

Duration: 90 Mins

Total Marks: 70

ID: ITISKILL4852P0

Student Name: _____ Roll No: _____

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

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

2. Now or never close, summary close and question close are 3 important _____.

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

3. _____ questions give clear indication of the information the person wants to know.

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

4. 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 won't D) I want

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

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

6. People who are born in one sex, but they know that they belong to another sex are _____.

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

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

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

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

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

9. Sales person tells the customer 'the offer exists today only'. This sales technique is called _____.

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

10. Malini is attending her new school today. She introduces herself as _____.

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

11. An introduction letter is a _____.

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

12. 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 B) Practicing Movements
C) None of these D) Practicing News

13. 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
C) Yup D) I will know

14. Letter is a form of _____ communication.

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

15. Smitha needs to sell a mobile phone. She is writing down the advantages and benefits of the different phones. She is writing a _____.

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

16. 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 listening
C) Stress

B) Poor communication
D) Typing error

C) Sign communication

D) Non-Verbal
Communication

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

A) Collect customer feedback
C) Advertise their hotel

B) Sell more hotels
D) Promote their hotel

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

A) Dog
C) Both Sheetal and Naveen

B) Sheetal
D) Naveen

19. 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) I don't know
C) What is it?

B) Could you please repeat?
D) Speak loud

20. A person who makes a call _____

A) Keypad
C) Contacts

B) Phase
D) Caller

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

A) A dislike
C) A poor admiration

B) A bad feeling
D) A strong admiration

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

A) Cross selling
C) Probing

B) FAB
D) TAB

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

A) Gender
C) Biodata

B) Age
D) Sex

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

A) Gender Stereotype
C) Gender rights

B) Gender equality
D) Gender Discrimination

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

A) Clerk
C) Sales person

B) Child
D) Manager

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

A) Written communication
B) Verbal Communication

27. Things or activities that we enjoy are ____?.

A) Emotions
C) Dislikes

B) Negative
D) Likes

28. 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

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

A) Conflicts affecting work
C) Better communication

B) Good teamwork
D) Increased productivity

30. Most of the government job calls will be in ____ format.

A) In person
C) Paper format

B) Direct
D) Indirect

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

A) I respectfully disagree with what you are saying.
C) I will just do it my way.

B) You don't know anything.
D) You are wrong!

32. Question always end with a ____?.

A) Comma ,
C) Full stop .

B) Question mark ?
D) Exclamation mark !

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

A) Reading
C) Written communication

B) Speaking
D) Playing

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

A) Boring
C) Friendship

B) Fighting
D) Official

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

A) Color discrimination
C) Age discrimination

B) Gender discrimination
D) Education discrimination

36. Phone call has ____ phases

A) Different
C) Middle

B) End
D) Three

37. When you ask someone something it is ____.

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

38. 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

39. Job title is the name of ____.

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

40. When discrimination is done to help someone in need, that is called ____ discrimination.

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

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

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

42. In India, the number of boys/men who can get education is much higher than girls/women. What type of discrimination is this?

- A) Gender discrimination
- B) Color discrimination
- C) Religion based discrimination
- D) Age discrimination

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

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

44. Formal greetings are used in ____.

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

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

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

46. Effective communication is to both ____.

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

47. Receiver is a person who ____ the call.

- A) Blocks
- B) Receives

C) Rejects

D) Dials

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

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

49. Group discussion helps us ____?

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

50. 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) Trust
- C) Stereotype
- D) Equality

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

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

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

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

53. FAB means ____?

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

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

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

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

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

56. 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) Read
- D) Write

57. 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) You must follow what I tell you |
| C) Don't come here to talk | D) I don't agree with your plan |

58. Emotions can be expressed through your ____.

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

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

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

60. Which of these is an informal greeting?

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

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

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

62. Listening is important to ____ the information given.

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

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

64. We should ____ instructions in the classroom.

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

65. Dislikes are things towards which we have ____.

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

66. Vinod met his new manager at his workplace. He had to ____ himself first.

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

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

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

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

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

69. ____ can lead to division of people, communities and families.

- | | |
|--------------------------|--------------------------|
| A) Respecting all people | B) Same rights |
| C) Gender equality | D) Gender discrimination |

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

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