



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**

C) Seller

D) Servicer (Incorrect)

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

**B) Give better customer service (Correct)**

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 (Incorrect)

D) No reasons

25. A dissatisfied customer means \_\_\_\_.

A) Happy customer

B) Beautiful customer

**C) Unhappy customer (Correct)**

D) Old customer

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

A) Bargaining customer  
(Incorrect)

B) Vendor

**C) New customer**

D) Researching customer

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

**A) Keep coming back to the same shop**

B) Hate the shop

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

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 (Correct)**

B) Care for customers when they are sick

C) Care for customers at their home

D) Care for keys

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

A) Apologising

**B) Probing**

C) Explaining (Incorrect)

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  
(Incorrect)

B) By asking probing questions

C) By asking closed questions

**D) By asking open, probing and closed questions**

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**

B) Watching the shop

C) Hating Karthik (Incorrect)

D) Buying vegetables from other shop

33. Why is it important to use selling techniques?

A) To look confident  
(Incorrect)

B) To make friends with customers

C) To have fun

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

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

- A) Probing  
C) FAB (Incorrect)
- B) Cross selling**  
D) Lying

35. FAB means \_\_\_\_?

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

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

- A) FAB (Correct)**  
C) Cross selling
- B) TAB  
D) Probing

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

- A) Customer Support  
C) Customer Probing
- B) Customer Feedback**  
D) Customer ID (Incorrect)

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

- A) Sales person**  
C) Manager (Incorrect)
- B) Child  
D) Clerk

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

- A) Opening techniques (Incorrect)  
C) **Closing Techniques**
- B) Probing techniques  
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  
C) Age
- B) Sex**  
D) Biodata (Incorrect)

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

- A) Sex (Incorrect)  
C) **Stereotype**
- B) Gender  
D) Feminine

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

- A) Transpersons**  
C) Males (Incorrect)
- 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 (Incorrect)
- B) Trust  
D) Equality

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

- A) wrong (Incorrect)  
C) funny
- B) Impossible  
**D) okay**

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

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

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

- A) situational  
C) **positive**
- B) gender  
D) negative (Incorrect)

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

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

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

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

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

- A) Same rights**  
C) Same color (Incorrect)
- B) Same age  
D) Same height

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

- A) Gender equality (Correct)**  
C) Gender Discrimination
- B) Gender Stereotype  
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  
C) Learning gap  
B) **Gender pay gap**  
D) Nutrition gap (Incorrect)

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

- A) Rudely  
C) **Equally with care (Correct)**  
B) Strictly  
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)  
C) Discrimination  
B) **Gender equality**  
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**  
C) Discrimination (Incorrect)  
B) Workplace bullying  
D) Bad workplace management

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

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

58. A diverse workplace increases \_\_\_\_\_.

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

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

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

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

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

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

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

62. An inclusive environment is needed for happiness and

\_\_\_\_\_ at work.

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

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

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

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

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

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

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

- A) Company rules (Incorrect)  
C) **Sexual harassment**  
B) Meeting with the manager  
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  
C) PPR (Incorrect)  
B) SHWW  
D) **POSH**

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

- A) **Internal Committee (IC)**  
C) Police Station  
B) Employees (Incorrect)  
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. (Incorrect)  
C) **Report the incident to Internal Committee (IC)**  
B) Tell John directly to stop  
D) Make a sarcastic comment back at John

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  
B) Government ITI

C) Online meeting

**D) All of these (Correct)**

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

A) Good Interview Skills

B) Good Communication Skills (Incorrect)

C) Digital Skills

**D) All of these**

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

A) Goes to school to study

B) Does not work

**C) Works for a salary (Correct)**

D) Goes to play

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

A) Watching TV & Making friends (Incorrect)

B) Traveling & Shopping

C) Playing video games & cooking skills

**D) Technical Skills & Employability Skills**

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

A) Fixed mindset

B) Certificate (Incorrect)

**C) Growth mindset**

D) Marksheet

75. What are Employability Skills?

A) Skills used only in sports

**B) Skills needed to be successfully employed (Correct)**

C) Skills for good communication

D) Skills for playing video games

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

A) Classroom learning

B) Teaching

**C) E-learning**

D) Digital marketing (Incorrect)

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

**A) Learn anytime & anywhere**

B) Make friends with classmates (Incorrect)

C) No need to study

D) Have shorter classes

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

A) ASEEM

**B) Bharat Skills Portal (Correct)**

C) NAPS portal

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 (Incorrect)

B) Watch news

**C) Find courses: online or offline**

D) Quit job

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

A) Book

B) Pen (Incorrect)

**C) Mobile phone or Computer**

D) Library card

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

A) Acting skills

**B) Digital skills**

C) Painting skills

D) Dancing skills (Incorrect)

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

A) Software

B) Hardware (Incorrect)

**C) Green**

D) Part-time

83. Green Jobs are important because\_\_\_\_\_.

**A) they help protect the environment**

B) they harm the environment

C) they pay more money (Incorrect)

D) they require no skill

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

A) Technical

B) Digital

**C) Communication (Correct)**

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 (Correct)**

B) Audio cassette shop

C) Anything is fine

D) Video rental store

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

A) games (Incorrect)

**B) behavior**

C) studies

D) rent

87. Values decide the \_\_\_\_\_of a person.

**A) character**

B) laptop

C) home (Incorrect)

D) system

88. It is not good to forward \_\_\_\_\_on social media.

**A) fake news**

B) messages

C) greetings (Incorrect)

D) songs

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

A) Businessman

B) Bad Employee

**C) Responsible Citizen**

D) Small Kid (Incorrect)

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

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

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

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

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

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

93. Indian constitution is a set of \_\_\_\_\_of our country.

- A) Laws and rules  
C) Tools  
B) Keys  
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  
C) **Right against exploitation**  
B) Right to freedom of religion (Incorrect)  
D) Right to information

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

- A) Right to equality  
C) Right against exploitation  
B) Right to education (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 (Incorrect)  
C) Wind  
**B) Pollution**  
D) Storm

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

- A) Reforestation  
C) Afforestation  
**B) Deforestation**  
D) Forestation (Incorrect)

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

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

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

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

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

- A) **Green lifestyle (Correct)**  
C) Busy lifestyle  
B) Modern lifestyle  
D) Unhealthy lifestyle