

تم تحميل هذا الملف من موقع المناهج البحرينية



## نموذج امتحاني الإدارة المكتبية أدر 111

موقع المناهج ⇨ المناهج البحرينية ⇨ الصف الثاني الثانوي ⇨ الثقافة التجارية ⇨ الفصل الأول ⇨ الامتحان النهائي ⇨ الملف

تاريخ إضافة الملف على موقع المناهج: 17:58:47 2025-01-13

ملفات اكتب للمعلم اكتب للطالب الاختبارات الكترونية الاختبارات ا حلول ا عروض بوربوينت ا أوراق عمل  
منهج انجليزي ا ملخصات وتقارير ا مذكرات وبنوك الامتحان النهائي للمدرس

المزيد من مادة  
الثقافة التجارية:

## التواصل الاجتماعي بحسب الصف الثاني الثانوي



صفحة المناهج  
البحرينية على  
فيسبوك

الرياضيات

اللغة الانجليزية

اللغة العربية

التربية الاسلامية

المواد على تلغرام

## المزيد من الملفات بحسب الصف الثاني الثانوي والمادة الثقافة التجارية في الفصل الأول

ملخص الوحدة الرابعة

1

ملخص الوحدة الثالثة

2

ملخص الوحدة الأولى و الثانية

3

نماذج أسئلة امتحانية مقرر سفر 312

4

نماذج أسئلة امتحانية مقرر سفر 312 مع الإجابة

5

**KINGDOM OF BAHRAIN  
MINISTRY OF EDUCATION  
INTERNAL EXAMS SECTION**

**FIRST SEMESTER EXAM 2023/2024**

**Course Name:** Introduction to office Management

**Track:** Unified Track

(مكفوفين)

**Course Code:** 111 ادر

**Time:** 1½ hours

**QUESTION ONE:**

[15 Marks]

State whether the following sentences are TRUE ( T ) or FALSE ( F ):

1. (     ) A good receptionist is polite and have good communication skills.
2. (     ) The two main modern requirements in an office includes mechanical and electrical requirements.
3. (     ) Page index is a small box or cabinet drawer where cards can stand upright in the box.
4. (     ) Office is a room or other area where information is received, processed, filed, and made available when required.
5. (     ) Noise, humidity and ventilation are examples of chemical hazards.
6. (     ) One of the main skills of a receptionist is to have good knowledge of the departments and where people are located in a business.
7. (     ) The accident report should not include the details of the injured person.
8. (     ) Dead files are those files that are not required anymore.
9. (     ) Good employees are those who work as a team.
10. (     ) The 5S principles of good housekeeping in the office is sort, set, shine, standardize and sustain.

**QUESTION TWO:****[9 Marks]**

Circle the correct answer. Only one answer is correct:

1. The word office originates from:
  - (a) Arabic
  - (b) Latin
  - (c) French
  - (d) Greek
2. The type of office where each person sits in a separate room with his/her own access:
  - (a) Open Office
  - (b) Cubicle Office
  - (c) Closed Office
  - (d) Virtual Office
3. Smokes and anti-insect sprays are examples of:
  - (a) Physical hazards
  - (b) Chemical hazards
  - (c) Electrical hazards
  - (d) Mechanical hazards
4. Maintain a healthy working environment is an example of:
  - (a) Sort
  - (b) Sustain
  - (c) Safety
  - (d) Standardized
5. Listening to the complaints, giving initial apology, and passing the complaint to the relevant person is the steps taken when dealing with:
  - (a) Expected visitors
  - (b) Complaints
  - (c) Difficult visitors
  - (d) Un-expected visitors
6. Which of the following is considered as a proof of an accident happening at work during business hours:
  - (a) Computer report files
  - (b) Lists of potential hazards
  - (c) Accident report form
  - (d) Risk assessment report
7. When the receptionist faces a problem, he/she is expected to:
  - (a) Provide refreshments with a smile
  - (b) Try to solve it diplomatically
  - (c) Ask the security officer for help
  - (d) Ignore it and continue his/her work
8. People mainly visit an office to:
  - (a) Interview a member of staff
  - (b) Have a rest
  - (c) Be greeted with a smile
  - (d) Make a quarrel
9. A diagram that shows the relationship and relative ranks of its parts and position:
  - (a) Organizational Structure
  - (b) Divisional Structure
  - (c) Departmental Structure
  - (d) Network Structure

**QUESTION THREE:****[14 Marks]**

A. Classify whether the following sentences are related to “Central” or “Departmental” filing:

**(4 Marks)**

- 1- ( ) Each department keeps its own files.
- 2- ( ) Needs more space.
- 3- ( ) Is more suitable for confidential files.
- 4- ( ) Files are kept together in one room.

B. Place the right term next to the sentences mentioned below:

**(10 Marks)**

[Reception – Filing – Top Management – Open Plan Office – Closed Office – Page index  
– Accounting Department – Electrical Hazards - Sustain – Sort – Callers' Register –  
Positive attitude to change]

**Note: There are extra terms stated above**

- 1- ( ) Makes strategic decisions.
- 2- ( ) Takes care of banking and petty cash payments.
- 3- ( ) The first point of contact with the visitors.
- 4- ( ) A notebook divided according to alphabets like telephone directory.
- 5- ( ) The employee should try to learn the new concepts and technology.
- 6- ( ) Keep all machines and equipment in good condition.
- 7- ( ) Arranging of documents in common groups according to some method of classification.
- 8- ( ) All employees sit close by using their own workstations without separation panels.
- 9- ( ) For security or future reference, it is advised to keep a record of all the persons who visit the organization.
- 10- ( ) Un-insulated wires connected to a photocopier.

**QUESTION FOUR:****[11 Marks]**

(A) Answer the following questions:

**(4 Marks)**

1. List two qualities of a good receptionist: (2 points)

1. \_\_\_\_\_
2. \_\_\_\_\_

2. Why do we file? (2 points)

1. \_\_\_\_\_
2. \_\_\_\_\_

(B) Read the following table and complete the comparison:


**(3 Marks)**

Criteria	Open offices	Close offices
Movement:	_____	_____
Noise:	More	_____
Supervision:	_____	Difficult/Hard
Security:	_____	_____

(C) Arrange the following names alphabetically (using Arabic Classification):

**(4 Marks)**

- 📁 Department of Finance
- 📁 Ahmed Sharif Furniture
- 📁 Dr. Ahmed Ameen
- 📁 Ministry of Health



**QUESTION FIVE:**

[11 Marks]

Complete the Accident Report Form using the information given below:

On 26<sup>th</sup> October 2023, at 12:30pm, Mrs. Nada Moh'd, the receptionist, aged 35 from the administration department was walking in the corridor heading towards the manager office. While walking she slipped and fell down due to the wet floor without noticing the sign kept warning that the floor is wet and slippery. However, her leg got injured. Mrs. Noor Khaled, the filing clerk saw her and took her to the first aid room. First aid treatment was given by applying a cold compress to reduce the swelling and pain. Nada was then taken to Salmaniya Medical Complex for further treatment and was given three days off.

*Note: Mr. Yousif Ahmed is the Safety Officer, who wrote the report after three days of the accident.*

1. Name of the injured person.

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2. When did the accident happen?

Date:

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Time:

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3. How did the accident occur?

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4. Was any first aid given? If yes, mention it.

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5. Was the injured person taken to the hospital? If yes, mention the name of the hospital.

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6. What is the position of the witness Miss Noor Khaled?

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7. Who prepared the accident report?

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8. What is the position of the person who prepared the accident report?

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**End of Questions**