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Score: 30/50 (60.00%)

Code: 0716

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

- A) **Speak** B) Listen
C) Taste (Incorrect) D) See

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

- A) Nose B) **Eye (Correct)**
C) Ear D) Skin

3. Emotions can be expressed through your ____.

- A) Height B) Weight
C) **Voice (Correct)** D) Situation

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

- A) Question B) Answer (Incorrect)
C) Idiom D) **Opinion Phrase**

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

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

6. Effective communication is to both ____.

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

7. We should ____?instructions in the classroom.

- A) learn B) **listen to (Correct)**
C) forget D) ignore

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

- A) forget B) overcome
C) **understand (Correct)** D) disobey

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

- A) **Practicing listening (Correct)** B) Practicing News

C) Practicing Movements D) None of these

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

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

11. Things or activities that we enjoy are ____?

- A) Dislikes B) Negative
C) Emotions D) **Likes (Correct)**

12. Dislikes are things towards which we have ____?

- A) **Negative emotion (Correct)** B) Positive emotion
C) Likes D) Interests

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

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

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

- A) Sheetal (Incorrect) B) **Naveen**
C) Both Sheetal and Naveen D) Dog

15. 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 don't mind** B) I hate (Incorrect)
C) I want D) I won't

16. Formal greetings are used in ____.

- A) Family (Incorrect) B) **Workplace**
C) House D) Friends

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

- A) Formal B) Due
C) **Informal** D) No (Incorrect)

18. Which of these is an informal greeting?

- A) Good day
C) Good evening

- B) Good morning
D) Hey (Correct)

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

- A) Good bye
C) What's up guys

- B) Hello everyone! (Correct)**
D) Longtime everyone

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

- A) Long time, no see!**
C) Thank you!

- B) What are you doing here? (Incorrect)
D) Take care!

21. When you ask someone something it is ____.

- A) Answer
C) Question (Correct)

- B) Blank
D) Response

22. Question always end with a ____?

- A) Comma , (Incorrect)
C) Exclamation mark !

- B) Question mark ?**
D) Full stop .

23. ____ questions give clear indication of the information the person wants to know.

- A) Wh- (Correct)**
C) No

- B) Yes or No
D) Closed questions

24. Vinutha was questioned whether she has completed her degree in an interview. How should she respond stating that she has completed?

- A) Yes
C) Yes, I have completed my degree (Correct)

- B) No
D) Completed my degree

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

- A) Done
C) Yup

- B) Yes, I know how to use Windows**
D) I will know (Incorrect)

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

- A) Speaking
C) Reading

- B) Listening
D) Group discussion (Correct)

27. Group discussion helps us ____?

- A) argue
C) create problems

- B) have fun
D) learn more and solve big problems (Correct)

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

- A) It seems to me that
C) In my opinion

- B) Listen to me (Correct)**
D) I don't quite agree

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) I agree with your plan of action (Correct)**
C) Don't come here to talk

- B) You must follow what I tell you
D) I don't agree with your plan

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

- A) Attend party

- B) Attend classes

- C) Be prepared about the topic (Correct)**

- D) Take leave

31. A person who makes a call ____

- A) Keypad (Incorrect)
C) Phase

- B) Caller**
D) Contacts

32. Receiver is a person who ____ the call.

- A) Blocks (Incorrect)

- B) Dials

- C) Receives**

- D) Rejects

33. Phone call has ____ phases

- A) End
C) Different

- B) Middle
D) Three (Correct)

34. 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) What is it?
C) Speak loud

- B) Could you please repeat? (Correct)**
D) I don't know

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

- A) Greet the person**
C) Thank the person

- B) Purpose of call
D) Good bye (Incorrect)

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

- A) Letter

- B) Resume

- C) Job Description (Correct)**

- D) Report

37. Job title is the name of ____.

- A) Company name

- B) Role you join**

C) Company Job

D) Summary (Incorrect)

38. Location for the job means ___?

A) Title

B) Description (Incorrect)

C) Name

D) Place

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

A) How to write an email

B) How to get certification (Incorrect)

C) How to use MS Office

D) How to study

40. 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) Ram (Incorrect)

B) Shyam

C) Both of them

D) None of them

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

A) Type of job & Company name (Correct)

B) Name of the workplace alone

C) Location

D) None of these

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

A) Fun

B) Exciting

C) Boring (Correct)

D) Interesting

43. A person who works with us is called a___?

A) Friend

B) Coworker (Correct)

C) Family

D) Relative

44. 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 blame his team- mates for all the problems.

B) No, he should avoid speaking negatively about his teammates. (Correct)

C) Yes, he should discuss all the arguments in detail.

D) Yes, why not!

45. 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) His needs

D) Some information about his responsibilities (Correct)

46. Most of the government job calls will be in ___ format.

A) Paper format

B) Direct

C) Indirect (Incorrect)

D) In person

47. An introduction letter is a ____.

A) E-mail

B) Cover letter (Correct)

C) Leave Letter

D) Resume

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

A) an Application

B) a Referral (Incorrect)

C) a Leave

D) a Prospecting

49. 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) Referral Cover Letter (Correct)

B) Letter of interest

C) Leave letter

D) Letter of absence

50. 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 - Age

B) Shilpa - Job Position (Correct)

C) Education qualification

D) Previous experience