- 3) Used to show details of the file taken out of its folder:
 - Card index
 - Absent card
 - Visitor card
- 4) It refer to not sharing the secrets and other company information with competitors or anyone outside of your company :
 - Punctuality
 - Loyalty
 - Confidentiality
- 5) The files of this system are more readily available and it is more suitable for confidential files:
 - Central filing
 - Electric filing
 - Departmental filing

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QUESTION TWO:

A. Answer the following questions: (2 points for each)

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1. The obligations of the employees towards the employer

2. The business skills of a good receptionist

3. Marks used for filing documents

B. Compare between open and closed offices based on the given criteria:

Criteria	Closed Office	Open Plan Office
Cost		
Teamwork		
Communication		
Privacy		

QUESTION THREE:

Fill in the Register of Callers for these visitors using Today's Date:



- 1) Adel Ali, the Accounting Manager of Al-ahlia Insurance Company came to see the General Manager at 11:25am and he left after an hour.
- 2) Abdulla Moh'd, from Awal Plastic Company, arrived to meet the Sale Manager at 9:15am and he left after 15 minutes.
- 3) At 10:40am; Adnan Yasser, the Administration Manager of Masqat Bank came to meet the Director Manager, he left at 11:05am.
- 4) Sadiq Ahmed, Sales man from Gulf Company arrived at 8:00am to meet the Purchase Manager; he left after 40 minutes.

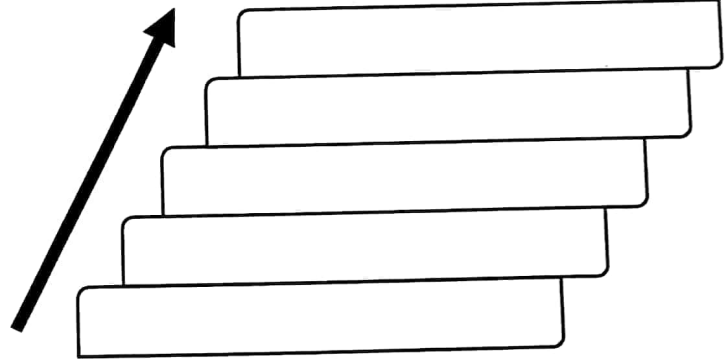
Register Of Callers							
Date	Visitor Name	Company	Time of Arrival	Seen by	Signature	Time of Departure	Remarks

QUESTION FOUR:

After studying the different methods of classification, you are required to order the following files names alphabetically (using Foreign Classification):

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1. Ali Nasser Fahad
2. Ministry of Defense
3. Fahad
4. Zaidoon Supermarket
5. Fatima Noor Khalil



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"End of Exam Question"

Good Luck