

Duration: 60 Mins

Total Marks: 90

Q.ID: ITISKILL3835GL

1. Meena sells milk packets. One day, she got a dissatisfied (unhappy) customer because the milk was spoilt. What should Meena NOT do now?

- A) Get angry with the customer
- B) Quickly give another packet of milk
- C) Make sure the customer is happy
- D) Say sorry to the customer

Answer: A) Get angry with the customer

2. Conflict usually creates ____?.

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

Answer: B) Negative emotions

3. FAB means ____?

- A) Features, Advices, Benefits
- B) Five, Advertisements , Boards
- C) Festival, Adventure, Behalf
- D) Features, Advantages, Benefits

Answer: D) Features, Advantages, Benefits

4. ____ is a way to understand the customer's needs and emotions by asking questions.

- A) Probing
- B) Explaining
- C) Apologising
- D) Assuming

Answer: A) Probing

5. Customers sharing their experience and opinion about a product is called ____.

- A) Customer Support
- B) Customer ID
- C) Customer Probing
- D) Customer Feedback

Answer: D) Customer Feedback

6. We start communicating when we are ____.

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

Answer: D) Children

7. Probing for customer needs means ____.

- A) To ask customers what they need
- B) To celebrate with customers
- C) Get angry with the customer
- D) To give discount

Answer: A) To ask customers what they need

8. 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) Poor listening
- D) Stress

Answer: A) Poor communication

9. 'Reg' in the letter means ____.

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

Answer: B) Regarding

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

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

Answer: A) All of these

11. 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

12. English is a ____ language.

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

Answer: D) Common

13. In India, the number of boys/men who can get education is much higher than girls/women. What type of discrimination is this?

- A) Color discrimination
- B) Gender discrimination
- C) Age discrimination
- D) Religion based discrimination

Answer: B) Gender discrimination

14. 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) Share responsibility

C) Fight

D) Resist

Answer: B) Share responsibility

15. Harish has taken up his family business of ironing clothes. His customers are not happy with the service. What should Harish do to make his business better?

A) Increase the cost

B) Stop the business

C) Change the business

D) Give better customer service

Answer: D) Give better customer service

16. _____ is a serious issue that affects an individual's mental, emotional, physical wellbeing in the workplace.

A) Meeting with the manager

B) Company rules

C) Travel leave

D) Sexual harassment

Answer: D) Sexual harassment

17. Anita and her partner are paid the same salary for the same job. This is a good example of _____.

A) Gender equality

B) Discrimination

C) Stereotype

D) Jealousy

Answer: A) Gender equality

18. Neena is born as a differently-abled person. Her teachers must treat her _____.

A) Strictly

B) Rudely

C) Equally with care

D) Unfairly

Answer: C) Equally with care

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

A) Listen and understand

B) Argue with the person

C) Ignore the feedback

D) Feel nervous

Answer: A) Listen and understand

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

A) Subject

B) Greetings

C) Sender's

D) Receiver's

Answer: C) Sender's

21. A dissatisfied customer means _____.

A) Old customer

B) Happy customer

C) Beautiful customer

D) Unhappy customer

Answer: D) Unhappy customer

22. Kishore's manager gave him positive and negative feedback. Kishore is feeling confused. What should he do next?

A) Calm down and think

B) All of these

C) Try to understand the negative points given by the manager

D) Try to understand the positive points given by his manager

Answer: B) All of these

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

A) Language differences

B) Differences in communication styles

C) All of these

D) Use of unfamiliar words

Answer: C) All of these

24. Organizations communicate mainly through _____.

A) E-mails

B) Unfamiliar words

C) Project

D) Letters

Answer: A) E-mails

25. An inclusive environment is needed for happiness and _____ at work.

A) Stereotype

B) Ideas

C) Wage gap

D) Growth

Answer: D) Growth

26. 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) Play

B) None of these

C) Go around the school

D) Listen actively

Answer: D) Listen actively

27. During criticism we must remain _____ and _____ to the person.

A) calm and listen

B) fight and cry

C) shout and cry

D) happy and joyful

Answer: A) calm and listen

28. The practice of including people within any group or social setting with respect and empathy is called _____.

A) Gender based discrimination

B) Inclusion

C) Gender stereotype

D) Conflict

Answer: B) Inclusion

29. Which is not a type of communication?

A) Verbal

B) Written

C) Driving

D) Non-verbal

Answer: C) Driving

30. 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

B) Formal

- C) Brochure D) Leave

Answer: A) Resume

31. A person who buys a product is a ____.

- A) Customer B) Student
C) Servicer D) Seller

Answer: A) Customer

32. Argument or disagreement between two groups of people is called ____.

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

Answer: D) Conflict

33. Loyal Customers are those who ____.

- A) Ask for more discount B) Hate the shop
C) Buy a product/a service for the first time D) Keep coming back to the same shop

