

Model Answer

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

MID-TERM EXAM FOR SECOND SEMESTER 2017/2018

COURSE NAME: COMMUNICATION SKILLS
COURSE CODE: 213 ادر

TRACK: UNIFIED TRACKS
TIME: ONE HOUR

- ✓ Each / Mark = ½ mark except if it is mentioned in the question.
- ✓ Commit to the Model answer, with taking into account other correct logical answers.

QUESTION ONE:**[9 Marks]**

Complete the table with the right terms and definition:

<i>Letterhead</i>	<i>Franking Machine</i>	<i>Addressee</i>	<i>Complementary Close</i>
<i>Salutation</i>	<i>Jogger Machine</i>	<i>Enclosure</i>	<i>Verbal Communication</i>

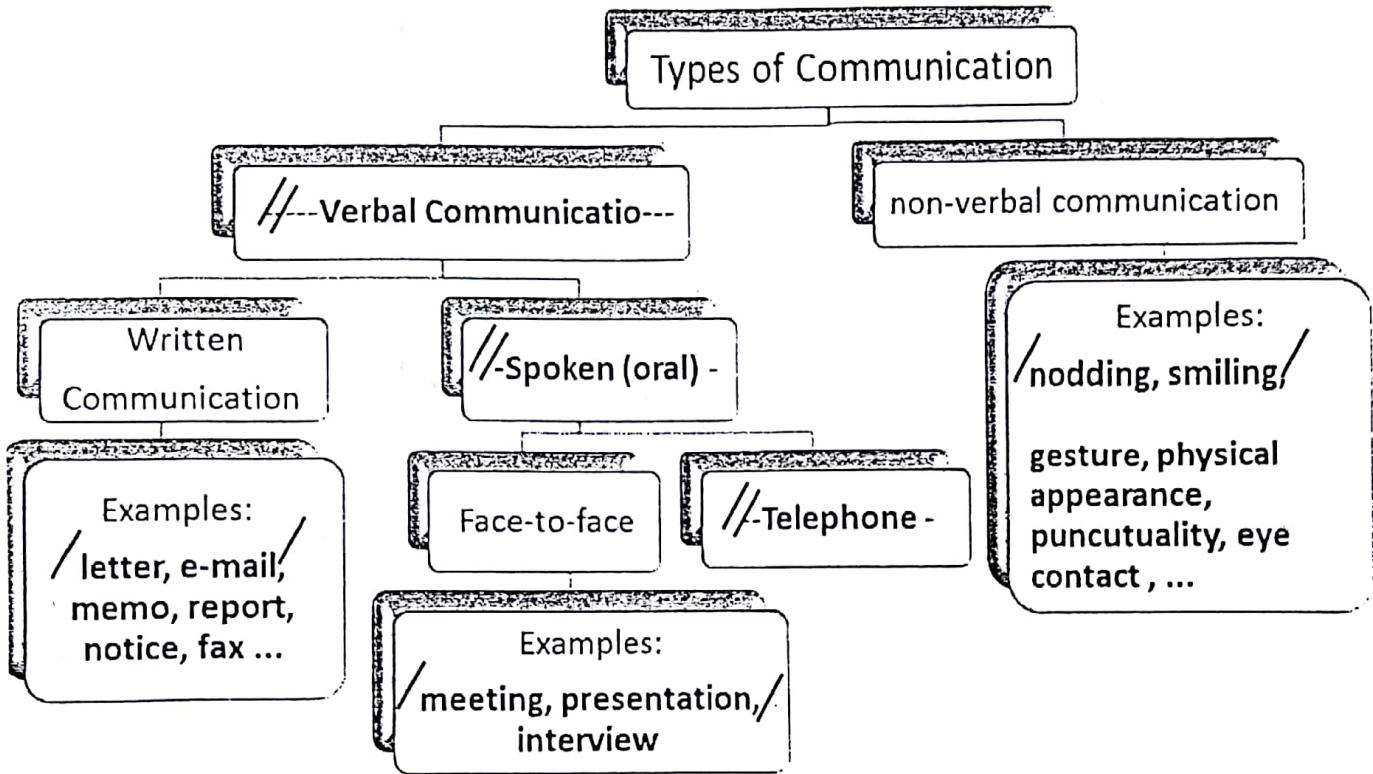
No.	Term	Definition
1	Verbal Communication	Is the message that are expresses in words (written as well as spoken communication).
2	Enclosure	It contains the attachments that send along with the letter.
3	Jogger Machine	Aligns individual pages for stapling or for inserting into envelopes.
4	Complementary Close	The way of closing the letter.
5	Communication	Is giving, receiving or exchanging of information, opinions or ideas by written, speech or visual means or any combination of the three.
6	Franking Machine	It used to place the postage value on envelopes or parcels.
7	Addressee	The address of the receiver of letter.
8	Letterhead	It is the heading at the top of letter paper. It consists of a name, address, and the logo of the business.
9	Salutation	The way of greeting the receiver.

QUESTION TWO:

[11 Marks]

A. Complete the following chart:

(6 Marks)



B. Write the name of the parts from 1 to 5 in the blank provided:

(5 Marks)

Memo

1 ... **To** ... // : Accounting Staff Members.

2 ... **From** ... // : Personal Director.

3 ... **Date** // ... : 13 April 2018

4 ... **Subject** ... // ... : ICDL Course ... **Message** //

5

The next ICDL course has been schedule for Sunday 14 May 2018 from 7:30 am to 12:30 pm.

Sami

QUESTION THREE:

[10 Marks]

Answer the following questions:

A) Compare between Business Letter & Memo:

(4 Marks)

Aspects	Business Letter	Memo
Usage	Outside/	Inside/
Length	Long/	Short/
Stamp	Need/	No Need/
Envelopes	Need/	No Need/

B) Four purpose of Communication:

(4 Marks)

- To inform
- To persuade
- To evaluate
- To instruct
- To meet human and cultural needs

C) Give two examples of suspicious postal packets:

(2 Marks)

- An unusual shape or size
- Wires attached
- Oil, grease or powder marks on the cover
- Weighing heavier than the weight suggested
- Having a smell of almonds
- A pin hole in the wrapping
- No return address
- Too much postage

QUESTION FOUR:

[10 Marks]

From the details given below, complete the Remittance Book for date 25 March 2018.

- ① A cash of BD 560 from Taylos Agency, and their Acc. No. is TA/104.
- ② A money received from Miami Co. for \$730 and their No. MC/245.
- ③ A cheque received from Mariam Clinic for BD 650 & their Acc. No. is MC818.

Note: Ahmed Jabber is the cashier who receives the amounts.

Remittance Book						
Date	Sender	Type of remittance	Account No.	Amount	Currency	Signature
25/3/2018 //	Tylos Agency/	Cash/	TA/104/	560/	BD/	Ahmed Jabber//
	Mariam Clinic/	Cheque/	MC818/	650/	BD/	
		Total		1210/	BD	
	Miami Co./	Cash/	MC/245/	730/	\$/	
Date = one mark Signature = one mark						

End of Exam Answers