

ITI Quiz - 03-Mar-2026

04:15 PM

Q. ID: ITISKILL6927GQ

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Manvi

Question Paper

Duration: 30 Mins

Total Marks: 25

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Student Name: _____ Roll No: _____

1. Sharing will help everyone feel involved and ____.

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

2. Which among these is a type of communication?

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

3. Organizations communicate mainly through ____.

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

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) Leave
- B) Brochure
- C) Formal
- D) Resume

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

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

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

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

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

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

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

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

9. 'Reg' in the letter means ____.

- A) Greetings
- B) Subject

C) Body

D) Regarding

10. Exchange of ideas happen through ____.

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

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

12. Letter is a form of _____communication.

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

13. Clear communication leads to ____.

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

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

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

15. At workplace, communication must follow the ____.

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

16. Forms of verbal communication are ____.

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

17. 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) Greetings
- C) Subject
- D) Sender?s

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

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

19. Argument or disagreement between two groups of people is called_____.

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

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

21. Verbal communication is the use of ____.

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

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

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

23. The way we sit, our facial expression and body language show_____ communication.

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

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

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

25. 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) Share responsibility B) Fight
C) Resist D) Argue