Answer: D) Keep coming back to the same shop

34. Distance between yourself and the other person is called ____.

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

Answer: A) Spatial distance

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

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

Answer: D) Introduce

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

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

Answer: C) Written communication

37. Pushpa and Kavya have opened a shop for baby clothes in Bangalore and Chennai. Bangalore outlet is gaining more popularity and profit? What might be the reason?

- A) Good customer relationship in Bangalore shop B) There are more babies in Bangalore
C) Chennai is very hot D) No reasons

Answer: A) Good customer relationship in Bangalore shop

38. Smitha needs to sell a mobile phone. She is writing down the advantages and benefits of the different phones. She is writing a ____.

- A) Bill B) Service statement
C) FAB statement D) Financial statement

Answer: C) FAB statement

39. What does the growth of a business depend on?

- A) How you help customers B) How you talk to customers
C) How you take feedback from customers D) All of these

Answer: D) All of these

40. The Indian government passed the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act in 2013. In simpler terms, it is also called ____.

- A) POSH B) SOS
C) PPR D) SHWW

Answer: A) POSH

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

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

Answer: B) E-mail

42. People of different sex, gender, caste, class, culture, age, physical appearance, education, abilities must feel ____.

- A) Unsafe and worried B) Unsafe and bullied
C) Threatened and policed D) Safe and respected

Answer: D) Safe and respected

43. Self - Employment means ____.

- A) Selling food items B) Working for an employer at a fixed monthly income
C) Only focusing on earning profits D) Freelancing or running a business rather than working for an employer

Answer: D) Freelancing or running a business rather than working for an employer

44. Inclusion in a workplace happens when every member of the company gets the same ____ at work.

- A) Culture B) Age
C) Nutrition D) Chances

Answer: D) Chances

45. Meena is not comfortable talking to her colleagues in English. This is an example of ____.

- A) Gender barrier B) Cultural barrier
C) Communication barrier D) Caste barrier

Answer: C) Communication barrier

46. Exchange of ideas happen through ____.

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

Answer: C) Communication

47. Which of the following could be possible reasons for gender based discrimination?

- A) Lack of Education
- B) All of these
- C) Lack of Awareness
- D) Social Norms

Answer: B) All of these

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

Answer: C) Speak in English

49. Tanvi's team has many barriers to having a diverse workforce. This may lead to _____.

- A) Better communication
- B) Increased productivity
- C) Good teamwork
- D) Conflicts affecting work

Answer: D) Conflicts affecting work

50. Swati needs to sell a laptop. She can use the _____ technique to sell it.

- A) Probing
- B) Cross selling
- C) TAB
- D) FAB

Answer: D) FAB

51. You and your coworker, David are going for lunch. David uses a wheelchair. What should you keep in mind when selecting a restaurant?

- A) Choose any restaurant
- B) Choose a restaurant with a wheelchair ramp and accessible facilities
- C) Selecting the most expensive restaurant
- D) Go alone

Answer: B) Choose a restaurant with a wheelchair ramp and accessible facilities

52. Women and men are often not paid the same salary for the same job. This is known as _____.

- A) Gender pay gap
- B) Gender gap
- C) Learning gap
- D) Nutrition gap

Answer: A) Gender pay gap

53. We can learn English by _____?

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

Answer: D) Reading newspaper

54. Using Internet is easy if we learn _____?

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

Answer: B) English

55. Formal communication is used at ____?

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

Answer: C) Workplace

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

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

Answer: C) eye contact

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

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

Answer: A) Apply too much makeup or perfume

58. Conflict in workplace affects ____?

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

Answer: B) ability to work

59. You can speak to your friend_____.

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

Answer: A) Informally

60. A customer who buys a product for the first time is a____?

- A) Vendor
- B) New customer
- C) Researching customer
- D) Bargaining customer

Answer: B) New customer

61. Raju wants to start a Textile shop. What should he do first?

- A) Hire Staff
- B) Rent a Shop
- C) Purchase New Fabrics
- D) Prepare a Business Plan

Answer: D) Prepare a Business Plan

62. Sudha buys vegetables from Karthik's shop. She is happy with the quality and prices. She can help Karthik's business improve by _____.

