

March Monthly Test

Q. ID: ITISKILL26175P

March 2026

Loyola Pvt. ITI Vijayapura

Answer Key

Duration: 30 Mins

Total Marks: 25

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1. Sam wanted to apply for a job. He thought of writing a cover letter to the company. But his friend suggested to attach _____ with the cover letter.

- A) Leave
- B) Resume
- C) Formal
- D) Brochure

Answer: B) Resume

2. What can make it difficult to communicate in the workplace?

- A) Differences in communication styles
- B) Language differences
- C) All of these
- D) Use of unfamiliar words

Answer: C) All of these

3. Raj and Tej talk to each other only on the phone. What type of communication is this?

- A) Sign communication
- B) Verbal Communication
- C) Non-Verbal Communication
- D) Written communication

Answer: B) Verbal Communication

4. Which communication method should be used to share confidential information and documents in the workplace?

- A) WhatsApp
- B) Phone
- C) Instagram
- D) Email

Answer: D) Email

5. Whenever we are communicating we have to be dressed appropriately, maintain our body language and maintain ___?

- A) eye contact
- B) silence
- C) a very loud volume
- D) make up

Answer: A) eye contact

6. Distance between yourself and the other person is called _____.

- A) Informal
- B) Spatial distance
- C) Close
- D) Relationship

Answer: B) Spatial distance

7. Forms of verbal communication are ____.

- A) Dancing
- B) Making eye contact
- C) Thinking
- D) Writing and Speaking

Answer: D) Writing and Speaking

8. Nitya wanted to discuss an issue with her teammates. What type of communication is it?

- A) Image
- B) Verbal
- C) Written
- D) Video

Answer: B) Verbal

9. Conflict usually creates ____?.

- A) Enjoyment
- B) Positive emotions
- C) Negative emotions
- D) Happy emotions

Answer: C) Negative emotions

10. Which is not a type of non-verbal communication ?

- A) Facial expression
- B) Hand movements
- C) Eye-contact
- D) E-mail

Answer: D) E-mail

11. Which is not a type of communication?

- A) Verbal
- B) Non-verbal
- C) Written
- D) Driving

Answer: D) Driving

12. Verbal communication is the use of ____.

- A) Images
- B) Sign
- C) Words
- D) Maths

Answer: C) Words

13. Conflict in workplace affects ___?.

- A) environment
- B) weather
- C) salary
- D) ability to work

Answer: D) ability to work

14. Ram, Vinay and Sandeep are working as a team to finish the geography project. Vinay is sharing his thoughts. What are Vinay and Sandeep supposed to do?

- A) Listen actively
- B) Go around the school
- C) None of these
- D) Play

Answer: A) Listen actively

15. Argument or disagreement between two groups of people is called_____.

- A) Teamwork
- B) Conflict
- C) Fun
- D) Happiness

Answer: B) Conflict

16. Tom received a letter, but it did not have any details of who sent it. The letter was missing the_____?address.

- A) Greetings
- B) Receiver?s

C) Subject

D) Sender's

Answer: D) Sender's

17. 'Reg' in the letter means ____.

A) Greetings

B) Subject

C) Regarding

D) Body

Answer: C) Regarding

18. Exchange of ideas happen through ____.

A) Communication

B) Listening

C) Watching

D) Singing

Answer: A) Communication

19. How should you respond to constructive feedback from someone?

A) Argue with the person

B) Feel nervous

C) Listen and understand

D) Ignore the feedback

Answer: C) Listen and understand

20. We start communicating when we are_____.

A) Old

B) Children

C) Adults

D) Parents

Answer: B) Children

21. Vinod met his new manager at his workplace. He had to ____ himself first.

A) Praise

B) Introduce

C) Appreciate

D) Thank

Answer: B) Introduce

22. The way we sit, our facial expression and body language show_____ communication.

A) non- verbal

B) informal

C) verbal

D) written

Answer: A) non- verbal

23. James had to meet his team members Suraj, Reena and Nagma on Friday. James called Suraj and Reena. But he did not inform Nagma. This is an example of_____.

A) Poor communication

B) Stress

C) Typing error

D) Poor listening

Answer: A) Poor communication

24. Shouting shows we are angry. Talking very slowly shows we are tired or sleepy. What part of non-verbal communication helps us understand this?

A) Hand movements

B) Tone of voice

C) Eye movements

D) Smile

Answer: B) Tone of voice

25. During criticism we must remain ____and ____to the person.

A) calm and listen

B) shout and cry

C) happy and joyful

D) fight and cry

Answer: A) calm and listen