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

MODEL SECOND RESIT EXAM 2022/2023 ANSWERS TRACK: Unified Track **COURSE NAME:** Introduction to Office Management **COURSE CODE: FIME:** 1 ½ Hours ادر 111 Any logical right answer is accepted **QUESTION ONE:** [12 Marks] State whether the following sentences are True (T) or False (F):) E-Mail is a short of Extra Mail. (F) 1. (2. () Employee must provide a save working place for the employer. (F) 3. () Accounting Department is responsible for buying goods from the suppliers. (F)) Regular callers without appointment are postmen and delivery men 4. (from other firms. (T) 5. () In central filing system, files of all departments are kept together in one filing. (T) 6. () Noise, humidity and ventilation are examples of chemical hazards. (F) 7. () Special mark or releasing symbol are used to show that a document is ready for filing. (T) 8. () The receptionist must be polite and friendly when dealing with visitors. (T) 9. () Rotary index is a small box where cards stand upright in the box and are arranged alphabetically. (F)) Smokes can be classified as Chemical Hazards. (T) 10. (

12. () It is more diffeicult to move people in an Open Plan Offic. (F)

Good employees are those who work as a team. (T)



UNIFIED TRACK

QUESTION TWO:

[12 Marks]

Use the following information to fill the Register of Callers for the visitors using <u>Today's Date:</u>

- 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) Salman 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) Abdulla 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	Time of Departure
Exam Date//	Abdulla Ahmed/	Gulf Company/	8:00am/	Purchase Manager/	8:40am/
i.i.	Salman Moh'd/	Awal Plastic Company/	9:15am/	Sale Manager/	9:30am/
	Adnan Yasser/	Masqat Bank/	10:40am/	Director Manager/	11:05am/
	Adel Ali/	Al-ahlia Insurance Company/	11:25am/	General Manager/	12:25pm/

Time order //



QUESTION THREE:

ادر 111

[12 Marks]

A. Order the following account names Alphabetically (using Arabic Classification) and Numerically: $(/ \times 1 = 8 \text{ Marks})$

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Account Name	Account Number
21 Century Beauty Saloon	7203
Zain Company	8107
Dr. Ali Nooh	72100
Ministry of Finance	7028

Alphabetical Order			
Ali Nooh Dr./	72100		
Ministry of Finance /	7028		
Twenty one Century Beauty/	7203		
Zain Company/	8107		

Numerical Order				
7028/	Ministry of Finance			
7203/	21 Century Beauty Saloon			
8107/	Zain Company			
72100/	Dr. Ali Nooh			

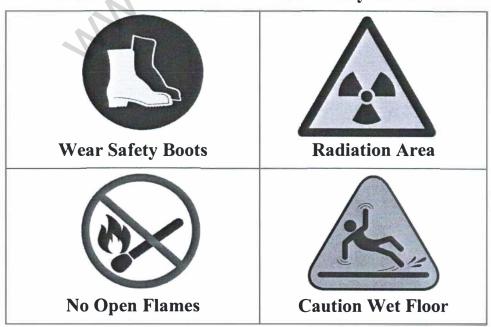
B. From the following information, choose the suitable meaning for the Safety Signs given below: (4 Marks)

No Open Flames

Caution Wet Floor

Radiation Area

Wear Safety Boots





QUESTION FOUR:

[12 Marks]

The BUDGET 2023 FILE No. 578, has been taken several times during March 2023 as follows:

- 1) March 6th, it was taken by Noora Khaled from Accounting Department, she returned it on September 8th.
- 2) On 2nd March, the file taken by Nasser Hassan from Sales Department, he returns it on 5th September.
- 3) On 27th March, the file taken by Jabber Fahad from Purchase Department, he returns it on the same day.
- 4) On 13th March, the Ameena Faisal from Administration Department took the file and returns it on 21st September.

By using the above information, fill in the ABSENT CARD given below:

ABSENT CARD			
FILE NAME: Bud	get 2023 File//	FILE NO: 578//	
DATE TAKEN	TAKEN BY	DEPARTMENT	DATE RETURN
2 nd March /	Nasser Hassan /	Sales Department /	5 th September/
6 th March /	Noora Khaled/	Accounting Dept./	8 th September/
13 th March /	Ameena Faisal /	Administration Department /	21st September /
27 th March /	Jabber Fahad /	Purchase Department/	27 th September /

 $(/ \times \frac{1}{2})$

ترتيب التاريخ بدرجتين



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QUESTION FIVE:

[12 Marks]

A. Place a tick ✓ in the table, which you think best describes the skills and duties according to the levels of administration:

(6 Marks)

Skills/Duties	Top Management	Middle Management	Lower	Employees
1. Take short-term decisions.			✓	
2. Aware of external factors.	✓			
3. Task oriented.				✓
4. Specialized in certain managerial task.		V		
5. Carry decisions made by lower management.	CC			✓
6. Direct supervision of employees.			✓	

B. Fill in the blanks with correct answer from the words given in the box below: (6 Marks)

Office	Sustain	Accident report form	
Dead files	Multitask	Mechanical	

- 1) Amal cut her finger when she used the cutting paper machine. This is an example of **Mechanical** Hazards.
- 2) **Dead files** are files that are not required any more.
- 3) A good receptionist should be enthusiastic and having the ability to multitask.
- 4) Office is a room or other area where information is received, processed, filed and made available when required.
- 5) Keep all machines and equipment in good condition is an example of **sustain**.
- 6) Accident report form is a form which give the details of an accident shortly after it has happens.