

EMPLOYABILITY SKILLS MONTHLY TEST

Q. ID: ITISKILL6372K0

May 2026

GOVT ITI MANVI

Question Paper

Duration: 30 Mins

Total Marks: 25

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Student Name: _____ Roll No: _____

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

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

2. A dissatisfied customer means _____.

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

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

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

4. 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) Give better customer service
C) Increase the cost
D) Stop the business

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

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

6. 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) Life-time
B) Great
C) STAR
D) SMART

7. A customer who buys a product for the first time is a____?

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

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

- A) All of these
B) How you help customers

C) How you take feedback from customers

D) How you talk to customers

9. 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) Give the dress for 300 rupees
C) Tell the customer to go away
D) Talk to the customer and sell the dress for 400 rupees

10. Loyal Customers are those who _____.

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

11. A _____is something you really want in life. You plan and take the right actions to make it happen.

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

12. 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) Make sure the customer is happy
D) Get angry with the customer

13. 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) Sharing good words about the shop
C) Watching the shop
D) Hating Karthik

14. 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) No reasons

D) Chennai is very hot

C) good relationships

D) his authority

15. How can we save resources on our planet?

A) All of these

B) Create less pollution

C) Use less plastic

D) Use less electricity

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

A) Management Service

B) Customer service

C) Auto Service

D) None of these

17. The goal that someone plans to achieve within a year is called a _____.

A) Milestone

B) Long term goal

C) Steps

D) Desire

18. Good, professional relationship with co-workers can give the feeling of _____.

A) Job satisfaction

B) Negative energy

C) Confusion

D) Fear

19. Probing for customer needs means _____.

A) To give discount

B) Get angry with the customer

C) To ask customers what they need

D) To celebrate with customers

20. Ganesh greets his co-workers every day. He is trying to maintain _____ at work.

A) frustration

B) power

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

A) Good work- life balance

B) Opportunity to grow in the company

C) No trust between co-workers

D) Open and honest communication

22. SMART stands for _____.

A) Specific, Measurable, Achievable, Relevant, and Trim

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

C) Specific, Measurable, Archive, Relevant, and Time-Bound.

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

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

A) Apologising

B) Explaining

C) Probing

D) Assuming

24. 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, probing and closed questions

B) By asking probing questions

C) By asking open questions

D) By asking closed questions

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

A) Seller

B) Customer

C) Servicer

D) Student