

MODEL ANSWERS

KINGDOM OF BAHRAIN
MINISTRY OF EDUCATION
DIRECTORATE OF EXAMINATION / EXAMINATION SECTION

SECOND SEMESTER EXAM 2015/2016

COURSE NAME : Communication Skills

TRACK : UNIFIED TRACKS

COURSE CODE : 213 ادر

TIME : 1½ Hours

QUESTION ONE:**[10 Marks – each 1]**

Circle the correct answer for each of the following questions, (only one answer is correct):-

1. As a secretary, you should keep your manager's telephone message in:

- a. Memory.
b. Phone Message Sheet.
c. Notice.
d. Minutes.

2. A letter starting with Dear Mr. Faisal, should be closed with:

- a. Yours sincerely.
b. Yours faithfully.
c. Best wishes.
d. Best regards.

3. Agenda of a meeting contains:

- a. Topics already discussed in the previous meeting.
b. Subjects to be discussed in the meeting.
c. Topics not to be discussed in the meeting.
d. Decisions taken in the meeting.

4. It is the fastest method of exchanging digital messages:

- a. Memo.
b. Report.
c. E-mail.
d. Fax.




5. The final item for discussion in a formal meeting is known as:
- Proposals.
 - Matter arising from the last meeting.
 - Any other business (AOB).
 - Apologies for the absence.
6. ENC. in business letter is an abbreviation which stands for:
- Endorsement.
 - Enclosures.
 - English Centre.
 - Engineering Company.
7. Memo represent the in the communication process:
- Message.
 - Barrier.
 - Communication Channel.
 - Sender.
8. Occurs when information passed from employees to top management:
- Downward Communication.
 - External Communication.
 - Upward Communication.
 - Verbal Communication.
9. It is use to print stamp value on the letter:
- Jogger Machine.
 - Franking Machine.
 - Remittance Book.
 - Letter Opener.
10. The following are examples of non-verbal communication except:
- Business Letter.
 - Gestures.
 - Nodding.
 - Facial Expressions.

QUESTION TWO:**[13 Marks]**

A. You work as a Mail Clerk for the "Office Equipment Co. Ltd." Today you received four letters, how will you deal with each one of these letters? **[4 Marks]**

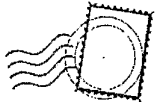
URGENT



Mr. Abdulla Ali
Office Equipment Co Ltd
P. O. Box: 441
Manama
Kingdom of Bahrain

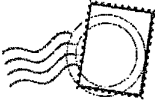
Action Taken: *open separately and deliver immediately.*

CONFIDENTIAL




Mr. Sameer Ahmed
Office Equipment Co Ltd
P. O. Box: 441
Manama
Kingdom of Bahrain

Action Taken: *deliver unopened to the person to the person concerned.*



The General Manager
Office Equipment Co Ltd
P. O. Box: 441
Manama
Kingdom of Bahrain

Action Taken: *open following the rules of the company.*



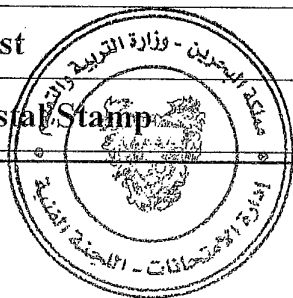
The General Manager
ABC Company Ltd
P. O. Box: 551
Manama
Kingdom of Bahrain

Action Taken: *repost unopened.*

B. Compare between business letter, memo & e-mail according to the following:-

[9 Marks]

Points of Difference	Business Letter	Memo	E-mail
Distribution	External/outside /	Inside /	Internal & external /
Envelopes	Yes /	No /	No /
Signature	Yes/	No/	No (e- signature)/
Parts	Long /	Brief/short/	Short & long/
Cost	More/	Less/	Less/
Postal Stamp	Yes/	No/	No/



تم رأي اجابة معقولة

QUESTION THREE:**[7 Marks]**

You work in the Purchase Department of Al Hilal Company. Your Manager Mr. Jassim Nasser asked you today to prepare and send a MEMO to Mr. Ali Hassan - the Accountant - to inform him that:

"It was agreed at a recent Board Meeting to purchase 10 new computers. I have now received the quotation for this equipment and it comes to BD 1800.000. May you please give me an authorization letter so that I can make this order".

