

Duration: 180 Mins

Total Marks: 50

ID: ITISKILL2365GY

Student Name: _____ Roll No: _____

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

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

2. 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

3. 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

4. An introduction letter is a ____.

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

5. 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) Don?t come here to talk B) You must follow what I tell you
C) I agree with your plan of action D) I don?t agree with your plan

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

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

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

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

8. Job title is the name of ____.

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

9. Receiver is a person who ____the call.

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

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

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

11. Dislikes are things towards which we have ____?.

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

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

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

13. 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 want B) I hate
C) I don?t mind D) I won?t

14. 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) Leave letter B) Letter of interest
C) Referral Cover Letter D) Letter of absence

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

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

16. A person who makes a call_____

- A) Caller B) Keypad

C) Phase

D) Contacts

17. 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) Take leave

C) Attend party

D) Attend classes

18. 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

B) None of them

C) Shyam

D) Both of them

19. 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) Type of job & Company name

C) None of these

D) Location

20. Which of these is an informal greeting?

A) Good day

B) Good evening

C) Hey

D) Good morning

21. Document which has details of a job is ____.

A) Resume

B) Letter

C) Job Description

D) Report

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

A) How to write an email

B) How to use MS Office

C) How to study

D) How to get certification

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

A) Sheetal

B) Naveen

C) Both Sheetal and Naveen

D) Dog

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

A) Listen to me

B) It seems to me that

C) In my opinion

D) I don't quite agree

25. A person who works with us is called a ____.

A) Coworker

B) Friend

C) Family

D) Relative

26. Formal greetings are used in ____.

A) House

B) Friends

C) Workplace

D) Family

27. 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) I don't know

B) Speak loud

C) What is it?

D) Could you please repeat?

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

A) No

B) Yes, I have completed my degree

C) Yes

D) Completed my degree

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

A) No

B) Formal

C) Informal

D) Due

30. Phone call has ____phases

A) Three

B) Middle

C) End

D) Different

31. Effective communication is to both ____.

A) speak well

B) learn well

C) speak and listen well

D) see well

32. 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) Practicing Movements

D) None of these

33. When you ask someone something it is ____.

A) Response

B) Answer

C) Blank

D) Question

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

A) I respectfully disagree with what you are saying.

B) You don't know anything.

C) You are wrong!

D) I will just do it my way.

35. 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) Some information about his responsibilities

C) Senior name

D) His needs

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

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

37. Things or activities that we enjoy are ___?

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

38. 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) Previous experience
C) Shilpa - Age D) Education qualification

39. When you are interested in working for a company, you will write _____ letter

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

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

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

41. _____ contact with the people we are speaking help us to communicate confidently.

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

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

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

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

44. We should _____ instructions in the classroom.

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

45. Emotions can be expressed through your ____.

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

46. Question always end with a ___?

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

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

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

48. Group discussion helps us ___?

- A) create problems B) argue
C) learn more and solve big problems D) have fun

49. _____ questions give clear indication of the information the person wants to know.

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

50. Location for the job means ___?

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