

## مذكرة أدر 213



### تم تحميل هذا الملف من موقع المناهج البحرينية

موقع المناهج ⇨ المناهج البحرينية ⇨ الصف الثاني الثانوي ⇨ تربية اقتصادية ⇨ الفصل الثاني ⇨ ملفات متنوعة ⇨ الملف

تاريخ إضافة الملف على موقع المناهج: 02:28:10 2025-03-24

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

المزيد من مادة  
تربية اقتصادية:

### 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 تربية اقتصادية في الفصل الثاني

المذكرة الشاملة إدارة مكتبية أدر 213 المنهج الجديد

1

ملف مساند قانون العمل قان 322

2

ملف مساند قانون العمل قان 322

3

ملف مساند مبادئ الاقتصاد قصد 211

4

المذكرة الشاملة قصد 211

5



## Chapter 1: Communication in Business

### Lesson 1: Communication Process:

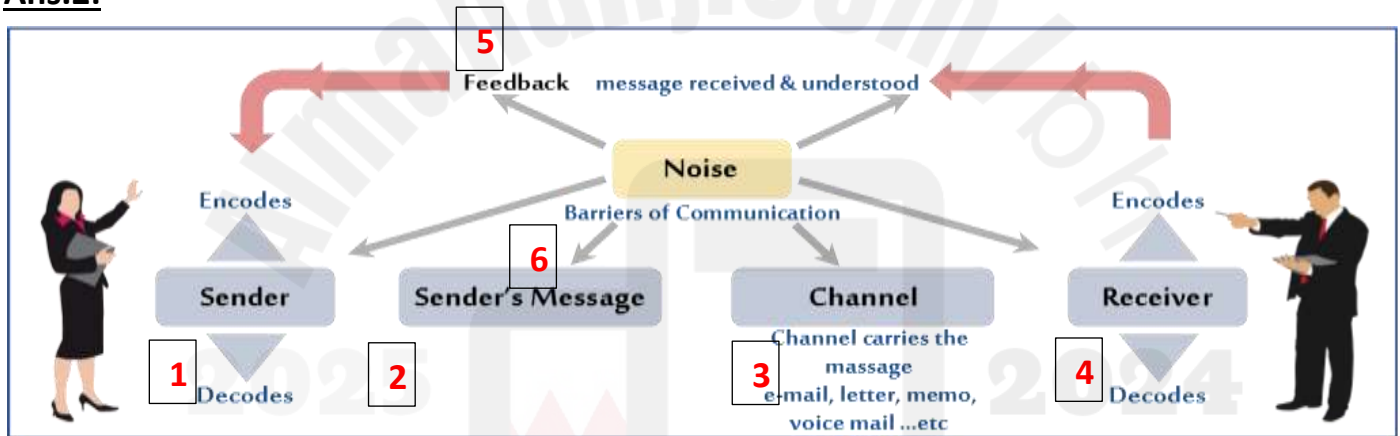
**Q1:** What is Communication? Or Define Communication.

**Ans.1:** Communication is the transfer of a message from a sender to a receiver, who understands the message.

Or Communication is giving, receiving or exchanging of information, opinions, or ideas either by written, oral or visual media.

**Q2:** Draw the Process of communication. (لازم 6 عناصر)

**Ans.2:**



The process of communication as shown in the previous slide (Figure 1.1.2 - page 14) can be summarized as follows:

- The SENDER has information, an idea, or a fact (MESSAGE).
- Then the sender ENCODES the idea. This means putting it into written or verbal forms, graphical symbols or using body language.
- After the sender selects a suitable MEDIUM or CHANNEL for the transmission of the message.
- The RECEIVER gets the message.
- The receiver DECODES the message and
- Finally, the receiver sends his/her response to the sender as a FEEDBACK.

The process then starts again with another message.

**Collected by: Mrs. Safeya Ahmed**

**Q3:** What is the meaning of Effective communication?

**Ans.3:** Effective communication means that the correct message has been sent, using an appropriate method, received, and understood.

**Or:** it is information passed between two or more people or groups, with feedback to confirm that the message has been received and understood.

**Q4:** Noise:

**Ans.4:** Noise is the unplanned distortion or interference during the communication process that results in the receiver getting a different message than the sender sends.

**Q5:** One-way and Two-way Communication:

**Ans.5:**

**One-way communication:**

Means that the sender sends the message to the receiver only.

**Two-way communication:**

Means that the sender sends the message and the receiver will send feedback to the sender.

One-way communication is useful for:

- Clarifying or reminding.
- Giving instructions.
- Providing information.

The advantage of one-way communication is that it is faster and less expensive than two-way communication.

One-way Communication	Two-way Communication
The receiver cannot reply to the message.	The receiver can give a feedback/can reply.
Sender → Receiver	Sender ↔ Receiver
Cannot confirm that the receiver understood the message.	Both sender and receiver are involved.
Mistakes are possible because there is no feedback.	Less mistakes because message received and understood.
Examples: noticeboards, posters, web pages, signs.	Examples: meeting, telephone, video conferencing.

Collected by: Mrs. Safeya Ahmed

**Q6:** Purposes of communication:

**Ans.6:**

1. Pass and receive messages.
2. Check and receive feedback.
3. Give instructions.
4. Methods to discuss issues.

**Q7:** Barriers to Communication:

**Ans.7:**

1. Information overload.
2. Poor listening skills
3. Difficult language: Don't use too technical terms/jargon.
4. Difference in belief, style and society (culture)
5. Physical and environmental barriers (uncomfortable place, unhygienic room, noise, poor lighting, too hot or cold place ....)
6. Lack of feedback.
7. Selecting wrong channels.

**Q8:** Overcoming Barriers:

**Ans.8:**

1. Avoid information overload (clear and brief message).
2. Develop listening skills.
3. Use a simple language.
4. Choose a suitable time to pass information.
5. Taking follow up action (ask for feedback).
6. Select a correct/proper channel.

## Lesson 2: Communication Channels

**Q1:** Communication Channels Definition:

**Ans.1:**

Communication channel is simply how your message is sent to the receiver.

Or:

Communication channel is a system or method that is used for communicating with other people.

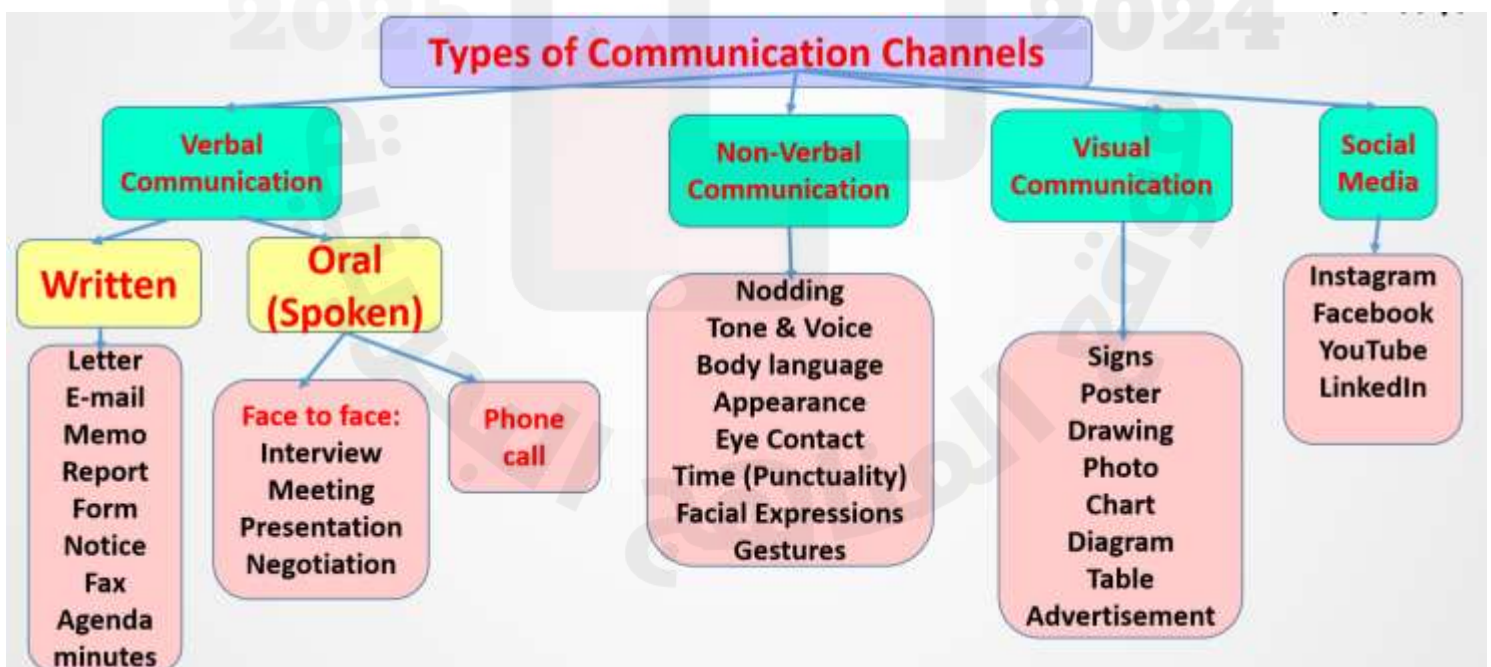
**Q2:** Considerations or questions to be answered while deciding which communication channel best to be used:

**Ans.2:**

1. Will it meet the business objectives?
2. Who is the target receiver?
3. How much will it cost? (Cost of Channel)
4. How quickly does a message need to be transmitted? (Speed of Channel)
5. Does a record need to be kept?

