

EMPLOYABILITY SKILLS MONTHLY TEST

Q. ID: ITISKILL80299V

June 2026

GOVT ITI MANVI

Answer Key

Duration: 30 Mins

Total Marks: 25

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

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

Answer: B) All of these

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

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

Answer: C) Care for what customers want

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

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

Answer: C) Job satisfaction

4. How can we save resources on our planet?

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

Answer: A) All of these

5. 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) Give better customer service
B) Change the business
C) Increase the cost
D) Stop the business

Answer: A) Give better customer service

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

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

Answer: D) Goal

7. Probing for customer needs means _____.

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

Answer: A) To ask customers what they need

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

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

Answer: A) New customer

9. 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

10. 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) Great
C) STAR
D) Life-time

Answer: A) SMART

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

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

Answer: C) Customer service

12. 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) No reasons
B) Chennai is very hot
C) There are more babies in Bangalore
D) Good customer relationship in Bangalore shop

Answer: D) Good customer relationship in Bangalore shop

13. A dissatisfied customer means _____.

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

Answer: A) Unhappy customer

14. Loyal Customers are those who _____.

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

Answer: D) Keep coming back to the same shop

15. ____ is the process of taking steps to look neat and presentable.

- A) Brooming
- B) Caring
- C) Uniform
- D) Grooming

Answer: D) Grooming

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

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

Answer: C) Short-term

17. 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)

18. SMART stands for ____.

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

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

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

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

Answer: B) No trust between co- workers

20. During an industrial visit or an interview we have to dress

____?

- A) formally
- B) dirty
- C) in pajamas
- D) casually

Answer: A) formally

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

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

Answer: D) Customer

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

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

Answer: D) good relationships

23. Why is personal grooming important?

- A) It creates a positive first impression.
- B) It shows self- discipline.
- C) All of these
- D) It helps you feel confident.

Answer: C) All of these

24. The goal that someone plans to achieve within a year is called a ____.

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

Answer: A) Milestone

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

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