

KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION

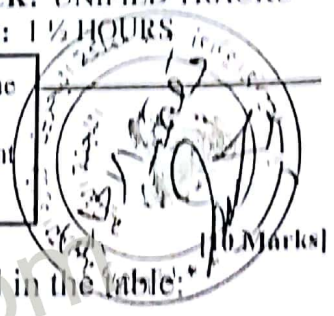
MODEL ANSWERS

DIRECTORATE OF EXAMINATION / CENTRAL EXAMINATION SECTION
SECONDARY EDUCATION / UNIFIED TRACKS
SECOND SEMESTER EXAM 2017/2018

COURSE NAME: COMMUNICATION SKILLS
COURSE CODE: 213 ادر

TRACK: UNIFIED TRACKS
TIME: 1 ½ HOURS

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



QUESTION ONE:

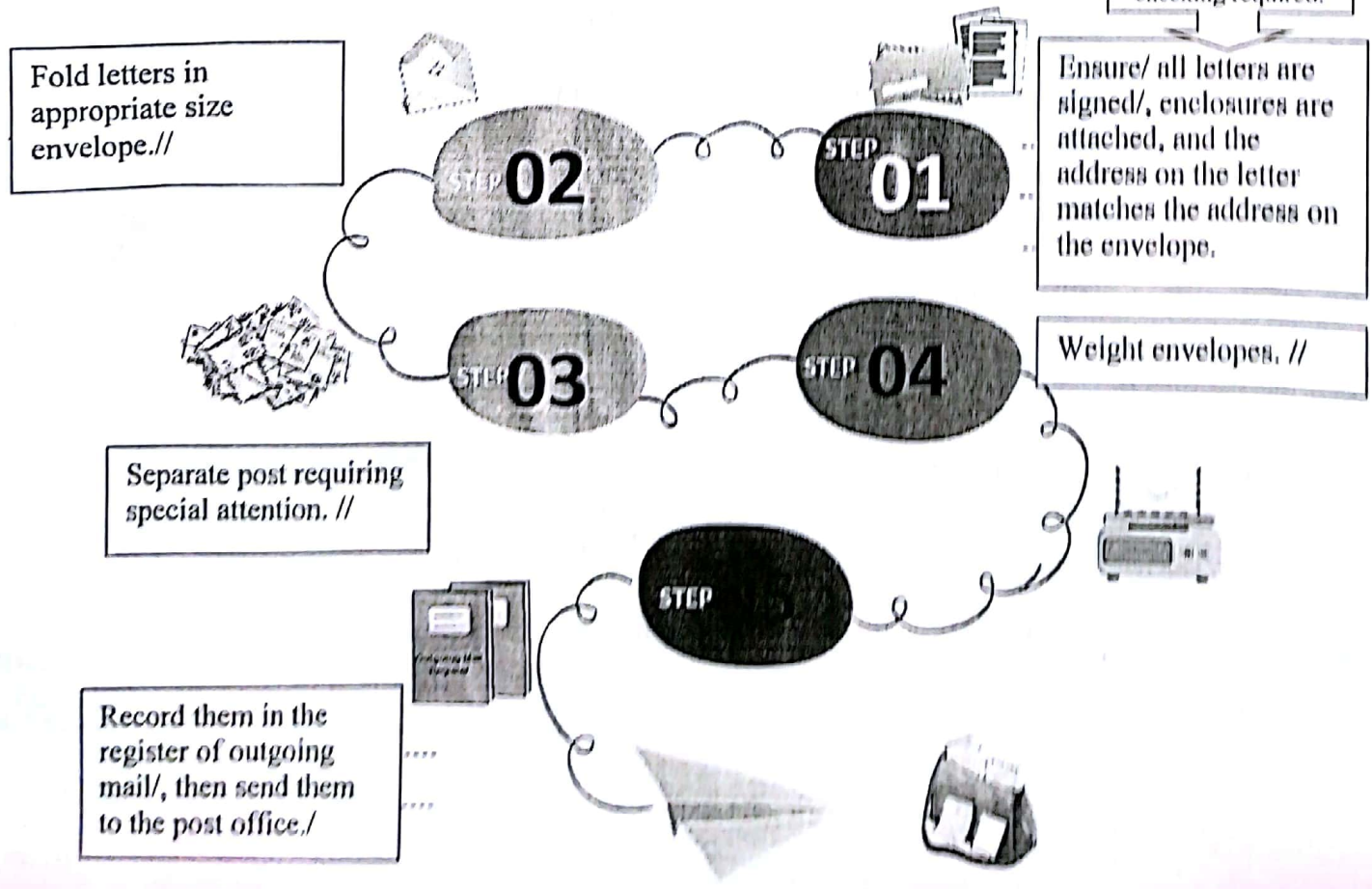
A. Compare between the following according to the differences listed in the table:

Points of Difference	Oral Communication	Written Communication
Definition	Exchange of ideas by spoken words/	Exchange of ideas by written/
Record	No/	Yes/
Media (example)	Face to face/	Letter/
Feedback	Fast /	Slow/
Cost	Low/	High/

Spoken
written

B. Write the steps of dealing with outgoing mail in the following order:

Any one point of checking required.



QUESTION TWO:

[10 Marks]

Circle the correct answer for each of the following questions, only one answer is correct:

1. A letter starting with Dear Mr. Abdulla, should be closed with:
 - a. Yours faithfully.
 - b. Yours sincerely.
 - c. Best wishes.
 - d. Best regards.
2. Occurs when information passed from employees to top management:
 - a. Downward Communication.
 - b. External communication.
 - c. Verbal Communication.
 - d. Upward communication.
3. The final item for discussion in a formal meeting is known as:
 - a. Proposals.
 - b. Matter arising from the last meeting.
 - c. Any other business (AOB).
 - d. Apologies for the absence.
4. is use to print stamp value on the letter:
 - a. Franking Machine.
 - b. Jogger Machine.
 - c. Remittance Book.
 - d. Letter Opener.
5. Anything that prevents understanding of the messages is known as:
 - a. Channel.
 - b. Message.
 - c. Feedback.
 - d. Barrier.
6. It is the fastest method of exchanging digital messages:
 - a. Memo.
 - b. Report.
 - c. E-mail.
 - d. Letter.
7. Advertising, letters, mail, presentation and negotiations are examples of forms.
 - a. Downward communication.
 - b. External communication.
 - c. Verbal communication.
 - d. Upward communication.
8. Money received with the letter must be entered in:
 - a. Circulation list.
 - b. Register of outgoing mail.
 - c. Remittance book.
 - d. Register of incoming mail.
9. As a secretary, you should keep your manager's telephone message in:
 - a. Memory.
 - b. Agenda.
 - c. Minutes.
 - d. Phone Message Sheet.
10. The following are examples of verbal communication except:
 - a. Business letter.
 - b. Interview.
 - c. Presentation.
 - d. Nodding.

QUESTION THREE:

[10 Marks]

You are working as the receptionist in Delmon Services Company. Distribute the letters on the register of outgoing and incoming mail by using the following information:

- 1) On 10/5/2018 sent a letter to Alahli Bank for Mr. Ahmed Jabber. The subject is Company Cash. Ref. is ATK/54/21. Company Statement attached with it.
- 2) On 17/5/2018 received a letter from Awal Company for the Account Dept. the subject is Quotation, and the letter is dated four days before. Ref. is MMN/333. A catalogue attached with it.
- 3) On 18/5/2018 sent a letter to Awal Company Store for the Sales Dept. The subject is NOT Receiving Order. Ref. is MHN/33/22. A Copy of Order list attached with it.
- 4) On 12/5/2018 received a letter from BBK for the Account Dept. regarding the Company Statement, and the letter is dated two days before. There is a statement form attached with it. Ref. is BPB/546.
- 5) On 14/5/2018 received a letter from Mr. Jassim Nasser for the Sales Manager. The subject is Sales Promotions, and a flyer attached with it. The letter is dated six days before. Ref. is AKJ/120.
- 6) On 15/5/2018 sent a letter to BTI with subject of Technicians Training. Ref. is REW/12/20. A list of trainee attached with it.