**Q3:** Communication Types:

**Ans.3:** (Examples في المخطط أمثلة على كل نوع):



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**Oral Communication:**

is the use of spoken words in conversation.

**Written Communication:**

is the use of written words in letters, e-mail, reports, minutes ... etc.

**Visual Communication:**

is the conveyance of ideas and information in forms that can be read or looked upon.

Any image that is used to communicate an idea, whether it is a sign, poster, drawing, photograph, chart, diagram, table or television advertisement.

**Nonverbal Communication:**

means communication without words.

Or Nonverbal Communication is any information that is not spoken, or written and that is perceived by our senses/behavior.

Or Nonverbal Communication is communication through sending and receiving wordless messages.

**Social media Communication:**

are websites and computer programs that allow people to communicate and share information on the internet using a computer or mobile phone.



### Lesson 3: Organizational Communication

Q1: Organizational Communication:

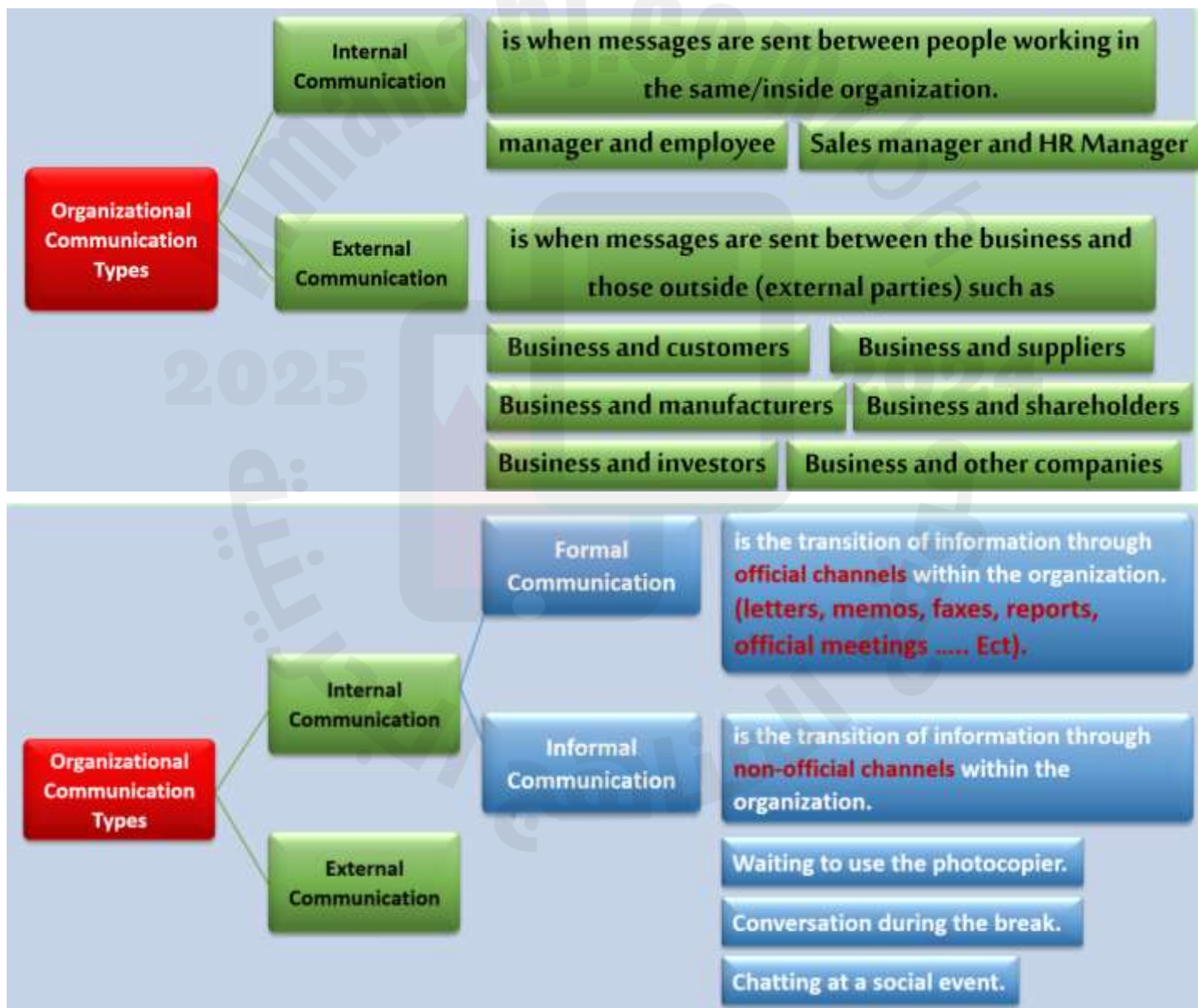
Ans.1:

Is a system of pathways through which messages flow among people who comprise the organization. (who communicates with whom?).

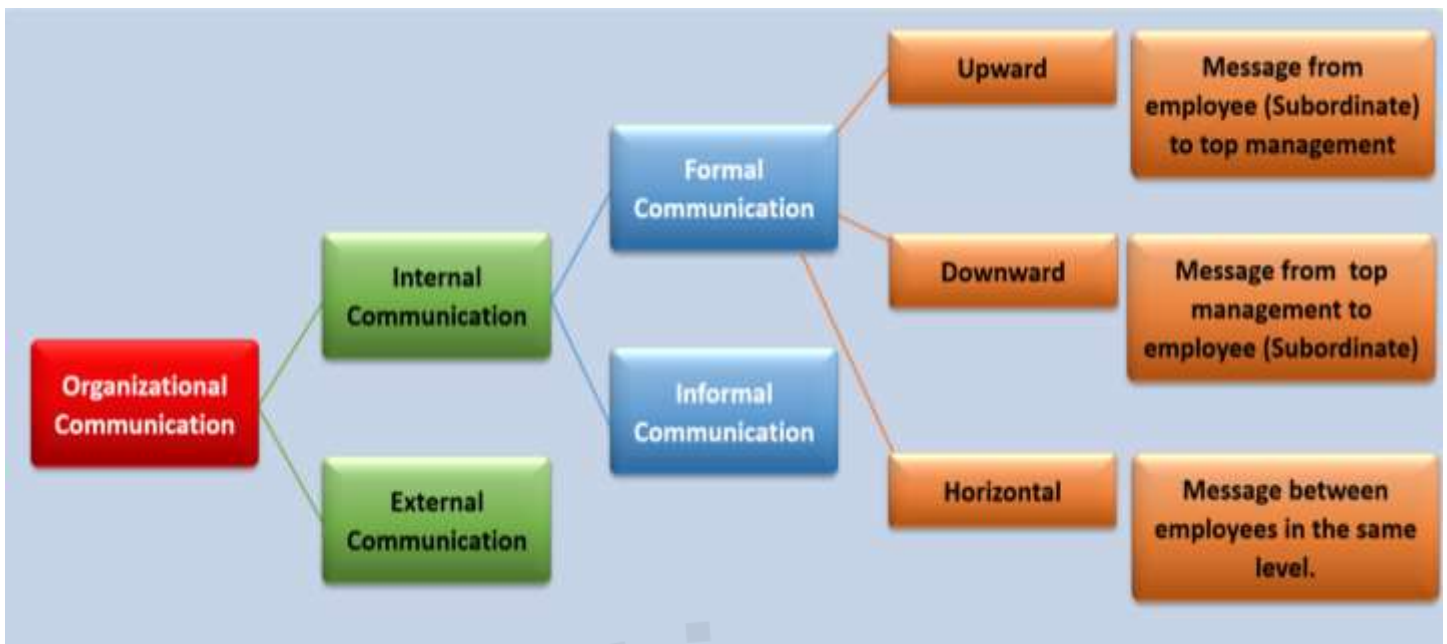
Or is the way in which an organization gives the public and its employees information about its aims and what it is doing.

