

Name of the Trade - Employability Skills - 2nd Year

#	Question	OPT A	OPT B	OPT C	OPT D	Ans
1	The plumber ----- the pipes yesterday.	repair	repaired	was repair	was repaired	D
2	Kumar ----- a good carpenter.	are	can	be	is	D
3	Come tomorrow and fix the door knob. This sentence is ----- -----.	interrogative	imperative	exclamatory	none	B
4	How effective the CTS training has been! This sentence is - -----.	exclamatory	imperative	declarative	none	A
5	While addressing your boss, you should be -----.	impolite	informal	formal	none	C
6	The customer requested the lady executive to display the different mobile phone models. The customer asked ----- to mention the cost of the mobiles too.	him	his	her	It	C
7	The ITI Principal called Manoj. The Principal asked ----- to show ----- hall ticket for the CTS examination.	him, his	him, her	her, his	her, him	A
8	Hi, how are you? What's up? – These are examples of ----- -----.	formal communication	informal communication	polite communication	none	B

9	How do you come to work? What is your qualification? – These are examples of -----.	formal communication	informal communication	impolite communication	Improper communication	A
10	If you meet your supervisor in the grocery store, you will ---- -----.	turn your face and go away	run to him/her and hug him/her	greet him/her formally	greet him/her informally	C
11	When you borrow a screwdriver from a trainee, you should say, '-----'	Give me your screwdriver	Can you give me your screwdriver?	What a nice screwdriver you have!	Spare me your screwdriver	B
12	The company asked the carpenter to design a box with the given dimensions. When it was approved, he made many more ----- for the company.	box	cabinets	boxes	numbers	C
13	Magnificent, large, thin, lengthy, square, bright, sharp, hard – are examples of -----.	describing words	action words	pronouns	naming words	A
14	Table, wire, socket, cable, hammer, nail, pipe, motor, refrigerator – are examples of -----.	action words	pronouns	describing words	naming words	D
15	Fix, measure, pull, lift, grind, mix, operate – are examples of -----.	pronouns	action words	describing words	naming words	B
16	Commas, full stops, question marks – are examples of -----.	design	punctuation marks	formal communication	none	B
17	You are requested to complete the given assignment by Monday. This is an example of -----.	impolite communication	formal communication	informal communication	oral communication	B

18	Gestures, facial expressions, eye contact are examples of -----.	verbal communication	non-verbal communication	acting skills	communication skills	B
19	I have received complaints about workplace safety. Please check them immediately and share the details with me. This is an example of -----.	casual communication	formal workplace communication	informal communication	informal workplace communication	B
20	Greetings help you to -----.	establish a connection with someone you meet in formal and informal situations.	establish a connection with someone you meet in formal situations.	establish a connection with someone you meet in informal situations.	establish cordial relationship	A
21	When you meet the instructor inside or outside the ITI, it is -----.	always formal	always informal	formal inside the ITI	informal outside the ITI	A
22	In the context of an interview ----- greetings is to be used.	formal	informal	friendly	cordial	A
23	When you make an enquiry at a bank, it is ----- situation.	an informal	a formal	a friendly	a casual	B
24	During the COVID-19 pandemic, it is better to ----- than shake hands, and say Namaste than -----.	hug, wave hands	wave hands, hug	hold hands, hug	none	B
25	A good ----- helps to create a good first impression.	family	friend	self-introduction	all of the above	C
26	We may have to introduce colleagues, peers and superiors in ----- context.	self-introduction	informal	formal	official	C

27	A quick self-introduction is called -----.	elevation pitch	elevator tone	elevator pitch	elevation tone	C
28	When you attend a friend's wedding with your father, you may have to introduce your father to your friend and your friend to your father. What kind of situation is it?	elevator pitch	formal	informal	elevation tone	C
29	As a customer sales executive in an electrical appliances showroom, your greetings and introduction of your instructor to your supervisor shall be _____	descriptive	formal	informal	elevator tone	B
30	----- are persons with very good behaviour, achievements and lead as an example.	customer service executives	sales supervisors	ITI instructors	role models	D
31	Role models ----- people to follow them.	elevate	instruct	inspire	none	C
32	Role models inspire people to follow them though they have ----- and have met -----.	elevation, failures	strengths, failures	weaknesses, failures	elevation, successes	C
33	Human beings are ----- by nature. It is the cultivation of ----- habits that makes one a better person.	perfect, good	perfect, strength	imperfect, good	imperfect, weak	C
34	The set of imperfections in a person is called ----- -	strengths	elevations	imitations	weaknesses	D
35	Strengths of role models get ----- while weaknesses get -----.	noticed, unnoticed	elevator, noticed	unnoticed, noticed	none	A

36	While we are at home or with friends, we use ----- ----- verbal communication.	influence	informal	formal	none	B
37	When we greet our superiors, managers and boss we greet them -----.	informally	casually	formally	indifferently	C
38	Spoken communication is not only ----- but also -----	verbal, non-verbal	speaking, writing	speaking, formal	writing, informal	A
39	What we communicate without words, but with body language is an example of -----	verbal communication	formal communication	informal communication	non-verbal communication	D
40	Working with others to find a mutually agreeable solution is called -----	persuasion	communication	negotiation	assertion	C
41	Communication within an organization is ----- with superiors and can be ----- with friends and colleagues.	informal, formal	informal, non-verbal	formal, informal	non-verbal, informal	C
42	'Good morning', 'nice to meet you', 'How have you been?' – are examples of -----	formal greetings	informal greetings	superiors	organizations	A
43	Writing emails, letters, memos, orders, filling forms, minutes, contracts, proposals and quotations are examples of ----- workplace communication.	informal	non-verbal	formal	verbal	B
44	Writing a leave letter is part of ----- communication.	formal workplace	informal workplace	non-verbal workplace	none	A

