

**Duration: 60 Mins****Total Marks: 100****Q.ID: ITISKILL6206RY**

1. Negative comments made about our action or performance is called \_\_\_\_.

- A) Reward                      B) Appreciation  
C) Criticism                    D) Congratulations

**Answer: C) Criticism**

2. Tom received a letter, but it did not have any details of who sent it. The letter was missing the \_\_\_\_\_?address.

- A) Receiver?s                B) Subject  
C) Sender?s                  D) Greetings

**Answer: C) Sender?s**

3. In a meeting, Surya speaks in Hindi. Some of his team members understand both English & Hindi, while others only know English. What should Surya do?

- A) Speak in English        B) Speak in Hindi  
C) Stop talking              D) Scold people

**Answer: A) Speak in English**

4. 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  
C) Nutrition gap              D) Learning gap

**Answer: B) Gender pay gap**

5. People of different sex, gender, caste, class, culture, age, physical appearance, education, abilities must feel \_\_\_\_.

- A) Unsafe and worried      B) Threatened and policed  
C) Unsafe and bullied        D) Safe and respected

**Answer: D) Safe and respected**

6. Swati needs to sell a laptop. She can use the \_\_\_\_\_ technique to sell it.

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

**Answer: A) FAB**

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

- A) All of these                B) How you talk to customers  
C) How you help customers   D) How you take feedback from customers

**Answer: A) All of these**

8. At workplace, communication must follow the \_\_\_\_.

- A) 6Cs                         B) Close  
C) Text                        D) Ideas

**Answer: A) 6Cs**

9. Mr. Johnson wants to employ an 8 year old girl for household work. In India, which fundamental right would not allow it?

- A) Right to equality            B) Right to information  
C) Right to freedom of religion   D) Right against exploitation

**Answer: D) Right against exploitation**

10. Physical body and the sexual organs that we are born with refers to person's \_\_\_\_?.

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

**Answer: B) Sex**

11. \_\_\_\_\_ is a sales technique that aims to market additional products to the customers.

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

**Answer: A) Cross selling**

12. Sarah notices a colleague, John, making unwelcome jokes about someone's clothes at the office party. What should Sarah do according to the POSH Act?

- A) Report the incident to Internal Committee (IC)    B) Tell John directly to stop  
C) Make a sarcastic comment   D) Ignore it, John might be back at John                    joking

**Answer: A) Report the incident to Internal Committee (IC)**

13. Equality means in the same situation, people have the \_\_\_\_\_.

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

**Answer: D) Same rights**

14. As per the POSH Act, any workplace that has 10 or more employees must constitute an \_\_\_\_.

- A) Help desk                    B) Police Station  
C) Employees                  D) Internal Committee (IC).

**Answer: D) Internal Committee (IC).**

15. What can make it difficult to communicate in the workplace?

- A) Differences in communication styles
- B) Use of unfamiliar words
- C) All of these
- D) Language differences

**Answer: C) All of these**

16. Azim wants to learn dancing and challenge the gender stereotype that only women should learn dancing. It is completely \_\_\_\_\_.

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

**Answer: D) okay**

17. Zeena wants to enroll for an e-learning course. The most important thing she needs is a \_\_\_\_\_.

- A) Library card
- B) Mobile phone or Computer
- C) Book
- D) Pen

**Answer: B) Mobile phone or Computer**

18. 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 listening
- C) Typing error
- D) Poor communication

**Answer: D) Poor communication**

19. A diverse workplace increases \_\_\_\_\_.

- A) Workload
- B) Stress
- C) Productivity
- D) Tension

**Answer: C) Productivity**

20. \_\_\_\_\_ is a serious issue that affects an individual's mental, emotional, physical wellbeing in the workplace.

- A) Travel leave
- B) Company rules
- C) Sexual harassment
- D) Meeting with the manager

**Answer: C) Sexual harassment**

21. In today's world, \_\_\_\_\_ have become a basic skill requirement in many jobs.

- A) Acting skills
- B) Digital skills
- C) Dancing skills
- D) Painting skills

**Answer: B) Digital skills**

22. Loyal Customers are those who \_\_\_\_\_.

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

**Answer: D) Keep coming back to the same shop**

23. Neena is born as a differently-abled person. Her teachers must treat her \_\_\_\_\_.

- A) Equally with care
- B) Strictly
- C) Rudely
- D) Unfairly

**Answer: A) Equally with care**

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

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

**Answer: C) Gender discrimination**

25. FAB means \_\_\_\_\_?

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

**Answer: B) Features, Advantages, Benefits**

26. Prachi goes to a Government ITI in the morning and then comes to office in a company cab to attend an online meeting with an employer. Which of the following are considered as a workplace?

