

ITI Quiz ESK- 02-

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Q. ID: ITISKILL8292F8

March 2026

Trinity, College udhyavara udupi

Question Paper

Duration: 160 Mins

Total Marks: 50

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Student Name: _____ Roll No: _____

1. During criticism we must remain _____ and _____ to the person.

- A) shout and cry
- B) happy and joyful
- C) calm and listen
- D) fight and cry

2. What are the different steps in Design Thinking?

- A) Try, Create and Decide
- B) Imagine, Plan and Try
- C) Listen, Choose, Plan, Try, Ask
- D) Imagine, Decide, Create and Try

3. The time blocked for work is called a _____ technique.

- A) Doro
- B) Pomodoro
- C) Pomo
- D) Domo

4. Which of the following is a correct Gmail id?

- A) xyz@gmail
- B) xyz@ outlook.gmail
- C) xyz@gmail. com
- D) gmail@xyz

5. Which of the following websites is helpful in learning and career growth?

- A) Coursera
- B) Khan Academy
- C) All of these
- D) Codecademy

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

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

7. Which of the following is not a part of a desktop Computer?

- A) Monitor
- B) Antenna
- C) Web Camera
- D) Mouse

8. Imagine you are starting a bakery business. What would you focus on first in your business plan?

- A) Selecting a catchy name for the bakery
- B) Figuring out how the business will grow
- C) Calculating how much money you need to start the business
- D) Planning how to advertise the bakery on social media

9. _____ is a tool that blocks unsafe pages when you are

using a search engine.

- A) Telegram
- B) Google
- C) Web page
- D) Safe search

10. You notice a coworker struggling with their workload. What should you do?

- A) Laugh at their inability to manage their workload.
- B) Ignore their struggles and focus on your own work.
- C) Report their struggles to the supervisor.
- D) Offer to help them with their tasks.

11. Before sharing the information on social media THINK questions to be asked by oneself;

- A) Is it Necessary?
- B) Is it Helpful?
- C) Is it True?
- D) All of these

12. What kind of stress can lead to lifelong physical and mental health issues?

- A) Short-term
- B) Mid-term
- C) Long-term
- D) Good stress

13. _____ opportunities can also be found during industry visit.

- A) Cooking
- B) Internship
- C) Playing
- D) Painting

14. The Indian government passed the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act in 2013. In simpler terms, it is also called _____.

- A) SHWW
- B) SOS
- C) PPR
- D) POSH

15. Regular payment made by the employer to the employee is _____.

- A) Appraisal
- B) Debt
- C) Salary
- D) Loan

16. How can we save resources on our planet?

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

17. Which of these services can you find on platform-based job portals?

- A) Beauty salon services
- B) All of these
- C) Home & Appliance Repair services
- D) Cleaning services

18. Women and men are often not paid the same salary for the same job. This is known as _____.

- A) Gender gap
- B) Gender pay gap
- C) Nutrition gap
- D) Learning gap

19. _____ cost increases or decreases depending on how much we produce or sell.

- A) Variable
- B) Total
- C) Maintenance
- D) Fixed

20. Saif's college professor guided him to choose the right career path. He must show _____ to his guide.

- A) Arrogance
- B) Anger
- C) Gratitude
- D) Fear

21. Shyam avoids the use of plastic and chemical fertilizers. He is practising a _____.

- A) Modern lifestyle
- B) Unhealthy lifestyle
- C) Green lifestyle
- D) Busy lifestyle

22. Nisha loves cooking and she is good at dancing. Her ability is _____.

- A) Dancing
- B) Painting
- C) Singing
- D) Cooking

23. Sam wants to learn computer coding skills for free and his friend has recommended _____ website for the same.

- A) Duolingo
- B) Codecademy
- C) NPTEL
- D) Khan Academy

24. SMART stands for _____.

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

25. The goal that someone plans to achieve within a year is called a _____.

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

26. Kirti attended a guest lecture. How can she use her mobile phone to understand the difficult words?

- A) Use a dictionary app
- B) Grocery app
- C) Cosmetics store app
- D) Shopping app

27. You are at work, and a coworker asks for your support/help with a task. How would you respond informally?

- A) Sure, I can help. What do you need?
- B) I am too busy right now. Ask someone else.
- C) Could you please submit a formal request via email?
- D) I can help, but seriously, you don't even know this much? What's the problem?

