

Duration: 90 Mins

Total Marks: 70

Q.ID: ITISKILL4852P0

1. Phone call has ___phases

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

Answer: C) Three

2. Tutor asked his student whether he knew to use Windows? How should the student answer?

- A) I will know B) Done
C) Yup D) Yes, I know how to use Windows

Answer: D) Yes, I know how to use Windows

3. Sanju met her cousin Keerti accidentally in a mall. How should she greet her?

- A) Take care! B) What are you doing here?
C) Long time, no see! D) Thank you!

Answer: C) Long time, no see!

4. 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

5. Seetha is speaking to her customers to understand how to improve her business. What type of communication is this?

- A) Verbal Communication B) Non-Verbal Communication
C) No Communication D) Written communication

Answer: A) Verbal Communication

6. An introduction letter is a ____.

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

Answer: D) Cover letter

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

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

Answer: A) Written communication

8. Question always end with a ___?

- A) Full stop . B) Exclamation mark !
C) Question mark ? D) Comma ,

Answer: C) Question mark ?

9. 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) Religion based discrimination
C) Gender discrimination D) Age discrimination

Answer: C) Gender discrimination

10. Azim wants to learn dancing and challenge the gender stereotype that only women should learn dancing. It is completely ____.

- A) okay B) Impossible
C) wrong D) funny

Answer: A) okay

11. Letter is a form of _____communication.

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

Answer: C) Written

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

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

13. 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) Take leave
C) Attend classes D) Be prepared about the topic

Answer: D) Be prepared about the topic

14. _____can lead to division of people, communities and families.

- A) Gender equality B) Respecting all people

- C) Same rights D) Gender discrimination

Answer: D) Gender discrimination

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

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

Answer: C) Some information about his responsibilities

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

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

Answer: B) Sales person

17. ___greetings are used while speaking to friends and family.

- A) Informal B) No
C) Due D) Formal

Answer: A) Informal

18. People who are born in one sex, but they know that they belong to another sex are ____?

- A) Females B) Stereotypical
C) Transpersons D) Males

Answer: C) Transpersons

19. John wasn't selected for a job because he is a man. What type of discrimination is this?

- A) Gender discrimination B) Education discrimination
C) Age discrimination D) Color discrimination

Answer: A) Gender discrimination

20. Rahul spends 30 minutes everyday watching news. He writes down few sentences about what is said. What is he trying to do?

- A) Practicing Movements B) None of these
C) Practicing listening D) Practicing News

Answer: C) Practicing listening

21. Physical body and the sexual organs that we are born with refers to person's ____?

- A) Sex B) Gender
C) Age D) Biodata

Answer: A) Sex

22. 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) What is it?
C) I don't know D) Speak loud

Answer: A) Could you please repeat?

23. ____ is a belief/idea which may not be true.

- A) Feminine B) Sex
C) Stereotype D) Gender

Answer: C) Stereotype

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

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

Answer: C) Gender pay gap

25. Things or activities that we enjoy are ___?

- A) Emotions B) Negative
C) Dislikes D) Likes

Answer: D) Likes

26. During criticism we must remain ____ and ____ to the person.

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

Answer: B) calm and listen

27. A hotel asked its customer's to fill customer satisfaction survey. What are they trying to do?

- A) Advertise their hotel B) Promote their hotel
C) Collect customer feedback D) Sell more hotels

Answer: C) Collect customer feedback

28. ___ questions give clear indication of the information the person wants to know.

- A) Closed questions B) Wh-
C) Yes or No D) No

Answer: B) Wh-

29. Teacher Meena advised her students to write down 2 or 3 sentences when she explains the lesson. How does it help the students?