- A) Online meeting
- B) All of these
- C) Office space
- D) Government ITI

**Answer: B) All of these**

27. Which fundamental right allows us to freely visit a temple, church, or mosque for prayer?

- A) Right against exploitation
- B) Right to equality
- C) Right to education
- D) Right to freedom of religion

**Answer: D) Right to freedom of religion**

28. Inclusion in a workplace happens when every member of the company gets the same \_\_\_\_\_ at work.

- A) Chances
- B) Culture
- C) Nutrition
- D) Age

**Answer: A) Chances**

29. Rita talks to her customers. But she is unable to understand what they say. What should she do?

- A) Stop her business
- B) Improve her listening skills
- C) Fight with customers
- D) Stop talking to them

**Answer: B) Improve her listening skills**

30. Workplace is a place where employees from different backgrounds are hired. They work in a safe and respectful environment. This is an example of \_\_\_\_\_.

- A) Bad workplace management
- B) Diversity
- C) Workplace bullying
- D) Discrimination

**Answer: B) Diversity**

31. An inclusive environment is needed for happiness and \_\_\_\_ at work.

- A) Stereotype
- B) Wage gap
- C) Growth
- D) Ideas

**Answer: C) Growth**

32. Shyam avoids the use of plastic and chemical fertilizers. He is practising a \_\_\_\_.

- A) Modern lifestyle
- B) Busy lifestyle
- C) Unhealthy lifestyle
- D) Green lifestyle

**Answer: D) Green lifestyle**

33. Closing sales technique is an essential skill for a \_\_\_\_.

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

**Answer: A) Sales person**

34. The way we sit, our facial expression and body language show \_\_\_\_\_ communication.

- A) informal
- B) written
- C) non- verbal
- D) verbal

**Answer: C) non- verbal**

35. \_\_\_\_\_ can lead to division of people, communities and families.

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

**Answer: A) Gender discrimination**

36. The Indian government passed the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act in 2013. In simpler terms, it is also called \_\_\_\_?.

- A) SOS
- B) SHWW
- C) PPR
- D) POSH

**Answer: D) POSH**

37. When discrimination is done to help someone in need, that is called \_\_\_\_ discrimination.

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

**Answer: A) positive**

38. It is not good to forward \_\_\_\_\_ on social media.

- A) messages
- B) songs
- C) fake news
- D) greetings

**Answer: C) fake news**

39. 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) No reasons
- B) Good customer relationship in Bangalore shop

- C) There are more babies in Bangalore
- D) Chennai is very hot

**Answer: B) Good customer relationship in Bangalore shop**

40. Addition of harmful smoke, gases and chemicals to the environment in large quantities is called \_\_\_\_.

- A) Pollution
- B) Air
- C) Wind
- D) Storm

**Answer: A) Pollution**

41. Values decide the \_\_\_\_\_ of a person.

- A) laptop
- B) character
- C) home
- D) system

**Answer: B) character**

42. Shwetha and Rakshit are coworkers. They are angry with each other because they have not completed a project properly. Which is a good way to resolve such conflicts in the workplace?

- A) File a police complaint
- B) Quit the job
- C) Find different ways to solve the problem
- D) Ignore each other

**Answer: C) Find different ways to solve the problem**

43. Which of these is an advantage of learning online?

- A) No need to study
- B) Have shorter classes
- C) Learn anytime & anywhere
- D) Make friends with classmates

**Answer: C) Learn anytime & anywhere**

44. Geetha has just completed her education. She joined a basic English course to improve her \_\_\_\_ skills.

- A) Technical
- B) Communication
- C) Digital
- D) Problem solving

**Answer: B) Communication**

45. Releasing chemicals, waste, plastics into the water is called \_\_\_\_.

- A) Land pollution
- B) Water Pollution
- C) Air pollution
- D) Sound pollution

**Answer: B) Water Pollution**

46. A person who buys a product is a \_\_\_\_.

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

**Answer: D) Customer**

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

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

**Answer: B) Gender discrimination**

48. Ram wants to start his own business. He is considering two options - opening an audio cassette shop or starting an online retail business. Which of these options would you suggest?

