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communication.\*

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

#### SECOND SEMESTER EXAM 2021/2022

MODEL ANSWERS

COURSE NAME: Communication Skills	TRACK: Unified Track
COURSE CODE: ۱۱۳ ادر	TIME: 1½ Hour
QUESTION ONE:	[10 Marks]
State whether the following sentences are true or false	:
<ol> <li>( ) Formal meetings are planned, structured, are specific times. ✓</li> </ol>	nd usually conducted at
2. ( ) One of the conditions in validity of the meeting	is the availability of both
the chairperson and the quorum.✓	
3. ( ) In improving communication skills, we must ign	nore the listening skills. *
4. ( ) Telephone etiquette dictates that the person v	who calls is the one who
should end the conversation.✓	
5. ( ) A business letter is only used to pass information	mation or instructions to
someone within your organization.*	
6. ( ) The presentation and the interview are r	nethods of face-to-face
communication. ✓	
7. ( ) The main purpose of a job description is	to show clearly what is
expected from an employer. *	,
8. ( ) The telephonist job is to answer all the telepho	no calle and transfer than
	ne cans and transfer them
to extensions requested by the callers.✓	
9. ( ) The format of a report is usually determined to the second of the	nined by the audience,
information and purpose. ✓	

)Any image that is used to communicate an idea is known as nonverbal

### **QUESTION TWO:**

## [10 Marks]

#### **Circle the correct answer:**

1.	As a secretary, you should keep your manager's telephone message in: a. memory. b. notice board.			
	c. phone message sheet. d. minutes.			
2.	If you receive a company memo from your supervisor, what's the best description of this communication?			
	a. Informal communication.  b. Downward communication.			
	c. External communication.  d. Upward communication.			
3.	Which of the following is the most indirect communication channel?			
	a. Written communication.  b. Nonverbal communication.			
	c. Visual communication.  d. Oral communication.			
4.	When selecting the meeting venue, make sure that there is/are:			
	a. stationery items. b. an agenda.			
	c. a notice sent to participants. d. adequate light and ventilation.			
5	Oral communication is NOT a good choice when			
5.	<ul><li>a. important information needs to be documented.</li><li>b. the business matter requires quick feedback.</li></ul>			
	c. same message is given to d. motivating people many people at same time.			
6.	You are the manager of the marketing department and you are having a meeting with the managers of the financial department and production department about budgeting for a special project. What type of internal communication is being used in this situation?			
	a. Downward communication. b. Horizontal communication.			
	c. Upward communication.  d. Informal communication.			
7.	It is the fastest method of exchanging digital messages. a. Memo b. Report			
	c. E-mail d. Notice board			

۲۱۳	UNIFIED TRACK	Page 3	<b>NOTICE:</b> The Answers Contains 4 Pages	
8.	A letter represents the	•••••	in the communication	
	process: a. Barrier.	b. Chan	nel	
	c. Sender.			
	c. Sender.	d. Recei	ver.	
9 are written records of the proceeding and resolutions taking place in a meeting.				
	a. Minutes.	b. Notic	es.	
	c. Reports.	d. Enclo	sures.	
10.	Fatima is a manager who is out some measurements to a member can be updated. She chooses to example of	er of her staff in send the information	rather quickly so a presentation rmation via an e-mail. This is an erbal communication.	
	c. visual communication.	u. Oral	communication.	
<u>QU</u>	ESTION THREE:	30/	[20 Marks]	
Q1:	Define the term "communication"		2 marks	
(	Communication is the transfer	of a messages	from a sender to a receiver,	
•	who understands the message.	) *		
Q2: Write two disadvantages of oral communication? 4 marks			? 4 marks	
	. A record of message may not be. Some people may not listen.	be kept.		
Q3:	Give Reasons: Upward commun	ication is helpf	ul. 4 marks	
1	. helps managers to understand	d the views an	nd needs of	
	subordinates.			
2	. may alert managers to proble	ems.		
3. makes staff feel valued and appreciated.				
4. provides managers with information to help them				
make decisions.				

Q4: Write two types of informal meetings.

4 marks

- 1. Staff meetings
- 2. Departmental meetings
- Q5: There is barrier in the problem below. Mention the barrier and how you can overcome this barrier.

The message is too long and contains too many details, which prevent the main points to be understood.

4 marks

**Barrier: Information overload** 

<u>And methods to overcome the barrier is</u> Avoid information overload. The message should be clear and brief.

Q6: Define the term "Quorum".

2 marks

Quorum is the required minimum number of members needed to have a meeting.