

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

MODEL ANSWER**FIRST SEMESTER EXAM 2022/2023****Course Name:** Introduction to office Management**Track:** Unified Track**Course code:** 111 ادر**Time:** 1½ hours

*Any logical right answer is
accepted*

QUESTION ONE:**[10 Marks]**

(A) Match the following sentences with the suitable principle of the five golden rules by placing the number in the space given below. (4 Marks)

- | | | | |
|------------------------|---|--------------------------|--|
| A- Safety | – | <input type="checkbox"/> | Maintain a healthy working environment. (D) |
| B- Sort, Set and Shine | – | <input type="checkbox"/> | Maintain the first aid room for the staff to rest. (A) |
| C- Sustain | – | <input type="checkbox"/> | Keep the machines in good condition. (C) |
| D- Standardize | – | <input type="checkbox"/> | Keep the work area clean and tidy. (B) |

الإسلام حسن الأمان

(B) Complete the Absent Card from the information below:

(/ × ½ = 6 Marks)

Sales File (No.631) was taken several times in October 2022 as follows:

Date taken	Department	Date Returned
18 th October	Sales	Same day
3 rd October	Accounts	8 th October
26 th October	Purchase	28 th October

Note: Information should be written according to dates of taking the file out.

ABSENT CARD		
File Name: Sales File/		File No: 631/
Date Taken	Taken By	Date Returned
3 rd October/	Accounts/	8 th October/
18 th October/	Sales/	18 th October/
26 th October/	Purchase/	28 th October/

Date order ½

QUESTION TWO:**[8 Marks]**

At 9:30 am, a meeting was taking place in ABC Company. However, Mr. Rashid Salman, the General Manager was discussing with the departmental managers the recent updates of their organization. He discussed with the Middle Management about the external factors affecting the company and was undertaking the necessary decisions. Mr. Ali Jassim was ensuring that decisions made by Top Management are carried out, however, he is specialized in certain managerial task. On the other hand, moving to the departmental issues, Mrs. Noora Hassan, the Purchase Manager prepared the list of items to be bought from the supplier and discussed with Mr. Abdulla Khaled who is responsible of the Warehousing Department to undertake the necessary actions in storing and keeping the records of stocks. Mrs. Noora also informed her assistant to provide a copy of the requirements to Mrs. Mariam Hamad the Accounting Manager to make the necessary payments to the supplier. However, Mrs. Mariam contacted the supplier and took the necessary actions.

Read the above paragraph and answer the following questions:

1. Mr. Rashid Salman is in the of the levels of administration hierarchy:

(a) Top Management	(b) Middle Management
(c) Lower Management	(d) Employees

2. Mrs. Noora Hassan is performing the duty of:

(a) Accounting Department	(b) Purchase Department
(c) Sales Department	(d) Warehousing Department

3. One of the main duties of Mrs. Mariam Hamad department is:

(a) Sell goods to customers.	(b) Promote the goods/products.
(c) Take care of banking and petty cash payments.	(d) Responsible for searching, recruiting and keeping employee records.

4. Mention any two duties of the department managed by Mr. Abdulla Khaled.

1. Keeps stocks of goods./	Page 10
2. Transporting the goods./	OR Checking and keeping a record of the stocks.

5. At what level of administration is Mr. Ali Jassim working. (Justify your answer by giving only one reason.)

Level of Management: Middle Management/

Justification: Because he carries out decisions made by top management./

6. Mention one skill/duty of Top Management.

Extensive knowledge of management tools and skills. /

The external factors affecting the company (أو من الفقرة السابقة)

QUESTION THREE:**[18 Marks]**

A. State whether the following sentences are TRUE (T) or FALSE (F):

(5 Marks)

1. () Filing means arranging of documents in common groups according to some method of classification. (T)
2. () Regular callers without appointment are mail carriers and deliverymen from other firms. (T)
3. () In departmental filing system, files of all departments are kept together in one filing. (F)
4. () Noise, humidity and ventilation are examples of chemical hazards. (F)
5. () Good employees are those who work as a team. (T)

B. Complete the "Register of Callers" from the information given below using Today's Date:

(/ × ½ = 9 Marks)

1. Mr. Jabber Jassim from BIBF, came to meet HR Manager at 10:30 am and he left after one hour.
2. Mrs. Fatima Salman from Delmon Engineering arrived at 9:00 am to meet Accounting Manager and she left at 9:45 am.
3. Faisal Ahmed from Falcon Co. came to see the Sales Manager at 11:00 am and left at 11:40 am.

