

مملكة البحرين
وزارة التربية والتعليم
إدارة الامتحانات/جهاز الامتحانات

امتحان منتصف الفصل الدراسي الثاني للعام الدراسي ٢٠١٦/٢٠١٧م

اسم المقرر: Communication Skills

المسار: توحيد المسارات

رمز المقرر: ادر ٢١٣

الزمن: ساعة واحدة

اسم الطالب
الرقم الأكاديمي
الشعبة
التوقيع

رقم السؤال	الدرجة النهائية	درجة الطالب	الدرجة بالأحرف	توقيع المصحح
الأول	١٠			
الثاني	١٠			
الثالث	٩			
الرابع	١١			
المجموع	٤٠			
الدرجة	٢٠			

توقيع مراجع الجمع
الملاحظات إن وجدت

توقيع المعلم الأول
الملاحظات إن وجدت

توقيع مدقق الدرجات
الملاحظات إن وجدت

مملكة البحرين

وزارة التربية والتعليم

إدارة الامتحانات/جهاز الامتحانات

Model Answer

امتحان منتصف الفصل الدراسي الثاني للعام الدراسي ٢٠١٦/٢٠١٧م

المسار: توحيد المسارات

اسم المقرر: Communication Skills

الزمن: ساعة واحدة

رمز المقرر: ادر ٢١٣

QUESTION ONE:

[10 Marks]

A. Choose the correct answer only one answer is correct:

(5 Marks)

1. Anything that prevents understanding of messages in communication is known as:
 - a. Channel
 - b. **Barrier**
 - c. Feedback
 - d. Internal communication
2. All of the following are examples of verbal communication **except**:
 - a. Business letter
 - b. Memo
 - c. **Smiling**
 - d. Report
3. A report format is usually determined by:
 - a. Organizing, writing and publishing
 - b. **Audience, information and purpose**
 - c. Objectives, media and accuracy
 - d. Interpreting, justification and solving problems
4. Is used to automatically fold and insert printed materials into the envelopes:
 - a. Jogger machine
 - b. Franking machine
 - c. **Folding and inserting machine**
 - d. Weight scale
5. Type of mail you should open separately and deliver immediately:
 - a. Private mail
 - b. Mail not for the company
 - c. **Urgent mail**
 - d. Registered mail

- B. State whether the following sentences are true (✓) or false (✗):** (5 Marks)
1. Enc. in letters is an abbreviation stand for Enclosures. (✓)
 2. Mails not for the company should reposted unopened. (✓)
 3. Letters used to pass information or instruction within an organization. (✗)
 4. No need for signature in a memo. (✓)
 5. Upward communication occur when employees communicate to top management. (✓)

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QUESTION TWO:

[10 Marks]

- A.** You work as a secretary for the General Manager, who asked you today to write and send a memo to all staff to attend the Committee Services Meeting next Monday at 9:30 a.m. in the meeting room. You should send a copy of the memo to the Public Relation Manager. (7 Marks)

