

EMPLOYABILITY SKILLS MONTHLY TEST

Q. ID: ITISKILL6372K0

May 2026

GOVT ITI MANVI

Answer Key

Duration: 30 Mins

Total Marks: 25

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1. How can we save resources on our planet?

- A) Create less pollution
- B) All of these
- C) Use less electricity
- D) Use less plastic

Answer: B) All of these

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

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

Answer: B) Probing

3. Ramesh wanted to collect 50 stamps in 6 months. So, he started by collecting two stamps every week. This is a ____ goal.

- A) Life-time
- B) Unrealistic
- C) Long-term
- D) Short-term

Answer: D) Short-term

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

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

Answer: A) Customer service

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

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

Answer: C) All of these

6. Good, professional relationship with co-workers can give the feeling of ____.

- A) Fear
- B) Confusion
- C) Job satisfaction
- D) Negative energy

Answer: C) Job satisfaction

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

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

Answer: C) Get angry with the customer

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

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

Answer: B) New customer

9. 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

10. A ____ is something you really want in life. You plan and take the right actions to make it happen.

- A) Goal
- B) Dream
- C) Desire
- D) None of these

Answer: A) Goal

11. Kim has a habit of switching off her desktop and PC when not in use. This helps to ____ energy at the workplace.

- A) Conserve (Save)
- B) Practice
- C) Spend
- D) Waste

Answer: A) Conserve (Save)

12. Loyal Customers are those who ____.

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

Answer: D) Keep coming back to the same shop

13. 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) Tell the customer to go away
- C) Give the dress for 300 rupees
- D) Do nothing

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

14. A dissatisfied customer means ____.

- A) Old customer
- B) Unhappy customer

- C) Beautiful customer D) Happy customer

Answer: B) Unhappy customer

15. Probing for customer needs means _____.

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

Answer: A) To ask customers what they need

16. Nithya aims to achieve a score of 75% in her 10th- grade exams by the end of the academic year. This is a _____goal.

- A) SMART B) STAR
C) Life-time D) Great

Answer: A) SMART

17. 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) There are more babies in Bangalore
C) Chennai is very hot D) No reasons

Answer: A) Good customer relationship in Bangalore shop

18. The goal that someone plans to achieve within a year is called a_____.

- A) Steps B) Long term goal
C) Desire D) Milestone

Answer: D) Milestone

19. Which of these is a bad practice in a workplace?

- A) Good work- life balance B) No trust between co-workers
C) Open and honest communication D) Opportunity to grow in the company

Answer: B) No trust between co- workers

20. SMART stands for _____.

- A) Specific, Measurable, Archive, Relevant, and Time-Bound. B) Specific, Memorable, Achievable, Relevant, and Time-Bound.

- C) Specific, Measurable, Achievable, Relevant, and Trim

- D) Specific, Measurable, Achievable, Relevant, and Time-Bound.

Answer: D) Specific, Measurable, Achievable, Relevant, and Time-Bound.

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

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

Answer: C) Customer

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

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

Answer: D) Sharing good words about the shop

23. Ganesh greets his co-workers every day. He is trying to maintain _____at work.

- A) frustration B) power
C) his authority D) good relationships

Answer: D) good relationships

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

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

Answer: D) Care for what customers want

25. 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) Change the business
C) Give better customer service D) Increase the cost

Answer: C) Give better customer service