

الصفحة الأولى من الإجابة

KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATION / CENTRAL EXAMINATION SECTION
SECONDARY EDUCATION / UNIFIED TRACKS
RESIT EXAM 2017/2018

MODEL ANSWERS

COURSE NAME: COMMUNICATION SKILLS
 COURSE CODE: 213

TRACK: UNIFIED TRACKS
 TIME: 1½ 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:

[13 Marks]

A. Classify the following into verbal (oral or written) or non verbal communication in the table below:

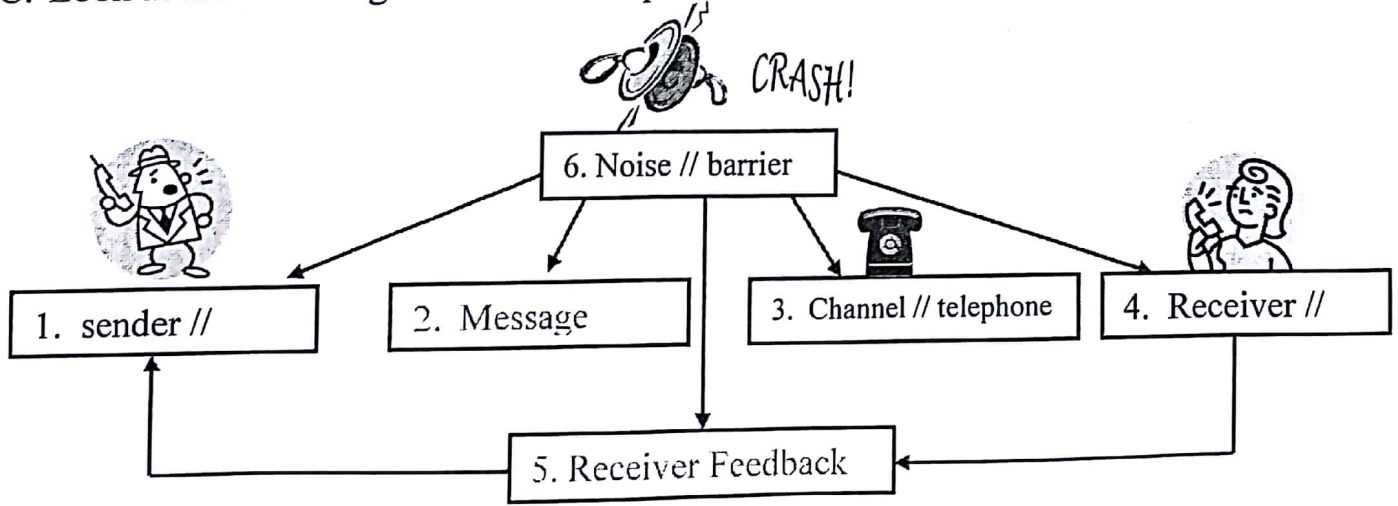
Smiling – Memo – Interview – Telephone – E-mail – Eye contact – Presentation - Letter – Meeting – Report – Nodding – Punctuality

Verbal Communication		Non Verbal Communication
Oral	Written	
Interview/	Letter/	Smiling/
Presentation/	Memo/	Eye contact/
Meeting/	Report/	Nodding/
Telephone/	e-mail/	Punctuality/

B. Order the following stages in writing a report:

- 4 /Writing the first draft.
- 6 /Publishing your report.
- 3 /Organizing & structuring your information.
- 1 /Planning your work.
- 5 /Checking and re-drafting.
- 2 /Collecting your information.


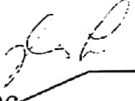
C. Look at the following communication process model and fill the missing parts:



QUESTION TWO:

[10 Marks]

Read the following letter and answer the questions given below:

	ARADOUS MANUFACTURING P.O Box 98665 – Phone: (00973) 555212 Fax: (00973) 555121 - www.araduosmanf.com	1	Letter head/
25/3/2018	2	Date/	
Mr. Abdulla Ali Manama ABC Corporation P.O. Box 2134 Kingdom of Bahrain	3	Addressee / receivers address	
Dear Abdulla:	4	Salutation/	6
Our Product Catalog	5	Subject / - title	
Thank you for showing interest in our products, and here is our catalogue you asked for. Looking forward to hearing from you soon. We are always ready to help you.			
Yours faithfully	7	Complimentary Close /	
Managing Director Khaled Rashid			
Enc. 	8	Enclosure /	

a) Write the name of the numbered parts.

b) Find out 3 mistakes in the above business letter.

