

Duration: 30 Mins

Total Marks: 25

Q.ID: ITISKILL44007F

1. Receiver is a person who ____ the call.

- A) Blocks B) Rejects
C) Receives D) Dials

Answer: C) Receives

2. Which of these should not be used to express your opinion in a group discussion?

- A) I don't quite agree B) In my opinion
C) It seems to me that D) Listen to me

Answer: D) Listen to me

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

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

Answer: D) Boring

4. 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 B) Letter of absence
C) Referral Cover Letter D) Letter of interest

Answer: C) Referral Cover Letter

5. Phone call has ___phases

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

Answer: C) Three

6. Group discussion helps us ___?

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

Answer: A) learn more and solve big problems

7. Most of the government job calls will be in ___format.

- A) Paper format B) Indirect
C) Direct D) In person

Answer: A) Paper format

8. 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) Shyam B) Both of them

C) None of them

D) Ram

Answer: A) Shyam

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

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

Answer: A) a Prospecting

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

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

Answer: B) Some information about his responsibilities

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

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

Answer: A) How to use MS Office

12. 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) Yes, why not!
C) No, he should avoid speaking negatively about his teammates. D) Yes, he should discuss all the arguments in detail.

Answer: C) No, he should avoid speaking negatively about his teammates.

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

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

Answer: C) Type of job & Company name

14. Location for the job means ___?

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

Answer: A) Place

15. When two or more people give their thoughts and views on a topic. It is called a_____.

- A) Speaking
- B) Listening
- C) Reading
- D) Group discussion

Answer: D) Group discussion

16. An introduction letter is a _____.

- A) Resume
- B) Leave Letter
- C) E-mail
- D) Cover letter

Answer: D) Cover letter

17. 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) I agree with your plan of action
- B) I don't agree with your plan
- C) Don't come here to talk
- D) You must follow what I tell you

Answer: A) I agree with your plan of action

18. Harish made a call to the Senior manager in a company. How is he supposed to start the conversation.?

- A) Purpose of call
- B) Good bye
- C) Greet the person
- D) Thank the person

Answer: C) Greet the person

19. A person who works with us is called a____?.

- A) Relative
- B) Family
- C) Friend
- D) Coworker

Answer: D) Coworker

20. Job title is the name of _____.

- A) Role you join
- B) Company name

C) Summary

D) Company Job

Answer: A) Role you join

21. 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) Attend party
- C) Attend classes
- D) Be prepared about the topic

Answer: D) Be prepared about the topic

22. A person who makes a call _____

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

Answer: C) Caller

23. Document which has details of a job is ____?.

- A) Job Description
- B) Report
- C) Resume
- D) Letter

Answer: A) Job Description

24. Bindu receives a call from JJ company promoting a discount sale. She couldn't clearly hear the details. How is she supposed to ask the person to repeat the information?

- A) Could you please repeat?
- B) I don't know
- C) What is it?
- D) Speak loud

Answer: A) Could you please repeat?

25. 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) Shilpa - Job Position
- C) Pervious experience
- D) Shilpa - Age

Answer: B) Shilpa - Job Position