

**Duration: 60 Mins**

**Total Marks: 30**

**Q.ID: ITISKILL8888JQ**

1. Rita talks to her customers. But she is unable to understand what they say. What should she do?

- A) Stop her business
- B) Stop talking to them
- C) Improve her listening skills
- D) Fight with customers

**Answer: C) Improve her listening skills**

2. Which communication method should be used to share confidential information and documents in the workplace?

- A) WhatsApp
- B) Phone
- C) Email
- D) Instagram

**Answer: C) Email**

3. Geetha has just completed her education. She joined a basic English course to improve her \_\_\_\_ skills.

- A) Digital
- B) Problem solving
- C) Technical
- D) Communication

**Answer: D) Communication**

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

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

**Answer: B) Regarding**

5. Sam wanted to apply for a job. He thought of writing a cover letter to the company. But his friend suggested to attach \_\_\_\_\_ with the cover letter.

- A) Brochure
- B) Formal
- C) Leave
- D) Resume

**Answer: D) Resume**

6. Ram wants to start his own business. He is considering two options - opening an audio cassette shop or starting an online retail business. Which of these options would you suggest?

- A) Anything is fine
- B) Video rental store
- C) Audio cassette shop
- D) Online retail

**Answer: D) Online retail**

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

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

**Answer: C) Introduce**

8. Cherry is going for an interview. What should she not do?

- A) Wear clean clothes
- B) Take her resume
- C) Wear formal dress
- D) Apply too much makeup or perfume

**Answer: D) Apply too much makeup or perfume**

9. James had to meet his team members Suraj, Reena and Nagma on Friday. James called Suraj and Reena. But he did not inform Nagma. This is an example of \_\_\_\_\_.

- A) Poor communication
- B) Stress
- C) Poor listening
- D) Typing error

**Answer: A) Poor communication**

10. Which of the following options is an Employability Skill?

- A) All of these
- B) Digital Skills
- C) Good Interview Skills
- D) Good Communication Skills

**Answer: A) All of these**

11. Raj and Tej talk to each other only on the phone. What type of communication is this?

- A) Verbal Communication
- B) Sign communication
- C) Written communication
- D) Non-Verbal Communication

**Answer: A) Verbal Communication**

12. Which are the two skills needed for good career growth?

- A) Technical Skills & Employability Skills
- B) Watching TV & Making friends
- C) Playing video games & cooking skills
- D) Traveling & Shopping

**Answer: A) Technical Skills & Employability Skills**

13. When we learn something online, it is called \_\_\_\_\_.

- A) E-learning
- B) Teaching
- C) Digital marketing
- D) Classroom learning

**Answer: A) E-learning**

14. Priya received constructive (helpful) criticism from her manager about her latest project. What should she do?

- A) Listen
- B) Understand
- C) All of these
- D) Thank her manager

**Answer: C) All of these**

15. Ram, Vinay and Sandeep are working as a team to finish

the geography project. Vinay is sharing his thoughts. What are Vinay and Sandeep supposed to do?

- A) None of these
- B) Play
- C) Listen actively
- D) Go around the school

**Answer: C) Listen actively**

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

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

**Answer: C) Children**

17. Which of these is an advantage of learning online?

- A) No need to study
- B) Learn anytime & anywhere
- C) Make friends with classmates
- D) Have shorter classes

**Answer: B) Learn anytime & anywhere**

18. Conflict in workplace affects \_\_\_?.

- A) environment
- B) salary
- C) ability to work
- D) weather

**Answer: C) ability to work**

19. An employee is someone who\_\_\_\_\_.

- A) Goes to school to study
- B) Goes to play
- C) Works for a salary
- D) Does not work

**Answer: C) Works for a salary**

20. Letter is a form of\_\_\_\_\_communication.

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

**Answer: B) Written**

21. Which of these is an e-learning portal?

- A) ASEEM
- B) NAPS portal
- C) Bharat Skills Portal
- D) Netflix

**Answer: C) Bharat Skills Portal**

22. Zeena wants to enroll for an e-learning course. The most important thing she needs is a\_\_\_\_\_.

- A) Library card
- B) Pen
- C) Mobile phone or Computer
- D) Book

**Answer: C) Mobile phone or Computer**

23. Gopi is always willing to learn and improve in his work. He has a\_\_\_\_\_?.

- A) Growth mindset
- B) Certificate
- C) Fixed mindset
- D) Marksheet

**Answer: A) Growth mindset**

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

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

**Answer: C) too close**

25. Ram works as a fitter in a company. He wants to upgrade his trade skills and employability skills in his free time. What should he do?

- A) Quit job
- B) Play sports
- C) Watch news
- D) Find courses: online or offline

**Answer: D) Find courses: online or offline**

26. Tina and Lyra's team are working together to finish the school painting project. What should both the teams do to finish the project?

- A) Resist
- B) Argue
- C) Share responsibility
- D) Fight

**Answer: C) Share responsibility**

27. Green Jobs are important because\_\_\_\_\_.

- A) they pay more money
- B) they require no skill
- C) they harm the environment
- D) they help protect the environment

**Answer: D) they help protect the environment**

28. In today's world, \_\_\_\_\_ have become a basic skill requirement in many jobs.

- A) Painting skills
- B) Digital skills
- C) Dancing skills
- D) Acting skills

**Answer: B) Digital skills**

29. \_\_\_\_\_jobs help to reduce pollution, preserve the environment and the planet.

- A) Part-time
- B) Green
- C) Hardware
- D) Software

**Answer: B) Green**

30. What are Employability Skills?

- A) Skills used only in sports
- B) Skills for good communication
- C) Skills needed to be successfully employed
- D) Skills for playing video games

**Answer: C) Skills needed to be successfully employed**