- A) Audio cassette shop      B) Online retail  
C) Video rental store      D) Anything is fine

**Answer: B) Online retail**

49. Which of the following could be possible reasons for gender based discrimination?

- A) Social Norms      B) Lack of Awareness  
C) All of these      D) Lack of Education

**Answer: C) All of these**

50. Which of these is an e-learning portal?

- A) ASEEM      B) Netflix  
C) Bharat Skills Portal      D) NAPS portal

**Answer: C) Bharat Skills Portal**

51. What are Employability Skills?

- A) Skills for good communication      B) Skills needed to be successfully employed  
C) Skills used only in sports      D) Skills for playing video games

**Answer: B) Skills needed to be successfully employed**

52. A customer who buys a product for the first time is a \_\_\_?

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

**Answer: D) New customer**

53. \_\_\_ is a belief/idea which may not be true.

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

**Answer: D) Stereotype**

54. Distance between yourself and the other person is called \_\_\_\_\_.

- A) Close      B) Spatial distance  
C) Informal      D) Relationship

**Answer: B) Spatial distance**

55. 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 at their home      D) Care for customers when they are sick

**Answer: A) Care for what customers want**

56. Organizations communicate mainly through \_\_\_\_\_.

- A) E-mails      B) Letters  
C) Unfamiliar words      D) Project

**Answer: A) E-mails**

57. Exchange of ideas happen through \_\_\_\_\_.

- A) Listening      B) Singing  
C) Watching      D) Communication

**Answer: D) Communication**

58. 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 closed questions      B) By asking open, probing and closed questions  
C) By asking probing questions      D) By asking open questions

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

59. Anita and her partner are paid the same salary for the same job. This is a good example of \_\_\_\_\_.

- A) Discrimination      B) Gender equality  
C) Jealousy      D) Stereotype

**Answer: B) Gender equality**

60. A person who respects and follows the law of a country is a \_\_\_\_\_.

- A) Responsible Citizen      B) Businessman  
C) Small Kid      D) Bad Employee

**Answer: A) Responsible Citizen**

61. Values and ethics help us build good \_\_\_\_\_.

- A) behavior      B) games  
C) studies      D) rent

**Answer: A) behavior**

62. You are scared to communicate with others. What are some ways to solve this problem?

- A) Find your weakness about communication      B) Find ways to improve & learn more about your weakness  
C) All of these      D) Find your strengths about communication

**Answer: C) All of these**

63. Effective communication needs to be -

- A) Simple      B) Complete  
C) All of these      D) Clear

**Answer: C) All of these**

**64.** Ram works as a fitter in a company. He wants to upgrade his trade skills and employability skills in his free time. What should he do?

- A) Watch news
- B) Quit job
- C) Play sports
- D) Find courses: online or offline

**Answer: D) Find courses: online or offline**

**65.** Cutting down of trees for farming and housing purposes is called \_\_\_\_\_.

- A) Afforestation
- B) Forestation
- C) Deforestation
- D) Reforestation

**Answer: C) Deforestation**

**66.** Scientists are warning us that the rise in earth's temperature causes \_\_\_\_\_.

- A) Deforestation
- B) Global warming
- C) Pollution
- D) Land sliding

**Answer: B) Global warming**

**67.** 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) Trust
- B) Equality
- C) Stereotype
- D) Diversity

**Answer: C) Stereotype**

**68.** Rita found someone's wallet in the office. She gives it to the office manager. This shows that she is \_\_\_\_\_.

- A) non - judgemental
- B) open-minded
- C) kind
- D) honest & responsible

**Answer: D) honest & responsible**

**69.** 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) Hating Karthik
- C) Watching the shop
- D) Buying vegetables from other shop

**Answer: A) Sharing good words about the shop**

**70.** You and your coworker, David are going for lunch. David uses a wheelchair. What should you keep in mind when selecting a restaurant?

- A) Choose a restaurant with a wheelchair ramp and accessible facilities
- B) Go alone
- C) Selecting the most expensive restaurant
- D) Choose any restaurant

**Answer: A) Choose a restaurant with a wheelchair ramp and accessible facilities**

**71.** 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) Change the business
- B) Stop the business
- C) Give better customer service
- D) Increase the cost

**Answer: C) Give better customer service**

**72.** Green Jobs are important because \_\_\_\_\_.

- A) they require no skill
- B) they help protect the environment
- C) they harm the environment
- D) they pay more money

**Answer: B) they help protect the environment**

**73.** Which is not a type of communication?

- A) Verbal
- B) Non-verbal
- C) Written
- D) Driving

**Answer: D) Driving**

**74.** Sharing will help everyone feel involved and \_\_\_\_\_.

- A) Motivated
- B) Happy
- C) Sad
- D) Close

**Answer: A) Motivated**

**75.** Why is it important to use selling techniques?

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

**Answer: A) To connect with customers & make sure they make a purchase**

**76.** Indian constitution is a set of \_\_\_\_\_ of our country.

- A) Keys
- B) Languages
- C) Laws and rules
- D) Tools

**Answer: C) Laws and rules**

**77.** Which of the following options is an Employability Skill?

- A) Digital Skills
- B) Good Interview Skills
- C) Good Communication Skills
- D) All of these

**Answer: D) All of these**

**78.** The practice of including people within any group or social setting with respect and empathy is called \_\_\_\_\_.

