

ITI Quiz - 21-Apr-2026

08:59 AM

Q. ID: ITISKILL2365GY

April 2026

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sambhajipur

Answer Key

Duration: 180 Mins

Total Marks: 50

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1. Which of these is an informal greeting?

- A) Hey
- B) Good morning
- C) Good evening
- D) Good day

Answer: A) Hey

2. Smith! Would you like playing cricket or football this evening? If Smith likes to play both how will he answer? ____?playing any of them.

- A) I won't
- B) I want
- C) I hate
- D) I don't mind

Answer: D) I don't mind

3. Malini is attending her new school today. She introduces herself as ____.

- A) What's up guys
- B) Longtime everyone
- C) Hello everyone!
- D) Good bye

Answer: C) Hello everyone!

4. Sudha says, "I feel that these lights are too bright". What is she communicating?

- A) Idiom
- B) Answer
- C) Opinion Phrase
- D) Question

Answer: C) Opinion Phrase

5. Document which has details of a job is ____?

- A) Job Description
- B) Report
- C) Letter
- D) Resume

Answer: A) Job Description

6. I adore? phrase is used to express ____of something.

- A) A dislike
- B) A poor admiration
- C) A bad feeling
- D) A strong admiration

Answer: D) A strong admiration

7. Question always end with a ____?

- A) Question mark ?
- B) Full stop .
- C) Exclamation mark !
- D) Comma ,

Answer: A) Question mark ?

8. Group discussion helps us ____?

- A) argue
- B) learn more and solve big problems

C) create problems

D) have fun

Answer: B) learn more and solve big problems

9. Latha's uncle works at the company where she has applied for a job. He offered to refer her for the position. What type of cover letter should Latha write to increase her chances of being considered for the job?

- A) Letter of absence
- B) Letter of interest
- C) Leave letter
- D) Referral Cover Letter

Answer: D) Referral Cover Letter

10. Dislikes are things towards which we have ____?

- A) Positive emotion
- B) Negative emotion
- C) Interests
- D) Likes

Answer: B) Negative emotion

11. Emotions can be expressed through your ____.

- A) Voice
- B) Situation
- C) Height
- D) Weight

Answer: A) Voice

12. Teacher Meena advised her students to write down 2 or 3 sentences when she explains the lesson. How does it help the students?

- A) Write
- B) Read
- C) Recollect what she said
- D) Speak

Answer: C) Recollect what she said

13. An introduction letter is a ____.

- A) Leave Letter
- B) Resume
- C) Cover letter
- D) E-mail

Answer: C) Cover letter

14. When you are interested in working for a company, you will write _____letter

- A) a Prospecting
- B) an Application
- C) a Referral
- D) a Leave

Answer: A) a Prospecting

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

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

Answer: A) Speak

16. Which of these should not be used to express your opinion in a group discussion?

- A) I don't quite agree
- B) In my opinion
- C) Listen to me
- D) It seems to me that

Answer: C) Listen to me

17. ____contact with the people we are speaking help us to communicate confidently.

- A) Nose
- B) Ear
- C) Skin
- D) Eye

Answer: D) Eye

18. Job title is the name of ____.

- A) Summary
- B) Role you join
- C) Company name
- D) Company Job

Answer: B) Role you join

19. Most of the government job calls will be in ____format.

- A) Indirect
- B) Direct
- C) Paper format
- D) In person

Answer: C) Paper format

20. Sanju met her cousin Keerti accidentally in a mall. How should she greet her?

- A) Thank you!
- B) Take care!
- C) What are you doing here?
- D) Long time, no see!

Answer: D) Long time, no see!

21. Location for the job means ____?.

- A) Title
- B) Description
- C) Name
- D) Place

Answer: D) Place

22. Shyam and Ram applied for the same job. Shyam read the job description in detail and made note of important details. Who will know more about the company?

- A) None of them
- B) Both of them
- C) Shyam
- D) Ram

Answer: C) Shyam

23. Listening is important to ____?the information given.

- A) overcome
- B) understand
- C) disobey
- D) forget

Answer: B) understand

24. Bindu receives a call from JJ company promoting a discount sale. She couldn't clearly hear the details. How is she supposed to ask the person to repeat the information?

- A) Speak loud
- B) I don't know

C) What is it?

D) Could you please repeat?

Answer: D) Could you please repeat?

25. Ram is answering an interview question about his previous workplace. He didn't like his teammates. They argued a lot. Should he share this with the interviewer?

- A) Yes, he should discuss all the arguments in detail.
- B) No, he should avoid speaking negatively about his teammates.
- C) Yes, he should blame his team- mates for all the problems.
- D) Yes, why not!

