



KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION

DIRECTORATE OF EXAMINATIONS / EXAMINATION SECTION

SECOND SEMESTER EXAM 2016/2017

**MODEL
ANSWERS**

COURSE NAME: Communication Skills

TRACK: Unified Track

COURSE CODE: 213 ادر

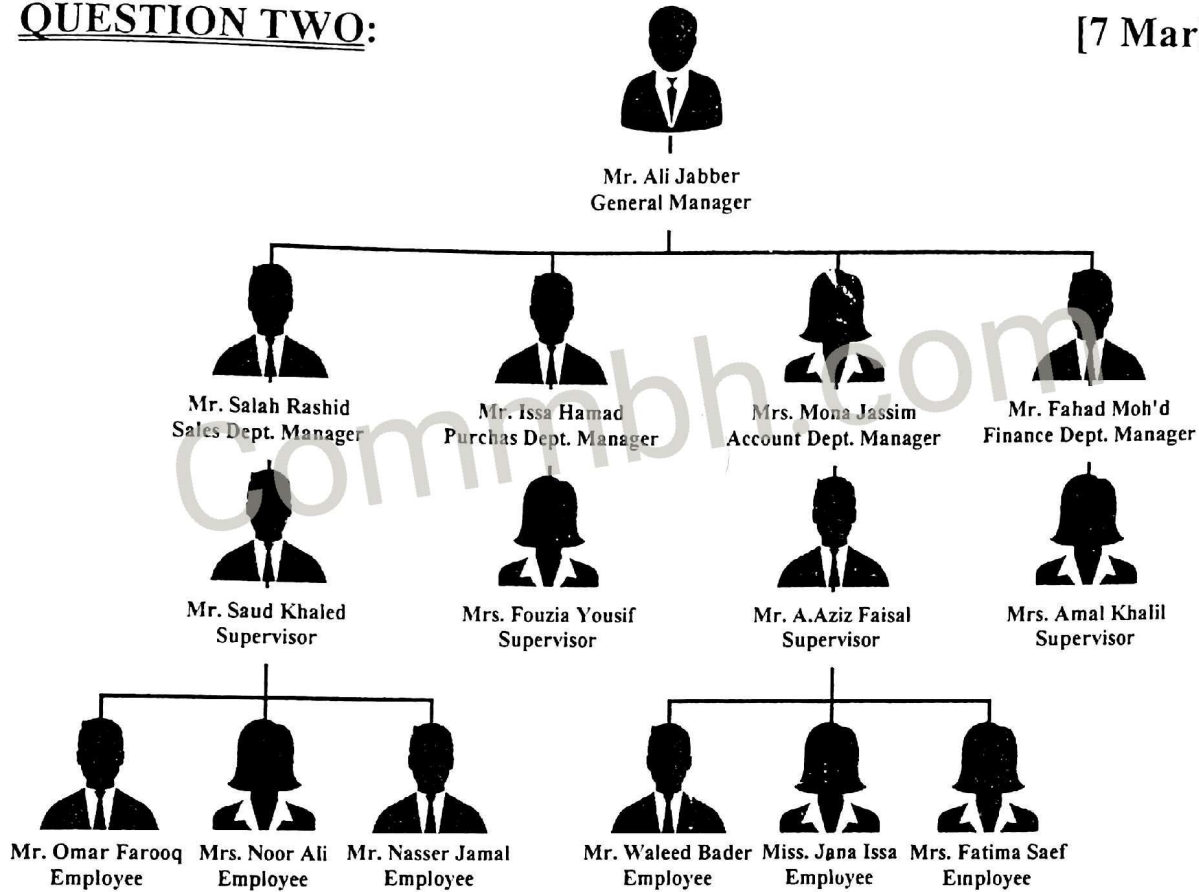
TIME: 1½ Hour

QUESTION ONE:

[10 Marks]

Place a ✓ tick in box, which you think best describes each of the communications channel or media:

Communication Channel	Oral	Written	Non-verbal
1. Sending letter to place an order.		✓	
2. *Annual meeting of shareholders.	✓	✓	✓
3. Facial Expressions.			✓
4. Job interview.	✓		
5. Good employee appearance.			✓
6. Problem solving reports.		✓	
7. An employee always arrives on time.			✓
8. Presentation about safety at work.	✓		
9. Sending an e-mail to employee for attending a meeting.		✓	
10. Negotiations for the purchase of a new device to the factory.	✓		

QUESTION TWO:**[7 Marks]**

An organization is a composite of many individuals working together towards its growth. They are constantly interacting with each other and with people outside the organization. Study the above organization chart of **Al Amal Company**, and complete the following table with appropriate terms of communication networks in this company:

Actions	Communication Network
1. A meeting between Mr. Saud Khaled and Mr. A. Aziz Faisal to discuss the annual journal.	Horizontal * Communication
2. Mr. Omar Farooq sent a sales report to his supervisor Mr. Saud Khaled.	Upward * Communication
3. In the staff break Mrs. Amal Khalil and Mrs. Mona Jassim chatting about fashions while eating in the company cafeteria.	Informal * communication
4. Interaction between members of the same organization.	Internal communication
5. Mr. Issa Hamad sent a letter to Aradous Company about the monthly meeting.	External Communication
6. The General Manager Mr. Ali Jabber sent an e-mail about new job procedures to Mrs. Fouzia Yousif.	Downward * Communication
7. Mr. Nasser Jamal in Sales Department sent invoices to Mrs. Fatima Saef in Account Department.	Cross Channel *