- A) Conflict
- B) Gender based discrimination
- C) Inclusion
- D) Gender stereotype

**Answer: C) Inclusion**

79. Irrespective of their gender identities, all people must have the same rights. This is called \_\_\_\_\_.

- A) Gender Stereotype
- B) Gender Discrimination
- C) Gender rights
- D) Gender equality

**Answer: D) Gender equality**

80. India is a Sovereign country. That means it can make its own\_\_\_\_\_.

- A) Rules and Decisions
- B) State
- C) Money
- D) Election

**Answer: A) Rules and Decisions**

81. Tanvi's team has many barriers to having a diverse workforce. This may lead to \_\_\_\_\_.

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

**Answer: B) Conflicts affecting work**

82. When we learn something online, it is called \_\_\_\_\_.

- A) Teaching
- B) Classroom learning
- C) E-learning
- D) Digital marketing

**Answer: C) E-learning**

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

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

**Answer: B) Collect customer feedback**

84. The Constitution Of India is also called as \_\_\_\_\_.

- A) Novel
- B) Newspaper
- C) Bharatiya Academy
- D) Bhartiya Samvidhan

**Answer: D) Bhartiya Samvidhan**

85. Gopi is always willing to learn and improve in his work. He has a\_\_\_\_\_?.

- A) Marksheet
- B) Fixed mindset
- C) Certificate
- D) Growth mindset

**Answer: D) Growth mindset**

86. \_\_\_\_\_jobs help to reduce pollution, preserve the environment and the planet.

- A) Green
- B) Hardware
- C) Software
- D) Part-time

**Answer: A) Green**

87. 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) Do nothing
- B) Tell the customer to go away

- C) Give the dress for 300 rupees
- D) Talk to the customer and sell the dress for 400 rupees

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

88. Sam wanted to apply for a job. He thought of writing a cover letter to the company. But his friend suggested to attach \_\_\_\_\_with the cover letter.

- A) Leave
- B) Resume
- C) Formal
- D) Brochure

**Answer: B) Resume**

89. Now or never close, summary close and question close are 3 important \_\_\_\_\_.

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

**Answer: C) Closing Techniques**

90. Customers sharing their experience and opinion about a product is called \_\_\_\_\_.

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

**Answer: C) Customer Feedback**

91. A dissatisfied customer means \_\_\_\_\_.

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

**Answer: B) Unhappy customer**

92. An employee is someone who\_\_\_\_\_.

- A) Works for a salary
- B) Goes to school to study
- C) Does not work
- D) Goes to play

**Answer: A) Works for a salary**

93. Meena is not comfortable talking to her colleagues in English. This is an example of\_\_\_\_\_.

- A) Gender barrier
- B) Cultural barrier
- C) Caste barrier
- D) Communication barrier

**Answer: D) Communication barrier**

94. \_\_\_\_\_is a way to understand the customer's needs and emotions by asking questions.

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

**Answer: D) Probing**

95. People who are born in one sex, but they know that they belong to another sex are\_\_\_\_\_?.

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

**Answer: A) Transpersons**

96. When talking to our co-workers, we should not stand or sit \_\_\_\_\_ to them.

- A) too close
- B) next to
- C) opposite
- D) In front of

**Answer: A) too close**

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97. Subir wants to celebrate all festivals at his workplace. This shows that he is \_\_\_\_\_.

- A) Disciplined
- B) Productive
- C) Silent
- D) Inclusive

**Answer: D) Inclusive**

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98. Which are the two skills needed for good career growth?

- A) Traveling & Shopping
- B) Playing video games & cooking skills

C) Technical Skills & Employability Skills

D) Watching TV & Making friends

**Answer: C) Technical Skills & Employability Skills**

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99. Which communication method should be used to share confidential information and documents in the workplace?

- A) Phone
- B) Email
- C) WhatsApp
- D) Instagram

**Answer: B) Email**

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100. Whenever we are communicating we have to be dressed appropriately, maintain our body language and maintain \_\_\_?.

- A) eye contact
- B) silence
- C) a very loud volume
- D) make up

**Answer: A) eye contact**

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