Answer: B) No, he should avoid speaking negatively about his teammates.

26. Effective communication is to both ____.

- A) speak and listen well
- B) learn well
- C) speak well
- D) see well

Answer: A) speak and listen well

27. Harish made a call to the Senior manager in a company. How is he supposed to start the conversation?

- A) Thank the person
- B) Greet the person
- C) Purpose of call
- D) Good bye

Answer: B) Greet the person

28. Rita had to attend a group discussion on behalf of her company. What is she supposed to do before the meeting?

- A) Be prepared about the topic
- B) Attend classes
- C) Take leave
- D) Attend party

Answer: A) Be prepared about the topic

29. Mahesh and his team discussed about the steps to be followed to complete the project at the earliest. He was happy with the suggestions given by his teammates and granted to follow the same. How would he convey it?

- A) You must follow what I tell you
- B) Don't come here to talk
- C) I agree with your plan of action
- D) I don't agree with your plan

Answer: C) I agree with your plan of action

30. Ryan wants to speak to HR about his work. He should specify the name of his job, place of work and ____?.

- A) Team mates
- B) Senior name
- C) Some information about his responsibilities
- D) His needs

Answer: C) Some information about his responsibilities

31. Ravi read job description which specified ?Familiarity with MS office?. What should he know?

- A) How to use MS Office
- B) How to get certification
- C) How to write an email
- D) How to study

Answer: A) How to use MS Office

32. John does not agree with his coworker about a task. How should he communicate his disagreement?

- A) You don't know anything. B) I will just do it my way.
C) You are wrong! D) I respectfully disagree with what you are saying.

Answer: D) I respectfully disagree with what you are saying.

33. When two or more people give their thoughts and views on a topic. It is called a_____.

- A) Group discussion B) Reading
C) Listening D) Speaking

Answer: A) Group discussion

34. Which of these is not a positive word about your work?

- A) Boring B) Exciting
C) Fun D) Interesting

Answer: A) Boring

35. Tutor asked his student whether he knew to use Windows? How should the student answer?

- A) Yes, I know how to use Windows B) Yup
C) I will know D) Done

Answer: A) Yes, I know how to use Windows

36. A person who makes a call_____

- A) Phase B) Keypad
C) Contacts D) Caller

Answer: D) Caller

37. When you ask someone something it is ____.

- A) Response B) Blank
C) Answer D) Question

Answer: D) Question

38. Things or activities that we enjoy are ____?.

- A) Negative B) Emotions
C) Dislikes D) Likes

Answer: D) Likes

39. Shilpa is applying for a job online. She sends her application by email. What is she supposed to mention in the subject line to make it easy for the employer to find her email?

- A) Shilpa - Job Position B) Shilpa - Age
C) Education qualification D) Previous experience

Answer: A) Shilpa - Job Position

40. A person who works with us is called a__?.

- A) Friend B) Coworker
C) Relative D) Family

Answer: B) Coworker

41. We should ____?instructions in the classroom.

- A) learn B) forget
C) listen to D) ignore

Answer: C) listen to

42. Receiver is a person who ____the call.

- A) Rejects B) Blocks
C) Dials D) Receives

Answer: D) Receives

43. ____questions give clear indication of the information the person wants to know.

- A) Closed questions B) Yes or No
C) No D) Wh-

Answer: D) Wh-

44. If you work in a large & popular company, what type of information is good to share about the workplace?

- A) Name of the workplace alone B) None of these
C) Location D) Type of job & Company name

Answer: D) Type of job & Company name

45. Phone call has __phases

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

Answer: C) Three

46. Rahul spends 30 minutes everyday watching news. He writes down few sentences about what is said. What is he trying to do?

- A) Practicing News B) Practicing listening
C) None of these D) Practicing Movements

Answer: B) Practicing listening

47. Naveen is fond of dogs, but Sheetal hates dogs. In this sentence who likes dogs?

- A) Naveen B) Both Sheetal and Naveen
C) Sheetal D) Dog

Answer: A) Naveen

48. ____greetings are used while speaking to friends and family.

- A) Formal B) Due
C) No D) Informal

Answer: D) Informal

49. Formal greetings are used in ____.

- A) Workplace
- B) Friends
- C) Family
- D) House

Answer: A) Workplace

50. Vinutha was questioned whether she has completed her

degree in an interview. How should she respond stating that she has completed?

- A) Completed my degree
- B) No
- C) Yes, I have completed my degree
- D) Yes

Answer: C) Yes, I have completed my degree