Q2: Organizational Communication Types:

Ans.2:

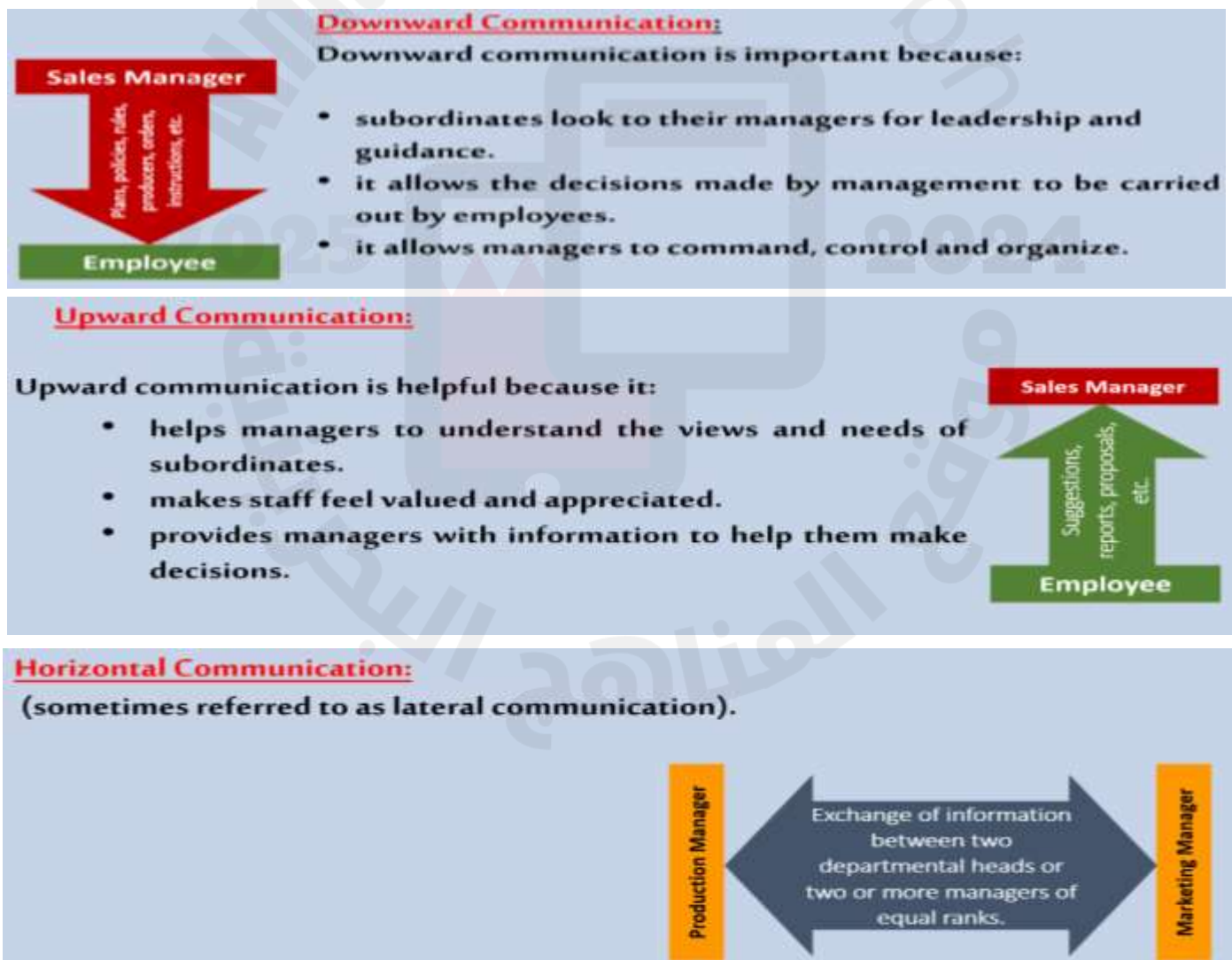






**Q3:** Direction of Formal Communication:

**Ans.3:**



## **Chapter 2: Written Communication**

### **Lesson 1: Methods of Written Communication:**

Written communication involves any type of messages that makes use of written words.

The main forms of written communication that are used by businesses includes:

- Memorandum (Memo).
- Business Letter.
- E-mail.
- Noticeboard.
- Agenda & minutes of meeting.
- Report.
- Forms.
- Job description.
- Advertisements.
- Company magazine.

**Q1:** Benefits and limitations of written communication:

**Ans.1:**

Benefits	Limitations
Provides a permanent record.	No personal contact.
Can be used by the receiver more than once, to check understanding.	Feedback is slower.
Can be sent to many receivers.	Might not be understood because the language is too complex, or the message is too long.
The message cannot be changed.	Time-consuming for both sender and receiver.

**Q2:** Memo Definition:

**Ans.2:**

A memorandum (memo) is a written form of communication used between people within an organization.

Or: A memo is used to record and transmit short but important messages within an organization.

**Collected by: Mrs. Safeya Ahmed**

A "MEMO" is the short form of memorandum, a Latin word meaning "something to be remembered".

A memo, is usually brief and covers only one subject.

**Q3:** Parts of a Memo:

**Ans.3:**

There are three required elements of the memo:

1. **Title:** The title typically consists of the company name, the logo and the word memorandum.
2. **Heading:** The heading has four or five parts, appearing as in the following order:

<b>To:</b>	The name of the person receiving the information and his/her job title.
<b>From:</b>	The name of the person sending the message and his/her job title.
<b>Date:</b>	Date of preparing the memorandum. (Should be in day, month, and year format).
<b>Subject:</b>	The topic that summarizes the content of the memorandum. It should be brief, but clear.

3. **Body** of the Memo Message: The message **is the main body** of a memo. The message could be presented in the main paragraph, introduces the purpose of the memo, further paragraphs containing more details; and a closing paragraph.

**Other parts** that could be found in a memo are:

- Enclosure Notation: It is included if another item is being sent along with the memo.
- Reference Initials: The initials of the typist.
- Carbon Copy (CC): Any other people who may need a copy of the information.

There is no need for a signature or complimentary close in a written memo.

The diagram shows a memorandum form with the following structure:

- Title:** Points to the company logo and name "ABC Company".
- Headings:** Points to the word "MEMORANDUM".
- Subject:** Points to the "SUBJECT" line.
- Body:** Points to the main text paragraph.
- Enclosure:** Points to the "Enc." notation.
- Reference Initials:** Points to the initials "MMA".

**Example Memorandum:**

**ABC Company**

**MEMORANDUM**

**TO:** Jassim Ahmed, Accountant  
**FROM:** Khalid Juma, Purchasing Manager  
**CC:** Ali Mohammed, Budget Manager  
**DATE:** 28 September 20--  
**SUBJECT:** New Computer Systems

It was agreed at a recent Board Meeting to purchase 10 new computers. I enclose a copy of the quotation for this equipment and it comes to BD 5,250. Can you please give me an authorization code so that I can place this order.

Enc.

MMA

## **Lesson 2: Business Letter:**

**Q1:** Advantages of Business Letter:

**Ans.1:**

1. letter is flexible and used for either internal communication (employees inside/within company) or external communication (with customers and suppliers).
2. Letter can be used for confidential information
3. Letter provides a record of communication.

**Q2:** Uses of Business Letter:

**Ans.2:**

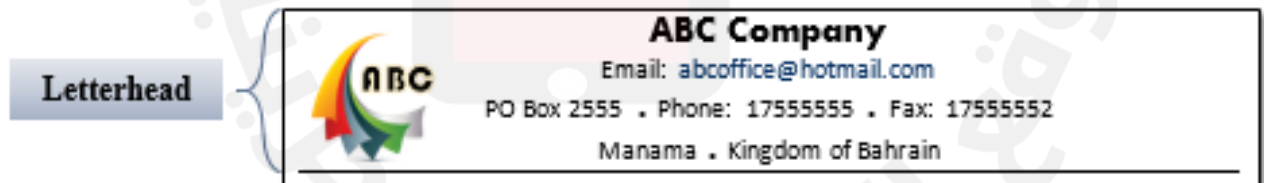
1. Communication with organizations and people **outside** the organization (suppliers or customers)
2. Formal communication **within/inside** an organization (between employees and managers)

**Q3:** Parts of a Business Letter:

**Ans.3:**

Usually a business letter is divided into four main sections: heading, salutation, body and closing. Each of these sections, contains several essential parts and a few optional ones, which are discussed in the following:

1. **LETTERHEAD:** The heading of a business letter contains the name of the organization, logo, address, telephone number, fax number, e-mail address and other information. The format for a letterhead is likely to vary from one organization to another.