NOTE: that a copy of this memo is to be send to Khalid Rashed, Budget Manager.

MEMORANDUM

TO: Ali Hassan, the Accountant /

FROM: Jassim Nasser, Purchasing Manager /

COPY: Khalid Abdulla, Budget Manager /

DATE: (EXAM DATE) /

SUBJECT: New Computer / or quotation of new computers

It was agreed at a recent Board Meeting to purchase 10 new computers. I have now received the quotation for this equipment and it comes to BD 1800.000. May you please give me an authorization letter so that I can make this order. //

QUESTION FOUR:**[10 Marks]****Record the following business letter twice in Register of Mail given below:**

Al Hilal & SONS LTD
PO Box 221 – Manama – Kingdom of Bahrain
Telephone: 17888883 – Fax: 17888884

REF. TP 245/JS248

Date 28 May 2016

Mr. Hamad Abdulla
Sales Manager
PO Box 254
Manama
Kingdom of Bahrain

Dear Mr. Hamad:

Textile samples for the winter season

Thank you for your letter of 9 May and the textile samples which you are kindly enclosed.

I must first apologize for taking so long to reach a decision – especially since I am afraid that we shall not be able to purchase the textiles, you sent us. This is largely the result of a fall in demand for cloth of this kind.

However, I am sure that this fall is only temporary, and that demand will grow again next year. I do hope that you will send further samples of your textiles then, and that we will be able to resume our long and mutually beneficial business association.

Yours sincerely,

Ahmed Janahi
Chief Buyer, Fabric Department

Register of Outgoing Mail					
S. No.	Date	Reference	Sent to	Subject	Remarks
15	28 May 2016 /	TP 245/JS248 /	Mr. Hamad Abdulla Sales Manager /	Textile samples for the winter season /	*****

Register of Incoming Mail							
S. No.	Today's Date	Sender	Reference	Date of Letter	Subject	Delivered to	Remarks
89	Exam date / 26 May	Ahmed Janahi Chief Byuer, Fabric Department/ Or Al Hilal & SONS LTD /	TP 245/JS248 /	28 May 2016 /	Textile samples for the winter season /	Mr. Hamad Abdulla Sales Manager /	*****



QUESTION FIVE:**[10 Marks]**

Read the following document and answer the questions below:

NOTICE OF A MEETING & AGENDA

Please be informed of our Monthly Teacher's Meeting, scheduled on Sunday, 27 May 2016, at 10:00 a.m. in the Conference Room.

The agenda will be as follows:-

1. Apologies for absence. // * Welcome / open meeting.
2. Minutes of the last Meeting. // * Approve minutes of the previous meeting.
3. Matters arising form the last meeting. //
4. Reports of the Supervisors.
5. The student's grades for the midterm Exam.
6. The End Semester Exam.
7. Any other business (AOB). //
8. Date of next meeting. // (Arrange) * Close meeting

Mariam Jabber
Head Master

Date: 20th May, 2016

Enc: Minutes of Meeting 13th April 2016

- 1) When the above notice sent?20th May, 2016 //.....
- 2) Is there any enclosure attached with notice? If any mention it?
...yes /, Minutes of Meeting 13th April 2016 /.....
- 3) When and where the meeting is planned to be conducted?
..... Sunday, 27 May 2016, // . in the Conference Room //.....
- 4) Who will receive the above document?Teachers //.....
- 5) Complete the missing parts of the Agenda (parts 1-3 & 7-8).

END OF EXAM QUESTION