

**MODEL ANSWERS**

مملكة البحرين  
وزارة التربية والتعليم  
إدارة الامتحانات - قسم الامتحانات

المؤدج ١

امتحان منتصف الفصل الدراسي الأول للتعليم الثانوي للعام الدراسي ٢٠١٥/٢٠١٦م

المسار: توحيد المسارات

اسم المقرر: Introduction to Office Management

الزمن: ساعة واحدة

رمز المقرر: ادر ١١١

**Question One: (4\*0.5= 2)**

Choose the correct answer from the followings, only one answer is correct.

1. The purpose of an office is to:

- a) Receive payments from customers.  
b) Searching and recruiting new employees.  
/ c) Receive, process and file information for future reference.

2

2. One of the Middle Management responsibilities is to:

- a) Make long term and strategic decisions.  
/ b) Carry out decisions made by top management.  
c) Direct supervision of employees.

3. The receptionist's job is important, because he/she:

- a) Has a good knowledge of the business.  
/ b) Represents the first point of contact with visitors.  
c) Is seated near the main entrance of the office.

4. A method of filing, in which all the files of all departments are kept and controlled together in one filing system.

- a) Central Filing.  
/ b) Departmental Filing.  
c) Numeric filing.

**Question Two: (12\*0.5= 6)**

1. Compare between open and closed offices based on the given criteria:(6\*0.5)

Criteria	Open Plan Office	Closed Office
Privacy	less /	More /
Cost	less /	More /
Noise	more /	less /

3

2. Answer the following questions: (6\*0.5)

A) As a receptionist, how can you deal with a visitor who arrived before his appointment?

- greet and provide refreshment. ✓
- ask the person concerned to meet if possible. ✓
- or ask the visitor to wait. ✓

B) Two functions of the Accounting Department:

Receive payments from customers, Make payment to supplier

C) Two obligations of an employee.

Arrive on time, be honest, work afely

Question Three: (20\*0.25) + 1 = 6

Fill in the Register of Callers for these visitors using Today's Date:

- Sumaya Majed, HR Manager from Alpha Company arrived to meet the Admin. Manager at 11:30 a.m. and she left after one hour.
- At 8:30 a.m.; Saeed Ali, from Albayan Company came to meet the Accounting Manager (he left after 30 minutes).
- Salman Ebrahim, from Al-Eman Co. arrived at 9:00 a.m. to meet the General Manager, and he left at 10:30 a.m.
- Khalid Moh'd, from Al Dana Group, arrived at 10:15 a.m., to meet the Purchase Manager, and he left at 11:00 a.m.

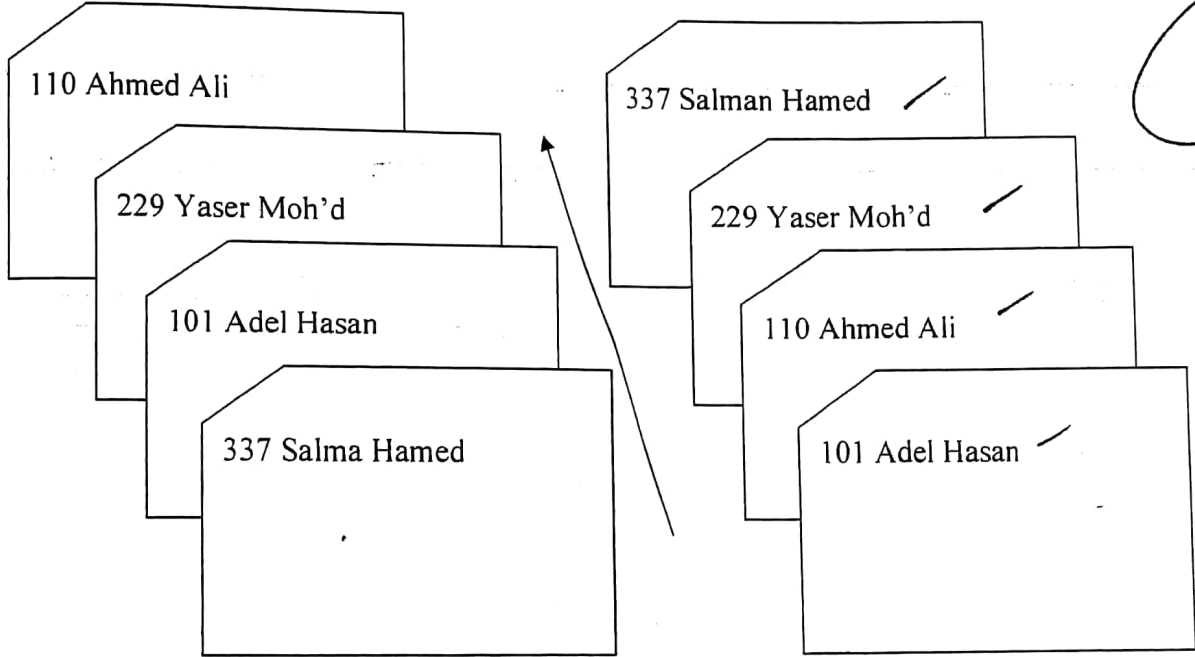
+ 1/2 الرتيب

Register Of Callers

Date	Visitor Name	Company	Time of Arrival	Seen by	Signature	Time of Departure	Remarks
Exam date	Saeed Ali	Albayan	8:30	Accounting manager		9:00	
	Salmna ebrahim	Aleman co	9:00	GM		10:30	
	Khalil Moh'd	Aldana	10:15	Purchase manager		11:00	
	Sumaya majed	Alpha co.	11:30	Admin. manager		12:30	

**QUESTION FOUR: (12\*0.5=6)**

After studying the different methods of classification, you are required to file the following files using the Numeric Method and prepare a card index:



Card index	
File Name	File Number
Adel Hassan /	101 /
Ahmed Ali /	110 /
Salman Hamed /	337 /
Yaser Moh'd /	229 /

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