2. **REFERENCE:** Often contains the **initials of the person sending** the letter, **and the initials of the person preparing** the letter or **numbers for filing** purposes.



### 3. DATE:

A business letter must contain the day, month and the year in which it is written. This gives the letter its legal validity and lets the receiver know when it was written. It is essential for the purpose of filing and sorting of letters. There are various ways of writing the date:

15 November 20--  
November, 15 20—



Avoid writing the date in the following forms:

15.11.20--  
5 Nov. 20--  
05/11/20--



**Date**

→ 18 March, 20--

4. ADDRESSEE or RECIPIENT'S ADDRESS: This is the address of the receiver of the letter. It contains the details of the receiver.

**Recipient's  
Address**

Mr. Nasser Jassim  
Purchase Manager  
XYZ Company  
PO Box 2546  
Manama – Kingdom of Bahrain

5. SUBJECT HEADING: It gives a brief summary of the contents of the letter.

**Subject**

→ Subject: Quotation of our Products

6. SALUTATION: This is the way of greeting the receiver. Salutation indicates the relationship between the sender and the receiver. Some of the formal ways of greeting the receiver are as follows:

Salutation	Used
Dear Sir/Madam	When you write to a person in a company whose name you don't know.
Dear Mrs. Mariam Dear Mr. Omar	When the sender knows the receiver.

**Salutation**

→ Dear Mr. Nasser:

7. THE BODY of THE LETTER: The most important part of the letter is the body that contains the message or information that the sender wants to convey. Most business letters include three paragraphs:

- An opening paragraph: gives the purpose of the letter;
- Middle paragraph: containing more details about the subject;
- Closing paragraph: suggests what actions might be taken, by either the sender or the receiver.

Body	Opening Par.	Thank you for your letter of 19 February enquiring about our new range of multi-purpose filing cabinets.
	Middle Par.	I confirm that these can be fitted with pull-out racks to hold computer print-outs and special sections for disk storage. Delivery is usually within ten days of receipt of order.
	Closing Par.	I have pleasure in enclosing a copy of our latest catalogue and price list. Should you require any further details, please do not hesitate to contact me.

8. COMPLEMENTARY CLOSE: It is the formal conclusion of the letter. Its form is decided by the form of the salutation being used, as presented below:

Dear Sir Dear Madam	→	Yours faithfully
Dear Mr. Omar Dear Mrs. Mariam	→	Yours sincerely

Complimentary Close	→	Yours sincerely,
---------------------	---	------------------

9. SIGNATURE: A letter is incomplete if it is not signed. The signature confirms the letter. However, in many electronic letters (E-mail), signatures are not required, otherwise an electronic signature is used.

Signature	→	
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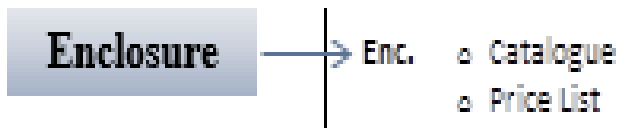
10. NAME and JOB TITLE: The sender's full name and position (job title).

Name & Job Title	→	Hashem Mohammed Sales Manager
------------------	---	----------------------------------

Collected by: Mrs. Safeya Ahmed



11. ENCLOSURE (Enc.): This section contains the attachments, additional papers that one sends along with the letter. It could be a purchase order, catalog or any other additional documents. The items enclosed must be listed in a serial order.



12. CARBON COPY (C.C.): Carbon copy notations tell the receiver who the other receivers of the letter are.



Collected by: Mrs. Safeya Ahmed

**Q 4:** Types/Examples/Purposes of Business Letter:

**Ans.4:**

Many business letters share the same parts but they differ in the purpose. Business letter can be for:

1. An enquires
2. A quotation
3. A circular
4. A complaint
5. An apology
6. A recommendation
7. A price list inquiry
8. A reference
9. An order, etc.

**Q 5:** Compare between business letter and memo?

**Ans.5:**

Difference	Memo	Business letter
Usage (where)	Inside	Inside/Outside
Length	Short	Long
Salutation	Not use/ No	Used/ Yes
Complementary close	Not use/ No	Used/ Yes
Signature	not needed/ No	Needed/ Yes
Envelope	Not needed / No	Needed/ Yes
Stamp	not needed/ No	Needed/ Yes

Collected by: Mrs. Safeya Ahmed

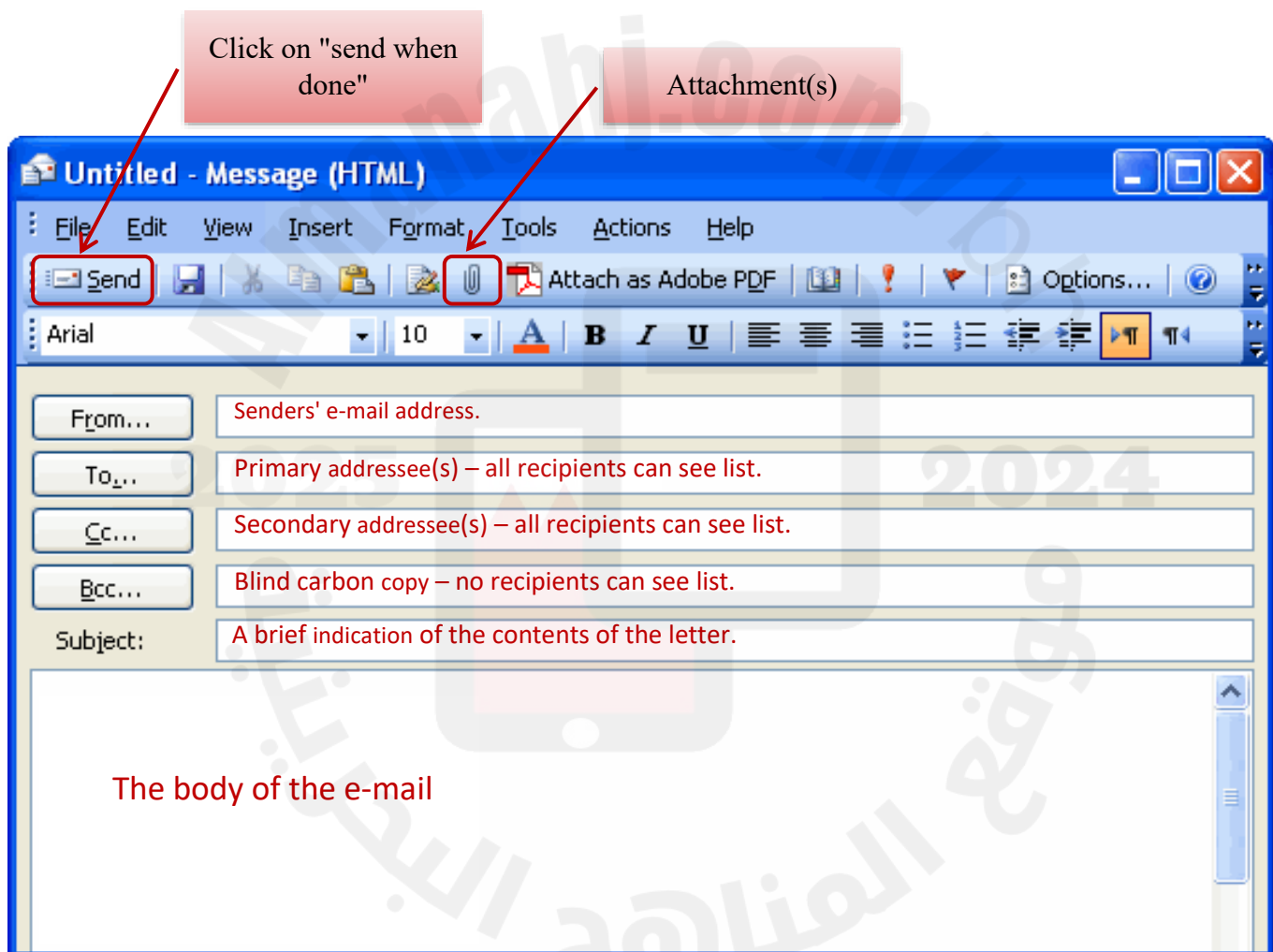
### Lesson 3: Other Types of Written Communication:

**Q1:** E-mail Definition and its parts:

**Ans.1:**

A fast and cost-effective methods of sending messages to one or many receivers at the same time using the internet.

Electronic mail (E-mail) is one of the most common methods of electronic communication. It allows businesses and individuals to communicate by sending texts or images instantly via Internet. E-mails can be used to send letters, memos, reports, photographs, videos, sounds, other images ... etc., even when people are not there to receive them.