28. What is the shortcut key for Print?

- A) Ctrl+B
- B) Ctrl+Z
- C) Ctrl+P
- D) Ctrl+U

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

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

30. A green workplace _____.

- A) ignores waste separation and recycling
- B) uses disposable items and plastic water bottles
- C) keeps the lights on all the time
- D) uses less paper and energy- saving lights

31. Preeti wants to find a video on pasta recipe. Which of the following mobile apps can she use for the same?

- A) Email
- B) YouTube
- C) Mobile Banking
- D) Whatsapp

32. Venu includes a clear subject in his email. Why is that important?

- A) Email cannot be sent without a subject line
- B) To show he has good English skills
- C) None of these
- D) To tell the company what the email is about

33. Sonu wants to connect a device wirelessly to a computer. What technology can he use?

- A) Wire
- B) Bluetooth
- C) USB
- D) Switch

34. Which of the following is a formal introduction in a job interview?

- A) Hey there! I'm Parmeet, nice to meet you!
- B) Hi, I'm Parmeet. Thanks for having me!
- C) Good morning/ afternoon. I am Parmeet and I want to thank you for considering me for this role.
- D) Yo, I'm Parmeet. Let's get started!

35. Ravi has the following habits. Which of these is a green practice?

- A) Carrying a cloth bag to buy groceries
- B) Buying single-use plastic water bottles
- C) Buying unnecessary items
- D) Leaving lights and fans on when leaving a room

36. John wasn't selected for a job because he is a man. What type of discrimination is this?

- A) Gender discrimination
- B) Age discrimination
- C) Color discrimination
- D) Education discrimination

37. Which of the following is not a part of decision-making?

- A) Generate options
- B) Implement decision
- C) Performance
- D) Identify problem

38. Words that are used to name people, places, animals and things are _____.

- A) Person
- B) Naming words
- C) Table
- D) Key

39. Mehul is making a plan for his business. Which of the following is NOT included in a business plan?

- A) Personal interests and hobbies
- B) Business idea
- C) Startup costs
- D) Future growth strategies

40. Entrepreneurship means _____?

- A) Starting a new career
- B) Running your own business
- C) Supporting a business person
- D) Managing career

41. Which among these is NOT a digital wallet?

- A) Paytm
- B) PhonePe
- C) Internet explorer
- D) MobiKwik

42. Pooja is applying for a Motor Mechanics position in an automobile company. What should she include in her cover letter?

- A) Reasons why she is suitable for the role
- B) Education details
- C) Her hobbies - cooking, gardening
- D) Salary expectations

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

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

44. Clear communication leads to _____.

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

45. We can learn English by _____?

- A) Reading newspaper
- B) Cooking
- C) Playing
- D) None of these

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

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

47. Sunita has collected some information from the internet and sorted it. What is the best way for her to share it with her team?

- A) Talk only about the bad websites
- B) Print all the information and give it to the team members.
- C) Tell everything she read in detail
- D) Share only the main points clearly: Use simple words and pictures, if possible

48. If you are trained as an electrician and want a job in Delhi, what should you type in the search box of a job portal?

- A) Electrician jobs in Delhi
- B) Electrician training
- C) Delhi job
- D) Electrician job

49. Emotions can be expressed through your _____.

- A) Height
- B) Weight
- C) Situation
- D) Voice

50. How does Market Scan help with running a business?

- A) Helps understand about other similar business
- B) All of these
- C) Helps in making the business plan
- D) Gives an idea about the customers