45	Please be informed that the annual staff meeting has been ----- to be ----- on the 1st of November.	conducted, confirmed	listened, conducted	conducted, listened	confirmed, conducted	D
46	Reena has ----- to avail leave for 2 days to ----- her cousin's wedding. She has ----- the letter to the supervisor.	submitted, attend, planned	planned, attend, submit	plan, attended, submitted	planned, attend, submitted	D
47	Imagine you have ----- ABC company as a craftsman. ----- an email to be sent to your supervisor.	join, written	joined, written	joined, wrote	joined, write	D
48	----- the role of the supervisor to ----- instructions to the craftsmen on safety in the workplace.	played, give	played, gave	play, give	played, given	C
49	----- a note to be----- to the newly recruited craftsmen about safety.	written, circulate	write, circulate	write, circulated	written, circulated	C
50	----- means the immediate surroundings to the place one lives in.	Workplace	Facilities	City	Neighbourhood	D
51	A town is----- than a village, but----- than a city.	larger, smaller	small, large	smaller, larger	smaller, large	A
52	We ----- books from a library.	buy	sell	borrow	none	C
53	There ----- a coffee shop ----- the park.	are, next to	is, next to	is, next	are, next	B

54	The area is ----- as the houses in it cost a lot of money.	beautiful	expensive	safe	big	B
55	There are ----- apartments in my neighbourhood.	spacious	school	kind	fresh	A
56	It is a ----- locality. One need not fear.	boring	safe	school	fresh	B
57	There is water scarcity in the locality. The area is ----- -----.	polluted	noisy	dry	uneven	C
58	Transportation to some rural areas is difficult as the roads are -----.	polluted	dry	spacious	uneven	D
59	There is a big playground ----- our house.	on	in	near	over	C
60	There is a garden with ----- flowers in our neighbourhood.	safe	clear	lovely	none	C
61	Can ----- tell ----- about the strengths of the neighbourhood?	me, you	your, me	you, my	you, me	D
62	There is a lake near the are Sometimes, people----- garbage ----- it.	keep, into	keep, on	throw, into	throw, between	C

63	The conditions in a place that ----- the behaviour and --- ----- of somebody or something is called the environment.	affected, develop	affect, development	affected, development	affect, developed	B
64	A ----- maintained neighbourhood is a----- environment to live in.	good, good	well, well	well, good	good, well	C
65	Identify the opposites: clean x -----, healthy x -----.	dirty, health	dirty, healthy	dirt, unhealthy	dirty, unhealthy	D
66	Rainwater harvesting ----- to prevent water scarcity.	gives	gave	help	helps	D
67	----- of trees ----- the environment.	plant, save	planting, saves	planting, save	plant, saves	B
68	You can express your views by----- or--- to the problems and solutions.	agree, disagree	agreeing, disagree	agree, disagreeing	agreeing, disagreeing	D
69	There ----- instructions to be ----- to maintain neighbourhoods well.	is, followed	are, follow	are, followed	is, follow	C
70	----- air pollution by using bicycles ----- the campus.	Use, inside	Get, above	Control, inside	Control, between	C
71	----- the computer every day after use.	Turn on	Switch on	Turn off	all of the above	C

72	Hobbies ----- to activities that we ----- in our leisure time.	take, do	refer, did	refer, do	refers, do	D
73	Gardening, reading, collecting stamps, singing ----- some examples of hobbies.	is	was	were	are	D
74	The Jog falls is the second ----- waterfall in India.	tallest	highest	higher	taller	B
75	The world's ----- beach is along the Bay of Bengal in Tamil Nadu.	highest	longer	longest	high	C
76	One of the seven ----- of the modern world is located in Agra in Uttar Pradesh.	wonder	wander	wanders	wonders	D
77	----- mountains, trekking, surfing and scuba diving ----- called adventures.	climb, are	climbing, was	climbing, is	climbing, are	D
78	Adventures ----- risks and are ----- to people who undertake them.	involves, exciting	involve, excited	involve, exciting	involved, exciting	C
79	Many people ----- water sports ----- surfing, scuba diving in the ocean apart from fishing.	like, enjoy	liked, enjoy	enjoy, liked	enjoy, like	D
80	There ----- famous mountains ----- beaches in India.	is, and	are, and	are, but	is, but	B

81	Fuji ----- an active volcano about 100 kilometres southwest - ----- Tokyo.	are, of	is, for	is, of	are for	C
82	The White Cliffs of Dover ----- on the coastline ----- England.	are, of	is, of	are, for	is, for	A
83	Everest, the ----- peak in the world, ----- in Tibet.	high, is	higher, is	highest, is	highest, are	C
84	Jumping ----- a great height while connected ----- --- a large elastic cord is called bungee jumping.	for, to	for, for	from, to	from, for	C
85	I will arrange ----- the tickets ----- Pune.	for, to	to, to	to, for	for, above	A
86	Adventure sports ----- be jumping ----- great heights, diving deep ----- the sea, or flying ----- the air.	can, from, on, in	can, from, into, in	can, of, of, in	can, of, in, of	B
87	----- employees to ask questions. ----- a team atmosphere.	Respect, Encourage	Encourage, Develop	Encourage, Take	Respect, Take	B
88	Rearrange the jumbled words to identify the correct option. 'two, process, communication, way, is, a -----	A two process is way communication.	Communication is a two way process.	Communication is a process two way.	Two is a process way communication.	B
89	----- people's body language and how they ----- when they talk over the phone.	Instruct, speak	Observe, speak	Observe, notice	Instruct, notice	B

90	Every time you ----- an email, try to ----- something from it.	learn, see	learned, see	see, learned	see, learn	D
91	----- fidget. ----- and smile. ----- composed.	Don't, Blink stay	Don't, Relax, Stay	Don't, Blink, Well	Don't, Instruct, Stay	B
92	There are many dos and don'ts to be ----- -- while preparing for/attending an -----.	there, interview	identify, interview	identified, interviewed	identified, interview	D
93	Always ----- your mobile phone ----- silent mode during an interview.	know, in	know, of	keep, in	keep, of	C
94	----- for your turn. Do not ----- the officials at the venue, asking for your turn.	ask, problem	rush, problem	Wait, trouble	Clean, trouble	C
95	Tell us about a difficult situation you have ----- and how you ----- to come out of it.	face, manage	faced, manage	face, managed	faced, managed	D
96	The singular form of lenses is _____	Lens	Len	Lense	Lenses	A
97	Which word is an adjective _____	Beautiful	Park	Wave	Sea	A
98	Miscommunication can lead to -----.	Build relationships	Create misunderstanding	Successful Planning	See effective results	B

