

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

SECOND SEMESTER EXAM 2013/2014

تموزج الإجابة

COURSE NAME: Communication Skills

TRACK: توحيد المسارات

COURSE CODE: 213 أدر

TIME: 1½ Hours

QUESTION ONE:

Circle the correct answer for each of the following questions (only one answer):

1- Advertising, letters, mail, presentation and negotiations are examples of forms.

- a. Upward communication
- b. External communication
- c. Internal communication
- d. Downward communication

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2- All of the following are parts of Memorandum except:

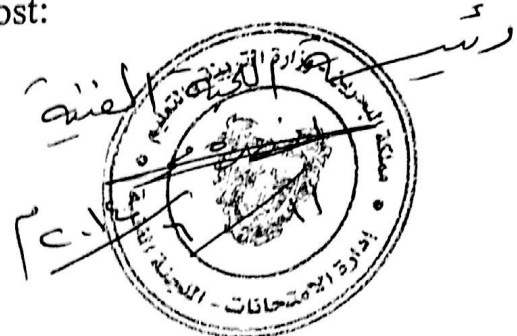
- a. To & From
- b. Subject
- c. Complimentary close
- d. Date

3- Jogger machine is used to:

- a. Stamp all incoming post with the date.
- b. Align individual pages for stapling or for inserting into envelopes,
- c. Place the postage value on envelopes or parcels.
- d. Automatically fold and insert printed materials into the envelopes.

4- It is used to record the money received by post:

- a. Quotation list
- b. Circulation list
- c. Price list
- d. Remittance book



- 5- Allow one person or several to give information and ideas to many others in a short period of time.
- Presentation
 - Negotiation
 - Meetings
 - Interview
- 6- Creating the Agenda is a process taken:
- Before the meeting
 - Before the presentation
 - After the presentation
 - After the meeting
- 7- Good example of body language is:
- The way a person speak to his colleague.
 - The way a person sits, stands or moves.
 - The way a memo is written.
 - The way a letter is prepared.
- 8- The exchange of ideas or information by spoken words in business settings:
- Communication
 - Written communication
 - Notice
 - Oral communication
- 9- The post that contains important documents or valuable items is:
- Secure post
 - Express mail
 - Registered post
 - Both answers (a) and (c)
- 10- For an effective telephone call, your voice should sound:
- Angrily and sadly
 - Quickly speaking.
 - Natural, personal, pleasant and clear.
 - Loudly.



QUESTION TWO:

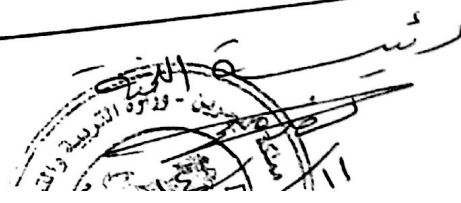
(A) Compare between the Registered Post and Barid Mumtaz. 4

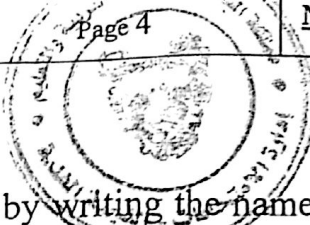
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Criteria	Registered Post	Barid Mumtaz
Definition	contains documents or valuable items (أي تعريف مقبول)	special advanced postal service of documents, commercial items, gifts, plans, letters and parcels.
Advantages	① The items are delivered to the addressee. ② It is signed by the addressee.	① speed and guaranteed delivery. ② comprehensive and free insurance on delivering. ③ Compensation in case of loss, misuse or unreasonable delay.

(B) State whether the following sentences are true or false: 6

No.	Sentences	True (T) or False (F)
1.	Sending out the notice of the meeting in good time to all the members, is one of the chair's duties.	F
2.	Suspicious items received should be thrown on the road.	F
3.	Downwards communication is the transmitted information from top management to employees.	T
4.	Meeting is a good type of non-verbal communication.	F
5.	The name and the address of the letter's receiver is known as "addressee".	T
6.	Mail wrongly addressed to the company should be reposted.	T





QUESTION THREE:

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(A) Complete the following table by writing the name of the category or the action to be taken in dealing with incoming mail/post.

