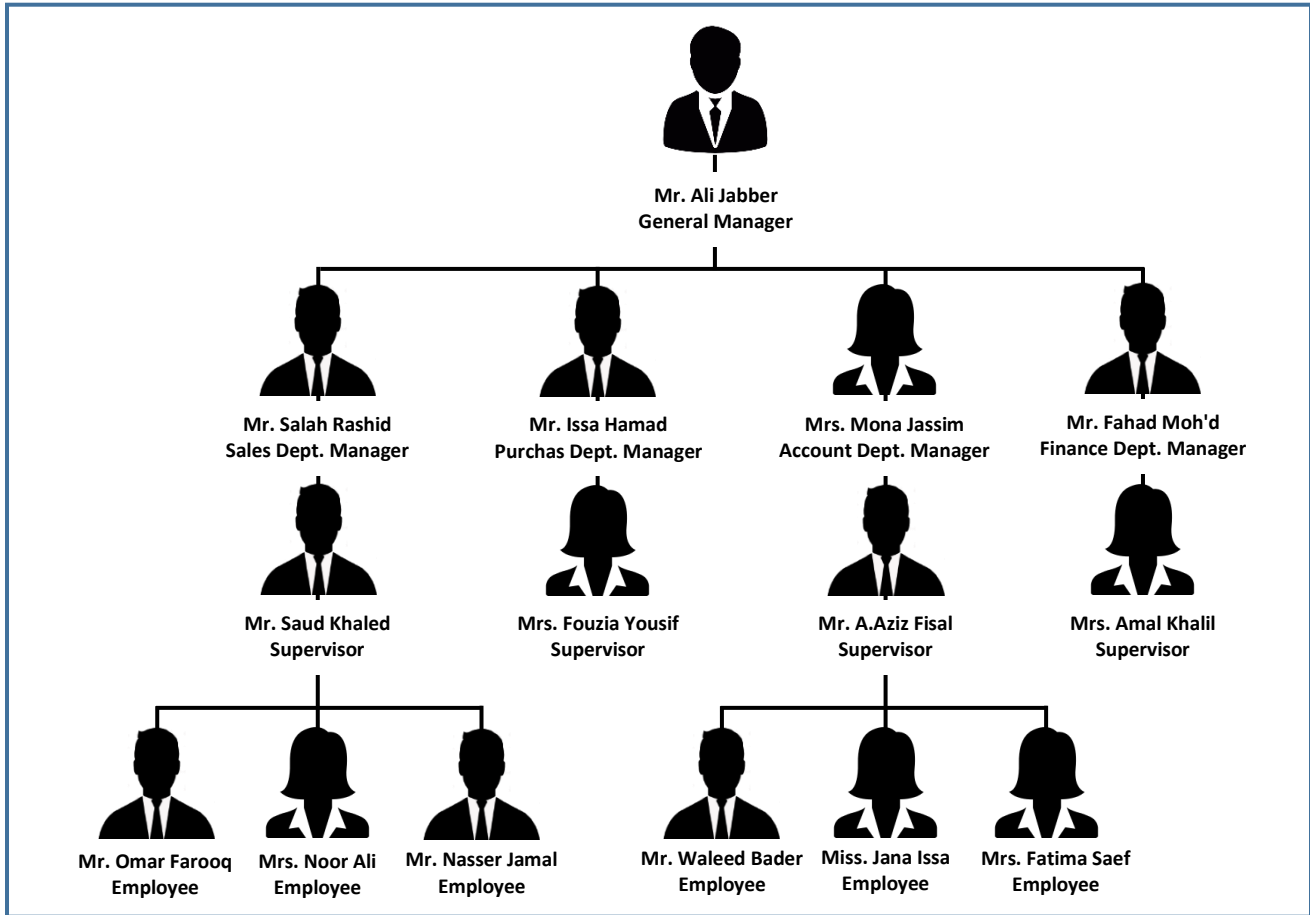




Communication Network



An organization is a composite of many individuals working together towards its growth. They are constantly interacting with each other and with people outside the organization. Study the above organization chart of **Al Amal Company**, and complete the following table with appropriate terms of communication networks in this company:

Actions	Communication Network
1. Mr. Omar Farooq sent a Sales report to his supervisor Mr. Saud Khaled.	
2. In the staff break Mrs. Amal Khalil and Mrs. Fouzia Yousif chatting about fashions while eating in the company cafeteria.	
3. Interaction between members of the same organization.	
4. Mr. Issa Hamad sent a letter to Aradous Company about the monthly meeting.	
5. The General Manager Mr. Ali Jabber sent an e-mail about new job procedures to Mrs. Fouzia Yousif.	
6. Mr. Nasser Jamal in Sales Department sent invoices to Mrs. Fatima Saef in Account Department.	



