

Duration: 30 Mins**Total Marks: 25****Q.ID: ITISKILL1234CR**

1. Indu booked her railway ticket from the website and paid using online banking. What type of transaction is it?

- A) Cheque payment B) Credit
C) Cash Payment D) Digital transaction

Answer: D) Digital transaction

2. Priya wants to purchase a bike. Which loan should she apply for?

- A) Personal loan B) Education loan
C) Auto loan D) Home loan

Answer: C) Auto loan

3. What are the key elements of a resume?

- A) Career objective B) Education
C) All of these D) Personal information

Answer: C) All of these

4. Which of the following can be done using Excel?

- A) All of these B) Save the document
C) Print the document D) Make complicated calculations with numbers

Answer: A) All of these

5. Gopi is always willing to learn and improve in his work. He has a ____?

- A) Certificate B) Marksheet
C) Fixed mindset D) Growth mindset

Answer: D) Growth mindset

6. Shyna wants to start a masala powder business. She is presenting a business pitch to the bank manager. How long should her business pitch be?

- A) 2 to 3 mins B) 15 mins
C) 1 min D) 10 mins

Answer: A) 2 to 3 mins

7. Tina and Lyra's team are working together to finish the school painting project. What should both the teams do to finish the project?

- A) Resist B) Argue
C) Fight D) Share responsibility

Answer: D) Share responsibility

8. Geetha wants to start a tailoring shop (boutique). Her trainer asked her to do a market scan. Geetha should do the market scan of ____?

- A) Restaurants B) Tailoring shops
C) Beauty Parlours D) Packaging companies

Answer: B) Tailoring shops

9. You can speak to your friend ____.

- A) By reading their mind B) By dancing
C) Informally D) Formally

Answer: C) Informally

10. 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) FAB statement
C) Service statement D) Bill

Answer: B) FAB statement

11. Words that are used to name people, places, animals and things are ____.

- A) Key B) Naming words
C) Table D) Person

Answer: B) Naming words

12. You are unable to share your message properly in an email. Which skill should you improve?

- A) Playing B) Written communication
C) Speaking D) Reading

Answer: B) Written communication

13. Why do customers like a product or service?

- A) Good Price B) Feel of the product or service
C) Good Quality D) All of these

Answer: D) All of these

14. People can hear the emotions and see our facial expression when we ____.

- A) Listen B) Speak
C) Taste D) See

Answer: B) Speak

15. Releasing chemicals, waste, plastics into the water is called ____.

- A) Sound pollution B) Land pollution
C) Air pollution D) Water Pollution

Answer: D) Water Pollution

16. Verbs tell the action of the ____.

- A) Change B) Naming words
C) Cow D) Act

Answer: B) Naming words

17. Customers' needs can be understood through ____.

- A) Customer Survey B) Talking to our family
C) Customer service D) Selling

Answer: A) Customer Survey

18. Abhi wants to teach his 10-year-old daughter to save money from the pocket money she receives every month. Which option is the best?

- A) None of these B) Fixed Deposit
C) Piggy Bank D) Salary Account

Answer: C) Piggy Bank

19. Which one is a "Don't" of discussion etiquette? | ಮುಕ್ತ ಮನಸ್ಸಿನವರಾಗಿರಿ?

- A) Be open minded | ಮುಕ್ತ ಮನಸ್ಸಿನವರಾಗಿರಿ B) Use moderate tone | ಮಧ್ಯಮ ಸ್ವರವನ್ನು ಬಳಸಿ
C) Argue unnecessary | ಅನಗತ್ಯವಾದ D) Listen to others | ಇತರರ ಮಾತುಗಳನ್ನು ಕೇಳಿ

Answer: C) Argue unnecessary | ಅನಗತ್ಯವಾದ

20. Komal wants to regularly monitor her body conditions like temperature and heartbeat. Which of the following device can help her?

- A) Calculator B) Smart watch
C) Siri D) Mobile Phone

Answer: B) Smart watch

21. The time blocked for work is called a _____ technique.

- A) Pomodoro B) Domo
C) Pomo D) Doro

Answer: A) Pomodoro

22. Phone call has ___phases

- A) Three B) Middle
C) End D) Different

Answer: A) Three

23. Jaya used her friend's laptop to log into her bank account. What should she do before giving the laptop back?

- A) Close the laptop B) Log out of her bank account
C) Close the website D) Stay logged in

Answer: B) Log out of her bank account

24. Which of the following is NOT a soft skill?

- A) Communication Skill B) Carpentry
C) Goal Setting D) Time Management

Answer: B) Carpentry

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

Answer: C) Good customer relationship in Bangalore shop