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Score: 54/70 (77.14%)

Code: 0345

1. Emotions can be expressed through your ____.

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

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

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

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

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

4. Effective communication is to both ____.

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

5. We should ____ instructions in the classroom.

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

6. Listening is important to ____ the information given.

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

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

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

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

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

9. Things or activities that we enjoy are ____.

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

10. Dislikes are things towards which we have ____.

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

11. I adore? phrase is used to express ____ of something.

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

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

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

13. 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 (Correct)
B) I hate
C) I want
D) I won't

14. Formal greetings are used in ____.

- A) Family (Incorrect)
B) Workplace (Correct)
C) House
D) Friends

15. ____ greetings are used while speaking to friends and family.

- A) Formal
B) Due (Incorrect)
C) Informal (Correct)
D) No

16. Which of these is an informal greeting?

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

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

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

18. Sanju met her cousin Keerti accidentally in a mall. How

should she greet her?

A) Long time, no see!

C) Thank you!

B) What are you doing here?

D) Take care! (Incorrect)

19. When you ask someone something it is ____.

A) Answer

B) Blank

C) Question (Correct)

D) Response

20. Question always end with a ____?

A) Comma ,

B) Question mark ? (Correct)

C) Exclamation mark !

D) Full stop .

21. ____questions give clear indication of the information the person wants to know.

A) Wh- (Correct)

C) No

B) Yes or No

D) Closed questions

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

A) Yes

B) No

C) Yes, I have completed my degree (Correct)

D) Completed my degree

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

A) Done

B) Yes, I know how to use Windows (Correct)

C) Yup

D) I will know

24. 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 (Correct)

25. Group discussion helps us ____?

A) argue

B) have fun

C) create problems

D) learn more and solve big problems (Correct)

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

A) It seems to me that

B) Listen to me (Correct)

C) In my opinion

D) I don't quite agree

27. 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 (Correct)

C) Don't come here to talk

B) You must follow what I tell you

D) I don't agree with your plan

28. Rita had to attend a group discussion on behalf of her company. What is she supposed to do before the meeting?

A) Attend party (Incorrect)

B) Attend classes

C) Be prepared about the topic

D) Take leave

29. A person who makes a call _____

A) Keypad

B) Caller (Correct)

C) Phase

D) Contacts

30. Receiver is a person who _____ the call.

A) Blocks

B) Dials

C) Receives (Correct)

D) Rejects

31. Phone call has ____phases

A) End

B) Middle

C) Different

D) Three (Correct)

32. 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? (Correct)

C) Speak loud

D) I don't know

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

A) Greet the person (Correct)

C) Thank the person

B) Purpose of call

D) Good bye

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

A) Letter

B) Resume

C) Job Description (Correct)

D) Report

35. Job title is the name of ____.

A) Company name (Incorrect)

C) Company Job

B) Role you join

D) Summary

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

A) Fun

B) Exciting

C) Boring (Correct)

D) Interesting

37. A person who works with us is called a ____?

- A) Friend
C) Family

- B) Coworker (Correct)**
D) Relative

38. 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.
(Incorrect)

- D) Yes, why not!

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

- A) Team mates
C) His needs

- B) Senior name
D) Some information about his responsibilities (Correct)

40. Most of the government job calls will be in ____format.

- A) Paper format**
C) Indirect (Incorrect)

- B) Direct
D) In person

41. An introduction letter is a ____.

- A) E-mail
C) Leave Letter

- B) Cover letter**
D) Resume (Incorrect)

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

- A) Verbal Communication (Correct)**
C) No Communication

- B) Non-Verbal Communication
D) Written communication

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

- A) Sign communication
C) Verbal Communication (Correct)

- B) Non-Verbal Communication
D) Written communication

44. Letter is a form of _____communication.

- A) Non-verbal
C) Written (Correct)

- B) Spoken
D) Telephone

45. A formal letter can be used for _____purposes.

- A) Boring
C) Friendship

- B) Official (Correct)**
D) Fighting

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

- A) Thank

- B) Introduce (Correct)**

- C) Appreciate

- D) Praise

47. 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 (Correct)**

- B) Typing error

- C) Stress

- D) Poor listening

48. During criticism we must remain ____and ____to the person.

- A) happy and joyful
C) shout and cry

- B) calm and listen (Correct)**
D) fight and cry

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

- A) Written communication**
C) Reading (Incorrect)

- B) Speaking
D) Playing

50. FAB means ____?

- A) Features, Advantages, Benefits**

- B) Features, Advices, Benefits

- C) Five, Advertisements, Boards (Incorrect)

- D) Festival, Adventure, Behalf

51. Swati needs to sell a laptop. She can use the _____technique to sell it.

- A) FAB**
C) Cross selling

- B) TAB
D) Probing (Incorrect)

52. 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 (Incorrect)

- B) Service statement

- C) FAB statement**

- D) Bill

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

- A) Customer Support
C) Customer Probing

- B) Customer Feedback (Correct)**
D) Customer ID

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

- A) Sales person (Correct)**
C) Manager

- B) Child
D) Clerk

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

- A) Opening techniques

- B) Probing techniques

C) Closing Techniques (Correct)

D) Discount

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

A) Sell more hotels

B) Collect customer feedback (Correct)

C) Advertise their hotel

D) Promote their hotel

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

A) Now or never close (Correct)

B) Summary close

C) Question close

D) Opening technique

58. Physical body and the sexual organs that we are born with refers to person's_____?

A) Gender

B) Sex (Correct)

C) Age

D) Biodata

59. _____ is a belief/idea which may not be true.

A) Sex

B) Gender

C) Stereotype (Correct)

D) Feminine

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

A) Transpersons (Correct)

B) Stereotypical

C) Males

D) Females

61. 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) Stereotype

B) Trust (Incorrect)

C) Diversity

D) Equality

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

A) wrong (Incorrect)

B) Impossible

C) funny

D) okay

63. _____ can lead to division of people, communities and families.

A) Gender equality

B) Respecting all people

C) Gender discrimination (Correct)

D) Same rights

64. When discrimination is done to help someone in need, that is called_____discrimination.

A) situational

B) gender

C) positive (Correct)

D) negative

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

A) Age discrimination

B) Color discrimination

C) Gender discrimination (Correct)

D) Education discrimination

66. 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) Age discrimination

D) Gender discrimination (Correct)

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

A) Same rights (Correct)

B) Same age

C) Same color

D) Same height

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

A) Gender equality

B) Gender Stereotype

C) Gender Discrimination (Incorrect)

D) Gender rights

69. 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 (Correct)

C) Learning gap

D) Nutrition gap

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

A) Better communication

B) Conflicts affecting work (Correct)

C) Good teamwork

D) Increased productivity