

213 أدر

KINGDOM OF BAHRAIN  
MINISTRY OF EDUCATION

MODEL ANSWERS

DIRECTORATE OF EXAMINATIONS / EXAMINATION SECTION

الهيئة العامة  
للإمتحانات

STUDENTS-BH

SECOND SEMESTER EXAM 2014/2015

COURSE NAME: Communication Skills

TRACK: توحيد المسارات

COURSE CODE: 213 أدر

TIME: 1½ Hours

QUESTION ONE:

(A) State whether the following statements are true (T) or false (F):

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No.	Statements	T/F
1	Additional papers come with the letter called remittances.	F /
2	Downward communication is the transmitted information from employees to top management.	F /
3	Formal meetings are planned, structured, usually conducted at specific time.	T /
4	The best complementary close for (Dear Mr. Fuad) is yours faithfully.	F /
5	Mail wrongly addressed to your company should be reposted.	T /
6	Effective listening helps you in making decisions.	T /

(6 × 1/2)

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(B) From the following information, choose the suitable postal equipment for the functions listed in the table:

Addressing printer - Weight scale - Letter opener - Jogger machine -  
Franking machine - Folding and inserting machine - Date stamping machine -

No.	Postal Equipment	Functions
1	Jogger machine /	Aligns individual pages for stapling or for inserting.
2	Franking machine /	Used to place the postage value on envelopes or parcels.
3	Date stamping machine /	Used to stamp all incoming post with the date.
4	Weight scale /	Used to weigh non standard letters and parcels.
5	Folding and inserting machine /	Used to automatically fold and insert printed materials into the envelopes.
6	Letter opener /	Used to open sealed letters manually.

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**QUESTION TWO:**

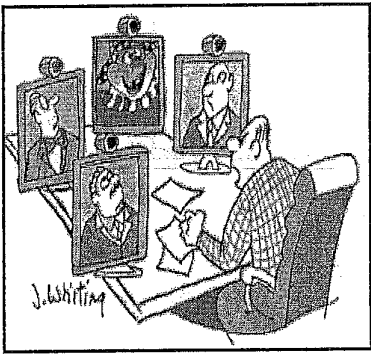

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(A) Complete the following table:

Communication	
Purposes	Barriers
1. To inform / To persuade / To evaluate. /	1. Poor listening skills / Difficult language / Differences in believe, style, society. /
2. To instruct / To meet human and cultural needs. /	2. Physical barriers (closed office doors, separate areas for people of different status and large working areas/Lack of feedback/ Selecting wrong channel. /

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(B) Look at the pictures of meeting below and write the type and definition of each one:

	
Type: <u>Electronic Meeting</u> /	Type: <u>Formal Meeting</u> /
Definition: <u>using audio, video, and computer equipment, including an electronic writing board (smart board), several groups of people at different locations can participate in a meeting.</u> /	Definition: <u>are planned, structured, usually conducted at specific time.</u> /

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**QUESTION THREE:**

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Look at the following document, which is used in any organization, and then answer the questions below:

Khalifa Company  
P.O. Box. 101010 ← **A**  
Bahrain-Manama

19/05/2015

Hi Yousef, ← **C**

We look forward to hear from you as soon as possible. ← **B**

Yours faithfully ← **D**

Account Manager  
Nawaf Ahmed ← **E**

(1) Find the missing part or any mistakes in writing them.

Missing parts	Mistakes
1. Reference / Addressee / Subject /	1. Letter head address / Date / Salutation
2. Body / Signature /	2. Body / Complimentary close / Name & Job Title

(2) Number **A** to **E** represent the main parts of the document, **CHOOSE** any two and write the name of the part.

No. of part	Name of part	No. of part	Name of part
<u>A</u>	<u>Letter Head Address</u>	<u>D</u>	<u>Complimentary Close</u>
<u>B</u>	<u>Body</u>	<u>E</u>	<u>Name &amp; Job</u>
<u>C</u>	<u>Salutation</u>		

**QUESTION FOUR:**

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You are working in Future Company, and your manager told you to write an E-mail and send it to Mr.Nabeel Mohamed and tell them to provide the following equipment for the company:

- Two photocopy machine
- One franking machine
- Two jogger machine

**Required:**

Prepare the E-mail in the form below using the following notes:

1. Mr.Nabeel's E-mail is **Nabeel@cpitalequip.com**.
2. Write a good salutation & complimentary close for your E-mail.
3. Write a good subject for your E-Mail.
4. Send copy to **afnan@futureco.com**.

The screenshot shows an email client window titled "Untitled Message - Windows Internet Explorer". The "To:" field contains "Nabeel@cpitalequip.com", the "Cc:" field contains "afnan@futureco.com", and the "Subject:" field contains "Order for equipment". The email body is handwritten and reads:

Dear Sir,

Please provide us the following equipment:

- Two photocopy machine.
- One franking machine.
- Two jogger machine.

Yours faithfully

The status bar at the bottom shows the URL "https://webmail.samuelmeritt.edu/owa/?as=Item&a=New&t=I" and "Local intranet".

**QUESTION FIVE:**

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Find the appropriate document/way to be used in each of the following situations, then determine its type by placing (✓) in the appropriate column.

Note: situations no. 1 was done as an example.

(6 × 1½)

No	Situations	Name of document/ way	Communication	
			Written	Oral
1.	The sales manager, Sami wants to see all the sales employees to discuss the marketing project tomorrow at 10 a.m.	Meeting		✓
2.	Hayfa wants to pass a message to all of her friends at the same time.	SMS/Telegram E-Mail Line/IMO/Viber Tango/Whats app	✓	
3.	I want to investigate a problem, evaluate a situation or propose to change something.	Report Meeting	✓	
4.	I have to explain a lesson to all of the students, what can I do?	<u>Presentation</u>		✓
5.	Ahmed wants to hire a new employee in his office.	Interview		✓
6.	The general manager, Saleem wants to pass a message to all of the departments head inside the organization.	<u>Memo</u> E-mail	✓	
7.	My manager would like to write a message for the employees in our branch in Oman.	<u>Business Letter</u> E-mail	✓	

**QUESTION SIX:**

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Use the following information to fill in the (Register of Outgoing Mail).

Note that all letters to be sent today.

1. A letter from HR manager to Saudi Airlines regarding payments of the tickets. The letter dated on 20 May 2015. Reference HR/227. List of names attached.
2. A letter from Purchases Department to Al-Ahlia University about the admission of the department employees. Reference PD/567. It was written on 24 May 2015. List of names attached.
3. A letter from Stores Department to Tamkeen, requesting some consultation, it was issued on 28 May 2015. Reference SD/985.
4. A letter to be sent to Al-Takaful Insurance Company, regarding the payment of medical insurance premium. The letter was written on 31 May 2015 and the reference is IP/1002.

(18 x 1/2)

<b>Register of outgoing mail</b>					
S. no.	Date	Ref.	Sent to	Subject	Remarks
1	Exam.date	HR/227	Saudi Airlines	Payments of the tickets	List of names attached
2	Exam.date	PD/567	Al-Ahlia University	Admission of the employees	List of names attached
3	Exam.date	SD/985	Tamkeen	Consultation	
4	Exam.date	IP/1002	Al-Takaful Insurance Company	Payment of medical insurance premium	

End of Answers