Collected by: Mrs. Safeya Ahmed

**Q2:** Report Definition, types and its parts:

**Ans.2:**

A report is a document that is prepared to give the results of an investigation. (Definition)

There are two types of reports: Formal and informal.

The format of a report is usually determined by three things: audience, information and purpose.

**a. Informal Report:**

The informal report, may be presented in a memo form under an appropriate subject heading, and with subheadings.

Parts of informal Report	
1. Introduction	▶ Background details, ▶ a description of the current situation, ▶ and the reason for the report.
2. Findings	▶ Information gathered on the subject.
3. Conclusion	▶ Recommendations as to what action ought to be taken.

MEMORANDUM	
TO :	Ahmed Jalal, Office Manager
FROM :	Hassan Jabber, Administrative Assistant
DATE :	28 September 20--
SUBJECT :	Computer Safety Devices

Following our meeting on 12 September, when we discussed the safe use of computers, suppliers, and ABC Computer Supplies, we have found out the following information about additional equipment we could buy.

- Work station cleaning kit – BD 4.900 to keep screens and keyboards clean.
- Screen filters – from BD 6.400 to 24.650, to reduce glare and radiation.
- Footrests – BD 9.900, to allow correct posture and comfortable typing position.
- Adjustable monitor arms – BD 29.600, to allow for the correct positioning of screens.
- Copyholders – BD 5.900, to position original documents so that operators can maintain good posture and keying position.

For a relatively small cost we can purchase additional equipment which will reduce the risks of using computers. We could discuss this at our weekly meeting next week.

NM

Collected by: Mrs. Safeya Ahmed

## b. Formal Report:

A formal report is written in a professional and formal manner to address complex issues. Formal reports may be used to convey information, analyze an issue or a problem, and provide a recommended course of action.

Formal reports are usually written in the third person. They do not use the words 'I', 'We' and 'You'.

### FILING CABINET REPORT

prepared by Omar Ahmed  
For the attention of the Office Administration

26 April 20--

#### 1 TERMS OF REFERENCE

A report on the replacement of filing cabinets was requested by the Office Administration committee meeting of 2 August. Omar Ahmed was actioned to prepare the report for the next meeting on 22 September. The report should include relevant recommendations for discussion at the meeting.

#### 2 PROCEDURES

The following procedures were carried out.

2.1 The current provision within the office was investigated by visiting each office.

2.2 Information about specifications, price, and delivery of filing cabinets was checked in office equipment catalogues.

#### 3 FINDINGS

3.1 Current provision – there are currently 125 cabinets of different styles and types in use in the organization. These cabinets take up a lot of space and many are old, unsafe, and can no longer locked. Many offices also have various other types of storage for books such as pigeonholes. Detailed information on the size, type, and location are shown in Appendix A.

3.2 A wide range of cabinets are available. ABC Office Supplies have heavy duty storage cabinets for BD 64,500 each. These provide lateral filing storage. They make more efficient use of space than traditional cabinets. Fittings for each cupboard can be provided, e.g. file and binder retainers, hanging pockets for files, pigeonhole sections. These allow for cupboards to be customized to meet the needs of a specific department. They cost approximately BD 49,300 per cupboard, depending on the options chosen. Full information on the cabinets and additional fittings can be found in Appendix B.

#### 4 CONCLUSION


All existing cabinets and storage devices could be replaced with 80 lateral cabinets from ABC suppliers, with additional fittings.

#### 5 RECOMMENDATIONS







5.1 The committee put together a timescale for the replacement of all cabinets, the end of the year would be a realistic target date.

5.2 The cost of the project is presented by the Committee to the Board of Directors for approval.

5.3 Departments are contacted by the Committee to get detailed information on their requirements for additional fittings.

  
Assistant Officer

## Parts of Formal Report:

Title Page	Summary	Table of Contents	Introduction
<p>Company Name</p> <p><b>Title of Report</b></p> <p>Details of report receiver</p> <p>Details of report sender</p> <p>Date of submission</p>	<p><b>Summary</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>1. _____ P. 1</p> <p>A. _____ P. 2</p> <p>I. _____ P. 3</p> <p>ii. _____ P. 3</p> <p>2. _____ P. 4</p> <p>B. _____ P. 5</p> <p>I. _____ P. 5</p> <p>ii. _____ P. 6</p> <p>2. _____ P. 7</p> <p>C. _____ P. 8</p> <p>I. _____ P. 8</p>	<p><b>Introduction</b></p> <p><b>Purpose</b> _____</p> <p>_____</p> <p>_____</p> <p><b>Scope</b> _____</p> <p>_____</p> <p>_____</p> <p><b>Background</b> _____</p> <p>_____</p> <p>_____</p>
<p><b>Body of Report</b></p> <p>1. Major Topic Heading</p> <p>_____</p> <p>a. Minor Topic</p> <p>_____</p> <p>b. Minor Topic</p> <p>_____</p> <p>_____</p>	<p><b>Body of Report</b></p> <p>2. Major Topic Heading</p> <p>_____</p> <p>a. Minor Topic</p> <p>_____</p> <p>b. Minor Topic</p> <p>_____</p> <p>_____</p>	<p><b>Conclusions</b></p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>	<p><b>Recommendations</b></p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>
<p><b>Bibliography</b></p> <p><b>Bibliography</b></p> <p>1. McGraw - Hill/Irwin, (Kitty). (Locker, Donna S. Kienster) "Business and Administrative Communication", 8th edition, NY, 2008.</p> <p>2. (Kizian, Merrier, Loga, Williams) "Business Communication" 7th edition, USA, 2008.</p> <p>3. Jonan Gallagher, Siobhan Coghlan (Modern Office Technology and Administration) 2nd edition 2002.</p> <p>4. Mary Ellen Oliverio, William R. Pasewark, Bonnie R. White. "The Office Procedures and Technology" US, 2003.</p>	<p><b>Appendix (i)</b></p> <p><b>Graphs:</b></p>   	<p><b>Appendix (ii)</b></p> <p><b>Maps:</b></p> 	<p><b>Appendix (iii)</b></p> <p><b>Brochures:</b></p>  

## Difference between Formal and informal Reports:

Difference	Formal Report	Informal Report
Reader	Internal or External	internal
Form	Text	Memo, letter or e-mail
Length	Long	Short
Cost	Expensive	Inexpensive
Title	Separate title Page	Subject line in memo heading
Contents Page	Yes	None

Collected by: Mrs. Safeya Ahmed




**Q3:** Forms:

**Ans.3:**

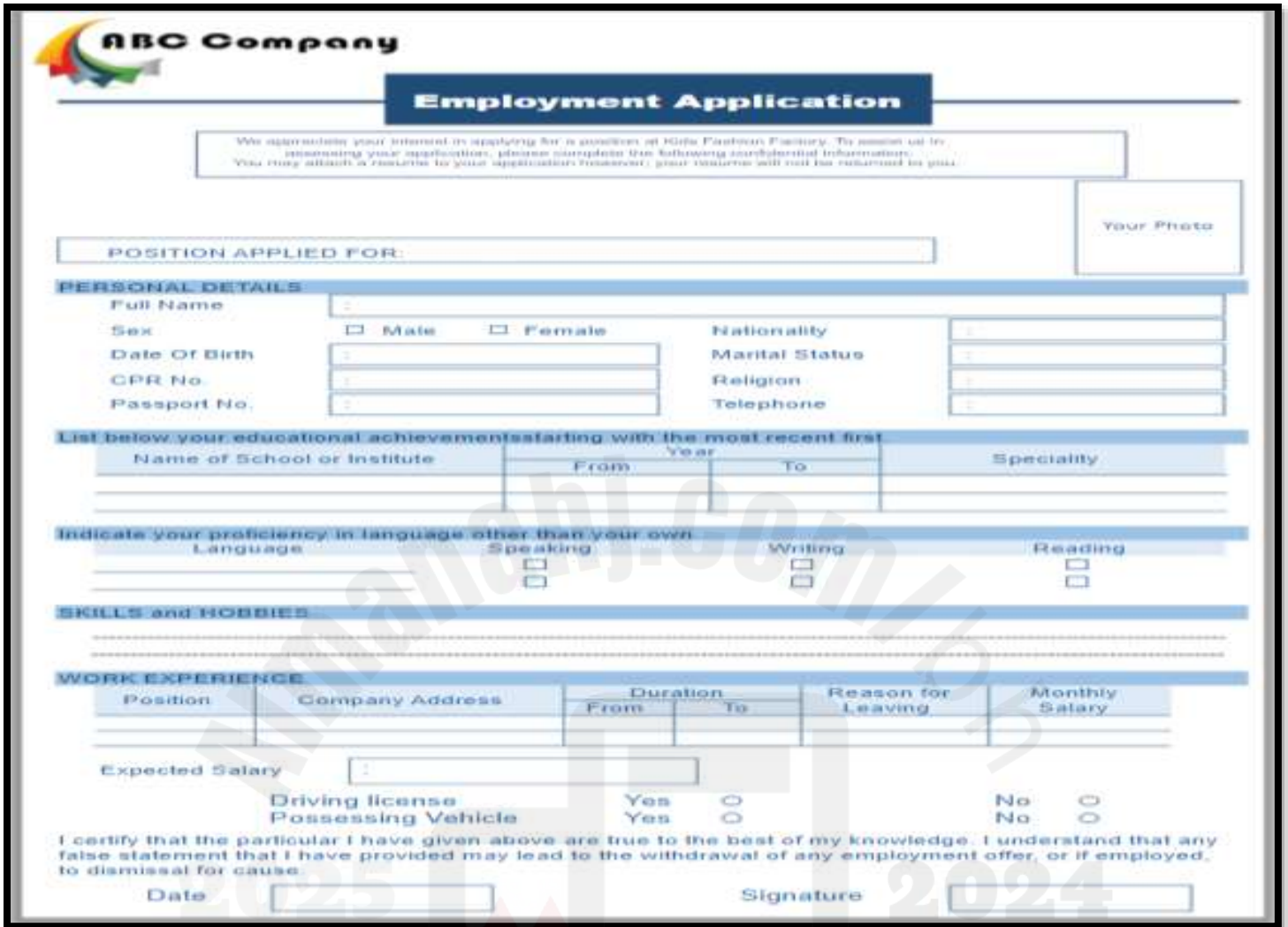
Forms are used to collect specific and standard information, e.g. **application form**, **invoice**, **order form**, **loan**, **license**, and **time sheet** are all examples of different types of forms. (Printed Forms)