99	For effective communication -----.	Keep Listening.	Keep Talking.	Listen and talk carefully.	Listen carefully but talk unnecessarily.	C
100	Primary storage devices are -----	DVD	CD	RAM, ROM	USB	C
101	What is stress?	Feeling of joy	Feeling of surprise	Feeling of delight	Feeling of frustration/disappointment	D
102	How many days does it take to form a habit?	10	11	15	21	D
103	Factories Act was introduced in -----.	1948	1956	1949	1980	A
104	Wages are paid -----.	Daily	Monthly	Quarterly	Yearly	B
105	When a worker contributes to bring the best output by using the available resources, the worker is -----.	Productive	effective	Reliable	Selfish	A
106	PPE means -----.	Personal Productive Equipment	Personal Protective Equipment	Productive Personal Equipment	Personal Protective Engine	B
107	Productivity can be increased by offering -----.	Training only	Jobsite Experience only	Training and Jobsite Experience	Incentive	C

108	----- protect hands from cuts, burns or harmful liquids.	Goggles	Gloves	Ear plugs	Helmets	B
109	Which of these is not an entry level job after ITI for interior designers?	Specialist	Interns	Junior Interior Designer	Design Assistant	A
110	Quality Management system makes use of some tools for problem solving. Which of the following is not one of them?	fishbone diagrams	5D and 5S methods	4D and 4S methods	Kaizen principle	C
111	ISO stands for ----- .	International Order for Standardization	International Organizers for Standardization	International Organization for Stabilization	International Organization for Standardization	D
112	BIS stands for ----- .	Bureau of Indian Standards	Bureau of International Standards	Bureau of Indian States	Board of Indian Standards	A
113	The business idea should ----- .	Satisfy only my needs	Solve someone's problem	Save the world	None of the above	B
114	In social media, we use ----- to convey our feelings and emotions.	emoji's	gestures	eye contact	bodily movements	A
115	We select the ----- emoji to express our feelings.	random	perfect	odd	none	B
116	We use emoji's when -----	we are bored	words are not enough to express our feelings	we do not want to write	we are lazy	B

117	When we strongly feel or react situations or with particular people, we are using our -----	emotions	health	money	none	A
118	It is important to -----.	accept, understand and manage our emotions	accept, misunderstand and manage our emotions	refuse, misunderstand and manage our emotions	accept and misunderstand emotions	A
119	A person's ability to understand and manage emotions properly is called -----.	Intelligence	Artificial intelligence	Emotional Intelligence	split personality	C
120	A person with high emotional intelligence has ----- -----.	lot of negative qualities	ego	lot of positive qualities	a job	C
121	When something good happens to us, we feel ----- -----	irritated	angry	negative emotions like anger	positive emotions like happiness	D
122	The first step to manage emotions is to -----.	accept and understand emotions	express emotions	manage emotions	reject emotions	A
123	When we do not express our emotions, we may end up ----- -----.	successful	hurting ourselves and others	hurting others	hurting ourselves	B
124	Expressing ourselves helps in -----.	finding solutions to deal with negative emotions	fighting with others	developing negative emotions	developing positive emotions	A
125	If we do not learn how to control-----, it can spoil relationships.	laughter	people	others	anger	D

126	What is the process of formally introducing oneself called?	hiring	decision	self-introduction	seeking	C
127	A good self-introduction will help in making a ----- decision.	chatting	transfer	hiring	family	C
128	All of us ----- on completion of the course.	feel bored	search for jobs	feel relaxed	feel free	B
129	TI trainees meet industry professionals during ----- -----.	internships & apprenticeships	personal travel	shopping	during interview	A
130	Good self-introduction help to make -----	negative impression	money	good positive impression	offer of appointment	C
131	Self-introduction should show how ----- your are.	dull	confident	angry	weak	B
132	A quick summary of yourself is called an -----.	angry tone	easy speech	elevator pitch	emotional talk	C
133	Introducing oneself in a smart and powerful way in just 30 seconds is called -----	elevator pitch	briefcase	speech	quick call	A
134	The most frequently asked question in an interview is----- -----	tell me about yourself	Feedback	what is quarantine?	where is my pen?	A

135	Everything about a person on the internet like profile on Facebook, Twitter and Instagram is called -----	online profile or digital footprint	social media	ecosystem	networking	A
136	Identify the professional networking platform from the given options.	Facebook	Snapchat	LinkedIn	WhatsApp	C
137	When you explore LinkedIn to know about companies, its employers, get industry updates, etc., you are exploring it -----.	none	networking	building your brand	as a research tool	D
138	When a person is given information about how he/she is doing in an effort to reach a goal, it is called -----.	verification	argument	feedback	frightening	C
139	Giving information in a manner that does not attack a person, but brings possible changes to the behaviour is called -----.	suggestion	pleasing	effective feedback	none	C
140	When your instructor decides to cancel the industry visit, you feel-----	Feel confused	Feel disappointed	Feel stressed	jump in happiness	B
141	When others observe you and share what they feel about your performance, they -----.	want to make you feel bad	don't like you	are your enemies	are giving you feedback for improvement	D
142	An employee gets feedback from supervisors, HR and other colleagues to	improve	feel bad	be insulted	feel uncomfortable	A
143	Negative feedback is usually given -----.	constructively	to discourage	to hurt the receiver	to demoralize	A

144	To improve your listening skills and become a better communicator, you need to -----.	start listening actively	ignore listening	be indifferent	listen partially	A
145	"Your assignment is not like that of the others in your class. Why aren't you studying?" is an example of -----.	positive feedback	encouraging comments	negative feedback	usual comment	C
146	Giving positive comments followed by suggestions for improvement and closing with positive comments is called -----.	negative feedback	listening technique	Burger feedback technique	Positive feedback	C
147	When you provide feedback, tell the listener that you are providing -----.	negative feedback	comments	constructive feedback for improvement	suggestions	C
148	Self-reflection is the process of -----.	commenting	looking inwards	feedback	looking forward	B
149	When we take time to think and pay attention to our thoughts, emotions, decisions, and behaviour, it is called -----.	constructive criticism	positive feedback	negative feedback	self-reflection	D
150	Identifying things that are under our control and those that are not under our control, helps us to be -----.	more self-aware	peaceful	none	discouraged	A
151	Official conversations are part of -----.	informal communication	formal communication	resumes	families	B
152	Conversation between family members at home or casual conversation between employees is -----.	formal communication	discussion	none	informal communication	D

