

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

SECOND SEMESTER EXAM 2022/2023

**MODEL
ANSWERS**

COURSE NAME: Communication Skills

TRACK: Unified Track

COURSE CODE: 213 ادر

✓ Commit to the Model Answer, with taking into account other correct logical answers.

TIME: 1½ Hour

QUESTION ONE:

[10 Marks]


(A) State whether the following sentences are true or false:

(5 × 1 = 5 Marks)

1. () Formal meetings are planned, structured, and usually conducted at specific times. ✓
2. () Any image that is used to communicate an idea is known as nonverbal communication. ✗
3. () A business letter is the best way to pass information within the company. ✗
4. () Notices provide a cheap way of communicating the same information to a large number of people but they may not be read, or may be ignored. ✓
5. () Effective listening helps you in making decisions. ✓

(B) Read the MEMO and answer the following questions:

(5 × 1 = 5 Marks)

MEMO	
To : Sales Department	
From : HR Manager	
Date : 3 April, 2023	
Copy to: General Manager	
Subject : Monthly Review Meeting	
<p>The next monthly review meeting has been scheduled for Wednesday 6 April, 2023 from 9:00am to 11:30am. Please make sure to attend.</p>	

1. Who is the receiver? **Sales Department**
2. Who is the sender? **HR Manager**
3. When the memo written? **3 April, 2023**
4. What was the memo about? **Monthly Review Meeting**
5. A copy of the memo must be given to: **General Manager**

QUESTION TWO:

[9 Marks]

Circle the correct answer:

1) The following are purposes of communication except:

- a. Pass and receive messages. b. Ignoring others.
- c. Checking and receiving feedback. d. Method to discuss issues.

2) Which of the following is a part of report?

- a. Carbon Copy b. Complimentary close
- c. Procedure d. Salutation

3) Occurs when information is passed from top management to employees:

- a. Downward communication b. External communication
- c. Verbal communication d. Upward 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) A letter starting with Dear Mr. Jassim, should be closed with:

- a. Yours sincerely b. Yours faithfully
- c. Best wishes d. Best regards

6) While using telephone, your voice should be:

- a. Impersonal b. Unclear
- c. Natural d. Boring



7) Which of the following is an example of informal meeting?

- a. General meeting b. Staff meeting
- c. Annual General Meeting d. Statutory meeting

8) All of the following are types of oral communication EXCEPT:

- a. Presentations b. Interviews
- c. Meeting d. Notice boards

9) An interview represents the in the communication process:

- a. Barrier b. Channel
- c. Sender d. Receiver

QUESTION THREE:

[10 Marks]

Read the following document, and then answer the questions below:

DELMON COMPANY	
NOTICE OF THE MEETING	
A Board of Directors meeting will be conducted to discuss about the company's development on 17 April 2023 at 10:00 am at the conference hall.	
AGENDA	
1.	Apologies for absence./
2.	Minutes of the last meeting./
3.	Matters arising from the last meeting.
4.	Annual turnover of the company.
5.	Finalizing the objective of the company.
6.	Discussion on marketing strategies.
7.	Any other business./
8.	Date of next meeting./
Noora Khaled	
Secretary	
10 April 2023	
Enc: Minutes of meeting 5 April 2023	

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عبد الرحمن
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1) Who was the sender of above document?

Noora Khaled / or secretary

2) Which type of meeting is mentioned in the above notice? Formal/ Informal

3) Is there any enclosure attached with the notice? If any mention it?

Yes/, Minutes of meeting 5 April 2023/

4) When and where is the meeting planned to be conducted?

When: (Date) 17 April 2023/ Where: conference hall/

5) Complete the missing parts of the agenda (parts 1-2 and 7-8).

QUESTION FOUR:

[11 Marks]

Fill in a telephone message sheet from a conversation recorded on Sunday by the Secretary at 10:30 am in 14 May 2023:

Secretary : Good morning, Delmon Company, Amina Hassan speaking.

Caller : Good morning, this is Faisal Ali from International Data could I speak to Mr. Talal Khaled, please?

Secretary : I'm afraid Mr. Talal is out of the office. Would you like to leave a message?

Caller : Yes please, could you ask him to call me? It's urgent, my number is 2223136. It's about our meeting next week.

Secretary : Let me repeat it. It's 2223136.

Caller : That's right

Secretary : Fine. I'll ask him to call you, as soon as he gets in.

Caller : Thank you, goodbye.

Secretary : Goodbye.

For Mr. Talal Khaled/		Urgent <input checked="" type="checkbox"/>	
Date 14 May 2023/		Time 10:30 am/	
While You Were Out			
Mr. Faisal Ali /			
Of International Data/			
Phone 2223136/			
		AREA CODE	NUMBER
		EXTENSION	
Telephoned <input checked="" type="checkbox"/>		Please call <input checked="" type="checkbox"/>	
Came to see you <input type="checkbox"/>		Returned your call <input type="checkbox"/>	
Will call again <input type="checkbox"/>		Wants to see you <input type="checkbox"/>	
Message			
It's about our meeting next week./			
Signed Amina Hassan / or secretary			

QUESTION FIVE:

[20 Marks]

- a) Ahmed is the chairman of the company. He decided to hold a meeting to the shareholders to discuss about the profit and loss of the year. During the meeting, one of the shareholders asked a question about the percentage of profit and loss.

From the paragraph above, find the process of effective communication: (5 × 1 = 5 Marks)

- Receiver : Shareholders/
- Sender : Mr. Ahmed / or Chairman
- Channel : Meeting/
- Message : Discuss about the profit and loss./
- Feedback : Ask question /

- b) Fill in the table by identifying whether the method of communication is internal or external: (3 × 1 = 3 Marks)

Cases	Internal/External
Delmon Company does a telephone survey with the company customers.	External
An e-mail is sent by the manager to Delmon Company's employees about the new data protection rules.	Internal
Delmon Company's accounting manager has a meeting with ABC Bank.	External

- c) Compare between the following according to the differences listed in the table:

(12 × 1 = 12 Marks)

Points of Difference	Oral Communication	Written Communication
Definition	It is the <u>exchange/ of ideas or information by spoken words./</u>	It is the <u>exchange/ of ideas or information by written words./</u>
Record (yes/no)	No/	Yes/
Feedback (fast/slow)	Fast/	Slow/
Cost (high/less)	Low/	High/
Example	Face to face /– interview – phone – presentation ...etc	Letter /– memo – notice board

End of Answers

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