

ITI Quiz - 03-Mar-2026

04:15 PM

Q. ID: ITISKILL6927GQ

March 2026

Manvi

Answer Key

Duration: 30 Mins

Total Marks: 25

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1. Seetha is speaking to her customers to understand how to improve her business. What type of communication is this?

- A) Written communication
- B) Non-Verbal Communication
- C) No Communication
- D) Verbal Communication

Answer: D) Verbal Communication

2. 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) Brochure
- D) Formal

Answer: B) Resume

3. Tina and Lyra's team are working together to finish the school painting project. What should both the teams do to finish the project?

- A) Argue
- B) Fight
- C) Share responsibility
- D) Resist

Answer: C) Share responsibility

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

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

Answer: B) non- verbal

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

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

Answer: C) Email

6. We can share our thoughts, ideas and feelings through ____?.

- A) Communication
- B) Hearing
- C) Reading
- D) Watching

Answer: A) Communication

7. At workplace, communication must follow the _____.

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

Answer: D) 6Cs

8. Letter is a form of _____ communication.

- A) Written
- B) Non-verbal
- C) Spoken
- D) Telephone

Answer: A) Written

9. 'Reg' in the letter means ____.

- A) Greetings
- B) Body
- C) Regarding
- D) Subject

Answer: C) Regarding

10. Argument or disagreement between two groups of people is called _____.

- A) Happiness
- B) Teamwork
- C) Conflict
- D) Fun

Answer: C) Conflict

11. 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) File a police complaint
- C) Ignore each other
- D) Find different ways to solve the problem

Answer: D) Find different ways to solve the problem

12. Exchange of ideas happen through _____.

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

Answer: A) Communication

13. Sharing will help everyone feel involved and _____.

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

Answer: B) Motivated

14. Clear communication leads to _____.

- A) Different work
- B) Slow work
- C) Faster work
- D) Opposite work

Answer: C) Faster work

15. Cherry is going for an interview. What should she not do?

- A) Wear formal dress
- B) Apply too much makeup or perfume
- C) Take her resume
- D) Wear clean clothes

Answer: B) Apply too much makeup or perfume

16. Forms of verbal communication are ____.

- A) Making eye contact B) Dancing
- C) Thinking D) Writing and Speaking

Answer: D) Writing and Speaking

17. Ram, Vinay and Sandeep are working as a team to finish the geography project. Vinay is sharing his thoughts. What are Vinay and Sandeep supposed to do?

- A) Go around the school B) Play
- C) None of these D) Listen actively

Answer: D) Listen actively

18. Verbal communication is the use of ____.

- A) Sign B) Images
- C) Maths D) Words

Answer: D) Words

19. Which among these is a type of communication?

- A) All of these B) Visual
- C) Verbal D) Non-Verbal

Answer: A) All of these

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

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

Answer: A) Improve her listening skills

21. 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

22. Distance between yourself and the other person is called ____.

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

Answer: C) Spatial distance

23. Which is not a type of non-verbal communication ?

- A) Eye-contact B) E-mail
- C) Hand movements D) Facial expression

Answer: B) E-mail

24. Organizations communicate mainly through ____.

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

Answer: A) E-mails

25. Vinod met his new manager at his workplace. He had to _____himself first.

- A) Introduce B) Thank
- C) Praise D) Appreciate

Answer: A) Introduce