153	Single strand communication, gossip, cluster and probability are examples of -----.	informal communication	feedback	formal communication	burger feedback	A
154	Using words through speaking or writing to share information, thoughts or ideas is called -----.	non-verbal communication	feedback	verbal communication	none	C
155	Good verbal communication -----.	helps to communicate clearly	confuses people	is disrespectful	is rude	A
156	When we write letters, emails, messages, etc., we are using -----	employability	verbal communication	non-verbal communication	none	B
157	Communicating without words using only gestures, body language, facial expressions, etc., is called -----.	feedback	verbal communication	interviews	non-verbal communication	D
158	The ability to receive and accurately interpret messages in the communication process is called -----.	listening	speaking	reading	writing	A
159	Good listening skills make workers -----.	productive	irresponsible	crazy	inefficient	A
160	Listening to radio, television shows, etc., is an example of -----	active listening	non-verbal communication	passive listening	verbal communication	B
161	Paying attention to the speaker, not interrupting, taking time to understand before asking questions or responding is -----.	passive listening	lecturing	active listening	accepting	C

162	When society decides how we need to behave and forces it on us, it is called creating -----.	free society	equality	gender stereotypes	enforcement	C
163	"Why do you need to study further? You need to be married soon." This is an example of -----.	gender stereotypes for girls	gender stereotypes for boys	equality	fair deal for girls	A
164	An important document to carry when attending an interview is	cover letter	resume	leave letter	none	B
165	A ----- is a summary of your personal experience, skills and education history.	feedback	letter	resume	story	C
166	The crucial step that all face while starting their careers is -----	feeling happy	facing an interview	going on a tour	relaxing	B
167	Proper communication with customers can help to -----.	retain customers	have customers complain to friends	switch to competitor	search another shop	A
168	Customers generally ----- when they have a poor experience.	recommend to friends	continue doing business with the company	switch to a competitor	bargain with the company	C
169	An employee comes late to the office every day. He is not -----	silent	punctual	confident	clean	B
170	When we speak to people in our workplace or people in authority, we need to -----.	speak harshly and unmindful of gender	speak carefully and show respect in our choice of words	speak carefully and use abusive language	be rude and violent	B

171	The electronic form of formal written communication that can be sent through the internet to many people across the world is called -----.	email	typing	printing	writing	A
172	The most effective way of formal communication is -----.	chatting	tweeting	typing	email	D
173	CC in email means -----.	chair copy	child copy	carbon copy	chart copy	C
174	BCC in email means -----.	blind chair copy	blind child copy	blind chart copy	blind carbon copy	D
175	When you send your resume through email, you are sending it as -----	driver	attachment	marked text	cookie advertisement	B
176	When your classmate is giving suggestions on your performance, you are receiving -----.	customer interaction	elevator pitch	feedback	an award	C
177	PowerPoint files have ----- extensions.	.doc	.xls	.jpg	.pptx	D
178	Shortcut keys Ctrl+C, Ctrl+V, Ctrl+S mean -----.	save, cut, copy	cut, save, copy	copy, paste, save	cut, copy, save	C
179	Pressing Esc in PowerPoint can -----.	add a new slide	start slide show	end slide show	create a new presentation	C

180	To create a new presentation, choose -----.	Ctrl+C	Ctrl+V	Ctrl+B	Ctrl+N	D
181	When we attempt to convert a Word file into a pdf, we call it -----	jpg	doc	data conversion	text	C
182	The most compatible format for saving images is -----.	Pdf	JPG	xls	doc	B
183	Excel is used to -----.	save and share documents of all sizes	create typed document files	create spreadsheet with various functions	create presentations for a wide range of fields	C
184	Choose the correct order to convert a Word file into a pdf online. i. Download the file when converted ii. Upload the Word file in the prompt on clicking the site online. iii. Select the internet site to convert Word files into pdf. iv. Choose a Word file to be converted into a pdf.	i, ii, iii, iv	iv, iii, ii, i	I, iii, iv, ii	ii, iv, ii, i	B
185	JPG means -----.	Junior Photography Group	Joint Photo Group	Joint Photographic Group	Junior Photographic Group	C
186	SVG file means -----.	Scalable Venn Graphics file	Senior Vector Graphics	Scalable Venn Glitz	Scalable Vector Graphics	D
187	Participants in live seminars and discussions can ----- when it is enabled.	information	view	interact	listen	C
188	Wi-Fi stands for ----- wireless signal.	Wireless Fidelity	Wireless Finish	Wireless Filament	Wireless Firmament	A

189	----- is a wireless technology standard used for exchanging data between fixed and mobile devices over short distances.	Wi-Fi	webcasting	Bluetooth	email	C
190	When we share photos and videos from our Android smartphones to the computer to see them on a larger screen we are -----.	telecasting	screen mirroring	zooming	media zooming	B
191	A ----- is a computer that provides data to other computers.	smartphone	laptop	modem	Server	D
192	Applications and services offered over the internet are called -----	data	server	online	cloud computing	D
193	The image of the cloud is often used to refer to -----.	internet	server	data	text	A
194	To retrieve photos and videos from Facebook, we need to have a -----	personal server	device with internet connection	hard disk	printer	B
195	What do we need to access photos, videos, documents shared on Facebook, Gmail?	computer	smartphone	computer or smartphone with internet connection	server	C
196	Siri and Alexa are called_____	machines	smart assistants	predictors	recorder	B
197	An important aspect of being a successful entrepreneur is_____	Having an entrepreneurial mindset	Earning money	Serving the society	Expanding to as many markets as possible	A

198	Knowing what you are good at and what you need to improve on is the quality of_____	Self-awareness	Self-belief	Independent decision making	Grit	A
199	Taking decisions on your own, after carefully thinking about them is the quality of_____	Self-awareness	Self-belief	Independent decision making	Grit	C
200	What is a prototype?	The business idea	Typing the product/service in the business plan	Selling the product/service	The first version of a product/service	D
201	One important rule to network effectively is_____	talk to the same people	keep in touch with your contacts	focus on selling your product	identify your competitors	B
202	Networking is_____	making new enemies	identifying your competition	making connections with other businesses and customers	joining a social network	C
203	A tagline is_____	a plastic tag you attach to your product	a meme making fun of your business	a description of your business	a joke	C
204	If you want to give people relevant information about you and your business in an easy way, you will	write it on a piece of paper and give it to them	verbally tell them when they ask	ask them to search on Google	give them your business card	D
205	Anitha started an Instagram page for her crafts business. She used _____ marketing strategy	online marketing	taglines	poster	Networking	A
206	Human resources are_____	your neighbours	your staff, employees and other helpers	your customers	your competitors	B