Category of mail	Action required
Private, Personal or Confidential	Deliver unopened to the person (s) concerned
Urgent	Open separately and deliver immediately.
Registered Mail	Sign upon receipt, open separately, and record the remittance.
General	Open following the rules of the company.

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(B) Complete the following diagram: *(Action required) في بيانها على ما يلي * **

Stages of Meeting



* Close the meeting.

* Evaluate. *قيّم*

Handwritten signature and date: c. 12/2/11

QUESTION FOUR:6
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Complete the "Register of Outgoing Mail" using the details given below:
Note: Letters to be registered according to date of arrival.

1. On 10 May 2014, your company sent a letter to Batelco for the new telephone lines in the company. The reference is HJA/156.
2. On 15 May 2014, your company sent a letter to Awali Company for the Purchases Manager. It was about sales promotion and the reference was OU/122.
3. On 28 May 2014, your company sent a letter to Awalco to make a comprehensive service for its cooling system. Reference JG/90.

Register of Outgoing Mail					
S. no.	Date	Ref.	Sent to	Subject	Remarks
1.	May 10	HJA/156	Batelco	New telephone lines in the Co.	
2.	May 15	OU/122	Awali Co. Purchases Manager	Sales Promotion	
3.	May 28	JG/90	Awalco	Comprehensive service for cooling system.	

رئيسة اللجنة الفنية
 11/5/14

(12 x 1/2)

* تكتب نصف الدرجة في حالة كتابة البيان المطلوب
 في الخانة الخطأ. بينه الخاستين (Sent) و (Subject)
 في الثلاث حالات



QUESTION FIVE:Name any seven parts in the following layout of the business letter:7
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Future Trading Company
P.O. Box 10090
Manama – The Kingdom of Bahrain

1

Ref. S453 2

20 May 2014 3

Mr. Hassan Al-Mula
House No. 197
Road No. 12
Block 254
Ghalali
The Kingdom of Bahrain

4

**ON THE JOB TRAINING** 5

Dear Mr. Hassan, 6

With relevance to your on-the-job-training, we are pleased to offer you training with our company.

7

We sincerely hope that you will learn and gain excellent working experience from our company, which contribute to the success of your future career.

Yours sincerely 8

Salman 9

Managing Director
Salman Hameed 10

رسالة التوظيف
2014
11

No. of the part	Name of the part	No. of the part	Name of the part
1.	Letter Head	6.	Salutation
2.	Reference	7.	Body / opening, middle, close
3.	Date	8.	Complimentary Close
4.	Addressee	9.	Signature
5.	Subject	10.	Name and Job Title

QUESTION SIX:

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Sumaya Yousif is a receptionist at KAK Company. Use the following information to fill the **Telephone Message** form for her Manager:

Badria Ahmed, Account Manager of Gulf Company, telephone no. 38756345, called today (exam date) at 10:30 a.m to talk to the General Manager, Mr. Hassn Mohamed regarding the renewal of staff contracts that should be signed as soon as possible and she asked the receptionist to tell her manager to arrange for an urgent meeting at 4.p.m today.

TELEPHONE MESSAGE

KAK CO.
P.O.BOX 232

For: Hassan Mohamed / General Manager Date: 11/6/2014
 M(r.s) Badria Ahmed / Account Of: Gulf Company
 Phone No. 38756345 / Manager Time: 10:30

Telephoned	<input checked="" type="checkbox"/>	Will call again	<input type="checkbox"/>
Called to see you	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>
Wants to see you	<input type="checkbox"/>	Urgent	<input type="checkbox"/>

Message:

- Renewal of staff contracts that should be signed as soon as possible
 - Arrange for an urgent meeting at 4 p.m today

Received by: Sumaya Yousif

Sumaya Yousif

End of Exam