- A) Recollect what she said B) Speak
C) Write D) Read

Answer: A) Recollect what she said

30. Dislikes are things towards which we have ___?

- A) Likes B) Interests
C) Negative emotion D) Positive emotion

Answer: C) Negative emotion

31. Effective communication is to both ____.

- A) speak well B) learn well
C) speak and listen well D) see well

Answer: C) speak and listen well

32. When you ask someone something it is ____.

- A) Blank
- B) Answer
- C) Question
- D) Response

Answer: C) Question

33. A person who works with us is called a__?.

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

Answer: B) Coworker

34. A person who makes a call_____

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

Answer: D) Caller

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

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

Answer: B) Closing Techniques

36. Naveen is fond of dogs, but Sheetal hates dogs. In this sentence who likes dogs?

- A) Naveen
- B) Sheetal
- C) Both Sheetal and Naveen
- D) Dog

Answer: A) Naveen

37. Emotions can be expressed through your ____.

- A) Weight
- B) Situation
- C) Voice
- D) Height

Answer: C) Voice

38. Even though Roopa is highly efficient at her job, her manager gives most of the field/travel related projects to Ramesh. This can be an example of____?

- A) Diversity
- B) Equality
- C) Trust
- D) Stereotype

Answer: D) Stereotype

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

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

Answer: D) Boring

40. Smith! Would you like playing cricket or football this evening? If Smith likes to play both how will he answer? ____?playing any of them.

- A) I don?t mind
- B) I hate
- C) I want
- D) I won?t

Answer: A) I don?t mind

41. Job title is the name of ____.

- A) Company Job
- B) Summary
- C) Company name
- D) Role you join

Answer: D) Role you join

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

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

Answer: B) Greet the person

43. Listening is important to ____?the information given.

- A) forget
- B) disobey
- C) overcome
- D) understand

Answer: D) understand

44. John does not agree with his coworker about a task. How should he communicate his disagreement?

- A) I will just do it my way.
- B) You are wrong!
- C) I respectfully disagree with what you are saying.
- D) You don't know anything.

Answer: C) I respectfully disagree with what you are saying.

45. Receiver is a person who ____the call.

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

Answer: C) Receives

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

- A) I don?t quite agree
- B) Listen to me
- C) It seems to me that
- D) In my opinion

Answer: B) Listen to me

47. We should ____?instructions in the classroom.

- A) learn
- B) ignore
- C) listen to
- D) forget

Answer: C) listen to

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

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

Answer: D) FAB statement

49. I adore? phrase is used to express ____of something.

- A) A bad feeling
- B) A poor admiration
- C) A dislike
- D) A strong admiration

Answer: D) A strong admiration

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

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

Answer: A) Customer Feedback

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

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

Answer: D) Same rights

52. Group discussion helps us __?.

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

Answer: C) learn more and solve big problems

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

Answer: D) I agree with your plan of action

54. Malini is attending her new school today. She introduces herself as ____.

- A) Hello everyone!
- B) Good bye
- C) What's up guys
- D) Longtime everyone

Answer: A) Hello everyone!

55. Formal greetings are used in ____.

- A) Workplace
- B) Friends
- C) House
- D) Family

Answer: A) Workplace

56. Most of the government job calls will be in __format.

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

Answer: D) Paper format

57. Sales person tells the customer 'the offer exists today only'. This sales technique is called_____.

- A) Opening technique
- B) Summary close
- C) Now or never close
- D) Question close

Answer: C) Now or never close

58. Which of these is an informal greeting?

- A) Good evening
- B) Good day
- C) Good morning
- D) Hey

Answer: D) Hey

59. 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) Stress
- B) Poor communication
- C) Poor listening
- D) Typing error

Answer: B) Poor communication

60. A formal letter can be used for _____purposes.

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

Answer: D) Official

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

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

Answer: B) Verbal Communication

62. When discrimination is done to help someone in need, that is called____discrimination.

- A) positive
- B) situational
- C) negative
- D) gender

Answer: A) positive

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

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

Answer: B) Conflicts affecting work

64. FAB means ____?

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

Answer: D) Features, Advantages, Benefits

65. Vinod met his new manager at his workplace. He had to _____himself first.

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

Answer: B) Introduce

66. Document which has details of a job is __?.

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

Answer: B) Job Description

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

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

Answer: B) Group discussion

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

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

Answer: C) FAB

69. Vinutha was questioned whether she has completed her degree in an interview. How should she respond stating that she has completed?

- A) No
- B) Yes
- C) Completed my degree
- D) Yes, I have completed my degree

Answer: D) Yes, I have completed my degree

70. Sudha says, "I feel that these lights are too bright". What is she communicating?

- A) Question
- B) Answer
- C) Opinion Phrase
- D) Idiom

Answer: C) Opinion Phrase