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Trinity ITI Udyavara

Question Paper

Duration: 30 Mins

Total Marks: 30

ID: ITISKILL2054WR

Student Name: _____ Roll No: _____

1. Rita talks to her customers. But she is unable to understand what they say. What should she do?

- A) Stop talking to them B) Fight with customers
C) Improve her listening skills D) Stop her business

2. The concept of ____ best describes importance of teamwork.

- A) Group B) Conflict
C) Synergy D) Team

3. Ram wants to start his own business. He is considering two options - opening an audio cassette shop or starting an online retail business. Which of these options would you suggest?

- A) Video rental store B) Audio cassette shop
C) Anything is fine D) Online retail

4. ____ jobs help to reduce pollution, preserve the environment and the planet.

- A) Hardware B) Green
C) Part-time D) Software

5. Sharing will help everyone feel involved and ____.

- A) Motivated B) Close
C) Sad D) Happy

6. Geetha has just completed her education. She joined a basic English course to improve her ____ skills.

- A) Problem solving B) Digital
C) Communication D) Technical

7. In today's world, _____ have become a basic skill requirement in many jobs.

- A) Dancing skills B) Acting skills
C) Painting skills D) Digital skills

8. Which of these is an e-learning portal?

- A) NAPS portal B) ASEEM
C) Bharat Skills Portal D) Netflix

9. What are Employability Skills?

- A) Skills for playing video games B) Skills needed to be successfully employed
C) Skills for good communication D) Skills used only in sports

10. Effective communication needs to be -

- A) Simple B) Clear
C) All of these D) Complete

11. 'Reg' in the letter means ____.

- A) Body B) Regarding
C) Greetings D) Subject

12. James had to meet his team members Suraj, Reena and Nagma on Friday. James called Suraj and Reena. But he did not inform Nagma. This is an example of_____.

- A) Typing error B) Poor listening
C) Stress D) Poor communication

13. Gopi is always willing to learn and improve in his work. He has a_____?

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

14. Which is not a type of non-verbal communication ?

- A) E-mail B) Eye-contact
C) Facial expression D) Hand movements

15. Zeena wants to enroll for an e-learning course. The most important thing she needs is a_____.

- A) Book B) Library card
C) Mobile phone or Computer D) Pen

16. Which among these is a type of communication?

- A) All of these B) Verbal
C) Non-Verbal D) Visual

17. Distance between yourself and the other person is called _____.

- A) Informal
C) Close
- B) Spatial distance
D) Relationship

18. Which of these is an advantage of learning online?

- A) Learn anytime & anywhere
C) No need to study
- B) Make friends with classmates
D) Have shorter classes

19. Shwetha and Rakshit are coworkers. They are angry with each other because they have not completed a project properly. Which is a good way to resolve such conflicts in the workplace?

- A) File a police complaint
C) Quit the job
- B) Ignore each other
D) Find different ways to solve the problem

20. When we learn something online, it is called _____.

- A) E-learning
C) Classroom learning
- B) Teaching
D) Digital marketing

21. Which are the two skills needed for good career growth?

- A) Technical Skills & Employability Skills
C) Traveling & Shopping
- B) Watching TV & Making friends
D) Playing video games & cooking skills

22. 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
C) Argue
- B) Resist
D) Fight

23. Cherry is going for an interview. What should she not do?

- A) Take her resume
C) Wear clean clothes
- B) Wear formal dress
D) Apply too much makeup or perfume

24. Kishore's manager gave him positive and negative

feedback. Kishore is feeling confused. What should he do next?

- A) Calm down and think
C) Try to understand the negative points given by the manager
- B) All of these
D) Try to understand the positive points given by his manager

25. In a meeting, Surya speaks in Hindi. Some of his team members understand both English & Hindi, while others only know English. What should Surya do?

- A) Speak in English
C) Speak in Hindi
- B) Scold people
D) Stop talking

26. Ram works as a fitter in a company. He wants to upgrade his trade skills and employability skills in his free time. What should he do?

- A) Find courses: online or offline
C) Quit job
- B) Watch news
D) Play sports

27. Which of the following options is an Employability Skill?

- A) Digital Skills
C) All of these
- B) Good Communication Skills
D) Good Interview Skills

28. Conflict usually creates _____?

- A) Happy emotions
C) Enjoyment
- B) Negative emotions
D) Positive emotions

29. An employee is someone who_____.

- A) Goes to play
C) Goes to school to study
- B) Works for a salary
D) Does not work

30. Green Jobs are important because_____.

- A) they harm the environment
C) they pay more money
- B) they require no skill
D) they help protect the environment