

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

MODEL ANSWERS

FIRST SEMESTER EXAM 2015/2016

COURSE NAME: Introduction to Office Management

TRACK: توحيد المسارات

COURSE CODE: 111 ادر

TIME: 1½ Hour

QUESTION ONE: (10 Marks)

Choose the correct answer for the following question:-

1. All the following sections are in the **Administration Department** *except*:-

a) Security

b) Marketing //

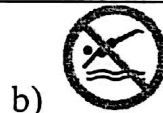
c) Reception

d) Mail Room

2. Which of the following **Safety Sign** warns of **No Open Flams**:-



3. Which of the following **Safety Signs** you *do not* see in **Salmaniya Medical Complex**:



4. One of **Employer's** obligation is:-

a) Pay Fair Salaries //

b) Attend in Person

c) Be Competent

d) Arrive on time

5. The department that responsible for transporting goods and keeping a record of stock is:

a) Administration Dept.

b) Finance Dept.

c) Sales Dept.

d) Warehousing Dept. //

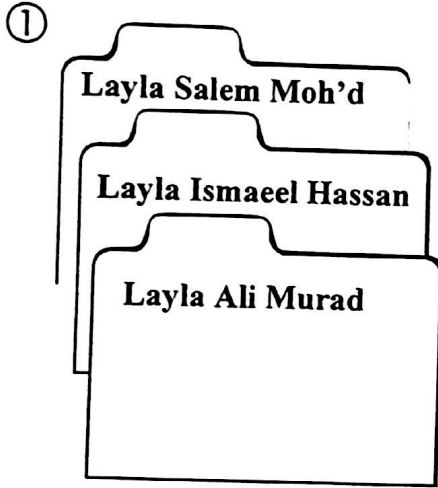
QUESTION THREE:

(8 Marks)

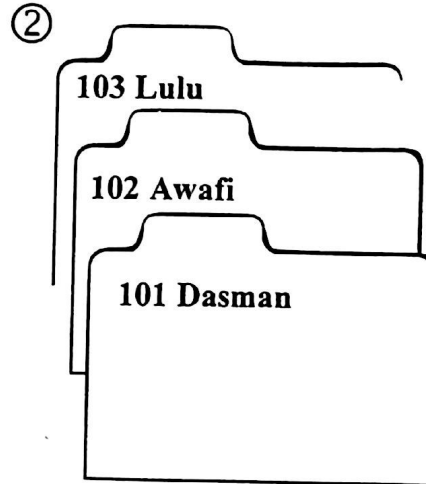
It is necessary for the organization to organize the information and to store it in files in away where can be used whenever it is required.

- a) Choose the suitable Method of Classification listed below, for each of the following groups of files:- **(4 Marks)**

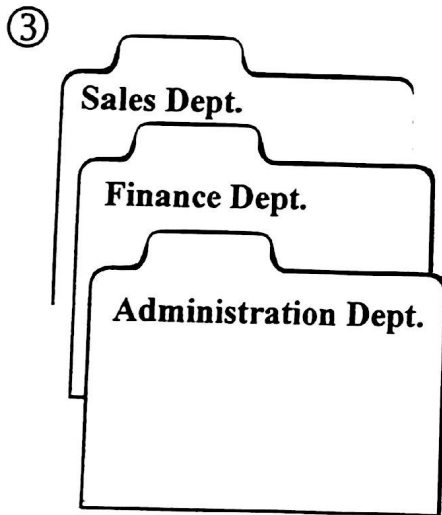
**Geographical Method – Numeric Method –
Alphabetical Method – Subject Method**



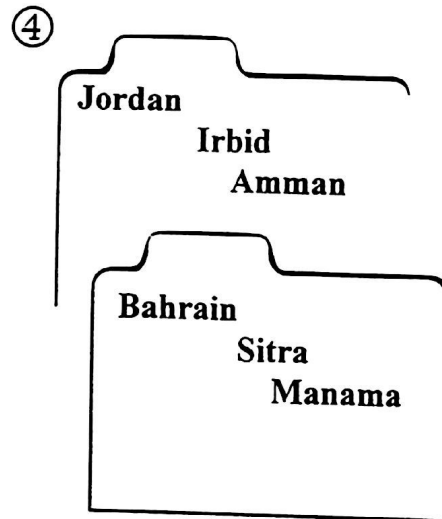
... Alphabetical Method //.....



..... Numeric Method //.....



