

February 2026

Answer Key

Duration: 60 Mins

Total Marks: 25

Q.ID: ITISKILL7654JM

1. Smitha needs to sell a mobile phone. She is writing down the advantages and benefits of the different phones. She is writing a ___?

- A) Bill
B) FAB statement
C) Service statement
D) Financial statement

Answer: B) FAB statement

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

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

Answer: B) Probing

3. Why is it important to use selling techniques?

- A) To make friends with customers
B) To connect with customers & make sure they make a purchase
C) To have fun
D) To look confident

Answer: B) To connect with customers & make sure they make a purchase

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

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

Answer: B) Customer service

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

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

Answer: A) All of these

6. Loyal Customers are those who _____.

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

Answer: A) Keep coming back to the same shop

7. 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
B) Chennai is very hot shop

- C) There are more babies in Bangalore
D) No reasons

Answer: A) Good customer relationship in Bangalore shop

8. Customers sharing their experience and opinion about a product is called _____.

- A) Customer ID
B) Customer Probing
C) Customer Support
D) Customer Feedback

Answer: D) Customer Feedback

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

Answer: C) Give better customer service

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

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

Answer: C) Customer

11. Probing for customer needs means _____.

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

Answer: C) To ask customers what they need

12. A customer who buys a product for the first time is a ___?

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

Answer: B) New customer

13. FAB means ___?

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

Answer: D) Features, Advantages, Benefits

14. Sales person tells the customer 'the offer exists today only'. This sales technique is called _____.

- A) Now or never close
B) Summary close
C) Question close
D) Opening technique

Answer: A) Now or never close

15. A dissatisfied customer means _____.

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

Answer: A) Unhappy customer

16. Swati needs to sell a laptop. She can use the _____ technique to sell it.

- A) Cross selling
- B) Probing
- C) FAB
- D) TAB

Answer: C) FAB

17. 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) Talk to the customer and sell the dress for 400 rupees
- C) Do nothing
- D) Give the dress for 300 rupees

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

18. A hotel asked its customer's to fill customer satisfaction survey. What are they trying to do?

- A) Collect customer feedback
- B) Promote their hotel
- C) Advertise their hotel
- D) Sell more hotels

Answer: A) Collect customer feedback

19. Closing sales technique is an essential skill for a _____.

- A) Manager
- B) Sales person
- C) Child
- D) Clerk

Answer: B) Sales person

20. Now or never close, summary close and question close are 3 important _____.

- A) Closing Techniques
- B) Discount
- C) Opening techniques
- D) Probing techniques

Answer: A) Closing Techniques

21. 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

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

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

Answer: D) Get angry with the customer

23. _____ is a sales technique that aims to market additional products to the customers.

- A) Lying
- B) FAB
- C) Probing
- D) Cross selling

Answer: D) Cross selling

24. 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 what customers want
- D) Care for customers when they are sick

Answer: C) Care for what customers want

25. 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) Buying vegetables from other shop
- D) Hating Karthik

Answer: A) Sharing good words about the shop