

Trinity ITI udyavara Udupi

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96.00% 48 / 50

Student Name	Mallappa	Access Code	6411
Attempt No.	#1	Completion Time	03:16 PM
Rank	#2	Total Questions	50

48 SCORE

50 MAX MARKS

48 CORRECT

2 INCORRECT

Answer Review

Q1 **INCORRECT** A person who buys a product is a ____.

A. Student

B. Customer

C. Seller

D. Servicer

Q2 **CORRECT** What is the service given to the customer before, during or after a purchase called?

A. Customer service

B. Auto Service

C. Management Service

D. None of these

Q3 **CORRECT** What does the growth of a business depend on?

- A. How you talk to customers
- B. How you take feedback from customers
- C. How you help customers
- D. All of these

Q4 **CORRECT** Harish has taken up his family business of ironing clothes. His customers are not happy with the service. What should Harish do to make his business better?

- A. Increase the cost
- B. Give better customer service
- C. Stop the business
- D. Change the business

Q5 **CORRECT** Pushpa and Kavya have opened a shop for baby clothes in Bangalore and Chennai. Bangalore outlet is gaining more popularity and profit? What might be the reason?

- A. Good customer relationship in Bangalore shop
- B. Chennai is very hot
- C. There are more babies in Bangalore
- D. No reasons

Q6 **CORRECT** A dissatisfied customer means _____.

- A. Happy customer
- B. Beautiful customer
- C. Unhappy customer
- D. Old customer

Q7 **CORRECT** A customer who buys a product for the first time is a__?.

A. Bargaining customer

B. Vendor

C. New customer

D. Researching customer

Q8 **CORRECT** Loyal Customers are those who _____.

A. Keep coming back to the same shop

B. Hate the shop

C. Buy a product/a service for the first time

D. Ask for more discount

Q9 **CORRECT** Ravi has a customer who bargains a lot. The customer wants to buy a dress that costs 500 rupees but only wants to pay 300 rupees. What should Ravi do?

A. Tell the customer to go away

B. Give the dress for 300 rupees

C. Talk to the customer and sell the dress for 400 rupees

D. Do nothing

Q10 **CORRECT** Meena sells milk packets. One day, she got a dissatisfied (unhappy) customer because the milk was spoilt. What should Meena NOT do now?

A. Say sorry to the customer

B. Quickly give another packet of milk

C. Make sure the customer is happy

D. Get angry with the customer

Q11 **CORRECT** Probing for customer needs means _____.

- A. To celebrate with customers
- B. Get angry with the customer
- C. To ask customers what they need
- D. To give discount

Q12 **CORRECT** Caring for customers is key to growing your business. What does this mean?

- A. Care for what customers want
- B. Care for customers when they are sick
- C. Care for customers at their home
- D. Care for keys

Q13 **CORRECT** ____ is a way to understand the customer's needs and emotions by asking questions.

- A. Apologising
- B. Probing
- C. Explaining
- D. Assuming

Q14 **CORRECT** Tapsi is at a clothes shop to buy a gift for her friend. She can't decide which clothes to pick. How can the salesperson help Tapsi?

- A. By asking open questions
- B. By asking probing questions
- C. By asking closed questions
- D. By asking open, probing and closed questions

Q15 **CORRECT** Sudha buys vegetables from Karthik's shop. She is happy with the quality and prices. She can help Karthik's business improve by ____.

A. Sharing good words about the shop

B. Watching the shop

C. Hating Karthik

D. Buying vegetables from other shop

Q16 **CORRECT** Why is it important to use selling techniques?

A. To look confident

B. To make friends with customers

C. To have fun

D. To connect with customers & make sure they make a purchase

Q17 **CORRECT** _____ is a sales technique that aims to market additional products to the customers.

A. Probing

B. Cross selling

C. FAB

D. Lying

Q18 **CORRECT** FAB means ____?

A. Features, Advantages, Benefits

B. Features, Advices, Benefits

C. Five, Advertisements , Boards

D. Festival, Adventure, Behalf

Q19 **CORRECT** Swati needs to sell a laptop. She can use the _____ technique to sell it.

A. FAB

B. TAB

C. Cross selling

D. Probing

Q20 **CORRECT** Smitha needs to sell a mobile phone. She is writing down the advantages and benefits of the different phones. She is writing a ___?

A. Financial statement

B. Service statement

C. FAB statement

D. Bill

Q21 **CORRECT** Customers sharing their experience and opinion about a product is called _____.

A. Customer Support

B. Customer Feedback

C. Customer Probing

D. Customer ID

Q22 **CORRECT** Closing sales technique is an essential skill for a _____.

A. Sales person

B. Child

C. Manager

D. Clerk

Q23 **CORRECT** Now or never close, summary close and question close are 3 important ____.

A. Opening techniques

B. Probing techniques

C. Closing Techniques

D. Discount

Q24 **CORRECT** A hotel asked its customer's to fill customer satisfaction survey. What are they trying to do?

