

ITI Quiz - 23-Apr-2026

09:13 AM

Q. ID: ITISKILL6148JF

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sambhajipur

April 2026

Answer Key

Duration: 180 Mins

Total Marks: 25

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1. Caring for customers is key to growing your business. What does this mean?

- A) Care for what customers want
- B) Care for keys
- C) Care for customers when they are sick
- D) Care for customers at their home

Answer: A) Care for what customers want

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

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

Answer: B) Sales person

3. What is the service given to the customer before, during or after a purchase called?

- A) None of these
- B) Management Service
- C) Customer service
- D) Auto Service

Answer: C) Customer service

4. A person who buys a product is a ____.

- A) Customer
- B) Student
- C) Seller
- D) Servicer

Answer: A) Customer

5. Ravi has a customer who bargains a lot. The customer wants to buy a dress that costs 500 rupees but only wants to pay 300 rupees. What should Ravi do?

- A) Talk to the customer and sell the dress for 400 rupees
- B) Do nothing
- C) Tell the customer to go away
- D) Give the dress for 300 rupees

Answer: A) Talk to the customer and sell the dress for 400 rupees

6. 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) FAB statement
- C) Financial statement
- D) Bill

Answer: B) FAB statement

7. What does the growth of a business depend on?

- A) All of these
- B) How you talk to customers

- C) How you take feedback from customers
- D) How you help customers

Answer: A) All of these

8. Sudha buys vegetables from Karthik's shop. She is happy with the quality and prices. She can help Karthik's business improve by ____.

- A) Sharing good words about the shop
- B) Watching the shop
- C) Hating Karthik
- D) Buying vegetables from other shop

Answer: A) Sharing good words about the shop

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

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

Answer: B) Now or never close

10. FAB means ____?

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

Answer: A) Features, Advantages, Benefits

11. Probing for customer needs means ____.

- A) Get angry with the customer
- B) To ask customers what they need
- C) To give discount
- D) To celebrate with customers

Answer: B) To ask customers what they need

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

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

Answer: A) Collect customer feedback

13. Why is it important to use selling techniques?

- A) To look confident
- B) To connect with customers & make sure they make a purchase
- C) To make friends with customers
- D) To have fun

Answer: B) To connect with customers & make sure they

make a purchase

14. Meena sells milk packets. One day, she got a dissatisfied (unhappy) customer because the milk was spoilt. What should Meena NOT do now?

- A) Quickly give another packet of milk
- B) Get angry with the customer
- C) Say sorry to the customer
- D) Make sure the customer is happy

Answer: B) Get angry with the customer

15. Pushpa and Kavya have opened a shop for baby clothes in Bangalore and Chennai. Bangalore outlet is gaining more popularity and profit? What might be the reason?

- A) There are more babies in Bangalore
- B) Chennai is very hot
- C) No reasons
- D) Good customer relationship in Bangalore shop

Answer: D) Good customer relationship in Bangalore shop

16. Loyal Customers are those who _____.

- A) Keep coming back to the same shop
- B) Ask for more discount
- C) Hate the shop
- D) Buy a product/a service for the first time

Answer: A) Keep coming back to the same shop

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

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

Answer: A) Closing Techniques

18. _____ is a way to understand the customer's needs and emotions by asking questions.

- A) Apologising
- B) Assuming
- C) Probing
- D) Explaining

Answer: C) Probing

19. Tapsi is at a clothes shop to buy a gift for her friend. She can't decide which clothes to pick. How can the salesperson help Tapsi?

- A) By asking probing questions
- B) By asking open, probing and closed questions
- C) By asking open questions
- D) By asking closed questions

Answer: B) By asking open, probing and closed questions

20. A customer who buys a product for the first time is a _____?

- A) New customer
- B) Vendor
- C) Bargaining customer
- D) Researching customer

Answer: A) New customer

21. _____ is a sales technique that aims to market additional products to the customers.

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

Answer: D) Cross selling

22. Harish has taken up his family business of ironing clothes. His customers are not happy with the service. What should Harish do to make his business better?

- A) Stop the business
- B) Give better customer service
- C) Change the business
- D) Increase the cost

Answer: B) Give better customer service

23. A dissatisfied customer means _____.

- A) Unhappy customer
- B) Happy customer
- C) Beautiful customer
- D) Old customer

Answer: A) Unhappy customer

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

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

Answer: B) FAB

25. Customers sharing their experience and opinion about a product is called _____.

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

Answer: A) Customer Feedback