

March Monthly Test

Q. ID: ITISKILL26175P

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Loyola Pvt. ITI Vijayapura

Question Paper

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Score: 15/25 (60.00%)

Code: 6977

1. Nitya wanted to discuss an issue with her teammates. What type of communication is it?
- A) Written
C) Image
B) Verbal (Correct)
D) Video
2. The way we sit, our facial expression and body language show _____ communication.
- A) non- verbal
C) informal (Incorrect)
B) verbal
D) written
3. Verbal communication is the use of ____.
- A) Sign (Incorrect)
C) Maths
B) Words
D) Images
4. Forms of verbal communication are ____.
- A) Making eye contact
C) Writing and Speaking
B) Thinking
D) Dancing (Incorrect)
5. Raj and Tej talk to each other only on the phone. What type of communication is this?
- A) Sign communication
C) Verbal Communication
B) Non-Verbal Communication (Incorrect)
D) Written communication
6. 'Reg' in the letter means ____.
- A) Regarding (Correct)
C) Greetings
B) Subject
D) Body
7. Tom received a letter, but it did not have any details of who sent it. The letter was missing the _____?address.
- A) Receiver?s
C) Greetings
B) Sender?s (Correct)
D) Subject
8. 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) Brochure
C) Formal (Incorrect)
B) Leave
D) Resume
9. Which is not a type of non-verbal communication ?
- A) E-mail (Correct)
C) Hand movements
B) Eye-contact
D) Facial expression
10. 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) Smile
C) Tone of voice (Correct)
B) Hand movements
D) Eye movements
11. Distance between yourself and the other person is called _____.
- A) Spatial distance (Correct)
C) Informal
B) Relationship
D) Close
12. Which is not a type of communication?
- A) Verbal
C) Written
B) Non-verbal
D) Driving (Correct)
13. Vinod met his new manager at his workplace. He had to _____himself first.
- A) Thank
C) Appreciate
B) Introduce (Correct)
D) Praise
14. Whenever we are communicating we have to be dressed appropriately, maintain our body language and maintain ____?.
- A) a very loud volume
C) eye contact (Correct)
B) make up
D) silence
15. Exchange of ideas happen through _____.
- A) Communication (Correct)
C) Watching
B) Listening
D) Singing
16. Which communication method should be used to share confidential information and documents in the workplace?
- A) WhatsApp
C) Instagram
B) Email
D) Phone (Incorrect)
17. What can make it difficult to communicate in the workplace?
- A) Language differences
C) Differences in communication styles
B) Use of unfamiliar words
D) All of these (Correct)
18. 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 (Correct)** B) Play
C) Go around the school D) None of these

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

- A) Teamwork (Incorrect) **B) Conflict**
C) Happiness D) Fun

20. Conflict usually creates _____?.

- A) Negative emotions (Correct)** B) Positive emotions
C) Happy emotions D) Enjoyment

21. Conflict in workplace affects ____?.

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

22. 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 (Correct)** B) Typing error
C) Stress D) Poor listening

23. During criticism we must remain _____and _____to the person.

- A) happy and joyful **B) calm and listen**
C) shout and cry (Incorrect) D) fight and cry

24. We start communicating when we are_____.

- A) Adults (Incorrect) B) Parents
C) Children D) Old

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

- A) Listen and understand** B) Argue with the person (Incorrect)
C) Feel nervous D) Ignore the feedback