207	Which of the following is not a resource?	raw materials	customer database	profit earned	your bed	D
208	When you have confidence in your own abilities and trust in yourself, you have	open mindedness	Proactiveness	belief in yourself	optimism	C
209	You are a lifelong learner if you_____	get a PhD	make a lot of money	live for a long time	keep growing and adding to your knowledge	D
210	One of the benefits of being a lifelong learner is_____	becoming a better decision maker	becoming famous	making lots of friends	staying physically fit	A
211	As technology advances, the way we work shall -----	Last	undergo changes	remain as it is	refuse to change	B
212	Maintaining the quality of something at a certain level is called	communication	problem solving	sustainability	interaction	C
213	For career growth and ----- we need to build----- -----	skills, sustainability	skills bridges	sustainability, dams	sustainability, new skills	D
214	If we want to sustain the ----- we should not----- it.	pollute, sustainable	environment, pollution	environment, pollute	environment, sustainable	B
215	A person can get promotions based on their ----- and -- -----	environment, experience	example, qualifications	qualifications, experience	None	C

216	Only when we learn to -----how work will be done in the future, we can ----- ourselves for those changes.	prepare, predicted	predicted, prepared	predicted, prepare	predict, prepare	D
217	Successful change is a combination of ----- and ----- aspects.	technics, future	future, designing	designing, deliver	technical, human	A
218	The work undertaken by a person for a period of time is called_____	job	career	planning	expert	A
219	Any task or piece of work for which a person gets paid for is called a____	Career	projection	job	plan	C
220	When a carpenter makes a wooden chair and gets paid for it, it is his_____	plan	joy	job	career	C
221	When you want to know what to do in your professional life, what skills and knowledge are required to do it, you are actually doing _____	job	career	career role	career planning	D
222	Career is like a long train journey where ----- are the many stations, many stops, many changes in routes.	plans	jobs	grows	Dreams	B
223	A ----- is one of the ways to reach your ----- goal.	job, career	career, job	patience, career	train, career	A
224	----- are realistic targets that you will set for yourself in order to achieve your career goal.	Resource	status	descriptions	milestones	D

225	The materials and support that you need to complete your milestones on time is called _____	Timelines	resources	status	descriptions	A
226	Setting up date for completing each milestone is called _____	descriptions	resource	timeline	None	C
227	We need to have----- when market trends change or when our current job no longer exists.	career paths	models	alternative careers	payment	C
228	When you know how to stitch a garment by hand, learning how to do it using a machine is called _____	career	employment	upskilling	learning	C
229	Many companies provide upskilling opportunities through _____	On the job training (OJT. & certification courses	wages	payment	trade	A
230	Trying new things and finding new ways to do old things is called _____	negotiation	collaboration	innovation	Communication	C
231	We----- in a proper way so that we may reach a profitable and healthy compromise.	collaborate	negotiate	innovate	elevate	B
232	Thinking in a smart way by questioning the information you receive so that you are not fooled by fake news is called _____	negotiation	innovation	career	critical thinking	D
233	The ability to adapt to fast changes is _____	innovation	negotiation	collaboration	adaptability	D

234	When we work with others, it is called_____	innovation	career	collaboration	Decision-making	C
235	New technologies have changed the way we work. Hence, irrespective of one's -----, learning ----- is important to work in an----- manner.	Efficient, jobnew skills	new skills, efficient, job	job, efficient, new skills	job, new skills, efficient	D
236	A person who learns new things related to his/her career and is up-to-date with latest industrial developments has_____	stalled mindset	growth mindset	collaboration	communication	B
237	A person who does not take necessary steps to learn new skills even when there is threat of losing his/her job is_____	open-minded	not open-minded	adaptable	inefficient	B
238	The process of learning a completely new set of skills to perform a different type of a job is_____	upskilling	reskilling	ITI	Apprenticeship	B
239	If a woodcutter who so far used simple axe learns to use an electric axe, the woodcutter is_____	reskilling	career	critical	upskilling	D
240	. Information like what kind of jobs are in demand is known through_____	economy of the world	market trends based on the economy	pre-computer era	career	B
241	Market trends are useful to plan one's career because they help to_____	identify property	recognize jobs that are and will be in demand	increase	remotely work	B
242	Career pathways means_____	potential employers	small groups of jobs within a career	interesting market	responsible market	B

243	The natural ability of a person to do something and how quickly he/she can learn something is called_____	upskilling	reskilling	career path	Aptitude	D
244	A series of numbers is given. You need to fill a number in the blank by understanding the pattern of the series. Fill the number in the place of the question mark: 47 48 51 60 87 ?	152	168	172	144	B
245	A man can reach a certain place in 40 hours. If he reduces his speed by 1/15th, he goes 5 km less in that time. Find the total distance covered by him.	60	85	75	52	C
246	3 is what percentage of 3000?	10%	5%	1%	0.1%	D
247	A man bought a lamp for Rs 100 and sold it for Rs 120. How much profit did he make? What is the profit percentage?	Profit Rs 10; Profit percentage 40%	Profit Rs 20; Profit percentage 20%	Profit Rs 20; Profit percentage 10%	Profit Rs. 20; profit percentage 2%	B
248	Rehearsing or practice sessions before an interview is called_____	pre-interview	amateur rehearsal	post interview	mock interview	D
249	Activities that one does during free time such as reading, gardening, writing blogs are called_____	experience	hobbies	qualifications	Objectives	B
250	When a person is naturally good at doing something, it is his/her_____	weakness	family	strengths	hereditary	C
251	Tools and techniques used to make one's task easier to work efficiently and mentioned in resumes are called_____	software	reading	examples	skills	D