REGISTER OF CALLERS

Date	Caller's Name	Company	Time of Arrial	Seen by	Time of Deaprture
Exam Date/	Fatima Salman/	Delmon Eng./	9:00/	ACC Manager/	9:45/
	Jabber Jassim/	BIBF/	10:30/	HR Manager/	11:30/
	Faisal Ahmed/	Falcon Co./	11:00/	Sales Manager/	11:40/

Time order //

C. Place a tick (✓) in the table below which best describes the types of Hazards:

(4 Marks)

Hazard	Chemical Hazard	Mechanical Hazard	Electrical Hazard	Physical Hazard
1. Tariq cut his finger when he used the cutting paper machine.		✓		
2. Badria suffer's from poor lighting in her office.				✓
3. Omar got electronic shocked because there are un-insulated wires in his office.			✓	
4. The cleaner sprayed anti-insect spray in the office.	✓			

QUESTION FOUR:**[10 Marks]**

Read the case study below and answer the following questions:

On Monday 17th October 2022, at 10:30 am, the clerk Miss Khawla Ali aged 26 years was completing some of her tasks since there were no customers to deal with. She was busy cutting some papers using the paper cutter machine. Unfortunately, while cutting the papers, she was injured. Her finger was cut off unintentionally and the blood began to flow unstoppably, Khawla screamed out of pain. The receptionist, Abdulrahman Nabil heard her screaming while he was filing some paper. He ran to her and saw her in a bad situation, her finger was bleeding deeply. He managed to provide first aid by applying a bandage to the wound. Later, Khawla was taken to Salmaniya Medical Complex for further treatment and was given one day off.

Note: Mrs. Lamyia Jassim was the safety officer who prepared the accident report

1. Name of the injured person.

Miss. Khawla Ali/

2. When did the accident happen?

Date: On 17th October 2022/

Time: at 10:30am/

3. How did the accident occur?

She got injured while cutting the papers./

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4. Was any first aid given? If yes, mention it.

Yes/, First aid treatment was given to her by applying a bandage to the wound./

5. Was the injured person taken to the hospital? If yes, mention the name of the hospital.

Yes/, Salmaniya Medical Complex /

6. What is the position of the witness Mr. Abdulrahman Nabil?

Receptionist /

7. Who prepared the accident report?

Mrs. Lamyia Jassim / **OR** Safety Officer

QUESTION FIVE:**[14 Marks]**

(A) Fill in the blank with the correct answer from the options given below:

(6 Marks)

[multitask - Dead files – receptionist - Confidentiality – reception – Rotary]

- a) **Dead files** are files that are not required any more.
- b) The **reception** area is the first point of contact that visitors have with the Company.
- c) **Rotary** index includes cards that can be removed and kept back after writing the necessary information on the cards.
- d) A good **receptionist** should be enthusiastic and having the ability to **multitask**.
- e) **Confidentiality** means information of the company should be kept away from outsiders.

(B) Identify what each sign signifies and name it under each picture:

(4 Marks)

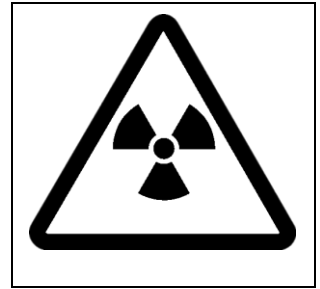
No Smoking



Wear Gas Mask



Fire Exit



Radiation Area

(C) Arrange the following files alphabetically using Arabic classifications:

(4 Marks)**Department** of Account**Ahmed** Sharif FurnitureDr. **Abrar** Ali**Ministry** of Defense

Ministry of Defense

Department of Account

Ahmed Sharif Furniture

Abrar Ali Dr

End of Answers

لا اله الا الله محمد رسول الله

✓ في حال رتب الطالب الملفات من الأسفل إلى الأعلى أو من الأعلى إلى الأسفل تعتبر الإجابة صحيحة.

✓ مراعاة المترتب في حال أخطأ في ترتيب احدى