

January 2026

Loyola pvt ITI vijayapur

Question Paper

Duration: 30 Mins

Total Marks: 25

ID: ITISKILL44007F

Student Name: _____	Roll No: _____
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1. A person who makes a call \_\_\_\_\_
- A) Phase                      B) Caller  
C) Contacts                    D) Keypad
- 
2. 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) No, he should avoid speaking negatively about his teammates.      B) Yes, why not!  
C) Yes, he should discuss all the arguments in detail.      D) Yes, he should blame his team- mates for all the problems.
- 
3. 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) What is it?                      B) Could you please repeat?  
C) Speak loud                      D) I don't know
- 
4. Rita had to attend a group discussion on behalf of her company. What is she supposed to do before the meeting?
- A) Attend party                    B) Attend classes  
C) Take leave                      D) Be prepared about the topic
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5. When you are interested in working for a company, you will write \_\_\_\_\_ letter
- A) a Leave                      B) an Application  
C) a Referral                      D) a Prospecting
- 
6. Which of these is not a positive word about your work?
- A) Boring                      B) Fun  
C) Interesting                      D) Exciting
- 
7. An introduction letter is a \_\_\_\_.
- A) E-mail                      B) Resume  
C) Leave Letter                    D) Cover letter
- 
8. Receiver is a person who \_\_\_\_\_ the call.
- A) Receives                      B) Dials  
C) Blocks                      D) Rejects
- 
9. Harish made a call to the Senior manager in a company. How is he supposed to start the conversation.?
- A) Good bye                      B) Purpose of call  
C) Thank the person              D) Greet the person
- 
10. When two or more people give their thoughts and views on a topic. It is called a \_\_\_\_.
- A) Group discussion              B) Listening  
C) Reading                      D) Speaking
- 
11. Document which has details of a job is \_\_\_\_?.
- A) Job Description              B) Report  
C) Letter                      D) Resume
- 
12. 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) Both of them                    B) Shyam  
C) None of them                    D) Ram
- 
13. Job title is the name of \_\_\_\_.
- A) Role you join                    B) Company Job  
C) Company name                    D) Summary
- 
14. 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) Don't come here to talk  
C) You must follow what I tell D) I don't agree with your you                      plan
- 
15. Which of these should not be used to express your opinion in a group discussion?
- A) It seems to me that              B) I don't quite agree  
C) Listen to me                      D) In my opinion
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16. Location for the job means \_\_\_\_?.

- A) Place
- C) Description

- B) Name
- D) Title

17. 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) Shilpa - Age
- C) Education qualification
- B) Previous experience
- D) Shilpa - Job Position

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

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

19. 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) Referral Cover Letter
- C) Letter of absence
- B) Leave letter
- D) Letter of interest

20. Group discussion helps us \_\_\_?

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

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

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

22. Most of the government job calls will be in \_\_\_format.

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

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

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

24. Phone call has \_\_\_phases

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

25. A person who works with us is called a\_\_\_?

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