

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

RESET EXAM 2012/2013

COURSE NAME : Introduction to Office Management **TRACK :** Commercial & Unified
COURSE CODE : 111 أدر **TIME :** One hours & half

Question No. 1 : **(10 marks)**

Circle the correct answer. Only one answer is correct:

1) An office is a place where information is sent after processing to:

- a. all visitors
- b. the public
- c. the concerned persons
- d. the students

2) Good employees are those who:

- a. have negative attitude to change
- b. work as a team
- c. discriminate between customers
- d. are careless about other safety

3) Receives Payments from customers and make payments to suppliers and employees are functions of:

- a- Sales Department
- b- Account Department
- c- HR Department
- Purchase Department

4) People mainly visit an office to:

- a- have a rest
- b- Interview a member of staff
- c- be greeted with a smile
- d- make a quarrel

5) When the receptionist faces a problem, he is expected to:

- a. try to solve it diplomatically
- b. provide refreshments with a smile
- c. ask the security officer for help
- d. ignore it and continue his work

6) Some files are not required any more, such files are called:

- a. electric files
- b. alphabetical files
- c. absent files

d. dead files

7) The filling clerk should keep a record of persons who have borrowed files in a card called:

- a. business card
- b. absent card
- c. risk card
- d. card index

8) Electronic mail is shorted as:

- a. e-meal
- b. e-mail
- c. e-mile
- d. e-mele

9) To prevent backache, you advise office staff to:

- a. wear hard hats
- b. use personal alarms
- c. sit on adjustable chairs
- d. bend improperly when lifting heavy items

10) Which of the following is considered as a proof of an accident happening at work during business hours?:

- a. computer report files
- b. accident report form
- c. lists of potential hazards
- d. risk assessment report

Question No. 2 :

(10 marks)

a) As a receptionist, how can you deal with the following visitors (at least one appropriate solution): (2 marks)

Types of Visitors (Problem)	How to deal with the visitor (solution)
A visitor who has no appointment	1.....
A visitor complain about damage product	1.....

b) Compare between open and closed offices according to the following criteria's by choosing the suitable sentences from the following helping box: (8 marks)

More privacy	Easy communication	Easy moving staffs	Difficult moving staffs
Difficult communication	More secured	Less secured	Less privacy

Criteria	Open Plan Office	Closed Office
Privacy		
Security		
Movement		
Communication		

Question No. 3 :

(14 marks)

a) Fill in the Absent Card with the following information: (6 marks)

- 1) Today an accountant who is working in your company borrowed a file of Personnel No. 130 for 10 days.
- 2) Yesterday a Salesperson borrowed the file of Training No.101. The file should be returned on 20/01/2013.
- 3) On the 14th of January a Personnel department borrowed a file named Account No. 505. The file should be returned back after 15 days of January.

ABSENT CARD

Date Taking	File No. and Name	Taking by	Date Returned

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b) Read the following files' names and numbers carefully. You are required to index these files in alphabetical order with the file's number against the name: (8 marks)

- 101 Ministry of Transportations
- 102 Ahmed Zayani Trading
- 103 Ministry of Housing
- 104 Yasser Co.
- 105 Tamer & sons Co.
- 106 Yousif Trading Kanoo Co.
- 107 Dr. Hameed Khalil
- 108 Abdulla Zayani Trading

CARD INDEX

File Name	File No.

Question No. 4 :**(6 marks)****Complete the Maintenance Register using the information given below :**

A Photocopier Machine was purchased on 3 / 1 / 2012 by Ministry of Education for Administration department. The Supplier (Al Moayyed) agreed to maintain the machine on a **monthly basis** :

Maintenance Register			
Name of Machine: _____		Department: _____	
Date Purchased: _____		Supplier: _____	
Date of Maintenance	Actions / Recommendations	Maintained by	Signature

- 1) A regular service was made by Sami Ali.
- 2) Ali Abdulla found that copied papers were not clear and very dark; he repaired it by changing the clear button.

Question No. 5 :**(10 marks)**

- a) Find out the proper name for each safety signs in the table below by choosing the correct number: **(5 marks)**

1	2	3	4	5	6
Radiation Area	No Smoking	Wear Gas Mask	Biological Waste	Danger High Voltage Area	Wear Safety Boots



- b) Read the following short Accident Report and then answer questions given below: (5 marks)

ACCIDENT REPORT FORM

- Injured Person:** Ahmed Abdulla Ali **Date of Birth:** 1980 **Job:** Messenger
- Date & Time of accident:** at 9:40 am on 17th May 2012
- Particulars of injury:** Grazed his back badly, dislocated his thumb
- Place of accident and injury:** The Steps of the Main Hall
- Full details of the accident and injury suffered and how it happened:**
He slipped down on the steps while trying to move some furniture. M.r. Khalid Safar (Training officer) was with him & brought him to the social adviser's office.
- First Aid treatment given:** he was given a pain relief medicine and kept on the portable bed waiting for the Ambulance.
- Was he taken to hospital?** if yes, where? Yes, to Salmaniya Medical Centre
- Witnesses:** Mr. khalid Safar

1-Who was the person injured?

2-What was he doing?

3-Who did offer the first aid treatment to him?

4- Was it necessary to take him to hospital? If the answer yes, Write the name of the hospital?

5- What is the occupation of the witnesses Mr. Khalid Safar?

END OF EXAM

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