

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

**RESIT 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:**

[14 Marks]

(A) Enter each of the following communication channel under the correct heading in the table below: (8 × 1 = 8 Marks)

poster                      meeting                      letter                      gestures  
eye contact                      e-mail                      diagram                      interview

Communication Channels			
Oral	Written	Visual	Nonverbal
meeting	letter	diagram	eye contact
interview	e-mail	poster	gestures

(B) Read the following cases, and then answer the question below: (3 × 2 = 6 Marks)

- Fahad and Jabber are working in the same organization but in different departments. One day at lunchtime, Fahad informed Jabber that due to computerization some people are going to be retrenched from the organization. Name which type of communication is this formal or informal communication.

Informal Communication

- 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?

Horizontal Communication

- Fatima is a manager who is out of town on a business trip. She needs to get some measurements to a member of her staff rather quickly so a presentation can be updated. She chooses to send the information via an e-mail. This is an example of ..... communication

Written

الإسلام  
عبد الرحمن  
الإمام

**QUESTION TWO:**

[16 Marks]

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

(5 × 1 = 5 Marks)

1. (     ) One of the conditions in validity of the meeting is the availability of both the chairperson and the quorum. ✓
2. (     ) In improving communication skills, we must ignore the listening skills. ✗
3. (     ) A business letter is only used to pass information or instructions to someone within your organization. ✗
4. (     ) A presentation is a good type of verbal communication. ✓
5. (     ) A good technique for closing the call is to say 'bye bye'. ✗

(B) XYZ Ltd is a small manufacturing company that wants to improve communication throughout the organization. XYZ is a family business based in Muharraq and it relies a great deal on traditional forms of communication such as letters and notice board. The management is concerned about the lack of two-way communication and feedback. Because XYZ is a relatively small business, managers are constantly talking to employees and using oral communication. The management of XYZ think that they can improve communication by introducing an app and outlook software. (11 × 1 = 11 Marks)

a) Define the term 'Communication'.

Communication is the transfer of a message/ from a sender to a receiver/  
who understands the message/.

b) Outline two forms of written communication that the mangers of XYZ could use.

1. Letters/
2. Notice board/

c) Write two benefits to XYZ of using effective communication.

1. Pass and receive messages./
2. Give instructions./ Page 15 and Activity (1.1.3)

d) Outline two problems for XYZ of using oral communication.

1. A record of message may not be kept./
2. Negative body language may create a barrier./ Page 62

e) How the management of XYZ will improve the communication in the company.

The management of XYZ think that they can improve communication by  
introducing **an app**/ and **outlook software**./

ارشد فہم حسن اعوان

**QUESTION THREE:****[8 Marks]**

Circle the correct answer:

- 1) Anything that prevents understanding of messages is known as:
  - a. channel
  - b. message
  - c. feedback
  - d. barrier
  
- 2) ..... are documents sent with a letter.
  - a. Addresses.
  - b. Enclosures.
  - c. Subject.
  - d. Memo.
  
- 3) Oral communication is NOT a good choice when:
  - a. Important information needs to be documented.
  - b. Same message is given to many people at same time.
  - c. The business matter requires quick feedback.
  - d. Motivating people.
  
- 4) All of the following are parts of Memorandum EXCEPT:
  - a. Enclosure
  - b. Reference Initials
  - c. Complimentary Close
  - d. Subject
  
- 5) Allow one person or several to give information and ideas to many others in a short period.
  - a. Presentation
  - b. Meeting
  - c. Interview
  - d. Negotiation
  
- 6) For an effective telephone call, your voice should sound:
  - a. Angrily and sadly
  - b. Quickly speaking
  - c. Natural, personal, pleasant and clear
  - d. Loud
  
- 7) Creating the Agenda is a process taken:
  - a. Before the meeting
  - b. After the meeting
  - c. During the meeting
  - d. None of the answers are correct.
  
- 8) A conversation between applicant (job seeker) and a company representative is called a:
  - a. Job description
  - b. Job interview
  - c. Job tryout
  - d. Job training

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محمد رسول الله  
صلى الله عليه وسلم

**QUESTION FOUR:****[10 Marks]**(A) Differentiate between formal and informal meeting in the following table: ( $8 \times \frac{1}{2} = 4$  Marks)

Elements of difference	Formal Meeting	Informal Meeting
When conducted	Timing are set/	Happens whenever and wherever/
President (chair)	Yes/	No/
Agenda	Yes/	No/
Examples	General meeting/ - page 82	Staff meeting/ – page 83

(B) Read the following paragraph, then complete the telephone message given below:

Sara Jassim work as a secretary for the sales manager (Mrs. Mona Ebrahim) at ABC Bank. In 6-5-2023 while her manager was in meeting, she received a call at 9:30 am from Mr. Khalil Abdulla (from Cyber Center, Tel. no. 14445888), asking Sara to inform her manager urgently that the meeting will be switched to Wednesday 8<sup>th</sup> May. And he wants that manager to call him back. ( $12 \times \frac{1}{2} = 6$  Marks)

For Mona Ebrahim/	<b>Urgent</b> <input checked="" type="checkbox"/>	
Date 6-5-2023/	Time 9:30 am/	
<b>While You Were Out</b>		
Mr. Khalil Abdulla/		
Of Cyber Center/		
Phone 14445888/		
	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"/>	
<b>Message</b>		
The meeting will be switched/ to Wednesday 8 <sup>th</sup> May./		
_____		
_____		
Signed Sara Jassim/ or Secretary		

**QUESTION FIVE:**

[12 Marks]

A. Read the advertisement which was published in one of the newspaper, then answer the questions: (6 × 1 = 6 Marks)

1. What the advertisement represent?

Notice

2. Who is the sender and receiver of this advertisement?

Sender: ABC Limited

Receiver: Share Holders

3. What are the important basic information that should be included in this advertisement? (only 3 points)

1. The venue

2. Day, date and time of the meeting


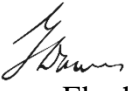
3. Type of meeting.

**ABC LIMITED****Notice**

Notice is hereby given that the 22<sup>nd</sup> Annual General meeting of ABC LTD. will be held at Awal hall in Gulf Hotel on MONDAY, 22<sup>nd</sup> MAY, 2023, at 10:00 a.m. to transect the business set out in the notice convening the Annual General Meeting which will be sent to the Share Holders along with the explanatory statement under section 21 of Companies Act 2001.

For. ABC LIMITED

B. Look at the following letter, then label its parts pointed by the arrows: (/ × 6 = 6 Marks)

Letterhead	 <b>ABC Company</b> Phone: 17686868 Fax: 17688888 P.O. Box: 221 Isa Town – Bahrain
Date	25 September 2022
	Al-Masa Trading P.O. Box 2134 Manama Kingdom of Bahrain
	<b>Subject: <u>INQUIRY</u></b>
Salutation	Dear Sir,
	We would like to enquire about the prices and the models available of your product laser printers.  We look forward to hearing from you soon.  Yours faithfully _____  Ameena Ebrahim Purchaser Manager

Labels for the letter parts:

- Letterhead
- Date
- Recipient's Address or Addressee
- Subject
- Salutation
- Complimentary Close

End of Answers

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