

May 2026

Question Paper

Duration: 30 Mins

Total Marks: 25

ID: ITISKILL1234CR

Student Name: _____	Roll No: _____
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1. 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) There are more babies in Bangalore |
| C) No reasons | D) Chennai is very hot |

2. 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 |

3. 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) Share responsibility | B) Fight |
| C) Resist | D) Argue |

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

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

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

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

6. 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) Fixed Deposit | B) None of these |
| C) Piggy Bank | D) Salary Account |

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

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

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

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

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

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

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

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

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

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

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

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

13. 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) 1 min | B) 10 mins |
| C) 15 mins | D) 2 to 3 mins |

14. Phone call has ____phases

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

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

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

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

- | | |
|--------------|-------------------|
| A) Marksheet | B) Growth mindset |
|--------------|-------------------|

C) Fixed mindset

D) Certificate

C) Education

D) Career objective

17. You can speak to your friend_____.

A) By dancing

B) By reading their mind

C) Informally

D) Formally

18. Verbs tell the action of the _____.

A) Naming words

B) Change

C) Act

D) Cow

19. 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) Digital transaction

D) Cash Payment

20. 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) Beauty Parlours

C) Packaging companies

D) Tailoring shops

21. What are the key elements of a resume?

A) All of these

B) Personal information

22. Why do customers like a product or service?

A) Feel of the product or service

B) Good Price

C) All of these

D) Good Quality

23. Customers' needs can be understood through _____.

A) Selling

B) Talking to our family

C) Customer Survey

D) Customer service

24. 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

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

A) Pomo

B) Domo

C) Doro

D) Pomodoro