

April 2026

Trinity ITI

Question Paper

Duration: 60 Mins

Total Marks: 103

ID: ITISKILL3363WZ

Student Name: _____ Roll No: _____

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

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

2. 'Reg' in the letter means ____.

- A) Body
B) Greetings
C) Regarding
D) Subject

3. Symbols gives us information through ____.

- A) Colours
B) Words
C) Posters
D) Images

4. Conflict in workplace affects ____?

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

5. Which of these is an informal greeting?

- A) Good day
B) Good morning
C) Hey
D) Good evening

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

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

7. The police were questioning about his crime. What type of sentence is it?

- A) Exclamatory (!)
B) Declarative (.)
C) None of these
D) Interrogative (?)

8. Arun travels to school by bus. The action word in the sentence is ____.

- A) travels
B) bus
C) Arun
D) school

9. Forms of verbal communication are ____.

- A) Dancing
B) Thinking

- C) Writing and Speaking
D) Making eye contact

10. Sharing will help everyone feel involved and ____.

- A) Close
B) Happy
C) Motivated
D) Sad

11. To be in a job or work is _____. | ಕೆಲಸ ಅಥವಾ ಕೆಲಸದಲ್ಲಿ ಇರುವುದು ಎಂದರೆ _____

- A) employ | ಉದ್ಯೋಗಿ
B) knowledge | ಜ್ಞಾನ
C) skill | ಕೌಶಲ್ಯ
D) aptitude | ಯೋಗ್ಯತೆ

12. Sita wanted to ask Nina about her summer plan. Choose the correct answer.

- A) Nina, what is your summer plan?
B) What Nina asked?
C) None of these
D) Nina is your plan.

13. Exchange of ideas happen through ____.

- A) Watching
B) Singing
C) Listening
D) Communication

14. 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) Eye movements
B) Smile
C) Tone of voice
D) Hand movements

15. Rita had to attend a group discussion on behalf of her company. What is she supposed to do before the meeting?

- A) Take leave
B) Be prepared about the topic
C) Attend classes
D) Attend party

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

17. 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) Shyam
C) Both of them
D) None of them

18. Malini is attending her new school today. She introduces herself as _____.

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

19. At workplace, communication must follow the _____.

- A) Ideas
B) Text
C) 6Cs
D) Close

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

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

21. Tom received a letter, but it did not have any details of who sent it. The letter was missing the _____ address.

- A) Sender's
B) Subject
C) Greetings
D) Receiver's

22. Jobs that have become outdated in the past 5 years _____.

- A) STD booth | STD ಬೂತ್
B) uber | ಉಬರ್
C) swiggy | ಸ್ವಿಗ್ಗಿ
D) ola | ಓಲಾ

23. Conflict usually creates _____.

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

24. Location for the job means _____.

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

25. A formal letter can be used for _____ purposes.

- A) Boring
B) Fighting
C) Friendship
D) Official

26. Describing words add more information to the _____.

- A) Numbers
B) Naming words
C) Bad
D) Sad

27. Clear communication leads to _____.

- A) Faster work
B) Different work

- C) Opposite work
D) Slow work

28. Cats is an example of _____ word.

- A) Singular
B) Plural
C) Opposite
D) Words

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

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

30. Words that are used to name people, places, animals and things are _____.

- A) Key
B) Person
C) Table
D) Naming words

31. Formal greetings are used in _____.

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

32. Verbal communication is the use of _____.

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

33. Phone call has _____ phases

- A) Middle
B) Three
C) Different
D) End

34. In a meeting, Surya speaks in Hindi. Some of his team members understand both English & Hindi, while others only know English. What should Surya do?

- A) Stop talking
B) Scold people
C) Speak in Hindi
D) Speak in English

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

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

36. A person who makes a call _____

- A) Phase
B) Keypad
C) Contacts
D) Caller

37. Cherry is going for an interview. What should she not do?

- A) Take her resume
B) Wear clean clothes
C) Wear formal dress
D) Apply too much makeup or perfume

38. They? is used when we want to refer to _____.

- A) Our
B) He

C) She D) Many people

39. Seetha is speaking to her customers to understand how to improve her business. What type of communication is this?

- A) No Communication B) Verbal Communication
C) Written communication D) Non-Verbal Communication

40. Letter is a form of _____ communication.

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

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

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

42. Add comma wherever it is necessary. After the meeting we will go out.

- A) After the, meeting we will go, out. B) After the meeting, we will go out.
C) After, the meeting, we will go out. D) After the meeting we will go out.

43. You can speak to your friend _____.

- A) Formally B) By reading their mind
C) By dancing D) Informally

44. Ram was asked to measure his cupboard. It was 4 feet tall. Here feet means ____.

- A) Measurement B) Taste
C) Hand D) Leg

45. 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 ways to improve & learn more about your weakness D) Find your weakness about communication

46. We start communicating when we are _____.

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

47. When you ask someone something it is ____.

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

48. Kishore's manager gave him positive and negative

feedback. Kishore is feeling confused. What should he do next?