Register of Incoming Mail

Each / = ¼

S.No.	Date	Sender	Ref.	Letter Date	Subject	Delivered	Remark
88	12/5/2018	BBK	BPB/546	10/5/2018	Company Statement	Account Dept.	statement form
89	14/5/2018	Mr. Jassim Nasser	AKJ/120	8/5/2018	Sales Promotions	Sales Manager	a flyer
90	17/5/2018	Awal Company	MMN/333	13/5/2018	Quotation	Account dept.	catalogue

Order date one mark
Each columns ½ mark


التواريخ صحيحة إذا تم ذكر يوم قبل أو بعد التواريخ المذكورة في العمود
The date is correct if the student wrote one day after or before the mentioned date in the column

S.No.	Date	Ref.	Sent to	Subject	Remarks
56	10/5/2018	ATK/54/21	Alahli Bank for Mr. Ahmed Jabber	Company Cash	Company Statement
57	15/5/2018	REW/12/20	BTI	Technicians Training	A list of trainee
58	18/5/2018	MHN/33/22	Awal Company	NOT Receiving Order	Copy of Order list

QUESTION FOUR:

[10 Marks]

Read the following documents and then answer the questions given below:

 **GIB BANK**

..... ??

TO : All Staff
FROM : Training Officer
DATE : 15 April 2018
CC : Human Resources Manager
SUBJECT :??.....

The next ICDL training session has been scheduled for Monday 30 April 2018 from 9:30 am to 1:45 pm. Topics covered will include:

- Creating a document
- Editing a document
- Sorting a document
- Retrieving a document

This will be a hands-on session facilitated by Ahmad Tariq, Computer Training Specialist. To register please fill in the registration form attached and send it to training office no later than Wednesday 25 April 2018. Box lunches and soft drinks will be provided at the end of the training session.

ENC. Registration Form

1. Who is the sender? **Training Officer//**
2. Who is the receiver? **All Staff//**
3. Write a proper subject for the above Document? **ICDL Training//, staff training, computer Training. (ICDL/Training/ICDL Session/Training Session)**
4. What does this document represent? **MEMO //– Memorandum**
5. This document is ...(**internal-written-verbal**) //..... method of communication.
6. What does the abbreviation ENC. stands for? **Enclosure //**
7. Who will receive a copy from this document? **Human Resources Manager//**
8. How can staff members register in this training session? **By filling in the registration form//attached and send it to training office no later than Wednesday 25 April 2018. X**
9. When will this training session be conducted? **Monday 30 April 2018 /from 9:30 am to 1:45 pm. X**
10. Will the Training Department offer food or refreshments to the trainees? If yes, when? **Yes/, at the end of the training session./**

QUESTION FIVE:

[10 Marks]

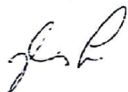
Read the following document and answer the questions below:

Notice of Meeting & Agenda

Please join us for a Meeting, Monday, 21 May 2018.

The topics will be discusses as follow:-

- 5 Report form recreational fund treasurer.
- 8 Date of next meeting./
- 7 Any other business (AOB)./
- 6 Staff medical insurance scheme.
- 2 Minutes of the last meeting./
- 4 Correspondence./
- 3 Matters arising from the last meeting./
- 1 Apologies for absence./


 Moh'd Ali
 Receptionist

21/5/2018

1) Is the pointed part of the document legal or not? Why?

I think this notice is legal not legal for the following reasons:

1. No time mentioned.//

2. No place mentioned.//

3. No members mentioned. //

2) Write 3 errors you can find (figure) in this document other than that you mentioned in Q1.

1. It is sent on the same date of the meeting.//

2. Topics order is wrong. //

3. The agenda should be written by chairman not receptionist.//

3) Reorder the agenda topics for meeting in the box next to it, as shown in the example given in 5 & 6.

* 1751 قطار مذکور کے لیے ہائیڈروجن کے ساتھ ساتھ
 * تھیں ہائیڈروجن کے ساتھ ساتھ ہائیڈروجن کے ساتھ ساتھ

End of Exam Answers