**a. Invoice:**

		<b>ABC Company</b>		Palace Avenue P.O. Box: 2245 Manama - Kingdom of Bahrain		Fax: 17663311 Phone: 17663322 E-mail: abccom@hotmail.com	
<h1>Invoice</h1>							
Sent to .....							
Location		Order No.		Order Date		Invoice No.	
S. No. Items		Items Details		Quantity		Unit Price	
						BD Fils	
<div style="border: 1px solid black; width: 150px; height: 40px; margin: 0 auto; text-align: center; padding-top: 5px;">Signature</div>						Total Price	
						6% Discount	
						Net Amount Due	

Collected by: Mrs. Safeya Ahmed

## b. Application Form:



**ABC Company**

### Employment Application

We appreciate your interest in applying for a position at ABC Fasteners Factory. To assist us in assessing your application, please complete the following confidential information. You may attach a resume to your application (however, your resume will not be returned to you).

POSITION APPLIED FOR: \_\_\_\_\_

Your Photo: \_\_\_\_\_

**PERSONAL DETAILS**

Full Name: \_\_\_\_\_

Sex: ☐ Male ☐ Female

Date Of Birth: \_\_\_\_\_

CPR No: \_\_\_\_\_

Passport No: \_\_\_\_\_

Nationality: \_\_\_\_\_

Marital Status: \_\_\_\_\_

Religion: \_\_\_\_\_

Telephone: \_\_\_\_\_

List below your educational achievements starting with the most recent first

Name of School or Institute	From	To	Speciality

Indicate your proficiency in language other than your own

Language	Speaking	Writing	Reading
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SKILLS and HOBBIES**

**WORK EXPERIENCE**

Position	Company Address	Duration		Reason for Leaving	Monthly Salary
		From	To		

Expected Salary: \_\_\_\_\_

Driving license: Yes ☐ No ☐

Possessing Vehicle: Yes ☐ No ☐

I certify that the particulars I have given above are true to the best of my knowledge. I understand that any false statement that I have provided may lead to the withdrawal of any employment offer, or if employed, to dismissal for cause.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## c. Job Description:

A job description is a written document that provides all the details about what a job involves. A job description needs to include:

- Job title - for example, Accounting Clerk.
- The main duties of the job - for example, recording of financial transactions and the handling of financial information.
- The department the job is in, such as the finance department or production department.
- Responsibilities – what the job holder is responsible for supervising/managing.
- Accountability - who the job holder reports to.
- Working conditions, hours and wages or salary.
- The name and location of the business organization.

Collected by: Mrs. Safeya Ahmed

- The main purpose of a job description is to show clearly what is expected of an employee.

Title:	Accounting Clerk
Job purpose:	To join the accounting team in the recording of financial transactions and the handling of financial information.
Location:	ABC Trading Co., Manama
Responsibilities:	
<ol style="list-style-type: none"> <li>1. Matching, batching and coding invoices.</li> <li>2. Matching invoices to purchase orders.</li> <li>3. Arranging payments through cheques and BACS.</li> <li>4. Allocating items of expenditure to cost centers.</li> <li>5. Dealing with internal expense claims.</li> </ol>	
Department	Finance Department
Responsible for:	Accountant Assistant
Accountable to:	Finance Manager
Salary:	BD 530 – 850 depending on experience.
Hours and conditions of work:	
<ul style="list-style-type: none"> <li>- 40 hours per week (7:30 am – 4:30 pm)</li> <li>- 5 weeks' holiday a year.</li> </ul>	

#### d. Notice Board:

A notice is normally used to display factual information which is open to anyone to read, such as health and safety regulations, training courses, or work celebrations and parties. Notices are normally displayed in prominent places.

Notices provide a cheap way of communicating the same information to a large number of people but they may not be read, or may be ignored.

**IMPORTANT NOTICE**

**RECYCLING BINS FOR ALL CANS AND TINS**

All staff please use the recycling bins provided for the disposal of cans and tins only.

The bins should not be used for general waste.

Should you have any queries on this or any other energy or environmental issues, please contact Talal Khaled (Extension 7448)

Facilities Management Team

**Collected by: Mrs. Safeya Ahmed**

## Chapter 3: Oral Communication

### Lesson 1: Oral Communication in the workplace:

**Q1:** What is Oral Communication? Or Define Oral Communication.

**Ans.1:**

Oral Communication is the exchange of ideas or information by spoken words in a business setting.

Oral communication involves the **skills of listening and speaking**, both of which are essential if messages are to be successfully conveyed and received.

Successful communication cannot occur if listening is poor.

Hearing is not listening. **Hearing is a physical act**; everyone who is not physically impaired, hears without a conscious effort.

**Listening is a complex mental process.** A person listens as follows:

He/she physically hears some audible signals, decides to pay attention to it, gives it a meaning, decides if it is important, decides whether or not to remember it and then responds to it.

**Q2:** Purposes of Oral Communication:

**Ans.2:**

Generally speaking, people talk to each other at work to get a job done. But there are other reasons, such as:

- To get information we need and give information that others need.
- We use persuasion to influence others to feel certain emotions and attitudes or to do certain things.
- To reduce conflicts, solve problems, make decisions.
- Sell to customers and/or deal with their complaints.
- To motivate people.

The advantages and disadvantages of oral communication are outlined in table below:

Advantages	Disadvantages
Information can be quickly sent.	A record of message may not be kept.
Allows immediate feedback.	In a meeting, some people may not listen.
Can use body language/gestures to support message.	Negative body language may create a barrier.
Allow you to give same messages to many people at the same time.	Face-to-face meetings are not always possible.

Collected by: Mrs. Safeya Ahmed

## **Lesson 2: Methods of Face to Face Communication:**

**Q1:** Presentation:

**Ans.1:**

It is the modern, business equivalent of the formal lecture, in which one person talks to a group of people about a topic of business interest. Or:  
Presentation is the practice of showing and explaining the content of a topic to an audience or learners.

As it is formal, a presentation has to be prepared and delivered with considerable care. To prepare for your presentation you need to:

- **Prepare your materials.** Your speech should contain three main parts:
  - an introduction,
  - the body (the main topic),
  - a conclusion (what you expect the audience to remember or do).
- **Practice your material over and over again** in your mind or before a member of your family, friends or even a mirror.

When practicing (and delivering) your presentation, you should be aware of the way you speak. Ask yourself questions such as:

- Can people hear me? (volume)
- Am I speaking too fast or too low? (rate)
- I vary my voice level when I am speaking? (pitch)
- Do I say my words correctly? (pronunciation)
- Does my voice reveal my attitudes and feelings? (tone)
- Do I use suitable aids?
- Do I use annoying speech habits?

**New technology** Methods for a **Presentation:**

Presenting by a video tape, an interactive TV or the Net.

