

April 2026

Trinity ITI udyavara

Question Paper

Duration: 45 Mins

Total Marks: 50

ID: ITISKILL8362QD

Student Name: _____	Roll No: _____
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1. Harsha has selected a single line of cells from top to bottom. She has selected a \_\_\_\_\_?

- A) Row                                      B) Page  
C) Cell                                        D) Column

2. The pronoun 'I' is used for \_\_\_\_\_.

- A) Myself                                    B) Many  
C) That                                        D) Other

3. How should you respond to constructive feedback from someone?

- A) Ignore the feedback                  B) Argue with the person  
C) Feel nervous                            D) Listen and understand

4. \_\_\_\_\_ is the software that is put in a computer so that one can use it.

- A) App Store                                B) Settings  
C) Operating System                      D) Software

5. Question always end with a \_\_\_?

- A) Comma ,                                  B) Exclamation mark !  
C) Question mark ?                        D) Full stop .

6. During criticism we must remain \_\_\_\_\_and \_\_\_\_\_to the person.

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

7. Shouting shows we are angry. Talking very slowly shows we are tired or sleepy. What part of non-verbal communication helps us understand this?

- A) Smile                                        B) Tone of voice  
C) Hand movements                        D) Eye movements

8. Ram is answering an interview question about his previous workplace. He didn't like his teammates. They argued a lot. Should he share this with the interviewer?

- A) Yes, he should blame his team- mates for all the problems.  
B) Yes, why not!

C) Yes, he should discuss all the arguments in detail.

D) No, he should avoid speaking negatively about his teammates.

9. \_\_\_questions give clear indication of the information the person wants to know.

- A) No    B) Yes or No  
C) Closed questions                        D) Wh-

10. 'Reg' in the letter means \_\_\_\_.

- A) Regarding                                B) Greetings  
C) Subject                                      D) Body

11. We should \_\_\_\_\_?instructions in the classroom.

- A) forget                                        B) ignore  
C) learn                                         D) listen to

12. What can make it difficult to communicate in the workplace?

- A) All of these                                B) Differences in communication styles  
C) Language differences                    D) Use of unfamiliar words

13. Pronouns (ex: he, she, her) can be used in the place of \_\_\_\_\_.

- A) Verb                                         B) Spellings  
C) Naming words                            D) Adjective

14. Kishore's manager gave him positive and negative feedback. Kishore is feeling confused. What should he do next?

- A) All of these                                B) Try to understand the positive points given by his manager  
C) Calm down and think                    D) Try to understand the negative points given by the manager

15. Which of the following is the most common operating system?

- A) MS Office                                 B) Router  
C) Printer                                      D) Windows

16. Kim fell from her bike yesterday. The action in the sentence is in \_\_\_\_\_ tense.

- A) Present
- B) Clear
- C) Past
- D) Future

17. The beginning of a sentence should start with \_\_\_\_\_ letter

- A) Italics
- B) Small
- C) Capital
- D) Cursive

18. Rita had to attend a group discussion on behalf of her company. What is she supposed to do before the meeting?

- A) Attend party
- B) Take leave
- C) Attend classes
- D) Be prepared about the topic

19. Using Internet is easy if we learn \_\_\_\_\_?

- A) Maths
- B) Science
- C) English
- D) Sports

20. Verbs tell the action of the \_\_\_\_\_.

- A) Naming words
- B) Change
- C) Cow
- D) Act

21. Vinod met his new manager at his workplace. He had to \_\_\_\_\_ himself first.

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

22. Wow! The flowers in the park are beautiful. This is a \_\_\_\_\_ sentence.

- A) Imperative
- B) Interrogative (?)
- C) Declarative (.)
- D) Exclamatory (!)

23. You are unable to share your message properly in an email. Which skill should you improve?

- A) Written communication
- B) Reading
- C) Speaking
- D) Playing

24. 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) Find different ways to solve the problem
- B) Ignore each other
- C) File a police complaint
- D) Quit the job

25. Anju wants to upskill herself in designing and stitching, which of the following portals will be relevant for the same?

- A) <http://www.igod.gov.in>
- B) <http://www.india.gov.in/>

C) None of these

D) <http://www.swayam.gov.in/>

26. Negative comments made about our action or performance is called \_\_\_\_\_.

- A) Reward
- B) Appreciation
- C) Congratulations
- D) Criticism

27. Jyothi learned that all the information is stored in 'web pages'. What is the role of web pages?

- A) 'Web pages' act as internet
- B) 'Web pages' act as a search engine
- C) 'Web pages' act as a library
- D) None of these

28. You are scared to communicate with others. What are some ways to solve this problem?

- A) Find your strengths about communication
- B) Find ways to improve & learn more about your weakness
- C) Find your weakness about communication
- D) All of these

29. \_\_\_\_\_ is at the top of the MS Word screen.

- A) Space Bar
- B) Taskbar
- C) Menu Bar
- D) Scroll bar

30. Harish made a call to the Senior manager in a company. How is he supposed to start the conversation.?

- A) Good bye
- B) Greet the person
- C) Thank the person
- D) Purpose of call

31. When talking to our co-workers, we should not stand or sit \_\_\_\_\_ to them.

- A) too close
- B) In front of
- C) opposite
- D) next to

32. Verbal communication is the use of \_\_\_\_\_.

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

33. At workplace, communication must follow the \_\_\_\_\_.

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

34. Which of the following is used to send a copy of an email to another person without the main receiver of the email knowing?

- A) Attach file
- B) BCC (Blind Carbon Copy)
- C) CC(Carbon Copy)
- D) Subject

35. We can share our thoughts, ideas and feelings through \_\_\_?.

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

36. Letter is a form of \_\_\_\_\_ communication.

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

37. Ravi read job description which specified 'Familiarity with MS office'. What should he know?

- A) How to get certification
- B) How to write an email
- C) How to use MS Office
- D) How to study

38. Things or activities that we enjoy are \_\_\_?.

- A) Likes
- B) Dislikes
- C) Negative
- D) Emotions

39. The way we sit, our facial expression and body language show \_\_\_\_\_ communication.

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

40. Which of the following tasks can be done using the internet?

- A) Finding Information about job openings
- B) Learning new skills
- C) All of these
- D) Create a digital resume and forward it to different companies

41. Ridhima wants to post something on her social media. What should she do to stay safe on social media?

- A) All of these
- B) Avoid sharing locations
- C) Avoid sharing any password
- D) Avoid sharing address

42. Choose the correct sentence.

- A) Cat road runs.
- B) The cat runs on the road.

C) Runs on the road cat. D) The road runs on cat.

43. We start communicating when we are \_\_\_\_\_.

- A) Adults
- B) Parents
- C) Children
- D) Old

44. Every complete sentence has \_\_\_\_.

- A) 2 parts
- B) 3 parts
- C) 1 part
- D) 4 parts

45. The police were questioning about his crime. What type of sentence is it?

- A) Declarative (.)
- B) Exclamatory (!)
- C) Interrogative (?)
- D) None of these

46. Arun travels to school by bus. The action word in the sentence is \_\_\_\_\_.

- A) Arun
- B) bus
- C) school
- D) travels

47. Argument or disagreement between two groups of people is called \_\_\_\_\_.

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

48. Dislikes are things towards which we have \_\_\_?.

- A) Interests
- B) Positive emotion
- C) Likes
- D) Negative emotion

49. Post-covid we adopted the virtual world. Meeting that happens online through the internet are called as \_\_\_\_\_.

- A) None of these
- B) Offline Meeting
- C) Online meeting
- D) Physical Meeting

50. Which among these is a type of communication?

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