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Score: 26/90 (28.89%)

Code: 2115

1. English is a _____ language.

- A) **Common** B) Day
C) Night D) Evening (Incorrect)

2. Using Internet is easy if we learn _____?

- A) Sports B) **English (Correct)**
C) Maths D) Science

3. We can learn English by _____?

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

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

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

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

- A) Latin B) **English (Correct)**
C) Newspaper D) Action

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

- A) Boring B) **Official**
C) Friendship D) Fighting (Incorrect)

7. 'Reg' in the letter means _____.

- A) **Regarding** B) Subject
C) Greetings (Incorrect) D) Body

8. 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) **Sender?s**
C) Greetings (Incorrect) D) Subject

9. 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) Leave
C) Formal (Incorrect) D) **Resume**

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

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

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) Smile B) Hand movements (Incorrect)
C) **Tone of voice** D) Eye movements

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

- A) **Spatial distance** B) Relationship (Incorrect)
C) Informal D) Close

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

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

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

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

15. You can speak to your friend _____.

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

16. Which is not a type of communication?

- A) Verbal B) Non-verbal
C) Written (Incorrect) D) **Driving**

17. Formal communication is used at _____?

- A) Friend B) House
C) Party (Incorrect) D) **Workplace**

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

- A) Thank B) **Introduce**
C) Appreciate D) Praise (Incorrect)

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

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

20. Exchange of ideas happen through _____.

- A) Communication (Correct)**
C) Watching
B) Listening
D) Singing

21. At workplace, communication must follow the _____.

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

22. Organizations communicate mainly through _____.

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

23. 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 (Incorrect)
C) Stop talking
B) Scold people
D) Speak in English

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

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

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

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

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

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

27. Sharing will help everyone feel involved and _____.

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

28. 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**
C) Go around the school (Incorrect)
B) Play
D) None of these

29. 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) Resist
C) Fight
B) Share responsibility
D) Argue (Incorrect)

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

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

31. Conflict usually creates _____?

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

32. Conflict in workplace affects _____?

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

33. 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**
C) Stress
B) Typing error
D) Poor listening (Incorrect)

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

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

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

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

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

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

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

38. Priya received constructive (helpful) criticism from her

manager about her latest project. What should she do?

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

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

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

40. We start communicating when we are_____.

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

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

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

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

- A) Written communication**
- B) Speaking
- C) Reading
- D) Playing (Incorrect)

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

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

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

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

45. A person who buys a product is a _____.

- A) Student
- B) Customer (Correct)**
- C) Seller
- D) Servicer

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

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

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

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

48. 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) Give better customer service**
- C) Stop the business (Incorrect)
- D) Change the business

49. 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) Chennai is very hot
- C) There are more babies in Bangalore (Incorrect)
- D) No reasons

50. A dissatisfied customer means _____.

- A) Happy customer
- B) Beautiful customer
- C) Unhappy customer**
- D) Old customer (Incorrect)

51. A customer who buys a product for the first time is a___?.

- A) Bargaining customer
- B) Vendor (Incorrect)
- C) New customer**
- D) Researching customer

52. Loyal Customers are those who _____.

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

53. 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) Tell the customer to go away
- B) Give the dress for 300 rupees
- C) Talk to the customer and sell the dress for 400 rupees (Correct)**
- D) Do nothing

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

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

55. Probing for customer needs means _____.

A) To celebrate with customers
C) To ask customers what they need

B) Get angry with the customer (Incorrect)
D) To give discount

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

A) Care for what customers want
C) Care for customers at their home

B) Care for customers when they are sick (Incorrect)
D) Care for keys

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

A) Apologising
C) Explaining (Incorrect)

B) Probing
D) Assuming

58. 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 open questions
C) By asking closed questions (Incorrect)

B) By asking probing questions
D) By asking open, probing and closed questions

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

A) Sharing good words about the shop
C) Hating Karthik

B) Watching the shop (Incorrect)
D) Buying vegetables from other shop

60. Why is it important to use selling techniques?

A) To look confident
C) To have fun

B) To make friends with customers
D) To connect with customers & make sure they make a purchase (Correct)

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

A) Probing
C) FAB (Incorrect)

B) Cross selling
D) Lying

62. FAB means ____?

A) Features, Advantages, Benefits (Correct)
C) Five, Advertisements, Boards

B) Features, Advices, Benefits
D) Festival, Adventure, Behalf

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

A) FAB
C) Cross selling

B) TAB (Incorrect)
D) Probing

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

A) Financial statement
C) FAB statement

B) Service statement (Incorrect)
D) Bill

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

A) Customer Support
C) Customer Probing (Incorrect)

B) Customer Feedback
D) Customer ID

66. Closing sales technique is an essential skill for a ____.

A) Sales person
C) Manager

B) Child (Incorrect)
D) Clerk

67. Now or never close, summary close and question close are 3 important ____.

A) Opening techniques
C) Closing Techniques

B) Probing techniques (Incorrect)
D) Discount

68. 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
C) Age discrimination (Incorrect)

B) Religion based discrimination
D) Gender discrimination

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

A) Social Norms
C) Lack of Awareness (Incorrect)

B) Lack of Education
D) All of these

70. Equality means in the same situation, people have the ____.

A) Same rights
C) Same color

B) Same age (Incorrect)
D) Same height

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

A) Gender equality (Correct)
C) Gender Discrimination

B) Gender Stereotype
D) Gender rights

72. Women and men are often not paid the same salary for

the same job. This is known as _____.

- A) Gender gap
- B) **Gender pay gap**
- C) Learning gap
- D) Nutrition gap (Incorrect)

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

- A) Rudely
- B) Strictly
- C) **Equally with care**
- D) Unfairly (Incorrect)

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

- A) Jealousy
- B) **Gender equality (Correct)**
- C) Discrimination
- D) Stereotype

75. 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) **Diversity**
- B) Workplace bullying (Incorrect)
- C) Discrimination
- D) Bad workplace management

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

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

77. A diverse workplace increases _____.

- A) **Productivity (Correct)**
- B) Workload
- C) Stress
- D) Tension

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

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

79. Meena is not comfortable talking to her colleagues in English. This is an example of _____.

- A) Caste barrier
- B) Cultural barrier
- C) **Communication barrier**
- D) Gender barrier (Incorrect)

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

- A) **Inclusion**
- B) Conflict (Incorrect)
- C) Gender based discrimination
- D) Gender stereotype

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

- A) Ideas
- B) **Growth (Correct)**
- C) Wage gap
- D) Stereotype

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

- A) **Chances**
- B) Culture
- C) Nutrition
- D) Age (Incorrect)

83. 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) Selecting the most expensive restaurant (Incorrect)
- C) **Choose a restaurant with a wheelchair ramp and accessible facilities**
- D) Go alone

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

- A) **Inclusive**
- B) Productive (Incorrect)
- C) Disciplined
- D) Silent

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

- A) Company rules
- B) Meeting with the manager
- C) **Sexual harassment (Correct)**
- D) Travel leave

86. 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) SOS
- B) SHWW
- C) PPR
- D) **POSH (Correct)**

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

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

88. Self - Employment means _____.

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

89. A person who hires other people for their business is an _____.

- A) Self -Employed
- B) Employee
- C) **Entrepreneur (Correct)**
- D) Employer

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

A) Creative Thinking

B) Problem Solving

C) Customer Service
(Incorrect)

D) All of these