

KINGDOM OF BAHRAIN
 MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATION / EXAMINATION SECTION
SECOND SEMSTER 2012/2013

COURSE NAME: Communication Skills **TRACK:** Commercial & Unified

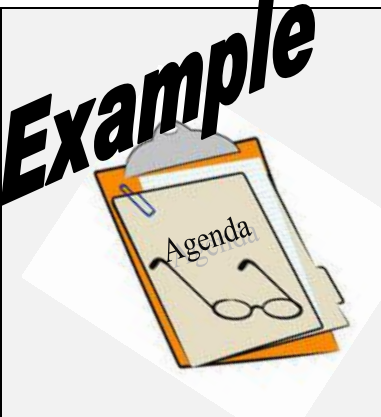

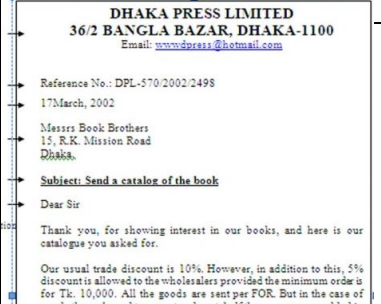
COURSE CODE: 213 ادر

TIME: One hour and half

Question No. 1:

6 MARKS

A- In business world, several documents used, each with different styles and parts. The following table contains documents used in the company. Fill it with proper information.

	Document	Parts	Used		
			In	Out	In/Out
	<u>Agenda</u>	<u>1-Apologies for absence</u> <u>2-Minutes of last meeting</u>			✓
	Memo	1----- 2----- 3-----			
	-----	1----- 2----- 3----- 4----- 5-----			

B- All of the previous document are considered as ----- communication.

Question No. 2:

10 MARKS

A-Negotiation means there is two or more people to reach an understanding, resolve point of different or produces an agreement upon course of action.

There are six Fundamental rules to follow in preparation for the negotiation process:

- 1-
- 2-
- 3-
- 4-
- 5-
- 6-

B- The following table contains postal equipments, fill the table below with suitable information:

Equipment	Usage
-----	Used to open sealed letters manually.
Franking machine	----- -----
-----	Used to stamp all incoming post with the date.
Addressing printer	----- -----

Question No. 3:**9 MARKS**

A- Classify the following duties and responsibilities of both chair and his/her secretary, by using (✓).

Duties & Responsibilities	Chair	Secretary	Both
1. Prepare an agenda.			
2. Supervise voting procedures.			
3. Send out the notice of the meeting.			
4. End the meeting on time.			
5. Check that a room is available for the meeting.			
6. Make travel arrangement.			
7. Record all details during the meeting.			
8. Circulate any documents for the meeting.			

B- Write your opinion about the following situations:

No.	Situations	Answer
1	If Fatima discover a suspicions package or item, what is your advise to her?	1-
2	If Rashid is delivered an envelope addressed to other company, What do you advise him to do?	1-
3	If Jassim is delivered a letter addressed "Confidential, Private". What do you do in this case?	1-
4	What can Ali do to have a successful job interview?	1- 2-

Question No. 4:**6 MARKS**

Today, Reem Yaser records the following payments in the "Remittances Book" below:

