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1. Effective communication needs to be -

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

2. The way we sit, our facial expression and body language show _____ communication.

- A) non- verbal** B) verbal
C) informal (Incorrect) D) written

3. 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) Sender?s**
C) Greetings D) Subject (Incorrect)

4. 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) Brochure **B) Leave (Incorrect)**
C) Formal **D) Resume**

5. Distance between yourself and the other person is called _____.

- A) Spatial distance (Correct)** B) Relationship
C) Informal D) Close

6. When talking to our co-workers, we should not stand or sit _____ to them.

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

7. Which is not a type of communication?

- A) Verbal B) Non-verbal
C) Written (Incorrect) **D) Driving**

8. Whenever we are communicating we have to be dressed appropriately, maintain our body language and maintain ____?.

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

9. Exchange of ideas happen through _____.

- A) Communication (Correct)** B) Listening
C) Watching D) Singing

10. At workplace, communication must follow the _____.

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

11. Organizations communicate mainly through _____.

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

12. 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 Hindi B) Scold people
C) Stop talking (Incorrect) **D) Speak in English**

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

- A) WhatsApp **B) Email (Correct)**
C) Instagram D) Phone

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

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

15. Sharing will help everyone feel involved and _____.

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

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 communication (Correct)** B) Typing error
C) Stress D) Poor listening

17. 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) Quit the job **B) Find different ways to solve the problem**

C) Ignore each other
(Incorrect)

D) File a police complaint

18. Negative comments made about our action or performance is called ____.

A) Appreciation

B) Congratulations
(Incorrect)

C) Criticism

D) Reward

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

A) Improve her listening skills

B) Stop talking to them

C) Fight with customers

D) Stop her business
(Incorrect)

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

A) Find your strengths about communication

B) Find your weakness about communication

C) Find ways to improve & learn more about your weakness

D) All of these (Correct)

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

A) Student

B) Customer (Correct)

C) Seller

D) Servicer

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

A) How you talk to customers
(Incorrect)

B) How you take feedback from customers

C) How you help customers

D) All of these

23. 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) Increase the cost
(Incorrect)

B) Give better customer service

C) Stop the business

D) Change the business

24. 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) Good customer relationship in Bangalore shop

B) Chennai is very hot

C) There are more babies in Bangalore

D) No reasons (Incorrect)

25. A dissatisfied customer means ____.

A) Happy customer
(Incorrect)

B) Beautiful customer

C) Unhappy customer

D) Old customer

26. A customer who buys a product for the first time is a ____?

A) Bargaining customer

B) Vendor (Incorrect)

C) New customer

D) Researching customer

27. Loyal Customers are those who ____.

A) Keep coming back to the same shop (Correct)

B) Hate the shop

C) Buy a product/a service for the first time

D) Ask for more discount

28. 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) Tell the customer to go away

B) Give the dress for 300 rupees

C) Talk to the customer and sell the dress for 400 rupees (Correct)

D) Do nothing

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

A) Care for what customers want

B) Care for customers when they are sick

C) Care for customers at their home (Incorrect)

D) Care for keys

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

A) Apologising (Incorrect)

B) Probing

C) Explaining

D) Assuming

31. 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 open questions

B) By asking probing questions

C) By asking closed questions

D) By asking open, probing and closed questions (Correct)

32. 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 (Correct)

B) Watching the shop

C) Hating Karthik

D) Buying vegetables from other shop

33. Why is it important to use selling techniques?

A) To look confident

B) To make friends with customers

C) To have fun

D) To connect with customers & make sure they make a purchase (Correct)

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

A) Probing
C) FAB

B) Cross selling (Correct)
D) Lying

35. FAB means ____?

A) Features, Advantages, Benefits
C) Five, Advertisements , Boards

B) Features, Advices, Benefits (Incorrect)
D) Festival, Adventure, Behalf

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

A) FAB
C) Cross selling

B) TAB (Incorrect)
D) Probing

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

A) Customer Support (Incorrect)
C) Customer Probing

B) Customer Feedback
D) Customer ID

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

A) Sales person (Correct)
C) Manager

B) Child
D) Clerk

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

A) Opening techniques
C) Closing Techniques

B) Probing techniques (Incorrect)
D) Discount

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

A) Sell more hotels (Incorrect)
C) Advertise their hotel

B) Collect customer feedback
D) Promote their hotel

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

A) Gender (Incorrect)
C) Age

B) Sex
D) Biodata

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

A) Sex
C) Stereotype

B) Gender (Incorrect)
D) Feminine

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

A) Transpersons (Correct)
C) Males

B) Stereotypical
D) Females

44. 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
C) Diversity

B) Trust (Incorrect)
D) Equality

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

A) wrong
C) funny

B) Impossible
D) okay (Correct)

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

A) Gender equality

B) Respecting all people (Incorrect)

C) Gender discrimination D) Same rights

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

A) situational
C) positive

B) gender (Incorrect)
D) negative

48. 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

49. 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 (Incorrect)

B) Religion based discrimination

C) Age discrimination

D) Gender discrimination

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

A) Social Norms

B) Lack of Education

C) Lack of Awareness (Incorrect)

D) All of these

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

A) Same rights

B) Same age

C) Same color (Incorrect)

D) Same height

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

- A) **Gender equality (Correct)** B) Gender Stereotype
C) Gender Discrimination D) Gender rights

53. 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) Learning gap D) Nutrition gap (Incorrect)

54. Neena is born as a differently-abled person. Her teachers must treat her _____.

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

55. Anita and her partner are paid the same salary for the same job. This is a good example of _____.

- A) Jealousy (Incorrect) B) **Gender equality**
C) Discrimination D) Stereotype

56. 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) **Diversity** B) Workplace bullying
C) Discrimination D) Bad workplace management (Incorrect)

57. People of different sex, gender, caste, class, culture, age, physical appearance, education, abilities must feel _____.