A. Sell more hotels

B. Collect customer feedback

C. Advertise their hotel

D. Promote their hotel

Q25 **CORRECT** Sales person tells the customer 'the offer exists today only'. This sales technique is called_____.

A. Now or never close

B. Summary close

C. Question close

D. Opening technique

Q26 **CORRECT** What are the duties of an entrepreneur?

A. Talking to customers

B. Managing finances and budgets

C. Managing the business

D. All of these

Q27 **CORRECT** An Entrepreneur can help the society by_____.

A. Seeking new opportunities

B. Marketing the product

C. Working with a team

D. Creating job opportunities

Q28 **CORRECT** Raju wants to start a Textile shop. What should he do first?

A. Rent a Shop

B. Purchase New Fabrics

C. Prepare a Business Plan

D. Hire Staff

Q29 **CORRECT** Self - Employment means ____.

A. Working for an employer at a fixed monthly income

B. Freelancing or running a business rather than working for an employer

C. Selling food items

D. Only focusing on earning profits

Q30 **CORRECT** Pawan operates a small AC service business with three employees, offering AC installation and repair. Over the next five years, he plans to expand the business to another city. Pawan is a / an_____.

A. Entrepreneur

B. Contractor

C. Intern

D. Self-employed person

Q31 **CORRECT** Lakshmi plans to start a beauty parlour. What kind of information should she NOT collect in the Market Scan?

- A. Information on clothes and shoes
- B. Information on types of customers
- C. Information on cost of materials for the beauty parlour
- D. Information on shop location and rent

Q32 **CORRECT** An Entrepreneur needs to maintain good _____? with his customers.

- A. Communication
- B. Relationship
- C. Behavior
- D. Friendship

Q33 **CORRECT** Shilpa wants to start a soap-making company. What kind of questions should she NOT ask her customers?

- A. Which types of soaps do you buy?
- B. Do you like to eat chats?
- C. How much do you pay for soap?
- D. Do you use soap?

Q34 **CORRECT** Roopa wants to start a new business. But she is not sure which product she should choose to start her business. What will be her basic research to finalize her product?

- A. Loan from Banks
- B. Buying products from others
- C. Search how to advertise the product
- D. Reserach on products & services that customers are currently using

Q35 CORRECT Product and service are two things that can be sold. Product is what can be seen, touched and used. Service is what we _____?.

A. Buy from vegetable shop

B. Feel, Experience and Enjoy

C. Pay with Gpay

D. Do not enjoy

Q36 CORRECT Select the example of a service from the options.

A. Masala Dosa

B. Mobile Repair

C. Water Bottle

D. Chicken Kebab

Q37 CORRECT Select the example of a product from the options.

A. Home painting

B. Parlour service

C. Shirt

D. Bike repair

Q38 CORRECT A good business idea for a young or new entrepreneur should be sustainable. This means_____.

A. It is easy to use

B. It has many details

C. It has budget

D. It is planned for the present and future business growth

Q39 **CORRECT** A good business idea should be_____.

- A. very common
- B. a short term plan
- C. very expensive to start a business
- D. unique, sustainable & low on investment

Q40 **CORRECT** Unique Selling Proposition or USP of a business plan refers to_____.

- A. A special budget for the business
- B. A new customer for the business
- C. A special or different idea for a business
- D. An old business is updated

Q41 **CORRECT** _____ is the ministry in the Govt. of India that forms and implements the rules and regulations for enterprises in India.

- A. MSDE
- B. MSME
- C. NIMI
- D. DGT

Q42 **INCORRECT** Rahim is filing tax for the first time for his business. Which of these elements are NOT needed for filing tax?

- A. Birth Certificate
- B. PAN Card
- C. Aadhar Card
- D. Income Tax Return

Q43 **CORRECT** Price is an important part of marketing. Price means _____

A. Marketing

B. Rate of a product in rupees

C. Promotion

D. Raw Materials

Q44 **CORRECT** Which among the following is not a part of 7P's of marketing.

A. Product

B. Packaging

C. Price

D. Pickles

Q45 **CORRECT** Tom wants to start a shop for selling books, pens etc. Which is the best location to have his shop?

A. Near college and schools

B. Near the river

C. At his house

D. Near fish market

Q46 **CORRECT** Total cost is equal to ?

A. Variable Cost + Discount

B. Investment + Fixed Cost

C. Variable Cost + Fixed cost

D. Fixed Salary + ROI

Q47 **CORRECT** ____ cost increases or decreases depending on how much we produce or sell.

A. Variable

B. Fixed

C. Total

D. Maintenance

Q48 **CORRECT** A ____ is a new business, which later grows into a big company

A. NSIC

B. Parlours

C. Hotels

D. Start Up

Q49 **CORRECT** Entrepreneurs learn from their success as well as their ____?.

A. Failures

B. Friends

C. Profit

D. Business Pitch

Q50 **CORRECT** The secret to growing your business is to choose the right ____ to support your growth

A. Clothes

B. Family

C. Friends

D. Team