

ITI Quiz - 07-Mar-2026

01:00 pm

Q. ID: ITISKILL2379QW

March 2026

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sambhajipur

Answer Key

Duration: 80 Mins

Total Marks: 25

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1. Swati needs to sell a laptop. She can use the _____ technique to sell it.

- A) Probing
- B) Cross selling
- C) FAB
- D) TAB

Answer: C) FAB

2. 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
- B) There are more babies in Bangalore
- C) No reasons
- D) Chennai is very hot

Answer: A) Good customer relationship in Bangalore shop

3. Smitha needs to sell a mobile phone. She is writing down the advantages and benefits of the different phones. She is writing a ____.

- A) FAB statement
- B) Bill
- C) Financial statement
- D) Service statement

Answer: A) FAB statement

4. ____ is a way to understand the customer's needs and emotions by asking questions.

- A) Probing
- B) Explaining
- C) Apologising
- D) Assuming

Answer: A) Probing

5. Sudha buys vegetables from Karthik's shop. She is happy with the quality and prices. She can help Karthik's business improve by ____.

- A) Sharing good words about the shop
- B) Watching the shop
- C) Hating Karthik
- D) Buying vegetables from other shop

Answer: A) Sharing good words about the shop

6. Sales person tells the customer 'the offer exists today only'. This sales technique is called _____.

- A) Question close
- B) Summary close
- C) Now or never close
- D) Opening technique

Answer: C) Now or never close

7. Caring for customers is key to growing your business. What does this mean?

- A) Care for customers at their home
- B) Care for customers when they are sick
- C) Care for keys
- D) Care for what customers want

Answer: D) Care for what customers want

8. FAB means ____?

- A) Festival, Adventure, Behalf
- B) Features, Advantages, Benefits
- C) Features, Advices, Benefits
- D) Five, Advertisements, Boards

Answer: B) Features, Advantages, Benefits

9. A person who buys a product is a ____.

- A) Seller
- B) Student
- C) Servicer
- D) Customer

Answer: D) Customer

10. A hotel asked its customer's to fill customer satisfaction survey. What are they trying to do?

- A) Promote their hotel
- B) Collect customer feedback
- C) Advertise their hotel
- D) Sell more hotels

Answer: B) Collect customer feedback

11. Closing sales technique is an essential skill for a ____.

- A) Sales person
- B) Manager
- C) Clerk
- D) Child

Answer: A) Sales person

12. Meena sells milk packets. One day, she got a dissatisfied (unhappy) customer because the milk was spoilt. What should Meena NOT do now?

- A) Say sorry to the customer
- B) Quickly give another packet of milk
- C) Get angry with the customer
- D) Make sure the customer is happy

Answer: C) Get angry with the customer

13. _____ is a sales technique that aims to market additional products to the customers.

- A) Probing
- B) Lying
- C) FAB
- D) Cross selling

Answer: D) Cross selling

14. Customers sharing their experience and opinion about a product is called _____.

- A) Customer ID
- B) Customer Feedback
- C) Customer Probing
- D) Customer Support

Answer: B) Customer Feedback

15. Why is it important to use selling techniques?

- A) To have fun
- B) To connect with customers & make sure they make a purchase
- C) To look confident
- D) To make friends with customers

Answer: B) To connect with customers & make sure they make a purchase

16. A dissatisfied customer means _____.

- A) Old customer
- B) Beautiful customer
- C) Happy customer
- D) Unhappy customer

Answer: D) Unhappy customer

17. A customer who buys a product for the first time is a _____?

- A) Researching customer
- B) Vendor
- C) Bargaining customer
- D) New customer

Answer: D) New customer

18. Ravi has a customer who bargains a lot. The customer wants to buy a dress that costs 500 rupees but only wants to pay 300 rupees. What should Ravi do?

- A) Talk to the customer and sell the dress for 400 rupees
- B) Give the dress for 300 rupees
- C) Do nothing
- D) Tell the customer to go away

Answer: A) Talk to the customer and sell the dress for 400 rupees

19. What is the service given to the customer before, during or after a purchase called?

- A) Management Service
- B) Auto Service
- C) Customer service
- D) None of these

Answer: C) Customer service

20. Probing for customer needs means _____.

- A) To celebrate with customers
- B) To ask customers what they need
- C) Get angry with the customer
- D) To give discount

Answer: B) To ask customers what they need

21. Tapsi is at a clothes shop to buy a gift for her friend. She can't decide which clothes to pick. How can the salesperson help Tapsi?

- A) By asking probing questions
- B) By asking open questions
- C) By asking closed questions
- D) By asking open, probing and closed questions

Answer: D) By asking open, probing and closed questions

22. Loyal Customers are those who _____.

- A) Keep coming back to the same shop
- B) Hate the shop
- C) Ask for more discount
- D) Buy a product/a service for the first time

Answer: A) Keep coming back to the same shop

23. Harish has taken up his family business of ironing clothes. His customers are not happy with the service. What should Harish do to make his business better?

- A) Stop the business
- B) Give better customer service
- C) Change the business
- D) Increase the cost

Answer: B) Give better customer service

24. Now or never close, summary close and question close are 3 important _____.

- A) Probing techniques
- B) Closing Techniques
- C) Opening techniques
- D) Discount

Answer: B) Closing Techniques

25. What does the growth of a business depend on?

- A) How you help customers
- B) How you talk to customers
- C) All of these
- D) How you take feedback from customers

Answer: C) All of these