

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

Reset Exam 2012/2013

COURSE NAME: Communication Skills **TRACK:** Commercial & Unified

COURSE CODE: 213 ادر

TIME: One hour and half

Question No. 1:

(10 Marks):

A- Circle the correct answer. Only **one answer** is correct:

- 1- The following example of non-verbal communication except :
 - a- Physical Appearance
 - b- Time
 - c- Interview
 - d- Nodding

- 2- One of these done before the meeting:
 - a- Greeting participants
 - b- Check the note
 - c- Agenda
 - d- Evaluation

- 3- It's the exchange of idea or information by spoken word in business refer to:
 - a- Oral communication
 - b- Communication
 - c- Written communication
 - d- Notice

- 4- It is a book used to record any form of money received by mail:
 - a- Remittance Book
 - b- Incoming mail
 - c- Circulation
 - d- Suspicious item

- 5- Its used to place the postage value on envelopes or parcel refer to:
 - a- Date stamping machine
 - b- Franking machine
 - c- Jogger machine
 - d- The addressing printer

B- Decide whether the following sentences are true or false, and **then correct the false one**, if any:

1- () Oral communication involves the skills hearing and speaking.

2- () internal communication is interaction between members of the same organization.

3- () Use slang word when you use telephone.

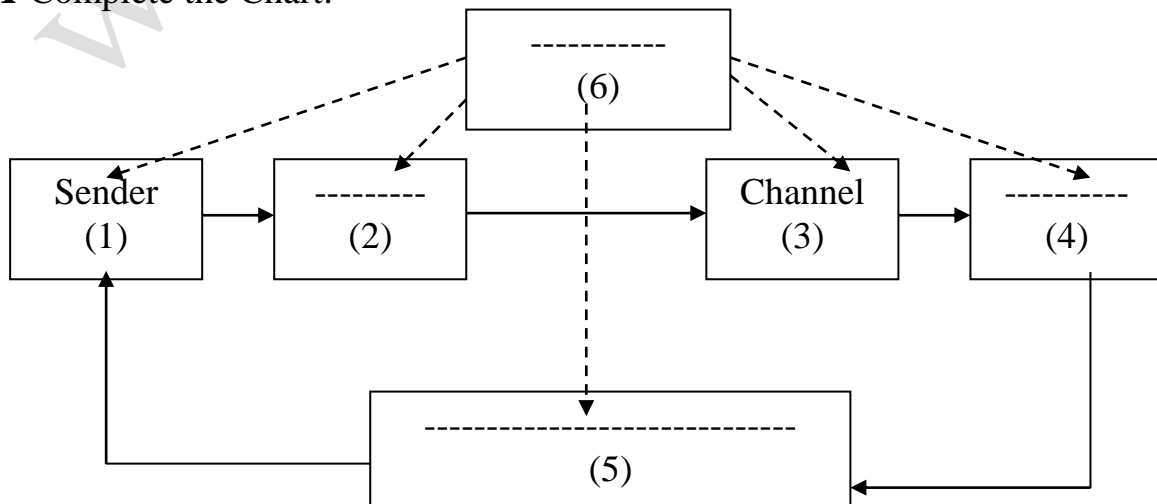
4- () The main duties for the chair to send out the notice of meeting to all members

5- () car insurance renewal is an example for non-postal service

Question No.2:

((8 Marks))

A-Complete the Chart:



B-Compare between formal and informal meeting in the following:

Criteria	Formal Meeting	Informal Meeting
Agenda		
Minutes		
secretary		
Give an example (only one)		

Question No.3:

(12 Marks)

Write the name of the methods of communication below and decide the type (verbal / non verbal)



Method-----

Type -----



Method-----

Type -----



Method-----

Type -----



Method-----

Type -----



Method-----

Type -----



Method-----

Type -----

Question No. 4:**(10 Marks))**

1- List THREE benefits for attending meeting.

a-----

b-----

c-----

2- How can you be a good listener?

a-----

b-----

c-----

d-----

3- Muharraq Post Office runs many non-postal services for the public, such as-----

a-----

b-----

c-----

4- Before sending outgoing mail, ensure all letter are:

a-----

b-----

c-----

5- Stages in report writing are involved in

a-----

b-----

c-----

Question No. 5:**(5 Marks)**

Complete the remittance Book for February, 2012 by the information below:

- 1- 23/2/2012 a draft from Bahrain Company BD 230 Account No.231.
- 2- 4/2/2012 cheque from Delmon Contracting Company KD 600 Account No 112.
- 3- 6/2/2012 payment from Al-Seef group for material purchased BD 400 Account No 550.

Note: AHMED EBRAHIM is the cashier

Remittance Book						
Date	Remitters name	Method of payment	A/C no.	Amount	Currency	Name/Signature

Question No.6:**(5 Marks)**

Mona works as a receptionist at Al-Dana Company Co. Complete a telephone message form for her manager Mr.Abdulla Rashid from the information given below:

Ms.Mona received today (at 8:30 am) a call from Mr.Ahmed from Awal Book Shop (Tel. No. 17644530). He wanted to tell the manager that his order for office stationary will be ready on Sunday at 6.00 p.m

Telephone Message

For -----
From -----
Organization -----
Tel ----- **Ext** -----

Message:-

Action required:-

- Please call
- Will call again
- Came to see you
- No action required

Message taken by-----

Date ----- **Time** -----