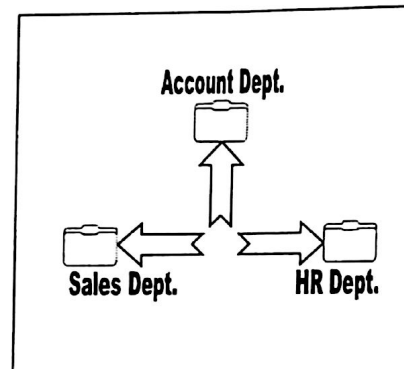
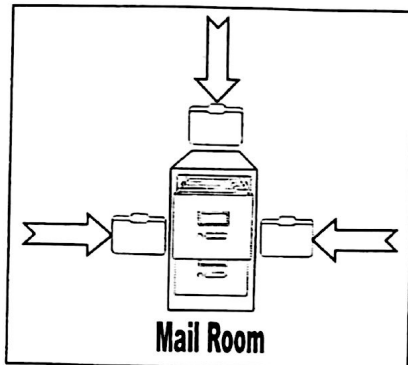
..... Subject Method //.....



... Geographical Method //.....

b) Files may be organized in two different ways in the organization. From the pictures given below, state which pictures describe “**Departmental Filing**” and which is “**Central Filing**”, with *brief description* of them:-

(4 Marks)



Central Filing //

All files of all departments are kept in one place. //

- Needs less staff & equipment's.
- More effective supervision.
- Effective and efficient follow-up and absent files systems can be organized.
- Standardize system of filing.

Departmental Filing //

Each department will keep its own files. //

- Need more space.
- There is a duplication of documents.
- Easier to handle.

QUESTION FOUR:

(10 Marks)

Use the following information to fill the **Maintenance Register** given:-

On 11th June 2015, Future Company bought (**Xerox Photocopy**) for **Finance Department**, the check-up has been made *in order* to the following dates:

- ✘ 1st September 2015, changed the cartridge by Ali Nasser.
- ✘ 22nd August 2015, changed the broken drawer of paper by Reyad Khalil.
- ✘ 8th October 2015, changed a small damage part by Ali Nasser.
- ✘ 18th September 2015, replaced the cleaning cartridge by Reyad Khalil.

MAINTENANCE REGISTER

Machine Type: Xerox Photocopy.// **Date Purchased:** 11th June 2015 //
Department: Finance Department ...//

Date of Maintenance	Action/Recommendation	Maintenance by	Signature
22 August 2015 /	changed the broken drawer of paper /	Reyad Khalil /	
1 September 2015 /	changed the cartridge /	Ali Nasser /	
18 September 2015 /	replaced the cleaning cartridge /	Reyad Khalil /	
8 October 2015 /	changed a small damage part /	Ali Nasser /	

**$\frac{1}{2} * 18 = 9$ Marks
+1 for Dates Order**

QUESTION FIVE:

Salman Abdulla aged 38, a telephonist at Awal Company. On **11th July 2015** at 10:30 a.m., he fell down from swivel-chair because he stand on it to organize the files in **reception area**. His head was injured and his arm was broken. Receptionist **Mr. Ahmed Hassan**, who was with him at the time of the accident, took him to the first aid room in the company. **Nurse Ali Abass** gave the necessary first aid to him; he cleaned his head and applied a dressing. After that, Salman was taken to King Hamad University Hospital for further treatment.

After 4 days of the accident, the Administration Manager Mr. Rashid Khalid asked the **Nurse Ali Abass** to write an *Accident Report Form*.

Complete the given **Accident Report Form** by using the above information.



Awal Company
 P.O. Box: 111
 Manama
 Kingdom of Bahrain

ACCIDENT REPORT FORM

Date of Report:15 July, 2015...//.

Details of Injured Person:

Name of injured: ... Salman Abdulla //.....
 Position: telephonist //..... Date of Birth: 20/1/1977
 Phone No.: 17123456 Address: Villa: 1, Road 22, Manama 11

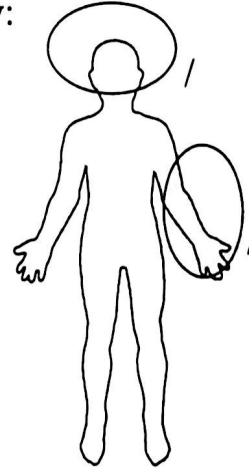
Details of the Accident:

Date of Accident:11th July 2015...//.. Time of Accident: ...10:30 a.m. //.....
 Place of Accident: ... reception area //..

Briefly describe what happened:

Salman fell down from swivel-chair
 because he stand on it to organize the files
//.....

Please mark the area(s) of injury on the figure below:



Was First Aid Given? Yes / No

If yes, give brief details:

..... cleaned his head and applied a dressing ...//.....

Was the injured person taken to the hospital? Yes / No

If yes, where? King Hamad University Hospital//.....

Name & positions of witnesses:

..... Mr. Ahemed Hassan.../ Receptionist .../.....

Reported by: ... Ali Abass ...//.....

Position: Nurse

☺☺☺ Good Luck ☺☺☺

End of Answer