

Duration: 30 Mins

Total Marks: 25

ID: ITISKILL371379

Student Name: _____	Roll No: _____
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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) Brochure
- B) Formal
- C) Resume
- D) Leave

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

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

3. 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) Hand movements
- C) Smile
- D) Tone of voice

4. When talking to our co-workers, we should not stand or sit _____ to them.

- A) opposite
- B) too close
- C) next to
- D) In front of

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

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

6. Sharing will help everyone feel involved and _____.

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

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

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

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

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

9. Conflict in workplace affects ____?.

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

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

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

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

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

12. Formal communication is used at ____?.

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

13. Exchange of ideas happen through _____.

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

14. At workplace, communication must follow the _____.

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

15. Which is not a type of communication?

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

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

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

17. 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) Resist
- C) Fight
- D) Share responsibility

18. 'Reg' in the letter means ____.

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

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

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

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

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

22. Organizations communicate mainly through ____.

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

23. Letter is a form of _____ communication.

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

24. You can speak to your friend_____.

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

25. 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) Typing error
- C) Stress
- D) Poor listening