**Q2:** Interview:

**Ans.2:**

An interview is a conversation between two or more persons in which the interviewer asks the questions to which the interviewee responds. Or:

Interview is a kind of meeting which occurs when a conversation is with a purpose.

**Collected by: Mrs. Safeya Ahmed**

Of course, the interviewee can also ask questions. One of the most types of interviews is the job interview.

Ideally an interview should be a two-way process, when the applicant talks with the interviewer about his/her accomplishments and future aims. It helps if both interviewee and interviewer have prepared well in advance. The interviewer should start by checking basic facts from the application form or resume, then ask questions to assess the applicant's interest in the work and their ability to cope with the job.

Plan for a successful job interview by:

- Practicing interview questions (questions are fairly straightforward and not difficult to answer):
  - Why did you decide to apply for this job?
  - What interests you about this job?
  - What subjects did you enjoy most at school/college?
- Preparing your own questions (questions you may have about the organization or the job):
  - Will I be able to continue to develop my IT skills?
  - What are the exact hours of work?
  - If I worked hard, could you say what my promotion prospects might be?
- Dressing for success (making a good first impression).
- Listen carefully and think before speaking.
- Be aware of the nonverbal signals you are communicating through your body language.
- Control your nervousness by being well prepared, well equipped, and on time.
- Thank the interviewer before leaving.

**Collected by: Mrs. Safeya Ahmed**



### **Lesson 3: Telephone Communication:**

**Q1:** The importance of Telephone:

**Ans.1:**

The fixed telephone (or landline), mobile telephone and also tablets and computers are vital pieces of equipment in modern businesses.

- They allow managers and employees within an organization to talk to each other, to their customers, to suppliers and to other organizations, almost anywhere in the world and at any time of the day.
- The cost of equipment and calls can be expensive but they save on time and money when compared to other forms of communication.

**Q2:** When to call:

**Ans.2:**

Suitable	Unsuitable
Speed is important.	The subject is highly confidential.
You need to discuss something with someone and cannot do so in person.	Full written record of an exchange is needed.
To discuss documents in details but holding a meeting is impossible.	The subject is complicated and needs to be considered carefully and at some length by the other person.

Some situations demand a combination of a telephone call and a letter. The most usual practice is to send a letter of confirmation following the call, to provide a record of what has been said or agreed on.

**Q3:** Telephone Etiquette:

**Ans.3:**

A Telephonist or Telephone Operator is a person who receives telephone calls in the office/business.

A caller is a person who calls from outside the company.

The telephonist should always be polite and helpful to the callers, because he/she is the first link between the caller and the business/organization.

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Telephone etiquette relates to the correct way to answer the telephone in a business environment. The main points to note are given in the table 3.3.2.

Receiving a call	Making a Call
▶ Answer promptly with your organization's standard greeting, and identify yourself or your department.	▶ Check you know the reason for making the call.
▶ Sound pleasant and cheerful and listen carefully.	▶ Write down the information you must give or find out.
▶ Have a pen and notepad to hand.	▶ Introduce yourself and explain why you are calling.
▶ Write down the name of the caller, the person they want to speak to and the reason for their call.	▶ Do not use slang or jargon such as 'OK' or 'Bye'.
▶ If you cannot help, pass the call to a colleague or take a message.	▶ Do not gabble. Ask the other person to slow down if they speak too quickly.
▶ Ask the caller to spell their name if it is unusual.	▶ Ask people to spell unusual words.
▶ Check you have the caller's number before you ring off.	▶ Say figures in pairs as they are easier to understand, for example, 12-78-97, not 127-897.
▶ Say 'Thank you for calling' at the end of the call.	▶ If you mishear something, never say 'What?' Say 'Sorry, could you please repeat that?'.
▶ Pass any message on promptly.	▶ Write down the information you receive.

**Table 3.3.2:** Telephone etiquette when you are receiving or making a call

➤ A telephone etiquette dictates that the **person who calls** is the one **who should end** the conversation.

➤ When making a call say:

May I speak to Mr. "Talal Khaled", please?

Do not say: "Is Mr. Talal Khaled in?"

➤ When dialing a wrong number, apologize for the mistake by saying:

"Sorry, I must have dialed the wrong number."

➤ Proper telephone etiquettes in a professional business setting **begins** by stating the **company's name** first followed by a **greeting** and the **name of the individual answering** the call. The caller should know that he/she has dialed the correct number.

*Example:* "ABC Company, Good Morning, this is Sara".

➤ A good technique for **ending** the call is by saying:

"Thank you for calling ..... Company / Office"

OR "Thank you for calling or Goodbye" not "bye bye".

#### **Q4: Taking Messages (Telephone Message Sheet):**

➤ A significant proportion of business calls involves the leaving and receiving of messages. Many times problems arise with this seemingly simple process. These problems include:

- the message is not delivered to the appropriate person,
- the message is incomplete or incorrect,
- the message is delivered too late,
- the message is misplaced,
- the message is confusing.

#### **Ans.4:**

➤ Do not leave telephone messages to memory. It is not possible for anyone to remember all the details from all the callers.

➤ The message sheets used in offices has the following details of the caller:

- Caller's name (get the correct spelling), company/department and number.
- Name of person for whom the message was left.
- Date and time.
- Action to be taken (i.e., "Please Call," "Will call back," or "URGENT").
- Message in short.
- Name of the person who received the call.

**Collected by: Mrs. Safeya Ahmed**

For Message recipient (who the message is for)

Urgent ☐

Date

Time

Tells the receiver when the message was taken

## While You Were Out

M

Person who called

Of

Caller's company or organization

Phone

Caller's contact number

AREA CODE

NUMBER

EXTENSION

Action and  
status boxes

Telephoned

☐

Please call

☐

Came to see you

☐

Returned your call

☐

Will call again

☐

Wants to see you

☐

Message

Written message

Signed

Name of the person who received the call

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## **Chapter 4: Business Meeting**

### **Lesson 1: Types of Meeting:**

**Q1:** What is Meeting? And what are its purposes?

**Ans.1:**

Meetings take place when two or more people come together to discuss one or more topics for the following purposes:

- ▶ to share information
- ▶ to make decisions
- ▶ to evaluate ideas
- ▶ to create a document
- ▶ to develop plans
- ▶ to motivate members

**Q2:** Types of Meeting and Examples:

**Ans.2:**

#### **1. FORMAL MEETING:**

Formal meeting is a planned meeting that is held at specific time with chairman and secretary. The following are examples of formal meetings:

- General Meeting,
- Annual General Meeting (AGM),
- Extraordinary general meeting (EGM),
- Board Meeting and Committee Meeting,
- Statutory Meeting (between company and its shareholders).

These meetings will/always have a notice, an agenda, and minutes.

#### **2. INFORMAL MEETINGS:**

Informal meeting is a unplanned meeting that could be held at anytime.

are usually easier to arrange as there are no formal rules to follow, except those devised by the organization itself. Some meetings are held on a regular basis, such as a weekly departmental meeting to discuss new developments. Others are held for a particular purpose or to solve an urgent problem.

The main types of informal meetings are:

- Staff meetings between employees in the same, or different, departments. There may be a meeting of the entire staff to give them important information.
- Departmental meetings, which are held between a manager and their staff.

**Collected by: Mrs. Safeya Ahmed**



3. In today's business world, both types of meetings can be held electronically:

**VIDEO CONFERENCING:** The internet and modern telephone systems (technology) can be used to send live video pictures as well as sound over very long distances. This means business meetings can be held between people located in different places in the world without the need to travel to meet face-to-face.

**Q3:** Validity of the Meeting/ The conditions must be met to be a valid meeting:

**Ans.3:**



Collected by: Mrs. Safeya Ahmed

## **Lesson 2: Meeting Documents:**

**Q1: Notice:** إشعار بالاجتماع

**Ans.1:**

It is **any form of communication sent to the members of the meeting**, to inform them of a time, date and place of the meeting.

A notice is to inform the participants about the meeting, and it could be in one of the following forms:

- Written or typed advance notice. مكتوبة بخط اليد أو مطبوعة
- Press notice. دعوة في الصحيفة/الجريدة
- Bill posting. دعوة بالبريد
- Door-to-door handbills. دعوة تسلم باليد
- A notice board. دعوة على لوحة الإعلانات بالشركة
- Broadcasting. دعوة بالإذاعة

All notice forms must contain certain basic information, namely:

- ▶ The venue.(المكان)
- ▶ The day, date and time of the meeting.
- ▶ The details of any special business to be transacted.
- ▶ The type of meeting, e.g., public, committee.
- ▶ The date of the notice.
- ▶ The convener's name.(المنظم)

### **Notice**

To : All Departments Manager  
From : General Manager  
Date : 15 March 20- -  
Subject : Staff Trying

**Please be informed** of our meeting, scheduled on Sunday, 27 March 20- -, at 10:00 a.m. in the conference room no. 2.

The meeting will discuss the new trying programs that will be held in BIBF next month.