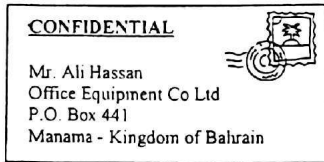
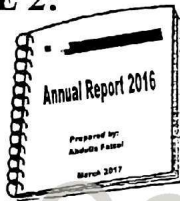
* نقل الإجابة التالية في حلة إذا كتبت الطالب
Internal Communication

QUESTION THREE:**[11 Marks]**

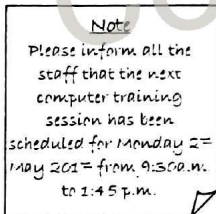
A. Miss Zain Ali work as a new secretary for the "Office Equipment Co. Ltd". She received some documents and matters from her Manager Mr. Ali Hassan. Help her in taking the right action for the following cases?

**CASE 1:**

She received a letter marked as "Confidential".
Deliver unopened to Mr. Ali Hassan. (4 marks)

**CASE 2:**

She got a report that should be seen by a number of employee.
Draw up a circulation list attached to the report for distribution.

CASE 3:

Mr. Ali Hassan wrote her a note to inform all account department employees that the next computer training session has been scheduled
Prepare a memo or send an e-mail.

CASE 4:

She received a cheque from ACB Company.
Record the amount (money) in the remittance book.

Handwritten signature: *كامل محمد علي*

B. From the information given below, fill in the Register of Outgoing Mail.

- 1) on 12/3/2017 a letter sent to Manhal Co. it is about a new contract with them. Ref. is BS74.
- 2) on 15/3/2017 a letter sent to Batelco regarding new telephone lines in the company. The reference is KF524. And list of departments attached.
- 3) on 11/3/2017 sent letter to Al Ahli Bank about company cheque books. Ref. is TN517.

Register of Outgoing Mail					
S. No.	Date	Ref.	Send To	Subject	Remark
1	11/3/2017/	TN517/	Al Ahli Bank/	company cheque books/	
2	12/3/2017/	BS74/	Manhal Co./	a new contract/	
3	15/3/2017/	KF524/	Batelco/	new telephone lines/	List of departments/

7 marks - each / by 1/2 and 1/2 for date order.

QUESTION FOUR:**[9 Marks]**

Fill in the telephone message below from the conversation held on Sunday 12th May 2017 at 10:45 am.

Telephonist : Good morning, Al Zamil Stationeries.

Caller : Good morning, may I talk to your Sales Manager Mr. Saleh Rashid.

Telephonist : I am sorry to inform you that Mr. Rashid is currently at a staff meeting and he asked me to take messages for him.

Caller : Oh yes, but this is rather urgent, please pass to him that Mr. Khalil Ahmed from Ministry of Education called to enquire about urgent supplies of 100 reams of A4 papers by earliest tomorrow morning.

Telephonist : Yes sir, of course but I shall need your direct number for immediate contact.

Caller : Yes, it is 17253522 – ext. 303 and please let him call me back for confirmation. Thank you for your co-operation.

Telephonist : (Marwa Moh'd) Thank you sir.

**Important Message**To / For : *Mr. Saleh Rashid* //Date : *12/5/2017* //Time: *10:45* // ^{1/2} (A.M) / ^{1/2} P.MMr. *Khalil Ahmed* //Of / From : *Ministry of Education* //Phone No: *17253522* / – ext. *303* / *Telephoned Called to see you Returned your call 

Please call

Will call again Urgent 

كل ✓ ب 1/2 درجة

وفي حال تم ذكر

Please call *Urgent*

من ضمن الرسالة

تحتسب الدرجة.

Message

Urgent supplies of 100 reams of A4 papers by earliest tomorrow morning. //

Signature:

Marwa Moh'd

نبي طالة لم يذكر رسم التحول
كتبت الدرجة كاملة على
رسم العاتف

QUESTION FIVE:**[13 Marks]**

Read the following passage carefully and then answer the questions given below:



“Every business, whether it has 2 employees or 2,000, has meetings as a regular part of getting things done. Although employees can communicate with one another in an organization in many ways, business meetings can be incredibly effective and efficient”.

(a) What is Quorum?

The minimum number of participant, that must be present at a meeting to make it valid./

(b) List two purposes of attending a meeting.

1. To share information./
2. To evaluate ideas. Page 104/

(c) List two duties of the Chair.

1. Prepare an agenda with the help of the secretary./
2. End the meeting on time. Page 118-119/

(d) Compare between the agenda and the minutes of the meeting according to the following: (8 Marks)

Points of Difference	Agenda	Minutes
Definition	A list of the topics to be discusses in the meeting./	It is a written record of all the issues that been discussed in the meeting./
Prepared by	Chair with help of secretary/	Secretary/
Send before or after meeting	Before/	After/
Length (brief or in details)	Brief/	In details /

End of Answers