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

58. A diverse workplace increases _____.

- A) **Productivity (Correct)** B) Workload
C) Stress D) Tension

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

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

60. Meena is not comfortable talking to her colleagues in English. This is an example of _____.

- A) Caste barrier B) Cultural barrier
C) **Communication barrier** D) Gender barrier (Incorrect)

61. The practice of including people within any group or social setting with respect and empathy is called _____.

A) **Inclusion**

B) Conflict

C) Gender based discrimination (Incorrect)

D) Gender stereotype

62. An inclusive environment is needed for happiness and _____ at work.

- A) Ideas B) **Growth (Correct)**
C) Wage gap D) Stereotype

63. Inclusion in a workplace happens when every member of the company gets the same _____ at work.

- A) **Chances** B) Culture (Incorrect)
C) Nutrition D) Age

64. 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 any restaurant (Incorrect) B) Selecting the most expensive restaurant
C) **Choose a restaurant with a wheelchair ramp and accessible facilities** D) Go alone

65. Subir wants to celebrate all festivals at his workplace. This shows that he is _____.

- A) **Inclusive** B) Productive
C) Disciplined D) Silent (Incorrect)

66. _____ is a serious issue that affects an individual's mental, emotional, physical wellbeing in the workplace.

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

67. 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 (Correct)**

68. As per the POSH Act, any workplace that has 10 or more employees must constitute an _____.

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

69. 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) Ignore it, John might be joking B) Tell John directly to stop

C) Report the incident to Internal Committee (IC)

D) Make a sarcastic comment back at John (Incorrect)

70. 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) Office space
C) Online meeting
B) Government ITI
D) All of these (Correct)

71. Which of the following options is an Employability Skill?

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

72. An employee is someone who_____.

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

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

- A) Watching TV & Making friends
C) Playing video games & cooking skills
B) Traveling & Shopping (Incorrect)
D) Technical Skills & Employability Skills

74. Gopi is always willing to learn and improve in his work. He has a_____?

- A) Fixed mindset
C) **Growth mindset (Correct)**
B) Certificate
D) Marksheet

75. What are Employability Skills?

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

76. When we learn something online, it is called _____.

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

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

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

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

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

79. 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) Play sports
C) **Find courses: online or offline (Correct)**
B) Watch news
D) Quit job

80. Zeena wants to enroll for an e-learning course. The most important thing she needs is a_____.

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

81. In today's world, _____ have become a basic skill requirement in many jobs.

- A) Acting skills
C) Painting skills
B) **Digital skills**
D) Dancing skills (Incorrect)

82. _____ jobs help to reduce pollution, preserve the environment and the planet.

- A) Software
C) **Green**
B) Hardware
D) Part-time (Incorrect)

83. Green Jobs are important because_____.

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

84. Geetha has just completed her education. She joined a basic English course to improve her _____ skills.

- A) Technical (Incorrect)
C) **Communication**
B) Digital
D) Problem solving

85. 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) **Online retail**
C) Anything is fine
B) Audio cassette shop
D) Video rental store (Incorrect)

86. Values and ethics help us build good _____.

- A) games
C) studies (Incorrect)
B) **behavior**
D) rent

87. Values decide the _____ of a person.

- A) **character (Correct)**
C) home
B) laptop
D) system

88. It is not good to forward _____ on social media.

A) fake news

C) greetings

B) messages (Incorrect)

D) songs

C) Right against exploitation

D) Right to information

89. A person who respects and follows the law of a country is a _____.

A) Businessman (Incorrect)

B) Bad Employee

C) Responsible Citizen

D) Small Kid

90. Rita found someone's wallet in the office. She gives it to the office manager. This shows that she is _____.

A) open-minded

B) honest & responsible (Correct)

C) kind

D) non - judgemental

91. The Constitution Of India is also called as _____.

A) Bharatiya Academy (Incorrect)

B) Bhartiya Samvidhan

C) Novel

D) Newspaper

92. India is a Sovereign country. That means it can make its own _____.

A) Money

B) State

C) Election

D) Rules and Decisions (Correct)

93. Indian constitution is a set of _____ of our country.

A) Laws and rules

B) Keys

C) Tools

D) Languages (Incorrect)

94. 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 (Incorrect)

B) Right to freedom of religion

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

A) Right to equality

B) Right to education

C) Right against exploitation (Incorrect)

D) Right to freedom of religion

96. Addition of harmful smoke, gases and chemicals to the environment in large quantities is called _____.

A) Air

B) Pollution

C) Wind

D) Storm (Incorrect)

97. Cutting down of trees for farming and housing purposes is called _____.

A) Reforestation

B) Deforestation

C) Afforestation (Incorrect)

D) Forestation

98. Releasing chemicals, waste, plastics into the water is called _____.

A) Sound pollution

B) Land pollution

C) Water Pollution

D) Air pollution (Incorrect)

99. Scientists are warning us that the rise in earth's temperature causes _____.

A) Deforestation

B) Land sliding (Incorrect)

C) Pollution

D) Global warming

100. Shyam avoids the use of plastic and chemical fertilizers. He is practising a _____.

A) Green lifestyle

B) Modern lifestyle (Incorrect)

C) Busy lifestyle

D) Unhealthy lifestyle