

EMPLOYABILITY SKILLS MONTHLY TEST

Q. ID: ITISKILL80299V

June 2026

GOVT ITI MANVI

Question Paper

Duration: 30 Mins

Total Marks: 25

ID: ITISKILL80299V

Student Name: _____ Roll No: _____

1. 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

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

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

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

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

4. 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

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

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

6. How can we save resources on our planet?

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

7. 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) Stop the business
D) Increase the cost

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

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

9. Probing for customer needs means _____.

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

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

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

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

12. A dissatisfied customer means _____.

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

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

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

14. _____ is the process of taking steps to look neat and presentable.

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

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

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

16. SMART stands for _____.

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

17. 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) Waste
- D) Practice

18. During an industrial visit or an interview we have to dress ____?.

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

19. Why is personal grooming important?

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

20. Loyal Customers are those who _____.

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

21. The goal that someone plans to achieve within a year is

called a_____.

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

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

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

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

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

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

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

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