- A) All of these B) Calm down and think
C) Try to understand the negative points given by the manager D) Try to understand the positive points given by his manager

49. Ryan wants to speak to HR about his work. He should specify the name of his job, place of work and ____?

- A) Some information about his responsibilities B) His needs
C) Team mates D) Senior name

50. The punctuation in a sentence makes the meaning _____? to understand.

- A) clear B) unclear
C) ambiguous D) think

51. The beginning of a sentence should start with _____ letter

- A) Capital B) Italics
C) Small D) Cursive

52. Which among these is a type of communication?

- A) Visual B) Verbal
C) All of these D) Non-Verbal

53. We can share our thoughts, ideas and feelings through ____?

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

54. I adore? phrase is used to express ____ of something.

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

55. Group discussion helps us ____?

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

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

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

57. Tina and Lyra's team are working together to finish the school painting project. What should both the teams do to finish the project?

- A) Argue B) Fight
C) Resist D) Share responsibility

58. Vinod met his new manager at his workplace. He had to _____ himself first.

- A) Appreciate B) Thank
C) Introduce D) Praise

59. Argument or disagreement between two groups of people is called _____.

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

60. The way we sit, our facial expression and body language show _____ communication.

- A) verbal B) written
C) informal D) non- verbal

61. Priya received constructive (helpful) criticism from her manager about her latest project. What should she do?

- A) All of these B) Thank her manager
C) Listen D) Understand

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

- A) How to get certification B) How to write an email
C) How to study D) How to use MS Office

63. Which is not a type of communication?

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

64. Every complete sentence has ____.

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

65. The concept of _____ best describes importance of teamwork.

- A) Synergy B) Conflict
C) Group D) Team

66. If you work in a large & popular company, what type of information is good to share about the workplace?

- A) Location B) Type of job & Company name
C) Name of the workplace alone D) None of these

67. Adjectives are _____ words.

- A) Sound B) Neutral
C) Finish D) Describing

68. A person with a growth mindset is always willing to _____. | ಬೆಳವಣಿಗೆಯ ಮನಸ್ಥಿತಿ ಹೊಂದಿರುವ ವ್ಯಕ್ತಿಯು ಯಾವಾಗಲೂ _____ ಸಿದ್ಧರಿದ್ದಾರೆ.

- A) grow, change, learn | B) become rich |
ಬೆಳೆಯಿರಿ, ಬದಲಿಸಿ, ಕಲಿಯಿರಿ ಶ್ರೀಮಂತರಾಗುತ್ತಾರೆ
C) keep quiet | ಮೌನವಾಗಿರಿ D) relax | ವಿಶ್ರಾಂತಿ

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

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

70. Negative comments made about our action or performance is called _____.

- A) Appreciation B) Congratulations
C) Criticism D) Reward

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

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

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

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

73. Rita talks to her customers. But she is unable to understand what they say. What should she do?

- A) Fight with customers B) Stop her business
C) Improve her listening skills D) Stop talking to them

74. Organizations communicate mainly through _____.

- A) Unfamiliar words B) Letters
C) E-mails D) Project

75. Formal communication is used at _____?

- A) Friend B) Party
C) House D) Workplace

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

77. Emotions can be expressed through your _____.

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

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

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

79. Choose the correct sentence.

- A) Cat road runs.
C) Runs on the road cat.
- B) The road runs on cat.
D) The cat runs on the road.

80. You are unable to share your message properly in an email. Which skill should you improve?

- A) Playing
C) Speaking
- B) Reading
D) Written communication

81. 'Arjun filled water into a large pot'. In this sentence the describing word is _____.

- A) into
C) Arjun
- B) water
D) large

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

- A) Yes, I have completed my degree
C) Completed my degree
- B) Yes
D) No

83. A child was working in the computer lab which had many computers. The word 'computers' is in the ____form.

- A) Maximum
C) Minimum
- B) Less
D) Plural

84. 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) Resume
C) Brochure
- B) Formal
D) Leave

85. ____contact with the people we are speaking help us to communicate confidently.

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

86. A declarative sentence tells us some information or explanation. It ends with _____.

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

87. 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
C) I agree with your plan of action
- B) I don't agree with your plan
D) You must follow what I tell you

88. Effective communication is to both _____.

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

89. Action words are also called _____.

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

90. Verbs tell the action of the _____.

- A) Naming words
C) Change
- B) Act
D) Cow

91. Using Internet is easy if we learn _____?.

- A) Maths
C) Science
- B) Sports
D) English

92. 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
C) Letter of absence
- B) Letter of interest
D) Referral Cover Letter

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

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

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

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

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

96. Naming words are also called ____?.

- A) Pronouns
B) Action

C) Nouns

D) Verbs

97. Raj was driving towards Mysore. On the way he found few arrows marked next to Mysore on the board. What does it suggest ?

A) None of these

B) Direction

C) Way

D) Map

98. 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) Play

C) Go around the school

D) None of these

99. Tom tries to read the name boards, advertisements and posters that are in English. This helps him to_____.

A) See

B) Play

C) Friends

D) Improve his English

100. When talking to our co-workers, we should not stand or

sit _____ to them.

A) too close

B) In front of

C) opposite

D) next to

101. Effective communication needs to be -

A) Clear

B) Complete

C) All of these

D) Simple

102. 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) Stress

B) Poor listening

C) Poor communication

D) Typing error

103. 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