Written Communication

Q1: Answer the following question from the document given below:

.....?.....

From: Managing Director

To: Head of departments

Date:

CC: General Manager

Subject:?.....

Please note that on 28 October guests from Ministry Of Commerce will visit the company, so make the required preparation for the visit. List of quests will be attached.

Enc.

1. Who is the sender?
2. Who is the receiver?
3. Write a proper subject for
the above Document?
4. What does this document represent?
5. This document is method of communication.
6. What does the letter Enc. stands for?
7. Who will receive a copy from this
document?



Written Communication

Q2: Read the following LETTER and then answer the questions given below:



AL AMARI TRADING
P. O. BOX 2216
MANAMA – BAHRAIN

TEL: 17255261

FAX: 17255266

Ref AT/12/B6 26 November 20--

Manama Furniture
P.O. Box 231
Manama
Kingdom of Bahrain

Dear Sir

INQUIRING FURNITURE

We wish to purchase office desks and chairs for our Isa Town office. The specification for our requirement are as follows:

- **Tables:** 150x80
- **Chairs:** Swivel with adjustable height and backrest

Yours?.....



Ahmed Jassim
Purchase Manager

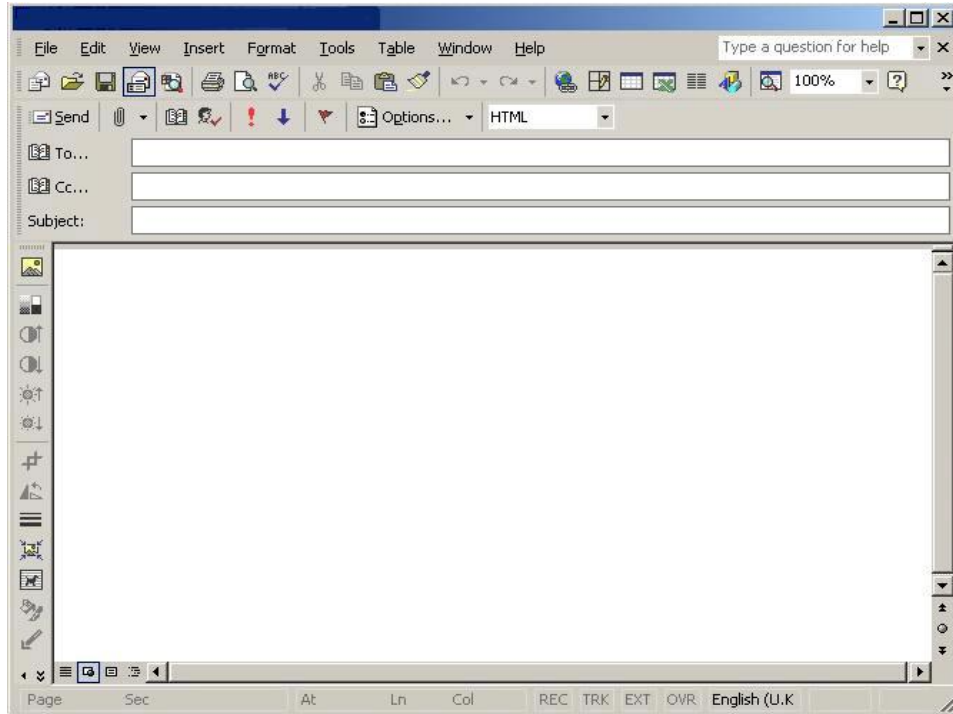
1. What is the subject of the letter?
2. The above letter should close as Yours
3. What is the reason for writing this letter?
4. What does part number 1 represent?
5. Who will receive this letter?
6. What does Ref represent?
7. What are the required goods?



Written Communication

Q3: Fill the Email below from the information giving to you.