**Collected by: Mrs. Safeya Ahmed**

**Q2:** Agenda: جدول/قائمة أعمال الاجتماع

**Ans.2:**

An **agenda** is a list of the topics to be discussed in a meeting.

It usually distributed to a meeting's participants prior the meeting, so that they will be aware of the subjects to be discussed, and are able to prepare for the meeting accordingly.

Some items on the agenda are fixed and some appear only for particular meetings. A typical agenda contains the following fixed items:

- Welcome/open meeting. الترحيب
- Apologies for absence.(is excuses given in advance for inability to attend a meeting)  
الاعتذار عن الغياب
- Approve minutes of the previous meeting. التصديق على محضر الاجتماع السابق
- Matters arising from the previous meeting. مناقشة الأمور التي استجبت في الاجتماع السابق
- A list of specific points to be discussed – this section is where the bulk of the discussion in the meeting usually takes place. المواضيع التي سوف تناقش في الاجتماع الحالي/القادم
- Any other business (AOB) – allowing a participant to raise another point for discussion.  
نقاط استجبت أثناء الاجتماع الحالي/القادم
- Arrange/announce details of the next meeting. (Date/ time...) الإعلان او التنسيق للاجتماع القادم

## AGENDA

For a meeting of the Social and Welfare Committee to be held in the Committee Room on Wednesday 7 May at 10:30 a.m.

1. Apologies for absence.
2. Minutes of the last meeting.
3. Matters arising from the last meeting.
4. Correspondence.
5. Report from recreational fund treasurer.
6. Staff medical insurance scheme.
7. Any other business.
8. Date of next meeting.

Mariam Moh'd  
Secretary

22 April 20--

Collected by: Mrs. Safeya Ahmed

**Q3:** Minutes: محضر الاجتماع

**Ans.3:**

Minutes are used to document all proceedings, from the start of the meeting to its conclusion. Or: it is a written record of all the issues that have been discussed in a meeting. Or: a permanent record of the decisions and activities of the organization.

The minutes are vital because they:

- ▶ provide a full record of the discussion at the meeting.
- ▶ identify the actions taken or that should be taken, and by whom.
- ▶ record whether the goals have been achieved.
- ▶ assist in planning future meetings.

The minutes must contain:

1. date, time and venue of the meeting.
  2. name of all attendees.
  3. apologies for absences, if given.
  4. name of the chairperson.
  5. purpose of the meeting.
  6. issues being discussed, usually in the order indicated on the agenda.
  7. decisions taken.
  8. date, time, venue and purpose of the next meeting.
- ▶ Minutes should simply record and not interpret in any way.
  - ▶ Record only the factual basis of the points raised.
  - ▶ Minutes should be written in the past tense. You must also use the third person (which means you never write 'I', 'you', or 'we'). For example, you would not write 'we are deciding' but 'it was decided'.

**Collected by: Mrs. Safeya Ahmed**

# MINUTES

Of a meeting of the company Social and Welfare Committee held in the Committee Room on Wednesday 7 May 20—at 10:30 a.m.

**Those Present:** Ms. Mona Jassim (Chairperson)  
Ms. Mariam Moh'd (Secretary)  
Mr. Ali Abbas (Treasurer)  
Mr. Khalil Ebraim, Mr. Nabeel Jabber, Mrs. Abrar Khalid,  
Mr. Salman Ahmed, Mrs. Jenan Salem, Mr. Issa Ali, Ms. Khawla Mubark

**Apologies for Absence:**  
were received from Mr. Abdulla Moh'd, who is attending a conference in Dubai.

**Minutes of the Last Meeting:**  
Held on 5 March 20—, were proposed as an accurate record by Mr. Nabeel Jabber, seconded by Ms. Abrar and approved by the Committee.

**Staff Medical Insurance Scheme:**  
Mr. Salman introduced this topic, speaking to a paper giving full details of the scheme as suggested by the Board of Directors and circulated to the committee members (see Appendix 1 of these minutes). The scheme would operate by deduction of contributions from pay at a standard rate, and contributors would receive a range of benefits including private health care and compensation for loss of earnings through illness.

Mrs. Jenan welcomed the scheme, but Mr. Issa had reservations, feeling that the deductions should be varied in amount, to enable those who wished to insure for higher rates of benefit. Mrs. Jenan disagreed strongly, seeing the scheme as a further way of breaking down barriers between management and employees.

After a full discussion, it was proposed by Mrs. Jenan and seconded by Mr. Khalil that the opinions of all employees would be sought by means of a questionnaire. An amendment that the questionnaire should also ask if employees would prefer a standard or variable rate of contribution was proposed by Mr. Nabeel and seconded by Mrs. Abrar and Mr. Salman.

The decision was passed by six votes to three, and due to the motion that the circulated questionnaire produced, it was then passed unanimously.

**Any Other Business:**  
Ms. Khawla raised the question of maternity and paternity leave for all staff. After a brief discussion it was agreed that this can be placed on the agenda for the next meeting.

**Date of the next meeting:**  
This was fixed for Wednesday 7 July at 10:30 a.m.

The Chairperson declared the meeting closed at 12:07 p.m.

**Collected by: Mrs. Safeya Ahmed**

### Lesson 3: Stages of a meeting:

**Q1:** STAGE 1: Before the Meeting: مرحلة قبل الاجتماع

**Ans.1:**

1. Determining the purpose of the meeting:

We should know the purpose of the meeting to know the type of meeting to be done.

2. Selecting the participants:

Only those whose attendance is important and add value must come to the meeting (achieve meeting purpose/objective).

3. Choosing the time:

Selecting the meeting time is important. The time must be suitable to the chair (Chairperson) as well as the participants.

4. Selecting the Place (Venue):

- Availability of the room.
- Appropriate size of the room.
- Appropriate furniture.
- Suitable lights and ventilation.
- Free from noise.
- Cost.

5. Sending a notice to participants:

To inform the participants about the meeting, you should send a notice.

6. Creating the agenda:

Copies of the agenda and all related materials should be distributed a week in advance of the meeting, so that the members can prepare.

**Q2:** STAGE 2: During the Meeting: مرحلة أثناء الاجتماع

**Ans.2:**

1. Establish friendly atmosphere by greeting the participants before the meeting.
2. Direct the flow of the meeting:
  - Start the meeting on time.
  - Use the agenda to guide the group.



**Chairperson**

**Collected by: Mrs. Safeya Ahmed**



- Encourage member participation.
- 3. Make sure that the secretary is writing notes of the meeting, which is called **minutes**.
- 4. Present final comments by asking for a vote on key issues and summarizing decisions.
- 5. Close the meeting:
  - Tell participants the time, place and objectives of next meeting.
  - Thank the group for their participation.

Some ways in which a participant can help in running a productive meeting:

- Arrive on time.
- Be well prepared.
- Stay on the subject.
- Don't cause problems for the chairperson.
- Listen to the ideas of others.
- Help chairperson control the meeting.
- Pay attention.
- Avoid side conversation.



**Q3: STAGE 3: After the Meeting:** مرحلة ما بعد الاجتماع

**Ans.3:**

After the meeting is over, the **chairman** has several issues to consider:

1. Check the notes made by the secretary (minutes reporter) before the final minutes is written.
2. Follow up to see that the appropriate actions are taken.
3. Evaluate the meeting.

**Q4: Roles in a Meeting:**

**Ans.4:**

The duties of a **chairperson** involve the following:



- Knowing the rules, regulations and procedures relating to the meeting – particularly what is allowed and what is not.
- Starting the meeting on time.
- Ensuring that apologies are recorded from people who cannot attend.
- Ensuring that all participants know each other and introducing any new participants.
- Stating the 'ground rules' that apply and follow meeting protocol.
- Following the agenda.

**Collected by: Mrs. Safeya Ahmed**

- Providing relevant background information on a topic and encouraging discussion.
- Ensuring that everyone has the opportunity of putting their views, but not to talk for too long.
- Summarizing the discussion and put the action to be taken.
- Arbitrating – using their casting vote – if there is deadlock between members.
- Closing the meeting properly and on time.
- Checking, approving and signing the minutes afterwards.

The duties of a **secretary** involve the following:



- The **secretary** is in control of scheduling the meetings as needed, which means selecting the venue and sending a notice for the participants.
- Typing the Agenda and distributing it among the participants.
- Taking the minutes,
- If there is any necessary follow-up, he/she is tasked with this as well.

**End of the Book.**  
**Good Luck Beautiful Darlings** 😊😊

**Collected by: Mrs. Safeya Ahmed**