

Duration: 60 Mins**Total Marks: 35****Q.ID: ITISKILL2458WI**

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

Answer: B) Find different ways to solve the problem

2. Choosing between two or more options is known as _____ process.

- A) Manufacturing
B) Technical
C) Decision-making
D) Scientific

Answer: C) Decision-making

3. An employee is someone who _____.

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

Answer: C) Works for a salary

4. Letter is a form of _____ communication.

- A) Non-verbal
B) Telephone
C) Spoken
D) Written

Answer: D) Written

5. Receiver is a person who _____ the call.

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

Answer: B) Receives

6. Emotions can be expressed through your _____.

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

Answer: D) Voice

7. Mr. Johnson wants to employ an 8 year old girl for household work. In India, which fundamental right would not allow it?

- A) Right to information
B) Right to equality
C) Right against exploitation
D) Right to freedom of religion

Answer: C) Right against exploitation

8. Job title is the name of _____.

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

Answer: D) Role you join

9. Cutting down of trees for farming and housing purposes is called _____.

- A) Deforestation
B) Afforestation
C) Forestation
D) Reforestation

Answer: A) Deforestation

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

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

Answer: B) Naveen

11. Effective communication is to both _____.

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

Answer: C) speak and listen well

12. When you ask someone something it is _____.

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

Answer: A) Question

13. Formal greetings are used in _____.

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

Answer: B) Workplace

14. 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) Online retail
C) Audio cassette shop
D) Anything is fine

Answer: B) Online retail

15. Rehana faced a problem with her project. She is dealing with a problem with the right attitude. This is an example of-

- A) Technical skill
B) Negative attitude
C) Scientific skill
D) Positive attitude

Answer: D) Positive attitude

16. It is not good to forward _____ on social media.

- A) songs
B) greetings
C) messages
D) fake news

Answer: D) fake news

17. Values decide the _____ of a person.

- A) character
B) home
C) system
D) laptop

Answer: A) character

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

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

Answer: B) Communication

19. 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) Yes, he should blame his team-mates for all the problems.
C) No, he should avoid speaking negatively about his teammates.
D) Yes, why not!

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

20. You are scared to communicate with others. What are some ways to solve this problem?

- A) All of these
B) Find your strengths about communication
C) Find your weakness about communication
D) Find ways to improve & learn more about your weakness

Answer: A) All of these

21. We can learn English by _____?

- A) Playing
B) Reading newspaper
C) Cooking
D) None of these

Answer: B) Reading newspaper

22. If one is capable of finding solutions to problems, one will get better at _____.

- A) Career
B) Self-motivation
C) Painting
D) Problem-solving

Answer: D) Problem-solving

23. Scientists are warning us that the rise in earth's temperature causes _____.

- A) Global warming
B) Deforestation
C) Land sliding
D) Pollution

Answer: A) Global warming

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

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

Answer: D) E-learning

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

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

Answer: C) Practicing listening

26. If a person receives harsh, unfair and very negative criticism, they feel very unhappy. What type of criticism is this?

- A) Positive criticism
B) Unfair criticism
C) Helpful criticism
D) Fair criticism

Answer: B) Unfair criticism

27. Revathi got a job offer out of her town. She decided to refuse the offer after listing the pros and cons. She followed _____ process.

- A) Negative attitude
B) Conflict resolution
C) Decision-making
D) Positive attitude

Answer: C) Decision-making

28. Every complete sentence has _____.

- A) 2 parts
B) 1 part
C) 3 parts
D) 4 parts

Answer: C) 3 parts

29. Manu thinks about a problem well before making any decision. This is an example of;

- A) Time Management
B) Critical thinking
C) Logical thinking
D) Self-motivation

Answer: B) Critical thinking

30. We can share our thoughts, ideas and feelings through _____.

- A) Reading
B) Hearing
C) Communication
D) Watching

Answer: C) Communication

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

Answer: D) Find courses: online or offline

32. Action words are also called _____.

- A) Verbs
- B) Center
- C) Are
- D) Is

Answer: A) Verbs

33. 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) Pervious experience
- B) Shilpa - Job Position
- C) Shilpa - Age
- D) Education qualification

Answer: B) Shilpa - Job Position

34. Ramesh is working in Chennai. _____likes the office environment.

- A) He
- B) What
- C) It
- D) That

Answer: A) He

35. English is a _____language.

- A) Common
- B) Day
- C) Night
- D) Evening

Answer: A) Common