- Sender : studyhere@hotmail.com <Ali Nasser>
- Receive : education@batelco.com.bh < Mona Jassim>
- Copy to : education2002@batelco.com.bh <Salman Mohamed>
- Subject : Communication Skill Book
- Message : I will send to you the students and teachers' opinions regarding communication skill book.




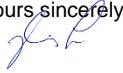
Q4: Compare between business letter, memo, and E-mail?

Difference	Memo	Business letter	E-mail
Usage (where)			
Length			
Salutation			
Complimentary close			
Signature			
Envelope			
Stamp			



Post & Postal Services

Q1: Record the following business letter twice in Registers of Mail given below: (Note: Mr. Hamad Abdulla received the letter 10 days later, and it's opened by Moh'd Isa).

 <p>AL HILAL & SONS LTD PO Box 221 – Manama – Kingdom of Bahrain Phone: 17888888 – Fax: 17888881</p>
<p>REF. MM/KA/123</p> <p style="text-align: right;">Date 12 Nov. 20--</p> <p>Mr. Hamad Abdulla Sales Manager PO Box 324 Manama Kingdom of Bahrain</p> <p>Dear Mr. Hamad:</p> <p style="text-align: center;"><u>Textile samples for the winter season</u></p> <p>Thank you for your letter of 9 Nov and the textile samples which you are kindly enclosed.</p> <p>I must first apologize for taking so long to reach a decision – especially since I am afraid that we shall not be able to purchase the textiles, you sent us. This is largely the result of a fall in demand for cloth of this kind.</p> <p>However, I am sure that this fall is only temporary, and that demand will grow again next year. I do hope that you will send further samples of your textiles then, and that we will be able to resume our long and mutually beneficial business association.</p> <p>Yours sincerely </p> <p>Jamal Abdulla Chief Buyer, Fabric Department</p>

Outgoing Mail Register					
S. No.	Date	Ref.	Subject	Sent To	Remarks
15					

Incoming Mail Register							
S. No.	Date	Sender	Ref.	Date of Letter	Subject	Delivered to	Remarks
89							



Post & Postal Services

Q2: From the following details, fill in the remittance book given:

- on 12 March 20--, a cheque from Trans World Travels being refunded on air ticketed for the General Manager, with amount of BD 148. Account No. TW223.
- A cash payment received on 3 March 20—from Dasman Center for a lorry hired by them with amount of BD 68. Account No. DC332.
- A bank draft with amount of 66 BD received from Al Zayani Co. for computer maintenance by them on 14 March 20--. Account No. AZ677.
- 25 BD cash from Bayan School for a bus hired for school trip received on 9 March 20--. Account No. BS255.

Note: Miss Muneera is the cashier who receives the amount and her assistant Maha. Muneera was absent on 12 March 20--.

REMITTANCE BOOK					
Date Mail Received	Sender	Remittance Type	Account No.	Amount	Cashier



Post & Postal Services

Q3: From the details given below, complete the Remittance Book.

- On 1 May 20-- a Cheque from AlJoder Contracting Co., BD.300. Account. No.223.
- On 2 May 20-- a Cheque from Alhedaya School for a the material purchased BD.1500.
Account No.224
- On 2 May 20-- payment cash refunded from Batelco for speed net charge. BD.250
Account no.225.
- On 3 May 20 -- a bank draft from Al-Etihad Group (Kuwait) for material purchased. KD.
500. Account No. K 840.
- On 5 May 20-- a Cheque from Gulf Air, for service done by our company. \$.300. Account
No. A59.

Note: Talal is the cashier.

REMITTANCE BOOK					
Date Mail Received	Sender	Remittance Type	Account No.	Amount	Cashier



Meeting

Q2: Read the following passage carefully and then answer the questions given below:

" Any organization which has a number of members needs to hold regular meetings of various kinds. But meetings are only to be hold if necessary.

As anyone who has attended a poorly run meeting will know, they can be lengthy, dull affairs, which to be controlled by people who like the sound of their voice and which rarely make any impression on the day- to- day running of the organization. To safeguard against this, it is essential that everyone who is involved in a meeting has a clear idea of its purpose and contributes fully and effectively to the discussion".

(a) What is Quorum ?

(b) List two types of meeting in the business context.

(c) When meetings become necessary in business?

(d) List two duties of the Chair?

(e) Who writes minutes? Why are they written?

(f) How can you make everyone involved in a meeting aware of its purposes before the meeting conducted?