252	A paid period of training that allows you to learn a particular skill or a set of skills while you work in the industry is called_____	crafting	opportunity	entrepreneurship	apprenticeship	D
253	The Government of India promotes apprenticeship through _____	NAPS	entrepreneurship development	internet	webcasting	A
254	It is important to ----- on the NAPS ----- to apply for apprenticeship.	portal, registered	register, portal	registered, portal	register, fax	B
255	Identify the professional networking platform from the given options.	Facebook	Instagram	Linked	LinkedIn	D
256	----- safety is very important. All companies need to incorporate ----- in their workspaces.	safety, workplace	workplaces, safe	workplace, safety	workplaces, safest	C
257	POSH mandates safety of----- and----- of sexual harassment in the workplace.	woman, preservation	women, prevention	man, prevention	woman, prevent	B
258	.----- means any unwelcome conduct of sexual nature, which makes a person feel offended or humiliated.	harassment	Domination	sexual harassment	safety	C
259	ICC with respect to POSH and sexual harassment means	Internal Cricket Committee	International Compliant Committee	Internal Company Committee	Internal Complaint Committee	D
260	.----- means the practice of keeping yourself and your surroundings neat and clean.	health	safety	community	hygiene	D

261	Some examples of----- hygiene are maintaining trimmed and clean nails, brushing teeth twice a day, washing hands before and after eating food.	Community	organisational	personal	Personnel	C
262	Taking care of the environment around us is called ----- hygiene	community	organisational	personal	personnel	A
263	What is an essential life skill for social and professional purpose?	Learning English	Learning mother- tongue	Learning foreign language	Learning more language	A
264	While addressing your boss, you should be...	Impolite	Informal	Formal	Expressive	C
265	Hi, how are you, what is up, these are examples of....	formal communication	Informal communication	Polite communication	Impolite communication	B
266	What you say first when you meet someone?	Goodbye	Good day	See you	Good morning	D
267	The Principal called Manoj. The principal asked.....to show.....hall ticket for the CTS Examination.	him, his	him, her	her, his	her, him	A
268	Fill in the blank with correct past tense of the verb "I _____ a movie yesterday"	watch	am watching	watched	will watch	C
269	Singular form of devices is....	Devise	Divice	Divise	Device	D
270	"The announcement yesterday was unnecessary" complete the sentence with appropriate word.	made	make	was made	will make	A

271	Fill in the blank with proper interrogativewent wrong with yesterday's game.	Where	What	When	Who	B
272	Change the verb "took" in the passive voice...	is taken/ are taken	am taken/ are taken	are taken/were taken	was taken/were taken	D
273	Complete the sentence with appropriate word "The Plumber the tap only now.	fit	are fitting	is fitting	was fitting	C
274	When you start a discussion on a topic, what do you say?	Let you start	let me say	let's discuss	let's us finish	C
275	What do you say when you politely disagree?	I'm afraid I have to disagree.	you are wrong	I am right	he is right	A
276	Complete the sentence with suitable describing words. The area is _____as the houses in it cost a lot of money.	beautiful	good	expensive	spacious	C
277	Complete the sentence with suitable describing words The roads in my town are in _____ condition.	good	expensive	beautiful	safe	A
278	Complete the sentence with suitable describing words There is a _____ garden with lovely flowers.	good	spacious	big	beautiful	D
279	Complete the sentence with suitable describing words There is a _____ playground near our house.	spacious	big	beautiful	good	B
280	Complete the sentence with suitable describing words There are _____ apartments in my neighbourhood.	expensive	beautiful	good	spacious	D

281	Complete the sentence with suitable describing words It is a _____ neighbourhood. One need not fear.	good	big	safe	expensive	C
282	Complete the sentence with suitable describing words There isn't any amusement park in the area. It is a ____ place.	polluted	dry	noisy	boring	D
283	Complete the sentence with suitable describing words There is a factory in the area. The air is _____.	polluted	boring	uneven	noisy	A
284	Complete the sentence with suitable describing words There is water scarcity in the locality. The area is _____.	uneven	noisy	dry	boring	C
285	Complete the sentence with suitable describing words The transportation to some rural areas is difficult as the roads are _____	dry	polluted	even	uneven	D
286	What help us to maintain the balance between mental and physical activities?	Hobbies	Running	Walking	Reading	A
287	spoken communication is usually not only _____ but also _____	formal, informal	verbal, nonverbal	verbal, informal	formal, nonverbal	B
288	The immediate surroundings to the place you live in is called _____	village	town	city	neighbourhood	D
289	The conditions in a place that affect the behaviour and development of somebody or something is called _____	neighbourhood	environment	locality	facilities	B
290	Which kind of persons are with very good behaviour, achievements and lead as an example.	customer service executives	ITI instructors	. role models	sales supervisors	C

291	which one is not an adventure?	climbing mountains	treaking	surfing	driving	D
292	Travelling in the sea is called a_____	voyage	boating	fishing	tour	A
293	Always ----- your mobile phone ----- silent mode.	know, in	know, of	. keep, in	keep, of	C
294	Miscommunication can lead to.....	build relationships	create misunderstanding	successful planning	effective results	B
295	What is required for effective communication?	Keep Listening.	Keep Talking.	Listen and talk carefully	Listen carefully	C
296	When a worker contributes to bring the best output by using the available resources, the worker is.....	productive	bad	ineffective	selfish	A
297	Communication plays a very important role in_____	our personal lives	our personal and professional lives	our professional lives	our future lives	B
298	Emojis are used according to -----	our educational levels	our professional levels	our moods or situations	When we are happy	C
299	A person's ability to understand and manage emotions properly is called.....	Intelligence	Artificial intelligence	Emotional intelligence	split personality	A
300	A person with high emotional intelligence has_____	physical strength	ego	lot of positive qualities	lot of negative qualities	C
301	When something good happens to us, we feel_____	irritated	angry	negative emotions like anger	positive emotions like happiness	D

302	What is the process of formally introducing oneself called...	self introduction	interviewing	decision	seeking	A
303	A quick summary of yourself is called an.....	angry tone	easy speech	elevator pitch	emotional talk	C
304	The most frequently asked question in an interview is.....	your feedback	tell me about yourself	where do you live	your family background	B
305	Things one must not follow while attending an interview....	being confident	giving a firm handshake	greet and thank formally	laugh loudly	D
306	Everything about a person on the internet like profile on Facebook, Twitter and Instagram is called.....	networking	online profile or digital footprint	internet	social media	B
307	Identify the professional networking platform from the given options..	Facebook	snapchat	LinkedIn	Whatsapp	C
308	When a person is given information about how he/she is doing in an effort to reach a goal, it is called...	clarification	feedback	argument	. frightening	B
309	Feedback is important because...	it is given for improvement	it is given for discouraging	it is negative	it is disappointing	A
310	When others observe you and share what they feel about your performance, they....	want to make you feel bad	don't like you	are your enemies	are giving you feedback or improvement	D
311	To improve your listening skills and become a better communicator you need to....	start listening actively	ignore listening	be indifferent	listen partially	A
312	An employee gets feedback from supervisors, HR and other colleagues to...	feel bad	improve	be insulted	feel uncomfortable	B
313	Negative feedback is usually given....	discouragingly	to hurt the receiver	constructively	neutral	C