- A) Buying vegetables from other shop
- B) Sharing good words about the shop
- C) Watching the shop
- D) Hating Karthik

Answer: B) Sharing good words about the shop

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

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

Answer: C) Email

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

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

Answer: C) Improve her listening skills

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

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

Answer: A) All of these

66. Tapsi is at a clothes shop to buy a gift for her friend. She can't decide which clothes to pick. How can the salesperson help Tapsi?

- A) By asking closed questions
- B) By asking open questions
- C) By asking probing questions
- D) By asking open, probing and closed questions

Answer: D) By asking open, probing and closed questions

67. A diverse workplace increases _____.

- A) Tension
- B) Productivity
- C) Stress
- D) Workload

Answer: B) Productivity

68. Irrespective of their gender identities, all people must have the same rights. This is called _____.

- A) Gender equality
- B) Gender Stereotype
- C) Gender rights
- D) Gender Discrimination

Answer: A) Gender equality

69. _____ is a sales technique that aims to market additional products to the customers.

- A) Probing
- B) Lying
- C) Cross selling
- D) FAB

Answer: C) Cross selling

70. What are the qualities of an entrepreneur that a self-employed person also needs to have?

- A) Customer Service
- B) Creative Thinking
- C) Problem Solving
- D) All of these

Answer: D) All of these

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

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

Answer: D) Unfair criticism

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

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

Answer: D) too close

73. Subir wants to celebrate all festivals at his workplace. This shows that he is _____.

- A) Productive
- B) Silent
- C) Inclusive
- D) Disciplined

Answer: C) Inclusive

74. Caring for customers is key to growing your business. What does this mean?

- A) Care for customers when they are sick
- B) Care for keys
- C) Care for customers at their home
- D) Care for what customers want

Answer: D) Care for what customers want

75. 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
- B) Quit the job
- C) Ignore each other
- D) File a police complaint

Answer: A) Find different ways to solve the problem

76. Ravi has a customer who bargains a lot. The customer wants to buy a dress that costs 500 rupees but only wants to pay 300 rupees. What should Ravi do?

- A) Talk to the customer and sell the dress for 400 rupees
- B) Give the dress for 300 rupees
- C) Tell the customer to go away
- D) Do nothing

Answer: A) Talk to the customer and sell the dress for 400 rupees

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

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

Answer: A) Criticism

78. Closing sales technique is an essential skill for a _____.

- A) Child
- B) Clerk
- C) Sales person
- D) Manager

Answer: C) Sales person

79. When people from different states/ countries meet officially, _____ is the commonly used language to communicate with each other.

- A) English B) Latin
C) Action D) Newspaper

Answer: A) English

80. Sharing will help everyone feel involved and ____.

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

Answer: A) Motivated

81. A person who hires other people for their business is an_____.

- A) Employee B) Entrepreneur
C) Employer D) Self -Employed

Answer: B) Entrepreneur

82. Workplace is a place where employees from different backgrounds are hired. They work in a safe and respectful environment. This is an example of_____.

- A) Workplace bullying B) Bad workplace management
C) Diversity D) Discrimination

Answer: C) Diversity

83. Equality means in the same situation, people have the_____.

- A) Same age B) Same rights
C) Same color D) Same height

Answer: B) Same rights

84. At workplace, communication must follow the _____.

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

Answer: C) 6Cs

85. Tom tries to read the name boards, advertisements and

posters that are in English. This helps him to_____.

- A) Play B) Friends
C) See D) Improve his English

Answer: D) Improve his English

86. Why is it important to use selling techniques?

- A) To make friends with customers B) To connect with customers & make sure they make a purchase
C) To look confident D) To have fun

Answer: B) To connect with customers & make sure they make a purchase

87. The concept of _____best describes importance of teamwork.

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

Answer: C) Synergy

88. What is the service given to the customer before, during or after a purchase called?

- A) Auto Service B) Management Service
C) Customer service D) None of these

Answer: C) Customer service

89. Now or never close, summary close and question close are 3 important _____.

- A) Opening techniques B) Closing Techniques
C) Probing techniques D) Discount

Answer: B) Closing Techniques

90. A formal letter can be used for _____purposes.

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

Answer: A) Official