MEMORANDUM

TO: -----All Staff -----/

FROM: ----- General Manager -----/

DATE: -----Exam Date-----/

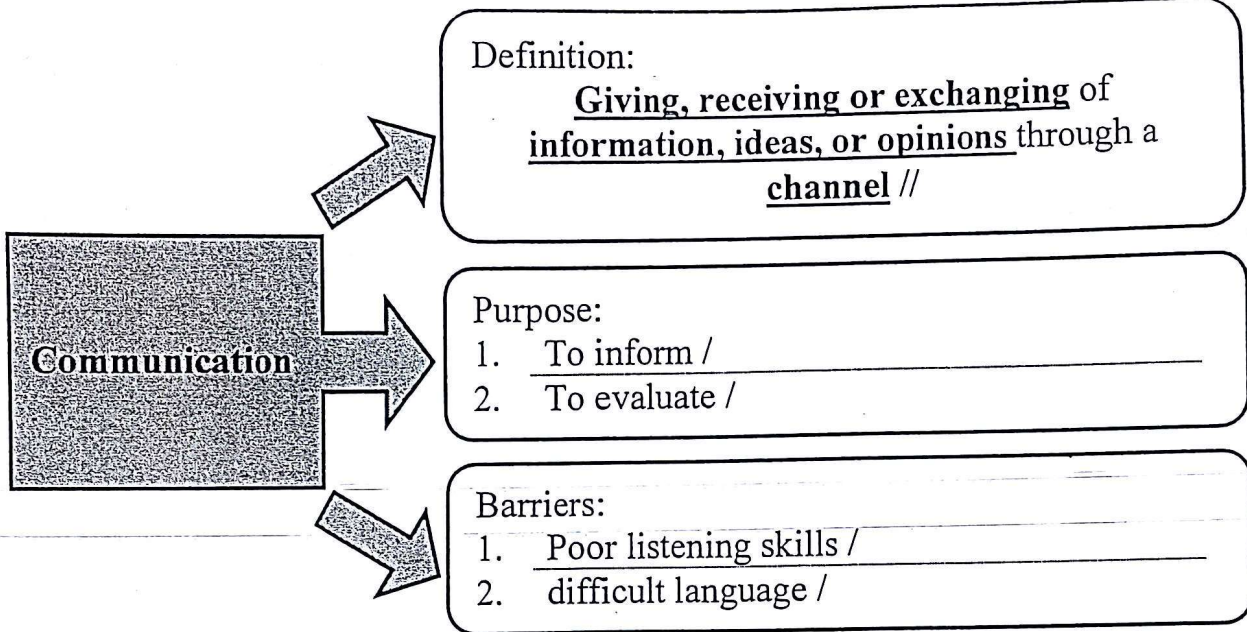
SUBJECT: -----Committee Services Meeting -----/

CC.: -----Public Relation Manager -----/

-----please attend the committee Services meeting next Monday at 9:30 a.m
in the meeting room.-----/

B. Complete the following diagram:

(3 Marks)



QUESTION THREE:

[9 Marks]

Dreamtime Movies Ltd
 54 Oxford Road, Skagnes SK3 4RG
 Tel: 0223 123 4567
 Email: info@dtmovies.co.uk

Lingua Services Galactic Ltd
 69 Milk Street
 LONDON SW7 6AW

Dear Sir

Translation Brochure

I should be grateful if you would send us your brochure and price list about your translation services.

We are currently developing our sales literature and web sites and are interested in translating these into five languages apart from English.

I look forward to hearing from you.

Yours Sincerely
Andrea Philips

Andrea Philips
 Marketing Manager

CC: Sales Manager

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Study the above letter and find the following information:

1. Sender	Dreamtime Movies Ltd or Andrea Philips or Marking manager
2. Receiver	Lingua Services Galactic Ltd
3. Subject	Translation Brochure
4. Position of Andrea Philips	Marketing Manager
5. Salutation	Dear Sir
6. Type of the verbal communication	Business letter Or Written communication
7. Missing part	Date
8. Mistake	Complimentary close Or yours sincerely
9. Copy of the letter to	Sales manager

QUESTION FOUR:

[11 Marks]

From the details given below, complete the Remittance Book for today.

- On 20th Jan 2017 a cheque from Amal Company with BD520, Account No. 220.
- On 15th Jan 2017 payment cash from Manal Agency BD200 Account No. 230
- On 20th Feb 2017 a draft received from Al Bayan Company for \$3200. Their Account No. 240
- On 13th Jan 2017 received cash from ABC Company for BD500, Account No. 205

Note: Noor Khaled is the cashier.

Remittance Book						
Date	Sender	Type of remittance	Account No.	Amount		Signature
13 th Jan/	ABC Company/	Cash/	205/	500/	BD	Noor Khaled /
15 th Jan/	Manal Agency/	Cash/	230/	200/	BD	Noor Khaled
20 th Jan/	Amal Company/	Cheque /	220/	520/	BD	Noor Khaled
			Total	1220	BD	
20 th Feb/	Al Bayan Company/	Draft/	240/	3200/	\$	Noor Khaled

نصف درجة للترتيب التاريخ

"End of Exam Answers"
Good Luck