314	Communication that involves exchanging of information without use of words is called_____	oral communication	written communication	verbal communication	non-verbal communication	D
315	Which one is a good communication?	message is clear and direct	message is ambiguous	sender attacks receiver	receiver doesn't understand	A
316	In face to face communication, "wors" account for.....	100%	55%	38%	7%	D
317	How can we decide somebody's personality? With his...	colour	religion	behaviour	height	C
318	Listening of songs to derive pleasure only comes under	critical listening	therapeutic listening	appreciative listening	comprehensive listening	C
319	Which one is considered to be a poor communication?	message is ambiguous	message is clear and direct	receiver is open to listen	sender is positive towards receiver	A
320	Official conversations are part of.....	informal communication	formal communication	resumes	friendship	B
321	. Using words through speaking or writing to share information, thoughts or ideas is called.....	non-verbal communication	feedback	verbal communication	gesture	C`
322	Which one is NOT a Verbal communication?	Job application	Formal letters	Informal letters	Attending interview	D
323	The crucial step that all face while starting their career is....	feeling happy	facing an interview	going on a tour	relaxing	B
324	An employee comes late to office every day. He is not.....	punctual	silent	confident	clean	A
325	. Customers generally ----- when they have good experience	switch to competitor	do not recommend it to friends	purchase more	never come back	C

326	You feel uncomfortable when you find people _____in public place	reading books	practicing yoga	laughing loudly	walking	C
327	Workplace etiquette means to.....	treat everyone with courtesy and respect	gossiping and talking loudly	not to speak any one	leave the workplace frequently	A
328	What protect hands from cuts, burns or harmful liquids?	Goggles	Gloves	boots	Helmets	B
329	Mock interviews help candidates	become nervous	over confident	enthusiastic	rehearse how to perform in an interview	D
330	When you send your resume through email, you are sending it as.....	marked text	copy	attachment	cookies	C
331	When we speak to people in our workplace, we need to.....	use harsh words	speak loudly	show respect in our words	unmindful of our language	C
332	Which method is the most effective way of communication in workplace?	verbal	non verbal	whatsapp	email	A
333	Which one is a search engine?	Flicker	Hotmail	Google	Facebook	C
334	Which one is a "Do's" of discussion etiquettes?	Loose your temper	Listen to others	Talk about irrelevant details	use impolite or rude language	B
335	Which tool in MS Office is used for preparation of presentations?	MS Word	MS Power Point	MS Excel	MS Access	B
336	What is the command to invoke power point from command line?	Power print	Power	Point	MS ppt	A
337	What is the default extension for a presentation prepared in Power- point in MS Office version 2010?	.ppt	.doc	.xls	.pptx	D

338	What is transition in Power point presentations?	time taken to appear objects	The movement of objects in the slide	The movement of slide one by one	Time taken by the objects to change	C
339	Which menu helps automatic transition time to slides?	Transition -time	Transition-preview	Transition-slot	Transition-rehearsal	A
340	What will not be displayed in the slide during presentation?	Slide heading	Slide nos.	Speaker's Note	Objects in the slide	C
341	Which key in the keyboard will end the slide show at any time?	Ctrl key	Alt key	Esc key	Shift key	C
342	What is the shortcut key to create Power Point presentation?	Ctrl+C	Ctrl+X	Ctrl+V	Ctrl+M	D
343	Which function key start the slide show?	F5	F10	F1	F7	A
344	Which option helps you view the slides in the presentation mode?	Reading view	Slide show view	Slide sorter view	Normal layout view	B
345	What is the full form of "KISS" in Power point presentation?	Keep Information Small and simple	Keep Information short and simple	Keep Information Skill Straight	Keep Information Saved and Simple	B
346	PowerPoint NOT allow us to.....	combine text	add graphics	add multimedia content	do calculation work	D
347	The conversion of computer data from one format to another is called.....	pasting	copying	cutting	conversion	D
348	Which one is the widely used file type to create typed documents?	ppt	jpg	doc	xls	C
349	What is called a media presentation shared over the Internet?	Live media	Live telecast	Webcast	seminar	C
350	What is the standard way in which computers connected wireless?	Wi-Fi	WAN	LAN	ISP	A

351	Which wireless technology standard used for exchanging data between fixed and mobile devices over short distance?	Router	Bluetooth	Pendrive	CD/DVD	B
352	Which app is a widely used for screen casting from your mobile phone?	Whatsapp	Facebook	Webcast	Mobizen	D
353	A computer that provides data to other computers is called.....	Super computer	Processor	Server	Search engine	C
354	Delivery of different services through the internet like data storage,server,database,networking is called.....	Cloud computing	Email	Message	Bluetooth	A
355	_____ is a file storage and synchronization service of cloud computing developed by Google	Internet Explorer	Google Drive	Netflix	Hard disc	B
356	. When we attempt to convert a word file into pdf, we call it...	jpg	doc	data conversion	copy	C
357	The most compatible format for saving images is.....	pdf	doc	xls	jpg	D
358	. A secure Wi-Fi is one.....	that allows every one to connect	open to the public	has a password to login	open by landline	C
359	. When we share photos and videos from our Android smartphones to the computer to see them in a larger screen we are.....	telecasting	screen mirroring	zooming	. media zooming	B
360	The image of the cloud is often used to refer to.....	data	server	internet	LAN	A
361	Name the app that stand out in terms of usability and reliability in language translation.	Facebook	Whatsapp	Skype	Jibbiggo	D
362	Alexa, Cortana, Einstein, Google, Siri and Watson are in the category of.....	Musical instruments	voice recognition devices	Voice recorders	translation devices	B
363	Full form of GPS is.....	Glob position system	Great Polar system	Global positioning System	Global planning System	C

