

مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات/قسم الامتحانات

امتحان منتصف الفصل الدراسي الثاني للتعليم الثانوي للعام الدراسي 2014 / 2015 م

المسار: توحيد المسارات

اسم المقرر: Communication Skills

الزمن: ساعة واحدة

رمز المقرر: أدر ٢١٣

Commbh.com

اسم الطالب	
الرقم الأكاديمي	
التوقيع	



رقم السؤال	الدرجة النهائية	درجة الطالب	الدرجة بالأحرف
الأول	١٠		
الثاني	١٠		
الثالث	١٠		
الرابع	١٠		
المجموع	٤٠		
%٢٠	٢٠		

توقيع مراجع الجمع	
الملاحظات إن وجدت	

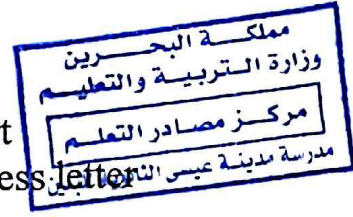
توقيع المعلم الأول	
الملاحظات إن وجدت	

توقيع مدقق الدرجات	
الملاحظات إن وجدت	

QUESTION ONE:

Choose the correct answer from the following:

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1. Complimentary close is a part of:

(A) Memo	(B) Report
(C) E-mail	(D) Business letter

2. Interview is an example of:

(A) Verbal Communication	(B) Non Verbal Communication
(C) Communication Network	(D) Communication

3. It is used to place the postage value on envelopes or parcels:

(A) Jogger machine	(B) Date stamping machine
(C) Franking machine	(D) The addressing printer

4. All of the following are External Communication **except**:

(A) Advertising	(B) Mail
(C) Letters	(D) Fax

5. The appropriate form for date is:

(A) 20 January 2015	(B) 20/1/2015
(C) 20-1-2015	(D) Jan-20-2015

6. Notice, Memo, Report and E-mail are examples of:

(A) Written Communication	(B) Oral Communication
(C) Upward Communication	(D) Cross Communication

7. The purposes of Communication are:

(A) To inform	(B) To instruct
(C) To evaluate	(D) All answer are correct

8. Used to weigh non standard letters and parcels:

(A) Jogger machine	(B) The Addressing Printer
(C) Franking Machine	(D) Weight Scale

9. It is a book used to record the money received by mail:

(A) Remittance Book	(B) Outgoing Mail
(C) Incoming Mail	(D) Circulation List

10. It is the fastest method of exchanging digital messages:

(A) Memo	(B) Report
(C) E-mail	(D) Fax

QUESTION TWO:

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(A) Compare between the Business Letter and the Memo from the specific aspects given in the table below:

Aspects	Business Letter	Memo
Formality		
Usage		
Length		
Stamp		
Envelopes		

(B) Choose the appropriate category of mail for the action required given in the table below:

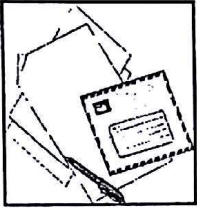

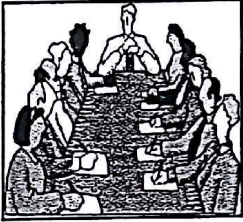

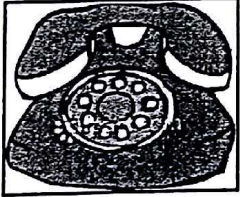
Mail not for the Company – Urgent – General -
Confidential – Registered mail

No.	Category of Mail	Action required
1-		Open separately & deliver immediately.
2-		Sign upon receipt, open and record the remittance.
3-		Open following the rules of the company.
4-		Repost unopened.
5-		Deliver unopened to the person concerned.

QUESTION THREE:

In the table below, write the method of Communication & decide its type (Verbal/Non Verbal)

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Picture	Method of Communication	Type Verbal / Nonverbal
		
		
		
		
		

QUESTION FOUR:

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Miss Layla is a secretary in Al-Huda Company; on 25 January 2015 she received the following:

1. Cash of BD370 from Nada Est. for goods sold to them, account no. PM345678.
2. A cheque for BD540 from BIBA being refunded on cancelled workshop for the HR staff, account no. BT121314.
3. A payment of BD600 received from Mona for a goods sold to her, account no. KH232425.

Required:

Using the above information, fill the following Remittances Book.

Remittance Book

Date	Sender	Type of remittance	Account No.	Amount	Signature

**"End of Exam Question"
Good Luck**