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

FIRST SEMESTER EXAM 2012/2013

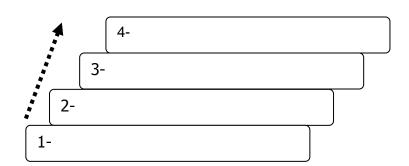
COURSE NAME : Introduction To Office Management		TRACK: Unified	
ادر COURSE CODE : 111	TIME : One hour & half		
Question No.1:		8 marks	
Use the following terms	to fill the blanks below:		
Plan filing	Reception	Personnel dept.	
Search engine	Departmental	Microsoft Word	
Sales dept.	Receptionist	Punctuality	
1. 2.	It is used to find any si		
3.	use Coming and leaving or	n time is called	
4.	The first contact with a business is		
5.	The department respo for goods is	nsible for advertising	
6.	Filing system used for	drawing and maps.	
7.	Employment is ofdepartment.	the responsibility	
8.	Each department k infiling.	eep its own files	

Question No. 2:	7 marks
A Determine the type of Remedial):	maintenance in the following (Preventive OR
1() 2() 3() 4() 5()	It starts before the problem in the machine. It starts after the problem in the machine. It is less expensive. The life of the machine is long. The life of the machine is short.
B Look at the offices laye type:	out given by the pictures below and decide its
Office	Office

C The following are the advantages/disadvantages of one of these offices. First Choose one office type (picture 1 **or** 2) and then complete the following sentences:

 A Order the following names alphabetically, according to <u>Foreign</u> <u>Countries</u>:

Dana Ahmed Hussain Ministry of Labour Somaya Ali Al Jaber Khalid Cold Store



B Order the following names according to the subject

Subjects		Topics	
Sales	Shipping	Advertising	Promotion
Accounts	Payment	Salaries	Banking
Personnel	Leaves	Recruitment	Employment
Administration	Security	Mail	Reception

Subjects		Topics	
1.	1-1	1-2	1-3
2.	2-1	2-2	2-3
3.	3-1	3-2	3-3
4.	4-1	4-2	4-3

Question No. 4	k : 8	marks
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Complete the "Register of Callers" from the information given below using today's date: (Exam date)

- 1. Salwa Ahmed from ABC University came to see the administration manager regarding the new master programs. He came at 10:30 am and left after half an hour.
- 2. Amal Jassim from Kanoo Trading came to see the personnel manager at 8:00 am and he left after 50 minutes.
- 3. Fatima Mohamed from SmInternet Company, was in the company at 9:00 am. She came to see the accounts manager to get the payment cheque. She left the company after one hour and half.

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Date	Caller's	Company	Time	Time	Seen	Signature	Remarks
	name		in	out	by		

A Match the situation in group **A** with the appropriate action from group **B**:

Group A	Group B
More documents to be filed, but less space needed.	A. Send an e-mail.
Nada works on project that needs more teamwork and communication with others.	B. Offer her some refreshment/magazine and check with manager if he can see
3. Maryam has a meeting on 10 am and she came at 9:45.	C. Place an absent card.
4. Aisha asked by her manager to send a message to all employees in the company.	D. Use microfilm system.
5. Amal removed a file from the filing system.	E. Use open plan office layout.

1	2	3	4	5

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В	Write	two	points	for	the	following:
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1- Hazards in the office.	
1	
2	
2-The duties of the receptionist.	
1	
2	
3-The advantages of using technology in the office.	
1	
2	
4-The qualities of the good receptionist.	
1	
2	
5-The importance of filing.	
1	
2-	

Question No.	6:	7.5 marks
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Complete the accident report form using the following information:

Yesterday, at 1:00 p.m., Adel Haji, an officer, aged 33, from administration department was carrying files to the filing section. He tripped and felt down in the corridor of the filing section. His arm was dislocated. The filing clerk, Yousif Hassan saw him and took him to the first aid room. The nurse put his arm in a sling and took him to Bahrain Specialized Hospital. The doctor gave him sick leave for 2 days. Then the nurse picked him to his home in Manama 210.

1. Injured Person	
Surname: Position: officer	First Name:
Date of birth:	Phone no. 399993333
Home address: Manama 201	
2. Date and Time of accident:	
3. Details of Injury:	
4. Activity at the time of accident:	
5. Place of accident and Injury:	
6. Full details of the accident and inju	ry suffered and explain how it happened
7. What first aid treatment was given	?
8. Was the injured person taken to th	e hospital? If yes, where?
9. Names and positions of witnesses:	:
A	
В	
Reported by: Safety officer.	Signature: K հա/id Mohammed