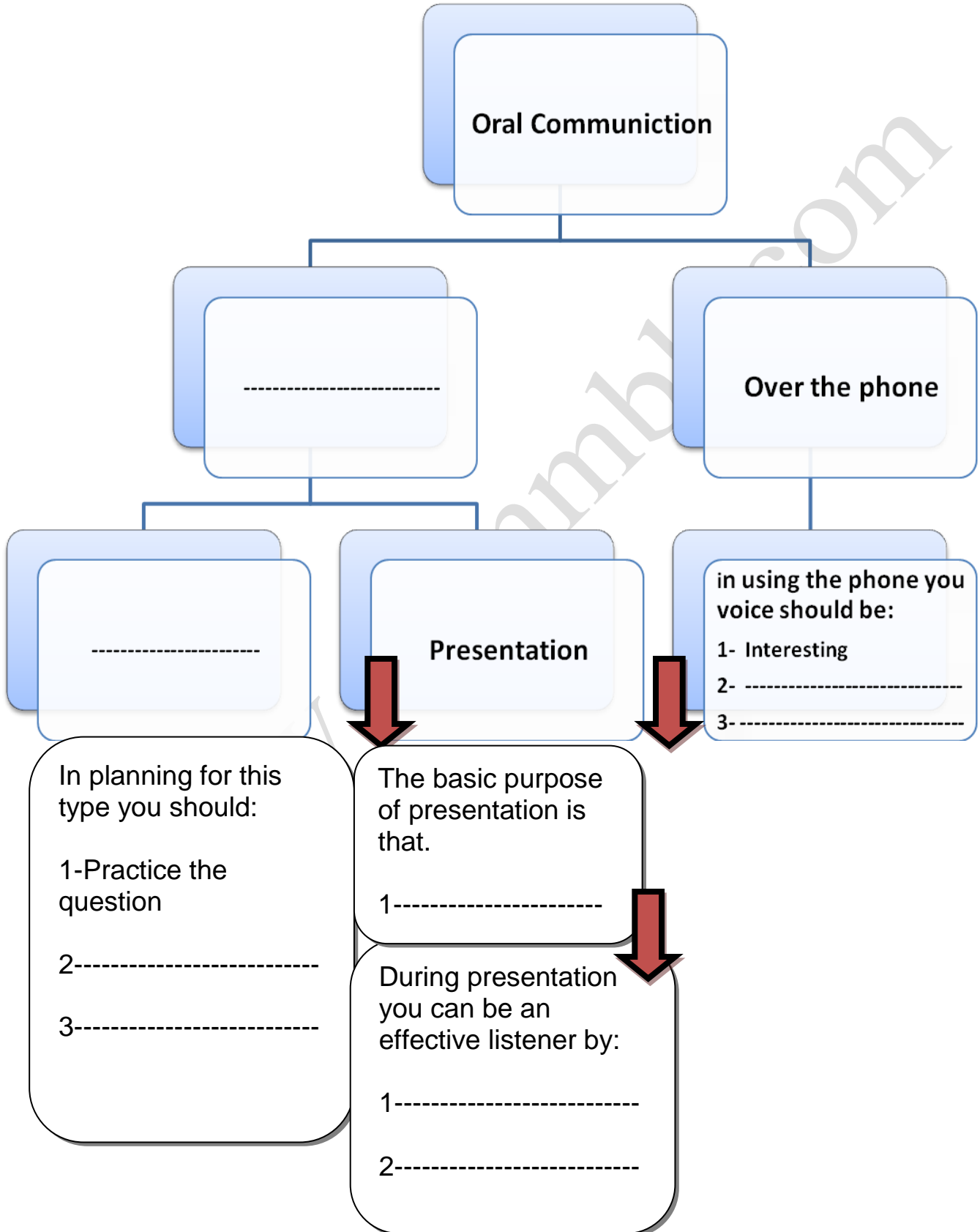
1. A cheque received from Manal Agency for BD300 and their account no. is 123.
2. Cash received from Zamen Ltd. for BD600. Their account no. is AS221.
3. Draft received from Al Bayan Company for \$5200. Their account no. is 9878.
4. Money received from Toos Travel for BD100 and their account no. is SL675.

Remittances Book						
Date	Remitter's name	Method of payment	Account No.	Amount	Currency	Name signature

Question No. 5:

9 MARKS

Complete the following chart with appropriate terms or information:



Question No. 6**10 MARKS**

Enter the following letters send **today** in the book below:

1. A letter to be send to National Bank of Bahrain. It is about the new policy. There is a cheque attached with it. It's reference is NBB543.
2. A letter to Batelco regarding internet speed offer. The reference of the letter is 986. A catalogue is attached with it.
3. A letter to Speed Photocopy. It is about buying a new photocopy machine. The reference of the letter is D112. An order list is attached with the letter.
4. A letter is to be send to Layan Company. It is about the new order. It's reference is 834 and a quotation is attached.

Register of Outgoing Mail					
S no.	Date	Ref.	Send to	Subject	Remarks