1. The order of receiver's address.//
2. Signature. //– date form. – salutation. Mr. Abdulla.
3. Complimentary close.// – order of sender's name and job title.

c) Write the part number that represent the following:

- 5 The summary of the letter./
- 2 When the letter is send./
- 4 The way you greet the reader./
- 1 The address of the company sending the letter./
- 6 The details of the subject./
- 7 The way you end the letter./

QUESTION THREE:

[10 Marks]

Complete the "Register of Outgoing Mail" using the following information. Note that:

☒ *All outgoing letters to be send today.*

☒ *Some letters **should not** be registered in this form.*

1. A letter delivered from Administration Manager to Gulf Air regarding payments. Its reference is AC/584.
2. A letter from Purchase Department to University of Bahrain about employees' admission. Its reference is PH/257.
3. A letter of complaint received from an important buyer. Its reference is FTR/123.
4. A letter from Stores Department to Alba, requesting some consultation. Its reference is AL/253.
5. A letter sent to Awal Insurance Company, regarding the new employee insurance, with reference KM/325. The Accounting Manager prepared this letter.
6. A letter was received from Kanoo Motors to the Account Dept. It was issued on 26/4/2018. A catalogue attached. Its reference is MMA/874.
7. A letter should be sent to Batelco. It is about new telephone lines in the company, with reference PI/748. List of departments attached.

Register of Outgoing Mail					
S. No	Date Mail sent	Ref.	Subject	Sent To	Remarks
78	Exam Date//	AC/584 /	Payments/	Gulf Air/	
79		PH/257/	employees' admission/	University of Bahrain/	
80		AL/253/	requesting some consultation/	Alba/	
81		KM/325 /	new employee insurance/	Awal Insurance Company/	
82		PI/748/	new telephone lines/	Batelco/	List of departments attached/

درجة تضاف للطالب إذا لم يدرج في الجدول رقم 3 و 6 نصف درجة لكل منها.
إذا تم إدراج رقم 3 و 6 ينقص درجة من السؤال

QUESTION FOUR:

[7 Marks]

Look at the following message sheet and answer the questions provided below:

For <i>Mrs Mariam Jassim</i>		Urgent <input type="checkbox"/>	
Date	<i>18/5/2018</i>	Time	<i>10:30 a.m.</i>
While You Were Out			
Mr <i>Ebrahim Moh'd</i>			
Of <i>Azhar Manufacturing Co. Ltd</i>			
Phone	<i>+962</i>	<i>777415882</i>	<i>745</i>
	AREA CODE	NUMBER	EXTENSION
Telephoned	<input checked="" type="checkbox"/>	Please call	<input checked="" type="checkbox"/>
Came to see you	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>
Will call again	<input type="checkbox"/>	Wants to see you	<input type="checkbox"/>
Message			
<i>Mr. Ebrahim Moh'd expects to be in Bahrain next week. He would like to call on you to discuss the matter referred to in your letter dated 7 May 2018. Will you please ring him back today.</i>			
Signed <i>Nihad Sanad</i>			

- 1) Whom this message was directed to? **Mrs Mariam Jassim//**
- 2) Who was the caller? **Mr. Ebrahim Moh'd//**
- 3) Where is he/she working? **Azhar Manufacturing Co. Ltd //**
- 4) Why did the caller call?
Mr. Ebrahim Moh'd expects to be in Bahrain next week. He would like to call on you to discuss the matter referred to in your letter dated 7 May 2018. ///
(قبل ای ای باہر سے آئے)
- 5) Do you think the caller asked the telephonist to tell the concerned person to ring him/her? Yes // NO
- 6) Who did receive the call: Mariam or Nihad? **Nihad Sanad//**

QUESTION FIVE:

[10 Marks]

NOTICE OF MEETING**Date:** 10 January 2018

The first meeting of IBM Computer Company Board of Directors for the year 2018/2019 will take place in the company's main branch, president conference room on Saturday 13 February 2018 at 4:00 pm. Topics to be covered on the agenda should be sent to the secretary no later than 5:00 p.m. on Wednesday 31 January 2018.

Mariam Hamad
Secretary

Enc.: Minutes of meeting of 13 December 2017.

Answer the following questions from the above notice:

- 1) Who's the sender of the above notice? **Mariam Hamad – Secretary//**
- 2) Who are the meeting's participants? **Board of Director//**
- 3) When was the above notice sent? **10th January 2018//**
- 4) What's the above notice about?
The first meeting of IBM Computer Company//Board of Director for the year 2018/2019.
- 5) Is there any enclosure attached with the notice? If any mention it?
Yes, Minutes of meeting of 13th December 2017.//
- 6) When and where the meeting is planned to be conducted?
In the company's main branch//, president conference room on Saturday 13th February 2018 at 4:00 pm.
- 7) Written or typed advance notice is a way to call someone to attend a meeting. List 2 other ways to inform the participants about the meeting.
 1. **Press notice. – a notice board.//**
 2. **Bill posting. – broadcasting.//**
 3. **Door-to-door handbills.**
- 8) What is the last document to be received by meeting's participants?
Minutes.//

End of Answers