364	We use Google maps to follow _____ to reach a place	destination	distance	demark	direction	D
365	When we want to type using our voice, we are using	voice of Google	voice recognition feature	voicing technique	voice recorder	B
366	A written description of duties and responsibilities to be carried out in a job is called.....	Job description	Bio-data	CV	job application	D
367	The ability of a computer or machine to mimic the capabilities of the human mind is called.....	artificial intelligence	intellect	artificial performer	natural intelligence	A
368	A resume should be.....	having long and detailed information	short and precise	bold and colourful	having acronyms and abbreviation	B
369	A person who is associated with the starting of a business is called...	Merchant	Entrepreneur	Businessman	Sales Executive	B
370	Entrepreneurship is also termed as...	Employer	Ement seeker	Self employment	Investor	C
371	Which is NOT an Entrepreneurial mind set?	Not taking risk	Self Belief	Independent decision making	Self Awareness	A
372	Believing that you have the capability to achieve your dreams is called.....	Self awareness	Grit	Self belief	Independent decision making	C
373	Working hard to achieve your goals and not giving up when you face failure is called.....	independent decision making	Self-belief	Self awareness	Grit	D
374	Which website has an 'Idea Bank'? where you can find a list of multiple problems faced by the country now.	Yahoo	Startup India	Firefox	Google	B
375	Which one is a key skill to be used for a Market survey?	Communication	Computer knowledge	MBA Degree	Appearance	A
376	What are 3 important elements to remember while doing a survey?	Listen,observe, tell	Observe,record learn	Listen,observe learn	Talk,learn,understand	C

377	_____ are at the centre of any business.	Working capital	Bank loan	Licence	Customers	D
378	Which one is NOT a source to raise funds to start business?	Self Financing	Invest in Mutual Funds	Government Loans	Inner circle funding	B
379	_____ registration would help to access the schemes introduced by the Government	GST	TIN	Udyog Aadhaar	Pan card	C
380	Taking decisions on your own, after carefully thinking about them is the quality of.....	Self-awareness	Self-belief	Grit	Independent decision making	D
381	One important rule to network effectively is.....	talk to the same people	focus on selling your product	keep in touch with your contacts	identify your competitors	C
382	. If you want to give people relevant information about you and your business in an easy was, you will....	write on a piece of paper and give	ask them to search on Google	verbally tell them when they ask	give them your business card	D
383	Anitha started an Instagram page for her craft business. She used _____marketing strategy	online marketing	taglines	poster	. networking	A
384	Human resources are.....	Human right activists	your customers	your staff	your competitors	C
385	Which of the following is not a resource?	raw materials	customer database	profit earned	Loss in business	D
386	What is influenced by rapid change in technology?	Future of work	Nature of work	Workforce	Working capital	A
387	What term refers to maintaining the quality and ability of something at a certain level?	Quality control	Measuring instrument	Sustainable	Climate	C
388	What will keep evolving thereby making jobs undergo changes?	Time	workforce	technology	investment	C
389	What is required for your career growth and sustainability?	Good behaviour	continue as it is	opportunity	build new skills	D

390	What has drastically changed the world of work?	Environment	Technology	Investment	Workers	B
391	Which is NOT a Money transaction?	Agreement	Card payment	Net banking	Paytm/Google pay	A
392	As technology advances, the way we work shall_____	last	undergo changes	Remain as it is	Refuse to modernise	B
393	Maintaining the quality of some- thing at a certain level is called.....	problem solving	communication	Maintain	sustainability	D
394	Sustaining a river means.....	to build a dam	to pollute the river	To maintain the river in its present condition	to build a bridge	C
395	A person can get promotions based on his_____and_____	environment, experience	example, qualifications	qualifications, experience	conduct, behaviour	C
396	To gain more skills, you.....	work hard	do overtime work	do apprenticeship training	get certifications	D
397	Curriculum Vitae is also known as....	Leave application	job application	Resume	Career opportunity	C
398	The future of work is always going to	Use the same s tools	use the latest technology	build new factory	recruit fresh staff	B
399	Most of the ----- work in the automobile industry has shifted to_____	manual, machine	machine, lathe	engine, villages	painting, city	A
400	Which one is NOT related to career path?	Assess yourself	Make decisions	Take action	No action required	D

401	The process of learning a completely new skill is called.....	Semi skilled	Reskilling	Skilled worker	Upskilling	B
402	learning a new skill to do fundamentally the same nature of task is called.....	Reskilling	Upskilling	Semi skilled	Technician	B
403	A small group of jobs within a career is called.....	career pathways	career opportunities	career option	career selection	A
404	We can identify the trends and changes in the world of work through...	News	Television	multiple task	online market scan	D
405	Plan, Prepare, Perform is related to.....	Your resume	Your work	Attending interview	Your personality	C
406	On completion of your ITI training what is the first step to get a job.....	Joining letter	Report for work	wait for job offer	join apprenticeship	D
407	What should be avoided during an interview?	Greet the employer with a smile	Maintain eye contact	look somewhere and answer	answer clearly and loudly	C
408	Which is the most important document required by companies to select people for job?	Your certificate	your resume	sports certificate	conduct certificate	B
409	What is the full form of " NAPS"	National Apprenticeship promotion scheme	National Aptitude Potential Scheme	National Approved Promotion scheme	New Apprenticeship Prevention scheme	A
410	What is the primary requirement to register NAPS portal?	your mobile Number	Aadhaar card Number	Pan Card Number	Valid Email ID	D
411	A man bought a lamp for Rs 100 and sold it for Rs. 120. What is the percentage of profit	12%	20%	15%	10%	B

412	Prevent Women at Work- place Act 2013 also known as	PUSH	POSH	PPP	POS	B
413	Registering on the _____portal provides a "learn while earn" opportunity	Employment Exchange	UPSC	NAPS	SSC	C
414	Which one is NOT a career site to find job?	Linked in .com	timesjob.com	babajob.com	shadi.com	D
415	Who will be the Presiding Officer of the ICC in an organization?	senior level Female employee	Senior level Male employee	General Manager	CEO	A
416	You can maintain hygiene at the _____and _____levels	personal, village	community, town	city, community	personal, community	D
417	Information like what kind of jobs are in demand is known through...	economy of the world	market trends based on the economy	per capita income	Union budget	B
418	maintaining trimmed and clean nails, brushing teeth twice a day, washing hands before and after food are examples of.....hygiene.	personal	community	organizational	social	A